

Maryland Lottery and Gaming Control Agency

Wes Moore, Governor • John Martin, Director



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TO: Maryland Lottery and Gaming Commission
John Martin, Director

FROM: Craig Lindsey, Deputy Director & COO

DATE: December 8, 2025

SUBJECT: Report for the December 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			
11/30/24	4,305	11/30/25	4,262	11/30/24	7,145	11/30/25	7,133	11/30/24	458	11/30/25	463
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 1,974 full-service (PHD and PHDL) and 238 draw game-only (PEX) self-service terminals installed as of November 30, 2025.
- There were 52 debit readers deployed in November, bringing the current total to 70 installed.
- Raffle game successfully launched on November 3rd.
- First Raffle Early Bird drawing occurred November 24th.
- Three new Fast Play games launched November 3rd (\$1, \$5, and \$10, price points).

C. FACILITIES

- The FY 2025 Internal Revenue Service (IRS) Vehicle Fringe Benefit Program report was submitted to DBM on November 18, 2025.
- 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 – November 2025			
# of Orders	# of Packs	YTD Orders	YTD Packs
16,953	190,992	91,553	1,003,223