



## Major Program Accomplishments: 2008

Safe Kids Worldwide would like to thank the Certification Program Sponsor State Farm, the State CPS Training Contacts, and dedicated certified instructors who offer the courses at the local level. Through these partnerships, child occupant protection issues remain at the forefront in the minds of American families.

### Program Milestones

#### *Certification Course Revision*

Safe Kids Worldwide, as the certifying body and member of the National Child Passenger Safety Board (NCPSB), was pleased to be a part of the major revision of NHTSA's curriculum. The curriculum was revised in April 2008, with instructor CDs distributed at the Lifesavers Conference. The student manual also was revised in April. The revised manual is easier to read, encourages readers to research answers and returns the focus to technician educator over product installer. The mantra *Learn, Practice, Explain* drives the efforts of all parties -- parent/caregiver, technician, and instructor -- throughout the course.

To improve the quality of the courses, student manuals were professionally printed with a color cover. The customer service and fulfillment contractor, Professional Examination Services, stores the manuals. We purchased enough for two years.

#### *Certification Renewal Course*

The Certification Renewal Course was put on hiatus on Dec. 31, 2006. It was fully updated to follow the revised curriculum and was made available on June 23, 2008.

The Certification Renewal Course is an eight-hour course available to technicians and instructors whose certification has expired. It provides an alternative to retaking the entire certification course for individuals who have maintained their child passenger safety knowledge and their hands-on skills. The registration pages make it clear that this is not to be a shortened version of the certification course and is intended for up-to-date people.

Although individuals with expired certifications may take this course more than one time, it is strongly recommended that they take the full Certification course if they did not pass the first time.

### *Real-time Access to Regional and State Data*

In response to requests and to improve communication, Safe Kids continued to promote real-time, 24/7 access to the live data for all NHTSA regional and state CPS coordinators. This feature allows them to search and edit contact information for their constituents and view information on courses, including the roster.

Monthly updates on each state's re-certification numbers are now provided to each State and Regional CPS Training contact. Specific information for a particular time period also is provided by request.

### *Re-certification*

There are three basic requirements for technician re-certification, with no major changes in 2008.

1. **Five seat checks** approved by a certified instructor (you may use the technician proxy option). You can do the checks at any time during your certification cycle as long as they are entered online and a certified instructor approves them before your re-certification date.
2. **Community education** (choose one):
  - a. Participation in at least one two-hour checkup event with at least one other CPS technician using any standardized checklist to provide documentation, if needed.
  - b. Provide at least four hours of community education. Examples include making presentations to parents, educators, kids, organizations (such as PTAs or law enforcement), or other stakeholders who are not technicians.
3. A minimum of six hours of CPS technical **continuing education units** earned and reported during a current two-year certification cycle.
  - a. You cannot carry over CEUs from one period to the next, even if you have accumulated more CEUs than are required.
  - b. You can record CEUs at any time during your certification cycle, but they must fit into one of the **five approved categories and meet content requirements**.
4. **Register and pay** the re-certification fee before your certification expiration date.

#### Fees:

- Instructor Candidate and Technician re-certification: \$40
- Instructor re-certification: \$60

### *Online Training*

In July of 2008, Safe Kids partnered with NHTSA and launched [www.SafeKidsWebinars.org](http://www.SafeKidsWebinars.org), an online training site where technicians may obtain CEUs for re-certification. One training module, School Buses and CPS, is currently available with plans to add at least two more modules in 2009.

Work on the modules is supported by many technician volunteers. We appreciate their ongoing dedication and donation of time, energy and ideas for CPS Certification.

http://www.safekidswebinars.org/

Safe Kids USA | NHTSA

## Road Safety for Kids: Online Training

Presented by: Safe Kids NHTSA

HOME | ABOUT SAFE KIDS | NEWS FROM SAFETYLIT | PARTNERS | ONLINE COURSES | CONTACT US



### ABOUT THE ONLINE TRAINING CENTER

This program is made possible by a partnership between Safe Kids Worldwide and the National Highway Traffic Safety Administration.

We hope you take some time to learn more about how to keep children and their families safe on the road. Users are able to visit as often as they like, reviewing materials and refreshing their knowledge.

For information on how to become a nationally certified Child Passenger Safety Technician, go to [www.safekids.org/certification](http://www.safekids.org/certification)



### ONLINE COURSES

The site offers three levels of education, depending on the need of the user:

**Level 1** — Basic child passenger safety awareness for a new parent, caregiver, automobile or car seat retailer (*COMING in late 2008*)

**Level 2** — For the currently certified CPST, these modules offer information beyond the national curriculum. Successful completion results in CEUs for CPS Recertification.

**Now Available: School Bus Module!**

**Level 3** — For medical professionals who need continuing education, these modules will have a modest fee (TBD). (*COMING in 2009*)

### LATEST NEWS FROM SAFETYLIT

Brought to you by [SafetyLit.org](http://SafetyLit.org)

['Low mileage bias' and related policy implications: A cautionary note.](#) - Staplin L, Gish KW, Joyce J.

