

# ARTICLE 12. SECURITY AND SURVEILLANCE

## Rule 1. General Provisions for Surveillance Operations

### 68 IAC 12-1-0.5 Purpose

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 0.5. The purposes of the casino licensee's surveillance operation include, but are not limited to, the following:

- (1) Protecting the safety of the public.
- (2) Monitoring regulatory compliance with IC 4-33, IC 4-35, and this title.
- (3) Safeguarding the assets of the casino licensee.
- (4) Maintaining the overall integrity of the gaming operation.

*(Indiana Gaming Commission; 68 IAC 12-1-0.5; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3332; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA)*

### 68 IAC 12-1-1 Applicability; definitions

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 1. (a) This rule applies to casino licensees and casino license applicants.

(b) The following definitions apply throughout this rule:

- (1) "Digital video recording" means visual images of the natural world converted into numerical data and stored on a storage medium for later reproduction.
- (2) "Digital video system" means a system used to make and store digital video recordings.
- (3) "Monitor continuously" means to observe:
  - (A) in real time; and
  - (B) without interruption;an event, a location, or an activity in its entirety.
- (4) "Monitor regularly" means to periodically observe, in real time, an event, a location, or an activity, as appropriate.
- (5) "Surveillance employee" means an individual holding a valid Indiana occupational license to work in the surveillance department of a casino licensee.
- (6) "Surveillance manager" means the highest ranking surveillance employee assigned to work at a casino.
- (7) "Surveillance system" means a closed circuit television system, including associated equipment, hardware, and software, used by a casino licensee to further the purposes of the surveillance operation as identified in section 0.5 of this rule.
- (8) "Suspected problem area" means an area where:
  - (A) unusual occurrences have been observed; or
  - (B) reason exists to believe unusual occurrences will occur.

*(Indiana Gaming Commission; 68 IAC 12-1-1; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1558; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3332; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA)*

### 68 IAC 12-1-1.5 Responsibilities of the surveillance department; internal controls

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 1.5. (a) In accordance with 68 IAC 2-3-1.1, the surveillance manager may be subject only to the direct control of corporate management, including, but not limited to, an appropriate board of directors or other executives within the casino licensee's corporate structure.

(b) The surveillance department shall maintain and submit for approval to the executive director or the executive director's designee internal control procedures detailing how the surveillance department will carry out the requirements of this rule.

(c) Surveillance employees shall be trained in the following:

- (1) Surveillance techniques.
- (2) Operation of the surveillance equipment.
- (3) The regulatory requirements of IC 4-33, IC 4-35, and this title.
- (4) The casino licensee's internal control procedures.

(d) Surveillance employees shall only perform tasks in the course of their employment that further the purpose of the surveillance operation.

(e) A casino licensee may not divert surveillance system resources or surveillance employees from their intended surveillance purposes or functions, as specified in or required by this rule, without the permission of the executive director or the executive director's designee. This prohibition does not forbid a casino licensee from using or authorizing the use of existing surveillance recordings for operational or other legitimate purposes when necessary and at the ultimate discretion of the executive director or the executive director's designee.

(f) If a surveillance manager chooses to install a camera in the surveillance room to monitor surveillance employees, only the surveillance manager and his or her corporate supervisors shall:

- (1) have access to operate the camera; and
- (2) view the images therefrom.

*(Indiana Gaming Commission; 68 IAC 12-1-1.5; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3333; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA)*

#### **68 IAC 12-1-1.7 Surveillance department staffing**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 1.7. (a) The surveillance room in the casino shall be staffed by at least two (2) surveillance employees engaged in monitoring operations at all times.

(b) In addition to the minimum staffing level outlined in subsection (a), the surveillance room shall be staffed with additional surveillance employees as necessary to ensure that the requirements of this rule are met. Factors relevant to determining staffing levels include, but are not limited to, the following:

- (1) The time of day.
- (2) The size of the casino.
- (3) The number of patrons present.
- (4) Special events taking place in the casino.
- (5) Events taking place that require continuous monitoring in accordance with this rule.
- (6) Any other factor identified by the executive director or the executive director's designee.

*(Indiana Gaming Commission; 68 IAC 12-1-1.7; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3333; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA)*

#### **68 IAC 12-1-2 Surveillance room specifications**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 2. (a) Casino licensees must have a surveillance room.

(b) Surveillance rooms must be located out of the general view of patrons and nonsurveillance employees.

