



CASE STUDY Kannapolis Fire Department



Kannapolis Fire Department Division Chief, Greg Summitt, recounted how Tim Riley, a Vector Solutions employee and former fire department training administrator, helped him set up their training platform. "Back when we started with the TargetSolutions training platform (now called Vector LMS), Tim Riley was a tremendous help with our initial setup," said Chief Summitt. "It can be a daunting task and having someone to help optimize the use of the system can make a big impact. I like to pay it forward and have helped several fire department training administrators with their Vector LMS setup. In one case, the fire department was printing everything off individually resetting dates on training credentials, which took about 16 hours. By changing a setting in the LMS credential parameters, they were able accomplish the same thing in just 10 minutes."

How a Customer-Centric System Helps Get a Class 1 Rating

Chief Summitt said the LMS is a very customer-centric and user-defined system. It can be set up to meet a broad range of training workflows and processes. Chief Summitt uses the dashboard bulletin board to post quick links to dozens of training resources, policies, courses, notifications and reports so that everyone can find what they need right when they log into the LMS.

The North Carolina Response Rating System (NCRRS), a division of the Department of Insurance (DOI), completed their most recent inspection of Kannapolis Fire Department in 2019 and received full credit for their training records with an overall Class 1 rating. "NCRRS was very impressed with our records," said Chief Summitt. "The LMS also saves us a lot of hours in prepping for the inspection."

Combining Live Skill Evaluations, Training and Annual Performance Reviews for a 360 Perspective

Chief Summitt said the entire platform has grown tremendously during his time using the LMS. He was very involved in the newest module, Evaluations+, which Kannapolis Fire Department is using for their live skill assessments and plans to also use for their annual performance reviews. With the Evaluations+ and LMS integration, everyone can see how many hours of training each person has, as well as how they performed in an evaluation, which provides better overall insight into competencies and compliance.

Kannapolis Fire Department has leveraged the LMS to really optimize their training program. From developing quarterly training packets that personnel can build credentials from to building new hire programs that make it easy to view required benchmarks—and a dozen more training efficiencies—they are making full use of the technology to maximize their training program and achieve top NCRRS ratings.

View the Kannapolis Fire Department's LMS bulletin board set up to the right for ideas you can use to enhance your own training program. Chief Summitt is happy to share the information below and once again, *pay it forward*.

Bulletin Board Links

DAILY QUICK LINKS

Firefighter Fitness
Weekly Apparatus Maintenance
Officer/Company Meeting

QUARTERLY PACKET LINKS

LODD Review
EMT Practical Skills
Auto and Training
MASKING Up
Sprinkler Standpipe FDC
Highrise Training/Minuteman
Hose Deployment
Airbags Review
AJAX Tool Review

FIRST QUARTER DEPARTMENT TRAINING QUICK LINK

Incident Command
Live Fire Evolutions
Rural Water

SPECIAL OPERATIONS TEAM TRAINING QUICK LINKS

SOT Confined Space Training
SOT HAZ-MAT Training, SOT
Rope Rescue Training, SOT Land
Search Training, SOT Water
Rescue Training

REPORT LINKS: Quarterly
Packet Report, NCRRS Training
Hours Report, EMS Hours
Report, Completions Report

ANNUAL TRAINING PLAN

TRAINING ANNOUNCEMENTS

STANDARDIZED SKILLS

TRAINING LEAVE REQUEST FORM

KANNAPOLIS FIRE TRAINING MANUAL