[50 Years German Society of Traffic Medicine -- 50 Years Drugs and Driving -- Historical View and Future Aspects in Traffic Toxicology.](#) - Kauert G.

[A New Analytical Model for High-Velocity Impact of Thick Composites.](#) - Cheng WL, Itoh S, Jen

[more news](#)



Mitch Stoller  
President & CEO  
SafeKids Worldwide

Welcome to the Road Safety for Kids Online Training Center. Safe Kids Worldwide is a global network of organizations whose mission is to prevent accidental childhood injury, a leading killer of children 14 and under.

[more >](#)

**Can't get the test to work?**

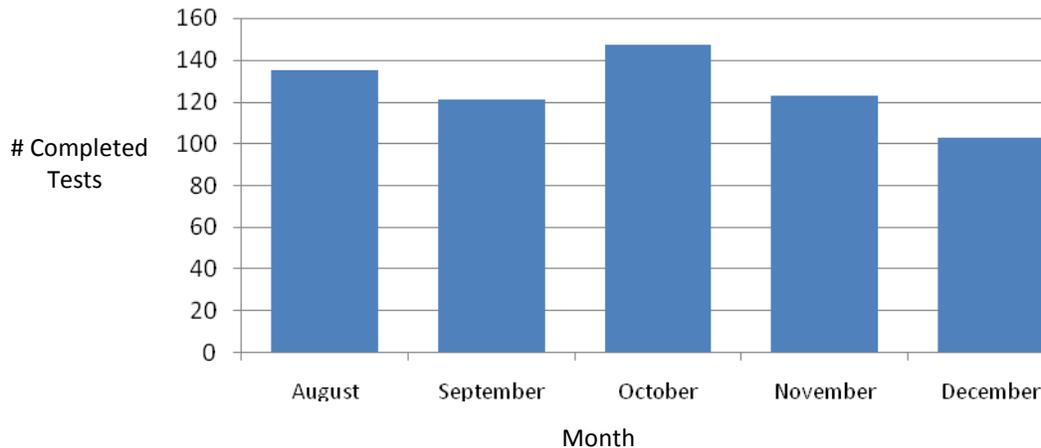
[Click here for system requirements](#)

**Already Registered?**

[Login here](#)

## Completed Tests

N = 629



*Dedicated Program Sponsor*



Since 2005, State Farm's sponsorship has helped make possible the program enhancements that CPS technicians and instructors across the United States enjoy through the certification Web site.

State Farm also supports CPS certification courses in at-risk communities and promotes re-certification of current technicians.

**Major State Farm Activities per fiscal year** (July 1, 2007 - June 30, 2008)

Through classroom support, State Farm zone reunions and certification scholarships, State Farm and Safe Kids provide opportunities to increase the number of nationally certified CPS technicians and instructors.

**CLASSROOM SUPPORT:** State Farm's classroom support provides students with State Farm branded materials in conjunction with their classroom instruction and hands-on skill training. Each course is provided with branded signage which includes a tablecloth and two mini-posters. Each student receives a course completion letter which includes recognition of State Farm as the program sponsor.

**REUNION/TECHNICAL UPDATES:** For each fiscal year, CPS reunions were held in each of State Farm's 12 zones. These reunions celebrated the work in the field by trained CPS technicians and provided networking opportunities for best practice discussions. Grants were provided to ensure a certified instructor was present to provide a technical update and answer technical questions. A Safe Kids CPS staff member provided information on re-certification, certification, instructor candidacy and other policy and procedure questions.

**CERTIFICATION COURSE GRANTS:** Course grants to support 21 national certification courses in communities serving at-risk families were awarded twice a year.

**SCHOLARSHIPS:** In addition, a scholarship program offered 100 certification course scholarships to support the grant-funded certification courses in at-risk communities. This promotes CPS certification and directs resources to underserved communities.

