



2011 Program Accomplishments

Safe Kids USA would like to thank the Certification Program Sponsor State Farm, NHTSA and 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.

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Why are we techs?

“I like to empower parents and to see that smile of satisfied achievement when they install their own seats correctly. It feels good to help someone keep their child safe.”

- S. Grace

“My favorite part is helping families whose kiddos have special transportation needs.”

-T. Franks

“I love teaching new parents how to safely transport their little one, and I love seeing the light bulb go on for parents who take what I teach them to heart.”

-J. Hoekstra

“I love teaching parents how to keep their little ones safe and knowing that I am saving a precious little life!”

- K. Jefferson

“We are making a difference!”

- V. Whitlatch

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. More than 450 coalitions in 16 countries bring 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 NCPSB 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.

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 Web site.

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 web site maintenance and support. This support enabled a renovation of our web site, 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. 19)

REUNION/TECHNICALUPDATES: 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.

FY2011	SF zone	City, State	# attendees
Aug. 25, 2010	Pacific NW	Helena, MT	40
Sept. 29, 2010	Southern	Columbia, SC	68
Feb. 21, 2011	TX	Houston, TX	36
March 10-11, 2011	Mid-Atlantic	Atlantic City, NC	300
April 7, 2011	Heartland	North Dakota	72
April 11, 2011	Great Western	Salt Lake City, UT	140
May 9-10, 2011	Mid-America	Columbus, OH	150
May 11-13, 2011	Northeast	Lake Placid, NY	600
May 20, 2011	CA	Sacramento, CA	45
June 6-7, 2011	Great Lakes	Indianapolis, IN	150
June 10, 2011	Central	Springfield, MO	75
June 24, 2011	FL	Sunrise, FL	110
FY12	SF zone	City, State	# attendees
Sept. 29, 2011	Northeast	Falmouth, ME	60
Nov. 16-17, 2011	Heartland	Duluth, MN	125

2011 Attendees

1971



NH/ME joint reunion, Sept. 2011



MN, Nov. 2011



Texas, February 2011



North Dakota, April, 2011



Indiana, June 2011



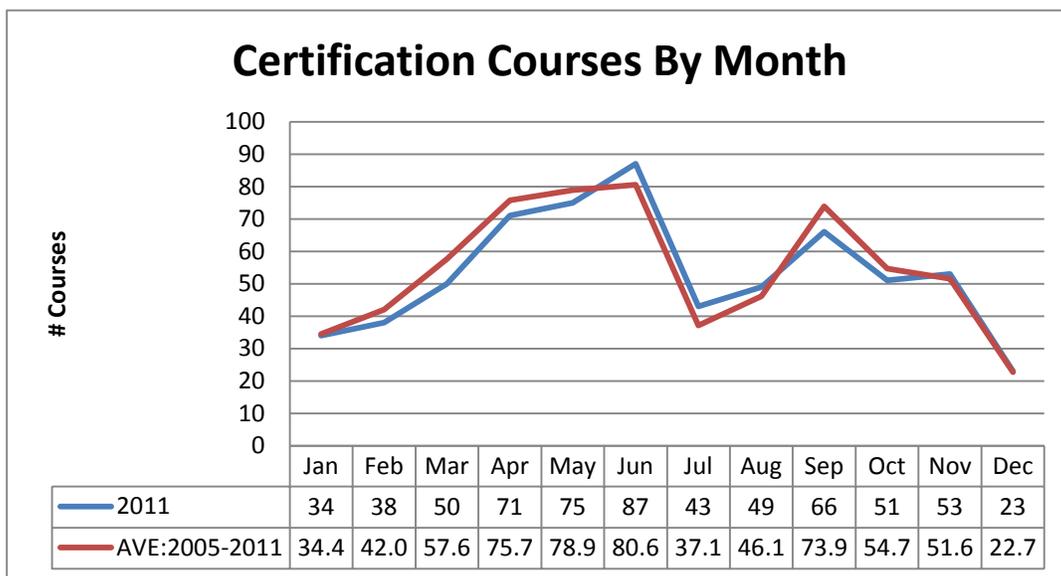
Utah, April 2011

Course Statistics

Full Certification Courses

The national standardized child passenger safety technician certification course is usually 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 2011, 640 (628 in 2010) full certification courses were offered. Courses were held in all fifty states, and in the District of Columbia, Guam, Israel and the United Arab Emirates.

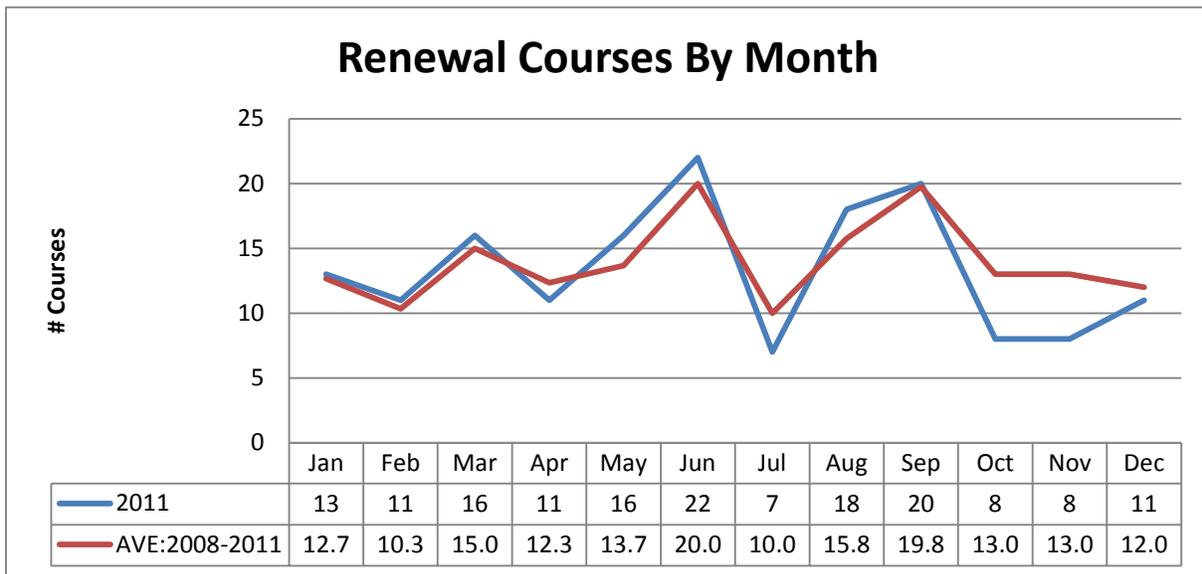
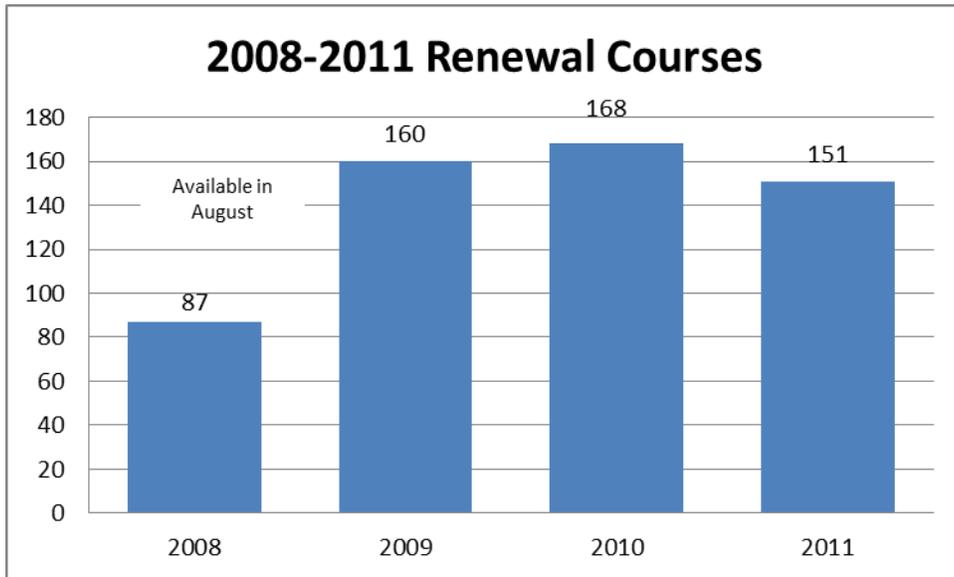


“I love educating the parents (especially 1st time moms and dads) about proper car seat use and safety. Best part of the job!”
 -J. Kessler Rowbotham

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. This is not an update or refresher class. Teaching strategies include lecture, skills testing, and a written test.

