

UNIVERSITY OF MISSOURI EXTENSION



FIRE AND RESCUE TRAINING INSTITUTE

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2019 ANNUAL REPORT

A DECADE IN REVIEW



OVERVIEW

FROM THE DIRECTOR



Kevin D. Zumwalt

Director

As the fiscal year began, faculty and staff of the Institute felt this year was going to be a great year for the fire service in the state. Funding levels were forecasted to increase which would allow more training opportunities for first responders throughout the state, which in turn would provide for safer communities and safer responders.

This year also marks the end of a decade. As we look back in retrospect, many things have changed. As we look forward into the future we continue to have an eye in the rear-view mirror to ensure we learn from the lessons of the past. Within this report we have provided statistics for a decade in review that I hope you will find interesting.

Effective September 1, 2018, the MU Extension administration removed the “interim” from my title and named myself as the Director of the Fire and Rescue Training Institute. To become the eighth director in the 87-year history of the Institute is humbling and I am honored to serve.

our history. We are one of the oldest state training systems in the country and continue to rank high among them in courses delivered, student enrollments and customer satisfaction.

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

I hope you find the information included in this Annual Report to be informational and provide an understanding of the breadth of our program. Please feel free to contact myself or the Institute with any questions or comments. It was my pleasure to serve as the Director for fiscal year 2019.

A handwritten signature in black ink that reads "Kevin D. Zumwalt".

Kevin D. Zumwalt
Director
Fire and Rescue Training Institute,
University of Missouri Extension

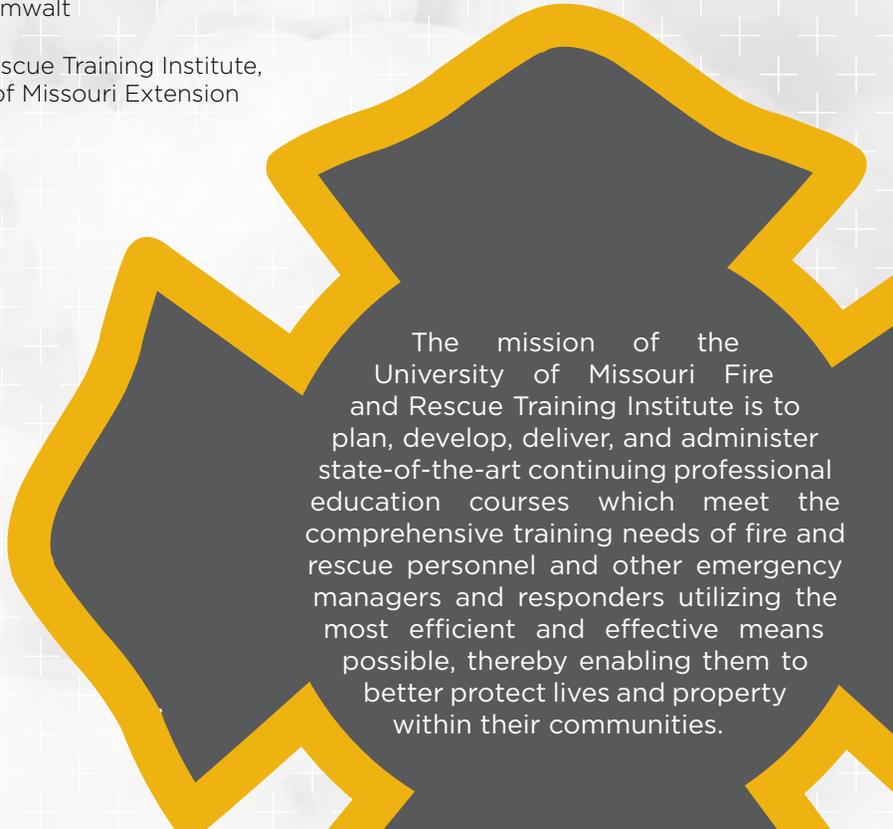
We saw growth in funding from our public and private partners, which directly impacted the number of courses delivered and student enrollments. Because of this, the Institute realized an 8% increase in the number of students over the previous fiscal year.

