

# RAPTOR<sup>®</sup>

TECHNOLOGIES

THE GOLD STANDARD IN SCHOOL SAFETY

## CASE STUDY

### Rio Rancho (NM) Public Schools Identifies Sex Offenders and Banned Visitors with the Raptor<sup>®</sup> System

#### CHALLENGE

Located immediately north of Albuquerque in the Rio Grande Valley, Rio Rancho Public Schools, New Mexico's third largest district, serves more than 17,600 ethnically and economically diverse K-12 students on 18 campuses. District leaders had for some time been seeking ways to improve student and staff security when, in 2014, Rio Rancho's executive director of safety and security became aware of the Visitor Management system built by Raptor Technologies<sup>®</sup>. Concerned that paper-and-pencil visitor sign-in methods were slow, potentially inaccurate, and nearly impossible to both vet and monitor in real time, the district moved to purchase the system and implement it districtwide as soon as possible.

The Raptor<sup>®</sup> Visitor Management system scans each visitor's state-issued ID, screens it against sex offender registries in all fifty states plus locally customized alert databases, and enables administrators and staff to accurately monitor every visitor, volunteer, or contractor while he or she is on campus. According to April Edwards, Rio Rancho's School Crisis Manager, the district hadn't had a major intrusion incident in the years leading up to the purchase and implementation of the system, "but we had had a few instances of people showing up unannounced and confronting teachers at the classroom door. Those situations can be disruptive at a minimum, and they could potentially escalate. Any one of those events might have resulted in a problem. Additionally, we knew that we had no way of really knowing precisely who was entering our schools or district offices, so we had been relatively fortunate. But moving forward with Raptor, we believed we could be much more confident about the safety of our people as well as our students."

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With Raptor, we don't mistakenly admit anyone.

- April Edwards, School Crisis Manager, Rio Rancho (NM) Public Schools

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#### RIO RANCHO (NM) PUBLIC SCHOOLS



Rio Rancho Public Schools, New Mexico's 3rd-largest district, serves students in the greater Albuquerque area.

- 17,600+ students
- 2700 staff (1150 teachers)
- 18 schools serving grades K-12

## SOLUTION

The Raptor® Visitor Management system implementation took place the following year, with partial rollouts to selected schools. The system immediately eliminated the use of handwritten visitor logs, and once front office staff became comfortable with operating the system, they realized that it saved time. Upon screening an ID—a process that takes less than a minute—designated administrators and district personnel can receive instant alerts indicating the presence of a potential safety threat. An administrator can then intercept the flagged person at the check-in point before the person gains entry to student or staff areas. Cleared visitors, volunteers, and contractors are issued a printed sticker badge featuring the person's name, photo (taken directly from the ID), and destination within the school. "The badges make officially OK'd visitors easy to recognize for school staff."

## RESULTS

With the Visitor Management system, Rio Rancho has identified several potential threats, including sex offenders and locally flagged violent individuals trying to enter one or more of its schools. "We even flagged a registered sex offender who was in fact a parent," says Edwards. "We can't prohibit that person from accessing their child, but the alert enables an administrator to escort the individual for the duration of the visit. In cases where a flagged person needs to speak with their child or deliver something, we just have the student come to the office, preventing the flagged visitor from entering student and staff areas. With Raptor, we don't mistakenly admit anyone."

Some parents were a little apprehensive about the Visitor Management system at first. "We have families with concerns about revealing their immigration status," Edwards says. "We explained that the system only gathers basic information, and that nothing is shared with third parties. We've alleviated just about everyone's fears."

Rio Rancho administrators were happy with the Raptor system from day one. "They saw the instant alerts as a huge positive," Edwards says. The system works well for Rio Rancho's school office staffs, as well. "We were averaging 1600 monthly sign-ins at one school, and Raptor has really made that process much, much easier. We have a 'star adopter' school, Stapleton Elementary," she continues. "They quickly became experts with Raptor, and they really advocated its use to our other schools. In fact, when neighboring districts ask about Raptor and want to see how it works, we take them to Stapleton and let them see for themselves." Another positive is the fact that the current version of the Raptor software has basically eliminated implementation problems. "And anytime we've had any kind of issue or question, Raptor customer service has been phenomenal."

Would Rio Rancho recommend the Raptor Visitor Management system to other districts looking to control visitor access? "Without a doubt," says Edwards. "In fact, we took a team from another district to visit the folks at Stapleton Elementary just yesterday!"

“

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— April Edwards, School Crisis Manager, Rio Rancho (NM) Public Schools

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**PROTECT EVERY CHILD,  
EVERY SCHOOL, EVERY DAY.**

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