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Course Objective

- 1

Provide surveillance personnel with the techniques to utilize their system to its fullest extent and capability to provide maximum deterrence and detection of illegal activity.
- 2

Provide surveillance personnel with techniques to increase their rate of detection of internal and external theft, cheating and loss of revenue.
- 3

Provide surveillance personnel with the “tells” to common theft and cheating methods.
- 4

Provide surveillance personnel with techniques to properly gather video evidence of criminal activity.

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Monitor Set-Up and Display

- Proper set-up and display of your monitors and cameras will allow you to operate proactively and effectively.
- Set-up and display are dictated by property needs, past experiences (types of crimes and losses), and informational flow (game statistics, variance reports, accounting statements, player win/loss reports).

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Identify critical, high risk and vulnerable areas

- Where and what are you losing?
- What is exposed to loss?
- What do you expect to be attacked?

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Plan and Implement Coverage's
and Displays to Protect Identified
Loss Areas

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Recommended
Minimum Coverages

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That Protect Guests and Employees

- Entrances/Exits
- Main aisles
- Back of house



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That are Required by Law

- Slot Machines
- Table Games
- Keno
- Bingo
- Race & Sports
- Count Rooms
- Card Games
- Cage/Vault
- Security Holding



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That are Sensitive Areas

- Cage
- Count Rooms
- Key Games
- Key Operations

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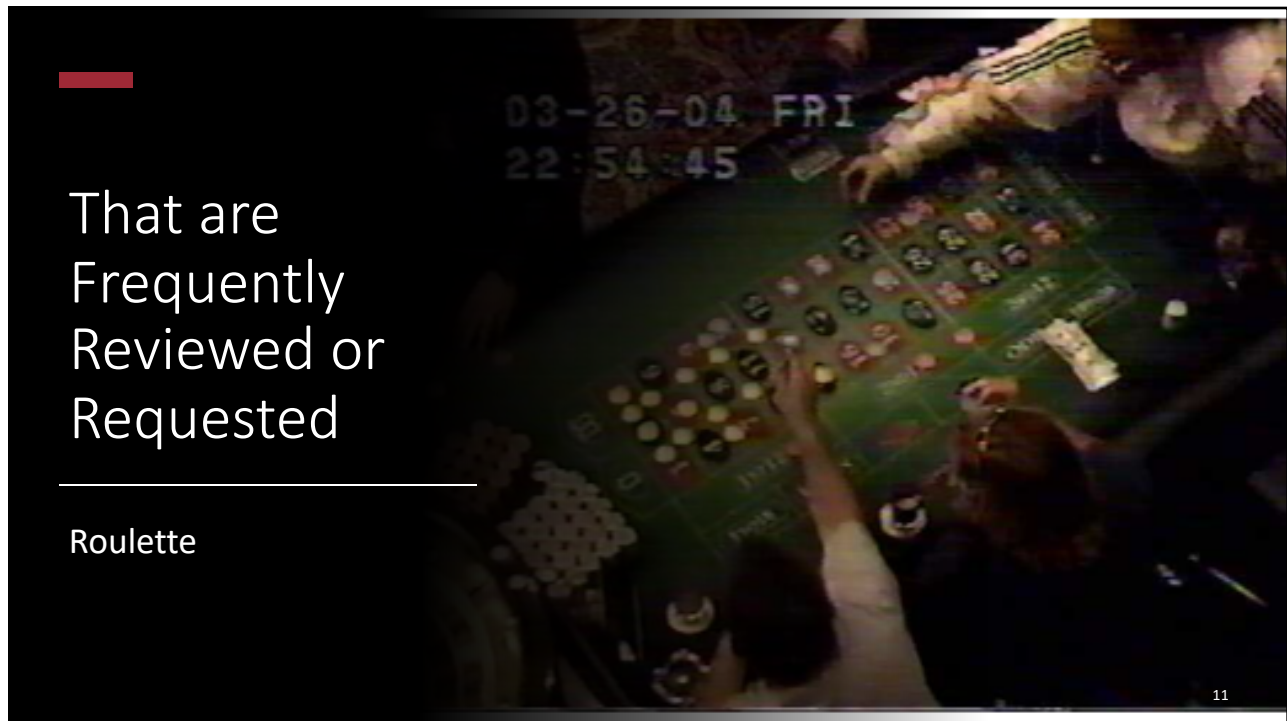
That Provide Information

