



**WORLD**  
**GAME PROTECTION**  
**CONFERENCE**



**2008**  
**SHOW GUIDE**



 Paris<sup>™</sup>  
LAS VEGAS

FEBRUARY 19-20, 2008

# Welcome to the WGPC

Welcome to the third annual World Game Protection Conference.

There's an old saying that information is power. I'm not sure who originally said it but it could have been a casino guy. Information and intelligence is very important when it comes to game protection so this year the general theme of our show is Information: How to get it, how to use it.

2007 was an unprecedented year for casino arrests involving employee cheating. It seems that these days it's hard enough to keep up with cheats walking through your front door let alone the ones who have an access card to the back door. This year's conference program focuses on how we can more effectively use information and explores the new cheating culture and why more and more people are trying to get away with it within our own walls.

We have put together another strong line up of 21 interesting and distinguished speakers led by the legendary Dr. Ed Thorp, the "godfather of card counting". Our speakers represent a diverse range of backgrounds and expertise but all share one thing in common. They offer a perspective that is based on research, analysis, real experience and a need for searching for the truth and achieving excellence. We are very grateful to them for sharing information with all of us.

Our Technology Expo showcases the latest and the greatest in technology and brings together the worlds leading casino surveillance companies in one place in an environment conducive to learning and building professional relationships.

This year we have added the "Meeting Place". The names of our conference attendees are scrolled across the information kiosk monitor so if there's a speaker or anyone at the show that you would like to meet you can reach out to them by leaving a message for them.

We once again are privileged for the opportunity to run a behind the scenes tour of the surveillance room (see program) and would like to thank Paris management for allowing us to do so.

We want to formally acknowledge our valued sponsors. Their support over the last 3 years has helped make the WGPC one of the biggest littlest casino educational events in the industry.

On behalf of the WGPC team, thanks for supporting our show and I hope you enjoy this years WGPC.

A close-up photograph of a person's hand in a grey suit jacket holding four playing cards: the Ace of Clubs, Ace of Spades, Ace of Diamonds, and Ace of Hearts. The cards are fanned out, with the Ace of Hearts being the most prominent.

*Willy Allison*

Willy Allison  
President

World Game Protection, Inc.



TIME	TOPIC	SPEAKER
Monday February 18, 2008		
2:00 pm - 6:00 pm	Pre-Registration Paris Surveillance Room Tours (tours run every half hour from 2pm to 5pm)	
7:00 pm - 10:00 pm	<b>Welcome Reception - Concorde Ballroom</b> Conference Attendees, Speakers, Sponsors and Exhibitors invited. The WGPC Challenge starts at 7:30pm. Live entertainment – “Exit 75”	
Tuesday February 19, 2008		
8:00 am - 8:45 am	Registration Breakfast in Le Square – Exhibition area	
8:45 am – 9:00 am	Welcome & Opening Remarks	Bob Del Rossi (Show Host)
9:00 am – 9:50 am	<b>The Moves Making the News</b> The opening session brings delegates up to date with the big cheating scams and game protection news that made headlines during 2007.	The “Casino Guys” with guest Frank Herbert
10:00 am - 10:50 am	<b>Marked Cards: Evolution to Technical Revolution</b> The idea of marking cards has been around almost as long as playing cards have been around. With the advent of modern day technology the science of marking cards has been brought into the 21st century. More recently “James Bond like” technology is being used to gain unfair advantages in both private and casino games. This session will bring you “back to the future” by looking at traditional, state of the art and futuristic marked card techniques and strategies used by gamblers and magicians.	Jeff Spiller
11:00 am - 11:50 am	<b>The Night Card Counting Was Born.</b> Our Keynote speaker, Dr. Ed Thorp, made history in 1962 when he wrote what is widely considered the original card counting manual “Beat the Dealer.” At the time a Math Professor at M.I.T., Dr. Thorp proved mathematically that blackjack could be beaten by card counting. Dr. Thorp tells his story that started with curiosity and led him on a journey that changed the casino landscape forever.	Ed Thorp
12:00 pm - 2:00 pm	Lunch in Le Square - Exhibition area	
2:00 pm - 2:50 pm	<b>Counter Measures: The Math and the Myths</b> What costs a casino more money: cheating, advantage play, incompetence (errors), efficiency (time & motion), dumb rules or management? In this session the presenter analyses various game rules and procedures and dispels some of the common myths surrounding their effectiveness.	Bill Zender
3:00 pm - 3:50 pm	<b>Macau: Game Protection Up Close</b> Macau has become the world’s gambling Mecca. Since the end of the Ho monopoly 4 years ago, mega casinos continue to be built at a furious pace and its rapid growth is presenting many challenges for game protection professionals. In this session the presenter highlights some of the major threats and scams that have taken place in Macau over the last 4 years and talks about the need for a New Age approach to game protection.	Wayne Stevens
4:00 pm - 4:50 pm	<b>The Threat Within Our Walls</b> The “Tran Organization” and “Soboba Inside Robbery” were unprecedented in terms of the reported amount of money stolen in organized scams involving casino employees. Internal theft is not new, but is the problem getting bigger and is it time for a new approach? In this discussion the panel shares their thoughts and ideas about fighting the on going problem of employee theft.	Marcus Diaz (Moderator) Darrin Hoke Charles Barry Jesse Silva
4:50 pm - 6:00 pm	Cocktails in Le Square - Exhibition area	

