



## Major Program Accomplishments 2009

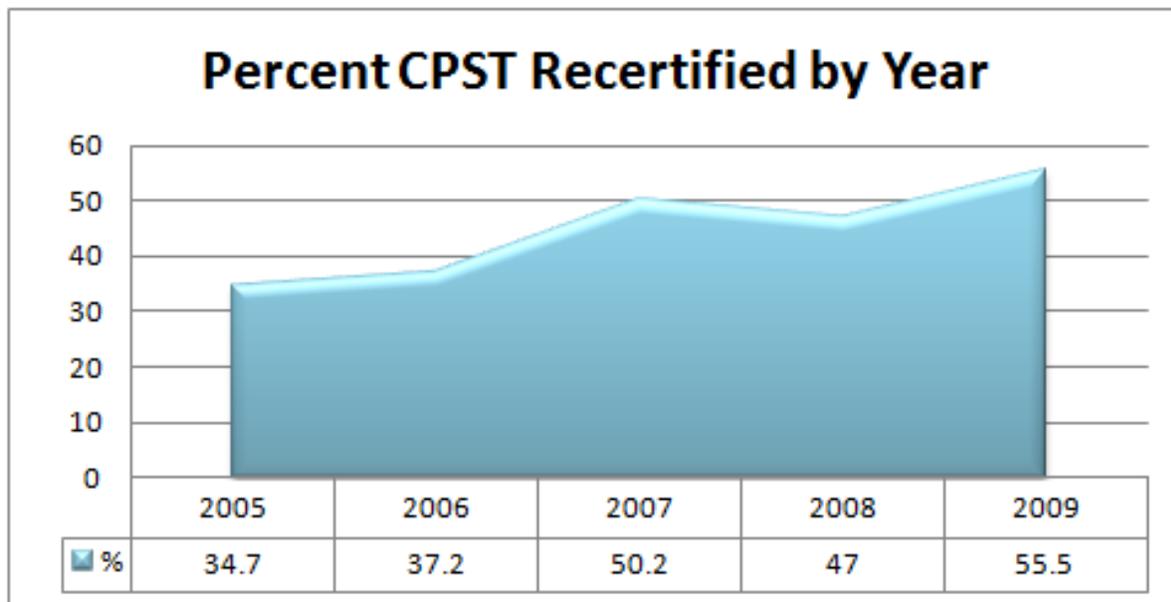
Safe Kids Worldwide would like to thank the Certification Program Sponsor State Farm, the State CPS Training Contacts, and dedicated certified instructors who offer the courses at the local level. Through these partnerships, child occupant protection issues remain at the forefront in the minds of American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

### Program Milestone

#### *Recertification Rates*

When Safe Kids Worldwide took over responsibilities as the Certifying Body of the national CPS Certification program, recertification was at 35%. Safe Kids, the State and Regional CPS Training Contacts, and certified instructors worked hard to improve the numbers. 2009 ended with a phenomenal recertification rate of 55.5%. **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, the addition of online CEUs and streamlined certification management in technicians' online profiles. 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.



### *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 (\$50 as of 10/1/2009)
- 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. Three training modules, *School Buses and CPS*, *A Technicians' Guide to Recalls* and *Transportation of Children in Vehicles Other Than Cars* are currently available with plans to add at least two more modules in 2010.

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.

# Road Safety for Kids: Online Training



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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](#)

## 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

**Now Available:**  
[In and Around Cars](#)  
(Not eligible for CPS CEUs)

**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:**  
[Transportation of Children in Vehicles Other Than Cars](#)

[Tech's Guide to Recalls](#)

[School Bus Module](#)

## LATEST NEWS FROM SAFETYLIT

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

[A comparison between a child-size PMHS and the Hybrid III 6 YO in a sled frontal impact.](#) - Lopez-Valdes FJ, Forman J, Kent R, Bostrom O, Segui-Gomez M.

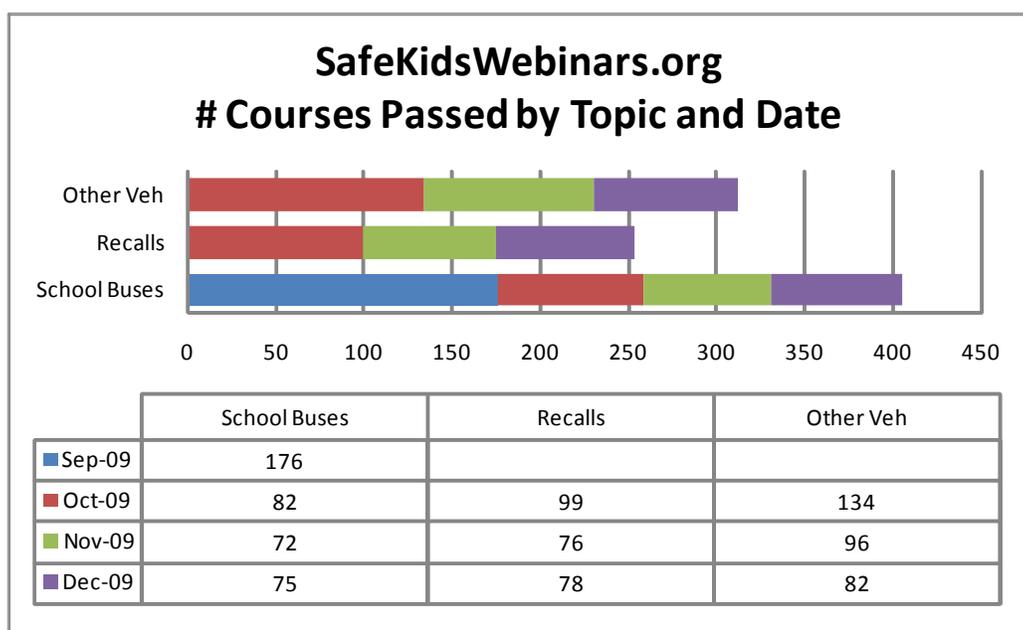
[A multidisciplinary motorcycle safety initiative.](#) - Wermert A, Opalek JM.

