



# IMPLEMENTING A FLEXIBLE VISITOR MANAGEMENT SYSTEM:

## Union City School District **Reduces Check-In Time by 98%** while Cutting Costs with EduQueue



### UNION CITY SCHOOL DISTRICT



**Union City** – 3<sup>rd</sup> most densely populated city in the US

- 1.28 square miles
- 66,500 residents\*
- 14,000 students
- 15 schools
- 51,800 people per square mile (75% as densely populated as the top city of Manhattan)\*

\*Statistics based on 2010 Census from the US Census Bureau

#### OBJECTIVE

Security Integration Manager for Union City Public Schools, Victor Grullon, aimed to improve crowd flow, safety, and reporting for the densely populated Union City school district.

#### SOLUTION

Move away from expensive high-end systems with less flexibility and free systems with less functionality. Implement EduQueue, a highly adaptive visitor management system with simple technology requirements.

#### RESULTS



**5 minutes** → **10 seconds** reduction in check-in time



**PowerSchool integration** for student attendance tracking



**5 seconds to scan and flag** banned visitors across all schools

**25%**

**25% increase** in campus coverage by screening at events

**100%**

**100% coverage** for late students



**Total flexibility** in ongoing hardware selection



**Covid-19 preparedness** through easy visitor health screening



**Social distancing** through enforcement of building capacity limit

## ■ CHALLENGES

### Density and Crowd Flow

Union City is New Jersey's most densely populated city, with more than 50,000 people per square mile. (The average population density for the US is 87.4). This makes crowd flow and control difficult. With COVID-19's spread in New Jersey, the need to ensure guards screened all visitors from Union City's densely populated urban neighborhoods became even more critical.

### Speed

Before implementing their current solution, Union City's check-in process took over five minutes.

### Drain on Staff

Security staff frequently found their time and attention eaten up by the day-to-day work of tracking and reporting.

### Specific Challenges of High-End VMS

Union City started with a high-end, paid VMS, but found the following issues:

#### *Not User Friendly*

Their existing VMS was difficult to use, which led to low adoption and reluctance to use among staff – making security guideline compliance more challenging.

#### *Costly and Flawed Equipment Requirements*

The complex system also required the district to purchase high-priced branded equipment they didn't need. The required scanners frequently misread license information – to the point that Union City had to discontinue use.

### Specific Challenges of a Free VMS

After their struggles with the high-end VMS, Union City moved to a free VMS. They found a different set of issues with this provider:

#### *Slow System*

Due to the time it took to search and login users, Union City struggled to improve the adoption rate across the district.

#### *Siloed Data Storage*

The data and reporting for each school operated independently. There was no way to integrate the data and flag banned visitors from one campus to the next.

## ■ SOLUTION

Victor and the team at Union City decided to implement EduQueue based on the system's streamlined user interface, possibilities for customization, and ability to integrate with any preexisting equipment.



Union City:  
**572 times more**  
densely populated  
than average US city



Security staff  
**time consumed**  
by tracking and  
reporting

"EduQueue has taken a lot of weight off me. Previously, I never got an ounce of rest. Now I can attend to my other duties keeping the students safe."

## ■ RESULTS

### Fast Check-Ins for Crowd Control

With such a dense population, a small delay can cause crowd backup and heighten security risks. Union City went from a processing time of 5 minutes to 5-10 seconds with EduQueue's visitor sign in system, increasing safety for everyone on campus.

*"We just attach a scanner to the computer and scan the student's ID barcode. The searching capability is also much faster," Victor notes.*

### Simple Interface Increases Safety

EduQueue's streamlined user interface has increased adoption across the district.

*"I get more people using the system because it's easy to use, so it has improved safety. We are now at a 100% coverage for students late to school. And we have increased our use at events by 25%."*

### Easy to Track Attendance and Improve Reporting

Data is no longer siloed within each school's system. Since implementing EduQueue, Union City has been able to track and report on attendance and tardiness across the district.

*"It's an easy and simple process to manage."*

### Quick Scan of Predator Lists

A fast scan for registered sex offenders helps keep predators away from building.

*"If they are on the national list, we are notified during check-in."*

### District-Wide Flagging Feature

Shared flagging is now possible across all schools in the district.

*"One of greatest uses for the flag/ban feature is in the case of a child custody dispute. It is easy to control who is leaving with the child."*

### Cost-Saving System

Since EduQueue software can be used from any device or computer, Union City has saved the money that is usually required for expensive branded security equipment – tens of thousands of dollars.

*"We didn't have to purchase any equipment. With the previous providers, I had to buy 40 branded license scanners, and it was a waste. With EduQueue, we were able to purchase regular market scanners."*



**Student/visitor  
check-in from  
5 minutes to  
10 seconds**

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## ■ LOOKING AHEAD

### Adaptive System to Meet Changing Needs for Safety

*When we have a question or some new needs, the development team is always there. They make adjustments or guide us on the best possible way we can achieve our goals."*

Victor notes this is particularly important going forward into the "new normal" of school after COVID-19. In this context, Union City's main goal is to know who is in the building and to get an accurate count – including employees.

*We are having conversations around this every day. I appreciate everything EduQueue has done for us."*

"When we have a question or some new needs, the development team is always there. They make adjustments or guide us on the best possible way we can achieve our goals."

Learn more about how  
EduQueue can **streamline**  
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