

1 CALIFORNIA GAMBLING CONTROL COMMISSION
2 FINAL TEXT OF PROPOSED REGULATIONS
3 MINIMUM INTERNAL CONTROL STANDARDS (MICS) FOR GAMBLING ESTABLISHMENTS
4 EMERGENCY PREPAREDNESS, SECURITY AND SURVEILLANCE.
5 CGCC-GCA-2009-06-R
6

7 TITLE 4. BUSINESS REGULATIONS.
8 DIVISION 18. CALIFORNIA GAMBLING CONTROL COMMISSION.
9 CHAPTER 7. CONDITIONS OF OPERATION FOR GAMBLING ESTABLISHMENTS.
10

11 ARTICLE 2. EMERGENCY PREPAREDNESS AND EVACUATION PLAN
12 EMERGENCY PREPAREDNESS, SECURITY AND SURVEILLANCE PLANS.

13 **§ 12370. Emergency Preparedness and Evacuation Plan Emergency Planning and**
14 **Preparedness.**

15 (a) ~~As used in this section:~~

16 (1) ~~"Critical Incident" means a crisis situation involving the threat of serious injury or death~~
17 ~~and includes not only natural disasters, but also human-caused events, such as terrorist acts.~~

18 (2) ~~"Plan" means an emergency preparedness and evacuation plan.~~

19 (b) ~~For the purpose of ensuring the physical safety of patrons, employees, and any other~~
20 ~~person while in the gambling establishment, each gambling establishment licensed for five or~~
21 ~~fewer tables shall promptly develop and implement a plan for the gambling establishment that~~
22 ~~includes, but is not limited to, the following:~~

23 (1) ~~Response plan for fire and other critical incidents.~~

24 (2) ~~Location of a telephone available for placing a 911 emergency call.~~

25 (3) ~~Procedure for securing or protecting the gambling establishment's cash or equivalent~~
26 ~~assets and records.~~

27 (4) ~~Facility evacuation routes and procedures.~~

28 (5) ~~A diagram of the establishment showing the exits.~~

29 (6) ~~A description of how exits are marked.~~

30 (c) ~~For the purpose of ensuring the physical safety of patrons, employees, and any other~~

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1 person while in the gambling establishment, each gambling establishment licensed for more than
2 five tables shall promptly develop and implement a plan that includes, but is not limited to, the
3 following:

4 (1) ~~Clear, written policies listing the job titles of the personnel who are responsible for~~
5 ~~making decisions, monitoring emergency response actions, and securing or protecting the~~
6 ~~gambling establishment's cash or equivalent assets and records;~~

7 (2) ~~Procedures addressing:~~

8 (A) ~~Fires;~~

9 (B) ~~Earthquakes, Floods and other Natural Disasters;~~

10 (C) ~~Bomb Threats;~~

11 (D) ~~Hazardous Spills or Toxic Exposure;~~

12 (E) ~~Criminal Incidents;~~

13 (F) ~~Other Critical Incidents, and~~

14 (G) ~~Provisions for first aid and for obtaining emergency medical assistance for patrons,~~
15 ~~employees, and other persons while in the gambling establishment;~~

16 (3) ~~Specific instructions for stopping business activities;~~

17 (4) ~~Facility evacuation procedures, including a designated meeting site outside the facility, a~~
18 ~~process to account for employees after an evacuation, and a process to ensure that all patrons~~
19 ~~have been evacuated; and~~

20 (5) ~~Specific training and practice schedules.~~

21 (d) ~~Each plan shall be consistent with state and local requirements. Beginning November 1,~~
22 ~~2004, each licensee shall submit a copy of its current plan as part of its annual renewal~~
23 ~~application. Beginning January 1, 2005, as part of its annual renewal application, each licensee~~
24 ~~shall submit two copies of its current plan, and:~~

25 (a) As required by California Code of Regulations Title 24, Part 9, Chapter 4 (commencing
26 with Section 401), and Title 19, Section 3.09, a gambling establishment shall prepare and
27 maintain a fire safety and evacuation plan, conduct emergency evacuation drills and conduct
28 employee training on the content of their fire safety and evacuation plan. Fire safety and
29 evacuation plans, emergency evacuation drills and employee training procedures adopted
30 pursuant to this section shall comply with, as applicable, California Code of Regulations Title

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1 24, Part 9, Chapter 4 (commencing with Section 401) and Title 19, Section 3.09, or those
2 standards adopted by local ordinance pursuant to Health and Safety Code section 13143.5.

