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TITLE 68 INDIANA GAMING COMMISSION

LSA Document #05-199(F)

DIGEST

Amends 68 IAC 12-1, which outlines general provisions for surveillance systems required to be maintained and utilized by Indiana's riverboat casinos, to add new provisions and amend existing provisions of 68 IAC 12-1 in order to detail the minimum requirements for the use of digital video systems by riverboat licensees and operating agents, to clarify that 68 IAC 12-1 applies to operating agents, to reflect statutory changes designating certain Commission enforcement responsibilities to "gaming agents", to update existing regulations to conform to changes in industry standards and changes in regulatory necessity including the specification of the purpose of casino surveillance operations, addition of new definitions, clarification of duties of the surveillance department and surveillance employees, reorganization and clarification of regulations relating to areas that must be covered by surveillance coverage, updating minimum specifications for surveillance equipment including the specifications of required backup equipment, clarification of requirements for surveillance department incident reports, maintenance of equipment and malfunctions of equipment, updating emergency procedures, and clarification of requirements for submission and approval of surveillance plans to the Commission. Effective 30 days after filing with the Secretary of State.

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SECTION 1. 68 IAC 12-1-0.5 IS ADDED TO READ AS FOLLOWS:

Rule 1. General Provisions for Surveillance Operations

68 IAC 12-1-0.5 Purpose

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

Affected: IC 4-33

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

- (1) Protecting the safety of the public.**
- (2) Monitoring regulatory compliance with the IC 4-33 and this title.**
- (3) Safeguarding the assets of the riverboat licensee or operating agent.**
- (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)

SECTION 2. 68 IAC 12-1-1 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-1 Applicability; definitions

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

Affected: IC 4-33

Sec. 1. (a) This rule applies to all riverboat licensees, **riverboat license applicants, operating agents, and operating agent applicants.**

(b) ~~As used in~~ **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) **tape;**

(B) **digital video disk; or**

(C) **another 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 any individual holding a valid Indiana occupational license to work in the surveillance department of a riverboat licensee or operating agent.**

(6) **“Surveillance manager” means the highest ranking surveillance employee assigned to work at a riverboat.**

(7) **“Surveillance system” means a closed circuit television system, including all associated equipment, hardware, and software, used by a riverboat licensee or operating agent 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.**

(c) The riverboat licensee shall require that the surveillance room be staffed by an occupational licensee employed to work in the surveillance department at all times that any of the following occur:

(1) ~~Gaming;~~

(2) ~~Drop bucket collection process;~~

(3) ~~Hard count process;~~

(4) ~~Currency collection process;~~

(5) ~~Soft count process;~~

(6) ~~Any other times deemed necessary by the executive director or the commission to ensure compliance with the Act and this title. (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)~~

SECTION 3. 68 IAC 12-1-1.5 IS ADDED TO READ AS FOLLOWS:

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

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

Affected: IC 4-33

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 riverboat licensee’s or operating agent’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 all surveillance equipment.**

(3) **The regulatory requirements of the IC 4-33 and this title.**

(4) **The riverboat licensee or operating agent’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 riverboat licensee or operating agent 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 riverboat licensee or operating agent 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 or 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)

SECTION 4. 68 IAC 12-1-1.7 IS ADDED TO READ AS FOLLOWS:

68 IAC 12-1-1.7 Surveillance department staffing

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

Affected: IC 4-33

Sec. 1.7. (a) The surveillance room on the riverboat 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 riverboat.
- (3) The number of patrons present.
- (4) Special events taking place on the riverboat.
- (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)

SECTION 5. 68 IAC 12-1-2 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-2 Surveillance room specifications

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

Affected: IC 4-33

Sec. 2. (a) All ~~boats~~ **riverboat licensees and operating agents** must have a surveillance room.

(b) ~~The~~ Surveillance ~~room~~ **rooms** must
(+) be located out of the general view of patrons and nonsurveillance employees. ~~and~~

(2) ~~have~~ (c) **Surveillance room** access shall be limited to:

- (1) surveillance room ~~personnel~~ **employees**;
- (2) **gaming agents**;
- (3) **commission staff**; and
- (4) **internal audit staff**;

except that persons with a legitimate need to enter the ~~area~~: 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)

SECTION 6. 68 IAC 12-1-3 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-3 Equipment specifications

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

Affected: IC 4-33

Sec. 3. (a) All riverboat licensees ~~shall~~ **or operating agents must** install a ~~closed circuit television surveillance~~ system in accordance with this rule.