(c) Surveillance room access shall be limited to:

- (1) surveillance employees;
- (2) enforcement agents;
- (3) commission staff; and
- (4) internal audit staff;

except that persons with a legitimate need to enter the surveillance room, either on a routine or a case-by-case basis, may do so

upon receiving approval from the executive director or the executive director's designee. In the event of an emergency, emergency response personnel may enter the surveillance room without prior approval. (*Indiana Gaming Commission; 68 IAC 12-1-2; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1558; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3333; filed Dec 6, 2006, 2:52 p.m.: 20070103-IR-068060191FRA; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA*)

### **68 IAC 12-1-3 Equipment specifications**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 3. (a) Casino licensees must install a surveillance system in accordance with this rule.

(b) Surveillance systems may use digital video recording to comply with the requirements of this rule.

(c) The equipment used in the surveillance system must meet or exceed the following standards:

(1) Black and white cameras must be as follows:

(A) Solid state.

(B) Two-thirds (2/3) or one-half (1/2) format.

(C) Minimum four hundred (400) plus line resolution installed in fixed positions with matrix control or pan, tilt, and zoom capabilities.

(D) Secreted from the public and nonsecurity personnel view to effectively and clandestinely monitor, in detail, from various points, the coverage described in this rule.

(2) Color cameras must be as follows:

(A) Two-thirds (2/3) or one-half (1/2) format.

(B) Minimum three hundred twenty (320) plus line resolution with matrix control or pan, tilt, and zoom capabilities.

(C) Secreted from the public and nonsecurity personnel view to effectively and clandestinely monitor, in detail, from various points, the coverage described in this rule.

(3) Cameras must be equipped with lenses of sufficient magnification capabilities to allow the operator to clearly distinguish the value of the following:

(A) Chips.

(B) Dice.

(C) Tokens.

(D) Playing cards.

(E) Keno balls.

(F) Positions on the roulette wheel.

(G) Cash and cash equivalents.

(4) Surveillance system display screens must be as follows:

(A) Meet or exceed the highest resolution capabilities of video cameras used in a casino licensee's surveillance system.

(B) Be equipped with a date and time generator synchronized to a central clock and the central computer system capable of being:

(i) displayed on any of the surveillance system display screens; and

(ii) recorded on video tape, video pictures, or digital images.

(C) A surveillance system display screen must be as follows:

(i) Measure diagonally at least twelve (12) inches.

(ii) Have all controls located on the front of the surveillance system display screen.

(iii) Possess solid state circuitry.

(5) Analog videotape recorders must be as follows:

(A) Produce high quality, first generation pictures that meet or exceed the highest resolution capabilities of video cameras used in a casino licensee's surveillance system.

(B) Be nonconsumer, industrial grade, capable of recording on a standard one-half (1/2) inch VHS tape with the following:

- (i) High speed scanning.
  - (ii) Flickerless playback capability in real-time.
- (C) Be capable of taping what is viewed by any camera in the system.
- (D) Be of a sufficient number to allow the following:
  - (i) Simultaneous taping of coverage required by this rule.
  - (ii) Off-line playback.
  - (iii) Duplication capabilities.
  - (iv) Single channel recorders in the following areas, unless otherwise approved by the executive director or designee:
    - (AA) Entry and exit turnstiles.
    - (BB) All areas of the main bank and casino cages.
    - (CC) Table games.
    - (DD) Count rooms.
    - (EE) Ticket redemption kiosks.
    - (FF) Automated teller machines.
    - (GG) Bill breakers.
  - (v) No more than four (4) channels per single unit in all other areas where surveillance is required, unless otherwise approved by the executive director or designee.
- (6) Video printers must be capable of the following:
  - (A) Adjustment.
  - (B) Generating instantaneous, upon command clear, color, or black and white copies of images depicted on the surveillance system display screen or video recording.
- (7) Printers used in conjunction with a digital video recording system must be capable of printing a clear, still copy using a minimum of four (4) colors at six hundred (600) by six hundred (600) dots per inch on photo quality paper.
- (8) Date and time generators must be as follows:
  - (A) Be based on a synchronized central or master clock.
  - (B) Be capable of being recorded along with an image, so that the date and time are visible on any surveillance system display screen when recorded.
  - (C) Have a backup power supply so that it remains accurate despite power interruptions.
- (9) Equipment must allow audio capabilities in the soft count room.
- (10) Wiring systems must be designed to prevent tampering and must possess the following requirements or capabilities:
  - (A) Be supplemented with a backup gas generator power source or diesel generator power source, or both, that automatically engages in case of a power failure.
  - (B) Be capable of returning full power within seven (7) to ten (10) seconds after a power failure.
- (11) Video switchers must be capable of both manual and automatic sequential switching for the appropriate cameras.
- (12) The following must be in reserve in the event of equipment malfunctions:
  - (A) A minimum of the following four (4) backup cameras:
    - (i) Two (2) fixed position cameras with matrix control.
    - (ii) Two (2) with pan, tilt, and zoom capabilities.
  - (B) Two (2) recording devices.
- (13) Digital video systems, which are used to comply with the requirements of this rule for surveillance required by section 4 of this rule, must meet the following additional standards:
  - (A) Digital video systems shall be enterprise systems capable of the following:
    - (i) Instant replay.
    - (ii) Recording what is viewed by any camera in the system.
    - (iii) Allowing simultaneous recording and playback.
    - (iv) Providing uninterrupted recording while using the playback or copy functions.
  - (B) Image quality of digital video systems must be as follows:
    - (i) Function utilizing image by image compression.