[A Study of Impairing Injuries in Real World Crashes Using the Injury Impairment Scale \(IIS\)](#)

[more news](#)

[Questions?](#)

Contact us at [webinars@safekids.org](mailto:webinars@safekids.org)



*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, 2008 - June 30, 2009)**

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.

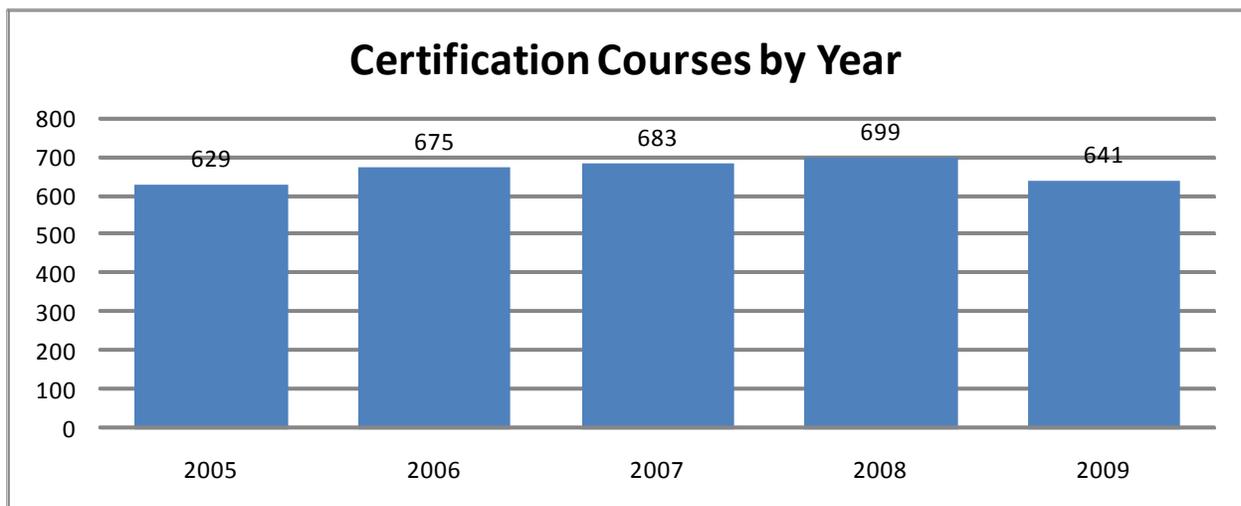
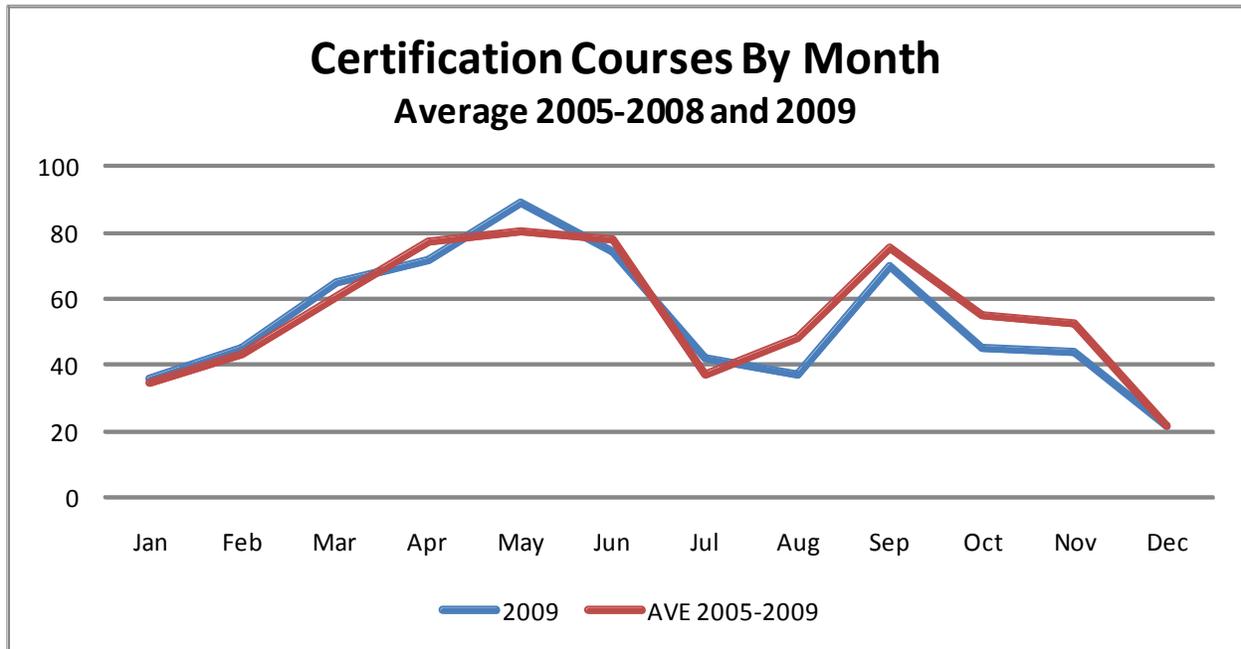
**FY09 Grant reports (course grants and reunions) available upon request.**

# Program Statistics

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

## Certification Courses

In 2009, 641 certification courses were offered. Courses were held in all fifty states, Armed Forces Europe (Italy), American Samoa, the District of Columbia, Guam, Israel, Puerto Rico and the US Virgin Islands.