3 (b) Each applicant as an owner-licensee under Chapter 6 of this Division shall submit to the
4 Commission one copy of a current fire safety and evacuation plan, pursuant to this section,
5 together with those application documents required by Section 12342.

6 (c) Each licensee shall submit one copy of its current fire safety and evacuation plan,
7 pursuant to this section, with the first biennial license renewal application submitted after the
8 effective date of this section, and with every second renewal application submitted thereafter.

9 (d) If a licensee's fire safety and evacuation plan is revised as a result of the addition of
10 permanent tables, or as a result of any change to the physical premises which alters the locations
11 of phones, fire extinguishers, manual fire alarm pull stations or exits, or which alters evacuation
12 routes or procedures, the licensee shall submit one copy of its revised fire safety and evacuation
13 plan with the first biennial license renewal application submitted immediately following any
14 revision, and, subsection (c) notwithstanding, with every second renewal application submitted
15 thereafter.

16 (e) Each fire safety and evacuation plan submitted to the Commission pursuant to this
17 Section shall include the following documentation, as applicable:

18 (1) If the responsible local authority provides reviews, the licensee shall send to the
19 Executive Director documentation of the areas reviewed by the responsible local authority and
20 whether or not the responsible showing that the local authority approved those areas of the fire
21 safety and evacuation plan under the responsible local authority's jurisdiction, pursuant to Health
22 and Safety Code section 13143.5, subdivision (f) and California Code of Regulations Title 24,
23 Part 9, Chapter 1, Section 111.2.1.1. Health and Safety Code section 13143.5, subdivision (f),
24 paragraph (2), provides that any fee charged pursuant to the enforcement authority of subdivision
25 (f) shall not exceed the estimated reasonable cost of providing the service for which the fee is
26 charged. The Commission may send one copy of the plan to the Bureau to review those areas of
27 the plan not under the responsible local authority's jurisdiction.

28 (2) If the responsible local authority does not provide reviews, the licensee shall send the fire
29 safety and evacuation plan to the State Fire Marshall~~Marshal~~, and shall send to the Commission
30 Executive Director documentation of whether or not showing that the State Fire Marshall~~Marshal~~

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1 has approved the plan's ~~fire and panic safety provisions~~fire safety and evacuation plan. The
2 Commission shall send one copy of the plan to the Bureau to review either paragraph (3) of
3 subsection (b) or paragraphs (1), (2)(E) and (3) of subsection (e), depending on the number of
4 tables for which the gambling establishment is licensed.

5 (e) Each licensee shall, at least annually, provide for the review of the requirements of the
6 plan with employees, ensuring that each employee has a general understanding of the provisions
7 of the plan applicable to his or her position and understands his or her specific duties under the
8 plan and the appropriate exit or exits to be used, where applicable. This annual review shall be
9 documented, including signatures by the employee and the licensee or key employee who
10 provided the review, as part of the licensee's application for renewal. When a new employee
11 begins work, a licensee or key employee shall review the requirements of the plan with the new
12 employee, ensuring that each new employee has a general understanding of the provisions of the
13 plan applicable to his or her position and understands his or her specific duties under the plan
14 and the appropriate exit or exits to be used, where applicable.

15 (f) If the Commission determines that the licensee's plan does not address the elements set
16 forth in this section, then the Commission may issue a determination identifying the deficiencies
17 and specifying a time certain within which those deficiencies shall be cured.

18 (g)(f) Failure by a licensee to develop and implement a fire safety and evacuation plan,
19 conduct emergency evacuation drills or conduct employee training on the content of its fire
20 safety and evacuation plan pursuant to this section or to cure a deficiency identified pursuant to
21 subsection (f), constitutes an unsuitable method of operation and also may result in denial of an
22 application for license renewal, pursuant to Section 12348, or in the suspension or revocation of
23 its existing license, pursuant to Chapter 10 of this division.