- (ii) Be capable of recording and viewing at a minimum of thirty (30) frames per second, full screen on every channel in the system.
- (C) Digital video systems must record and view at a minimum rate of the following:
  - (i) Thirty (30) frames per second in the following areas:
    - (AA) Table games areas.
    - (BB) All images of cash or cash equivalents being transported.
    - (CC) Areas of the main bank and casino cages.
    - (DD) Count rooms.
    - (EE) All images viewed on a surveillance system display screen.
    - (FF) Entry and exit turnstiles.
  - (ii) Seven and one-half (7.5) frames per second in parking areas and nonsensitive areas of the pavilion.
  - (iii) Fifteen (15) frames per second in the following areas:
    - (AA) Electronic gaming device areas.
    - (BB) Where gaming equipment is transported or stored on the property of the casino licensee.
    - (CC) All images that constitute redundant coverage of areas already covered at thirty (30) frames per second.
    - (DD) Any area not specified in item (i) or (ii).
  - (iv) Two (2) frames per second in any area, including those specified in items (i), (ii), and (iii), if:
    - (AA) motion activated recording is used; and
    - (BB) no activity is taking place in the area.
- (D) Digital video systems shall have the following:
  - (i) Live and recorded visual resolution with clarity the equivalent of four (4) common intermediate format (4CIF) or better.
  - (ii) The following reliability guarantees:
    - (AA) Redundant system drives.
    - (BB) Redundant power supplies.
    - (CC) Storage the equivalent of redundant array of independent disks five (5) (RAID 5) or better.
    - (DD) Be equipped with hot swappable backup storage components, which will automatically resume recording in the event of failure of any single component of the storage system, such that the failure of any single component will not result in the loss of data from the storage system.
    - (EE) Failure of the digital video recording system must be repaired within twenty-four (24) hours of the failure.
    - (FF) Fault tolerant storage.
    - (GG) Automatic restart in the event of failure.
- (E) Digital video systems must meet the following security standards to guarantee the integrity of the system and recordings:
  - (i) Function as a closed network with access limited to those persons identified in written policies governing the administration of the network, specifying the access levels of the individuals who will have the ability to access the network.
  - (ii) Be equipped to ensure that transmissions are encrypted, fire-walled on both ends, and password protected.
  - (iii) Be equipped with a failure notification system that provides an audible and a visual notification of a failure in the surveillance system or the digital video recording storage system.
  - (iv) Record all images and audit trail records on a hard drive.
  - (v) Be locked by the manufacturer to do the following:
    - (AA) Disable the erase and reformat functions.
    - (BB) Prevent access to the system data files.
  - (vi) Be equipped with data encryption or watermarking so that surveillance personnel will be capable of demonstrating in a court of law that the video was not altered or manipulated in any way.
- (d) Telephone capabilities must be connected to the casino general telephone system. Radio communications must be

connected with the security department. (*Indiana Gaming Commission; 68 IAC 12-1-3; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1558; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3334; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA*)

**68 IAC 12-1-4 Required surveillance**

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 4. (a) The surveillance system must be capable of monitoring activities on the:

- (1) casino floor;
- (2) support areas;
- (3) areas of the pavilion through which monies are transported; and
- (4) all other areas necessary to further the purpose of the surveillance system;

including, but not limited to, the areas specifically outlined in this rule.

