

# SURVEILLANCE & SECURITY PROFESSIONALS FORUM



GWPC and TGPNC have collaborated to present the Surveillance and Security Professionals Forum at the Hard Rock Casino in Tulsa, OK, January 20-22 and testing for Certified Surveillance Professional on January 23<sup>rd</sup>. This event will offer training in three tracks; Surveillance, Security, and Investigations.

Each session has been designed to offer valuable information to assist attendees with enhancing their skills.

Early bird registration has been extended until January 5, 2020. Use the following link to register for this event:

<https://www.eventbrite.com/e/2020-surveillance-security-professional-forum-tickets-73063140821>

To register for the Certified Surveillance Professional review and test please utilize the following link (this will be offered at the conference but is not included in the conference registration fees):

CSP Challenge Exam: <https://iacsp.org/events/iacsp-csp-challenge-exam/>

## Right to Privacy Inside Casinos

There is a debate occurring in a Pennsylvania courtroom over the level of privacy an individual can expect when they visit a casino. In a lawsuit filed in a Pennsylvania Civil Court two individuals claim that the Rivers Casino in Pittsburgh violated the state's Wiretap Act when surveillance employees utilized cameras to monitor and record their text messages, emails, and banking information. The suit also claims that the casino then released these recordings to an attorney representing one of the complainant's ex-husband, in compliance with a subpoena the plaintiffs are claiming is invalid.

Within the suit the attorneys for the plaintiffs claim that while state gaming regulations require casinos to have surveillance systems to protect patrons and help ensure the integrity of the games, their

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clients had a reasonable expectation of privacy, in regards to their personal text messages and emails.

Attorney's for the casino have stated that there is no expectation of privacy on the casino floor, and no expectation of privacy for objects "in plain view ... this includes the screens of mobile devices like the devices that the plaintiffs allegedly used." They have also argued that patrons know they are under surveillance when they walk in the door and consented to being monitored simply by walking into the gaming facility. Casinos have the legal permission to monitor its patrons through the state's gambling law, and could disclose the plaintiff's cellphone messages in compliance with the civil subpoena.

The casino's attorneys also claimed that the silent recording of messages displayed anytime before or after they are received are not a violation of the wiretap law (based on previous court rulings). They also contended that there was no malice or intent to injure on the part of the surveillance staff.

The plaintiffs attorneys countered this argument by stating the casino surveillance systems are intended to ensure cheating and theft are not occurring within the facility. The gaming laws and regulations were never intended to give the casino carte blanche to invade the privacy of others who are not suspected of such acts. The level in which the casino monitored their cell phone activity raises to the level that invaded their privacy and the release of that information was beyond the scope of the subpoena.

After hearing these arguments, the Civil Court Judge declined the request to dismiss the suit and has ordered the case to move forward. We will continue to monitor future developments and update you on the outcome of this proceeding.

If you would like to follow this case on you own, you can search for the following:

Capone v. Holdings Acquisition Co. et. Al. and Clerici v. Holdings Acquisition Co. et al., consolidated at case number GD-18-009975, in the Allegheny County Court of Common Pleas.

## The Future of Facial Recognition

There is a lot of discussion over the expanded use of facial recognition software. It is being deployed everywhere from airports, various concert and sporting venues, to casinos. The market continues to expand with more and more concerns over safety.



With each deployment also comes the debate over determining where to draw the line between public safety and individual privacy. Within the United States, several jurisdictions have passed legislation banning the use of facial recognition by law enforcement. The latest being a bill in California stopping law enforcement from adding certain biometric surveillance technology to body worn cameras.

Melco Resorts and Entertainment, a global casino developer, is one of the latest hospitality companies to announce its intentions to install facial recognition at its Philippines location (it currently utilizes this technology at its casino in Macau). When asked about privacy issues, Melco responded by saying that there are too many faces for security guards to monitor. They see this technology as a means to help augment current security measures to protect patrons and staff.

The University of Nevada, Las Vegas (UNLV) has just concluded a research project focused on the use of facial recognition within casinos. The research team (made up of members the university's College of

Hospitality and Criminal Justice) identified many of the same issues other casino surveillance professionals have for years. Challenges with this technology (inside casinos) include dynamic lighting, speed of the individuals walking through the already massive casino property, and the historical number of false positives from previous facial software.

The applications for this technology go beyond enhancing physical security. It could also be used to identify problem gamblers as well as known cheats before they enter the casino floor. In March of this year Australia's second largest casino announced that it would begin deploying facial recognition after an employee was caught by surveillance trying to steal \$5,000 in chips. New Zealand casinos have been utilizing this same technology to identify individuals who self identified as problem gamblers.