Our success is directly related to our continued ability to provide training and education that will help ensure our fire and emergency response personnel return home to their families after every incident. The more opportunities we have to interact and expand our reach to them, the better the chance to achieve that goal.

In presenting this annual report, we continue to demonstrate our role as a leader in fire and emergency services training and education statewide, as well as a nationally. We are proud of our accomplishments, not only this year, but throughout

**Over 70% of MU FRTI
course deliveries are
at local departments.**

 **Extension**
University of Missouri

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

REPORT SYNOPSIS

MU FRTI's continuing education directive is to provide training and education that meets the needs of fire and emergency response personnel so that they can better protect lives and property within their communities. In fulfilling this mission, MU FRTI has a direct impact on the well-being and protection of Missouri's estimated 25,000 firefighters and the six million citizens they serve.

The Institute conducted 689 classes with a total enrollment of 15,164 students for fiscal year 2019. The training received by these students translated to 161,029 student instructional hours, or 537 FTE's. Using MU FRTI's field extension program, the Institute reached students in all of Missouri's 114 counties. In addition, the Institute had student enrollments from 47 other states, and 3 foreign countries. MU FRTI delivered over 70% of all training at the local level in 90 of the 114 counties in Missouri and in 10 other states. Every hour of instruction received and every emergency first responder trained translates directly into safer firefighters and safer communities.

To ensure the quality and assurance of the Institute's programs, it undergoes a third-party review from several sources. Through these reviews, the Institute is able to provide professional continuing education credit for students. In addition, MU FRTI conducts end-of-course evaluations to monitor quality control. In FY19 the Institute received a 3.3 overall customer approval rating out of a possible 4.0. This rating could be considered as a B average if translated into a letter grade. In another measurement of quality assurance, the Institute saw the student

pass rate in courses that require an exam of 96% success rate with an average score of 86%.

Funding of the Institute comes from several sources. In FY19, it self-generated approximately 84% of its operational budget by means of federal, state, and local grants, contracts, and fees. For every dollar received from the University, MU FRTI generated over \$6.00 to support training and education fire and emergency responders.

Program highlights for FY19 were focused on two primary areas: 1) Online Learning; and, 2) updating the existing Fire Officer Certificate program. Online learning was embraced as a way to reach students who would otherwise have difficulty with travel and schedules to attend training. These classes trade a significant portion of travel and classroom time for the convenience of structured, interactive online learning and remote instructor support. In FY19 the Institute offered 49 online classes to 2,744 students for a total of 26,514 student instructional hours. The Fire Officer Certificate Program was launched in 2002 and has not changed drastically since that time. The issues the new program will address will focus on access to the program by all who wish to participate through a majority of online coursework; and, following nationally approved curriculum as outlined by the US Fire Administration, Fire and Emergency Services in Higher Education (FESHE) network.

MU FRTI is committed to the training and education of fire and emergency responders and we are pleased to provide this Fiscal Year 2019 annual report.

A DECADE IN REVIEW

Within this report we have provided statistical data that represents an overview of ten-years of programming provided by the Fire and Rescue Training Institute. You will see fluctuations over the decade where several factors can be attributed to the swing in numbers. One primary measure is the availability of funding to support course delivery. MU FRTI receives funding from state and federal contracts which is directly related to the economy. We continue to seek private and public partnerships to assist in providing no-cost training and educational opportunities to our first responders. As these funds fluctuate, so do the numbers of courses we are able to provide.

Another factor affecting participation in classes is the trend of fewer firefighters. In a recent National Volunteer Fire Council report, the number of volunteer firefighters have declined 23% since 1983. While the number of career firefighters have increased during this same timeframe, there is still a deficit in total firefighters across the nation. Within this group, which constitutes the majority of our audience, is another factor of the demands of today's fire service and time to spend with their families. These demands compete with time for professional development inside and outside of the normal work hours.