(b) The executive director or the executive director's designee may require additional areas be monitored to ensure compliance with IC 4-33 and this title. (*Indiana Gaming Commission; 68 IAC 12-1-4; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1559; filed Aug 20, 1997, 7:11 a.m.: 21 IR 16; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3336; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA*)

**68 IAC 12-1-5 Surveillance system required coverage**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 5. (a) Surveillance employees shall:

- (1) monitor regularly; and
- (2) visually record, either by:
  - (A) continuous recording; or
  - (B) motion activation;

whichever is appropriate;

the surveillance system coverage of the areas described in this section.

(b) The surveillance system shall provide coverage of each of the following areas as specified in this rule:

(1) Areas of the main bank, including the following:

(A) A general overview of the entire area of each cage and vault area with sufficient clarity to identify patrons and employees.

(B) Dedicated coverage with sufficient clarity to identify the following:

- (i) Currency.
- (ii) Coin.
- (iii) Tokens.
- (iv) Cash.
- (v) Cash equivalents.
- (vi) Chip values.
- (vii) Amounts on credit slips in an area where fills and credits are transacted.

(2) Hard and soft count rooms including a general overview of each room and additional dedicated coverage capable of clearly identifying the following:

(A) Employees.

(B) The value of cash and cash equivalents.

(3) The route, both inside and outside the casino, through which monies are transported.

(4) The location in which cards and dice are stored and canceled.

(5) Ticket redemption kiosks, automated teller machines, and bill breakers with dedicated coverage sufficient to identify the

following:

(A) Individuals using or servicing the machine.

(B) Whether or not cash was received by the individual as a result of the transaction.

(c) The surveillance system must provide an overall view of pit areas and gaming tables capable of clearly identifying the following:

(1) Dealers.

(2) Patrons.

(3) Hands of the participants.

(4) Facial views of the participants.

(5) Pit personnel.

(6) Activities of the pit personnel.

(7) The amount and incrementation of a progressive jackpot contained on a progressive jackpot display of a live gaming device.

(d) The playing surface of the live gaming devices must be viewed by the surveillance system with sufficient clarity to do the following:

(1) Determine the following:

(A) Wagers.

(B) Card values.

(C) Game results.

(2) Clearly observe, in detail, the following:

(A) Chip trays.

(B) Token holders.

(C) Cash receptacles.

(D) Tip boxes.

(E) Dice.

(F) Shuffle machines.

(G) Card shoes.

(e) Roulette tables must be viewed by the surveillance system with color cameras.

(f) Electronic gaming device surveillance must be capable of providing the following:

(1) A view of all patrons.

(2) A facial view of the patrons with sufficient clarity to allow identification of a patron.

(3) A view of the electronic gaming device with sufficient clarity to observe the result of the game.

(4) An overall view of the areas around the electronic gaming device.

(5) A view of bill validators with sufficient clarity to determine bill value and the amount of credit obtained.

(6) Progressive games, including dedicated coverage of the following:

(A) An electronic gaming device or group of electronic gaming devices with a possible jackpot payout in excess of fifty thousand dollars (\$50,000).

(B) The progressive display showing the incrementation of the progressive jackpot for an electronic gaming device or a bank of electronic gaming devices.

(g) The surveillance system must include cameras dedicated to monitoring areas where the following items are transported or stored:

(1) Cash.

(2) Cash equivalents.

(3) Tokens.

(4) Chips.

(5) Cards.

(6) Dice.

(7) Drop buckets containing tokens or any monetary equivalent.

(h) The surveillance system must include cameras dedicated to monitoring the following:

(1) All activities in any area of the security office where a person may be detained and questioned by the security department. Areas where a person may be detained and questioned must display a notice clearly stating that the area is or may be under surveillance.

(2) The entrances and exits of the casino and the entrances and exits of the following rooms in the casino with sufficient clarity to identify a person using the entrances and exits:

- (A) Count rooms.
- (B) Vaults.
- (C) Surveillance rooms.
- (D) Security rooms.
- (E) Cage areas.

