

National Child Passenger Safety Certification

Safe Kids Worldwide Major Accomplishments: 2006

Over the past year, there have been significant and exciting changes to the National Child Passenger Safety Certification Program and the coming year promises even more enhancements and improvements with a revised curriculum and re-certification process. Safe Kids Worldwide would like to thank the Certification Program Sponsor State Farm, the State CPS Training Contacts, and certified instructors who offer the courses at the local level.

Program Milestones

Certification Renewal Course

The Certification Renewal Course was made available on August 1, 2005 in conjunction with Safe Kids' transition to Cызap. It was an eight-hour course available to technicians and instructors whose certification has expired; it provides an alternative to retaking the entire certification course. (It was intended for individuals who have maintained their child passenger safety knowledge and their hands-on skills, not to be a shortened version of the certification course.) Upon successful completion, individuals were eligible to take the online recertification exam. People with expired certifications may take this course one time. To become certified, students must pass the hands-on skills testing during the course and an online exam after completion.

The Certification Renewal Course was put on hiatus on December 31, 2006. With the updated curriculum being available in 2007, NHTSA will update the curriculum and Safe Kids will refine the assessment and make it available again.

Spanish-language Curriculum

The CPS certification course was be available in Spanish in January. In order for an instructor to be approved for a second language, Safe Kids required a professional assessment of the instructor's second-language proficiency. Current formal language assessments will gladly be accepted in lieu of the language proficiency evaluation.

Six Spanish language certification courses were held in 2006, with fifty-two participants.

Real-time Access to Regional and State Data

In response to requests and to improve communication, Safe Kids introduced real-time 24/7 access to the live data for all NHTSA regional and state CPS coordinators. The new feature allows them to search and edit contact information for their constituents and search course information certification worldwide.

Re-certification Requirement Update

Introduced in the September CPS Express, the online re-certification exam will be replaced with a requirement for six hours of continuing education (CEUs).

The move towards CEUs will enable technicians to stay current in the field at their own pace and enables them to maximize their learning. One other major problem of the online test was that the

correct answers could not be provided. Therefore, technicians were not able to learn from their incorrect answers.

Dedicated Program Sponsor



State Farm's sponsorship, since 2005, helped make possible the program enhancements that CPS technicians and instructors across the United States enjoy through the certification Web site. Specific improvements include the ability to search for a course without registering in the system, instructors can include detail on why a seat check is denied, and the ability to print a wallet card at any time.