- Pit Overviews
- Specific Area Overviews

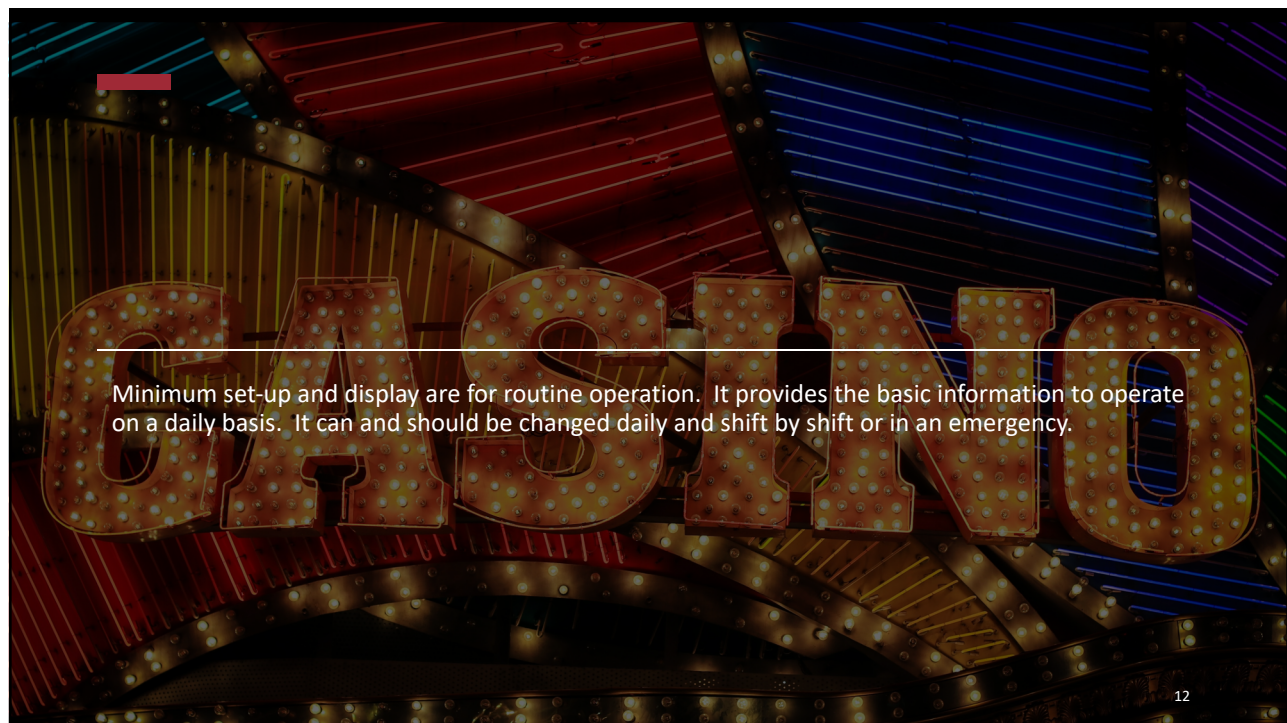


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Assign operators
“working monitors” so
that they may patrol
freely without affecting
the display.



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Effective Set-Up and Display Provides ...

- Maximum deterrence
- Proactive operations
- Timely response with minimal effort
- Identification of suspects for later response
- Leads for effective investigation



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Patrol Techniques

- Cameras, when not in use, must be left in their “at rest” positions. Design these positions to provide the ability to locate and track a subject anywhere on the property.
- Allows effective and timely response.
- Assists personnel in tracking suspects.
- Provides for later investigation.

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Patrol Techniques



IOU Patrols

Audit Observation

Close Watch

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The IOU Patrol

- A systematic approach to patrol, observe and monitor.
- A three-step process designed to proactively locate illicit activities, identify suspects and provide necessary evidence.

