

SURVEILLANCE STANDARDS FOR NONRESTRICTED AND RESTRICTED 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 that 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.
3. "PTZ camera" means a video camera which possesses, at a minimum, pan, tilt and zoom capabilities or features comparable thereto.
4. "Video management system" (VMS) means software that centrally manages camera systems to enable recording, monitoring, and searching of video feeds. It serves as a single interface to control cameras, manage data, and integrate with other systems, such as access control, offering features for remote access and video storage. A VMS can be the software component of a network video recorder (NVR) and/or a digital video recorder (DVR).
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 cameras, video management servers, network switches, redundant storage arrays, monitoring workstations, and associated software applications used for casino surveillance, digital recording, monitoring, and playback equipment.
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.
8. "Electronic table game" means any equipment, contrivance, component, system, or machine used to facilitate, automate, or simulate the play of an approved live table or card game that constitutes a "game" or "gambling game" as defined in NRS 463.0152.
(Amended: 10/23; 4/26.)

1.020 License categories. For purposes of these standards, licensees are categorized as follows:
Category A—A non-restricted gaming operation with 10 or more table or card games. This includes any dealer-operated electronic table game.
Category B—A non-restricted gaming operation with less than 10 table or card games. This includes any dealer-operated electronic table game.
Category C—A non-restricted slots-only gaming operation.
(Amended: 4/26.)

2.010 Surveillance equipment.

1. The surveillance system for all category "A" licensees shall be maintained and operated from a surveillance room.
2. The surveillance system for all category "B" and "C" licensees shall be maintained and operated from a secure location.
3. The entrance to the surveillance room or secured location must be located or safeguarded so that it is not readily accessible by unauthorized employees or the general public.
4. Access to a non-restricted licensee's surveillance room must be limited to surveillance personnel, key employees, and other personnel authorized in accordance with the non-restricted 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. A non-restricted licensee's on-site 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 that possess the capability to display the date and time of recorded events. The displayed date and time must not significantly obstruct the recorded view.
8. For all category "A" 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 "B" licensees, there must be at least one person on the property at all times trained in the use of the equipment, with knowledge of the games and house rules. Designated personnel must have the ability to operate the surveillance equipment, and who can provide immediate access to the secured location to Board agents upon request.
10. For all "C" category licensees, an employee who has working knowledge of the surveillance system and can provide access to the equipment and surveillance coverage must respond to the property within 60 minutes.
11. Each 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.
12. Employees shall not intentionally obstruct surveillance system equipment.
13. 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.
14. Each video camera required by these standards must possess the capability of having its picture displayed on a video monitor and recorded.
15. 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.
16. The non-restricted licensee must immediately notify on-duty Enforcement Division personnel of any surveillance system malfunction that results in non-compliance with these standards. 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. The non-restricted licensee must continue to provide the Enforcement Division with substantive system updates until compliance with the system requirements is achieved.
17. In the event of a dedicated camera malfunction, the non-restricted licensee must immediately provide alternative surveillance camera coverage or other security measures, such as additional supervisory or security personnel, to protect the subject activity.
(Amended: 4/26.)

STANDARD 1

REQUIRED SURVEILLANCE COVERAGE: SLOT MACHINES

Each slot machine offering a payout of more than \$500,000 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 than \$3,000,000 and monitored by a linked, on-line progressive computer system which has been approved by the Board Chair.
(Amended: 10/23; 4/26.)

STANDARD 2 REQUIRED SURVEILLANCE COVERAGE: TABLE GAMES

1. The surveillance system of all licensees operating table games, to include electronic table games operated in conjunction with a dealer, 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, suits, 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 entire 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 dealers.
 - (c) A view of the progressive meter jackpot amount. If several tables are linked to the same progressive jackpot meter, only one meter needs be recorded.
- (Amended: 4/26.)