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

~~(b)~~ **(c)** The equipment utilized in the ~~closed circuit television surveillance~~ system must meet **or exceed** the following standards:

(1) All black and white ~~television~~ cameras must ~~possess the following requirements or capabilities:~~ **be as follows:**

(A) Solid state.

(B) Two-thirds ($\frac{2}{3}$) or one-half ($\frac{1}{2}$) 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 ~~sections 4 and 5~~ of this rule.

(2) All color ~~television~~ cameras must ~~possess the following requirements or capabilities:~~ **be as follows:**

(A) Two-thirds ($\frac{2}{3}$) or one-half ($\frac{1}{2}$) 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 ~~sections 4 and 5~~ of this rule.

(3) All 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. ~~and~~

(F) Positions on the roulette wheel.

(G) Cash and cash equivalents.

(4) All ~~video monitors surveillance system display screens~~ must ~~possess the following requirements or capabilities:~~ **be as follows:**

(A) Meet or exceed the **highest** resolution ~~requirements for capabilities of~~ video cameras ~~with solid state circuitry:~~ **utilized in a riverboat licensee's or operating agent's surveillance system.**

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

(i) displayed on any of the ~~video monitors surveillance system display screens;~~ **and being**

(ii) recorded on video tape, ~~or video pictures, or both:~~ **digital images.**

(C) Each ~~video monitor surveillance system display~~ screen must **be as follows:**

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

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

(iii) Possess solid state circuitry.

(5) All ~~analog~~ videotape recorders must ~~possess the following requirements or capabilities:~~ **be as follows:**

(A) ~~Capable of producing~~ **Produce** high quality, first generation pictures that meet or exceed the **highest** resolution ~~requirements for capabilities of~~ video cameras **utilized in a riverboat licensee's or operating agent's surveillance system.**

(B) **Be** nonconsumer, industrial grade, capable of ~~being recorded~~ **recording** on a standard one-half ($\frac{1}{2}$) inch VHS tape with **the following:**

(i) High speed scanning. ~~and~~

(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 ~~sections 5 and 6~~ of this rule.

- (ii) Off-line playback. ~~and~~
- (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.**
- (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) All video printers must ~~possess~~ **be capable of** the following: requirements or capabilities:
 - (A) ~~Capable of~~ Adjustment.
 - (B) ~~Capable of~~ Generating instantaneous, upon command clear, color, or black and white copies of images depicted on the surveillance ~~monitor system display~~ screen or ~~videotape video~~ recording.
- (7) All printers utilized 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.**
- ~~(7)~~ **(8) All date and time generators must be as follows:**
 - (A) Be based on a synchronized central or master clock.
 - (B) Be capable of being recorded ~~on tape~~ **along with an image, so that the date and time are visible on any ~~monitor surveillance system display screen~~ when recorded. ~~and~~**
 - (C) Have a backup power supply so that it remains accurate despite power interruptions.
- ~~(8)~~ **(9) Equipment must allow audio capabilities in the ~~hard and soft count rooms: room.~~**
- ~~(9)~~ **(10) All 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.
- ~~(10)~~ **(11) Video switchers must be capable of both manual and automatic sequential switching for the appropriate cameras.**
- ~~(11)~~ **(12) The following must be in reserve in the event of equipment malfunctions:**
 - (A) A minimum of ~~two (2)~~ **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) ~~video~~ recording devices.
- (13) Digital video systems, which are utilized 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 riverboat licensee or operating agent.**
 - (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 utilized; 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 any 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 all 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 all individuals who will have the ability to access the network.
 - (ii) Be equipped to ensure that any 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 any 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.

(c) (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)*

SECTION 7. 68 IAC 12-1-4 IS AMENDED TO READ AS FOLLOWS:

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 ~~closed circuit television~~ system must be capable of monitoring activities on the:

- (1) casino floor;
- (2) support areas; ~~and any area~~
- (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 ~~set forth specifically outlined~~ in sections 5 and 6 of this rule.