TIME	TOPIC	SPEAKER
Wednesday February 20, 2008		
8:00 am - 9:00 am	Breakfast in Le Square - Exhibition area.	
9:00 am - 9:50 am	<p><b>Who's Watching the Watchers?</b>            Recently New Jersey gaming regulators handed down fines for surveillance operators "ogling". In this discussion the panel interprets what is inappropriate use of surveillance cameras and discusses the importance of having a CCTV Code of Ethics.</p>	Bill Edwards (Moderator) Patricia Fischer Jeff Murphy Marcus Diaz
10:00 am - 10:50 am	<p><b>Information Integration</b>            This presentation looks at an innovative casino quality management system designed in-house to meet the challenges of standardization across a multi casino organization. The system is available online and includes a complete library of casino policy &amp; procedures manuals, comprehensive training programs, best practices, employee performance management and the company's process for managing risk &amp; compliance.</p>	Ian Napier
11:00 am - 11:50 noon	<p><b>Bob Arno's Anti-Theft tips</b>            Time and time again casino guest surveys confirm "feeling safe" is a major factor when selecting a casino to gamble. As casino employees we should all be on the lookout for undesirables. Bob Arnot ("the thief hunter") is a world renown expert in street crime. In this session Bob shares some tips in recognizing the behavior of thieves.</p>	Bob Arno
12:00 noon - 2:00 pm	Lunch in Le Square -Exhibition area	
2:00 pm - 2:50 pm	<p><b>Broadening Your Surveillance Intelligence</b>            The International Association of Casino Security represents 300+ casinos in over 40 countries and is a world leader and excellent model for information sharing &amp; networking. In this session the Chairman of IACS presents some of the game protection threats encountered in the U.K. and Europe and talks about the keys to making a global network successful.</p>	Dave Mills
3:00 pm - 3:50 pm	<p><b>Working Together for Prosecution Success</b>            How do you filet the fish after you've caught it? Don't you hate it when criminals get off the hook? In this discussion the panel presents case studies and examples of how casinos and law enforcement agencies can work together to keep casinos clean and maximize the chances of successfully prosecuting cheats, thieves and bad guys.</p>	Tim Bohr (Moderator) Bill Aulerich Jerry Longo Jeff DeClerck
4:00 pm - 4:50 pm	<p><b>The Cheating Culture: "Everybody Does It?"</b>            In this final session of the conference the presenter and author of the best seller "The Cheating Culture", tries to make sense of why people are cheating more and more.</p>	David Callahan
4:50 pm - 5:00 pm	Closing Remarks	Willy Allison





**BOB ARNO, Criminologist, Consultant and Author**

Bob Arno is an internationally recognized street crime and anti-theft consultant. He lectures and presents training for law enforcement, security and other government agencies in the United States and abroad. Bob has a unique insight into the mind and manners of thieves, having researched and filmed criminals in the act of stealing from victims and interviewing them when possible. His extraordinary footage is frequently used on news and talk shows. An expert in recognizing their body language, facial expressions, telltale behavior, props and methodology, Bob's own legendary skills in thievery make him a danger to anyone in the vicinity.



**BOB DEL ROSSI, Gaming Consultant & Marketing Director, Tech Art**

For the last 30 years Bob Del Rossi has worked in many facets of the gaming industry. An expert card counter trained by the legendary Ken Uston, he has utilized his skills and experience working in both surveillance and on the floor. Bob has been a sought after consultant and trainer on the subject of advantage play over the last 18 years and has done expert testimony for major gaming corporations and law enforcement agencies including Harrah's, MGM Mirage, Venetian, Kansas State Police, Nevada Gaming Control Board and the FBI.



**BILL AULERICH, State Police Sergeant, Casino Licensing and Operations Unit, Connecticut State Police**

Bill Aulerich has been with the Connecticut State Police for over 20 years and been assigned to the Connecticut State Police Casino Licensing and Operations Unit over 10 years both as a detective and sergeant. He has received extensive training and practical experience in intelligence, casino surveillance, security, cheating techniques, game procedures and cheating scams. He presently supervises routine and in-depth investigations at Foxwoods Resort & Casino and the Mohegan Sun, the two largest casinos (in terms of table game numbers) in the United States.