*(Indiana Gaming Commission; 68 IAC 12-1-5; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1559; filed Aug 20, 1997, 7:11 a.m.: 21 IR 16; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3336; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA)*

#### **68 IAC 12-1-5.5 Surveillance system capabilities**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 5.5. Surveillance employees shall visually record the following events when they are known to occur on the property directly or indirectly owned or operated by a casino licensee:

- (1) Activity by players and employees, alone or in concert, that may constitute cheating or stealing.
- (2) Observed criminal activity.
- (3) Observed procedural violations by employees.
- (4) Detention of persons.
- (5) Treatment of disorderly individuals.
- (6) Emergency activities capable of being observed by the system.
- (7) Treatment of:
  - (A) persons on the exclusion list; and
  - (B) participants in the voluntary exclusion program.
- (8) Arrests and evictions.
- (9) Treatment of ill or injured patrons.
- (10) Movement of:
  - (A) cash;
  - (B) cash equivalents;
  - (C) tokens;
  - (D) cards;
  - (E) chips; or
  - (F) dice;

on the casino floor.

(11) On-site maintenance and repair of gaming or money handling equipment.

(12) Any other activity deemed necessary by the commission to ensure compliance with IC 4-33, IC 4-35, and this title.

*(Indiana Gaming Commission; 68 IAC 12-1-5.5; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3337; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA)*

#### **68 IAC 12-1-6 Requirements for continuous monitoring**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 6. Surveillance employees must continuously monitor and visually record the following:

- (1) Soft count procedures in accordance with 68 IAC 11-3.
- (2) Hard count procedures in accordance with 68 IAC 11-2.
- (3) Currency collection in accordance with 68 IAC 11-3.
- (4) Drop bucket collection in accordance with 68 IAC 11-2.
- (5) The removal of the daily bank deposit from the casino by armored car officers.

*(Indiana Gaming Commission; 68 IAC 12-1-6; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1560; filed Aug 20, 1997, 7:11 a.m.: 21 IR 17; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3338; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA)*

#### **68 IAC 12-1-6.5 Audio coverage required**

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 6.5. In addition to other coverage requirements, the surveillance system must audibly record the following:

- (1) Soft count procedures in accordance with 68 IAC 11-3.
- (2) All detentions and questioning of detained individuals by casino security.

*(Indiana Gaming Commission; 68 IAC 12-1-6.5; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3339; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA)*

#### **68 IAC 12-1-7 Retention of surveillance recordings**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 7. (a) All recordings must be kept in accordance with this section.

(b) Recordings depicting routine activity must:

- (1) contain the date and time reading; and
- (2) be retained a minimum of seven (7) days.

(c) Recordings depicting detention or questioning of a detained individual or employee, procedural errors, regulatory violations, or criminal activity must be copied and provided to enforcement agents upon request. The casino licensee shall retain recordings under this section for a period of time not less than sixty (60) days and store the recordings in the following manner:

(1) Analog video and audio tapes, and copies of digital video recordings stored on tape, digital video disk, or other storage medium for later reproduction must:

(A) contain the date and time reading;

(B) be marked with the:

- (i) date and time the recording was made;
- (ii) identities of the employee or employees responsible for the monitoring; and
- (iii) identity of the employee who removed the tape from the recorder and the time and date removed; and

(C) be secured in a cabinet that is in close proximity to the surveillance room that is security-locked and accessible by surveillance employees only.

(2) Digital video recordings not stored on tape, digital video disk, or other storage medium may be preserved by storing within the digital video system.

(d) Coverage that has been retained under this rule for a period of time exceeding seven (7) days may not be destroyed without the approval of the executive director or the executive director's designee. *(Indiana Gaming Commission; 68 IAC 12-1-7; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1561; errata filed May 30, 1996, 10:05 a.m.: 19 IR 2884; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3339; filed Dec 6, 2006, 2:52 p.m.: 20070103-IR-068060191FRA; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA)*

