

**SPECIFIC LANGUAGE OF PROPOSED REGULATIONS**

**MINIMUM INTERNAL CONTROL STANDARDS (MICS) FOR GAMBLING ESTABLISHMENTS  
FIRE SAFETY, SECURITY AND SURVEILLANCE.  
CGCC-GCA-2009-06-R**

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

ARTICLE 2. ~~EMERGENCY PREPAREDNESS AND EVACUATION PLAN~~  
FIRE SAFETY, EVACUATION, SECURITY AND SURVEILLANCE PLANS.

§ 12370. ~~Emergency Preparedness~~ Fire Safety and Evacuation Plan.

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

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

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

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

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

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

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

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

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

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

~~(c) For the purpose of ensuring the physical safety of patrons, employees, and any other person while in the gambling establishment, each gambling establishment licensed for more than~~

1 ~~five tables shall promptly develop and implement a plan that includes, but is not limited to, the~~  
2 ~~following:~~

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

6 ~~(2) Procedures addressing:~~

7 ~~(A) Fires,~~

8 ~~(B) Earthquakes, Floods and other Natural Disasters,~~

9 ~~(C) Bomb Threats,~~

10 ~~(D) Hazardous Spills or Toxic Exposure,~~

11 ~~(E) Criminal Incidents,~~

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

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

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

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

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

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

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

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1 standards adopted by local ordinance pursuant to Health and Safety Code section 13143.5.

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

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

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

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

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

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

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1 ~~Commission shall send one copy of the plan to the Bureau to review either paragraph (3) of~~  
2 ~~subsection (b) or paragraphs (1), (2)(E) and (3) of subsection (c), depending on the number of~~  
3 ~~tables for which the gambling establishment is licensed.~~

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

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

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

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

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

## 30 § 12372. Security and Surveillance Plan.

31 (a) Each gambling establishment in Tier I and Tier II, as provided in subsection (b) of

1 Section 12380, shall promptly develop and implement a written security and surveillance plan  
2 for the gambling establishment that includes, but is not limited to, provisions for the following:

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

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

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

8 (4) Lighting in and around the gambling establishment;

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

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

12 (b) Each gambling establishment in Tiers III through and including V, as provided in  
13 subsection (b) of Section 12380, shall promptly develop and implement a security and  
14 surveillance plan for the gambling establishment that, in addition to the requirements of  
15 subsection (a), includes, but is not limited to, provisions for the following:

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

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

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

22 (4) Specific conditions, procedures and instructions for stopping business and/or gambling  
23 activities; and

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

26 (c)(1) Each security and surveillance plan shall be consistent with state and local  
27 requirements and shall implement all applicable provisions of Article 3 of this chapter.

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

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

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

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

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

22       (e)(1) Each licensee shall, at least annually, provide for a review of the requirements of the  
23 security and surveillance plan with those employees that have been assigned duties under the  
24 plan, ensuring that each employee has a general understanding of the provisions of the plan  
25 applicable to his or her position and understands his or her specific duties under the plan. This  
26 annual review shall be documented, including a signature from each employee indicating that  
27 they have participated in the review and a signature from the person who provided the review.

28       (2) When a new employee begins work, the licensee, or the licensee's designate, shall review  
29 the requirements of the security and surveillance plan with the new employee, ensuring that each  
30 new employee has a general understanding of the provisions of the plan applicable to his or her

1 position and understands his or her specific duties under the plan. This initial review shall be  
2 documented as provided in paragraph (1).

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

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

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

11  
12 **ARTICLE 3. MINIMUM INTERNAL CONTROL STANDARDS (MICS)**  
13 **FOR GAMBLING ESTABLISHMENTS.**  
14

15 **§ 12395. Security.**

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

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

21 (2) For the purpose of video surveillance recordings, gambling establishments shall provide  
22 adequate lighting of all public areas, entrances and exits, and for all attached and adjacent  
23 parking areas owned, leased, rented, operated and/or otherwise controlled by the licensee for use  
24 by its patrons.