(b) The executive director ~~or the executive director's designee~~ may require additional areas be monitored to ensure compliance with ~~the Act~~ 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)*

SECTION 8. 68 IAC 12-1-5 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-5 Surveillance system required coverage

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

Affected: IC 4-33

Sec. 5. (a) ~~At~~ **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 ~~must be monitored as specified in accordance with this rule:~~

~~(1) Live gaming devices.~~

~~(2) Pits.~~

~~(3) Electronic gaming device areas.~~

~~(4) (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 any area where fills and credits are transacted.~~

~~(5) (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.~~

~~(6) Soft count room.~~

~~(7) (3) The route, both on and off the vessel, through which monies are transported.~~

~~(8) (4) The location in which cards and dice are **stored and** canceled.~~

(5) Ticket redemption kiosks and bill breakers with dedicated coverage sufficient to identify the following:

(A) Individuals utilizing or servicing the machine.

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

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

~~(1) Dealers.~~

~~(2) Patrons.~~

~~(3) Hands of all participants.~~

~~(4) Facial views of all participants.~~

~~(5) All pit personnel.~~

~~(6) Activities of all pit personnel.~~

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

~~(c) (d) The playing surface of ~~the all gaming tables~~ must be viewed by ~~the surveillance system~~ with sufficient clarity to ~~do the following:~~~~

~~(1) Determine **the following:**~~

~~(A) All wagers.~~

~~(B) Card values. ~~and~~~~

- (C) Game results. ~~and~~
- (2) Clearly observe, in detail, **the following**:
 - (A) Chip trays.
 - (B) Token holders.
 - (C) Cash receptacles.
 - (D) Tip boxes.
 - (E) Dice.
 - (F) Shuffle machines. ~~and~~
 - (G) Card shoes.

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

- ~~(e)~~ (f) Electronic gaming device surveillance ~~systems~~ must be capable of providing the following:
 - (1) A view of all patrons.
 - (2) A facial view of all patrons with sufficient clarity to allow identification of the 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) Any 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.**

- (f) The surveillance system must be capable of providing a view of the following:
 - (1) Activity by players and employees, alone or in concert, which may constitute cheating or stealing.
 - (2) Failure of employees to follow proper procedures.
 - (3) Treatment of disorderly persons.
 - (4) Treatment of persons on the exclusion list.
 - (5) Arrests and evictions.
 - (6) Treatment of ill or injured patrons.
 - (7) Movement of cash, tokens, cards, chips, or dice on the casino floor. Upon notification of intended movement of any cash, tokens, cards, chips, or dice:
 - (A) the surveillance system personnel must record the notification in the activities log; and
 - (B) during the course of routine surveillance, the progress of such movement shall be monitored to ensure that all procedures and controls are followed.

(8)(g) The surveillance system must include cameras dedicated to monitoring areas where the following items are transported or stored: must be monitored by a dedicated camera that provides continuous taping or motion activation, whichever is appropriate, of the following:

- ~~(A)~~ **(1) Cash.**
- (2) Cash equivalents.**
- ~~(B)~~ **(3) Tokens.**
- ~~(C)~~ **(4) Chips.**
- ~~(D)~~ **(5) Cards.**
- ~~(E)~~ **(6) Dice.**
- ~~(F)~~ **(7) Drop buckets containing tokens or any monetary equivalent.**
 - (G) At least one (1) monitor that is attached to a progressive controller that controls the incrementation of the progressive jackpot for a bank of live gaming devices.**
- (9) Areas where the following items are transported or stored must be monitored by a dedicated camera capable of continuous taping or motion activation:**
 - ~~(A)~~ Uncounted tokens.
 - ~~(B)~~ Chips.
 - ~~(C)~~ Cash.
 - ~~(D)~~ Cash equivalents.

(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. All 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 riverboat and the entrances and exits of the following rooms in the riverboat with sufficient clarity to identify any 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)

SECTION 9. 68 IAC 12-1-5.5 IS ADDED TO READ AS FOLLOWS:

68 IAC 12-1-5.5 Surveillance system capabilities

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

Affected: IC 4-33

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 riverboat licensee or operating agent:

(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 any gaming or money handling equipment.

