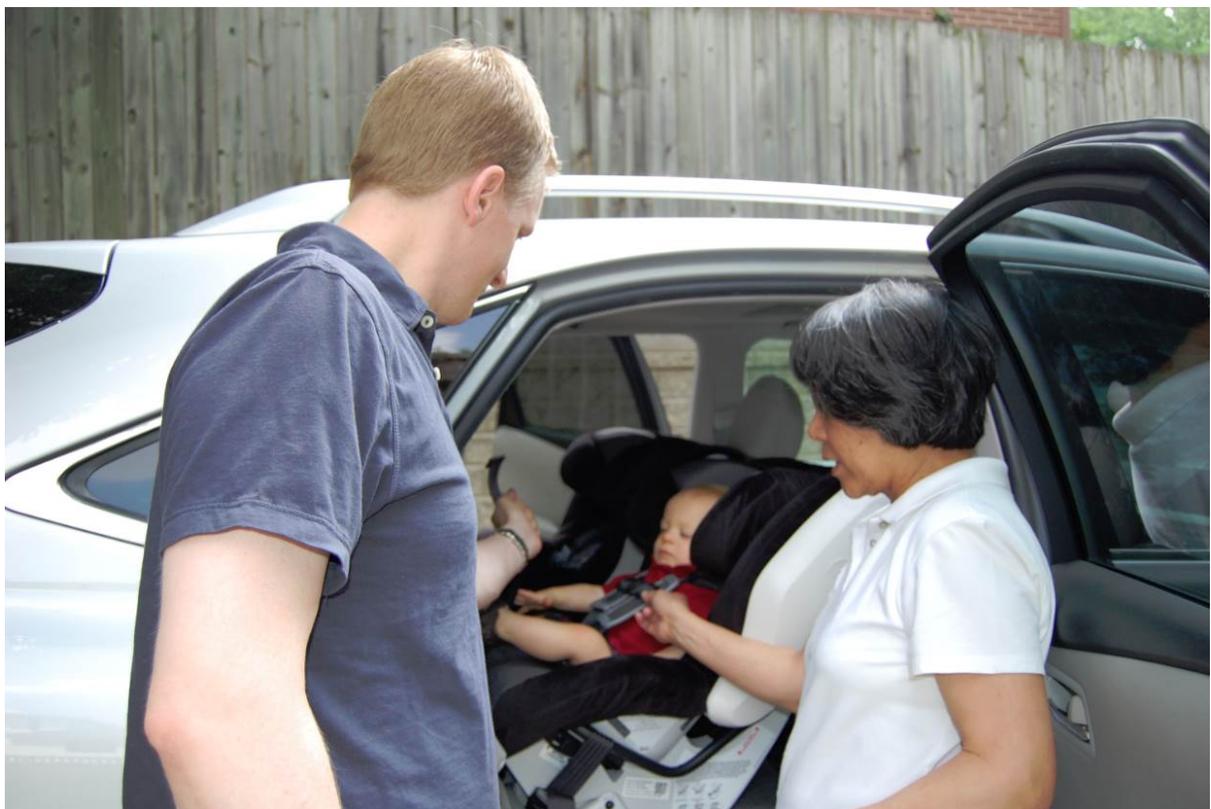

NATIONAL
**CHILD
PASSENGER
SAFETY**
CERTIFICATION

A Program of
Safe Kids Worldwide

**2013 Certification
Program
Accomplishments**



Why are we techs?



Correctly used
child safety seats
can reduce the
risk of death
by as much as
71 percent.

I'm saving the world, one kid at a time.

~Jessi B.

Knowing that I may not have a cape but can indeed save lives.

~ Alissa C.

I say to parents that are horrified at the misuse we find, "you can't know what you don't know"...and it's true. They leave your inspection with a sense of victory...yep, victory over a convertible car seat!

~Sue M.

To see a parent's face light up after they've finished installing their child's seat and they realize their child is as safe as possible? It's priceless.

~ Heather R.

Making sure the kiddos leave safer than when they arrived and the parents understand the importance of proper use of child safety seats.

~ Crystal I.

I had a cps tech help me install my car seat for my daughter and it saved her life. She was five weeks old and we were in an accident where not all the passengers made it.

~ Theresa R.

... providing caregivers with the tools necessary to keep the babies as safe as can be.

~ Jennifer W.

It's so rewarding to be with a parent or caregiver and see that little light go on in their mind...

~ Jennifer S.

Samples of reasons posted on www.facebook.com/CPScert

Safe Kids thanks the Certification Program Sponsor State Farm, NHTSA, State and Regional CPS Training Contacts and the dedicated instructors who offer the courses in their communities.

Due to their dedication and support, child passenger safety continues to remain at the forefront on the minds of American families.

Thank You!

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Program Partners



Safe Kids Worldwide

Safe Kids Worldwide (SKW) is the current certifying body for the National Child Passenger Safety Certification Training Program. It is responsible for administering all aspects of certification and maintaining a directory of nationally certified CPS technicians and instructors. Safe Kids is a global network of organizations whose mission is to prevent accidental childhood injury, a leading killer of children 14 and under. Safe Kids is an extensive network of more than 600 coalitions in the United States and partner of organizations in 23 countries around the world. Safe Kids brings together health and safety experts, educators, corporations, foundations, governments and volunteers to educate and protect families.



National Highway Traffic Safety Administration

The National Highway Traffic Safety Administration's (NHTSA's) mission is to save lives, prevent injuries and reduce traffic-related health care and other economic costs. The agency develops, promotes and implements effective educational, engineering and enforcement programs to end preventable tragedies and reduce economic costs associated with vehicle use and highway travel.

Part of NHTSA's mission is to help states and local communities promote the use of safety belts and child safety seats. To this end, with the assistance of many child passenger safety experts and advocates, NHTSA developed the original National Standardized Child Passenger Safety Training Curriculum in the mid-1990s and continues to update its content with the latest technical information. NHTSA is also a founding member of the National Child Passenger Safety Board.



National Child Passenger Safety Board

The National Child Passenger Safety Board (CPSB) strives to improve the quality and integrity of child passenger safety information and materials. It provides recommendations and guidance to NHTSA and Safe Kids regarding curriculum and test development and serves as a panel of experts and advocates for the program as a whole. The CPSB was established to provide program direction and technical guidance to states, communities and organizations as a means to maintain a credible, standardized child passenger training and certification program. Among its members are representatives from child restraint manufacturers, vehicle manufacturers, law enforcement, the medical field, the public health field, the insurance industry and many other CPS advocates.

It's helping a parent or caregiver solve a problem instantly! That's the best feeling in the world.

~Staci F.

Program Sponsor: State Farm®

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 website.

Through online support and technical updates (reunion and webinars), State Farm and Safe Kids provide opportunities to increase the number of nationally certified CPS technicians and instructors.

ONLINE SUPPORT: State Farm’s support helps cover monthly expenses for website maintenance and support. This support enabled a renovation of our website, launched in October, to be more user-friendly and better organized.

WEBINARS: A number of webinars were provided to technicians as a way to earn CEUs that could be applied towards their recertification. Experts from across the country shared latest practice and technology free of charge. (See Safe Kids Live Webinars, p. 24)

IN-PERSON TECHNICALUPDATES: For each fiscal year, CPS reunions were held in each of State Farm’s 12 zones, now six Field Market Areas. These technical updates 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 Certification staff member provided information on recertification, certification, instructor candidacy and other policy and procedure questions.

Table 1: State Farm In-Person Technical Updates

2013	SF Market Area	City, State	# attendees
March 20, 2013	Great Western	Albuquerque, NM	244
April 3, 2013	South Central	Oklahoma City, OK	200
April 20, 2013	Southeastern	Decatur, GA	45
May 7, 2013	West Central	Sacramento, CA	80
June 6-7, 2013	North Central	Indianapolis, IN	130
June 18, 2013	Eastern	Laurel, MD	55
Sept. 9-10, 2013	West Central	Council Bluffs, IA	320
Sept. 12, 2013	Southeastern	Columbia, SC	140
Oct. 12, 2013	North Central	Taylor, MI	50
Oct. 14, 2013	West Central	Las Vegas, NV	30
		2013 Attendees	1294



Council Bluffs, IA- Sept. 9-10, 2013



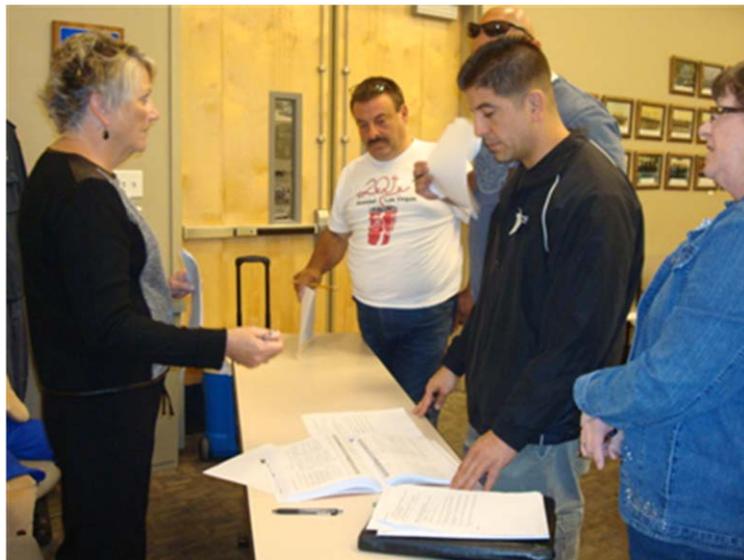
Taylor, MI- October 12, 2013



Columbia, SC-Sept. 12, 2013



Albuquerque, NM-March 20-21, 2013



Las Vegas, NV-October 14, 2013

Course Statistics

Full Certification Courses

The national standardized child passenger safety technician certification course is usually three to four days long and combines classroom instruction, hands-on work with car seats and vehicles, and a community safety seat checkup event, where students demonstrate proper use and installation of child restraints and safety belts and then teach these skills to parents. Successful completion of this course certifies the individual as a CPS technician for two years.

In 2013, there were 651 Certification courses (up from 638 in 2012) held in all 50 states, the District of Columbia, American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, Qatar and Germany. This averages 54.3 per month, up from 53.4 in 2012.



