

## **SURVEILLANCE STANDARDS FOR NONRESTRICTED LICENSEES**

It is the responsibility of each licensee to ensure that its surveillance system is used to accomplish the stated purpose under Nevada Gaming Commission Regulation 5.160(2), and is not used in an improper manner which would bring discredit to the industry.

**1.010 Definitions.** As used in these standards, the following definitions apply:

1. "Casino surveillance" means the capability to observe and record activities being conducted in a licensed gaming establishment.
2. "Dedicated camera" means a video camera required by these standards to continuously record a specific activity. In lieu of continuous recording, time-lapse recording is acceptable if approved, in advance, by the gaming control board chairman or his designee.
3. "Motion activated dedicated camera" means a video camera which, upon its detection of activity or motion in a specific area, begins to record the activity or area.
4. "PTZ camera" means a video camera which possesses, at a minimum, pan, tilt and zoom capabilities or features comparable thereto.
5. "Slot change booth" means a structure on the floor of a licensed gaming establishment which houses a coin counting device utilized to redeem coins from patrons. The term does not include slot machine change carousels, floor banks or change banks.
6. "Surveillance room" means a secure location(s) in a licensed gaming establishment used primarily for casino surveillance.
7. "Surveillance system" means a system of video cameras, monitors, recorders, video printers, switches, selectors and other ancillary equipment used for casino surveillance.
8. "Satellite surveillance equipment" means surveillance monitors, recorders, remote selectors and other ancillary equipment located in an area other than the surveillance room and used for casino surveillance.

**1.020 License categories.** For purposes of these standards, licensees are categorized as follows based on annual gross gaming revenue during the preceding calendar year:

- Category A--\$40 million or more.
- Category B--\$15 million or more, but less than \$40 million.
- Category C--\$3 million or more, but less than \$15 million.
- Category D--Less than \$3 million.

If a licensee did not operate for a full year during the preceding calendar year, the partial year's revenue must be projected over the course of a full year to determine the appropriate license category.

**2.010 Surveillance equipment.**

1. The surveillance system for all category "A" and "B" licensees shall be maintained and operated from a surveillance room.
2. The surveillance system for all category "C" and "D" licensees shall be maintained and operated from a secure location.
3. The entrance to the surveillance room or secured location must be located so that it is not readily accessible by either casino employees who work primarily on the casino floor or the general public.
4. Access to a surveillance room must be limited to surveillance personnel, key employees and other personnel authorized in accordance with the licensee's policy as set forth in its written surveillance system plan. Immediately upon request and presentation of proper identification presented to any authorized person, any agent of the board must be provided access.
5. Surveillance room equipment must have total override capability over all other satellite surveillance equipment located outside the surveillance room.
6. For all category "A" licensees, in the event of power loss to the surveillance system, an auxiliary or backup power source must be available and capable of providing immediate restoration of power to all elements of the surveillance system that enable surveillance personnel to observe the table games remaining open for play and all areas covered by dedicated cameras.
7. The surveillance system must include date and time generators which possess the capability to display the date and time of recorded events on video tape recordings. The displayed date and time must not significantly obstruct the recorded view.
8. For all category "A" and "B" licensees, the surveillance room must be attended at all times by personnel trained in the use of the equipment, knowledge of the games and house rules. When necessary, surveillance rooms may be unattended for periods of time not to exceed 1 hour in any 8-hour period to allow appropriate meal and rest breaks.

9. For all category "C" and "D" licensees, there must be at least one person on the property at all times with a working knowledge and the ability to operate the surveillance equipment, and who can provide immediate access to the secured location to board agents.

10. Each video camera required by these standards must be installed in a manner that will prevent it from being readily obstructed, tampered with or disabled by patrons or employees.

11. Employees shall not intentionally obstruct surveillance system equipment.

12. Where a PTZ camera is used to observe gaming and gaming-related activities, the camera must be placed behind a smoked dome, one-way mirror or similar materials that conceal the camera from view.