MU FRTI continues to seek new options to increase opportunities for training and education for our first responders in the state. Our 87-year history of serving the needs of fire and emergency responders throughout the state place us among an elite few of state-wide training systems nationally. I hope you will find the historical review of our last decade interesting and look forward to serving in the next decade and beyond!

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**MU FRTI self-generates
approximately 84%
of our budget annually.**



STUDENT COMPOSITION

Our programming is open to all fire and emergency responders on an equal opportunity basis. Our student composition represents the emergency response community across the state and nation. Demonstrating the ever-present need to learn in the fire service, demographics indicate that the Institute's students represent a range of experience across their service life.



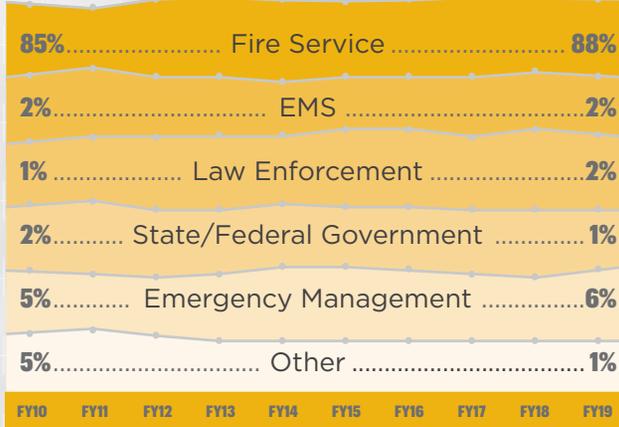
CUSTOMER SATISFACTION



3.3 out of 4 for Fiscal Year 2019

To judge the effectiveness and to assist in quality control of MU FRTI programming, a course evaluation is completed by each student for all courses. The evaluation allows the student to provide feedback in six dimensions: course, visual materials, activities, printed materials, instructor(s), and classroom. A numerical rating scale is used to tabulate responses on a scale of 0 to 4 which corresponds to a standard letter grade of "F" to "A". MU FRTI's overall customer satisfaction rating for FY19 of 3.3, or a B average.

