Maryland Lottery and Gaming Control Agency

Wes Moore, Governor — John Martin, Director

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TO: Maryland Lottery and Gaming Control Commission
Jeremy P. Baker, Acting Director
Craig Lindsey, Deputy Director & COO

FROM: Solomon Ramsey, Managing Director of Administration

DATE: October 8, 2026

SUBJECT: Report for the **October 2026** Commission Meeting

A. RETAILER LICENSING, COMPLIANCE & ENFORCEMENT

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

Total Retailers			
Date	**Count**	**Date**	**Count**
Current Comparison			
09/30/25	4,281	09/30/26	4,209
Quarterly Comparisons			
03/31/25	4,309	03/31/26	4,246
06/30/25	4,275	06/30/26	4,229
09/30/25	4,281	09/30/26	4,209
12/31/24	4,307	12/31/25	4,259

Total Retailer Terminals			
Date	**Count**	**Date**	**Count**
Current Comparison			
09/30/25	7,163	09/30/26	7,120
Quarterly Comparisons			
03/31/25	7,169	02/28/26	7,172
06/30/25	7,128	06/30/26	7,147
09/30/25	7,163	09/30/26	7,120
12/31/24	7,148	12/31/25	7,130

XCAP Retailers (1)			
Date	**Count**	**Date**	**Count**
Current Comparison			
09/30/25	462	09/30/26	462
Quarterly Comparisons			
03/31/25	457	03/31/26	466
06/30/25	461	06/30/26	462
09/30/25	462	09/30/26	462
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 1,997 full-service (PHD and PHDL) and 239 draw game-only (PEX) self-service terminals installed as of September 30, 2026.
- There were 111 debit readers deployed in September, bringing the current total to 1,409 installed.
- Four new instant games launched on September 18th ($5 (2 games), $10, $30 price points).
- Three new Fast Play games launched on September 7th ($3, $5, $30 price points).
- Completed development, testing, and successfully launched new NFL Xs & Os draw game on September 8th.

C. FACILITIES

- **HR Space Transition:** Human Resources has recently completed their move into their new office space on October 2, 2026.
- **Parcel Tracking Automation:** The proposed automated parcel tracking system has progressed to the final stages of approval. Once implemented, the system will modernize how incoming packages are received, documented, distributed, and acknowledged, improving accountability while reducing manual processes.
- **Certified Mail Automation:** Facilities department is also evaluating a solution to automate the certified mail process. The proposed system would provide end-to-end tracking of certified correspondences, from initial processing through final delivery; strengthening documentation, accountability, and operational efficiency.
- **Fleet Modernization:** We are in the final stages of updating several fleet vehicles as part of our continued effort to improve fleet efficiency and reliability. These updates will better align available vehicles with operational needs and support the overall effectiveness of the Agency's fleet and State initiatives.
- **Annual Inventory Completion:** The Agency's annual inventory has been successfully completed and submitted to the Department of General Services **(DGS)**, fulfilling our annual inventory reporting requirement.

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 – September 2026

# of Orders	# of Packs	YTD Orders	YTD Packs
19,161	196,598	278,487	2,838,306