

# MU FRTI 2017 Fire Service Training Survey Report



*A research project of the*  
**MU Fire and Rescue Training Institute**  
and the  
**MU FRTI Advisory Council**

*Developed and produced by the*  
Fire and Rescue Training Institute  
University of Missouri Extension  
David E. Hedrick, Director



# MU FRTI 2017 Fire Service Training Survey Report

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*This report is based on survey data collected from participating Missouri Fire Departments, Fire Protection Districts, and Fire Service Entities.*

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This report and survey data is based on research conducted by the University of Missouri Extension's Fire and Rescue Training Institute (MU FRTI) and was funded through self-generated revenues by the Institute. The University of Missouri on behalf of MU FRTI retains the ownership of the proprietary intellectual property developed through this study.



# TABLE OF CONTENTS

- Table of Contents.....5**
- Acknowledgements.....7**
  - MU FRTI Advisory Council Members 2016-2017 ..... 9
  - MU FRTI Faculty and Staff..... 10
  - Regional Training Coordinators ..... 10
- About MU FRTI .....11**
- Survey Context .....13**
- Report Terms.....14**
- Report Synopsis .....15**
- Profile of a Representative Missouri Fire Department .....21**
- Overall Survey Data .....23**
  - Introduction ..... 23
  - Participant and Department Data..... 24
  - MU FRTI Specific Questions ..... 29
  - General Training Information ..... 31
  - General Survey Feedback..... 46
  - Conclusion..... 48

**Appendices A – J .....49**

Appendix A: Region A Summary ..... 51

Appendix B: Region B Summary..... 57

Appendix C: Region C Summary..... 63

Appendix D: Region D Summary ..... 69

Appendix E: Region E Summary ..... 75

Appendix F: Region F Summary ..... 81

Appendix G: Region G Summary..... 87

Appendix H: Region H Summary ..... 93

Appendix I: Region I Summary ..... 99

Appendix J: 2017 Fire Service Training Survey..... 105



**The University of Missouri Fire and Rescue Training Institute’s mobile training and support trailer fleet in front of Faurot Field at Memorial Stadium. Photo courtesy of the University of Missouri in Columbia, 2015.**

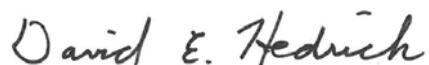
# ACKNOWLEDGEMENTS

I want to personally express my appreciation to each of the fire departments/entities that participated in the *MU FRTI 2017 Fire Service Training Survey* which provided the data for this report. Thank you to each department and your personnel who took the time to participate in the survey in whole or in part. Special thanks to Associate Director Kevin Zumwalt as project lead, and Jill Dourty, our survey technician and editor. I also want to recognize Field Extension Specialist Gail Hagans-Reynolds and the MU FRTI Regional Training Coordinators who assisted with the development of the survey questions and diligently following up with the fire departments in their regions to encourage participation in the survey.

Also, we extend our gratitude to our state partners agencies and organizations who continue to support the mission of the Institute and the training we deliver. Most importantly, I want to express my appreciation to the MU FRTI Advisory Council for their guidance and assistance that brought this project from concept to reality.

Despite the differences in the technical mission, budget, staffing, and training programs, each fire department, fire protection district, or fire service entity shares a commonality in their fire service mission of protecting life and property. Beyond the basic fire service mission, many fire entities provide specialized operations and rescue services to their citizens and local communities. Each entity, as the authority having jurisdiction, also determines the education and training needs of their firefighters. While in some cases, department budgets, local training resources, and available subsidy support may limit training, it seems departments at the local level are in the best position to determine their training and education needs. As compatriots in the fire service, the willingness to share information on training programs, operational activities, and performance standards provides valuable insights into training trends, as well as the opportunity to benchmark the characteristics and needs of Missouri's fire service throughout the state and within its internal emergency response regions.

Through continued participation in surveys and studies by the University of Missouri Fire and Rescue Training Institute, a better picture of the true training needs of the state's fire service can be assessed and plans to address those needs can be developed. These researched-based training plans will enable training that will assist each fire entity in the state to better accomplish their missions in serving their citizens and communities with competent and trained fire service personnel, whether they be career or volunteer.



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David E. Hedrick, CFO, CTO, CPM  
Director  
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## MU FRTI Advisory Council Members 2016-2017

The training needs survey was conducted with the approval of the University of Missouri Fire and Rescue Training Institute Advisory Council. In sincere appreciation of their support, the MU FRTI Advisory Council members during the development of the survey were:

Chair Jeff Johnson, At Large Member, Kansas City Fire Department  
Vice Chair Les Crews, Region C member, Monarch Fire Protection District  
Secretary Tim Bean, Region G Member, West Plains Fire Department  
Dennis Jenkerson, At Large Member, St. Louis Fire Department  
David Hall, At Large Member, Springfield Fire Department  
Robert Erdel, Organizational Member, Fire Fighters Association of MO  
Mike Holcer, Organizational Member, MO Association of Fire Chiefs  
Jeff Grote, Region A Member, Central Jackson County Fire Protection District  
John Baker, Region B Member, Hannibal Fire Department  
Duane Compton, Region D Member, Republic Fire Department  
Don Seymore, Region E Member, Dexter Fire Department  
Randy White, Region F Member, Columbia Fire Department  
Bill Lamar, Region H Member, St. Joseph Fire Department  
Sam Schneider, Region I Member, Lebanon Fire Department  
Grant Peters, Student Representative, Logan-Rogersville Fire Protection District



## MU FRTI Faculty and Staff

### Administration

Director, David E. Hedrick  
Associate Director, Kevin D. Zumwalt

### Program Manager/Specialists

Aircraft Rescue Firefighting Specialist, Mark Lee  
Emergency Management Specialist, Conne Burnham  
Field Extension Specialist, Gail J. Hagans-Reynolds  
Curriculum Specialist, Erin McGruder  
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### Administrative & Office Support Team

Fiscal Manager, Daffany Hood  
Fiscal Office Assistant, Julia Backues  
Office Support Assistant, Karen Palmer  
Instructional Support Associate, Tim Hartz  
Multimedia Specialist, Travis Johnson



## Regional Training Coordinators

To assist in the management and coordination of field extension training across the state of Missouri, MU FRTI utilizes a Regional Training Coordinator System. The state is divided into regions geographically corresponding to 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 located in each region and throughout the state.

Region A – Mike Booth  
Region B – Robert Creed  
Region C – Mike Cherry  
                  Jeff Broombaugh  
Region D – Kelly Davis  
Region E – Marty Schuessler  
Region F – Clint Hays  
Region G – Roy D Sims  
Region H – Angie Jones  
Region I – Bruce Parton

# ABOUT MU FRTI

Though fire service training has always been a part of every organized fire department, in the early years in Missouri, there were limited training opportunities outside one's own department. In 1933, mid-Missouri fire departments joined with the University of Missouri to address the need for more advanced training. Through their efforts, the first Missouri Central Fire School was conducted that year. The purpose of the first school was to provide "training that was needed for firefighters to perform their duties safely and efficiently." Some of the training topics of that first school included "Using Gas Masks in Smoke" and "First Aid & Resuscitation." Even in the 1930s, fire training addressed health and safety issues for firefighters, as well as providing medical services for citizens. The Missouri Central Fire School was a remarkable success and became an annual event. The name of the school changed to the Summer Fire College, and then to the name it bears today Summer Fire School. From these modest beginnings, the University of Missouri took a lead role in the training of Missouri's fire and emergency service responders. This training mission has continued for over three quarters of a century.

Statewide fire training in Missouri remained rudimentary throughout the 1930s and early 1940s. Summer Fire College, supported by the University, remained the single main initiative. In 1941, the State Department of Vocational Education instituted one Fire Instructor position to conduct training in the state. The instructor that was appointed to fill the position was W. Bush Walden. The Missouri Inspection and Rating Bureau, an insurance industry group, took over responsibility for fire training in 1944 and Instructor Walden transferred with the program. The University continued to play a role during this transition as both state entities partnered with the University to continue to offer the annual Summer Fire School. Three years later, state fire training found a permanent fulltime home with the University of Missouri when the Rating Bureau turned over all programming to the University. A fulltime fire service training program was created within the University of Missouri as part of the Division of Adult Education and Extension Services. The new program was named the "Firemanship Training" program. Instructor Walden continued his position as the fire service instructor with the new program. Walden retired from the program in 1973 with the title of Coordinator of Fire Training. Over the years, the program continued to expand and offer new courses. In 1976, the name changed to the Missouri Fire and Rescue Training Program to better reflect its expanded training mission.



Through the dedicated work of key leaders in the state's fire service along with the support of Missouri's fire service, the University of Missouri provided additional resources to expand the program. With the expansion, the University granted full Institute accreditation to the program on July 1, 1982, and formally changed the name to the Missouri Fire and Rescue Training Institute (*University Archives, University of Missouri-Columbia*). In compliance with changes on the University of Missouri—Columbia campus, the Institute's name was officially changed in 1991 to the MU Fire & Rescue Training Institute, the name it retains today.

Throughout its existence, the Fire Training Program/Institute has been a unit within a number of different academic colleges or divisions of the University, as well as occupied a variety of home locations on the

University's Columbia campus. During the 70s and 80s, Fire and Rescue Training was a part of the College of Public & Community Services. Though the program was tied programmatically with the Division of Extension starting in 1982, it did not fully transfer into Extension until 1988, when the College of Public & Community Services was disbanded.

The University of Missouri Fire and Rescue Training Institute continues to recognize the heritage and leadership role it has in ensuring Missouri's fire and emergency service first responders have the skills and knowledge necessary to fulfill their individual missions of protecting lives and property. For a more detailed history of MU FRTI, visit [www.mufrti.org/about](http://www.mufrti.org/about).

### *MU FRTI Mission*

The mission of the University of Missouri Extension's Fire & Rescue Training Institute (MU FRTI) is to provide training that meets the needs of fire and rescue personnel and other emergency managers and responders 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.

The Institute provides training to approximately 13,000 fire and emergency service first responders each year. Initiatives conducted by the MU FRTI, such as research and training delivery, enable students to gain the knowledge and skills that will improve their abilities to handle or mitigate fires and disasters, which will result in safer firefighters, safer citizens, safer communities, and a safer state and nation.

Contact information for the MU FRTI:

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573-882-4735  
Website: [www.mufrti.org](http://www.mufrti.org)  
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# SURVEY CONTEXT

In 2016, the University of Missouri Fire and Rescue Training Institute Advisory Council identified several strategic initiatives for the Institute to pursue to better meet the education and training needs of Missouri's Fire Service. One of the top recommended initiatives was the development of a training needs survey to garner data from the fire service throughout the state. The survey and this report is a result of this strategic initiative.

The survey was designed to collect key information on current and unaddressed training needs of Missouri's fire service in addition to necessary demographic information to provide analytical results for use in developing statewide training initiatives. Additionally, the survey was designed to provide feedback on MU FRTI and its current training programs, along with potential programs that departments wish to see made available through the Institute.

Though it was assumed that the state's fire service has a commonality through the overall identified mission of protecting life and property, fire service entities in Missouri differ dramatically in characteristics related to size of populations served, size of department, funding resources, and their community's expectation for type and level of fire and rescue services.

To begin the process, the Institute's administration and staff researched a variety of survey methods and tools for gathering data. Suggested questions were developed to stimulate thought and evaluate how our target audience may respond. To evaluate and quantify the data, a survey needs to gather base demographic information on the participating organizations. Gathering this type of data provides the opportunity to group or combine data by size of department, geographic location, assess training needs by area of the state, etc. The department contact data garnered also allows the Institute to update the contact information for each department. Representatives from the Advisory Council and the Regional Training Coordinators were assigned to gather and refine questions for inclusion in the survey. A web-based survey tool, Survey Monkey, was selected as the survey mechanism. MU FRTI has experience using this tool in the past for other surveys and is licensed for full user rights. The online format provided easy statewide access for fire departments and the software allowed for configuration of data for analysis. The final content of the survey and the survey format were vetted and approved by MU FRTI administration and Advisory Council. The survey was launched in mid-February 2017 and was originally scheduled to close March 31, 2017. News announcement, flyers, and social media were used to promote participation in the survey. Additional promotion through meetings and regional phone calls were used during the survey period to solicit additional responses. To garner more responses, the online survey remained open until April 17, 2017.

It should be noted that while this survey captured the most comprehensive data on Missouri fire training needs available to date, the survey and resulting report are a snapshot in time. **Not** all fire departments in the state participated; and, of those responding, some did not answer all questions.

The survey instrument was composed of five sections that asked specific questions related to fire department organization, community protected, and training activities and needs. Using the data processing resources of the survey tool and Microsoft Excel, along with some manual reconciliation of data, the project team could quantify and group the information to conduct analysis and produce a descriptive report on findings.

Parameters were established for the online survey to include a confidence level of 95% and a margin of error of 5%. The completion rate for the survey was very good (71.6%) with a total of 350 submitted unique non-duplicated responses for individual fire departments of 489 total surveys started. The response rate was 42.6%; there were 350 completed unique surveys and the original projections for actual number of fire departments in the state were 822. Geographically, the responses provided data by county for 98 of Missouri's 114 counties. Combined responses provided data for all nine Missouri Highway emergency response regions in the state.

## REPORT TERMS

**Fire Department** – a generic term for entities that perform fire service emergency response duties for a community or location in the state. This includes fire departments, fire protection districts, or organized fire protection services for a community.

**Response Rate** –the number of people who answer questions in a survey as a percentage of the number of people who are asked to take it.

(Source: <http://dictionary.cambridge.org/dictionary/english/response-rate>)

**Confidence Level** – if the survey were repeated several times, the results would match the results from the actual population [a set number] percent of the time.

(source: <http://www.statisticshowto.com/confidence-level/>)

**Margin of Error** – measure the maximum amount by which the sample results are expected to differ from those of the actual population (most often appears as a percentage).

(Source: <http://www.dummies.com/education/math/statistics/how-to-interpret-the-margin-of-error-in-statistics/>)

**Average:** the "middle" or "expected" value of the data set

**Median:** the midpoint of a set of values, such that there is an equal probability of falling above or below it

# REPORT SYNOPSIS

The University of Missouri Fire and Rescue Training Institute (MU FRTI) along with the MU FRTI Advisory Council developed a survey in 2017 to assess the training needs of Missouri's fire service. The information obtained in this survey will be used to assist MU FRTI in future planning and development of training initiatives designed to meet identified training needs.

The survey goal was to collect key information on current and unaddressed training needs of Missouri's fire service and necessary demographic information to provide an analytical examination for use in developing statewide training initiatives. The survey was composed of five sections. In addition to participant data, the survey collected information on individual departments (including certification requirements, training experience with MU FRTI, and general information regarding training in each department), and potential MU FRTI training courses. The survey was designed to provide feedback to MU FRTI regarding the Institute's existing training programs, and to collect suggestions for potential programs that departments wish to see made available through the Institute.

## *Participant and Department Data*

Participant and Department Data was gathered to correlate responses by type of department and location to better assess regional training needs. Related to the MU FRTI's partnership with the Missouri Division of Fire Safety on the Institute providing pre-requisite training courses leading toward certification, several questions were asked about department participation in Missouri Fire Service Certification levels.

There were 489 people who accessed the survey. Not all of these participants completed the survey. Of the survey participants, there were 350 unique respondents representing individual fire departments. There were responses from departments within all nine Missouri State Highway Patrol Regions. Of the 114 counties in the state, 98 counties were represented through survey responses.

Parameters were established for this online survey to include a confidence level of 95% and a margin of error of 5%. Utilizing Fluid Surveys University, an online survey resource, to calculate sample size, the response rate needed to be 31.9% (263 responses of 822 fire departments in the state) to meet these parameters.<sup>1</sup> The actual response rate for the *2017 Fire Service Training Survey* was 42.6% (350 responses) which indicates that the response rate exceeded the number necessary to be considered a valid survey. As a comparison, a national survey conducted in 2010 by the National Fire Protection Association (NFPA) on an overall fire service assessment, garnered 130 responses out of a targeted 678 Missouri fire departments, which was a 19% response rate.<sup>2</sup>

Most respondents represented Volunteer departments at 61%. Combination departments represented 21% of the survey responses, and Career represented 17%. Based on type of department, the majority were Fire Districts at 57%. Municipal Fire Departments were next at 29%, which was followed by Associations at 8%. The unspecified Other category received 6% of the responses. The type of area served responses indicated that the majority were Rural at 71%. Suburban was the next choice at 21%. Urban

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<sup>1</sup> "Survey Sample Size Calculator - FluidSurveys," <http://fluidsurveys.com/university/survey-sample-size-calculator>, (June 8, 2017).

<sup>2</sup> "Third Needs Assessment of the U.S. Fire Service MISSOURI," NFPA, <http://www.nfpa.org/~media/files/news-and-research/fire-statistics/50-states/missourineedsiii.pdf?la=en>, (May 10, 2017).

represented 8%.

Number of personnel in the department answers ranged from less than 15 to greater than 50. The highest number of responses at 38% indicated they had 16 to 25 personnel. The second highest was 27% of departments indicating 25 to 50 personnel. Approximately 19% indicated they had less than 15 personnel while 15% reported having greater than 50 personnel. Most departments indicated they had 3 to 5 Officers/Chiefs in their department at 46%. There were 32% of the department responses indicating more than 5, while 21% indicated only 1 to 2. Regarding departments with a designated training officer, 71% of departments responded Yes, while 28% responded No.

There were 63% of the departments indicating they have established a minimal level of initial training for their newly hired firefighters before they begin responding to fires, while 36% indicated they had **not**. Of those responding that they had established a minimal level of training, the answers as to what level were highly diverse. The highest number of responses indicated the Basic Firefighter Skills course as the minimal level of training followed by Firefighter I & II. Other responses indicated a requirement for Emergency Medical Technician (EMT), in-house training such as SCBA and PPE, or unspecified recruit training.

When asked if there was a requirement to have some minimal level of regular training during the year for a department's firefighters to stay active, an overwhelming majority said Yes at 78%. There were 19% that indicated they had no requirement. (Approximately 3% did **not** provide an answer to this question.)

Fire departments were asked how they fund firefighter training, respondents selected from seven prepopulated answers. The most selected funding source revealed training funds were part of the department's budget. The next highest funding resource was "No-cost training subsidized by state funding." All the other funding resources had less than 35% in responses. Remarkably, 19% indicated that training opportunities were funded by the individual members.

It is noteworthy that 54% of responses indicated that they use the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for their firefighters. Based on MU FRTI Learning Management System (LMS), since 2002 the Institute has conducted over 200 of these courses training over 3,000 students. The Basic FF Skills course is consistently in the top ten courses requested by departments under state fire training funds received by the Institute. This data emphasizes the fact that this course is being utilized extensively as a minimum training standard in the state.

Just under 41% of the departments reported having three or more members with state certification as Fire Service Instructors, while 26% had 1-2 members certified as Fire Instructor 1. However, surprisingly 29% indicated they had no members that were Fire Instructor certified. This indicates the need for continued fire instructor training to reach a goal of having a minimum of one qualified fire instructor in each department.

The majority, 51%, of the participants indicated they do have access to local training facilities with "live" fire capabilities while 44% do **not**.

When asked to indicate the greatest area of training need, departments could choose a maximum of three out of eleven prepopulated answers. In counterpoint to the responses from the previous question, "Live Structural Firefighting" had the most responses despite the fact more than half of the responding departments said they had access to structural fire training facilities. Pump operations received the second largest number of responses. Again, this was unexpected because in an earlier survey question the responses indicated that 67% did **not** use the Basic Pump Operations course. Basic Firefighter



appeared as the third most needed training area. Fire Instructor training received the least number of responses. This contradicts the responses to question #19 showing nearly 30% of the respondents indicated they had no personnel certified as a fire instructor.

The survey asked departments to identify areas in which their department required Missouri Division of Fire Safety state fire service certification for their firefighters. Hazardous Materials Awareness level and Firefighter 1 were the top two indicated by responses. This should be expected as both are part of the Firefighter 1 certification requirement. Similarly, Hazardous Materials Operations and Firefighter 2 were statistically similar as the next certification area. These certification areas were followed by Fire Service Instructor 1.

### *MU FRTI Specific Questions*

This section of the survey dealt with questions specific to participation in training offered by MU FRTI, evaluation of the Institute's current courses, and questions on possible logistic and format options for future courses.

Responses indicated that 52% of departments used MU FRTI training courses 1 to 2 times a year. Followed by 24% that indicated 3 to 5 times per year. Thirteen percent indicated they used MU FRTI training greater than 5 times per year. Of the respondents, 5% indicated they did **not** use MU FRTI and the remaining 6% did **not** answer the question. Based on this, 89% of Missouri fire departments use MU FRTI between at least 1 to more than 5 times per year for training.

Participants were asked to rate the overall training courses provided by MU FRTI on a sliding scale of poor, satisfactory, or excellent. Overall responses indicated a combined rating of nearly 78%, which falls at the lower end of the Excellent range.

Departments were asked to estimate how many times in one year their department would use MU FRTI training programs to meet training needs if the training courses were fully subsidized. Just over 37% responded they would use MU FRTI training programs greater than 5 times a year while 56% indicated they would use the Institute 1 to 5 times a year. Based on the overall responses, departments would use the Institute more if more subsidized training were available.

Participants were asked about their contact with their MU FRTI Regional Training Coordinator and 73% could identify their coordinator. Approximately 52% indicated they used their MU FRTI Regional Training Coordinator to schedule training for their department.

The majority (58%) of the respondents indicated "Any time of Year" was ideal for training. Some participants chose a season; winter was the highest seasonal preference at 17%, followed by spring (11%), fall (6%), and summer (3%). (About 6% of the survey respondents did **not** provide an answer to this question.)

Departments identified the general areas of training they would like MU FRTI to offer. The most responses were for Live Structural Firefighting followed by Pump Operations. Interestingly, fire instructor training fell at the very bottom of the list in terms of number of responses. All other responses, including firefighter self-rescue/Rapid Intervention Team, Driver Training, Vehicle Rescue, Basic Firefighter, Technical rescue–Core, Water supply, Live vehicle firefighting, and Fire officer, received similar number of responses. Technical Rescue–Rope 1 & 2 fell significantly outside of the middle cluster, but above Fire instructor which rated last.

The concept of one designated training location per region where MU FRTI could schedule and deliver subsidized (no-cost) training courses received the overwhelming support of 76% of the responding departments. However, a follow-up question asking how far departments would be willing to travel to access training at a regional facility indicated that the majority (78%) are unwilling to drive there if it is **not** within 30 miles in proximity to their location.

The additional data garnered in question #40 (about making MU FRTI programs more beneficial to departments) supports the hypothesis that departments do **not** want to travel for training. After categorizing the responses, 26% of all comments or recommendations overwhelmingly asked that the training be closer to their departments along with more available training in their area.

When departments were asked about regularly sending personnel to the MU FRTI statewide fire schools/programs, 54% of the respondents indicated they send personnel to the MU FRTI Winter Fire School. There were 34% which indicated they used Summer Fire School, and 24% that used the Emergency Services Instructor Conference for training. Survey participants could select all that applied for this question so there was an overlap in response rate percentages.

In response to the survey question about the minimum number of students a host department felt they could have attend to meet minimum class size requirements, just over 14% indicated more than 21 students would attend. Over half of the respondents (55%) indicated the minimum of 15 up to 20 students. There were 24% of the departments responded that they would have less than the minimum of 15, meaning they could **not** host a class in their area based on “minimum number of students” requirement.

The survey asked a series of questions about the concept of blended learning. There were 69% that indicated interest in this type of programming for their department. In addition, there were 22% that marked “Unsure.” When asked about applying this concept to a blended learning Firefighter I or II course leading toward state certification, the respondents were close in responses between “Yes” and “Unsure” (44% Yes to 36% Unsure).

### *General Training Information*

The survey included a section of questions with open responses related to new programming, along with how to make programs more beneficial to departments.

Participants were provided the opportunity to share comments about the training areas for which they would like MU FRTI to develop new programming. The participants provided 176 comments. There was a diverse listing of potential courses or ideas for training. However, many the ideas cited areas of existing courses or suggestions to modify existing courses as modular or short courses. Two primary themes stood out in the response. It was repeatedly suggested there is a need to go back to firefighting basics as well as a need for fire officer development. Some comments were specific in that the Institute’s courses needed to be updated or in some cases reformatted into modules more appropriate for volunteers.

Participants were asked to share other comments about what training they felt was least beneficial to their department. The participants provided 155 comments. Several participants commented that “all or any training is good” and therefore they did not identify training that was “least beneficial.” Interestingly in the previous question there were responses that indicated the need for fire officer development, yet in the responses to this question, respondents listed fire officer and officer development as least beneficial. Apparently, many departments do **not** see officer training as an area of training need compared to other types of training (perhaps because a considerable number of departments are volunteer

departments). Firefighter I & II courses were mentioned many times also as non-beneficial to departments because these courses are already available locally to meet training needs.

Participants were asked to share other comments about how they felt the Institute could make its programs more beneficial for their department. The participants provided 195 comments. There was great diversity among comments and respondents offered suggestions on topics and ways to improve training. In review of all comments, it was apparent that there were some thematic trends, especially in the areas of class location, class cost, and class availability. The Institute's recent move toward more online or blended training appear to be well received with many requests for more opportunities in this area. There were also some complaints regarding difficulty or inability to schedule training with MU FRTI. The most significant responses to how to make programs more beneficial were to improve training course selection and location – departments want more training courses to be “closer to home.” With the continuing decline of Institute funding from the University/Extension, along with the continued escalation of operational costs, the Institute will need to seek additional Missouri fire service training funds to provide a cost accessible solution to meeting the recommendations in this area. Many participants suggested MU FRTI reduce the cost of courses or totally subsidize the training costs with state fire training funds or other funding resources. Comments or recommendations also supported the concept of alternative educational formats for the delivery of courses. Lastly, there were a number recommendations to reduce the required minimum number of students to conduct a class.

### *General Survey Feedback*

This section allowed respondents the opportunity to give feedback and rate the survey to help ascertain the survey's effectiveness in gathering data, and lay the groundwork for future surveys. Participants' responses indicated that 60% felt the survey helped to identify their department's fire training needs while 10% said no and 21% was unsure. The majority (73%) did think the survey was beneficial for identifying the general training needs of Missouri's fire service.

Regarding the survey questions, ease of completing the survey, and time involved, the participants agreed and their responses rated the survey on the high end of the rating scales used.

Participants were provided the opportunity to share other comments about the survey through open-ended responses. The respondents provided 74 comments, many similar in theme and ranging from high praise to negative notes. Comments were grouped into four categories: Appreciation, Constructive Feedback, Neutral, and Negative. The categories of Appreciation and Constructive Feedback combined constituted 87.8% of the total comments. There were only three responses (4% of the total) that were perceived as negative in nature.

### *Emergency Response Regions Data*

Because of variations in geography, populations, related fire services, and training resources throughout Missouri, survey data was parsed by emergency response region to provide additional information on the typical level and operations of fire protection services and related training activity from a regional context. Specific detail on each region is provided in the appendix section of the report.

