



## WE WANT YOUR FEEDBACK: HOW CAN WE BETTER SERVE OUR STAKEHOLDERS?

by Stacey Luna Baxter  
*Executive Director*

When the Commission receives stakeholder feedback, we listen AND act! Constructive and respectful stakeholder engagement is a crucial part of the Commission's operations, and is a continuous goal we strive to achieve on a daily basis.

As a direct result of stakeholder engagement, the Commission implemented several stakeholder ideas into action, including updates to the website, public comments on regulations packages, and even legislation that was signed into law!

Some of those stakeholder ideas were received through the Commission's short, 30-second surveys sent out during the past year to gauge feedback on specific Commission functions, such as public comments; the Commission Options, Conditions, and Recommendations [document](#) for public meetings; the [Resource Book](#); and administrative hearing [documents](#).

In addition, this past June, the Commission held its first ever Designated Agent forum, which yielded excellent feedback that the Commission is working on implementing.

The Commission also updated its [Contact Us](#) page to include helpful information on who to contact between the Commission and the Department of Justice, Bureau of Gambling Control on various topics.

The [Forms](#) page was also updated to include documents that applicants will find helpful as they navigate the licensing process. These helpful resources include information on the licensing process, Key Employee responsibilities, application tips and timelines, an initial application checklist, and information on reducing and expunging convictions.

The Commission also hosts the [Gaming Policy Advisory Committee](#), where stakeholders are encouraged to engage with the Commission on issues affecting the industry. All this is in addition to the Commission sending out industry notices, newsletters, and regulations updates throughout the year to keep stakeholders updated on news and issues affecting the Commission and the gambling industry in California.


In this special edition newsletter, the Commission is highlighting some of the improvements that came from stakeholder engagement. These highlights build on the updates from last year, in which the Commission updated the website's navigation tabs, improved the license lookup tool, added condition information for all owner entities with conditions on their license, and implemented Google Translate to translate our webpage into over 100 languages.

In 2024, we invite you to engage with the Commission to help us better serve the public. Are there topics you'd like the Commission to cover in the newsletter or educational materials? How can the Commission improve its services? Please don't hesitate to reach out at 916-263-0700 or at [comments@cgcc.ca.gov](mailto:comments@cgcc.ca.gov). We want to hear from you!

A handwritten signature in blue ink that reads "Stacey Luna Baxter".

STACEY LUNA BAXTER  
Executive Director

# MORE COMPREHENSIVE AND ACCESSIBLE THIRD-PARTY PROVIDER INFORMATION

 Third-Party Providers of Proposition Player Services

[Click on the License Number to see the Owners associated with the company](#)

License Number	Name	Expiration Date	Status	Address	City	State	Zip Code	Admin Action	Condition
TPPP-000148	2 Kings Gaming, Inc.	11/30/2023	Active	8141 E. Kaiser Boulevard, Suite 213	Anaheim	CA	92808		
TPPP-000089	Acme Player Services, LLC	03/31/2025	Int. Rnwl. Lic. w/ Conditions	10801 Walker St., Ste. 200	Cypress	CA	90630		License Certificate
TPPP-000067	Arise, LLC	06/30/2025	Interim Renewal License	7228 Kentwood Avenue	Los Angeles	CA	90045	Decision	
TPPP-000067	Arise, LLC	06/30/2025	Interim Renewal License	7228 Kentwood Avenue	Los Angeles	CA	90045	Accusation	
TPPP-000119	Blackstone Gaming, LLC	04/30/2024	Interim Renewal License	100 W. Broadway, Suite 255	Long Beach	CA	90802	Accusation	
TPPP-000172	Blue Ocean Sky, LLC*	10/31/2025	Temporary with Conditions	280 S Lemon Avenue, #735	Walnut	CA	91788		
TPPP-000164	CalProp Services, LLC*	12/31/2024	Temporary with Conditions	4907 A Street	Sacramento	CA	95819		License Certificate
TPPP-000049	Certified Network M, Inc.	02/28/2025	Active	1100 S. Flower Street, Suite 3100	Los Angeles	CA	90015		

In response to stakeholder feedback, the Commission revamped its webpage regarding Third-Party Providers of Proposition Player Services (TPPPS).

In the past, the Commission website had two different links for TPPPS companies: one link identified the TPPPS companies with regular licenses, while the other link identified the TPPPS companies that only held temporary licenses.

