As the fiscal year began on July 1, 2019, the future looked great for fire service training in the state. Funding levels looked to increase to allow more training opportunities for first responders throughout Missouri, which in turn would provide for safer communities and safer responders. It would be the second year of the Division of Fire Safety’s contract, which changed dramatically in FY19, and through lessons learned by all parties involved, a better understanding of the process would make for a better year.

At the University, changes were being made that would impact the Fire and Rescue Training Institute. A new location was in the planning process for the newly created Center of Excellence for First Responder Education (CEFRE). CEFRE would include the Fire and Rescue Training Institute, Law Enforcement Training Institute, Community Emergency Management Program, and EMS Education. The vision for the Center would provide for a comprehensive approach to emergency response training that incorporates all emergency response disciplines. Each unit would remain a unique entity, and they would collaborate on projects when the expertise of their discipline was needed. Also, resources would be shared to eliminate duplicated services and reduce costs.

The University also had implemented a new Resource Allocation model that had the potential to provide additional funding to MU FRTI along with a new dedicated effort to seek funding sources for CEFRE through grants and philanthropic activities.

And then the unpredictable happened! COVID-19 swept the globe in the early spring of 2020 and changed everything. With the virus attaining pandemic status, we saw restrictions implemented that made delivering in-person training difficult. A significant number of scheduled classes in the fourth quarter of the fiscal year had to be canceled or rescheduled. The staff of MU FRTI went home to work remotely, and many did not return to the office until July.

With the pandemic in full swing, the economy suffered. Funding was cut to the University by the state to ensure a balanced budget and to redirect spending to fight the pandemic. Also, many MU FRTI contracted funding sources were cut. With the University budget in question, many cost-saving measures were implemented and affected MU FRTI, including the funding to relocate CEFRE units to a new location and in reduced budgets for FY21.

In the fall of 2019, I opened a discussion with MU Extension leadership of my intention to retire in 2020. While not a common direction for the University, they authorized a succession plan that would allow for hiring a new director and up to two months to train my successor before my retirement date. Yet again, the pandemic and its’ effect played a role in changing plans. As previously mentioned, the University budget was hit hard by the pandemic, with the future economic impact uncertain, a hiring freeze was implemented across the University System, and the MU FRTI Director hiring process was put on hold...indefinitely.

The impact of the COVID-19 virus will transfer into the new fiscal year, and the outcome is still uncertain of the effects it will have on MU FRTI, the fire service, and other first responders. I fully believe that we will adapt and overcome the adversity that it has caused and will learn from it.

In presenting this annual report, we continue to demonstrate our role as a leader in fire and emergency services training and education statewide, as well as nationally. We are proud of our accomplishments over our history. We are one of the oldest statewide training systems in the country and continue to rank high among them in courses delivered, student enrollments, and customer satisfaction.

On behalf of the faculty and staff of MU FRTI, I would like to take this opportunity to thank all of our partner agencies, the University, host agencies, and our students for your support of the Institute and its mission. Since 1933, the University and the Institute have served first responders of the state of Missouri and beyond. Fulfilling our mission to take the knowledge and research from campus and provide education and training throughout Missouri and better protect themselves and the citizens they serve.

I hope you find the information included in this Annual Report to be informational and provide an understanding of the breadth of our program. Please feel free to contact the Institute with any questions or comments. It was my pleasure to serve as the Director in this, my final fiscal year.
MU FRTI produces a potential economic impact of over $15 million of public value for the state of Missouri.

The mission of the University of Missouri Fire and Rescue Training Institute is to plan, develop, deliver, and administer state-of-the-art continuing professional education courses which meet the comprehensive training needs of fire and rescue personnel and other emergency managers and responders utilizing the most efficient and effective means possible, thereby enabling them to better protect lives and property within their communities.
OUTREACH

PROGRAM ACCESSIBILITY

MU FRTI programming is open to all qualified fire and emergency first responders, as well as others in the emergency response community, on an equal opportunity basis. In FY20, MU FRTI conducted 65% of our courses at local departments or agencies. With the majority of the state’s fire service considered volunteer or part-paid, this local access and flexibility assure training opportunities for all firefighters and emergency responders. MU FRTI has a fleet of 16 training support and equipment trailers that range from small cargo trailers to semi-tractor trailers.

