



INTEROFFICE MEMO

Gary Grief, Executive Director LaDonna Castañuela, Charitable Bingo Operations Director

To: Robert G. Rivera, Chairman
Cindy Fields, Commissioner
Mark A. Franz, Commissioner
Clark E. Smith, Commissioner
Jamey Steen, Commissioner

From: LaDonna Castañuela, Charitable Bingo Operations Division Director *LDC*

Date: Tuesday, February 6, 2024

Re: Report by the Charitable Bingo Operations Director and possible discussion and/or action on the Charitable Bingo Operations Division's activities, including licensing, accounting and audit activities, reports, and special projects.

The following two reports are associated with this tab:

1. CBOD December 2023, Output Metrics; and
2. CBOD January 1, 2024, thru January 22, 2024, Output Metrics

Additional information may be provided at the commission meeting.



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To: Robert G. Rivera, Chairman, Texas Lottery Commission
Cindy Fields, Commissioner, Texas Lottery Commission
Mark A. Franz, Commissioner, Texas Lottery Commission
Clark E. Smith, Commissioner, Texas Lottery Commission
Jamey Steen, Commissioner, Texas Lottery Commission

From: LaDonna Castañuela, Charitable Bingo Operations Division Director, Texas Lottery Commission

Date: January 22, 2024

Re: Charitable Bingo Operations Division Output Metrics - December 2023

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	902	35
Lessor	226	67
Distributor	10	0
Manufacturer	19	0
BingoPlayingLocations	298	0

Licensing

Number of renewal applications received	46
Number of worker registry applications received	148
Number of original licenses issued	3
Number of renewal licenses issued	51
Number of worker registry badges issued	140
Average Bingo License (Temporary) Processing Time (Days)	1.12
Average Bingo License (Amendments) Processing Time (Days)	2
Average Bingo License (Originals) Processing Time (Days)	61
Average Bingo License (Renewals) Processing Time (Days)	15.53

Accounting

Total payments received	36	\$11,976.60
Electronic Payment through Bingo Services Portal	10	\$8,452.78
Received by mail	26	\$3,523.82
Number of quarterly reports processed	125	

Audit Services

Number of audits and game inspections completed	11
Number of audits completed	1
Number of game inspections completed	10
Number of complaints received	14
Number of complaint investigations completed	7

Compliance

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$100.00
Worker Registry Activity	
Applications Denied	5
Workers Removed	2

Education

Number of individuals receiving education	37
On-line	37
On-site	0



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Jamey Steen, Commissioner, Texas Lottery Commission

From: LaDonna Castañuela, Charitable Bingo Operations Division Director, Texas Lottery Commission

Date: January 22, 2024

Re: Charitable Bingo Operations Division Output Metrics - January 2024

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	907	35
Lessor	227	67
Distributor	10	0
Manufacturer	19	0
BingoPlayingLocations	299	0

Licensing

Number of renewal applications received	23
Number of worker registry applications received	92
Number of renewal licenses issued	46
Number of worker registry badges issued	130
Average Bingo License (Temporary) Processing Time (Days)	4.05
Average Bingo License (Amendments) Processing Time (Days)	3
Average Bingo License (Renewals) Processing Time (Days)	12.04

Accounting

Total payments received	176	\$1,708,678.26
Electronic Payment through Bingo Services Portal	140	\$1,670,297.29
Received by mail	36	\$38,380.97
Number of quarterly reports processed	471	

Audit Services

Number of audits and game inspections completed	16
Number of audits completed	11
Number of game inspections completed	5
Number of complaints received	11
Number of complaint investigations completed	9

Compliance

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$100.00
Worker Registry Activity	
Applications Denied	1
Workers Removed	1

Education

Number of individuals receiving education	37
On-line	37
On-site	0