STANDARD 3 REQUIRED SURVEILLANCE COVERAGE: CARD GAMES

The surveillance system of all licensees operating card games must possess the capability to monitor and record:

1. Each card game area, with sufficient clarity to identify patrons and dealers; and
 2. Each card game surface, with sufficient coverage and clarity to simultaneously view the configuration of wagers, card values, and game outcome.
 3. Each progressive card 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 dealers; and
 - (c) A view of the progressive meter jackpot amount. If several tables are linked to the same progressive jackpot meter, only one meter needs to be recorded.
 4. Licensees offering card rooms must possess the ability to monitor and record general activities within the poker room cage and cashiering areas, including viewing the patron, employees performing the functions, and the cashiering operation.
- (Amended: 4/26.)

STANDARD 4 REQUIRED SURVEILLANCE COVERAGE: KENO AND BINGO

1. The surveillance system of all 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 all 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.

(Amended: 4/26.)

STANDARD 5 REQUIRED SURVEILLANCE COVERAGE: RACE BOOKS, SPORTS POOLS, AND PARI-MUTUEL BOOKS

The surveillance system of all 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 and the cash drawer transactions. Licensees offering sports book kiosks must possess the ability to monitor and record general activities surrounding the kiosk, to clearly view the patron, employees performing functions, and the cashiering operation of the kiosk.

(Amended: 4/26.)

STANDARD 6 REQUIRED SURVEILLANCE COVERAGE: CASINO CAGE AND VAULT

1. The surveillance system of all licensees must possess the capability to monitor and record all areas within the cage. This requirement includes a general overview of all 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 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.

3. Licensees offering Ticket-In, Ticket-Out (TITO) redemption machines or voucher redemption machines must possess the ability to monitor and record general activities surrounding the machine, with sufficient clarity to identify patrons and the cashiering operation to include the transaction on the machine.

(Amended: 4/26.)

STANDARD 7 REQUIRED SURVEILLANCE COVERAGE: COUNT ROOMS

1. The surveillance system of all licensees must possess the capability to monitor and record all areas within the count room. This requirement includes 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.

2. The surveillance system of all 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.

(Amended: 4/26.)

STANDARD 8 REQUIRED SURVEILLANCE COVERAGE: SECURITY OFFICES

The casino surveillance system of all licensees must possess the capability to monitor and record, in both audio and video, the entire 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 them of the ability to leave voluntarily.

(Amended: 4/26.)

STANDARD 9 RECORDS

1. All video recordings of coverage required by these standards must be retained for a minimum of seven (7) days until April 3, 2027, and fifteen (15) days thereafter, except for recordings of detentions and questioning by security personnel, which must be retained for a minimum of thirty (30) days.

2. Each non-restricted 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 request. At the request and expense of the licensee, a copy of the event will be provided to the licensee by the Board.

4. 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.

(Amended: 4/26.)

STANDARD 10 REQUIRED SURVEILLANCE COVERAGE: GAMING SALONS

1. Each slot machine offering a payout of more than \$500,000 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 than \$3,000,000 and monitored by a linked, online progressive computer system which has been approved by the Board Chair.

2. Each table and card 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 restrooms, shall be monitored by dedicated 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 fault-tolerant configuration and must be stored on suitable non-volatile media approved by the Chair's designee. (Effective: 11/08/21. Amended: 4/26.)

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 areas and all security podiums
- (c) Cashiering for entry to the venue, with sufficient clarity to identify the cashier and the cash drawer transaction.
- (d) Bars
- (e) Public restroom doors/entryways
- (f) Entrances to all restricted areas
- (g) Security office or other designated detention room where persons may be detained as provided in subsection 2 below.
- (h) 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 a 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 them 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 the 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. On-site 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. In the event of a dedicated camera malfunction, the licensee must immediately provide alternative surveillance camera coverage or other security measures, such as additional supervisory or security personnel, to protect the subject activity.

9. The licensee must immediately notify on-duty Enforcement Division personnel of any surveillance system malfunction that results in non-compliance with these standards. Reasonable effort must be made to repair each malfunction of the surveillance system equipment required by these standards within seventy-two (72) hours after the malfunction is discovered. The licensee must continue to provide the Enforcement Division with substantive system updates until compliance is achieved.