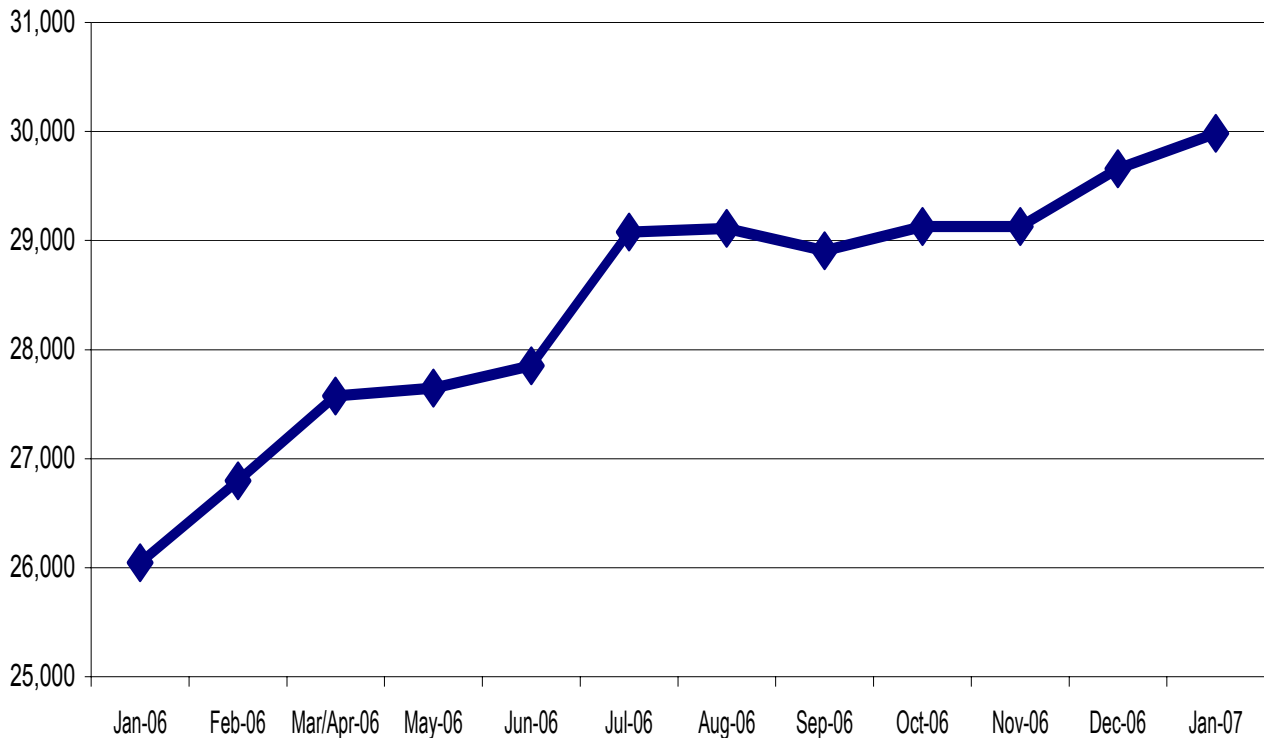
Program Statistics

All certification and course data included in this report are accurate as of January 1, 2007 unless otherwise indicated.

Total Certifications

The certification program continued to grow in 2006 with a steady increase in the number of certified individuals, including a five (1263 to 1334) percent increase in the number of instructors.

Number of Certified Individuals – 2006



Starting in April, monthly numbers were generated during the first week of the month. The label indicates the date the data was generated.

This data does not include individuals who were in the process of re-certification.

Number of Certified Individuals by Type – 2006

Date	Instructors	Instructor Candidates	Technicians	Total
Jan-06	1,263	54	24,728	26,045
Feb-06	1,272	67	25,458	26,797
Mar/Apr-06	1,280	58	26,235	27,573
May-06	1,295	58	26,296	27,649
June-06	1,306	56	26,491	27,853
July-06	1,328	56	27,694	29,078
Aug-06	1,333	57	27,721	29,111
Sept-06	1,348	56	27,504	28,908
Oct-06	1,359	55	27,714	29,128
Nov-06	1,375	41	27,715	29,131
Dec-06	1,371	40	28,249	29,660
Jan-07	1,334	34	28,617	29,985