### *Conclusion*

The willingness of Missouri fire departments to participate and share information on training programs, operational activities, and performance standards has provided valuable insights into training trends in this state. This has given the Institute the opportunity to benchmark the characteristics and needs of Missouri's fire service throughout the state and within the individual state emergency response regions.

Through continued participation in surveys and studies by the University of Missouri Fire and Rescue Training Institute, a better picture of the true training needs of the state's fire service can be assessed and plans to address those needs can be developed. These researched-based training plans will enable training that will assist each fire entity in the state to better accomplish their missions in serving their citizens and communities with competent and trained fire service personnel, whether they be career or volunteer.

# PROFILE OF A REPRESENTATIVE MISSOURI FIRE DEPARTMENT

The following is a composite profile of a typical fire department in Missouri, their level of training, training needs, and interaction with MU FRTI based on the responses and analysis of the *MU FRTI 2017 Fire Service Training Survey*.

- Department is: **Volunteer Fire Department**
- Type of department: **Fire Protection District**
- Area served: **Rural**
- Number of Personnel: **16 to 25 personnel**
- Number of Fire Officers: **3 to 5**
- Have established a minimum level of initial training: **Yes**
- Minimum Level: **Missouri Basic Fire Fighter Skills course**
- Minimum Annual training requirement for personnel: **Yes**
- Training funded by: **Department budget** and **state subsidy “no-cost” training**
- State certified Fire Instructor in their department: **More than 1 certified fire instructor**
- Access to local “live” fire training facilities: **Yes (51%)**
- Greatest area of training need: **Live structural firefighting** and **pump operations** Department required state certification levels: **HMIR:A** and **Firefighter I (most common)**
- Utilize MU FRTI programs at least once per year: **Yes (91%)**
- Rate MU FRTI overall programs: **Excellent (78%)**
- If more course costs were state subsidized would departments use MU FRTI courses more: **Yes**
- Department can identify their MU FRTI Regional Training Coordinator: **Yes (73%)**
- Best time of year for training classes: **Any time of year**
- Support concept of a designated regional training facility: **Yes (76%)**
- How far members would be willing to commute to a regional training facility: **Less than 30 miles, desire training at department or local (“closer to home”)**
- Department members participate in MU FRTI statewide fire schools/programs:
  - **MU FRTI Winter Fire School – 54%**
  - **Summer Fire School – 34%**
  - **Emergency Services Instructor Conference – 24%**
- As a host fire department, the minimum number of students that would attend: **15 to 20 (55%)**
- Open to the concept of “blended learning” courses: **Yes (69%)**
- General training needs comments: **Back to basics** and **fire officer development**
- Least beneficial training: **None, “all training is good”**
- How MU FRTI can improve its programs: **Class location – close to dept., reduce or subsidize (no-cost) class fees, and more availability of classes**
- General Feedback on the training needs survey:
  - **Survey helped to identify their department’s fire training needs (60%)**
  - **Survey was beneficial for identifying the general training needs of Missouri’s fire service (73%)**
  - **Ease of completing the survey, and reasonable time involved – highly agree**
  - **Most Common Comments – appreciation for survey and constructive feedback (87%)**



# OVERALL SURVEY DATA

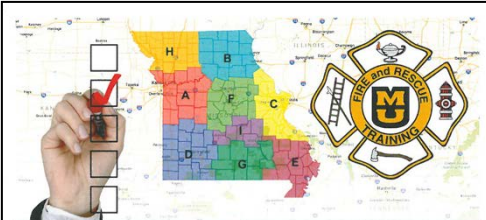
## Introduction

The University of Missouri Fire and Rescue Training Institute (MU FRTI) along with the MU FRTI Advisory Council developed a survey in 2017 to assess the training needs of Missouri's fire service. The information obtained in this survey will assist MU FRTI in future planning and development of training initiatives designed to meet identified training needs.

The survey goal was to collect key information on current and unaddressed training needs of Missouri's fire service and necessary demographic information that will provide analytical results for use in developing statewide training initiatives. The survey was open for all fire service responses. However, the expectation was that the responses reflected the views of the administrative or governing body of the department. To execute this parameter, duplicate responses were reviewed and a single response per department was utilized based on highest ranking participant from each department.

The survey was composed of five sections that asked specific questions related to the individual completing the survey, individual fire department, certification requirements, training experience with MU FRTI, and department general training information. The survey was designed to provide feedback to MU FRTI regarding the existing training programs and to collect suggestions for potential programs that departments wish to see made available through the Institute.

Specific participant and fire department information collected in the survey process is considered confidential and **not** identified in this report. The individual/department responses were grouped with that from other departments. The data was then analyzed and used to create an overall picture of fire service demographics related to the whole state and sub regions of the state. The survey results were used to provide this descriptive report that will be made available for use in establishing benchmarks and future priorities for fire service training needs and MU FRTI initiatives to meet those needs.



**Take the Missouri Fire Service Needs Survey**

The University of Missouri Fire and Rescue Training Institute (MU FRTI) is conducting a statewide survey to assess the training needs of Missouri's fire service. The information obtained in this survey will assist MU FRTI in planning and developing training initiatives designed to meet identified training needs. The survey will be conducted online using a web-based survey tool called Survey Monkey. You will be able to access the survey using the link provided below.

As you move through each page of the survey, your answers will be saved from the previous page. Once you have submitted the survey (by selecting the final "Done" button on the last page), you will not be able to reenter to change your answers. If you need to change any data you supply in the survey after you have submitted, please email [frti@missouri.edu](mailto:frti@missouri.edu) (be sure to include "2017 Survey" in the subject) and either provide corrected answers, or simply ask to be contacted to amend your responses.


**To Access The Survey, Please Go To:**  
<https://www.surveymonkey.com/r/fireservicetrngsurvey>

The survey is now open through **March 31, 2017**. Your departments participation in this survey is essential to the accurate assessment and the development of a training plan for the fire service.

If you have questions that arise while taking this survey, please contact MU FRTI. You will receive a response within 1-2 business days.

**Contact Information:**  
When sending an email, be sure to include "2017 Survey" in the subject to [frti@missouri.edu](mailto:frti@missouri.edu) or call 800-869-3476 or 573-882-4735.

Thank you for participating in this important survey.

[www.MUFRTI.org](http://www.MUFRTI.org) 

The five sections of the *MU FRTI 2017 Fire Service Training Survey* were:

- 1) Participant Data – This information identified the participant and rank for sorting responses and to provide contact information should response follow-up be required.
- 2) Department Data – This section gathered base information on the fire agency/entity including name, fire department location by county and state region, and state fire department identification number. Demographic information on the department was queried to be able to extrapolate training needs to department size and types. These questions included type of organization, area served, number of firefighters, funding resources for training, and any internal training standards set for the department's personnel. In addition, questions were ask related to departments participating in Missouri Fire Service Certification levels through the Missouri

Division of Fire Safety.

- 3) MU FRTI Specific Questions – This section gathered information on how the department utilized MU FRTI for local training needs, rating of program areas, and department preferences on accessing and using the Institute’s training.
- 4) General Training Information – This section utilized questions with open answers for input in three specific areas.

What training areas would you like to have MU FRTI develop new programming?

What training do you feel is least beneficial to your department?

How can MU FRTI make its programs more beneficial for your department?

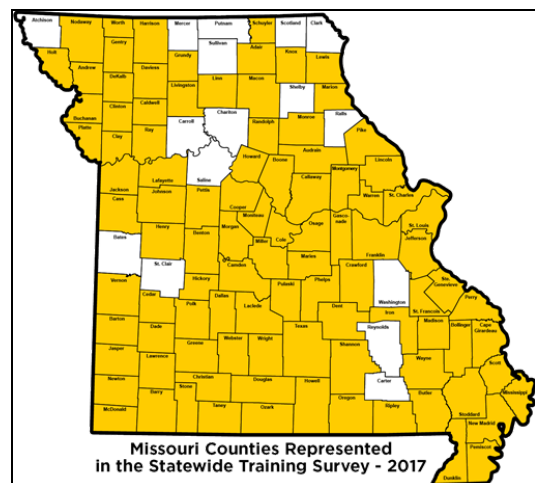
- 5) General Survey Feedback – This section allowed the participant to provide feedback and rate the survey as a whole to help ascertain the survey’s effectiveness in gathering data, and lay the groundwork for future surveys.

There were 489 people who accessed the survey. Not all of these participants completed the survey. Of the survey participants, there were 350 unique respondents representing individual fire departments. There were responses from departments within all nine Missouri State Highway Patrol Regions. Of the 114 counties in the state, 98 counties were represented through survey responses.

Parameters were established for this online survey to include a confidence level of 95% and a margin of error of 5%. Based on the population size of 822 fire departments. Utilizing Fluid Surveys University, an online survey resource, to calculate sample size the response rate needed to be 31.9% (263 responses) to meet these parameters.<sup>3</sup> The actual response rate for the 2017 Fire Service Training Survey was 42.6% (350 responses) which indicates that the response rate exceeded the number necessary to be considered a valid survey. As a comparison, a national survey conducted in 2010 by the National Fire Protection Association (NFPA) on an overall fire service assessment, garnered 130 responses out of a targeted 678 Missouri fire departments, which was a 19% response rate.<sup>4</sup>

### ***Participant and Department Data***

This is a combination of Sections 1 and 2 that spanned question from 1 to 22. Participant Data was used to identify the participant and rank for sorting responses and to provide contact information should response follow-up be required. Department Data gathered base information on the fire agency/entity including name, fire department location by county and state region, and state fire department identification number. Demographic information on the department was queried to be able to extrapolate training needs to department size and types. These questions included type of organization, area



<sup>3</sup> “Survey Sample Size Calculator - FluidSurveys,” <http://fluidsurveys.com/university/survey-sample-size-calculator>, (June 8, 2017)

<sup>4</sup> “Third Needs Assessment of the U.S. Fire Service MISSOURI,” NFPA, <http://www.nfpa.org/~media/files/news-and-research/fire-statistics/50-states/missourineedsiii.pdf?la=en>, (May 10, 2017).



served, number of firefighters, funding resources for training, and any internal training standards set for the department's personnel. In addition, questions were asked related to departments participating in Missouri Fire Service Certification levels through the Missouri Division of Fire Safety.

The majority of respondents represented Volunteer departments at 61%. Combination departments represented 21% of the survey, and Career represented 17%. Based on type of department, the majority were Fire Districts at 57%. Municipal Fire Departments were next at 29%, followed by Associations at 8% and Other category marked by 6%. The type of area served responses indicated that the majority were Rural at 71%. Suburban was the next choice at 21%. Urban represented 8%.

Number of personnel in the department answers ranged from less than 15 to greater than 50. The highest number of responses at 38% indicated they had 16 to 25 personnel. The second highest was 27% of departments indicating 25 to 50 personnel. Approximately 19% indicated they had less than 15 personnel while 15% reported having greater than 50 personnel. Most departments indicated they had 3 to 5 Officers/Chiefs in their department at 46%. There were 32% of the department responses indicating more than 5, while 21% indicated having only 1 to 2. Just over 71% of departments responded that they did have a training officer, while 28% responded they did not.

There were 63% of the departments indicating they have established a minimal level of initial training for newly hired firefighters before they begin responding to fires, while 36% indicated they did not. Of those responding that they had established a minimal level of training, the open-ended question asking for details on the minimum level received a diverse number of responses.



The most common response was the Basic Firefighter Skills course followed by Firefighter I & II. Other responses indicated a requirement for Emergency Medical Technician (EMT), in-house training such as SCBA and PPE, or unspecified recruit training. There were a total 215 responses to this question. For those requiring a minimal level of training the responses ranged from a simple answer of "In-House training" to Firefighter I & II, EMT, ICS-100/ 200/700/800. The highest number of responses indicated the Basic Firefighter Skills course as the minimal level of training. There were 75 responses with this course along and another 33 responses with additional training such as medical first responder listed for a total of 108 responses. This indicates that 50% of the responses identified that the Basic Firefighter course was part of their minimal entry training requirement. According to MU FRTI Learning Management System (LMS), since 2002, the Institute has conducted over 200 of these courses training over 3,000 students. The Basic Firefighter Skills course is consistently in the top ten courses requested by departments under state fire training funds received by the Institute. This data emphasizes the fact that this course is being utilized extensively as a minimum training standard in the state. There were six responses that indicated Firefighter I as minimal and 71 responses indicating Firefighter I & II alone or in conjunction with other training requirements. Other responses included several listing safety briefing and equipment familiarization as their minimum. An example listing of the edited responses are listed below.

- ❖ Basic Fire Fighter Skills – 75 responses
- ❖ Basic Fire Fighter Skills, plus other training listed such as Medical First Responder – 33 responses
- ❖ Firefighter I – 6 responses
- ❖ Firefighter I & II, alone or with other training listed – 71 responses
- ❖ Emergency Medical Training ranging from Medical First Responder to EMT to Paramedic

- ❖ either alone or in conjunction with firefighter training – 41 responses
- ❖ Safety Briefing and equipment familiarization – 7 responses
- ❖ Various hours of training listed – 5 responses ranging from 8 to 300 hours

Regarding a requirement to have some minimal level of regular training during the year for their firefighters to stay active, an overwhelming majority said Yes at 78%. There were 19% that indicated they had no requirement. (Approximately 3% did **not** provide an answer to this question.)

When asked about how fire departments fund their firefighter training, respondents were able to select from a bank of answers. The most popular funding support for departmental training was that it was part of the department’s budget. The next highest funding resource was “No-cost training subsidized by state funding.” All the other funding resources had less than 35% in responses. It was interesting to note that 19% indicated that training opportunities were funded by the individual members.

When asked “how does your department provide training for your personnel,” respondents had the opportunity to choose all answers that applied, up to seven answers. The leading resource was using “in-house” training. MU FRTI was the next largest resource by total responses, followed by “neighboring departments.”

How Training Is Provided	Response Rate	Actual Number of Responses
In-house	95%	332
MU FRTI	77%	268
Neighboring department	76%	266
Fire schools	64%	224
County or regional training association	54%	190
Other training vendors	33%	114
Out of state conferences	23%	82

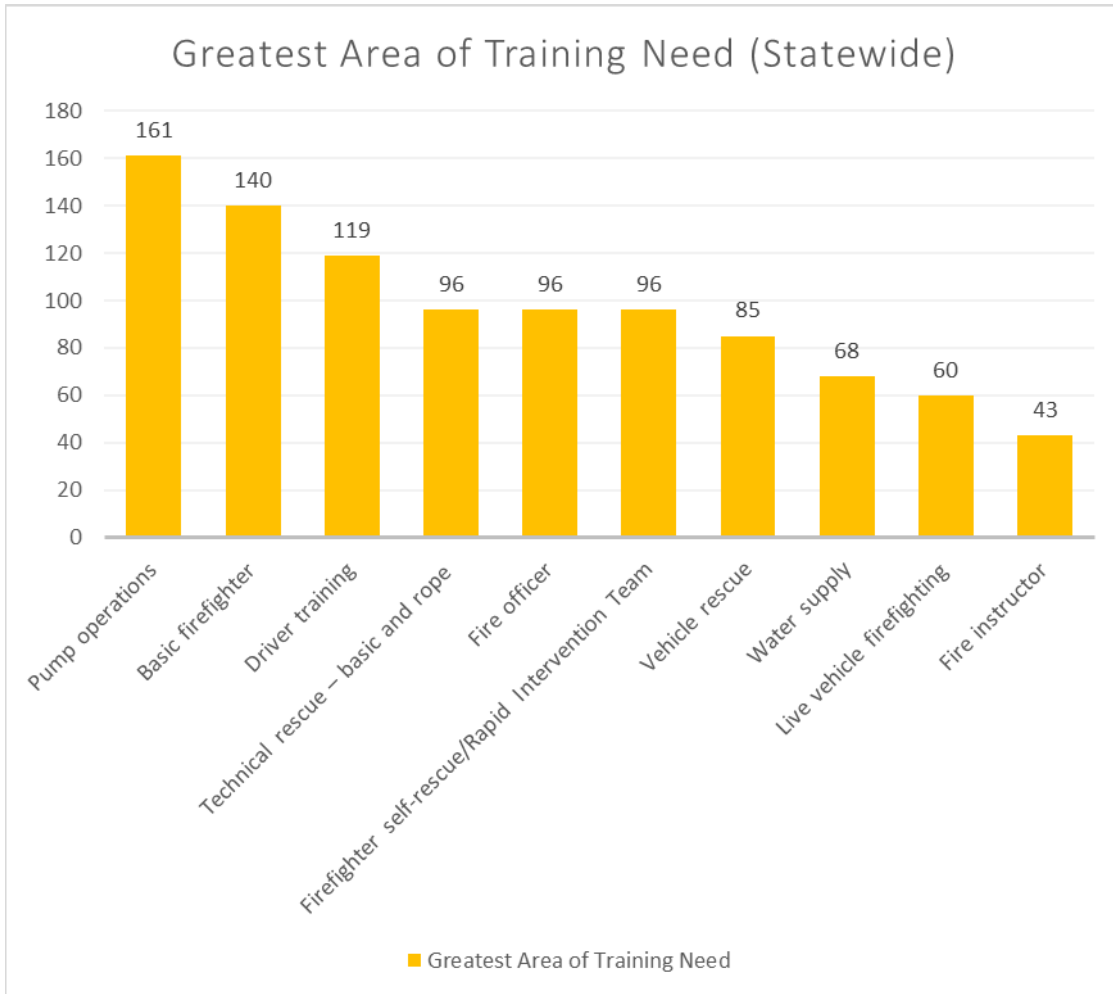
It was interesting to note that 54% of responses indicated that they use the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for their firefighters. Though a majority of the departments indicated they did **not** use the MU FRTI Basic Pump Operations course for basic training of fire apparatus operators, there were over 105 departments that indicated they did use the course indicating that this course does meet a specific need.

Regarding how many departments had members that were certified as Fire Service Instructors, 41% indicated they had three or more members while 26% had 1-2 members certified as Fire Instructor 1. However, 29% indicated they had no members that were Fire Instructor certified. This indicates the need for continued fire instructor training to reach a goal of having a minimum of one qualified fire instructor in each department.

Responding to the question “Does your department have access to local training facilities with “live” fire capabilities, 51% said Yes, while 44% indicated they did **not** have access. The remaining 5% did **not** provide an answer to the question.

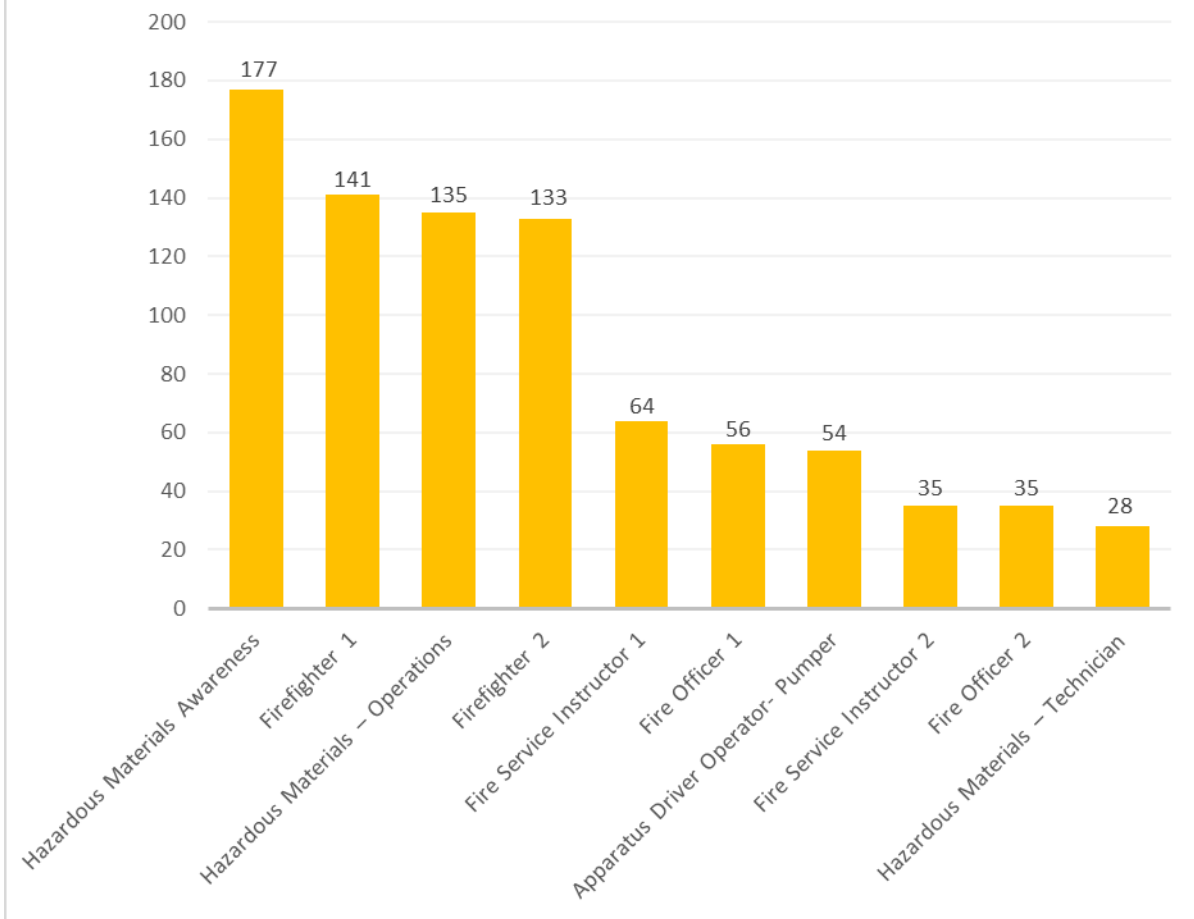
Departments were asked to choose the greatest area of training need from eleven prepopulated answers from which to select. They were asked to choose a maximum of three areas in their response. Interestingly, “Live Structural Firefighting” had the most response despite the fact in the previous question only 51% said they had access to structural fire training facilities. Pump operations received the next

largest number of responses. Again, this was unexpected since on question #18 the response indicated that 67% did **not** use the Basic Pump Operations course. Basic Firefighter showed as the third most needed training area. This does correlate with past evidence from MU FRTI annual reports where this class is usually always in the top 10 requested classes. Fire Instructor training received the least number of responses. This is even though in question #19, nearly 30% of the respondents indicated they had no personnel certified as a fire instructor. A further representation of training need answers is illustrated in the chart that follows.



Question #22 ask the department to check all areas in which their department required Missouri Division of Fire Safety state fire service certification for their firefighters. Hazardous Materials Awareness level and Firefighter 1 were the top two indicated by responses. This should be expected as both are part of the Firefighter 1 certification requirement. Similarly, Hazardous Materials Operations and Firefighter 2 were statistically similar as the next certification area. These certification areas were followed by Fire Service Instructor 1. A further representation of state fire certification answers is illustrated in the following chart.

## Departments Requiring MO Fire Service Certification by Certification Level



## MU FRTI Specific Questions

This section of the survey asked questions specific to a department's participation in training offered by MU FRTI, the Institute's current courses, and questions on possible logistic and format options for future courses. The survey questions were from 23 to 37.

Question #23 ask respondents to indicate on average, how many times each year their department members utilized training programs offered by MU FRTI. Responses indicated that 52% of departments used MU FRTI training courses 1 to 2 times a year. Followed by 24% that indicated 3 to 5 times per year. Thirteen percent indicated they used MU FRTI training greater than 5 times per year. Of the respondents, 5% indicated they did **not** use MU FRTI and the remaining 6% did **not** answer the question.



Participants were asked to rate the overall training courses provided by the University of Missouri Fire and Rescue Training Institute (MU FRTI). The survey question used a sliding scale between 0 and 100 with zero being poor, satisfactory in the range of 50, and excellent peaking at 100. Overall responses indicated a combined rating of nearly 78%, which equates to the lower range of the excellent category.

In question #26, participants were asked to estimate how many times in one year their department would use MU FRTI training programs to meet department training needs if the training courses were fully subsidized. Over 37% responded they would use MU FRTI training programs greater than 5 times a year. While 56% indicated they would use the Institute 1 to 5 times a year. There was only 1% of the respondents who indicated they would **not** use the Institute for subsidized training. Based on the majority of responses, departments would use the Institute more if more subsidized training were available.

Question #27 queried participants if they knew who their MU FRTI Regional Training Coordinator was: 73% who indicated Yes, while 22% indicated No. (Less than 6% of the respondents did **not** answer the question.) The next question was a follow-up that asked if the department utilized their MU FRTI Regional Training Coordinator to schedule training courses for their department. (Alternatively, local departments can contact the Institute direct to schedule training or they may schedule through a local or regional training officers' associations that then schedules with MU FRTI.) The responses to the questions indicated that 52% said the used their MU FRTI Regional Training Coordinator, while 14% were **not** sure whom their department used and 28% indicated No to using their Regional Training Coordinator. (About 6% of the total survey respondents did **not** answer this question.) Based on the answers to these set of questions it is apparent that the Institute needs to diligently work to make sure local departments have the necessary contact information on their local resource for scheduling training.

Responses to the question on which time of year is ideal for the fire department to schedule a training course, the majority (58%) indicated "Any time of Year". Winter was the strongest seasonal preference at 17%, followed by spring (11%), fall (6%), and summer (3%). (About 6% of the survey respondents did **not** provide an answer to this question.)

In question #30, participants were asked: "What are the general areas of training that your department would like MU FRTI to deliver to your department?" The survey question provided twelve general areas of training from which the participants could choose one, multiple areas, or all. Two training areas that received the most responses were Live Structural Firefighting at the top followed by Pump Operations. When reviewing the responses from questions #21 and #30, the data suggests that participants are highly

interested in the Live Structural Firefighting and basic Pump Operations courses. Interestingly, fire instructor training fell at the very bottom of the list in terms of number of responses for both questions #21 and #30. All other responses, including firefighter self-rescue/Rapid Intervention Team, Driver Training, Vehicle Rescue, Basic Firefighter, Technical rescue–Core, Water supply, Live vehicle firefighting, and Fire officer, received similar number of responses. Technical Rescue–Rope 1 & 2 fell significantly outside of the middle cluster, but above Fire instructor.