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

(Indiana Gaming Commission; 68 IAC 12-1-5.5; filed Jun 2, 2006, 4:45 p.m.: 29 IR 3337)

SECTION 10. 68 IAC 12-1-6 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-6 Requirements for continuous monitoring

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

Affected: IC 4-33

Sec. 6. ~~(a)~~ Surveillance **employees must continuously monitor and** visually record ~~all activity as follows:~~

~~(1) Observed criminal activity.~~

~~(2) Arrests or evictions.~~

~~(3) Observed procedural violations by employees.~~

- (4) Detention of persons.
- (5) Emergency activities capable of being observed by the system.
- (6) Any other activity deemed necessary by the commission to ensure compliance with the Act and this title.

(b) Surveillance must audibly 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.

(c) Surveillance must monitor and visually record the following:

- (1) (3) Currency collection in accordance with 68 IAC 11-3.
- (2) (4) Drop bucket collection in accordance with 68 IAC 11-2.
- (3) Keno ball drawing devices. The view of the keno area must:
 - (A) provide sufficient clarity to identify the numbers on the balls; and
 - (B) provide a general view of the keno area with sufficient clarity to identify employees involved in the game.
- (4) Main banks, including the following:

(A) The capability to monitor and record a general overview of the activities in each cage and vault area with sufficient clarity to identify patrons and employees.

(B) A dedicated camera to monitor, record, and identify, with sufficient clarity, the following:

(i) Currency, coin, token, and chip values.

(ii) Amounts on credit slips in any area where fills and credits are transacted.

(5) Security department offices, including the following:

(A) The capability to monitor and record, both audibly and visually, all activities in any area of the security office where a person may be detained and questioned by the security department. All areas where a person may be detained and questioned must display a notice clearly stating that the area is or may be under surveillance.

(B) All detention and questioning of detained individuals by casino security personnel must be recorded.

(C) A notice must be posted in the security office that the area is under surveillance.

(6) Entrances and exits of the riverboat and entrances and exits of the following rooms in the riverboat:

(A) Count rooms.

(B) Vaults.

(C) Surveillance rooms.

(D) Security rooms.

The entrances and exits described in this subdivision must have dedicated monitoring and recording devices with sufficient clarity to identify any person using the entrances and exits.

(7) On-site maintenance and repair service, including the following:

(A) Surveillance personnel must be notified of any maintenance or repair of any gaming or money handling equipment.

(B) Notation of the service must be made in the activity log.

(C) Repair should be periodically monitored in conjunction with routine monitoring activities to ensure proper controls and procedures are being followed by casino personnel.

(d) Surveillance must monitor, by a dedicated camera, and continuously record the following:

(1) Progressive games.

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

(3) At least one (1) monitor that is attached to a progressive controller that controls the incrementation of the progressive jackpot for a bank of live gaming devices.

(5) The removal of the daily bank deposit from the riverboat 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)

SECTION 11. 68 IAC 12-1-6.5 IS ADDED TO READ AS FOLLOWS:

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)

SECTION 12. 68 IAC 12-1-7 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-7 Retention of surveillance recordings

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

Affected: IC 4-33

Sec. 7. (a) All ~~video and audio tapes and records~~ **recordings** must be kept in accordance with this section.

(b) All ~~video tapes~~ **recordings** depicting routine activity must:

(1) contain the date and time reading; and

(2) be retained a minimum of seven (7) days.

(c) All ~~video and audio tapes~~ **recordings** depicting detention or questioning of a detained individual or employee, **procedural errors, regulatory violations, or criminal activity must be copied and provided to gaming agents upon request. Such recordings shall be retained by the riverboat licensee or operating agent for a period of time not less than sixty (60) days and stored 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)~~ **(B)** be marked with:

~~(A)~~ **(i)** the date and time the ~~tape recording~~ was made;

~~(B)~~ **(ii)** the identities of the employee or employees responsible for the monitoring; and

~~(C)~~ **(iii)** the identity of the employee who removed the tape from the recorder and the time and date removed; **and**

~~(3)~~ be retained a minimum of thirty (30) days; and

~~(4)~~ have a copy provided to the commission agent.