## 2009 CPS Courses by State or Territory

N= 801

State	Cert Courses	Renewal Courses	State	Cert Courses	Renewal Courses
AE	1		MT	6	0
AK	5	1	NC	26	4
AL	22	1	ND	3	0
AR	9	3	NE	6	0
AS	1	0	NH	1	1
AZ	22	4	NJ	11	3
CA	32	10	NM	6	1
CO	12	5	NV	4	2
CT	6	0	NY	23	6
DC	1	0	OH	13	8
DE	1	1	OK	9	1
FL	42	7	OR	6	2
GA	35	10	PA	20	10
GU	1	0	PR	1	1
HI	4	3	RI	1	1
IA	4	2	SC	18	6
ID	6	5	SD	6	1
IL	31	8	TN	18	8
IN	19	4	TX	31	6
KS	10	4	USVI	1	1
KY	16	1	UT	3	1
LA	8	0	VA	28	1
MA	7	3	VT	1	1
MD	14	3	WA	7	1
ME	2	0	WI	14	4
MI	13	2	WV	6	3
MN	15	2	WY	3	5
MO	18	2	Out of country	2	0
MS	11	1			

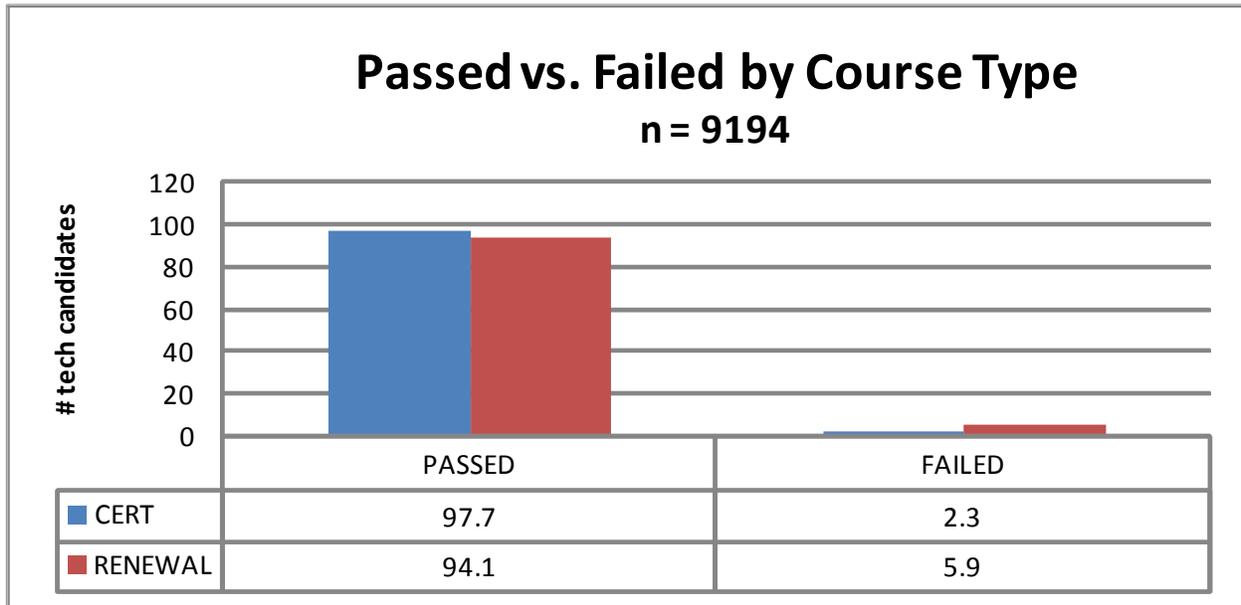
### ***Certification Renewal Courses***

In 2009, 161 certification renewal courses were offered. Courses were held in forty-four states, Puerto Rico and the US Virgin Islands.

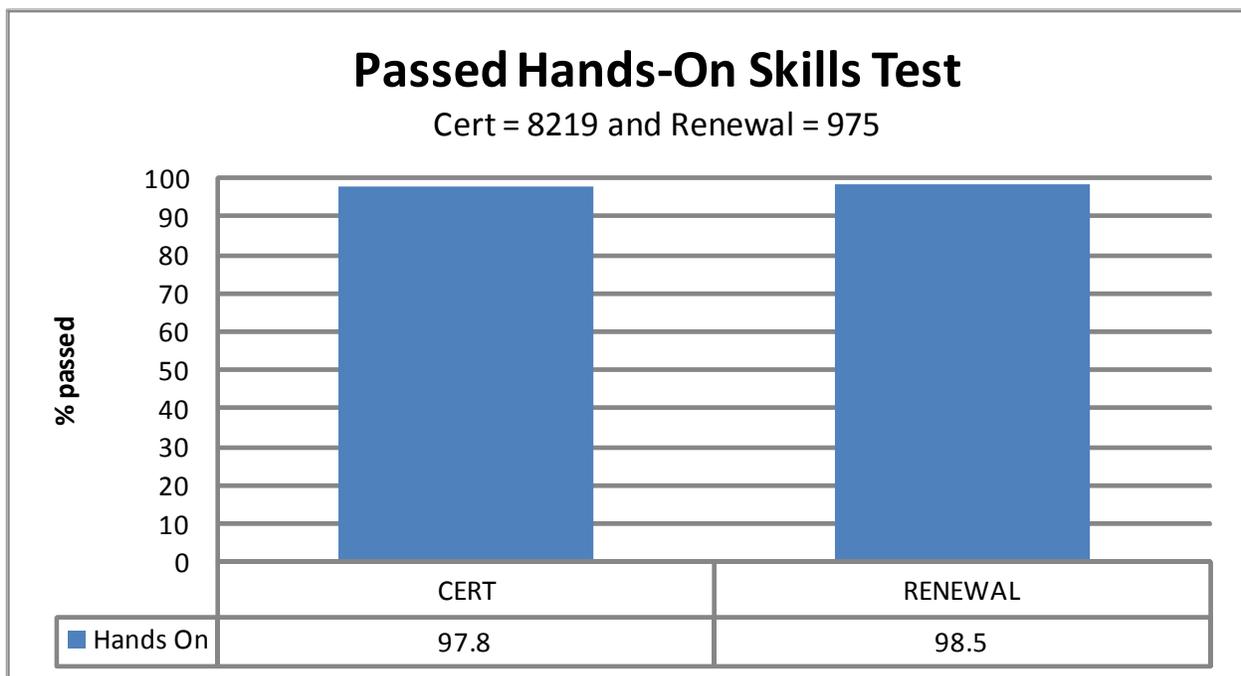
## Testing

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

Technician candidates had to cumulatively pass (84 percent) a series of three open-book quizzes, In 2009, 9194 people took the either a Certification or Certification Renewal course.