24 (h)(g) In addition to any other remedy under ~~this section~~ the Act or this division, the
25 Commission may assess a civil penalty of at least \$500 but ~~no~~not more than \$5000 for each
26 violation of this section.

27 Note: Authority cited: Sections 19811, 19824 and 19840, Business and Professions Code. Reference: Sections
28 19801, 19823, 19841, 19860, and 19920 and 19924, Business and Professions Code; Sections 13143(a) and
29 13143.5, Health and Safety Code.

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§ 12372. Security and Surveillance Plan.

(a) No later than [the first day of the first full month eighteen months following the effective date of this section], each gambling establishment in Tier I and Tier II, as provided in subsection (b) of Section 12380, shall develop and implement a written security and surveillance plan for the gambling establishment that includes, but is not limited to, provisions for the following:

(1) Close monitoring and control of all controlled gambling and gaming activity;

(2) Close monitoring and control of access to restricted areas of the gambling establishment that include, but are not limited to, cages, count rooms, vaults, security offices and surveillance rooms;

(3) Surveillance procedures, including video recording requirements, as applicable;

(4) Lighting in and around the gambling establishment;

(5) Specific conditions, procedures and instructions for reporting suspected criminal incidents or activity to state and local law enforcement agencies;

(6) Procedures for securing or protecting persons, property, assets and records.

(b) No later than [the first day of the first full month eighteen months following the effective date of this section], each gambling establishment in Tiers III through and including V, as provided in subsection (b) of Section 12380, shall develop and implement a security and surveillance plan for the gambling establishment that, in addition to the requirements of subsection (a), includes, but is not limited to, provisions for the following:

(1) A listing of the names and job titles of the employees who are responsible for making decisions that involve the security of patrons, patrons' property, employees, employees' property, and the gambling establishment's property, cash or equivalent assets and records;

(2) The presence and duties of uniformed security personnel;

(3) Surveillance procedures, including video recording and monitoring requirements, as applicable;

(4) Specific conditions, procedures and instructions for stopping controlled gambling and gaming activities; and

(5) Specific employee training schedules that relate to the gambling establishment's security and surveillance plan.

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1 (c)(1) Each security and surveillance plan shall identify and comply with all state and local
2 requirements and shall implement all applicable provisions of Article 3 of this chapter. Each
3 licensee shall submit, pursuant to paragraph (2), (3) or (4), as an attachment to its security and
4 surveillance plan, copies of identified, applicable local ordinances and any locally-issued
5 certificate of compliance with those ordinances.

6 (2) Each applicant as an owner-licensee under Chapter 6 of this Division shall submit to the
7 Commission one copy of a current security and surveillance plan, pursuant to this section,
8 together with those application documents required by Section 12342.

9 (3) Each licensee shall submit to the Commission one copy of its current security and
10 surveillance plan with the first biennial license renewal application that is submitted eighteen
11 months after the effective date of this section, and with every second renewal application
12 submitted thereafter.

13 (4) If a licensee's security and surveillance plan is revised as a result of the addition of
14 permanent tables, or as a result of any change to the physical premises which alters the locations
15 or configurations of any restricted areas of the gambling establishment, or which alters or affects
16 any security or surveillance capabilities or procedures, the licensee shall submit one copy of its
17 revised security and surveillance plan with the first biennial license renewal application
18 submitted immediately following any revision to its security and surveillance plan, and,
19 paragraph (3) notwithstanding, with every second renewal application submitted thereafter.

20 (5) If the responsible local authority provides reviews of security or surveillance plans, the
21 licensee shall send documentation of the areas reviewed by the responsible local authority and
22 whether or not the responsible local authority approved those areas of the security and
23 surveillance plan under the responsible local authority's jurisdiction.

24 (d) The Bureau shall review the licensee's security and surveillance plan, including those
25 provisions under the responsible local authority's jurisdiction, whether reviewed by the local
26 authority or not, and those provisions not under the responsible local authority's jurisdiction. If
27 the Bureau determines that the licensee's security and surveillance plan does not address the
28 elements set forth in this section, then the Bureau may issue a determination identifying the
29 deficiencies and specifying a time certain within which those deficiencies shall be cured.

