

## **NONRESTRICTED LICENSEE SURVEILLANCE STANDARDS FREQUENTLY ASKED QUESTIONS (FAQs)**

### **SURVEILLANCE STANDARD 1 – SLOT MACHINES:**

Q: Which slot machines require dedicated surveillance coverage?

A: Dedicated surveillance coverage is required for standalone slot machines offering a payout of more than \$250,000, and any slot machine monitored by a linked, on-line progressive computer system which has a 25% probability the progressive amount will exceed \$3,000,000. Currently, Megabucks and Superman are the only interlinked progressive slot machines which require dedicated surveillance coverage.

### **SURVEILLANCE STANDARD 5 - RACE BOOKS, SPORTS POOLS AND PARI-MUTUEL BOOKS:**

Q: What kind of coverage is required for satellite race/sports betting stations?

A: Satellite betting stations require Board approval in advance, a condition of which is Enforcement Division inspection of surveillance coverage for the satellite betting stations prior to commencement of the event. Required coverage for satellite betting stations is the same as that for Race Books and Sports Pools codified in Standard 5 of Surveillance Standards for Nonrestricted Licensees.

Q: What is the recommended surveillance coverage for Sports Wagering Kiosks, Slot Kiosks, ATMs and other wagering carrels?

A: While coverage of these types of devices is not addressed in Surveillance Standards for Non-Restricted Licensees, the Board sometimes grants approval of a new gaming device or associated equipment conditioned upon it being covered by surveillance. Coverage sufficient to identify patrons conducting transactions at these devices is generally adequate, and recommended.

### **SURVEILLANCE STANDARD 6 – CASINO CAGE AND VAULT:**

Q: What is the industry standard for surveillance coverage within the Casino Cage and Vault?

A: As Cage operations expand to include more administrative functions, it should be noted that the entire cage/vault area must be monitored by surveillance cameras, (with no “dead spots”). This includes all areas within the secured footprint to include break rooms and offices. No coverage within cage restrooms is required.

### **SURVEILLANCE STANDARD 7 – COUNT ROOMS:**

Q: What is the industry standard for surveillance coverage within the Count Room?

A: The same considerations given to cage and vault operations apply, with respect to any expansion of administrative functions within the count room.

### **SURVEILLANCE STANDARD 8 – SECURITY OFFICES/HOLDING ROOM:**

Q: What is the industry standard for surveillance coverage and security procedures within the casinos' Security Holding Rooms?

A1: The surveillance coverage documenting the transport of detained subjects should be treated similar to a casino drop route. It is critical to have coverage of the initial detention and the security officer's transport/securement of all detainees.

To reduce licensee liability, surveillance camera coverage of the entire security office/holding room, to include any connecting offices, closets and/or other rooms contained within the footprint must be achieved. No coverage within restroom areas is required.

A2: It is recommended that as a means to ensure adequate lighting for recording activity within the room, all light switches should be safeguarded, such as with secured covers over switches.

### **SURVEILLANCE STANDARD 9 – RECORDS:**

Q. How will the Gaming Control Board process Annual Surveillance Plan (ASP) submittals?

A1. ENF Form 125 must be completed along with a camera list, equipment list and map. All submittals should be made electronically to the Enforcement Division's email - [ops@gcb.nv.gov](mailto:ops@gcb.nv.gov). Operations Unit Staff will review the ASP submittals to ensure required elements are provided. A Board approval letter confirming licensee compliance will be issued to the submitting authority.

A2. It is recommended that Annual Surveillance Plans be submitted prior to November 1<sup>st</sup> to ensure compliance is assessed and documented for the calendar year.

### **SURVEILLANCE STANDARD 10 – GAMING SALONS:**

Q. What notification is required to open up a gaming salon?

A. ENF Form 110 must be promptly completed and emailed to the Enforcement Division's Analyst Unit - [salonreport@gcb.nv.gov](mailto:salonreport@gcb.nv.gov).

### **SURVEILLANCE STANDARD 11 – CLUB VENUES:**

Q. What are the annual submittal requirements for Club Venues located on the premises of a Nonrestricted Licensee?

A1. Club Venue ASPs are to be submitted no later than June 30<sup>th</sup> of each year. Currently there is no specified form, but a camera list, equipment list and map must be included in each submission. Club Venue ASPs may be submitted independently or in conjunction with the Casino ASP.

