

# Hamilton Township Volunteer Fire Department Adopts a Right-Sized Approach to Training Management



## Customer Profile



TargetSolutions  
Volunteer Edition  
2026



28 Volunteer  
Firefighters



2 stations



~300 annual calls



~1,600 population



64 mi<sup>2</sup> area

## The Challenge

Located in Seymour, Indiana, the Hamilton Township Volunteer Fire Department serves a rural community of approximately 1,600 residents across 64 square miles. With 28 volunteer firefighters operating out of two stations, the department responds to roughly 300 calls per year, covering fire, BLS EMS, rescue, and hazmat operations.

Like many small volunteer departments, Hamilton Township operates with a constrained annual budget, requiring careful consideration of every expense.

“We’re very limited in what money we have available,” the Fire Chief shared.

Managing training was becoming increasingly difficult as the department grew. After adding a second station in 2024 and more than tripling their call volume over the past decade, the department needed a more efficient way to track training, document completions, and prepare reports.

At the time, the department relied on a state-provided records management system used primarily for incident reporting and ePCR. While critical for daily operations, it was not optimized for training management, making it difficult to effectively track training, manage completions, and extract meaningful training data.

“It’s labor-intensive to create each and every training activity,” he said. “For training management... it’s just not user-friendly.”

## The Choice

Already familiar with TargetSolutions through his role at a nearby career fire department, the Fire Chief had firsthand experience with the platform and its capabilities.

However, like many volunteer agencies, the full TargetSolutions system was not financially feasible. Without another viable option on the market that fits both the department's functionality needs and budget constraints, the department was left with its existing manual and fragmented systems.

"We were just going to stick with it because it's hard to beat free...but we knew we needed to move to something else," the Fire Chief said.

That changed with the introduction of TargetSolutions Volunteer Edition, a solution designed specifically for smaller, resource constrained volunteer departments.

"When the volunteer solution came out ... it fit what we needed," he said.

The department saw immediate alignment with the volunteer edition:

- A trusted system built specifically for training management
- A simpler, more intuitive user experience
- A cost structure that made adoption feasible

"It was pretty much a no-brainer with the price point," said the Fire Chief.

Just as importantly, the platform provides a path forward as the department grows, allowing for expanded capabilities without changing systems or retraining users.

"I know our budget constraints don't allow us to upgrade right now ... but that's always a possibility in the future," he said.

---

”

*"[TargetSolutions Volunteer Edition] is 10x quicker, more efficient,  
and more user-friendly"*

- Fire Chief



## The Change

By adopting TargetSolutions Volunteer Edition, the Hamilton Twp. Volunteer Fire Department has transformed how it manages training and documentation:

- **Replaced a labor-intensive system** with a purpose-built training management platform
- **Centralized training records** into one easy-to-access digital system, reducing reliance on paper binders and filing cabinets
- **Reduced administrative burden** by allowing crews to log their own training
- **Simplified reporting and ISO readiness**, by “having the reports available in our hands for ISO” with digitized access to tagged training data. “It’s just awesome.”
- **Accelerated workflows**, with a system that is “10x quicker, more efficient, and more user-friendly”

With all training records centralized in one system that is simple to navigate for both administrators and firefighters, the department has improved visibility, usability, and day-to-day efficiency across the team.

“It’s just more simplistic ... more user-friendly, better options, and definitely a better layout,” said the Fire Chief.