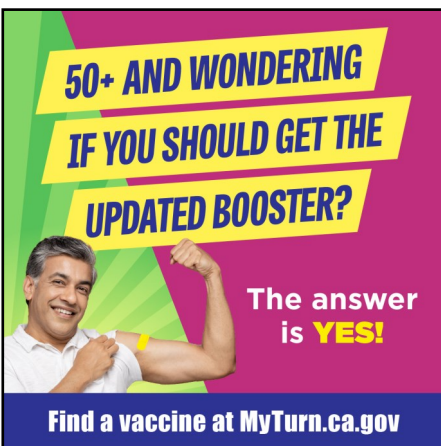
In order to create better transparency for our stakeholders, Commission staff combined the data from both links into one final link for a [webpage](#) with license information for TPPPS companies. This page can be reached by clicking on the “Third-Party Providers of Proposition Player Services” tab under the Licensee Info header.

In addition, you’ll see that we distinguished the companies with Temporary Licenses by placing an asterisk after their name. These companies are pending a background investigation and/or decision from the Commission.

We also highlighted the total number of active TPPPS companies on the bottom of the webpage to mimic what we currently have for the [Cardrooms page](#) on our website. Currently there are 26 active TPPPS companies.

Lastly, we identified and resolved an issue with the License Number hyperlink, which displays all of the owners for a specific company. Certain owners were not displaying properly; but now when you click on the License Number hyperlink for a TPPPS company, all the TPPPS license endorsees will populate.

If you have any questions about the new TPPPS page or other Licensing issues, please contact the Licensing Division at 916-263-6292.



# HOW TO WATCH UPCOMING HEARINGS AND ACCESS COMPLETED HEARINGS INFO

Pending Administrative Hearings

[Click Here for Completed Administrative Hearings](#)

**Upcoming Gambling Control Act Hearings**

Hearing Date(s) & Time	Applicant Name	Pending Application License Type	Current License No.
11/9/23 at 10:00 a.m.	Crystal Vazquez	TPPPS Worker	TPWK-005065
11/27/23 at 10:00 a.m.	Binh Ho	TPPPS Supervisor	TPWK-001535
11/30/23 at 10:00 a.m.	Joel Brown	Work Permit	GEWP-003072
12/12/23, 12/14/23, and 12/15/23 at 9:00 a.m.	Dora Brown	Work Permit	GEWP-003075
12/20/23 at 10:00 a.m.	Francisco Paredes	TPPPS Worker	TPWK-002813

All hearings can be observed using Zoom through the following link:  
<https://zoom.us/j/2857578614>

To see a specific meeting agenda for any of the above hearings, go to the Meetings tab and select the applicable year and date of the hearing.

To see pleadings relating to the above pending cases, use the search bar on this page under Pleadings and search by applicant name.

Please note the foregoing list does not include Administrative Procedure Act (APA) hearings conducted before the Office of Administrative Hearings. For all inquiries relating to pending APA hearings, you may view the Office of Administrative Hearings General Jurisdiction Calendar located here: [Office of Administrative Hearings Calendar](#)

As a result of stakeholder feedback, the Commission added the above chart to its website to let the public know about upcoming Gambling Control Act administrative hearings held by the Commission. These hearings can be viewed on a livestream via Zoom, and you can access this chart and the Zoom link on the Commission’s website [here](#).

The Commission website also has filings from the Department of Justice regarding pending or completed administrative hearings. This information can be found after choosing [Pending Administrative Hearings](#) or [Completed Administrative Hearings](#) on the [Hearings page](#). Either option will direct you to a table like below, where you can browse either pending or completed hearings.

Completed Administrative Hearings

[Click Here for Pending Administrative Hearings](#)

The Commission is providing a copy of the following pleadings (Accusations and Statements of Issues for APA Hearings, and Statements of Reasons or Statements of Particulars for GCA Hearings) and subsequent Commission decisions to reflect the action taken by the Commission on an applicant for, or a holder of, a license, registration, work permit, or finding of suitability. Decisions can be for instance standard decisions, default decisions, decision after reconsideration, and stipulated settlements.

From time to time an accusation may be withdrawn by the Bureau pursuant to its authority not to proceed. These withdrawals are marked with "Accusation Withdrawn" in the pleading column and "N/A" in the decision column as the Commission has not and cannot take any action on the matter. While a copy of the pleading is available via a public records request to the Commission, any request for explanation or justification for withdrawal of the accusation should be addressed to the Bureau of Gambling Control. Where a matter does not have a pleading, it is marked with "No Pleading" in the pleading column.

