

# Maryland Lottery and Gaming Control Agency

Larry Hogan, Governor • Gordon Medenica, Director



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TO: Maryland Lottery and Gaming Commission  
Gordon Medenica, Director

FROM: James Nielsen, Assistant Deputy Director/COO

DATE: January 17, 2017

SUBJECT: Report for the January 2017 Commission Meeting

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## **GAMING**

See attached report from Charles LaBoy, Managing Director

## **REGULATORY OVERSIGHT**

See attached report from John Mooney, Managing Director

## **AGENT ADMINISTRATION**

|                         | <b>07/01/16</b> | <b>12/31/16</b> |
|-------------------------|-----------------|-----------------|
| # OF RETAILERS          | 4,539           | 4,512           |
| # OF RETAILER TERMINALS | 5,274           | 5,241           |
| # XCAP RETAILERS        | 307             | 335             |

## **CONTRACT MANAGEMENT**

- Features for Phase 2 of the My Lottery Rewards App, primarily related to e-playslips and the retailer locator capabilities, have been made available to players. Similar features in the core Maryland Lottery App will be released in the near future.
- MS Technologies continues to work on e-Licensing Systems improvements. Priority 5 work is ready to be tested and additional enhancements are being developed as part of Priority 6.
- Meetings among Scientific Games, Sales, Product Development and Operations to explore enhancements to Keno continue. This process will take several months, and include conducting some formal player research data.

## **FACILITIES**

- Staff is working with building management and DGS to resolve continuing concerns with temperatures and humidity levels in the building. We are also identifying areas that need to be repainted.
- Staff is working with IT to develop the capability to use bar-coded labels and a scanner to automate our equipment inventory process.

## **WAREHOUSE**

The instant ticket warehouse is responsible for packing all of the instant tickets that are shipped to lottery retailers. Orders are placed through our Tel Sell operation which is operated by our 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 assure the tickets are available across the State. Fulfilled orders are shipped via UPS for next day delivery to the retailer locations. In addition to filling the orders, the warehouse is responsible for monitoring UPS to ensure proper billing and timely delivery.

Instant ticket shipping activity is as follows. Year to date shipments are about 30,000 packs (3.17%) over last year.

| <b># of Orders<br/>December 2016</b> | <b># of Packs<br/>December 2016</b> | <b>YTD Orders<br/>7/1/16 – 12/31/16</b> | <b>YTD Packs<br/>7/1/16 – 12/31/16</b> |
|--------------------------------------|-------------------------------------|---|--|
| 14,381                               | 177,807                             | 86,481                                  | 980,882                                |