Table 2: Certification Course Locations

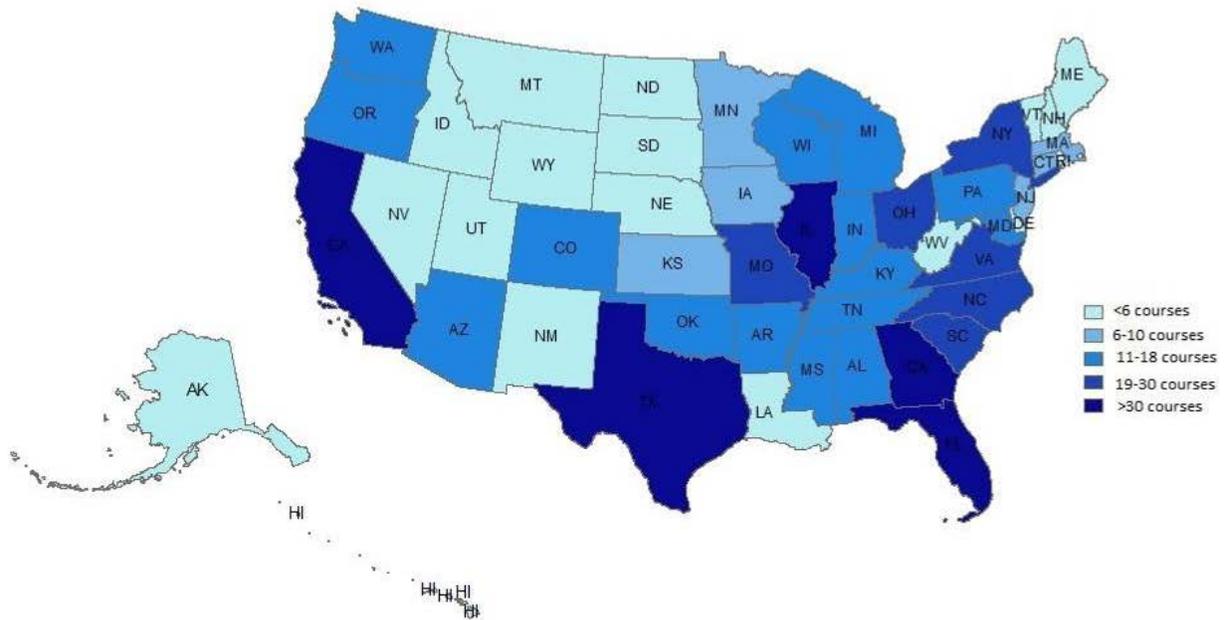
Course Location	# Courses
50 states and DC	644
American Samoa	1
Guam	1
N Mariana Islands	1
Puerto Rico	1
Qatar	2
Germany	1
	651

I am entering my 3rd year as a tech and have seen so many people change after they have learned! It is exciting!

~Amanda M.

Figure 1: Certification Course Locations by State

N = 644



Includes US states and DC.

I love the challenge, but the family's appreciation hits it out of the park.
~ Robin B.

Figure 2

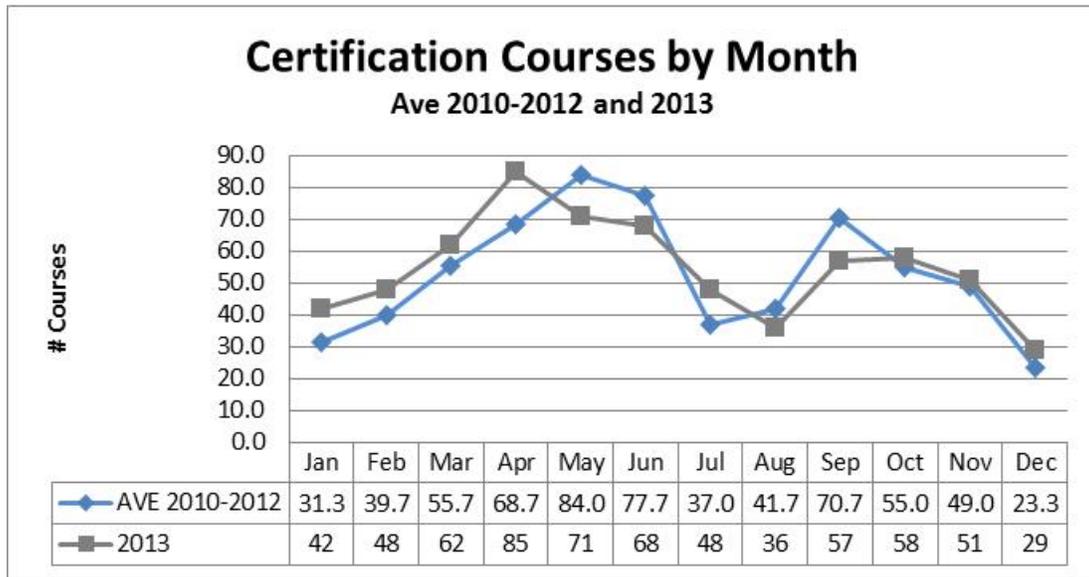


Figure 3



Certification Renewal Courses

Technicians whose certifications have expired are eligible to take the 8-hour Certification Renewal Course. This course is meant for expired CPS technicians who have maintained their child passenger safety knowledge and their hands-on skills. Because this is not an update or refresher class, the title of the course was changed to Renewal Testing Course in late 2013 to help make it clearer. Teaching strategies include lecture, skills testing and a written test.

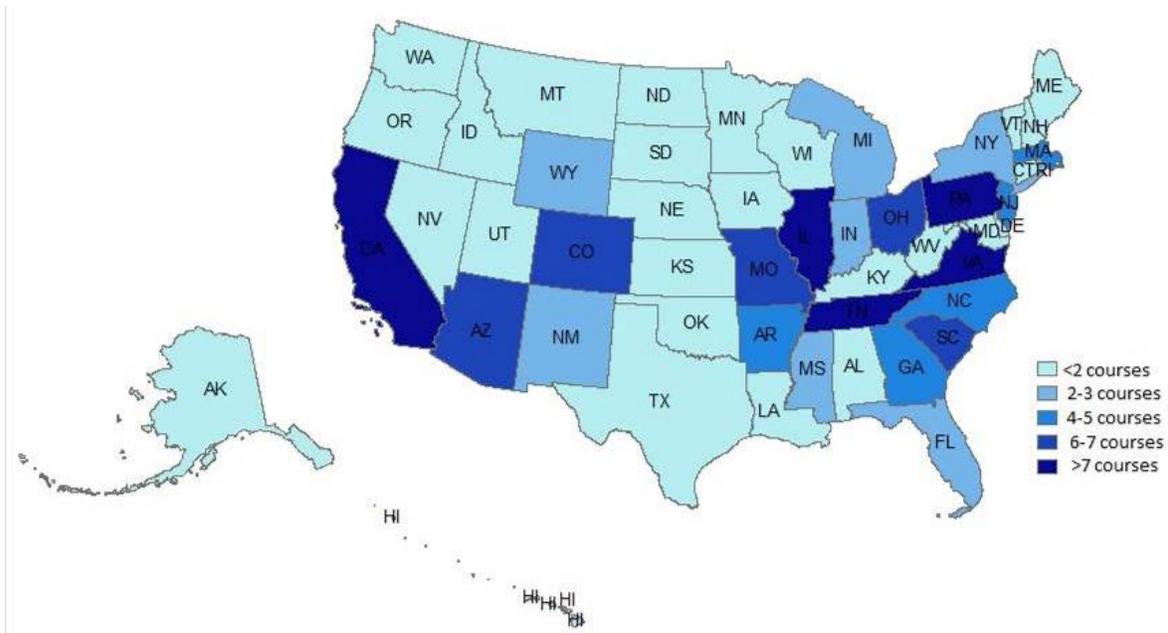
In 2013, there were 143 Renewal Courses (down from 148 in 2012) held in 37 states, the District of Columbia, American Samoa, Guam and Puerto Rico. This averages 11.9 courses per month.

Table 3: Renewal Testing Course Locations

Course Location	# Courses
37 states and DC	140
American Samoa	1
Guam	1
Puerto Rico	1
	143

Figure 4: Renewal Testing Course Locations by State

N = 140



Includes US states and DC.