Department Identified Training Areas that They Desire MU FRTI to Provide		
Greatest Area of Training Need	Response Rate	Actual Number of Responses
Live structural firefighting	62%	217
Pump ops	56%	197
<b>Firefighter self-rescue/Rapid Intervention Team</b>	45%	157
<b>Driver training</b>	45%	156
<b>Vehicle rescue</b>	44%	154
<b>Basic firefighter</b>	44%	153
<b>Technical rescue – Core</b>	42%	146
<b>Water supply</b>	41%	145
<b>Live vehicle firefighting</b>	40%	139
<b>Fire officer</b>	37%	130
<b>Technical rescue – Rope 1 &amp; 2</b>	33%	115
<b>Fire instructor</b>	28%	98
<i>*The dark outline indicates grouped areas which are statistically similar in response rate.</i>		

Based on information gathered over recent years, MU FRTI has received a substantial number of comments that departments do **not** want to have to travel for training opportunities even if the training was at no-cost. The departments want training locally or at their department. Though it does **not** directly correlate, Questions 31 and 32 came back with a possible supporting data. Question #31 asked: “Would your department support using one designated training location per region where MU FRTI could schedule and deliver subsidized (no-cost) training courses.” The responses indicated that over 76% of the departments were open to the idea of a designated training location per region. While nearly 18% were **not**. (Approximately 7% of the respondents did **not** provide an answer to this question.) As a follow-up, Question #32 was used to obtain information of how far departments would be willing to travel to access training from a regional facility. Of the responses, 55% indicated they would be willing to travel 20 to 30 miles, while 23% indicated they would travel less than 20 miles. There were 22% that said they would travel more than 30 miles. Though 76% of the respondents in question #31 indicated they open to the idea of a designated training location for each region, it appears that the majority are unwilling to drive there if it is **not** within 30 miles proximity to their location. Even if a central location were selected for each region, based on the response to the mileage question, approximately half the departments in each region would **not** send their people there due to the distance travelled to get to a central location. Though the majority of Missouri’s Fire Service responded they were open to designated regional training locations, they had a negative response to the number of miles required to get there (a total of 78% would **not** drive more than 20 or 30 miles). Another factor may be that the survey did **not** define the term “region”. It was assumed that the participants as members of the fire service understood the nine designated emergency response regions in Missouri. It is possible that some participants thought of “region” in terms of their local area of the county. Clarifying question information may improve responses in a future survey which may aide in collecting correlating supporting data.

Supporting the hypothesis that departments do **not** want to travel for training, the additional data garnered in question #40 (after categorizing the responses to this open-ended question) revealed that 26% of all comments or recommendations indicated the training needs to be closer to their departments and that more training needs to be made available in their area. This is in stark contrast to the participant answers in question #31 related to a department supporting attending a centralized regional (MO emergency response region) training facility. Though 76% of the respondents said they would support attending a regional training center to access training, the comments in question #40 refute this and indicate that the majority want the training delivered “close to home.”

Regarding departments regularly sending personnel to the MU FRTI statewide fire schools/programs, 54% of the respondents indicated they send personnel to the MU FRTI Winter Fire School. There were 34%, which indicated they used Summer Fire School, and 24% that used the Emergency Services Instructor Conference for training. Survey participants could select all that applied for this question so there was answer overlap and will **not** add up to 100%.

Question #34 assessed the minimum number of students a host department felt they could have attend to meet requirements. Current University policy and state training contracts stipulate a minimum of 15 registered students are required to provide training for courses longer than 8 hours in duration at a host fire department. The question asked if the department were to host a training class, how many students from their department along with neighboring departments could be expected to attend. Just 14% of the total responses indicated more than 21 students would attend. However, the majority (55%) indicated the minimum of 15 up to 20. There were 24% of the departments responded that they would have less than the minimum of 15, meaning they could **not** host a class in their area based on this requirement. Approximately 8% of the survey respondents did **not** answer this question.

The next series of questions dealt with the concept of blended learning. This is where course materials are divide up between internet-based training delivered through instructor-led online learning formats and shortened actual classroom time, hands-on training, and testing held face-to-face at a central location. This potentially make long duration courses more accessible by requiring less time attending face-to-face classes. Respondents were asked if they would be interested in this type of programming for their department. There were 69% that answered “Yes” compared to 4% answering “No.” In addition, there were 22% that marked “Unsure.” Roughly 6% of the survey respondents did not answer this question. When asked about applying this concept to a blended learning Firefighter I or II course leading toward state certification, the respondents were close in responses between “Yes” and “Unsure” (44% Yes to 36% Unsure). In addition, there were 13% that marked “No.” For those that indicated they were interested in a blended or modular Firefighter I and II course, they were ask a follow-up question to estimate how many students would attend from their department. Of those that answered Yes, 57% answered they would commit “5 or fewer” members of their department while 33% indicated “6 to 10,” and 10% responded they would have more than 10 personnel from their department participate. This information certainly suggests a need to further investigate the possibility and reality of this concept.

### ***General Training Information***

This section of the survey asked open-ended questions relative to new programming, existing programming, and how to make programs more beneficial to departments. The survey questions were from 38 to 40.

In question #38, participants were provided the opportunity to share comments about the training areas for which they would like to have MU FRTI develop new programming using an open text response. The

participants provided 175 comments. There was a diverse listing of potential courses or ideas for training. However, several suggestions cited areas of existing courses or requested modifications existing courses as modular or short courses. Two primary themes stood out in the response: back to firefighting basics and the need for fire officer development. Some general responses revealed that the current courses were good while others indicated the need to update all courses. Comments included a modest number of “N/A” or “none” responses.

From the responses, many of the participants named training areas or courses that already exist. In some cases, these comments could be interpreted as the need for more courses available in that subject **not** necessarily indicating the need for new courses. Some comments were specific in that the Institute’s courses did need to be updated or in some cases, reformatted into modules more appropriate for volunteers.

Representative responses were edited and categorized into six areas that grouped the responses by type of comment or by training discipline. Edited example comments are provided below that reflect the overall responses.

### *General Comments*

#### *All areas*

*Enjoyed the video based scenario tactics always good to balance practical classes in a shift friendly schedule*

*MU FRTI needs to not leave out the small rural departments, and realize they can't always utilize the training, due to lack of resources, etc.*

*We really don't have an answer for this one. All training is beneficial.*

*For this department I think the current programs are adequate. The problem is getting them to a local level and getting involvement from the volunteers with their schedules.*

*I believe that the University has great classes. I don't know of any new classes but believe they really need to update some of the existing classes.*

*I really don't concern myself with new 'programming' when our department needs the fundamentals!*

*I think all the classes that I have taken have all be excellent.*

*MU FRTI has great programs now especially to meet our needs.*

#### *Online training*

*Provide courses that line up with state certification levels.*

*The courses you have are fine and some expansion is need. However the current courses need to update to current trends*

*Training modules that a volunteer agency could utilize for their weekly Drills. Effective basic training and drills are critical.... Not everyone has the skill set to take a long curriculum and break it down into 2-3 hour pieces. Even fewer have the time.*

### *Firefighting and related courses*



*Advanced Firefighter ... and civil disobedience*

*An online Firefighter 1&2 course would be extremely beneficial to volunteer fire departments as it would allow personnel to attend from home...*

*basic fire fighter pump operator vehicle fire fighting*

*Basic Firefighting*

*FF 1&2*

*Firefighter 1 and 2. Back to basics.*

*Break basic firefighting into modules that are a little more in depth.*

*Driver training*

*Due to the types of incidents we find ourselves in, classes outside the typical firefighting arena (structural collapse, violent victims/patients) would be of benefit.*

*Mobile Burn Trailer, Mobile Driver Simulator and Single-Day classes.*

*More live firefighting*

*New minimum required statewide standards for ALL firefighters career or volunteer.*

*Rural firefighting*

*Rural fire operations*

*Wildland fires*

*We need to have more basic classes*

*Forcible Entry, ladder (ground) ops, Vent practices based on newest NIST studies, Flow path, and Fire Fighting tactics and strategies for engineered homes*

## *Fire Officer Development*

*Career Advancement*

*Chief Officer*

*Chief Officer level training.*

*Chief officer professional development beyond the certification courses. FSLEP expanded and offered in other geographic areas beyond traveling to Columbia.*

*Customer Service – We no longer remain the red neck fire service. Departments need training and leaders to show them to be the leader within their community. We must talk the talk and walk the walk.*

*Dealing with millennials, Diversity, sexual harassment, 4 hour refresher classes*

*Officer Development*

*Officer Development Teamwork/Teambuilding*

*Fire Officer*

*Officer Prep Classes*

*Online Officers Training*

*Strategy and Tactics for Company Officers and Chief Officers*

### *Rescue*

*Farm rescue.*

*Farming accidents, entrapment and grain bins and industrial silo's*

*Technical Rescue*

*Technical Rescue disciplines.*

*Technical rescue is our biggest need at an affordable cost.*

*Vehicle rescue*

### *Other Training Areas*

*Fire Instructor III*

*Fire investigation both at a company officer level as well as an advanced investigator level.  
Community Risk Reduction courses as well.*

*Fire Prevention & Public Education, Fire Inspection & Fire Codes, MO Fire Service Laws &  
Regulations*

*Inspector topics, Fire Codes, Fire Plan review, topics related to inspections and codes (besides 2015  
editions).*

*Pump operations*

*Pumping ops*

*Water Supply*

*Training chaplains, or any personnel, in responding to traumatic events and situations.*

### *Non-Descriptive Comment Examples*

*N/A*

*None*

*Not Sure*

*Unsure*

Participants were provided the opportunity to share comments about which training they felt was least

beneficial to their department using an open text response. The participants provided 155 comments. Many participants commented that all or any training is good and therefore they did not identify training that was “least beneficial.” Interestingly in the previous question, there were responses that suggested the need for fire officer development; however, under this question about the least beneficial training, fire officer and officer development were both listed a significant number of times. Apparently, several departments do not see officer training as an area of training need compared to other types of training. In the category of firefighting courses, Firefighter I & II were mentioned several times. It appears though the reason was that these courses are already available locally to meet training needs.

Representative responses were edited and categorized into six areas that grouped the responses by type of comment or by training discipline. Edited example comments are provided below that reflect the overall responses.

### *General Comments*

There were 38 responses provided that were categorized as general responses. The comments ranged from “All training is beneficial” to specific classes or comments on training delivery. There was a substantial subgroup that commented that any/all training was beneficial. Representative comments are listed below.

*All classes have some benefit*

*All training is beneficial to our department, especially our new hires.*

*All training is good. May not be good for our department but may be good for departments in our region. Keep up the good work.*

*A lot of the administrative dept. training doesn't benefit our needs, seems like more training directed at larger paid departments that doesn't apply to smaller volunteer departments*

*Honestly I have no answer to this due to the fact that all training is useful regardless the subject.*

*At this moment, we have a lot of new and inexperienced firefighters so any technical classes would be least beneficial.*

*We currently do not use basic pumps or basic firefighter. That doesn't mean it's not needed other places but our minimum hiring standards are certification levels above those classes.*

*We currently have 2 EVOC instructors in house so we no longer rely on MU to provide the training.*

*We hire certified firefighters so the basics are not necessary for us.*

*Instructors who read verbatim off PowerPoint slides and who interject outdated material in MU FRTI curriculum*

*Most of the basic classes I feel should be done as in-house training. New recruits can focus on equipment within the department they will be working in. This would keep from clogging up their minds with stuff that they may never use.*

*Multi-day classroom offerings. (can't attend)*

*The advanced courses. Most members in the rural areas need the basics.*

*The blended/online classes should be a big help to volunteer fire departments.*

*Training that provides the information to gain IFSAC certifications at the end of the training, not have to take a separate test at a later date.*

*4 hour seminars that only require you to attend whether attentive or not and courses that are reduced to 4 hour seminars when there is much more information to cover.*

*Classes over 16 hours are hard to get done with the exception of First Responder and Basic skills*

*Courses the division outline out of a packaged curriculum. Stop reinventing the wheel. Work more in harmony with the State rather than competing. Fill the gaps and expand on the basics.*

*Anything that does not correlate to state certification. i.e. separate officer certificate program.*

### *Firefighting and related courses*

There were 28 responses provided that were categorized as responses related to firefighting. The comments named specific courses or subject areas with some having explanations as to why that did not apply to their department. Representative comments are listed below.

*Anything to do with high rise building as we have none*

*Aerial apparatus*

*Aerial training*

*Aircraft Firefighting is least beneficial for us. Surely beneficial for other departments but certainly not ours.*

*Basic F/F, Driver and pump operator. we teach in house*

*Basic FF skills. We can cover those in house.*

*Basic firefighter as we require firefighter 1 and before they get here*

*FF 1 & FF 2-because all have certification already*

*FF I&II and basic classes*

*Fire fighter I&II. We offer our own program.*

*Structure training*

*Vehicle firefighting (we have our own prop and we just don't run many vehicle fires).*

*Firefighter 1 and 2, a separate curriculum. Our counties with paid staff require academies*

### *Fire Officer Development*

There were 23 responses provided that were categorized as responses related to fire officer development. The comments named specific courses or subject areas with the most common being fire officer training. Representative comments are listed below.

*Fire Instructor*

*Fire Officer*

*Fire officer training*

*Fire Officer, inspector, and investigator classes*

*Instructor / Officer*

*Instructor 2 and Officer 2*

*Officer and advanced*

*Officer Development*

*Officer enrichment programs. while I would like to become an instructor the majority of our need would be with basic skills and knowledge at this point*

*Officers. Don't have enough people to worry about titles.*

*Management, officer*

*Right now, officer training or supervisor training.*

*Being a volunteer department the upper education such as instructor, inspector, and fire officer*

### *Rescue*

There were 20 responses provided that were categorized as responses related to rescue. The comments named specific courses or subject areas with some having explanations as to why that training did not apply to their department. Representative comments are listed below.

*Advanced rope rescue*

*Extrication training*

*Rope and rigging*

*Rural rescue, farm rescue, fire rescue*

*Self rescue, Technical rope rescue, Hazmat*

*Special rescue.*

*Swift water rescue*

*Technical and specialized rescue, since we utilize mutual aid for these services.*

*Technical Rescue type classes*

*Technical rescue. Our members have to concentrate on the basics.*

*Water rescue*

*Currently all training is welcomed and wanted but the lowest needed training would be vehicle rescue.*

### *Other Training Areas*

There were 20 responses provided that were categorized as responses regarding other training areas. The comments named specific courses or subject areas. The most common named course area was Hazardous Materials. Representative comments are listed below.

*Dumpster fire, care fire, volunteer courses*

*Emergency Medical Training*

*Hard to say*

*Hazmat and pipeline*

*Hazmat*

*Hazmat Tech*

*Online Hazmat Awareness*

*Pump Operations*

*Reading the smoke, fire behavior, SCBA maze*

*Sprinkler systems, building inspection, building codes*

*Technician level certification for rescue and haz-mat.*

*Water supply*

### *Non-Descriptive Comment Examples*

There were 26 responses provided that were categorized as a non-descriptive response. The comments were ranged from N/A to Unsure. Representative comments are listed below.

*??*

*N/A*

*None.... All Training is beneficial.*

*Not sure how to answer this question.*

*Unsure*

Participants were provided the opportunity to share recommendations on how the Institute could make its programs more beneficial for their department through an open text response. The participants provided 195 comments. There were a sizeable number of diverse comments and suggestions on topics and ways to improve training. In review of all comments, it was apparent that there were some thematic trends, especially in the areas of class location, class cost, and class availability. The Institute's recent move toward more online or blended training appeared to be well received with several comments asking for more opportunities in this area. There were also some complaints regarding difficulty or inability to scheduled training with MU FRTI.

Representative responses were edited and categorized into eight areas that grouped the responses by type of comment or suggestion. Edited example comments are provided below that reflect the overall responses.

## *General Comments and Suggestions*

There were 39 responses from participants considered as general comments or suggestions and gathered together in this section. Though this is the largest single category of responses, due to the diverse nature of the answers it did **not** provide a focused theme but more general suggestions that should be considered. To capture the diverse range of comments and suggestions received, the number of comments listed was left primarily unedited with the exception of omitting some similar comments. This list of responses is provided below.

*Advertisement. Know when and what is up coming.*

*Allow instructors to team teach with certified instructors to gain new certifications in classes.*

*Allow more Diversified qualified instructors instead of the same instructors. Better use of resources is needed.*

*Allow more subject matter experts to teach classes rather than using the buddy system for who is approved to teach, many instructors need to update their knowledge and classes*

*Be current, as much as possible, to the newest available NFPA. Ensure that the Instructors are on the same page with State expectations.*

*Better communication between department contacts and the regional coordinator.*

*State IFSAC test at the end of the class. This is my number one complaint that you have to take two tests to get certified and they are not always the same when it comes to what content they follow*

*Communication to departments.*

*Consistency with the State Certifications is important to us.*

*Get some tax credits for being Volunteer.*

*Go beyond the basics. A lot of great instructors are in the State that start their own companies and provide amazing life-saving training techniques. The MO Fire service needs to stop the silos and work together to bring research and new technology to MO.*

*Hire advanced level instructors.*

*Hmmmm... I feel it's more of a breakdown in communication and information on individual departments themselves. MU does great with informing, providing all tools and facilities needed for each course. Maybe .... stronger and more frequent encouragement for participation*

*I really have had no bad experiences with anything I have seen the integrated class would really be beneficial we operate on a fairly small budget and cannot use many funds for training*

*I think you are in the process of doing this at this time.*

*If more classes would be available to volunteer depts. that could be done in house due to we are volunteer and taking people away from the fire district leaves it unprotected which we cannot do and is why a lot of folks cannot make a lot of training....*

*Let training officers who are certified with the state teach more in house classes and make train the trainers available online or easier access*

*Make simple short courses*

*Make them where the Division of Fire Safety will recognize them. There is a lot of confusion and non-compliance issues that make delivering larger programs VERY difficult.*

*More adjunct instructors and lead instructors in our region. Also, the ability to request instructors for courses.*

*MU does a great job of building and offering programs. Our district utilizes what we can when we can. I do not see a way to enhance programs beyond what is currently being done, aside from working closer with DFS to get the state-wide system of training streamlined.*

*MU does fine, complacency on our side*

*Reduce class time; more hands on*

*Refine to cover essential information and skills in the least amount necessary and do as much "in context" training as possible (like the military).*

*Region hosts fire school annually, but it seems that the registration and advertisement has not been satisfactory at your level, this needs to be addressed.*

*See #37. Use your power as an educational institution to develop, revise and deliver up to date courses applicable to today's fire service.*

*Sponsor more classes geared towards small rural districts' needs, and find ways to make them more accessible (online, multiple venues, ?).*

*Summer fire school*

*There doesn't seem to be a clear answer to this from us. We encourage members to seek out training opportunities at both the summer and winter fire schools. If there is a class offering near-by, we point these out and try to get participation. And the department reimburses for expenses, either completely or substantially, for their efforts. Even hosting training from outside entities doesn't guarantee 100% participation. When we try to force the training issue, we get either push-back or simply blank stares. Unfortunately, we currently can't afford to call their bluff and let them quit due to low numbers of volunteers in our area.*

*We have a good relationship with our regional coordinator. I wouldn't change anything.*

*We have not been successfully in any of the classes we have requested in over 5 years*

*We have to find a way to get our volunteers to take the time to attend these training, before you can make them more beneficial.*

*We live in a rural area and have multiple times requested the propane emergency class (2 years) and we are told to check back. We continue to do so and it seems if there are never funds.*

## *Location*

There were 51 responses provided that were categorized as responses related to location of the training. This category, regarding class location, had the highest amount of specific participant comments for question #40, garnering 26% of all responses. The comments or recommendations in this section



overwhelmingly requested the training be closer to their departments along with more available training in their area. This is in stark contrast to the participant answers in question #31 related to a department supporting attending a centralized regional (referring to the MO emergency response regions) training facility. Though 74% of the respondents said they would support attending a regional training center to access training, the comments in this section suggest otherwise in that the majority want the training delivered “close to home.” Representative comments are listed below.

#### *Locations closer to the area*

*Bring more trainings closer to our area versus 2+ hours away.*

*Closer to home. Regional*

*Closer to our department*

*Come to our station!*

*Conduct more training in our Region. Specifically, those classes needed for officer development. Our CDG is very close to your Officer Certificate Program however most classes are hard to come by in this area. Especially the MCTO and PICO series*

*Do more in our county*

*Easier access to classes in our region without having to travel far distances.*

*Host more classes throughout the year in our region*

*I need them closer to our area. Also, our members are volunteer with varying schedules. When you have a class greater than 4 hours in duration, it becomes difficult for them to schedule time off to attend the entire course. Please make the courses easier to access for the working volunteer.*

*If some of the classes was closer to us we would have more guys go*

*Keep them as close to our area as possible. Fully subsidize courses when feasible.*

*More in the area, with less attendance minimum.*

*Offer more of them in our immediate area.*

*Offer classes closer to where we are it*

*The classes need to be offered in this area of the state when you have to drive and hour to go to them it keeps people from going.*

*To be closer to where we live as most of all my guys work everyday*

#### *Cost*

There were 32 responses provided that were categorized as comments relating to the cost of programs. This category had the second highest amount of specific participant comments for this question garnering 16% of all responses. The comments or recommendations to reduce the cost of courses or totally subsidize the cost with state or other funding resources was the main theme in this section. With continuing decrease in University/Extension funding for the Institute, along with continuing escalation of operational costs, the Institute will need to seek an increase in Missouri fire service training funds to provide a cost

accessible solution to meeting the recommendations in this area. Representative comments are listed below.

*Allow for more funding to support more trainings in our areas*

*Conduct training within each region. Training costs must be subsidized or at the least commensurate with the department overall budget!*

*Cost, location, time convenience*

*cost, there's a value in every entities training but the bottom line for local governments is the cost. You have to factor in the personnel cost over time conversation from local departments. That cost must be figured in for each department.*

*Cut costs. Swift water rescue is expensive. However, we can hire outside trainers less expensive than MU FRTI. The cost of programs is a factor in sending students to training.*

*Free*

*Full funding and least travel as possible*

*Funding is a big issue. We just don't have the funds.*

*Issue more funding*

*less cost*

*Less expensive courses, less travel distances, availability of more classes within Jefferson County.*

*Low to no cost and more frequent opportunities.*

*Lower prices on technical rescue classes*

*Lowered Cost or Subsidized Locations! Money is tight for most departments and cutting the training budget seems to be the first to go unfortunately.*

*More free training opportunities*

*More subsidized training*

*Our funding is solely based on three fundraisers we have each year, so low or no cost trainings nearby would be a tremendous help, both to us and our neighboring departments.*

*Reduce minimum class size! Or allow cost offset for reduced class size (if only 10 ppl sign up then add \$50 or \$100 to the price). The important part is to get the information, knowledge and certifications out. 5 students are still 5 more than ZERO! Remember, volunteers are not made of money! Many do not have training budgets and all costs get absorbed by individuals who are not pursuing a career! It seems the focus is more on class size than on venue requirements.*

*Summer and Winter Fire School need to be more cost effective. Winter School is not too bad for now, but Summer School is too expensive to send people to the 40 hr classes. We could have \$800.00 or more in one class for one person and we cannot afford that.*

*You are doing a good job if funding is ready*

### *Availability of Classes*

There were 22 responses categorized as relating to the availability of training classes. This category had the third highest amount of specific participant comments garnering 11% of all responses. Though there is some similarity in these comments related to the category of location, these were combined based on availability due to other factors as well, such as a need for more classes, more flexible schedule, and other related comments. Availability of classes is also related to cost factors as well (see comment in the “Cost” section). Representative comments are listed below.

*Be more flexible with timing hard to plan around work and put out plenty of notice in order to take time off*

*Getting them to the local level, on a time frame that works for the members of the department and region. The class may not garner 15 participants, but the 10 it does get is of great benefit, and I believe, as more personnel train in good classes their statements will bring others to bring those numbers up.*

*Have additional offerings of Officer, Instructor and Officer development classes.*

*Have more courses available*

*Having more offerings of some of the more advance classes (Instructor and Officer Classes). Those classes are requested by some of our firefighters, but are not offered as often as some of the basics.*

*Increased classes*

*Make them easier to attend, with everybody’s busy schedule it is hard to get away to travel out of the region for training*

*More availability, bring on more Trainers, facilitate more registered programs.*

*Mostly by availability.*

*Provide more courses during the week in the evenings rather than on Saturdays.*

*Put classes on. Simply offer them to our area. Have a good mix of beginners course with advanced classes.*

*To make the classes more accessible. To be able take several classes though out the year towards certification.*

*The certification classes are very difficult to obtain. Increase the availability of the Fire officer 1&2, Fire Instructor 1&2. Hazardous Material Tech, Driver Operator*

*We just need more class offerings. We have done very well inviting other departments in surrounding districts to train with us. Our FF 1 and 2 class consisted of 36 firefighters. We even had 7 go thru Instructor 1. And now have 6 going thru Instructor 2.*

### *Blended or Online Learning*

There were 18 responses provided that were categorized as relating to online or blended learning. The comments or recommendations in this section overwhelmingly support the concept of alternative educational formats for the delivery of courses. Representative comments are listed below.

*Again, the blended/modular Firefighter??? 1&2 would be great.*

*Blended online and face to face training as stated in earlier questions*

*Blended online face to face so firefighters could do class time online and only have to do hands on in person this would make it easier for working volunteers to take classes and not loss so much time from work and family*

*Blended/modular training. When most of your firefighters have other jobs it's hard to commit the hours needed for some training.*

*Continue to add courses online.*

*Develop online classes*

*Keep doing what you guys doing. I think "blended" courses are an excellent idea.*

*More online offerings for certification classes*

*More online or video/distant learning classes. Hardest part is the shift work. Most classes are repeated for each shift so in theory a class could be 6-9 days to cover all shifts*

*Offer more blended courses, so that members of our department with full time jobs can have access to some of the longer duration courses without having to take time away from full time jobs to complete courses.*

*Take a hard look at blended learning for instructor 1 and 2 and fire officer 1 and 2. This would help save cost within a department*

*The blended courses would be a great benefit for us since most of us have full time jobs, some involving travel.*

### *Other Training Needs*

There were 13 responses provided that categorized comments being related to other training needs. The comments or recommendations for the most part echoed comments similar previous questions (i.e. #38) related to recommendations for available training courses. Representative comments are listed below.

*Continue the wildland fire academy portion of Summer Fire School.*

*Developing some structured 2-3 hr trainings that can be accessed by department instructors to utilize for regular week night in house trainings.*

*Entry level firefighter skills*

*IF there would be any way to bring back the "basic" 12 hour firefighter class...*

*Live fire training in hands on house fire scenes as in my town its few and far between.*

*More 4 hr. classes. It is getting harder to get volunteer firefighters to come to an 8 or 12 hr. class*

*More EMS ceu classes*

*More Inspector, Investigator classes in the east side of the state.*

*Provide more Train-the-Trainer opportunities*

*Try to make more hands-on training possibly.*

### *Student Minimum Number*

There were 8 responses provided that were categorized as recommending a change in the required minimum number of students to conduct a class. As previously mentioned, University policy, along with state subsidy funding contracts require a minimum of 15 students for classes longer than 8-hours in duration. The comments all referenced dropping the minimum number by a certain amount or in general. Representative comments are listed below.

*By making (changing) the minimum of 15 to 9*

*Decrease the required number of students.*

*Decreasing the minimum number of students*

*Drop the (required minimum) number of students to 12*

*That 15 number can be tough. You got to remember we are dealing with people who volunteer to give their time. I could do lots more if I could do during our regular scheduled evening classes.*

### *Non-Descriptive Comment Examples*

There were 16 responses provided categorized as non-descriptive responses. The comments ranged from N/A to Unsure. Representative comments are listed below.