**MARCUS DIAZ, Director of Training & Development, Casino of the Sun & Casino Del Sol, Arizona**

Marcus Diaz has traveled the world training and teaching cross cultural programs and diversity topics in locations such as Canada, Venezuela, Spain, Portugal, Germany, Denmark, Sweden and Finland. He has an extensive background in both the fields of training and development and human resources. Marcus specializes in the measurement and evaluating of learning/human performance initiatives and has designed metrics to analyze the effects of training and human resources initiatives specific to the gaming industry. He has also implemented successful learning and development programs in various industries and his accomplishments have been recognized throughout North America, South America and Europe.



**CHARLES BARRY, Founder of Charles H. Barry & Associates, LLC, Las Vegas**

Charles Barry is the Founder of Charles H. Barry & Associates, LLC, an investigations and security consulting firm specializing in gaming related investigations that include criminal, civil, and compliance matters. Chuck formed the corporation in 2005 after a career that spanned 30 years, starting in law enforcement and going on to head the corporate security divisions for two well known international Fortune 500 gaming corporations. Chuck serves on the Gaming and Wagering Committee for ASIS International and has served on the advisory boards for Crime Stoppers and the FBI Citizens Academy, in Las Vegas.



**BILL EDWARDS, Executive Director of Surveillance, Tropicana - Atlantic City**

Bill Edwards has 28 years gaming experience in Atlantic City. Prior to working at the Tropicana, Bill was Director of Surveillance at Caesars and has worked various positions in surveillance, security, corporate investigations and the gaming floor at Caesars, Playboy and Resorts Casinos. In addition to his role at the Tropicana, Bill has been an instructor for the Police Gaming Seminar at the Atlantic Cape Community College for the last 4 years. Bill lectures on cheating techniques, cheating scams and surveillance of the count room and slot operations.



**TIM BOHR, Surveillance Director, Foxwoods Resort Casino**

Tim Bohr is the Surveillance Director of the largest casino in the U.S.A. Nestled in the woods of Connecticut midway between New York City and Boston, Foxwoods Resort Casino, owned by the Mashantucket Pequot Tribal Nation, is one of the premium casino properties in the country and a leader in technology and innovation. Using state of art surveillance technology and building strong relationships with outside agencies, Tim and the surveillance team at Foxwoods are constantly faced with and meeting the unique game protection and security challenges that come with mere size and continued growth.



**PATRICIA FISCHER, Director Operational Consulting & Training, M. Malia & Associates**

Patricia Fischer has had a distinguished surveillance career spanning over 26 years. Appointed to the position of Surveillance Director at the Mirage in 1990, Patricia was Steve Wynn's head of surveillance for 17 years. Over this time she was responsible for setting up and running surveillance operations in all his flagship properties including the Bellagio, Wynn Las Vegas and Wynn Macau. Well respected in the industry, Patricia has been featured on various television casino documentaries on surveillance and game protection. This year Patricia joined M. Malia & Associates where she offers a variety of extensive surveillance training and consulting services to the casino industry.



**DAVID CALLAHAN, Author, Journalist and Commentator**

David Callahan is author of The Cheating Culture: Why More Americans Are Doing Wrong to Get Ahead. Published in 2004, The Cheating Culture has been reviewed in numerous newspapers and magazines and David has appeared on hundreds of radio and television programs to discuss the book. David lectures to business groups, associations and university audiences on issues of ethics and integrity and is a frequent commentator on CNN, CBS, PBS, MSNBC and Fox News. In addition to The Cheating Culture, David is the author of six other books and has written numerous articles that have been published by The New York Times, The Washington Post and USA Today.



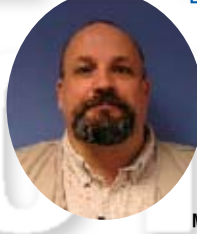
**FRANK HERBERT, Special Agent in Charge, California Department of Justice, Bureau of Gambling Control**

Frank Herbert has been in law enforcement for 30 years and is currently in charge of all gaming related criminal investigations, as well as regulatory compliance and enforcement for the Bureau of Gambling Control's three southern Californian offices. Frank's units have been involved in numerous investigations involving organized crime and attempts to infiltrate and victimize the gaming industry in California. These cases include the Tran false-shuffle group, probably the largest organized criminal casino cheating scam ever uncovered. Frank avidly proposes that, to be truly effective in combating casino crime, law enforcement needs to form strong partnerships with casino surveillance and security department personnel.