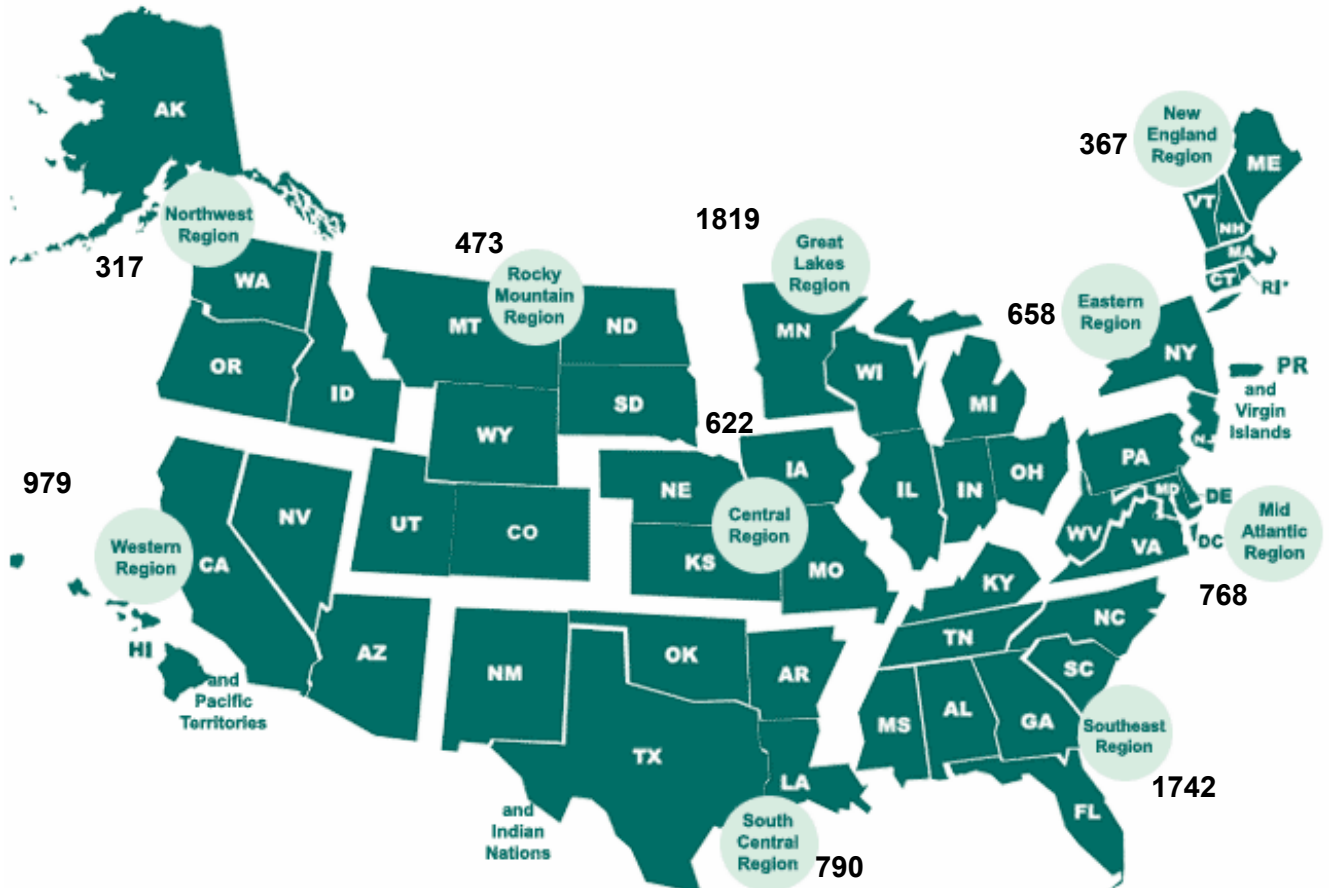
In April, monthly numbers were generated during the first week of the month. The label indicates the date the data was generated.

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New Certifications

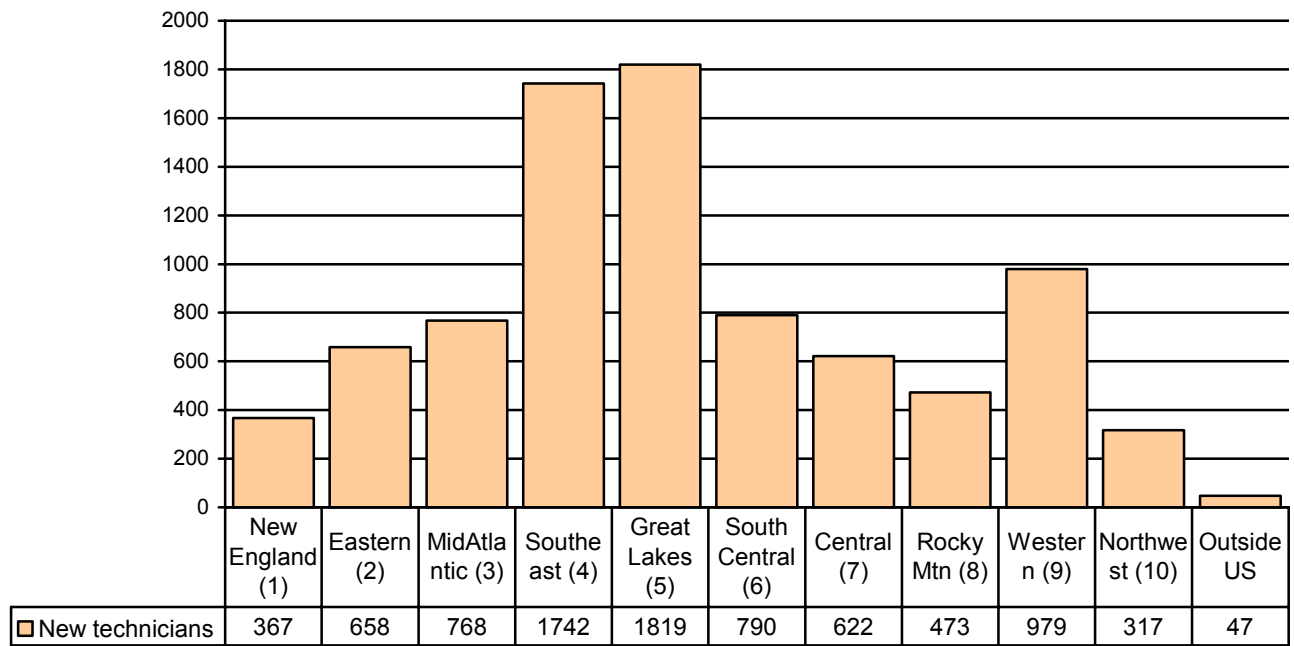
In 2006, there were 8,582 new certifications. Of these, 4 have become instructors and 5 are instructor candidates. Sixteen percent (1,401) were previously certified individuals welcomed back into the program through the renewal course.