EDUCATION AND TRAINING

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courses</td>
<td>449</td>
</tr>
<tr>
<td>Agencies</td>
<td>778</td>
</tr>
<tr>
<td>Enrollments</td>
<td>10,781</td>
</tr>
<tr>
<td>Hours</td>
<td>105,995</td>
</tr>
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</table>

AREAS SERVED

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
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<tr>
<td>Missouri Counties</td>
<td>112</td>
</tr>
<tr>
<td>United States</td>
<td>44</td>
</tr>
<tr>
<td>International Countries</td>
<td>4</td>
</tr>
</tbody>
</table>

MU FRTI gratefully acknowledges the funding resources provided by University Extension and state and private partners. This on-going assistance assures the continued success and financial health of the Institute.

ECONOMIC IMPACT

MU FRTI self-generated 91% of its operational budget in FY20 through fees, contracts, and grants. The Institute continues to practice good stewardship in maintaining low administrative costs, directing resources to instruction, and effectively utilizing subsidy funds to make training as accessible as possible to Missouri’s fire and emergency responders. This effort enables responders to be better prepared to perform their duties and has made an immeasurable difference in the protection of the lives of citizens and communities.

FUNDING SOURCES

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Fees, Tuition and Other</td>
<td>62%</td>
</tr>
<tr>
<td>State Agency Contracts</td>
<td>18%</td>
</tr>
<tr>
<td>MU Support</td>
<td>9%</td>
</tr>
<tr>
<td>Regional and Local Contracts</td>
<td>4%</td>
</tr>
<tr>
<td>MODOT ARFF</td>
<td>7%</td>
</tr>
</tbody>
</table>

Based on an independent quantitative analysis of the impact and value of Extension’s programs and extrapolating the data, the Institute produces a potential economic impact of over $15 million of public value for the state of Missouri.
Our programming is open to all fire and emergency responders on an equal opportunity basis. Our student composition represents the emergency response community across the state and nation. Demonstrating the ever-present need to learn in the fire service, demographics indicate that the Institute’s students represent a range of experience across their service life.

### STUDENTS BY ORGANIZATION

<table>
<thead>
<tr>
<th>Organization</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Service</td>
<td>91%</td>
</tr>
<tr>
<td>EMS</td>
<td>1%</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>2%</td>
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<tr>
<td>State/Federal Government</td>
<td>2%</td>
</tr>
<tr>
<td>Emergency Management</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
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</tr>
</tbody>
</table>

### STUDENT COMPOSITION

Over 65% of classes are at local departments.

### YEARS OF EXPERIENCE

<table>
<thead>
<tr>
<th>Experience</th>
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<tr>
<td>&lt;1</td>
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</tr>
<tr>
<td>1-5</td>
<td>26%</td>
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<tr>
<td>6-10</td>
<td>16%</td>
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<tr>
<td>11-15</td>
<td>14%</td>
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<tr>
<td>16-20</td>
<td>11%</td>
</tr>
<tr>
<td>&gt;20</td>
<td>24%</td>
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</table>

100% of FY20 Students

### CUSTOMER SATISFACTION

To judge the effectiveness and to assist in quality control of MU FRTI programming, we conduct course evaluations by each student for all courses. This evaluation allows the student to provide feedback in six dimensions: the class overall, visual materials, activities, printed materials, instructor(s), and classroom. We use a numerical rating scale to tabulate responses on a scale of 0 to 4, corresponding to a standard letter grade of “F” to “A.” MU FRTI’s overall customer satisfaction rating for FY20 of 3.3, or a B average.

