



**Location:**  
 San Jose, California

**Population Served:**  
 1.2 Million

**Department Size:**  
 - 34 stations  
 - 753 authorized sworn personnel  
 - 41 non-sworn personnel  
 - 71 civilian personnel

**Courses Delivered:**  
 7,400 in 15 months

**Annual Savings with TargetSolutions:**  
 \$125,000 annually

## **San José Fire Department Saves \$125,000 per year with TargetSolutions**

### **The Challenge**

Serving the third largest city in California, San José Fire Department employs more than 850 people at 34 stations. Like all departments, San José must provide its firefighters with mandated training, but found it difficult to deliver and track this training. The Department was never able to achieve 100 percent compliance on required curriculum. In addition, maintaining accurate training records was nearly impossible using its previous system, which involved updating and storing 50 binders of sign-in sheets.

### **The Solution**

San José chose TargetSolutions platform based on the company's superior customer service and proven success record with other fire departments. San José's goal was to move as much of the informative portion of training as possible to an online platform, reserving out-of-service time for manipulative skills training.

The Department also needed an efficient way to keep up with the county's directives. They took advantage of TargetSolutions' Activities Builder and Test Builder applications to deliver training and safety alerts to all of its personnel, thereby maintaining compliance with county requirements as well as state and national mandates. Keeping its firefighters in the field.

***"Prior to implementing TargetSolutions, we could never get 100% participation in training, since firefighters would miss sessions due to illness or disability. Now, we can easily identify who has not completed the training and develop an individualized program that delivers the required training to everyone on the line."***

***Captain Dave Barnett***  
*San Jose Fire Dept.*

Over the last year, San José has also taken advantage of TargetSolutions' applications, such as:

- > **Credentials Manager:** Monitors EMT licenses and specific firefighter specialty training
- > **Community Resources:** Shares Department best practices and training documents with other TargetSolutions clients
- > **Advanced Reporting:** Submits and tracks monthly California Fire Fighter Joint Apprenticeship Committee (JAC) forms

### **Major Achievements**

In just one quarter, San José developed six EMS courses, offered three TargetSolutions courses, provided five safety alerts, and created more than eight custom assignments. While estimating an annual savings of \$125,000 using TargetSolutions.

For more information contact  
**TARGETSOLUTIONS**  
 800.840.8048  
[info@targetsolutions.com](mailto:info@targetsolutions.com)