Figure 5

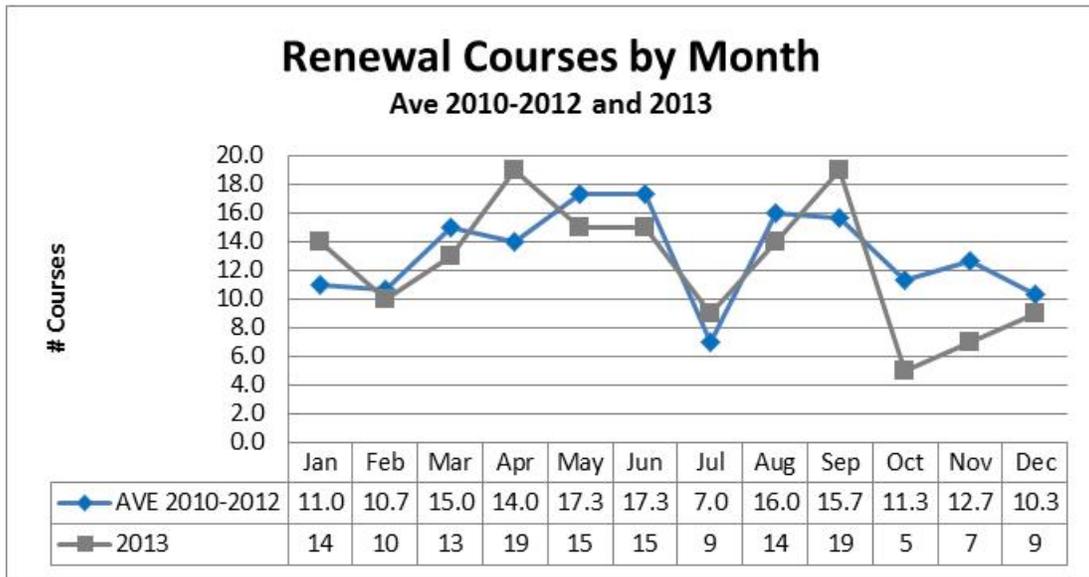


Figure 6

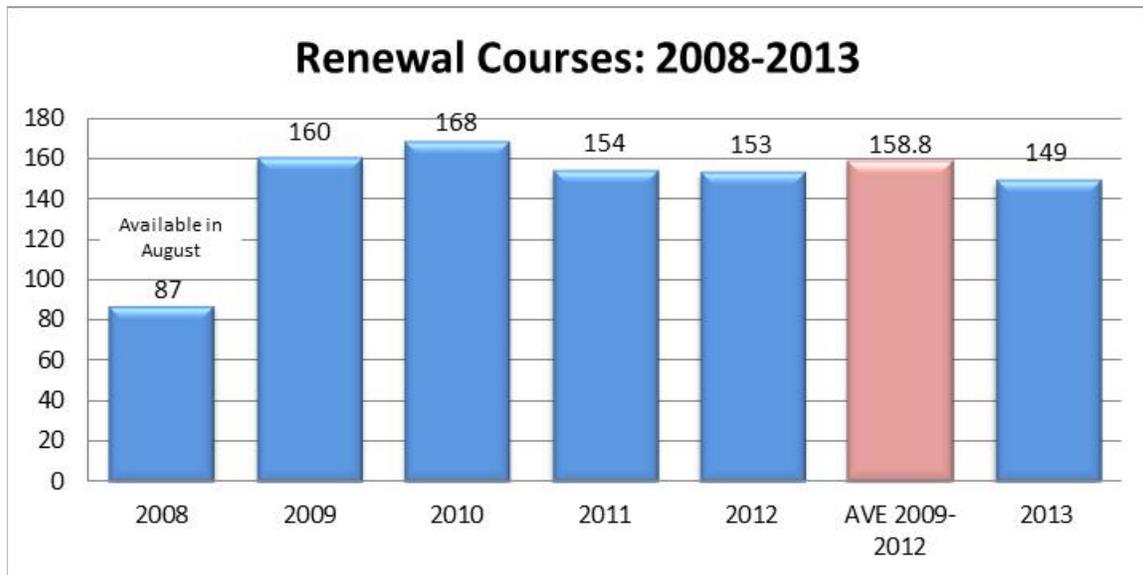


Table 4

2013 CPS Courses by State or Territory

Certification = 651 Renewal = 143

State	Cert Courses	Renewal Courses	State Total		State	Cert Courses	Renewal Courses	State Total
Out of Country	3	0	3		MP	1	0	1
AK	4	0	4		MS	13	3	16
AL	17	0	17		MT	5	1	6
AR	12	4	16		NC	26	5	31
AS	1	1	2		ND	4	1	5
AZ	17	7	24		NE	4	0	4
CA	34	10	44		NH	1	1	2
CO	12	7	19		NJ	9	4	13
CT	7	0	7		NM	5	2	7
DC	1	1	2		NV	5	1	6
DE	2	0	2		NY	24	3	27
FL	39	3	42		OH	19	6	25
GA	47	5	52		OK	14	0	14
GU	1	1	2		OR	12	1	13
HI	5	0	5		PA	18	12	30
IA	6	0	6		PR	1	1	2
ID	4	0	4		RI	3	3	6
IL	31	9	40		SC	21	6	27
IN	15	2	17		SD	2	0	2
KS	9	1	10		TN	18	9	27
KY	18	1	19		TX	32	0	32
LA	5	0	5		UT	3	1	4
MA	7	4	11		VA	23	10	33
MD	12	1	13		VT	1	0	1
ME	1	1	2		WA	11	1	12
MI	14	3	17		WI	12	1	13
MN	8	1	9		WV	5	1	6
MO	24	6	30		WY	3	2	5

“The satisfied feeling when a parent thanks you for helping make their child safer.”

~ Keri T.

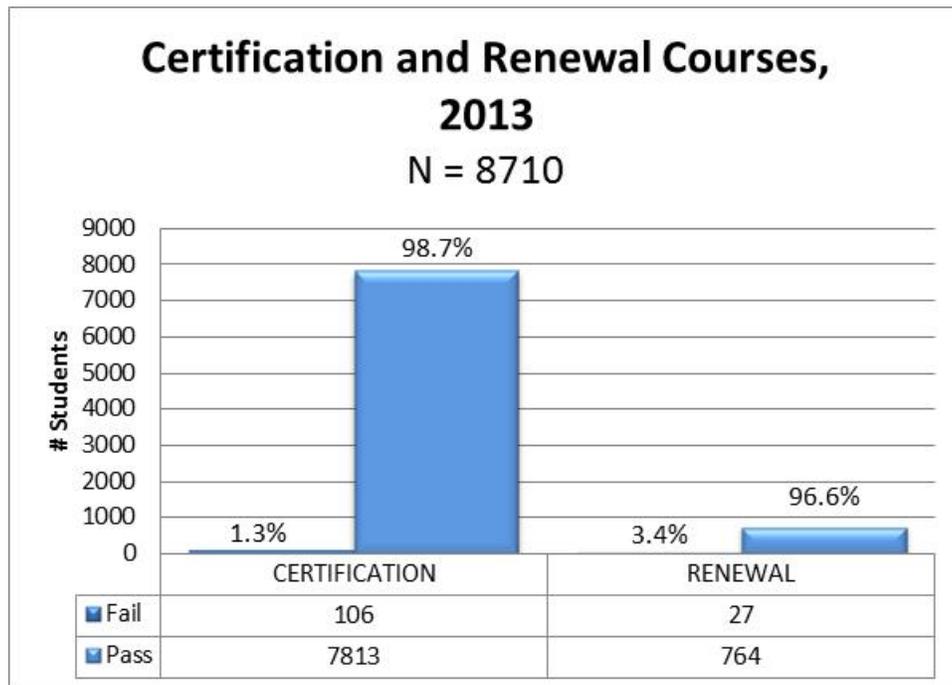
Testing

To successfully complete the Certification course, students must pass three hands-on skills tests, cumulatively pass (84 percent) a series of three open-book quizzes and actively participate in a checkup event.

To successfully complete the Certification Renewal course, students must pass a hands-on skills test and pass (84 percent) a series of three open-book quizzes.

In 2013, 8,710 (up from 8,643 in 2012) people took the either a Certification or Renewal course.

Figure 7



It's awesomely rewarding to assist parents in keeping their kiddos safe, by educating them about how to protect their sweeties.

~Carrie R.

Certifications

The certification program stayed relatively constant in 2013, with a modest increase of 488 techs to 35,953 from this time last year.

Figure 8

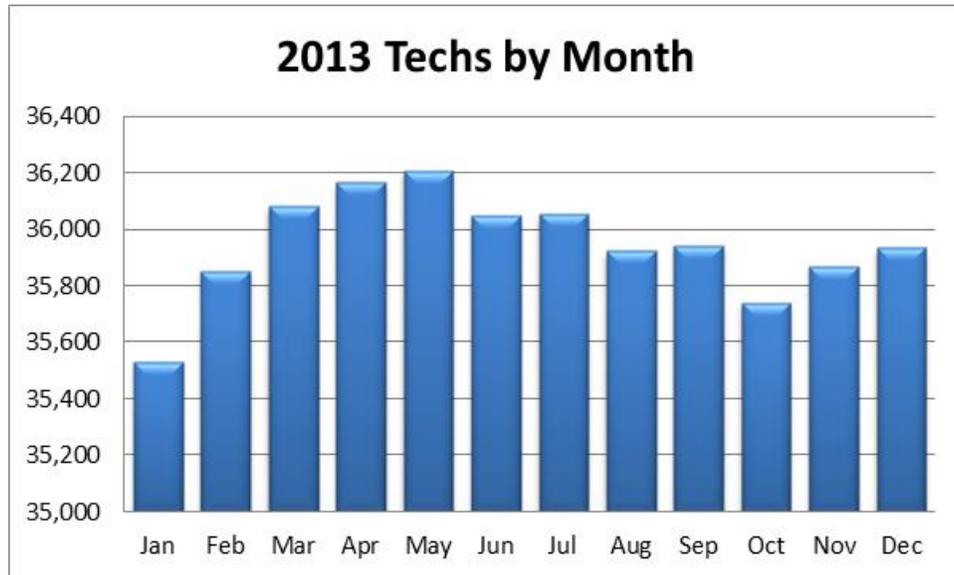


Table 5

Month	Instructors	Instructor Candidates	Technicians	Total CPS-Certified
Jan	1,628	51	33,853	35,532
Feb	1,638	61	34,155	35,854
Mar	1,640	60	34,382	36,082
Apr	1,625	46	34,497	36,168
May	1,620	46	34,544	36,210
Jun	1,622	42	34,385	36,049
Jul	1,619	52	34,384	36,055
Aug	1,612	56	34,256	35,924
Sep	1,613	53	34,279	35,945
Oct	1,608	49	34,085	35,742
Nov	1,609	38	34,225	35,872
Dec	1,613	40	34,282	35,935

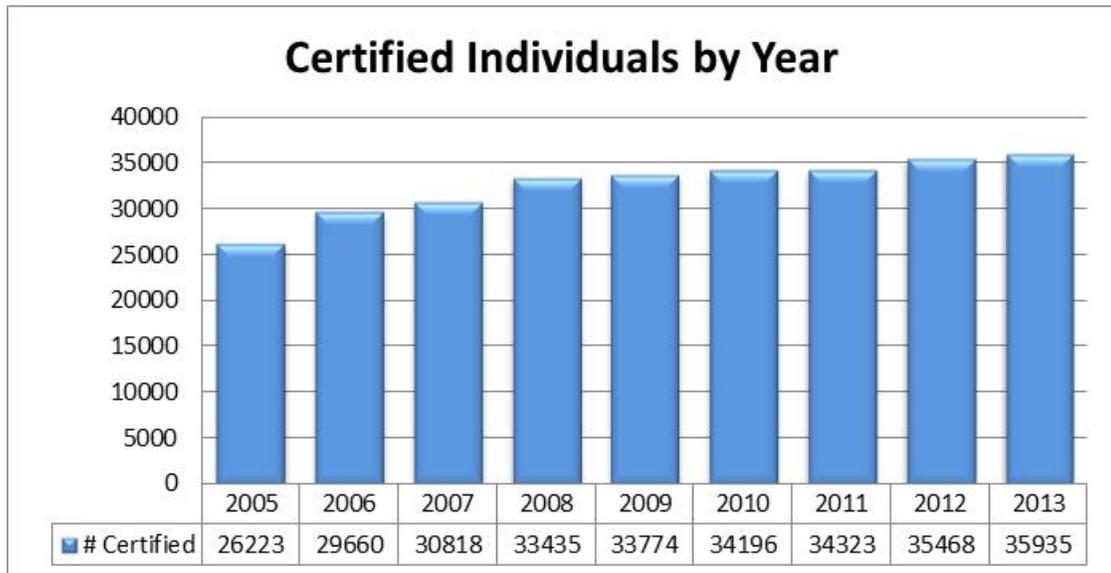


Table 6
Number of Certified Individuals by Type – 2013

Month	Instructors	Instructor Candidates	Technicians	Total
January 2013	1,628	51	33,853	35,532
February	1,638	61	34,155	35,854
March	1,640	60	34,382	36,082
April	1,625	46	34,497	36,168
May	1,620	46	34,544	36,210
June	1,622	42	34,385	36,049
July	1,619	52	34,384	36,055
August	1,612	56	34,256	35,924
September	1,613	53	34,279	35,945
October	1,608	49	34,085	35,742
November	1,609	38	34,225	35,872
December	1,613	40	34,282	35,935

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

Figure 9



NOTE: Data as of December of that year.

New Certifications

In 2013, there were 8,553 new certifications, up from 8,616 in 2012. We also had an increase in the number of new instructors. In 2013, 155 (up from 139 in 2012) Technicians became Instructors.