<table>
<thead>
<tr>
<th></th>
<th>FY 20</th>
<th>FY 19</th>
<th>FY 18</th>
<th>FY 17</th>
<th>FY 16</th>
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<tbody>
<tr>
<td>Course</td>
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<td>3.3</td>
<td>3.2</td>
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<tr>
<td>Instructor</td>
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<tr>
<td>Classroom</td>
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<tr>
<td>Outside Activities</td>
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<td>3.3</td>
<td>3.3</td>
<td>3.3</td>
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<tr>
<td>Visual Materials</td>
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<td>3.3</td>
<td>3.3</td>
<td>3.3</td>
<td>3.3</td>
</tr>
<tr>
<td>Printed Materials</td>
<td>3.2</td>
<td>3.3</td>
<td>3.3</td>
<td>3.2</td>
<td>3.2</td>
</tr>
<tr>
<td>Overall</td>
<td>3.3</td>
<td>3.3</td>
<td>3.3</td>
<td>3.3</td>
<td>3.3</td>
</tr>
</tbody>
</table>

3.3 out of 4 for Fiscal Year 2020
ENGGAGEMENT

AIRCRAFT RESCUE AND FIRE FIGHTING

Courses: 94
Enrollments: 1,416
Hours: 10,872

The Aircraft Rescue and Fire Fighting (ARFF) program provides specialized fire training for certified Federal Aviation Administration (FAA) airports in the FAA central region and throughout the nation. In FY20, the ARFF program operated in 12 states. The program utilizes a Mobile Aircraft Fire Training (MAFT) simulator to provide realistic, effective fire and rescue training on-site at airport locations allowing firefighters to Train as They’ll Fight. The MAFT was funded by the Federal Aviation Administration (FAA) and the Missouri Department of Transportation (MoDOT) and operated by MU FRTI. The program supports commercial service airports that are required to provide initial and annual recurring ARFF training for their airport firefighters.

EMERGENCY MANAGEMENT

Courses: 5
Enrollments: 173
Hours: 4,152

The Emergency Management program offers an extensive array of training opportunities for State and local emergency managers, allied emergency response organizations, public officials, members of volunteer relief organizations, and business and industry professionals in related fields. The training courses provide the skills to build local teams and coalitions that respond to natural and technological disasters. The focus is to expand the knowledge and skills needed to develop and implement policies, plans, and procedures to protect life and property through applications of sound emergency management principles in all phases of emergency management. This program helps develop community resilience and provides services for the entire community related to planning, responding, and mitigating emergency disasters at the local community level.

EMERGENCY MEDICAL SERVICES

Courses: 2
Enrollments: 15
Hours: 4,980

MU FRTI is one of the largest providers in Missouri for Emergency Medical Services continuing professional education and recognized by the Missouri Department of Health and Senior Services, Bureau of Emergency Medical Services as an Accredited Training Entity. These programs provide current EMTs and paramedics an opportunity to not only learn specialized topics but also earn CEU’s. MU FRTI also partners with the University of Missouri Health Care – Emergency Medical Services Education (UMHC EMS) that conducts pre-hospital EMS professional education for Basic and Advanced Life Support. This education includes the initial training for Emergency Medical Technicians (EMT) and Paramedics.

FIELD EXTENSION

Courses: 206
Enrollments: 3,341
Hours: 42,335

The Field Extension program is responsible for a wide variety of fire and emergency response training courses, delivered through a field extension statewide network. The state has nine geographic regions corresponding with the Missouri State Highway Patrol regions with an identified Regional Training Coordinator. These field coordinators provide a ready resource to enable fire departments at the local level to access and schedule needed training. Instruction is provided through MU FRTI’s adjunct instructional cadre throughout each region. Courses within this program focus on chief and company officer, driver operator, instructor, NIMS, suppression, and firefighter safety.
MU FRTI continues to provide state fire schools to meet the training needs of Missouri’s fire and emergency responders. There are two annual fire schools offered each year that attract emergency responders from across Missouri and throughout the central United States.

