

PROACTIVE SURVEILLANCE TECHNIQUES

PRESENTED
BY
DERK J. BOSS, CPP

COURSE OBJECTIVE

- ▶ Provide surveillance personnel with the techniques to utilize their system to its fullest extent and capability to provide maximum deterrence and detection of illegal activity.
- ▶ Provide surveillance personnel with techniques to increase their rate of detection of internal and external theft, cheating and loss of revenue.
- ▶ Provide surveillance personnel with the “tells” to common theft and cheating methods.
- ▶ Provide surveillance personnel with techniques to properly gather video evidence of criminal activity.

Monitor Set-Up and Display

- ▶ Proper set-up and display of your monitors and cameras will allow you to operate proactively and effectively.

Monitor Set-up and Display

- ▶ Set-up and display is dictated by property needs, past experiences (types of crimes and losses), and informational flow (game statistics, variance reports, accounting statements, player win/loss reports).

Identify Critical, High Risk and Vulnerable Areas

- ▶ Where and what are you losing?
- ▶ What is exposed to loss?
- ▶ What do you expect to be attacked?

Plan and Implement Coverage's and Displays to Protect Identified Loss Areas

Recommended Minimum Coverage's

That Protect Guests and Employees

- ▶ Entrances/Exits
- ▶ Main Aisles
- ▶ Back of House

That Are Required by Law

That Are Sensitive Areas

- ▶ Cage
- ▶ Count Rooms
- ▶ Key Games
- ▶ Key Operations

That Provide Information

- ▶ Pit Overviews
- ▶ Specific Area Overviews

That Are Frequently Reviewed or Requested

- ▶ Roulette

Minimum set-up and display is for routine operation. It provides the basic information to operate on a daily basis. It can and should be changed daily and shift by shift or in an emergency

Assign operators “working monitors”
so that they may patrol freely
without affecting the display

Effective Set-Up and Display Provides

- ▶ Maximum deterrence
- ▶ Proactive operations
- ▶ Timely response with minimal effort
- ▶ Identification of suspects for later response
- ▶ Leads for effective investigation

Patrol Techniques

- ▶ Cameras when not in use must be left in their “at rest” positions. Design these positions to provide the ability to locate and track a subject anywhere on the property.

Patrol Techniques

- ▶ Allows effective and timely response.
- ▶ Assists personnel in tracking suspects.
- ▶ Provides for later investigation.

Patrol Techniques

- ▶ IOU Patrol
- ▶ Audit Observation
- ▶ Close Watch

The IOU Patrol

- ▶ A systematic approach to patrol, observe and monitor.
- ▶ A three step process designed to proactively locate illicit activities, identify suspects and provide necessary evidence.

IDENTIFY

- ▶ Identify each player, guest or employee at the game or in the area.
- ▶ Include table bank and game number when in the pit.
- ▶ Include slot bank and machine number when in the slots.
- ▶ In other areas always provide some type of identifying feature.

OBSERVE

- ▶ Observe activity for indications or “tells” of criminal activity and/or violation of policy or procedure.

UNDERSTAND

- ▶ Surveillance personnel must “understand” the game or activity before moving on.
- ▶ Play identified as normal, move on.
- ▶ Play identified as suspicious, take appropriate action.
- ▶ Surveillance must remain at any game or in any area where the activity is suspicious until it is resolved.

IOU Patrol

- ▶ Provides a proactive, systematic and thorough method of patrol.
- ▶ Provides consistent detection of illicit activity.
- ▶ Provides a constant flow of information.
- ▶ Provides information for investigative purposes (live and during review).

Audit Observation

- ▶ An audit observation is a technique used to observe and monitor a specific person, area, activity or department for an assigned period of time for the purpose of detecting violation of policy or procedure, cheating, theft or fraud.

Audit Observation

- ▶ Should be assigned routinely to surveillance personnel.
- ▶ Are also assigned due to information received or from statistical information.

