



# ANNUAL REPORT



UNIVERSITY OF MISSOURI EXTENSION  
FIRE AND RESCUE TRAINING INSTITUTE

2022

# OVERVIEW

## FROM THE INTERIM DIRECTOR



**John Worden**

**Interim Director**

In the following pages you will find the annual report for FY22. I hope that you find this report informational. I believe it will provide a picture 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 2022 fiscal year began, we were still experiencing a few jurisdictional and university restrictions due to Covid, as we moved into the fall of 2021. MU FRTI continued to provide quality instruction to the fire service. As the year progressed, we moved back to primarily face-to-face instruction as quickly as possible. With the help of our funding partners, we increased some areas within our budget and were able to offer additional training opportunities throughout the state.

Our annual report for FY22 demonstrates the continued importance of the MU Fire and Rescue Training Institute. We increased our number of

courses offered, number of enrollments and number of instructional hours. We had students from all 114 counties in Missouri as well as representatives from 27 states.

You may start seeing the Department of First Responder Education as part of personnel titles or descriptions. Our hope is to be able to provide cross training, joint training and some internal cost sharing with other first responder training organizations at MU. We hope to announce training opportunities in FY23 that reinforce this concept.

We were recently awarded a \$75,000 internal grant from the Office of the President, University of Missouri to strengthen student success. The focus of the grant is to support investments in infrastructure and equipment that lead to enhanced student outcomes. To achieve these goals, FRTI purchased a virtual reality simulation system designed for training future fire officers. This system will replace our current computer-based simulation training with a more robust and engaging system to meet current and future training needs for fire officers. The

system is being developed in partnership with Pleiadian Systems, Inc. and FRTI staff and instructors. Keep an eye out for additional information as we move closer to the program launch.

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 also like to thank our students. Your continued dedication and desire to serve your fellow citizens are inspiring. Your efforts are always appreciated. We deeply appreciate your trust in our organization to provide relevant and quality training.

I'd finally like to say thank for your patience over the last two years. Although challenging, I have enjoyed serving as the interim director for the MU Fire and Rescue Training Institute. Announcements and formal introductions are in the works but beginning November 1, 2022, FRTI will have a new leader.

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

A handwritten signature in black ink, appearing to read "John Worden".

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 21,000 firefighters and the six million citizens they serve.

The Institute conducted 545 classes with a total enrollment of 10,073 students for fiscal year 2022. The training received by these students translated to 125,798 student instructional hours, or 420 FTE's (Full Time Equivalents). Using MU FRTI's field extension program, the Institute reached students in all 114 Missouri counties. In addition, the Institute had student enrollments from 27 other states, and the District of Columbia. MU FRTI delivered 74% of all training at the local level in 72 of the 114 counties in Missouri and in 27 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 review 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 FY22 the Institute received a 3.4 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 85% success rate with an average passing score of 93%.

Funding for the Institute comes from several sources. In FY22, the Institute self-generated 100% of its operating budget through federal, state, and local grants, contracts, and fees.

A continued focus for FY22 was with online learning. With COVID restrictions for in-person training still in some areas, online learning helped us provide valuable training that would otherwise been 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 FY22 the Institute offered 47 online classes to 1,324 students for a total of 18,947 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 2022 annual report.