**Winter Fire School (WFS)** is each February. The event offers a diverse variety of classes to choose from in a weekend format and includes live webcast opportunities for three presentations. The Midwest’s largest Equipment Exposition is associated with WFS and provides an excellent opportunity for learning and networking. The FY20 Winter Fire School celebrated 39 consecutive years, which is one of the few fire schools of its kind in the nation and the longest-running.

**Summer Fire School (SFS)** traces its history back to the origin of MU FRTI in 1933. This annual event offers both classroom-oriented and hands-on courses ranging in length from 1-5 days. Summer Fire School continues to provide a unique opportunity, using state-of-the-art equipment, to advance the practical skills of emergency service professionals and deliver training that is not always available or affordable through other programs. Unfortunately, canceling the event due to restrictions related to the COVID-19 pandemic was necessary.

---

**HAZARDOUS MATERIALS**

Courses: 162 / CANCELED
Enrollments: 2,569 / CANCELED
Hours: 12,994 / CANCELED

The Hazardous Materials program provides hazardous materials and environmental emergency response training to both the public and private sectors. The public-sector emergency responder training program concentrates on offering training necessary for the safe response of firefighters, law enforcement personnel, and EMS providers to hazardous materials emergencies. Private sector training for business and industry concentrates on OSHA requirements.

---

**TECHNICAL RESCUE**

Courses: 86
Enrollments: 866
Hours: 13,544

The Technical Rescue program provides the requisite knowledge and skills necessary to fire and emergency responders to ensure that they safely and efficiently respond to and mitigate incidents requiring technical expertise. The Institute offers many classes that employ the use of tools and skills that exceed those reserved for firefighting and emergency medical services. These disciplines are classified as technical rescue and follow the disciplines outlined in the NFPA Standard, 1006: Standard for Technical Rescue Personnel Professional Qualifications.

---

**TESTING AND EVALUATION**

Courses: 3
Enrollments: 31
Hours: 232

The Testing and Evaluation program provides practical assessment and evaluation resources for clients in the fire service and education. Primary services focus on certification testing and evaluation. This service provides qualified evaluators and requisite equipment to meet requirements of the Missouri Division of Fire Safety for state certification.

---

**INSTRUCTOR CONFERENCE**

Courses: 11
Enrollments: 526
Hours: 3,688

The Missouri Emergency Services Instructor Conference is designed for those individuals preparing and presenting training programs for fire and emergency response personnel. The conference is recognized nationally as a “true” instructor training program, with its only focus on instructor professional development. Instructors and other supervisory personnel reported this conference was valuable in planning for the training needs of their organizations. The conference provides up to twenty hours of continuing education credits by the Missouri Division of Fire Safety for re-certification of various levels.
MU FRTI gratefully acknowledges the funding resources provided by our state and private partners. In FY20, MU FRTI self-generated 91% of its operating budget through fees, contracts, and grants. The following provides a breakdown of our primary funding partners and the impact they have on our mission of providing training and education to Missouri fire and emergency responders.

**HIGHLIGHTS BY FUNDING PARTNERS**

**MISSOURI DIVISION OF FIRE SAFETY**

- Courses ........................................................... 107
- Enrollments .................................................. 1,262
- Hours ............................................................... 14,600

The Missouri Division of Fire Safety (DFS) is a primary partner of MU FRTI and has provided funding support to our program for over 30 years. This partnership has enabled fire and emergency responders to receive no-cost training to better protect lives and property within their communities.

**MISSOURI DOT — HIGHWAY SAFETY**

- Courses ......................................................... 21
- Enrollments ................................................. 236
- Hours ............................................................ 3,104

The Missouri Department of Transportation (MODOT) Highway Safety Grant provided funding to conduct highway safety emergency response related courses. Approved courses included Vehicle Rescue: Technician, Vehicle Fire Fighting, and Emergency Vehicle Driver Training.