13. Each video camera required by these standards must possess the capability of having its picture displayed on a video monitor and recorded. The surveillance system must include sufficient numbers of monitors and recorders to simultaneously display and record multiple gaming and count room activities, and record the views of all dedicated cameras and motion activated dedicated cameras.

14. Reasonable effort must be made to repair each malfunction of surveillance system equipment required by these standards within seventy-two (72) hours after the malfunction is discovered. If a malfunction is not repaired within 7 days after it is discovered causing the licensee to be in non-compliance with these standards, the licensee must immediately notify the enforcement division via facsimile of the malfunction.

15. In the event of a dedicated camera malfunction, the licensee must immediately provide alternative camera coverage or other security measures, such as additional supervisory or security personnel, to protect the subject activity. If other security measures are taken, the licensee must immediately contact the enforcement division who will determine whether the other security measures are adequate.

## **STANDARD 1**

### **REQUIRED SURVEILLANCE COVERAGE: SLOT MACHINES**

1. Each slot machine offering a payout of more than \$250,000 must be monitored by dedicated camera(s) to provide coverage of: (a) all patrons and employees at the slot machine, and (b) the face of the slot machine, with sufficient clarity to identify the payout line(s) of the machines. This requirement does not apply to any slot machine offering a payout of less \$3,000,000 and monitored by a linked, on-line progressive computer system which has been approved by the board chairman.

2. The surveillance system of all category "A" and "B" licensees must possess the capability to monitor and record a general overview of the activities occurring in each slot change booth.

## **STANDARD 2**

### **REQUIRED SURVEILLANCE COVERAGE: TABLE GAMES**

1. The surveillance system of all licensees operating three (3) or more table games must possess the capability to monitor and record:

(a) Each table game area, with sufficient clarity to identify patrons and dealers; and

(b) Each table game surface, with sufficient coverage and clarity to simultaneously view the table bank and determine the configuration of wagers, card values and game outcome.

2. Each progressive table game with a potential progressive jackpot of \$25,000 or more must be recorded and monitored by dedicated cameras that provide coverage of:

(a) The table surface, sufficient that the card values and card suits can be clearly identified; and

(b) An overall view of the entire table with sufficient clarity to identify patrons and dealer.

(c) A view of the progressive meter jackpot amount. If several tables are linked to the same progressive jackpot meter, only one meter need be recorded.

## **STANDARD 3**

### **REQUIRED SURVEILLANCE COVERAGE: CARD GAMES**

The surveillance system of category "A," "B," and "C" licensees must possess the capability to monitor and record each card game area, with sufficient coverage to view patrons, dealers, and activities on the card table surfaces.

## **STANDARD 4**

### **REQUIRED SURVEILLANCE COVERAGE: KENO AND BINGO**

1. The surveillance system of category "A," "B," and "C" licensees must possess the capability to monitor the keno and bingo ball drawing device or random number generator, which must be recorded during the course of the draw by a dedicated camera or automatically activated camera, with sufficient clarity to identify the balls drawn or numbers selected.

2. The surveillance system of category "A," "B," and "C" licensees must possess the capability to monitor and record general activities in each keno game area, with sufficient clarity to identify the employees performing the different functions.

3. The surveillance system in the bingo area of all licensees must possess the capability to monitor and record the game board and the activities of the employees responsible for drawing, calling and entering the balls drawn or numbers selected.

## **STANDARD 5**

### **REQUIRED SURVEILLANCE COVERAGE: RACE BOOKS, SPORTS POOLS AND PARI-MUTUEL BOOKS**

The surveillance system of category "A," "B," and "C" licensees must possess the capability to monitor and record general activities in each race book, sports pool and pari-mutuel book ticket writer and cashier area, with sufficient clarity to identify the employees performing the different functions.

