

UNIVERSITY OF MISSOURI EXTENSION



FIRE AND RESCUE TRAINING INSTITUTE



FROM THE INTERIM DIRECTOR



John Worden

Interim Director

Greetings from Columbia and the University of Missouri. As the interim director for the MU Fire and Rescue Training Institute (MU FRTI), I hope that you find our annual report informational and it provides a better understanding of the breadth of the program. We also hope that this report will demonstrate MU FRTI's contributions to the land grant mission of the university and the related impact that mission creates.

As the 2021 fiscal year (FY21) began, there remained many questions related to the COVID-19 pandemic. Jurisdictional and university restrictions remained in place as the summer of 2020 moved into fall. MU FRTI continued to provide quality instruction to the fire service. Even though much of our time was spent pivoting to virtual courses, postponing those courses that were better in a face-to-face format, or ultimately canceling some courses, we continued to make the best of the situation.

COVID-19 continued to have an impact on funding from many different directions. The greatest impact for us came from reduced state and university funding. While the state reductions were reinstated the university funds remained lower. With the help of our funding partners, we increased some areas within our budget. The original plans for the Center of Excellence in First Responder Education (CEFRE) were tabled due to these funding concerns. As an organization, we needed to find a balance between potential income losses and continuing to provide needed quality education and training.

After minimizing courses during the first couple of months we were able to begin the rescheduling process. The constant during this time was recognizing that our annual Missouri Emergency Services Instructor Conference would still be held. While the numbers were lower than in past years the conference was a success. As the year moved forward an uptick in coronavirus cases around the state required our annual Winter Fire School (WFS) to be moved to a virtual format. That required moving some face-to-face classes to later dates. Again, we found that the Missouri fire service was ready and willing to attend quality training. Our numbers were once again, smaller than normal for WFS, but over 750 attendees received valuable training.

After moving through the winter we were able to offer many courses around the state. Many of the courses scheduled in the fall were now being offered throughout the state. I want to give a shout-out to our regional coordinators. They had to reschedule and schedule the training that is normally spread out over twelve months into approximately five months. I'd also like to recognize our faculty and staff. From the organizational side of these courses, the MU FRTI staff worked tirelessly to get the courses posted, supplies sent, registrations logged and credited, and the proper funding stream charged.

We are now hoping many of the COVID-19 restrictions are behind us. As cases continue to decline we are moving forward by planning face-to-face conferences, schools, and courses. Thus far in the 2022 fiscal year (FY22), the requests for training have been greater than in any year we can remember. The fire service understands the importance of continued training. We will continue to do everything we can to provide quality, life-saving training to the fire service.

I would also like to thank our partners who continue to recognize MU FRTI as a primary provider of first responder training. Those partners that provide funding do so knowing they are contributing to the health and safety of Missourians.

I'd finally like to thank our students. Your continued dedication and desire to serve your fellow citizens are inspiring. Your efforts are always appreciated. We strive to make sure our products are presented to help you do your job safer and more efficiently.

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

On behalf of the faculty and staff of MU FRTI, I would once again like to thank each of you for your continued support. Since 1933, the University and the Institute have served first responders in Missouri and beyond, fulfilling our mission to take the knowledge and research from campus to provide education and training throughout the state, to better protect themselves and the citizens they serve.

Please feel free to contact the Institute if you have questions.

A handwritten signature in black ink that reads "John Worden". The signature is fluid and cursive, written over a light grey background.

John Worden
Interim Director
Fire and Rescue Training Institute, University of Missouri Extension

REPORT SYNOPSIS

MU FRTI's continuing education directive is to provide training and education that meets the needs of fire and emergency response personnel so that they can better protect lives and property within their communities. In fulfilling this mission, MU FRTI has a direct impact on the well-being and protection of Missouri's estimated 29,000 firefighters and the six million citizens they serve.