Figure 10

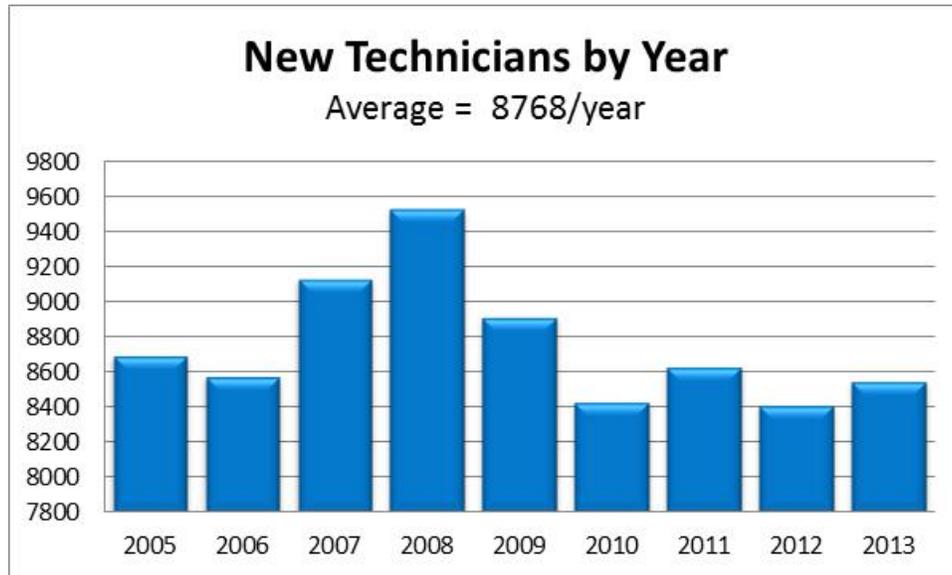


Figure 11

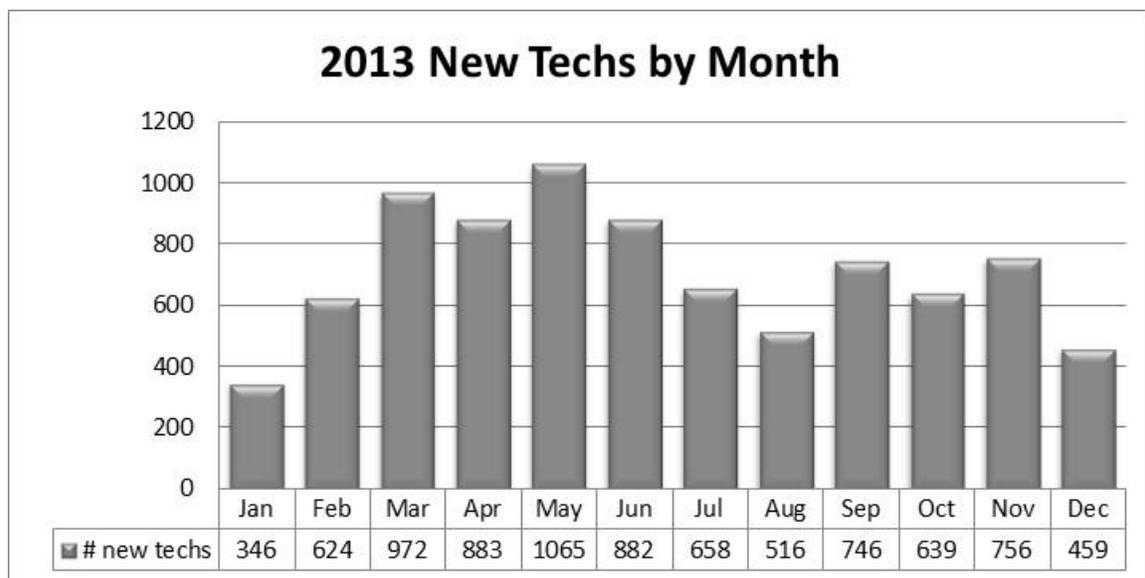


Figure 12

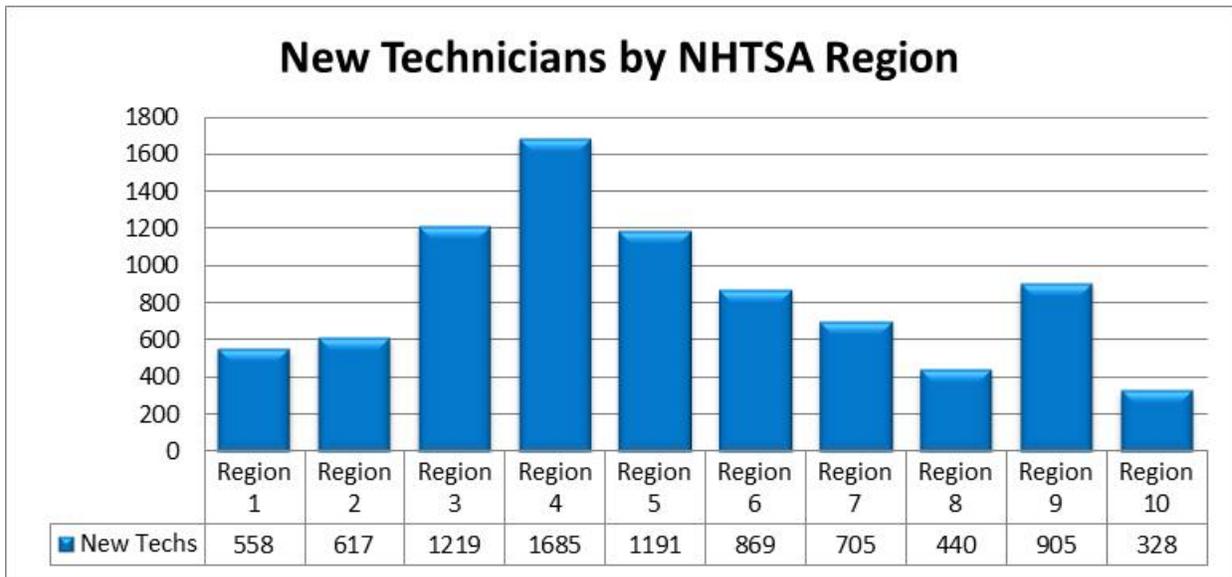


Table 7

Number of New Techs by NHTSA Region and State
2013, N = 8,546

Region/ State	# new techs		Region/ State	# new techs
Region 0	26		Region 6	869
XX	16		LA	92
APO	10		MS	113
Region 1	558		NM	108
CT	69		OK	165
MA	182		TX	391
ME	16		Region 7	705
NH	25		AR	149
NJ	207		IA	67
RI	49		KS	135
VT	10		MO	298
Region 2	617		NE	56
NY	341		Region 8	440
PA	248		CO	219
PR	28		ND	56
VI	0		NV	45
Region 3	1219		SD	16
DC	16		UT	60
DE	19		WY	44
KY	166		Region 9	905
MD	122		AS	12
NC	570		AZ	245
VA	265		CA	555
WV	61		GU	24
Region 4	1685		HI	56
AL	112		MP	13
FL	340		Region 10	328
GA	588		AK	33
SC	276		ID	39
TN	369		MT	43
Region 5	1191		OR	118
IL	388		WA	95
IN	163		Canada	3
MI	206		Total = 8546	
MN	113			
OH	199			
WI	122			

I love the feeling of being able to help someone and I love helping other parents feel empowered & confident.
~ Abbie P.

Table 8

Number Certified/Recertified in 2013 by State/Territory

N = 19,560

New Techs: 8,546, Recertifications: 11,014

State/Territory	New Certs	Recerts	2013 total	State/Territory	New Certs	Recerts	2013 total
Unk/Out of Country	15	16	31	MS	61	113	174
AF-Americas	1	0	1	MT	40	43	83
AF-Europe	0	10	10	NC	855	570	1425
AK	50	33	83	ND	59	56	115
AL	130	112	242	NE	138	56	194
AF-Pacific	1	0	1	NH	38	25	63
AR	145	149	294	NJ	268	207	475
AZ	216	12	228	NM	119	108	227
BC (Canada)	1	245	246	NS (Canada)	0	1	1
CA	559	555	1114	NV	39	45	84
CO	341	219	560	NY	603	341	944
CT	124	69	193	OH	370	199	569
DC	28	16	44	OK	173	165	338
DE	15	19	34	ON (Canada)	0	1	1
FL	354	340	694	OR	144	118	262
GA	921	588	1509	PA	440	248	688
Guam	8	24	32	PR	63	28	91
HI	64	56	120	QC	0	1	1
IA	132	67	199	RI	40	49	89
ID	45	39	84	SC	166	276	442
IL	622	388	1010	SD	51	16	67
IN	280	163	443	TN	159	369	528
KS	210	135	345	TX	428	391	819
KY	111	166	277	UT	96	60	156
LA	123	92	215	VA	326	265	591
MA	198	182	380	VI	9	0	9
MD	186	122	308	VT	53	10	63
ME	65	16	81	WA	155	95	250
MI	302	206	508	WI	266	122	388
MN	215	113	328	WV	60	61	121
MO	253	298	551	WY	70	44	114

* AF = Armed Forces

Recertification

There are four basic requirements for technician recertification.

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 recertification date.
2. **Community education** (choose one):
 - 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.
 - 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.
 - You cannot carry over CEUs from one period to the next, even if you have accumulated more CEUs than are required.
 - 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 recertification fee before your certification expiration date.

Fees:

- Instructor Candidate and Technician recertification: \$50
- Instructor recertification: \$60
- Instructors with 70 or more teaching hours: \$40

Outstanding Recertification Rates

When Safe Kids Worldwide took over responsibilities as the Certifying Body of the National CPS Certification program, recertification was at 35 percent. Safe Kids, the State and Regional CPS Training Contacts, and certified instructors worked hard to improve the numbers. 2013 ended with a phenomenal recertification rate of 58.5 percent. This is an amazing 3.6 percent increase from 2012. **More than one out of every 2 technicians chose to recertify.**

This success is likely due to improved communication, reminders and extra attention by the State and Regional CPS Training Contacts. Anecdotally, it appears the selection of those who become certified in the first place has also played an important role in the higher recertification numbers. More and more, those attending certification courses are there because they want to be there.

