

# The Sentinel

IACSP.org  
International Association of Certified  
Surveillance Professionals



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Good Day Fellow IACSP Members and CSP's!

Here is our new issue of The Sentinel. It contains pertinent articles and information for our surveillance professionals. Many thanks to IACSP Board Member Stephanie Wallace for her hard work and excellent editing skills putting our newsletter together. Remember we are always looking for new articles and other contributions. If you have any ideas for an article or suggestion for one please reach out to Stephanie, Jen, or myself.

News from the front office - We have hired a new webmaster and he has been working behind the scenes to get member access back to where it needs to be. You will see many changes in the next few months ahead that will enable us to be the go to site for the information, strategies, and tactics you need to be successful as a surveillance professional. Be on the lookout for the following:

- Access to archived webinars
- Access to IACSP Annual Survey, White Papers, and Best Practices
- Access to archived newsletters
- Access to gaming news and information
- CSP certification syllabus, reference and training materials

There will be additional tools and information as we move forward. Stay tuned.

We just completed a very good webinar titled "Tells of Cheating and Advantage Play." This was a well attended webinar and was presented by Michael Kelley, CSP, Surveillance Manager, Angel of the Winds Casino and Resort. Look for this webinar in our archives shortly.

Please check the website for two upcoming webinars during August. The first will be presented by Darrell Clifton, CSP and will discuss Sex Trafficking in our casinos. I encourage you to attend. It will be an eye opener. Further, Darrell is an excellent presenter and knows his material thoroughly. He will point you in the right direction to protect your property from this scourge.

Also in August, members of the Pechanga surveillance team will present "Slot Advantage Play." As many of you are aware, the advent of "persistence based" slot machines, as well as the arrival of EGT's has opened the door for advantage players to do what they do best - take advantage of us or at least attempt to. You will find this session to be more than worth your time. You need to know this!

Finally, our first annual IACSP Conference will take place September 12 -14, 2023, at the Westgate Las Vegas. We have many excellent sessions and speakers. Additionally, we will present a CSP challenge exam on the 14th. This is your chance this year to attain Certified Surveillance Professional certification! Please see our website for details or contact Jen. Please support your association by attending and/or sending your staff. This is and will be the best conference you will attend as a surveillance professional.

Thank you!

Derk J Boss, CSP \* IACSP President

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## Skill Games: Brazen or Banned?

Manufacturers say they're skill games. To regulators, law enforcement and the regulated casino industry, they're a crime.

As unregulated slot-like “skill games” continue to appear in pizza shops, laundromats, convenience stores and other locations in states like Pennsylvania, Illinois and Missouri—and as operators and manufacturers of these games become more brazen in their efforts to expand—enforcement actions are needed that impose real sanctions on businesses that operate them if the tide against unregulated gaming is to turn, according to operators and regulators who addressed the problem during a panel at the recent East Coast Gaming Congress.

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*Faced with the continued spread of illegal, unregulated gaming machines, Pennsylvania and other states need enforcement actions with teeth, say regulators and operators*

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The issue of unlicensed, unregulated games spreading in retail locations in several states, in fact, was addressed in sessions throughout the East Coast conference, with speakers and panelists calling the games—which manufacturers say are legal because of a dubious “skill” factor that helps players win—one of the biggest threats to legal, regulated gaming in the U.S.

The threat was laid out during a panel that examined distributed gaming, and the difference between regulated machines in the VLT/VGT markets and the unregulated games that continue to operate outside of law, regulation and taxation.

“These games threaten the legal industry economically, but they also pose a threat to gaming policies in their respective states, challenging the basic principles of licensure,” commented Michael Pollock, managing director of Spectrum Gaming Group, moderator of the panel, “most notably, that central policy that a gaming license is a revocable privilege granted to those who affirmatively demonstrate their good character, honesty and integrity.”

The panel included stakeholders from one of the states at the epicenter of the controversial games, Pennsylvania, where tens of thousands of the unlicensed games have spread to businesses across the commonwealth, and have been battled by the legal casino industry as well as regulators.

“Skill machines are, in my opinion, illegal slot machines that are saturating our communities around the country,” said Jeff Morris, vice president, public affairs and governmental relations for Penn Entertainment. “Our CEO Jay Snowden addressed this topic last year at the CEO Roundtable. He highlighted these skill machines and called them an ‘unregulated, unmitigated disaster.’”

“Unfortunately, I must report that not much has changed since. These machines remain an unregulated, unmitigated disaster. Numerous companies continue to push these machines onto street corners and main streets across the country, next to schools and houses of worship and day care centers.”

Opponents of the skill games note that they not only are void of player protections, but the games themselves are not vetted for fairness, nor are their operators, who pay no taxes or portions of revenue to the state, a big contrast to games licensed and regulated by gaming commissions.

Moreover, panelists noted that the unregulated games are produced by manufacturers that themselves have not been properly vetted in the kinds of background checks that are a prerequisite to a license to supply slot machines.

“As everybody knows, the legal casino gaming industry takes responsible gaming and consumer protection very seriously,” Morris said. “Conversely, these operators and their illegal machines provide zero protections for anyone. There are no RG protocols, no KYC protocols, no self-exclusion programs or compulsive gaming policies, and clearly, no underage protections.”

To drive the latter point home, Morris showed a group of alarming photos from locations featuring the unregulated games, including a few that Snowden displayed last year showing children playing the slot-like devices. He added a new group of photos from Missouri, another state battling the illegal devices.