Considering the challenges the COVID pandemic created in FY20 and continued into FY21, the Institute was still able to provide 502 classes with a total enrollment of 9,489 students for the fiscal year 2021. The training received by these students translated to 154,200 student instructional hours, or 514 FTE's (Full Time Equivalents). Using MU FRTI's field extension program, the Institute reached students in all of the 114 Missouri counties. In addition, the Institute had student enrollments from 24 other states and 1 foreign country. MU FRTI delivered 83% of all training at the local level in 77 of the 114 counties in Missouri and in 23 other states. Every hour of instruction received and every emergency first responder trained translates directly into safer firefighters and safer communities.

To ensure the quality and assurance of the Institute's programs, it undergoes third-party reviews from several sources. Through these reviews, the Institute is able to provide professional continuing education credit for students. In addition, MU FRTI conducts end-of-course evaluations to monitor quality control. In FY21 the Institute received a 3.3 overall customer approval rating out of a possible 4.0. This rating could be considered as a B average if translated into a letter grade. In another measurement of quality assurance, the Institute saw the student pass rate in courses that require an exam of 95% success rate with an average passing score of 90%.

Funding of the Institute comes from several sources. In FY21, it self-generated approximately 99% of its operational budget by means of federal, state, and local grants, contracts, and fees. For every dollar received from the University, MU FRTI generated over \$100 to support the training and education of fire and emergency responders.

A continued focus for FY21 due to the continuing pandemic was with online learning. With the COVID restrictions for in-person training, online learning helped us provide valuable training that would otherwise be unavailable. Online learning is a way to reach students who would otherwise have difficulty with travel and schedules to attend training. These classes trade a significant portion of travel and classroom time for the convenience of structured, interactive online learning and remote instructor support. In FY21 the Institute offered 77 online classes to 2,111 students for a total of 17,266 student instructional hours.

MU FRTI is committed to the training and education of fire and emergency responders and we are pleased to provide this Fiscal Year 2021 annual report.

MU FRTI produces a potential economic impact of over \$18 million of public value for the state of Missouri.

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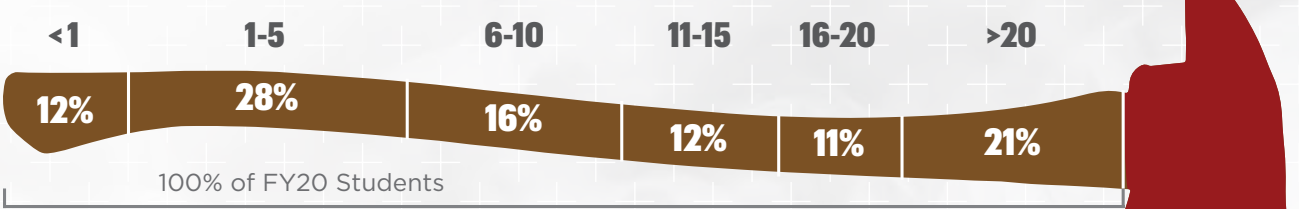
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The mission of the University of Missouri Fire and Rescue Training Institute is to plan, develop, deliver, and administer state-of-the-art continuing professional education courses which meet the comprehensive training needs of fire and rescue personnel 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.