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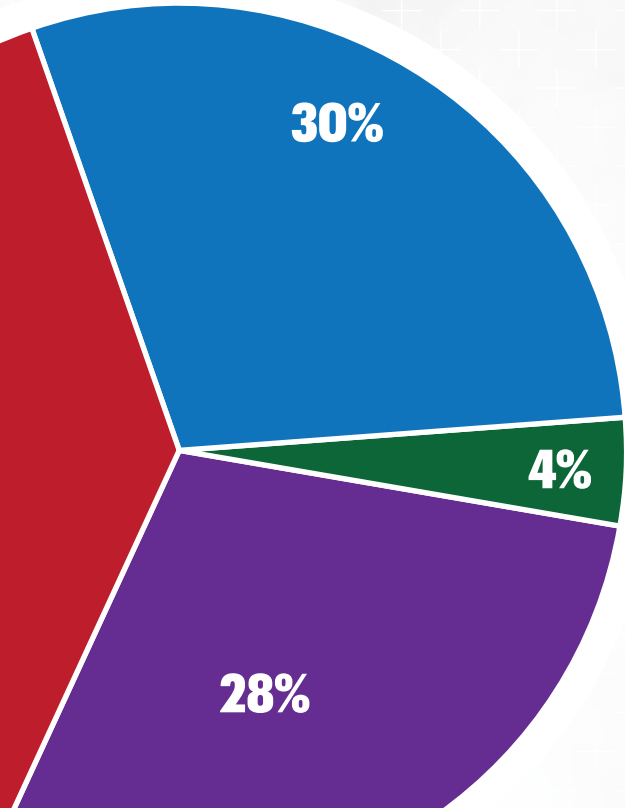
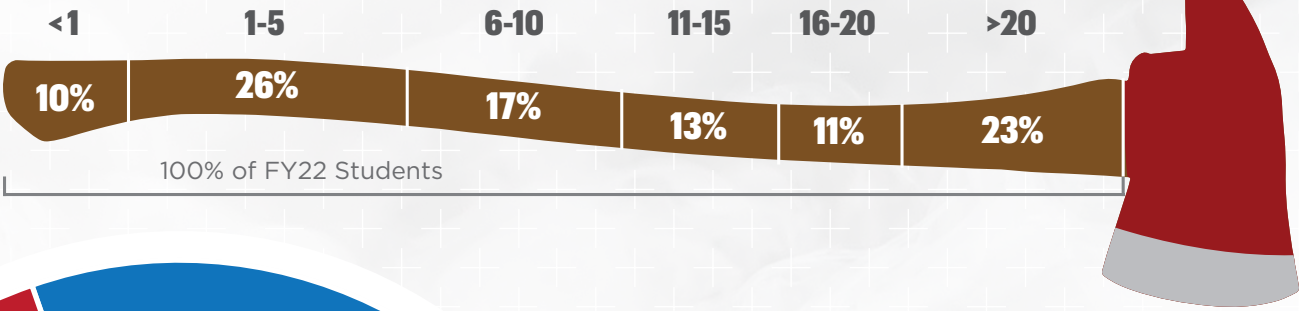
The mission of the University of Missouri Fire and Rescue Training Institute is to plan, develop, deliver, and administer state-of-the-art continuing professional education courses which meet the comprehensive training needs of fire and rescue personnel and other emergency managers and responders utilizing 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 professional experience across their service life.

## YEARS OF EXPERIENCE



## STUDENTS BY ORGANIZATION

Fire Service.....	91%
EMS.....	4%
Law Enforcement.....	2%
State/Federal Government .....	1%
Emergency Management.....	1%
Other.....	1%

## MARKETING AND COMMUNICATIONS

Social Media.....	743,965	Reached
Website.....	74,257	Pageviews
eNewsletters.....	700,650	Engagements
Total.....	1,518,872	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 FY22 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	58%
Volunteer	42%

## 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 FY22 of 3.4, or a B+ average.



Rating System: 0 to 4.0	FY 22	FY 21	FY 20	FY 19	FY 18
Course	3.4	3.3	3.2	3.3	3.2
Instructor	3.6	3.5	3.4	3.5	3.5
Classroom	3.4	3.3	3.2	3.3	3.3
Outside Activities	3.4	3.3	3.2	3.3	3.3
Visual Materials	3.5	3.3	3.3	3.3	3.3
Printed Materials	3.4	3.3	3.2	3.3	3.3
Overall	3.4	3.3	3.3	3.3	3.3

3.4 out of 4 for Fiscal Year 2022

# ENGAGEMENT

## AIRCRAFT RESCUE AND FIRE FIGHTING

Courses: **91**  
Enrollments: **1,457**  
Hours: **11,570**

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 FY22 the ARFF program operated in 11 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: **6**  
Enrollments: **40**  
Hours: **18,228**

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: **220**  
Enrollments: **3,620**  
Hours: **50,164**

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: **135 / 16**  
Enrollments: **2,238 / 114**  
Hours: **10,968 / 2,520**

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. Winter Fire School utilizes experts in the state and instructors from 19 other states to share their expertise. The Midwest's largest Equipment Exposition associates with WFS and provides an excellent opportunity for learning and networking. The FY22 Winter Fire School celebrated 41 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 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: **37**  
Enrollments: **539**  
Hours: **4,600**

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: **6**  
Enrollments: **109**  
Hours: **872**

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 the individualized training programs.

## INSTRUCTOR CONFERENCE

Courses: **11**  
Enrollments: **432**  
Hours: **2,712**

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: **86**  
Enrollments: **1,377**  
Hours: **18,716**

The Technical Rescue Program provides the requisite knowledge and skills necessary for 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 following the disciplines outlined in the NFPA Standard, 1006: *Standard for Technical Rescue Personnel Professional Qualifications*.