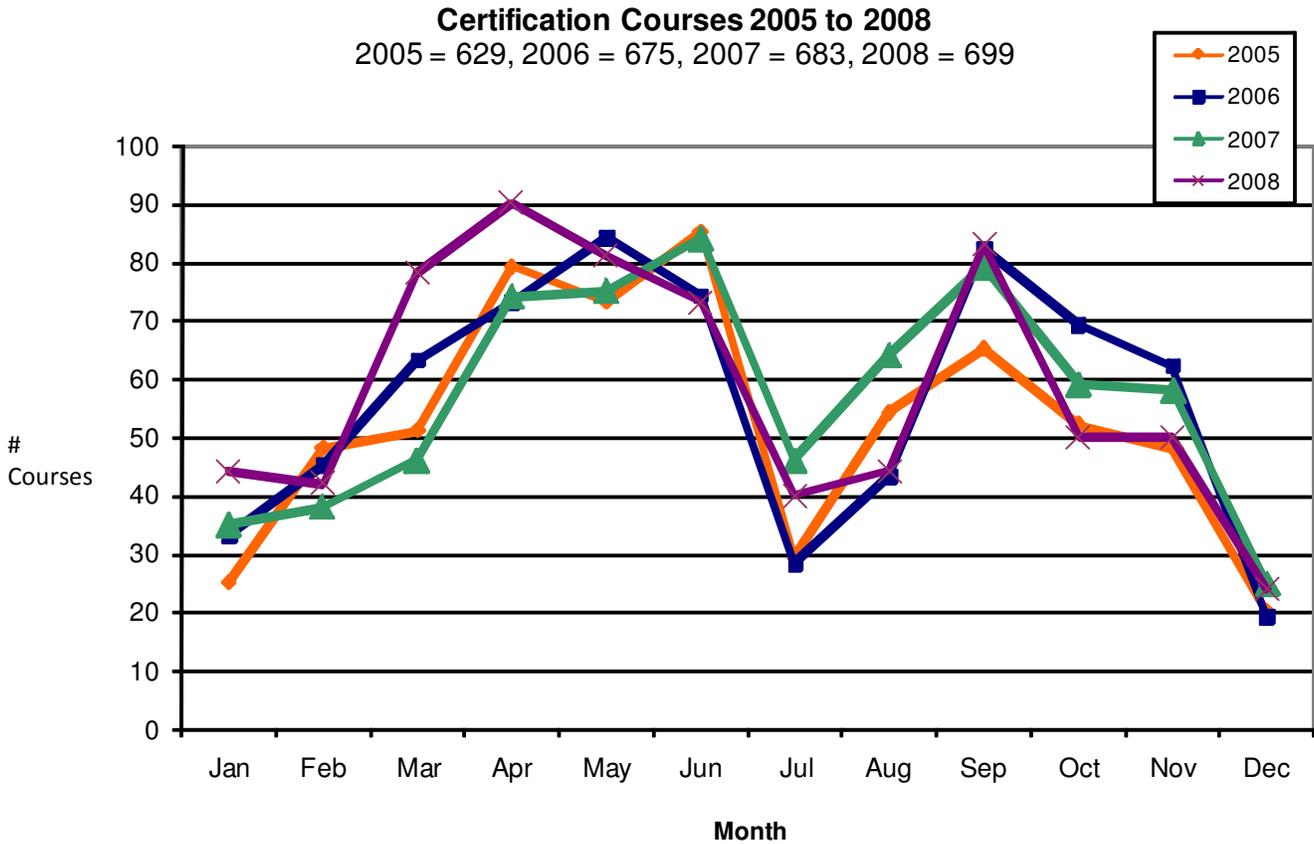
**FY08 Grant reports (course grants and reunions) available upon request.**

# Program Statistics

All certification and course data included in this report is accurate as of Jan. 1, 2009, unless otherwise indicated.

## Certification Courses

In 2008, 699 certification courses were offered. Courses were held in all fifty states, the District of Columbia, and Guam. Outside of the United States or its territories, there was a course in Canada, the United Kingdom and two in Germany.



## 2008 CPS Courses by State or Territory

N= 699

State	# Cert	State	# Cert
AK	5	MT	7
AL	15	NC	28
AR	8	ND	3
AZ	24	NE	4
CA	41	NH	2
CO	15	NJ	17
CT	8	NM	8
DC	1	NV	5
DE	2	NY	25
FL	39	OH	19
GA	29	OK	11
GU	1	OR	10
HI	5	PA	25
IA	5	RI	2
ID	5	SC	22
IL	28	SD	5
IN	23	TN	24
KS	12	TX	31
KY	19	UT	3
LA	2	VA	36
MA	10	VI	1
MD	14	VT	1
ME	5	WA	9
MI	14	WI	13
MN	16	WV	4
MO	25	WY	2
MS	7	Out of county	4

### ***Certification Renewal Courses***

The Certification Renewal Course (CRC) was available starting June 23, 2008. The revised course is a two-hour overview of updates in the certification curriculum, two hours of skills testing and a 50 question open-book test. A score of 84 percent is required to pass.

In 2008, there were 88 Certification Renewal Courses offered in 35 states and Israel.

