From: Teresa Reuter <treuter@stopitsolutions.com>
Date: Monday, February 7, 2022 at 10:42 AM
To: Rachael Freeman <rlfreeman@coppellisd.com>, Cindy Moore <cmoore@stopitsolutions.com>, Parkhill Mays <pmays@stopitsolutions.com>
Cc: Raheela Shaikh <rshaikh@coppellisd.com>, Joseph Smith <jmsmith@coppellisd.com>, Jennifer Villines <jvillines@coppellisd.com>, Angela Brown <abrown@coppellisd.com>
Subject: RE: Information Request

Rachel,

I have pulled the activity log and confirmed with our development team which log in's did which actions I have highlighted the actions our agent made on the report the other actions were done by the log in used by Raheela the night the incident came in within minutes of the incident being read.
Between 1:01 when the incident was opened and 1:10 when the incident was escalated to law enforcement by our agent-agent 3 only marked the incident as red flag which she placed her escalation calls.
All other actions were done by the log in used by Raheela within 9 mins of the incident being opened by her.

The option of Gerard should not have been in your perpetrator drop down menu. Gerard is a developer here so his name was cleaned up from the system. Camp and Campbell are still there. That is a free form text box so if Raheela typed camp trying to type Campbell it would remain in the drop down. The drop down is not pulling from any names in your system such as students or admins.
When you first get the system it is blank until you start adding names there then It remembers the names you added in the past so you can use it in the future.
So you will see camp and Campbell as options as they were used in the past. Camp was typed in at 1:05 am- like I stated perhaps she was typing Campbell and hit enter to fast.

There are only two times we would share information with law enforcement.
1. When a emergency report comes in and we are not able to reach the primary and the secondary we then call law enforcement and give them a copy of the incident PDF so they can intervene if necessary in an emergency situation only.
2. If Law enforcement provides us with a subpoena   and then we would inform the account before any information was

released.

Please let me know if I can provide any more information.

Incident Detail Activity: #562107

STOPit.

Report: Incident Detail Activity
Report Generated: 02/07/2022 10:29 AM
Organization: Coppell ISD
Incident: 562107
Submitted: 02/05/2022 09:45 AM

02/05/2022 09:45 AM: Incident was escalated to by Teresa Reuter
01/04/2022 02:16 PM: Incident status was changed to Closed by Rachael Freeman
01/04/2022 02:16 PM: Rachael Freeman entered a note
01/04/2022 02:13 PM: Incident was assigned to Raheela Shaikh by Rachael Freeman
01/04/2022 02:08 PM: ▇▇▇▇▇▇▇ was added as a perpetrator by Rachael Freeman
01/04/2022 02:08 PM: Gerardd Dantel was removed as a perpetrator by Rachael Freeman
01/04/2022 02:06 PM: Hailey Arroyo was added as a target by Rachael Freeman
01/04/2022 02:05 PM: Incident tag was added by Rachael Freeman
01/04/2022 02:05 PM: Incident tag was added by Rachael Freeman
01/04/2022 02:05 PM: Incident tag was removed by Rachael Freeman
01/04/2022 02:05 PM: Incident was unassigned from Raheela Shaikh by Rachael Freeman
01/03/2022 08:41 AM: Rachael Freeman entered a note
01/03/2022 08:41 AM: Rachael Freeman entered a note
01/03/2022 01:35 AM: Incident was escalated to jduncan@coppelltx.gov by IRC Agent #03
01/03/2022 01:33 AM: Incident was escalated to jduncan@coppelltx.gov by IRC Agent #03
01/03/2022 01:16 AM: IRC Agent #03 entered a note
01/03/2022 01:10 AM: Incident was escalated to police@coppelltx.gov by IRC Agent #03
01/03/2022 01:08 AM: Raheela Shaikh entered a note
01/03/2022 01:05 AM: Gerardd Dantel was added as a perpetrator by Raheela Shaikh
01/03/2022 01:05 AM: was removed as a perpetrator by Raheela Shaikh
01/03/2022 01:05 AM: Camp was added as a perpetrator by Raheela Shaikh
01/03/2022 01:05 AM: Incident tag was added by Raheela Shaikh
01/03/2022 01:03 AM: Incident was escalated to rlfreeman@coppellisd.com,abrown@coppellisd.com by Raheela Shaikh
01/03/2022 01:01 AM: Incident was assigned to Raheela Shaikh by Raheela Shaikh
01/03/2022 01:01 AM: Follow Up Incident Flag Red (High) was added by IRC Agent #03
01/03/2022 01:01 AM: Follow Up Incident Flag Red (High) was added by Raheela Shaikh
01/03/2022 01:01 AM: Incident status was changed to Pending by Raheela Shaikh