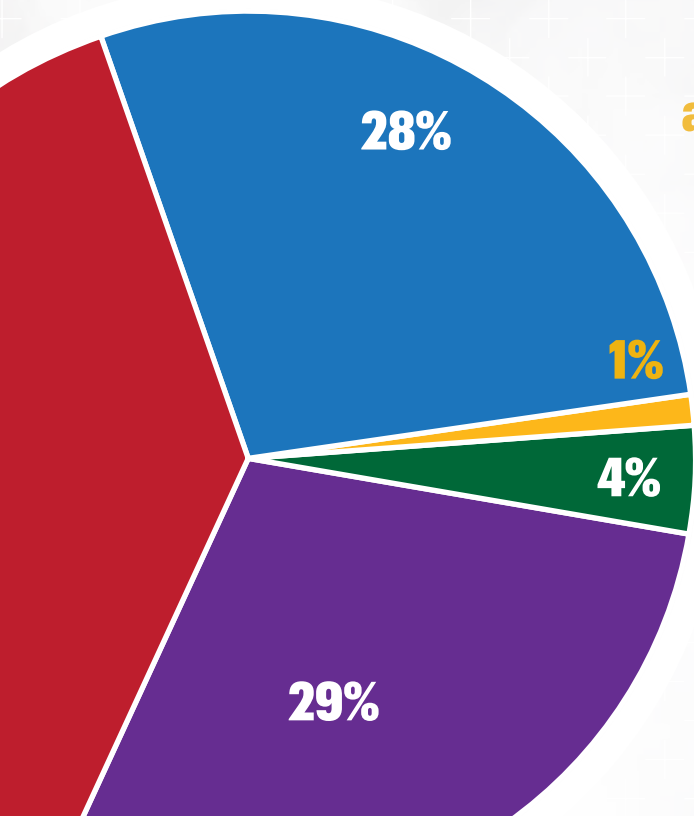
STUDENT COMPOSITION

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.

YEARS OF EXPERIENCE



Over 65% of classes are at local departments.



STUDENTS BY ORGANIZATION

Fire Service.....	94%
EMS.....	2%
Law Enforcement.....	1%
State/Federal Government	1%
Emergency Management.....	1%
Other.....	1%

MARKETING AND COMMUNICATIONS



Social Media.....	570,210	Reached
Website.....	46,943	Pageviews
eNewsletters.....	672,000	Engagements
Total.....	1,289,153	Outreach

MU FRTI employs a variety of methods to communicate with firefighters and emergency responders to provide them with up-to-date information related to their needs. In FY21 we maintained ten Facebook pages Twitter, Instagram, and YouTube. This was our first full year with an integrated Extension website which changed how users interact with our web pages and how our analytics were captured. We also communicated valued information through nearly 100 campaigns in our email newsletter. The following provides an overview of our outreach through these platforms.

STUDENTS BY STATUS

Career	54%	Volunteer	46%
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CUSTOMER SATISFACTION

To judge the effectiveness and to assist in quality control of MU FRTI programming, a course evaluation is completed by each student for all courses. The evaluation allows the student to provide feedback in six dimensions: course, visual materials, activities, printed materials, instructor(s), and classroom. A numerical rating scale is used to tabulate responses on a scale of 0 to 4 which corresponds to a standard letter grade of "F" to "A". MU FRTI's overall customer satisfaction rating for FY21 of 3.3, or a B average.

Rating System: 0 to 4.0	FY21	FY20	FY19	FY18	FY17
Course	3.3	3.2	3.3	3.2	3.2
Instructor	3.5	3.4	3.5	3.5	3.5
Classroom	3.3	3.2	3.3	3.3	3.2
Outside Activities	3.3	3.2	3.3	3.3	3.3
Visual Materials	3.3	3.3	3.3	3.3	3.3
Printed Materials	3.3	3.2	3.3	3.3	3.2
Overall	3.3	3.3	3.3	3.3	3.3



3.3 out of 4 for Fiscal Year 2021

ENGAGEMENT

AIRCRAFT RESCUE AND FIRE FIGHTING

Courses: **105**
Enrollments: **1,648**
Hours: **12,374**

The Aircraft Rescue and Fire Fighting (ARFF) program provides specialized fire training for Federal Aviation Administration (FAA) certificated airports in the FAA central region and throughout the nation. In FY21 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 and allows 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 is operated by MU FRTI. The program supports commercial service airports which are required to provide initial and annual recurring ARFF training for their airport firefighters.

EMERGENCY MEDICAL SERVICES

Courses: **12**
Enrollments: **78**
Hours: **39,840**

MU FRTI is one of the largest providers in Missouri for Emergency Medical Services (EMS) continuing professional education and is 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) which 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: **216**
Enrollments: **3,549**
Hours: **50,678**

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 is divided into 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-based throughout each region. Courses within this program focus on Chief and Company Officer, Driver Operator, Instructor, NIMS, Suppression and Firefighter Safety.

