

HD Video Surveillance & Training

How the Trend is Impacting Legal and Regulatory Decisions for Dispute and Claims Resolution

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Today small or large casinos are looking for innovations with technology to increase the potential of protecting revenue streams and to help migrate from analog systems to digital solutions with integration capability now available in the IP (Internet protocol) world. This means that the technology selected must offer a solution that is scalable and that can grow with the operation. Globally, gaming operations are investing in technology to increase the revenue potential of the business enterprises that today include the use of IP Networked Video Surveillance Solutions. This trend requires training and re-thinking of regulatory standards that keep pace with the level of innovation HD (high definition) cameras and software provide, as well as business continuity during technology refresh and the impact this will have for mitigation of claims, disputes, risk-management and scams for gaming lawyers.

Of concern is today's restrictive budget for surveillance and security operations. Through planning being able to achieve a technology refresh in a phase to phase transition with support from property I.T. (information technology) departments, the manufacturer's system engineers can guide the surveillance team to make the best decisions.

Marisel Melendez, the surveillance director for Casino Del Sol in Puerto Rico, started with the installation of a temporary system in the surveillance room to test its capabilities and user friendliness. Marisel said, "We wanted to see how easy it would be for the solution installation and which challenges our infrastructure of existing cable and camera infrastructure offered them. The test shots of HD cameras and encoder technology on our analog cameras was a success, providing our casino greater clarity and the casino executives the best video evidence to make informed decisions for claims, disputes and any scam we might have to deal with in the future.

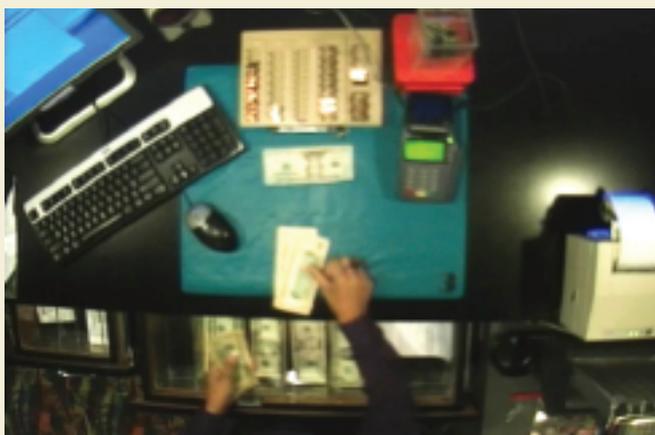
Puerto Rico is a highly regulated jurisdiction and not only do we have the PR Tourism Company's Gaming Division, but we have to be in compliance with all federal (US) laws related to anti money laundering policies and protection of financial information among others. Having a strong camera system enhanced our capability to audit transactions and identify and record incidents.



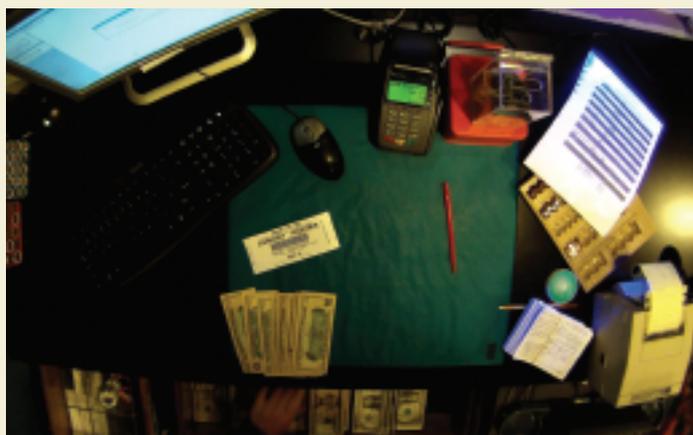
We also had to replace our existing system without interruptions on the recording and without losing operating hours. Some of the challenges that we resolved were:

- 1.** Replacing obsolete equipment recording less than 20 fps (frames per second). As required by regulations we had to get a system able to provide storage capabilities to be in compliance, and of course within budget.
- 2.** We needed a system capable to record our existing analog cameras in an IP environment and the addition of HD (high definition) cameras capable of from 1 to 29 megapixels depending on our needs property-wide for risk management, guest safety, game protection and the public trust.
- 3.** The system has to be scalable for the gradual replacement of our aged analog cameras and as a planned expenditure.
- 4.** User friendliness for surveillance, security and casino staff, many who are not efficient with computer use.
- 5.** A program that facilitated production of recorded video evidence that meets legal and regulatory compliance and that offered different formats exporting the best evidence for recording quality, video management and digital storage space.
- 6.** Installation without interruptions to the monitoring of a 24/7 casino operation.

