

1 **CALIFORNIA CODE OF REGULATIONS**
2 **TITLE 4. BUSINESS REGULATIONS.**
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4 DIVISION 18. CALIFORNIA GAMBLING CONTROL COMMISSION.

5 (AMENDED REGULATIONS EFFECTIVE JANUARY 1, 2021)

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8 **CHAPTER 7. CONDITIONS OF OPERATION FOR GAMBLING ESTABLISHMENTS**

9 **§ 12385. Count; Count Room Functions.**

10 (a) The policies and procedures for all Tiers must meet or exceed the following standards for count
11 room functions:

12 (1) The cardroom business licensee must ensure that the contents of drop boxes are counted and
13 recorded in a manner and in a location within the licensed gambling establishment that ensures the
14 appropriate security and proper accounting of all gambling chips.

15 (2) The cardroom business licensee must designate an individual or individuals, each holding a
16 valid cardroom category license, who must be responsible for performing the drop count. The
17 opening, counting and recording of the contents of a drop box must be performed in the presence of
18 and by the designated individual(s).

19 (3)(A) Drop box counts must be permanently recorded, in ink or another form approved by the
20 cardroom business licensee, on a daily count sheet or the equivalent, which documents all of the
21 following information, as applicable:

22 ...

23 (B) Corrections to the information initially recorded for the drop count prior to the completion and
24 signing of a hard copy daily count sheet are permitted. Corrections must be made by drawing a single line
25 through the error and writing the correct figures above the original figures or by another method approved
26 by the Bureau. The designated individual making the correction must write his or her initials and the date,
27 in ink, immediately next to the correct figures. The correction, in a hard copy of a daily count sheet, of
28 errors discovered subsequent to the completion and signing by the designated individual(s) will require
29 the completion of a revised or amended count sheet, which must be maintained with the original count
30 sheet.

31 (4) The entire count process, beginning with the opening of the first drop box and continuing through
32 completion of the count sheet, must be continuously recorded by video surveillance.

33 (5) The contents of a drop box may not be mixed or commingled with the contents of any other drop
34 box prior to the counting and recording of its contents.

1 (6) A drop box must be emptied in a manner that will identify and record the box
2 identification, as specified in Section 12384, subsection (a), paragraph (3), subparagraph (C), and
3 paragraph (4), and so that video surveillance recording will document that all contents are
4 removed from the drop box for the count.

5 (b)(1) In addition to the requirements of subsection (a), the policies and procedures for Tiers II
6 through and including V must include standards for count room functions that require the use and
7 maintenance of a secured area known as the count room for the counting of gambling chips, which must:

8 ...

9 (2) If the count room is used to store chips, cash, drop boxes or any other items or
10 materials that are directly associated with the count, the interior of the room and all of its
11 contents must be under constant recorded video surveillance.

12 (c) In addition to the requirements of subsection (a) and (b), the policies and procedures for
13 Tiers III through and including V must include the following standards for count room functions:

14 (1) The number of individuals designated by the cardroom business licensee, pursuant to paragraph
15 of subsection (a), to perform the drop count cannot be less than two individuals, or one individual
16 using an automated chip counting machine that counts, sorts and racks the chips, and records the count
17 electronically on the cardroom business licensee's computer system.

18 (2) The designated individuals performing the count must be attired so as to reduce their ability to
19 conceal chips on their person; for example, by wearing, over their regular clothing, smocks or other
20 clothing with no pockets.

21 (3) At the conclusion of the count, a cage or vault cashier or at least the equivalent must count the
22 chips received and verify the accuracy of the count and count sheets.

23 (4) Count sheets verified pursuant to paragraph (3) above must, immediately following verification,
24 be remitted to the accounting department or its equivalent, or deposited in a locked box, located in a
25 secure area of the gambling establishment, the contents of which are accessible only by the accounting
26 department or its equivalent. Count sheets must be maintained and controlled by the accounting
27 department or its equivalent.

28 (d) In addition to the requirements of subsections (a) through and including (c), the policies and
29 procedures for Tiers IV and V must include the following standards for count room functions:

30 (1) The count room must be a fully enclosed room that is separate and apart from all other rooms in
31 the gambling establishment and is equipped with an alarm system or device connected to all entrances to
32 the count room which causes a signaling to the surveillance unit or its equivalent, whenever any door to
33 the count room is opened.

1 (2) Immediately prior to the commencement of the count, one of the designated individuals must
2 notify the surveillance unit, or its equivalent, that the count is about to begin. At least one employee of
3 the gambling establishment who holds a valid cardroom category license must be designated to video
4 monitor the count process and the entire count process must be continuously recorded by video
5 surveillance.

6 (3) Immediately prior to the opening of a drop box, the door to the count room must be secured.
7 Except as otherwise authorized by the cardroom business licensee's policies and procedures, no person
8 may be permitted to enter or leave the count room, except during a normal work break or in an
9 emergency, until the entire counting, recording, and verification process is completed.

10 (e) In addition to the requirements of subsections (a) through and including (d), the policies and
11 procedures for Tier V must include standards for count room functions that require the drop count to be
12 performed by not less than three individuals designated by the cardroom business licensee pursuant to
13 paragraph (2) of subsection (a), or two individuals using an automated chip counting machine that counts,
14 sorts and racks the chips, and records the count electronically on the licensee's computer system.

15 (f) Where the gambling establishment is subject to a state of emergency or other order and that state
16 of emergency or other order is associated with a virus and requires physical distancing, a cardroom
17 business licensee may reduce the number of employees required to be physically present in the count
18 room to conduct the count to allow for sufficient physical distancing and allow other individual(s)
19 designated to perform the count within the gambling establishment but outside of the count room if the
20 following requirements are met:

21 (1) Individuals designated to perform the count cannot maintain sufficient physical distancing within
22 the count room(s) and other protective measures, such as installation and use of non-permeable
23 polymethyl methacrylate barriers to separate individual(s) designated to perform the count or improving
24 the ventilation of the count room(s), are not practical or possible to meet physical distancing
25 requirements.

26 (2) The count is performed with live video surveillance of all of the designated individual(s)
27 performing and/or participating in the count and the cardroom business licensee maintains the
28 surveillance recordings for at least 14 days.

29 (3) Individuals designated to perform and/or participate in the count, but are located outside of the
30 count room, are physically present in a secure and non-public location within the gambling
31 establishment.

32 (4) The count is performed using communication devices that allow for synchronous communication.

1 (5) The cardroom business licensee provides notification and a copy of the current procedures for
2 designated individual(s) to perform counts at the gambling establishment but outside the count room to
3 the Bureau at least 24 hours prior to the first count that includes an employee performing and/or
4 participating in the count.

5 (6) If a cardroom business licensee's count procedure for designated individual(s) to perform counts
6 at the gambling establishment but outside the count room is revised, the cardroom business licensee must
7 submit one copy of its revised procedures to the Bureau at least 24 hours prior to implementing the
8 revised count procedures.

9 Note: Authority cited: Sections 19811(b), 19824, 19840, 19841 and 19924, Business and Professions Code.
10 Reference: Sections 19801, 19823, 19841, 19920, 19922 and 19924, Business and Professions Code.