Figure 13

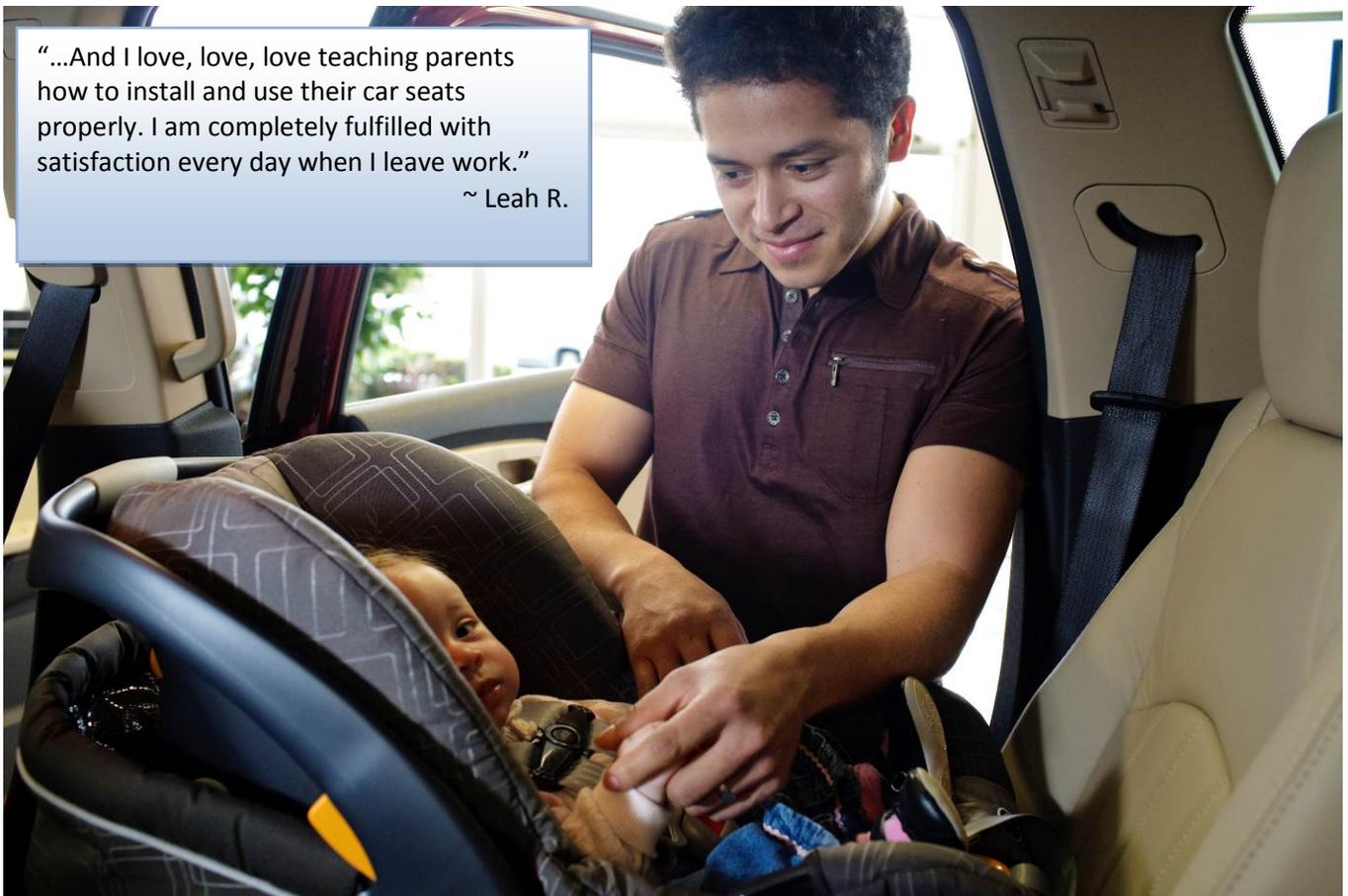
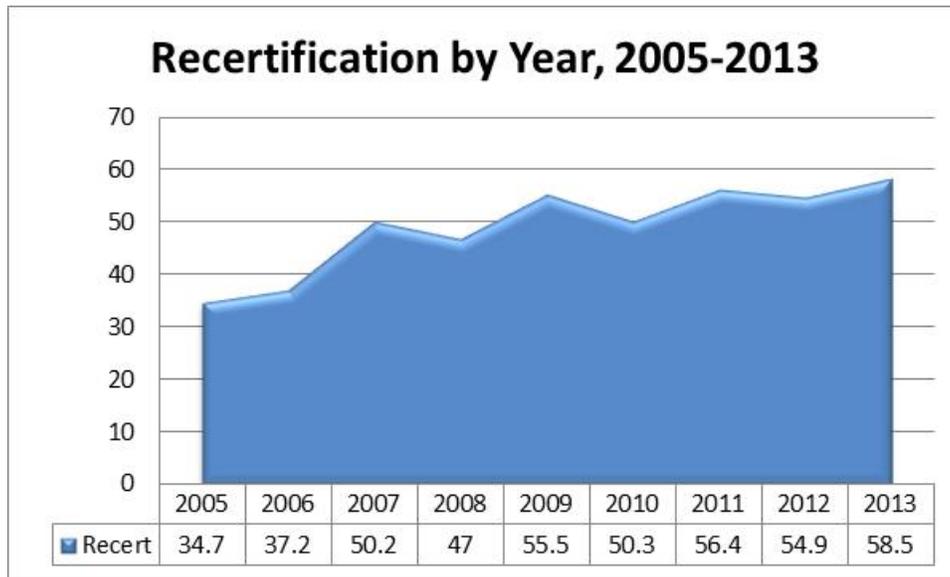


Table 9

Recertification: 2013 Calendar Year

- Eligible for Recert between 1/2013 – 12/2013
 - Eligible for Recertification: 18822, Recertified: 11014
 - **Percentage Recertified: 58.5%**

State	Eligible	Certified	%	State	Eligible	Certified	%
Unk/missing	28	15	53.6%	N. Mariana Islands	14	10	71.4%
AF-Americas	2	1	50.0%	MS	153	61	39.9%
AF-Europe	7	0	0.0%	MT	73	40	54.8%
AK	90	50	55.6%	NC	1297	855	65.9%
AL	241	130	53.9%	ND	103	59	57.3%
AP	1	1	100.0%	NE	216	138	63.9%
AR	255	145	56.9%	NH	75	38	50.7%
AZ	536	216	40.3%	NJ	502	268	53.4%
BC	2	1	50.0%	NM	192	119	62.0%
CA	1033	559	54.1%	NV	90	39	43.3%
CO	602	341	56.6%	NY	895	603	67.4%
CT	195	124	63.6%	OH	596	370	62.1%
DC	47	28	59.6%	OK	300	173	57.7%
DE	36	15	41.7%	ON	1	0	0.0%
FL	706	354	50.1%	OR	270	144	53.3%
GA	1445	921	63.7%	PA	646	440	68.1%
GU	27	8	29.6%	PR	96	63	65.6%
HI	124	64	51.6%	RI	62	40	64.5%
IA	188	132	70.2%	SC	286	166	58.0%
ID	104	45	43.3%	SD	119	51	42.9%
IL	1038	622	59.9%	TN	396	159	40.2%
IN	523	280	53.5%	TX	764	428	56.0%
KS	317	210	66.2%	UT	165	96	58.2%
KY	210	111	52.9%	VA	548	326	59.5%
LA	242	123	50.8%	VI	20	9	45.0%
MA	285	198	69.5%	VT	74	53	71.6%
MD	312	186	59.6%	WA	256	155	60.5%
ME	106	65	61.3%	WI	406	266	65.5%
MI	513	302	58.9%	WV	105	60	57.1%
MN	335	215	64.2%	WY	116	70	60.3%
MO	436	253	58.0%				

* AF = Armed Forces

States/Territories with >58.5 (national %) recertification are bolded.

Recertification: CEUs

Each recertifying technician is required to enter at least six CPS CEUs from a number of available categories during their two-year certification cycle.

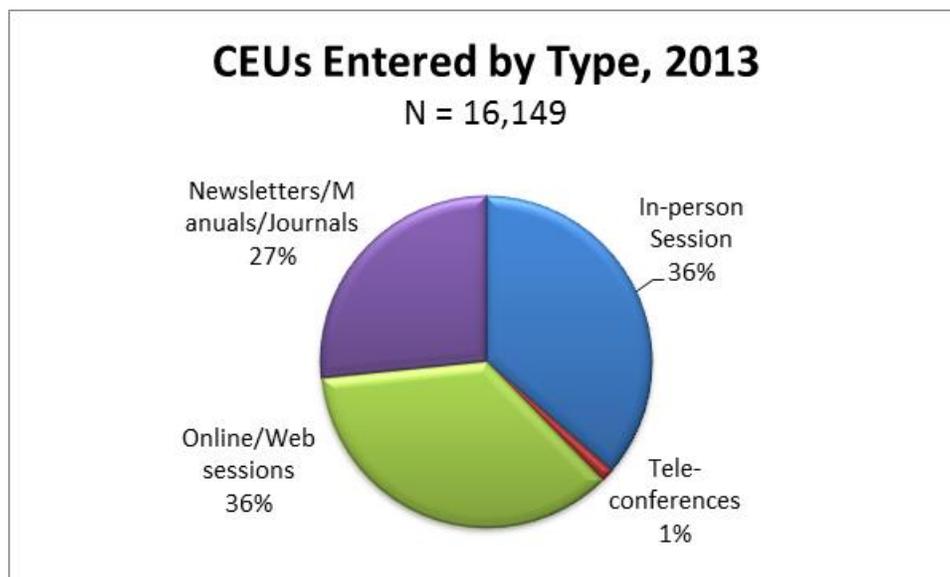
1. In-person Session/Workshop (maximum six CEUs)
2. Teleconferences (maximum five CEUs)
3. Online/Web sessions (maximum five CEUs)
4. Newsletters/Manuals/Journals (maximum three CEUs)

Technicians may mix and match categories to meet the six required hours of continuing education.

Table 10

CEU type	Hours entered	Percent
In-person Session/Workshop	5870	36.3
Teleconferences	207	1.3
Online/Web sessions	5774	35.8
Newsletters/Manuals/Journals	4298	26.6
TOTAL	16,149	100%

Figure 14



Safe Kids Live Webinars

With the support of State Farm®, Safe Kids offered six webinars, free of charge, as a way for technicians to earn CEUs from expert presenters. An additional two webinars* provided instructors with course management tips and tools.

Table 11

Date	Webinar Title	# Attendees
February 20	UPPABaby	376
February 28	Teaching Chapter 9 at the Vehicle*	37
March 27	Chicco	259
April 24	Britax	421
May 15	Clek	322
May 30	Skills Assessments*	171
June 26	Cybex/Regal Lager	232
July 11	Child Restraint Manufacturer Update: Dorel Child Restraints	264
August 22	Child Restraint Manufacturer Update: IMMI Child Restraints	285
October 15	CPS and Children with Autism	313
October 30	Child Restraint Manufacturer Update: Nuna	228
November 20	Conventional Restraints vs. Specialized Restraints: What's the best option for children with special health care needs?	243
December 12	Child Restraint Manufacturer Update: Summer	244
		3395



Safe Kids Online Webinars

In July of 2008, Safe Kids partnered with NHTSA and launched www.SafeKidsWebinars.org, an online training site where technicians may obtain CEUs for recertification. An additional webinar, *Using Rear Facing Child Restraints Longer*, was added in the August..

More than 21,700 online trainings were completed by technicians since the website launched. Safe Kids appreciates their ongoing dedication and donation of time, energy and ideas for CPS Certification.