**68 IAC 12-1-8 Logs**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 8. (a) An activity log must be as follows:

- (1) Continuously maintained by surveillance employees.
- (2) Changed with each shift change of employees.
- (3) Chronological.
- (4) Contain, at a minimum, the following:
  - (A) The date and time of each entry.
  - (B) The identity of the employee making the entry.
  - (C) A summary of the activity recorded.
  - (D) Detail of whether the activity was monitored.
  - (E) Detail of the disposition of copies of recordings of the activity.
- (5) Include entries for the following events and notifications received by surveillance employees about the events:
  - (A) The identity of surveillance employees on duty.
  - (B) Maintenance or repair of a gaming device or money handling equipment.
  - (C) Live table drop box exchanges.
  - (D) Electronic gaming device drop bucket exchanges.
  - (E) Movements or transfers of the following:
    - (i) Cash.
    - (ii) Cash equivalents.
    - (iii) Chips.
    - (iv) Tokens.
    - (v) Cards.
    - (vi) Dice.
  - (F) Detention or questioning of patrons or employees by the security department, including the identity of the following:
    - (i) Patrons or employees.
    - (ii) Security department personnel involved.
  - (G) The beginning, end, and any interruptions of the following:
    - (i) The soft count.
    - (ii) The hard count.
  - (H) Observed:
    - (i) procedural or control errors; or
    - (ii) criminal activity.
  - (I) Pertinent:
    - (i) telephone calls; or
    - (ii) radio transmissions.
  - (J) Malfunctions or repair of surveillance equipment.
  - (K) Emergency activity.
  - (L) Surveillance conducted on anyone or any activity that appears:
    - (i) unusual, irregular, or illegal; or
    - (ii) to violate IC 4-33, IC 4-35, or this title.
  - (M) Surveillance conducted at the request of:
    - (i) a casino licensee;
    - (ii) personnel of the casino licensee;
    - (iii) a commission employee; or
    - (iv) an enforcement agent.

(N) Any other notations deemed necessary by surveillance employees or the commission to ensure compliance with IC 4-33, IC 4-35, and this title.

- (6) Retained for at least ninety (90) days.
- (b) An incident report must be as follows:
  - (1) Made by the person responsible for monitoring the activity.
  - (2) Contain details of an incident observed that involved unusual or criminal activity.
  - (3) Provided to a gaming agent and the executive director or the executive director's designee.
  - (4) Retained a minimum of ninety (90) days.
- (c) A visitor's log must do the following:
  - (1) Include the signature of anyone other than surveillance employees on duty who access the surveillance room.
  - (2) Identify visitors.
  - (3) State the following:
    - (A) The department or agency the visitor represents.
    - (B) The reason for access to the room.
  - (4) Provide the date and time of arrival and departure from the room.
  - (5) Be retained a minimum of ninety (90) days.
- (d) Surveillance room recordings, logs, and reports must be as follows:
  - (1) Retained in a manner to allow them to be easily retrieved by the following:
    - (A) Time.
    - (B) Date.
    - (C) The location of activity.
    - (D) The type of activity.
  - (2) Provided to an enforcement agent or commission employee immediately upon request.

*(Indiana Gaming Commission; 68 IAC 12-1-8; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1561; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3339; filed Dec 6, 2006, 2:52 p.m.: 20070103-IR-068060191FRA; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA)*

#### **68 IAC 12-1-9 Maintenance and malfunctions**

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 9. (a) Surveillance equipment that is out of service due to malfunction must be as follows:

- (1) Immediately:
  - (A) reported to an enforcement agent; and
  - (B) repaired or:
    - (i) the equipment replaced with:
      - (AA) alternative camera coverage; or
      - (BB) live surveillance at the discretion of the enforcement agent; or
    - (ii) activity in the area affected by the malfunction must be ceased and security personnel shall guard the area until coverage is restored.
- (2) Repaired within twenty-four (24) hours.
- (b) Routine maintenance of surveillance equipment must be completed in one (1) of the following ways:
  - (1) Without compromising any of the surveillance coverage provided by the surveillance system.
  - (2) According to a plan subject to the review and approval of the executive director or the executive director's designee.
- (c) The surveillance room may be subject to periodic inspection by enforcement agents to ensure the following:
  - (1) All equipment is working properly.
  - (2) No camera views are blocked or distorted by improper lighting or obstructions.
  - (3) All required surveillance capabilities are in place.

*(Indiana Gaming Commission; 68 IAC 12-1-9; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1562; errata filed May 30, 1996, 10:05 a.m.: 20070103-IR-068060191FRA; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA)*

19 IR 2884; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3340; filed Dec 6, 2006, 2:52 p.m.: 20070103-IR-068060191FRA; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA)

**68 IAC 12-1-10 Emergency procedures**

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 10. (a) In all emergencies:

- (1) the safety of patrons and personnel is the first priority;
- (2) established emergency evacuation plans as set forth in 68 IAC 8-2 must be followed; and
- (3) an enforcement agent must be notified.