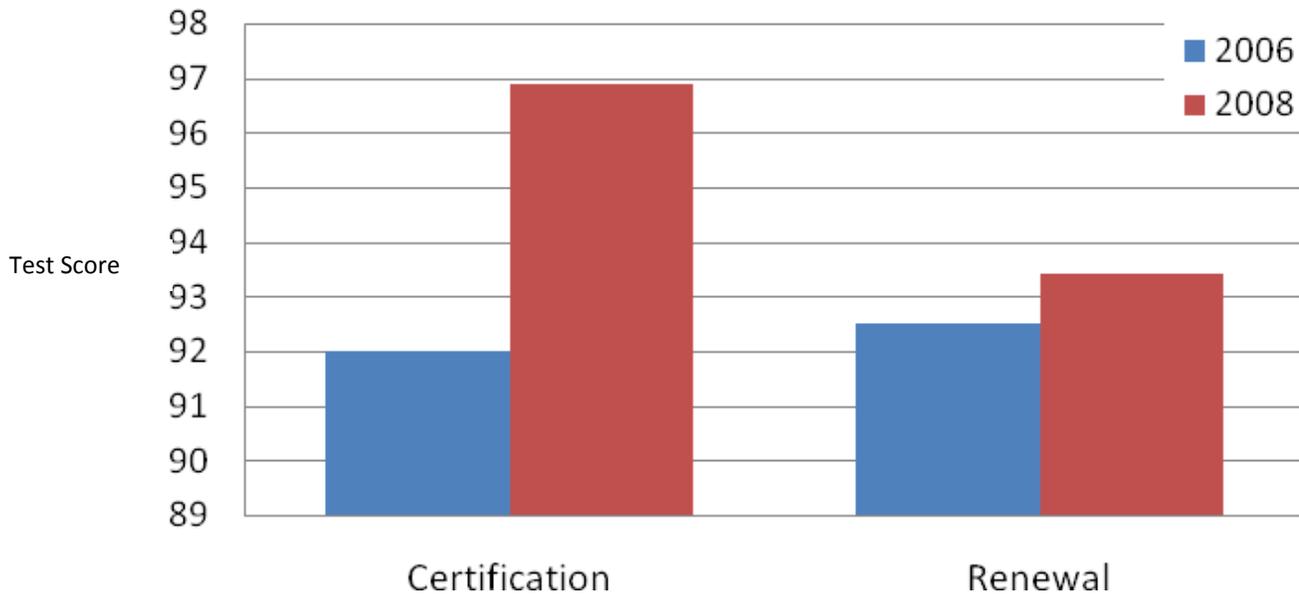
### **Testing**

To successfully complete the Certification course, students must pass three hands-on skills tests, quizzes, and actively participate in a checkup event.

During 2008 – the first full year that technician candidates had to cumulatively pass (84 percent) a series of three open-book quizzes -- 97 percent of students passed the written quizzes. This compares favorably with the 2006 percentage of 92 percent (excludes retakes).

Students in the Certification Renewal Courses had a passing written grade 93.4 percent of the time. This is slightly lower than passing grades of the Certification Course.

## **Percent age of Passing Written Tests by Year and Course Type**



### **Total Certifications**

The certification program continued to grow in 2008, with a steady increase in the number of certified individuals up 2,132 from this time last year.

Total Number of Certified Individuals: CY08



## Number of Certified Individuals by Type – 2008

Date	Instructors	Instructor Candidates	Technicians	Total
January	1,359	44	29,588	30,991
February	1,367	48	29,424	30,818
March	1,375	59	29,844	31,278
April	1,388	60	30,632	32,080
May	1,400	61	31,089	32,550
June	1,418	52	31,606	33,076
July	1,430	44	31,103	32,577
August	1,434	44	31,003	32,481
September	1,441	52	31,224	32,717
October	1,453	47	31,797	33,297
November	1,464	54	31,783	33,301
December	1,483	38	31,914	33,435

Monthly numbers were generated during the first week of the month.



