

FY28 Appropriation Request Checklist

Agency Name: **Gaming Control Board**

Business Unit: **46500**

Reports to Include in PDF Submission

Form #	Title	
☒	Cvr Ltr	Cover Letter <i>Agency Level</i>
☒	S-1	Certification <i>Agency Level</i>
☒	S-2	Organizational Chart <i>Agency/Program Level</i>
☒	S-8	Financial Summary (BFM) <i>Agency/Program Level</i>
☒	GF	General Fund Budget Change Log <i>Agency/Program Level</i>
☒	S-9	Account Code Revenue / Expenditure Report <i>Agency/Program Level</i>
☐	S-10	Fund Balance Projection <i>Fund Level</i>
☒	S-13	Detail of Rate Line Items (see instructions) <i>Agency Level</i>
☒	P-1	Program Narrative <i>Program Level</i>
☐	R-2	Transfer Report <i>Agency Level</i>
☒	REV/EXP	Revenue-Expenditure Comparison Report <i>Agency/Program Level</i>
☐	FFRW	Detail of Federal Funds Revenue Worksheet <i>Agency/Program Level</i>
☐	EB-1	Expansion Justifications <i>Program Level</i>
☐	EB-2	Expansion Fiscal Summary <i>Program Level</i>
☐	EB-3	Expansion Line Item Detail <i>Program Level</i>
☐	LFR	Legislating for Results Expansion Tool <i>Program Level</i>
☒	E4	Pcode Detail <i>Program Level</i>
☒	E5	Contract by Pcode <i>Program Level</i>
☐	SAR	Special Appropriation Request Report <i>Agency Level</i>
☒	APR	Annual Performance Report <i>Program Level</i>
☒	Table 2	Table 2 Performance Measure Summary <i>Program Level</i>
☒	SP	Strategic Plan <i>Agency Level</i>
☒	ITP	Information Technology Plan <i>Agency Level</i>
☒	C-1	Base Operating Budget <i>Agency Level</i>
☐	C-2	IT Request Plan <i>Agency Level</i>
☐	Perf Audit	Update to LFC Performance Audits (within last 2 years) <i>Agency Level</i>

Documents to Attach in BFM (PDF Optional)

Where to Attach

☒	Board Cert	Board or Commission Budget Certification <i>Form 9900</i>
☒	E-6B	Leased Passenger-Related Vehicles <i>Form 3300/4300</i>

August 22, 2026

Wayne Propst
Cabinet Secretary
Department of Finance and Administration
180 Bataan Memorial Bldg., Suite 190
Santa Fe, NM 87501

RE: FY28 Budget Appropriation Request – New Mexico Gaming Control Board

Dear Secretary Propst:

I am pleased to submit the New Mexico Gaming Control Board's (NMGCB) FY28 Budget Appropriation Request. The NMGCB is responsible for protecting the integrity of gaming in New Mexico, ensuring compliance with state law and regulation, protecting the public, and safeguarding the substantial economic and state revenue benefits generated by the gaming industry.

The NMGCB enters FY28 as a stronger, more efficient, and increasingly capable regulatory agency. Over the past several years, the Board has strengthened enforcement and compliance, modernized its technology, improved staffing, expanded responsible gaming initiatives, and enhanced oversight while continuing to operate with a relatively small workforce.

Demonstrated Results

The NMGCB continues to produce measurable results. During the most recent fiscal year, enforcement personnel conducted 1,549 premise inspections, completed 871 criminal background investigations, issued 81 citations/enforcement actions, and made 11 arrests associated with gaming-related violations and criminal activity. The Board also completed 1,050 licensing and suitability investigations through its regulatory review process.

The decline in citations from prior years reflects, in part, the Board's increased emphasis on proactive compliance. More frequent inspections, education, and early identification of violations allow the agency to address problems before they escalate into formal enforcement actions. Fewer citations, when accompanied by stronger compliance, are an indication of effective regulation, not reduced enforcement.

Through inspections, investigations, background checks, audits, licensing reviews, and cooperation with other law enforcement agencies, the NMGCB continues to protect the integrity of gaming and ensure that licensed operators meet the standards expected of them.

Modernizing the Agency

The NMGCB has also made significant progress in replacing its outdated regulatory technology. The agency's legacy database dates to 1999 and was no longer adequate to support the volume and complexity of today's regulatory environment.

The Board has developed and implemented a new agency-wide regulatory database, representing an approximately \$1.5 million investment in modernization. The system will improve licensing,

enforcement, compliance monitoring, reporting, records management, data accessibility, and information sharing.

This investment moves the NMGCB from decades-old technology toward a modern, secure, data-driven regulatory environment. The FY28 budget must provide for the system's ongoing maintenance and support to protect this investment and ensure the technology remains secure, reliable, and current.

The NMGCB has made substantial and sustained progress in strengthening its workforce. The agency has reduced its overall vacancies from 36.5 percent in FY22 to approximately 11 percent. For an agency with only 52 authorized positions, this represents a significant improvement in staffing stability and organizational capacity.

Classified-position vacancies generally fluctuate between 7 percent and 11 percent, reflecting normal turnover, retirements, recruitment, and the specialized qualifications required for many positions. The agency continues to make progress in recruitment and retention and anticipates filling all classified vacancies by late 2026.

This improvement has increased the Board's capacity to perform its regulatory, enforcement, licensing, audit, technology, and administrative responsibilities while allowing the agency to accomplish more with limited resources.

Gaming is an important contributor to New Mexico's economy and provides significant benefits to the state, local communities, tribal governments, horsemen, and nonprofit organizations. Effective regulation helps ensure that gaming revenues are accurately reported, taxes and assessments are properly collected, licensed operators remain financially and legally suitable, and gaming is conducted honestly and transparently.

The NMGCB also protects the public by addressing fraud, money laundering, illegal gaming, criminal activity, and other risks that could undermine confidence in the industry.

In addition, the Board provides regulatory oversight and guidance to charitable gaming organizations, helping nonprofit organizations conduct lawful gaming activities that support schools, civic organizations, and charitable causes throughout New Mexico.

The NMGCB continues to strengthen responsible gaming and consumer protection. The agency has expanded responsible gaming initiatives, strengthened self-exclusion processes, and increased collaboration with gaming operators and other stakeholders to promote awareness of problem-gambling resources.

These efforts complement traditional enforcement by focusing on prevention, education, consumer protection, and reducing potential harm.

FY28 Priorities

The FY28 budget request will support the Board's continued focus on:

1. Regulatory Excellence – Maintain effective oversight and ensure employees have the training and resources necessary to regulate an evolving gaming industry.

2. Compliance and Enforcement – Maintain a strong field presence through inspections, investigations, background checks, audits, and partnerships with other law enforcement agencies.
3. Technology Modernization – Fully leverage the new regulatory database while strengthening cybersecurity, data analytics, electronic licensing, reporting, and information management.
4. Workforce Stability – Recruit and retain qualified employees, provide specialized training, and preserve institutional knowledge.
5. Audit and Financial Oversight – Strengthen financial and regulatory oversight of gaming operators and compliance with applicable state and federal requirements.
6. Responsible Gaming and Consumer Protection – Expand responsible gaming, self-exclusion, and consumer-protection initiatives.
7. Charitable Gaming Oversight – Provide effective oversight and guidance to nonprofit gaming organizations conducting lawful fundraising activities.
8. Data-Driven Regulation – Use technology, inspections, audits, and enforcement intelligence to identify emerging risks and direct resources where they provide the greatest benefit.
9. Operational Efficiency – Continue streamlining processes, improving coordination, and maximizing the value of every state dollar invested in the agency.

The NMGCB is a small agency with significant responsibility. With only 52 authorized positions, the Board regulates an industry that generates billions of dollars in economic activity, supports thousands of jobs, produces substantial state revenue, and affects communities throughout New Mexico.

The Board has demonstrated that it can deliver meaningful results with limited resources. Its inspections, background investigations, enforcement actions, arrests, licensing determinations, audits, compliance activities, technology modernization, and responsible gaming initiatives provide tangible evidence of that commitment.

At the same time, the NMGCB is transforming its operations from a system dependent on decades-old technology into a modern, data-driven regulatory agency positioned to meet the demands of the future.

The FY28 budget request is therefore an investment in effective regulation, public safety, state revenue protection, technological modernization, workforce stability, and the continued integrity of gaming in New Mexico.

The NMGCB remains committed to responsible stewardship of public resources and to demonstrating a measurable return on the state's investment. We respectfully request your support for the Board's FY28 Budget Appropriation Request so that we can continue the progress achieved over the past several years and maintain a strong, effective, and nationally respected gaming regulatory program.

Thank you for your consideration and continued support of the New Mexico Gaming Control Board. I look forward to discussing the Board's FY28 request and the progress we have made in greater detail.

Sincerely,



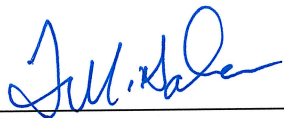
Terry McGaha
Acting Executive Director
New Mexico Gaming Control Board

**APPROPRIATION REQUEST
CERTIFICATION
FORM S-1**

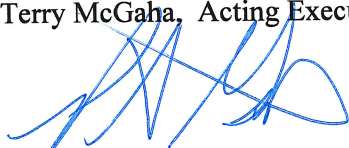
Agency Name: Gaming Control Board

Business Unit: 46500

I hereby certify that the accompanying summary and detailed statements are true and correct to the best of my knowledge and belief and that the arithmetic accuracy of all numeric information has been verified.



Terry McGaha, Acting Executive Director



Patrick Garrett, Board Chairman



Denise Corriz, Budget Manager/CFO

4900 Alameda Blvd NE
Albuquerque, NM 87113

(505) 841-9700

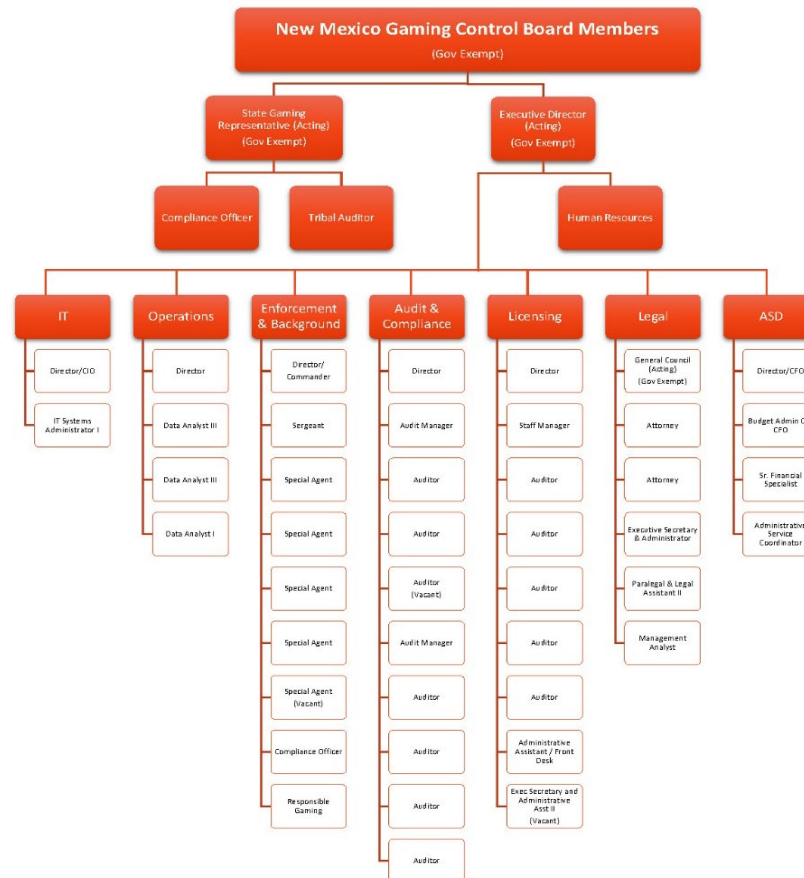
denise.corriz@gcb.nm.gov

Note: Appropriation Requests for agencies headed by a board or commission must be approved by the board or commission by official action and signed by the chairperson. Operating Budgets of other agencies must be signed by the director or secretary. Appropriation Requests not properly signed will be returned.

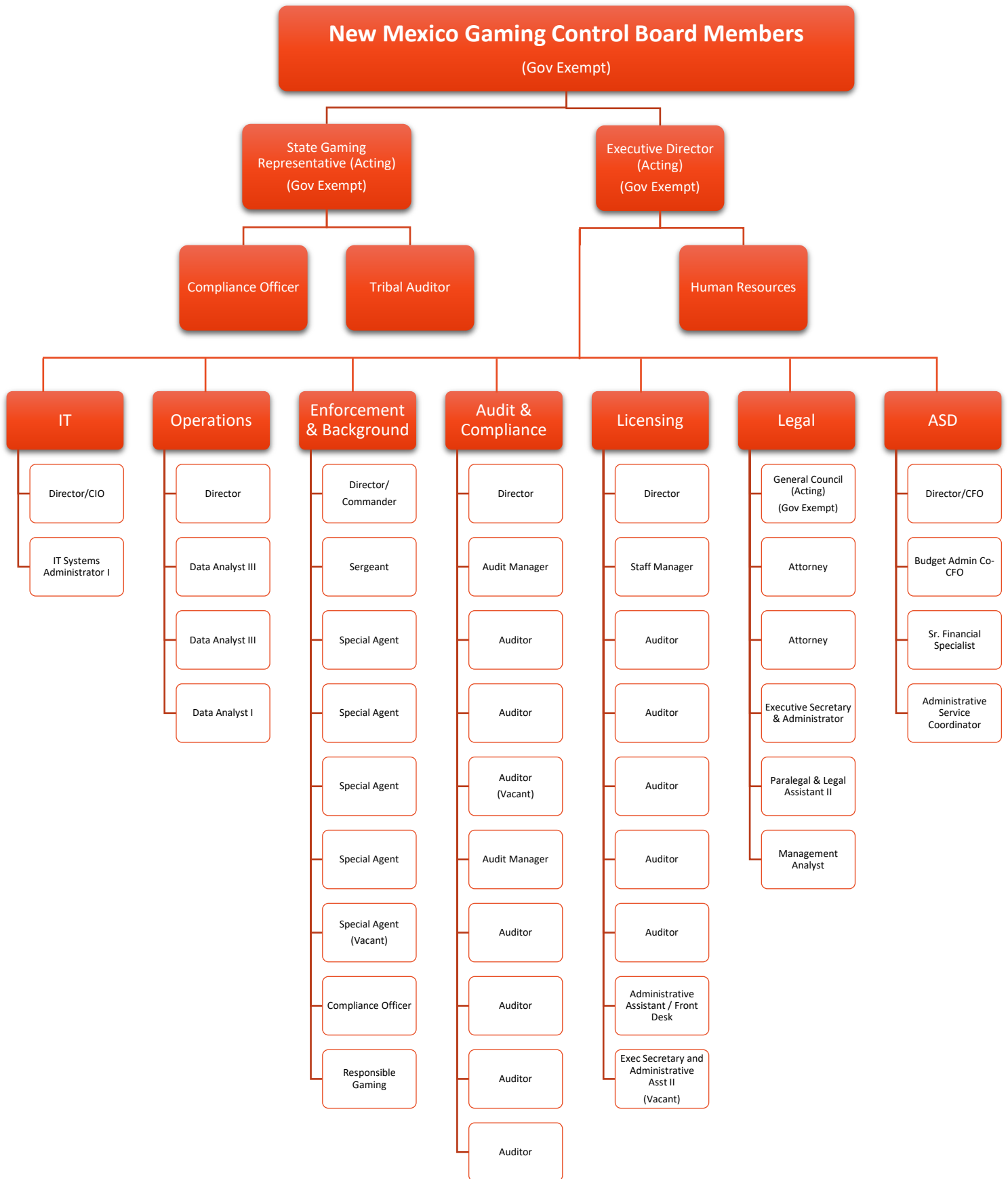
Agency Name: Gaming Control Board
Program Name: Gaming Control Board

Business Unit: 46500
Program Code: P680

FY26 OPERATING BUDGET ORGANIZATION CHART FORM S-2



As of August 3, 2026



As of August 3, 2026

BU PCode Department
46500 P680 000000

S-8 Financial Summary

(Dollars in Thousands)

	2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	Base	----- FY 2028 Agency Request ----- Expansion	Total
REVENUE							
111 General Fund Transfers	7,568.8	7,380.5	8,047.2	0.0	8,883.7	0.0	8,883.7
112 Other Transfers	0.0	409.9	0.0	0.0	0.0	0.0	0.0
REVENUE, TRANSFERS	7,568.8	7,790.4	8,047.2	0.0	8,883.7	0.0	8,883.7
REVENUE	7,568.8	7,790.4	8,047.2	0.0	8,883.7	0.0	8,883.7
EXPENSE							
200 Personal services and employee benefits	5,637.9	5,820.2	6,116.3	6,410.6	6,718.7	0.0	6,718.7
300 Contractual services	820.7	768.0	820.7	0.0	890.3	0.0	890.3
400 Other	1,110.2	1,177.1	1,110.2	0.0	1,274.7	0.0	1,274.7
EXPENDITURES	7,568.8	7,765.3	8,047.2	6,410.6	8,883.7	0.0	8,883.7
EXPENSE	7,568.8	7,765.3	8,047.2	6,410.6	8,883.7	0.0	8,883.7
FTE POSITIONS							
810 Permanent	52.00	46.00	52.00	52.00	52.00	0.00	52.00
FTEs	52.00	46.00	52.00	52.00	52.00	0.00	52.00
FTE POSITIONS	52.00	46.00	52.00	52.00	52.00	0.00	52.00