“Here are two kids in Missouri playing a Torch Electronics game, trying to turn their lunch money into gold,” he said as he displayed a photo of two children playing machines that look much like Class III slots. “And here’s another child trying his luck at the Stratford Sports Center in Missouri. This complex is for elementary and high school basketball and volleyball games. It includes bounce houses, arcade games, and a wall of illegal slot machines for kids to use their allowances to try to win big.

“Now that, in an of itself, continues to be the biggest problem with the

## MARK YOUR CALENDAR!

SIGMA Asia	July 19-22, 2023	For more information visit <a href="https://sigma.world/asia">sigma.world/asia</a> .
IACSP Casino Resort Protection Conference	September 12-14	The Westgate Resort and Casino Las Vegas, NV
Tribalnet Conference & Tradeshaw	September 18-21, 2023	Town & Country Resort San Diego, CA
Global Gaming Expo	October 9-12, 2023	Venetian Expo, Las Vegas, NV.



**ME: "CAN YOU BRIEFLY EXPLAIN THE BASICS OF GAMBLING?"**  
**DEALER: "YOU BET."**



gray market. Without action by legislatures, law enforcement and the courts, operators are getting more brazen in their efforts to expand.”

As an example, Morris showed a video from Facebook in which an operator plugged an entire room of the unlicensed games, advertising what he called his “mini-casino.”

## Legal Alternatives

Pollock pointed out that the unregulated games are trying to break into the distributed gaming market, but there are “two flavors” of distributed gaming. The other is the legal market of VGTs and VLTs. Panelists pointed to markets in which legal distributed games coexist with licensed casino games, without any detriment to casino licensees.

Matt Roob, the senior vice president of Spectrum Gaming who has studied the Illinois market closely, noted that 30,000 video gaming terminals in Illinois have not impacted the traditional casinos in the state. “Clearly, there was a market for the VGT product that wasn’t being met by the casinos, and the big winners were state and local government,” Roob said.

He also cited West Virginia, which offers three types of gaming—in casinos, video lottery terminals and online gaming. “The distributed gaming market can peacefully coexist (with casinos) in a regulated environment where the bad actors are not playing, where you’ve got people who are legitimately offering this business that’s licensed, regulated and taxed,” said Roob.

Pennsylvania is another market where casinos and VGTs have both thrived, noted Denise J. Smyler, chair of the Pennsylvania Gaming Control Board. She said this was because the VGTs are limited to truck stops, which the law specifically defined with requirements for physical size, business practices and other requirements.

However, she noted, the so-called skill games operate with no restrictions on location, and with no assurances on who is providing the games or where the revenues go.

In Pennsylvania, efforts to curb the skill-game business have been hampered by a lack of legislative support—bills to ban the games have stalled, as the skill-game manufacturers continue to contribute to lawmaker campaigns and use their substantial tax-free revenues to lobby the legislature to support bills to legalize the games.

Meanwhile, the courts have thus far not provided any help. Skill-game manufacturers Torch Electronics, Pace-O-Matic, Miele Manufacturing and Banilla Games are all involved in court battles involving unregulated games.

Georgia-based Pace-O-Matic, the main supplier of the unregulated games in Pennsylvania, has seized upon a few court decisions they say prove the games are legal—in particular, a 2019 district court decision that held that because the games are not in physical casinos, the Gaming Control Board does not have jurisdiction over them.

“The decision said that these ‘skill games’ would be slot machines if they were housed within the four walls of a casino,” said Smyler, who noted that the board is appealing that decision based on an amendment to the state’s gaming law that includes the definition of a slot machine as a skill machine or a chance machine. That provision of the law provides that the games do, in fact, come under the board’s jurisdiction.



In some states, the skill-game manufacturers enjoy substantial support from fraternal and charitable organizations that depend on revenue from the games. However, the charitable organizations would be able to legally place regulated slot machines in most of those instances, and as was seen two years ago in Virginia, dependence on revenue alone does not make the devices legal.

In Virginia, an outright ban on the unregulated machines was originally to go into effect in July 2020. Then-Governor Ralph Northam granted operators of the games a one-year delay of the ban to recover revenue and business taxes lost to the Covid-19 pandemic.

The ban took effect July 1, 2021, but manufacturers of the games continue to push for legislation to legalize them. One such bill died in committee this year. Pace-O-Matic, which distributes the unregulated games in the state under the brand “Queen of Virginia,” has donated nearly \$1 million to Virginia political candidates, according to the Virginia Public Access Project.

Opponents of the unregulated games are looking to lawmakers in other states to pass laws to ban them, as Virginia and Kentucky have successfully done.

Robert Willenborg, CEO of VGT distributor J&J Ventures Gaming, which is involved in legal distributed gaming in four states, noted at the East Coast panel that even those laws will be ineffective without enforcement measures in place. “In a perfect world, I would love for the skill games to go away tomorrow,” he said, “but I don’t think there’s intestinal fortitude in the state legislatures and the courts to do that.”

He noted that laws making possession of the games a felony would cause the problem to be “cleaned up in very short order.” The problem with doing that, though, is that they make money for organizations like the VFW and American Legion. “If I’m going to go after the leader of the VFW or American Legion, or Joe’s Bar down the road, no DA or state’s attorney really wants to throw them in jail, and the gray game folks have really exploited that,” noted Roob.

However, Roob said there are other alternatives in enforcing a ban on the games. “Whether that’s through law or regulation, we can talk about \$10,000 or \$25,000 fines to bad actors, but put a liquor license at risk, put a tobacco license at risk, if you are housing these machines. There’s a variety of ways that can be done.”