*N/A*

*N/A IT IS DONE WELL*

*Not Sure*

*Not sure, funding for easier of obtaining classes*

*Not sure. cost is always an issue and then getting schedules to fit for training days is a challenge too.*

*Not sure....I think MU FRTI makes programs readily available and accessible...*

*Unknown*

*Unsure*

## General Survey Feedback

This section provided the participant to provide feedback and rate the survey as a whole to help ascertain the survey's effectiveness in gathering data, and lay the groundwork for future surveys. The survey questions were from 41 to 47.

Sixty percent of the survey respondents indicated this survey helped to identify their department's fire training needs while 73% felt the survey helped to identify the general training needs of Missouri's fire service. About one-fifth (21%) of the respondents disagreed it helped to identify their training needs. Similarly, about 17% said the survey did not help to identify general training needs. Interestingly, about 10% of the participants were unsure if the survey helped their department while only 1% was unsure it was generally beneficial for Missouri's fire service. Just over 9% of the respondents did not provide an answer to either of these general survey questions.

Participants were asked to rate the survey questions and the survey in general using a sliding scale between 0 and 100 with zero being "disagree," "neutral" in the range of 50, and "agree" peaking at 100. Overall responses to this group of questions indicated participants agreed (scoring over 85% on each question) in favor of the survey. Participants scored the survey at an 86% on whether the survey questions were straightforward. The ease of gathering the information needed to answer the survey questions scored a rating of 88%. Respondents agreed the survey was easy to complete giving it a rating of 91%. When asked if the amount of time recommended to complete the survey was reasonable, the questions scored a 91%. Interestingly, the median scores for each of these areas was 95%, 97%, 100%, & 99% respectively (meaning as many scores fell above these numbers as fell below).

Participants were provided the opportunity to share general comments about the survey through open text response. The respondents provided 74 comments, many similar in theme ranging from negative to high praise. Comments were grouped into four categories: Appreciation, Constructive Feedback, Neutral, and Negative. Edited example comments are provided in each category that reflect the overall responses.

### *Appreciation*

There were 25 responses provided that expressed appreciation for conducting the survey. The most common comment theme was "Thanks." Representative comments are listed below.

*Thank you for gathering this information.*

*Thank you for the opportunity to participate in this survey, I hope we can get classes closer to home and classes that are not canceled due to lack of attendance...*

*Thank You for your time. This could help lots of Departments*

### *Constructive Feedback*

There were 40 responses providing constructive feedback. The majority of participant responses related to comments on training and training needs. There were several responses suggesting ways to improve survey questions by explaining or elaborating on the questions. The most common theme of the comments related to expressing a need for local based basic training for volunteer departments. Representative comments are listed below.

*I find it extremely hard to get volunteers and keep them attending training, let alone trying to send them out of town or doing extra training in our small rural department.*

*I answered yes to question 31 – Would our department support a regional location for training. Yes, we would. However, smaller departments cannot afford for most of their personnel to be outside of their response area for the duration of the call. Plus, we are dealing with a generation that will not attend if the class is not convenient for them. I think in order to be successful, the new approach of blended training will be very successful. I also think that will help you cut some of the costs associated with the classes you currently provide.*

*This state really really needs to develop minimum training standards for any firefighter..... The days of any one signing up and running into a fire that night should be over. Our state needs more proactive rules and regulations on required training, and renewal.*

*Spend a little more time with the smaller departments. The smaller vol. departments do not have the resources or budgets to pay for training, but we are just as if not more important than the bigger full time or mixed departments.*

*Again, change/alter the courses so a working volunteer can take them! ....*

*Regarding the question supporting a 'single regional location'...in theory that sounds good, but right now with our numbers low, (we want to build the roster) it is difficult to send very many people out of the area for a class at one time. The travel also just makes it harder for our volunteers...so having a class hosted in the county is very beneficial.*

*Training needs to be closer to the departments or make the training available for the departments to do it in house. Do away with minimum number needed. It is just as important to train 10 as it is to do 15. I understand the reason for the minimum number but it isn't practical for these small departments.*

*Stop making it about the money and make it about improving training, Rural firefighters are severely lacking in good training opportunities their agencies can afford.*

*Missouri needs basic volunteer firefighter training and the classes and upcoming classes need to be advertised or known to departments that do not have email or technical advancements.*

*Concentration on two branches of training for State Classes is needed, Basic to get everyone to a minimum level, advanced challenging classes to keep interest of the older more proficient firefighters.*

*More cooperation, less ego and duplication*

*I would like to see the University work with other state level training partners and decide who will be the primary training entity within the state.*

### *Neutral*

There were six responses provided that were categorized as neutral based on type of response. The comments were general in nature. Representative comments are listed below.

*FDID # is at station I am at home will email later*

*Sorry it is tardy.*

### *Negative*

There was a total of three responses provided that were negative in nature. The three comments are listed below.

*A waste of time*

*Kept having problems selecting answers and had to back out and go back in.*

*As with any survey the questions can be slanted for the desired outcome. I am not a fan of these type of measuring tools, they are too easily manipulated for a desired outcome of the organization that is conducting it.*

## **Conclusion**

The willingness of Missouri fire departments to participate and share information on training programs, operational activities, and performance standards has provided valuable insights into training trends in this state. This has given the Institute the opportunity to benchmark the characteristics and needs of Missouri's fire service throughout the state and within the individual state emergency response regions.

Through continued participation in surveys and studies by the University of Missouri Fire and Rescue Training Institute, a better picture of the true training needs of the state's fire service can be assessed and plans to address those needs can be developed. These researched-based training plans will enable training that will assist each fire entity in the state to better accomplish their missions in serving their citizens and communities with competent and trained fire service personnel, whether they be career or volunteer.



# APPENDICES A – I

## *Fire Service demographics and training in the Missouri emergency response regions*

The Missouri State Highway Patrol established geographic regions of the state for use in operational matters and statewide disasters. These nine Highway Patrol regions are used as emergency response regions by state agencies to classify operational areas and resources. The regions are identified by letters corresponding to “A” through “I”.

Because of variations in geography, populations, related fire services, and training resources throughout Missouri, survey data was parsed by emergency response region to provide additional information on the typical level and operations of fire protection services and related training activity from a regional context.



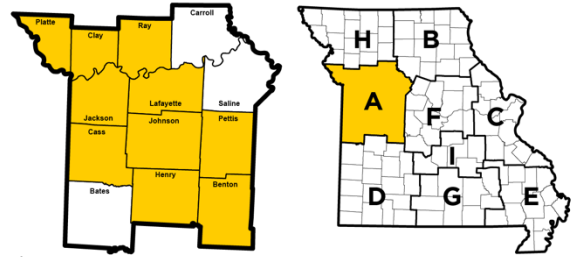


## Appendix A: Region A Summary

### Demographics

- ❖ 13 counties in Region A (west central Missouri)
- ❖ 33 departments representing 10 counties responded to survey
- ❖ 39% of the departments are volunteer; 36% are career; and 24% are a combination of volunteer and career
- ❖ Reporting departments are primarily district (58%); Municipal Fire Departments were next at 39%, followed by Associations at 3%.
- ❖ The type of area served responses indicated that the majority were Rural at 52%. Suburban was the next choice at 30%. Just over 18% of Region A participants reported being urban.
- ❖ Number of personnel in the department ranged from less than 15 to greater than 50. The highest number of responses at 39% indicated they had 25 to 50 personnel. The second highest at 30% was departments with 16 to 25 personnel. Approximately 21% indicated they had greater than 50 personnel while 9% reported having less than 15 personnel.
- ❖ Greater than half of the responding departments indicated they had 3 to 5 Officers/Chiefs in their department at 61%. There were 30% of the department responses indicating they had more than 5, while 9% indicated they had only 1 to 2 officers.

### Training Survey Participants: Region A



### Department Data

- ❖ The responding departments indicated that 91% of those departments have an identified training officer while only 6% reported they did **not**. (The remaining 3% did **not** provide an answer to this question.)
- ❖ Of the respondents from Region A, nearly 76% report they do have a minimal level of training for newly hired firefighters. About 24% of the departments indicated they do **not** have an established minimal level of initial training for newly hired firefighters before they begin responding to fires.
- ❖ Of those responding that they had established a minimal level of training, the open-ended question clarifying what that minimal level of training is solicited a variety of responses. The most common responses were Firefighter I & II and the Basic Fire Fighter Skills. Others responses included EMT, CPAT, Task Book, HMIR:A, Medical First Responder, ICS-100 & 700, Vehicle Rescue, live burn, and a Recruit Firefighter course.
- ❖ In Region A, 91% of the responding departments require some minimal level of regular training during the year for firefighters to remain active, while the 6% do **not**. The remaining 3% did **not** provide an answer to this question.
- ❖ The responding departments reported the majority (91%) of the cost of firefighter training is part of the fire department budget. Over 39% of Region A reported that training is provided by no-cost training subsidized by state funding. Nearly one third (30%) reported training was funded by individual members. Grants are also a funding source at 18%. Region A reported an even split at 9% each between funding from other resources or fundraising efforts to pay for training. *Please Note: Respondents could check all answers that applied to their departments.*
- ❖ Region A participants reported 94% of them provide training for their personnel in-house. Secondary sources of training were closely reported to be from MU FRTI (88%) and/or fire schools or from a neighboring department (76%). These were followed by training from a county or regional training association (42%). Otherwise, Region A departments reported they attend out-of-state conferences (27%) or seek training from other training vendors (24%). *Please Note: Respondents could check all answers that applied to their departments.*

How Training Is Provided	Response Rate	Actual Number of Responses
In-house	94%	31
MU FRTI	88%	29
Neighboring department	76%	25
Fire schools	76%	25
County or regional training association	42%	14
Out of state conferences	27%	9
Other training vendors	24%	8

- ❖ When asked if a department utilizes the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for firefighters, respondents were evenly split at 48%. The remaining 3% did ***not*** respond to this question.
- ❖ Interestingly, Region A departments reportedly do ***not*** use the MU FRTI Basic Pump Operators course as a base course for fire apparatus operators. Nearly 76% answered no, they do ***not*** use it while only 21% reported that they do. Again, the remaining 3% did ***not*** provide an answer to this question.
- ❖ Over 48% of the reporting departments in Region A have 3 or more members in the department certified as Fire Service Instructor I. Just over a third (33%) of the departments reportedly have 1 to 2 certified members while 12% have zero members with this certification. The remaining 6% did ***not*** provide an answer to this question.
- ❖ Almost 67% of the department responses indicated they have access to local training facilities with “live” fire capabilities while 27% reported they did ***not***. The remaining 6% did ***not*** answer this question.
- ❖ Region A departments identified the greatest areas of training needs for their departments. Live structural firefighting was a clear front runner on this list with 58% of the respondents indicating this is the greatest area of training need for this region. This was followed by Pump operations (48%) and Fire Officer (45%). Participants selected Driver training (39%) and Vehicle Rescue (27%) also rank in level of need for this region. About one quarter of Region A respondents identified Firefighter self-rescue/Rapid Intervention Team (24%) and Technical rescue – basic and rope (21%) as areas that need training. The final four areas ranked lowest, but ranked nonetheless, fire instructor (18%), basic firefighter and live vehicle firefighting (15%), and water supply (3%). *Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Department-Identified Areas of Needed Training		
Greatest area of training need	Statewide Response Rate	Region A Response Rate
Live structural firefighting	53%	58%
Pump operations	46%	48%
Basic firefighter	40%	15%
Driver training	34%	39%
Technical rescue – basic & rope	27%	21%
Fire officer	27%	45%
Firefighter self-rescue/Rapid Intervention Team	27%	24%
Vehicle rescue	24%	27%
Water supply	19%	3%
Live vehicle firefighting	17%	15%
Fire instructor	12%	18%

- ❖ Participants were asked to identify all areas in which their department requires Missouri Division of Fire Safety state fire service certification for their firefighters. By order of most often selected to least frequently selected, Region A identified areas that required state fire service certification for firefighters as such: Hazardous Materials Awareness (67%), Hazardous Materials Operations (55%), Firefighter 1 (52%), Firefighter 2 (48%), Fire Service Instructor 1 (18%), Fire Officer 1 (15%), Apparatus Driver Operator – Pumper (15%), Hazardous Materials – Technician (12%), Apparatus Driver Operator – Aerial (12%), Fire Service Instructor 2 (12%), Fire Officer 2 (9%), and Apparatus Driver Operator – Tanker (3%).

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Departments Requiring MO Fire Service Certification by Certification Level		
Areas which require MO DFS state fire service certification	Statewide Response Rate	Region A Response Rate
Hazardous Materials – Awareness	51%	67%
Firefighter 1	40%	52%
Hazardous Materials – Operations	39%	55%
Firefighter 2	38%	48%
Fire Service Instructor 1	18%	18%
Fire Officer 1	16%	15%
Apparatus Driver Operator – Pumper	15%	15%
Fire Service Instructor 2	10%	12%
Fire Officer 2	10%	9%
Hazardous Materials – Technician	8%	12%
Apparatus Driver Operator – Tanker	5%	3%
Apparatus Driver Operator – Aerial	4%	12%

#### *MU FRTI Specific Data*

- ❖ Two thirds (67%) of the respondents from Region A reported members of their department utilized MU FRTI training programs 1 to 2 times on average each year. Just over 18% of the respondents said they used MU FRTI an average 3 to 5 times each year. Of the Region A participants about 9% averaged more than 5 times annually. The remaining 6% did **not** provide an answer to the question.

- ❖ The average rating by the respondents from Region A for the overall training courses offered by MU FRTI was 70%. Scores spanned from 5 to 100. The median was 75% meaning half of the total number of scores fell above 75% and the other half fell below.
- ❖ The respondents estimated how many times annually their department would use MU FRTI training programs if the courses were fully subsidized. Under these conditions, slightly less than 94% of the responses said they would use MU FRTI to meet department training needs. Almost 52% of the respondents reported they estimate they would use fully subsidized courses through MU FRTI 3 to 5 times while 18% would use it 1 to 2 times annually. About 24% of the participants from this region reported they would use MU FRTI under these conditions greater than 5 time per year. The remaining 6% did **not** provide an answer to this question.
- ❖ Just under 52% of the participants from Region A answered they know who their MU FRTI Regional Training Coordinator is while the 42% did **not**. The other 6% did **not** answer this question.
- ❖ When asked if respondents have used their MU FRTI Regional Training Coordinator to schedule training courses for their department, 48% responded yes, 21% reported no, 24% was unsure, and 6% did **not** provide an answer.
- ❖ For Region A, 73% of the respondents reported that any time of the year was ideal for scheduling training. Some respondents selected seasonal answers – spring received 9% followed by winter and summer with 6%. Approximately 6% did **not** answer.
- ❖ Region A identified the general areas of training that the departments would like MU FRTI to deliver to their departments:

Department Identified Training Areas that They Desire MU FRTI to Provide		
Greatest Area of Training Need	Statewide Response Rate	Region A Response Rate
Live structural firefighting	62%	61%
Pump ops	56%	55%
Firefighter self-rescue/Rapid Intervention Team	45%	58%
Driver training	45%	36%
Vehicle rescue	44%	48%
Basic firefighter	44%	21%
Technical rescue – Core	42%	45%
Water supply	41%	30%
Live vehicle firefighting	40%	30%
Fire officer	37%	52%
Technical rescue – Rope 1 & 2	33%	30%
Fire instructor	28%	39%

- ❖ In Region A, based on the survey responses, 76% of the departments would support using one designated training location per region where MU FRTI could schedule and deliver subsidized (no cost) training courses. Just over 18% would **not** use one designated training location per region. (About 6% did **not** provide an answer to this question.) Of the 76% who would use a single regional training location, 52% reported they would willingly travel 20 to 30 miles to attend training at the established regional location. While 32% would travel more than 30 miles for training, 16% would **not** travel more than 20 miles.
- ❖ Region A participants reported 67% of them regularly send personnel to MU FRTI statewide fire schools/programs – specifically Winter Fire School. Over 48% of Region A responses answered they regularly send members to Summer Fire School. The Emergency Service Instructor Conference has regular attendees from Region A from about 33% of the responding

departments in that region.

*Please Note: Respondents could check all answers that applied to their departments.*

- ❖ When asked to estimate how many students from a department (including members from neighboring departments) would attend a training class if hosted by that department, 70% of the responses indicated 15 to 20 people. This was followed by 12% of the departments estimating less than 15 would attend. Another 12% said they would send 21 or more members of the department (including members from neighboring departments). The remaining 6% did ***not*** provide an answer to this question.
- ❖ Participants were asked to indicate their interest in courses offered in a “blended learning” format (a course that combines both internet-based training modules and face-to-face skills classes to cover the knowledge component, skills training, and testing). The majority of responses were yes, they were interested (76%) and unsure if they are interested (18%). The approximately 6% remaining participants did ***not*** answer this question.
- ❖ Along the same lines, when respondents were asked if they were interested in blended learning/modular Firefighter I or II courses leading toward state certification which offer online segments in addition to monthly weekend classes over an estimated 12-month period, they answered either yes (33%) or unsure (42%). Only 18% of the respondents for this region said they were ***not*** interested in such courses. (Just over 6% did ***not*** provide an answer to this question.) Those who answered yes were then asked to indicate how many students from those departments might attend these types of training courses, 45% reported less than 5 people and 45% answered 6 to 10. Nearly 10% said they would send more than 10 members of their department would attend.

### *General Training Data*

- ❖ Region A reportedly would like to see MU FRTI develop new programming in the following areas: Railroad emergencies, officer leading and dealing with PTSD, rural operations, live firefighting, management and leadership development, Strategy and tactics for company officers and chief officers, fire officer career advancement and development, chief officer level training, inspector topics, fire codes, fire plan review, topics related to inspections and codes (besides 2015 editions), vehicle rescue train the trainer, officer prep classes, special rescue classes (like school bus rescue & driver operator), and basic fire. Another comment revealed with limited departmental funding, any kind of training is valuable. Another suggestion was that *training modules were needed that a volunteer agency could utilize for weekly drills.*
- ❖ Respondents were offered the chance to identify which training is least beneficial to their department. Responses varied but included All training is good or answered N/A to the question. Examples of other responses were: water supply, aerial ops, instructor; technical and specialized rescue (since we utilize mutual aid for these services); Firefighter I and II, Basic Pump Operations, basic firefighter skills (assume because these are conducted in-house or locally available); training that provides the information to gain IFSAC certifications at the end of the training (not have to take a separate test at a later date), fire officer, inspector and investigator classes (Region A).
- ❖ When given the opportunity in an open-ended question to indicate how MU FRTI can make its programs more beneficial to each department, MU FRTI was asked to offer more classes in this region (and repeat a class in a region if classes fill up), lower the cost of training, offer more classes needed for officer development (MCTO & PICO), foster more regional cooperation & teamwork, improve communication between departments and regional coordinator, and offer more blended courses. Two comments were specific: *“offer more regional standardized training courses*

*throughout the year and at a set location (regional training center)” and “by providing the State IFSAC test at the end of the class. This is my number one complaint that you have to take two tests to get certified and they are not always the same when it comes to what content they follow.”*

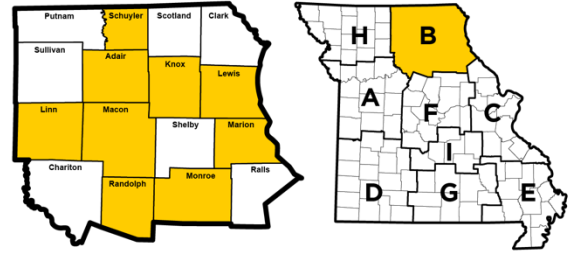


## Appendix B: Region B Summary

### Demographics

- ❖ 16 counties in Region B (northeast Missouri)
- ❖ 18 departments representing 9 counties responded to survey
- ❖ 78% of the departments are volunteer; 17% are career; and 6% are a combination of volunteer and career
- ❖ Reporting departments are primarily district (50%); Municipal Fire Departments were next at 28%, followed by Associations at 17%. Almost 6% of the respondents reported being an “Other” (unidentified) type of department.
- ❖ The type of area served responses indicated that the majority were Rural at 83%. Urban was the next choice at 11%. Nearly 6% of Region B participants reported being suburban.
- ❖ Number of personnel in the department answers ranged from less than 15 to greater than 50. The highest number of responses at 67% indicated they had 16 to 25 personnel. The second highest at 28% was departments with 25 to 50 personnel. Approximately 6% indicated they had less than 15 personnel.
- ❖ Over half of the responding departments indicated they had 3 to 5 Officers/Chiefs in their department at 56%. There were 33% of the department responses indicating they had more than 5, while 11% indicated they had only 1 to 2 officers.

### Training Survey Participants: Region B



### Department Data

- ❖ The responding departments indicated that 61% of those departments have an identified training officer while 33% reported they did **not**. (The remaining 6% did **not** provide an answer to this question.)
- ❖ Of the respondents from Region B, nearly 67% report they have a minimal level of training for newly hired firefighters. About 33% of the departments indicated they do **not** have an established minimal level of initial training for newly hired firefighters before they begin responding to fires.
- ❖ Of those responding that they had established a minimal level of training, the open-ended question clarifying what that minimal level of training is solicited many similar responses. The responses included Basic Fire Fighter Skills and Medical First Responder, Firefighter I & II, ICS-100, and Hazardous Materials – Awareness.
- ❖ In Region B, 89% of the responding departments require some minimal level of regular training during the year for firefighters to remain active, while the 11% do **not**.
- ❖ The responding departments reported the fair portion (67%) of the cost of firefighter training is part of the fire department budget. Region B also reported that half of their training is provided by no-cost training subsidized by state funding (50%). Grants are also a funding source at 33%. Just over one fourth (28%) reported training was funded by individual members. Region B reported an even split at 17% each between funding from other resources, funding from local governmental authority, or fundraising efforts to pay for training.  
*Please Note: Respondents could check all answers that applied to their departments.*
- ❖ All Region B participants reported of them provide training for their personnel in-house. Secondary sources of training were closely reported to be from a neighboring department (89%) and MU FRTI (72%). These were followed by training from fire schools (61%), and a county or regional training association (44%). Otherwise, Region B departments reported they seek training from other training vendors (39%) and/or they attend out-of-state conferences (22%).  
*Please Note: Respondents could check all answers that applied to their departments.*

How Training Is Provided	Response Rate	Actual Number of Responses
In-house	100%	18
Neighboring department	89%	16
MU FRTI	72%	13
Fire schools	61%	11
County or regional training association	44%	8
Other training vendors	39%	7
Out of state conferences	22%	4

- ❖ When asked if a department utilizes the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for firefighters, 72% of Region B respondents indicated yes. Approximately 22% reported they do **not**. The remaining 6% did **not** respond to this question.
- ❖ Interestingly, Region B departments reportedly do **not** use the MU FRTI Basic Pump Operators course as a base course for fire apparatus operators. Over 72% answered no, they do **not** use it while only 22% reported that they do. Again, the remaining 6% did **not** provide an answer to this question.
- ❖ Over 44% of the reporting departments in Region B have 1 to 2 members in the department certified as Fire Service Instructor I. One third (33%) of the departments reportedly have more than 3 certified members while 22% have zero members with this certification.
- ❖ Almost 56% of the department responses indicated they have access to local training facilities with “live” fire capabilities while 44% reported they did **not**.
- ❖ Region B departments identified the greatest areas of training needs for their departments. Live structural firefighting was a clear front runner on this list with 78% of the respondents choosing it followed by Pump operations (67%) and Technical rescue – basic and rope (50%). Participants selected Firefighter self-rescue/Rapid Intervention Team (44%) and basic firefighter (39%) also rank in level of need for this region. One third of Region B respondents identified driver training, vehicle rescue, and live vehicle firefighting as areas that need training. The final three areas ranked lower, but ranked nonetheless, fire officer and water supply (both at 28%) and fire instructor (17%).

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Department-Identified Areas of Needed Training		
Greatest area of training need	Statewide Response Rate	Region B Response Rate
Live structural firefighting	53%	78%
Pump operations	46%	67%
Basic firefighter	40%	39%
Driver training	34%	33%
Technical rescue – basic & rope	27%	50%
Fire officer	27%	28%
Firefighter self-rescue/Rapid Intervention Team	27%	44%
Vehicle rescue	24%	33%
Water supply	19%	28%
Live vehicle firefighting	17%	33%
Fire instructor	12%	17%

- ❖ Participants were asked to identify all areas in which their department requires Missouri Division of Fire Safety state fire service certification for their firefighters. By order of most often selected to least frequently selected, Region B identified areas that required state fire service certification for firefighters as such: Hazardous Materials Awareness (50%), Firefighter 1 (33%), Firefighter 2 (33%), Hazardous Materials Operations (28%), Apparatus Driver Operator – Pumper (28%), Fire Service Instructor 1 (17%), Fire Officer 1 (17%), Hazardous Materials – Technician (11%), Fire Service Instructor 2 (11%), Fire Officer 2 (11%), Apparatus Driver Operator – Tanker (11%), and Apparatus Driver Operator – Aerial (6%).

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Departments Requiring MO Fire Service Certification by Certification Level		
Areas which require MO DFS state fire service certification	Statewide Response Rate	Region B Response Rate
Hazardous Materials – Awareness	51%	50%
Firefighter 1	40%	33%
Hazardous Materials – Operations	39%	28%
Firefighter 2	38%	33%
Fire Service Instructor 1	18%	17%
Fire Officer 1	16%	17%
Apparatus Driver Operator – Pumper	15%	28%
Fire Service Instructor 2	10%	11%
Fire Officer 2	10%	11%
Hazardous Materials – Technician	8%	11%
Apparatus Driver Operator – Tanker	5%	11%
Apparatus Driver Operator – Aerial	4%	6%

#### *MU FRTI Specific Data*

- ❖ Almost half (44%) of the respondents from Region B reported members of their department utilized MU FRTI training programs 1 to 2 times on average each year. Just over 28% of the respondents said they used MU FRTI an average 3 to 5 times each year. Of the Region B participants about 22% reported ***not*** using training programs offered by MU FRTI while 6% averaged more than 5 times annually.
- ❖ The average rating by the respondents from Region B for the overall training courses offered by MU FRTI was 77%. Scores spanned from 39 to 100. The median was 81% meaning half of the total number of scores fell above 81% and the other half fell below.
- ❖ The respondents estimated how many times annually their department would use MU FRTI training programs if the courses were fully subsidized. Under these conditions, slightly less than 94% of the responses said they would use MU FRTI to meet department training needs. Almost 39% of the respondents reported they estimate they would use fully subsidized courses through MU FRTI more than 5 times while 33% would use it 3 to 5 times annually. Just over 22% estimated they would use fully subsidized MU FRTI courses about 1 to 2 times annually. About 6% of the participants from this region reported they would ***not*** use MU FRTI under these conditions.
- ❖ Just under 56% of the participants from Region B answered they know who their MU FRTI Regional Training Coordinator is while the 44% did ***not***.
- ❖ When asked if respondents have used their MU FRTI Regional Training Coordinator to schedule training courses for their department, 39% responded yes, 39% reported no, and 22% was unsure.
- ❖ For Region B, 61% of the respondents reported that any time of the year was ideal for scheduling

training. Winter and spring received similar responses at 22% and 17% respectively.