## # Certified/Recertified in 2008 by State/Territory

**N = 15,053**

New Techs: 9534

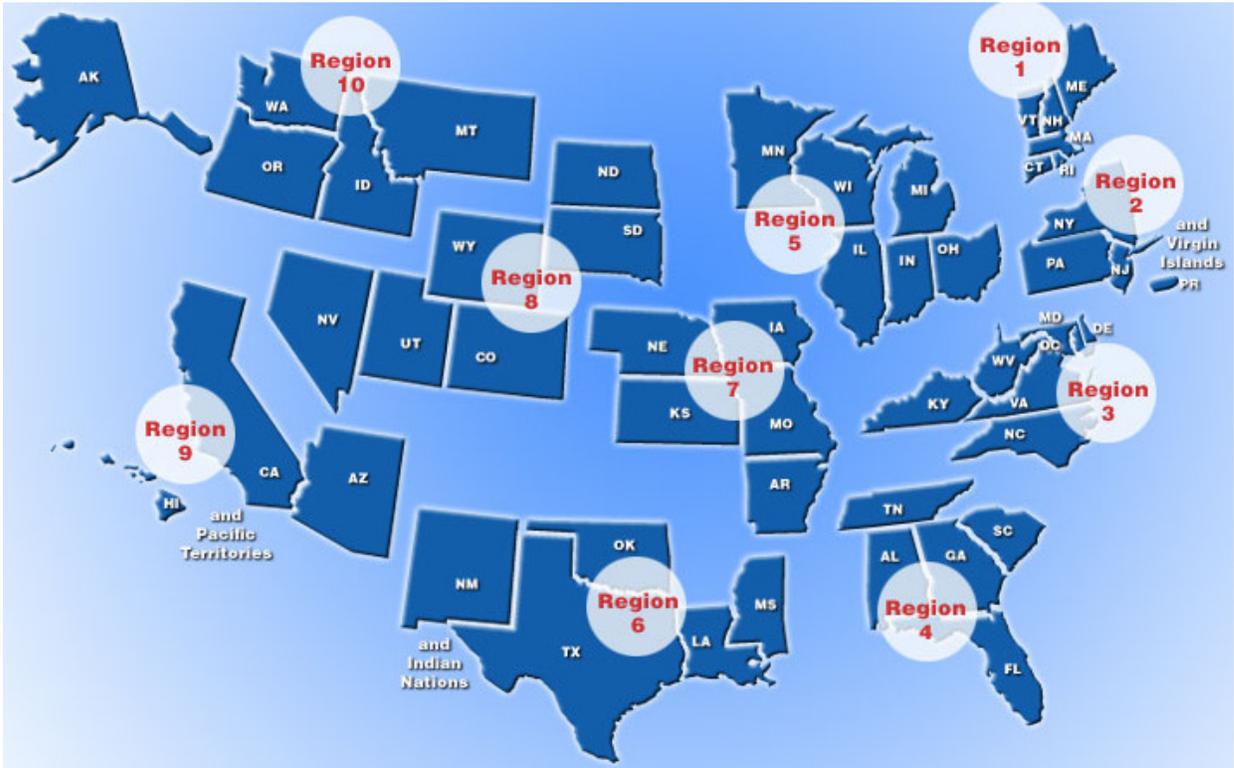
Re-certifications: 5,519

State/ Territory	New Certs	Recerts	2008	State/ Territory	New Certs	Recerts	2008 total
Missing	10	4	<b>14</b>	Northern Mariana Islands	16	0	<b>16</b>
AF Americas	4	1	<b>5</b>	MS	77	20	<b>97</b>
AF Europe	31	8	<b>39</b>	MT	57		<b>57</b>
AK	80	36	<b>116</b>	NB (Can)	1		<b>1</b>
AL	106	58	<b>164</b>	NC	598	301	<b>899</b>
AR	139	98	237	ND	46	39	<b>85</b>
AF Pacific		1	1	NE	83	69	152
Amer. Samoa	3	0	3	NH	39	30	69
AZ	310	133	443	NJ	305	232	537
CA	608	314	922	NM	126	48	174
CO	214	172	386	NV	70	32	102
CT	101	60	161	NY	306	264	570
DC	19	9	28	OH	223	224	447
DE	13	11	24	OK	167	87	254
FL	401	208	609	OR	147	63	210
GA	401	205	606	PA	328	208	536
GU	18	1	19	Quebec (Can)	2		2
HI	78	13	91	RI	36	14	50
IA	80	64	144	SC	207	59	266
ID	36	36	72	SD	54	41	95
IL	452	351	803	TN	377	67	444
IN	244	191	436	TX	433	210	643
KS	164	122	286	UT	86	56	142
KY	171	75	246	VA	430	104	534
LA	65	144	209	US VI	11	1	12
MA	214	123	337	VT	20	20	40
MD	151	86	237	WA	139	61	200
ME	59	35	94	WI	173	116	289
MI	203	188	391	WV	66	23	89
MN	142	169	<b>311</b>	WY	35	34	<b>69</b>

\* AF = Armed Forces

**New Certifications**

In 2008, there were 9,534 new certifications, an increase of 398 from 2007. Of these, four became instructors and three are instructor candidates.

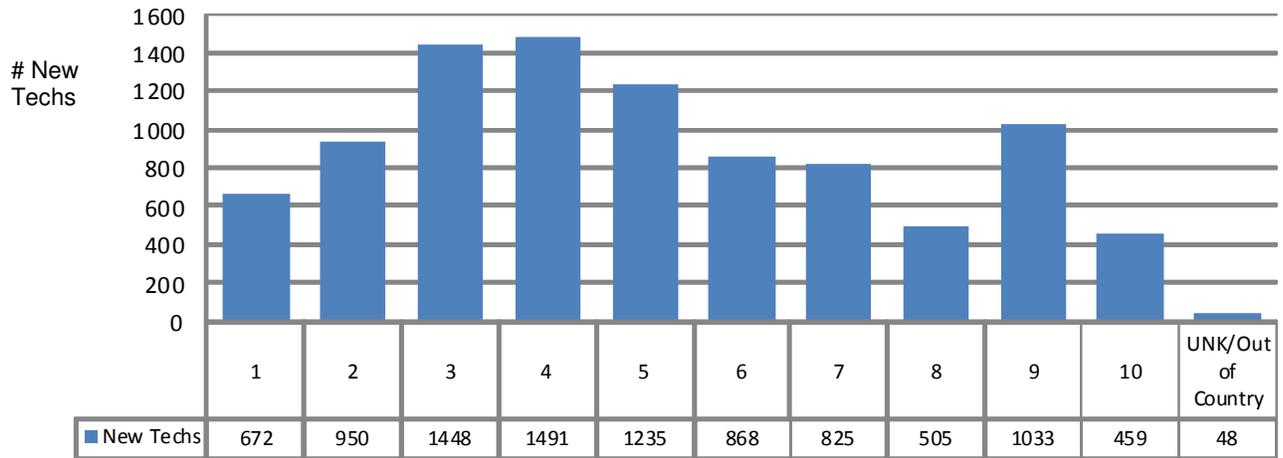


**Number of New Technicians Certified in 2008 by NHTSA Region**  
**N = 9,534**

Region	# new techs	Region	# new techs
1	672	7	825
2	950	8	505
3	1448	9	1033
4	1491	10	459
5	1235	Non-US/UNK	48
6	868		