Number of New Technicians Certified in 2006 by NHTSA Region
N = 8,547



* An additional 47 individuals who reside outside of the U.S. and its territories were certified.

**Number of New Technicians Certified in 2006 by NHTSA Region
N = 8,582**



Re-certifications

Due to increased data access and programming, the 2005 recertification percentages have been corrected at a loss, from 40.4 to 32.4 percent. With the new programming, recertification percentages are now available by state. The 2005 data analysis is available upon request.

Eligible for re-certification in 2006
 Eligible for re-certification: 8,490; Recertified: 2,971
Percentage Recertified: 35%

**CPS Recertification Percentages by State - 2006
 (including US Territories and DC)**

N=8,481

State/ Territory	% recert	State/ Territory	% recert
AK	30.3	MT	33.3
AL	23.6	NC	35.5
AR	34.5	ND	38
AZ	34.8	NE	31.5
CA	30.6	NH	34.9
CO	39.6	NJ	40.9
CT	41.1	NM	21.8
DC	33.3	NV	52.5
DE	22.8	NY	41.3
FL	27.6	OH	49.8
GA	33.6	OK	38.6
GU	66.7	OR	40
HI	25	PA	47.1
IA	43.3	PR	0
ID	26.3	RI	36.4
IL	44.2	SC	18.9
IN	35.8	SD	69.2
KS	38.4	TN	24.9
KY	18.4	TX	33.3
LA	45.6	UT	35.4
MA	39.3	VA	21.7
MD	24.9	VI	11.1
ME	30	VT	56.5
MI	39.6	WA	25.5
MN	52.6	WI	36.8
MO	33.1	WV	14.3
MS	7	WY	43.5

* 9 re-certifications outside the United States.
 Data as of March 10, 2007.

