

# Red Hawk Casino

Indian gaming casino wins big with unified security



**Industry**  
Gaming

**Location**  
Placerville, California, United States

**Products**  
Security Center, Omnicast, AutoVu



## Red Hawk Casino empowers surveillance team to boost security and guest safety using video and ALPR within Security Center

Red Hawk Casino is a gambler's oasis near Sacramento, California, United States. Founded by the Shingle Springs Band of Miwok Indians, the casino now welcomes 10,000 visitors daily. The 278,000 sq.ft. facility offers 2,300 slot machines, more than 70 different table games, various dining options, and other amenities.

### Upgrading to open and unified security

At Red Hawk Casino, both the surveillance and security teams work together to ensure guests are safe and that operations comply with gaming laws. It's an around-the-clock job that involves using video technology to respond to medical emergencies, petty theft, and other security risks.

The surveillance team relied heavily on their video system in their day-to-day work. After years in use, the video technology aged and eventually began failing. The team repaired what they could but were tired of being locked into a proprietary system that kept crashing, without options or fixes for a smoother experience. That's when they began looking for an open architecture security solution that was scalable, had robust mapping capabilities, and could handle the evolving needs of a busy casino.

The solution that best met their requirements was the Genetec™ Security Center platform which unifies video surveillance, access control, license plate recognition, and other systems in one flexible solution.

"It was easy to choose Security Center over other solutions. After just one demonstration, I could tell— there is a depth of quality and experience that is built into the Genetec platform that I haven't seen with other vendors," explained Sean McHenry, Director of Surveillance at Red Hawk Casino.

Today, the Red Hawk Casino team uses the Security Center Omnicast™ video system to manage over 2,000 surveillance cameras which are installed both inside and outside of their facility. They also implemented the Security Center AutoVu™ automatic license plate recognition (ALPR) system to track vehicles and persons of interest so they would know when VIP guests near the casino.

### Working more efficiently than ever

Since upgrading to the Security Center platform, the surveillance team has seen a spike in efficiency from working with the map interface, Plan Manager. This visual plan of the casino lets operators quickly locate cameras, respond to alarms, and make sure devices are online.

“What’s nice about Security Center is that every security device and system is unified into one solution. Before, we had a separate map system that was clunky and unreliable. With built-in maps and other intuitive features, our team now works faster during response and investigations. What once took us hours or days, now takes a quarter of the time,” said McHenry.

Using the Visual Tracking feature, operators can jump from one camera to another to easily view the entire casino. They simply click on pre-configured graphical overlays to select adjacent cameras directly from the video tile.

“One of the first things that impressed me with the Genetec system was that PTZ cameras respond right away, exactly when we need them to move and stop. There are many video systems out there where that doesn’t happen,” explained McHenry.

### Keeping up with gaming regulations

From a central control room, the surveillance team monitors video 24/7. Over 50 doors in the casino have also been equipped with alarm inputs so operators can monitor access to specific areas.

“After a certain time of the day, some doors should never be opened. So, if that happens, our operators will receive an alarm notification with video from the associated camera on their screen. They’ll immediately see what’s going,” elaborated McHenry.

Investigations have also been streamlined in cases where auditors require information for Title 31—a government regulation stipulating that if a person cashes out or spends more than \$10,000 in a 24-hour gaming day, pertinent details of the transaction must be recorded.

“I’ve been doing Title 31 compliance reviews for over 20 years, and in the past, it would have taken me a week to gather the necessary information. Security Center allows us to quickly collate that data and get it back to our auditors within an hour or two,” said McHenry.

The Security Center point of sale (POS) integration further boosts security in retail areas of the casino. When credit card fraud or internal theft is suspected, the team can quickly search the transaction history across their POS terminals and retrieve associated video to speed up the investigation.

### Staying one step ahead of threats

Red Hawk Casino has extended security beyond the facility’s perimeter. They’ve installed over 10 AutoVu ALPR cameras to line the only roadway which leads guests off a major highway and into the casino’s parking.

As vehicles drive by the fixed ALPR cameras, the AutoVu system alerts the surveillance team to license plates of visitors who have either been banned from the casino or have opted onto their self-

exclusion list to curb compulsive gambling. Operators can then dispatch ground officers to intervene, preventing these individuals from entering the property.

The surveillance team works closely with law enforcement, assisting in criminal investigations and locating wanted persons and vehicles. According to McHenry, “Right after we deployed the AutoVu ALPR system, the local police department asked us to watch for the license plate of a suspect in a homicide case. The plate was matched as the suspect drove up to the casino and we were able to have law enforcement pick them up before they even walked through our doors.”

Another use of the ALPR system is to alert the team to vehicles of VIP guests nearing the casino. Operators notify the marketing team so that they can greet high rollers at the door and arrange special perks.

### Making the most of a flexible platform

The openness of Security Center means Red Hawk Casino has a greater choice when it comes to security devices. When migrating to the new platform, the casino was able to keep all existing cameras to lower costs. Since then, they’ve added new devices and technologies in their continued effort to enhance security. Recently, this included installing a dozen 360-degree cameras over escalators that leads to a dining area.

“It’s an area that’s prone to medical injuries and accidents. Instead of adding 30+ PTZ cameras, we’ve been able to use 360-degree devices to get a comprehensive view of everything going on. This ensures we can respond to any mishaps as quickly as possible. And should a slip-and-fall claim arise, we have the evidence we need,” said McHenry.

Moving forward, the Red Hawk Casino team plans to continue upgrading all analog cameras to IP devices. They’re also looking into the possibility of migrating an existing access control system over to the Security Center Synergis™ system.

“The Security Center platform is very impressive. It’s user-friendly and allows for deep granularity and customization. From the range of features and integrations available to all the fine-tuning we can do and the control we have over user privileges and device configurations—the platform gives us the flexibility and tools to become more efficient while remaining compliant with State and Federal gaming regulations,” concluded McHenry.

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