

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.

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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 Chair or the Chair's 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. "Surveillance room" means a secure location(s) in a licensed gaming establishment used primarily for casino surveillance.
6. "Surveillance system" means a system of video cameras, monitors, recorders, video printers, switches, selectors and other ancillary equipment used for casino surveillance.
7. "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.

(Amended: 10/23.)

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 one (1) hour in any eight (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 seven (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

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 Chair.
(Amended: 10/23.)

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 seven (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 three (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 one (1) year after the date of the last entry in it.

STANDARD 10 REQUIRED SURVEILLANCE COVERAGE: GAMING SALONS

1. Each slot machine located within a gaming salon shall be monitored simultaneously and on a continuous basis by dedicated video cameras with enough resolution to readily identify the reel strip symbols, card values, or any other machine indication used to determine game outcome or malfunction.

2. Each table game offered within a gaming salon must be monitored by dedicated cameras that provide coverage of:

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

- (b) An overall view of the entire table with sufficient clarity to identify patrons and dealers; and
 - (c) A separate, dedicated camera positioned to view the playing surface, including chips and currency inserted into the drop box opening, and the number and denominations of all chips and lammer buttons in the chip tray, and any additions or removals of chips or lammers to or from the chip tray.
3. The entire area within a gaming salon, including all ante rooms, with the exception of rest rooms, shall be monitored by dedicated video cameras.
4. A dedicated video camera shall monitor any area within the gaming salon where lammer buttons, credit instruments, rim cards, chips, tokens, or other representatives of value are stored in any such salon, whenever any of these representatives of value are present, drop boxes are attached to gaming tables or any form of gaming is being conducted.
5. All monitoring through surveillance cameras must be recorded continuously and maintained for a period of not less than forty-five (45) days. All recordings must have a minimum of a fault-tolerant RAID 5 configuration and must be stored on suitable non-volatile media approved by the Chair designee. (Effective: 11/08/21.)

STANDARD 11

REQUIRED SURVEILLANCE COVERAGE: CLUB VENUES

1. During all hours of operation, and in cooperation with the licensee, when applicable, each club venue located on the premises of a non-restricted gaming establishment must record the following areas within the club venue by providing clear, dedicated coverage of:
- (a) Club venue ingress/egress
 - (b) Designated security podiums
 - (c) Bars
 - (d) Public restroom doors/entryways
 - (e) Entrances to all restricted areas
 - (f) Security office or other designated detention room where persons may be detained as provided in subsection 2 below.
 - (g) General overviews of guest and employee activities throughout the club to include dance floors, walkways and seating areas.
2. The club venue surveillance system must monitor and record, in both audio and video, the area of any security office or other designated detention room in which persons may be detained by security personnel. A notice must be posted in the security office or other designated detention room advising all persons that the area is under video and audio surveillance. When a person is detained in the club venue security office or other designated detention room, the detention and any questioning, must be recorded. A person is considered to be detained when the person has been detained by club venue security personnel and confined in the club venue security office or other designated detention room in such a manner as to deprive him of the ability to leave voluntarily.

Surveillance Equipment:

1. A digital surveillance system for all club venues shall be maintained within a secured location on the premises of a non-restricted gaming establishment. The entrance to surveillance room must be located so that it is not readily accessible by either employees or the general public.
2. The surveillance system must include the date and time of recorded events. The displayed date and time must not significantly obstruct the recorded view.
3. Each video camera required by these standards must possess the capability of having its picture displayed on a video monitor and recorded.
4. During all hours of operation, there must be at least one person on the property with a working knowledge and the ability to operate the surveillance system.
5. Access to a surveillance room must be limited to surveillance personnel and other authorized personnel in accordance with the club venue's 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.
6. Surveillance room equipment within the club venue must have total override capability over all other satellite surveillance equipment located outside the surveillance room.
7. The digital system must incorporate a video verification encryption code (watermark).

8. Each surveillance system must provide notification of any failures of the cameras and/or DVR media storage system.

9. Each surveillance system failure must be documented and the operator must report all failures to the non-restricted licensee. Club venues which cannot resolve malfunctions within a seven (7)-day period must notify the Enforcement Division of the failure.

Digital Video Recording Standards:

All DVR equipment and systems used by a club operator to comply with the requirements of the club venue surveillance standards, shall:

- (a) Record at a minimum of seven-and-one-half (7.5) images per second.
- (b) Have visual resolution of sufficient clarity to meet all published club venue surveillance standards.

Records Retention:

All video recordings of coverage required by these standards must be retained for a minimum of seven (7) days except for recordings of formal security interviews, detentions and medical evaluations/treatments which must be retained for a minimum of thirty (30) days.

(Effective: 05/01/16.)

**STANDARD 12
DIGITAL VIDEO RECORDING STANDARDS**

1. As used herein, a “digital video recording” (DVR) shall mean: “visual images of the natural world converted into numbers and stored on tape, digital video disk, or other storage medium, for later reproduction.”

2. All DVR equipment and systems used by a licensee in their surveillance system to comply with the requirements of the Surveillance Standards, shall:

- (a) Be capable of recording and thereafter, being viewed, at a minimum of thirty (30) images per second, full screen, in real time.
- (b) Have visual resolution of sufficient clarity to meet all published Surveillance Standards.
- (c) Maintain for a period of not less than seven (7) days, all images obtained from the video cameras.
- (d) Have a failure notification system that provides an audible, as well as a visual notification of any failure in the surveillance system or the DVR media storage system.
- (e) Have a media storage system that is configured so that a failure of any single component will not result in the loss of any data from the media storage system.
- (f) For areas where gaming is conducted, cameras not specifically addressed by the surveillance standards must provide a minimum of seven-and-one-half (7.5) full screen frames per second.

3. Any part of a Category “A,” “B,” or “C” licensee’s surveillance system that uses a DVR, must not have more than eight (8) cameras required by the published surveillance standards in the first stage of concentration, unless the licensee has a fault tolerant or redundant system so there is no loss of data in the event of a failure of a single first stage of concentration.

4. Access, or the ability to access, a surveillance system using DVRs, from any location outside of the surveillance room, must be disclosed in a quarterly report filed with the Enforcement Division of the Gaming Control Board which sets forth the location and to whom access is being provided, other than surveillance personnel and key employees, and certifies that the transmission is encrypted, fire walled on both ends and password protected.

5. All digital video disks or other storage media produced from the DVR system must contain the data with the time and date it was recorded superimposed, the media player that has the software necessary to view the DVR images, as well as a video verification encryption code (also known as a watermark).

6. A video verification encryption code (watermark), must be submitted to the Gaming Control Board, at no cost to the Board, before the Board’s inspection and approval of the DVR system.

7. Any failure of a DVR storage media system, must be repaired or replaced within eight (8) hours of the failure.

8. All DVR equipment must be located in the surveillance room of Category “A” and “B” licensees, and the secure location required of Category “C” and “D” licensees by Surveillance Standard 2.010(2), and the Surveillance Department shall be ultimately responsible for its proper operation and maintenance.

9. The Board Chair in his sole discretion may waive one or more of the requirements of this section upon good cause shown.

10. This section shall become effective November 23, 2005.
(Amended: 10/23.)

STANDARD 13 SURVEILLANCE SYSTEM STANDARDS

The surveillance system of a category "A," "B," or "C" licensee, must be established and thereafter, maintained, so that a failure of any part or component will not result in the cessation of more than 50% of the surveillance coverage of the gaming area.
(Effective: 11/23/05.)

Exemption: The Chair 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).

End – Surveillance Standards