GAMING CONTROL BOARD (46500)
FY28 RECURRING GENERAL FUND: AGENCY APPROPRIATION REQUEST
CHANGES BY PROGRAM AND CATEGORY

Gaming Control (P680)	Salaries and Benefits (200's)	Contractual Services (300's)	Other (400's)	Other Financing Uses (500's)	TOTAL
FY27 Operating Budget: General Fund	\$6,116.3	\$820.7	\$1,110.2	\$0.0	\$8,047.2
Increases (Decreases)					
3 GovEx positions (State Gaming Rep. General Counsel, Exec. Director); plus benefits including 10% insurance premium increase	\$595.7				\$595.7
*(New Recurring) IT Kyra Maintenance & Salesforce software licenses (Qty. 50) for new Licensing Database implemented w/ C2 funds		\$65.0	\$132.9		\$197.9
Increase of Hearing Officer Contract		\$10.2			\$10.2
Rent Building (Annual Increase)			\$5.6		\$5.6
Certifications - Association of Certified Fraud Examiners			\$3.2		\$3.2
Training for Classified Employees & CLE course for Board Mem.			\$7.9		\$7.9
I/S Travel will increase we will have 1 addt'l Enforcement Agent			\$5.0		\$5.0
O/S Travel for training & education for Classified & Board Mem.			\$14.5		\$14.5
					\$0.0
					\$0.0
GSD Fixed Rates	\$6.7	(\$5.6)	(\$3.0)		(\$1.9)
Misc. adjustments in other services			(\$1.6)		(\$1.6)
					\$0.0
					\$0.0
					\$0.0
FY28 Request: General Fund	\$6,718.7	\$890.3	\$1,274.7	\$0.0	\$8,883.7
\$ increase over FY27	\$602.4	\$69.6	\$164.5	\$0.0	\$836.5
% increase over FY27	9.8%	8.5%	14.8%	#DIV/0!	10.4%

Gaming Control

State of New Mexico

BU PCode Department
46500 P680 000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	----- FY 2028 Agency Request -----		
						Base	Expansion	Total
499105	General Fd. Appropriation	7,568.8	7,380.5	8,047.2	0.0	8,883.7	0.0	8,883.7
111	General Fund Transfers	7,568.8	7,380.5	8,047.2	0.0	8,883.7	0.0	8,883.7
425909	Other Services - Interagency	0.0	5.5	0.0	0.0	0.0	0.0	0.0
499905	Other Financing Sources	0.0	404.4	0.0	0.0	0.0	0.0	0.0
112	Other Transfers	0.0	409.9	0.0	0.0	0.0	0.0	0.0
TOTAL REVENUE		7,568.8	7,790.4	8,047.2	0.0	8,883.7	0.0	8,883.7
520100	Exempt Perm Positions P/T&F/T	385.5	386.9	390.9	672.9	701.7	0.0	701.7
520300	Classified Perm Positions F/T	3,652.5	3,550.6	3,751.5	3,824.3	3,821.4	0.0	3,821.4
520600	Paid Unused Sick Leave	0.0	7.5	0.0	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	13.0	75.2	69.0	0.0	13.0	0.0	13.0
520710	Longevity Pay	0.0	0.0	0.0	0.0	56.0	0.0	56.0
520800	Annl & Comp Paid At Separation	0.0	3.1	0.0	0.0	0.0	0.0	0.0
520900	Differential Pay	0.0	0.2	0.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	351.3	574.0	618.5	678.2	722.5	0.0	722.5
521200	Retirement Contributions	777.0	769.1	807.0	866.7	881.4	0.0	881.4
521300	F I C A	305.8	299.0	312.7	276.0	341.5	0.0	341.5
521400	Workers' Comp Assessment Fee	0.5	0.5	0.5	0.0	0.5	0.0	0.5
521410	GSD Work Comp Insur Premium	2.9	2.9	2.8	0.0	2.7	0.0	2.7
521600	Employee Liability Ins Premium	66.3	66.2	78.0	0.0	84.8	0.0	84.8
521700	RHC Act Contributions	83.1	79.9	85.4	92.5	93.2	0.0	93.2
521900	Other Employee Benefits	0.0	5.1	0.0	0.0	0.0	0.0	0.0
200	Personal services and employee benef	5,637.9	5,820.2	6,116.3	6,410.6	6,718.7	0.0	6,718.7
535100	Medical Services	0.1	0.1	0.1	0.0	0.1	0.0	0.1
535200	Professional Services	67.2	17.1	36.5	0.0	55.0	0.0	55.0
535300	Other Services	2.8	2.8	2.7	0.0	2.6	0.0	2.6
535400	Audit Services	30.2	27.4	34.7	0.0	29.1	0.0	29.1
535600	IT Services	720.4	720.6	746.7	0.0	803.5	0.0	803.5
300	Contractual services	820.7	768.0	820.7	0.0	890.3	0.0	890.3
542100	Employee I/S Mileage & Fares	2.0	0.6	0.5	0.0	0.5	0.0	0.5
542200	Employee I/S Meals & Lodging	35.0	34.2	35.0	0.0	40.0	0.0	40.0
542300	Brd & Comm Mbr Meals & Lodging	0.9	0.9	1.5	0.0	1.5	0.0	1.5
542310	Brd & Comm Mbr Mileage & Fares	0.0	0.4	0.0	0.0	0.0	0.0	0.0
542500	Transp - Fuel & Oil	25.0	19.5	25.0	0.0	25.0	0.0	25.0

Gaming Control

State of New Mexico

BU PCode Department
46500 P680 000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2025-26	2025-26	2026-27	2027-28	----- FY 2028 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
542600	Transp - Parts & Supplies	0.5	1.4	0.5	0.0	0.2	0.0	0.2
542700	Transp - Transp Insurance	0.1	0.0	0.0	0.0	4.9	0.0	4.9
542800	State Transp Pool Charges	36.3	34.0	36.5	0.0	38.9	0.0	38.9
543200	Maint - Furn, Fixt, Equipment	4.8	8.0	5.0	0.0	3.9	0.0	3.9
543300	Maint - Buildings & Structures	1.7	1.8	1.7	0.0	1.8	0.0	1.8
543700	Maintenance Services	25.0	8.4	0.0	0.0	0.0	0.0	0.0
543820	Maintenance IT	0.0	3.3	0.0	0.0	0.0	0.0	0.0
543830	IT HW/SW Agreements	41.5	79.0	67.0	0.0	199.8	0.0	199.8
544000	Supply Inventory IT	5.7	8.1	2.9	0.0	2.9	0.0	2.9
544100	Supplies-Office Supplies	1.5	6.0	5.0	0.0	5.0	0.0	5.0
544400	Supplies-Field Supplies	1.0	3.0	2.0	0.0	2.0	0.0	2.0
544900	Supplies-Inventory Exempt	0.0	15.2	0.0	0.0	0.0	0.0	0.0
545600	Reporting & Recording	2.6	1.6	2.3	0.0	2.3	0.0	2.3
545700	ISD Services	66.1	54.0	80.5	0.0	73.1	0.0	73.1
545710	DOIT HCM Assessment Fees	18.2	18.2	19.6	0.0	19.0	0.0	19.0
545900	Printing & Photo Services	2.7	2.5	2.4	0.0	2.0	0.0	2.0
546100	Postage & Mail Services	0.0	4.1	0.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	679.2	664.0	659.5	0.0	665.1	0.0	665.1
546500	Rent Of Equipment	12.0	12.0	12.0	0.0	12.3	0.0	12.3
546600	Communications	5.2	5.0	5.2	0.0	5.0	0.0	5.0
546610	DOIT Telecommunications	65.1	68.1	70.7	0.0	68.5	0.0	68.5
546700	Subscriptions/Dues/License Fee	42.7	55.5	56.2	0.0	59.4	0.0	59.4
546709	Subscription & Due Interagency	0.0	0.1	0.2	0.0	0.1	0.0	0.1
546800	Employee Training & Education	11.2	24.0	4.2	0.0	11.8	0.0	11.8
546809	Emp Train & Edu InterSt Agency	0.0	0.0	0.1	0.0	0.1	0.0	0.1
546810	Board Member Training	0.0	2.0	0.5	0.0	0.9	0.0	0.9
546900	Advertising	3.7	2.9	3.7	0.0	3.7	0.0	3.7
547900	Miscellaneous Expense	5.0	3.5	5.5	0.0	5.5	0.0	5.5
548300	Information Tech Equipment	14.0	0.0	0.0	0.0	0.0	0.0	0.0
548800	Automotive & Aircraft	0.0	0.0	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	0.0	9.7	0.0	0.0	4.2	0.0	4.2
549700	Employee O/S Meals & Lodging	1.5	18.6	1.5	0.0	9.0	0.0	9.0
549800	Brd & Comm O/S Mileage & Fares	0.0	2.5	1.0	0.0	2.1	0.0	2.1
549900	Brd & Comm O/S Meals & Lodging	0.0	5.2	2.5	0.0	4.2	0.0	4.2

Gaming Control

State of New Mexico

BU PCode Department
46500 P680 000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2025-26	2025-26	2026-27	2027-28	----- FY 2028 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
400	Other	1,110.2	1,177.1	1,110.2	0.0	1,274.7	0.0	1,274.7
TOTAL EXPENSE		7,568.8	7,765.3	8,047.2	6,410.6	8,883.7	0.0	8,883.7
810	Permanent	52.00	46.00	52.00	52.00	52.00	0.00	52.00
810	Permanent	52.00	46.00	52.00	52.00	52.00	0.00	52.00
TOTAL FTE POSITIONS		52.00	46.00	52.00	52.00	52.00	0.00	52.00

S-9 Account Code Revenue Summary
(Dollars in Thousands)

		Provider	2025-26	2025-26	2026-27	2027-28	----- FY 2028 Agency Request -----		
		PCode	Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
499105	General Fd. Appropriation		7,568.8	7,380.5	8,047.2	0.0	8,883.7	0.0	8,883.7
111	General Fund Transfers		7,568.8	7,380.5	8,047.2	0.0	8,883.7	0.0	8,883.7
425909	Other Services - Interagency		0.0	5.5	0.0	0.0	0.0	0.0	0.0
499905	Other Financing Sources		0.0	404.4	0.0	0.0	0.0	0.0	0.0
112	Other Transfers		0.0	409.9	0.0	0.0	0.0	0.0	0.0
TOTAL REVENUE			7,568.8	7,790.4	8,047.2	0.0	8,883.7	0.0	8,883.7

Gaming Control

BU PCode Department
46500 P680 000000

State of New Mexico

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	----- FY 2028 Agency Request -----		
						Base	Expansion	Total
520100	Exempt Perm Positions P/T&F/T	385.5	386.9	390.9	672.9	701.7	0.0	701.7
520300	Classified Perm Positions F/T	3,652.5	3,550.6	3,751.5	3,824.3	3,821.4	0.0	3,821.4
520600	Paid Unused Sick Leave	0.0	7.5	0.0	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	13.0	75.2	69.0	0.0	13.0	0.0	13.0
520710	Longevity Pay	0.0	0.0	0.0	0.0	56.0	0.0	56.0
520800	Annl & Comp Paid At Separation	0.0	3.1	0.0	0.0	0.0	0.0	0.0
520900	Differential Pay	0.0	0.2	0.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	351.3	574.0	618.5	678.2	722.5	0.0	722.5
521200	Retirement Contributions	777.0	769.1	807.0	866.7	881.4	0.0	881.4
521300	F I C A	305.8	299.0	312.7	276.0	341.5	0.0	341.5
521400	Workers' Comp Assessment Fee	0.5	0.5	0.5	0.0	0.5	0.0	0.5
521410	GSD Work Comp Insur Premium	2.9	2.9	2.8	0.0	2.7	0.0	2.7
521600	Employee Liability Ins Premium	66.3	66.2	78.0	0.0	84.8	0.0	84.8
521700	RHC Act Contributions	83.1	79.9	85.4	92.5	93.2	0.0	93.2
521900	Other Employee Benefits	0.0	5.1	0.0	0.0	0.0	0.0	0.0
200	Personal services and employee	5,637.9	5,820.2	6,116.3	6,410.6	6,718.7	0.0	6,718.7
535100	Medical Services	0.1	0.1	0.1	0.0	0.1	0.0	0.1
535200	Professional Services	67.2	17.1	36.5	0.0	55.0	0.0	55.0
535300	Other Services	2.8	2.8	2.7	0.0	2.6	0.0	2.6
535400	Audit Services	30.2	27.4	34.7	0.0	29.1	0.0	29.1
535600	IT Services	720.4	720.6	746.7	0.0	803.5	0.0	803.5
300	Contractual services	820.7	768.0	820.7	0.0	890.3	0.0	890.3
542100	Employee I/S Mileage & Fares	2.0	0.6	0.5	0.0	0.5	0.0	0.5
542200	Employee I/S Meals & Lodging	35.0	34.2	35.0	0.0	40.0	0.0	40.0
542300	Brd & Comm Mbr Meals & Lodgin	0.9	0.9	1.5	0.0	1.5	0.0	1.5
542310	Brd & Comm Mbr Mileage & Fares	0.0	0.4	0.0	0.0	0.0	0.0	0.0
542500	Transp - Fuel & Oil	25.0	19.5	25.0	0.0	25.0	0.0	25.0
542600	Transp - Parts & Supplies	0.5	1.4	0.5	0.0	0.2	0.0	0.2
542700	Transp - Transp Insurance	0.1	0.0	0.0	0.0	4.9	0.0	4.9
542800	State Transp Pool Charges	36.3	34.0	36.5	0.0	38.9	0.0	38.9
543200	Maint - Furn, Fixt, Equipment	4.8	8.0	5.0	0.0	3.9	0.0	3.9
543300	Maint - Buildings & Structures	1.7	1.8	1.7	0.0	1.8	0.0	1.8
543700	Maintenance Services	25.0	8.4	0.0	0.0	0.0	0.0	0.0

Gaming Control

State of New Mexico

BU PCode Department
46500 P680 000000

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	----- FY 2028 Agency Request -----		
						Base	Expansion	Total
543820	Maintenance IT	0.0	3.3	0.0	0.0	0.0	0.0	0.0
543830	IT HW/SW Agreements	41.5	79.0	67.0	0.0	199.8	0.0	199.8
544000	Supply Inventory IT	5.7	8.1	2.9	0.0	2.9	0.0	2.9
544100	Supplies-Office Supplies	1.5	6.0	5.0	0.0	5.0	0.0	5.0
544400	Supplies-Field Supplies	1.0	3.0	2.0	0.0	2.0	0.0	2.0
544900	Supplies-Inventory Exempt	0.0	15.2	0.0	0.0	0.0	0.0	0.0
545600	Reporting & Recording	2.6	1.6	2.3	0.0	2.3	0.0	2.3
545700	ISD Services	66.1	54.0	80.5	0.0	73.1	0.0	73.1
545710	DOIT HCM Assessment Fees	18.2	18.2	19.6	0.0	19.0	0.0	19.0
545900	Printing & Photo Services	2.7	2.5	2.4	0.0	2.0	0.0	2.0
546100	Postage & Mail Services	0.0	4.1	0.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	679.2	664.0	659.5	0.0	665.1	0.0	665.1
546500	Rent Of Equipment	12.0	12.0	12.0	0.0	12.3	0.0	12.3
546600	Communications	5.2	5.0	5.2	0.0	5.0	0.0	5.0
546610	DOIT Telecommunications	65.1	68.1	70.7	0.0	68.5	0.0	68.5
546700	Subscriptions/Dues/License Fee	42.7	55.5	56.2	0.0	59.4	0.0	59.4
546709	Subscription & Due Interagency	0.0	0.1	0.2	0.0	0.1	0.0	0.1
546800	Employee Training & Education	11.2	24.0	4.2	0.0	11.8	0.0	11.8
546809	Emp Train & Edu InterSt Agency	0.0	0.0	0.1	0.0	0.1	0.0	0.1
546810	Board Member Training	0.0	2.0	0.5	0.0	0.9	0.0	0.9
546900	Advertising	3.7	2.9	3.7	0.0	3.7	0.0	3.7
547900	Miscellaneous Expense	5.0	3.5	5.5	0.0	5.5	0.0	5.5
548300	Information Tech Equipment	14.0	0.0	0.0	0.0	0.0	0.0	0.0
548800	Automotive & Aircraft	0.0	0.0	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	0.0	9.7	0.0	0.0	4.2	0.0	4.2
549700	Employee O/S Meals & Lodging	1.5	18.6	1.5	0.0	9.0	0.0	9.0
549800	Brd & Comm O/S Mileage & Fares	0.0	2.5	1.0	0.0	2.1	0.0	2.1
549900	Brd & Comm O/S Meals & Lodgin	0.0	5.2	2.5	0.0	4.2	0.0	4.2
400	Other	1,110.2	1,177.1	1,110.2	0.0	1,274.7	0.0	1,274.7
TOTAL EXPENSE		7,568.8	7,765.3	8,047.2	6,410.6	8,883.7	0.0	8,883.7

State of New Mexico

Rate Report - Selected Line Items for Rates

(Dollars in Thousands)

			-----FY 2028-----						
			2025-26	2026-27	Request		Recommendation		
Org Unit	Line		Actuals	OpBud	Base	Expansion	Base	Expansion	Opbud
46500 P680 Gaming Control	521410	GSD Work Comp Insur Premium	2.86	2.8	2.7	0	0	0.0	0.0
	521600	Employee Liability Ins Premium	66.25	78	84.8	0	0	0.0	0.0
	535400	Audit Services	27.44	34.7	29.1	0	0	0.0	0.0
	542700	Transp - Transp Insurance	0.01	0	4.9	0	0	0.0	0.0
	542800	State Transp Pool Charges	33.99	36.5	38.9	0	0	0.0	0.0
	545700	ISD Services	53.98	80.5	73.1	0	0	0.0	0.0
	545710	DOIT HCM Assessment Fees	18.2	19.6	19	0	0	0.0	0.0
	546610	DOIT Telecommunications	68.06	70.7	68.5	0	0	0.0	0.0
46500 P680 Gaming Control			270.78	322.8	321	0	0	0.0	0.0
			270.78	322.8	321	0	0	0	0.0

Program Description:

The New Mexico Gaming Control Board (NMGCB) was established by statute in 1997, funded by the Legislature during the 1998 legislative session, and began operations in June 1998. For nearly three decades, the Board has served as the State's primary regulatory and enforcement authority for legalized gaming, with a mission to protect the integrity of gaming and ensure that gaming activities are conducted honestly, fairly, transparently, and in accordance with New Mexico law.

The NMGCB regulates legalized gaming conducted at New Mexico's licensed horse racetracks and licensed veteran and fraternal organizations, as well as charitable gaming conducted by eligible nonprofit organizations. In 2005, the Legislature expanded the Board's responsibilities by granting it regulatory authority under the Bingo and Raffle Act. The Board also monitors Tribal compliance with the State's gaming compacts. The NMGCB does not regulate the day-to-day operations of Tribal casinos; rather, the State Gaming Representative serves as the primary point of contact between the State and Tribal gaming facilities and is responsible for monitoring compliance with the applicable compact provisions.