In 2011, 151 (168 in 2010) certification renewal courses were offered in 39 states.



2011 CPS Courses by State or Territory

N= 791

State	Cert Courses	Renewal Courses	State	Cert Courses	Renewal Courses
non-US/Unk	3	0	MS	6	2
AK	5	0	MT	5	1
AL	20	1	NC	20	6
AR	10	2	ND	3	1
AZ	25	6	NE	5	0
CA	30	8	NH	2	0
CO	16	10	NJ	11	1
CT	6	1	NM	7	1
DC	2	0	NV	6	3
DE	1	0	NY	26	4
FL	37	7	OH	12	5
GA	66	4	OK	14	2
Guam	1	0	OR	8	2
HI	7	2	PA	18	10
IA	2	1	RI	2	0
ID	4	4	SC	13	2
IL	28	11	SD	4	0
IN	24	2	TN	10	9
KS	9	5	TX	28	3
KY	10	3	UT	3	2
LA	5	0	VA	23	6
MA	7	3	VT	1	1
MD	14	1	WA	12	4
ME	3	0	WI	12	0
MI	18	2	WV	5	0
MN	11	2	WY	4	7
MO	15	4	MS	6	2
N. Mariana Islands	1	0	MT	5	1

“Nothing makes me happier than to have a family come in to turn around their one year old, explain the safety of extended rear facing and for them to leave with the child still rear facing. It doesn't happen often, but it does my heart good when I can convince them.”

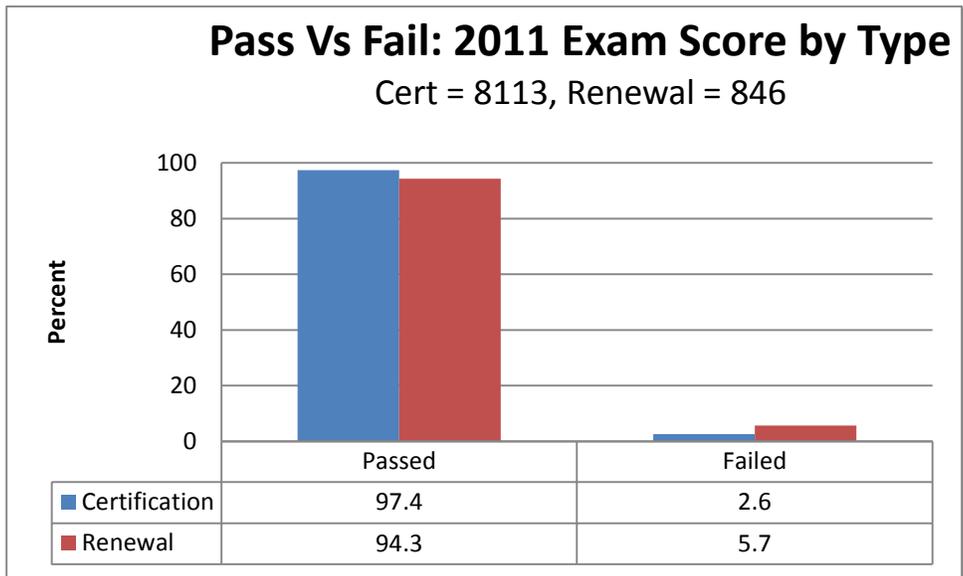
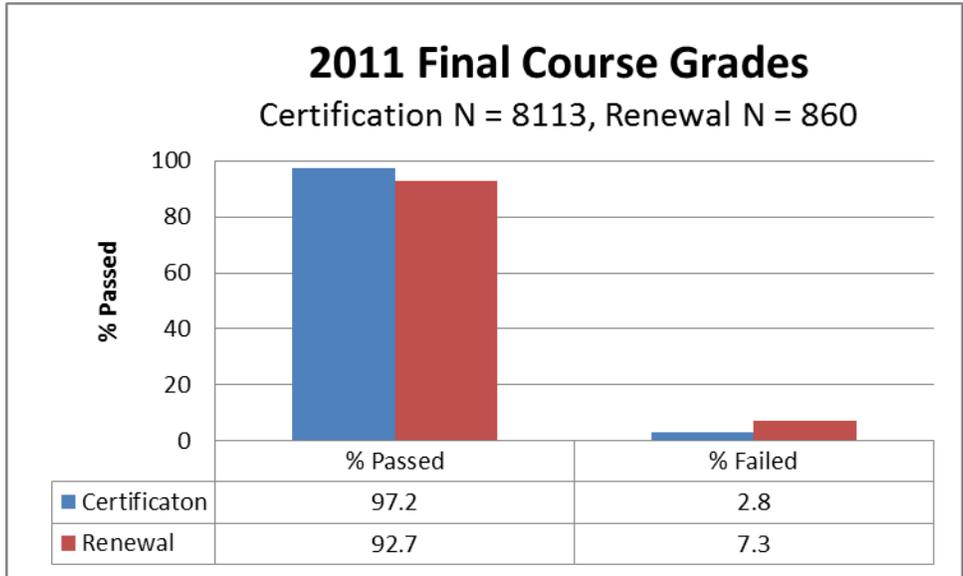
-T. Damron-Roelle

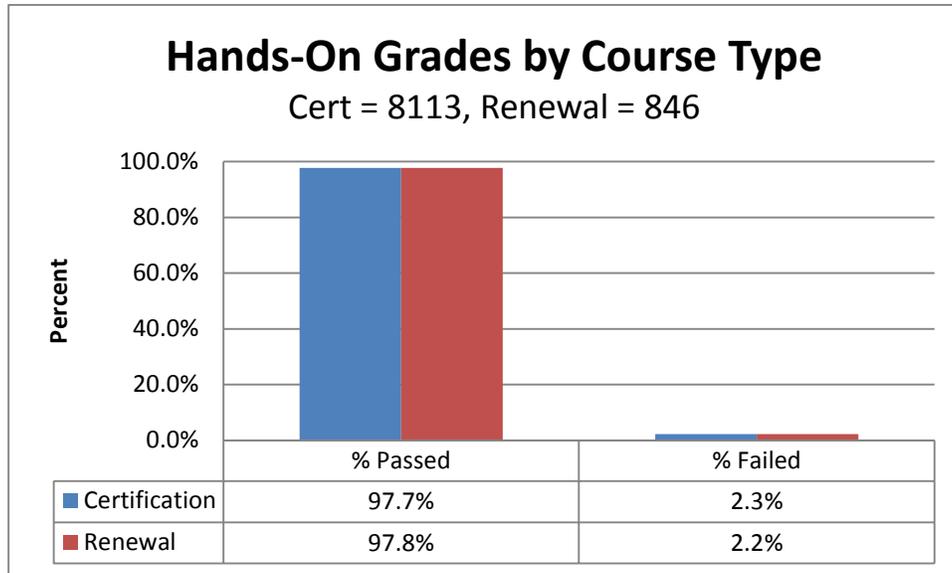
Testing

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) an open-book quiz.

In 2011, 8113 people took the either a Certification or Certification Renewal course.





Course Audits

The Quality Assurance Specialist also arrived unannounced at two certification courses in Virginia and Illinois. 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 2011, ten courses were desk audited. The courses were held in Arkansas, South Dakota, Connecticut, Georgia, Missouri, Indiana, California, Hawaii, Utah, and Illinois. There is a goal of 10 desk audits in 2012.

If selected for a desk audit, 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.

“The grateful looks and hugs from parents who appreciate the seat and info you shared to keep their kids safe...”