Recording Standards:

All surveillance recording equipment or VMS camera software used by a club operator to comply with the requirements of the club venue surveillance standards, shall:

- (a) Record in real time.
- (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 fifteen (15) 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. Amended: 4/26.)

STANDARD 12 RECORDING STANDARDS

1. As used herein, "surveillance recording system" or VMS shall mean visual images of the natural world converted into numbers and stored on a digital storage array or other storage medium for later reproduction.

2. All surveillance recording equipment or VMS software used by a non-restricted licensee in their surveillance system to comply with the requirements of the Surveillance Standards, shall:

- (a) Be capable of recording and, thereafter, being viewed 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 until April 3, 2027, and fifteen (15) days thereafter, 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 recording media storage system. For all unstaffed rooms, the system must have the ability to remotely notify operators.
- (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.

3. Access, or the ability to access, a surveillance recording system from any location outside of the surveillance room, including remote access, must be reported to the Enforcement Division's Operations Unit before such access is installed and used. The notification must specify each remote location and to whom access is being provided. Access to the surveillance system, including all remote viewing, must be restricted to surveillance personnel and key employees who have a need to know or perform a supervisory function.

4. If remote access is being conducted because of surveillance room consolidation, the licensee will notify the Enforcement Division's Operations Unit before the consolidation. Additionally, all surveillance consolidations must comply with the following:

- (a) The consolidation must maintain or exceed the licensee's current surveillance room staffing levels.
- (b) All casino surveillance rooms on a licensee's footprint must remain fully functional with the capability to monitor and record all gaming activity within the casino. Additionally, all original surveillance locations must have an override capability to interrupt the remote surveillance location if needed.
- (c) Board agents must be granted immediate access 24 hours a day to the consolidated surveillance room and/or original surveillance rooms upon request.

➤ The licensee must ensure that best practices used in Information Technology, computer networking, encryption, and password management are always followed to prevent unauthorized access to the surveillance system and the exfiltration of data contained within the system. The licensee will ultimately be held responsible for the security of the system and the network.

5. All digital storage arrays, surveillance footage, or other storage media produced from the recording 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 images, as well as a video verification encryption code (also known as a watermark).

6. Any failure of a non-restricted licensee's storage media system that does not have redundancy to mitigate the failure must be repaired or replaced within eight (8) hours.

7. All surveillance recording equipment must be monitored and secured in areas that safeguard the equipment and limit access to authorized personnel.

8. The Board Chair, in the Board Chair's sole discretion, may waive one or more of the requirements of this section upon good cause shown.

(Effective: 11/23/05. Amended: 10/23; 4/26.)

STANDARD 13 SURVEILLANCE SYSTEM STANDARDS

The surveillance system of all non-restricted licensees must be designed and thereafter maintained so that no single point of failure will result in the cessation of more than 50% of the surveillance coverage within any gaming area.

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). (Effective: 11/23/05. Amended: 4/26.)

STANDARD 14 RESTRICTED LICENSEES

As described herein, all restricted gaming establishments ("Restricted Locations") must install a surveillance system to ensure that gaming areas and the cashier operation of the gaming machines are adequately supervised and monitored.

1. All new Restricted Locations that receive a restricted gaming license on or after April 3, 2026, must comply with Standard 14.

2. Each Restricted Location that has received a restricted gaming license before April 3, 2026, will be required to come into compliance with Standard 14 no later than April 3, 2027.

3. Restricted Locations must designate an employee with working knowledge of the surveillance system to provide access to the equipment and surveillance coverage upon request within 24 hours. For avoidance of doubt, if the Restricted Location's gaming operations are managed by a licensee under NRS 463.018, the licensed operator of a slot machine route may designate an employee to comply with this section.

4. Restricted Locations also must comply with subsections (7) and (11) through (14) of 2.010 Surveillance Equipment, as well as sections (3), (5), and (7) of Standard 12 Recording Standards.

(Adopted: 04/03/26.)

End – Surveillance Standards