







1

Objectives

-  Discuss why Security Surveillance exists
-  History of Security Surveillance
-  Advantages/Disadvantages
-  Recommendations

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Why Security Surveillance?

- Gaming Resorts facing increased litigation.
 - Some properties adding a specific agent for “risk” reviews
- Responsibilities for protecting property too large for a typical gaming surveillance team.
- Increased concern for outlier events such as: Active Shooter, workplace violence, protests, etc.
 - Mass Protesting up 15%
 - Crime in Seattle “CHAP” up 525%
 - Crowds, alcohol, drugs fueling Las Vegas Strip violence (9/24/20 AP)
- Addition of problem prone venues such as nightclubs, pool parties, concerts.
- Retail and back of house areas vulnerable to theft, fraud, attack.

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History

- Security Surveillance came into being in the 1990's as surveillance systems grew larger.
- Driven by lawsuits in non-gaming areas that gaming surveillance didn't have time for or interest in.

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Advantages

- Allows gaming surveillance to focus on gaming.
- Provides security the tools necessary to protect their “areas” (parking, hotel, back of house).
- Observation of areas often left unprotected physically and/or not observed by camera.
- Incidents are reported directly to those who must respond.

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Disadvantages

- Officers do not receive appropriate or consistent training.
- Officers are often rotated through the position resulting in few, if any, trained and experienced personnel.
- Personnel are frequently assigned to retail areas or departments that they are not familiar with resulting in few observations of value.
- Officer usually work “what they know” resulting in constant reports of drugs in the parking lot or cars that should be towed.
- Due to officer inexperience, gaming surveillance is often called to take over live responses or critical reviews.

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Improving Security Surveillance

1

Establish clear responsibilities for each department (Gaming surveillance and security).

2

Assign specific security officers.

3

Ensure assigned officers receive appropriate training to include camera handling, review techniques, detection protocols and expectations, as well as departmental procedures.

4

Assign audits on a regular basis.

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Recommendations

- For best results, a gaming surveillance team should be large enough to encompass the responsibility for all cameras on property.
 - Duties and responsibilities can be split into two different units but reporting to Director of Surveillance
- If a security surveillance operation is used:
 - Assign enough permanent personnel
 - Train as well and as often as gaming surveillance
 - If possible, security surveillance should monitor the property perimeter, parking, and hotel/pool (non-party pools) only.
 - Casino floor, food and beverage venues, nightclub and party pools, due to their complexity should be observed by gaming surveillance

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