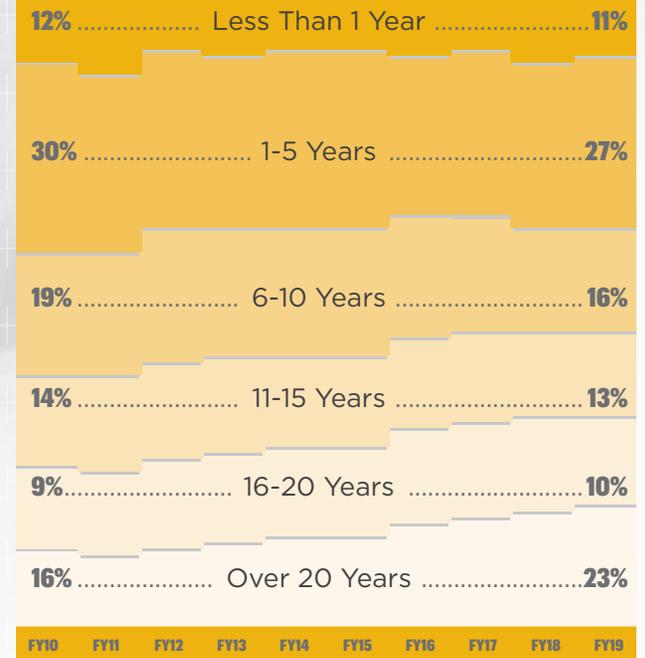
STUDENTS BY ORGANIZATION



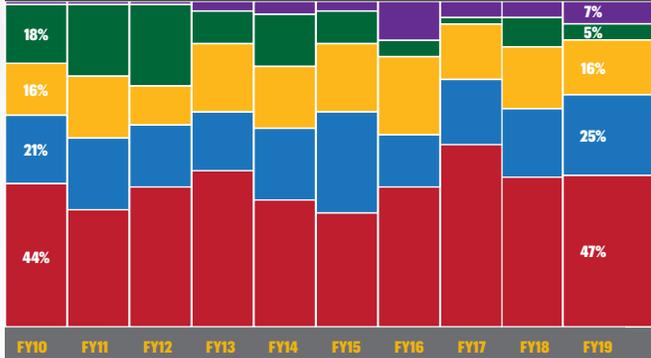
STUDENTS BY STATUS



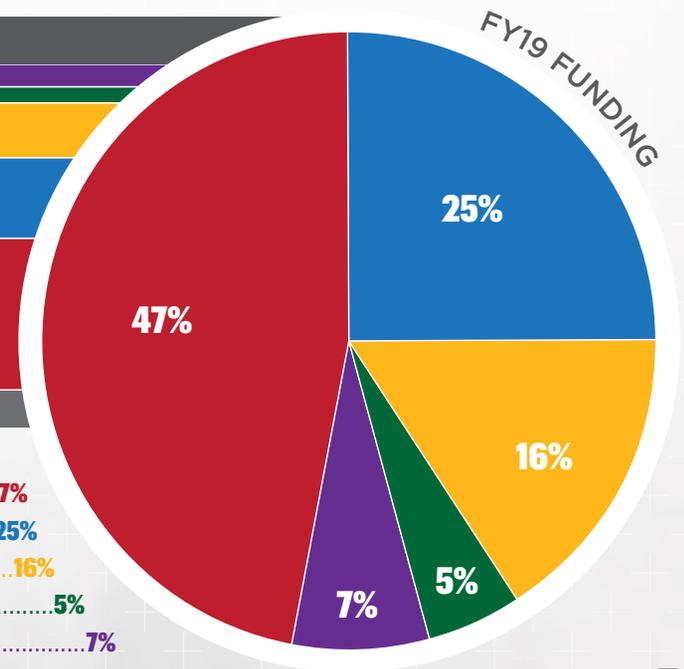
YEARS OF EXPERIENCE



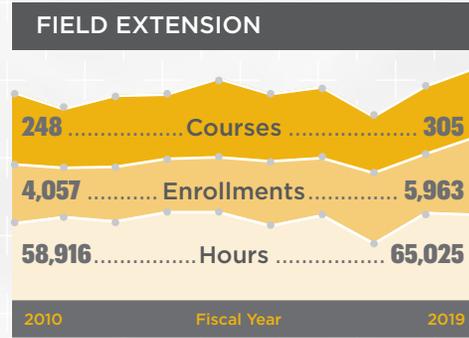
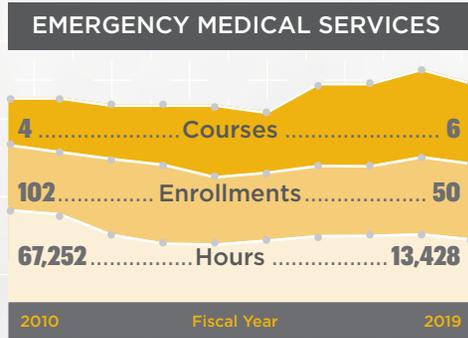
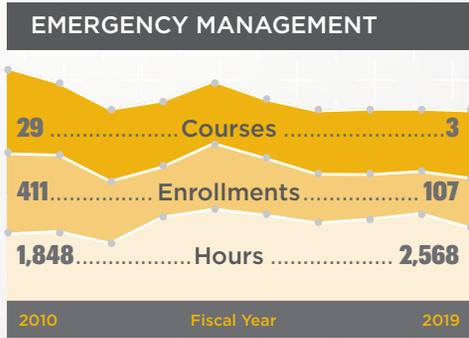
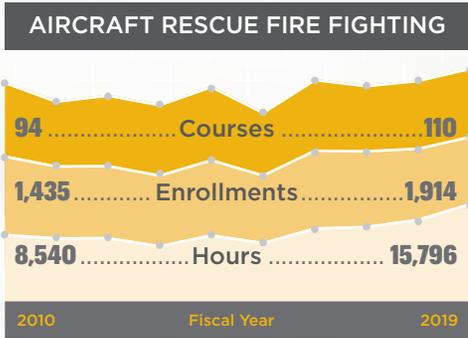
FUNDING SOURCES