The Board's regulatory responsibilities encompass a broad range of activities designed to protect the public and preserve the integrity of New Mexico's gaming industry. These responsibilities include licensing, certification, criminal and financial background investigations, auditing, compliance inspections, enforcement, responsible gaming initiatives, and regulatory oversight. The Board licenses and certifies gaming operators, employees, manufacturers, distributors, and other individuals and entities subject to its jurisdiction. Applicants are subject to rigorous suitability reviews, including criminal history and financial background investigations, to ensure that individuals and businesses participating in legalized gaming meet the statutory and regulatory requirements established by the State.

The NMGCB also maintains a strong enforcement presence throughout New Mexico. Its Special Agents are certified peace officers who conduct inspections and investigations, investigate alleged violations of gaming laws and regulations, and work with other state and local law enforcement agencies when criminal activity is identified. Through these efforts, the Board holds violators accountable while promoting compliance and deterring activities that could undermine public confidence in legalized gaming. The Board's enforcement mission is not simply punitive; it is designed to ensure a level playing field for licensed operators, protect patrons, and maintain the integrity of the gaming industry.

The Board has also expanded its focus on responsible gaming and consumer protection. NMGCB administers New Mexico's statewide self-exclusion program, supports responsible-gaming education and outreach, and works with gaming operators and other stakeholders to promote awareness of problem gambling and available resources. These efforts complement the Board's regulatory and enforcement responsibilities by helping ensure that legalized gaming is conducted responsibly and with appropriate safeguards for the public.

The NMGCB oversees a diverse and geographically dispersed gaming industry that affects communities throughout New Mexico. Currently, the Board oversees 5 racetrack operator licensees, 22 Tribal casinos through its compact-monitoring responsibilities, 48 nonprofit charitable gaming operators, 13 gaming manufacturers, 2 gaming distributors, 36 charitable nonprofit bingo operators, 5 bingo distributors, and 6 bingo manufacturers. Legalized gaming is present in virtually every region of the state, making the Board's regulatory responsibilities statewide in scope.

Gaming is an important component of New Mexico's economy and supports thousands of jobs and businesses throughout the state. According to the American Gaming Association, New Mexico's gaming industry generated approximately \$2.5 billion in total economic impact in FY25 and supported more than 22,000 jobs. The industry's economic contribution extends well beyond gaming establishments themselves, generating direct employment and spending by gaming operators, as well as indirect economic activity through suppliers, vendors, hospitality businesses, tourism, construction, professional services, and other businesses that support the industry.

In FY26, gaming activity generated more than \$207 million in contributions to the State's General Fund and horsemen's purses, providing significant support for state programs and the New Mexico horse-racing industry. In addition, nonprofit gaming operators generated approximately \$1.8 million for charitable and educational purposes, demonstrating the broader community benefit of legalized gaming.

The NMGCB performs these responsibilities with a relatively small state agency workforce while overseeing an industry that generates billions of dollars in economic activity and involves thousands of licensees, employees, patrons, and businesses. The Board's work is therefore critical not only to regulatory compliance and public safety, but also to protecting the State's substantial financial interest in legalized gaming. Through effective regulation, professional licensing, rigorous background investigations, financial and operational oversight, statewide inspections, enforcement, responsible-gaming initiatives, and compact monitoring, the New Mexico Gaming Control Board protects the integrity of gaming while supporting a strong, fair, and economically productive gaming industry for the benefit of all New Mexicans.

Major Issues and Accomplishments:

The New Mexico Gaming Control Board (NMGCB) protects the integrity of legalized gaming in New Mexico, safeguards gaming-related state revenues, prevents criminal activity, protects the public, and ensures compliance with state and federal law. The Board fulfills this mission through licensing, auditing, inspections, investigations, enforcement, responsible gaming, information technology, and regulatory oversight.

The NMGCB continues to strengthen its regulatory operations while managing a gaming industry that is increasingly complex and technology driven. The agency has expanded its enforcement presence, strengthened licensing and financial oversight, modernized its technology infrastructure, established a dedicated responsible gaming function, improved agency-wide workflows, and enhanced its ability to use data and information across the organization.

Strengthened Enforcement and Compliance:

The NMGCB Enforcement Division maintains a consistent regulatory and law-enforcement presence throughout New Mexico. During FY26, Special Agents completed 1,549 premise inspections to ensure licensed gaming operations comply with New Mexico statutes, regulations, and Board requirements.

The Division also issued 81 citations/enforcement actions and made 11 arrests associated with criminal and regulatory investigations. NMGCB Special Agents are certified peace officers who provide specialized expertise in an industry involving substantial cash transactions, gaming equipment, financial activity, and risks of fraud and criminal conduct.

The increased inspection activity is producing a positive compliance trend. Citations have declined even as inspections have increased substantially, indicating that the Board's proactive presence, compliance education, and interaction with licensees are improving compliance. The NMGCB's objective is not simply to identify violations, but to prevent them and promote sustained compliance.

Strong Licensing and Background Investigations:

The NMGCB Licensing Division safeguards against unsuitable individuals and entities entering New Mexico's regulated gaming industry.

During FY26, the agency completed 871 criminal background investigations. Information developed through the licensing process resulted in 49 applicants withdrawing their applications and three applications being denied.

These investigations identify criminal histories, financial concerns, and other information relevant to an applicant's suitability. Sufficient staffing and investigative resources are essential because licensing decisions directly affect the integrity and security of New Mexico's gaming industry.

Enhanced Audit and Financial Oversight:

The NMGCB Audit and Compliance Division oversees gaming operations, financial activity, internal controls, regulatory compliance, and federal requirements, including Bank Secrecy Act compliance. This oversight ensures operators accurately report activity and remit required taxes, fees, and other payments, protecting the State from revenue losses caused by inaccurate reporting or noncompliance.

As gaming operations become more sophisticated, financial oversight requires increasingly specialized knowledge and technology. The NMGCB continues to strengthen its audit and compliance capabilities and focus resources on areas presenting the greatest risk to gaming integrity and state revenues.

Successful Implementation of a New Agency-Wide Database:

The NMGCB has developed and implemented a new agency-wide database, replacing a legacy system that originated in 1999. This is one of the most significant operational improvements in the Board's history.

The new system provides a modern platform for managing licensing, enforcement, investigations, audits, self-exclusion information, and other critical records. It improves data accuracy, security, accessibility, reporting, workflow management, and information sharing among divisions.

The system enables the NMGCB greater ability to analyze regulatory information, identify trends, monitor compliance histories, prioritize inspections, and make informed decisions. FY28 funding supports the continued maintenance, security, licensing, and enhancement of this critical system.

Established and Sustained Responsible Gaming Program:

The NMGCB has maintained a dedicated Responsible Gaming Coordinator for two years, providing consistent leadership for responsible gaming initiatives.

The Coordinator oversees responsible gaming activities, works with industry stakeholders, supports public education and outreach, and helps ensure responsible gaming remains integral to the State's regulatory framework.

The NMGCB administers New Mexico's statewide self-exclusion program and maintains the database used by regulated gaming establishments. Racetrack gaming operators contribute 0.25 percent of net slot revenue toward compulsive gambling programs, providing an important funding source for responsible gaming services.

Increased Efficiency and Improved Agency-Wide Workflows:

Management focuses on eliminating duplicative processes, reducing manual steps, strengthening internal controls, clarifying workflows, and increasing coordination between divisions.

Expanding electronic records, standardized processes, automation, shared information, and clear responsibilities allows employees to devote more time to perform substantive regulatory work and less time on administrative processes.

The new agency-wide database provides an important foundation for these efforts by allowing information to be entered, accessed, tracked, and shared more efficiently. The NMGCB continues to identify opportunities to automate routine processes, improve workload management, and use data to make better regulatory decisions.

Continuous Improvement of NMAC and Gaming Regulations:

The NMGCB continually reviews and updates the New Mexico Administrative Code (NMAC) and associated gaming regulations to ensure the regulatory framework remains current, effective, and responsive to industry changes.

The Board identifies outdated, duplicative, or unclear requirements and develops regulatory improvements that increase efficiency while safeguarding the public, gaming patrons, licensees, and state revenues. It also evaluates regulatory needs created by new technology, equipment, financial practices, and emerging forms of wagering.

Ongoing review allows the NMGCB to adapt its rules as the industry changes rather than relying on regulatory requirements designed for outdated technology or business practices. The goal is a clear, enforceable, and consistent framework that addresses emerging risks without unnecessarily burdening compliant licensees.

Responding to an Increasingly Complex Gaming Industry:

The gaming industry continues to evolve rapidly. Electronic gaming systems, cashless transactions, new payment technologies, sophisticated financial activity, emerging wagering models, and other technological developments create increasingly complex regulatory challenges.

The NMGCB continually evaluates these developments to ensure emerging technologies and forms of wagering do not create gaps in consumer protection, financial oversight, criminal enforcement, or state revenue collection.

Protecting State Revenue and Public Investment:

The NMGCB provides direct protection for a significant source of recurring state revenue. Through inspections, audits, licensing investigations, financial reviews, and enforcement activities, the Board helps ensure gaming activity is accurately reported, legally conducted, and properly taxed.

The agency's regulatory responsibilities also protect the State from the financial and social costs associated with illegal gaming, fraud, criminal activity, and regulatory noncompliance. Continued investment in the NMGCB provides a substantial return by protecting state revenues, consumers, legitimate gaming businesses

Overview of Request:

*All dollar amounts are presented in thousands unless otherwise noted.

The New Mexico Gaming Control Board's (NMGCB) FY28 General Fund request totals \$8,883.7, an increase of \$836.5, or 10.4 percent, above the FY27 operating budget of \$8,047.2. The request was developed by reviewing the FY27 base budget, current staffing and benefit obligations, existing contracts, statewide rates, vendor renewal estimates, travel and training requirements, and the recurring costs necessary to operate and maintain the agency's new licensing and regulatory database. Because the agency is primarily supported by the General Fund and has no other funding source available to absorb these ongoing obligations, the requested increase is necessary to maintain current regulatory and service levels.

The FY28 request includes \$6,718.7 in the Salaries & Benefits (200) category, \$890.3 in the Contractual (300) category, and \$1,274.7 in the Other Services (400) category. Compared with FY27, these amounts represent increases of \$602.4, \$69.6, and \$164.5, respectively.

The largest increase is in personnel services and employee benefits. The request includes funding for three Governor-Exempt positions the State Gaming Representative, General Counsel, and Executive Director along with associated benefits and an estimated 10 percent increase in insurance premiums. These adjustments account for approximately \$595.7 of the overall increase. Adequate staffing is necessary to maintain statewide inspections, criminal and financial background investigations, licensing, audits, legal services, compact monitoring, information technology, and administrative support. The agency's work requires specialized regulatory, financial, legal, investigative, and technical expertise, making employee retention and continuity essential to maintaining effective oversight.

The increase in contractual and other services is primarily due to the transition of the new licensing database from implementation to sustained operations, along with other required professional services.

The database was initially implemented using special C2 funding; however, its ongoing expenses must now be supported within the agency's recurring operating budget. The request includes approximately \$65.0 for Kyra maintenance and support and \$132.9 for Salesforce licensing for 50 users, for a combined recurring cost of \$197.9. These costs are essential to maintaining the system used for licensing, enforcement, investigations, audits, self-exclusion records, reporting, and agency-wide workflow management.

The request also includes a \$10.2 increase for Hearing Officer services. Other costs were based on anticipated statewide rates, contractual obligations, and operational needs. Significant adjustments include approximately \$5.6 for rent, \$3.2 for Association of Certified Fraud Examiners certifications, \$7.9 for classified employee and Board training, \$5.0 for in-state travel associated with an additional Enforcement Agent, and \$14.5 for required out-of-state travel. The request incorporates available reductions, including a net decrease of \$1.9 in GSD fixed rates and a \$1.6 reduction in other miscellaneous services.

During the FY26-to-FY27 budget cycle, the agency's contractual and other cost categories remained flat despite significant GSD and DoIT rate increases. Those costs were absorbed within existing resources but cannot continue to be accommodated without affecting regulatory operations.

Programmatic Changes:

The New Mexico Gaming Control Board (NMGCB) does not anticipate a significant change to its statutory mission or core regulatory responsibilities in FY28. Programmatic changes will primarily focus on transitioning recent modernization efforts into sustained agency operations and continuing to adapt regulatory practices to an increasingly complex and technology-driven gaming industry.

The most significant operational change is the transition of the new agency-wide licensing and regulatory database from implementation to ongoing maintenance, support, security, licensing, and enhancement. The system replaces a legacy database developed in 1999 and supports licensing, investigations, enforcement, audits, self-exclusion, and other critical agency records. In FY28, the NMGCB will further integrate the system into agency workflows, expand electronic records and automated processes, improve data quality and reporting, and strengthen information sharing across divisions. These changes will reduce duplicative and manual processes and provide staff with better tools to monitor compliance histories, identify trends, prioritize regulatory activity, and support informed decision-making. The recurring software licensing and maintenance costs necessary to sustain the system represent a significant new obligation within the agency's budget request.

The NMGCB will continue refining its regulatory and enforcement approach through increased use of centralized data and risk-based analysis. Licensing, audit, compliance, and enforcement staff will use improved system information to focus resources on applicants, transactions, operators, and activities presenting the greatest risk to gaming integrity, public safety, and state revenues. The agency intends to sustain its increased inspection presence while emphasizing compliance education and the early identification of issues to prevent violations when possible.

The agency will also continue reviewing the New Mexico Administrative Code and associated gaming regulations to address outdated, duplicative, or unclear requirements and respond to emerging technologies, payment methods, financial practices, gaming equipment, and wagering models. Regulatory changes will be developed to preserve consumer protections, internal controls, financial accountability, enforceability, and the accurate collection of state revenues without imposing unnecessary burdens on compliant licensees.

Responsible gaming will remain integrated into the agency's regulatory framework. The NMGCB will continue administering the statewide self-exclusion program, coordinating with regulated gaming establishments and other stakeholders, and supporting public education and outreach regarding problem gambling and available resources.

These programmatic changes require continued investment in specialized personnel, database licensing and support, cybersecurity, information technology infrastructure, training, and other operational resources. They are intended to improve efficiency, strengthen internal controls and regulatory oversight, and ensure the NMGCB can respond effectively to current and emerging risks while protecting the integrity of legalized gaming in New Mexico.

Base Budget Justification: NMGCB's FY28 budget request supports a modern, effective, and sustainable regulatory organization. Funding is needed to:

- Maintain adequate staffing for inspections, investigations, licensing, audits, legal services, information technology, and administrative operations;
- Retain highly trained employees in specialized regulatory positions;
- Maintain, secure, and enhance the new agency-wide database;
- Strengthen cybersecurity and information technology infrastructure;
- Sustain increased premise inspections and enforcement activity;
- Maintain strong criminal background investigation capabilities;
- Strengthen financial and compliance oversight;
- Continue responsible gaming and self-exclusion programs;
- Expand agency-wide efficiency, workflow improvements, automation, and data-driven processes;
- Continue reviewing and improving NMAC and gaming regulations; and
- Respond effectively to emerging gaming technologies and regulatory challenges.

NMGCB's current performance demonstrates that agency resources produce measurable results. In FY26, the agency completed 1,549 premise inspections and 871 criminal background investigations, issued 81 citations/enforcement actions, and made 11 arrests, while operating a newly implemented agency-wide database, maintaining a dedicated responsible gaming program, and continuing to strengthen audit, licensing, technology, regulatory, and administrative functions.

NMGCB is a modernizing and increasingly data-driven regulatory agency that continues to expand its effectiveness while protecting the integrity of New Mexico's gaming industry. Its accomplishments include substantially increased regulatory activity, extensive criminal background investigations, strengthened financial oversight, successful implementation of a new agency-wide database, sustained responsible gaming leadership, improved agency-wide workflows and efficiencies, and continuous improvement of NMAC and associated gaming regulations.

The FY28 budget request is an investment in maintaining this progress and ensuring the NMGCB has the personnel, technology, and resources necessary to meet current and emerging regulatory demands.

Continued investment in the NMGCB protects New Mexico's gaming revenues, strengthens public safety, supports responsible gaming, protects consumers and legitimate gaming businesses, and ensures gaming remains a well-regulated, accountable, and economically productive industry.

