

# FREQUENTLY ASKED QUESTIONS

## **What is the Raptor system?**

Raptor is a visitor management system that enhances school security by reading visitor Drivers' Licenses or other government issued identification, comparing information to a Raptor database, alerting school administrators and other designated personnel if a match is found, then (assuming no match was made) printing a visitor badge that includes a photo.

## **How does it work?**

All visitors will be required to check-in on entry to each school before proceeding anywhere else in the building. Visitors will be required to provide acceptable identification to be scanned by the Raptor system and compared to a national database that consists of registered sex offenders from all 50 states and other custom alerts. If a match is found, school administrators and law enforcement personnel can take appropriate steps to keep the school safe.

## **Who is a Visitor?**

A visitor is anyone who wishes to access the building and is not a current student or staff member at the school or site. Vendors and contractors who will be working on-site during the school day in locations where students are present are considered visitors.

## **What are Acceptable Forms of Identification?**

Acceptable forms of identification, which must contain the visitor's name, birth date, and a photograph, include:

U.S. or foreign driver's licenses; U.S. or foreign government IDs; Military IDs; RMV/DMV issued IDs;

U.S. or foreign passports;  
Permanent Resident Cards (Green Cards); and/or Re-entry Permits

### **Why is Provo City School District using the Raptor system?**

Safety of our students is our highest priority. Raptor will provide a consistent system to track visitors and volunteers while alerting us to people who may present a danger to students and/or staff members. The system quickly prints visitor badges that include a photo, the name of the visitor, time and date. The Raptor system also allows us to know who is in the building and where they are located in the event of an emergency.

### **What other information is obtained from the Drivers' License or other ID.?**

Raptor is only scanning the visitor's name, date of birth and photo for comparison with a national database of registered sex offenders and other customized alerts. Additional visitor data will not be gathered and no data will be shared with any outside company or organization.

### **Should we scan Provo City School District employees?**

Employees of the Provo City School who do not have an employee badge visible must be scanned and wear the Raptor badge. Substitute teachers should be scanned at all times.

### **Should volunteers be scanned into the Raptor system?**

Volunteers must follow the same procedures as any visitor. Identity must be verified with an acceptable form of identification (i.e. Drivers' License or Government issued ID.).

### **Should Delivery services be scanned into the Raptor system?**

Delivery people do not have to be scanned if they are just going to the front office area. If they will be going to other locations in the school they must be scanned.

### **Should contractors, subcontractors, and vendors be scanned into the Raptor system?**

Contractors, subcontractors, and vendors must be scanned the same as any visitor. If identity cannot be verified through an acceptable form of identification, they are not allowed on school property. Acceptable forms of identification include Drivers' License, State ID., U.S. Military ID., or Passport.

**Do we have the right to require visitors, even parents, to produce identification before entering the building?**

Yes. We need to be sure of who is in our buildings, why they are there and particularly if a student is involved (e.g., early pickup) – be able to confirm that an individual has the authority to have access to the student. We can only do this by knowing exactly with whom we are dealing with.

**What if the person does not have an ID?**

Contact the principal or the District school or site administrator immediately. They can question the individual and explain the process to them. The principal or administrator then, based on their knowledge of the person and situation and the availability of staff to supervise the visit can determine if the visit can take place at that time. If approved the visitors information will be manually entered into the system. If cleared, the individual should be provided limited supervised access.

**What about individuals such as grandparents presenting a passport or Drivers' License from foreign countries who want to attend a students' classroom function (e.g., special lunch or class skit)?**

If the individual is not checking the student out and has a valid reason for being on campus, these forms of ID may be manually entered into the system. If the id presented has a photo for verification you can allow them the same access as a visitor with a scannable ID, if there is not a photo for verification they must be accompanied.

**Do we scan First Responders or government officials into the system?**

Law enforcement and other emergency responders should bypass the check-in system--- if responding to an emergency call.

Law enforcement, first responders or other government personnel on official business should be asked to present their identification similar to other visitors. However, these visitors have an option to show their badge or state-issued identification that can be manually entered.

### **Do we have to give those with an alert access to our school?**

Generally speaking, unless the individual is wanted by law enforcement, as long as they have a legitimate reason to be in the building you cannot give a blanket statement of NO. However, such individuals should only be given limited access and should be supervised at all times by an adult representative of the school. When in doubt, consult with a district administrator.

### **Will the system produce “false alerts”? And, if so, what should I do?**

The system, like any computer search system, uses set criteria to lookup, find and match names. Occasionally, names and date-of-births will be similar enough to cause a false alert to occur. There is no need to panic. Carefully examine the picture and other information provided – most times you can quickly verify whether or not the alert actually matches the person in front of you. If in doubt, follow your normal procedures and let the administrator handle the situation.