

Maryland Lottery and Gaming Control Agency



Wes Moore, Governor • John Martin, Director

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TO: Maryland Lottery and Gaming Control Commission
John Martin, Director
Craig Lindsey, Deputy Director & COO

FROM: Solomon Ramsey, Managing Director of Administration

DATE: March 10, 2026

SUBJECT: Report for the March 2026 Commission Meeting

A. RETAILER ADMINISTRATION

The following table presents retailer and terminal counts according to the Lottery's Retailer 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			
2/28/25	4,313	2/28/26	4,264	2/28/25	7,180	2/28/26	7,157	2/28/25	456	2/28/26	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
12/31/24	4,307	12/31/25	4,259	12/31/24	7,148	12/31/25	7,130	12/31/24	449	12/31/25	467

(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 1,979 full-service (PHD and PHDL) and 241 draw game-only (PEX) self-service terminals installed as of February 28, 2026.
- There were 62 debit readers deployed in February, bringing the current total to 221 installed.
- Five new instant games launched February 6th (\$3, \$5, \$10, \$25, and \$50 price points).
- Disaster Recovery test completed on February 10.

C. FACILITIES

- Facilities is awaiting approval to acquire additional space to support the instant ticket warehouse and Human Resources operations, as well as to accommodate the Agency’s continued growth. We are also exploring the option of engaging an outside company to evaluate the current warehouse layout and recommend improvements to maximize existing space and prepare for a potential expansion.
- Support Services is preparing for the FY26 inventory report submission.
- Surplus property disposals continue as Excess Property Declarations are approved by the Maryland Department of General Services.
- The two cargo vans ordered earlier this year are scheduled to arrive this month. Upon delivery, one vehicle will be assigned to the Communications team and the other to the Sales team.
- Facilities staff participated in the Quarterly Fleet Meeting held on March 10, 2026.
- Facilities continues to work with Procurement and IT regarding the Canon copier contract.
- Facilities is working with HR on the Administrative Officer recruitment. The warehouse vacancy has been posted.
- CPR/First Aid training is scheduled for April 8 and 9 at 10:00 a.m. in the studio.
- Facilities continues to coordinate with Building Management on matters covered under our lease agreement.

D. WAREHOUSE

The Instant Ticket Warehouse is tasked with efficiently packing all of the instant tickets shipped to lottery retailers. Orders are initiated through the Tel-Sell operation, managed by our lottery central system vendor. Once an order is placed, it is sent directly to the warehouse for fulfillment. In conjunction with the launch of new instant games, most retailers receive an initial allocation to ensure that tickets are readily available throughout the state. Fulfilled orders are dispatched via UPS and Falcon Express, ensuring next-day delivery to retailer locations. Beyond filling orders, the warehouse also monitors both carriers to ensure accurate billing and timely delivery, maintaining a high standard of service for our lottery retailers.

Warehouse Orders – February 2026			
# of Orders	# of Packs	YTD Orders	YTD Packs
13,292	129,245	155,711	1,516,924