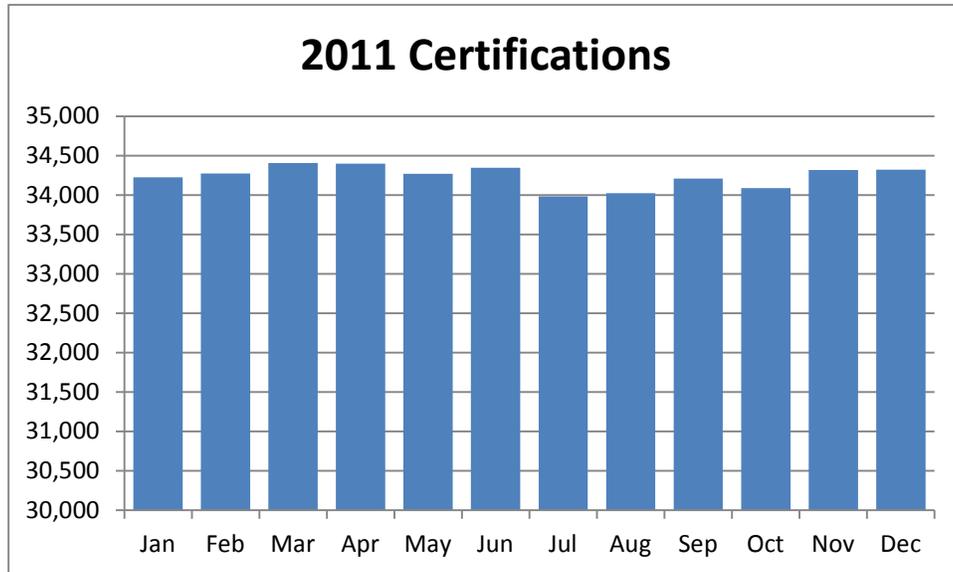
- C. Van Neste

“When we teach a parent something new and you can tell by the look on their face that they will do it right every time from now on.”

- Kittitas County Safe Kids

Certifications

The certification program stayed relatively constant in 2011, with a slight increase of 808 techs to 34,323 from this time last year.



“I love it when they come to me all flustered because of all the other new stuff that they are having to figure out and they are totally confused and clueless, but then I am able to educate them and put their minds at ease and they leave feeling so much better than when they arrived. I just love being able to share my knowledge with others!”

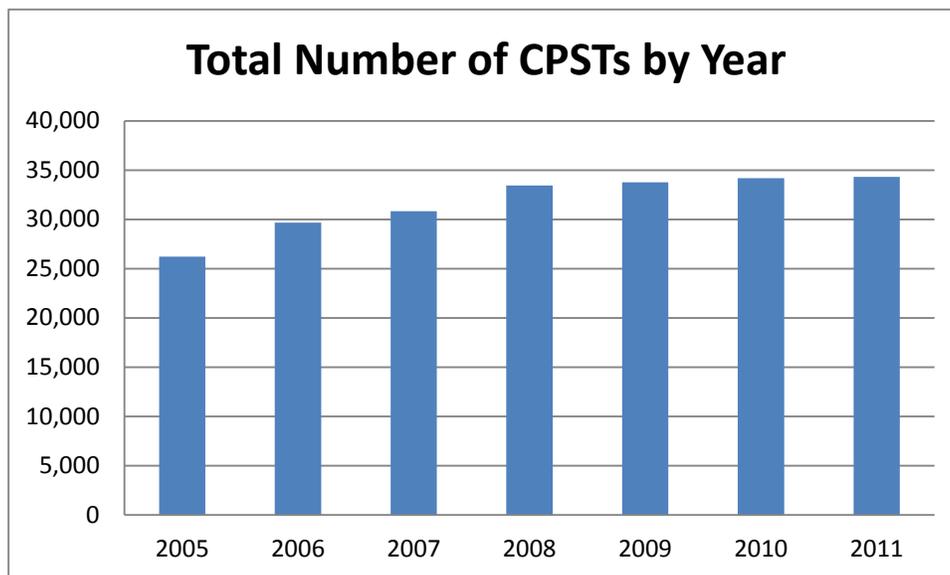
-A. Granza



Number of Certified Individuals by Type – 2011

Month	Instructors	Instructor Candidates	Technicians	Total
January 2011	1,671	32	32,621	34,224
February	1,575	32	32,667	34,274
March	1,579	40	32,788	34,407
April	1,574	40	32,785	34,399
May	1,559	40	32,671	34,270
June	1,563	42	32,742	34,347
July	1,547	33	32,401	33,981
August	1,546	45	32,434	34,025
September	1,540	41	32,626	34,207
October	1,534	42	32,512	34,088
November	1,559	33	32,727	34,319
December	1,557	31	32,735	34,323

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



NOTE: Data as of December of that year.

Number Certified/Recertified in 2011 by State/Territory

N = 19,197

New Techs: 8,632

Re-certifications: 10,565

State/Territory	New Certs	Recerts	2011 total	State/Territory	New Certs	Recerts	2010 total
Out of US/Unk	16	11	27	MO	193	277	470
AF- Amer.	1	1	2	N.Mariana Islands	13	1	14
AF- Europe	3	4	7	MS	72	74	146
AK	49	39	88	MT	28	47	75
AL	115	131	246	NC	482	855	1337
AF- Pacific	1	0	1	ND	31	75	106
AR	141	126	267	NE	71	147	218
AS	0	0	0	NH	25	49	74
AZ	350	210	560	NJ	193	327	520
BC-Canada	0	2	2	NM	107	93	200
CA	502	534	1036	NV	48	43	91
CO	279	336	615	NY	358	551	909
CT	75	122	197	OH	172	426	598
DC	16	26	42	OK	201	103	304
DE	16	19	35	ON	1	0	1
FL	354	364	718	OR	139	138	277
GA	992	467	1459	PA	230	422	652
GU	16	11	27	PR	1	95	96
HI	78	44	122	RI	39	25	64
IA	34	159	193	SC	151	139	290
ID	53	54	107	SD	47	74	121
IL	410	668	1078	TN	229	197	426
IN	269	264	533	TX	358	412	770
KS	125	199	324	UT	72	90	162
KY	76	135	211	VA	284	282	566
LA	116	127	243	VI	10	8	18
MA	114	184	298	VT	16	58	74
MD	133	194	327	WA	111	146	257
ME	55	51	106	WI	128	276	404
MI	229	291	520	WV	45	62	107
MN	115	220	335	WY	44	80	124

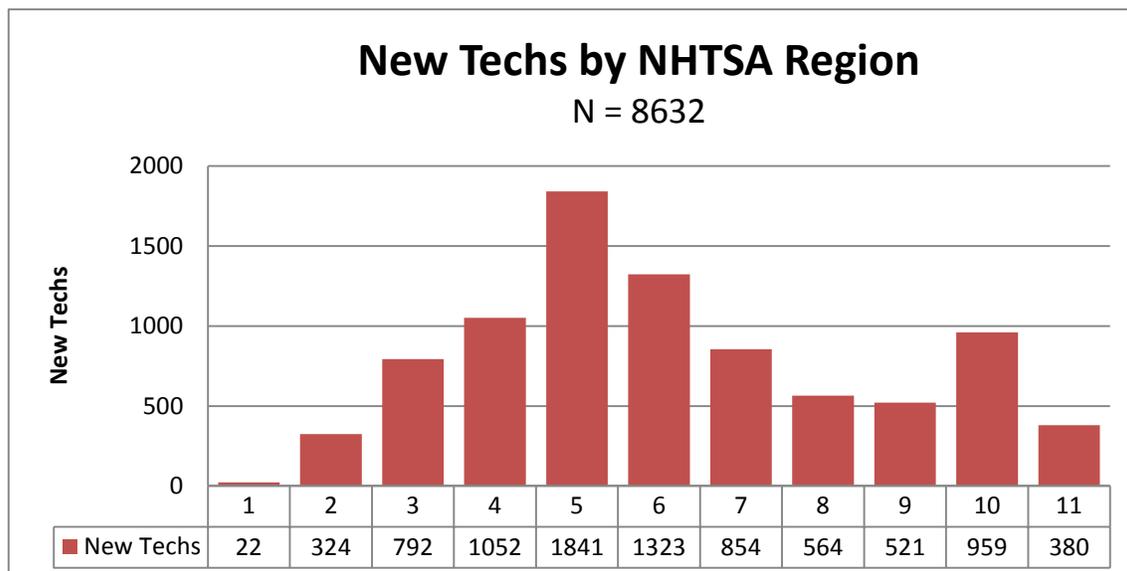
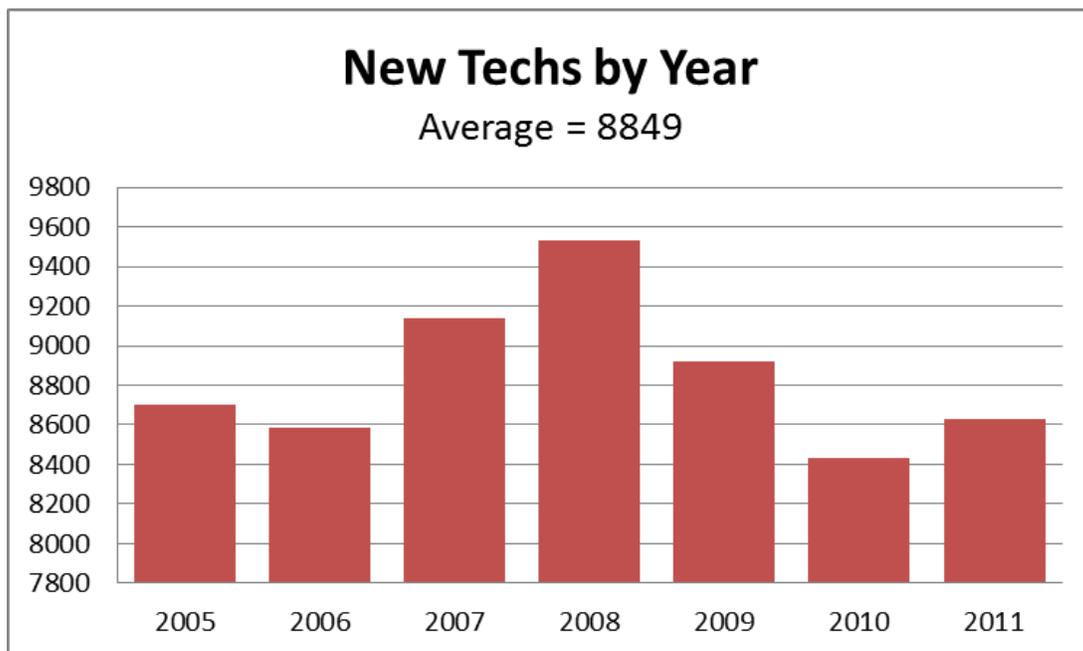
* AF = Armed Forces