- ❖ Region B identified the general areas of training that the departments would like MU FRTI to deliver to their departments:

Department-Identified Training Areas Desired from MU FRTI		
Greatest Area of Training Need	Statewide Response Rate	Region B Response Rate
Live structural firefighting	62%	72%
Pump ops	56%	67%
Firefighter self-rescue/Rapid Intervention Team	45%	67%
Driver training	45%	56%
Vehicle rescue	44%	39%
Basic firefighter	44%	44%
Technical rescue – Core	42%	56%
Water supply	41%	61%
Live vehicle firefighting	40%	44%
Fire officer	37%	44%
Technical rescue – Rope 1 & 2	33%	50%
Fire instructor	28%	39%

- ❖ In Region B, based on the survey responses, 100% of the departments would support using one designated training location per region where MU FRTI could schedule and deliver subsidized (no cost) training courses. Of the 100% who would use a single regional training location, 56% reported they would willingly travel 20 to 30 miles to attend training at the established regional location. While 17% would travel more than 30 miles for training, 28% would **not** travel more than 20 miles.
- ❖ Region B participants reported 56% of them regularly send personnel to MU FRTI statewide fire schools/programs – specifically Winter Fire School. Over 28% of Region B responses answered they regularly send members to Summer Fire School. The Emergency Service Instructor Conference has regular attendees from Region B from about 33% of the responding departments in that region.  
*Please Note: Respondents could check all answers that applied to their departments.*
- ❖ When asked to estimate how many students from a department (including members from neighboring departments) would attend a training class if hosted by that department, 56% of the responses indicated 15 to 20 people. This was followed by 39% of the departments estimating less than 15 would attend. The remaining 6% did **not** provide an answer to this question.
- ❖ Participants were asked to indicate their interest in courses offered in a “blended learning” format (a course that combines both internet-based training modules and face-to-face skills classes to cover the knowledge component, skills training, and testing). The majority of responses were yes, they were interested (78%) and unsure if they are interested (17%). The approximately 6% remaining participants responded they would **not** be interested in these types of courses.
- ❖ Along the same lines, when respondents were asked if they were interested in blended learning/modular Firefighter I or II courses leading toward state certification which offer online segments in addition to monthly weekend classes over an estimated 12-month period, they answered either yes (56%) or unsure (33%). Only 11% of the respondents for this region said they were **not** interested in such courses. Those who answered yes were then asked to indicate how many students from those departments might attend these types of training courses, 40% reported less than 5 people and 60% answered 6 to 10.

### *General Training Data*

- ❖ Region B reportedly would like to see MU FRTI develop new programming in the following areas: officer development, teamwork/teambuilding, financing and grant writing for volunteer departments, traffic crash management, inspector, ice rescue, and grain bin.
- ❖ Respondents were offered the chance to identify which training is least beneficial to their department. Responses varied but included advanced rope rescue, technical rescue type classes, basic firefighter, technician level certification for rescue and haz-mat, aircraft, dumpster fire, car fire, and volunteer courses.
- ❖ When given the opportunity in an open-ended question to indicate how MU FRTI can make its programs more beneficial to each department, MU FRTI was asked to lowered cost or subsidized locations, present classes more often in Region B, bring more trainings closer to our area versus 2+ hours away, better way to let students know when classes are in the area of our department, and/or decrease the required number of students (recommended 12).

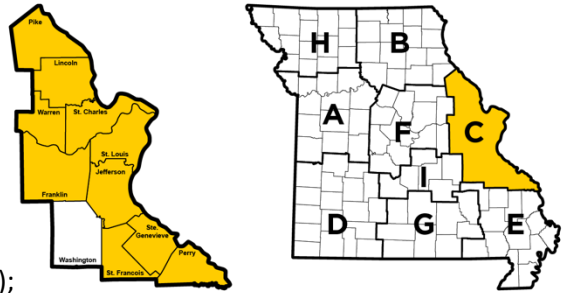


## Appendix C: Region C Summary

### Demographics

- ❖ 11 counties in Region C (east central Missouri)
- ❖ 70 departments representing 10 counties responded to survey
- ❖ Departments are evenly split between volunteer and career (36%); and 29% are a combination of volunteer and career
- ❖ Reporting departments are primarily district (66%); Municipal Fire Departments were next at 23%, followed by Associations at 7%. The remaining 4% reported being an unspecified “Other” type of department.
- ❖ The type of area served responses indicated that the majority were Suburban at 46%. Rural was the next choice at 40%. Just over 14% of Region C participants reported being urban.
- ❖ Number of personnel in the department answers ranged from less than 15 to greater than 50. Nearly 69% of the reporting departments have greater than 25 personnel (split evenly between 25 to 50 personnel and greater than 50). Just over 27% of the departments have 16 to 25 personnel. Approximately 4% reported having less than 15 personnel.
- ❖ Just over half of the responding departments indicated they had more than 5 Officers/Chiefs in their department at 51%. There were 37% of the department responses indicating they had 3 to 5, while 9% indicated they had only 1 to 2 officers. The remaining 3% did **not** answer this question.

### Training Survey Participants: Region C



### Department Data

- ❖ The responding departments indicated that 80% of those departments have an identified training officer while only 19% reported they did **not**. The remaining 1% did **not** provide an answer to this question.
- ❖ Of the respondents from Region C, nearly 76% report they do have a minimal level of training for newly hired firefighters. About 21% of the departments indicated they do **not** have an established minimal level of initial training for newly hired firefighters before they begin responding to fires. The remaining 3% did **not** answer this question.
- ❖ Of those responding that they had established a minimal level of training, the open-ended question clarifying what that minimal level of training is solicited a variety of responses. The most common responses were Firefighter I & II, Basic Fire Fighter Skills, EMT, EMT-P, Firefighter I, Structural Fire Training, in-house (20 hours) Fire Ops Class, in-house SCBA and PPE training, district developed Cadet Training Program, department task book, and structural Firefighting.
- ❖ In Region C, 76% of the responding departments require some minimal level of regular training during the year for firefighters to remain active, while the 17% do **not**. The remaining 7% did **not** provide an answer to this question.
- ❖ The responding departments reported the majority (84%) of the cost of firefighter training is part of the fire department budget. Just under 49% of Region C reported that training is provided by no-cost training subsidized by state funding. Nearly one third (29%) reported training was funded by grants. Funding by individual members composes 17% while other resources provide 16% of the funding. Region C reported 14% receives funding from local governmental authority and 6% use fundraising efforts to pay for training.

*Please Note: Respondents could check all answers that applied to their departments.*

- ❖ Region C participants reported 93% of them provide training for their personnel in-house. Secondary sources of training were closely reported to be from neighboring department (79%), county or regional training association (77%), and MU FRTI (71%). These were followed by training from fire schools (69%). Otherwise, Region C departments reported they seek training from other training vendors (46%) and attend out-of-state conferences (37%).

*Please Note: Respondents could check all answers that applied to their departments.*

How Training Is Provided	Response Rate	Actual Number of Responses
In-house	93%	65
Neighboring department	79%	55
County or regional training association	77%	54
MU FRTI	71%	50
Fire schools	69%	48
Other training vendors	46%	32
Out of state conferences	37%	26

- ❖ When asked if a department utilizes the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for firefighters, the majority of the respondents (51%) said they do **not** use the MU FRTI course. Only 41% reported that they use it. The remaining 7% did **not** respond to this question.
- ❖ Interestingly, Region C departments reportedly do **not** use the MU FRTI Basic Pump Operators course as a base course for fire apparatus operators. Nearly 60% answered no, they do **not** use it while only 33% reported that they do. The remaining 7% did **not** provide an answer to this question.
- ❖ Over 61% of the reporting departments in Region C have 3 or more members in the department certified as Fire Service Instructor I. Just over 21% of the departments reportedly have 1 to 2 certified members while 6% have zero members with this certification. The remaining 11% did **not** provide an answer to this question.
- ❖ Almost 70% of the department responses indicated they have access to local training facilities with “live” fire capabilities while 19% reported they did **not**. The remaining 11% did **not** answer this question.
- ❖ Region C departments identified the greatest areas of training needs for their departments. Pump operations was the front runner on this list with 46% of the respondents choosing it, followed by driver training (41%) and Fire officer (40%). Participants selected Live structural firefighting (39%) and Technical rescue – basic and rope (34%) also rank in level of need for this region. About one third of Region C respondents identified Basic firefighter (33%) and Firefighter self-rescue/Rapid Intervention Team (24%) as areas that need training. The final four areas ranked lowest, but ranked nonetheless, Vehicle rescue and Fire instructor tied with 17%, Live vehicle firefighting (11%), and water supply (10%).

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*



Department-Identified Areas of Needed Training		
Greatest area of training need	Statewide Response Rate	Region C Response Rate
Live structural firefighting	53%	39%
Pump operations	46%	46%
Basic firefighter	40%	33%
Driver training	34%	41%
Technical rescue – basic & rope	27%	34%
Fire officer	27%	40%
Firefighter self-rescue/Rapid Intervention Team	27%	24%
Vehicle rescue	24%	17%
Water supply	19%	10%
Live vehicle firefighting	17%	11%
Fire instructor	12%	17%

- ❖ Participants were asked to identify all areas in which their department requires Missouri Division of Fire Safety state fire service certification for their firefighters. By order of most often selected to least frequently selected, Region C identified areas that required state fire service certification for firefighters as such: Firefighter 1 (59%), Firefighter 2 (57%), Hazardous Materials Awareness (53%), Hazardous Materials Operations (53%), Fire Officer 1 (29%), Fire Service Instructor 1 (24%), Apparatus Driver Operator – Pumper (17%), Fire Service Instructor 2 (14%), Fire Officer 2 (13%), Hazardous Materials – Technician (13%), Apparatus Driver Operator – Aerial (6%), and Apparatus Driver Operator – Tanker (3%).

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Departments Requiring MO Fire Service Certification by Certification Level		
Areas which require MO DFS state fire service certification	Statewide Response Rate	Region C Response Rate
Hazardous Materials – Awareness	51%	53%
Firefighter I	40%	59%
Hazardous Materials – Operations	39%	53%
Firefighter 2	38%	57%
Fire Service Instructor 1	18%	24%
Fire Officer 1	16%	29%
Apparatus Driver Operator – Pumper	15%	17%
Fire Service Instructor 2	10%	14%
Fire Officer 2	10%	13%
Hazardous Materials – Technician	8%	13%
Apparatus Driver Operator – Tanker	5%	3%
Apparatus Driver Operator – Aerial	4%	6%

### *MU FRTI Specific Data*

- ❖ Over one third (36%) of the respondents from Region C reported members of their department utilized MU FRTI training programs 1 to 2 times on average each year. Just over 27% of the respondents said they used MU FRTI an average 3 to 5 times each year. Of the Region C participants about 21% averaged more than 5 times annually. About 4% of the participants reported they did **not** use MU FRTI training programs. The remaining 11% did **not** provide an

answer to the question.

- ❖ The average rating by the respondents from Region C for the overall training courses offered by MU FRTI was 77%. Scores spanned from 9 to 100. The median was 84% meaning half of the total number of scores fell above 84% and the other half fell below.
- ❖ The respondents estimated how many times annually their department would use MU FRTI training programs if the courses were fully subsidized. Under these conditions, slightly more than 84% of the responses said they would use MU FRTI to meet department training needs. Almost 46% of the respondents reported they estimate they would use fully subsidized courses through MU FRTI greater than 5 times while 24% reported 3 to 5 times. Just over 14% would use it 1 to 2 times annually. About 3% of the participants from this region reported they would **not** use MU FRTI under these conditions. The remaining 13% did **not** provide an answer to this question.
- ❖ Just over 64% of the participants from Region C answered they know who their MU FRTI Regional Training Coordinator is while the 23% did **not**. The other 13% did **not** answer this question.
- ❖ When asked if respondents have used their MU FRTI Regional Training Coordinator to schedule training courses for their department, 40% responded yes, 29% reported no, 17% was unsure, and 14% did **not** provide an answer.
- ❖ For Region C, 66% of the respondents reported that any time of the year was ideal for scheduling training. All other seasons received limited responses, Winter was chosen by 9% of the participants, Spring received 7%, and Fall received 4% of the responses. The remaining 14% did **not** provide an answer to this question.
- ❖ Region C identified the general areas of training that the departments would like MU FRTI to deliver to their departments:

Department-Identified Training Areas Desired from MU FRTI		
Greatest Area of Training Need	Statewide Response Rate	Region C Response Rate
Live structural firefighting	62%	44%
Pump ops	56%	56%
Firefighter self-rescue/Rapid Intervention Team	45%	40%
Driver training	45%	47%
Vehicle rescue	44%	40%
Basic firefighter	44%	37%
Technical rescue – Core	42%	43%
Water supply	41%	34%
Live vehicle firefighting	40%	33%
Fire officer	37%	51%
Technical rescue – Rope 1 & 2	33%	39%
Fire instructor	28%	37%

- ❖ In Region C, based on the survey responses, 64% of the departments would support using one designated training location per region where MU FRTI could schedule and deliver subsidized (no cost) training courses. Just over 21% would **not** use one designated training location per region. (About 14% did **not** provide an answer to this question.) Of the 64% who would use a single regional training location, 47% reported they would willingly travel 20 to 30 miles to attend training at the established regional location. While 20% would travel more than 30 miles for training, 33% would **not** travel more than 20 miles.
- ❖ Region C participants reported 66% of them regularly send personnel to MU FRTI statewide fire schools/programs – specifically Winter Fire School. Over 46% of Region C responses answered

they regularly send members to Summer Fire School. The Emergency Service Instructor Conference has regular attendees from Region C from about 34% of the responding departments in that region.

*Please Note: Respondents could check all answers that applied to their departments.*

- ❖ When asked to estimate how many students from a department (including members from neighboring departments) would attend a training class if hosted by that department, 53% of the responses indicated 15 to 20 people. This was followed by 20% of the departments estimating less than 15 would attend. Another 13% said they would send 21 or more members of the department (including members from neighboring departments). The remaining 14% did ***not*** provide an answer to this question.
- ❖ Participants were asked to indicate their interest in courses offered in a “blended learning” format (a course that combines both internet-based training modules and face-to-face skills classes to cover the knowledge component, skills training, and testing). The majority of responses were yes, they were interested (70%) and unsure if they are interested (17%). The approximately 13% remaining participants did ***not*** answer this question.
- ❖ Along the same lines, when respondents were asked if they were interested in blended learning/modular Firefighter I or II courses leading toward state certification which offer online segments in addition to monthly weekend classes over an estimated 12-month period, they answered either yes (31%) or unsure (36%). Only 19% of the respondents for this region said they were ***not*** interested in such courses. Just over 14% did ***not*** provide an answer to this question. Those who answered yes were then asked to indicate how many students from those departments might attend these types of training courses, 73% reported less than 5 people and 18% answered 6 to 10. Another 9% said they would send more than 10 members of their department would attend.

### *General Training Data*

- ❖ Region C reportedly would like to see MU FRTI develop new programming in the following areas: fundamentals, basic firefighter, basic operator, basic officer, officer development, Firefighter 1, 2, and 3, Chief Officer (professional development beyond the certification courses), Company Officer, Engineer (Beyond Driver/Operator), technical rescue systems (such as trench, confined space, ropes, collapse), Advanced Fire fighter hose handling and incorporation of SLICERS, transitional attack, vehicle rescue, civil disobedience, driver training, Fire Prevention & Public Education, Fire Inspection & Fire Codes, MO Fire Service Laws & Regulations, NFPA Compliance Education, Technical Water Rescue Surface & Underwater, Motor Coach Rescue, Railway Ops and Rescue, Boat Safety and Ops, MCI Drills, Grain Elevator Rescue, more simulated classes (like a driver prop), Building Collapse Training, extended basic Tools of the Trade (what they are and how to use them), more detailed engine company operations classes (hose advancement, etc.), forcible entry, Incident Safety Officer, wildland fires, classes outside the typical firefighting arena (structural collapse, violent victims/patients), up-to-date EVO, hybrid, vehicle rescue, active shooter disaster training, HazMat Tech, more Train the Trainers to get more programs running (in Tech, Driver Operator, etc), ladder (ground) ops, vent practices based on newest NIST studies, flow path, and firefighting tactics and strategies for engineered homes, higher level certifications, rural fire tactics, and primary & secondary search. Respondents from Region C also asked for more "*blended learning in leadership/officer/instructor classes*" and that "*FSLEP be expanded and offered in other geographic areas outside of Columbia.*"
- ❖ Respondents were offered the chance to identify which training is least beneficial to their department. Responses varied but included entry level courses, basic firefighter classes, Hazmat, HazMat Tech, Instructor II, special rescue, technical rescue, Technical level, Technical rope rescue, Rope Ops (Core), instructor and officer, Emergency Medical Training, vehicle firefighting (we have

our own prop and we just don't run many vehicle fires), reading the smoke, fire behavior, SCBA maze, Firefighter 1 and 2, Pump Operations, and self-rescue. Two comments stood out from this region, "*Courses the division outline out of a packaged curriculum. Stop reinventing the wheel. Work more in harmony with the State rather than competing. Fill the gaps and expand on the basics.*" and "*4 hour seminars that only require you to attend whether attentive or **not** and courses that are reduced to 4 hour seminars when there is much more information to cover.*"

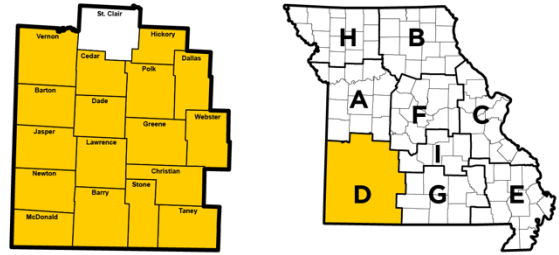
- ❖ When given the opportunity in an open-ended question to indicate how MU FRTI can make its programs more beneficial to each department, MU FRTI was asked to bring courses closer to home or offer courses online, increase availability and frequency, rotate FSI & II and CO I & II, offer more inspector and investigator classes, be more considerate of the working volunteers, reduce or eliminate costs, make train the trainers more prevalent and accessible, shorten length of classes (4 hours classes are easier to attend than 8 or 12 hour), better marketing of course schedules/availability/options, work with DFS to get the state-wide system of training streamlined, offer more classes throughout the year that count towards certification (and offer them online), facilitate and recruit research and new technologies to the state, refine courses to cover essential information and skills in the shortest amount of time necessary, more "in context" training, reduce the required class size, improve use of resources, and expand instructor pool.

## Appendix D: Region D Summary

### Demographics

- ❖ 18 counties in Region D (southwest Missouri)
- ❖ 45 departments representing 17 counties responded to survey
- ❖ 47% of the departments are volunteer; 16% are career; and 38% are a combination of volunteer and career
- ❖ Reporting departments are primarily district (67%); Municipal Fire Departments were next at 22%, followed by Associations at 4%. The remaining respondents identified their departments as in an unspecified “Other” category.
- ❖ The type of area served responses indicated that the majority were Rural at 64%. Suburban was the next choice at 29%. Just over 7% of Region D participants reported being urban.
- ❖ Number of personnel in the department answers ranged from less than 15 to greater than 50. The highest number of responses at 47% indicated they had 16 to 25 personnel. The second highest at 22% was departments with 25 to 50 personnel. Approximately 18% indicated they had greater than 50 personnel while 13% reported having less than 15 personnel.
- ❖ Nearly half of the responding departments indicated they had more than 5 Officers/Chiefs in their department at 44%. There were 38% of the department responses indicating they had 3 to 5, while 18% indicated they had only 1 to 2 officers.

### Training Survey Participants: Region D



### Department Data

- ❖ The responding departments indicated that 73% of those departments have an identified training officer while only 27% reported they did **not**.
- ❖ Of the respondents from Region D, nearly 76% report they do have a minimal level of training for newly hired firefighters. About 24% of the departments indicated they do **not** have an established minimal level of initial training for newly hired firefighters before they begin responding to fires.
- ❖ Of those responding that they had established a minimal level of training, the open-ended question clarifying what that minimal level of training is solicited a variety of responses. The most common responses were Basic Fire Fighter Skills, Firefighter I & II, EMT, Basic Fire Fighter Skills, Medical First Responder, ICS-100/200/700/800, safety briefing, equipment familiarization, HMIR:A, and complete Task Book.
- ❖ In Region D, 82% of the responding departments require some minimal level of regular training during the year for firefighters to remain active, while the 16% do **not**. The remaining 2% did **not** provide an answer to this question.
- ❖ The responding departments reported the majority (87%) of the cost of firefighter training is part of the fire department budget. Just under 47% of Region D reported that training is provided by no-cost training subsidized by state funding. Nearly one quarter (24%) reported training was funded by grants. Funding from local governmental authority and Other resources composes 13% while 11% use fundraising efforts to pay for training. The remaining 9% comes from individual members.  
*Please Note: Respondents could check all answers that applied to their departments.*
- ❖ Region D participants reported 93% of them provide training for their personnel in-house. Secondary sources of training were closely reported to be from neighboring department and MU FRTI (82% each). These were followed by training from fire schools (67%). Otherwise, Region D departments reported they seek training from county or regional training association (58%)

and attend out-of-state conferences or use other training vendors (27% each).

*Please Note: Respondents could check all answers that applied to their departments.*

How Training Is Provided	Response Rate	Actual Number of Responses
In-house	93%	42
Neighboring department	82%	37
MU FRTI	82%	37
Fire schools	67%	30
County or regional training association	58%	26
Other training vendors	27%	12
Out of state conferences	27%	12

- ❖ When asked if a department utilizes the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for firefighters, over half of the respondents (60%) said they use the MU FRTI course. Almost 38% reported that they do **not** use it. The remaining 2% did **not** respond to this question.
- ❖ Interestingly, Region D departments reportedly do **not** use the MU FRTI Basic Pump Operators course as a base course for fire apparatus operators. Nearly 64% answered no, they do **not** use it while only 33% reported that they do. The remaining 2% did **not** provide an answer to this question.
- ❖ Over 56% of the reporting departments in Region D have 3 or more members in the department certified as Fire Service Instructor I. Just over 22% of the departments reportedly do **not** have any certified members while 18% have 1 to 2 members with this certification. The remaining 4% did **not** provide an answer to this question.
- ❖ Almost 69% of the department responses indicated they have access to local training facilities with “live” fire capabilities while 27% reported they did **not**. The remaining 4% did **not** answer this question.
- ❖ Region D departments identified the greatest areas of training needs for their departments. Driver training was the front runner on this list with 58% of the respondents choosing it, followed by pump operations (44%) and live structural firefighting and Water supply (40% each). Participants selected Firefighter self-rescue/Rapid Intervention Team (33%), Fire Officer (31%), Technical rescue – basic and rope (29%) also rank in level of need for this region. About one quarter of Region D respondents identified basic firefighter (27%). The final three areas ranked lowest, but ranked nonetheless, Vehicle rescue (22%) and Live vehicle firefighting and Fire instructor tied with 16%.

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Department-Identified Areas of Needed Training		
Greatest area of training need	Statewide Response Rate	Region D Response Rate
Live structural firefighting	53%	40%
Pump operations	46%	44%
Basic firefighter	40%	27%
Driver training	34%	58%
Technical rescue – basic & rope	27%	29%
Fire officer	27%	31%
Firefighter self-rescue/Rapid Intervention Team	27%	33%
Vehicle rescue	24%	22%
Water supply	19%	40%
Live vehicle firefighting	17%	16%
Fire instructor	12%	16%

- ❖ Participants were asked to identify all areas in which their department requires Missouri Division of Fire Safety state fire service certification for their firefighters. By order of most often selected to least frequently selected, Region D identified areas that required state fire service certification for firefighters as such: Hazardous Materials Awareness (64%), Hazardous Materials Operations (58%), Firefighter 1 (58%), Firefighter 2 (53%), Fire Service Instructor 1 (36%), Fire Officer 1 (29%), Fire Officer 2 and Apparatus Driver Operator – Pumper (20% each), Fire Service Instructor 2 (16%), Apparatus Driver Operator – Aerial (7%), Hazardous Materials – Technician and Apparatus Driver Operator – Tanker (4% each).

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Departments Requiring MO Fire Service Certification by Certification Level		
Areas which require MO DFS state fire service certification	Statewide Response Rate	Region D Response Rate
Hazardous Materials – Awareness	51%	64%
Firefighter 1	40%	58%
Hazardous Materials – Operations	39%	58%
Firefighter 2	38%	53%
Fire Service Instructor 1	18%	36%
Fire Officer 1	16%	29%
Apparatus Driver Operator – Pumper	15%	20%
Fire Service Instructor 2	10%	16%
Fire Officer 2	10%	20%
Hazardous Materials – Technician	8%	4%
Apparatus Driver Operator – Tanker	5%	4%
Apparatus Driver Operator – Aerial	4%	7%

### *MU FRTI Specific Data*

- ❖ Over one third (40%) of the respondents from Region D reported members of their department utilized MU FRTI training programs 1 to 2 times on average each year. Just over 36% of the respondents said they used MU FRTI an average 3 to 5 times each year. Of the Region D participants about 18% averaged more than 5 times annually. About 2% of the participants reported they did **not** use MU FRTI training programs. The remaining 4% did **not** provide an

answer to the question.

- ❖ The average rating by the respondents from Region D for the overall training courses offered by MU FRTI was 78%. Scores spanned from 29 to 100. The median was 80% meaning half of the total number of scores fell above 80% and the other half fell below.
- ❖ The respondents estimated how many times annually their department would use MU FRTI training programs if the courses were fully subsidized. Under these conditions, slightly less than 96% of the responses said they would use MU FRTI to meet department training needs. Almost 58% of the respondents reported they estimate they would use fully subsidized courses through MU FRTI greater than 5 times while 24% reported 3 to 5 times. Just over 13% would use it 1 to 2 times annually. The remaining 4% did **not** provide an answer to this question.
- ❖ Just over 78% of the participants from Region D answered they know who their MU FRTI Regional Training Coordinator is while the 18% did **not**. The other 4% did **not** answer this question.
- ❖ When asked if respondents have used their MU FRTI Regional Training Coordinator to schedule training courses for their department, 60% responded yes, 31% reported no, 4% was unsure, and 4% did **not** provide an answer.
- ❖ For Region D, 62% of the respondents reported that any time of the year was ideal for scheduling training. All other seasons received limited responses, Winter was chosen by 18% of the participants, Spring received 11%, and Fall received 4% of the responses. The remaining 4% did **not** provide an answer to this question.
- ❖ Region D identified the general areas of training that the departments would like MU FRTI to deliver to their departments:

Department-Identified Training Areas Desired from MU FRTI		
Greatest Area of Training Need	Statewide Response Rate	Region D Response Rate
Live structural firefighting	62%	60%
Pump ops	56%	60%
Firefighter self-rescue/Rapid Intervention Team	45%	40%
Driver training	45%	56%
Vehicle rescue	44%	44%
Basic firefighter	44%	27%
Technical rescue – Core	42%	49%
Water supply	41%	53%
Live vehicle firefighting	40%	38%
Fire officer	37%	38%
Technical rescue – Rope 1 & 2	33%	33%
Fire instructor	28%	27%

- ❖ In Region D, based on the survey responses, 78% of the departments would support using one designated training location per region where MU FRTI could schedule and deliver subsidized (no cost) training courses. Nearly 18% would **not** use one designated training location per region. (Just over 4% did **not** provide an answer to this question.) Of the 78% who would use a single regional training location, 54% reported they would willingly travel 20 to 30 miles to attend training at the established regional location. While 20% would travel more than 30 miles for training, 26% would **not** travel more than 20 miles. Region D participants reported 64% of them regularly send personnel to MU FRTI statewide fire schools/programs – specifically Winter Fire School. Nearly 38% of Region D responses answered they regularly send members to Summer Fire School. The Emergency Service Instructor Conference has regular attendees from Region D from about 27%



of the responding departments.