## **STANDARD 6**

### **REQUIRED SURVEILLANCE COVERAGE: CASINO CAGE AND VAULT**

1. The surveillance system of category "A," "B," and "C" licensees must possess the capability to monitor and record a general overview of activities occurring in each casino cage and vault area, with sufficient clarity to identify employees within the cage and patrons and employees at the counter areas.

2. The casino cage or vault area in which fills and credits are transacted must be monitored by a dedicated camera or motion-activated dedicated camera that provides coverage with sufficient clarity to identify chip values and the amounts on the fill and credit slips. Controls provided by a computerized fill and credit system will be deemed an adequate alternative to viewing the fill and credit slips.

## **STANDARD 7**

### **REQUIRED SURVEILLANCE COVERAGE: COUNT ROOMS**

1. The surveillance system of category "A," "B," and "C" licensees must possess the capability to monitor and record all areas where coin may be stored or counted, including the hard count room, all doors to the hard count room, all scales and wrapping machines and all areas where uncounted coin may be stored during the drop and count process.

(a) Coverage of scales must be sufficiently clear to view any attempted manipulation of the recorded data.

(b) The table games drop box storage rack or area must be monitored by either a dedicated camera or a motion-detector activated camera.

2. The surveillance system of category "A," "B," and "C" licensees must possess the capability to monitor and record the soft count room, including all doors to the room, all drop boxes, safes, and counting surfaces, and all count team personnel. The counting surface area must be continuously monitored by a dedicated camera during the soft count.

For count rooms utilizing currency counters and currency sorters, the surveillance system must possess the capability to monitor and record all areas where currency is sorted, stacked, counted, verified or stored during the count process. Coverage of the currency counting machines and currency sorting machines must be sufficiently clear to view the currency input, output and reject areas.

## STANDARD 8

### REQUIRED SURVEILLANCE COVERAGE: SECURITY OFFICES

The casino surveillance system of category "A," "B," and "C" licensees must possess the capability to monitor and record, in both audio and video, the area of any security office or other room in which persons may be detained by casino security personnel. A notice must be posted in the security office or other room advising all persons that the area is under video and audio surveillance. When a person is detained by casino security personnel in the casino security office, the detention and any questioning, must be recorded. A person is considered to be detained when the person has been detained by casino security personnel and confined in the casino security office in such a manner as to deprive him of the ability to leave voluntarily.

## STANDARD 9

### RECORDS

1. All video recordings of coverage provided by the dedicated cameras or motion-activated dedicated cameras required by these standards must be retained for a minimum of 7 days, except for recordings of detentions and questioning by security personnel, which must be retained for a minimum of thirty (30) days. All other recordings must be retained a minimum of 3 days.

2. Each licensee must include in its written surveillance system plan and comply with a procedure for the storage and identification of all video recordings it is required to retain.

3. The video recording of a recorded event must be provided to a board agent upon his request. At the request and expense of the licensee, a copy of the event will be provided to the licensee by the board.

4. Category "A" and "B" licensees must have the capability to produce a still copy or photograph of the images depicted on a video recording, which must be provided to a board agent upon request. This may be accomplished using a video printer, still camera or other available means.

5. Each licensee must maintain a log that documents each malfunction and repair of the surveillance system (as defined in this standard). The log must state the time, date and nature of each malfunction, the efforts expended to repair the malfunction and the date of each effort, the reasons for any delays in repairing the malfunction, the date the malfunction is repaired and where applicable, any alternative security measures that were taken. The log should also reference, by date and time, any communication with the board concerning any malfunction or corrective action. The log must be retained for a minimum of 1 year after the date of the last entry in it.

**Exemption:** The chairman of the board, by administrative approval, may exempt a licensee from compliance with any of these standards. All requests for exemption must be in writing and state the justification for the exemption and proposed alternative methods, if any, the licensee will undertake to accomplish the stated purpose of these standards under Nevada Gaming Commission Regulation 5.160(2).

**Effective date:** Existing licensees must be in compliance with these standards within one (1) year of the effective date. New licensees and licensees who remodel or make any changes in their systems after the effective date must comply with these standards.

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