New Certifications

In 2011, there were 8,632 new certifications, up 199 from 8433 and down from 8,921 in 2009 and 9,534 in 2008.

Of these, two became instructors and two are instructor candidates.

Status	Number
Certified Instructor	2
Certified Technician	8628
Instructor Candidate	2
Total	8632



Number of New Techs by NHTSA Region and State 2011, N = 8632

Region/State	# new techs	Region/State	# new techs	Region/State	# new techs
Region 0	22	Region 4	1841	Region 8	521
AA	1	AL	115	CO	279
AE	3	FL	354	ND	31
UNK	16	GA	992	NV	48
Region 1	324	SC	151	SD	47
CT	75	TN	229	UT	72
MA	114	Region 5	1323	WY	44
ME	55	IL	410		
NH	25	IN	269	Region 9	959
RI	39	MI	229	AZ	350
VT	16	MN	115	CA	502
Region 2	792	OH	172	GU	16
NJ	193	WI	128	HI	78
NY	358	Region 6	854	MP	13
PA	230	LA	116		
PR	1	MS	72	Region 10	380
VI	10	NM	107	AK	49
Region 3	1052	OK	201	ID	53
DC	16	TX	358	MT	28
DE	16	Region 7	564	OR	139
KY	76	AR	141	WA	111
MD	133	IA	34		
NC	482	KS	125		
VA	284	MO	193		
WV	45	NE	71		



“I am a tech because I learned how precious life is and that deadly car accidents can happen to anyone. I love when people come in with really poor usage and I am able to make their child SO much safer!”
- K. Gallen

Recertification

There are three basic requirements for technician recertification, with one major improvement in 2011. As of October, a new technician Proxy option was made available. This new feature allows technicians to apply to be able to provide seat check reviews and sign offs for recertification. They must adhere to the rigorous standards in place for seat check reviews in terms of seat check feedback on communication and technical skill.

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):
 - 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 re-certification fee before your certification expiration date.

Fees:

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

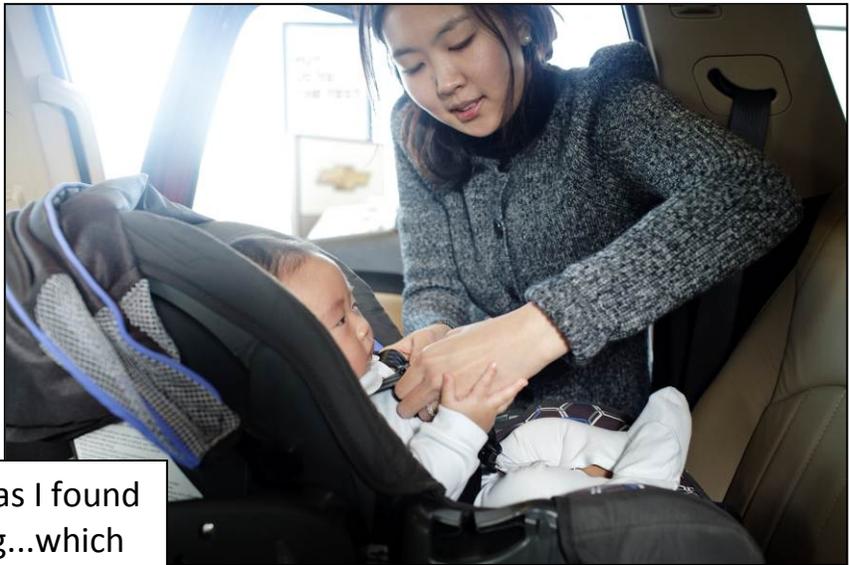
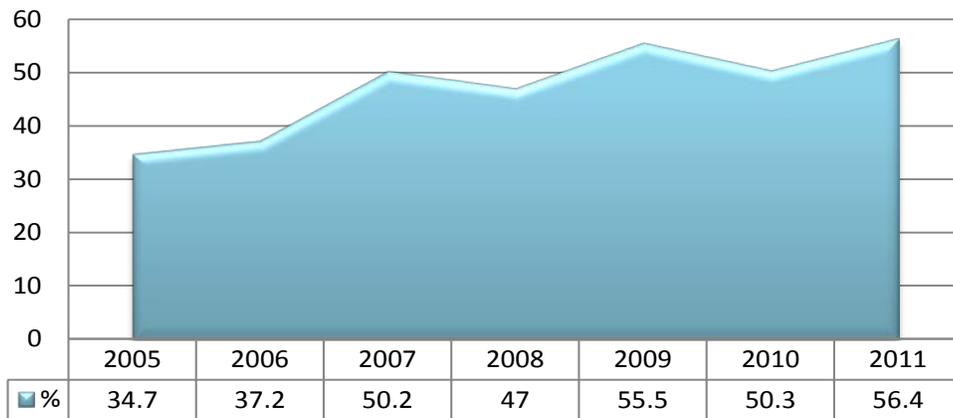
Outstanding Recertification Rates

When Safe Kids Worldwide took over responsibilities as the Certifying Body of the national CPS Certification program, recertification was at 35%. Safe Kids, the State and Regional CPS Training Contacts, and certified instructors worked hard to improve the numbers. 2011 ended with a phenomenal recertification rate of 56.4%. This is an amazing 6 points more than in 2010. **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.

Recertification By Year, 2005-2011

Average = 47.3%



“I became a tech as soon as I found out there was such a thing...which was about 8 years later.....I love educating families and teaching them the proper way to restrain children in the car so their precious cargo is safe!”