*Please Note: Respondents could check all answers that applied to their departments.*

- ❖ When asked to estimate how many students from a department (including members from neighboring departments) would attend a training class if hosted by that department, 51% of the responses indicated 15 to 20 people. This was followed by 24% of the departments estimating less than 15 would attend. Another 20% said they would send 21 or more members of the department (including members from neighboring departments). The remaining 4% did ***not*** provide an answer to this question.
- ❖ Participants were asked to indicate their interest in courses offered in a “blended learning” format (a course that combines both internet-based training modules and face-to-face skills classes to cover the knowledge component, skills training, and testing). The majority of responses were yes, they were interested (69%) and unsure if they are interested (22%). Just over 4% responded they were ***not*** interested in courses in a blended learning format leaving approximately 4% who did ***not*** answer this question.
- ❖ Along the same lines, when respondents were asked if they were interested in blended learning/modular Firefighter I or II courses leading toward state certification which offer online segments in addition to monthly weekend classes over an estimated 12-month period, they answered either yes (47%) or unsure (29%). Only 20% of the respondents for this region said they were ***not*** interested in such courses. Just over 4% did ***not*** provide an answer to this question. Those who answered yes were then asked to indicate how many students from those departments might attend these types of training courses, 48% reported less than 5 people and the same percentage answered 6 to 10. Under 5% said they would send more than 10 members of their department.

### *General Training Data*

- ❖ Region D reportedly would like to see MU FRTI develop new programming in the following areas: tech ropes, fire officer (development), tech rescue (at an affordable price), Driver Operator, Fire Officer & Instructor (CEU based), HAZWHOPER 8, 24 & 40, Advanced aerial operations, advanced pumping operations, fire investigation both at a company officer level as well as an advanced investigator level, Community Risk Reduction, Structural Firefighting, Building Construction, online rescue technician, electrical power line safety, Water Supply, search & rescue classes, outdoor search, Firefighter 1 & 2, reading smoke, and reading buildings. Other interesting suggestions were to update current courses to reflect up & coming trends, ***not*** forget the rural departments who can't always utilize training due to lack of resources or funding, provide coursework that aligns with state certification levels, and provide basic and leadership classes to aid in recruiting new firefighters and train others to assume leadership roles.
- ❖ Respondents were offered the chance to identify which training is least beneficial to their department. Responses varied but included Firefighter I & II, Basic Firefighter, administrative department training, management, officer, officer 2, instructor, instructor 2, vehicle rescue, any training related to high rise buildings, HazMat, Aerial training, and training that does ***not*** correlate to state certification (i.e. separate officer certificate program), basics (we hire certified firefighters), basic pumps, and basic firefighter. According to one respondent, *"The is no training that is "least beneficial" but the challenge is getting small departments to attend."* Alternatively, another participant reported *"a lot of the administrative department training doesn't benefit our needs; seems like more training directed at larger paid departments that doesn't apply to smaller volunteer departments."*
- ❖ When given the opportunity in an open-ended question to indicate how MU FRTI can make its programs more beneficial to each department, MU FRTI was asked to increase and expand offerings in the area, reduce the minimum attendance requirement, decrease cost (for courses

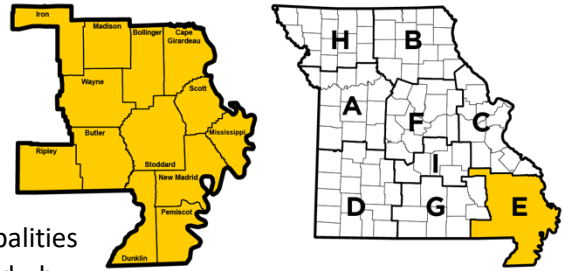
and fire schools), create blended learning &/or online courses (especially for instructor 1 and 2 and fire officer 1 and 2), offer each course at least once per year in each region (beyond Springfield), make training more accessible to more departments in a region, be consider of the limited availability of volunteer fire department (cannot leave a district unprotected), develop simple short courses, intermix beginner course offerings with advanced courses, schedule more train-the-trainer opportunities, and communicate course scheduling information in a timely and effective manner. One noteworthy comment suggested MU FRTI *"Use your power as an educational institution to develop, revise and deliver up to date courses applicable to today's fire service. We live in a rural area and have multiple times requested the propane emergency class (2 years) and we are told to check back. We continue to do so and it seems if there are never funds."*

## Appendix E: Region E Summary

### Demographics

- ❖ 13 counties in Region E (southeast Missouri)
- ❖ 64 departments representing all 13 counties
- ❖ 80% of the departments are volunteer; 5% are career; and 16% are a combination of volunteer and career.
- ❖ Reporting departments are primarily Municipalities (56%); districts were next at 33%, followed by Associations at 6%. Just over 3% represent an unspecified Other category and the remaining 2% did **not** provide an answer to this question.
- ❖ The type of area served responses indicated that the majority were Rural at 86%. Suburban was the next choice at 11%. Just over 3% of Region E participants reported being urban.
- ❖ Number of personnel in the department answers ranged from less than 15 to greater than 50. The highest number of responses at 48% indicated they had 16 to 25 personnel. The second highest at 31% was departments with less than 15 personnel. Approximately 16% indicated they had 25 to 50 personnel while 5% reported having more than 50 personnel.
- ❖ Half of the responding departments indicated they had 3 to 5 Officers/Chiefs in their department at 50%. There were 36% of the department responses indicating they had only 1 to 2 officers while 14% indicated they had more than 5.

### Training Survey Participants: Region E



### Department Data

- ❖ The responding departments indicated that 53% of those departments have an identified training officer while only 47% reported they did **not**.
- ❖ Of the respondents from Region E, 52% report they do have a minimal level of training for newly hired firefighters. About 48% of the departments indicated they do **not** have an established minimal level of initial training for newly hired firefighters before they begin responding to fires.
- ❖ Of those responding that they had established a minimal level of training, the open-ended question clarifying what that minimal level of training is solicited a variety of responses. The most common responses were Basic Fire Fighter Skills, live burn, Medical First Responder, Emergency Vehicle Driver, Probationary test, Driver Training, CPR, Safety Briefing, equipment familiarization, Firefighter I & II, and 24 hours of MU FRTI Training.
- ❖ In Region E, 73% of the responding departments require some minimal level of regular training during the year for firefighters to remain active, while the 27% do **not**.
- ❖ The responding departments reported two-thirds (66%) of the cost of firefighter training is part of the fire department budget. Just under 47% of Region E reported that training is provided by no-cost training subsidized by state funding. Over one quarter (28%) reported training was funded by grants. Funding fundraising efforts to pay for training makes up 17% while funding from local governmental authority and by individual members tied at 16%. About 14% of the funding for firefighter training comes from Other resources.  
*Please Note: Respondents could check all answers that applied to their departments.*
- ❖ Region E participants reported 94% of them provide training for their personnel in-house. Secondary sources of training were closely reported to be from neighboring department (75%), MU FRTI (64%), fire schools (63%). These were followed by county or regional training associations (39%), training from other training vendors (28%), and attend out-of-state conferences (14%).  
*Please Note: Respondents could check all answers that applied to their departments.*

How Training Is Provided	Response Rate	Actual Number of Responses
In-house	94%	60
Neighboring department	75%	48
MU FRTI	64%	41
Fire schools	63%	40
County or regional training association	39%	25
Other training vendors	28%	18
Out of state conferences	14%	9

- ❖ When asked if a department utilizes the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for firefighters, over half of the respondents (64%) said they use the MU FRTI course. Almost 36% reported that they do **not** use it.
- ❖ Interestingly, Region E departments reportedly do **not** use the MU FRTI Basic Pump Operators course as a base course for fire apparatus operators. Nearly 70% answered no, they do **not** use it while only 30% reported that they do.
- ❖ Nearly 47% of the reporting departments in Region E do **not** have any members in the department certified as Fire Service Instructor I. About 33% of the departments reportedly have 1 to 2 members with this certification while just over 20% have 3 or more.
- ❖ Almost three quarters (73%) of the department responses indicated they do **not** have access to local training facilities with “live” fire capabilities while 27% reported they do.
- ❖ Region E departments identified the greatest areas of training needs for their departments. Live structural firefighting (64%) and Basic firefighter (63%) were clear front runners on this list, followed by pump operations (52%). Respondents from this region ranked vehicle rescue (39%), Driver training (27%), Live vehicle firefighting (23%), and Firefighter self-rescue/Rapid Intervention Team and Water supply (19% each) in the middle. Technical rescue – basic and rope (14%) as well as fire officer and fire instructor (each with 6%) come in with significantly lower ranks, but rankings nonetheless.

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Department-Identified Areas of Needed Training		
Greatest area of training need	Statewide Response Rate	Region E Response Rate
Live structural firefighting	53%	64%
Pump operations	46%	52%
Basic firefighter	40%	63%
Driver training	34%	27%
Technical rescue – basic & rope	27%	14%
Fire officer	27%	6%
Firefighter self-rescue/Rapid Intervention Team	27%	19%
Vehicle rescue	24%	39%
Water supply	19%	19%
Live vehicle firefighting	17%	23%
Fire instructor	12%	6%

- ❖ Participants were asked to identify all areas in which their department requires Missouri Division of Fire Safety state fire service certification for their firefighters. By order of most often selected to least frequently selected, Region E identified areas that required state fire service certification

for firefighters as such: Hazardous Materials Awareness (41%), Firefighter 1 (33%), Firefighter 2 (30%), Hazardous Materials Operations (25%), Apparatus Driver Operator – Pumper (17%), Fire Service Instructor 1 (14%), Apparatus Driver Operator – Tanker (9%), Hazardous Materials – Technician (8%), Fire Service Instructor 2 (8%), Fire Officer 1 (8%), Fire Officer 2 (6%), and Apparatus Driver Operator – Aerial (2%).

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Departments Requiring MO Fire Service Certification by Certification Level		
Areas which require MO DFS state fire service certification	Statewide Response Rate	Region E Response Rate
Hazardous Materials – Awareness	51%	41%
Firefighter I	40%	33%
Hazardous Materials – Operations	39%	25%
Firefighter 2	38%	30%
Fire Service Instructor 1	18%	14%
Fire Officer 1	16%	8%
Apparatus Driver Operator – Pumper	15%	17%
Fire Service Instructor 2	10%	8%
Fire Officer 2	10%	6%
Hazardous Materials – Technician	8%	8%
Apparatus Driver Operator – Tanker	5%	9%
Apparatus Driver Operator – Aerial	4%	2%

### *MU FRTI Specific Data*

- ❖ Over two thirds (69%) of the respondents from Region E reported members of their department utilized MU FRTI training programs 1 to 2 times on average each year. Almost 16% of the respondents said they used MU FRTI an average 3 to 5 times each year. Of the Region E participants about 8% averaged more than 5 times annually. About 6% of the participants reported they did **not** use MU FRTI training programs. The remaining 2% did **not** provide an answer to the question.
- ❖ The average rating by the respondents from Region E for the overall training courses offered by MU FRTI was 81%. Scores spanned from 25 to 100. The median was 85% meaning half of the total number of scores fell above 85% and the other half fell below.
- ❖ The respondents estimated how many times annually their department would use MU FRTI training programs if the courses were fully subsidized. Under these conditions, 100% of the responses said they would use MU FRTI to meet department training needs. Almost 42% of the respondents reported they estimate they would use fully subsidized courses through MU FRTI 3 to 5 times while 27% indicated they would use MU FRTI greater than 5 times a year. Just over 31% would use it 1 to 2 times annually.
- ❖ Just over 94% of the participants from Region E answered they know who their MU FRTI Regional Training Coordinator is while the 6% did **not**.
- ❖ When asked if respondents have used their MU FRTI Regional Training Coordinator to schedule training courses for their department, 59% responded yes, 25% reported no, and 16% was unsure.
- ❖ For Region E, 45% of the respondents reported that any time of the year was ideal for scheduling training. All other seasons received limited responses, Winter was chosen by 25% of the participants, Spring received 17%, and Fall received 8% of the responses. Just over 3% reported Summer was their ideal training season while the remaining 2% did **not** provide an answer to this question.

- ❖ Region E identified the general areas of training that the departments would like MU FRTI to deliver to their departments:

Department-Identified Training Areas Desired from MU FRTI		
Greatest Area of Training Need	Statewide Response Rate	Region E Response Rate
Live structural firefighting	62%	75%
Pump ops	56%	70%
Firefighter self-rescue/Rapid Intervention Team	45%	38%
Driver training	45%	59%
Vehicle rescue	44%	48%
Basic firefighter	44%	67%
Technical rescue – Core	42%	30%
Water supply	41%	45%
Live vehicle firefighting	40%	45%
Fire officer	37%	19%
Technical rescue – Rope 1 & 2	33%	23%
Fire instructor	28%	19%

- ❖ In Region E, based on the survey responses, 81% of the departments would support using one designated training location per region where MU FRTI could schedule and deliver subsidized (no cost) training courses. Nearly 19% would **not** use one designated training location per region. Of the 81% who would use a single regional training location, almost 60% reported they would willingly travel 20 to 30 miles to attend training at the established regional location. While 25% would travel more than 30 miles for training, just over 15% would **not** travel more than 20 miles.
- ❖ Region E participants reported 23% of them regularly send personnel to MU FRTI statewide fire schools/programs – specifically Winter Fire School. Nearly 16% of Region E responses answered they regularly send members to Summer Fire School. The Emergency Service Instructor Conference has regular attendees from Region E from about 13% of the responding departments in that region.  
*Please Note: Respondents could check all answers that applied to their departments.*
- ❖ When asked to estimate how many students from a department (including members from neighboring departments) would attend a training class if hosted by that department, 53% of the responses indicated 15 to 20 people. This was followed by 27% of the departments estimating less than 15 would attend. Another 19% said they would send 21 or more members of the department (including members from neighboring departments). The remaining 2% did **not** provide an answer to this question.
- ❖ Participants were asked to indicate their interest in courses offered in a “blended learning” format (a course that combines both internet-based training modules and face-to-face skills classes to cover the knowledge component, skills training, and testing). The majority of responses were yes, they were interested (63%) and unsure if they are interested (31%). Just over 6% responded they were **not** interested in courses in a blended learning format.
- ❖ Along the same lines, when respondents were asked if they were interested in blended learning/modular Firefighter I or II courses leading toward state certification which offer online segments in addition to monthly weekend classes over an estimated 12-month period, they answered either yes (48%) or unsure (45%). Only 6% of the respondents for this region said they were **not** interested in such courses. Those who answered yes were then asked to indicate how many students from those departments might attend these types of training courses, 68%

- ❖ reported less than 5 people and 13% answered 6 to 10. Another 19% said they would send more than 10 members of their department would attend.

### *General Training Data*

- ❖ Region E reportedly would like to see MU FRTI develop new programming in the following areas: rural water supply, recruiting new volunteers (more than the one existing class), large disaster response, social media and the fire service, farm equipment rescue, search and rescue, vehicle rescue, reading smoke, Disaster training, basic firefighter, pump operator, vehicle firefighting, basic firefighting, pump operations, farming accidents, entrapment/grain bins/industrial silos, rural fire fighting, driver operator, pump training, live fire training (local class necessary due to budgetary constraints), building construction, hand line foam deployment, wildland fires, structural firefighting, vehicle firefighting, water supply, arson investigating, fire officer, diversity, sexual harassment, multiple drop tank use, operations, solar panel roofs, new construction techniques as it relates to the fire service, and officer development. A few comments mentioned the need for online training. One noteworthy comment, *"An online Firefighter 1&2 course would be extremely beneficial to volunteer fire departments as it would allow personnel to attend from home, even if it was blended with a portion being face to face it would help tremendously. Although a lot of volunteers work Saturdays so I think the face to face portions may be best on two evening during the week to make up for the Saturdays."* Another participant asked for 4-hour refresher classes.
- ❖ Respondents were offered the chance to identify which training is least beneficial to their department. Responses varied but included hi-rise, fire officer, officer training, firefighter 1 & 2, swift water rescue, rope rescue, aerial training, aircraft firefighting, officer training or supervisor training, extrication training, water relay, technical rescue, and fire instructor courses. While many comments claimed, "all training is beneficial," one respondent said regarding what is least beneficial, *"Instructors who read verbatim off PowerPoint slides and who interject outdated material in MU FRTI curriculum."* Additionally, there are *"new and inexperienced firefighters so any technical classes would be least beneficial."*
- ❖ When given the opportunity in an open-ended question to indicate how MU FRTI can make its programs more beneficial to each department, MU FRTI was asked to offer more subsidized training – reduce or eliminate costs, offer more classes in the area, offer more winter classes in local area, increase hands-on training options, research tax credits for volunteers, create online or blended/modular courses, reduce the minimum class size, schedule training during regularly scheduled evening classes (**not** on Saturdays), revive the "basic" 12-hour firefighter class, expand/refresh the instructor pool (recruit new instructors to promote the new directions fire departments are going), add adjunct and lead instructors in this region, and allow departments to request instructors for courses. One respondent addressed a communication issue, *"Region E host fire school annually, but it seems that the registration and advertisement has **not** been satisfactory at your level; this needs to be addressed."* Additionally, there is interest in MU FRTI *"developing some structured 2-3 hour trainings that can be accessed by department instructors to utilize for regular week night in house trainings."*



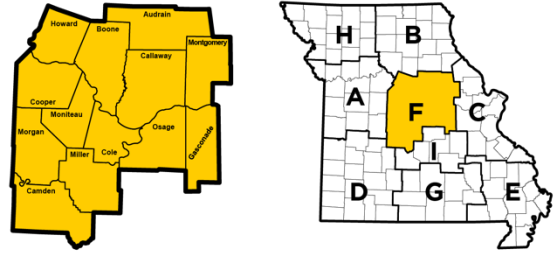


## Appendix F: Region F Summary

### Demographics

- ❖ 13 counties in Region F (central Missouri)
- ❖ 47 departments representing all 13 counties
- ❖ 70% of the departments are volunteer; 11% are career; 17% are a combination of volunteer and career; 2% did not respond.
- ❖ Reporting departments are primarily district (70%); Municipal Fire Departments were next at 19%, followed by Associations at 4%. The remaining 6% reported their type of department as being an unspecified “Other.”
- ❖ The type of area served responses indicated that the majority were Rural at 79%. Urban was the next choice at 11%. Just over 9% of Region F participants reported being suburban. The remaining 2% claimed the area they served as an unspecified “Other.”
- ❖ Number of personnel in the department answers ranged from less than 15 to greater than 50. The highest number of responses at 36% indicated they had 25 to 50 personnel. The second highest at 26% was departments with 16 to 25 personnel. Approximately 21% indicated they had less than 15 personnel while 17% reported having greater than 50 personnel.
- ❖ Almost half of the responding departments indicated they had 3 to 5 Officers/Chiefs in their department at 43%. There were 40% of the department responses indicating they had more than 5, while 17% indicated they had only 1 to 2 officers.

### Training Survey Participants: Region F



### Department Data

- ❖ The responding departments indicated that 77% of those departments have an identified training officer while only 23% reported they did **not**.
- ❖ Of the respondents from Region F, 64% report they do have a minimal level of training for newly hired firefighters. About 36% of the departments indicated they do **not** have an established minimal level of initial training for newly hired firefighters before they begin responding to fires.
- ❖ Of those responding that they had established a minimal level of training, the open-ended question clarifying what that minimal level of training is solicited a variety of responses. The most common responses were Firefighter I & II, Medical First Responder, S-130/190/180, MDC level 1, Structural Fire Training, Basic Fire Fighter Skills, Driver Training, Safety Briefing, equipment familiarization, Firefighter I, HMIR:A, ICS-100 and 700, and Wildland FFI. Additionally, many departments reported in-house training covering Firefighter 1 & 2 topics, basic in-house procedure, equipment training, local policy manuals, pump operations, driving restrictions, and the requirements of NFPA 1001. A few departments indicated new firefighters are on a probationary period ranging from 6 months to 18 months during which they must receive weekly training on certain Firefighter topics. Lastly, one department offers an *in-house Recruit Academy that consists of 50 hours per week for 6 weeks*.
- ❖ In Region F, 81% of the responding departments require some minimal level of regular training during the year for firefighters to remain active, while the 19% do **not**.
- ❖ Most responding departments (91%) reported the cost of firefighter training is part of the fire department budget. Just under 49% of Region F reported that training is provided by no-cost training subsidized by state funding. Almost one third (32%) reported training was funded by grants. Funding by individual members or other unspecified resources to pay for training makes up 21% while the rest of the funding comes fundraising efforts (15%) and from local governmental authority (6%).

*Please Note: Respondents could check all answers that applied to their departments.*

- ❖ Region F participants reported 100% of them provide training for their personnel in-house. Secondary sources of training were closely reported to be from MU FRTI (87%), neighboring department (77%), and fire schools (68%). These were followed by county or regional training associations (53%), training from other training vendors (38%), and attend out-of-state conferences (26%).

*Please Note: Respondents could check all answers that applied to their departments.*

How Training Is Provided	Response Rate	Actual Number of Responses
In-house	100%	47
MU FRTI	87%	41
Neighboring department	77%	36
Fire schools	68%	32
County or regional training association	53%	25
Other training vendors	38%	18
Out of state conferences	26%	12

- ❖ When asked if a department utilizes the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for firefighters, over half of the respondents (57%) said they do ***not*** use the MU FRTI course. Almost 40% reported that they use it. The remaining 2% did ***not*** provide an answer to this question.
- ❖ Interestingly, Region F departments reportedly do ***not*** use the MU FRTI Basic Pump Operators course as a base course for fire apparatus operators. Nearly 68% answered no, they do ***not*** use it while only 32% reported that they do.
- ❖ Just over 40% of the reporting departments in Region F have 3 or more members in the department certified as Fire Service Instructor I. About 34% of the departments reportedly do ***not*** have any members with this certification while just over 23% have 1 to 2 members. The remaining 2% did ***not*** answer this question.
- ❖ Over half (57%) of the department responses indicated they have access to local training facilities with “live” fire capabilities while 40% reported they do ***not***. The last 2% did ***not*** answer this question.
- ❖ Region F departments identified the greatest areas of training needs for their departments. Live structural firefighting (51%) was the clear front runner on this list. Basic firefighter training (38%) and fire officer (34%) followed, along with Firefighter self-rescue/Rapid Intervention Team (32%), Technical rescue – basic and rope and pump operations (30% each). Respondents from this region ranked water supply (21%), driver training (19%), vehicle rescue (15%), Fire instructor (11%), and Live vehicle firefighting (9%) come in with significantly lower ranks, but rankings nonetheless.  
*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Department-Identified Areas of Needed Training		
Greatest area of training need	Statewide Response Rate	Region F Response Rate
Live structural firefighting	53%	51%
Pump operations	46%	30%
Basic firefighter	40%	38%
Driver training	34%	19%
Technical rescue – basic & rope	27%	30%
Fire officer	27%	34%
Firefighter self-rescue/Rapid Intervention Team	27%	32%
Vehicle rescue	24%	15%
Water supply	19%	21%
Live vehicle firefighting	17%	9%
Fire instructor	12%	11%

- ❖ Participants were asked to identify all areas in which their department requires Missouri Division of Fire Safety state fire service certification for their firefighters. By order of most often selected to least frequently selected, Region F identified areas that required state fire service certification for firefighters as such: Hazardous Materials Awareness (43%), Hazardous Materials Operations (26%), Firefighter 1 (23%), Firefighter 2 (19%), Apparatus Driver Operator – Pumper (13%), Fire Service Instructor 1 (13%), Fire Officer 1 (13%), Fire Officer 2 (9%), Hazardous Materials – Technician (6%), Fire Service Instructor 2 (6%), Apparatus Driver Operator – Tanker (2%), and Apparatus Driver Operator – Aerial (2%).

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Departments Requiring MO Fire Service Certification by Certification Level		
Areas which require MO DFS state fire service certification	Statewide Response Rate	Region F Response Rate
Hazardous Materials – Awareness	51%	43%
Firefighter I	40%	23%
Hazardous Materials – Operations	39%	26%
Firefighter 2	38%	19%
Fire Service Instructor 1	18%	13%
Fire Officer 1	16%	13%
Apparatus Driver Operator – Pumper	15%	13%
Fire Service Instructor 2	10%	6%
Fire Officer 2	10%	9%
Hazardous Materials – Technician	8%	6%
Apparatus Driver Operator – Tanker	5%	2%
Apparatus Driver Operator – Aerial	4%	2%

### *MU FRTI Specific Data*

- ❖ Over two thirds (68%) of the respondents from Region F reported members of their department utilized MU FRTI training programs 1 to 2 times on average each year. Almost 17% of the respondents said they used MU FRTI an average 3 to 5 times each year. Of the Region F participants about 11% averaged more than 5 times annually. The remaining 4% did **not** provide an answer to the question.
- ❖ The average rating by the respondents from Region F for the overall training courses offered by

MU FRTI was 78%. Scores spanned from 32 to 100. The median was 81% meaning half of the total number of scores fell above 81% and the other half fell below.