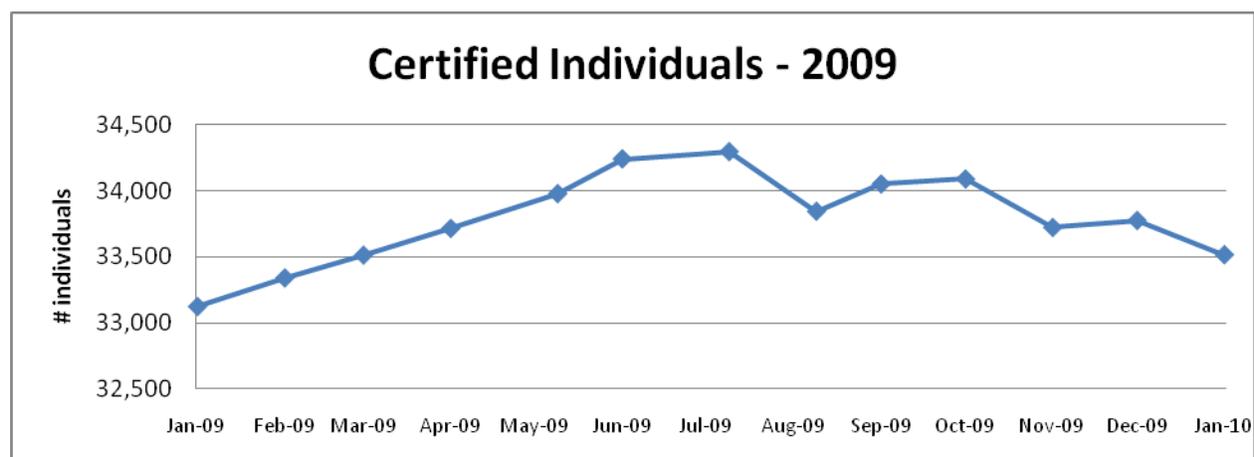


Students in the Certification Renewal Courses had a passing written grade 94.1 percent of the time. This is slightly lower than passing grades of the Certification Course.



## Total Certifications

The certification program stayed relatively constant in 2009, with a slight increase of 392 techs to 33,515 from this time last year.



## Number of Certified Individuals by Type – 2009

Date	Instructors	Instructor Candidates	Technicians	Total
January 2009	1,494	42	31,587	33,123
February	1,503	40	31,796	33,339
March	1,505	47	31,960	33,512
April	1,491	42	32,181	33,714
May	1,500	46	32,431	33,977
June	1,481	45	32,714	34,240
July	1,494	49	32,752	34,295
August	1,496	55	32,293	33,844
September	1,499	55	32,501	34,050
October	1,507	38	32,543	34,088
November	1,487	41	32,193	33,721
December	1,497	35	32,242	33,774
January 2010	1,497	33	31,985	33,515

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

## Number Certified/Recertified in 2009 by State/Territory

**N = 19,098**

New Techs: 8,921

Re-certifications: 10,177

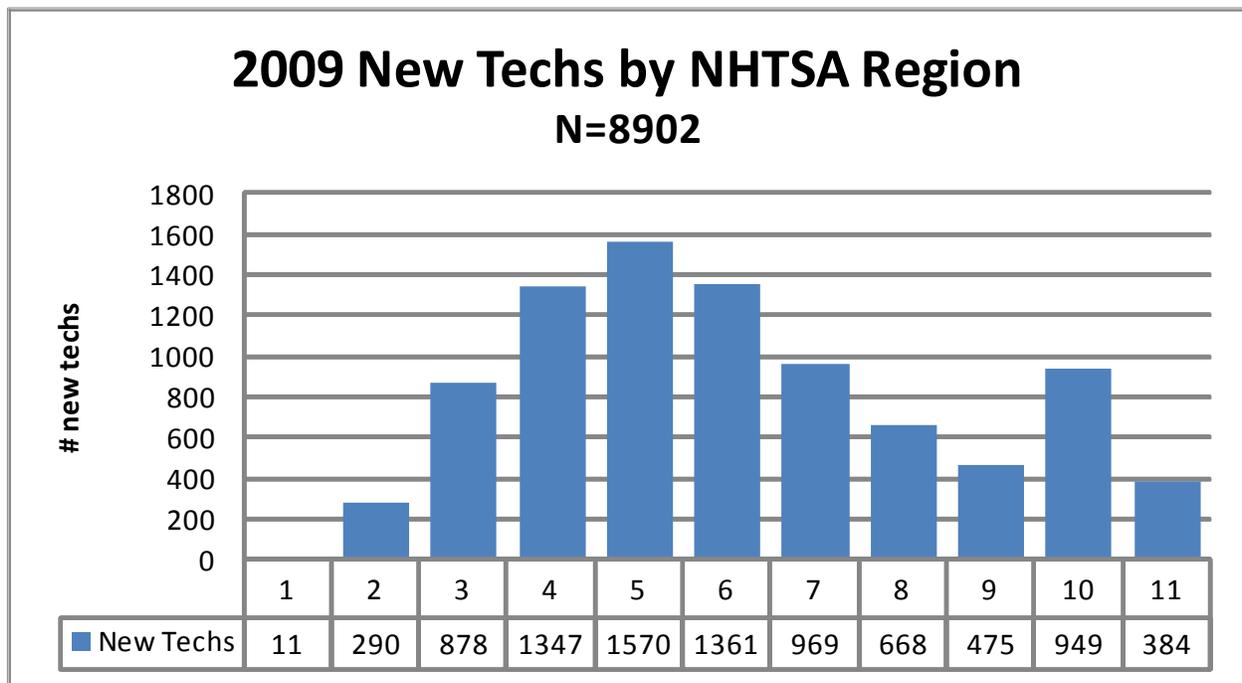
State/Territory	New Certs	Recerts	2009 total	State/Territory	New Certs	Recerts	2009 total
Missing	21	15	36	MO	235	280	515
AF* Americas	1		1	N. Mariana Islands	3	0	3
AF* Europe	8	2	10	MS	127	45	172
AK	39	35	74	MT	60	43	103
AL	162	111	273	NC	606	724	1330
AR	2	0	2	ND	33	76	109
AF* Pacific	126	128	254	NE	85	156	241
Amer. Samoa	19	208	227	NH	33	52	85
AZ	301	6	307	NJ	209	349	558
CA	530	589	1119	NM	95	92	187
CO	220	320	540	NV	35	55	90
CT	63	132	195	NY	334	549	883
DC	30	14	44	OH	182	466	648
DE	13	23	36	OK	127	101	228
FL	397	362	759	OR	113	132	245
GA	460	354	814	PA	250	397	647
GU	19	4	23	Quebec (Can)	79	0	79
HI	75	42	117	RI	25	28	53
IA	66	170	236	SC	238	33	271
ID	82	56	138	SD	61	189	250
IL	465	685	1150	TN	313	44	357
IN	249	266	515	TX	426	175	601
KS	156	182	338	UT	59	380	439
KY	136	158	294	VA	335	96	431
LA	194	107	301	US VI	6	213	219
MA	136	180	316	VT	13	70	83
MD	143	183	326	WA	90	164	254
ME	20	56	76	WI	142	281	423
MI	195	302	497	WV	84	41	125
MN	128	220	348	WY	67	36	103