**JEFF DeCLERCK, Senior Investigator, Office of Inspector General Mashantucket Pequot Tribal Nation**

Jeff DeClerck joined the Mashantucket Pequot Tribal Gaming Commission when Foxwoods Resort and Casino opened in 1992. He has served as an Inspector, Lead Inspector, Investigator and Manager of Casino Investigations. In August 2000, the Investigations Unit of the Tribal Gaming Commission was absorbed by the Office of Inspector General and Jeff is currently a Senior Investigator with that office. Jeff has established an extensive intelligence network with casino industry investigators, law enforcement agencies and organizations such as the International Organization of Asian Crime Investigators and Specialists, hosts of the annual International Conference on Asian Organized Crime & Terrorism



**DARRIN HOKE, Director of Surveillance, L'Auberge du Lac, Lake Charles, Louisiana**

Darrin Hoke was recently elected the President of the Louisiana Casino Surveillance Network. Darrin has over 20 years gaming experience primarily in Nevada where prior to moving to Louisiana in 2005 he was the Director of Surveillance and Investigations at the Atlantis in Reno. He has also held various other positions in security management, investigations and law enforcement. Darrin has developed a number of surveillance classes and programs over the last 10 years and has been a regular instructor with the University of Nevada Reno Gaming Management Division as well as a guest lecturer at the G2E.

**JERRY LONGO, Senior Investigator, Mohegan Tribal Gaming Commission, Connecticut**



Jerry Longo has been a Senior Investigator for the Mohegan Tribal Gaming Commission since 2003. A retired Sergeant from the Connecticut State Police, Jerry developed an expertise in the field of casino gaming when he was assigned to the Bureau of Investigations Casino Unit for 8 years prior to his retirement. During that time he worked on high profile casino cases including the MIT Group and the Sweaty Palm Cheating School. Jerry's current role includes investigating fraud, loan sharking, background investigations and acting as a liaison with the FBI, IRS, Homeland Security, local & State police and the Secret Service.

**JEFF SPILLER, Founder of NU-CONcept solutions**



Jeff Spiller is Founder of NU-CONcept Solutions, a company that sells marked cards for entertainment and educational purposes. Jeff's day job is a Senior Solution Architect for a major computer company. A native New Yorker, Jeff started out as a magician 40+ years ago. He developed a strange but symbiotic relationship with some of the finest card men in the country, becoming an expert in the "dual use" technology used by gamblers and magicians and inventing some of the industries most deceptive marked card methods. Jeff originally sold his marked card solutions to only people he knew. However, a couple of years ago he started a web site called [www.marked-cards.com](http://www.marked-cards.com).

**DAVID MILLS, Chairman, International Association of Casino Security**



David Mills has been in the casino business for 22 years and is the Security & Compliance Director for an international casino operator based out of England. Dave is also the current Chairman of the International Association of Casino Security (IACS), a non-commercial international association founded in 1996 and made up of senior casino security and surveillance executives from around the world. IACS operates within a strict membership format and currently has 45 active members. Representing 300-plus casinos in over 40 countries worldwide, IACS is highly regarded as the leading "industry" cheat intelligence network.

**WAYNE STEVENS, Security & Surveillance Manager, Galaxy Grand Waldo Casino, Macau**



Wayne Stevens started his casino career in Australia and has gone on to accumulate over two decades of gaming experience in the Asia Pacific region. He has managed casinos and surveillance operations in Cambodia, Vanuatu and now Macau, "the richest gambling market on the planet", for which he currently oversees Surveillance & Security at the Galaxy Grand Waldo Casino. Wayne has a wealth of experience and knowledge on the gambling culture and game protection challenges of the Asian region and has played a major role in designing, implementing and managing the surveillance and security systems for the Galaxy Entertainment Group in Macau.

**JEFF MURPHY, Director of Table Games, Seven Feathers Hotel & Casino Resort, Oregon**



Jeff Murphy started his career in Surveillance at Foxwoods Resort Casino over 14 years ago. He rose to head their Advantage Play Division before a move out west brought him to Seven Feathers Hotel & Casino in Oregon. After managing the Surveillance Department for 6 years, Jeff was appointed Director of Table Games, a "cross-over" move you don't see every day in the casino industry. Jeff is a strong advocate for passing on casino knowledge to help the progression of others and is a regular writer for Casino Enterprise Management magazine and the online newsletter The Catwalk.