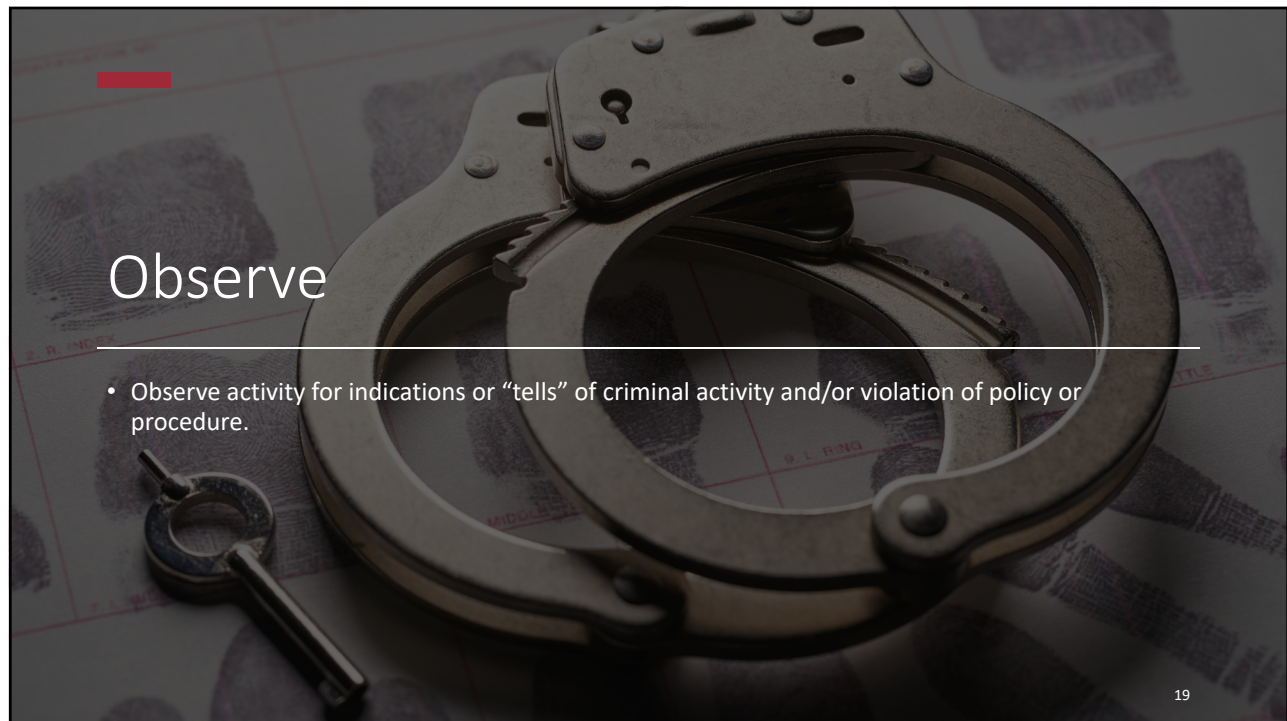


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Identify

- Identify each player, guest or employee at the game or in the area.
- Include table bank and game number when in the pit.
- Include slot bank and machine number when in the slot area.
- In other areas, always provide some type of identifying feature.

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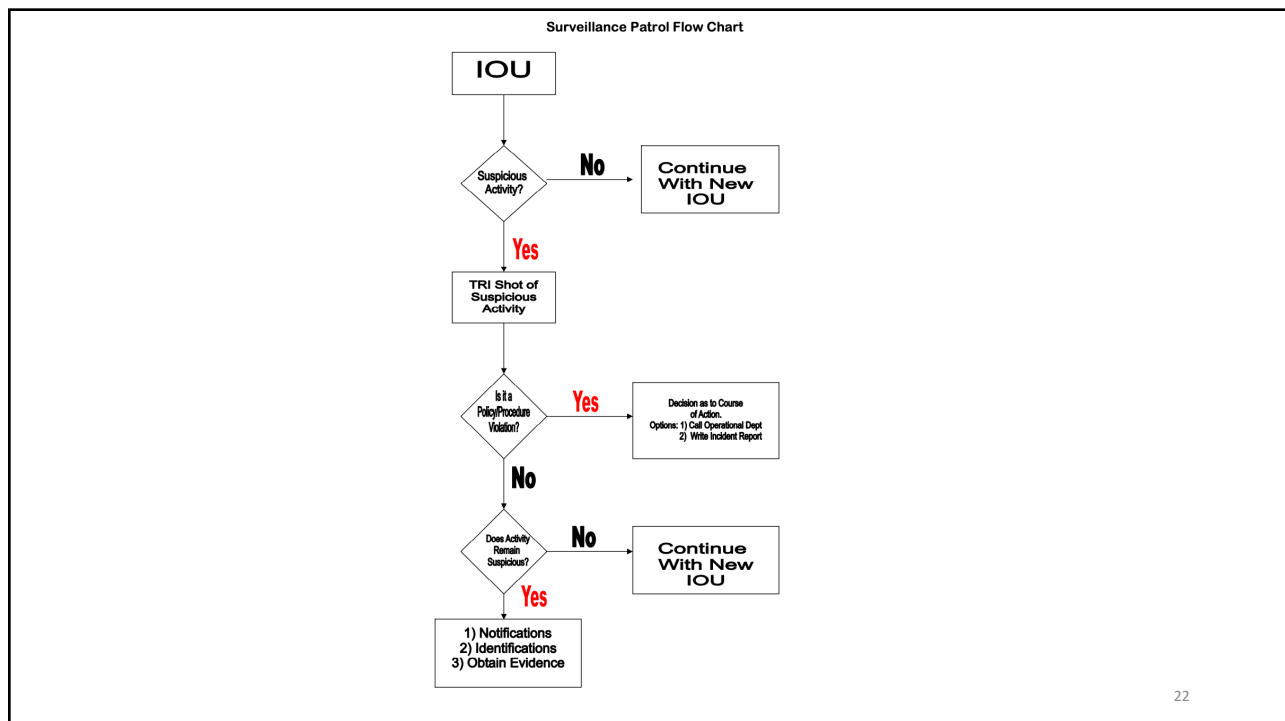
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IOU Patrol

- Provides a proactive, systematic and thorough method of patrol.
- Provides consistent detection of illicit activity.
- Provides a constant flow of information.
- Provides information for investigative purposes (live and during review).