Show  entries Search:

License Type	License Number	Name	Pleading	Decision
Third Party- Primary Provider	TPPP-000101	21 Vault Gaming	<a href="#">Statement of Issues 11/27/2018</a>	<a href="#">Decision 3/27/2019</a>
GE - Key Employee	GEKE-002503	A Vang Saephan	<a href="#">Statement of Reasons 1/1/2021</a>	<a href="#">Default Decision 3/10/2022</a>
Third Party Player	TPPL-019508	Aaron Robles	<a href="#">Statement of Reasons 3/19/2020</a>	<a href="#">Decision 9/10/2020</a>
Third Party-Registrant Player	TPPL-013929	Abigail Morales	No Pleading	<a href="#">Decision 11/1/2018</a>
Third Party-Registrant Player	TPPL-025915	Adam Lewis	No Pleading	<a href="#">Default Decision 3/10/2022</a>

The agendas for and audio recordings of all the hearings can be found on the [Meetings page](#) of the Commission website.

This does not include Administrative Procedure Act (APA) hearings, which are held by the Office of Administrative Hearings. For all inquiries relating to pending APA hearings, you may view the Office of Administrative Hearings General Jurisdiction Calendar located [here](#).

For more information on administrative hearings conducted by the Commission, please contact the Administrative Hearings Coordinator for the Commission at 916-263-0700.

## FORMS PAGE NOW HAS INFORMATION ON THE LICENSING PROCESS

 **Forms**

On this page are direct links to each of the applications and other forms that have been incorporated into the Commission's regulations (California Code of Regulations, Title 4, Division 18, § 12002 et seq.), including not only Commission forms but also certain Bureau of Gambling Control (Bureau) forms. The forms listed on this page are the official, most current revisions, as incorporated into the Commission's regulations.

**FILLING OUT A STATE GAMBLING APPLICATION? CHECK OUT THESE RESOURCES ABOUT THE LICENSING PROCESS:**

- [Application Tips and Timelines](#)
- [Initial Application Checklist](#)
- [The Licensing Process: How It Works and Who To Call](#)
- [Key Employee Responsibilities](#)
- [Education Page: Tutorials, FAQs, Industry Notices, Laws and Regulations, Newsletters, and More](#)
- [Reduction and Expungement of Convictions](#)

The [Forms page](#) on the Commission's website is arguably one of the most important pages on the website. One of the Commission's foremost functions is licensing, and the licensing process starts on the Forms page. Considering that thousands of applicants have accessed the Forms page, the Commission is highlighting important educational resources on the Forms page that help the industry and the public understand the licensing process.

These educational resources cover important aspects of the licensing process:

- [Application Tips and Timelines](#)
- [Initial Application Checklist](#)
- [The Licensing Process: How It Works and Who To Call](#)
- [Key Employee Responsibilities](#)
- [Reduction and Expungement of Convictions](#)

There is also a link to the Education Page, which has videos, translated in over 100 languages, on the following topics:

- [Licensing Overhaul](#)
- [Criminal Convictions](#)
- [Understanding the Application and Background Process](#)
- [Designated Agent Requirements](#)
- [Badge Requirements](#)
- [TPPPS Registration to Licensure](#)

Although the video tutorials provide a great deal of information, stakeholder feedback has prompted the Commission plan a future project to revisit the tutorials and make them shorter and more digestible.

The Education Page also has links to the Commission's [Frequently Asked Questions](#) and the Commission's [Laws](#) page, which has the Commission's [Resource Book](#), [precedential decisions](#), and a [summary](#) of chaptered gambling-related legislation dating back to 2006.

Finally, the Education Page hosts an archive of industry notices issued by the Commission since 2018, and every Commission newsletter, which started in 2014.

If you have any ideas for future informational materials, please contact Public Information Officer Fred Castaño at [fcastano@cgcc.ca.gov](mailto:fcastano@cgcc.ca.gov) or at 916-708-5231. In addition, you can pitch him on ideas for the Commission's quarterly newsletter. All ideas are welcome!



### CALIFORNIA GAMBLING CONTROL COMMISSION

2399 Gateway Oaks Drive  
Suite 220  
Sacramento, CA 95833  
916-263-0700

[cgcc.ca.gov](http://cgcc.ca.gov)

[comments@cgcc.ca.gov](mailto:comments@cgcc.ca.gov)