

North Carolina Education Lottery
Commission Meeting
Electronic Meeting (WebEx/Teleconference)
Meeting Minutes
Wednesday, March 25, 2026

<i>Commissioners Attending in Person:</i>	Ripley Rand	
	Lindsey Griffin	
	Chris Hayes	
	Randy Jones	
	Jason Roth	
<i>Commissioners Attending Electronically:</i>	Cari Boyce	
	Joshua Malcolm	
	Nigel Long	
<i>Select Staff:</i>	Pamela Whitaker	
	Mark Michalko	Chief Executive Officer and Executive Director
	William Traurig	Chief Legal Officer
	Frances Little	Executive Assistant to CEO & Executive Director
	Eric Snider	Chief Regulatory Officer
	Cantina Lucus	Director of Human Resources
	Greg Bowers	Chief Financial Officer
	Kimberly Thomas	Director of Internal Audit
	Randy Spielman	Chief Product Officer
	Terri Rose	Chief Brand Officer
	Terri Avery	Chief Sales Officer
Hayden Bauguess	Chief Government Affairs Officer	

The North Carolina State Lottery Commission meeting was held on Wednesday, March 25, 2025, at 10:00 a.m. in-person and electronically via WebEx.

Chair Ripley Rand opened the meeting by calling on William Traurig, Chief Legal Officer, to proceed with the electronic meeting announcements.

Chair Rand made the standard ethics announcements. Chair Rand asked if anyone had a known conflict of interest with respect to any matter coming before the Commission at the current meeting. No conflicts were identified.

Roll call of the Commissioners was taken.

Approval of Minutes

Commissioner Pamela Whitaker moved to approve the December 17, 2025, minutes. Commissioner Jason Roth seconded the motion, which passed unanimously.

Regulated Gaming Committee Report

Commissioner Cari Boyce reported that the Regulated Gaming Committee met the prior week and called on Eric Snider to give the Regulated Gaming update.

Regulated Gaming Update

Eric Snider, Chief Regulatory Officer gave the Regulated Gaming update. The information covered the revenue report for February 2026; the regulatory status report; information for licensee change management; regulatory submission forms; and ongoing compliance matters.

Mr. Snider next presented in detail the proposed attestation of compliance form for approval. Commissioner Rand asked if the setting up of the schedule changing to the forms was due to Operator feedback or Commission review, basically how did it come to pass? Mr. Snider advised that it came from both along with Staff expectations wanting to provide a more efficient guide.

Commissioner Joshua Malcolm asked if the attestation of compliance form was a part of the self-auditing process. Mr. Snider advised that they were two separate requirements that covered similar work.

Commissioner Boyce moved on behalf of the Regulated Gaming Committee that the Commission approve the proposed attestation of compliance forms as presented and authorize staff to make any technical corrections or clarifications to these documents as needed. With no further questions or discussion, the motion passed unanimously.

Revenue Generating Committee Report

Commissioner Nigel Long reported that the Revenue Generating Committee met on March 18, 2026, covering the 3 standard departmental reports with no action items.

Product Development

Randy Spielman, Chief Product Officer, gave a Product Development update. The update covered Digital Instant expanding on popular brands and performance fiscal year to date; game performances; introduction of new Millionaire for Life draw game; and omni-channel execution of products.

Mr. Spielman also provided information on the RFP for scratch-off ticket printing and related services, which will be brought to the Commission with a recommendation at the September meeting.

Brand Management

Terri Rose, Chief Brand Officer, began providing highlights surrounding the Lottery's 20th year anniversary and detailed the history profits for education from inception, mentioning that 96 cents of every dollar is being returned to the state.

Ms. Rose proceeded to cover information regarding bigger prizes for players, retailers, and education; needs-based construction grants; school construction in FY25; the Delehanty Consulting report; audit

results; where the money goes; the World Lottery Association level 4 certification; play smart; the Lottery commitment to responsible gaming; the January winners club campaign and experiences; Cash Pop; multiply the cash scratch-offs; millionaire for life draw game launch; march winners club; social media benchmark; digital menu board progress; marketing sponsorships; Lottery winners prizes; and the CSR campaigns.

Sales

Terri Avery, Chief Sales Officer, provided a Sales update to the Commission. The update covered SCiQ dispensers increase; progress regarding out-of-stock optimization; a scratch game update, and the success of the Jurassic Park scratch game.

Finance and Audit Committee Report

Commissioner Jason Roth called on Greg Bowers to present the Finance update.

Finance

Greg Bowers, Chief Financial Officer, gave a finance update that included the preliminary financial results through February 2026; fiscal year 2026 sales by category compared to last fiscal year budget through February; percentage breakdown of ticket sales revenue by category; distribution of revenue year to date through January 2026 verses year to date January 2025; and fiscal year financial summary year to date February 2026.

Internal Audit

Kimberly Thomas, Director of Internal Audit, provided the committee with an internal audit update along with details for the Office of the State Auditors Performance Audit.

Server Infrastructure Aged Equipment Replacement

Damen Harris, Director of MIS presented the server infrastructure aged equipment replacement action item to the Committee in detail. Commissioner Roth asked a question regarding the list price versus total cost of the equipment. Mr. Harris reconfirmed the amounts highlighting the state agency pricing. Chair Rand asked a question regarding the difference in pricing between the primary data center list price and total cost for the Lottery. Mr. Harris advised that the Lottery was receiving a significantly lower state rate.

Commissioner Roth moved on behalf of the Finance and Audit Committee to recommend that the full Commission approve the proposed Server Infrastructure Aged Equipment Replacement expenditure as presented by staff. With no further questions or discussion, the motion passed unanimously.

Commissioner Boyce signed off on the meeting due to another engagement. A quorum remained with eight Commissioners still present.

Operations and Personnel Committee Report

Commissioner Whitaker reported that the Operations and Personnel Committee met on March 17, 2026, covering the standard departmental report. She called on Cantina Lucas to present the Human Resources update.

Human Resources

Cantina Lucas, Director of Human Resources, provided an update which covered the agency's current total employee headcount of 315; the vacancy rate of 1.8% and turnover rate of 3.5%. Ms. Lucas referenced staffing stability, mentioning that as the Lottery turns 20 years old there are 38 employees who met their 20-year milestone and helped to build the Lottery from the ground up.

Progress on human resource initiatives continue. Last month there was the kickoff for the mental health challenge; piloting career pathing; and LinkedIn Learning.

Looking ahead for the next quarter, there is the workplace culture survey along with the annual performance review process for employees.

Executive Director's Report

Mark Michalko, Chief Executive Officer and Executive Director, called on Hayden Bauguess to present the Legislative update.

Legislative

Mr. Bauguess, Chief Government Affairs Officer, presented a legislative update to the Commission.

Closed Session

Commissioner Jones moved for the Commission to go into a closed session to confer with Lottery attorneys regarding certain privileged and confidential legal matters, including potential litigation, and to seek legal advice. Pursuant to North Carolina General Statute §143-318.11, the information to be discussed in closed session concerns administrative procedures of the Commission and is confidential pursuant to North Carolina General Statute §132-1.1. Commissioner Roth seconded the motion, which passed unanimously.

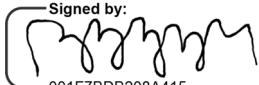
The Commission entered closed session at 11:26 a.m. and returned to open session at 12:50 p.m.

Other Business

No other business items were presented.

Adjournment

Commissioner Jones moved to adjourn the meeting. Commissioner Whitaker seconded the motion, which passed unanimously. The meeting adjourned at 12:52 p.m.

Signed by: 
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Chair Ripley Rand

6/25/2026
Date