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Audit Observation

- An audit observation is a technique used to observe and monitor a specific person, area, activity, or department for an assigned period of time for the purpose of detecting violation of policy or procedure, cheating, theft or fraud.
- Should be assigned routinely to surveillance personnel.
- Are also assigned due to information received or from statistical information.



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Surveillance must perform audits to:

- Ensure departments are following policy and procedure.
- Detect external and internal cheating, theft and fraud.
- Establish a level of deterrence.
- Provide a consistent flow of information for present and future investigations.



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Audit Assignments

Table Games

Slots

Keno

Cage

Bars

Food Outlets

Retail Operations

Back of House

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Specific audits

Marker Transactions

Player Ratings

Jackpot and Fill Transactions

Beverage Transactions

Comp Handling

Sales Transactions

Shipping/Receiving

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Camera Positioning

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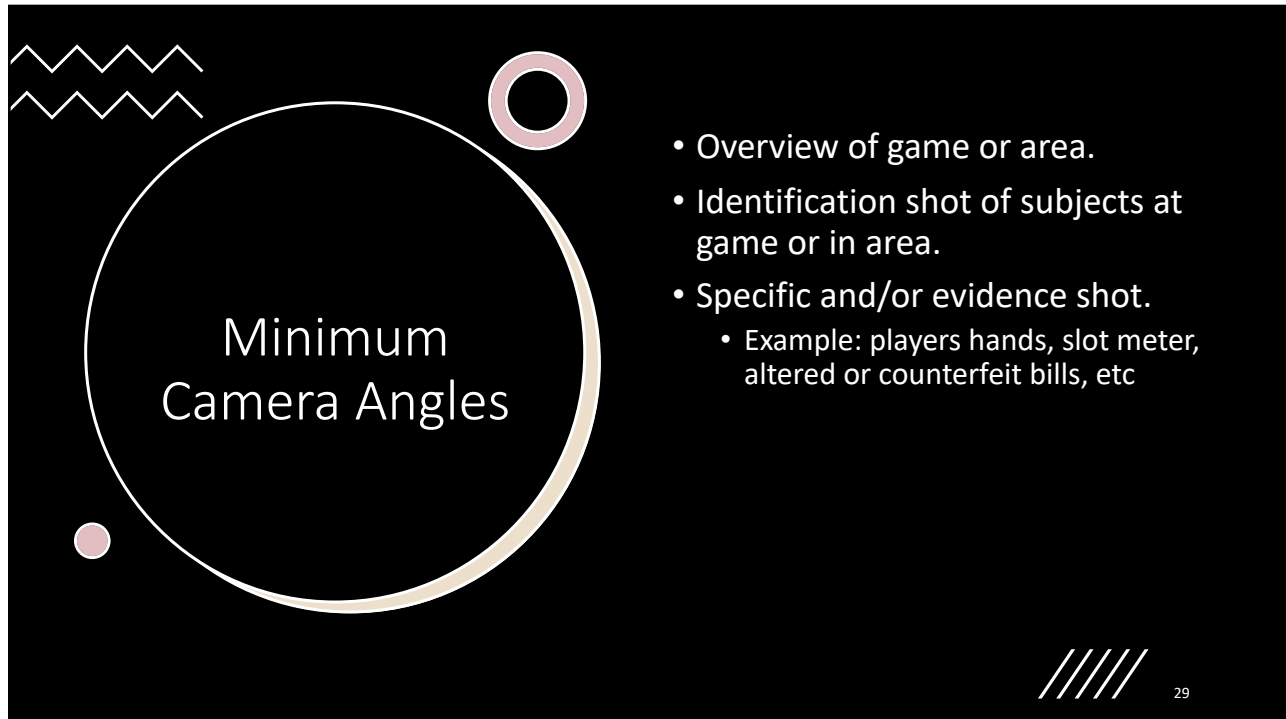
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Tri-Shot coverage

- Basic camera set-up for monitoring of an individual or specific area.
- Used for observation, investigation, and evidence gathering.