30 (e)(1) Each licensee shall, at least annually, provide for a review of the requirements of the

1 security and surveillance plan with those employees that have been assigned duties under the
2 plan, ensuring that each employee has a general understanding of the provisions of the plan
3 applicable to his or her position and understands his or her specific duties under the plan. This
4 annual review shall be documented, including a signature from each employee indicating that
5 they have participated in the review and a signature from the person who provided the review.

6 (2) When a new employee begins work, the licensee, or the licensee's designate, shall review
7 the requirements of the security and surveillance plan with the new employee, ensuring that each
8 new employee has a general understanding of the provisions of the plan applicable to his or her
9 position and understands his or her specific duties under the plan. This initial review shall be
10 documented as provided in paragraph (1).

11 (f) Failure by a licensee to develop and implement a security and surveillance plan, or to cure
12 a deficiency identified pursuant to subsection (d), constitutes an unsuitable method of operation
13 and also may result in denial of an application for license renewal pursuant to Section 12348, or
14 in the suspension or revocation of its existing license pursuant to Chapter 10 of this division.

15 (g) In addition to any other remedy under the Act or this division, the Commission may
16 assess a civil penalty of at least \$500 but no more than \$5000 for each violation of this section.

17 NOTE: Authority cited: Sections 19811, 19824, 19840, 19841 and 19924, Business and Professions Code.
18 Reference: Sections 19841, 19860, 19920 and 19924, Business and Professions Code.

19
20 ARTICLE 3. MINIMUM INTERNAL CONTROL STANDARDS (MICS) FOR GAMBLING
21 ESTABLISHMENTS.

22 **§ 12395. Security.**

23 (a) The policies and procedures for all Tiers shall meet or exceed the following standards for
24 security:

25 (1) Access to restricted areas of the gambling establishment, including but not limited to
26 cages, count rooms, vaults, security offices and surveillance rooms, shall be limited to authorized
27 personnel in the performance of their duties and shall be closely controlled.

28 (2) For the purpose of video surveillance recordings, gambling establishments shall provide
29 adequate lighting of all public areas, entrances and exits, and for all adjoining parking areas
30 owned, operated or otherwise controlled by the licensee for use by its patrons.

1 (3) Licensees shall file an incident report with the Bureau's Criminal Intelligence Unit within
2 five business days of either of the following:

3 (A) Any owner or key employee contacting a local law enforcement agency, pursuant to the
4 provisions of the licensee's security plan, regarding any reasonably suspected violation of the
5 Act, this division, Division 3 of Title 11 of the California Code of Regulations, any statute set
6 forth in sections 330 through 337z of the Penal Code that pertains to gambling, section 1916-3(b)
7 of the Civil Code (loan-sharking), chapter 1 (commencing with section 11000) of division 10 of
8 the Health and Safety Code (illegal possession or distribution of controlled substances), section
9 4022 of the Business & Professions Code (illegal possession or distribution of dangerous drugs),
10 or any violation of the following Penal Code sections: 186.10 (money laundering), 211
11 (robbery), 245 (assault with deadly weapon), 266h (pimping), 266i (pandering), 459 (burglary),
12 470 (forgery), 476 (fraud), 487 (grand theft), 488 (petty theft), 503 (embezzlement), 518
13 (extortion), 641.3 (commercial bribery), 648 (counterfeit currency), 653.22 (loiter for
14 prostitution), 653.23 (pimping), or 647(b) (prostitution).

15 (B) Any owner or key employee obtaining knowledge or notice of any reasonably suspected
16 violation listed in subparagraph (A).

17 (4) An incident report shall include, when available and applicable, the following
18 information:

19 (A) The date and time of the incident or event.

20 (B) The identity of each perpetrator or suspect, including the following:

21 1. Full name.

22 2. Address.

23 3. Date of birth.

24 4. Driver license or identification card number.

25 (C) Law enforcement report number.

26 (D) Detailed description of the event or suspected incident, including an identification of any
27 witnesses and a description of any evidence.