Road Safety for Kids: Online Training



Presented by:


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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 >](#)

ABOUT THE ONLINE TRAINING CENTER	ONLINE COURSES	LATEST NEWS FROM SAFETYLIT
<p>This program is made possible by a partnership between Safe Kids Worldwide and the National Highway Traffic Safety Administration.</p> <p>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.</p> <p>For information on how to become a nationally certified Child Passenger Safety Technician, go to www.safekids.org/certification</p> <div style="text-align: center; margin-top: 10px;">  </div>	<p>The site offers three levels of education, depending on the need of the user:</p> <p>Level 1 — Basic child passenger safety awareness for a new parent, caregiver, automobile or car seat retailer</p> <p>Now Available: In and Around Cars (Not eligible for CPS CEUs)</p> <p>Level 2 — For the currently certified CPST, these modules offer information beyond the national curriculum. Successful completion results in CEUs for CPS Recertification.</p> <p>Now Available: Using Rear Facing Child Restraints Longer</p> <p>New Technologies in Occupant Protection with an Emphasis on Vehicle Technology</p> <p>Transporting Children with Special Health Care Needs</p>	<p>Brought to you by Safetylit.org</p> <p>Alcohol consumption, helmet use and head trauma in cycling collisions in Germany - Orsi C, Ferraro OE, Montomoli C, Otte D, Morandi A.</p> <p>An international review of the frequency of single-bicycle crashes (SBCs) and their relation to bicycle modal share - Schepers P, Agerholm N, Amoros E, Benington R, Bismack T, Dhondt S</p> <p style="text-align: right;">more news</p>

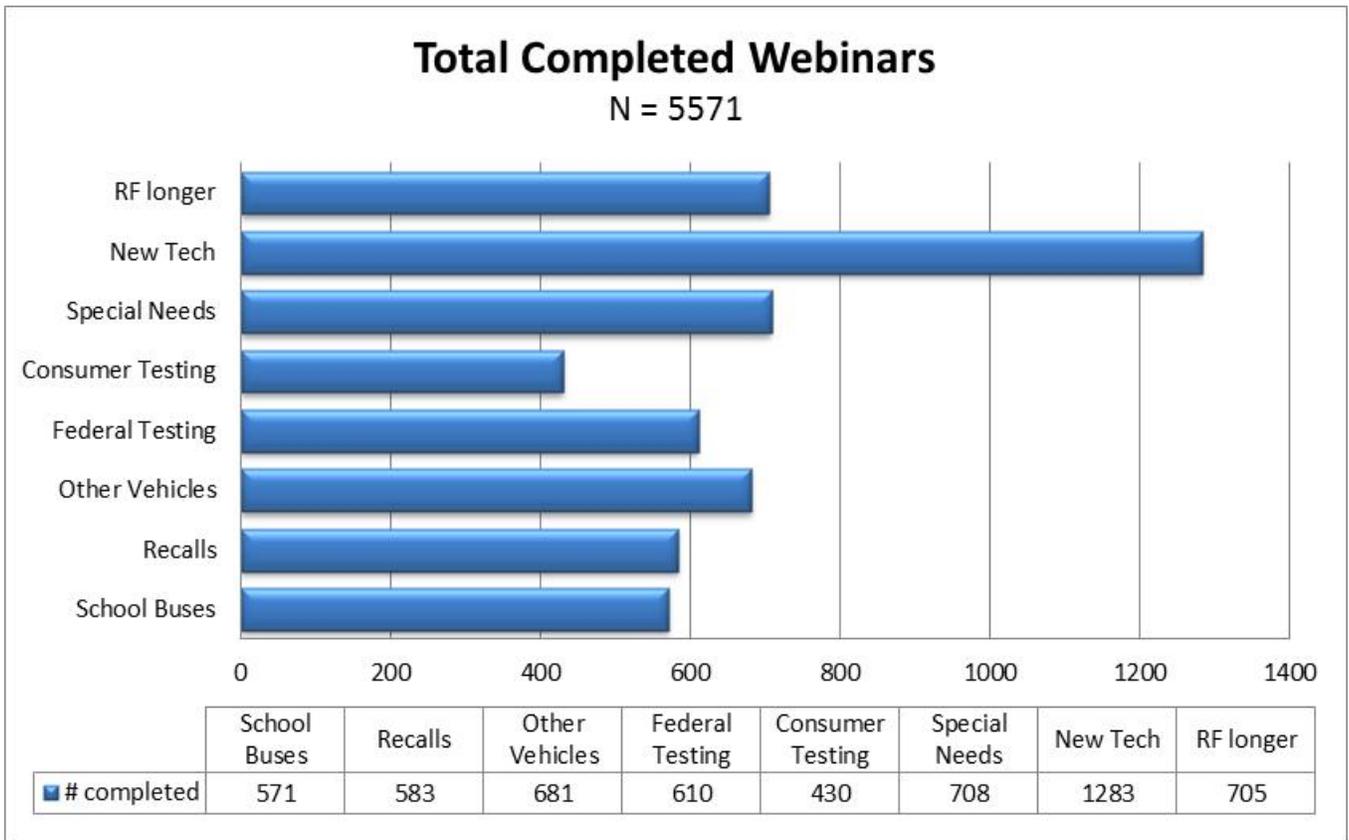
Can't get the test to work?

[Click here for system requirements](#)

Already Registered?

[Login here](#)

Figure 15

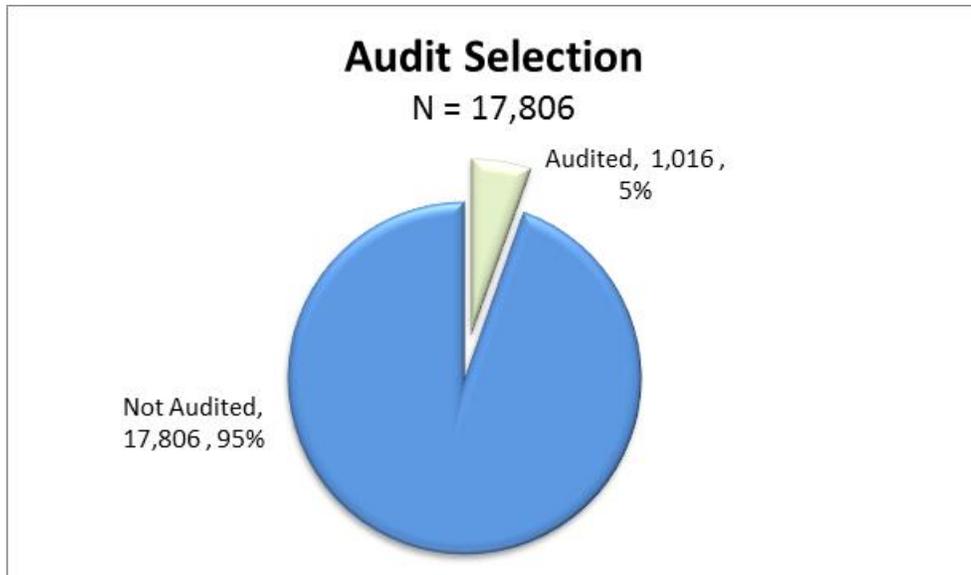


CEU Audits

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

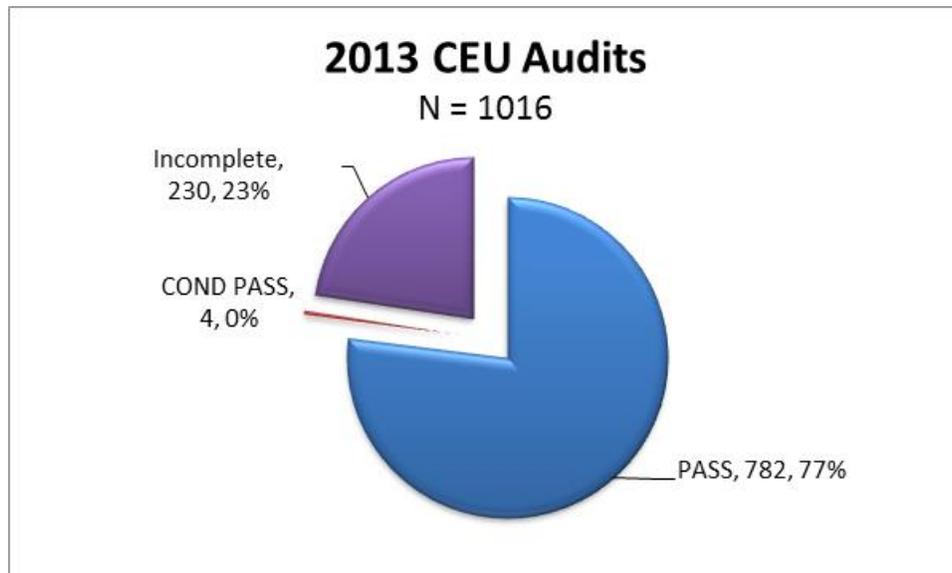
Technicians who have recently recertified are eligible for audit. If randomly selected, they must provide documentation to support their CEUs. In 2013, 5.4 percent of techs (up from 4 percent in 2012) who recertified were audited for CEUs.

Figure 16



A total of 1016 (up from 598 in 2012) technicians from all 50 states, the District of Columbia, Northern Mariana Islands, Guam and Israel were selected to be audited. Those whose audits are incomplete are still within the acceptable time period to get the required documentation into Safe Kids.

Figure 17



Outreach

Safe Kids continues to improve its communication with its stakeholders in the CPS community regarding the certification program. The national CPS Certification reaches out to techs through our website, Facebook and the CPS Express.

Website: <http://cert.safekids.org>

Through the website, 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, continually updated and is available online via the Safe Kids certification website.

The website was renovated and launched with a new look and feel in October.

Pre-October website

The screenshot shows the National CPS Certification website. At the top left is the logo "National CPS Certification". To the right is a search bar with the text "INPUT YOUR SEARCH..." and a "Search" button. Below the logo is a navigation menu with links: Home, Who We Are, Be A Tech, I'm A Tech, Course Administration, Organization Management, and Resources - FAQs. The main content area features a large banner with the text "Learn. Practice. Explain." and a photo of a woman and a child in a car seat. Below the banner are three columns of content: "Become a Technician" with a photo of a woman and a man, "I Am a Technician" with a photo of a man and a woman, and "Get Your Car Seat Checked" with a photo of a young girl in a car seat. To the right of the main content is a "Site Map" with buttons for "Log In", "Find a Technician/Instructor", "Find a Course", "Need Help? Contact Us 1-877-366-8154", and "Policies & Procedures Manual". At the bottom right is a social media widget for "National CPS Certification" showing a "Like" button and a photo gallery. At the bottom of the page is a "Partners" section with logos for Safe Kids USA, National Child Passenger Safety Board, NHTSA, and State Farm.