-Jessica Sturm-Crim

Re-certification: 2011 Calendar Year

Eligible for Recert between 1/2011 - 12/2011

- Eligible for Recertification: 18748
- Recertified: 10565
- **Percentage Recertified: 56.4%** (up 0.6% from 55.6% from last month)

State	Eligible	Certified	%	State	Eligible	Certified	%
Out of US/Unk	32	11	34.4%	MN	345	220	63.8%
AF- Amer.	1	1	100.0%	MO	508	277	54.5%
AF- Europe	10	4	40.0%	N.Mariana Islands	3	1	33.3%
AK	72	39	54.2%	MS	172	74	43.0%
AL	273	131	48.0%	MT	100	47	47.0%
AF- Pacific	2	0	0.0%	NC	1314	855	65.1%
AR	244	126	51.6%	ND	109	75	68.8%
AS	19	0	0.0%	NE	239	147	61.5%
AZ	497	210	42.3%	NH	83	49	59.0%
BC-Canada	6	2	33.3%	NJ	552	327	59.2%
CA	1090	534	49.0%	NM	182	93	51.1%
CO	530	336	63.4%	NV	86	43	50.0%
CT	200	122	61.0%	NY	870	551	63.3%
DC	45	26	57.8%	OH	636	426	67.0%
DE	35	19	54.3%	OK	226	103	45.6%
FL	766	364	47.5%	OR	239	138	57.7%
GA	799	467	58.4%	PA	628	422	67.2%
GU	24	11	45.8%	PR	107	95	88.8%
HI	107	44	41.1%	RI	52	25	48.1%
IA	233	159	68.2%	SC	392	139	35.5%
ID	129	54	41.9%	SD	106	74	69.8%
IL	1125	668	59.4%	TN	469	197	42.0%
IN	509	264	51.9%	TX	782	412	52.7%
KS	331	199	60.1%	UT	149	90	60.4%
KY	288	135	46.9%	VA	540	282	52.2%
LA	303	127	41.9%	VI	8	8	100.0%
MA	316	184	58.2%	VT	82	58	70.7%
MD	322	194	60.2%	WA	257	146	56.8%
ME	75	51	68.0%	WI	416	276	66.3%
MI	492	291	59.1%	WV	117	62	53.0%
				WY	104	80	76.9%

* AF = Armed Forces

States/Territories with >56.4 (national %) recertification are bolded.

Recertification: CEUs

Each recertifying technician is required to enter at least 6 CPS CEUs from a number of available categories during their two-year certification cycle.

1. In-person Session/Workshop (maximum 6 CEUs)
2. Teleconferences (max. 5 CEUs)
3. Online/Web sessions (max. 5 CEUs)
4. Newsletters/Manuals/Journals (max. 3 CEUs)

Technicians may mix and match categories to meet the six required hours of continuing education. In 2011, an amazing number of CEUs were entered in online profiles.

CEU Type	# hours entered	% Total
In-Person	33,207.50	55.8%
Teleconferences	405.00	0.7%
Webinars/Online	19,637.50	33.0%
Newsletters/Manuals/Journals	6,216.50	10.5%
TOTAL	59,466.50	100.0%

Safe Kids Live Webinars

With the support of State Farm®, Safe Kids offered 5 webinars, free of charge, as a way for technicians to earn CEUs from expert presenters.

Date	# Attendees	Webinar Topic
2/22/2011	310	CR Manufacturer Update: Serenity, Graco and SRN (LATCH)
4/14/2011	130	CR Manufacturer Update: Kiddy and Summer Infant
7/15/2011	268	CR Manufacturer Update: Dorel
8/25/2011	356	Ford's Inflatable Seat Belt
11/28/2011	240	CR Manufacturer Update: Clek
	1304	

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 re-certification. An additional webinar, *The Curbside Technician and Transporting Children with Special Health Care Needs: All children have a right to safe transportation*, was added in 2011.

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.

Safe Kids especially appreciates the assistance and support from the Riley Hospital For Children for their expertise with the new module!

Safe Kids USA | NHTSA

Road Safety for Kids: Online Training

Presented by:


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





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>	<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: Transporting Children with Special Health Care Needs</p>	<p>Brought to you by Safetylit.org</p> <p>A geography-specific approach to estimating the distributional impact of highway tolls: an application to the puget sound region of washington state - Plotnick RD, Romich J, Thacker J, Dunbar M.</p> <p>A statewide observational assessment of the pedestrian and bicycling environment in Hawaii, 2010. - Maddock JE, Ramirez V, Heinrich KM.</p> <p style="text-align: right;">more news</p>

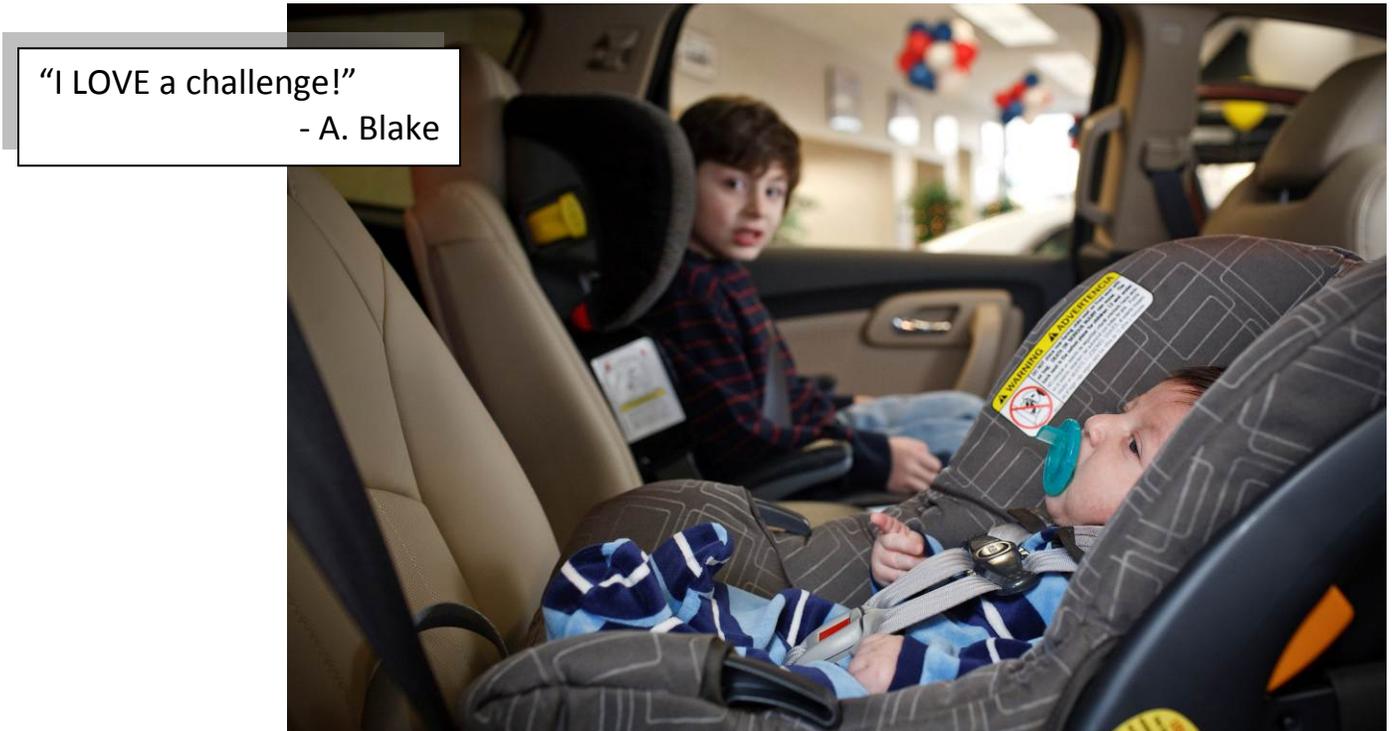
Can't get the test to work?