\* AF = Armed Forces

### New Certifications

In 2009, there were 8,921 new certifications, down from 9,534 in 2008. Of these, five became instructors and four are instructor candidates.

Status	Number
Certified Instructor	5
Certified Technician	8912
Instructor Candidate	4
<b>Total</b>	<b>8921</b>



NOTE: 19 are missing state information/out of country

**Number of New Techs by Region and State**  
**N = 8902 (19 are missing state information/out of country)**

Region/State	# new techs	Region/State	# new techs
<b>Region 0</b>	<b>11</b>	<b>Region 6</b>	<b>969</b>
AA	1	LA	194
AE	8	MS	127
UNK	2	NM	95
<b>Region 1</b>	<b>290</b>	OK	127
CT	63	TX	426
MA	136	<b>Region 7</b>	<b>668</b>
ME	20	AR	126
NH	33	IA	66
RI	25	KS	156
VT	13	MO	235
<b>Region 2</b>	<b>878</b>	NE	85
NJ	209	<b>Region 8</b>	<b>475</b>
NY	334	CO	220
PA	250	ND	33
PR	79	NV	35
VI	6	SD	61
<b>Region 3</b>	<b>1347</b>	UT	59
DC	30	WY	67
DE	13	<b>Region 9</b>	<b>949</b>
KY	136	AP	2
MD	143	AS	19
NC	606	AZ	301
VA	335	CA	530
WV	84	GU	19
<b>Region 4</b>	<b>1570</b>	HI	75
AL	162	MP	3
FL	397	<b>Region 10</b>	<b>384</b>
GA	460	AK	39
SC	238	ID	82
TN	313	MT	60
<b>Region 5</b>	<b>1361</b>	OR	113
IL	465	WA	90
IN	249		
MI	195		
MN	128		
OH	182		
WI	142		

**Re-certifications**

Eligible for Recert between 1/2009 - 12/2009

- Eligible for Recertification: 18,331
- Recertified: 10,177
- Percentage Recertified: **55.5%**

\*\* Any states/territories that do not appear had no one eligible for recertification during this time period. \*\*

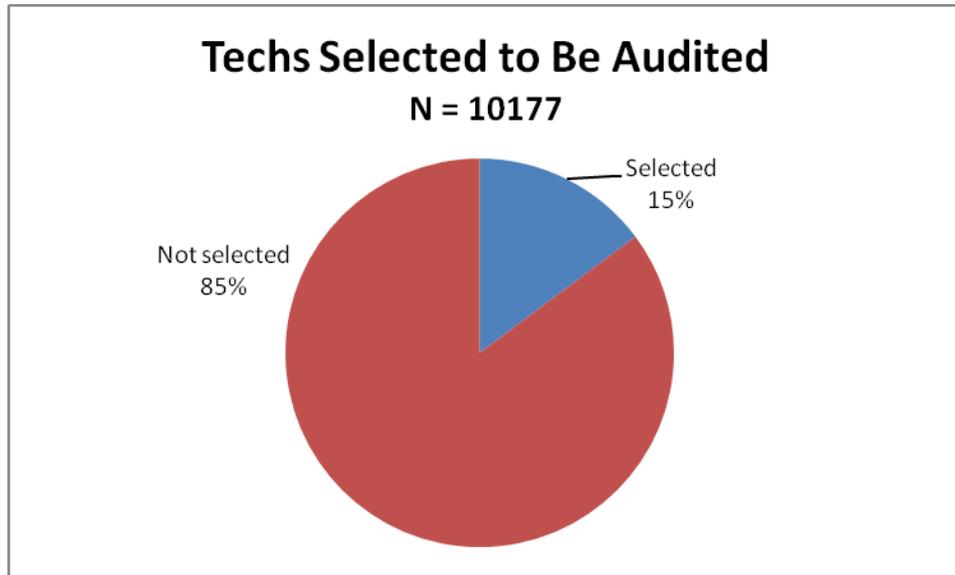
State	Eligible	Certified	%	State	Eligible	Certified	%
Unk/missing	38	15	39.5%	mo	548	280	51.1%
AE	34	2	5.9%	MS	76	45	59.2%
AK	67	35	52.2%	MT	94	43	45.7%
AL	234	111	47.4%	<b>NC</b>	<b>1157</b>	<b>724</b>	<b>62.6%</b>
AP	13	0	0.0%	<b>ND</b>	<b>124</b>	<b>76</b>	<b>61.3%</b>
AR	231	128	55.4%	<b>NE</b>	<b>255</b>	<b>156</b>	<b>61.2%</b>
AZ	548	208	38.0%	NH	88	52	59.1%
<b>BC</b>	<b>7</b>	<b>6</b>	<b>85.7%</b>	NJ	621	349	56.2%
CA	1113	589	52.9%	NM	175	92	52.6%
CO	567	320	56.4%	NV	113	55	48.7%
CT	236	132	55.9%	<b>NY</b>	<b>870</b>	<b>549</b>	<b>63.1%</b>
DC	44	14	31.8%	<b>OH</b>	<b>652</b>	<b>466</b>	<b>71.5%</b>
DE	47	23	48.9%	OK	262	101	38.5%
FL	762	362	47.5%	<b>OR</b>	<b>217</b>	<b>132</b>	<b>60.8%</b>
GA	630	354	56.2%	<b>PA</b>	<b>655</b>	<b>397</b>	<b>60.6%</b>
<b>GU</b>	<b>6</b>	<b>4</b>	<b>66.7%</b>	PR	51	28	54.9%
HI	79	42	53.2%	<b>RI</b>	<b>54</b>	<b>33</b>	<b>61.1%</b>
<b>IA</b>	<b>251</b>	<b>170</b>	<b>67.7%</b>	SC	443	189	42.7%
ID	106	56	52.8%	<b>SD</b>	<b>68</b>	<b>44</b>	<b>64.7%</b>
<b>IL</b>	<b>1081</b>	<b>685</b>	<b>63.4%</b>	TN	402	175	43.5%
<b>IN</b>	<b>440</b>	<b>266</b>	<b>60.5%</b>	TX	764	380	49.7%
KS	327	182	55.7%	<b>UT</b>	<b>152</b>	<b>96</b>	<b>63.2%</b>
KY	315	158	50.2%	VA	477	213	44.7%
LA	220	107	48.6%	<b>VT</b>	<b>96</b>	<b>70</b>	<b>72.9%</b>
<b>MA</b>	<b>278</b>	<b>180</b>	<b>64.7%</b>	WA	309	164	53.1%
MD	338	183	54.1%	WI	469	281	59.9%
ME	108	56	51.9%	WV	83	41	49.4%
MI	535	302	56.4%	WY	76	36	47.4%
<b>MN</b>	<b>325</b>	<b>220</b>	<b>67.7%</b>				