- ❖ The respondents estimated how many times annually their department would use MU FRTI training programs if the courses were fully subsidized. Under these conditions, 96% of the responses said they would use MU FRTI to meet department training needs. Almost 40% of the respondents reported they estimate they would use fully subsidized courses through MU FRTI greater than 5 times a year while 30% indicated they would use MU FRTI 3 to 5 times a year. Just over 26% would use it 1 to 2 times annually. The remaining 4% did **not** provide an answer to this question.
- ❖ Just over 62% of the participants from Region F answered they know who their MU FRTI Regional Training Coordinator is while the 34% did **not**. The remaining 4% did **not** provide an answer to this question.
- ❖ When asked if respondents have used their MU FRTI Regional Training Coordinator to schedule training courses for their department, 40% responded yes, 38% reported no, and 17% was unsure. The remaining 4% did **not** answer this question.
- ❖ For Region F, 49% of the respondents reported that any time of the year was ideal for scheduling training. All other seasons received limited responses, Winter was chosen by 19% of the participants, Fall received 13%, Summer received 9% while Spring received 6% of the responses. Approximately 4% did **not** provide an answer to this question.
- ❖ Region F identified the general areas of training that the departments would like MU FRTI to deliver to their departments:

Department-Identified Training Areas Desired from MU FRTI		
Greatest Area of Training Need	Statewide Response Rate	Region F Response Rate
Live structural firefighting	62%	57%
Pump ops	56%	38%
Firefighter self-rescue/Rapid Intervention Team	45%	49%
Driver training	45%	23%
Vehicle rescue	44%	43%
Basic firefighter	44%	45%
Technical rescue – Core	42%	45%
Water supply	41%	36%
Live vehicle firefighting	40%	34%
Fire officer	37%	38%
Technical rescue – Rope 1 & 2	33%	34%
Fire instructor	28%	26%

- ❖ In Region F, based on the survey responses, 79% of the departments would support using one designated training location per region where MU FRTI could schedule and deliver subsidized (no cost) training courses. Nearly 17% would **not** use one designated training location per region. (About 4% did **not** respond to this question.) Of the 79% who would use a single regional training location, almost 49% reported they would willingly travel 20 to 30 miles to attend training at the established regional location. While 27% would **not** travel more than 20 miles, 24% would travel more than 30 miles for training.
- ❖ Region F participants reported 72% of them regularly send personnel to MU FRTI statewide fire schools/programs – specifically Winter Fire School. Nearly 51% of Region F responses answered they regularly send members to Summer Fire School. The Emergency Service Instructor

Conference has regular attendees from Region F from about 28% of the responding departments in that region.

*Please Note: Respondents could check all answers that applied to their departments.*

- ❖ When asked to estimate how many students from a department (including members from neighboring departments) would attend a training class if hosted by that department, 57% of the responses indicated 15 to 20 people. This was followed by 19% of the departments estimating less than 15 would attend. Another 15% said they would send 21 or more members of the department (including members from neighboring departments). The remaining 9% did ***not*** provide an answer to this question.
- ❖ Participants were asked to indicate their interest in courses offered in a “blended learning” format (a course that combines both internet-based training modules and face-to-face skills classes to cover the knowledge component, skills training, and testing). Nearly three quarters of the responses were yes, they were interested (72%) and unsure if they are interested (15%). Just over 6% responded they were ***not*** interested in courses in a blended learning format. Approximately 6% did not provide an answer to this question.
- ❖ Along the same lines, when respondents were asked if they were interested in blended learning/modular Firefighter I or II courses leading toward state certification which offer online segments in addition to monthly weekend classes over an estimated 12-month period, they answered either yes or unsure (40% each). Only 11% of the respondents for this region said they were ***not*** interested in such courses. (About 9% did not answer this question.) Those who answered yes were then asked to indicate how many students from those departments might attend these types of training courses, 53% reported less than 5 people and 37% answered 6 to 10. Another 11% said they would send more than 10 members of their department would attend.

### *General Training Data*

- ❖ Region F reportedly would like to see MU FRTI develop new programming in the following areas: S130/190, S212, Ignitions, Rx300, water rescue/ice rescue, Fire Instructor III, pump ops, tech rescue, vehicle rescue, grain rescue simulator, Fire Officer CEUs, Live Fire Training (Structural), Wildland Fire, training chaplains (or any personnel) in responding to traumatic events and situations, Engine Company Operations, Truck Company Operations, Advanced Fire Behavior, Modern Firefighting Tactics, rescue, leadership, live fire, entrapment, basic classes, vehicle tech rescue, wildland fire suppression, prescribed burning, Fire boat training, EMS, ARFF, Haz Mat Testing, FF 1 & 2 Testing, basic firefighting operations classes, grants/grant-writing, basic district management information, OSHA Safety programs, PIO, HAZMAT Refreshers, Ethanol, Anhydrous Ammonia, Medical Response, "large scale" search and rescue (for locating a missing person), RIT, volunteer recruit and retention, and ISO. There were special requests to offer "*local or regional boat rescue training other than summer fire school*" and provide "*more training related to limited man power and rural departments.*" One respondent from this region recommended MU FRTI "*balance practical classes in a shift-friendly schedule.*" In addition to suggesting a flat rate for departments to register for classes, one recommendation was to find a way to "*certify members for Firefighter I & II online at meetings and practical evolutions by certified instructors as intervals throughout the year.*"
- ❖ Respondents were offered the chance to identify which training is least beneficial to their department. While many departments state that all training is beneficial, several departments identified these training subjects to be least beneficial to the departments in this region: HazMat, pipeline, structure training, fire officer training, basic firefighter, specialized training (not needed until the basics are mastered), Aircraft Firefighting, rope courses, Officer Development, high angle rescue, and classes related to management and operations of larger or urban departments. One department reported having a recruit school in-house which use MU FRTI curriculum reduces

their need for basic courses. Another responded that department “*will focus on rope rescue and water rescue training in accordance with the location and the associated risks.*” This same department will focus on “*the basics first and then progress to more specialize training as time allows.*”

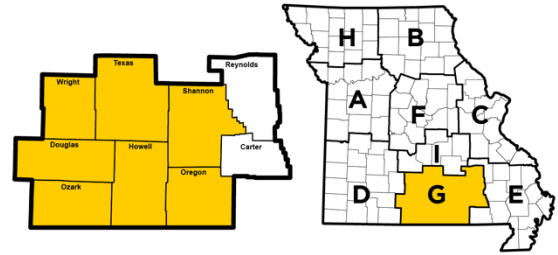
- ❖ When given the opportunity in an open-ended question to indicate how MU FRTI can make its programs more beneficial to each department, MU FRTI was asked to aligned courses to the latest NFPA requirements, create & update courses to align with current trends, insist instructors be in alignment with state expectations, insist on consistency with state certification, improve communication with departments, reduce or eliminate training costs, reduce travel for training, improve ease of material presentation for instructors, improve availability of teaching information for instructors, retain only the best instructors, create more online courses, improve scheduling to make courses more available and appealing to fire service, continue the wildland fire academy portion of Summer Fire School, create more classes that address small rural district needs and/or instructor/officer classes, and offer more classes. One respondent made an interesting recommendation, "Create courses the Division of Fire Safety will recognize. There is a lot of confusion and non-compliance issues that make delivering larger programs VERY difficult." Another indicated they "have ***not*** been successfully in any of the classes we have requested in over 5 years."

## Appendix G: Region G Summary

### Demographics

- ❖ 9 counties in Region G (south central Missouri)
- ❖ 23 departments representing 7 counties responded to survey
- ❖ 87% of the departments are volunteer and 13% are a combination of career and volunteer
- ❖ Nearly a third of the departments are districts (30%); Municipal Fire Departments were next at 26%, followed by Associations and unspecified “Other” at 22%
- ❖ The type of area served responses indicated that the majority were Rural at 91%. Just over 4% of Region G participants reported being urban or suburban.
- ❖ Number of personnel in the department answers ranged from less than 15 to greater than 50. The highest number of responses at 57% indicated they had 15 or fewer personnel. The second highest at 35% was departments with 16 to 25 personnel. Approximately 9% indicated they had 25 to 50 personnel. More than half of the responding departments indicated they had 3 to 5 Officers/Chiefs in their department at 65%. There were 35% of the department responses indicating they had only 1 to 2 officers.

### Training Survey Participants: Region G



### Department Data

- ❖ The responding departments indicated that 70% of those departments have an identified training officer while only 30% reported they did **not**.
- ❖ Of the respondents from Region G, nearly 61% report they do **not** have a minimal level of training for newly hired firefighters. About 39% of the departments indicated they have an established minimal level of initial training for newly hired firefighters before they begin responding to fires.
- ❖ Of those responding that they had established a minimal level of training, the open-ended question clarifying what that minimal level of training is solicited limited responses Basic Fire Fighter Skills, HMIR:A, and Driver Training. One respondent added that members must attend the Firefighter 1 & 2 programs by the end of their first year.
- ❖ In Region G, 78% of the responding departments require some minimal level of regular training during the year for firefighters to remain active, while the 17% do **not**. The remaining 4% did **not** provide an answer to this question.
- ❖ The responding departments reported the majority (70%) participate in no-cost training subsidized by state funding. Just under 57% of Region G reported that the cost of training is included in the fire department budget. Grants fund training for about 44% of the responding departments while fundraising efforts pay for approximately 35% of the respondents’ training. Almost one quarter reported training was funded by individual members (22%) while 17% fund training through the local governmental authority. Approximately 9% comes from unspecified Other resources.  
*Please Note: Respondents could check all answers that applied to their departments.*
- ❖ Region G participants reported 91% of them provide training for their personnel in-house followed by training from MU FRTI (78%). After those, training provisions were reported to be from neighboring department (61%) or from county or regional training association (52%). Otherwise, Region G departments reported they seek training during fire schools (39%), use other training vendors (13%), and attend out-of-state conferences (9%).  
*Please Note: Respondents could check all answers that applied to their departments.*

How Training Is Provided	Response Rate	Actual Number of Responses
In-house	91%	21
MU FRTI	78%	18
Neighboring department	61%	14
County or regional training association	52%	12
Fire schools	39%	9
Other training vendors	13%	3
Out of state conferences	9%	2

- ❖ When asked if a department utilizes the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for firefighters, most respondents (87%) said they use the MU FRTI course. Almost 9% reported that they do ***not*** use it. The remaining 4% did ***not*** respond to this question.
- ❖ Interestingly, more than half of the Region G departments reportedly do ***not*** use the MU FRTI Basic Pump Operators course as a base course for fire apparatus operators. Nearly 57% answered no, they do ***not*** use it while only 39% reported that they do. The remaining 4% did ***not*** provide an answer to this question.
- ❖ Nearly 44% of the reporting departments in Region G have 1 to 2 members in the department certified as Fire Service Instructor I. Just over 39% of the departments reportedly do ***not*** have any certified members while 13% have 3 or more members with this certification. The remaining 4% did ***not*** provide an answer to this question.
- ❖ Just over 78% of the department responses indicated they do ***not*** have access to local training facilities with “live” fire capabilities while 17% reported they do. The remaining 4% did ***not*** answer this question.
- ❖ Region G departments identified the greatest areas of training needs for their departments. Live structural firefighting was a clear front runner on this list with 48%, followed by basic firefighting (43%) and pump operations (39%). Participants selected Fire officer (26%) and Driver training and Vehicle rescue (both with 22%) next. Firefighter self-rescue/Rapid Intervention Team and Water supply tied with 17% while Technical rescue – basic & rope and Fire instructor tied with 13%. The last area ranked as a training need for this region was Live vehicle firefighting with only 9%. *Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Department-Identified Areas of Needed Training		
Greatest area of training need	Statewide Response Rate	Region G Response Rate
Live structural firefighting	53%	48%
Pump operations	46%	39%
Basic firefighter	40%	43%
Driver training	34%	22%
Technical rescue – basic & rope	27%	13%
Fire officer	27%	26%
Firefighter self-rescue/Rapid Intervention Team	27%	17%
Vehicle rescue	24%	22%
Water supply	19%	17%
Live vehicle firefighting	17%	9%
Fire instructor	12%	13%



- ❖ Participants were asked to identify all areas in which their department requires Missouri Division of Fire Safety state fire service certification for their firefighters. By order of most often selected to least frequently selected, Region F identified areas that required state fire service certification for firefighters as such: Hazardous Materials Awareness (70%), Hazardous Materials Operations (43%), Firefighter 1 (30%), Firefighter 2 (30%), Fire Service Instructor 1 (13%), Fire Service Instructor 2 (13%), Fire Officer 1 (9%), Fire Officer 2 (9%), Hazardous Materials – Technician (4%), Apparatus Driver Operator – Pumper (4%), Apparatus Driver Operator – Tanker (4%), and Apparatus Driver Operator – Aerial (0%).  
*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Departments Requiring MO Fire Service Certification by Certification Level		
Areas which require MO DFS state fire service certification	Statewide Response Rate	Region G Response Rate
Hazardous Materials – Awareness	51%	70%
Firefighter 1	40%	30%
Hazardous Materials – Operations	39%	43%
Firefighter 2	38%	30%
Fire Service Instructor 1	18%	13%
Fire Officer 1	16%	9%
Apparatus Driver Operator – Pumper	15%	20%
Fire Service Instructor 2	10%	13%
Fire Officer 2	10%	9%
Hazardous Materials – Technician	8%	4%
Apparatus Driver Operator – Tanker	5%	4%
Apparatus Driver Operator – Aerial	4%	0%

### *MU FRTI Specific Data*

- ❖ Nearly half (48%) of the respondents from Region G reported members of their department utilized MU FRTI training programs 1 to 2 times on average each year. Just over 30% of the respondents said they used MU FRTI an average 3 to 5 times each year. Of the Region G participants about 9% averaged more than 5 times annually. About 4% of the participants reported they did ***not*** use MU FRTI training programs. The remaining 9% did ***not*** provide an answer to the question.
- ❖ The average rating by the respondents from Region G for the overall training courses offered by MU FRTI was 75%. Scores spanned from 35 to 100. The median was 84% meaning half of the total number of scores fell above 84% and the other half fell below.
- ❖ The respondents estimated how many times annually their department would use MU FRTI training programs if the courses were fully subsidized. Under these conditions, just over 91% of the responses said they would use MU FRTI to meet department training needs. Almost 48% of the respondents reported they estimate they would use fully subsidized courses through MU FRTI 3 to 5 times while 26% reported greater than 5 times. Just over 17% would use it 1 to 2 times annually. The remaining 9% did ***not*** provide an answer to this question.
- ❖ Just over 74% of the participants from Region G answered they know who their MU FRTI Regional Training Coordinator is while 17% did ***not***. The other 9% did ***not*** answer this question.
- ❖ When asked if respondents have used their MU FRTI Regional Training Coordinator to schedule training courses for their department, 70% responded yes, 22% reported no, and 9% did ***not*** provide an answer.

- ❖ For Region G, 65% of the respondents reported that any time of the year was ideal for scheduling training. All other seasons received limited responses, Spring was chosen by 13% of the participants, while all other seasons received 4% of the responses. The remaining 9% did **not** provide an answer to this question.
- ❖ Region G identified the general areas of training that the departments would like MU FRTI to deliver to their departments:

Department-Identified Training Areas Desired from MU FRTI		
Greatest Area of Training Need	Statewide Response Rate	Region G Response Rate
Live structural firefighting	62%	70%
Pump ops	56%	52%
Firefighter self-rescue/Rapid Intervention Team	45%	39%
Driver training	45%	26%
Vehicle rescue	44%	39%
Basic firefighter	44%	39%
Technical rescue – Core	42%	35%
Water supply	41%	30%
Live vehicle firefighting	40%	52%
Fire officer	37%	35%
Technical rescue – Rope 1 & 2	33%	22%
Fire instructor	28%	26%

- ❖ In Region G, based on the survey responses, 65% of the departments would support using one designated training location per region where MU FRTI could schedule and deliver subsidized (no cost) training courses. Nearly 26% would **not** use one designated training location per region. (About 9% did **not** provide an answer to this question.) Of the 65% who would use a single regional training location, 67% reported they would willingly travel 20 to 30 miles to attend training at the established regional location. While 13% would travel more than 30 miles for training, 20% would **not** travel more than 20 miles.
- ❖ Region G participants reported 35% of them regularly send personnel to MU FRTI statewide fire schools/programs – specifically Winter Fire School. Nearly 17% of Region G responses answered they regularly send members to Summer Fire School. The Emergency Service Instructor Conference has regular attendees from Region G from about 22% of the responding departments in that region.  
*Please Note: Respondents could check all answers that applied to their departments.*
- ❖ When asked to estimate how many students from a department (including members from neighboring departments) would attend a training class if hosted by that department, 52% of the responses indicated 15 to 20 people. This was followed by 30% of the departments estimating less than 15 would attend. Another 4% said they would send 21 or more members of the department (including members from neighboring departments). The remaining 13% did **not** provide an answer to this question.
- ❖ Participants were asked to indicate their interest in courses offered in a “blended learning” format (a course that combines both internet-based training modules and face-to-face skills classes to cover the knowledge component, skills training, and testing). The majority of responses were yes, they were interested (74%) and unsure if they are interested (13%). Just over 4% responded they were **not** interested in courses in a blended learning format leaving approximately 9% who did **not** answer this question.
- ❖ Along the same lines, when respondents were asked if they were interested in blended

learning/modular Firefighter I or II courses leading toward state certification which offer online segments in addition to monthly weekend classes over an estimated 12-month period, they answered either yes (70%) or unsure (9%). Only 13% of the respondents for this region said they were **not** interested in such courses. Just over 9% did **not** provide an answer to this question. Those who answered yes were then asked to indicate how many students from those departments might attend these types of training courses, 44% reported less than 5 people and the same percentage answered 6 to 10. Another 13% said they would send more than 10 members of their department would attend.

### *General Training Data*

- ❖ Region G reportedly would like to see MU FRTI develop new programming in the following areas: more online or blended learning opportunities (i.e. officers Training, Fire Service Instructor, FF 1&2, Fire Officer, Auto Extrication Tech), Incident Command System, Water rescue, Advance EMR, Aircraft Rescue, and Firefighting. Additionally, one respondent requested MU FRTI *"provide a venue other than the Instructor Conference for Fire Service Instructors to become certified to teach classes. Many departments do **not** have the funding to send their instructors and the volunteers may **not** be able to self-fund the conference or have the time to take off from their job."* Another indicated that while no new programming is necessary, existing curriculum is out-of-date. Finally, one response suggested *"extended time for being able to test for certification and complete courses. Example – Having up to 3-6 months or more to complete online requirements before going to a classroom to finish a class. Volunteer time has limits and 69% of departments in Missouri are VOLUNTEER!"*
- ❖ Respondents were offered the chance to identify which training is least beneficial to their department. Responses varied but included instructor, online Hazmat Awareness, Officer, advanced, Pump Ops, Technical Rescue both core & rope, Fire Instructor, HazMat Tech, Tech Rescue classes, and Fire Officer. One participant commented *"classes over 16 hours are hard to get done with the exception of First Responder and Basic skills."*
- ❖ When given the opportunity in an open-ended question to indicate how MU FRTI can make its programs more beneficial to each department, MU FRTI was asked to offer more train the trainer courses, reduce cost of technical rescue classes, allow instructors to team teach with certified instructors to gain new certifications in classes, encourage training officers who are certified with the state to teach more in-house classes, make train the trainers available online or make them easier to access, offer more classes closer to districts in this region, honor military and out-of-state instructor qualifications, require regional coordinator to contact all departments in region, created blended courses (so firefighters could do class time online and only have to do hands on in person making it easier for working volunteers to take classes and **not** lose so much time from work and family), reduce the minimum number of students for classes to 10 or allow cost offset (increase) for reduced class size, and offer blended courses for instructor and officer training. One respondent suggested *"a schedule for all classes to be taught on a two or three-year rotation to help get our new hires up-to-date with the others that have had those classes already."* Regarding the minimum attendance requirement, *"it seems the focus is more on class size than on venue requirements."*

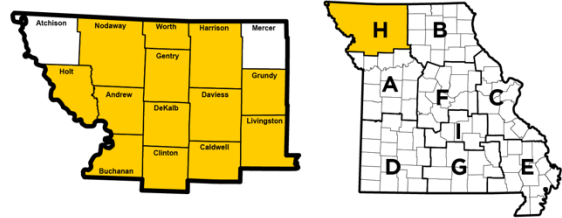


## Appendix H: Region H Summary

### Demographics

- ❖ 15 counties in Region H (northwest Missouri)
- ❖ 28 departments representing 13 counties responded to survey
- ❖ 79% of the departments are volunteer; 14% are career; and 7% are a combination of volunteer and career
- ❖ Reporting departments are primarily district (71%); Municipal Fire Departments were next at 18%, followed by an unspecified “Other” at 7%. Approximately 4% of the participants from this region classified their department as an association.
- ❖ The type of area served responses indicated that the majority were Rural at 93%. Suburban was the next choice at 7%.
- ❖ Number of personnel in the department answers ranged from less than 15 to greater than 50. The highest number of responses at 43% indicated they had 16 to 25 personnel. The second highest at 25% was departments with less than 15 personnel. Approximately 21% indicated they had 25 to 50 personnel while 7% and greater than 50 personnel. The remaining 4% did ***not*** provide an answer to this question.
- ❖ The responding departments in this region were evenly split for the number of officers/chiefs in the department; 36% had either 1 to 2 or 3 to 5 Officers/Chiefs in their department. One quarter of the department responses (25%) indicated they had more than 5, while 4% did ***not*** provide an answer to the question.

### Training Survey Participants: Region H



### Department Data

- ❖ The responding departments indicated that 54% of those departments have an identified training officer while only 43% reported they did ***not***. The remaining 4% did ***not*** answer the question.
- ❖ Of the respondents from Region H, 54% report they do have a minimal level of training for newly hired firefighters. About 43% of the departments indicated they do ***not*** have an established minimal level of initial training for newly hired firefighters before they begin responding to fires. The other 4% did ***not*** provide an answer to the question.
- ❖ Of those responding that they had established a minimal level of training, the open-ended question clarifying what that minimal level of training is solicited a variety of responses. The most common responses were Basic Fire Fighter Skills, Medical First Responder, HMIR:A, ICS-100 and 700, Firefighter I & II, EMT, Safety Briefing, and equipment familiarization.
- ❖ In Region H, 61% of the responding departments require some minimal level of regular training during the year for firefighters to remain active, while the 32% do ***not***. The remaining 7% did ***not*** answer the question.
- ❖ Most responding departments (71%) reported the cost of firefighter training is part of the fire department budget. Just over 64% of Region H reported that training is provided by no-cost training subsidized by state funding. Grants, individual members, and other unspecified resources each fund firefighter training at 14%. Only 11% report training funding comes from local governmental authority while the rest of the funding comes fundraising efforts (7%). *Please Note: Respondents could check all answers that applied to their departments.*
- ❖ Region H participants reported 93% of them provide training for their personnel in-house. Secondary sources of training were closely reported to be from MU FRTI (75%), neighboring department (64%), and county or regional training associations (54%). About 50% of the responding departments receive training at fire schools. Other training comes from other training

vendors (32%) and/or attendance at out-of-state conferences (11%).

*Please Note: Respondents could check all answers that applied to their departments.*

How Training Is Provided	Response Rate	Actual Number of Responses
In-house	93%	26
MU FRTI	75%	21
Neighboring department	64%	18
County or regional training association	54%	15
Fire schools	50%	14
Other training vendors	32%	9
Out of state conferences	11%	3

- ❖ When asked if a department utilizes the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for firefighters, over half of the respondents (57%) said they do ***not*** use the MU FRTI course. Almost 36% reported that they use it. The remaining 7% did ***not*** provide an answer to this question.
- ❖ Interestingly, Region H departments reportedly do ***not*** use the MU FRTI Basic Pump Operators course as a base course for fire apparatus operators. Nearly 71% answered no, they do ***not*** use it while only 21% reported that they do. The other 7% did ***not*** answer the question.
- ❖ Just over 18% of the reporting departments in Region H have 3 or more members in the department certified as Fire Service Instructor I. About 64% of the departments reportedly do ***not*** have any members with this certification while just over 7% have 1 to 2 members. The remaining 11% did ***not*** answer this question.
- ❖ Three quarters (75%) of the department responses indicated they do ***not*** have access to local training facilities with “live” fire capabilities while 14% reported they do. The last 11% did ***not*** answer this question.
- ❖ Region H departments identified the greatest areas of training needs for their departments. Basic firefighter training (61%) was the clear front runner on this list. Live structural firefighting (57%) and pump operations (50%) followed, along with Firefighter self-rescue/Rapid Intervention Team (32%), Vehicle rescue (29%), and Live vehicle firefighting (25%). Technical rescue – basic and rope, driver training, and water supply (21% each) were identified as areas of training needs. Fire officer (18%) and Fire instructor (7%) come in with significantly lower ranks, but rankings nonetheless.

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Department-Identified Areas of Needed Training		
Greatest area of training need	Statewide Response Rate	Region H Response Rate
Live structural firefighting	53%	57%
Pump operations	46%	50%
Basic firefighter	40%	61%
Driver training	34%	21%
Technical rescue – basic & rope	27%	21%
Fire officer	27%	18%
Firefighter self-rescue/Rapid Intervention Team	27%	32%
Vehicle rescue	24%	29%
Water supply	19%	21%
Live vehicle firefighting	17%	25%
Fire instructor	12%	7%

- ❖ Participants were asked to identify all areas in which their department requires Missouri Division of Fire Safety state fire service certification for their firefighters. By order of most often selected to least frequently selected, Region H identified areas that required state fire service certification for firefighters as such: Hazardous Materials Awareness (39%), Hazardous Materials Operations (18%), Firefighter 1 (18%), Firefighter 2 (18%), Apparatus Driver Operator – Pumper (7%), Fire Service Instructor 1 (7%), Hazardous Materials – Technician (4%), Apparatus Driver Operator – Tanker (4%), Fire Officer 1 (4%), Fire Officer 2 (4%), Apparatus Driver Operator – Aerial (0%), and Fire Service Instructor 2 (0%).

*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Departments Requiring MO Fire Service Certification by Certification Level		
Areas which require MO DFS state fire service certification	Statewide Response Rate	Region H Response Rate
Hazardous Materials – Awareness	51%	39%
Firefighter I	40%	18%
Hazardous Materials – Operations	39%	18%
Firefighter 2	38%	18%
Fire Service Instructor 1	18%	7%
Fire Officer 1	16%	4%
Apparatus Driver Operator – Pumper	15%	7%
Fire Service Instructor 2	10%	0%
Fire Officer 2	10%	4%
Hazardous Materials – Technician	8%	4%
Apparatus Driver Operator – Tanker	5%	4%
Apparatus Driver Operator – Aerial	4%	0%

### MU FRTI Specific Data

- ❖ Nearly 43% of the respondents from Region H reported members of their department utilized MU FRTI training programs 1 to 2 times on average each year. Almost 29% of the respondents said they used MU FRTI an average 3 to 5 times each year. Of the Region H participants about 7% averaged more than 5 times annually and the same percentage did **not** use MU FRTI training programs. The remaining 14% did **not** provide an answer to the question.
- ❖ The average rating by the respondents from Region H for the overall training courses offered by

MU FRTI was 85%. Scores spanned from 43 to 100. The median was 90% meaning half of the total number of scores fell above 90% and the other half fell below.