(b) Where applicable, the following actions must be taken in all emergencies where sufficient time exists:

- (1) Secure all records.
  - (2) Replace all tapes.
  - (3) Set recorders for slow speeds, if utilizing an analog system.
  - (4) Activate all tapes on dedicated cameras.
  - (5) Set all other available cameras and recorders with fresh tapes.
  - (6) Take any other necessary steps to ensure that the surveillance system will continue to function appropriately during the emergency.
- (c) Where applicable, the following actions must be taken in suspected problem areas:
- (1) Set cameras on that area.
  - (2) Activate a fresh tape.

(Indiana Gaming Commission; 68 IAC 12-1-10; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1562; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3341; filed Dec 6, 2006, 2:52 p.m.: 20070103-IR-068060191FRA; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA)

**68 IAC 12-1-11 Surveillance plan**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 11. (a) The surveillance department of a casino licensee or casino license applicant must submit a surveillance plan to the executive director or the executive director's designee for approval at least sixty (60) days before the commencement of casino gambling operations that includes the following:

- (1) A floor plan that shows the placement of all surveillance equipment.
- (2) A detailed description of the surveillance system and its equipment.

(b) Alterations to the surveillance plan, including system changes and upgrades, shall be submitted to the executive director or the executive director's designee for approval at least fourteen (14) days before the institution of the alterations.

(c) The notification of the alteration must include the following information:

- (1) Details of the change, including a copy of the applicable areas of the floor plan.
- (2) The reason for the change.
- (3) Expected results of the change.

(d) A casino licensee shall not commence operations or institute alterations until the:

- (1) surveillance plan or alterations are approved by the executive director or the executive director's designee; and
- (2) changes in coverage are examined and approved by an enforcement agent.

(e) The surveillance department of a casino licensee shall submit a complete updated copy of the surveillance plan showing the placement of all surveillance equipment by January 31 each year. (Indiana Gaming Commission; 68 IAC 12-1-11; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1562; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3341; filed Dec 6, 2006, 2:52 p.m.: 20070103-IR-068060191FRA; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA)

**68 IAC 12-1-12 Surveillance of employees**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 12. (a) An employee whose duties will be monitored in accordance with this rule must:

(1) be informed before commencement of labor that his or her surveillance is a requirement of his or her employment; and  
(2) sign a written statement before the commencement of employment indicating his or her understanding that he or she will be under surveillance.

(b) Casino licensees must maintain a signed statement until one (1) year after termination of employment of the employee.

(c) An updated statement must be signed before the commencement of a:

(1) new position; or

(2) rehire into any previous position;

provided the new position requires surveillance of the employee.

(d) Areas under surveillance and accessible only to employees must display a notice clearly stating that the area is under surveillance. (*Indiana Gaming Commission; 68 IAC 12-1-12; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1563; errata filed May 30, 1996, 10:05 a.m.: 19 IR 2884; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3341; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA*)

**68 IAC 12-1-13 Violation of rule**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 13. A casino licensee who is not in compliance with this rule is subject to disciplinary action under 68 IAC 13. (*Indiana Gaming Commission; 68 IAC 12-1-13; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1563; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3342; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA*)

**68 IAC 12-1-14 Deviation from provisions**

Authority: IC 4-33-4; IC 4-35-4

Affected: IC 4-33; IC 4-35

Sec. 14. (a) The executive director or the commission may approve deviations from the provisions of this rule if the executive director or the commission determines that the:

(1) procedure or requirement is impractical or burdensome; and

(2) alternative means of satisfying the procedure or requirement:

(A) fulfill the purpose of the rule;

(B) are in the best interest of the public and the gaming industry in Indiana; and

(C) do not violate IC 4-33 or IC 4-35.

(b) If a licensee wishes to request a deviation from the provisions of this rule, the licensee must do so in writing. (*Indiana Gaming Commission; 68 IAC 12-1-14; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1563; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3342; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA; filed Dec 6, 2012, 2:32 p.m.: 20130102-IR-068110786FRA*)

**68 IAC 12-1-15 Reports by the executive director**

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33; IC 5-14-1.5-6.1

Sec. 15. The executive director or the executive director's designee shall report any action taken by the executive director

under this rule with respect to this rule to the commission at:

(1) the next meeting held under 68 IAC 1-2-5; or

(2) an executive session held under IC 5-14-1.5-6.1.

*(Indiana Gaming Commission; 68 IAC 12-1-15; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1563; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 529; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3342; readopted filed Nov 16, 2012, 10:51 a.m.: 20121212-IR-068120413RFA)*

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