

Central San Mateo Fire Saves Time and Money with TargetSolutions



Location:

Central San Mateo
 County, California

Population Served:

More than 193,000

Division Size:

Five departments
 with 240 personnel

Courses Delivered:

Up to 3,500 a month

The Challenge

Managing crucial tasks was not only arduous, but costly for the Central San Mateo County Training Division. It was difficult to track individual department members and their activities, so the Division searched for a system that gave second-by-second reporting on a firefighter's compliance.

"Traditionally, the department's captain logs in and records hours, but how do I know firefighters are actually doing it," said training captain Jake Pelk. "I needed a records management system that would give me accountability and report capabilities that were simple and efficient in a web-based platform."

As Pelk researched technology solutions, he looked for a way to streamline records tracking and the delivery of tasks and inspections, as well as move away from paper forms tracking the results. The Division also needed to consider the distinct data requirements and reporting needs at each separate department.

While hosting records in a centralized database was essential, the solution would also need built-in controls that allow for privacy and departmental autonomy.

The Solution

Pelk extensively researched online solutions until he found one that fit his needs—*TargetSolutions*. After a short eight months on the platform, the department has seen a measurable increase in its records management and training capabilities. Pelk can now track individual activities to ensure compliance with departmental and OSHA requirements, as well as effectively deliver content and assign and communicate required tasks and inspections. He has also been able to reduce privacy concerns and share reporting techniques with each department, allowing them to view only pertinent data formatted the way that work best for them.

On the records management front, Pelk has seen a significant improvement in the time it takes to maintain the numerous reports associated with all training and compliance activities, plus certification tasks and information. Pelk has identified a number of uses for the platform, and there are few limits to what he feels he can continue to improve while staying within shrinking budgets and maintaining a high level of activity. When faced with the devastating San Bruno fire in September of 2010, Pelk was able to leverage *TargetSolutions* to meet stringent reporting requirements. Not only was he able to easily compile incident reports and results, he was also able to internally deliver mandated forms and documents to all the departments.

"We've changed the way we do business because of TargetSolutions, and in this economic time, efficiencies are key. When I taught my assistant the new system on TargetSolutions, she was in awe. We used to spend around six hours filtering through reports with our old system. Now it takes 15 minutes at most. That's a huge advantage."

***Jake Pelk, Training Captain
 Central San Mateo County Training Division***

Since discovering the proven benefits of the system, the Division plans to expand its use with *TargetSolutions* Credentials Manager to develop training curriculum specific to certain job functions. The Division can then track the completion of that training and receive alerts in advance of an individual falling out of compliance. With *TargetSolutions'* technology, there is little Pelk feels he can't improve within the Division, he said.