

24 NCAC 06A .0813 SURVEILLANCE SYSTEM AND PROCEDURES

The Wagering Facility shall install, maintain, and operate a Surveillance System that has the capability to monitor and record continuous unobstructed views of Wagering and financial transactions as well as dynamic displays of Wagering information. In addition, Internal Controls shall ensure there is general surveillance coverage for other areas of the Wagering Facility in a manner approved by the Director with exclusions for areas where Player privacy is expected including bathrooms and changing rooms.

- (1) The Surveillance System shall:
 - (a) have the capability to display camera views on a monitor;
 - (b) record camera views; and
 - (c) time stamp all recordings with the current local time which shall be synchronized to the official United States Naval Observatory Master Clock.
- (2) The Surveillance System shall be maintained and operated from a Surveillance Operation Room or, when authorized by the Commission, a secured location, including a locked cabinet.
 - (a) The Surveillance Operation Room shall be secured to prevent unauthorized entry.
 - (b) The location of the Surveillance Operation Room shall ensure that the interior is not visible to the public or other employees who do not work in the surveillance room.
 - (c) Access to the Surveillance Operation Room shall be limited to surveillance personnel, the Commission, and other authorized Persons.
 - (d) Surveillance Operation Room access logs shall be maintained, recording entries and exits.
 - (e) Personal recording devices are not permitted in the Surveillance Operation Room. This includes, but is not limited to, cameras, video recorders, and mobile phones.
 - (f) Surveillance Operation Room equipment shall have total override capability over other satellite surveillance equipment.
- (3) In the event of power loss or malfunction to the Surveillance System, alternative Wagering Facility security procedures, including additional supervisory or Wagering Facility security personnel, shall be implemented immediately.
- (4) The Surveillance System shall record an accurate date and time stamp on recorded events. The displayed date and time shall not significantly obstruct the recorded view.
- (5) All surveillance employees shall be trained in the use of the equipment and about the Wagering Rules.
- (6) A periodic inspection of the Surveillance Systems shall be conducted. When a dedicated camera stops providing coverage in the Wagering Facility, the coverage failure and required repairs shall be documented, and repairs initiated within 72 hours.
 - (a) If a dedicated camera stops providing coverage, alternative Wagering Facility security procedures, including additional supervisory or facility security personnel, shall be implemented immediately.
 - (b) The Commission shall be notified in writing of a coverage failure for more than 24 hours and whenever the alternative Wagering Facility security measures are implemented.
- (7) Surveillance coverage shall be provided for the following areas as follows:
 - (a) For public entrances to the Wagering Facility:
 - (i) Entrances shall have sufficient coverage that two or more cameras shall be able to positively identify a Person entering.
 - (ii) Wagering Facility security check-in points at the entrances shall have a dedicated camera to capture an unobstructed facial view of Persons entering the Wagering Facility.
 - (b) For non-public entrances to the Wagering Facility, including loading docks and emergency exits:
 - (i) Entrances shall have sufficient surveillance coverage such that there are two or more cameras with sufficient image quality to be able to positively identify a Person entering.
 - (ii) Employee entrances shall be secured either via the use of digitally controlled access systems or by in-person verification conducted by facility security personnel.

- (iii) Internal Controls shall be in place requiring that employees entering the Wagering Facility be identifiable and of sufficient quality to positively identify a Person entering.
- (c) For restricted areas of the Wagering Facility:
 - (i) All restricted areas shall have surveillance coverage sufficient that Persons in the area can be clearly identified.
 - (ii) All restricted areas shall have sufficient coverage and resolution such that controlled equipment and currency and currency equivalents are identifiable.
 - (iii) All restricted areas shall have additional camera coverage sufficient to provide asset protection as approved by the Commission.
 - (iv) Access to coverage of the Surveillance Operation Room is limited to senior management and the Commission.
- (d) For Wagering Facilities:
 - (i) The Surveillance System shall monitor and record general activities, to include the Ticket Writer and cashier areas, with Sufficient Clarity to identify the personnel performing the different functions.
 - (ii) All Wagering Facilities shall have sufficient coverage that a Player may be tracked throughout the entirety of the Wagering Facility.
- (e) For Ticket Writer Stations:
 - (i) All Ticket Writer Stations shall have sufficient coverage to identify currency amounts.
 - (ii) Ticket Writer Stations that may be used for placing Wagers shall have surveillance coverage sufficient to identify the Player and employee involved in the transaction.
 - (iii) Surveillance personnel shall have access to the Ticket Writer Stations to access transaction amounts.
- (f) For all exits from the Wagering Facility:
 - (i) Exits shall have sufficient coverage that two or more cameras shall be able to positively identify a Person exiting.
- (g) For Wagering Kiosks, the Surveillance System shall monitor and record a general overview of activities occurring at the Kiosks with accurate time stamps and Sufficient Clarity to identify the activity and the Individuals performing it, including maintenance, drops or fills, and redemption of Wagering Tickets or Vouchers.
- (h) For the cage and vault:
 - (i) The Surveillance System shall monitor and record a general overview of activities occurring in the cage and vault areas with accurate time stamps and Sufficient Clarity to identify Individuals within the cage and Players and staff members at the window areas and to confirm the amount of Cash transactions.
 - (ii) Cashier stations shall be equipped with one dedicated overhead camera covering the transaction area.
 - (iii) The cage or vault area in which exchange and transfer transactions occur shall be monitored and recorded by a dedicated camera or motion activated dedicated camera that provides coverage with Sufficient Clarity to identify the amounts on the exchange and transfer documentation. Amounts provided by a computerized exchange and transfer system constitute an adequate alternative to viewing the amounts on the exchange and transfer documentation.
- (i) For count rooms, the Surveillance System shall:
 - (i) Monitor and record with Sufficient Clarity a general overview of areas where Cash or Cash Equivalents may be stored or counted.
 - (ii) Provide coverage of count equipment with Sufficient Clarity to view attempted manipulations of the recorded data.
- (j) All machines capability of dispensing Cash shall have sufficient coverage to view the transition and the currency amount being dispensed and the Individuals at the machine.

*History Note: Authority G.S. 18C-114(a)(14);
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