REV EXP COMPARISON

(Dollars in Thousands)

46500 - Gaming Control Board					
P680 - Gaming Control					
	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	8,883.7	0.0	0.0	0.0	8,883.7
Personal services and employee benefits	6,718.7	0.0	0.0	0.0	6,718.7
Contractual services	890.3	0.0	0.0	0.0	890.3
Other	1,274.7	0.0	0.0	0.0	1,274.7
USES Total:	8,883.7	0.0	0.0	0.0	8,883.7
Net:	0.0	0.0	0.0	0.0	0.0

Gaming Control

BU PCode
46500 P680

State of New Mexico

E4 PCode Detail
(Dollars in Thousands)

Fund	Account		2025-26	2026-27	2027-28	FY 2028 Agency Request					Justification
			Actuals	Opbud	PCF Proj	GF	OSF	ISF/IAT	FF	Total	
00000	520100	Exempt Perm Positions P/T&F/T	0.0	0.0	104.04	0.0	0.0	0.0	0.0	0.0	
00000	520300	Classified Perm Positions F/T	0.0	0.0	71.99	0.0	0.0	0.0	0.0	0.0	
00000	521100	Group Insurance Premium	0.0	0.0	12.28	0.0	0.0	0.0	0.0	0.0	
00000	521200	Retirement Contributions	0.0	0.0	33.63	0.0	0.0	0.0	0.0	0.0	
00000	521300	F I C A	0.0	0.0	10.84	0.0	0.0	0.0	0.0	0.0	
00000	521700	RHC Act Contributions	0.0	0.0	4.37	0.0	0.0	0.0	0.0	0.0	
53600	520100	Exempt Perm Positions P/T&F/T	386.9	390.9	568.89	701.7	0.0	0.0	0.0	701.7	New Administration - GCB anticipates GovEX hires of State Gaming Representative & General Counsel
53600	520300	Classified Perm Positions F/T	3,550.6	3,751.5	3,752.33	3,821.4	0.0	0.0	0.0	3,821.4	0
53600	520600	Paid Unused Sick Leave	7.5	0.0	0	0.0	0.0	0.0	0.0	0.0	0
53600	520700	Overtime & Other Premium Pay	75.2	69.0	0	13.0	0.0	0.0	0.0	13.0	Longevity pay previously recorded under this account line
53600	520710	Longevity Pay	0.0	0.0	0	56.0	0.0	0.0	0.0	56.0	Longevity pay previously recorded under 520700
53600	520800	Annl & Comp Paid At Separation	3.1	0.0	0	0.0	0.0	0.0	0.0	0.0	0
53600	520900	Differential Pay	0.2	0.0	0	0.0	0.0	0.0	0.0	0.0	0
53600	521100	Group Insurance Premium	574.0	618.5	665.94	722.5	0.0	0.0	0.0	722.5	Benefits associated with inflation and new hires
53600	521200	Retirement Contributions	769.1	807.0	833.03	881.4	0.0	0.0	0.0	881.4	Benefits associated with inflation and new hires
53600	521300	F I C A	299.0	312.7	265.13	341.5	0.0	0.0	0.0	341.5	Benefits associated with inflation and new hires
53600	521400	Workers' Comp Assessment Fee	0.5	0.5	0	0.5	0.0	0.0	0.0	0.5	0
53600	521410	GSD Work Comp Insur Premium	2.9	2.8	0	2.7	0.0	0.0	0.0	2.7	0
53600	521600	Employee Liability Ins Premium	66.2	78.0	0	84.8	0.0	0.0	0.0	84.8	Fixed GSD/DoIT Rates
53600	521700	RHC Act Contributions	79.9	85.4	88.14	93.2	0.0	0.0	0.0	93.2	Benefits associated with inflation and new hires
53600	521900	Other Employee Benefits	5.1	0.0	0	0.0	0.0	0.0	0.0	0.0	0
	200	Personal services and employee benef	5,820.2	6,116.3	6,410.6	6,718.7	0.0	0.0	0.0	6,718.7	
53600	542100	Employee I/S Mileage & Fares	0.6	0.5	0	0.5	0.0	0.0	0.0	0.5	0
53600	542200	Employee I/S Meals & Lodging	34.2	35.0	0	40.0	0.0	0.0	0.0	40.0	Position reclass to enforcement agent therefore additional travel expenses will occur.
53600	542300	Brd & Comm Mbr Meals & Lodging	0.9	1.5	0	1.5	0.0	0.0	0.0	1.5	0
53600	542310	Brd & Comm Mbr Mileage & Fares	0.4	0.0	0	0.0	0.0	0.0	0.0	0.0	0
53600	542500	Transp - Fuel & Oil	19.5	25.0	0	25.0	0.0	0.0	0.0	25.0	0

Gaming Control

BU PCode
46500 P680

State of New Mexico

E4 PCode Detail
(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request				Total	Justification
						GF	OSF	ISF/IAT	FF		
53600	542600	Transp - Parts & Supplies	1.4	0.5	0	0.2	0.0	0.0	0.0	0.2 0	
53600	542700	Transp - Transp Insurance	0.0	0.0	0	4.9	0.0	0.0	0.0	4.9	Fixed GSD/DoIT Rates
53600	542800	State Transp Pool Charges	34.0	36.5	0	38.9	0.0	0.0	0.0	38.9	Fixed GSD/DoIT Rates
53600	543200	Maint - Furn, Fixt, Equipment	8.0	5.0	0	3.9	0.0	0.0	0.0	3.9 0	
53600	543300	Maint - Buildings & Structures	1.8	1.7	0	1.8	0.0	0.0	0.0	1.8 0	
53600	543700	Maintenance Services	8.4	0.0	0	0.0	0.0	0.0	0.0	0.0 0	
53600	543820	Maintenance IT	3.3	0.0	0	0.0	0.0	0.0	0.0	0.0 0	
53600	543830	IT HW/SW Agreements	79.0	67.0	0	199.8	0.0	0.0	0.0	199.8	NEW RECURRING - \$131,000 Salesforce Licenses (Qty 50) 2nd yr of GCB's new Licensing Database. This is a recurring cost going forward, 1st yr paid through C2 Funds.
53600	544000	Supply Inventory IT	8.1	2.9	0	2.9	0.0	0.0	0.0	2.9 0	
53600	544100	Supplies-Office Supplies	6.0	5.0	0	5.0	0.0	0.0	0.0	5.0 0	
53600	544400	Supplies-Field Supplies	3.0	2.0	0	2.0	0.0	0.0	0.0	2.0 0	
53600	544900	Supplies-Inventory Exempt	15.2	0.0	0	0.0	0.0	0.0	0.0	0.0 0	
53600	545600	Reporting & Recording	1.6	2.3	0	2.3	0.0	0.0	0.0	2.3 0	
53600	545700	ISD Services	54.0	80.5	0	73.1	0.0	0.0	0.0	73.1	Fixed GSD/DoIT Rates
53600	545710	DOIT HCM Assessment Fees	18.2	19.6	0	19.0	0.0	0.0	0.0	19.0	Fixed GSD/DoIT Rates
53600	545900	Printing & Photo Services	2.5	2.4	0	2.0	0.0	0.0	0.0	2.0 0	
53600	546100	Postage & Mail Services	4.1	0.0	0	0.0	0.0	0.0	0.0	0.0 0	
53600	546400	Rent Of Land & Buildings	664.0	659.5	0	665.1	0.0	0.0	0.0	665.1	Annually increases
53600	546500	Rent Of Equipment	12.0	12.0	0	12.3	0.0	0.0	0.0	12.3 0	
53600	546600	Communications	5.0	5.2	0	5.0	0.0	0.0	0.0	5.0 0	
53600	546610	DOIT Telecommunications	68.1	70.7	0	68.5	0.0	0.0	0.0	68.5	Fixed GSD/DoIT Rates
53600	546700	Subscriptions/Dues/License Fee	55.5	56.2	0	59.4	0.0	0.0	0.0	59.4	Additional employees will be taking ACFE exam to be certified Fraud Examiners
53600	546709	Subscription & Due Interagency	0.1	0.2	0	0.1	0.0	0.0	0.0	0.1 0	
53600	546800	Employee Training & Education	24.0	4.2	0	11.8	0.0	0.0	0.0	11.8	Employees will be attending additional courses and training, including training for responsible gaming
53600	546809	Emp Train & Edu InterSt Agency	0.0	0.1	0	0.1	0.0	0.0	0.0	0.1 0	
53600	546810	Board Member Training	2.0	0.5	0	0.9	0.0	0.0	0.0	0.9 0	
53600	546900	Advertising	2.9	3.7	0	3.7	0.0	0.0	0.0	3.7 0	
53600	547900	Miscellaneous Expense	3.5	5.5	0	5.5	0.0	0.0	0.0	5.5 0	
53600	548800	Automotive & Aircraft	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0 0	

Gaming Control

BU PCode
46500 P680

State of New Mexico

E4 PCode Detail
(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request				Total	Justification
						GF	OSF	ISF/IAT	FF		
53600	549600	Employee O/S Mileage & Fares	9.7	0.0	0	4.2	0.0	0.0	0.0	4.2	Attendance O/S for Training and Gaming Conferences
53600	549700	Employee O/S Meals & Lodging	18.6	1.5	0	9.0	0.0	0.0	0.0	9.0	Attendance O/S for Training and Gaming Conferences
53600	549800	Brd & Comm O/S Mileage & Fares	2.5	1.0	0	2.1	0.0	0.0	0.0	2.1	Attendance O/S for Training and Gaming Conferences
53600	549900	Brd & Comm O/S Meals & Lodging	5.2	2.5	0	4.2	0.0	0.0	0.0	4.2	Attendance O/S for Training and Gaming Conferences
	400	Other	1,177.1	1,110.2	0	1,274.7	0.0	0.0	0.0	1,274.7	
TOTAL EXPENSE			6,997.3	7,226.5		7,993.4	0.0	0.0	0.0	7,993.4	

Gaming Control

BU PCode
46500 P680State of New Mexico
Contract by PCode Detail
(Dollars in Thousands)

FY 2028 Agency Request											
Fund	Account		#	Contract Purpose	Actuals	GF	OSF	ISF/IAT	FF	Total	Justification
53600	535100	Medical Services	1000	Employee Drug Testing	0.1	0.1	0.0	0.0	0.0	0.1	Employee Drug Testing
53600	535200	Professional Services	1000	Hearing Officers	17.1	55.0	0.0	0.0	0.0	55.0	\$30k Hearing Officers; \$25k Tribal Gaming Event
53600	535300	Other Services	1000	Firm Alarm & Shredding Services	2.8	2.6	0.0	0.0	0.0	2.6	Firm Alarm & Shredding Services
53600	535400	Audit Services	1000	Audit	27.4	29.1	0.0	0.0	0.0	29.1	Annual Audit
53600	535600	IT Services	1000	Annual Maintenance Agreements	720.6	738.5	0.0	0.0	0.0	738.5	\$733.1k Central Monitoring System (LNW); \$4.2k Eaton 9390 (DPS); \$1.2k Website hosting (RTS)
53600	535600	IT Services	1001	*New Recurring Licensing Database (Kyra) Maintenance	0.0	65.0	0.0	0.0	0.0	65.0	NEW RECURRING - \$65k Kyra maintenance & support contract 2nd yr of GCB's new Licensing Database.
TOTAL EXPENSE					768.0	890.3	0.0	0.0	0.0	890.3	

DFA Performance Based Budgeting Data System

Annual Performance Report

Agency: 46500 Gaming Control Board

Program: P680 Gaming Control

The purpose of the gaming control program is to provide strictly regulated gaming activities and to promote responsible gaming to New Mexicans so they can attain a strong level of confidence in the board's administration of gambling laws and assurance the state has competitive gaming free from criminal and corruptive elements and influences.

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Outcome	Percent of key and business license applications completed and presented to the board within ninety days of receipt of application	92%	94%	Yes	Out of 215 key person renewal/update registrations and new and renewal business applications 94.2% were processed within 90 days.
Outcome	Percent of staff permit license applications with complete information submitted by applicants and presented to the executive director	93%	99%	Yes	Out of 161 renewal staff permits and registrations, only two were not presented. This resulted in 98.7% processed.
Outcome	Percent of work permit and work permit renewals processed within forty-five business days	97%	100%	Yes	Out of 454 renewal work permits and work permit registrations, 452 were processed within 45 business days resulting in 99.5%.
Output	Average annual number of inspections conducted by each agent at assigned non-tribal venues	24	28	Yes	The Agents completed 1,170 inspections for 42 licensed venues resulting in an inspection rate of 27.85.
Output	Average annual number of inspections conducted by each agent at each assigned bingo and raffle location	5	0	No	
Output	Percent of audit reports completed and mailed within thirty business days of completion of field work or desk compliance review	99%	100%	Yes	Of the 96 audit reports, 100% were completed and mailed timely.
Output	Percent of required annual tribal gaming operation inspections and reviews completed within the fiscal year	99%	100%	Yes	The measure was met at 100% for completion in the 2026 fiscal year.
Output	Percent of transported gaming software and devices inspected by agents	90%	95%	Yes	Total transported gaming software and devices was 1,108. Of this, 1,057 were inspected resulting in 95%.
Quality	Percent of incidents reported to the central monitoring system help desk closed within three calendar days	98%	100%	Yes	Out of 4,903 tickets, all tickets were closed within three calendar days resulting in 100%.

P680	Gaming Control					
Purpose:	The purpose of the gaming control program is to provide strictly regulated gaming activities and to promote responsible gaming to New Mexicans so they can attain a strong level of confidence in the board's administration of gambling laws and assurance the state has competitive gaming free from criminal and corruptive elements and influences.					
Performance Measures:		2024-25 Actual	2025-26 Actual	2026-27 Budget	2027-28 Request	2027-28 Recomm
Quality	Percent of incidents reported to the central monitoring system help desk closed within three calendar days	100%	100%	98%	98%	
Output	Percent of required annual tribal gaming operation inspections and reviews completed within the fiscal year	100%	100%	100%	100%	
Output	Percent of audit reports completed and mailed within thirty business days of completion of field work or desk compliance review	100%	100%	99%	99%	
Output	Average annual number of inspections conducted by each agent at assigned non-tribal venues	24	28	24	24	
Output	Percent of transported gaming software and devices inspected by agents	99%	95%	93%	93%	
Outcome	Percent of work permit and work permit renewals processed within forty-five business days	99%	100%	99%	99%	
Outcome	Percent of key and business license applications completed and presented to the board within ninety days of receipt of application	100%	94%	92%	92%	
Outcome	Percent of staff permit license applications with complete information submitted by applicants and presented to the executive director	100%	99%	93%	93%	



NEW MEXICO

Gaming Control Board

FY 2028 Strategic Plan

4900 Alameda Blvd NE Phone: (505) 84-9700
Albuquerque, NM 87113 Website: www.gcb.nm.gov



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Board Members and Leadership

The New Mexico Gaming Control Board is governed by a five-member Board appointed in accordance with New Mexico law. The Board provides policy direction and oversight for the agency's regulatory responsibilities and ensures that the agency's work remains focused on the integrity of gaming and protection of the public interest.

Executive leadership and department heads are responsible for translating Board direction into effective regulation, enforcement, licensing, audit and compliance, information systems, administration, legal services, operations, and responsible gaming initiatives.

This strategic plan is intended to guide the Board and agency leadership throughout FY2027 while providing a clear framework for priorities, accountability, resource allocation, and performance.



The Board's Commitment

The New Mexico Gaming Control Board is committed to professionalism, accountability, integrity, transparency, and consistent application of the law. The Board recognizes that effective regulation requires both independence and collaboration: independence in carrying out statutory responsibilities, and collaboration with licensees, law-enforcement partners, other governmental agencies, treatment and prevention organizations, and the public.

The Board will continue to evaluate emerging issues, respond to changing industry conditions, and maintain a regulatory approach that is rigorous, practical, risk-based, and capable of adapting to new technologies and business models.

Board Members



Patrick Garrett – Board Chairman
Law Enforcement Commissioner



Van Billops
CPA Commissioner



Billy G. Smith
Ex-Officio Commissioner



Mekko M. Miller, Esq.
Attorney Commissioner



Darren "Indy" White, Esq.
Public Commissioner

Executive Director & Department Heads



Van Billops
Acting State Gaming
Representative
(505) 699-3894



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Acting Executive Director
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Office of
General Counsel
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Robert Zajac
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Terry McGaha
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Steve Sneddon
Audit & Compliance
Division
(505) 401-3227

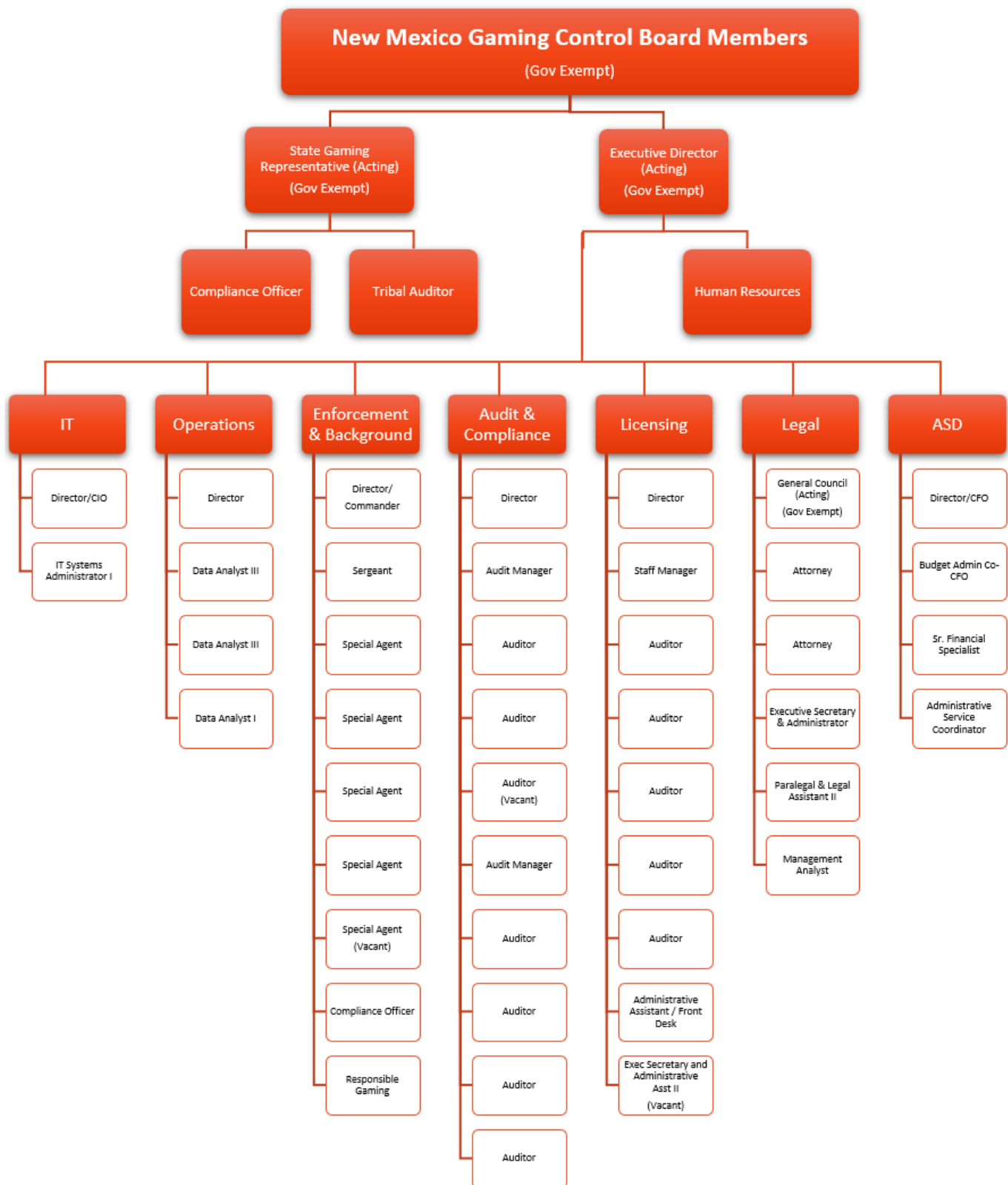
Organizational Structure

The NMGCB is organized to provide specialized oversight while maintaining coordinated agency-wide operations. Core functions include:

- Audit and Compliance – financial, regulatory, and compliance oversight, including applicable Bank Secrecy Act responsibilities.
- Operations – coordination of agency operational functions and support for consistent regulatory processes.
- Enforcement – inspections, investigations, criminal enforcement, administrative enforcement, and protection of the integrity of licensed gaming.
- Licensing – licensing, suitability reviews, background investigations, renewals, and regulatory credentialing.
- Information Systems – agency technology, cybersecurity, data systems, technical support, and modernization initiatives.
- Administrative Services – budget, procurement, human resources, fiscal administration, and other internal support functions.
- Office of General Counsel – legal advice, rulemaking support, litigation, contracts, and interpretation of gaming laws and regulations.
- Responsible Gaming – education, awareness, self-exclusion support, prevention initiatives, and coordination with stakeholders.

