





# INTEROFFICE MEMO

*Ryan Mindell, 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:** Wednesday, August 7, 2024

**Re:** Item XII. 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 documents are associated with this tab:

1. CBOD June 2024, Output Metrics; and
2. CBOD July 1, 2024, thru July 24, 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

*LDC*

**Date:** July 25, 2024

**Re:** Charitable Bingo Operations Division Output Metrics - June 2024

## Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	898	25
Lessor	227	61
Distributor	12	0
Manufacturer	19	0
BingoPlayingLocations	294	0

## Licensing

Number of renewal applications received	77
Number of worker registry applications received	246
Number of original licenses issued	2
Number of renewal licenses issued	82
Number of worker registry badges issued	247
Average Bingo License (Temporary) Processing Time (Days)	3.66
Average Bingo License (Amendments) Processing Time (Days)	1.97
Average Bingo License (Originals) Processing Time (Days)	34
Average Bingo License (Renewals) Processing Time (Days)	5.16

## Accounting

Total payments received	17	\$2,025.92
Electronic Payment through Bingo Services Portal	6	\$1,490.00
Received by mail	11	\$535.92
Number of quarterly reports processed	126	

## **Audit Services**

Number of audits and game inspections completed	18
Number of audits completed	2
Number of game inspections completed	16
Number of complaints received	13
Number of complaint investigations completed	14

## **Compliance**

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$3,000.00
Worker Registry Activity	
Applications Denied	7
Workers Removed	1

## **Education**

Number of individuals receiving education	68
On-line	68
On-site	0



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## Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	898	25
Lessor	227	61
Distributor	12	0
Manufacturer	19	0
BingoPlayingLocations	294	0

## Licensing

Number of renewal applications received	35
Number of worker registry applications received	167
Number of renewal licenses issued	82
Number of worker registry badges issued	197
Average Bingo License (Temporary) Processing Time (Days)	2.41
Average Bingo License (Amendments) Processing Time (Days)	2
Average Bingo License (Renewals) Processing Time (Days)	40.07

## Accounting

Total payments received	226	\$2,625,184.45
Electronic Payment through Bingo Services Portal	180	\$2,394,231.28
Received by mail	46	\$230,953.17
Number of quarterly reports processed	703	

## **Audit Services**

Number of audits and game inspections completed	25
Number of audits completed	19
Number of game inspections completed	6
Number of complaints received	11
Number of complaint investigations completed	18

## **Compliance**

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	null
Worker Registry Activity	
Applications Denied	8
Workers Removed	0

## **Education**

Number of individuals receiving education	49
On-line	49
On-site	0