28 (5) Licensees shall maintain a list of all mechanical keys or electronic card keys to the
29 locking devices used to secure the gambling establishment, restricted areas of the gambling
30 establishment, or any fixtures, appurtenances and equipment used in the gambling operation, the

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1 names of all gambling establishment employees who have been issued, possess or have access to
2 any of those keys, and the location where un-issued keys are stored. If any coded mechanical or
3 electronic locking devices are used, the list shall include all access codes and combinations, as
4 applicable, and the names of all gambling establishment employees who possess any code or
5 combination, or who control the mechanism to open any of the locks. The licensee may maintain
6 a master list or separate departmental lists. Each list shall be:

7 (A) Continuously maintained while current, at a minimum, in a permanent, written form and
8 dated as of the date created or updated;

9 (B) Updated as changes in the information contained in the list changes;

10 (C) Kept in a secure, locked receptacle, such as a key control box, safe, locking file drawer or
11 similar container; and

12 (D) Retained for a minimum of one year after the list has been updated.

13 (b) In addition to the requirements of subsection (a), the policies and procedures for Tiers III
14 through and including V shall meet or exceed the following standards for security:

15 (1) Except as otherwise provided, licensees shall install and maintain a minimum of at least
16 one secure key control box for the storage and safeguarding of all un-issued gambling-related
17 keys and access code cards associated with the gambling establishment; e.g., keys to the
18 gambling establishment, cage, count room or other restricted areas of the gambling
19 establishment, and any fixtures, appurtenances and equipment used in the gambling operation,
20 including but not limited to gambling tables and drop boxes. This paragraph does not apply to an
21 individual licensee, who does not employ, except in unforeseeable exigencies, more than one
22 person or any person except members of his or her immediate family. For the purposes of this
23 paragraph, "immediate family member" means spouse, child, stepchild, brother, stepbrother,
24 sister, stepsister, mother, stepmother, father, or stepfather.

25 (2) All key control boxes shall meet or exceed the following requirements:

26 (A) The key control box shall have a minimum of one keyed locking mechanism. A coded
27 key lock or a mechanical or electronic combination lock is acceptable.

28 (B) The key control box shall be securely attached to a permanent structure within the
29 gambling establishment. The hardware used to attach the box shall not be visible or accessible
30 externally.

1 (C) All keys, stored within a key control box shall be easily identifiable and individually
2 labeled.

3 (D) Access to a key control box shall be limited to the licensed gambling establishment
4 owners, key employees, or other employees designated by the owner of the gambling
5 establishment.

6 (3) Licensees shall maintain a key control log for each key control box maintained pursuant
7 to paragraph (1). The key control log shall document the issuance and return of all gambling-
8 related keys used to control access by gambling establishment employees to restricted areas of
9 the gambling establishment, or any fixtures, appurtenances and equipment, associated with the
10 department or operation.

11 (4) During any period of time, between one-half hour before or after sunset and one-half hour
12 before or after sunrise, in which the gambling establishment is open for business or patrons are
13 present on the premises, licensees shall have at least one uniformed security officer on duty, who
14 shall periodically patrol the exterior of the gambling establishment, including all adjoining and
15 adjacent parking areas owned, operated or otherwise controlled by the licensee for use by its
16 patrons. Any security officer, whether an employee, agent or contractor of the licensee, who is a
17 gambling enterprise employee as defined in subdivision (m) of section 19805 of the Business and
18 Professions Code, shall be required to hold a work permit pursuant to paragraph (1) of
19 subdivision (a) of section 19912 of the Business and Professions Code, and Chapter 2 of this
20 division. Any contract security officer whose scope of employment is limited to performance of
21 his or her duties exclusively outside the licensee's gambling establishment shall not be required
22 to hold a work permit under these regulations.

23 (c) In addition to the requirements of subsections (a) and (b), the policies and procedures for
24 Tiers IV and V shall meet or exceed the following standards for security:

25 (1) Licensees shall install and maintain a backup generator that is sufficient, during power
26 outages, to provide for the operation of lighting systems, information systems, and surveillance
27 and recording systems for a time necessary to protect the safety and security of patrons and
28 employees, patrons' property, and the licensee's assets and property while gambling operations
29 are terminated and patrons exit the premises.