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

27 (A) Any owner or key employee contacting a local law enforcement agency, pursuant to the  
28 provisions of the licensee's security plan, regarding any reasonably suspected violation of the  
29 Act, this division, Division 3 of Title 11 of the California Code of Regulations, any statute set  
30 forth in sections 330 through 337z of the Penal Code that pertains to gambling, section 1916-3(b)  
31 of the Civil Code (loan-sharking), chapter 1 (commencing with section 11000) of division 10 of

1 the Health and Safety Code (illegal possession or distribution of controlled substances), section  
2 4022 of the Business & Professions Code (illegal possession or distribution of dangerous drugs),  
3 or other serious criminal offenses, including but not limited to violation of the following Penal  
4 Code sections: 186.10 (money laundering), 211 (robbery), 245 (assault with deadly weapon),  
5 266h (pimping), 266i (pandering), 459 (burglary), 470 (forgery), 476 (fraud), 487 (grand theft),  
6 488 (petty theft), 503 (embezzlement), 518 (extortion), 641.3 (commercial bribery), 648  
7 (counterfeit currency), 653.22 (loiter for prostitution), 653.23 (pimping), or 647(b) (prostitution).

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

10 (4) An incident report shall include, when available and/or applicable, the following  
11 information:

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

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

14 1. Full name.

15 2. Address.

16 3. Date of birth.

17 4. Driver license or identification card number.

18 (C) Law enforcement report number.

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

21 (5) Licensees shall maintain a list of all mechanical keys or electronic card keys to the  
22 locking devices used to secure the gambling establishment, restricted areas of the gambling  
23 establishment, or any fixtures, appurtenances and equipment used in the gambling operation, the  
24 names of all gambling establishment employees who have been issued, possess or have access to  
25 any of those keys, and the location where un-issued keys are stored. If any coded mechanical or  
26 electronic locking devices are used, the list shall include all access codes and/or combinations, as  
27 applicable, and the names of all gambling establishment employees who possess any code or  
28 combination, or who control the mechanism to open any of the locks. The licensee may maintain  
29 a master list or separate departmental lists. Each list shall be:

30 (A) Continuously maintained while current, at a minimum, in a permanent, written form and

1 dated as of the date created or updated;

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

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

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

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

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

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

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

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

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

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

29 (3) Licensees shall maintain a key control log for each key control box maintained pursuant  
30 to paragraph (1). The key control log shall document the issuance and return of all gambling-

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1 related keys used to control access by gambling establishment employees to restricted areas of  
2 the gambling establishment, or any fixtures, appurtenances and equipment, associated with the  
3 department or operation.

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

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

18 (1) Licensees shall install and maintain a backup generator that is sufficient, during power  
19 outages, to provide for the continued operation of those systems that are necessary for the safety  
20 and security of patrons, patrons' property, employees and the licensee's assets and property.

21 (d) In addition to the requirements of subsections (a), (b) and (c), the policies and procedures  
22 for Tier IV shall include standards for security that require a uniformed security officer, as  
23 specified in paragraph (4) of subsection (b), to be on duty during all hours of operation.

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

26 (1) Licensees shall have at least two uniformed security officers, as specified in paragraph (4)  
27 of subsection (b), on duty during all hours of operation, one of which shall continuously patrol  
28 the exterior of the gambling establishment, including all attached and adjacent parking areas  
29 owned, leased, rented, operated and/or otherwise controlled by the licensee for use by its patrons.

30 (2) Licensees shall install and maintain a backup generator to provide for the continued full

1 operation of all lighting systems, all information systems, and all surveillance and recording  
2 systems during power outages.

