



CALLEN INDEPENDENT SCHOOL DISTRICT- TX

**RAPTOR HELPS CALLEN ISD AVOID COMMON  
SCHOOL SAFETY ALERTING PRACTICES**



Calallen Independent School District in Texas  
serves 3,889 students across 7 campuses.

## THE CHALLENGES

John Garcia, the Safety Administrator at Calallen ISD, holds a unique perspective when it comes to school safety. With 14 years of experience on the police force—two of which he served as police chief—Garcia has overseen a substantial number of school safety drills. So when he accepted his role at Calallen ISD in early 2023, he was eager to help the school district avoid the challenges and obstacles he'd observed while on the force. These include:



### Inefficient drilling & accountability practices

Many schools used a binder of pre-printed rosters to account for students, which created gaps in their safety practices, such as:

- Out-of-date rosters
- No way to easily account for visitors
- Staff would have to remember to bring those binders with them during an emergency.

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*Prior to accepting my position as Safety Administrator at Calallen, I had been a police officer for 14 years. I was involved in a lot of school safety drills, but none were as efficient as what I see with Raptor Emergency Management. It brings more structure and more order, and it also helps our staff better learn the drills—which reduces human error during an emergency.*

*John Garcia  
Safety Administrator  
Calallen Independent School District*

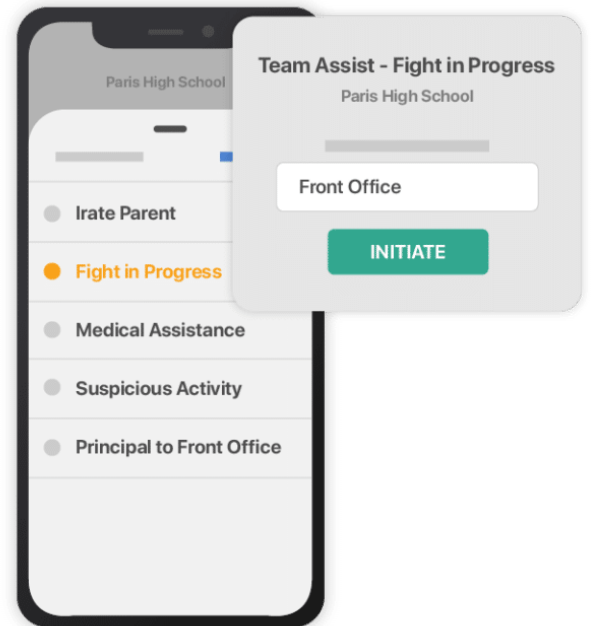
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## Limited communication during emergencies

With social media and texting, false information begins to circulate as soon as an incident happens—perhaps to the point where concerned parents rush to school. Being able to communicate accurate information about ongoing incidents would help direct the flow of reliable information to all stakeholders as well as enable emergency responders to direct resources.

## Lack of a streamlined means of communication for day-to-day incidents

Not every incident requires a lockdown. Having the means for teachers to communicate when they needed support—such as for a student in need of behavior or medical intervention—without causing panic across the school community was important.



## HOW RAPTOR HELPED



*We're all on one platform with Raptor, so all the information staff needs is on hand. Raptor integrates with our student information system, so if a substitute comes in and we have a lockdown, they can find the students in our database. And in an evacuation, it saves staff from going back and looking for what they need—it's already all in their hand on this one application.*



*John Garcia, Safety Administrator  
Calallen Independent School District*



Raptor Emergency Management helps CISD bring more structure and order to drilling and emergency response

Raptor Emergency Management's seamlessly integrated modules helps CISD manage drills, instantly notify first responders, accurately account for individuals, and safely reunify families. And, because Raptor Drill Manager allows them to schedule drills in advance, staff and external participants—such as first responders—are aware of upcoming drills and have the information needed for more effective school safety drills.



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Group messaging during emergencies helps control the flow of information—assuring staff follow the appropriate safety protocols

Familiarity with the technology and the platform means CISD's school safety protocols are readily available on any web-enabled device, and staff don't have to waste time looking for papers and binders or disparate apps.

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*With Raptor's Emergency Management system, we have internal messaging that allows us to notify everybody in a group about what's going on and to standby for further directions so teachers aren't hearing it later or by third party. It minimizes the staffs' duties so they can focus on getting teachers the right information so they can respond appropriately to the situation.*

*John Garcia  
Safety Administrator  
Calallen Independent School District*

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### Raptor Alert enables CISD staff to:

- Automatically send detailed, situation-specific alerts once the panic button is pressed so everyone knows how to respond.
- Provide the type, location, time, and who initiated the emergency alert, which can be sent across functions such as text message, email, voice call, and push notification.
- Request the right help for any-sized incident—large or small, in a single building or across the entire district.
- Customize the alerts sent and who should receive them per emergency type.



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### Maintain clear communications during localized incidents using Team Assist

Everyday situations can escalate quickly without the presence of the appropriate personnel to identify and resolve the issue. The Team Assist feature within Raptor Alert gives CISD teachers and staff the power to request help for situations like student fights, irate visitors, or medical incidents. This sends alerts to a pre-determined group of staff and enables those involved to chat through group messaging.

Because Raptor Team Assist operates in the same manner as Raptor Alert, CISD staff only had to learn one platform—the same app is used for critical emergencies and everyday incidents.

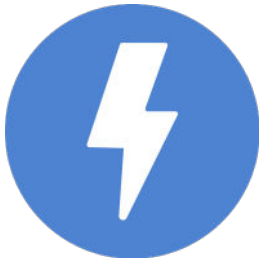
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*With Raptor Team Assist if something localized is going on, you don't have to activate a school-wide protocol. Through Team Assist, staff can notify certain people, like an administrator or the school nurse. They can assess the problem and if we need to go on the secure or hold. Then we'll send that out for everyone to know along with a message saying why we're in this protocol—which helps reduce that panic response people can have to an unexpected alert.*

*John Garcia  
Safety Administrator  
Calallen Independent School District*

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## CHALLENGE

- ✓ INEFFICIENT DRILLING AND ACCOUNTABILITY PRACTICES
- ✓ LIMITED COMMUNICATION DURING EMERGENCIES
- ✓ LACK OF A STREAMLINED MEANS OF COMMUNICATION FOR DAY-TO-DAY INCIDENTS



## SOLUTION

- ✓ RAPTOR EMERGENCY MANAGEMENT HELPS CISD BRING MORE STRUCTURE AND ORDER TO DRILLING AND EMERGENCY RESPONSE
- ✓ GROUP MESSAGING DURING EMERGENCIES HELPS CONTROL THE FLOW OF INFORMATION—ASSURING STAFF FOLLOW THE APPROPRIATE SAFETY PROTOCOLS
- ✓ MAINTAIN CLEAR COMMUNICATIONS DURING LOCALIZED INCIDENTS USING TEAM ASSIST

## LEARN MORE ABOUT RAPTOR®

The Raptor software ecosystem ties together the critical aspects of school safety, from prevention through recovery. Find out how we can work together in our mutual goals of **protecting every child, every school, every day.™**

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