

Raptor Visitor Management System Frequently Asked Questions

What is a Visitor Management system?

A visitor management system is used to verify the identity of a visitor, keep track of check-in and checkout times, and print custom visitor labels. It also provides a consistent system to track visitors and volunteers across the district. The system provides custom alerts and screens visitor information with a database of registered sex offenders.

Why is Leakey ISD using this system?

Safety of our students is our highest priority. Leakey ISD employees need to be sure of who is in our schools and for what purpose. A visitor management system will provide a consistent mechanism for tracking visitors and volunteers across the district while keeping away people who may present a danger to students and staff members. The system quickly prints visitor badges that include a photo, the name of the visitor, time, date, and purpose or visit destination. This will allow all district employees who see visitors to quickly know who they are and where they should be in our school. Any visitors in other locations will be directed to their proper destination and anyone not wearing a badge will be escorted to the office to acquire one.

Is Leakey ISD using a vendor to assist with visitor Check-in?

Yes, Leakey ISD is using the RaptorWare V-Soft Visitor Management System (Raptor). In addition to providing a comprehensive visitor management solution, Raptor strives to collect the least amount of information needed to scan for registered sex offenders. The Raptor visitor management system is currently in 10,000 schools. Raptor has been in business for ten years and its sexual offender database contains more than 700,000 sex offenders from all 50 states. The Raptor offender database is updated on a weekly basis and every time a visitor checks-in with the Raptor system an offender check occurs. Over the past ten years the Raptor system has flagged over 11,000 registered offenders attempting to visit schools and the system has issued over 120,000 custom alerts.

How does the system work?

Full name, date of birth, photo ID and the first four digits of a drivers' license number is compared to a database that consists of registered sex offenders from all 50 states. If a match is found, school administrators and law enforcement personnel can take appropriate steps to keep the schools safe. If no match is found, the system will log the time, date, and check-in and checkout times of the visit and print a custom visitor label.

What visitor information is stored in the Raptor database?

The database stores the following visitor information:

- Full name
- Date of birth
- First four digits of ID
- ID Photo

It is noteworthy that ID photo images are stored in a separate location than data identifying visitors (name, birthdates, first four digits of ID). A key combination is required to connect these two chunks of data. Without this key combination there is no way to match photos with visitor records.

Will Raptor be used before or after school hours or during evening conferences?

The Raptor system will only be used during school hours and when children are present.

Do vendors and contractors need to be scanned with the Raptor system?

Yes, all visitors need to be scanned.

Will the district scan police officers, firemen and other uniformed or similar governmental officials into the system?

If the visitor is a known, uniformed, government employee, no. If the visitor is not a known, and uniformed, government employee, yes. Again, this is to allow us to know who is in our schools at all times and to not assume people are who they say they are without providing proper identification. However, law enforcement personnel visiting a campus on official business can be given the option to have their information entered manually by presenting their badge or state-issued identification.

Will the system produce “false” hits? And, if so, what will be done?

The system, like any computer search system, uses set criteria to lookup, find and match names. When a match is made between the visitor and the first/last name and date of birth of a registered offender, the user is prompted with a picture and description of the offender. The system will prompt the user with questions and at that time the user has the option to indicate if the visitor is or is not a match with the registered offender. If “Yes” is selected email and text alerts are automatically sent to building administrators. If “No” is selected the visitor will be placed in a mismatched folder and will not be pulled up against that one offender again.

Will Raptor searches be expanded beyond the registered sex offender database?

For example, would the system ever be used to screen a parent who had been charged or convicted of an offense immaterial to school safety issues? The Leakey ISD Raptor visitor system is not able to perform any additional checks, and checks only against registered sex offender databases. However, the Raptor system can be programmed to check a “custom alert” database populated by school administration officials to electronically remind front office personnel of issues. Leakey ISD will use these custom alerts for custody issues and orders of protection.

Are there less invasive ways to track visitors, who are usually moms, dads, and grandparents, without requiring them to scan their driver’s license to gain access to one of our public school buildings?

The Raptor system strives to require as little information as possible from visitors while still being able to provide the school with the information needed to uniquely and accurately identify entrants and provide for enhanced safety at the school. In order to screen out sex offenders from entering the campus, the minimum information required is: full name, date of birth, first four digits of ID, and photo. Without this data, a screen for registered sex offenders cannot be performed. In order to uniquely identify entrants and ensure that the entry of one “John Smith” is not confused with the entry of a different “John Smith,” the Raptor system uses the first four digits of the entrant’s ID, but does not store the entire license number. As a result, these data minimums are the only data required from entrants. No other data is collected from the ID and no copy of the ID is taken.

How does Raptor keep its database up to date?

Raptor updates the registered sex offender database once per week. Any new publicly registered sex offenders are added to the database at that time and expired records are removed.

Who owns the data?

The district owns the data created by its use of the Raptor system (all visitor data, custom alerts, visitor logs, etc.). Raptor maintains ownership of the software and the sex offender database (used by all Raptor clients). Raptor does not use the data except as requested by the client (i.e., to create a custom report, etc.). The district may at any time terminate its relationship with Raptor and request that all data provided by Leakey ISD be copied to storage media and returned to the district or destroyed. In such an event, no backup or other copies will be maintained by Raptor. Raptor does not sell any client or demographic data to any outside entity and does not use that data for any purpose other than visitor management for Leakey ISD.

Is the system data secure?

Raptor Technologies utilizes some of the most advanced technology for Internet security available. Secure Socket Layer (SSL) technology protects the data using both server authentication and data encryption, ensuring that the data is secure and only available to the subscribing school or facility. The protected data is inaccessible to anyone not authorized to view the information. Strict access policies, 256-bit encryption, firewalls, and private secure bandwidth are in use to ensure the highest standards for our security requirements. Data is stored on the Raptor servers behind a firewall which requires a unique ID and password, through an operating system, which requires a second unique ID and password, and inside a database which requires a third unique ID and password.

What is the Privacy Policy for Raptor?

Raptor Technologies warrants that the confidentiality of data from its clients will be maintained according to all Federal and State laws, and any local policies that are communicated to Raptor. Raptor acts as an agent and representative for the client in the storage, import, and/or analysis of data. Access to personally identifiable data will not be allowed for anyone other than Raptor staff directly responsible for the storage, import, and/or analysis of the data. Data will be provided by Raptor only to persons or entities authorized by Leakey ISD. Data will be used by Raptor only according to the terms of the signed agreement with Leakey ISD. The data will be physically stored and backed up on servers either in secure Raptor offices in Houston, Texas or on servers co-located at an Internet service provider secured site. When the project ends, data will be copied to storage media and returned to Leakey ISD or destroyed upon the district's request. No back-up or other copies will be maintained.