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TO: Maryland Lottery and Gaming Commission
John Martin, Director

FROM: Craig Lindsey, Deputy Director & COO

DATE: November 12, 2025

SUBJECT: Report for the November 2025 Commission Meeting

A. AGENT ADMINISTRATION

The following table presents retailer and terminal counts according to the Lottery's Agent Administration database.

| Total Retailers | | | | Total Retailer Terminals | | | | XCAP Retailers (1) | | | |
|------------------------------|-------|----------|-------|------------------------------|-------|----------|-------|------------------------------|-------|----------|-------|
| Date | Count | Date | Count | Date | Count | Date | Count | Date | Count | Date | Count |
| Current | | | | Current | | | | Current | | | |
| 10/31/24 | 4,311 | 10/31/25 | 4,269 | 10/31/24 | 7,147 | 10/31/25 | 7,138 | 10/31/24 | 452 | 10/31/25 | 467 |
| Quarterly Comparisons | | | | Quarterly Comparisons | | | | Quarterly Comparisons | | | |
| 03/31/24 | 4,338 | 03/31/25 | 4,309 | 03/31/24 | 7,106 | 03/31/25 | 7,169 | 03/31/24 | 442 | 03/31/25 | 457 |
| 06/30/24 | 4,316 | 06/30/25 | 4,275 | 06/30/24 | 7,059 | 06/30/25 | 7,128 | 06/30/24 | 451 | 06/30/25 | 461 |
| 09/30/24 | 4,313 | 09/30/25 | 4,281 | 09/30/24 | 7,150 | 09/30/25 | 7,163 | 09/30/24 | 450 | 09/30/25 | 462 |
| 12/31/23 | 4,350 | 12/31/24 | 4,307 | 12/31/23 | 7,078 | 12/31/24 | 7,148 | 12/31/23 | 437 | 12/31/24 | 449 |

(1) Expanded Cashing Authority Program (XCAP) locations are authorized to cash prizes of up to \$5,000. W2Gs for these winners are subsequently printed and mailed by CRC staff.

B. CONTRACT MANAGEMENT

- There are 1,975 full-service (PHD and PHDL) and 239 draw game-only (PEX) self-service terminals installed as of October 31, 2025.
- There was another deployment of debit transaction software to a limited number of retailers. A release to additional retailers to follow the Raffle game conclusion.
- Software testing for the Raffle game was completed with a planned November 3, 2025 launch.
- Six new instant games launched October 17th (\$1, \$2, \$3, \$5, \$10 and \$20 price points).
- One new instant game launched October 27th (\$1 price point).

C. FACILITIES

- The FY 2025 Internal Revenue Service (IRS) Vehicle Fringe Benefit Program report is due to DBM by choice of either November 18, 2025 or November 20, 2025.
- The State of Maryland Annual Fleet Meeting will be held in Crownsville, Maryland on November 18, 2025 and November 20, 2025. The purpose of the meeting is to discuss all aspects of fleet management and update all Fleet Managers and Coordinators on the processes, procedures and responsibilities of managing agency vehicles; as well as, answer any questions regarding fleet management policies.
- Facilities continues to work with the Department of General Services (DGS) and building management to acquire additional space to support the instant ticket warehouse and human resources operations, and to accommodate the Agency's growth.
- DGS rolled out the Government Modernization Initiative (GMI) for landline phones verification and termination. The Agency's GMI team have reviewed and identified all existing phone lines.
- Surplus property disposals continue as Excess Property Declarations are approved by DGS.
- The work to identify under-utilized cell phones continues.
- The Government Modernization Initiative (GMI) for Shipping Practices is in place for the agency and exceptions have been documented, and monitoring will continue to ensure compliance with the Governor's directives.

D. WAREHOUSE

The instant ticket warehouse is responsible for packing all of the instant tickets shipped to lottery retailers. Orders are placed through the Tel-Sell operation, which is operated by our lottery central system vendor. Once an order is placed, it is sent to the warehouse for fulfillment. Additionally, as each new instant game is launched, the majority of retailers receive an initial allocation of the new games to ensure the tickets are available across the State. Fulfilled orders are shipped via UPS and Falcon for next day delivery to retailer locations. In addition to filling the orders, the warehouse is responsible for monitoring both carriers to validate proper billing and timely delivery.

| Warehouse Orders – October 2025 | | | |
|--|-------------------|-------------------|------------------|
| # of Orders | # of Packs | YTD Orders | YTD Packs |
| 18,644 | 210,910 | 74,600 | 812,231 |