FY19 FUNDING



ENGAGEMENT



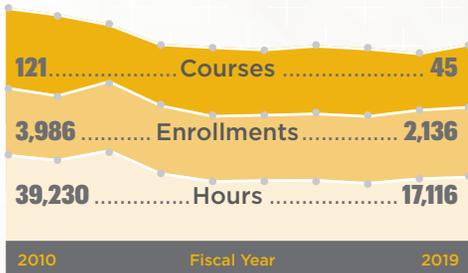
The Aircraft Rescue and Fire Fighting (ARFF) program provides specialized fire training for Federal Aviation Administration (FAA) certificated airports in the FAA central region and throughout the nation. In FY19 the ARFF program operated in 12 states. The program utilizes a Mobile Aircraft Fire Training (MAFT) simulator to provide realistic, effective fire and rescue training on-site at airport locations and allows firefighters to “Train as They’ll Fight.” The MAFT was funded by the Federal Aviation Administration (FAA) and the Missouri Department of Transportation (MoDOT) and is operated by MU FRTI. The program supports commercial service airports which are required to provide initial and annual recurring ARFF training for their airport firefighters.

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

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

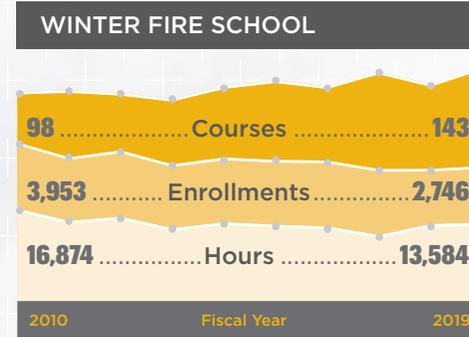
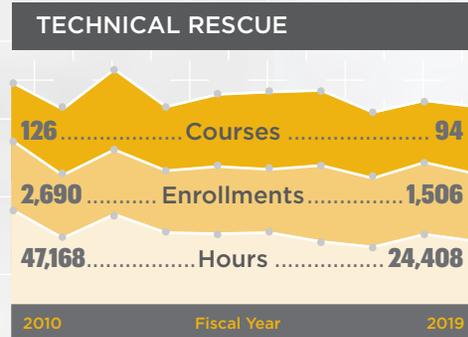
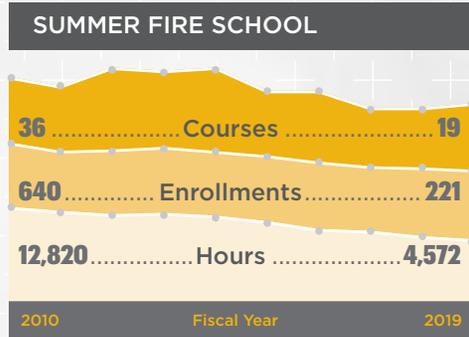
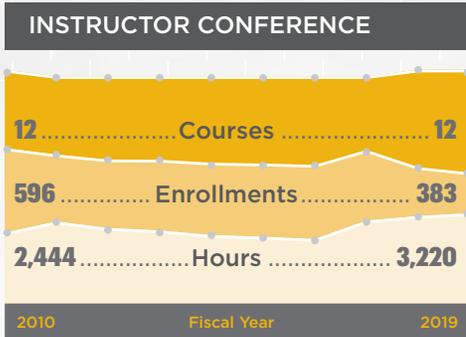
The Field Extension Program is responsible for a wide variety of fire and emergency response training courses, delivered through a field extension statewide network. The state is divided into nine geographic regions corresponding with the Missouri State Highway Patrol regions with an identified Regional Training Coordinator. These field coordinators provide a ready resource to enable fire departments at the local level to access and schedule needed training. Instruction is provided through MU FRTI's adjunct instructional cadre based throughout each region. Courses within this program focus on Chief and Company Officer, Driver Operator, Instructor, NIMS, Suppression and Firefighter Safety, and Technical Rescue training.