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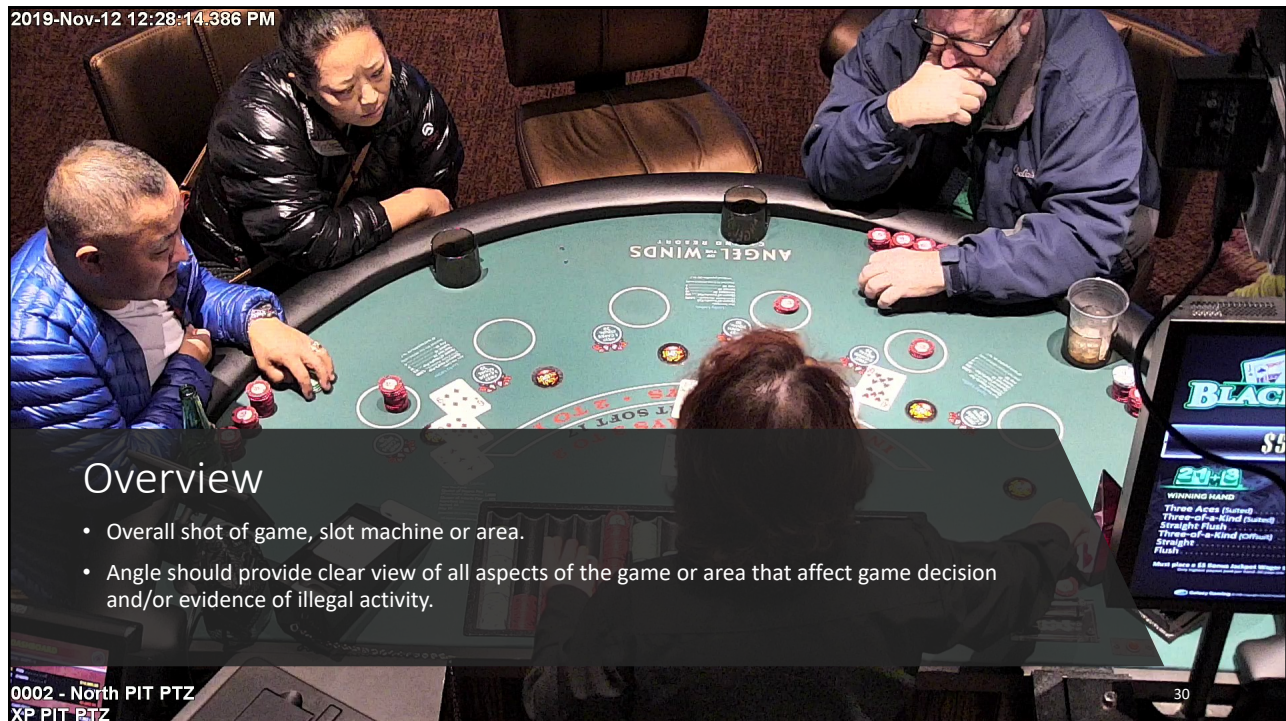


Minimum Camera Angles

- Overview of game or area.
- Identification shot of subjects at game or in area.
- Specific and/or evidence shot.
 - Example: players hands, slot meter, altered or counterfeit bills, etc

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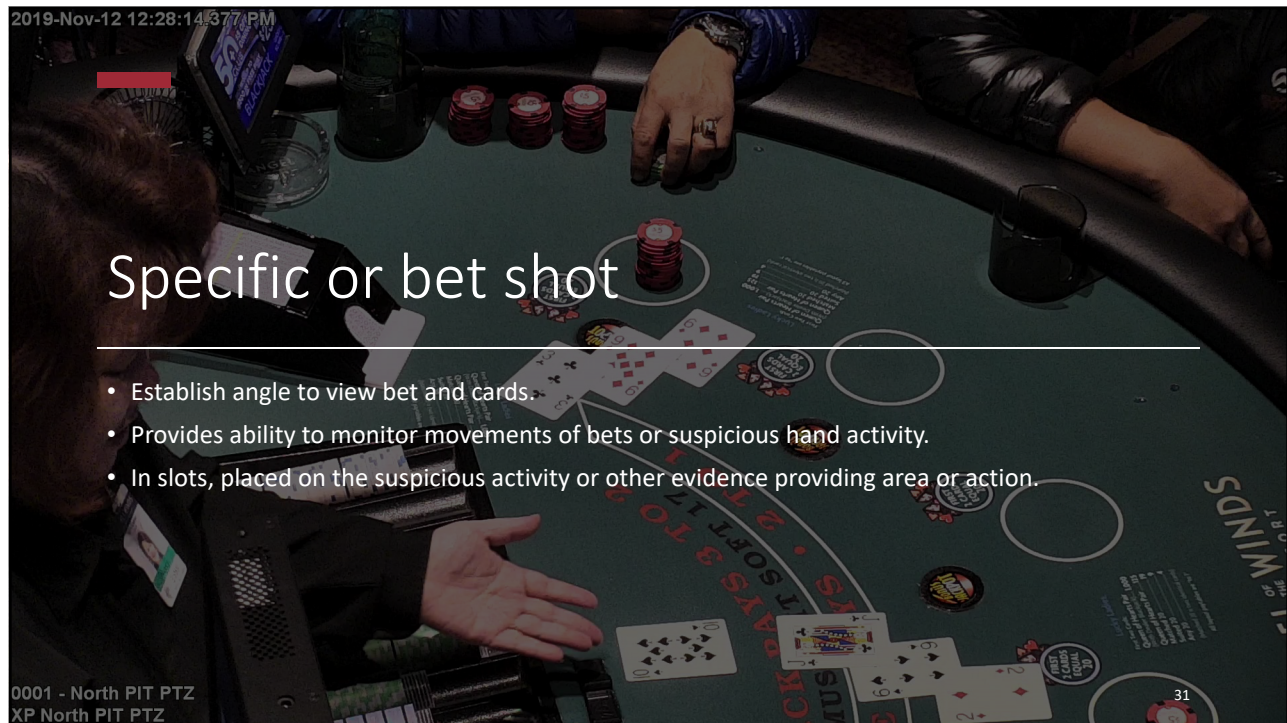
Overview

- Overall shot of game, slot machine or area.
- Angle should provide clear view of all aspects of the game or area that affect game decision and/or evidence of illegal activity.