(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)~~ All ~~video and audio tapes~~ of procedural errors or criminal activity must:

~~(1)~~ contain the date and time reading;

~~(2)~~ be marked with:

~~(A)~~ the date and time the tape was made;

~~(B)~~ the identity of the employee responsible for the monitoring; and

~~(C)~~ the identity of the employee who removed the tape from the recorder;

~~(3)~~ be secured in a security cabinet that must be:

~~(A)~~ in or in close proximity to the surveillance room;

~~(B)~~ out of the general view of the employees and patrons; and

~~(C)~~ capable of being security-locked and accessible to surveillance room supervisory personnel only;

~~(4)~~ be retained a minimum of thirty (30) days; and

~~(5)~~ have a copy provided to a commission agent.

(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)

SECTION 13. 68 IAC 12-1-8 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-8 Logs

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

Affected: IC 4-33

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

- (1) ~~be~~ Continuously maintained by surveillance ~~personnel;~~ **employees.**
 - (2) ~~be~~ Changed with each shift change of ~~personnel;~~ **employees.**
 - (3) ~~be~~ 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. ~~and~~
 - (E) Detail **of** the disposition of **any copies of recordings of the tape, if recorded; activity.**
 - (5) Include entries for **the following events and notifications received by surveillance employees about the events:**
 - (A) The identity of ~~the surveillance room personnel each time they enter or depart the surveillance room and the reason for the entry or departure;~~ **employees on duty.**
 - (B) ~~the notification of~~ Any maintenance or repair of any 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. ~~or~~
 - (vi) Dice.
 - (F) Any detention or questioning of patrons or employees by the security department, including the identity of **the following:**
 - (i) ~~the~~ Patrons or employees. ~~and~~
 - (ii) ~~the~~ Security department personnel involved.
 - (G) The beginning, end, and any interruptions of **the following:**
 - (i) The soft count.
 - (ii) ~~the beginning, end, and any interruptions of~~ **The hard count.**
 - (~~H~~) **(H)** Any observed:
 - (i) procedural or control errors; ~~or~~
 - (ii) ~~any observed~~ **criminal activity.**
 - (~~K~~) **(I)** Any pertinent:
 - (i) telephone calls; ~~or~~
 - (ii) ~~any pertinent~~ **radio transmissions.**
 - (~~M~~) **(J)** Any malfunctions or repair of surveillance equipment.
 - (~~N~~) **(K)** Any emergency activity.
 - (~~O~~) **(L)** Any surveillance conducted on anyone or any activity that appears:
 - (i) unusual, irregular, or illegal; or
 - (ii) ~~appears to violate the rules of the commission;~~ **IC 4-33 or this title.**
 - (~~P~~) **(M)** Any surveillance conducted at the request of:
 - (i) a riverboat licensee **or operating agent;**
 - (ii) ~~an employee personnel~~ of the riverboat licensee **or operating agent;**
 - (iii) a commission employee; or
 - (iv) a ~~commission gaming~~ **agent. and**
 - (~~Q~~) **(N)** Any other notations deemed necessary by surveillance ~~room personnel~~ **employees** or the commission to ensure compliance with ~~the Act~~ **IC 4-33** and this title. ~~and~~
 - (6) ~~be~~ Retained for at least ninety (90) days.
- (b) An incident report must **be as follows:**
- (1) ~~be~~ Made by the person responsible for monitoring the activity.

- (2) Contain details of any incident observed that involved unusual or criminal activity.
- (3) ~~have a copy~~ Provided to a ~~commission gaming~~ agent and ~~the executive director or the executive director's designee.~~
- (4) ~~be~~ 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 ~~room personnel~~ employees on duty who access the surveillance room.
- (2) Identify all visitors.
- (3) State **the following:**
 - (A) The department or agency the visitor represents.
 - ~~(4) state~~ (B) The reason for access to the room.
 - ~~(5) (4)~~ Provide the date and time of arrival and departure from the room. ~~and~~
 - ~~(6) (5)~~ Be retained a minimum of ninety (90) days.

(d) All surveillance room ~~tapes; recordings,~~ logs, and reports must **be as follows:**

- (1) ~~be~~ Retained in a manner to allow them to be easily retrieved by **the following:**
 - (A) Time.
 - (B) Date.
 - (C) **The** location of activity. ~~and~~
 - (D) **The** type of activity. ~~and~~

(2) ~~be furnished~~ **Provided** to a ~~commission gaming~~ agent or ~~commission employee~~ immediately upon ~~demand~~ request.