A2. Club Venue Policy and Procedures must be submitted each year to document the location's "best practices." The submittal should focus on the current security and operational procedures for the Club Venue Location. Revisions to such procedures within the calendar year must be reported within 60 days of implementation.

A3. All submittals should be made electronically to the Enforcement Division email – [ops@gcb.nv.gov](mailto:ops@gcb.nv.gov).

## **SURVEILLANCE STANDARD 12 – DIGITAL VIDEO RECORDING:**

Q: What is the purpose of a video verification encryption code/watermark?

A: A video verification encryption code assures the court that digital media to be entered as evidence in a criminal proceeding is a true, unaltered copy of the original video recording stored in the surveillance system hard drive.

Q: What is the most common reason a surveillance system fails inspection?

A: The most common deficiency is the improper set-up of audible and visual notifications. The purpose of audible and visual notification is to alert surveillance personnel of a camera or hard drive failure immediately so that repair or replacement may be made in a timely manner. The signal must be sent to a location that is manned. For Category C and D properties with unmanned surveillance rooms, this could be the casino cage, shift managers office, or security podium.

Q: What is remote viewing and who can have access?

A1. Remote viewing is the capability to view video from outside of the surveillance room. If video review is limited to the footprint of the property, it must be restricted to the closed surveillance network. In instances where the Board has granted a waiver for remote viewing from an offsite location, such as an office or place of residence, then the video transmission must be firewalled, encrypted, and password protected. There must be a demonstrated need for a manager or key employee outside of the surveillance room to have surveillance access.

A2. All remote viewing locations must be inspected by the Enforcement Division's Operations Unit and approved prior to use.

## **DVR SYSTEM UPGRADES – APPROVAL PROCEDURES**

Q.: How does a licensee receive approval when transitioning from an analog to digital surveillance system?

A1: Upon selection of a new digital surveillance system, ENF Form 105- Request for DVR System Approval must be submitted to the Enforcement Division email – [ops@gcb.nv.gov](mailto:ops@gcb.nv.gov).

A2: ENF Forms 107 and 108 are also available as industry tools to assist with the digital system transition. ENF-107 outlines the system requirements upon Board inspection, ENF-108 is to facilitate the Board's 7 Day Test to ensure adequate surveillance system retention. The 7 Day Test involves the video review of cage fill transactions for the previous seven days. Board personnel will identify one fill transaction each day, and all seven fills will be saved to a DVD to ensure adequate surveillance system retention.

A3: Surveillance forms are posted on the GCB Webpage under Divisions/Enforcement/Forms and Applications/Surveillance.

## **MISCELANEOUS ITEMS:**

### **SURVEILLANCE INSPECTIONS**

Q: How can a licensee receive approval of new or modified surveillance coverage?

A: Surveillance coverage approvals for pit relocations, movement of table games, Mega Buck Machines, Race and Sports Book Kiosks and Satellite Betting Stations can be processed by email to the Operations Unit email - [ops@gcb.nv.gov](mailto:ops@gcb.nv.gov).

### **TOURNAMENTS**

Q: What kind of coverage is required for tournament games?

A1: Tournaments conducted on the casino floor do not require formal approval, as it is generally understood that surveillance coverage for a particular type of tournament is already in place for live games temporarily replaced by tournament games. Likewise, inspection of surveillance coverage for tournament games under these circumstances is not required.

A2: Tournaments conducted off of the casino floor, such as in a ballroom or banquet area, require Board approval in advance. A condition for approval is Enforcement Division inspection of surveillance coverage for tournament games prior to commencement of the event. Required coverage for tournament games is the same as that for the respective game type codified in Surveillance Standards for Nonrestricted Licensees.

A3: Surveillance Coverage in support of tournament approvals can be sent by email attachment to [ops@gcb.nv.gov](mailto:ops@gcb.nv.gov). The game type, table number and map of the tournament area should be included with the surveillance coverage.

### **POOLSIDE GAMING**

Q: How often are the poolside gaming surveillance cameras/coverage inspected?

A: Licensees should receive annual approval each spring for poolside gaming as a special event from the Tax and License Division pursuant to NRS 463.408. Once approved, the Enforcement Division will conduct a physical inspection of the gaming area, to include the drop route, and corresponding surveillance coverage.