Article credit: GGB, by Frank Legato



Date/Time	Event
08/04/2023 9:00 am - 10:30 am	<a href="#">Sex Trafficking – Rarely a Happy Ending</a> Prostitution, formerly known as “sex for money”, a “victimless crime” and a “vice”, is a billion dollar industry that has less to do with consenting adults and more to do with drugs, gangs, robbery, kidnaping, sexual assault, and homicide. We know that hotels are often where these crimes originate, but the casino provides an abundance of new victims, cash, and a place to make deals of all sorts. This affects the property’s reputation, the integrity of its management, and its bottom line. Understanding the process of exploitation and the associated crimes will make prostitution easier to prevent. We will go through the process of trafficking, the methods they use, and then drill down on the crimes they commit so we can mitigate this scourge that may be more prevalent than you think.



[iacsp.org](https://iacsp.org)  
Upcoming training  
webinar

## In the Legal News....

### Illinois Casinos May Soon Allow Ex-Cons to Apply for Jobs

The Illinois gaming industry continues to expand. To help fill the hiring void, the state may soon allow ex-cons to apply for these jobs.

Currently, people with felony convictions are barred from working in Illinois casinos. But Senate Bill 1462, which was passed in May, is awaiting Governor J.B. Pritzker's (D) signature and would allow some ex-cons to be hired.

If signed into law, the bill would allow people with felony convictions to apply for an occupational license from the gaming board, allowing them to work in casinos in nongaming positions.

The bill passed the Illinois General Assembly on a mostly party-line vote, 78-27, and has the support of labor unions and the Illinois Gaming Board.

**State Sen. Robert Peters (D-Chicago) sponsored the legislation and expects Pritzker to sign the bill. The gaming board will review the types of convictions, the time since conviction, and the charges' severity.**

Under the proposed law, the Illinois Gaming Board will have the right to refuse a permit to "anyone deemed a threat to the state's public interests or gaming integrity."



### Caesars Opposes Nevada's Online Poker Cheating Bill

A new bill that would require the Nevada Gaming Control Board to publish a list of poker players banned from playing online faces opposition from the only online poker operator in the state. Representatives of Caesars Entertainment — which owns and operates WSOP.com — told the Assembly Judicial Committee this week that Assembly Bill 380 would create a burden for the company.

## Chinese Police Arrest More Than 90 in Gambling Gang Raid

China tries to keep almost all forms of gambling from taking place within its borders, even though it's an uphill battle. The latest example comes in the form of an illegal online gambling operation it shut down over the week-end.

On Sunday, the Zhaotong Public Security Bureau disclosed that it had arrested 93 individuals in the Yunnan province's southwest city. The arrests were the result of an investigation that reportedly began almost two years ago.

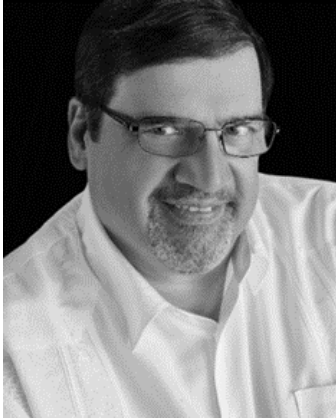


Police reported that they also seized CNY900 million (approximately US\$124.6 million) from the group. The online gambling platform has been shut down, although investigators are using the data to continue making arrests.



## Alan W. Zajic, CPP, CSP, ICPS

AWZ Consulting



Alan (Al) is a member, a Board Member, A Certified Surveillance Professional (CSP) and Director of Certification for the IACSP.

**MEET**  
**OUR**  
**BOARD**  
**DIRECTORS**

Al is a Nevada licensed, independent security consultant, Board Certified in Security and Surveillance, specializing in hospitality, gaming, and nightclubs. He has over 40 years of practical hands-on experience in security and surveillance operations to include Security Director for the Sahara Tahoe and High Sierra resorts in Lake Tahoe as well as corporate security for Del E. Web, Corp. in Nevada. Al was also the Executive Director of Hotel Operations for the Horizon Casino Resort in Lake Tahoe for six years.

Al is a member of ASIS International where he holds the designation of Certified Protection Professional (CPP) and is currently a member of the Gaming and Wagering Protection Council/Community. Alan is a twice past Chairman of the Gaming and Wagering Protection Council and past chairman of the Hospitality, Entertainment and Tourism Council. He is a past Council Vice President for ASIS International with oversight over the Retail and Loss Prevention Council, Banking and Financial Institutions Council, Gaming and Wagering Protection Council and the Hospitality, Entertainment and Tourism Council. He is actively involved in the Northern Nevada and Las Vegas Chapters of ASIS International as well as the international security community. He was awarded the ASIS International "Outstanding Council Chairman of the year" for 2010.

He is a member of the International Association of Professional Security Consultants (IAPSC) where he is a Board Member and Annual Conference Chair. Additionally, he is a member of the International Society of Crime Prevention Practitioners (ISCPP) and holds their Designation of International Crime Prevention Specialist (ICPS) and is a member of the International Association of Crime Analysts (IACA).

Al is an instructor for the University of Nevada at Reno in the Gaming Management Program and for the International Gaming Institute at UNLV in security and surveillance applications. He is frequently requested to present sessions at international security conferences and for various organizations throughout the country to include ASIS International, International Security Conferences (ISC), World Game Protection Conference, National Indian Gaming Association Conference, Tribal Games Protection Network, Southern California Surveillance Symposium, Minnesota Casino Intelligence Unit, Table Games Conference, Nightclub and Bar Conference, Bar and Restaurant Expo, Executive Security Operations Conference, and others.