\* AF = Armed Forces  
States/Territories with >60% recertification are bolded.

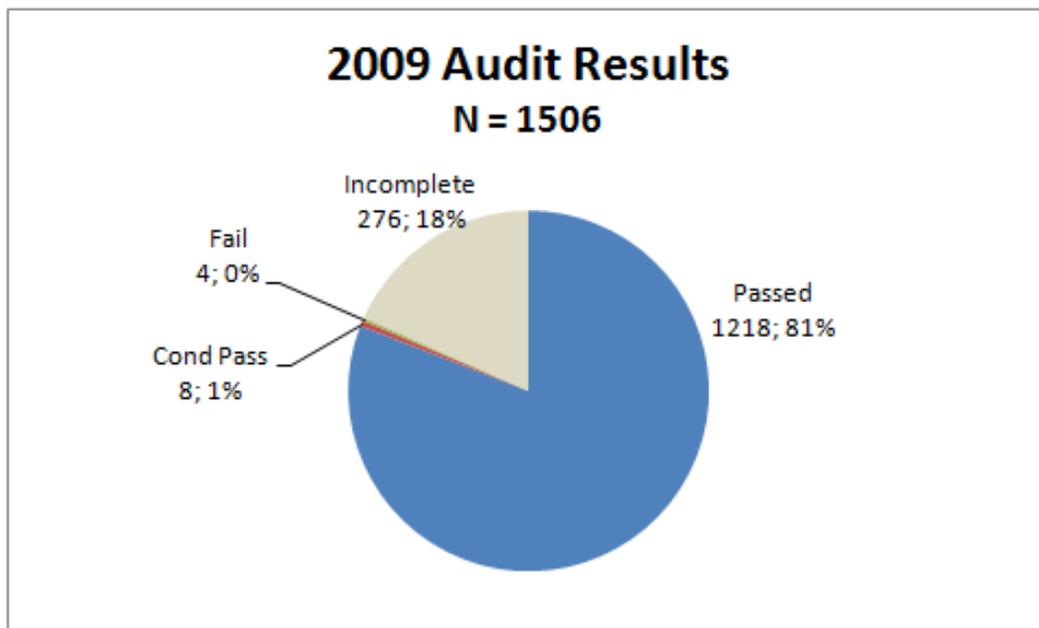
### Re-certification Audits

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. In 2009, 14.7 percent of techs who recertified were audited for CEUs.



1,506 technicians from all 50 states, the District of Columbia, Puerto Rico, Germany, and Israel were selected to be audited in 2009. 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 three certification courses in Colorado, Nebraska and Texas. 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.

To reach more lead instructors, the Quality Assurance Specialist completed a series of desk audits. Desk audits are a quality assurance measure to ensure proper finalization of courses. In 2009, three courses were desk audited. The courses were held in Alaska, New Mexico and North Carolina. There is a goal of 10 desk audits in 2010.

If selected, the Lead Instructor is notified via e-mail. Their agenda is requested so that instructor hours can be calculated and verified. The review also includes an overview of general course policies.

Instructors are given an opportunity to ask questions about calculation of hours, policies, and anything else related to the course. If there is a discrepancy in the reported hours, the Lead Instructor is consulted before the hours are changed in the course finalization.