Regardless of where this technology is used, the debate seems far from over. One thing is certain, AI and facial recognition technology are only growing and have continued to prove themselves as powerful tools when used properly. Lawmakers and regulators will continue to examine how this technology should be utilized.

## References:

Vegas Slots Online

<https://www.vegasslotsonline.com/news/2019/12/05/melco-to-install-face-check-gantries-at-casino-entrances/>

Forbes

<https://www.forbes.com/sites/nicolemartin1/2019/09/25/the-major-concerns-around-facial-recognition-technology/#59c194694fe3>

UNLV

<https://www.unlv.edu/news/article/facing-future-casino-technology>

Biometric

<https://www.biometricupdate.com/201903/casinos-down-under-deploy-facial-recognition-tech-to-spot-offenders-problem-gamblers>

## From the Exported Files

It is always important to remember where you come from. The GWPC has a rich history and it is our pleasure, thanks to one of our founding members Douglas Florence, to begin sharing some of our historical moments with our membership.

Back in 1996 Douglas Florence, Ed Eckels, and Thomas Knapp wrote an article for Security Management Magazine. In the article, these security professionals outlined the duties, responsibilities, every day challenges that face members of a casino security and surveillance department. Everything from medical emergencies, fights, cheats, and intoxicated guests were all a part of the daily routine (not much has changed).

This article also addressed the decision for the Rio to have their armed security open carry as a deterrent for would be criminals. The surveillance department would log and store videotapes for days (or longer if needed for litigation). The article also addressed detection and apprehension of bucket thieves. These individuals would drop a small amount of cash on the floor next to a player. When the player bends over to pick up the money, the thief grabs their bucket, containing their slot winnings, and makes their getaway. The buckets might have been replaced with tickets, but the scams are still the same.



## Other Headlines & Resources:

**Money laundering allegations hit Melbourne's Crown Casino**

<https://www.9news.com.au/videos/money-laundering-allegations-hit-melbournes-crown-casino/ck1rlbr4v003q0hpnw4i405yd>

**Hybrid Threats, Terrorism, and Resilience Planning**

International Center for Counterterrorism | September 17, 2019

<https://icct.nl/publication/hybrid-threats-terrorism-and-resilience-planning/>

**U.S. Homeland Security Proposes Face Scans For Citizens**

<https://www.reuters.com/article/us-usa-immigration-privacy/u-s-homeland-security-proposes-face-scans-for-citizens-idUSKBN1Y62JO>

**Chicago Police Infiltrated Secret Online Groups Selling Guns and Drugs in "Operation Facebooked"**

<https://www.cnn.com/2019/12/03/us/chicago-facebook-arrests/index.html>

**2 plead guilty to selling drugs to earn reward points at South Dakota casino**

[https://siouxcityjournal.com/news/state-and-regional/south-dakota/plead-guilty-to-selling-drugs-to-earn-reward-points-at/article\\_9eccbf81-3f0f-58d3-890b-59daaeac8e44.html](https://siouxcityjournal.com/news/state-and-regional/south-dakota/plead-guilty-to-selling-drugs-to-earn-reward-points-at/article_9eccbf81-3f0f-58d3-890b-59daaeac8e44.html)

**MyPayrollHR unexpectedly closed its doors and took \$26M in customer payroll deposits with it.**

<https://krebsonsecurity.com/2019/10/cachet-financial-reeling-from-mypayrollhr-fraud/>

**Casino holds active shooter training days**

<https://komonews.com/news/local/snoqualmie-casino-holds-active-shooter-training-days-after-two-mass-shootings>

**Former tribal leaders plead guilty in \$6M casino embezzlement case. (Internal controls anyone?)**

<https://www.sacbee.com/news/local/article234008327.html>

**MGM to pay settlement to victims of Oct 1<sup>st</sup> 2017 shooting.**

<https://www.nbcnews.com/news/us-news/las-vegas-shooting-victims-reach-800m-settlement-mgm-resorts-n1061976>

**Casino sues to recover huge marker from pro athlete. (Operator tip: be sure to capture video evidence when large markers are issued)**

<https://www.cbssports.com/nhl/news/sharks-evander-kane-sued-by-las-vegas-casino-over-unpaid-500000-gambling-debt/>

**FBI Raids company selling banned Chinese cameras to the U.S. Government.**

<https://www.nbcnews.com/news/us-news/feds-raid-new-york-tech-firm-suspected-selling-chinese-equipment-n1078191>