HAZARDOUS MATERIALS



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





The MU FRTI Instructor Conference is designed for those individuals preparing and presenting training programs for fire and emergency response personnel. The conference is recognized nationally as a “true” instructor training program, with its only focus on instructor professional development. Instructors and other supervisory personnel reported this conference was valuable in planning for the training needs of their organizations. The conference provides up to 20 hours continuing education credits by the Missouri Division of Fire Safety for re-certification of various levels.

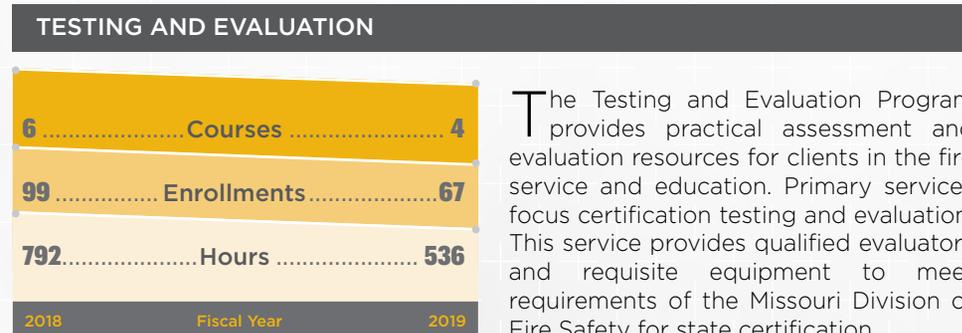
Summer Fire School (SFS) traces its history back to the origin of FRTI in 1933. This annual event offers both classroom-oriented and hands-on courses ranging in length from 1-5 days. Summer Fire School continues to provide a unique opportunity, using state-of-the-art equipment, to advance the practical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

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

Winter Fire School (WFS) is held each February. The event offers a diverse variety of classes to choose from in a weekend format and includes live webcast opportunities for three identified classes annually. The Midwest’s largest Equipment Exposition associates with WFS and provides an excellent opportunity for learning and networking. The FY19 Winter Fire School celebrated 38 consecutive years, which is one of the few fire schools of its kind in the nation and the longest running.



MU FRTI began testing and evaluating in 2018, helping emergency service personnel achieve state requirements.



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

HIGHLIGHTS

COMMUNITY EMERGENCY MANAGEMENT PROGRAM

The Community Emergency Management Program (CEMP) provides education and technical assistance to individuals and families, local governments, schools and organizations in preparing and responding to natural and man-made disasters. This program is housed within MU FRTI, however is a statewide Extension program. Regardless of size or impact, all disasters are local events, and thus it falls upon the local community and nongovernmental organizations to manage events when they occur. MU Extension and the CEMP is a key resource for the public, emergency services and public officials because of the unique relationship it maintains with each community.

During the 2019 disaster season, CEMP and MU Extension provided technical assistance to nearly 1,200 families in the counties affected by extreme flooding and tornadic activity. We were also a guest speaker at the six USDA MO Flood Recovery

Assistance meetings, offering technical expertise in disaster recovery issues confronting agriculture producers. MU Extension is also a member of the Missouri Disaster Recovery Framework which defines how communities, stakeholders, partners, and all levels of government can best work together before, during, and after a disaster or other event to meet the long-term recovery needs of Missouri's impacted residents, businesses, and communities. MU Extension is currently working with state agencies, not-for-profits, and federal agencies as Missouri continues to recover from the 2019 disaster season.

Beginning in late 2019, the University of Missouri (MU) joined 27 other states and two US territories as they began offering MyPI (My Preparedness Initiative), a challenging youth preparedness and leadership development opportunity, to five 4-H pilot sites in Missouri through a partnership between CEMP and 4-H.

