



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: May 2, 2016

Re: Charitable Bingo Operations Division Output Metrics - April 2016

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductors	957	24
Lessors	258	87
Distributors	14	
Manufacturers	20	
Bingo Playing Locations	368	

Licensing

- Number of original applications received - 11
- Number of renewal applications received - 115
- Number of worker registry applications received - 511
- Number of original licenses issued: - 7
- Number of renewal license issued: - 92
- Number of worker registry badges issued - 513
- Average Bingo License (Temporary) Processing Time (Days) – 2.9852
- Average Bingo License (Amendments) Processing Time (Days) – 3.74
- Average Bingo License (Originals) Processing Time (Days) - 55.8571
PM Target- 65
- Average Bingo License (Renewals) Processing Time (Days) - 10.191
PM Target- 40

Accounting

- Number of quarterly reports processed – 1,092
- Total payments received - \$7,888,405.92
 - Received by mailed - \$3,649,219.13
 - Electronic Payment through Bingo Services Portal - \$4,239,186.79

Audit Services

- Number of audits and game inspections completed - 24
 - Number of audits completed - 14
 - Number of game inspections completed - 10
- Number of complaints received - 28
- Number of complaint investigations completed – 28
- Account Ledger Reconciliation Project (April 2016):
 - Ledger Accounts Reconciled - Bingo Audit Services 1,581
 - Ledger Accounts Reconciled - Reviewed Internal Audit 712 (45.0%)
 - Ledger Accounts Reconciled - Pending Internal Audit Review 861
 - Ledger Accounts Final Invoice/Statement Pending Completion 196 (12.4%)
 - Ledger Accounts Final Invoice /Statement Completed 516 (32.6%)

Compliance

- Number of administrative actions
 - Applications Denied - 1
 - Settlement Agreements - 13
 - Agreed Orders - 0
 - Total administrative penalties received - \$4,175.00
 - Worker Registry Activity
 - Applications Denied - 2
 - Workers Removed - 2

Education

- Number of individuals receiving education - 84
- On-line - 45
- On-Site - 39

Pull-Tabs

<u>ARTWORK</u>		<u>DEALS</u>	
• Submitted	25	Submitted	24
• Approved	21	Approved	24
• Pending Actions	0	Pending Actions	0
• Denied	0	Denied	0
• Withdrawn	2	Withdrawn	0
• Avg. Review Time	5.38(Days)	Avg. Review Time	1.45(Days)



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

Date: June 09, 2016

Re: Charitable Bingo Operations Division Output Metrics - May 2016

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductors	966	23
Lessors	260	86
Distributors	13	
Manufacturers	20	

Bingo Playing Locations 368

Licensing

- Number of original applications received - 8
- Number of renewal applications received - 144
- Number of worker registry applications received - 428
- Number of original licenses issued: - 9
- Number of renewal license issued: - 101
- Number of worker registry badges issued - 396
- Average Bingo License (Temporary) Processing Time (Days) – 3.4931
- Average Bingo License (Amendments) Processing Time (Days) – 2.1667
- Average Bingo License (Originals) Processing Time (Days) – 107
PM Target- 65
- Average Bingo License (Renewals) Processing Time (Days) – 15.5354
PM Target- 40

Accounting

- Number of quarterly reports processed – 289
- Total payments received - \$202,909.87
 - Received by mailed - \$195,299.11
 - Electronic Payment through Bingo Services Portal - \$7,610.76

Audit Services

- Number of audits and game inspections completed - 32
 - Number of audits completed - 32
 - Number of game inspections completed - 0
- Number of complaints received - 3
- Number of complaint investigations completed – 11
- Account Ledger Reconciliation Project (May 2016):
 - Ledger Accounts Reconciled - Bingo Audit Services 1,581
 - Ledger Accounts Reconciled - Reviewed Internal Audit 1,044 (66.0%)
 - Ledger Accounts Reconciled - Pending Internal Audit Review 537
 - Ledger Accounts Final Invoice/Statement Pending Completion 277 (17.5%)
 - Ledger Accounts Final Invoice /Statement Completed 767 (48.5%)

Compliance

- Number of administrative actions
 - Applications Denied - 1
 - Settlement Agreements - 7
 - Agreed Orders - 0
 - Total administrative penalties received - \$4,750.00
 - Worker Registry Activity
 - Applications Denied - 3
 - Workers Removed - 2

Education

- Number of individuals receiving education - 48
- On-line - 48
- On-Site - 0

Pull-Tabs

<u>ARTWORK</u>		<u>DEALS</u>	
• Submitted	34	Submitted	30
• Approved	40	Approved	30
• Pending Actions	0	Pending Actions	0
• Denied	0	Denied	0
• Withdrawn	0	Withdrawn	0
• Avg. Review Time	4.15 (Days)	Avg. Review Time	2.20 (Days)