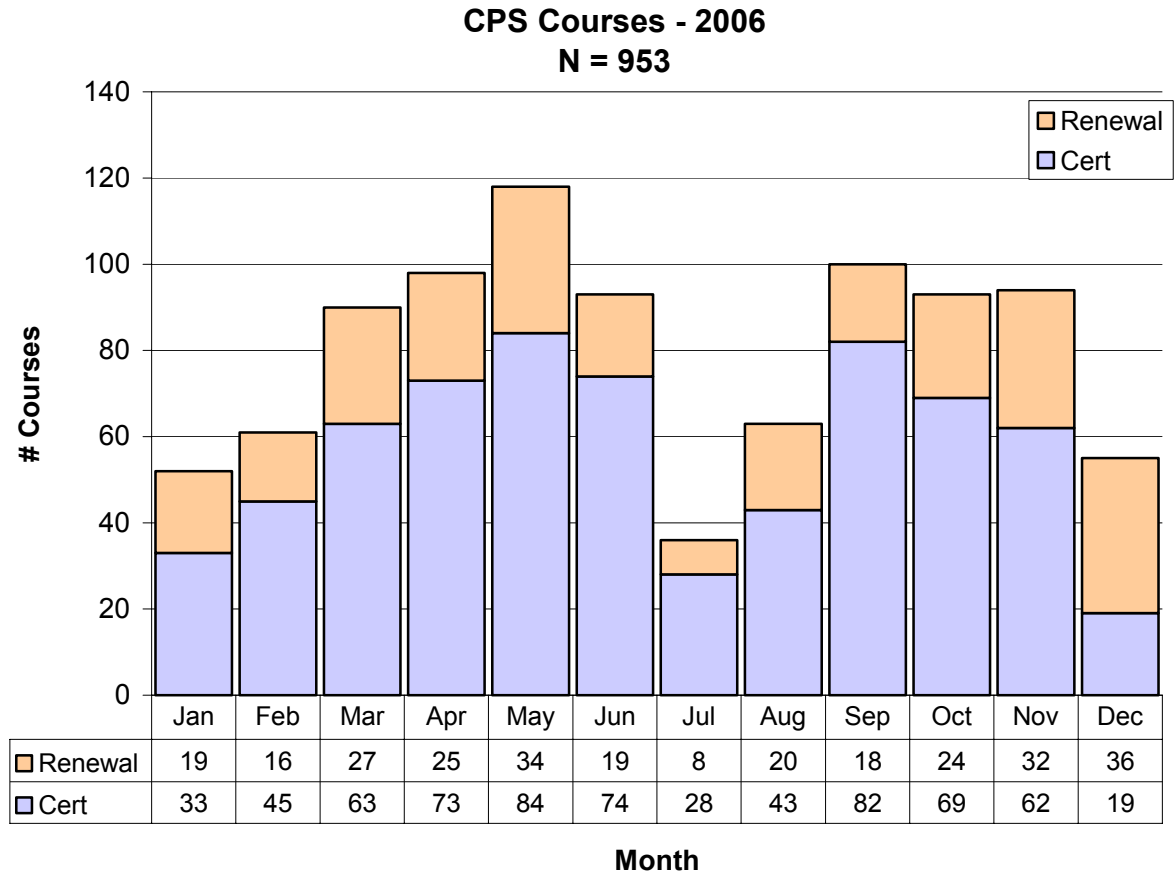
Courses

In 2006, 953 courses were offered worldwide. 675 certification courses were offered in all 50 states, the District of Columbia, the Virgin Islands, Germany and Italy.

In 2006, 278 certification renewal courses were offered in 49 states (except Louisiana), the District of Columbia and Israel. The course was available through December 31, 2006.

In 2007, the renewal course will be unavailable until the curriculum is updated by NHTSA with a revised testing component as the online test is no longer available.

It is hoped that it will become available again in late 2007.