ONLINE LEARNING



Courses	49
Enrollments	2,744
Hours.....	26,514

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

HIGHLIGHTS BY FUNDING PARTNERS

MU FRTI gratefully acknowledges the funding resources provided by our state and private partners. In FY19, MU FRTI self-generated 84% of its operational budget through fees, contracts, and grants. The following provides a breakdown of our primary funding partners and the impact they have on our mission of providing training and education to Missouri fire and emergency responders.

MISSOURI DIVISION OF FIRE SAFETY

Courses	167
Enrollments	4,574
Hours.....	43,224

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



MISSOURI DOT — HIGHWAY SAFETY

Courses	27
Enrollments	520
Hours.....	6,792



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

STATE FARM GOOD NEIGHBOR CITIZENSHIP GRANT



Courses	18
Enrollments	340
Hours.....	3,984

In 2019, the Institute was pleased to continue its partnership with State Farm to enable specific fire service training initiatives. The State Farm Good Neighbor Citizenship Grant provided support for emergency first responder training for response to highway emergencies. Specific courses approved for delivery were *Vehicle Rescue: Technician* and *Vehicle Firefighting*.



EAST-WEST GATEWAY COUNCIL OF GOVERNMENTS - STARRS

Courses	4
Enrollments	88
Hours.....	1,904



St. Louis Area Regional Response System (STARRS) coordinates with the greater St. Louis metropolitan area and the United States Department of Homeland Security (DHS) in efforts to improve the region's security and increase disaster preparedness through the administration and expenditure of grant funds from DHS/ FEMA Homeland Security Grant Program/Urban Areas Security Initiative, CFDA #97.067.

FIRE FIGHTERS ASSOCIATION OF MO

Courses	17
Enrollments	217
Hours.....	1,008



The Fire Fighters Association of Missouri (FFAM) is a recipient of a multi-year federal Fire Prevention and Safety Grant to provide *Firefighter Recruitment and Retention* training for volunteer fire departments in Missouri. The FFAM partnered with MU FRTI to assist in coordinating and delivering this training that provides volunteer fire departments with techniques that assist them in meeting their volunteer staffing needs.

STATE EMERGENCY MANAGEMENT AGENCY

Courses	21
Enrollments	408
Hours.....	9,856



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

PIPELINE ASSOCIATION OF MISSOURI

Courses	27
Enrollments	952
Hours.....	2,815



MU FRTI and the Pipeline Association of Missouri (PAM) has continued its partnership in FY19 to provide programs designed to meet the training and educational needs of Missouri emergency responders to aide in meeting state mandated training requirements, as well as enhance the service capability of both partners.

HIGHLIGHTS

FIRE OFFICER CERTIFICATE

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

In FY19, 15 individuals completed the Fire Officer Certificate Program. The program has had a total of 287 student certificates issued since the program's inception. Currently the program has 69 active participants.

FY19 GRADUATES

Michael Adam Bazzoni	Benjamin J. Ortballs-
Darren M. Chaves	Steinkamp
Zachary T. Downs	Kevin L. Samsel
Jason L. Goebel	Mark J. Smith
Christopher J. Granda	Jeff A. Stokes
Gregory Caleb Herrell	Charles L. Venegoni
Russell L. Hobbs	Albert O. Zimmermann
Adam B. Neff	Daniel R. Zumwalt

The Fire Officer Certificate Program was launched in 2002 and has not changed drastically since that time. In 2018 we began the process to upgrade after 3 years of research and decision process of what the program should be in the future. We anticipate the updated program to launch in second half of FY20.

MU FRTI Adjunct Faculty consists of over 150 top professionals in the nation.

FIRE SERVICE LEADERSHIP ENHANCEMENT PROGRAM



The Fire Service Leadership Enhancement Program (FSLEP) is a unique professional development program designed to enhance the leadership skills of fire and rescue service executives. The goal of FSLEP is specifically to prepare fire and emergency service leaders for the opportunities and challenges they face today and in the future. MU FRTI has partnered together in cooperation with the *Missouri Association of Fire Chiefs* and the *Missouri Association of Fire Protection Districts* with this Program. In FY19, the 16th annual *Fire Service Leadership Enhancement Program* graduated twenty-eight executive fire officers representing twenty fire agencies.