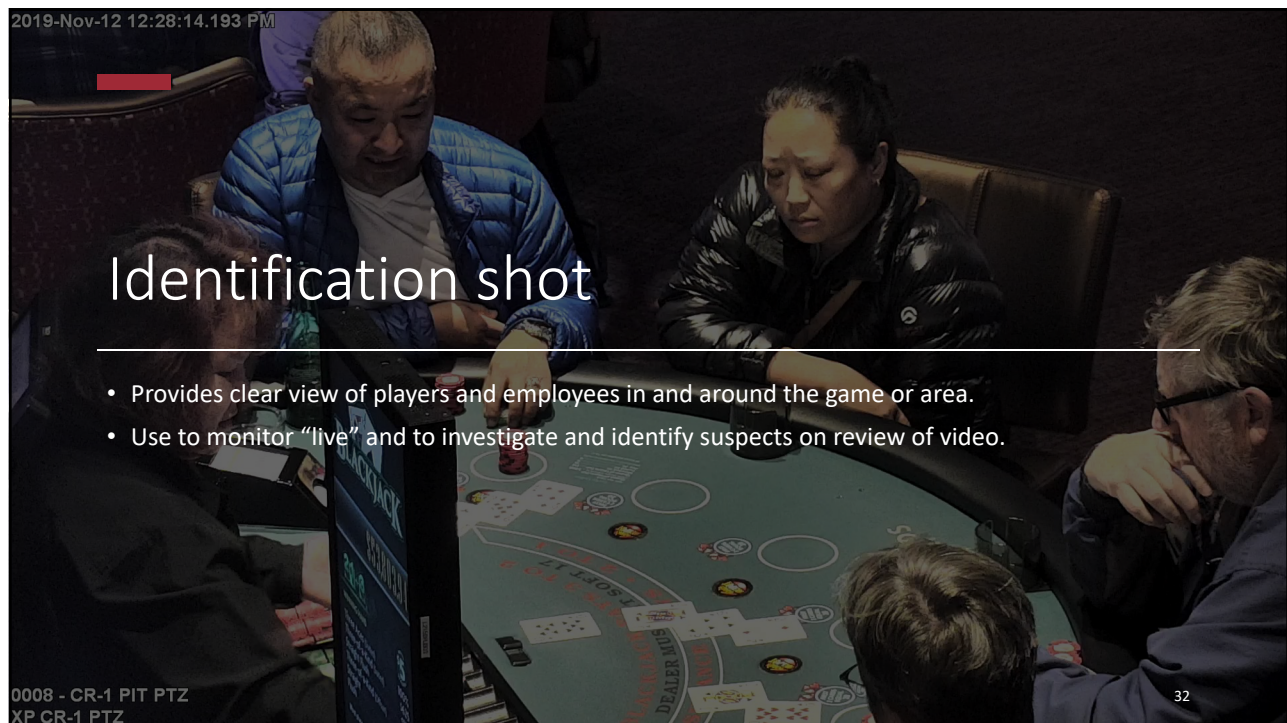
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Set-up immediately whenever the operator stops patrol to monitor unusual or suspicious activity or high action play.