FIRE SCHOOLS: WINTER / SUMMER

Courses: **155 (36) / 23**
Enrollments: **1,396 / 174**
Hours: **8,644 / 5,104**

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 held each February. The event offers a diverse variety of classes to choose from in a weekend format and includes live webcast opportunities for selected classes. The Midwest's largest Equipment Exposition associates with WFS and provides an excellent opportunity for learning and networking. The FY21 Winter Fire School celebrated 40 consecutive years, which is one of the few fire schools of its kind in the nation and the longest-running.

Initially, 155 classes were scheduled to be conducted in person however, due to COVID restrictions on the University campus, MU FRTI reduced the number of classes to 32 fully online and four blended courses. The Expo also fell victim to COVID restrictions and was rescheduled for Summer Fire School.

Summer Fire School (SFS) traces its history back to the origin of 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. With the pandemic still a concern, protocols were implemented to safeguard students while still allowing for in-person instruction.



HAZARDOUS MATERIALS

Courses: 32
Enrollments: 620
Hours: 5,288

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 fire fighters, law enforcement personnel, and EMS providers to hazardous materials emergencies. Private sector training for business and industry concentrates on OSHA requirements.

INDUSTRIAL AND BUSINESS

Courses: 1
Enrollments: 4
Hours: 2,816

The Industrial and Business Safety Program provides training to industrial fire brigade members as well as emergency response teams. The courses are intended to provide these responders with the tools to handle incipient fire emergencies to structural fire response, confined space and high angle rescue, and hazardous materials incidents. These programs are tailored to meet the needs of the client by incorporating industry emergency response plans and operational procedures in the development of individualized training programs.

INSTRUCTOR CONFERENCE

Courses: 12
Enrollments: 428
Hours: 2,816

The MU FRTI 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 20 hours of continuing education credits by the Missouri Division of Fire Safety for re-certification of various levels.

TECHNICAL RESCUE

Courses: 80
Enrollments: 1,466
Hours: 25,552

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 normally reserved for firefighting and emergency medical services. These disciplines are classified as technical rescue follow the disciplines outlined in the NFPA Standard, 1006: *Standard for Technical Rescue Personnel Professional Qualifications*.

TESTING AND EVALUATION

Courses: 8
Enrollments: 93
Hours: 736

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 the requirements of the Missouri Division of Fire Safety for state certification.



HIGHLIGHTS



ONLINE LEARNING



Courses	77
Enrollments	2,111
Hours.....	17,266

The Institute offers three types of online learning: Instructor-led; Instructor-monitored; and self-study. The first two types are commonly referred to as Blended Learning; which is an education program that combines online digital media with traditional classroom methods. It allows for more flexibility in schedules and the costs associated with the class are reduced. Each blended class trades a significant portion of travel and classroom time for the convenience of structured, interactive online learning and remote instructor support.

HIGHLIGHTS BY FUNDING PARTNERS

MU FRTI gratefully acknowledges the funding resources provided by our state and private partners. In FY21, MU FRTI self-generated 99% 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.

MISSOURI DIVISION OF FIRE SAFETY

Courses	106
Enrollments	1,959
Hours.....	25,744

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	28
Enrollments	518
Hours.....	6,864



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.

STATE FARM GOOD NEIGHBOR CITIZENSHIP GRANT



Courses **23**
 Enrollments **379**
 Hours..... **4,952**

In 2021, the Institute was pleased to continue its partnership with State Farm to enable specific fire service training initiatives. The State Farm Good Neighbor Citizenship Grant provided support for emergency first responder training for response to highway emergencies. Specific courses approved for delivery were Vehicle Rescue: Technician and Vehicle Firefighting.



