Gaming Research Tips

…..quick start for studies, reports and papers

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Tip Sheet #14: Casino Surveillance

Need for. Surveillance protects casino assets and helps assure the public that they will be safe and the games honest.

Surveillance cameras are everywhere and highly trained observers in a secret, limited-access surveillance room take charge. Up to 2000 video machines may record what is going on.

Surveillance areas. Under the casino domain will be crowds of people, expensive machines and equipment, millions of dollars in cash, thousands of slot machines, restaurants, live music shows, movies, world-championship boxing, wild animal acts, swimming pools and spas, high rise hotels, mock volcanoes, circus performers, night clubs and other amenities of modern gaming resorts, Even the parking lots and elevators are watched.

Surveillance not optional. Surveillance is mandated by state gaming regulators.

Nevada Regulation 5 deals with Operation of Gaming Establishments, with Surveillance a subheading.

Reg. 5.160 requires the Chairman of the Gaming Commission to adopt surveillance standards.

On the compliance side of the standards, casinos must submit a written casino surveillance system plan to the Chairman for approval.

State of the art equipment is essential. Videotape retention schedules are prescribed. PTZ cameras pan, tilt and zoom.

Technology such as face recognition software may identify card counters as well as cheaters and swindlers.

Suggested topics for research

---cheating scams through the last three decades
---evolution and development of casino surveillance
---unusual opportunities for theft, such as a power failure or casino fire
---the challenge of surveillance to outsmart technologically talented cheaters
---cheating and fraud involving casino employees
---misuse of surveillance to violate privacy rights
---job descriptions, duties and education of casino surveillance personnel
---how surveillance differs for the casino cage, for keno, roulette, poker, etc.

For more information.

---*The Eye in the Sky; A Casino Surveillance Reference for Management, Directors, and Other Casino Executives and Personnel*. Brubaker, J. M., 2002.

---*Casino Technology* [video recording]. Nash, B. , 1999 [from TV, History Channel, Modern Marvels Series].

---*Casino Surveillance: The Eye That Never Blinks.* Lewis, G. L., Jr., 1997.

---*Casino Surveillance Form Book and Guide*. Brubaker, J. M. 1996.

---*Surveillance Training Manual.* Brubaker, J. M., 1994.

---*The Card Counter's Guide to Casino Surveillance*. Cellini, 2003. [no first name; card counting is illegal].

---*Gaming Security Officer Program* [kit: video, v. 1-4, guide, quiz]. American Hotel & Motel Assn., 1997.