



## CASE STUDY

# Texas City (TX) ISD Responds to COVID-19, Accurately Tracks Student Resource Distribution with Raptor® Emergency Management

### CHALLENGE

Texas City (TX) Independent School District, located 30 miles south of Houston and 5 miles north of Galveston on the shores of Galveston Bay, announced on March 31, 2020, that it would suspend normal district operations at least through April in response to the COVID-19 pandemic. Interim Superintendent Susan Myers stated that the district was committed to continue providing student breakfasts and lunches under the federal free and reduced meals program and distributing curriculum and other key resources remotely through the beginning of May.

This commitment presented the district with some huge logistical challenges, including delivery of approximately 17,000 meals daily, tracking some 5,000+ tablets and laptops issued to secondary students, tracking “hard-copy” curriculum and textbooks for 4,000+ K-5 students, tracking musical instruments and equipment, and returning hundreds of student medications to authorized guardians.

“I’m an old military planner,” says Texas City ISD Director of Security and Safety Craig Straw, “so I know to consider worst-case scenarios. We allowed for as much as a 20% variance on those meal numbers per day. We always want to have a bit of extra stock, so no child goes hungry. To ensure seamless operations we also wanted the ability for the entire action team—the distribution teams as well as the central district command—to

## TEXAS CITY (TX) INDEPENDENT SCHOOL DISTRICT



Texas City ISD serves K-12 students in the deep-water port of Texas City between Houston and Galveston Island on the Texas Gulf Coast.

- 13 schools (1 early childhood, 6 elementary, 2 middle schools, 2 high schools, 1 alternative, 1 trades center): 8,485 students
- 69,130+ meals provided and tracked as of Friday, April 3
- 5,000+ electronic instructional devices, 4,000+ hardcopy curriculum bundles distributed and tracked

be able to view the same distribution and tracking data, in real time if possible. And we needed to be able to create an after-actions report following each shift with summative data so we could see the things we did well and what we could do better.”

## SOLUTION

Texas City ISD was already looking at The “I Love U Guys” (ILUG) Foundation® Standard Reunification Method™ (SRM) as the model protocol for their meal and resource distribution response (coincidentally, ILUG was simultaneously developing their new Standard Distribution Method protocols for this identical purpose). The district was in the midst of implementing Raptor® Emergency Management just weeks prior to the COVID-19 outbreak. Raptor Emergency Management—a preparedness, response, and recovery software solution that combines proven emergency practices with 21st-century mobile technology to give school districts complete line of sight during drills, active emergencies, and post-incident reunification—is 100% aligned with the SRM. Raptor Emergency Management syncs with the district’s SIS to pull student and guardian information in real time for full visibility, accountability, and tracking. “We had just purchased and were learning to use the Raptor system when the outbreak and district closure came about. With Raptor’s help, I was trained for 90 minutes, and then I trained the other 65 team members three days before the district closure went into force,” says Straw.

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Raptor builds very intuitive software, with amazing background support—very accurate, deliverable, and reliable. I think it’s an amazing product, and it’s worth its weight in gold in today’s crisis management environment.

— Craig Straw, Director of Security and Safety,  
Texas City (TX) ISD

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After organizing their district command and distribution teams, taking steps to ensure the health and safety of these personnel, coordinating with their local communications network provider and local law enforcement, and in alignment with the district’s own emergency operations plan, Texas City used the Raptor Emergency Management system to begin identifying, tracking, digitally confirming, and reporting on the distribution and delivery of more than 80,000 student resources in the first week alone. The process is scheduled to continue through at least May 1, 2020.

## RESULTS

With the help of the Raptor system, Texas City ISD distributed and tracked delivery of more than 69,000 meals to students on the first four distribution dates. The district was able to achieve 100% accountability for curriculum issued to 8,485 registered students in 12 hours over just two days. “Post-event, when we ran the Raptor after-actions report, we saw that 274 students didn’t receive their curriculum resources, so we set those bags

aside for the next day. We had to do a door-to-door, Amazon-style delivery to everyone's residence. We opened up another event in the Raptor® mobile app and knocked on doors. When families answered, we stepped back, told them who we were and what we were delivering, and then we signed off digitally in the app. That gave us accountability," says Straw.

"What I love about the Raptor mobile app is that it shows you the number of users that are active on any campus.

So, you're looking into that real-time common operating picture, the same information that central command sees," Straw continues. "I also like the fact that there is a mobile dashboard that gives us some metrics and analytics our field teams can use in real time. Raptor pulls just about everything you need from the SIS, it follows the principles of the "I Love U Guys" Foundation, and it works amazingly well.

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[Click to view the Raptor webinar: Proven Processes for Managing Resource Distribution to Students](#)

**PROTECT EVERY CHILD,  
EVERY SCHOOL, EVERY DAY.**

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