## TESTING AND EVALUATION

Courses: **5**  
Enrollments: **84**  
Hours: **664**

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

## VIRTUAL REALITY TRAINING

In FY22 MU FRTI applied for and was granted funding through the University of Missouri Office of the President. Updating our Simulated Incident Management (SIMS) courses and equipment was our goal. A group of subject matter experts chosen from MU FRTI adjunct instructors is currently working on a new virtual reality SIMS course with Pleiadian Systems in Connecticut. We are very excited about this project and are planning a rollout in mid-FY23.



## ONLINE LEARNING



Courses .....	<b>47</b>
Enrollments .....	<b>1,324</b>
Hours.....	<b>18,947</b>

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 FY22, MU FRTI self-generated 100% 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 .....	<b>129</b>
Enrollments .....	<b>2,350</b>
Hours.....	<b>28,083</b>

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 .....	<b>35</b>
Enrollments .....	<b>701</b>
Hours.....	<b>7,128</b>



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*; *Emergency Vehicle Driver Training* and *Electric Vehicle Safety for First Responders*.



## STATE FARM GOOD NEIGHBOR CITIZENSHIP GRANT



Courses .....**23**  
 Enrollments ..... **365**  
 Hours.....**4,872**

In 2022, 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*.



## 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 FY22, the program graduated twenty-seven executive fire officers representing nineteen fire agencies.



## STATE EMERGENCY MANAGEMENT AGENCY

Courses .....**7**  
 Enrollments .....**155**  
 Hours.....**3,440**



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 .....**18**  
 Enrollments ..... **459**  
 Hours.....**984**



MU FRTI and the Pipeline Association of Missouri (PAM) have continued their partnership in FY22 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.

# 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 of 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 FY22, 8 individuals completed the Fire Officer Certificate Program. The program has had a total of 305 student certificates issued since the program's inception in 2002. Currently, the program has 54 active participants.

### FY22 GRADUATES

Derrick B. Allen    Eric D. Bollinger    Joshua M. Koepke    Eric J. Sadl  
Justin A. Backhaus    John J. Fitzgerald    Jonathon T. Nolan

## FIRE SERVICE INSTRUCTOR OF THE YEAR



MU FRTI presented the 2021-2022 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 Kurt Wilbanks, Assistant Chief with the West Plains Fire Department, in West Plains MO. Chief Wilbanks's teaching exemplifies excellence and illustrates his passion for passing on his experience to a new generation of firefighters. Since his entry into the fire service in 1996, he has pursued training and education to prepare himself for his passion and career. 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



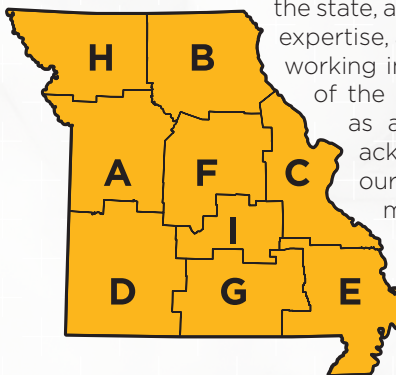
**Clint Hays**  
Region F



**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 gave approval 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 FY22 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.



“There are many reasons I have for taking the *Fire Service Instructor I* class. The most important reason is to train personnel and pass on the knowledge I have gained in my 27-year career. My main goal is to build a department that is ready to take on any task they come upon in the fire service. In order to do so, it is my responsibility to properly train personnel correctly and to the best of my ability. This is the only way to build for the future of the fire service. For example, fire safety and scene safety are the top priority. Personnel needs to know what to look for when approaching a scene. I believe The University of Missouri gives the best opportunities to train and to get continuing education through their program with some of the most knowledgeable instructors in the fire service.”

— Randy Jones, Chief, Wellington-Napoleon Fire Protection District

## 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
- Columbia Fire Department
- Fire Fighters Association of Missouri (FFAM)
- Kansas City Fire Department
- MFA Agri Services and Charitable Foundation
- Missouri Ambulance Association
- 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 Transportation (MODOT), Highway Safety and Aeronautics Divisions
- Missouri Division of Fire Safety (DFS)
- Missouri State Emergency Management Agency (SEMA)
- Pipeline Association of Missouri (PAM)
- Pleiadian Systems, Inc
- 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 2022 Annual Report was developed and produced using self-generated revenue.

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# Extension

University of Missouri

Fire and Rescue Training Institute  
2800 Maguire Boulevard C1  
Columbia, MO 65211-8200

800-869-3476 • 573-882-4735  
Email: [frti@missouri.edu](mailto:frti@missouri.edu)

## 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



**MUFRTI.org**