He is co-author of the books "Casino Security and Gaming Surveillance" and "Casino and Gaming Resort Investigations" with Derk Boss, has written numerous professional articles, and has been media interviewed internationally on various security and surveillance topics.

His practice areas include management consulting, major incident management, policy and procedure development, security surveys and audits, and he conducts tailored training programs for gaming operations. Al is a court certified expert in various jurisdictions throughout North America in both the security and surveillance disciplines.

# Cosmopolitan Casino Dice Cheating Leads to Four Arrests, Court Appearances, Officials Reveal

Four suspects were scheduled to appear in Las Vegas Justice Court on Thursday for alleged “dice sliding” while playing craps at [The Cosmopolitan](#) in Las Vegas.

The Las Vegas men won \$226,948 over six days at the casino between November and December 2021, officials said in a statement released on Thursday.

The alleged [cheating](#) also may have taken place at about the same time in Resorts World Las Vegas, Las Vegas TV station *KLAS* reported.

## Dice Sliding Explained

In the illicit activity, players will throw real [dice](#), but not roll them, the *DailyMail.com* reported. Instead, a player will slide one or two dice across a gaming table.

**The dice will be in the same position as they started, allowing the shooter to control the outcome of the game,”** documents from investigators added.

In The Cosmopolitan incidents, before one player slid the dice on the craps table, he signaled another player “by placing single wagers in a circle motion around the main screen [wagers],” investigators claimed. The *Roll to Win* electronic craps gaming tables used in the scheme were made by Azure Gaming. They have a touchscreen surface and work semi-automatically, the company explained in material cited in the news report.

The tables don’t have a felt surface, which is the covering material found on more traditional craps tables. Sliding dice on felt is more difficult to accomplish, the *DailyMail.com* explained in the report.



## Several Charges

The defendants were identified as Antcharaporn Kamonlert, Hau Duc Ngo, Max Edward Rappoport, and Oscar Ovidio Rodriguez Alvarado.

Besides cheating, they were charged with unlawful acts regarding computers and conspiracy, according to the Nevada Gaming Control Board (NGCB). The defendants were released on personal recognizance bonds.

The incidents were investigated by NGCB agents before being turned over to prosecutors. Key in their case is video taken by casino surveillance cameras and the tracking of player accounts, according to the NGCB.

“The [NGCB] ... appreciates licensees reporting suspicious activities and potential gaming crimes,” Kristi Torgerson, chief of the NGCB’s Enforcement Division, said in Thursday’s statement. “The Enforcement Division will continue to be aggressive in its investigations and covert operations to ensure that the gaming industry is free from criminal elements in its unending effort to safeguard the integrity of regulated gaming in Nevada.”

The Cosmopolitan self-reported the incidents to state officials. The casino apparently lost \$180K due to the activity, according to the NGCB.



## Baseless Allegations

Mitchell S. Bisson, a Las Vegas-based criminal defense attorney who represents Ngo, denies his client took part in such a scheme. The prosecutors' case is made up of "baseless allegations," Bisson told the *DailyMail.com*.

**Mr. Ngo vehemently denies any allegation that he was involved in cheating at a gambling establishment in any way, shape, or form," Bisson added. "I am confident that a thorough investigation will vindicate Mr. Ngo and expose these allegations as nothing more than a losing hand, so to speak."**



A couple of comments on Dice Sliding, if I may, based in this case on the best example of it that I have witnessed.



I've seen dice sliding before, but the Eastern European perpetrating this cheat move had excellent technique. The die he slid (he only slid one of the two he held) spun around its own axis, so that it seemed to tumble and made it most, if not all the way to the back wall, while the die he actually threw reached and bounced away.

From a camera standpoint the throw looked legit. Usually because it was. To explain: the slider wasn't expecting to make money by his actions, his partner on the other end of the table would be doing that.

- The slider positioned himself near to the Stick, less distance to slide the die.
- His partner played the Don't Pass.
- The Slider set a One, this gave him a two-in-six chance of his partner winning on the Come Out Roll (2 or 3 crap) and only a one-in-six chance of losing, if the tumbling die landed on the six face, for a 7 winner.
- A three, four, or five from the tumbling die gave a point of course. But now the slider no longer needed to slide the dice. He was already odds on to lose. So he could make a series of legitimate rolls.

He could, of course, and sometimes (very rarely) did set and slide a six, knowing he could not make his point. But I think he was worried about exposure. I only saw him do this once I believe.

They were pretty successful overall. Even more so because a casual review was most likely to catch one of the many legitimate rolls.

Malcolm Rutherford, IACSP Board Member

# Man Pretending To Be Owner of Las Vegas Casino Scams \$1.1M from Cashier

A suspect was arrested recently after someone allegedly posed as the owner of Circa Hotel & Casino in a [scam](#). He managed to get an employee at the Las Vegas property to pay over \$1.1M for fire extinguishers and other fire prevention equipment.

The suspect, Erik Gutierrez, 23, was charged earlier this month with theft of more than \$100K, Las Vegas TV station *KLAS* reported this week.

The incident began on June 17, when someone phoned the Circa's cashier's cage. The caller claimed to be the Circa's owner. It turned out he was not.

## Needed Immediate Payment

Initially, the caller asked a cage supervisor to make an immediate payment of \$320K, security staff later told the [Las Vegas Metropolitan Police Department](#) (LVMPD).

The cage supervisor believed the caller was the hotel's owner and believed the claims made in the conversation.

