

3772-19-09 Surveillance logs and incident reports.

(A) The casino operator shall keep surveillance logs that are continuously maintained by casino surveillance employees. Surveillance logs shall note each shift change of surveillance employees and present activities chronologically. Surveillance logs must contain (at minimum) the date and time of each entry, the identity of the employee making the entry, a summary of the activity recorded, a detail of the result of any surveillance monitoring, and a detail of any copies made of recordings of the activity.

(B) Surveillance logs shall include entries for the following events and notifications received by surveillance employees about the following events, when they are known by the surveillance department:

(1) The identity of surveillance employees on duty;

(2) Any maintenance or repair of any gaming device or money handling equipment;

(3) Live table drop box exchanges;

(4) Electronic gaming device and redemption kiosk canister exchanges;

(5) Movements or transfers of cash, cash equivalents, chips, tokens, cards or dice;

(6) Any detention or questioning of patrons or employees by the security department, including the identity of the patrons or employees and the security department personnel involved;

(7) The beginning, end and any interruptions of the count;

(8) Any observed procedural or control errors or criminal activity;

(9) Any pertinent telephone calls or radio transmissions;

(10) Any malfunctions or repair of surveillance equipment;

(11) Any emergencies;

(12) Any surveillance conducted on anyone or any activity that appears unusual, irregular, illegal, or to violate Chapter 3772. of the Revised Code, the rules promulgated thereunder, and the casino operator licensee's internal controls and surveillance plan.

(13) Any surveillance specifically conducted at the request of a casino operator, casino operator employee, commission agent or other law enforcement agent; and

(14) Any other notations deemed necessary by surveillance employees or the commission or its agent to ensure compliance with Chapter 3772. of the Revised Code, the rules promulgated thereunder, and the casino operator's internal controls and surveillance plan.

(C) The casino operator shall maintain incident reports that detail any incident observed that involves unusual or criminal activity. Incident reports must be made by the person responsible for monitoring the activity.

(D) The casino operator shall maintain a visitor's log that records access to the casino surveillance room by persons other than casino surveillance employees and commission agents. The visitor's log must identify the visitor, identify the department or agency the visitor represents, state the reason for access to the room and provide the date and time of arrival and departure from the room.

(E) Surveillance logs, incident reports and visitor's logs must be retained for at least five years. Surveillance logs, incident reports and visitor's logs may be retained electronically, but must be retained in a manner that allows them to be easily retrieved by time, date, the location of activity and the type of activity. All logs must be provided to the commission or its agent immediately upon request.

(F) The casino operator's surveillance department shall not directly monitor, track, or record the activities of any commission agent or employee, unless the direct monitoring is requested by the executive director or the executive director's designee.

(G) Surveillance logs, incident reports and visitor's logs must be stored in a format which prevents alteration.