30 (2) Any gambling establishment that elects to continue gambling operations during a power

1 outage shall install and maintain a backup generator that is sufficient to provide for the full and
2 continued operation of all lighting systems, all information systems, and all surveillance and
3 recording systems.

4 (d) In addition to the requirements of subsections (a), (b) and (c), the policies and procedures
5 for Tier IV shall include standards for security that require at least two uniformed security
6 officers, as specified in paragraph (4) of subsection (b), to be on duty during all hours of
7 operation, one of which shall periodically patrol the exterior of the gambling establishment,
8 including all adjoining and adjacent parking areas owned, operated or otherwise controlled by
9 the licensee for use by its patrons.

10 (e) In addition to the requirements of subsections (a), (b), (c) and (d), the policies and
11 procedures for Tier V shall include standards for security that require at least two uniformed
12 security officers, as specified in paragraph (4) of subsection (b), to be on duty during all hours of
13 operation, one of which shall continuously patrol the exterior of the gambling establishment,
14 including all adjoining and adjacent parking areas owned, operated or otherwise controlled by
15 the licensee for use by its patrons.

16 (f) Licensees shall establish and implement the applicable standards for security specified in
17 subsections (a) through and including (e) no later than [the first day of the first full month
18 eighteen months following the effective date of this section].

19 NOTE: Authority cited: Sections 19801(g), 19826(b), 19840, 19841, 19856(c), 19857 and 19924, Business and
20 Professions Code. Reference: Sections 19841, 19856(c), 19857, 19912, 19922 and 19924, Business and
21 Professions Code.

22

23 **§ 12396. Surveillance.**

24 (a) The policies and procedures for all Tiers shall meet or exceed the following standards for
25 surveillance:

26 (1) Licensees shall install and maintain, on site in their gambling establishment, a
27 surveillance system, with video recording and closed circuit television (CCTV) monitoring
28 capabilities, to record critical activities related to the licensees' gambling operations. The
29 surveillance system shall record with reasonable coverage and clarity, at a minimum, the
30 gambling operation, the payment of player drop fees, the collection of drop boxes, the drop count
31 processes, cage and cashier activities, gambling equipment storage areas, except for furniture

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1 storage areas, and the interior of gambling establishment entrances and exits. The video
2 recording equipment shall include date and time generators which shall display the current date
3 and time of recorded events on videotape or digital recordings. The displayed date and time
4 shall not significantly obstruct the view of recorded images. The surveillance system may have
5 remote, off-site access capabilities, but only ancillary to any on-site systems required by this
6 section.

7 (2) All surveillance recordings shall be made in real time mode, or at a speed sufficient to
8 capture and record with reasonable completeness the actions of all individuals being observed,
9 except that any recordings of the gambling establishment parking areas, and the gambling
10 establishment entrances and exits may be recorded in time-lapse mode, at a minimum speed of
11 15 frames per second.

12 (3) All video surveillance cameras shall be installed in a manner that prevents them from
13 being intentionally obstructed, tampered with or disabled by patrons or employees, to the extent
14 reasonably possible. All recording and monitoring equipment shall be located in a secure room
15 or area of the gambling establishment so that access is controlled.

16 (4) The surveillance system operation shall be checked daily to ensure that all surveillance
17 equipment is functioning properly and reasonable efforts shall be made to repair malfunctioning
18 surveillance equipment within 72 hours of the discovery of the malfunctions.

19 (5) If a digital video recording (DVR) system is utilized, the system shall meet the following
20 standards:

21 (A) The DVR system shall have a failure notification system that, at a minimum, provides a
22 visual notification of any failure in the surveillance system or the DVR media storage system.

23 (B) The DVR system shall have a media storage system that is configured so that a failure of
24 any single component will not result in the loss of any data from the media storage system.

25 (C) The DVR system shall have the capability to reproduce or copy all or any portion of the
26 stored data from the media storage system to a digital video disk (DVD).

27 (D) A single DVR system shall not have more than 8 cameras required by the standards of
28 this section, unless the DVR system has an appropriate backup system to ensure that there is no
29 loss of data in the event of a failure of the primary DVR system or any single component of that
30 system.