October launch



**NATIONAL
CHILD
PASSENGER
SAFETY
CERTIFICATION**

A Program of
Safe Kids Worldwide

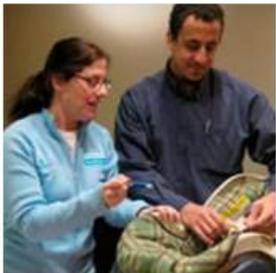
Who We Are | Newsletter | Policies and Procedures Manual | Contact Us | 1-877-388-8154

GET A CAR SEAT CHECKED | FIND A TECH | FIND A COURSE | LOG IN

BECOME A TECH | I'M A TECH | COURSE ADMINISTRATION | ORGANIZATION MANAGEMENT | RESOURCES - FAQs



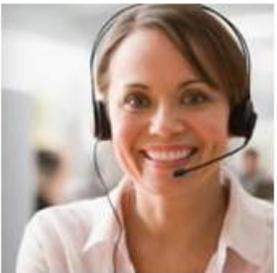
I'M A TECH



BECOME A TECH



FIND A TECH



CUSTOMER SERVICE

ABOUT CPS CERTIFICATION

Have you heard about events where folks get one-on-one personalized instruction on how to properly use their child's car seat? Join the team of over 36,000 nationally certified Child Passenger Safety Technicians (CPST) and be that community advocate or resource in your community! As a CPS technician, you will put your knowledge to work through a variety of activities, including community presentations and/or child safety seat checks where parents and caregivers receive education and hands-on assistance with the proper use of child restraint systems and seat belts. A majority of parents still misuse their child restraints and need help to get it right.



BUBBLE WRAP OR A CPS TECH? GO WITH THE TECH!

Bubble Wrap: Having Trouble Installing Your Car...



ABOUT THE PROGRAM

National CPS Certification Training is a program of Safe Kids Worldwide, which is the certifying body and responsible for managing all aspects of the program. We work closely with the National Highway Traffic Safety Administration (responsible for the curriculum), the National Child Passenger Safety Board (provides

TECHS

- [Become a Tech](#)
- [Recertify](#)
- [Find a Course](#)
- [Can't Attend a Course?](#)
- [Tech FAQs](#)

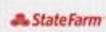
INSTRUCTORS/MANAGERS

- [Course Administration](#)
- [Organization Management](#)
- [Course Administrator FAQs](#)
- [Course Administration Forms](#)
- [Purchase Orders & E-Vouchers](#)

FAQS/HELP

- [FAQs](#)
- [Fees](#)
- [Forms](#)
- [Policies & Procedures](#)
- [Who We Are](#)



There were 267,079 visits to the website (home page) in 2013. This is more than 20 percent increase from 2012, which had 213,563 visits.

2013 CPS Certification Program

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Figure 18

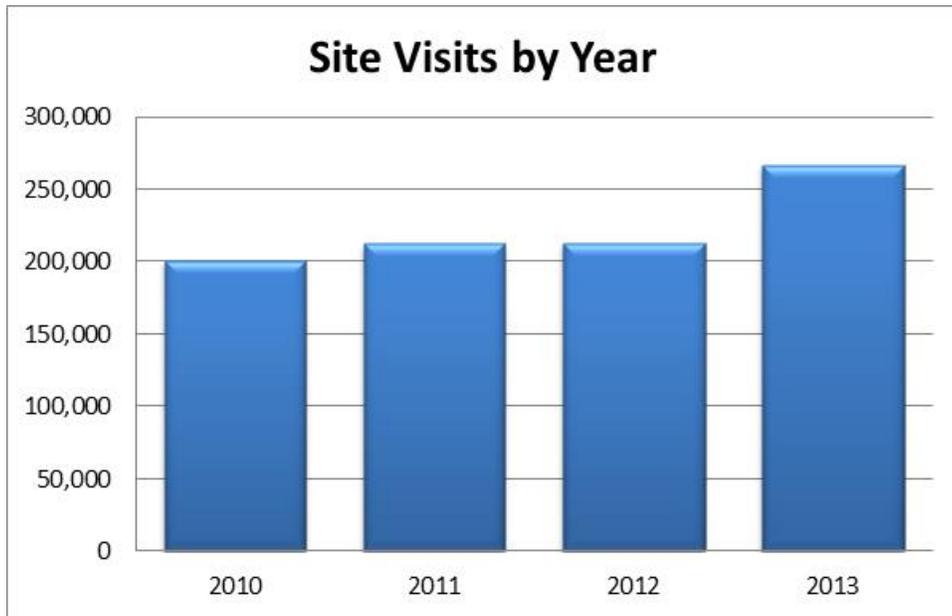
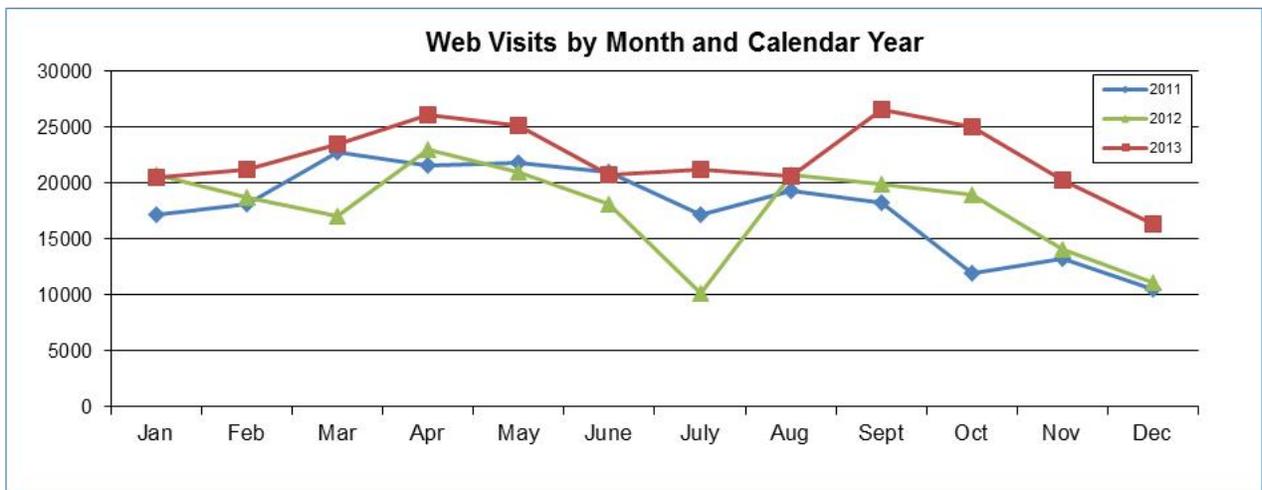


Figure 19



Facebook



The CPS Certification program has an active Facebook page, www.facebook.com/CPSCert. We ended 2013 with 3512 likes, up 1187 from this time last year.

Figure 20

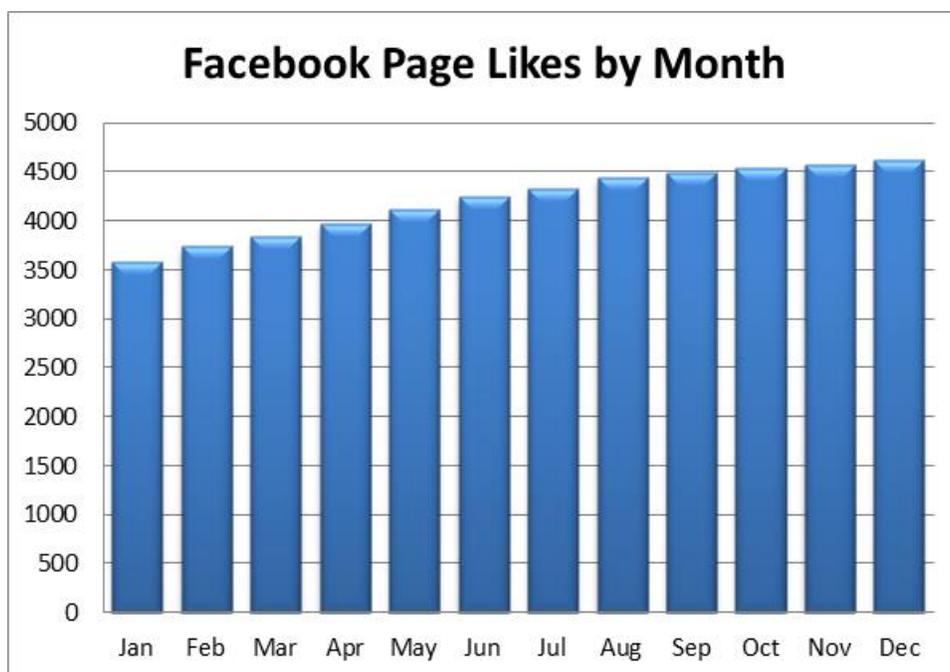


Figure 21

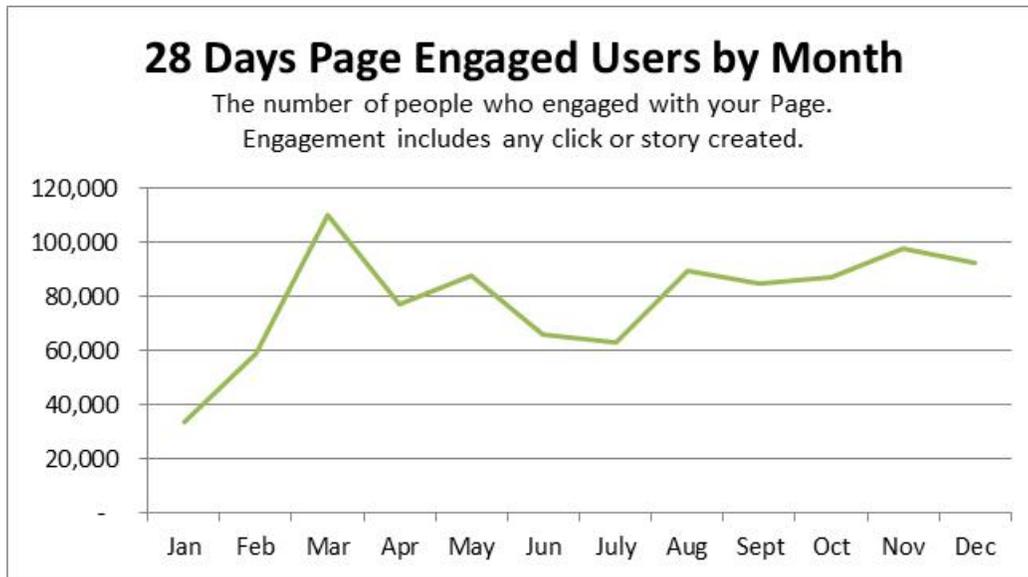
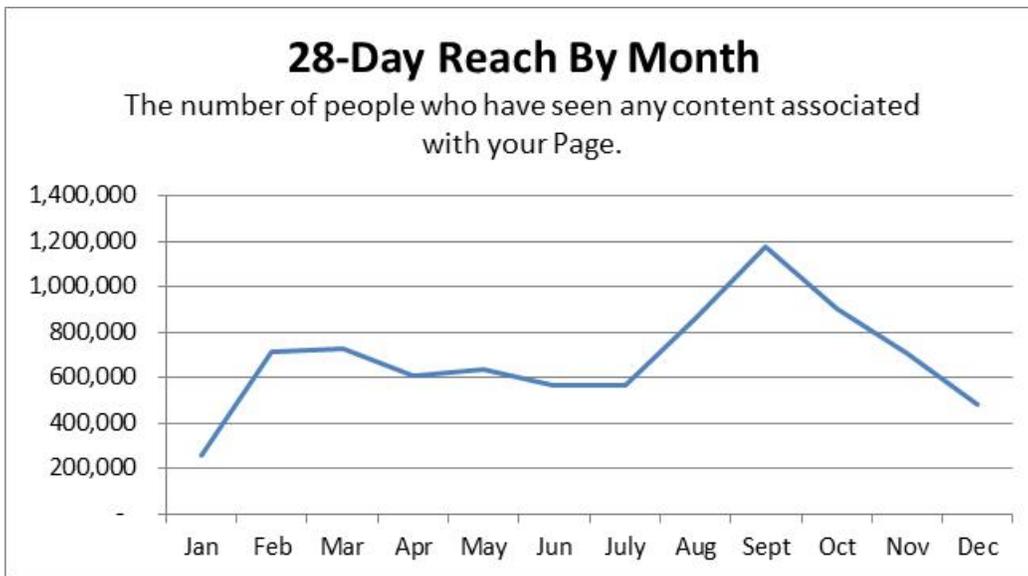