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ANALOG image Casino Cage.



2MP HD Image Casino Cage.

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7. System needed to be in compliance with the PRTC Gaming Division requirements in terms of image quality and storage capability.

All challenges overcome, we started the migration. The surveillance agents are really satisfied with the network video surveillance solution and the time spent for investigations and claims resolution was decreased significantly. The below pictures show the before with analog and after with improved clarity using the 2 mega-pixel camera, both in real-time record rates.”

Innovation is driving the trends for the adoption of new technologies which must include training programs and how to best use the technology for the benefit of the property. Ronald Flores, CSP a Gaming Commissioner for Pechanga Gaming Commission and a Surveillance Executive, says that “training is also a significant contributor for surveillance that must establish integrity for the property, Integrity becomes difficult to maintain due in part to some people that do not carry or support the message. Oftentimes surveillance is treated as if we are not of value; we must make ourselves invaluable. So today, we have to have the intestinal fortitude to stand up and speak the truth. As it has been said, truth is defensible.

Many times we bring in new agents they are trained on table games because these games are believed to be most vulnerable, but at what cost do we train on those same tables? Our training needs to be broadened by leaps and bounds; our surveillance gurus like Darrin Hoke and Douglas Florence have shown our need for understanding the IT side of the industry. Often the rookie or the tenured agent gets a call from purchasing, retail, or warehouse and they have no clue as to what to look for or what program to use, who to call to get the paper trail of data from the purchasing director or restaurant deliveries. That is a vulnerability equally as dangerous as the table games.

IT has steadily become a department without which we cannot live. As we all know those who hold the keys are those who have the greatest risk of fraud and theft. Who watches IT? How do we regulate the information from IT to our slot system, our rewards club, our marketing people? What is being given away for free? Unless we move forward with our surveillance department’s understanding of Dataveillance and how it works to direct us to potential fraud or losses, we will be left behind. We have started with our surveillance agents having a better understanding with training in ethical hacking and security level certifi-

cations. This will help us to move into the future by understanding programs, how and why they are made and understanding how those programs can be cheated along with RFID cards.

Ronald recently attended a conference where he saw two table games directors have a very big difference of opinion; the first one says “Training! We need training” while the second says “Technology! Training is not necessary because of the level of technology.” Ronald believes it will have to be a marriage of both and most of us in the technology sector would have to agree. We can never forget the oldest scams are always the best. Does RFID technology or the smart-shufflers keep the daub, nicks, sands and all other markings off of the cards? To achieve a false shuffle do you kick out the plug or step on the cord and rip it out of the machine? Our business is based on decisions made by the hour for revenue so do we have to be able to shuffle and get hands out when technology fails? All it takes is the fear of not generating revenue.

With education and training providing a significant contribution to the gaming industry as innovations continue, attendance at IMGL conferences and other events where experts in their fields from the IMGL discuss matters impacting Gaming Law today is critical. Douglas Florence Sr., CPP VP for Affiliate Members for the IMGL is also the ASIS International Council Chair for the Gaming and Wagering Protection Council provides sessions for security, surveillance and investigations.

In conclusion, the use of HD video is truly driven by the global consumer market that has been using HD in their homes and businesses for almost a decade. What mobile telephone doesn’t have a camera with megapixel power? Shouldn’t our casino operations meet this level of video clarity combined with good “dataveillance” and proper training? There are some gaming attorneys, regulators and casino executives who are making more informed decisions today because of the innovations of technology while improving the public trust. ♣



Douglas L. Florence Sr., CPP has over 40 years of security management experience that includes retail, corporate security management consulting, risk management and investigations. He is a recognized gaming and hospitality security/surveillance subject matter expert contributing to numerous documentaries and interviews. Authoring over 60 articles on investigations, case resolution using technological aids and behavioral observation techniques. Douglas, served as the founding Council Chair for the ASIS Int’l Gaming & Wagering Protection Council founded in 1996 and has served as the Vice President of Affiliate Membership for the IMGL International Masters of Gaming Law 2008-2017. 1-702-683-6016 douglas.florence@avigilon.com