When speaking to the supervisor, the caller claimed, "The fire department needed to do a check on the fire extinguishers" and "they would need a payment for further safety devices," *KLAS* reported.

## Payments Made Off-Site

The supervisor later met someone at off-site locations who she believed was an attorney for the hotel, police said.

Payments of \$314K, \$350K, and \$500K, were made, along with smaller amounts that all together totaled \$1,170,000.

LVMPD investigated the case and traced a car used in the plot to Gutierrez's aunt. On June 18, officers arrested Gutierrez at a gym.

## Most of the Cash Recovered

Officers were able to recover about \$850K in the casino's money, *KLAS* reported. The cash was stored in a "large bag of US currency bundled together with the name Circa written on the bun-

dle,” *DailyMail.com* reported.

Still missing is the other \$314K allegedly stolen from the gaming property, according to news reports.

Gutierrez recently appeared before Las Vegas Judge Amy Ferreira. His bail was set at \$25K. If he makes bond, he must stay away from Circa and the Fremont Street Experience, the judge ordered.

Gutierrez has a similar charge pending in Mesquite, Nev. Justice Court, according to news reports. Bail in that case was set at \$20K. Details on that investigation were not immediately available.

**Although I love a good PR story, this isn’t one of them,”** [Derek Stevens](#), Circa’s CEO, was quoted by *KLAS* about the crime.

“Circa Resort & Casino is cooperating with the Las Vegas Metropolitan Police Department in this investigation,” Stevens added. “We greatly appreciate their efforts to date and cannot comment further due to an ongoing investigation.”



# Why you should never neglect your “Problem Children” and Always Question your Assumptions.

## problem child

noun

A child who is particularly difficult to raise or educate, especially due to a lack of self-control and disruptive and antisocial behavior.

Someone or something persistently difficult or **vexing**; a frequent source of **trouble** or **annoyance**.

While you should never neglect number one on the definitions above, I'd like to be clear that this article is about the second definition, and why you should never neglect them in your workplace.

Let's start with an anecdote:

Many years ago, I was working at a relatively small Casino operation, which suffered from a “problem child”, let's call him “John”.

John was a smart guy, certainly in his own mind he was far too smart to be a mere Casino Croupier, he was destined for bigger and better things. Grander things. Regrettably this attitude came out in everything that he did; so that, while technically competent enough, his customer service and interpersonal skills with customers and colleagues were near non-existent.

As might be imagined this attitude did not...endear him...to more senior staff members. John made it clear that they were not his intellectual equals and that he could do their jobs better than they themselves were doing. But, of course, people tend not to enjoy this being made clear to them and those people to whom it was made clear were in a position to retaliate. To “Teach John a lesson”.

In the particular case, what they decided upon was **banishment**.

Not in the sense that he was exiled from work, rather that he was exiled **within** work.

Back then the whole concept of Stadium Games was relatively new. The idea that one game of each type would control a number of remote betting terminals, at which the patron would play, as they would at an EGM, only the game they were playing was a real one, being operated elsewhere in the Casino. This type of gaming straddled an uneasy line between **Table Games**, since it was clearly a real table and a real game with a real dealer on it, and **Slots**, since the terminal was clearly electronic and payouts were clearly TITO's. Into this limbo of operational experience John was cast.

The benefit, from the point of view of the Pit Staff and Casino Management was very clearly one of “out of sight and out of mind”. Of course, the stadium and the, in this case, Baccarat table, were actually in full-view of anyone who cared to look. But there were not part of any Gaming Pit, and, crucially, they did not interact with anyone in the Gaming Pits, nor with any other gaming staff, except for the “breaker” once every hour.

At this point the fatal, but I would argue quite commonly made error, should be glimpsed.

Because the game was “electronic” it was safe; and indeed this was substantially correct, at least so far as the payouts went. The terminals would, indeed, faithfully pay the correct odds for the winning wagers.

But this was rather to overlook that it is not electronics that perpetrate fraud and theft.

People do that.

It is the human element that is responsible for all of the things that we, as Surveillance and Security professionals, look for, detect and hopefully prosecute.



So, for reasons of petty revenge and to put a problem child very much out of sight and out of mind, Pit Management had exiled John to a table game attached to a new concept that they did not understand very well, but that they assumed was completely safe; and, to compound this error, because they thought the game to be safe, they did not assign any supervision. After all, why banish John if you were then going to ease his exile by giving him someone to talk with?

At this point some detail as to the setup and operation of the table in question is in order. While a new concept then, as I have said, it was admirably set up. The cards were shuffled in an MD2 auto-shuffler and two full sets of cards were provided for the table for each shift. These cards were sequentially dealt from an early “Smart-shoe”, which recognized them and transmitted this data to the terminals in the stadium. All bets had to be made before any cards were drawn.

All the dealer had to do was to deal the tableau, follow the timer that gave people time to wager, collect the cards after each coup and press the game end button on the shoe. After each completed shoe they also had to transfer the used cards from the discard, load and unload the cards from the shuffle machine and put the shuffled cards in the shoe ready to begin dealing again.

Fool-proof.

Or, at least, it would have been, if the stages of the operation detailed above were being watched. Because if they were being watched then it could be ensured that they were being followed.

But if they weren’t being watched?