Figure 22



CPS Express!

Twelve editions of the *CPS Express!* E-newsletter were sent out in 2013. This newsletter is emailed to all currently certified technicians on the first of every month and was created to keep people aware of developments and news in the field.

An online *CPS Express!* archive is maintained and allows technicians to look up past editions.

[PLEASE CLICK HERE! This newsletter is available as a PDF](#)



CPS Express

E-News for CPS Technicians

December 1, 2013

In This Edition

- [Announcements and Notices](#)
- [Program Reminders](#)
- [General](#)
- [Just For Instructors](#)
- [CEU Corner](#)

CPS Training Seat - Custom-built training seats for CPS classes

Seats include a variety of seat belt systems, forward and rear facing anchor points and LATCH. Seats are mounted on an aluminum box with a locking storage compartment, 5" wheels for easy transport. For more information, contact Steve at steve@anyconcept.com or 301-960-4426 and check out the [FLYER](#).

Advertise With Us

[Learn More About CPS Express Ad Space](#)

Announcements and Notices

[Evaluation of the Certified-Advanced Air Bags - A new NCSA report](#)

Customer Service

Professional Examination Services (PES) is the contracted provider of Certification customer service. Customer service assistance requests remained relatively constant in 2013, likely because there were no major policy or qualification changes.

Customer Service received 9853 phone calls (up 76 from 9777 in 2012) and 1,297 email messages (up 177 from 1,120) during 2013 — an average of 37.9 calls and 4.9 email messages per workday.

Figure 23



Figure 24

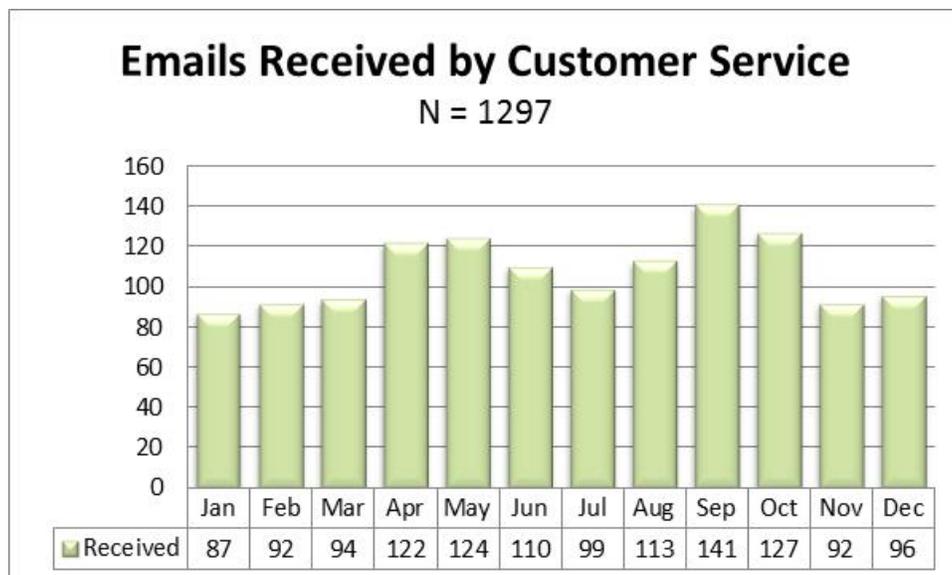
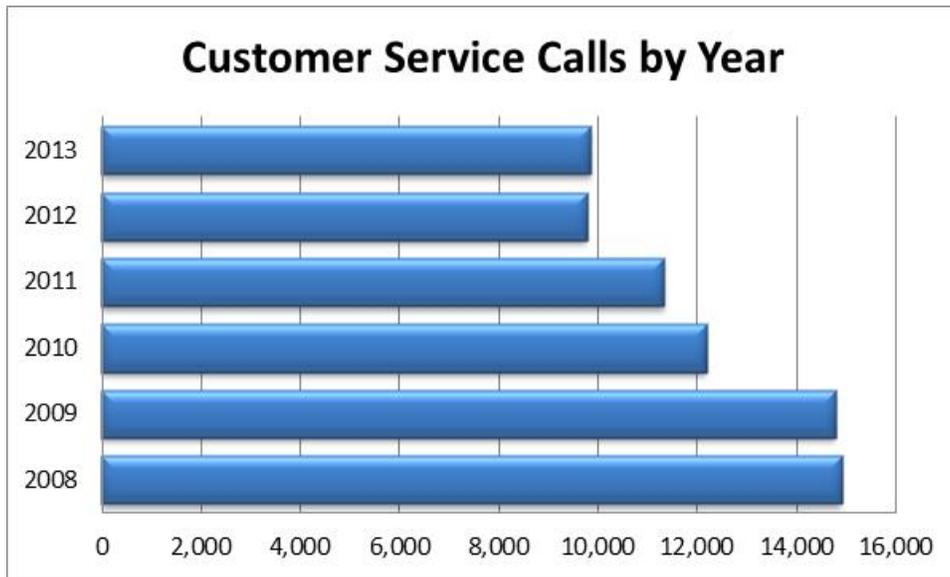
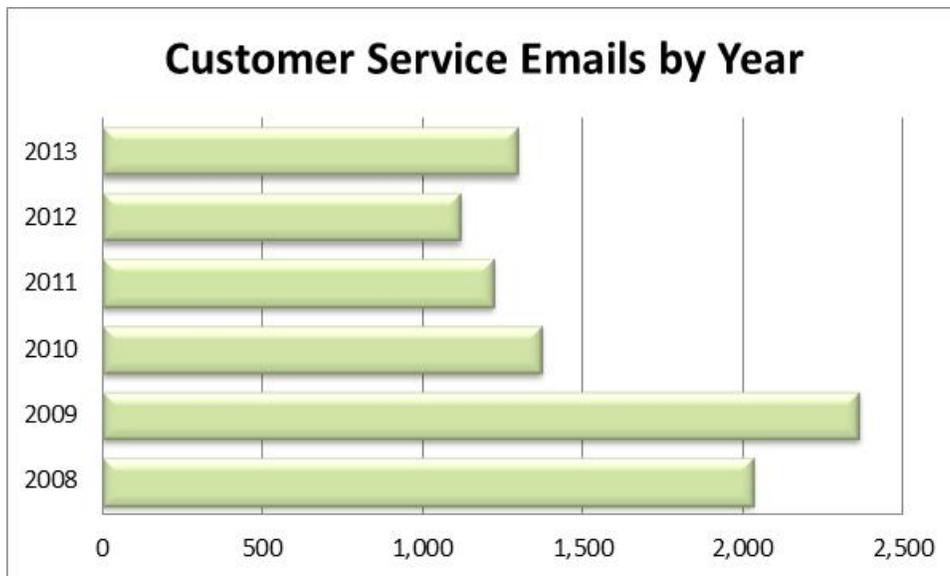


Figure 25



The decrease in the number of calls handled by Customer Service may be due to the fact that there were no major changes to the program in the past few years.

Figure 26



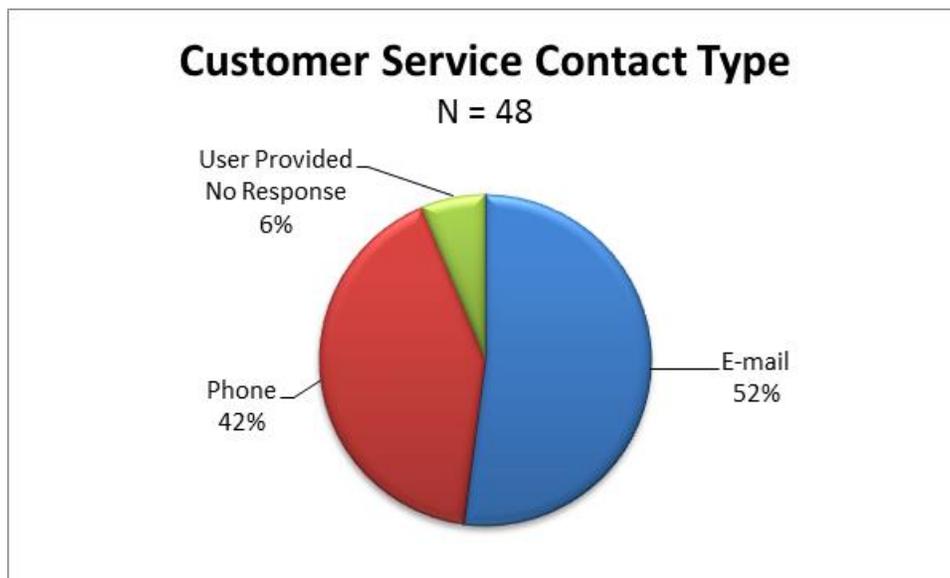
Customer Service Survey

Safe Kids, in cooperation with Professional Examination Services (PES), provides an online customer service 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.

With only 48 responses in all of 2013, participation remains extremely low so we supplemented the surveys with a number of Technician Secret Shoppers recruited from our Facebook page.

Figure 27



Continuing Improvement

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

We use 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!