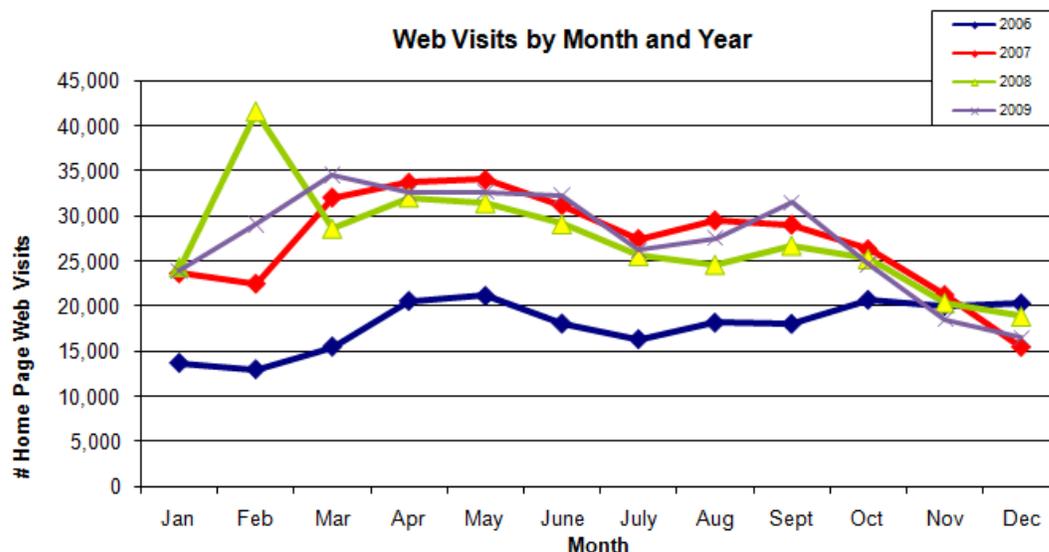
## Communications

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 329,813 visits to the Web site (home page) in 2009.

**Change your bookmarks!** In early 2009, our URL will change from [www.safekids.org/certification](http://www.safekids.org/certification) to <http://Cert.safekids.org>.



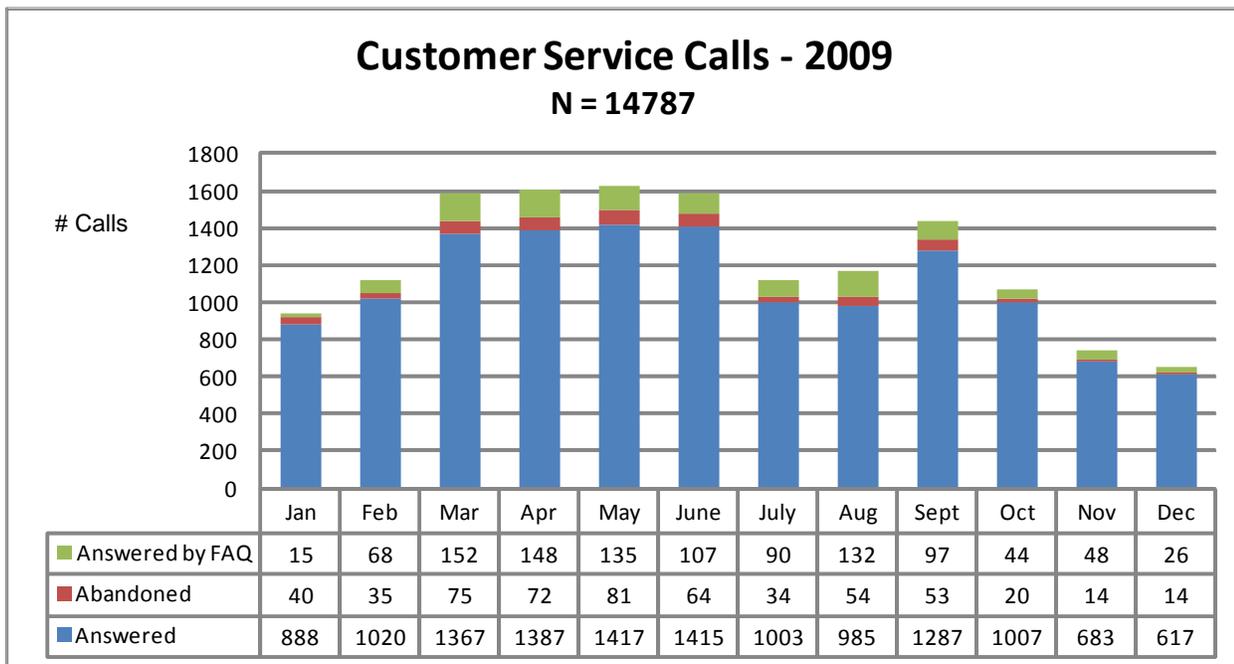
Through the Web site, technicians, instructors, course administrators, and designated agency representatives have better access to the certification information that affects them and their programs. Policies and Procedures documentation has been centralized and continually improved, and is also available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

**CPS Express!:** Twelve editions of the *CPS Express!* e-newsletter were sent out in 2009. 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.



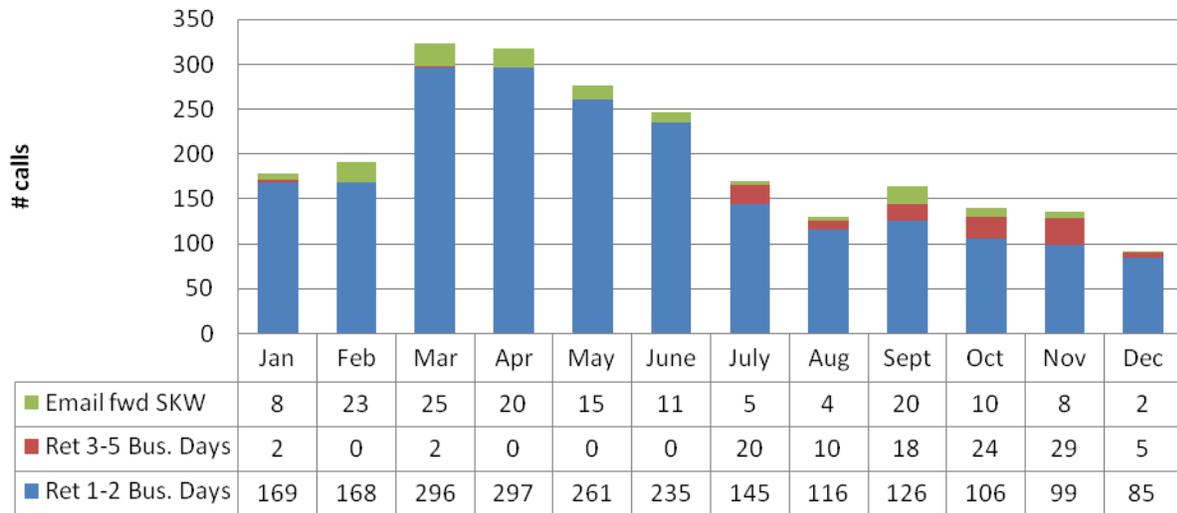
**Customer Service:** Professional Examination Services (PES) is the contracted provider of Certification customer service. Customer service assistance requests were down in 2009, likely because there were no major policy or qualification changes.