CPS Courses by State (including DC) - 2006

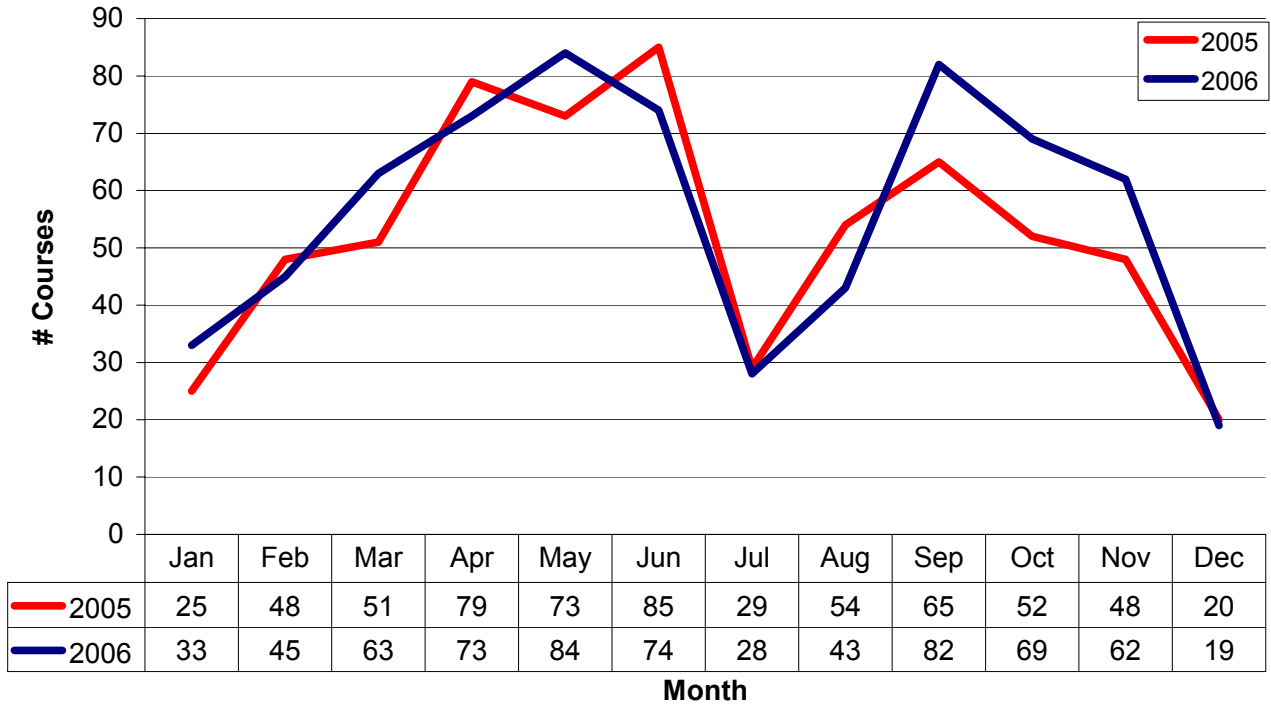
Certification (Cert) N = 671

Renewal (Ren) N = 277

State	# Cert	# Ren	State	# Cert	# Ren
AK	5	3	MT	4	2
AL	16	7	NC	19	4
AR	9	4	ND	3	1
AZ	29	7	NE	7	1
CA	40	12	NH	2	1
CO	18	5	NJ	17	7
CT	7	3	NM	7	4
DC	1	3	NV	8	3
DE	2	3	NY	26	10
FL	36	15	OH	21	13
GA	28	9	OK	6	3
HI	2	3	OR	8	4
IA	2	1	PA	19	15
ID	9	2	RI	2	1
IL	34	18	SC	25	4
IN	31	5	SD	3	4
KS	12	7	TN	16	7
KY	15	11	TX	21	14
LA	8		UT	5	1
MA	8	6	VA	21	8
MD	15	12	VI	1	0
ME	5	1	VT	1	2
MI	21	12	WA	10	2
MN	16	1	WI	15	5
MO	22	4	WV	4	4
MS	6	1	WY	3	2

Certification Courses were also offered outside the United States, including four certification courses that were offered through Armed Forces Europe (one in Italy and three in Germany). One renewal course was held in Israel.