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1 (6) Videotapes or other recording media shall be marked or coded to denote the activity
2 recorded.

3 (7)(A) Unless otherwise requested by the Bureau, all recordings shall be retained for a
4 minimum of seven complete days of operation, except that recordings that are determined by the
5 Bureau or a law enforcement agency to be of evidentiary value shall be retained for a period
6 specified in writing by the determining agency. Recordings of any criminal offense subject to
7 reporting pursuant to paragraph (3) of subsection (a) of Section 12395 shall be retained
8 indefinitely, or until the Bureau authorizes their disposal.

9 (B) Subsection (f) notwithstanding, the seven day retention period specified in subparagraph
10 (A) shall be increased to 14 days no later than [the first day of the first full month 36 months
11 following the effective date of this section].

12 (8) For the purpose of enforcing the provisions of the Act, this division, or Division 3 of Title
13 11 of the California Code of Regulations, Bureau staff, with the approval of the chief, may, at
14 any time during the gambling establishment's actual hours of operation, demand immediate
15 access to the surveillance room and any area of the gambling establishment where surveillance
16 equipment is installed or maintained or where surveillance video recordings are stored, and such
17 access shall be provided by the licensee or the licensee's authorized representative. The Bureau
18 may, pursuant to subparagraph (D) of paragraph (1) of subdivision (a) of section 19827 of the
19 Business and Professions Code, take custody of and remove from the gambling establishment the
20 original of any video recording, or a copy of any digital recording, required to be made and
21 maintained pursuant to the Act or this division. Any surveillance video recording that is in the
22 custody of the Bureau pursuant to this paragraph may be disclosed by the Bureau only when
23 necessary to administer or enforce the provisions of the Act, this division, or Division 3 of Title
24 11 of the California Code of Regulations or when necessary to comply with a court order. Upon
25 reasonable request of the licensee or the licensee's authorized representative, a copy of the
26 recordings shall be made and left on the premises if copying equipment is available to enable
27 Bureau staff to make copies. If copying equipment is not available to Bureau staff, upon
28 reasonable request of the licensee or the licensee's authorized representative, a copy of the
29 recordings will be provided to the licensee at the licensee's expense, unless the Bureau expressly
30 waives its costs of providing the copies.

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1 (9) Licensees shall prominently display in a place and manner conspicuous to all patrons
2 entering and exiting the gambling establishment, a sign containing the following statement
3 printed in bold lettering of sufficient size to be visible and readable: “**All Public Areas,**
4 **Entrances and Exits of This Establishment are Subject to Surveillance and Video**
5 **Recording.”** The lettering and background shall be of contrasting colors, and the sign shall
6 comply in all respects with applicable signage requirements, if any, of the local jurisdiction.

7 (b) In addition to the requirements of subsection (a), the policies and procedures for Tiers II
8 through and including V shall meet or exceed the following standards for surveillance:

9 (1) The surveillance system shall, at a minimum, record both the interior and the exterior of
10 gambling establishment entrances and exits.

11 (2) The surveillance system shall have a sufficient number of cameras dedicated to gambling
12 tables to be capable of viewing and recording, with reasonable coverage and clarity, patrons,
13 dealers, wagers, cards, and game outcome at each table. For the purposes of this paragraph, an
14 overhead view of patrons and dealers is acceptable. This paragraph shall not apply to
15 demonstration or instructional tables, when cash or prizes are not being wagered, won or lost.

16 (3) The surveillance system shall include an audio recording of, at a minimum, any areas of
17 the gambling establishment that are used for vault or count room functions.

18 (c) In addition to the requirements of subsections (a) and (b), the policies and procedures for
19 Tiers III through and including V shall include standards for surveillance that require the
20 surveillance system to include coverage and recording of all adjoining parking areas owned,
21 operated or otherwise controlled by the licensee for use by its patrons.

22 (d) In addition to the requirements of subsections (a), (b) and (c), the policies and procedures
23 for Tier IV shall include a requirement that, during all hours of operation, a gambling
24 establishment owner or key employee be on duty who has the ability to access live video from
25 surveillance cameras and previous surveillance video recordings.