**Number of New Technicians Certified in 2008 by NHTSA Region  
N = 9,534**

**2008 New Techs by Region**



**Re-certifications**

Eligible for Re-certification in 2008

- Eligible for Re-certification: 12,664
- Recertified: 5,519
- **Percentage Re-certified: 43.6%**

State	Eligible	Certified	% recert	State	Eligible	Certified	% recert
Missing data	14	4	28.6%	MO	357	148	41.5%
AF* Amer.	2	1	50.0%	MS	61	20	32.8%
AF* Europe	39	8	20.5%	MT	59	32	54.2%
AK	67	36	53.7%	NC	576	301	52.3%
AL	157	58	36.9%	ND	69	39	56.5%
AF* Pacific	1	1	100.0%	NE	134	69	51.5%
AR	219	98	44.7%	NH	69	30	43.5%
Amer. Samoa	3	0	0.0%	NJ	483	232	48.0%
AZ	446	133	29.8%	NM	122	48	39.3%
CA	755	314	41.6%	NV	88	32	36.4%
CO	346	172	49.7%	NY	537	264	49.2%
CT	141	60	42.6%	OH	440	224	50.9%
DC	22	9	40.9%	OK	160	87	54.4%
DE	45	11	24.4%	Ontario (Can)	1	0	0.0%
FL	539	208	38.6%	OR	133	63	47.4%
GA	489	205	41.9%	PA	455	208	45.7%
GU	5	1	20.0%	RI	25	14	56.0%
HI	56	13	23.2%	SC	189	59	31.2%
IA	111	64	57.7%	SD	72	41	56.9%
ID	108	36	33.3%	TN	261	67	25.7%
IL	724	351	48.5%	TX	487	210	43.1%
IN	495	191	38.6%	UT	120	56	46.7%
KS	261	122	46.7%	VA	346	104	30.1%
KY	168	75	44.6%	US VI	13	1	7.7%
LA	282	144	51.1%	VT	34	20	58.8%
MA	240	123	51.3%	WA	148	61	41.2%
MD	243	86	35.4%	WI	293	116	39.6%
ME	87	35	40.2%	WV	69	23	33.3%
MI	439	188	42.8%	WY	70	34	48.6%
MN	289	169	58.5%				

\* AF = Armed Forces

**History by Calendar Year**

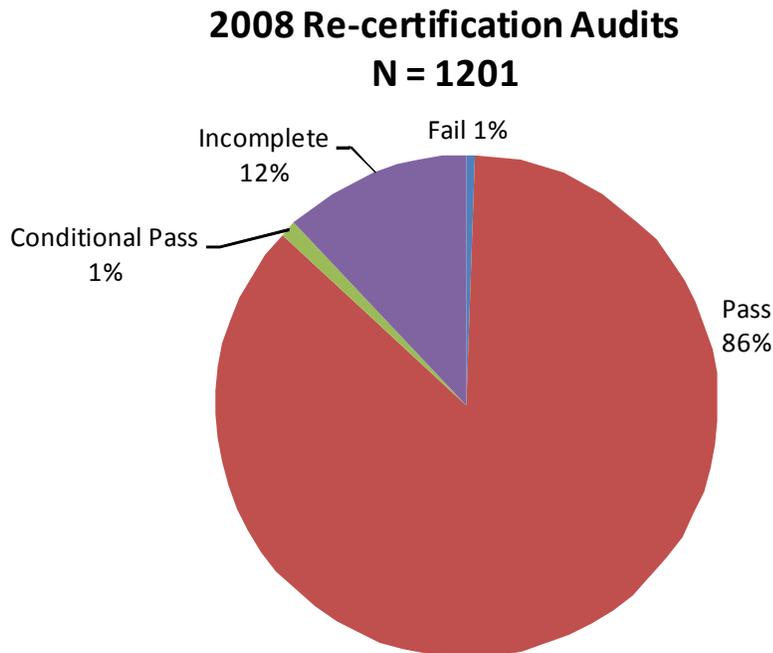
- 2005: 32.4%
- 2006: 35%
- 2007: 50.2%

### **Re-certification Audits**

A quality assurance process put in place with the new CEU requirement in 2007 was the re-certification audit. In March of 2008, NHTSA funded a contract position, a part-time Quality Assurance Specialist, to increase the number of re-certification audits and add course audits.

Technicians who have recently re-certified are eligible for audit. If randomly selected, they must provide documentation to support their CEUs.

Some 1,201 technicians from all 50 states, DC, Germany, Israel, and the US Virgin Islands were selected to be audited in 2008. Those whose audits are considered incomplete are still within the acceptable time period to get the required documentation into Safe Kids.