**EDWARD O. THORP, Mathematics Professor, Author and Entrepreneur**



Dr. Ed Thorp changed the casino landscape forever in 1962 when he wrote what is widely considered the original card counting manual Beat the Dealer. Dr. Thorp, at the time a Math Professor at M.I.T., proved mathematically that blackjack could be beaten by card counting. He then went on to co-develop the first wearable computer in a casino - something which is now illegal in most casinos around the world. His achievements in the casino world led him to become an inaugural member of the Blackjack Hall of Fame. Since the 1960's Dr. Thorp has gone on to successfully apply his knowledge of probability and statistics in the stock market. He is currently the President of Edward O. Thorp and Associates.

**IAN NAPIER, Corporate Surveillance, Security & Compliance Specialist**



Ian Napier has over 23 years international casino experience spanning all four corners of the globe. The Corporate Head of Security, Surveillance and Compliance for a major international casino operator for the last 17 years, Ian has overseen security and asset protection for up to 75 casinos around the world. From Australia to the war torn Middle East, Ian thrives on the challenge of bringing chaos under control. With an MBA and diploma in project management, Ian's expertise includes designing and developing security and CCTV systems, policy, procedure and training manuals, compliance programs and quality management and performance systems.

**BILL ZENDER, Gaming Consultant, Last Resort Consulting**



Bill Zender is a former part owner, vice president and director of casino operations at the Aladdin Hotel and Casino in Las Vegas. Bill has an MBA and over 30 years experience in the gaming industry. He has written a number of books on game protection and advantage play and holds the distinction of publishing the first book on card counting written specifically for the casino industry. Bill is widely recognized within the industry as being a leading authority on all aspects of casino management and game protection and is much sought after as a gaming operations consultant and lecturer.

**JESSE SILVA, Director of Surveillance, Paris & Bally's, Las Vegas**



Jesse Silva started his career in the gaming industry as a security officer at Harrah's Reno in the late 1980's. After a short period of time his interests led him to surveillance. Jesse relocated to The Rio in Las Vegas where he progressed into Surveillance Room management and pursued opportunities in a private protection business. In Las Vegas Jesse learned from some of the best in the business and credits much of their influence in encouraging him to develop alternative asset protection techniques used in his current position as Surveillance Director of Paris & Bally's and throughout the Harrah's organization.





# Le

## LE SQUARE EXHIBITION AREA

Le Square is the ultimate meeting place for casino vendors and casino game security professionals. Located in the Paris Concorde Ballroom, the center of Le Square will be the port of call for breakfast and lunch on both days of the conference as well as the Happy Hour at the end of Day 1.