**ONLINE LEARNING**

The Institute offers three types of online learning, instructor-led, instructor-monitored, and self-study. The first two types are blended learning deliveries, which is an education program that combines online digital media with traditional classroom methods. It allows for more flexibility in schedules and reduces the costs associated with the class. Each blended delivery trades a significant portion of travel and classroom time for the convenience of structured, interactive online learning and remote instructor support.
The Fire Fighters Association of Missouri (FFAM) was a recipient of a multi-year federal Fire Prevention and Safety Grant to provide Firefighter Recruitment and Retention training for volunteer fire departments in Missouri that ended in 2019. The FFAM partnered with MU FRTI to assist in coordinating and delivering this training that provides volunteer fire departments with techniques that help them in meeting their volunteer staffing needs.

The Missouri State Emergency Management Agency (SEMA) is the responsible state agency to help Missourians prepare for, respond to, and recover from all emergencies. Part of that mission is training emergency responders for a response to these emergencies.

MU FRTI and the Pipeline Association of Missouri (PAM) have continued their partnership in FY20. Together we provide programs designed to meet the training and educational needs of Missouri emergency responders and aid in meeting state-mandated training requirements, as well as enhancing the service capability of both partners.
To assist in the management and coordination of field extension training across the state, MU FRTI employs a Regional Training Coordinator System based on the nine Missouri State Highway Patrol regions. Regional Training Coordinators provide a ready resource to enable agencies at the local level access to MU FRTI resources and training.

In FY20, ten individuals completed the Fire Officer Certificate Program. The program has had a total of 293 student certificates issued since its inception in 2002. Currently, the program has 61 active participants.

**FY20 GRADUATES**

Brian Athen  
Colin Chang  
Ryan Davie  
Jonathan Giesler  
Scott Kavanagh  
Kevin Lewis  
Steven McKinney  
Tex Rabenau  
Terry Saltzman  
Nathan Strubberg

**REGIONAL TRAINING COORDINATORS AND ADJUNCT FACULTY**

**THE FIRE OFFICER CERTIFICATE**

The Fire Officer Certificate Program provides the knowledge and responsibilities for current or aspiring company officers. Successful completion of the certificate program requires completion of 322 hours out of a possible 376 contact hours of instruction. This certificate program exceeds the requirements of Fire Officer I and II following NFPA 1021, Standard for Fire Officer Professional Qualifications.

Over 1,500 of the top professionals in the nation are members of the MU FRTI Adjunct Faculty. Most are active-duty firefighters and officers, and their expertise and practical hands-on experience, coupled with advanced instructional training, enable them to provide the very best in emergency service instruction. The geographic dispersion of the Institute’s Faculty across the state, along with their broad range of subject matter expertise, allows the Institute to utilize local instructors, working in conjunction with scheduling requirements of the host department, to make training courses as accessible as possible. MU FRTI gratefully acknowledges the contribution that our Regional Coordinators and Adjunct Faculty make to the successful accomplishment of the Institute’s mission. Through their work, our faculty enables first responders to perform more effectively and safely by providing quality training and education.

**THE FIRE SERVICE LEADERSHIP ENHANCEMENT PROGRAM**

The Fire Service Leadership Enhancement Program (FSLEP) is a unique professional development program designed to enhance the leadership skills of fire and rescue service executives. The goal of FSLEP is to prepare fire and emergency service leaders for the opportunities and challenges they face today and in the future. MU FRTI is proud to partner with the Missouri Association of Fire Chiefs and the Missouri Association of Fire Protection Districts to present this program. In FY20, the 18th Annual Fire Service Leadership Enhancement Program graduated twenty-nine executive fire officers representing twenty-one fire agencies.
MU FRTI presented the FY20 Fire Service Instructor of the Year awards at the Missouri Emergency Services Instructor Conference. We determine this award through a statistical process that considers the number of classes taught, instructor performance ratings, and overall course evaluation ratings. The recipient of the MU FRTI Instructor of the Year award was Robert Crawford, Assistant Chief with the Ozark Fire Protection District in Ozark, MO. Chief Crawford’s teaching exemplifies excellence and illustrates his passion for passing on his experience to a new generation of firefighters. Since entering the fire service in 1996, he has pursued training and education to prepare himself for his passion and career and recognized within his department many times for his service. The Institute is also proud of his dedicated service as a member of the MU FRTI Instructional Cadre.