- ❖ The respondents estimated how many times annually their department would use MU FRTI training programs if the courses were fully subsidized. Under these conditions, almost 86% of the responses said they would use MU FRTI to meet department training needs. Over 46% of the respondents reported they estimate they would use fully subsidized courses through MU FRTI 3 to 5 times a year while 21% indicated they would use MU FRTI greater than 5 times a year. Just under 18% would use it 1 to 2 times annually. Even under these conditions, approximately 4% reported they would not use MU FRTI to meet their training needs. The remaining 11% did ***not*** provide an answer to this question.
- ❖ Just over 79% of the participants from Region H answered they know who their MU FRTI Regional Training Coordinator is while the 11% did ***not***. The remaining 11% did ***not*** provide an answer to this question.
- ❖ When asked if respondents have used their MU FRTI Regional Training Coordinator to schedule training courses for their department, 50% responded yes, 29% reported no, and 11% was unsure. The remaining 11% did ***not*** answer this question.
- ❖ For Region H, 43% of the respondents reported that any time of the year was ideal for scheduling training. All other seasons received limited responses, Winter was chosen by 32% of the participants and Spring received 14%. The remaining 11% did ***not*** provide an answer to this question.
- ❖ Region H identified the general areas of training that the departments would like MU FRTI to deliver to their departments:

Department-Identified Training Areas Desired from MU FRTI		
Greatest Area of Training Need	Statewide Response Rate	Region H Response Rate
Live structural firefighting	62%	71%
Pump ops	56%	54%
Firefighter self-rescue/Rapid Intervention Team	45%	46%
Driver training	45%	39%
Vehicle rescue	44%	46%
Basic firefighter	44%	61%
Technical rescue – Core	42%	32%
Water supply	41%	43%
Live vehicle firefighting	40%	57%
Fire officer	37%	29%
Technical rescue – Rope 1 & 2	33%	29%
Fire instructor	28%	18%

- ❖ In Region H, based on the survey responses, 86% of the departments would support using one designated training location per region where MU FRTI could schedule and deliver subsidized (no cost) training courses. Nearly 4% would ***not*** use one designated training location per region. (About 11% did ***not*** respond to this question.) Of the 86% who would use a single regional training location, almost 58% reported they would willingly travel 20 to 30 miles to attend training at the established regional location. While 17% would ***not*** travel more than 20 miles, 25% would travel more than 30 miles for training.
- ❖ Region H participants reported 50% of them regularly send personnel to MU FRTI statewide fire schools/programs – specifically Winter Fire School. Over 14% of Region H responses answered they regularly send members to Summer Fire School. The Emergency Service Instructor



Conference has regular attendees from Region H from about 4% of the responding departments in that region.

*Please Note: Respondents could check all answers that applied to their departments.*

- ❖ When asked to estimate how many students from a department (including members from neighboring departments) would attend a training class if hosted by that department, 50% of the responses indicated 15 to 20 people. This was followed by 25% of the departments estimating less than 15 would attend. Another 11% said they would send 21 or more members of the department (including members from neighboring departments). The remaining 14% did ***not*** provide an answer to this question.
- ❖ Participants were asked to indicate their interest in courses offered in a “blended learning” format (a course that combines both internet-based training modules and face-to-face skills classes to cover the knowledge component, skills training, and testing). Nearly two thirds of the responses were yes, they were interested (64%) and unsure if they are interested (21%). About 4% responded they were ***not*** interested in courses in a blended learning format. The remaining 11% did ***not*** answer this question.
- ❖ Along the same lines, when respondents were asked if they were interested in blended learning/modular Firefighter I or II courses leading toward state certification which offer online segments in addition to monthly weekend classes over an estimated 12-month period, they answered either yes (57%) or unsure (29%). Only 4% of the respondents for this region said they were ***not*** interested in such courses. (Almost 11% did ***not*** answer this question.) Those who answered yes were then asked to indicate how many students from those departments might attend these types of training courses, 63% reported less than 5 people and 25% answered 6 to 10. Another 13% said they would send more than 10 members of their department would attend.

### *General Training Data*

- ❖ Region H reportedly would like to see MU FRTI develop new programming in the following areas: Farm rescue, extrication, water shuttle, ISO prep, basic knowledge classes (i.e. basics of emergency services, basic firefighting, basic truck operations), Mobile Burn Trailer, Mobile Driver Simulator, chief class on finance (covering topics like Financial Planning, understanding tax income, tax levies, and bond issues), SCBA, and cancer awareness and prevention. One department requested online courses to accommodate individuals who work fulltime (non-fire service jobs) so are unable to dedicate time and funds to attend training of duration. Another participant recommended MU FRTI develop single day classes. There is certainly interest in a blended/modular fire 1&2.
- ❖ Respondents were offered the chance to identify which training is least beneficial to their department. While some departments stated that all training is beneficial, several departments identified these training subjects to be least beneficial to the departments in this region: officers or officer enrichment programs, rope rescue, rural rescue, farm rescue, fire rescue, basic FF, rope and rigging, pump ops, and advanced courses. This region reported multi-day training events are ***not*** feasible and therefore, listed them as least beneficial. One respondent indicated while he “*would like to become an instructor himself, the majority of his department needs the basic skills and knowledge at this point.*”
- ❖ When given the opportunity in an open-ended question to indicate how MU FRTI can make its programs more beneficial to each department, MU FRTI was asked to establish training that caters to small (tiny) departments composed of volunteers, reduce or eliminate cost, offer more courses closer to home, increase accessibility, improve scheduling, decrease the minimum number of students, create courses with more hands-on learning and less time in the classroom, produce blended learning classes with single day skills training, hire advanced level instructors, offer more

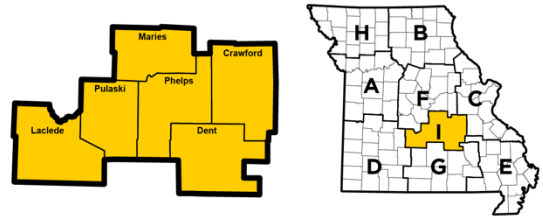
EMS CEU coursework, develop a blended/modular FF 1 & 2 course, and segment classes over time so that regular scheduled training can be utilized for state certification (i.e. offer online classes).

## Appendix I: Region I Summary

### Demographics

- ❖ 6 counties in Region I (south central Missouri)
- ❖ 22 departments representing all 6 counties responded to survey
- ❖ 73% of the departments are volunteer; 9% are career; and 18% are a combination of volunteer and career
- ❖ Reporting departments are primarily district (59%); Municipal Fire Departments were next at 14%, followed by Associations at 18% and Other category marked by 5%. (5% did **not** respond.)
- ❖ The type of area served responses indicated that the majority were Rural at 86%. Suburban was the next choice at 14%. None of the participants reported being urban.
- ❖ Number of personnel in the department answers ranged from less than 15 to greater than 50. The highest number of responses at 41% indicated they had 16 to 25 personnel. The second highest at 32% was departments with 25 to 50 personnel. Approximately 23% indicated they had less than 15 personnel while 5% reported having greater than 50 personnel.
- ❖ Half of the responding departments indicated they had 3 to 5 Officers/Chiefs in their department at 50%. There were 32% of the department responses indicating they had only 1 to 2 officers, while 18% indicated more than 5.

### Training Survey Participants: Region I



### Department Data

- ❖ The responding departments indicated that 82% of those departments have an identified training officer while only 18% reported they did **not**.
- ❖ Of the respondents from Region I, 50% of the departments indicated they do **not** have an established minimal level of initial training for newly hired firefighters before they begin responding to fires. Approximately 45% report they have a minimal level of training for newly hired firefighters. The remaining 5% did **not** provide an answer to this question.
- ❖ Of those responding that they had established a minimal level of training, the open-ended question clarifying what that minimal level of training is solicited a variety of responses. The most common response was the Basic Fire Fighter Skills. Others responses indicated a requirement for CPR/first aid (including CPR equipment familiarization), Firefighter I & II, Medical First Responder, task book, HMIR:A, safety briefing, ICS-100/200/700/800, and EVOC.
- ❖ In Region I, 77% of the responding departments require some minimal level of regular training during the year for firefighters to remain active, while the remaining 23% do **not**.
- ❖ The responding departments reported the majority (82%) of the cost of firefighter training is part of the fire department budget. Nearly 55% of Region I reported that training is provided by no-cost training subsidized by state funding. Grants are also a funding source at 41%. While nearly one third (32%) reported training was funding by individual members or by other resources (27%); approximately 18% of the departments conducted fundraising to pay for training. *Please Note: Respondents could check all answers that applied to their departments.*
- ❖ Region I participants reported 100% of them provide training for their personnel in-house. Secondary sources of training were closely reported to be from MU FRTI (82%) and/or from a neighboring department (77%). These were followed by training at fire schools (68%) and/or from a county or regional training association (50%). Otherwise, Region I departments reported they seek training from other training vendors (32%) and/or attend out-of-state conferences (23%). *Please Note: Respondents could check all answers that applied to their departments.*

How Training Is Provided	Response Rate	Actual Number of Responses
In-house	100%	22
MU FRTI	82%	18
Neighboring department	77%	17
Fire schools	68%	15
County or regional training association	50%	11
Other training vendors	32%	7
Out of state conferences	23%	5

- ❖ When asked if a department utilizes the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for firefighters, 64% of the Region I respondents said yes, and the remaining 36% said no.
- ❖ Interestingly, Region I departments reportedly do **not** use the MU FRTI Basic Pump Operators course as a base course for fire apparatus operators. Nearly 64% answered no, they do **not** use it while only 36% reported that they do.
- ❖ Just under 55% of the reporting departments in Region I have 3 or more members in the department certified as Fire Service Instructor I. More than a quarter (27%) of the departments have reported they have zero members with this certification while 18% have 1 to 2 certified members.
- ❖ Over 68% of the department responses indicated they have access to local training facilities with “live” fire capabilities. The remaining 32% reported they did **not**.
- ❖ Region I departments identified the greatest areas of training needs for their departments. Live structural firefighting was a clear front runner on this list with 64% of the respondents choosing it. Pump operations and Technical rescue – basic & rope followed closely with 50%. The next tight grouping revealed Basic firefighter, Driver training, and Firefighter self-rescue/Rapid Intervention Team also rank in level of need for this region (each at 36%). About one quarter of Region I respondents selected live vehicle firefighting (27%) and water supply (23%) as areas that need training. The final three areas ranked lowest, but ranked nonetheless, Vehicle rescue (14%), fire officer (14%), and fire instructor (5%).  
*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Department-Identified Areas of Needed Training		
Greatest area of training need	Statewide Response Rate	Region I Response Rate
Live structural firefighting	53%	64%
Pump operations	46%	50%
Basic firefighter	40%	36%
Driver training	34%	36%
Technical rescue – basic & rope	27%	50%
Fire officer	27%	14%
Firefighter self-rescue/Rapid Intervention Team	27%	36%
Vehicle rescue	24%	14%
Water supply	19%	23%
Live vehicle firefighting	17%	27%
Fire instructor	12%	5%

- ❖ Participants were asked to identify all areas in which their department requires Missouri Division of Fire Safety state fire service certification for their firefighters. By order of most often selected to least frequently selected, Region I identified areas that required state fire service certification for firefighters as such: Hazardous Materials Awareness (32%), Firefighter 1 (32%), Firefighter 2 (32%), Hazardous Materials – Operations (27%), Apparatus Driver Operator – Pumper (14%), Fire Service Instructor 1 (9%), Hazardous Materials – Technician (5%), Apparatus Driver Operator – Aerial (5%), Apparatus Driver Operator – Tanker (5%), Fire Service Instructor 2 (5%), Fire Officer 1 (5%), and Fire Officer 2 (5%).  
*Please Note: Respondents could choose a maximum of three area that applied to their departments.*

Departments Requiring MO Fire Service Certification by Certification Level		
Areas which require MO DFS state fire service certification	Statewide Response Rate	Region I Response Rate
Hazardous Materials – Awareness	51%	32%
Firefighter 1	40%	32%
Hazardous Materials – Operations	39%	27%
Firefighter 2	38%	32%
Fire Service Instructor 1	18%	9%
Fire Officer 1	16%	5%
Apparatus Driver Operator – Pumper	15%	14%
Fire Service Instructor 2	10%	5%
Fire Officer 2	10%	5%
Hazardous Materials – Technician	8%	5%
Apparatus Driver Operator – Tanker	5%	5%
Apparatus Driver Operator – Aerial	4%	5%

### *MU FRTI Specific Data*

- ❖ Half of the respondents from Region I reported members of their department utilized MU FRTI training programs 1 to 2 times on average each year. Almost one quarter (23%) of the respondents said they used MU FRTI an average 3 to 5 times each year. Less than 20% of the Region I participants averaged more than 5 times annually. Only 9% reported ***not*** using training programs offered by MU FRTI.
- ❖ The average rating by the respondents from Region I for the overall training courses offered by MU FRTI was 76%. Scores spanned from 32 to 100. The median was 80% meaning half of the total number of scores fell above 80% and the other half fell below.
- ❖ The respondents estimated how many times annually their department would use MU FRTI training programs if the courses were fully subsidized. Under these conditions, slightly less than 95% of the responses said they would use MU FRTI to meet department training needs. Nearly 41% of the responding departments would use MU FRTI under these conditions more than 5 times annually. Almost 32% of the respondents reported they estimate they would use fully subsidized courses through MU FRTI 3 to 5 times while 23% would use it 1 to 2 times annually. Only 5% reported they would ***not*** use any fully subsidized courses from MU FRTI.
- ❖ Over 86% of the participants from Region I answered they know who their MU FRTI Regional Training Coordinator is while the remaining 14% did ***not***.
- ❖ When asked if respondents have used their MU FRTI Regional Training Coordinator to schedule training courses for their department, 73% responded yes, 18% reported no, 5% was unsure, and

- 5% did **not** provide an answer.
- ❖ For Region I, 64% of the respondents reported that any time of the year was ideal for scheduling training. Fall and winter received equal responses at 14% while spring and summer both received 5% of the responses.
- ❖ Region I identified the general areas of training that the departments would like MU FRTI to deliver to their departments:

Department-Identified Training Areas Desired from MU FRTI		
Greatest Area of Training Need	Statewide Response Rate	Region I Response Rate
Live structural firefighting	62%	68%
Pump ops	56%	50%
Firefighter self-rescue/Rapid Intervention Team	45%	50%
Driver training	45%	45%
Vehicle rescue	44%	45%
Basic firefighter	44%	45%
Technical rescue – Core	42%	55%
Water supply	41%	50%
Live vehicle firefighting	40%	36%
Fire officer	37%	27%
Technical rescue – Rope 1 & 2	33%	45%
Fire instructor	28%	23%

- ❖ In Region I, based on the survey responses, 73% of the departments would support using one designated training location per region where MU FRTI could schedule and deliver subsidized (no cost) training courses. The remaining 27% would **not** use one designated training location per region. Of the 73% who would use a single regional training location, 63% reported they would willingly travel 20 to 30 miles to attend training at the established regional location. While 25% would **not** travel more than 20 miles for training, 13% would travel more than 30 miles.
- ❖ Region I participants reported 55% of them regularly send personnel to MU FRTI statewide fire schools/programs – specifically Winter Fire School. Over 36% of Region I responses answered they regularly send members to Summer Fire School. The Emergency Service Instructor Conference has regular attendees from Region I from about 18% of the responding departments in that region.  
*Please Note: Respondents could check all answers that applied to their departments.*
- ❖ When asked to estimate how many students from a department (including members from neighboring departments) would attend a training class if hosted by that department, 50% of the responses indicated 15 to 20 people. This was followed by 32% of the departments estimating less than 15 would attend. The remaining 18% said they would send 21 or more members of the department (including members from neighboring departments).
- ❖ Participants were asked to indicate their interest in courses offered in a “blended learning” format (a course that combines both internet-based training modules and face-to-face skills classes to cover the knowledge component, skills training, and testing). The majority of responses were yes, they were interested (55%) and unsure if they are interested (41%). The approximately 5% remaining participants said no, they were **not** interested in courses using blended learning.
- ❖ Along the same lines, when respondents were asked if they were interested in blended learning/modular Firefighter I or II courses leading toward state certification which offer online segments in addition to monthly weekend classes over an estimated 12-month period, they

answered either yes or unsure (41% each). Only 18% of the respondents for this region said they were **not** interested in such courses. Those who answered yes were then asked to indicate how many students from those departments might attend these types of training courses, 56% reported less than 5 people and the remaining 44% answered 6 to 10.

### *General Training Data*

- ❖ Region I reportedly would like to see MU FRTI develop new programming in the following areas: wildland/brush fire classes, communications classes, Fire 1 and 2, firefighter recruitment and retention, rural fire operations, dealing with millennials, fire ground operations, pumps, and vehicle rescue. Other comments suggested the Vehicle Rescue Tech course needed to be updated and that courses should be offered to help with apparatus pumper certification. Another suggestion was to break basic firefighting into modules that are a little more in depth. Another comment was made that while MU FRTI offers a wide variety of classes, more funding should be given to MU FRTI to have more offerings of them throughout the state.
- ❖ Respondents were offered the chance to identify which training is least beneficial to their department. Responses varied but included basic firefighter, Driver and pump operator, fire officer, ropes, sprinkler systems, building inspection, and building codes, and fire instructor. Other comments included we teach in-house so EVOC is **not** a valuable course offering to that department. Another interesting perspective in this set of responses was that volunteer departments do **not** need the "upper education such as instructor, inspector, and fire officer."
- ❖ When given the opportunity in an open-ended question to indicate how MU FRTI can make its programs more beneficial to each department, MU FRTI was asked to be more flexible with timing because it is hard to plan around work, advertise courses well in advance to give personnel the opportunity to schedule time off to attend, offer more available classes, have more regional classes, offer integrated classes (departments who operate on a fairly small budget do **not** have many funds for training), commensurate training costs with the regional/department's overall budget, *diversify subject matter experts to teach classes rather than using the buddy system for who is approved to teach*, require instructors to update their knowledge and classes, provided, offer more frequent classes, offer entry level firefighter skills courses, and provide more advanced classes (Instructor and officer classes). Lastly, one interesting comment suggested MU FRTI needs to "cut costs. Swift water rescue is expensive. However, we can hire outside trainers less expensive than MU FRTI. The cost of programs is a factor in sending students to training."





**Appendix J: 2017 Fire Service Training Survey**



## MU FRTI 2017 Fire Service Training Survey

### Introduction

The University of Missouri Fire and Rescue Training Institute (MU FRTI) is assessing the training needs of Missouri's fire service. The information obtained in this survey will assist MU FRTI in planning and development of training initiatives designed to meet identified training needs.

We ask for one response per department, please. It does not matter who completes the survey, however we anticipate that the responses will reflect the views of the administrative or governing body of the department.

The individual participant and fire department information collected will be kept confidential and will not be released or published. The individual/department responses will be grouped with that from other departments. The data will then be used to create an overall picture of fire service demographics related to the whole state and sub regions of the state. The survey will result in a final report that will be made available for use in establishing benchmarks and future priorities for fire service training needs and MU FRTI initiatives to meet those needs. Your department's participation in this survey is essential to the accurate assessment and the development of a training plan for the fire service.

The survey is composed of five sections that ask specific questions related to your department, certification requirements, experience with MU FRTI, and department general training information. The survey will provide feedback to MU FRTI regarding the existing training programs, and will collect suggestions for potential programs that departments wish to see made available through the Institute.

**Special Survey Notes:** Your responses are saved and submitted when you click the Next or Done button on each page of the survey. Your responses are not automatically saved as each question is answered—they are saved and submitted page by page as you progress through the survey. Your survey is complete when you have clicked the Done button at the end. We will not have access to the data you have provided until you click the Done button. If you must leave the survey before completing it, you can click the Exit button in the upper right corner. Your answers *should* be saved and you *should be able to* continue from that point upon your return. To return to the survey, you must use the link provided to you in the original email. When you have completed the survey, please click the Done button at the end of the survey. If you do not do so, you will need to take the survey again to submit your responses.

The survey is estimated to take approximately 15-20 minutes to complete.

**Please complete the survey by March 31, 2017.**

**If you have questions that arise while taking this survey, please contact MU FRTI.**

**Contact information:**

**573-882-4735**

**ferti@missouri.edu (Please include "2017 Survey" in the subject of your email.)**

**Thank you for participating in our survey. Your feedback is important.**



## MU FRTI 2017 Fire Service Training Survey

### Participant Data

#### \* 1. Your Contact Information

**Your Name**

**Your Rank**

**Your Email Address**

**Your Phone Number**



## MU FRTI 2017 Fire Service Training Survey

### Department Data

#### \* 2. Department Contact Information

Name of Fire Department

Department Address

City/Town

ZIP/Postal Code

Department Non-Emergency Phone Number

3. FDID - Fire Department Identification number is a unique five digit number assigned by the state which identifies a particular fire department within the state. (If one has not been assigned or it is unknown, please enter None or N/A.)

4. State emergency response region

5. In which county is your department physically located?

6. Is the department considered to be

- Volunteer
- Career
- Combination

7. Type of department

- District
- Municipality
- Association
- Other



## MU FRTI 2017 Fire Service Training Survey

### Department Data

8. Type of area served (select answer based on the largest area served)

- Rural
- Suburban
- Urban

9. Total number of personnel in department

- 15 or less
- 16 to 25
- 25 to 50
- greater than 50

10. Total number of fire officers/chiefs in the department

- 1 to 2
- 3 to 5
- More than 5

11. Does your department have an identified training officer?

- Yes
- No

12. Has your department established a minimal level of initial training for your newly hired firefighters before they begin responding to fires?

- Yes
- No



## MU FRTI 2017 Fire Service Training Survey

### Department Data

13. You indicated that your department requires a minimal level of initial training for your newly hired firefighters before they begin responding to fires. What is the minimal level?





## MU FRTI 2017 Fire Service Training Survey

### Department Data

14. Does your department require some minimal level of regular training during the year for your firefighters to stay active?

- Yes  
 No

15. How does your fire department fund firefighter training for your department? (Check all that apply.)

- Part of fire department budget  
 Funding from local governmental authority  
 Grants  
 Fundraising  
 Funded by individual members  
 No-cost training subsidized by state funding  
 Other resource

16. How does your department provide training for your personnel? (Check all that apply.)

- In-house  
 Neighboring department  
 County or regional training association  
 Fire schools  
 MU FRTI  
 Out of state conferences  
 Other training vendors

17. Does your department utilize the Division of Fire Safety/MU FRTI Basic Firefighter Skills Course as a base entry-level course for your firefighters?

Yes

No

18. Does your department utilize the MU FRTI Basic Pump Operators Course as a base course for your fire apparatus operators?

Yes

No



## MU FRTI 2017 Fire Service Training Survey

### Department Data

19. How many members of your department are certified as Fire Service Instructor 1?

- None
- 1 to 2
- 3 or more

20. Does your department have access to local training facilities with "live" fire capabilities?

- Yes
- No

21. Which is the greatest area of training need for your fire department? (Choose a maximum of three areas.)

- Basic firefighter
- Pump operations
- Driver training
- Technical rescue – basic and rope
- Vehicle rescue
- Fire officer
- Fire instructor
- Live structural firefighting
- Live vehicle firefighting
- Firefighter self-rescue/Rapid Intervention Team
- Water supply

22. Please **check all areas** in which your department requires Missouri Division of Fire Safety state fire service certification for your firefighters:

- Hazardous Materials Awareness
- Hazardous Materials – Operations
- Hazardous Materials – Technician
- Firefighter 1
- Firefighter 2
- Apparatus Driver Operator- Pumper
- Apparatus Driver Operator-Aerial
- Apparatus Driver Operator- Tanker
- Fire Service Instructor 1
- Fire Service Instructor 2
- Fire Officer 1
- Fire Officer 2



## MU FRTI 2017 Fire Service Training Survey

### MU FRTI Specific Questions

23. On average, how many times each year do members of your department utilize the training programs offered by MU FRTI?

- None
- 1 to 2
- 3 to 5
- Greater than 5

24. How would you rate the overall training courses provided by the University of Missouri Fire and Rescue Training Institute (MU FRTI)? *To select your response to this question, slide the indicator to the area in the bar, or type in a percent amount in the box to right.*

Poor Satisfactory Excellent

25. How would you rate the overall training courses provided by the University of Missouri Fire and Rescue Training Institute (MU FRTI)?

Poor Satisfactory Excellent

26. Please estimate how many times in one year your department would use MU FRTI training programs to meet department training needs if the training courses were fully subsidized.

- None
- 1 to 2
- 3 to 5
- Greater than 5

27. Do you know who your MU FRTI Regional Training Coordinator is?

Yes

No



## MU FRTI 2017 Fire Service Training Survey

### MU FRTI Specific Questions

28. Has your department utilized your MU FRTI Regional Training Coordinator to schedule training courses for your department?

- Yes
- No
- Not sure

29. In general, which time of year is ideal for your fire department to schedule a training course?

- Any time of year
- Fall
- Winter
- Spring
- Summer

30. What are the general areas of training that your department would like MU FRTI to deliver to your department? (Check all that apply.)

- Basic firefighter
- Pump ops
- Driver training
- Technical rescue – Core
- Technical rescue – Rope 1 & 2
- Vehicle rescue
- Fire officer
- Fire instructor
- Live structural firefighting
- Live vehicle firefighting
- Firefighter self-rescue/Rapid Intervention Team
- Water supply

31. Would your department support using one designated training location per region where MU FRTI could schedule and deliver subsidized (no-cost) training courses?

- Yes
- No





## MU FRTI 2017 Fire Service Training Survey

### MU FRTI Specific Questions

32. You indicated your department would be interested in using one designated training location per region where MU FRTI could schedule and deliver subsidized (no-cost) training courses. How far would you be willing to travel?

- Less than 20 miles
- 20 to 30 miles
- More than 30 miles



## MU FRTI 2017 Fire Service Training Survey

### MU FRTI Specific Questions

33. Does your department regularly send personnel to the following MU FRTI statewide fire schools/programs? (Check all that apply.)

- Winter Fire School
- Summer Fire School
- Emergency Services Instructor Conference

34. Current University policy and state training contracts stipulate a minimum of 15 registered students is required to provide training for courses longer than 8 hours in duration at a host fire department. If your department were to host a training class, please estimate how many students from your department and neighboring departments would attend.

- Less than 15
- 15 to 20
- 21 or more

35. MU FRTI has several internet-based (online) courses currently available. The Institute is working on developing new course offerings using a "blended learning" format. This format would take current subject matter of a course and use both internet-based training modules and face-to-face skills classes to cover the knowledge component, skills training, and testing. This would make long duration courses more accessible by requiring less time attending face-to-face classes. Would this type programming be of interest to your department?

- Yes
- No
- Unsure

36. Would your department be interested in participating in a blended learning/modular Firefighter I or II course leading toward state certification, meaning the course would have both online segments and accompanying weekend classes each month over an estimated 12-month period?

Yes

No

Unsure



## MU FRTI 2017 Fire Service Training Survey

### MU FRTI Specific Questions

37. You indicated your department would be interested in blended/modular learning courses for Firefighter I or II leading toward state certification, please estimate how many students would attend from your department.

- 5 or fewer
- 6 to 10
- More than 10



## MU FRTI 2017 Fire Service Training Survey

### General Training Information

38. What training areas would you like to have MU FRTI develop new programming?

39. What training do you feel is least beneficial to your department?

40. How can MU FRTI make its programs more beneficial for your department?



46. Amount of time recommended to complete the survey was reasonable.

Disagree Neutral Agree



47. Please provide any additional comments.