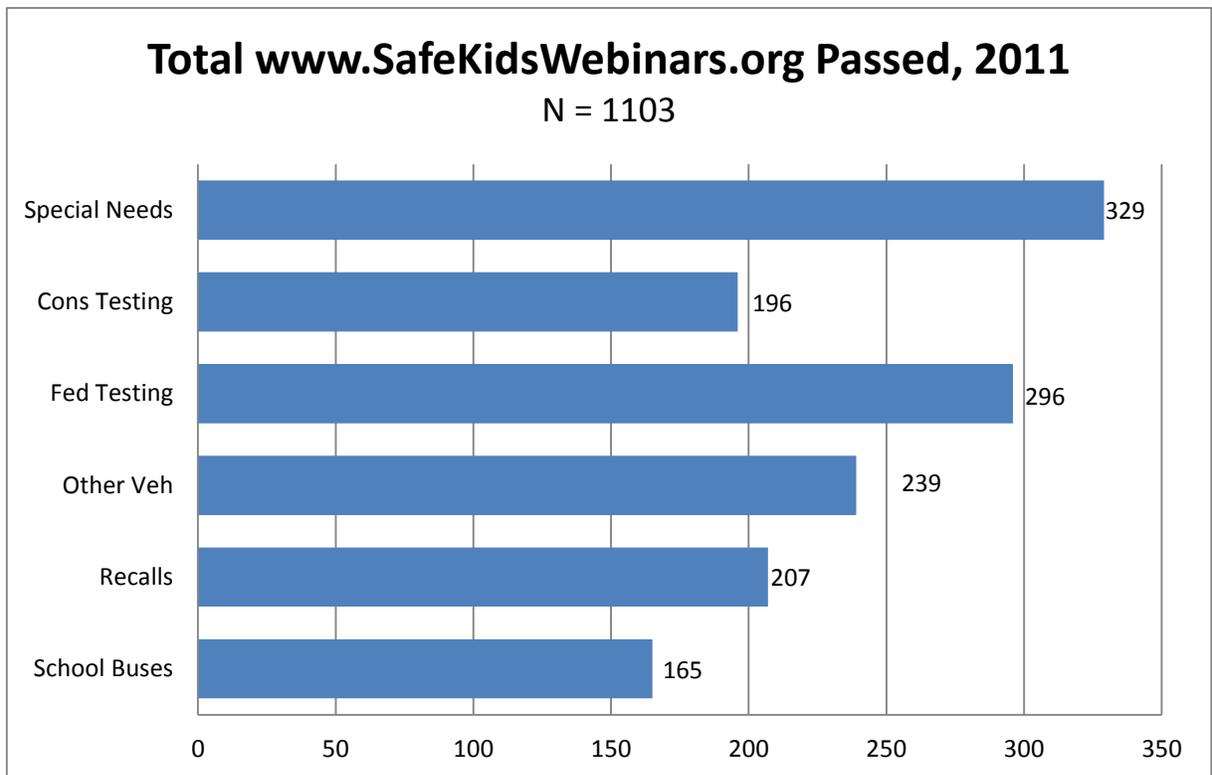
[Click here for system requirements](#)

Already Registered?

[Login here](#)

One training module, *School Buses and CPS*, was updated in 2011. Currently available modules include:





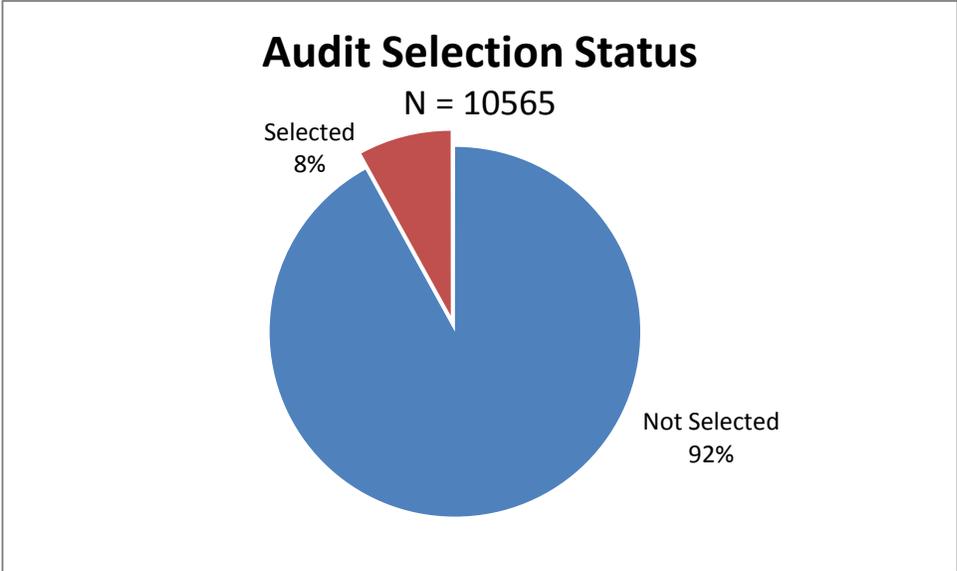
CEU Audits

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.

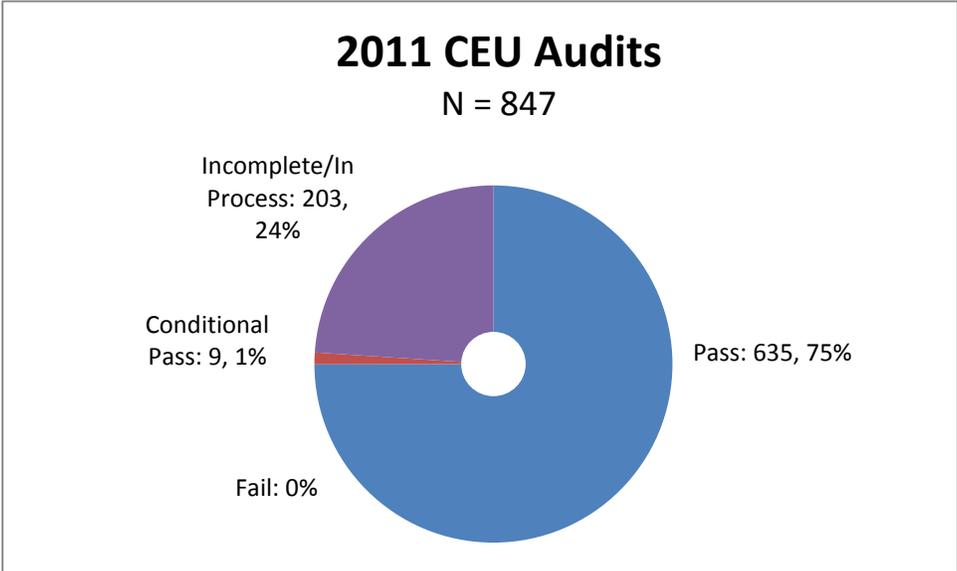
Technicians who have recently re-certified are eligible for audit. If randomly selected, they must provide documentation to support their CEUs. In 2011, 8.0 percent of techs who recertified were audited for CEUs.

“Protecting kids from things they can't control. And educating people about why child restraints and PROPER use is so important.”

- J. Tucker Vaughn



847 technicians from all 50 states, the District of Columbia, Puerto Rico, Israel, and Guam were selected to be audited in 2011. Those whose audits are considered incomplete are still within the acceptable time period to get the required documentation into Safe Kids.