FIRE SERVICE INSTRUCTOR OF THE YEAR

MU FRTI presented the FY19 Fire Service Instructor of the Year awards at the annual Instructor's Conference November 3, 2018. This award is determined through a statistical process that considers the number of classes taught, instructor performance ratings, and overall course evaluation ratings. The recipient of the MU FRTI *Instructor of the Year Award* was Ron Walters, Firefighter with the Lincoln County Fire Protection District 1 in Troy, MO. Instructor Walters teaching exemplifies excellence and illustrates his passion for providing the very best in fire service instruction. The Institute is proud of his dedicated service as a member of the MU FRTI Instructional Cadre. Walters has been an adjunct instructor with the MU FRTI program since 2009.



MU FRTI ADVISORY COUNCIL

In 2016, MU Extension gave approval for MU FRTI to establish an Advisory Council for the Institute. The purpose of the Council is to provide input and guidance on strategic planning and training initiatives. This includes advice on current and emerging trends and issues in fire, rescue, and emergency response that may impact the design and delivery of training services in Missouri. Council members constitute a geographic cross-section of the fire service and other representative members. Members for FY19 included: Jeff Grote, Chair, Region A; Les Crews, Vice-Chair, Region C; Olan Morelan, Secretary, Springfield Fire Department; Mark Arnold, Region G; John Baker, Region B; Duane Compton, Region D; Robbie Erdel, Fire Fighters Association of Missouri; Mike Hoelscher, Missouri Association of Fire Chiefs; David Neighbors, St. Louis Fire Department; Bill Lamar, Region H; Mark Mauer, Kansas City Fire Department; Grant Peters, Student; Sam Schneider, Region I; Don Seymore, Region E; and Randy White, Region F.

REGIONAL TRAINING COORDINATORS AND ADJUNCT FACULTY

To assist in the management and coordination of field extension training across the state, MU FRTI employs a Regional Training Coordinator System based on the nine Missouri State Highway Patrol regions. Regional Training Coordinators provide a ready resource to enable agencies at the local level access to MU FRTI resources and training.

Over 150 of the top professionals in the nation are members of the MU FRTI Adjunct Faculty. Most are active-duty firefighters and officers, and their expertise and practical hands-on experience, coupled with advanced instructional training, enable them to provide the very best in emergency service instruction. The geographic dispersion of the Institute's faculty across the state, along with their broad range of subject matter expertise, allows the Institute to utilize local instructors, working in conjunction with scheduling requirements of the host department, to make training courses as accessible as possible. MU FRTI gratefully acknowledges the important contribution that our regional coordinators and adjunct faculty makes to the successful accomplishment of the Institute's mission. Through their work, our



Robert Little Region A
Roger Meyers Region A
Joe Schilling Region B
Aaron Bockhorst Region C



faculty enable first responders to perform more effectively and safely by providing quality training and education.



Mike Cherry Region C
Marty Schuessler Region C and E
Kelly Davis Region D
Bruce Parton Region D
Clint Hays Region F
Mark Arnold Region G
Randy Haefner Region I

PARTNERSHIPS, DONORS AND SUPPORTERS

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

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

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

The 2019 Annual Report was developed and produced using self-generated revenue.

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TYPES OF TRAINING

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

SERVICES

Subsidized training at no-cost
Low cost fee or tuition-based training
Student records and transcripts
State and national accreditation/recognition
Liaison with other organizations/associations
Curriculum development
Technical advising

TRAINING AVAILABILITY

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



Fire and Rescue Training Institute
1110 S. College Avenue, Room 232
Columbia, MO 65211-3410

800-869-3476 • 573-882-4735
Email: frti@missouri.edu



LEARN MORE AT
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