



INTEROFFICE MEMO

Gary Grief, Executive Director

Alfonso D. Royal III, Charitable Bingo Operations Director

To: J. Winston Krause, Chairman, Texas Lottery Commission
Carmen Arrieta-Candelaria, Commissioner, Texas Lottery Commission
Peggy A. Heeg, Commissioner, Texas Lottery Commission
Doug Lowe, Commissioner, Texas Lottery Commission
Robert Rivera, Commissioner, Texas Lottery Commission

From: Alfonso D. Royal III, Director 
Charitable Bingo Operations Division

Date: February 1, 2016

Re: Charitable Bingo Operations Division Output Metrics - January 2016

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductors	956	23
Lessors	261	88
Distributors	14	
Manufacturers	20	
Bingo Playing Locations	384	

Licensing

- Number of original applications received - 6
- Number of renewal applications received - 65
- Number of worker registry applications received - 223
- Number of original licenses issued: - 10
- Number of renewal license issued: - 67
- Number of worker registry badges issued - 222
- Average Bingo License (Temporary) Processing Time (Days) – 5
- Average Bingo License (Amendments) Processing Time (Days) – 2
- Average Bingo License (Originals) Processing Time (Days) - 50.00
PM Target- 65
- Average Bingo License (Renewals) Processing Time (Days) - 14.82
PM Target- 40

Accounting

- Number of quarterly reports processed - 1015
- Total payments received - \$7,018,426.60
 - Received by mailed - \$3,488,566.00
 - Electronic Payment through Bingo Services Portal - \$3,529,860.60

Audit Services

- Number of audits and game inspections completed - 15
 - Number of audits completed - 5
 - Number of game inspections completed - 10
- Number of complaints received - 13
- Number of complaint investigations completed - 26
- Account Ledger Reconciliation Project (January 2016):
 - Ledger Accounts Reconciled - Bingo Audit Services 1,494
 - Ledger Accounts Reconciled - Reviewed Internal Audit 292 (19.5%)
 - Ledger Accounts Reconciled - Pending Internal Audit Review 1,202
 - Ledger Accounts Final Invoice/Statement Pending Completion 70 (4.7%)
 - Ledger Accounts Final Invoice /Statement Completed 222 (14.9%)

Compliance

- Number of administrative actions
 - Applications Denied - 4
 - Settlement Agreements - 0
 - Agreed Orders - 1
 - Total administrative penalties received - \$4,678.00
 - Worker Registry Activity
 - Applications Denied - 5
 - Workers Removed - 4

Education

- Number of individuals receiving education - 58
- On-line - 58
- On-Site - 0

Pull-Tabs

ARTWORK		DEALS	
• Submitted	28	Submitted	42
• Approved	22	Approved	43
• Pending Actions	3	Pending Actions	0
• Denied	0	Denied	0
• Withdrawn	3	Withdrawn	0
• Avg. Review Time	8.77(Days)	Avg. Review Time	3.07(Days)



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From: Alfonso D. Royal III, Director **ADR**
Charitable Bingo Operations Division

Date: March 1, 2016

Re: Charitable Bingo Operations Division Output Metrics - February 2016

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductors	953	26
Lessors	257	90
Distributors	14	
Manufacturers	20	
Bingo Playing Locations	381	

Licensing

- Number of original applications received - 7
- Number of renewal applications received - 78
- Number of worker registry applications received - 434
- Number of original licenses issued: - 4
- Number of renewal license issued: - 98
- Number of worker registry badges issued - 380
- Average Bingo License (Temporary) Processing Time (Days) – 7
- Average Bingo License (Amendments) Processing Time (Days) – 5
- Average Bingo License (Originals) Processing Time (Days) - 96.00
PM Target- 65
- Average Bingo License (Renewals) Processing Time (Days) - 17.45
PM Target- 40

Accounting

- Number of quarterly reports processed - 194
- Total payments received - \$481,478.36
 - Received by mailed - \$468,909.61
 - Electronic Payment through Bingo Services Portal - \$ 12,568.75