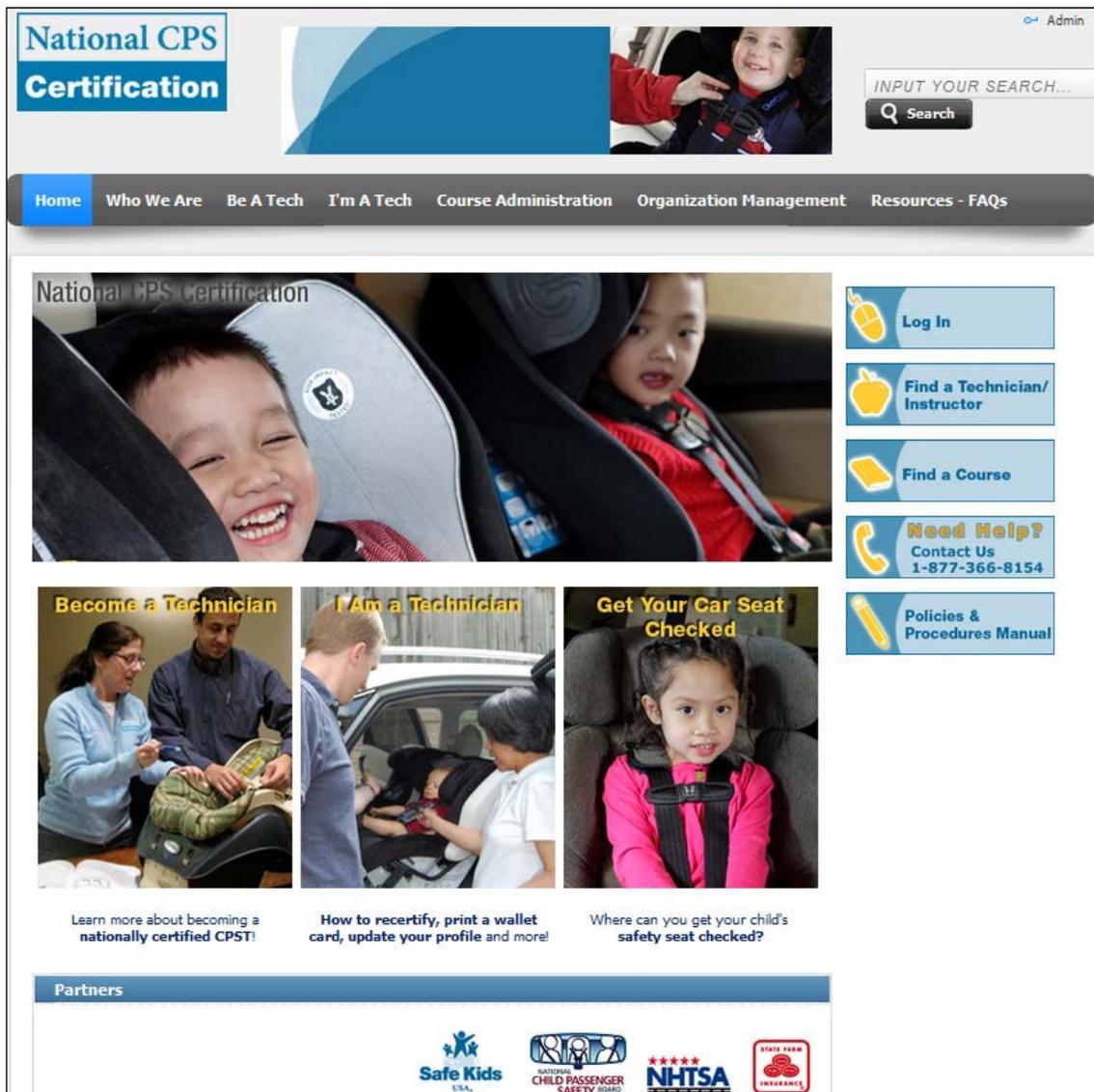


Outreach

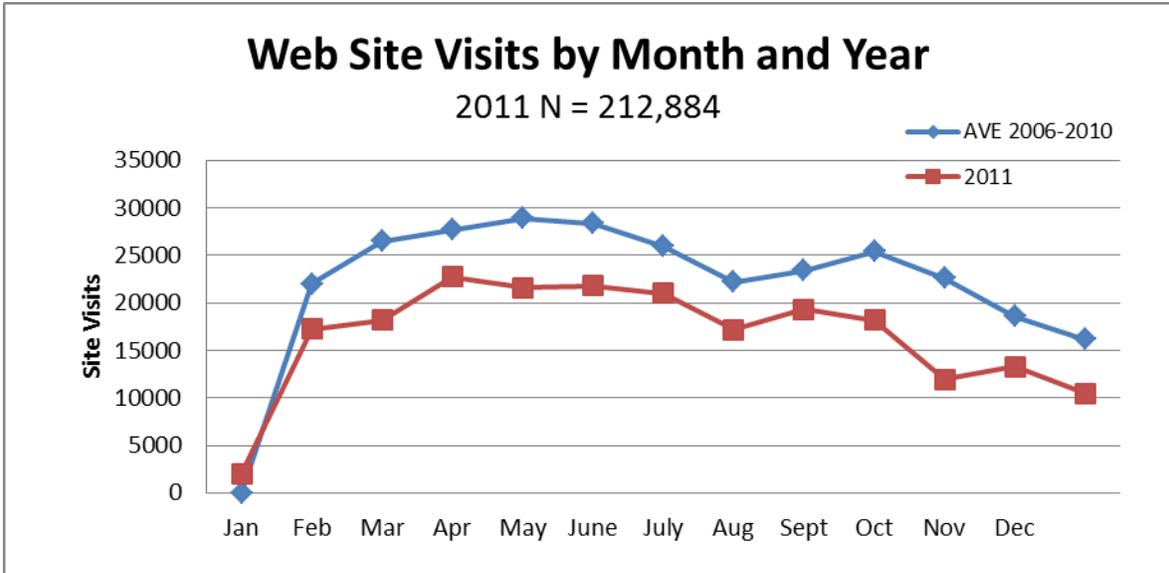
Safe Kids continues to improve its communication with its stakeholders in the CPS community regarding the certification program. The national CPS Certification reaches out to techs through our web site, Facebook and the CPS Express.

Web site: <http://cert.safekids.org>

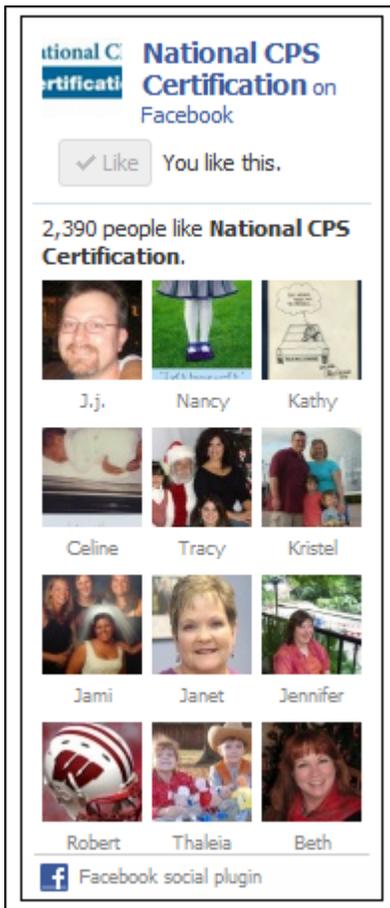
Through the Web site, technicians, instructors, course administrators, and designated agency representatives have better access to the certification information that affects them and their programs. Policies and Procedures documentation has been centralized and continually improved, and is also available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



There were 212,884 visits to the Web site (home page) in 2011.



Facebook



The CPS Certification program has an active facebook page, www.facebook.com/CPSCert. We ended 2011 with 2,325 friends/likes (as of Jan 3, 2012), up 1,310 from this time last year.

Post Views: 47,252 - The number of times people (Fans and non-Fans) viewed a News Feed Story posted on our page.

Post Feedback: 7,344 – The number of likes and comments made on News Feed stories posted on our page.



CPS Express!

Twelve editions of the *CPS Express!* E-newsletter were sent out in 2011. This newsletter is emailed out 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. It was updated in November for a new look that better matches the new Web site.

Classic

This e-newsletter is available online as a PDF .		National CPS Certification
		
July 1, 2011		
<p>We don't want you to miss out on the latest edition of the <i>CPS Express!</i> Please add cps.certification@safekids.org to your address book or safe list today.</p>		
		
<p>When was the last time you checked the information in your CPS online profile? >> PLEASE DO IT NOW! <<</p>		
<p>Please support the advertisers of this <i>CPS Express!</i></p>		
<p>Learn More About CPS Express Ad Space</p>		
<p>Go to www.SafeKidsWebinars.org for online CEUs and for Tech Gear: shorts, cups, signs, dolls.</p>		
In this Edition		
Announcements and Notices		
<ul style="list-style-type: none"> • New CPS Resource from State Farm and Safe Kids • Who is "Customer Service"? 		