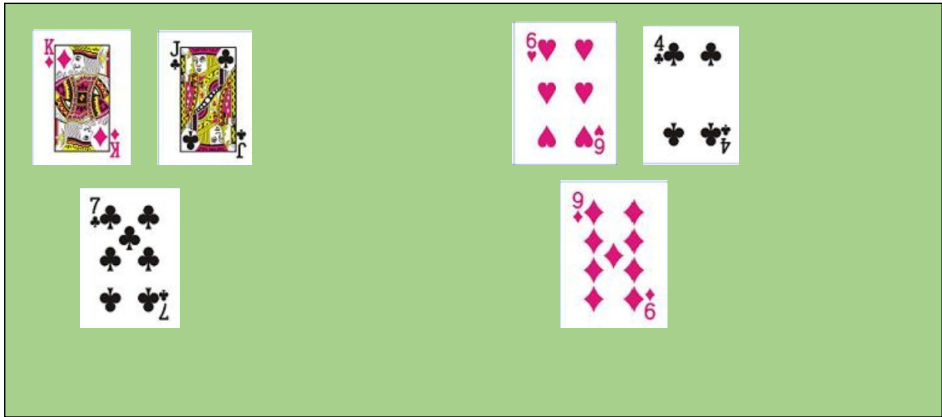
Well, if they weren’t being watched anything could happen.

I mentioned before that John was a smart guy, this is true, I got to interview him when everything came to light and was impressed by his intelligence, as well as the size of the chip on his shoulder.

John had worked out that, with no one looking at him including, he hoped (and was correct in this hope) Surveillance, then he could do whatever he wanted. So, he concocted a scheme with a friend of his to act as the **Player Agent**.

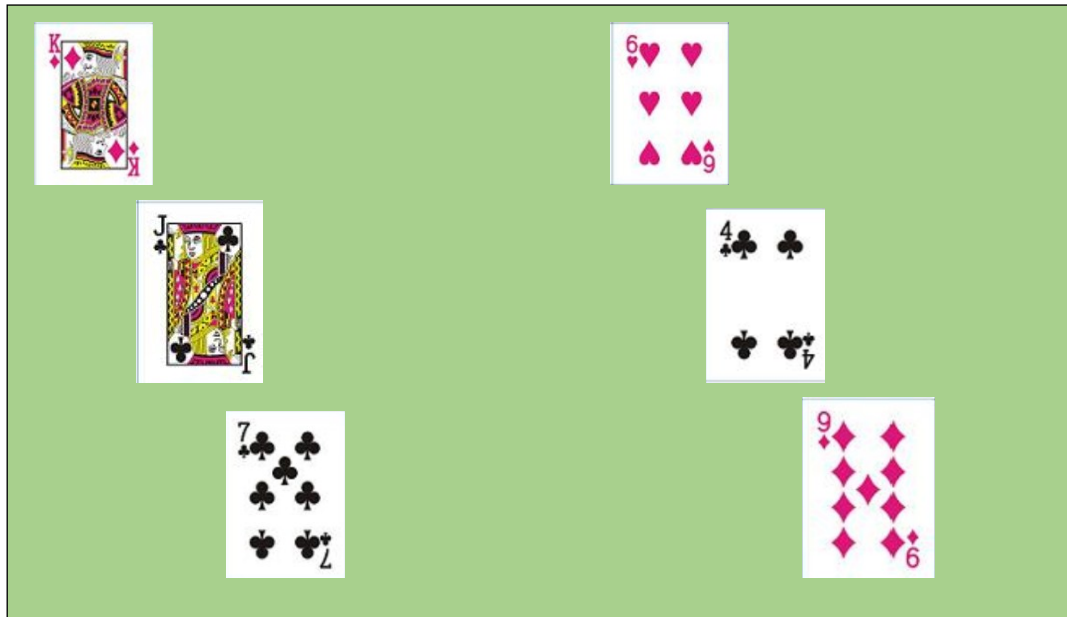
First, he learned how to collect the cards from a Baccarat coup so that the order was retained and, if they should be redealt, that the outcome of the coup would be the same as the previous time it was dealt. This is actually so simplistic that it can be learned, or taught, in less than five minutes.

As an example for a six card coup, it really doesn’t matter which side wins, the cards are dealt from the shoe, effectively as: P1, B2, P3, B4, P5, B6 where the letter is the “side” Player/Banker where the card is assigned and the number is the order that the card came from the shoe.  
e.g.



So, we have King of Diamonds, Six of Hearts, Jack of Clubs, Four of Clubs, Seven of Clubs, Nine of Diamonds.

John would simply reverse this order when collecting the cards. This was oftentimes facilitated by pushing up the cards dealt third and fourth. An exaggerated example can be seen below. Then the cards are simply swept up starting with the King of Diamonds, then the Six of Hearts, then the Jack of Clubs and so on.



This preserves the order of the coup, so, if the cards were to be dealt again, the result would be the same.

John also noted that, because no one was watching, he didn't actually have to shuffle the cards from the discard, if he chose not to, he could simply reintroduce them to the shoe and deal them again.

All the Player Agent needed to do then was to show up, preferably when it was quiet and John was on shift. John would, inevitably, be exiled to the Baccarat stadium. Now, all that was required was patience to sit through one shoe, recording the winning coup each time (it wasn't even necessary to record the actual cards dealt, just the winning coup, and Casino operators will, helpfully, give you a scorecard and a pen to enable this) then to make your wagers when the cards were replayed.

It was so blatant that, when we investigated it, it was evident that the wager made was £1 when the Player Agent wasn't sure what the winning coup would be and £100 (the maximum wager amount allowed) when they were.

While I have to confess that my Surveillance Department, and by extension myself, failed to watch the Stadium as we, in hindsight, should have. We did have a robust procedure in place to examine unusual deviations in win/loss. So, I quickly noticed that the Stadium wasn't making the money that it had done, a conclusion reached by the Casino GM independently.