Customer Service received 14,787 phone calls (only 127 fewer than in 2008) and 2,364 e-mail messages (332 more than in 2008) were received by customer service during 2009 — an average of 57 calls and 9 e-mail messages per workday.



## Customer Service Emails- 2009

N = 2364



### Customer Service Survey

Safe Kids, in cooperation with Professional Examination Services (PES), provides an online customer service survey. However, with only 58 responses in all of 2009, participation is extremely low.

As in 2008, 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.

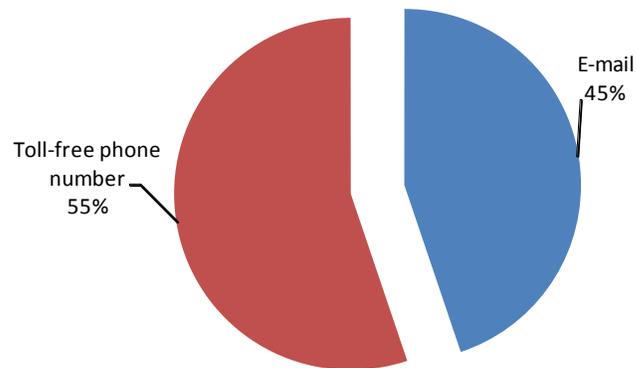
This survey should take no more than five minutes to complete. There is no limit to the number of times you can share your opinions with us. Thank you for helping us improve our customer service.

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.

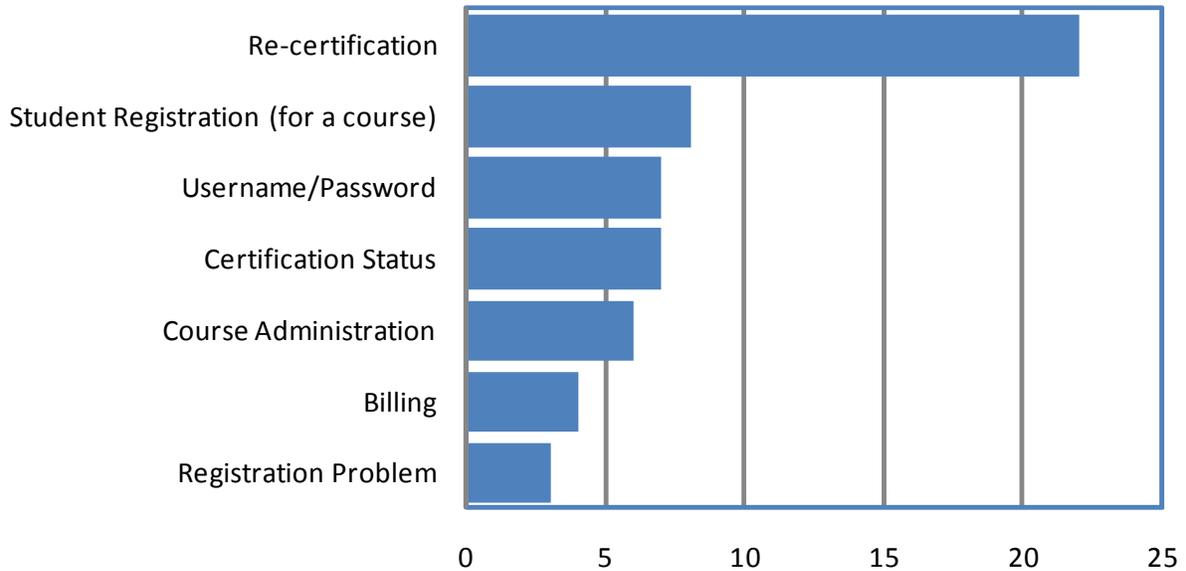
## 2009 Type of Customer Service Contact

N = 58



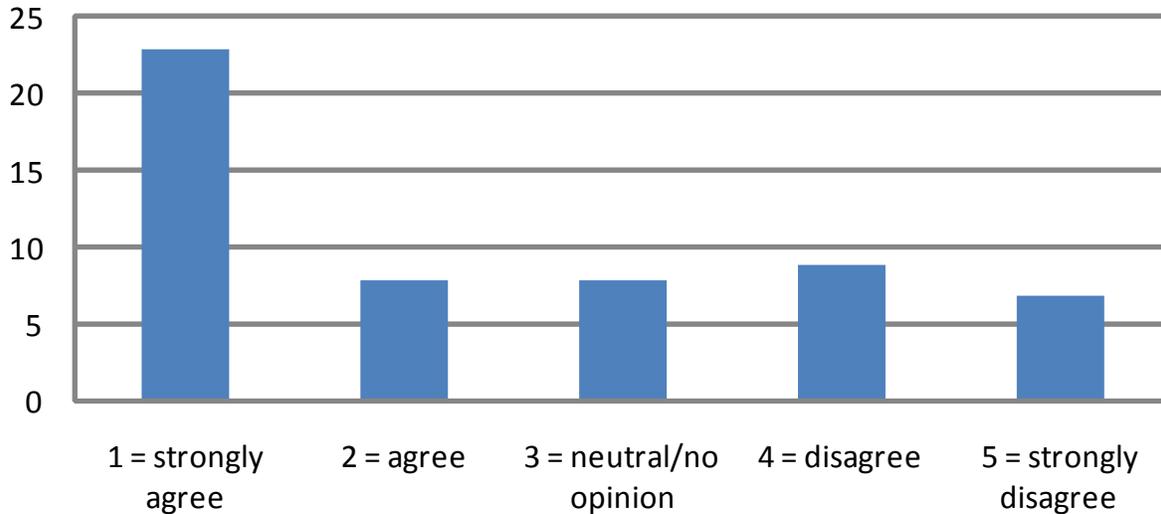
## 2009 Survey: Primary Reason For Contact

N = 57



## 2009 Survey: Overall Satisfaction

N = 55



### Continuing Improvement

Technicians, 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!***