Surveillance must perform audits to:

- ▶ Ensure departments are following policy and procedure.
- ▶ Detect external and internal cheating, theft and fraud.
- ▶ Establish a high level of deterrence.
- ▶ Provide a consistent flow of information for present and future investigations.

Audit Assignments

▶ Table Games

▶ Slots

▶ Keno

▶ Cage

▶ Bars

▶ Food Outlets

▶ Retail Operations

▶ Back of House

Specific Audits

- ▶ Marker Transactions
- ▶ Player Ratings
- ▶ Jackpot and Fill Transactions
- ▶ Beverage Transactions
- ▶ Comp Handling
- ▶ Sales Transactions
- ▶ Shipping/Receiving

Camera Positioning

Tri-Shot Coverage

- ▶ Basic camera set-up for monitoring of an individual or specific area.
- ▶ Used for observation, investigation, and evidence gathering.

Minimum Camera Angles

- ▶ Overview of game or area.
- ▶ Identification shot of subjects at game or in area.
- ▶ Specific and/or evidence shot. (Example: players hands, slot meter, altered or counterfeit coin etc.)

Overview

- ▶ Overall shot of game, slot machine or area.
- ▶ Angle should provide clear view of all aspects of the game or area that affect game decision and/or evidence of illegal activity.



Specific or Bet Shot

- ▶ Establish angle to view bet and cards.
- ▶ Provides ability to monitor movements of bets or suspicious hand activity.
- ▶ In slots, placed on the suspicious activity or other evidence providing area or action.



Identification Shot

- ▶ Provides clear view of players and employees in and around the game or area.
- ▶ Use to monitor “live” and to investigate and identify suspects on review of tape.



Set-up immediately whenever the operator stops patrol to monitor unusual or suspicious activity or high action play.

Slot Machine View

- ▶ Obtain a clear view of the slot machine as possible.
- ▶ View provides machine information such as coins accepted, coins paid out, machine malfunctions etc.



Player Identification

- ▶ Obtain a clear view of player or players at machine.



Area Overview

► Obtain a clear view of the area of the machine



Point of Sale View

- ▶ View of the working area.



Employee Identification

► Identification



Area Overview

▶ View as much area as possible to monitor employee and customer.



Tri-shot coverage provides:

- ▶ Record of who is on the game, their activity, and game status at a specific point in time.
- ▶ Ability to view all critical points of a game or are simultaneously.
- ▶ That cameras are already positioned should criminal activity be detected.
- ▶ Ability to investigate after incident has occurred.

Trip Wires

- ▶ Surveillance must be notified of critical or sensitive operations, procedures, activities, and significant table or slot action.
- ▶ Trip wires provide notification of existing or potential leaks or problems and;
- ▶ An alert to surveillance personnel of situations requiring their immediate attention.

Establish Minimum Notification Levels for:

- ▶ Cage Pay outs.
- ▶ Count Room
- ▶ Table Fills/Credits
- ▶ Jackpots/Fills
- ▶ Refused Name Players
- ▶ Levels Of Play
- ▶ Cash out of \$1000 or more.
- ▶ Weigh of high denomination coin.
- ▶ Table fills/credits of \$10,000 or more.
- ▶ Excessive hopper fills.
- ▶ Player wagers of \$100 or more.

Detection Techniques

- ▶ Design and implement monitor display to protect identified loss areas.
- ▶ Train personnel to use the IOU patrol and Tri-shot techniques.
- ▶ Assign regular and routine audits of critical areas and operations.
- ▶ Train your personnel consistently.

Detection Techniques

- ▶ Check all violations of policy and procedure to determine if it was done in error or is indicative of theft or cheating.
- ▶ Evaluate your play, especially consistent winners, new players, and refused name players. Cheats and advantage players go to great lengths to pose as legitimate players to bypass the scrutiny of the pit and surveillance.

Detection Techniques

- ▶ Follow the Money: Large bets or movements of money often signify that the situation the advantage player, cheat or thief is in place. Use this information for evaluation and investigation.
- ▶ Monitor individuals who loiter in slot areas. They may be setting up for a theft or cheat situation.