The agency is authorized for 52 positions. Maintaining a stable, trained workforce remains a central operational priority because the complexity and volume of regulatory work continue to increase.

Organizational Chart



As of August 3, 2026

Executive Summary

The New Mexico Gaming Control Board enters FY2027 with a stronger operational foundation and a broader set of responsibilities than in prior years. The agency has made substantial progress in rebuilding its workforce, increasing regulatory activity, strengthening enforcement, expanding responsible gaming efforts, and beginning the modernization of technology that supports virtually every regulatory function.

FY2027 is a year of consolidation and advancement. The objective is not simply to do more work, but to build a regulatory system capable of sustaining higher workloads, responding to emerging forms of gaming, protecting the public, and providing consistent service to licensees and stakeholders.

The Board's priorities for FY2027 are organized around seven strategic themes: regulatory excellence; compliance and enforcement; licensing and suitability; responsible gaming and public awareness; technology and data modernization; workforce and organizational development; and public safety and consumer protection.

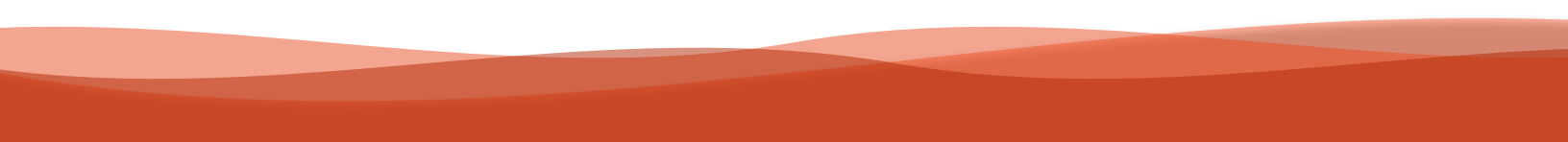
The agency will continue to measure success through meaningful performance indicators, including inspections, investigations, licensing and background activity, enforcement outcomes, responsible gaming outreach, technology milestones, workforce stability, training, and fiscal stewardship.

Values and Principles

- Integrity – Protect the integrity of gaming through impartial and consistent regulation.
- Accountability – Use public resources responsibly and maintain clear lines of responsibility.
- Professionalism – Maintain a highly trained, ethical, and competent regulatory workforce.
- Transparency – Communicate clearly with licensees, stakeholders, policymakers, and the public.
- Fairness – Apply laws and regulations consistently while recognizing legitimate operational differences.
- Public Protection – Place public safety, consumer protection, and confidence in gaming at the center of regulatory decisions.
- Innovation – Use technology, data, and improved processes to strengthen regulatory effectiveness.

Mission Statement

The New Mexico Gaming Control Board protects the integrity of gaming by licensing qualified participants, regulating authorized gaming activities, enforcing gaming laws, monitoring compliance, promoting responsible gaming practices, and protecting the public interest.



Strategic Goals and Objectives

1. Regulatory Excellence

Objective: Continuously improve the quality, consistency, and effectiveness of gaming regulation.

- Review and update rules, policies, directives, and regulatory practices as needed to address statutory changes, industry developments, and emerging technologies.
- Use risk-based oversight to focus regulatory resources on activities presenting the greatest compliance, financial, or public-safety risks.
- Strengthen coordination among Audit and Compliance, Enforcement, Licensing, Legal, Operations, and Information Systems.
- Expand professional training and knowledge-sharing with other gaming regulators and recognized regulatory organizations.



2. Compliance, Audit and Enforcement

Objective: Maintain strong compliance controls and respond decisively to violations and unlawful gaming.

- Increase the quality and effectiveness of premise inspections, audits, and investigations.
- Use data and technology to identify trends, anomalies, and higher-risk activities.
- Strengthen investigative coordination with local, state, and federal law-enforcement partners.
- Continue timely administrative and criminal enforcement when warranted.
- Maintain strong oversight of financial records and practices, including applicable anti-money-laundering and financial-crime controls.

3. Licensing and Suitability

Objective: Ensure that individuals and businesses participating in regulated gaming meet statutory and regulatory suitability standards.

- Complete criminal background and suitability investigations thoroughly and timely.
- Improve licensing workflow, documentation, and data quality.
- Identify opportunities to streamline renewals and routine transactions without weakening regulatory controls.
- Prepare licensing processes for integration with the agency's modernized regulatory management system.



4. Responsible Gaming and Public Awareness

Objective: Promote informed, responsible participation in gaming and strengthen public awareness of available resources.

- Expand statewide responsible gaming education and outreach.
- Continue development of New Mexico Gambling Awareness Month activities and stakeholder partnerships.
- Strengthen awareness of self-exclusion and available problem-gambling resources.
- Work with licensees, treatment providers, nonprofit organizations, broadcasters, and other stakeholders to improve prevention messaging.
- Evaluate outreach efforts based on participation, reach, and measurable public-awareness outcomes.

5. Technology and Data Modernization

Objective: Modernize the agency's information systems and use data to improve regulatory decision-making.

- Implement and stabilize the new integrated regulatory management system replacing the legacy database used since 1997.
- Improve data accuracy, reporting, document management, licensing workflows, and enforcement information.
- Develop secure, practical online services where appropriate.
- Strengthen cybersecurity, access controls, continuity, and system reliability.
- Use data analytics to support risk assessment, workload management, and strategic decision-making.

6. Workforce and Organizational Development

Objective: Build and retain a skilled, stable, and accountable regulatory workforce.

- Maintain recruitment and retention efforts for critical positions.
- Provide continuing education, specialized regulatory training, and leadership development.
- Preserve institutional knowledge through documentation, cross-training, and succession planning.
- Continue internal realignment and process improvements that improve workload distribution and employee effectiveness.
- Promote a culture of professionalism, accountability, collaboration, and continuous improvement.

7. Public Safety and Consumer Protection

Objective: Protect the public from illegal gambling, fraud, predatory practices, and other activities that threaten the integrity of gaming.

- Investigate and address unlicensed and unlawful gaming activity.
 - Maintain effective safeguards against fraud, money laundering, and other financial crimes.
 - Strengthen responsible gaming and consumer-protection controls.
 - Use enforcement, education, and interagency coordination as complementary tools for public protection.
 - Monitor emerging threats and adapt regulatory and enforcement strategies accordingly.
- 

Annual Highlights and FY2027 Priorities

The agency's FY2026 accomplishments provide the foundation for FY2027. The most significant progress occurred in workforce stabilization, increased enforcement activity, responsible gaming capacity, and technology modernization.

Regulatory and Enforcement Activity

- Completed approximately 1,549 premise inspections during the fiscal year.
- Issued 36 citations and pursued regulatory violations through administrative processes.
- Made 11 arrests associated with enforcement activity.
- Completed approximately 871 criminal background investigations.
- Processed applicants who withdrew from consideration and denied applications when suitability requirements were not met.
- Continued proactive investigations and enforcement involving unlawful or unlicensed gaming activity.

FY2027 Priority

The focus will shift from simply increasing activity to improving the quality, consistency, timeliness, and measurable impact of regulatory activity. The agency will use workload data and risk indicators to better target inspections, audits, investigations, and compliance resources.

Responsible Gaming

The agency has continued to build its responsible gaming function through a dedicated Responsible Gaming Coordinator, education and awareness initiatives, and coordination with industry and community stakeholders. FY2027 will emphasize measurable outreach, stronger public-facing information, self-exclusion awareness, and collaboration with treatment and prevention resources.

Technology Modernization

The NMGCB is replacing its legacy regulatory database, which has been in use since 1997, with a modern integrated regulatory management system. The approximately \$1.5 million technology initiative is intended to improve licensing, compliance monitoring, enforcement, reporting, data integrity, security, and service delivery.

Workforce Development

The agency has made significant progress reducing vacancies and strengthening staffing capacity. FY2027 will focus on retaining that progress, addressing remaining critical vacancies, expanding specialized training, and ensuring that increased staffing translates into sustainable regulatory capacity.

Organizational Development

Over the past several fiscal years, the NMGCB has substantially reduced its vacancy rate and strengthened its organizational capacity. The agency reported an overall vacancy rate of approximately 7.7% during the prior planning cycle, including Governor-exempt and classified positions. This represents a significant improvement from the much higher vacancy levels experienced in FY2022.

The agency has also added key capabilities, including a Responsible Gaming Coordinator and paralegal support, while continuing internal realignment and workflow improvements.

FY2027 organizational development will emphasize retention, succession planning, cross-training, leadership development, documentation of institutional knowledge, and maintaining adequate staffing in positions that directly support regulatory, enforcement, licensing, audit, legal, technology, and administrative functions.



Workforce Priorities for FY2027

- Maintain vacancy levels at manageable levels and prioritize mission-critical positions.
- Expand specialized training for investigators, auditors, licensing staff, legal staff, and technology personnel.
- Develop supervisory and leadership capacity.
- Crosstrain employees to reduce operational vulnerabilities.
- Improve recruitment pipelines for specialized regulatory positions.
- Use workload and performance information to align staffing with statutory responsibilities.

Charitable Gaming Oversight

The NMGCB regulates charitable gaming conducted by eligible nonprofit, veteran, and fraternal organizations under New Mexico law. Effective oversight must protect the integrity of charitable gaming while recognizing that gaming proceeds support legitimate nonprofit fundraising.

- Strengthen compliance education and guidance for nonprofit operators.
- Conduct appropriate inspections and compliance reviews.
- Provide clear and timely regulatory information.
- Identify recurring compliance issues and address them through education, guidance, and enforcement as appropriate.
- Maintain transparent and accountable charitable gaming practices.



Public Safety and Consumer Protection

Public safety remains a fundamental component of the NMGCB mission. The agency will continue to address unlawful gaming, financial crime, fraud, and practices that undermine public confidence in regulated gaming.

The Enforcement Division will continue to use its law-enforcement authority, administrative enforcement tools, inspections, investigations, and interagency partnerships to identify and address illegal activity. Cease and Desist Orders, arrests, citations, license actions, and other remedies will be used when supported by the facts and applicable law.

Consumer protection will also remain closely tied to responsible gaming, financial controls, age and eligibility requirements, exclusion processes, and the integrity of gaming operations.

Performance Measures

FY 2027

State of New Mexico Approved Active Measures

Business Unit: Gaming Control Board

Agency: 46500

Program Name: Gaming Control

PCode: P680

Measure Code	PM Type	Measure Name	Format Code	Key	HB2	Good Direction	Inactive in FY	Sort
46500P680001	Quality	Percent of incidents reported to the central monitoring system help desk closed within three calendar days	5- Percent (12%)	No	No	Over	ACTIVE	01
46500P680002	Outcome	Percent of work permit and work permit renewals processed within forty-five business days	5- Percent (12%)	No	No	Over	ACTIVE	02
46500P680003	Output	Percent of required annual tribal gaming operation inspections and reviews completed within the fiscal year	5- Percent (12%)	No	No	OVER	ACTIVE	03
46500P680004	Output	Percent of audit reports completed and mailed within thirty business days of completion of field work or desk compliance review	5- Percent (12%)	No	No	Over	ACTIVE	04
46500P680005	Output	Average annual number of inspections conducted by each agent at assigned non-tribal venues	1- Integer (1,234)	No	No	Over	ACTIVE	05
46500P680006	Output	Average annual number of inspections conducted by each agent at each assigned bingo and raffle location	1- Integer (1,234)	No	No	Over	2024	06
46500P680007	Output	Percent of transported gaming software and devices inspected by agents	5- Percent (12%)	No	No	Over	ACTIVE	07
46500P680008	Outcome	Percent of key and business license applications completed and presented to the board within ninety days of receipt of application	5- Percent (12%)	No	No	OVER	ACTIVE	08
46500P680009	Outcome	Percent of staff permit license applications with complete information submitted by applicants and presented to the executive director	5- Percent (12%)	No	No	OVER	ACTIVE	09

DFA Performance Based Budgeting Data System

Annual Performance Report

Agency: 46500 Gaming Control Board

Program: P680 Gaming Control

The purpose of the gaming control program is to provide strictly regulated gaming activities and to promote responsible gaming to New Mexicans so they can attain a strong level of confidence in the board's administration of gambling laws and assurance the state has competitive gaming free from criminal and corruptive elements and influences.

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Outcome	Percent of key and business license applications completed and presented to the board within ninety days of receipt of application	92%	94%	Yes	Out of 215 key person renewal/update registrations and new and renewal business applications 94.2% were processed within 90 days.
Outcome	Percent of staff permit license applications with complete information submitted by applicants and presented to the executive director	93%	99%	Yes	Out of 161 renewal staff permits and registrations, only two were not presented. This resulted in 98.7% processed.
Outcome	Percent of work permit and work permit renewals processed within forty-five business days	97%	100%	Yes	Out of 454 renewal work permits and work permit registrations, 452 were processed within 45 business days resulting in 99.5%.
Output	Average annual number of inspections conducted by each agent at assigned non-tribal venues	24	28	Yes	The Agents completed 1,170 inspections for 42 licensed venues resulting in an inspection rate of 27.85.
Output	Average annual number of inspections conducted by each agent at each assigned bingo and raffle location	5	0	No	
Output	Percent of audit reports completed and mailed within thirty business days of completion of field work or desk compliance review	99%	100%	Yes	Of the 96 audit reports, 100% were completed and mailed timely.
Output	Percent of required annual tribal gaming operation inspections and reviews completed within the fiscal year	99%	100%	Yes	The measure was met at 100% for completion in the 2026 fiscal year.
Output	Percent of transported gaming software and devices inspected by agents	90%	95%	Yes	Total transported gaming software and devices was 1,108. Of this, 1,057 were inspected resulting in 95%.
Quality	Percent of incidents reported to the central monitoring system help desk closed within three calendar days	98%	100%	Yes	Out of 4,903 tickets, all tickets were closed within three calendar days resulting in 100%.

Note: In FY26, all performance measures were met. Under the Met Target column, performance measure number five is inactive. The measure has been inactive since FY24, but BRS has not removed it from the reports.

Financial Overview

The NMGCB is a relatively small state agency with a regulatory responsibility that supports a gaming industry generating substantial economic activity and public revenue. The agency's budget is primarily dedicated to personnel and the operational systems necessary to perform licensing, audit, enforcement, legal, technology, administrative, and responsible gaming functions.

FY2027 Budget Context

The FY2027 recommended agency budget is approximately \$8.19 million. The agency continues to face recurring cost pressures, including personnel-related costs, benefit costs, technology obligations, and other fixed operating expenses. Strategic planning therefore emphasizes maintaining core regulatory capacity while directing available resources toward statutory responsibilities and high-priority modernization.

The agency will continue to distinguish recurring operational requirements from discretionary initiatives. Long-term financial planning must account for the fact that technology maintenance, personnel costs, cybersecurity, training, and other essential operating requirements become ongoing obligations after implementation.

Economic and Public Impact

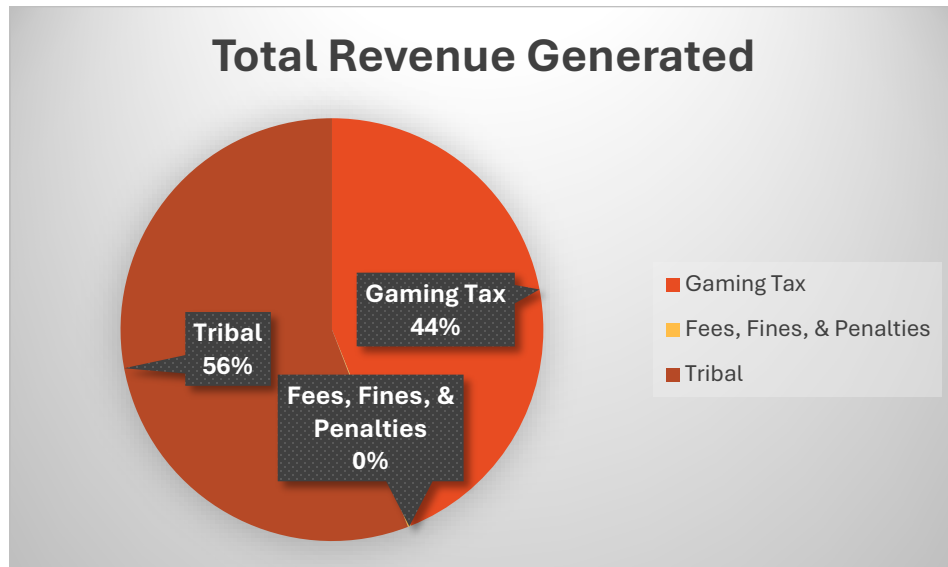
The gaming industry provides significant employment, economic activity, tax revenue, tribal revenue sharing, and support for racing and nonprofit organizations. The strategic role of the NMGCB is not to maximize gaming activity; it is to ensure that authorized gaming is conducted legally, fairly, transparently, and responsibly while protecting the public interest.

Fiscal Stewardship

- Maintain accurate budget monitoring and forecasting.
 - Prioritize statutory and mission-critical expenditures.
 - Identify efficiencies without reducing essential regulatory capacity.
 - Plan for recurring technology and operational costs before committing to new initiatives.
 - Use workload and performance information to support future budget requests.
- 

Revenue –

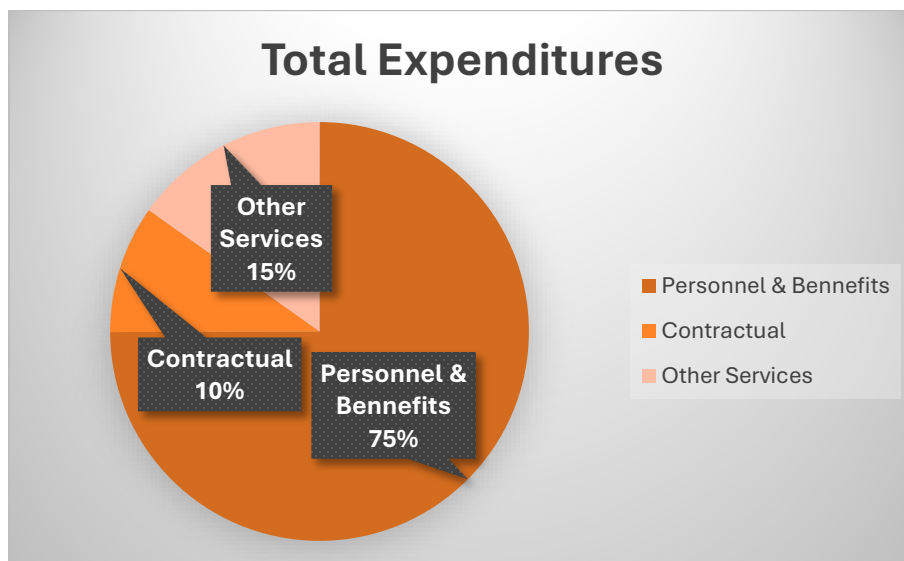
- Total revenue generated: \$158,184,241
- Breakdown: Gaming Tax* (44%), Tribal Revenue Sharing (56%), Licensing Fees, Fines and Penalties (Less than 1%)



*Comprised gaming tax from racetrack operators, non-profit operators, manufacturers, and distributors, provided by the New Mexico Taxation and Revenue Department. This is Non-Tribal revenue.