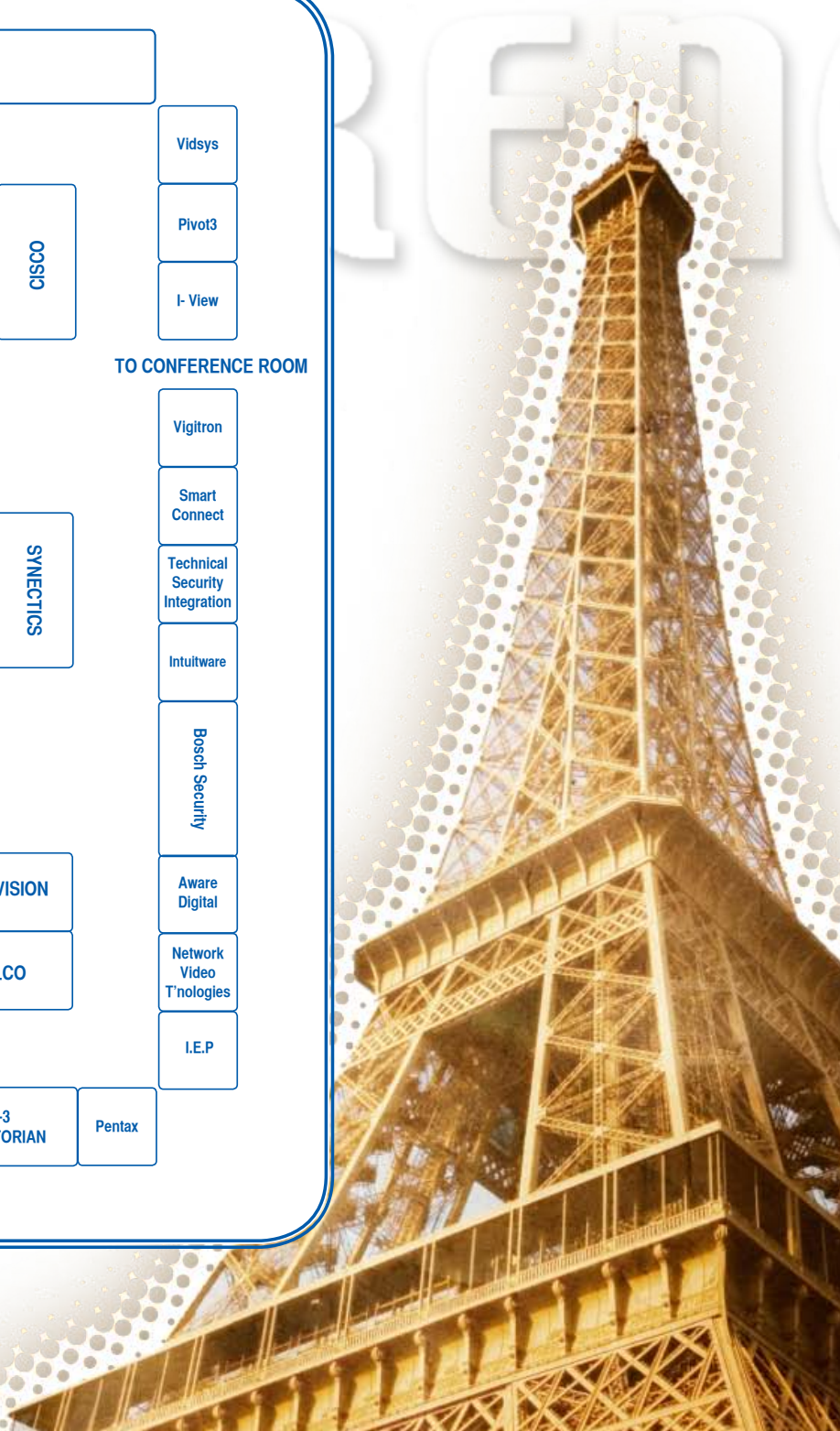
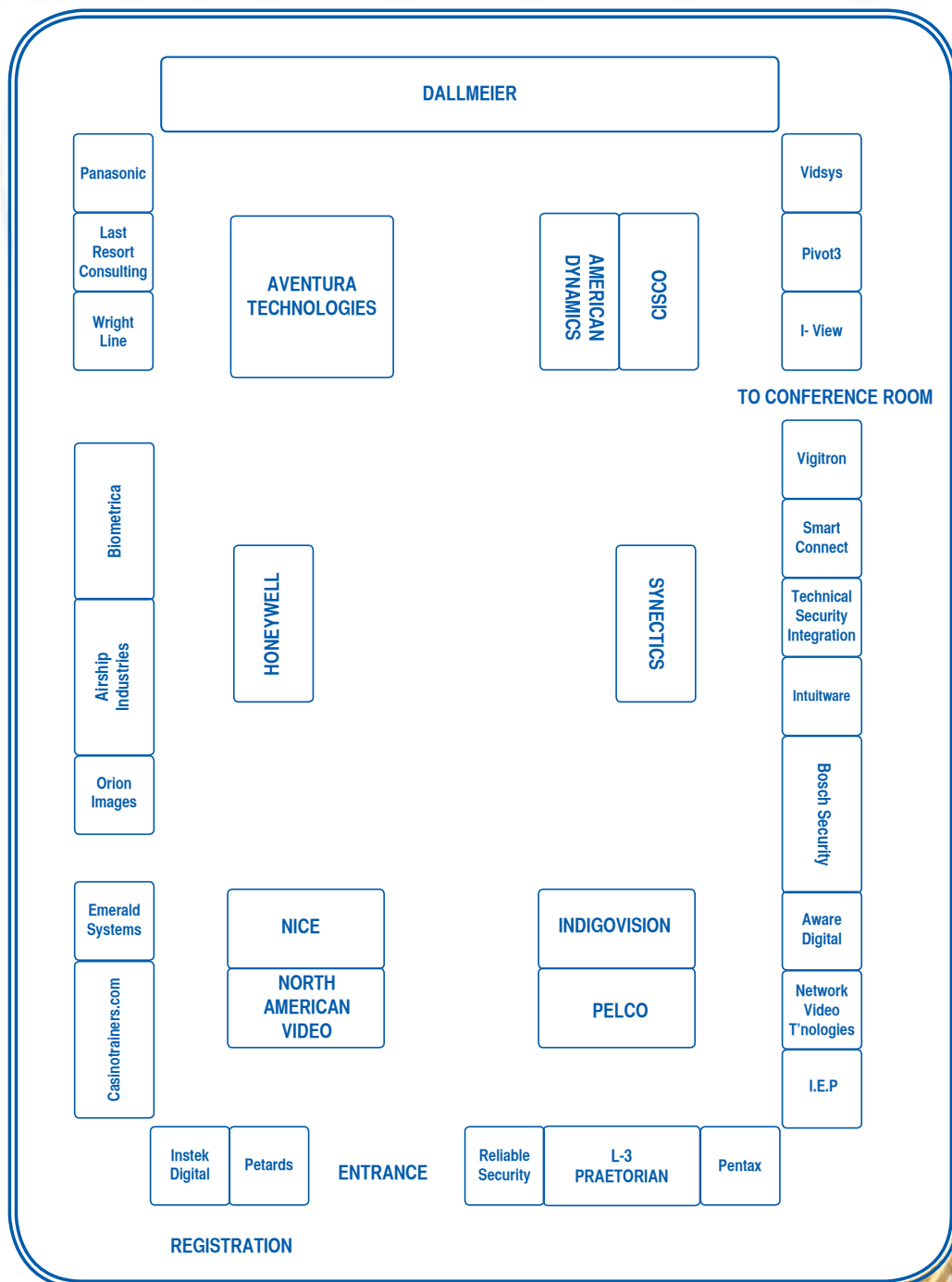
## 2008 WGPC EXHIBITORS