The riverboat licensee may retain a copy of any tape, log, or report at the riverboat licensee's own expense. (*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*)

SECTION 14. 68 IAC 12-1-9 IS AMENDED TO READ AS FOLLOWS:

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) ~~Maintenance of any~~ Surveillance equipment that is out of service due to ~~maintenance or~~ malfunction must be **as follows:**

- (1) Immediately:
 - (A) reported to ~~the commission a~~ gaming agent; ~~and~~
 - ~~(2) resolved~~ (B) repaired or:
 - (i) the equipment replaced with:
 - ~~(A)~~ (AA) alternative camera coverage; or
 - ~~(B)~~ (BB) live surveillance at the discretion of the ~~commission gaming~~ agent; ~~and or~~
 - (ii) **activity in the area affected by the malfunction must be ceased and security personnel shall guard the area until coverage is restored.**
- ~~(3) done~~ (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.**

~~(b) (c)~~ (c) The ~~commission agent will periodically inspect the~~ surveillance room **may be subject to periodic inspection by gaming agents to ensure that: the following:**

- (1) All equipment is working properly.
- (2) No camera views are blocked or distorted by improper lighting or obstructions. ~~and~~
- (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.: 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*)

SECTION 15. 68 IAC 12-1-10 IS AMENDED TO READ AS FOLLOWS:

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) a **commission gaming** 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)

SECTION 16. 68 IAC 12-1-11 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-11 Surveillance plan

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

Affected: IC 4-33

Sec. 11. (a) The **surveillance department of a riverboat licensee, riverboat license applicant, operating agent, or operating agent applicant** must submit a surveillance plan to the executive director **or the executive director's designee for approval** at least sixty (60) days **prior to before** the commencement of riverboat 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 ~~thirty (30)~~ **fourteen (14)** days **prior to 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) ~~The surveillance plan shall be submitted to the executive director for approval. A riverboat licensee can commence operations if a surveillance plan is approved. The executive director shall advise the riverboat licensee of the decision in writing. A riverboat licensee shall not commence operations or institute alterations if~~ **until** the:

- (1) ~~surveillance plan or alterations are disapproved.~~ **approved by the executive director or the executive director's designee;**
- and**
- (2) **changes in coverage are examined and approved by a gaming agent.**

(e) **The surveillance department of a riverboat licensee or operating agent 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)

SECTION 17. 68 IAC 12-1-12 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-12 Surveillance of employees

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

Affected: IC 4-33

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

(1) be informed ~~prior to~~ **before** commencement of ~~their~~ labor that his or her surveillance is a requirement of their employment; **and**

(b) ~~All employees whose duties will be monitored in accordance with this rule must~~ **(2)** sign a written statement ~~prior to~~ **before** the commencement of ~~their~~ employment indicating his or her understanding that he or she will be under surveillance.

(c) ~~(b)~~ **(b)** Riverboat licensees **and operating agents** must maintain each signed statement until one (1) year after termination of employment of the employee.

(d) ~~(c)~~ **(c)** An updated statement must be signed before the commencement of any:

(1) new position; or

(2) rehire into any previous position;

provided the new position requires surveillance of the employee.

(e) ~~(d)~~ **(d)** All 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)*

SECTION 18. 68 IAC 12-1-13 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-13 Violation of rule

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

Affected: IC 4-33

Sec. 13. A **riverboat licensee or operating agent** who is not in compliance with this rule is subject to disciplinary action ~~pursuant to~~ **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)*

SECTION 19. 68 IAC 12-1-14 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-14 Waiver of requirements

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

Affected: IC 4-33

Sec. 14. The executive director or the commission may waive, restrict, or alter any requirement or procedure set forth in this rule if the executive director or the commission determines that the requirement or procedure is impractical or burdensome and the waiver, restriction, or alteration:

(1) is in the best interest of the public and the gaming industry; and **is**

(2) **does not** ~~outside the technical requirements necessary to serve~~ **defeat** the purpose of ~~the requirement or procedure~~ **this rule**. *(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)*

SECTION 20. 68 IAC 12-1-15, AS AMENDED AT 28 IR 529, SECTION 11, IS AMENDED TO READ AS FOLLOWS:

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 ~~he or she~~ has taken ~~or contemplates taking 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)

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