



CASE STUDY

Alhambra (CA) USD Flags More Than Two Dozen Potentially Threatening Intruders with the Raptor® Visitor Management System

CHALLENGE

Situated in the east central Los Angeles area, just 8 miles from downtown L.A., Alhambra Unified School District’s 19 schools serve a highly diverse population of 17,000 students in grades K through 12. Aligning with the district’s push to provide the best in both facilities and technology to its students and staff, in 2015 Alhambra USD leaders began exploring enhancements to school safety. District leaders were intrigued by the increased layer of security provided by the Raptor® Visitor Management system, which scans each visitor’s state-issued ID, screens it against sex offender registries in all 50 states and locally customized alert databases, and enables administrators and staff to accurately monitor the visitor while he or she is on campus. District officials realized that by introducing such a system, they could—in the words of Michael Barbara, Alhambra USD’s safety coordinator—position the district “ahead of the curve in terms of school safety.” “We hadn’t yet had any serious incidents or intrusions that we were aware of,” says Barbara. “All the more reason to put something in place to help us make sure that we wouldn’t have a problem going forward.”



[With Raptor, we’re] ahead of the curve in terms of school safety.

- Michael Barbara, Safety Coordinator, Alhambra (CA) USD



ALHAMBRA (CA) UNIFIED SCHOOL DISTRICT



Alhambra USD is located in the greater Los Angeles area, just south of Pasadena.

- 17,000 students
- 2500 teachers and staff
- 19 schools serving grades K-12

SOLUTION

Alhambra implemented the system in the summer of 2016. The district could now dispense with inaccurate and illegible hand-written visitor logs. The Raptor® system screens and identifies problematic individuals in less than a minute and instantly alerts administrators to any potential threat. “Raptor gives our front office personnel an advantage in dealing with potentially dangerous visitors. Having the information built into the system makes a big difference. No more searching in a filing cabinet or trying to compare an unclear log entry to a printed, possibly out-of-date list,” Barbara emphasizes. “The badge stickers with the visitor’s picture—taken right from their driver’s license—are another big advantage. Students, teachers, and other staff members now have assurance that it’s OK for the visitor to be there.”

RESULTS

With the Raptor system, Alhambra has successfully identified at least two dozen threatening individuals attempting to enter its schools, including several registered sex offenders and, more commonly, people attempting to violate restraining orders or flagged as dismissed former employees. “We know it works—we’ve seen it,” says Barbara. Alhambra administrators immediately embraced the Raptor system as a definite positive. But staff members were initially less enthusiastic. Barbara says that many considered it “one more thing to have to learn,” and others thought the ID screening process would take too long. After a few weeks, however, practically every staff member bought into both the speed and accuracy of the system. They realized that it would make every school a safer place to work and learn.

Convincing parents about the Raptor system was more of a challenge. “Our district serves a large immigrant population, and initially there was a lot of concern among some parents that the ID screening process would alert authorities to their immigration status,” Barbara says. “But we carefully communicated to them that the system only captures basic information and that none would be shared outside the district. For the most part these efforts worked, and our parents now understand how much safer their kids are in our schools. Occasionally a parent new to the district will express those sorts of concerns, but our veteran parents are now some of our biggest supporters.”

Implementation of the Raptor system was essentially trouble-free. “We had one or two very minor glitches, and those were due more to user error than to something with the system,” explains Barbara. “Any time we’ve had to call for technical support, the Raptor people are right on it. They’re great.”

When asked whether he would recommend the Raptor Visitor Management system to neighboring districts seeking a school safety software solution, Barbara has a definitive response: “Oh, absolutely!”

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- Michael Barbara, Safety Coordinator,
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**PROTECT EVERY CHILD,
EVERY SCHOOL, EVERY DAY.**

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