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

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

9  
10 **§ 12396. Surveillance.**

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

13 (1) Licensees shall install and maintain, on site in their gambling establishment, a  
14 surveillance system, with video recording and closed circuit television (CCTV) monitoring  
15 capabilities, to record critical activities related to the licensees' gambling operations. The  
16 surveillance system shall record with reasonable coverage and clarity, at a minimum, the  
17 gambling activity, the payment of player drop fees, the collection of drop boxes, the drop count  
18 processes, cage and cashier activities, and the interior of gambling establishment entrances and  
19 exits. The video recording equipment shall include date and time generators which shall display  
20 the current date and time of recorded events on videotape or digital recordings. The displayed  
21 date and time shall not significantly obstruct the view of recorded images. The surveillance  
22 system may have remote, off-site access capabilities, but only ancillary to any on-site systems  
23 required by this section.

24 (2) All surveillance recordings shall be made in real time mode, or at a speed sufficient to  
25 capture and record with reasonable completeness the actions of all individuals being observed,  
26 except that any recordings of the gambling establishment parking areas, and the gambling  
27 establishment entrances and exits may be recorded in time-lapse mode, at a minimum speed of  
28 15 frames per second.

29 (3) All video surveillance cameras shall be installed in a manner that prevents them from  
30 being intentionally obstructed, tampered with or disabled by patrons or employees, to the extent  
31 reasonably possible. All recording and monitoring equipment shall be located in a secure room

1 or area of the gambling establishment so that access may be reasonably controlled.

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

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

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

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

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

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

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

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

25 (8) Immediate access to the surveillance room and/or any area where surveillance equipment  
26 is installed and maintained or video recordings are stored shall be provided to Bureau staff and  
27 law enforcement personnel upon request. The Bureau may, pursuant to subparagraph (D) of  
28 paragraph (1) of subdivision (a) of section 19827 of the Business and Professions Code, take  
29 custody of and remove from the gambling establishment the original of any video recording, or a  
30 copy of any digital recording, required to be made and maintained pursuant to the Act or this

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1 division. Upon reasonable request of the licensee or the licensee's authorized representative, a  
2 copy of the recordings shall be made and left on the premises if copying equipment is available  
3 to enable Bureau staff to make copies. If copying equipment is not available to Bureau staff,  
4 upon reasonable request of the licensee or the licensee's authorized representative, a copy of the  
5 recordings will be provided to the licensee at the licensee's expense, unless the Bureau waives its  
6 costs of providing the copies.

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

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

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

17 (2) The surveillance system shall have a sufficient number of cameras dedicated to gambling  
18 tables to be capable of viewing and recording, with reasonable coverage and clarity, patrons,  
19 dealers, wagers, cards, and game outcome at each table. For the purposes of this paragraph, an  
20 overhead view of patrons and dealers is acceptable.

21 (c) In addition to the requirements of subsections (a) and (b), the policies and procedures for  
22 Tiers III through and including V shall include standards for surveillance that require the  
23 surveillance system to include coverage and recording of all attached and adjacent parking areas  
24 owned, leased, rented, operated and/or otherwise controlled by the licensee for use by its patrons.

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

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

30 (2) Licensees shall establish and maintain a separate surveillance room that meets or exceeds

1 the following requirements:

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

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

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

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

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

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

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

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

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

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

29 (E) A notation of the time of the discovery or occurrence of any equipment or camera  
30 malfunctions during the surveillance period or shift;

Additions shown in blue underline; deletions shown in ~~red strike out~~.

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

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

7 (H) A notation of the time of occurrence of any medical emergency event and/or law  
8 enforcement event, including any incident number generated by the responding entity, if  
9 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 the gambling activity at  
18 all times of operation. In addition, one Pan/Tilt/Zoom (PTZ) camera that will pan the faces of  
19 patrons and dealers for identification at a minimum of once per hour during gambling operation,  
20 must be installed for every ten or fewer authorized tables present in any gambling operations  
21 area of the gambling establishment.

22 (e) Licensees shall establish and implement the applicable standards for surveillance  
23 specified in subsections (a) through and including (d) no later than [the first day of the first full  
24 month 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.