26 (e) In addition to the requirements of subsections (a), (b), (c) and (d), the policies and
27 procedures for Tier V shall meet or exceed the following standards for surveillance:

28 (1) Licensees shall establish a surveillance unit separate and apart from the security
29 department. The head of the surveillance unit and all surveillance unit personnel shall be
30 independent of the security department and have no other gambling-related duties.

Additions shown in single underline; deletions shown in ~~single strike-out~~.

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1 (2) Licensees shall establish and maintain a separate surveillance room that meets or exceeds
2 the following requirements:

3 (A) The surveillance room shall have controlled access through a secured door or doors,
4 which shall be under constant recorded video surveillance.

5 (B) No entrance or exit door of a surveillance room shall be readily observable or accessible
6 from the gambling operation area.

7 (3) Routine access and entry into the surveillance room shall be limited to on-duty employees
8 of the surveillance unit assigned to monitor gambling operations. Owners, managers and other
9 employees of the gambling establishment who hold a valid gambling license or work permit may
10 be granted access to the surveillance room for the purpose of performing their duties. Other
11 persons may be granted limited access to the surveillance room for educational, investigative or
12 maintenance purposes, if accompanied at all times by a surveillance unit employee.

13 (4) At least one surveillance employee shall be present in the surveillance room and actively
14 monitoring the gambling operations, via the surveillance room equipment, during all hours of
15 operation, except that the surveillance room may be unattended for no more than a total of one
16 hour during any shift or eight-hour period to allow for required meal and rest breaks for staff.
17 No controlled gambling may take place when a surveillance employee is not present and on duty
18 in the gambling establishment, whether on a break or not.

19 (5) Count room surveillance shall include closed circuit television (CCTV) monitoring and
20 video recording.

21 (6) Licensees shall maintain a record of all surveillance activity in the surveillance room, by
22 surveillance period or shift, in a surveillance activity log. The surveillance activity log entries
23 shall be made by on-duty surveillance personnel and shall include, at a minimum, the following:

24 (A) The date and time of commencement of the surveillance period or shift;

25 (B) The printed name(s) of the person(s) conducting the surveillance;

26 (C) The date and time of termination of the surveillance period or shift;

27 (D) A summary of the results of the surveillance, including a notation of the time of
28 recording of any event, activity, occurrence, process or procedure that was monitored during the
29 surveillance period or shift, whether the recording or monitoring was required or not;

30 (E) A notation of the time of the discovery or occurrence of any equipment or camera

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1 malfunctions during the surveillance period or shift;

2 (F) A notation of the time of the correction or repair of any equipment or camera
3 malfunctions occurring during the surveillance period or shift, if corrected or repaired during that
4 period or shift;

5 (G) A notation of the time of the correction or repair of any equipment or camera
6 malfunctions discovered and noted in a previous surveillance period or shift, if corrected or
7 repaired during the current period or shift;

8 (H) A notation of the time of occurrence of any medical emergency event or law enforcement
9 event, including any incident number generated by the responding entity, if available;

10 (I) A notation of the time(s) of drop box collection occurring during the surveillance period
11 or shift;

12 (J) A notation of the time of drop count procedure(s) occurring during the surveillance period
13 or shift; and

14 (K) A notation of the times of patron disputes occurring during the surveillance period or
15 shift that require the intervention of the security department, if any.

16 (7) Each gambling table must have a dedicated camera, meeting the requirements of
17 paragraph (2) of subsection (a), providing clear surveillance coverage of all controlled gambling
18 at all hours of operation. In addition, one Pan/Tilt/Zoom (PTZ) camera must be installed for
19 every ten or fewer authorized tables present in any gambling operations area of the gambling
20 establishment. A reasonable attempt must be made to pan the faces of patrons and dealers for
21 identification at least once per work shift of surveillance unit employees.

22 (f) Licensees shall establish and implement the applicable standards for surveillance specified
23 in subsections (a) through and including (e) no later than [the first day of the first full month
24 eighteen months following the effective date of this section].

25 NOTE: Authority cited: Sections 19840, 19841 and 19924, Business and Professions Code. Reference: Sections
26 19827, 19841, 19922 and 19924, Business and Professions Code.