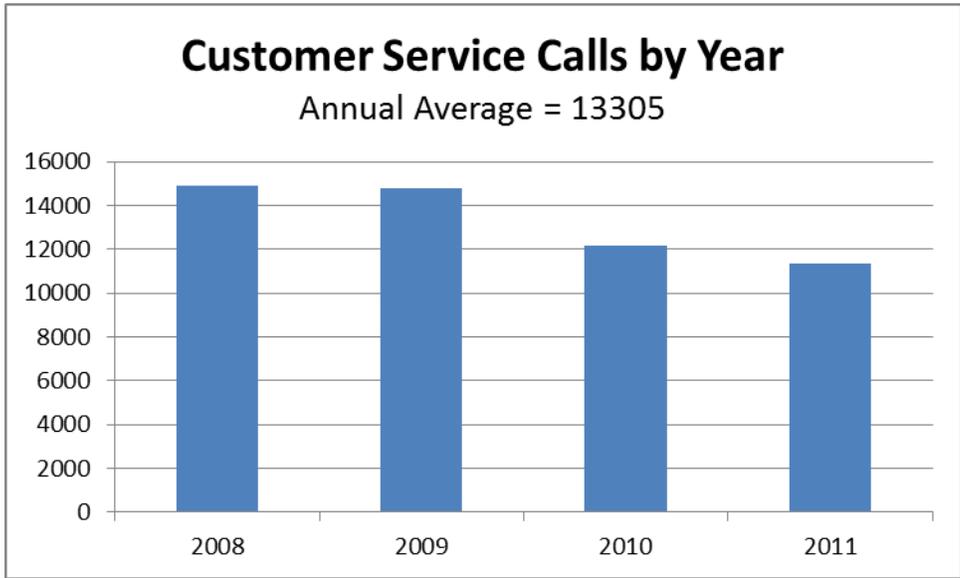
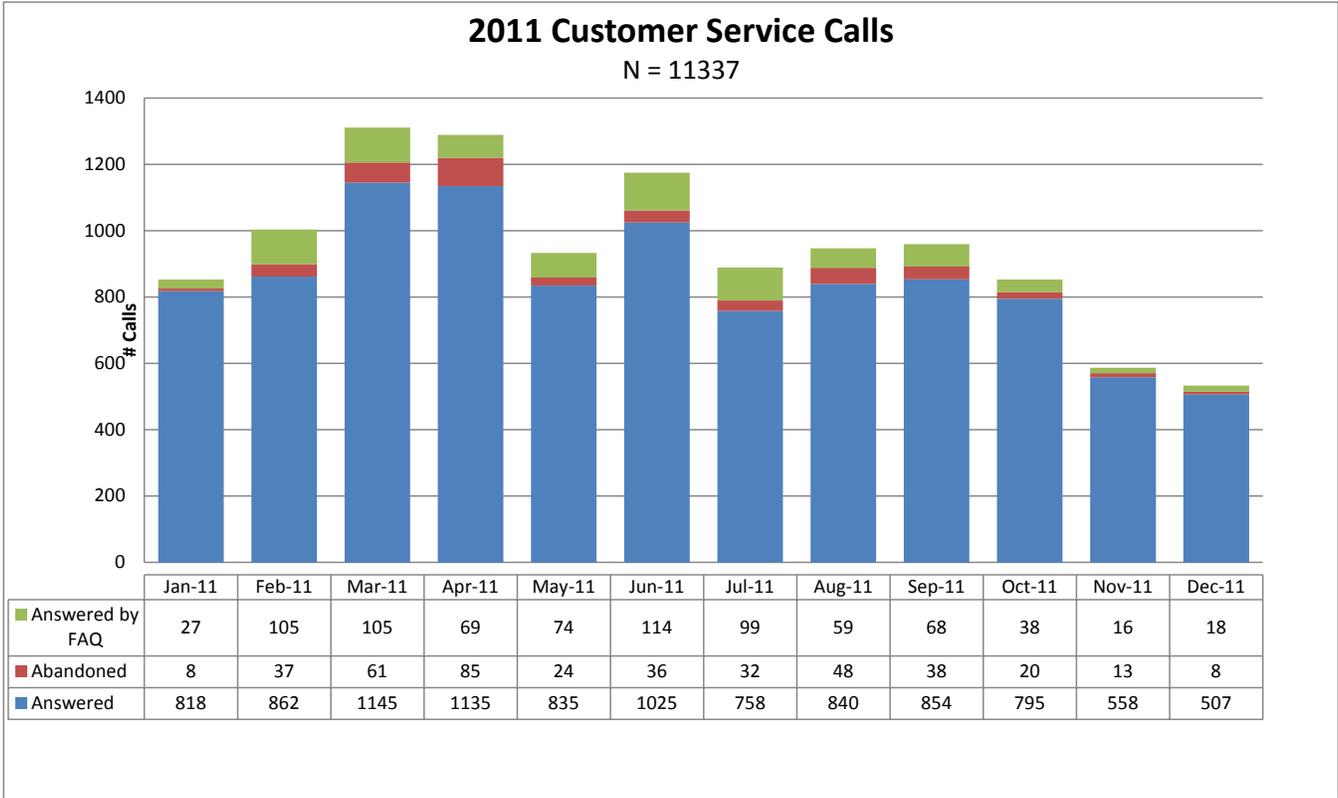
Renovated

		
November 1, 2011	An e-newsletter for CPS Technicians	
<p>In This Edition</p> <p>Announcements and Notices</p> <ul style="list-style-type: none"> • NHTSA Administrator David Strickland Joins the Ranks • 2012 National Child Passenger Safety Board CPS Awards Nominations <p>Program Reminders</p> <ul style="list-style-type: none"> • Recertification • Customer Service Survey • Auditor Alcove: <i>The Dog Ate My Certificate</i> <p>General</p> <ul style="list-style-type: none"> • By the Numbers • Follow Up to the Ford 	<p>Announcements and Notices</p> <hr/> <p>NHTSA Administrator David Strickland Joins the Ranks!</p> <p>On October 4-7, 2011, NHTSA Administrator David L. Strickland joined the ranks of nationally certified technicians around the country when he successfully completed the National CPS Certification Training Class in Washington, DC.</p> <p>Following is what the Administrator said after completing the class – “I want to let you know what a transformational experience the class and the checkpoint was for me. Not only from a policy standpoint, but from an interpersonal perspective as well. I understand why field techs are so passionate, because I have been swept by the same passion.”</p>	
		

Customer Service

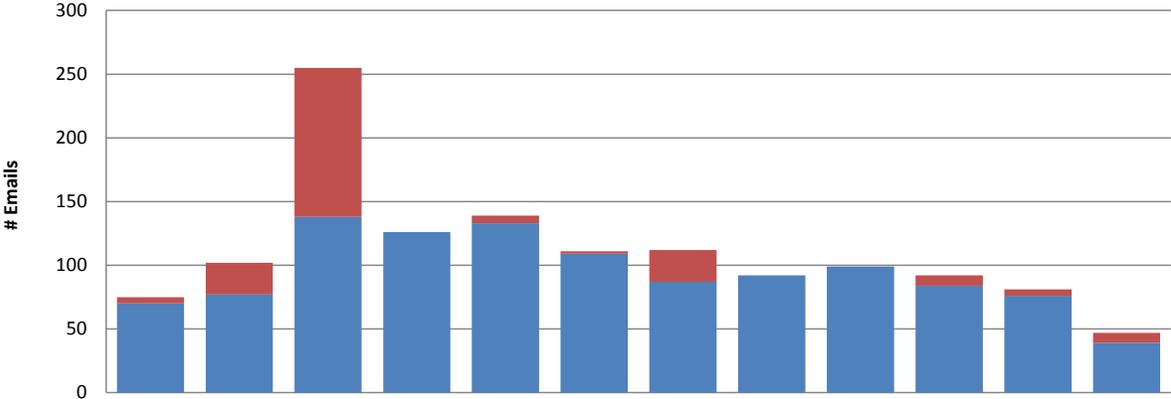
Professional Examination Services (PES) is the contracted provider of Certification customer service. Customer service assistance requests were down in 2009, likely because there were no major policy or qualification changes.

Customer Service received 11,337 phone calls (down 844 calls from 2010) and 1,222 e-mail messages (down 151 emails from 2010) were received by customer service during 2011 — an average of 43 calls and just under 5 e-mail messages per workday.



2011 Customer Service Emails

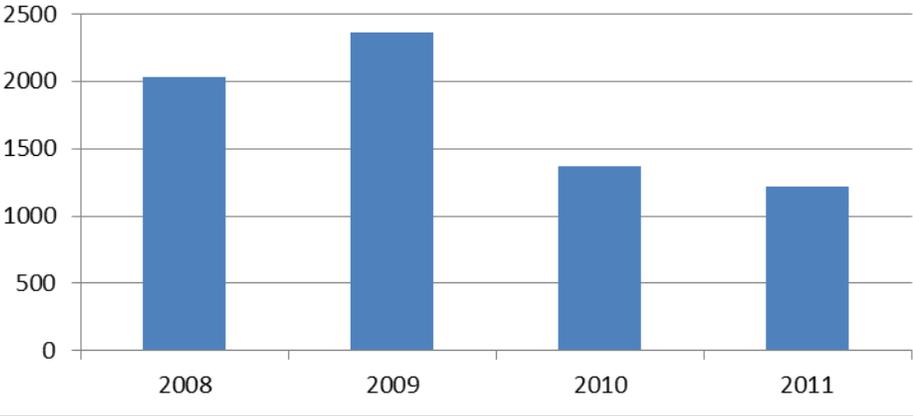
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	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Ret 3-5 Bus. Days	5	25	117	0	6	2	25	0	0	8	5	8
Ret 1-2 Bus. Days	70	77	138	126	133	109	87	92	99	84	76	39

Customer Service Emails by Year

Annual Average = 1748



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 68 responses in all of 2011, participation remains extremely low so we supplemented the surveys with a number of Technician Secret Shoppers recruited from our facebook page.

A copy of the survey summary (68 respondents), as well as a summary of the “Tech Secret Shoppers” experiences (9 participants), is available upon request to kchausmer@safekids.org.

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!