STATE EMERGENCY MANAGEMENT AGENCY

Courses **7**
 Enrollments **146**
 Hours..... **3,352**



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 response to these emergencies

PIPELINE ASSOCIATION OF MISSOURI

Courses **20**
 Enrollments **268**
 Hours..... **536**



MU FRTI and the Pipeline Association of Missouri (PAM) have continued their partnership in FY21 to provide programs designed to meet the training and educational needs of Missouri emergency responders to aid in meeting state-mandated training requirements, as well as enhance the service capability of both partners.

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 specifically to prepare fire and emergency service leaders for the opportunities and challenges they face today and in the future. MU FRTI has partnered together for 21 years in cooperation with the Missouri Association of Fire Chiefs and the Missouri Association of Fire Protection Districts with this Program. In FY21, due to the pandemic, we ran two sessions of this course and graduated thirty-one executive fire officers representing fourteen fire agencies.



HIGHLIGHTS

FIRE OFFICER CERTIFICATE PROGRAM

Established in 2002, the Fire Officer Certificate Program provides a structured delivery of curriculum and academic rigor for individuals who wish to further their professional development without the time and expense of traditional college classes. This program has been developed and evaluated to ensure it provides knowledge and information regarding the responsibilities expected for current or aspiring company officers.

In FY21 the program underwent a significant update to provide greater access through online coursework and simplified scheduling. The program requires the completion of 288 hours of instruction within three years. This certificate program exceeds the requirements of Fire Officer I and II according to NFPA 1021, Standard for Fire Officer Professional Qualifications.

In FY21, 5 individuals completed the Fire Officer Certificate Program. The program has had a total of 301 student certificates issued since the program's inception in 2002. Currently, the program has 90 active participants.

FY21 GRADUATES

Shalom Barber-Shoaf Kimberly Fitzsimmons Jacob Rethmeyer
Jonathan Bruns Michael Gentry

FIRE SERVICE INSTRUCTOR OF THE YEAR



MU FRTI presented the FY21 Fire Service Instructor of the Year awards at the annual Instructor's Conference. This award is determined 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 Larry Young, Battalion Chief with the Kansas City Fire Department, in Kansas City MO. Chief Young's teaching exemplifies excellence and illustrates his passion for passing on his experience to a new generation of firefighters. Since he entered into the fire service in 1995 he has pursued training and education to prepare himself for his passion and career; and, has been recognized within his department many times his service. The Institute is also proud of his dedicated service as a member of the MU FRTI Instructional Cadre.

REGIONAL TRAINING COORDINATORS AND ADJUNCT FACULTY



Robert Little

Region A and H



Roger Meyers

Region A



Gail Hagans

Region B



Aaron Bockhorst

Region C



Mike Cherry

Region C



Jeremy Freeman

Region C and E



Kelly Davis

Region D



Bruce Parton

Region D and I



Clint Hays

Region F

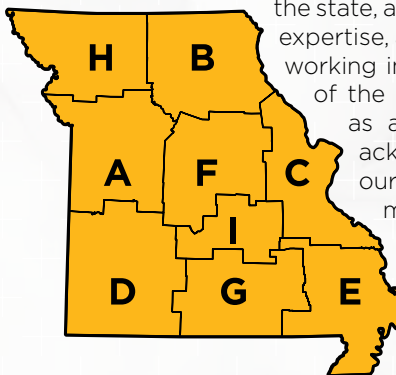


Mark Arnold

Region G

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.

Over 130 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 important contribution that our Regional Coordinators and Adjunct Faculty makes to the successful accomplishment of the Institute's mission. Through their work, our faculty enable first responders to perform more effectively and safely by providing quality training and education.

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. This includes advice on current and emerging trends and issues in 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 FY21 included: Jeff Grote, Chair, Region A; Les Crews, Vice-Chair, Region C; Olan Morelan, Secretary, Springfield Fire Department; Ross Dutton, Region B; Duane Compton, Region D; Don Seymore, 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 who have consistently supported the training and education initiatives of the Institute.

- 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 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 2021 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



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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

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

TRAINING AVAILABILITY

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

LEARN MORE

MUFRTI.org