



How Laredo ISD Strengthened Emergency Communication with Raptor Badge Alert and Raptor Alert

Laredo Independent School District

Committed to building an emergency alerting system that every staff member could use, Laredo ISD implemented Raptor's comprehensive Emergency Management Software, pairing the Raptor Alert app and Raptor Badge Alert together to give employees wearable alerting devices and built-in silent communication during any incident.

Laredo ISD in Webb County, Texas

Laredo Independent School District serves over 19,000 South Texas students across 31 facilities, from elementary through high school. Laredo ISD needed an emergency alerting and communication system that could be used by and reach every employee at every building.

For Victor G. Mora, Director of Safety, Risk Management, and Emergency Management, the goal was to have the ability to reach everyone in the district during an emergency. With built-in silent group communication and seamless physical panic button integration, Raptor's Emergency Management Software was the best option to help Laredo ISD meet that goal.

CHALLENGES

Before switching to Raptor Alert, Laredo ISD relied on various alerting methods across their district. During emergencies, staff used PA systems, group texts, cell phone calls, and classroom phones to communicate.

"But with all of those pieces, emergency communication was [still] very broken," says Mora. "PA systems don't work all the time; they can't be heard all the time. If the students are in the gym or in the cafeteria, their noise [can] override the PA volume."

Laredo ISD lacked a single system that could reach everyone in every situation. This gap was especially clear for staff who weren't connected to district systems, like substitute teachers, or those who didn't always have a phone nearby, like custodians, cafeteria staff, and even athletics staff.

The district needed an emergency alerting and communication system that would

- give every staff member a way to call for help, wherever they were on campus
- provide faster communication during lockdowns and urgent events
- help staff understand what to do with clear visuals and instructions
- support districtwide adoption through training, coaching, and follow-up
- align with Texas school safety requirements



One of the biggest goals that I feel that I need to do for our district is make sure that nobody's left in the dark.



Victor G. Mora, Director of Safety, Risk Management,
and Emergency Management at Laredo ISD

HOW RAPTOR HELPED

Laredo ISD chose to pair Raptor Alert with Badge Alert to provide staff with the highest level of emergency alerting and communication coverage possible. Raptor Alert gives the district a centralized emergency communication platform, accessible directly from staff phones. Badge Alert extends that access even further with wearable badges employees can use from anywhere.

With both systems working together, Laredo ISD can

- **Provide emergency alerting capabilities to staff.** Badge Alert gives Laredo ISD staff a physical way to initiate an alert, even if they aren't near a phone or don't have a smart phone to use the Raptor Alert app. The mobility of Badge Alert has helped Mora increase staff adoption rates to 95%.
- **Manage multiple types of emergencies.** Raptor Alert's Team Assist feature allows Laredo ISD to quickly respond to scenarios with varying levels of severity. From minor emergencies that can be handled by on-campus teams to Administrator-on-Call escalation protocols, staff know when and how to initiate the right alert to get the help they need.
- **Maintain silent, real-time communication during emergencies.** Whether an alert is initiated through the mobile app or with a badge, Raptor Alert automatically opens a secure, text-based communication channel to keep staff connected and informed in an emergency. During a recent lockdown initiated by a Laredo ISD high school teacher using Badge Alert, staff were able to communicate throughout the entire incident, sharing status and safety updates.



When you go into lockdown, you act first, ask questions later. But when you're in there, and you're absent of communication, that's scary. So, one of the really neat things that we now have is the group texting...It brings me a lot of joy knowing we can offer that to our LISD Family.



Victor G. Mora, Director of Safety, Risk Management,
and Emergency Management at Laredo ISD

RESULTS

With Raptor Alert and Badge Alert, Laredo ISD has established an emergency alerting and communication system that any staff member can use. Tiffany Gonzalez, Secretary of Safety at Laredo ISD, led adoption and training efforts, meeting with staff members to explain the importance of having access to a silent panic alert and to bridge barriers where needed.

Mora reports that Laredo ISD's current staff adoption rate for using Raptor Alert or Badge Alert is approximately 96% and growing. He credits their success to his team's ongoing commitment to school safety on every level.



I'm a proponent of making sure we take care of our students and employees, and Raptor has been a crucial part of that...Now I can rest easy, knowing that, most likely, we're reaching 100% of our people all the time.



Victor G. Mora, Director of Safety, Risk Management, and Emergency Management at Laredo ISD



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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