At which point the detection of the scam was ludicrously simple; because it was pretty blatant.

But, as a scam, it shouldn't have been possible in the first place.

The factors that made it so were:

An unexamined assumption that because the **payouts** were accurate, and secure then the holistic game was secure. The two things **are not the same**. All of the payments made were indeed accurate. But the scam thrived, for a while, despite that; indeed it thrived because of that. But game security should never be assumed while there is a **human agent** capable of independent action. Humans steal, not electronics.

Problem Children should be isolated and “punished” and not supervised. **They should be ignored.** This didn’t really consider “why” they were considered problem children in the first place and what they might, in these situations do, to combat this neglect, or to benefit from it. The very act of being a problem child is that they are not liked and/or trusted. If you do not trust someone you place them where they are under the most surveillance and they have the greatest security surrounding them, not the least.

Both factors necessary for this scam could, and should, have been addressed long before the scam took place. New games and new systems of operation should always be examined with a jaundiced eye. Never assume that something is secure simply because one element of it is secure. **All** elements of a game, including, especially the human element, need to be secure before you can rest easy; and, even here these elements should be subject to regular checks to ensure that all elements **remain** secure and that short-cuts in policy and procedure have not crept into the operation. Problem children shouldn’t just be ignored, or worse “punished”, although this is the natural reaction to their personality and activities on all too many occasions.

“Out of sight, out of mind.” Is a recipe for potential disaster.

Staff interpersonal interaction like this is often a blind spot for Surveillance professionals, as we are simply unaware that this is the case for other staff member in other departments; although if you have problem children in your own operation you should always be very careful what they are assigned to do. If that is always the “worst jobs” then you might well wish to examine “what else” they are up to?

All that can be recommended for other departments is to try to learn as much as you can about any employee who might be disgruntled. This generally ranks from very difficult to frankly impossible, depending upon the size of your operation. But it should at least be attempted. Regular meetings with your counterparts in Gaming, Food and Beverage and the like should be encouraged, so that there is a greater likelihood that problematic employees can, at least, be identified early.

Problem children within your operation should never be neglected, or allowed to fester until they are a real threat to profitability, or to where they leave you open to a scam or fraud.

.....By **Malcolm Rutherford, IACSP Board Member**



The Wynn Las Vegas has a job opening for a **Surveillance Gaming Specialist**. *The Surveillance Gaming Specialist is responsible for observing and reporting activity viewed through the CCTV camera system and live casino observation. This position performs detailed observations, monitors the integrity of casino activity and uses various casino software programs to prepare gaming evaluations, procedural audits and concise reports.*



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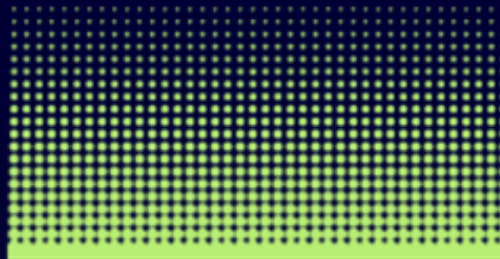


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## Surveillance Track

Tue, Sep 12 - Wed, Sep 13

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Cyber Security  
Best Standards for Handling Evidence  
The Importance of Surveillance Audits  
Facial Recognition and the Law  
Analyzing Data and Business Intelligence  
Emergency Planning and Response



## Security Track

Tue, Sep 12 - Wed, Sep 13

Security Operations & Best Practices  
Criminal Behavior and Analysis  
K-9 Operations  
Security Staffing & Best Practices  
Handling Undesirables  
Implementing an Arms Program  
Emergency Planning and Response

# SPEAKERS

...to name a few



Charles Barry  
Derk Boss  
Jason Boss  
Ron Buono  
Donald Childers  
Ron Flores



William Joseph  
Michael Kelley  
Abe Martin  
Craig Morton  
Stephanie Wallace  
Alan Zajic





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**Axis Communications** is a Swedish manufacturer of network cameras, access control, and network audio devices for the physical security and video surveillance industries. Since 2015, it operates as an independent subsidiary of Canon Inc.

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LAS VEGAS, Nev. (FOX5) - The future has arrived at the M Resort with what's being touted as the first robot of its kind to patrol the grounds of a Las Vegas Valley casino.

"I was a little taken back we might have a Star Wars character here," said Jim Pazza, a visitor at the M Resort.

"His name is M Bot," according to M Resort marketing vice president Patrick Durkin.

M Bot is an autonomous robot that's programmed to cruise all over the resort's property, including parking lots. FOX5 saw several people taking photos and videos of M Bot Friday night.

"We're always looking for ways to make our guests feel safe and secure when they visit the property," said Durkin.

Officials tell FOX5 that M Bot has 50 sensors and cameras that record and can be seen in real-time from a computer.

"And probably the nicest feature is that he's got a button on him that says essentially press me to contact security," said Durkin.

He says dispatch can then talk to the person through the robot to see if they need help.

The robot can talk to people as well. Officials say it can say things like hello, welcome, excuse me, authorities have been notified and step away from the machine, among other things.

The robot will stop if a person or car gets in its path. Officials say it also makes noise so people know it's there.

Officials also M Bot weighs around 450 pounds, so trying to steal it would be very difficult. Plus, they noted that M Bot has GPS tracking so officials would know its location.

M Resort officials say the robot is not meant to replace any human security jobs, rather it compliments the current security team as another resource for it.

Durkin says they get around 22 hours of roaming from M Bot each day. Like an electric vehicle, M Bot knows when it needs to be charged. It will go back to its charging station, charge up and then go back to patrolling.