Certification Courses by Month
2005 N = 629, 2006 N = 675

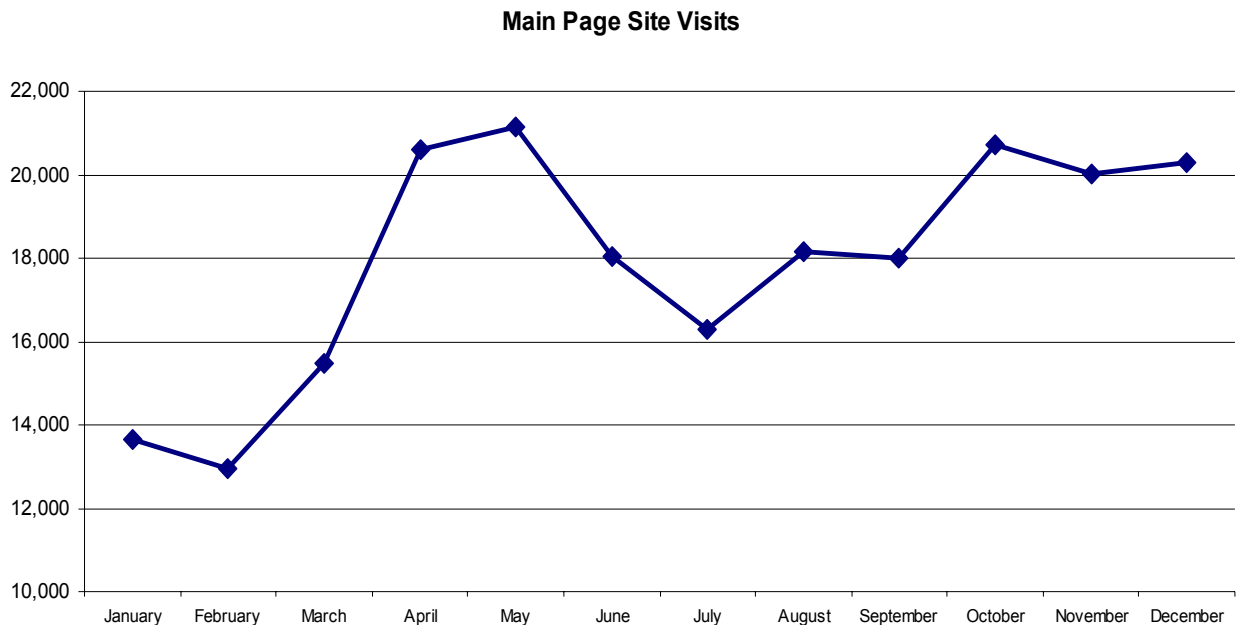


Communications

Safe Kids has continued to improve its communication with its stakeholders in the CPS community regarding the certification program. Safe Kids representatives initiated or participated in dozens of formal meetings, conferences, conference calls, and written communications regarding ongoing development of the certification system during 2005.

The two primary forms of communication for the program are the Web site, www.safekids.org/certification, and customer service (phone and e-mail).

There were over 215,000 visits to the Web site in 2006.



Technicians, instructors, course administrators and designated agency representatives have better access to the certification information that affects them and their programs. Policies and Procedures documentation has been centralized and continually improved, and is available via the Safe Kids certification Web site.

Over 17,909 phone calls and 2,641 e-mail messages were received by customer service during 2006 — an average of 79 calls and e-mail messages per workday.

CPS Express!: Nineteen editions of the *CPS Express!* e-mail newsletter were sent out in 2005. This newsletter was created to keep people aware of developments and sent to all individuals with a valid e-mail address in the certification system. In 2006, 15 editions of the *CPS Express!* e-mail newsletter were sent to currently certified individuals, course administrators and designated agency representatives. Three were special editions sharing time-sensitive updates to technicians in the field.

Tech Update: Two editions of the *Tech Update* newsletter were distributed to certified individuals. In 2006, they were be distributed via e-mail and on the CPS Board and CPS

certification Web sites. Paper copies were made available by request to Deborah Trombley at CPSBoardSecretariat@nsc.org.

Customer Service Survey

In an effort to better measure the quality of our customer service, Safe Kids published an online customer service survey in December. We plan to use the results to help us find ways to improve customer service. The survey is available on the Certification Web site under "Contact Us."

A Look Ahead

Revised Curriculum

Under NHTSA's guidance and leadership, Safe Kids and the National Child Passenger Safety Board participated in a dramatic update of the certification curriculum. Under the guidance of a curriculum design specialist, the more streamlined, more user friendly materials will be made available in 2007.

Continuing Improvement

Customers, National CPS Board members, NHTSA representatives, state stakeholders and other individuals are in regular communication with us about further planned and potential system developments.

Safe Kids uses this shared information to continually enhance system functionality, communication, policies and procedures. In addition, we are active participants in related curriculum development, exam development, field issue resolution, and information dissemination efforts.

Thank you for your continued participation and constructive input!