



75% Faster Check-In: How CSD of Albany Transformed Event Screening With Raptor EventSafe™

City School District of Albany, Albany, New York

Facing rising community safety concerns and the operational strain of screening large events, CSD of Albany turned to Raptor EventSafe™ to bring fast, secure check-in to events during the school day and after hours.

CSD of Albany in Albany County, New York

The City School District of Albany serves roughly 9,300 students across 16 campuses, including 12 elementary schools, three middle schools, and one high school. With so many students and buildings, Albany school staff were struggling to manage high-volume events regularly without a dedicated system.

“[Screening event guests] was overwhelming,” says Jason Davis, Director of Safe Schools and Violence Prevention at the City School District of Albany. “So, we just had an open-door policy, and obviously that was a safety issue.”

Albany schools needed a system that could streamline screening to improve staff and guest experience without compromising security. They turned to Raptor EventSafe™.

CHALLENGES

Before using EventSafe, the CSD of Albany relied on a slower, more manual process that often involved wheeling carts of equipment out to school entrances and searching for available power outlets.

“A lot of these older schools are just not designed to have outlets near the vestibule or near the front door,” says Davis. “We tried running a long extension cord once and it worked, but it’s not very welcoming to have orange wires all over the floor.”

When safety concerns in the broader community prompted district leadership to start strengthening event security, they focused on solving a few key challenges with their existing system:

- **Long lines and poor guest experience.** The previous event check-in process was slow and unreliable under high volume, leaving families waiting outside—sometimes in severe temperatures—well past an event’s start time.
- **Process breakdowns and security gaps.** Despite district visitor check-in mandates, staff running high-volume events often felt like they had to abandon check-in procedures halfway through, just to keep people moving and events starting on time.
- **No formal check-in for after-hours events.** Evening events like concerts and ceremonies operated on an open-door policy, letting visitors in without any ID screening or verification—partly due to community expectations and partly due to after-hours staffing limitations.

The district needed a dedicated event screening solution simple and fast enough that staff could use it consistently without delaying event start times.

“

We’ve had events where people are outside in line and it’s 20° F during those cold winter months in New York... [That] made me pause and say, ‘There’s got to be a better way to do this.’

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Jason Davis, Director of Safe Schools
and Violence Prevention

HOW RAPTOR HELPED

Raptor EventSafe was specifically designed to reduce long lines without compromising safety. It pairs with VisitorSafe™, Raptor's visitor screening solution, so that staff can prescreen and verify guests through the Raptor Safe App before they attend an event. It was the exact solution the district needed for a number of reasons.

Here's how Albany schools' event management has changed using EventSafe:

- **QR code pre-verification of IDs** sped up the check-in process without compromising security. Visitors who download the Raptor Safe app and verify their information ahead of time are checked in with a quick scan.
- **Portable hardware and an easy-to-use interface** replaced outlet-dependent equipment, making the process easier for staff who are less tech-savvy. Davis set up dedicated tablets and Bluetooth printers for each building with portable battery packs serving as back-up power. "We make it very simple and have dedicated tablets for EventSafe," says Davis. "We put stickers on them saying 'This is tablet number one, this is printer number one. Keep them together.' And that's worked out really well."
- **A process that scales with event flow** allowed for better staffing and better planning. Buildings can set up four or five check-in stations during peak arrival and scale back to two or three once the majority of the crowd has been admitted. Administrators also have better visibility into attendance numbers, providing useful data for planning and staffing future events of similar size or type.
- **Consistent screening strengthened event safety** with check-ins fast enough to keep pace with large crowds. Staff no longer wave people through just to avoid a bottleneck and guests attending events with fewer staff on hand get held to the same high standard of thorough identity checks.

RESULTS

By using EventSafe, the City School District of Albany has **cut event check-in times by 75%**—from an average of three minutes per visitor down to as little as 45 seconds for pre-verified guests.

Shorter lines mean a better experience for families, less stress for event staff, more visibility for administrators, and better event security. With EventSafe, Albany schools can now apply the same screening standards to an event happening during school hours or in the evening for improved consistency and safety.



EventSafe streamlined our event entry process as well as our security process. It's been extremely useful in getting people in safely and securely, keeping track of how many people are in the building, and planning for future events.



Jason Davis, Director of Safe Schools
and Violence Prevention



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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