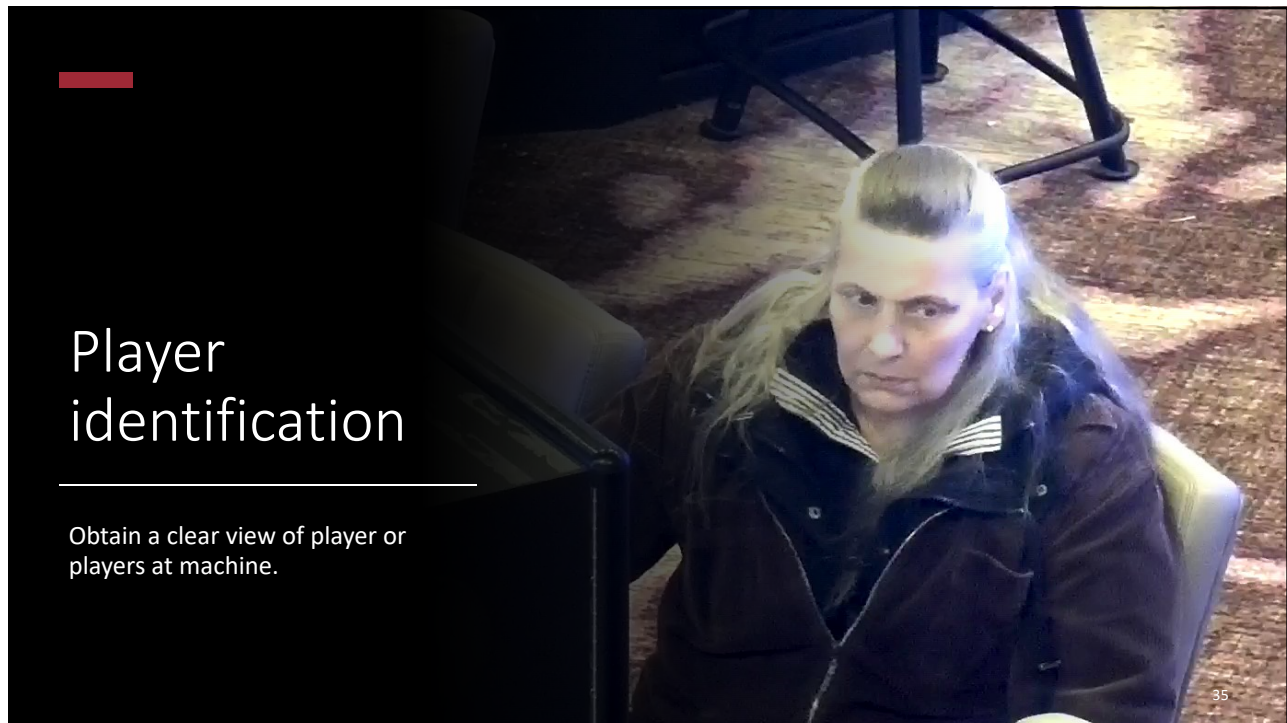
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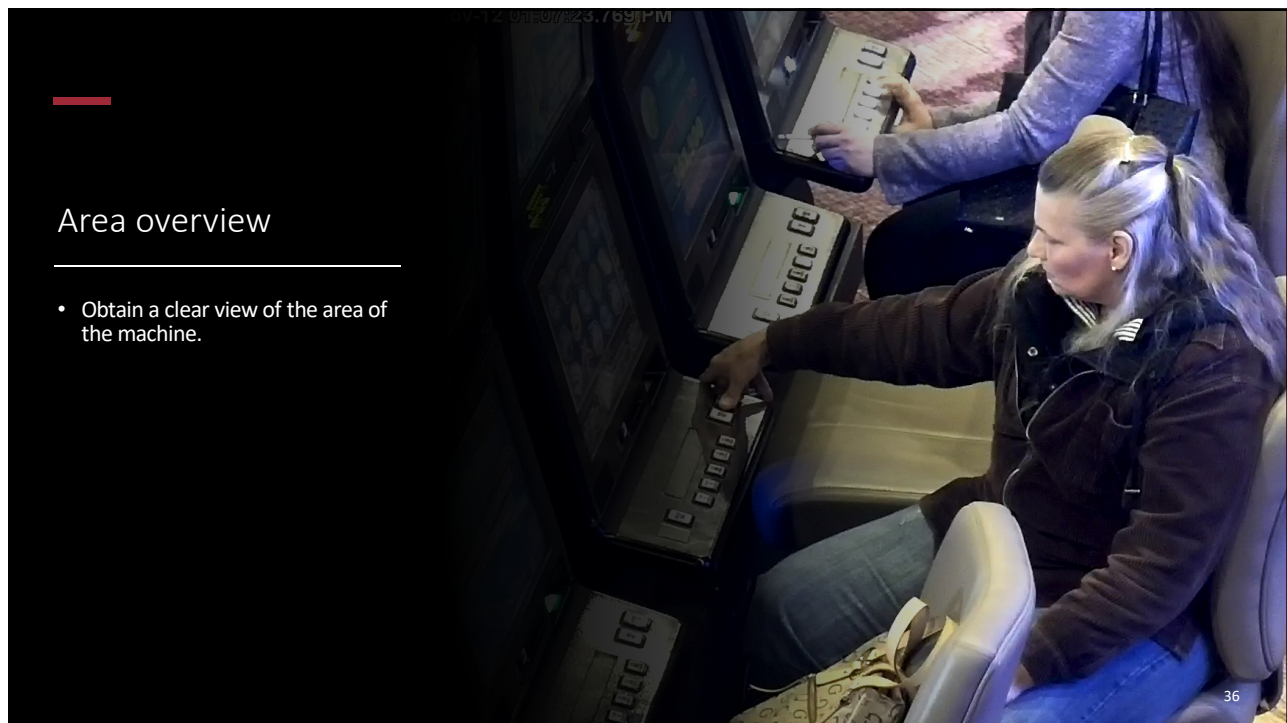
Slot machine overview

- Obtain a clear view of the slot machine.
- View provides machine information such as bills/tickets accepted, paid out meter, machine malfunctions, etc.