Teresa Reuter, Senior Vice President - Customer Success
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From: Rachael Freeman <rlfreeman@coppellisd.com>
Sent: Monday, February 7, 2022 11:24 AM
To: Teresa Reuter <treuter@stopitsolutions.com>; Cindy Moore <cmoore@stopitsolutions.com>; Parkhill Mays <pmays@stopitsolutions.com>
Cc: Raheela Shaikh <rshaikh@coppellisd.com>; Joseph Smith <jmsmith@coppellisd.com>; Jennifer Villines <jvillines@coppellisd.com>; Angela Brown <abrown@coppellisd.com>
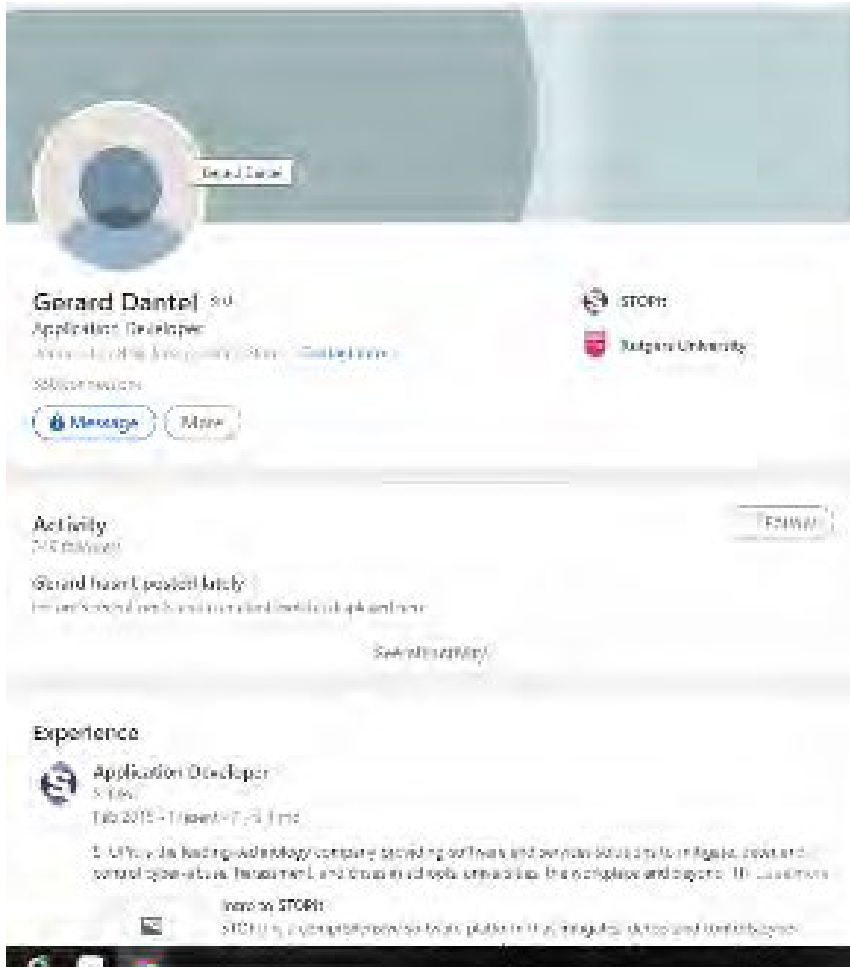**Subject:** Re: Information Request

Here is another concern, which is seen in the image below:

 Raheela is claiming that she read the tip immediately. She received the text notification, and read the tip, then added the note that she assigned it to herself and would respond when she returned to campus since we were on Winter Break.

She is claiming that she did not do any of the other notes or activities in the log. The name Gerardd Dantel, and Camp are not students at her campus and she did not make those logs in the Activity Log. At 1:03 am, it also shows the incident was escalated to myself and Angela Brown by Raheela Shaikh, which she did not do. That would have come from a StopIt agent, as I am the #1 contact, and Angela is the #2 contact. We need to get that corrected in the app to determine why it is pulling Raheela's account information. We do know that IRS Agent #3 was in the app at the same time as Raheela.

My AP's, with good reason, are very concerned about the information provided to law enforcement. Even if we do everything correct, if the information is provided to them via a link, it can be shared with outside resources leaving our staff at risk. If we type in student data, it still leaves us vulnerable to another agency's open records requests.

Lastly, congratulations as your organization has just made their website.

Rachael Freeman
Coordinator Safety And Security

Coppell Independent School District

1303 Wrangler Circle   Coppell, Texas   75019

214-496-6000   rlfreeman@coppellisd.com   coppellisd.com

From: Rachael Freeman <rlfreeman@coppellisd.com>
Sent: Monday, February 7, 2022 9:44 AM
To: Teresa Reuter <treuter@stopitsolutions.com>; Cindy Moore <cmoore@stopitsolutions.com>; Parkhill Mays <pmays@stopitsolutions.com>
Subject: Re: Information Request

Thank you all for your follow up. We have been so pleased with our StopIt experience, so if it came from the PD, that would be better. I have a call into both the officer (Jeannie Duncan) and the Captain over patrol to see if we can figure out how he obtained the link.

Thank you again for your assistance.

Rachael