- |                                |                                       |
|--------------------------------|---------------------------------------|
| <b>Airship Industries</b>      | <b>Last Resort Consulting</b>         |
| <b>American Dynamics</b>       | <b>Network Video Technologies</b>     |
| <b>Aventura Technologies</b>   | <b>NICE Systems</b>                   |
| <b>Aware Digital</b>           | <b>North American Video</b>           |
| <b>Biometrica Systems</b>      | <b>Orion Images</b>                   |
| <b>Bosch Security Systems</b>  | <b>Panasonic</b>                      |
| <b>Casinotrainers.com</b>      | <b>Pelco</b>                          |
| <b>Cisco</b>                   | <b>Pentax</b>                         |
| <b>Dallmeier electronic</b>    | <b>Petards</b>                        |
| <b>Emerald Systems</b>         | <b>Pivot3</b>                         |
| <b>Honeywell Video Systems</b> | <b>Reliable Security Services</b>     |
| <b>IEP, Ltd</b>                | <b>SmartConnect</b>                   |
| <b>IndigoVision</b>            | <b>Synectics Systems</b>              |
| <b>Instek Digital</b>          | <b>Technical Security Integration</b> |
| <b>Intuitware</b>              | <b>VidSys</b>                         |
| <b>iView Systems</b>           | <b>Vigitron</b>                       |
| <b>L-3 Praetorian</b>          | <b>Wright Line</b>                    |



# Square Le Square

## 2008 WGPC EXHIBITORS



# THANKS TO OUR 2008 WGPC SPONSORS

## PLATINUM SPONSOR:

**North American Video** is one of the premier security systems integrator in the country. From system design through equipment installation and training, North American Video provides the highest level of customer service and support. With fully staffed offices located in New Jersey, New York, Washington and Las Vegas, plus field offices located across the country, North American Video has built an extensive client list over the years, including numerous casinos, schools, corporations, retail, banking and financial institutions. For more information, North American Video can be reached by contacting any of the following:

Email address: [info@navcctv.com](mailto:info@navcctv.com)

Toll Free Phone: 1-800-714-0717

Web Address: [www.navcctv.com](http://www.navcctv.com)



## GOLD SPONSORS:

Respected as a major product innovator, **Pelco** is a world leader in the design, development and manufacture of video security systems and equipment ideal for the gaming industry. Pelco produces a large selection of discreet camera domes and enclosures, video matrix systems, next generation digital video recorders, IP solutions, fiber optic transmission systems for voice/data and much more in a never-ending pursuit of achieving exceptional customer service. With a long and prestigious history of offering high-quality products, innovative technologies, and exceptional customer service, Pelco has become the most sought after product supplier in the industry. For more information on any of Pelco's thousands of products, please visit [pelco.com](http://pelco.com). From cameras to management systems to digital recording devices **Honeywell Video Systems** is a leading provider worldwide of security and surveillance solutions. Our solution offering ranges from digital video and enterprise level matrix switchers to standard CCTV components. Our dedicated support team excels in the gaming market ranging from configuration and installation support to post-sale service. The stakes are too high to trust anyone else.



# Honeywell

# Dallmeier



## SILVER SPONSORS:

**Dallmeier electronic** develops and manufactures hardware and software for the capture, transmission and processing of digital video images for security purposes. The company's established reputation for high-resolution networked recording technology is now matched by innovation in the development of intelligence based software solutions and high quality camera technologies.

