



# Helping Ventura County Fire Department Save Lives

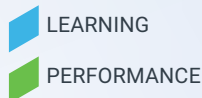
California's Ventura County Fire Department employs 655 personnel across 37 facilities. Each year, they respond to over 44,000 annual calls about anything from fires to medical emergencies, rescue operations and more.

## Why Cornerstone

Ventura County Fire Department (VCFD) trains firefighters and emergency responders to answer calls from any of the 480,000 residents in Ventura County, California – a county spread over 2,000 square miles. In order to serve their community, VCFD personnel must commit to consistent, extensive training.

The need for training is growing. Over the past five years, calls to VCFD have increased by 27%. California's fires continue to grow in size and severity. To ensure firefighters and first responders are prepared to meet their county's changing needs, VCFD adopted Cornerstone's Learning and Performance Suites.

The platforms replaced the department's outdated system with a fully digital training program complete with learning content, tracking systems, monitors for compliance metrics and an internal outlet for career development.



**Industry:** Public Sector      **Employees:** 650

**Region:** U.S.      **Live Since:** 2015

**Business Impact:** Cornerstone makes it easy to track firefighters' training and provide learning content that accommodates their busy schedules. VCFD can now monitor and meet compliance requirements while promoting career development.

# The Results

## VCFD Firefighters train...

4 hours per day

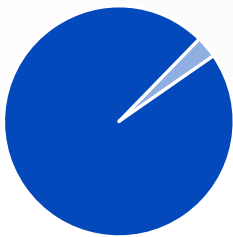
40 hours per month

209,000 hours per year



Firefighters definitely train more than most professions. It's very important because we're responding to such an array of emergencies."

Marisol Rodriguez  
Fire Captain at VCFD



VCFD has a near-perfect completion rate for wildfire preparedness courses.

(Non-completions are due to absences.)

**Learning and development that fits into firefighters' busy schedules.** Training is more than checking a box for firefighters – their lives and the lives of others depend on it. VCFD's firefighters train four hours per day across their 10-day, 24-hour shifts.

VCFD wanted to provide its personnel with learning content that is easy to access and can fit into their busy, sometimes unpredictable schedules. With Cornerstone's Learning Suite, VCFD assembled its existing learning content into a digital platform called Learner Home. This platform organizes VCFD's content so important training information is listed first, and users can update their personal training information with a few clicks in the same place they access the content. As a result, just one year after integrating Learner Home, the number of users tripled.

Today, Learner Home is critical to VCFD's training program. All firefighters are issued an iPad pre-installed with the platform and learning content. The courses are also available on mobile devices and allow firefighters to learn in the field – whether it's a refresher on hazardous materials or readiness training for fire season. Many of the courses are in a microlearning format, allowing personnel to learn in between emergency calls in short and comprehensive sessions.

**Prioritizing compliance at VCFD.** VCFD has several compliance standards, like certifications for OSHA, EMT and Paramedic Programs and the California State Fire Marshal, that need to be completed annually. Prior to Cornerstone's Learning Suite, VCFD's leadership constantly lost track of their compliance

metrics not because firefighters were avoiding it, but because the constant emergency response calls sidetracked or put off compliance-related tasks.

With Cornerstone, firefighters and their supervisors can digitally check ongoing compliance requirements to be sure they are on track to meet them. For instance, if a firefighter is overdue on a compliance activity, the platform sends them a notification and reminds them to complete it. The result? VCFD's compliance measures are completed in full and on time.

Cornerstone also helps VCFD digitally track its firefighters' training records. With this technology, VCFD replaced manual reports with a digital system that lets firefighters and their supervisors monitor their training and progress overall.

**Helping firefighters reach their full potential.** After successfully integrating Cornerstone's Learning Suite, the fire department looked to Cornerstone to support its career development needs. Since implementing the Performance Suite, VCFD is one of the only fire departments in the nation with a career development program. It has proven to be a great benefit to the firefighters and their career mobility. Like many public service organizations, VCFD has seen an increase in retirees. With Cornerstone's Performance Suite, firefighters can now proactively ready themselves to step into more senior roles, and existing leadership can assess who fits those roles.

Altogether, Cornerstone's tools are powering the potential of VCFD and its firefighters to continue to meet the needs of the community it serves.



Cornerstone is the global talent management software provider that is pioneering solutions to help organizations realize the potential of the modern workforce. [csod.com](https://www.csod.com)