### **Course Audits**

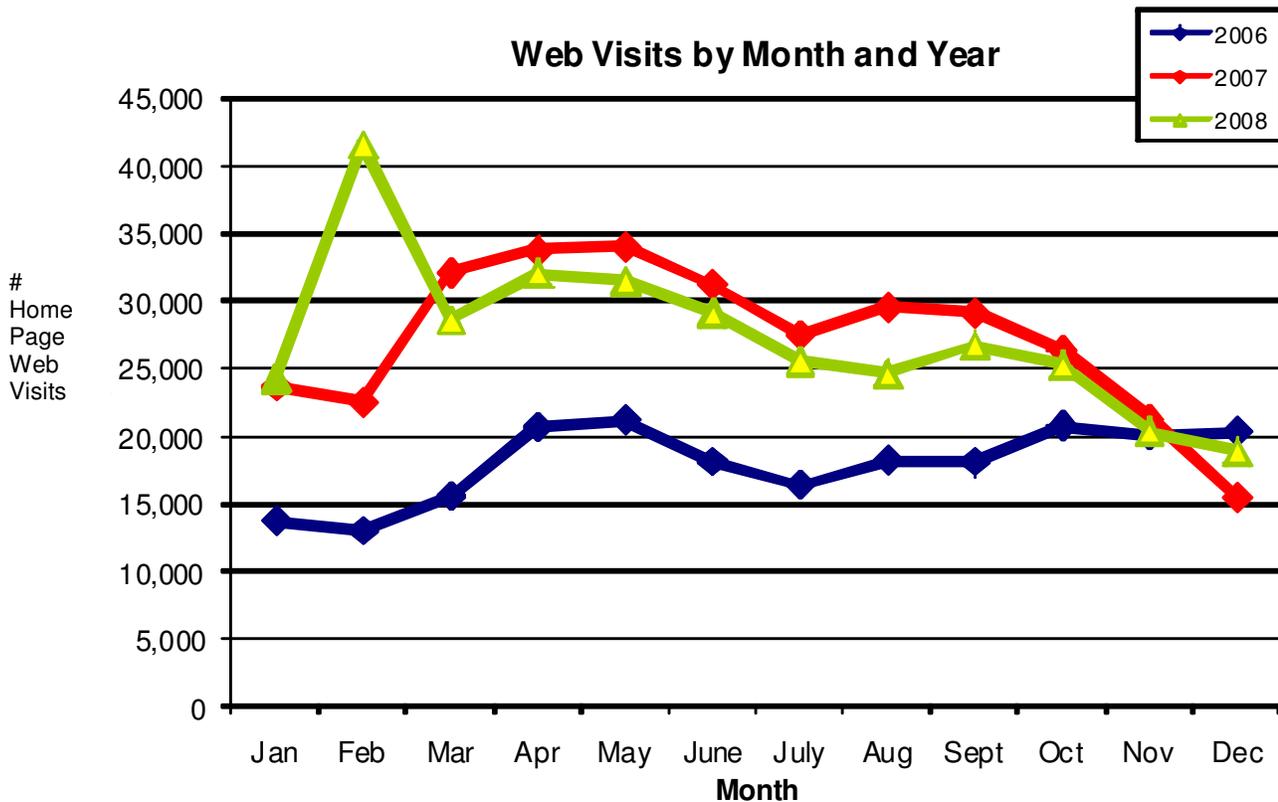
The Quality Assurance Specialist also arrived unannounced at four certification courses in Alaska, Louisiana, Michigan, and Florida. She helps instructors by verifying their course information, making sure the course roster is correct, and assisting in the appropriate calculation of teaching hours. She observes the course in its entirety and discusses any issues with the instructor team at the end of each day. She also ensures that Lead Instructors are following the policies and procedures so that the quality of each course is comparable from state to state.

## Communications

Safe Kids continues to improve its communication with its stakeholders in the CPS community regarding the certification program.

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

There were more than 328,400 visits to the Web site in 2008.



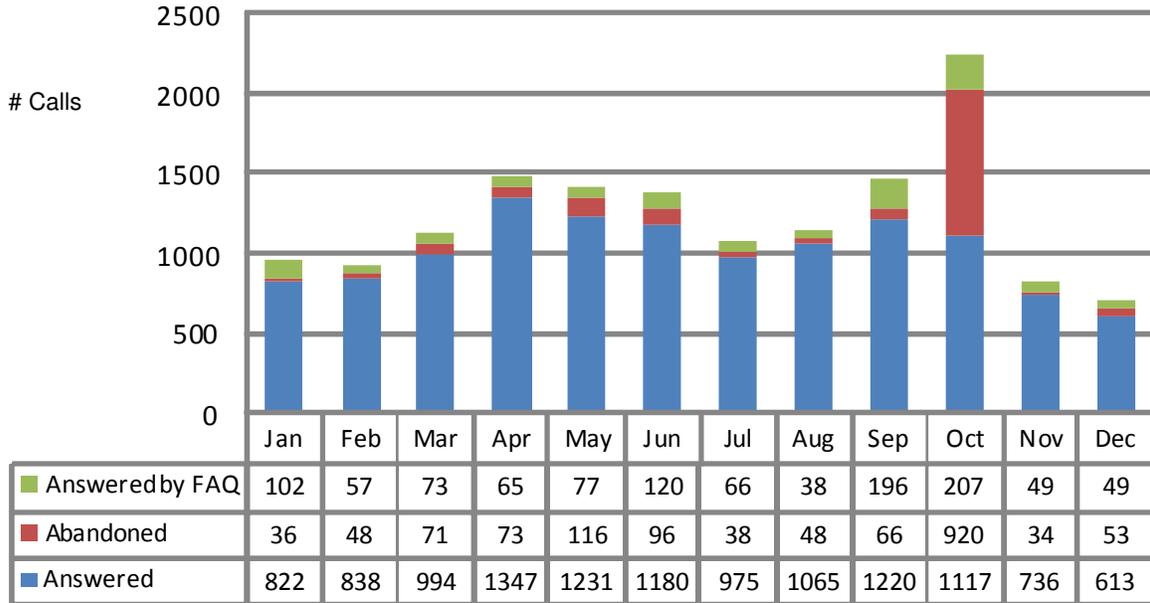
Through the Web site, technicians, instructors, course administrators, and designated agency representatives have better access to the certification information that affects them and their programs. Policies and Procedures documentation has been centralized and continually improved, and is also available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