MU FRTI ADVISORY COUNCIL

In 2016, MU Extension approved for MU FRTI to establish an Advisory Council for the Institute. The purpose of the Council is to provide input and guidance on strategic planning and training initiatives. It includes advice on current and emerging trends and issues for fire, rescue, and emergency response that may impact the design and delivery of training services in Missouri. Council members constitute a geographic cross-section of the fire service and other representative members. Members for FY20 included: Jeff Grote, Chair, Region A; Les Crews, Vice-Chair, Region C; Alan Morelan, Secretary, Springfield Fire Department; Ross Dutton, Region B; Duane Compton, Region D; Don Seymour, Region E; Paul Berardi, Region F; Mark Arnold, Region G; Bill Lamar, Region H; Sam Schneider, Region I; Grant Peters, Student; Robbie Erdel, Fire Fighters Association of Missouri; Mike Hoelscher, Missouri Association of Fire Chiefs; David Neighbors, St. Louis Fire Department; and, John Baker, Kansas City Fire Department.

PARTNERSHIPS, DONORS AND SUPPORTERS

MU FRTI’s many strategic partnerships allow the Institute to share knowledge and provide training resources throughout Missouri and beyond. We wish to recognize and thank our training partners for consistently supporting the training and education initiatives of the Institute.

- Boone County Fire Protection District
- Brock Grain Systems
- CoBank
- Columbia Fire Department
- Fire Fighters Association of Missouri (FFAM)
- Kansas City Fire Department
- MFA Agri Services and Charitable Foundation
- Mid-America Regional Council (MARC)
- Missouri Association of Fire Chiefs (MAFC)
- Missouri Association of Fire Protection Districts (MAFPD)
- Missouri Bureau of Emergency Medical Services (BEMS)
- Missouri Emergency Response Commission (MERC)
- Missouri Fire Alliance
- Missouri Fire Safety Education/Advisory Commission
- Missouri Department of Mental Health, Office of Autism Services
- Missouri Department of Transportation (MODOT)
  Highway Safety and Aeronautics Divisions
- Missouri Division of Fire Safety (DFS)
- Missouri State Emergency Management Agency (SEMA)
- Missouri Department of Natural Resources (DNR)
- Pipeline Association of Missouri (PAM)
- Springfield Fire Department
- State Farm Insurance
- St. Louis Fire Department
- University of Missouri Extension

The University of Missouri Fire and Rescue Training Institute wishes to extend its sincere gratitude to the University of Missouri, MU Extension, governmental department/agencies, fire and emergency service personnel, departments, associations, organizations, and elected officials, as well as businesses and industries throughout the state for their continued support.

The 2020 Annual Report was developed and produced using self-generated revenue.

Project Design: Travis Johnson, MU FRTI Multimedia Specialist
Photos: MU FRTI Archives, unless otherwise acknowledged
SERVICES
Subsidized training at no-cost
Low cost fee or tuition-based training
Student records and transcripts
State and national accreditation/recognition
Liaison with other organizations/associations
Curriculum development
Technical advising

TYPES OF TRAINING
Aircraft Rescue and Fire Fighting
Industrial Fire and Rescue
Fire Inspection and Investigation
Fire Instructor
Fire Officer
Fire Suppression and Safety
Firefighter Testing and Evaluation
Driver/Operator
Emergency Management
Emergency Medical Services
Hazardous Materials/WMD
National Incident Management System
Technical Rescue

TRAINING AVAILABILITY
Field extension, local delivery
On-campus
Registered programs
Fire schools and conferences

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University of Missouri
Fire and Rescue Training Institute
1110 S. College Avenue, Room 232
Columbia, MO 65211-3410
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Email: frti@missouri.edu

LEARN MORE
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