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Point of sale view

- View of the working area.



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Employee Identification

- Identification.



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Area overview

- View as much area as possible to monitor employee and customer.



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Tri-shot coverage provides:

- Record of who is on the game, their activity, and game status at a specific point in time.
- Ability to view all critical points of a game or are simultaneously.
- That cameras are already positioned should criminal activity be detected.
- Ability to investigate after incident has occurred.



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Trip Wires

- Surveillance must be notified of critical or sensitive operations, procedures, activities, and significant table or slot action.
- Trip wires provide notification of existing or potential leaks or problems.
- An alert to surveillance personnel of situations requiring their immediate attention.



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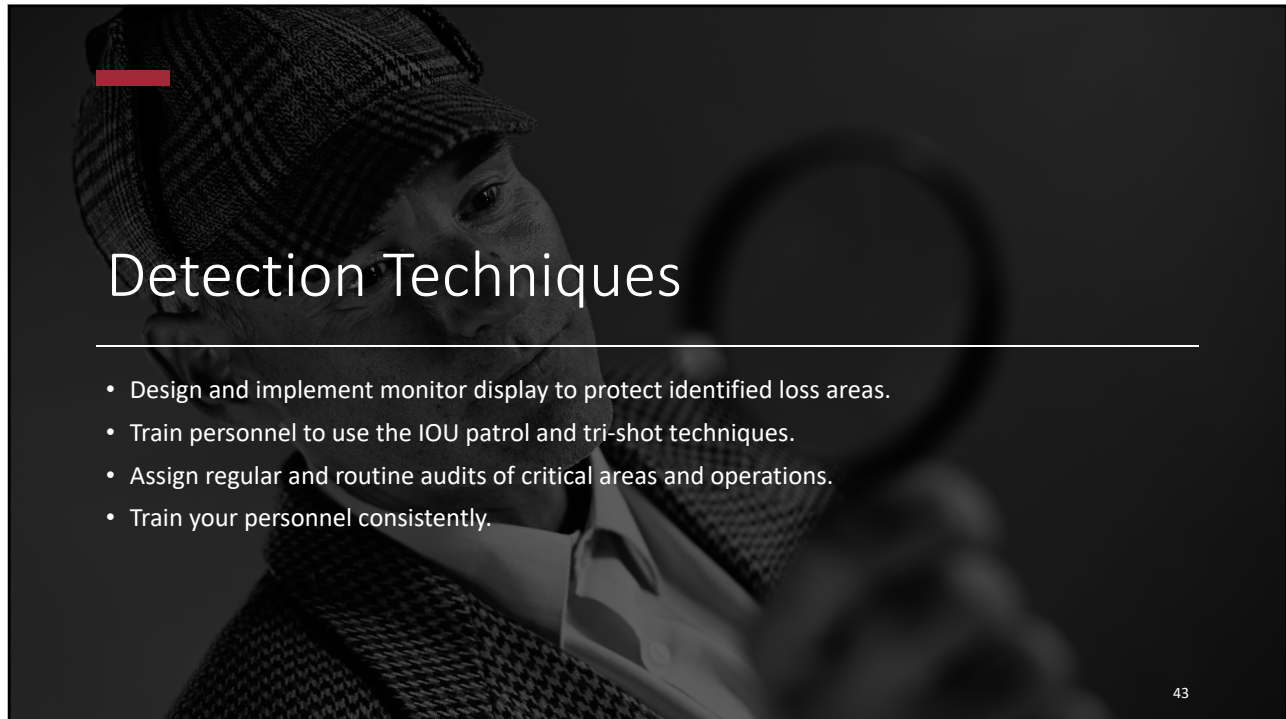
Establish minimum notification levels for:

- Cage Payouts
- Count Rooms
- Table Fills/Credits of \$10,000 or more
- Jackpots
- Refused Name Players
- Levels of Play
- Cash outs of \$1,000 or more
- Player wagers of \$100 or more



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Detection Techniques

- Design and implement monitor display to protect identified loss areas.
- Train personnel to use the IOU patrol and tri-shot techniques.
- Assign regular and routine audits of critical areas and operations.
- Train your personnel consistently.

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Detection Techniques

- Check all violations of policy and procedure to determine if it was done in error or is indicative of theft or cheating.
- Evaluate you play, especially consistent winners, new players, and refused name players, and refused name players. Cheats and advantage players go to great lengths to pose as legitimate players to bypass the scrutiny of the pit and surveillance.
- Follow the Money: Large bets or movements of money often signify that the situation the advantage player, cheat or thief is in place. Use tis information for evaluation and investigation.
- Monitor individuals who loiter in slot areas. They may be setting up for a theft or cheat situation.

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