**CPS Express!:** Twelve editions of the *CPS Express!* e-newsletter were sent out in 2008. 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.

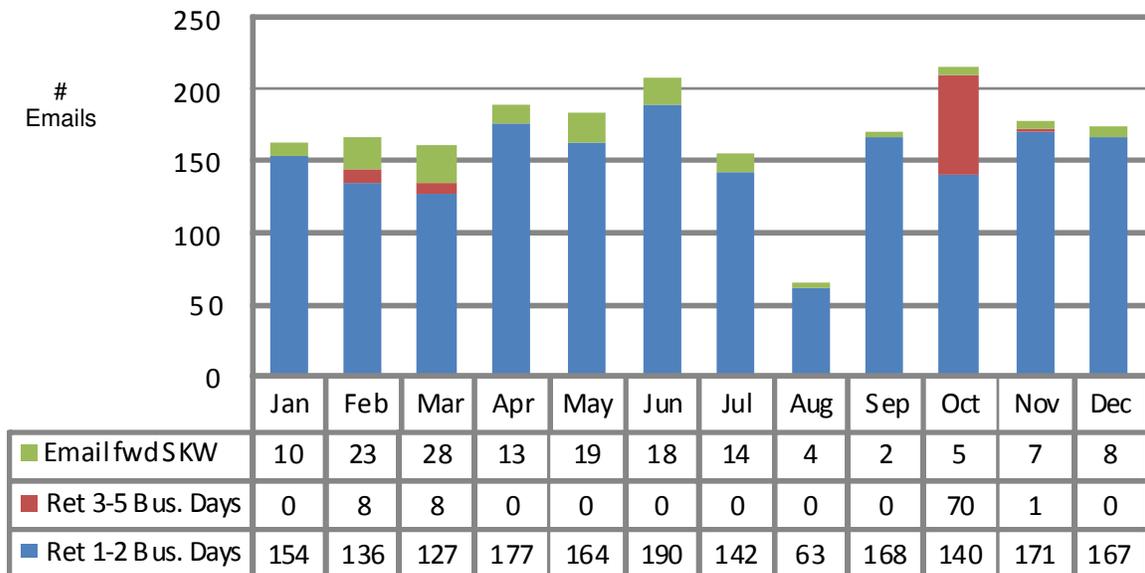
**Customer Service:** Professional Examination Services (PES) is the contracted provider of Certification customer service. Customer service assistance requests were down in 2008, likely because there were no major policy or qualification changes in 2008.

Some 14,914 phone calls (1,478 fewer than in 2007) and 2,032 e-mail messages (489 fewer than in 2007) were received by customer service during 2008 — an average of 57 calls and 8 e-mail messages per workday.

## 2008 Calls to Customer Service by Month



## 2008 Emails to Customer Service by Month



## **Customer Service Survey**

Safe Kids, in cooperation with Professional Examination Services (PES), revised the online customer service survey on July 21, 2008. However, with only 162 responses in all of 2008, participation is extremely low.

As in 2007, it was promoted in every *CPS Express!* in this way:

### **CPS Customer Service Survey Available**

Safe Kids USA is interested in your experiences with our CPS customer service. If you have contacted the customer service representatives by calling the toll-free number (877-366-8154) or by emailing them at [cps.certification@safekids.org](mailto:cps.certification@safekids.org), please take a few minutes to complete the online survey under [Contact Us](#) on the Certification Web site.

This survey should take no more than five minutes to complete. There is no limit to the number of times you can share your opinions with us. Thank you for helping us improve our customer service.

Efforts to increase participation included adding the survey link to the main Web page, adding a link at the bottom of all customer service e-mails, and customer service representatives requesting that callers take the short survey.

The survey submissions are reviewed monthly with the contract customer service provider, Professional Examination Services (PES), which follows up on any surveys with a response indicating that the issue remains unresolved.

## **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!***