Expenditure –

- Total expenditures: \$7,765,279
- Breakdown: Personnel & Benefits (75%), Contractual (10%), Other Services (15%)

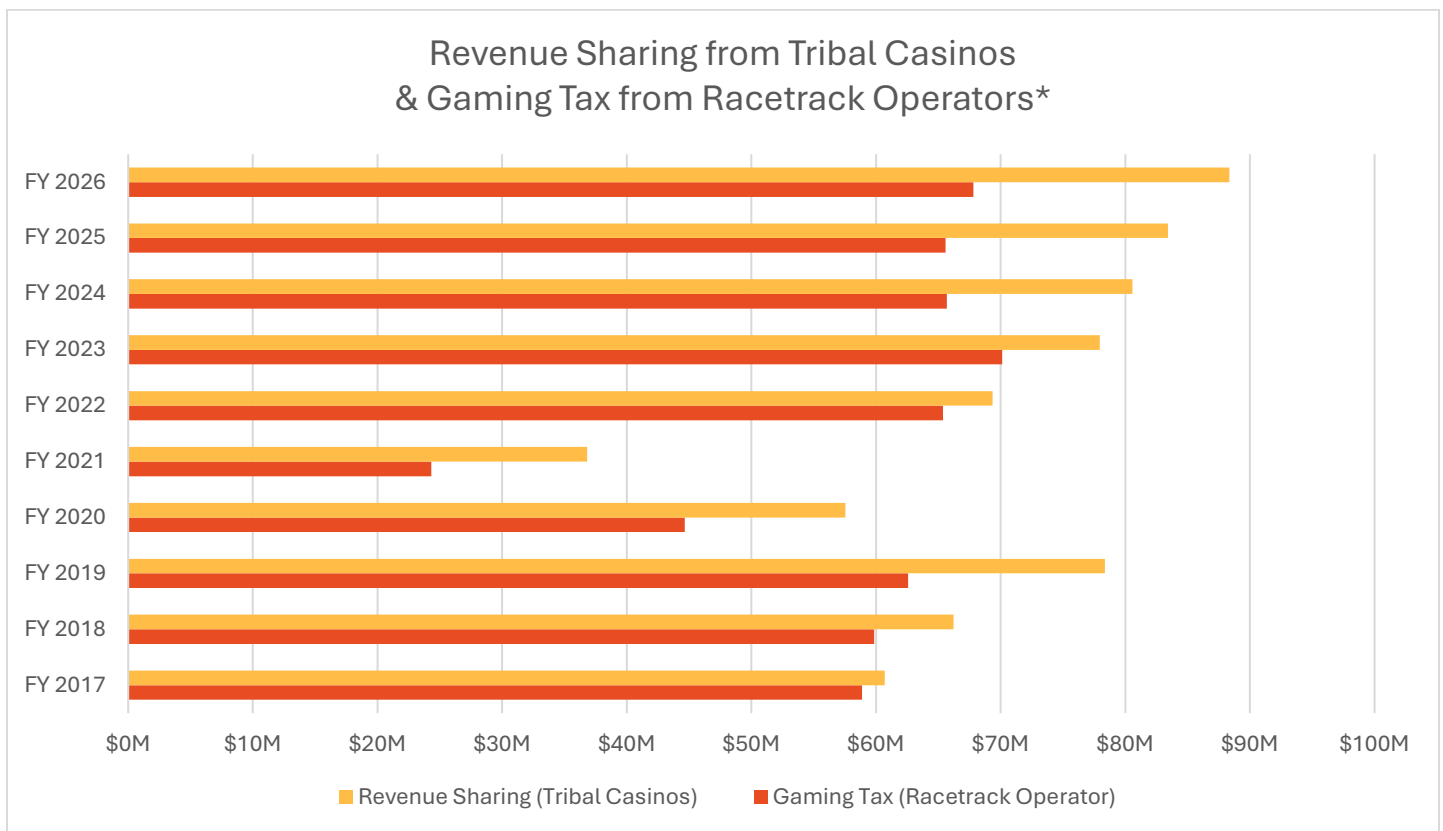


Ten-Year Financial Perspective

Long-term financial trends should continue to be monitored across the major categories of gaming-related revenue and distributions, including racetrack operator gaming taxes, tribal revenue sharing, nonprofit gaming, manufacturer and distributor taxes, horse-racing purse support, and charitable and educational payments.

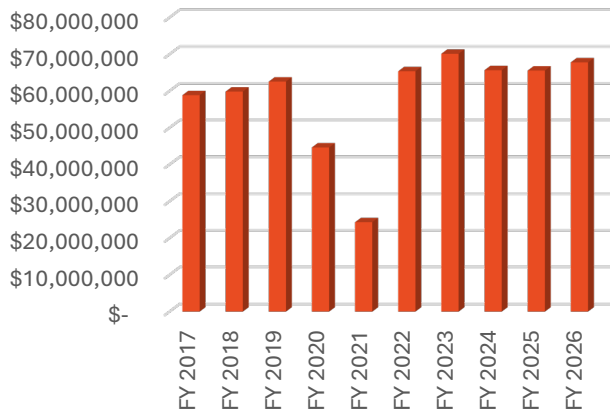
The Board will use historical trends to understand changes in the regulated industry, but will avoid treating historical growth as an assumption of future revenue. Regulatory workload can increase even when individual revenue categories fluctuate.

For future strategic plans, the agency should continue improving the underlying data used to present ten-year trends so that state gaming tax, tribal revenue sharing, racing-related distributions, and other categories are clearly defined and consistently reported.

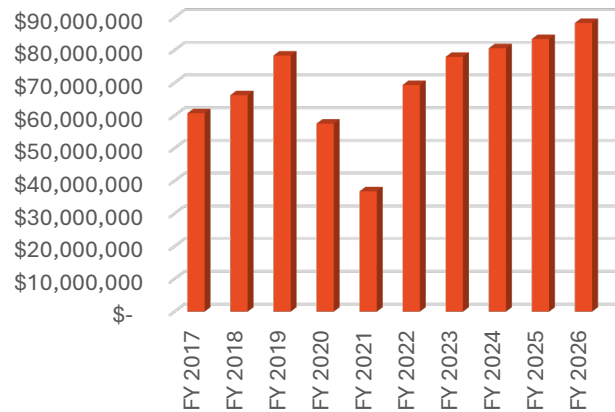


*FY2026 Information as provided by the New Mexico Taxation and Revenue Department

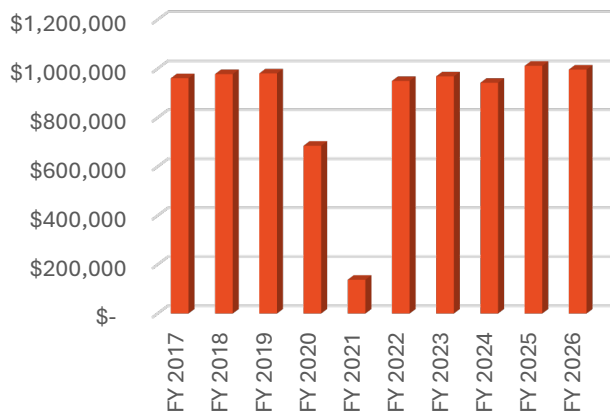
Gaming Tax (Racetrack Operator)*



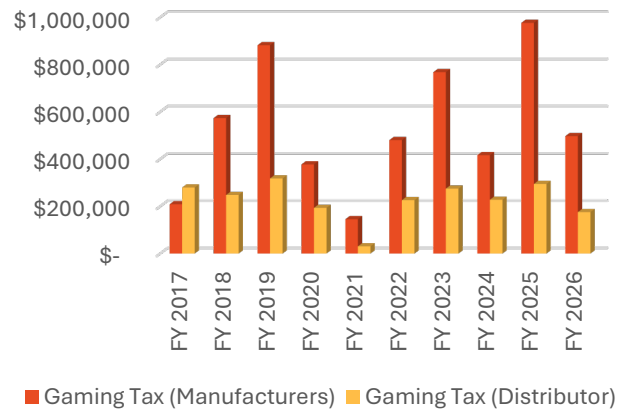
Revenue Sharing (Tribal Casinos)



Gaming Tax (Non-Profit Operator)

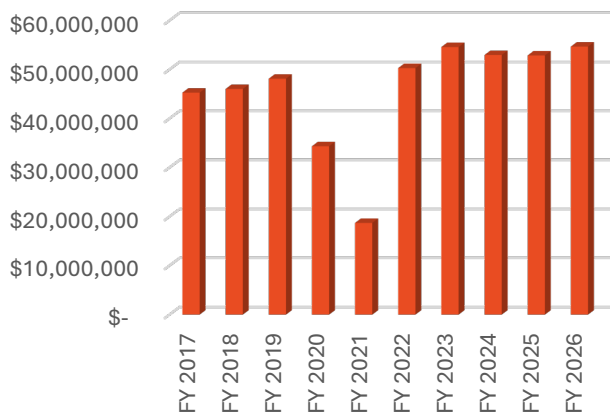


Gaming Tax (Manufacturers & Distributors)*

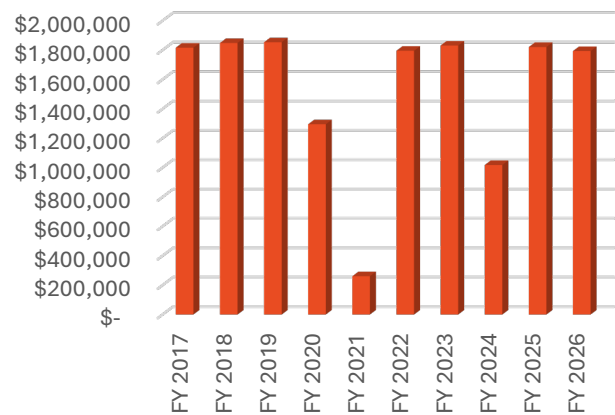


■ Gaming Tax (Manufacturers) ■ Gaming Tax (Distributor)

Amount Paid into Horse Racing Purses



Charitable & Educational Payments



*FY2026 Information as provided by the New Mexico Taxation and Revenue Department

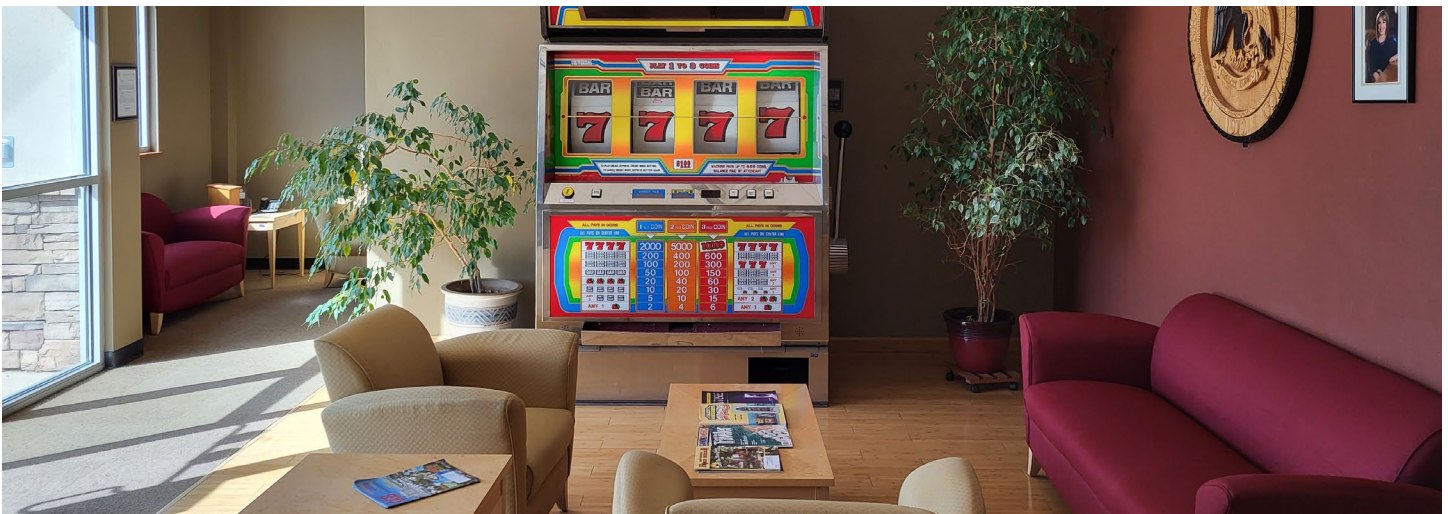
Future Outlook

FY2027 is a pivotal year for the New Mexico Gaming Control Board. The agency has strengthened its workforce, increased regulatory activity, expanded responsible gaming capacity, and begun replacing a legacy information system that has supported the agency since 1997. The next step is to turn those improvements into durable organizational capability.

The gaming environment will continue to evolve. New technologies, digital platforms, alternative wagering models, payment technologies, data-driven gaming, cybersecurity threats, and new forms of gaming will require regulators to remain informed and adaptable. At the same time, traditional gaming operations will continue to require rigorous licensing, audit, compliance, enforcement, and public-safety oversight.

The NMGCB will meet these challenges by maintaining strong regulatory fundamentals while modernizing the way it works. The agency will invest in its people, technology, data, partnerships, and processes; measure results; and adjust its strategies when conditions change.

The Board's objective for FY2027 is straightforward: protect the integrity of gaming in New Mexico, protect the public, provide effective and consistent regulation, and ensure that the agency remains capable of meeting the demands of a changing industry.



Acknowledgments

The NMGCB recognizes the dedication of its employees and appreciates the cooperation of licensees, industry participants, law-enforcement partners, governmental agencies, treatment and prevention organizations, nonprofit organizations, and the public. Effective gaming regulation is a shared responsibility, and the Board remains committed to working with stakeholders while maintaining its independent regulatory authority.



Fiscal Year 2028
Gaming Control Board
IT STRATEGIC PLAN
September 1, 2026

Miguel A. Lujan
Chief Information Officer

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I. EXECUTIVE SUMMARY

1. The New Mexico Gaming Control Board is tasked with regulating slot machine gaming along with bingo and raffle at New Mexico's licensed racetracks, veterans, fraternal and other nonprofit organizations. The Board monitors New Mexico's tribal gaming compacts through appointment of a State Gaming Representative who reports to the Board. The Board is also responsible for building public confidence in gaming through implementation of regulations and enforcing state laws governing gaming.

The New Mexico Gaming Control Board's (GCB) plan for Information Technology (IT) is to use technology as a tool and vehicle to fulfill its vision, achieve its mission and accomplish its programmatic goals. GCB has strategically aligned its IT projects, short term, and long term, to support the goals of each of its programs.

2. The GCB IT strategic plan is focused on streamlining agency operations, increasing staff productivity, reducing total cost of ownership, supporting technical and business operations, increasing cyber security and security awareness, and improving statewide services to the public gaming community. Due to the inherent benefits of technology, GCB's IT plan is biased towards electronic commerce, web-based solutions encompassing interactive business solutions for all stakeholders of the GCB. Utilizing technology to better assist the public and internal operations of the GCB are directives set forth by the Gaming Commission.

GCB management and staff have strived to implement and monitor this strategic planning process, which includes a coordinated assessment of the agency's internal environment. A review of the statutory duties of the Gaming Commission and external influences on the agency continues to be an ongoing process. As in years prior, financial resources and technology continue to figure prominently in the success of this strategic plan.

The GCB IT strategic plan integrates suggestions and concepts from the Gaming Commission, GCB management team and GCB staff. This plan attempts to project the various impacts that proposals will have on the agency in the future. The IT strategic plan continues to evaluate critical issues to ensure implementation of strategic initiatives.

3. The GCB IT division's mission is two-fold; first is maintaining and supporting the agency computer systems, network-telecommunications infrastructure, office automation application needs, and providing the focus for the development of IT strategies and policies for the Board.

Secondly, IT manages the statutorily required Gaming Central Monitoring System. The Legislature specified the provisions under section 60-2E-43 NMSA, requiring a central system, developed, and run by the State as its own expense. These systems are critical due to the statutory nature of gaming regulations and technology utilized by the Board.

4. As planned, many accomplishments were achieved in FY25 focused on security, disaster recovery, and helpdesk applications delivered to the staff. With these solutions, IT effectively managed expectations, timely reacted to issues reported, and successfully prioritized its own actions based on real data. The department continues to improve its services and processes – and the role GCB plays for the NM gaming industry.

II. AGENCY OVERVIEW

A. Agency Mission

The mission of the Gaming Control Board is to uphold the integrity, transparency, and fairness of gaming activities throughout the state through a combination of legal framework, regulations, monitoring, and enforcement measures.

The GCB IT division supports this mission by serving and supporting the agency with innovative solutions to advance the delivery of their core missions.

B. Agency Goals

Regulatory Excellence

- **Objective:** Continuously improve regulatory frameworks and practices.
- **Initiatives:**
 - Conduct comprehensive reviews of current regulations and identify areas for enhancement.
 - Implement best practices from other jurisdictions.
 - Enhance training programs for regulatory staff.

Enhanced Compliance and Enforcement

- **Objective:** Strengthen compliance and enforcement mechanisms.
- **Initiatives:**
 - Increase the frequency and thoroughness of compliance inspections.
 - Implement advanced data analytics for monitoring and detection.
 - Foster partnerships with local, state, and federal enforcement agencies.

Stakeholder Engagement and Public Awareness

- **Objective:** Engage with stakeholders and raise public awareness about responsible gaming.
- **Initiatives:**
 - Conduct regular stakeholder meetings and public forums.
 - Launch public awareness campaigns on responsible gaming.
 - Collaborate with industry operators to promote best practices.