Audit Services

- Number of audits and game inspections completed - 33
 - Number of audits completed - 21
 - Number of game inspections completed - 12
- Number of complaints received - 11
- Number of complaint investigations completed - 5
 - Account Ledger Reconciliation Project (February 2016):
 - Ledger Accounts Reconciled - Bingo Audit Services 1,494
 - Ledger Accounts Reconciled - Reviewed Internal Audit 424 (28.4%)
 - Ledger Accounts Reconciled - Pending Internal Audit Review 1,070
 - Ledger Accounts Final Invoice/Statement Pending Completion 147 (9.8%)
 - Ledger Accounts Final Invoice /Statement Completed 277 (18.5%)

Compliance

- Number of administrative actions
 - Applications Denied - 0
 - Settlement Agreements - 2
 - Agreed Orders - 1
 - Total administrative penalties received - 328.00
 - Worker Registry Activity
 - Applications Denied - 2
 - Workers Removed - 0

Education

- Number of individuals receiving education - 39
- On-line - 39
- On-Site - 0

Pull-Tabs

ARTWORK		DEALS	
• Submitted	19	Submitted	22
• Approved	22	Approved	22
• Pending Actions	2	Pending Actions	0
• Denied	0	Denied	0
• Withdrawn	0	Withdrawn	0
• Avg. Review Time	4.32(Days)	Avg. Review Time	1.82(Days)



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From: Alfonso D. Royal III, Director 
Charitable Bingo Operations Division

Date: April 1, 2016

Re: Charitable Bingo Operations Division Output Metrics - March 2016

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductors	955	25
Lessors	259	88
Distributors	14	
Manufacturers	20	
Bingo Playing Locations	370	

Licensing

- Number of original applications received - 9
- Number of renewal applications received - 70
- Number of worker registry applications received - 501
- Number of original licenses issued: - 7
- Number of renewal license issued: - 88
- Number of worker registry badges issued - 583
- Average Bingo License (Temporary) Processing Time (Days) – 4
- Average Bingo License (Amendments) Processing Time (Days) – 5
- Average Bingo License (Originals) Processing Time (Days) - 121.58
PM Target- 65
- Average Bingo License (Renewals) Processing Time (Days) - 29.70
PM Target- 40

Accounting

- Number of quarterly reports processed - 77
- Total payments received - \$335,424.45
 - Received by mailed - \$326,024.45
 - Electronic Payment through Bingo Services Portal - \$ 9,400.00

Audit Services

- Number of audits and game inspections completed - 39
 - Number of audits completed - 19
 - Number of game inspections completed - 20
- Number of complaints received - 13
- Number of complaint investigations completed – 12
- Account Ledger Reconciliation Project (March 2016):
 - Ledger Accounts Reconciled - Bingo Audit Services 1,494
 - Ledger Accounts Reconciled - Reviewed Internal Audit 463 (31.0%)
 - Ledger Accounts Reconciled - Pending Internal Audit Review 1031
 - Ledger Accounts Final Invoice/Statement Pending Completion 50 (3.3%)
 - Ledger Accounts Final Invoice /Statement Completed 413 (27.6%)

Compliance

- Number of administrative actions
 - Applications Denied - 2
 - Settlement Agreements - 7
 - Agreed Orders - 0
 - Total administrative penalties received - \$2,908.00
 - Worker Registry Activity
 - Applications Denied - 0
 - Workers Removed - 1

Education

- Number of individuals receiving education - 33
- On-line - 33
- On-Site - 0

Pull-Tabs

ARTWORK		DEALS	
• Submitted	51	Submitted	24
• Approved	43	Approved	24
• Pending Actions	4	Pending Actions	0
• Denied	0	Denied	0
• Withdrawn	4	Withdrawn	0
• Avg. Review Time	11.72(Days)	Avg. Review Time	3.33(Days)