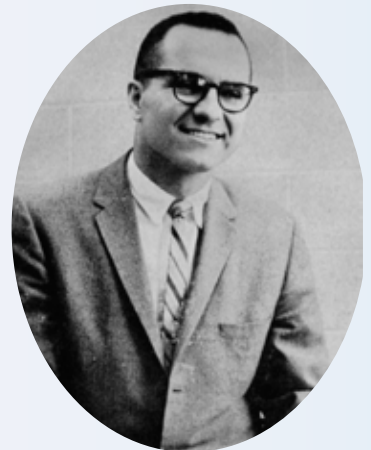
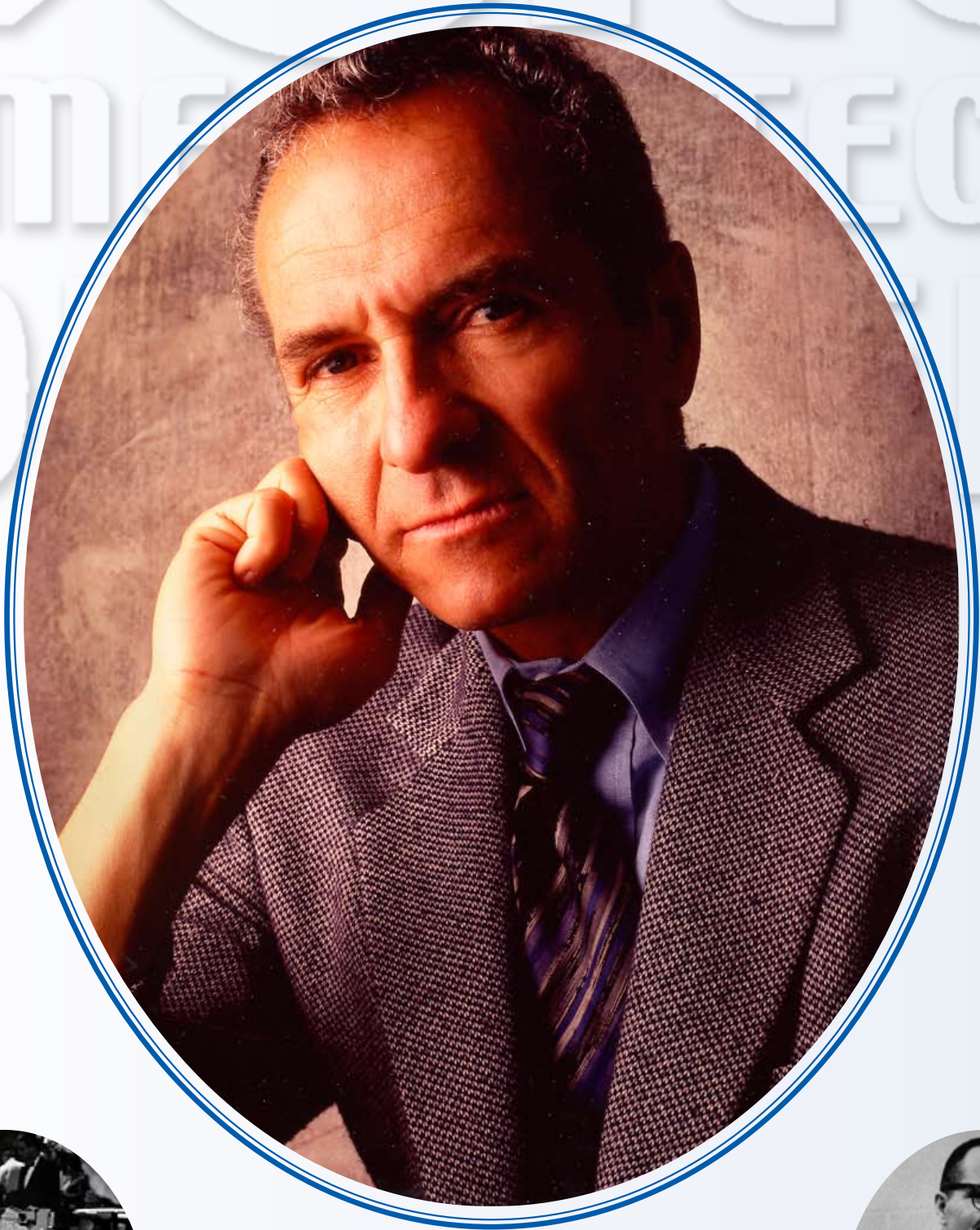
**NiceVision**, the next generation digital video and audio recording solution designed for high security, real-time recording applications for gaming facilities.



## SUPPORTING SPONSORS



**KEYNOTE SPEAKER**  
**DR. ED THORP**





# navip

security systems integration for a networked world.

Put your video surveillance and security systems on a networked platform with the experts in systems integration - North American Video. We'll help you make the transition from analog to network employing the combination of integrated systems technologies that works best for your specific application. All with the highest levels of efficiency, lowest cost of ownership, and our proven reputation and experience. Only from North American Video. The video surveillance and security systems integrator for today's networked world.

1.800.714.0717 • [navcctv.com](http://navcctv.com)