Technological Advancements

- **Objective:** Leverage technology to enhance regulatory functions.
- **Initiatives:**
 - Implement a new integrated regulatory management system.
 - Develop online portals for license applications and renewals.
 - Utilize data analytics for risk assessment and decision-making.

Organizational Development

- **Objective:** Invest in the professional development of NMGCB staff.
- **Initiatives:**
 - Provide continuous training and development opportunities.
 - Foster a culture of innovation and excellence.
 - Enhance recruitment and retention strategies.

C. Vision and Priorities

The Gaming Control Board is dedicated to promoting responsible gaming practices, protecting the interests of all stakeholders, and ensuring a safe and enjoyable gaming environment for New Mexicans and visitors alike.

GCB's commitment is to regulate and oversee all gaming operations with the highest standards of professionalism, accountability, and efficiency. We strive to foster a culture of compliance and collaboration among gaming industry participants, government agencies, and the public.

Through rigorous enforcement of regulations, proactive problem-solving, and continuous education, we aim to balance the economic benefits of gaming with the social responsibilities it entails. We work tirelessly to maintain public trust, facilitate economic growth, and safeguard the well-being of our communities.

- The Gaming Control Board's IT Bureau supports all aspects of the Technology side of the Agency, which is done by ensuring that all Divisions are provided with reliable services, connectivity, applications, and devices, while balancing the financial interests of the budget of the agency. Deliver high-quality IT products and services that are critical for the GCB to fulfill its mission, and in support of related administrative and operational needs.
- Ensuring the agency's mission is met requires the GCB IT staff to maintain strong application systems, software databases and an efficient, reliable network.

The GCB has 2 common Priorities. Security and compliance: Protecting sensitive data and ensuring regulatory compliance, and innovation and modernization: Upgrading legacy systems and adopting emerging technologies.

GCB IT plays a central role in aligning resources and launching initiatives that directly support agency goals by assessing project needs and align budgets, personnel, and tools accordingly. We also have digital initiatives of leading modernization efforts with projects

of cloud migration, AI integration, and mobile-first platforms. These projects improve service delivery, reduce costs, and enhance user experience.

D. Agency Description and IT Organization Structure

See APPENDIX I for the AGENCY ORGANIZATION CHART.

To execute its mandate effectively, the Board appoints an Executive Director who oversees the agency's operations through seven specialized divisions:

1. Audit and Compliance: Ensures that licensees adhere to financial and operational regulations.
2. Operations: Manages the agencies recently updated central monitoring system and coordinates day-to-day functions.
3. Information Systems: Oversees IT infrastructure, including the maintenance of electronic databases essential for compliance monitoring.
4. Administrative Services: Provides critical support functions, including budgeting and personnel management.
5. Enforcement: Conducts investigations and enforces compliance with gaming laws and regulations.
6. Licensing: Administers the licensing of gaming operators, employees, and other regulated entities.
7. Office of the General Counsel: Offers legal guidance and support to ensure compliance with all relevant laws and regulations.

See APPENDIX II for the IT ORGANIZATION CHART.

The CIO is responsible for the overall success of the Information Systems Dept. at the Gaming Control Board. This includes maintaining and supporting the agency's computer systems, network-telecommunications infrastructure, office automation application needs, and providing the focus for the development of IT strategies and policies for the Board. Secondly, the CIO is responsible for managing the statutorily required Gaming Central Monitoring System. These systems are critical due to the statutory nature of gaming regulations and technology utilized by the Board.

The Systems Administrator I is responsible for supporting the agencies' computer systems, network-telecommunications infrastructure, and the office automation applications needs. Along with supporting the agency's network-telecommunications infrastructure, the Systems Administrator is responsible for identifying, recommending, and implementing security controls.

The IT Security & Compliance Administrator I is responsible for ensuring the agency's compliance to cybersecurity policies (such as CJIS policies), the NIST framework, and general best practices. The Security & Compliance Administrator is also responsible for improving and maintaining the security posture of the agency's network and any IT-related assets. Lastly, this role is responsible for responding to cybersecurity incidents.

The Database Administrator is responsible for the oversight of the Gaming Central Monitoring System to ensure the Racetracks & Non-profits licensed gaming machines are communicating with GCB through GCMS software/hardware. The Database Administrator oversees the Data Analyst III & Computer Operator.

The Data Analyst III is responsible for monitoring the Gaming Central Monitoring System to ensure that Racetracks & Non-profits licensed gaming machines are communicating with GCB through the GCMS software/hardware.

The Computer Operator is responsible for monitoring the Gaming Central Monitoring System to ensure that Racetracks & Non-profits licensed gaming machines are communicating with GCB through the GCMS software/hardware.

III. IT ENVIRONMENT

A. Major Applications

GCB's primary application is the statutorily required Gaming Central Monitoring System for the regulatory oversight of gaming at non-tribal facilities. The newer system was in place last year and is in its 2nd year of operation. The next application used for nearly all functions within the agency is IDPoint. This is an application/database designed for gaming regulators to track a licensee from initial application through any enforcement or audit matters. We replaced this system, and it will be closed by September.

The GCB supports the New Mexico Healthcare Authority's federal program to collect support from Non-custodial Parents using the CSED (Child Support Enforcement Department) lookup server. This is an in-house developed database/webserver where information provided by (HCA)/CSED is loaded to allow racetrack operators the ability to check if a gaming patron is compliant for child support.

Finally, Office 365 provides the office automation application with email services provided by the Department of Information Technology (DoIT) in collaboration with Microsoft.

TABLE 1.1: Major Applications

Application Name	Purpose / What It Does	Mission Critical? (Yes/No)	Data Types Handled	Hosting Type (On-Prem / Cloud / SaaS)	Vendor or Internal
IDPoint	Gaming Licensing System	Yes	Personal Identifiable Information (PII), Federal Tax Information (FTI), Criminal Justice Information Systems (CJIS), etc.	On-Prem	Internal

Sage50	ASD Financial Accounts Receivable	Yes	Financial data for accounts payable and paper checks	Cloud	Vendor
Light and Wonder CMS	Central Monitoring System	Yes	Gaming Machine Connections and money spent	On-Prem	Vendor
Salesforce	Gaming Licensing Replacement	Yes	Personal Identifiable Information (PII), Federal Tax Information (FTI), Criminal Justice Information Systems (CJIS), etc.	Cloud	Vendor

B. Security

The GCB employs layered cybersecurity architecture including firewalls, endpoint protection, intrusion detection systems, and multi-factor authentication. Cloud infrastructure is secured using zero-trust principles and continuous monitoring tools, and vulnerability management and attack surface monitoring are conducted regularly to identify and remediate risks.

Data is classified and protected according to sensitivity levels, with encryption applied both in transit and at rest. Access controls are enforced through role-based permissions and identity management systems. Incident reporting protocols are standardized across departments, as mandated by the state's cybersecurity order.

We employ annual penetration tests. We had an assessment in the first quarter of 2025, and this was performed by Securin. We also participate in the Ivanti monthly scanning recommended by DoIT.

We also implemented annual cybersecurity awareness training for each employee. This class is provided by Inspired Learning and offered through the Department of Information Technology. We require this awareness training annually. Completion of training is tracked and enforced, with refresher courses required for new hires and role changes.

We rely lightly on perimeter defense, but also, we deploy a Next Generation firewall, and endpoint protections software to help prevent viruses and malware. We have web control, device and software monitoring. For effectiveness, we also consider how we leverage people and processes.

Physical access to data centers and sensitive areas is restricted via badge systems, and surveillance, and background checks are conducted for all employees and contractors with access to sensitive systems.

Employees can create some of the greatest risks. Our approach is to have well-informed users that immediately inform IT staff, therefore serving as an asset. Phishing emails frequently target employees designed to get them to click and give credentials. We often send out examples as they happen throughout the year to keep employees aware of potential scams.

A few points we emphasize and require employees include:

- Creating strong passwords that are unique to each account and not reused, ensuring personal and work passwords are separate.
- Not opening or clicking links in suspicious emails or those from unfamiliar senders.
- Ensuring applications and operating systems are updated regularly as soon as patches are released and not installing any unknown outside software, as they can open security vulnerabilities in the network.
- Immediately reporting any unusual behavior or something strange happening on their computers.

Also, due to events happening worldwide, we want to develop a cyber incident response plan. A good incident response plan will provide us with repeatable procedures to recover business processes as quickly and efficiently as possible. Ensuring proper backups are in place and regularly testing these backups is imperative to minimizing downtime and increasing the chances of data recovery.

Lastly, being a member of a statewide security user group is key to sharing a collection of cases, alerts, and analysis of threat research. Our agency must be informed by current threat intelligence to effectively detect and respond to threats. Threat research and advisory bulletins might reveal that cybercriminals have been carrying out attacks through a specific vulnerability or targeting endpoints with a specific malware. We can then take proactive measures by making any necessary system updates and increasing monitoring to detect behavior indicative of one of these attacks, minimizing the impact.

C. Agency IT Certified Projects

The Gaming Control Board qualifies gaming venues through a rigorous licensing and certification process designed to ensure a fair and honest gaming environment while recognizing the importance of gaming tax and revenue sharing to the State economy. The License Software Modernization Project aims to modernize GCB's licensing process by providing additional functionality and access to increase efficiency and achieve performance measures detailed in GCB's Performance Monitoring Plan. GCB certified this project for Initiation July 22 of FY 2025 and Initiation/Planning activities concluded May 2025. Implementation began in September 2025, with close-out expected Sept 2026.

TABLE 1.2: Current Certified IT Projects

PROJECT NAME	
Project Description	Gaming Licenses Software and Application: The State of New Mexico Gaming Control Board (GCB) - seeks to replace its current on-prem Commercial Off the Shelf (COTS) licensing solution, IDPoint. This licensing solution has been in operation since ~1999, and consists of 4 parts (Licensing Portal, Audit and Compliance, and Enforcement). It supports the functionality of all permitting related to Background and Licensing, Audit and Compliance, and Agent inspections. Although the current solution aligns with GCB's current licensing processes, many of these current processes still

	require manual intervention/input from GCB staff and the current solution lacks modern interfaces and does not meet contemporary requirements of users and licensees.
Estimated Project Costs	\$1,500,000.00
Current Funding	\$1,500,000.00 C2 Extension
Certified Project Phase	Implementation-Closeout in weeks
Estimated Completion	Aug 3, 2026
Strategic Priority	1

D. Workforce

i. Full-Time Internal IT Employees

GCB ISD has 7 full-time employees (FTE). The current authorized positions are:

- Chief Information Officer (CIO) – Filled
- Systems Administrator I – Filled
- IT Security & Compliance Administrator I - Vacant
- Database Administrator Supervisor – Filled
- Operations Research Analyst - A – Filled
- Operations Research Analyst – A - Filled
- Operations Research Analyst - B – Filled

With the size of the agency, 1 Network, 1 Systems are sufficient for the overall workload. All positions fill in the helpdesk duties. All staff members at GCB are required to work in the office and teleworking is allowed under rare conditions with the Executive Director's approval.

ii. IT Professional Services Contractors

The Gaming Control Board works with a variety of professional IT contractors to support our IT systems and applications.

Service Category	Contract Vendor Name	Number of Contract Personnel
Gaming Central Monitoring System (GCMS)	Light and Wonder (formerly SG Gaming, Inc.)	8
VMWare	Abba Technologies	2
HPE SimpliVity	Abba Technologies	2
Licensing Software	IDPoint, Ltd.	1

Anti-Virus/Malware Protection	Fortinet	2
Networking Hardware	Fortinet	2
CSED Website and Application	Abba/ Mechenbier IT	2
HPE Switches	ANM	2

E. Challenges

The GCB Information Technology Bureau has many challenges in the next years. We have implemented many new systems, including our Fortinet Switches, HPE SimpliVity Servers which require the staff to get acquainted with. We are Migrating to a current application this FY and training is a must, but current budget projections pose problems for this to occur.

Furthermore, with the current budget shortfall in different categories, any new applications, training, or ideas will be put on hold for most of fiscal year 2027. On a positive note, the IT bureau is fully staffed for the first time in many years, and due to the size of the agency, it allows the IT staff to touch many different disciplines of IT, as the current staff becomes a jack of all trades. Training will be done in conjunction with our entire infrastructure replacement, with new disaster recovery sites.

IV. FY26 KEY ACCOMPLISHMENTS

GCB IT plays a transformative role in helping the agency achieve its accomplishments, pursue goals, and overcome challenges. We are the backbone behind success. Launching online portals for services like licensing, enforcement, or audit filing improves accessibility and efficiency.

A. FY26 Strategic IT Accomplishments

TABLE 1.3a: Priority 1

STRATEGIC PRIORITY 1 – Modernize our Licensing and Enforcement Application	
Strategy Statement: Modernize entire Licensing System, Application, and gaming document management systems	
FY26 Strategy 1	Modernize our License/Audit and document management systems. PCI Payment
Accomplishments	Implemented System with CyberSource to collect ACH Payments
Outcomes/Metrics	GCB Background and Licensing administration creates and manages data including reviewing and accepting applications for submission. Allow gaming licensing to search applications using a web-based platform, provide GCB staff accessibility and search capabilities of gaming documents. Keep the NM

	Gaming Industry public updated and informed as and when action is taken pertaining to their application through notifications and updates. Help reduce extra email correspondence, and Licensees & businesses will no longer have to submit checks to GCB.
FY26 Strategy 2	Practice legal management, case load and litigation management and tracking.
Accomplishments	Implemented caseload system, board meeting material each month
Outcomes/Metrics	Provide practice management functionality to GCB attorneys including calendaring integration, version control and permission controls. Provide agency management with case metrics including duration and resource intensity.
FY26 Strategy 3	To develop a system for use by GCB's Enforcement Division that will manage the data used by the agency for self-exclusions from gaming facilities in the State of New Mexico.
Accomplishments	Self-Exclusion Data migrated and enhanced. Also have Casino exclusion search for jackpot winners
Outcomes/Metrics	Provide functionality to GCB Exclusion including calendaring integration, and permission controls. Provide agency management with case metrics including duration and resource intensity.
FY26 Strategy 4	Develop a system for use by GCB's Tribal Division that will manage the data used by the agency for ensuring tribal gaming facilities are following the State Gaming Compact
Accomplishments	Statewide gaming ban reports now available in one system, including data when added and removed via reports.
Outcomes/Metrics	Tribal gaming facilities will no longer have to upload documents via Secure Shell File Transfer.

TABLE 1.3b: Priority 2

STRATEGIC PRIORITY 2 – Migrate to Azure Active Directory	
Strategy Statement- Employ comprehensive identity management solution	
FY26 Strategy 1	Increased security and compliance
Accomplishments	AD now Hybrid, all users.
Outcomes/Metrics	Enforce strong authentication policies, restrict access to sensitive data, monitor user activity
FY26 Strategy 2	Improve security by providing Single Sign-On (SSO) and multi-factor authentication (MFA) –Manage user identities and access control
Accomplishments	O365 and AD Azure in one account.
Outcomes/Metrics	Users can access all their applications with one set of credentials.

FY26 Strategy 3	Simplify management and provide a central location to manage users and applications. Create and manage user accounts, assign permissions, and control access to applications.
Accomplishments	Ready for full cloud AD
Outcomes/Metrics	Deploy a cost-effective solution that helps GCB save time and money by simplifying the IT infrastructure.

TABLE 1.3b: Priority 3

STRATEGIC PRIORITY 3 – Complete implementation of SharePoint	
Strategy Statement- Integrate cloud-based platform designed for document management, team collaboration, and workflow automation	
FY26 Strategy 1	Implement anywhere Access: Work from any device with internet access with real-time collaboration. Includes co-authoring, commenting, and version history.
Accomplishments	Removed File based on-prem servers
Outcomes/Metrics	Seamlessly connects with Teams, Outlook, OneDrive, and other Microsoft apps.
FY26 Strategy 2	Phase out our fileserver, the traditional approach of our centralized storage system
Accomplishments	Servers Shut down, also helps with physical server EOL.
Outcomes/Metrics	Not ideal for hybrid or remote work with limited collaboration: No real-time co-authoring or version control.
FY26 Strategy 3	Security & Compliance
Accomplishments	Higher Security in cloud.
Outcomes/Metrics	Role-based access, encryption, and data loss prevention.

B. FY26 Other Key IT Accomplishments

FY26 ended with critical improvements in the IT infrastructure of the agency, both within and without. The Networking Replacement Project was a massive undertaking, with equipment replacements occurring within the GCB's building. This accomplishment served to make GCB more efficient and secure in its daily operations within the agency.

TABLE 1.4: Other FY26 Key IT Accomplishments

APPLICATION	
Accomplishment	Front Door/Building Safety Alert and access for general building access among the floors and doors.
Value or Impact	Access control for the public, or unwanted visitors.
DATA	
Accomplishment	New Agency database for the files on Teams/SharePoint
Value or Impact	Staff have more efficient ways to share / access on various files across the board
PROCESS IMPROVEMENT	
Accomplishment	New IPRA eDiscovery gathering process and policies on web.
Value or Impact	Great Value and impact dramatically shorten the raw IPRA email process.
Accomplishment	Continued to enhance GCB's firewall, routing and basic security tools.
Value or Impact	Improves cybersecurity posture to mitigate evolving risks.
WORKFORCE	
Accomplishments	IT classes presented to staff in various categories, including web-development, Active Directory, SharePoint, Fortinet systems for Networking, and Security.
Value or Impact	Improved overall outlook on job functions, and well as fitting into IT roles more comfortably.
CUSTOMER SERVICE	
Accomplishments	Completed a new reliable at home video zoom streaming system for public to hear and watch our board meetings, as well as join in from remote locations.
Value or Impact	Streamlined the staff/public to universal browser system, and better-quality audio and participation
TELEWORK	
Accomplishments	Agency is fully in office, but should the need arise, GCB implemented laptops, VPN, Remote IT access, and Zoom/Teams conference calling for entire agency.
Value or Impact	We don't currently offer telework but are ready for it.
SECURITY	
Accomplishments	Implemented Secure Bit password manager for users to safely store passwords, as well as better complexity without fear of forget.
Value or Impact	Employs advanced passwords that extensively inspect cybersecurity to potential threats or hacking.

V. FY28 IT STRATEGIC GOALS AND STRATEGIES

The GCB aims to continue modernization of its IT infrastructure in FY27 to ultimately see its maturity in all facets.