### **UK All Party Betting & Gaming Group condemns Gambling Commission competence and effectiveness**

**D**escribing the Commission as "a seriously under-performing regulator that has acted beyond its powers," and being "in breach of almost all the Regulators Code" and is "incompetent and ineffective in its duties to the industry it regulates, "the UK's All Party Betting & Gaming Group (APBGG) has demanded a significant change in the regulator's culture, strategy and practices.

### **Australia's Crown Resorts agrees to US\$293m fine**

According to the Australian Transaction Reports & Analysis Centre, [Crown Resorts](#), the country's largest casino group, has agreed to pay an AU\$450m (US\$293m) penalty for violating anti-money laundering and counter-terrorism laws at its casinos in Melbourne and Perth between 2016 and 2022.

Crown admitted that it "failed to appropriately assess the money laundering and terrorism financing risks they faced, and to identify and respond to changes in risk over time."

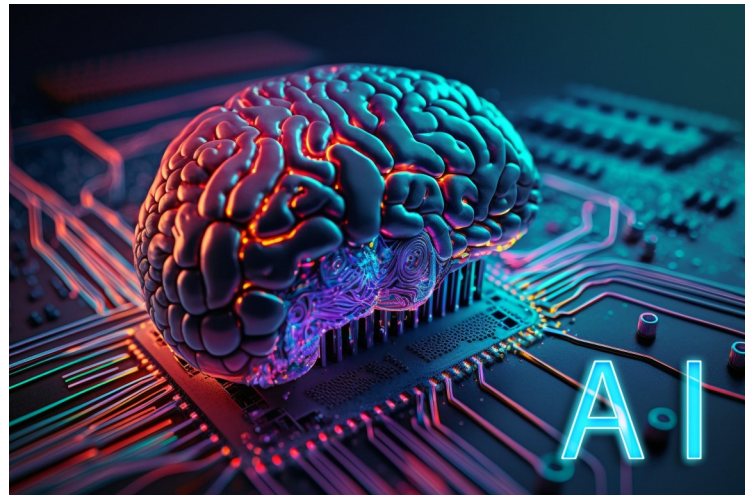
## What is Artificial Intelligence

### Understanding AI

Broadly speaking, artificially intelligent systems can perform tasks commonly associated with human cognitive functions — such as interpreting speech, playing games and identifying patterns. They typically learn how to do so by processing massive amounts of data, looking for patterns to model in their own decision-making. In many cases, humans will supervise an AI's learning process, reinforcing good decisions and discouraging bad ones. But some AI systems are designed to learn without supervision — for instance, by playing a video game over and over until they eventually figure out the rules and how to win.

### Strong AI Vs. Weak AI

Intelligence is tricky to define, which is why AI experts typically distinguish between [strong AI](#) and [weak AI](#).



### Strong AI

Strong AI, also known as [artificial general intelligence](#), is a machine that can solve problems it's never been trained to work on — much like a human can. This is the kind of AI we see in movies, like the robots from *Westworld* or the character Data from *Star Trek: The Next Generation*. This type of AI doesn't actually exist yet.

The creation of a machine with human-level intelligence that can be applied to any task is the Holy Grail for many AI researchers, but the quest for artificial general intelligence has been fraught with difficulty. And some believe strong AI research should be limited, due to the [potential risks](#) of creating a powerful AI without appropriate guardrails.

In contrast to weak AI, strong AI represents a machine with a full set of cognitive abilities — and an equally wide array of use cases — but time hasn't eased the difficulty of achieving such a feat.

### Weak AI

Weak AI, sometimes referred to as narrow AI or specialized AI, operates within a limited context and is a simulation of human intelligence applied to a narrowly defined problem (like driving a car, transcribing human speech or curating content on a website).



Weak AI is often focused on performing a single task extremely well. While these machines may seem intelligent, they operate under far more constraints and limitations than even the most basic human intelligence.

Weak AI examples include:

- Siri, Alexa and other smart assistants
- Self-driving cars
- Google search
- Conversational bots
- Email spam filters
- Netflix’s recommendations

**Machine Learning Vs. Deep Learning**

Although the terms “machine learning” and “deep learning” come up frequently in conversations about AI, they should not be used interchangeably. Deep learning is a form of machine learning, and machine learning is a subfield of artificial intelligence.

**Machine Learning**

A machine learning algorithm is fed data by a computer and uses statistical techniques to help it “learn” how to get progressively better at a task, without necessarily having been specifically programmed for that task. Instead, ML algorithms use historical data as input to predict new output values. To that end, ML consists of both supervised learning (where the expected output for the input is known thanks to labeled data sets) and unsupervised learning (where the expected outputs are unknown due to the use of unlabeled data sets).

**Deep Learning**

Deep learning is a type of machine learning that runs inputs through a biologically inspired neural network architecture. The neural networks contain a number of hidden layers through which the data is processed, allowing the machine to go “deep” in its learning, making connections and weighting input for the best results.

Next Issue: Diving into Facial Recognition



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**Date/Time**  
08/17/2023  
9:00 am -  
10:30 am

Session	Slot Advantage Play
Description	Freeplay Fraud, detection and our attempts at preventing the act Must-Hit Jackpots, a general overview of how the math works using our in-house example(s), how to detect/what to look for and overall what it does to your “good players” Persistent State Slot Machines, what they are with examples, what the advantage player is looking for, detection and prevention methods
CSP	This webinar is a required course for the CSP examination.
Timezone	Pacific Standard Time (San Francisco, GMT-08:00)