TABLE 1.5a: Strategic Goals Priority 1

STRATEGIC PRIORITY 1 – Cloud	
Goal Statement- Move data toward the cloud.	
FY28 Strategy 1	Enable multi-Cloud access to allow for migrating agency and organization workloads.
Outcomes/Metrics	Migrate data leveraging our automated, proven framework. Re-architect the size of our environment and migrate infrastructure, apps, and data.
FY28 Strategy 2	Finalize cloud framework and strategy to establish a cloud policy.
Outcomes/Metrics	Defined cost management controls, security baselines, and policies. Establish a successful foundation for cloud adoption in alignment with the Microsoft Cloud Adoption Framework (CAF).
FY28 Strategy 3	Establish Application Migration
Outcomes/Metrics	Migrate appliances and all associated dependencies, microservices and containers - to the cloud. Ensure the continued, maximized performance of migrated applications.

TABLE 1.5b: Strategic Goals Priority 2

STRATEGIC PRIORITY 2 – Cybersecurity	
Goal Statement-Be more in tune with Cybersecurity practices	
FY28 Strategy 1	Identify, define, and emphasize core principles, risk mitigation, and best practices.
Outcomes/Metrics	Lowered Impact or Likelihood, Saved Money. Steady Workflow
FY28 Strategy 2	Establish a baseline to ensure the Security Operation Center (SOC) is implemented appropriately to meet the agencies' security needs.
Outcomes/Metrics	Cataloging GCB asset inventory, defining normal behavioral patterns, and tracking operational metrics like Mean Time to Detect (MTTD) and Mean Time to Respond (MTTR).

FY28 Strategy 3	Followed DoIT's security features in the Digital Workplace Initiative (O365 and M365)
Outcomes/Metrics	Widespread multi-factor authentication adoption, automated threat interception, and streamlined device management across agency.

TABLE 1.5c: Strategic Goals Priority 3

STRATEGIC PRIORITY 3 – ASD Data	
Goal Statement-combines powerful desktop accounting software with cloud-connected features like deep financial reporting, alongside remote accessibility, automated backups, and Microsoft 365 integration	
FY28 Strategy 1	Remote Data Access
Outcomes/Metrics	View or share financial data securely with authorized remote users or accountants without manual file transfers
FY28 Strategy 2	Robust Financial Controls
Outcomes/Metrics	Maintain a meticulous audit trail, granular multi-user permissions, and comprehensive job-costing insights.
FY28 Strategy 3	Automated Cloud Backups
Outcomes/Metrics	Protect critical financial records against local hardware failures or system crashes.

VI. IT FISCAL AND BUDGET MANAGEMENT

[Double-click to open linked excel table to update]

Information Technology (IT) Operating Budget (C1)

To update this table, please double click on the embedded spreadsheet and add the required information.
Before exiting the spreadsheet, please make sure to scroll up. Otherwise, the entries of this table will not be fully previewed.□

Agency Name				Agency Code	
Gaming Control Board				46500	
Base Request Operational Support of IT. Check one of the options below:				Flat Budget	Expansion from previous year
Yes				No	
Revenue IT Base Budget (dollars in thousands)					
Appropriation Funding Type	FY25 Actual	FY26 Actual	FY27 OpBud	FY28 Request	FY29 Estimate
General Fund	1,743.8	1,734.0	1,774.0	1,967.2	2,026.2
Other State Funds	0.0	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0	0.0
Total	1,743.8	1,734.0	1,774.0	1,967.2	2,026.2
Expenditure Categories (dollars in thousands)					
Category or Account Description	FY25 Actual	FY26 Actual	FY27 OpBud	FY28 Request	FY29 Estimate
Personal Services & Employee Benefits	719.6	763.7	775.7	781.4	804.8
Contractual & Professional Services	703.0	720.6	739.0	803.5	827.6
IT Other Services	321.2	249.7	259.3	382.4	393.8
Other Financing Uses	0.0	0.0	0.0	0.0	0.0
Total	1,743.8	1,734.0	1,774.0	1,967.3	2,026.2

VII. C2 COMPUTER SYSTEM ENHANCEMENT FUNDING (CSEF) REAUTHORIZATION

C. Previously Issued Supplemental Funding

The agency has no requests

D. List of C2 Funding Requests

The agency has no requests.

E. Requested Reauthorizations

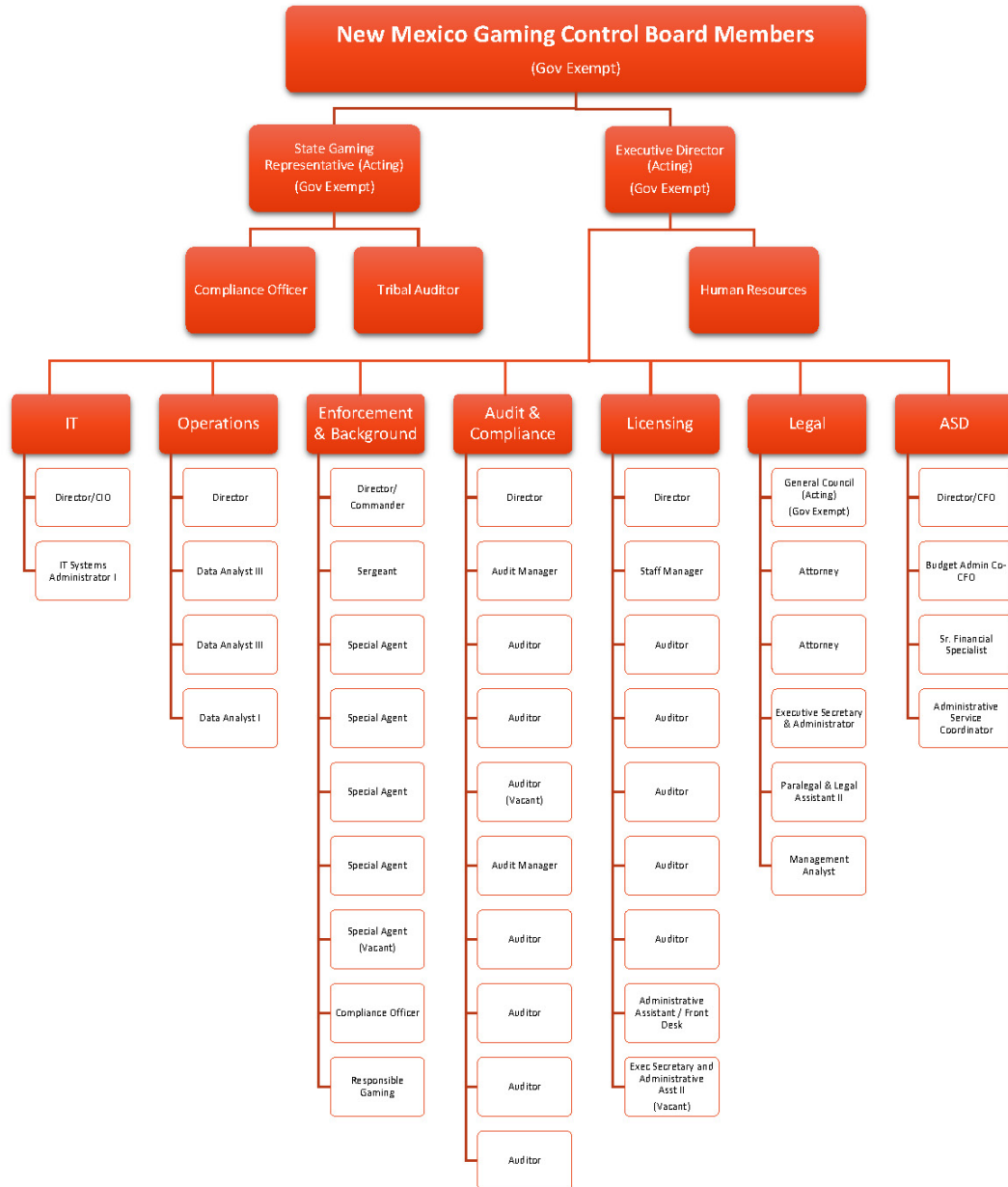
The agency already requested reauthorization of prior C2 appropriations noted below.

TABLE 1.7: Request for Reauthorization of C2 Appropriations

Information Technology Request for Reauthorization of C2 Appropriations			
Agency Name	Gaming Control Board	Agency Code	46500
Lead Agency Name Listed on Appropriation	Gaming Control Board	Project Name	Modernize Licensing Software
# of Reauthorization Requests			2
Source of Authorization (e.g. Laws 2022, Chapter 54, Section 7 (12) or Grant/Federal Fund #)		Appropriation Amount (in thousands)	Remaining Balance (in thousands)
Reauthorized Laws 2025, Chapter 160, Section 7(8) (Language Ext. only)		1,500.0	0.00
Reauthorized Laws 2026, Chapter 67, Section 7(9) (Language Ext. only)		0.0	0.0
		0.0	0.0
		0.0	0.0
		0.0	0.0
		0.0	0.0
		0.0	0.0
Total amount appropriated for project life (in thousands)	1,500,000	Will the project be completed within the next fiscal year?	☒ Yes ☐ No
Reason for Requesting Reauthorization	No extension will be required for FY28, as the funds will be fully expended and the project will be completed by 06/30/2027.		

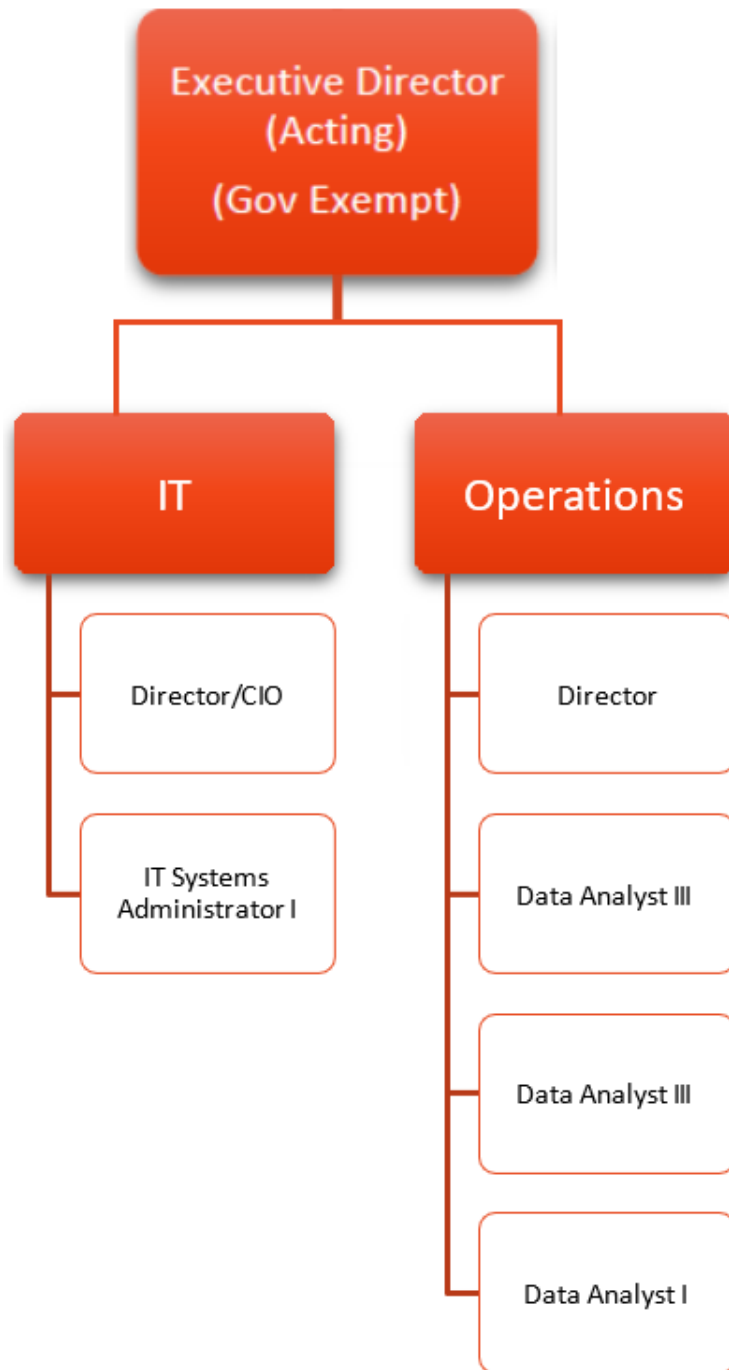
APPENDICES

APPENDIX I: AGENCY ORGANIZATION CHART



As of August 3, 2026

APPENDIX II: IT ORGANIZATION CHART



APPENDIX III: C2 IT DATA PROCESSING CSEF

[Double-click to open linked excel table to update]

C2: Information Technology Data Processing - Computer Systems Enhancement Fund (CSEF)

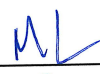
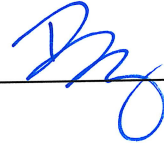
Agency Name	Agency Code	Project Name			
If Multi-Agency Project, please list the Participating Agencies.			Priority	Projected Start Date	Projected End Date

Revenue Project Cost (dollars in thousands)				
Category or Account Description	FY26 & Prev Actual	FY27 Budget	FY28 Request	Total
General Fund (CSEF)	0.0	0.0	0.0	0.0
Other State Funds (*specify funds below)	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0
Total	0.0	0.0	0.0	0.0
*If Other State Funds, Specify Funding Source/Fund Name				

Expenditure Categories (dollars in thousands)				
	FY26 & Prev Actual	FY27 Budget	FY28 Request	Total
Personal Services & Employee Benefits	0.0	0.0	0.0	0.0
Professional Services	0.0	0.0	0.0	0.0
Travel/Lodging	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0
Total	0.0	0.0	0.0	0.0

Strategic Plan Approval

[Mandatory signature page for approval of the IT strategic plan]

	Print Name	Date
Agency Cabinet Secretary/ Director	Terry McGaha 	8/27/2024
Agency Chief Information Officer or IT Lead	Miguel Lujan 	8/27/2024
Agency Chief Finance Officer	Denise Corriz 	8/27/24

VI. IT FISCAL AND BUDGET MANAGEMENT

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Total	1,743.8	1,734.0	1,774.0	1,967.3	2,026.2



In the matter of:

Board Review and Approval of the FY28 Appropriation

DECISION AND ORDER

This Decision and Order is issued pursuant to the New Mexico Gaming Control Act ("Act"), Sections 60-2E-1 through 60-2E-62, NMSA 1978. All relevant evidence having been considered, and based on the information made available to the New Mexico Gaming Control Board ("Board") at its regular board meeting on August 27, 2026, and as of the date of this Decision and Order, the Board hereby finds as follows:

FINDINGS OF FACT

1. The New Mexico Gaming Control Board is required to review and submit an Appropriation for FY28 no later than September 1, 2026.
2. The Budget Manager/CFO, Denise Corriz with the oversight of Cynthia M. Ortega-Armijo, ASD Director/Co-CFO for the NMGCB, prepared an appropriation which was reviewed by the Board at a publicly noticed Regular Board Meeting in Open Session.
3. This matter was presented to the Board at the August 27, 2026, Regular Board Meeting at 9:00 am. A quorum was present with five board members attending in person.
4. In the Open Session of the Board's Regular Meeting on August 27, 2026, the Board voted 5-0 in favor of approval of the FY28 Appropriation presented by Budget Manager/CFO Denise Corriz and Cynthia M. Ortega-Armijo, ASD Director/Co-CFO for the NMGCB.

CONCLUSIONS OF LAW

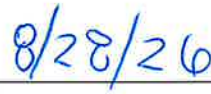
5. The Board has Jurisdiction and Authority to act in this matter pursuant to the New Mexico Gaming Control Act ("Act"), §§60-2E-1 through 60-2E-62, NMSA 1978.
6. The Board is the governing body responsible for approval of an appropriation submitted by Cynthia M. Ortega-Armijo, ASD Director/Co-CFO, pursuant to §60-2E-10(D)(6), NMSA 1978.

ORDER

IT IS HEREBY ORDERED that the FY28 Appropriation is **APPROVED**. It is further ordered that the Appropriation shall be submitted electronically to the Department of Finance and Administration Budget Division and to the Legislative Finance Committee.



Patick Garrett, Chairman
New Mexico Gaming Control Board



Date

**FY28 APPROPRIATION REQUEST
FORM E-6B LEASED PASSENGER-RELATED VEHICLES**

Account code 542800

LEASED VEHICLE INFORMATION @ 7/1/26

Agency Name: New Mexico Gaming Control Board
Program Name: Gaming Control Board

Business Unit: 46500
Program Code: P680

Item No.	LONG TERM LEASES ONLY						Lease Type Operational (O) or Standard (S)	Long Term Only			SHORT TERM ONLY			Put (x) if Fed \$
								A	B	A x B = C	D	E	D x E = F	
	Year	Make/Model	Vehicle Type	A** R C	License Plate Number	Mileage As of 7/1/26		FY28 Monthly Rate S= Rate Schedule	Number of months to lease	Total cost Rate FY28	Daily Rate Based On Vehicle Type	No. of Days	Total Lease Rate	
Example														
1	2021	Dodge/Durango	06B	C	008425SG	129,665	Operational (O)	293.2	12	3,518.6			-	
2	2021	Dodge/Durango	06B	C	008426SG	99,756	Operational (O)	293.2	12	3,518.6			-	
3	2021	Dodge/Durango	06B	C	008427SG	98,109	Operational (O)	293.2	12	3,518.6			-	
4	2021	Dodge/Durango	06B	C	008428SG	51,813	Operational (O)	293.2	12	3,518.6			-	
5	2023	Dodge/Durango	06B	C	009873SG	81,228	Operational (O)	293.2	12	3,518.6			-	
6	2023	Dodge/Durango	06B	C	009874SG	27,794	Operational (O)	293.2	12	3,518.6			-	
7	2026	Hyundai/Tucson	06A	C	012152SG	71	Standard (S)	707.0	12	8,484.0			-	
8	2024	Nissan/Rogue	06AM	C	010495SG	14,518	Standard (S)	773.0	12	9,276.0			-	
9										-			-	
10										-			-	
11										-			-	
12										-			-	
13										-	-		-	
14										-			-	
15										-			-	
16										-			-	
17										-			-	
18										-			-	
19										-			-	
TOTAL LONG TERM:								38,871.8	TOTAL SHORT TERM:			-		

Operational(O) rate for FY28 will be

** Code A = additional leased vehicle request C = vehicle currently leased R = request to replace previously purchased vehicle