

NATIONAL  
CHILD  
PASSENGER  
SAFETY  
CERTIFICATION

A Program of  
Safe Kids Worldwide

# 2015 Certification Program Accomplishments



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## Why are we techs?

As a retired Paramedic, I learned very early education is the key to preventing injuries. Prevention is a huge cost savings and there is no cost that you can place on the human life.

~ Kathy H.

I want to make a difference in the way parents think about safety, making it less of an “over-protective parent thing” to an “every parent thing.”

~ Amanda W.

I love watching parents go from confused to confident when it comes to their children's safety.

~ Britney L.

I saw a need in my community and wanted to know I definitely had the knowledge to do better for my family and friends.

~ Maryam Y.

I want to make sure no one makes the same mistakes I made with my own children.

~ Jennifer S.

I became a tech 13 years ago because I was a firefighter/EMT who was tired of seeing children hurt because child restraints were not installed and/or used properly. My goal when I became a tech was to be able to pay it forward, and I'm doing just that!

~ Sue E.

I was a frustrated parent 15 years ago who couldn't find car seat information and wanted to share that information with other parents and caregivers. This was the start of online communities like ParentsPlace and Car-Seat.Org, so the time was ripe for getting the word out.

~ Heather W.

Samples of reasons posted on  [/CPScert.](#)

## Program Partners



### Safe Kids Worldwide

Safe Kids Worldwide 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 unintentional childhood injury, a leading killer of children 19 and under. Safe Kids works with an extensive network of more than 500 coalitions in the United States and partners with organizations in 25 countries around the world to reduce injuries from motor vehicles, sports, drowning, falls, burns, poisonings and more.



### National Highway Traffic Safety Administration

The National Highway Traffic Safety Administration'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 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.

## Executive Summary

The National Child Passenger Safety Certification Training Program (CPS certification program) certifies people as child passenger safety technicians and instructors. Since the CPS certification program began in 1997, more than 142,000 people have successfully completed the CPS Certification Course, including 38,000 currently certified CPS technicians (CPSTs). Many CPSTs are trained health and safety professionals, others are parents, and some are volunteers. They all have one thing in common: they care deeply about kids and want to make sure they're safe.

The CPS certification program had a productive year in 2015. Our 1,500 certified instructors offered 792 Certification and Renewal courses in all 50 states, China, Germany, Guam, Israel, Mexico, Northern Mariana Islands, Puerto Rico, Qatar and the United Arab Emirates. Through these courses, Safe Kids certified more than 9,100 new technicians, who put their knowledge to work by conducting child safety seat checks, where parents and caregivers received hands-on assistance for proper use of child restraint systems and safety belts. The recertification rate in 2015 was a 58.8 percent – our highest rate since we took over as the certifying body in 2004– with more than 11,000 technicians successfully recertifying.

The U.S. CPS certification program is widely considered to be the gold standard across the globe. The CPS certification program offers more than just certification courses. In 2015, we provided educational updates to our technicians online and in person, support for National CPST Month, a number of communication venues like Facebook and monthly newsletters and resources such as the basic Awareness Course.

Our work is made possible by the support of our dedicated partners: the National Highway Safety Administration, National Child Passenger Safety Board and State Farm. Thanks to their consistent commitment to keep kids safe in and around cars, the National Child Passenger Safety Certification Training Program continues to make a difference in the lives of children and families around the world and we look forward to doing more to prevent injuries and save lives in 2016.

## 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 (reunions 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 sponsorship helps cover monthly expenses for website maintenance and support.

**WEBINARS:** A number of webinars were provided to technicians as a way to earn CEUs that could be applied towards their recertification. Experts and local leaders shared latest practices and technology free of charge. (See Safe Kids Live Webinars, p. 29)

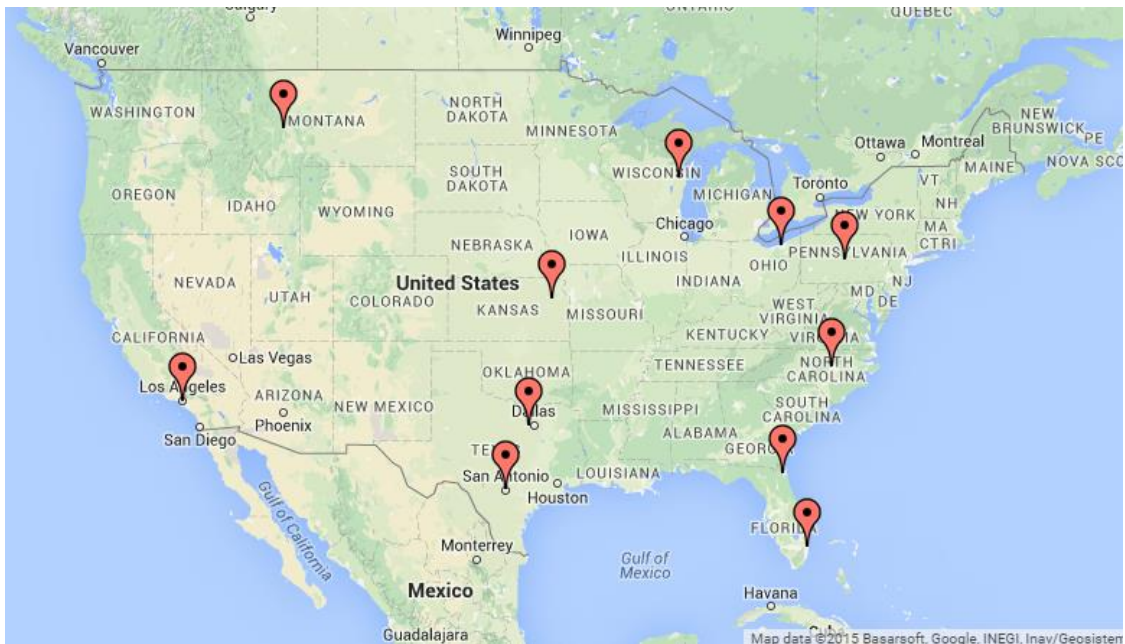
**IN-PERSON TECHNICAL UPDATES:** For each fiscal year, two CPS reunions were held in each of State Farm's six field market areas. Due to scheduling variations by fiscal year, there were nine updates held in 2015 and three updates in 2014. The details, including location and participation information, are displayed in Table 1 and Figure 1 below. 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**

Date	State Farm Market Area	City, State	# Attendees
August 26-28, 2014	West Central	Green Bay, Wisconsin	110
November 5, 2014	Southeastern	Boca Raton, Florida	130
November 21, 2014	South Central	Arlington, Texas	70
March 4, 2015	Western	Sacramento, California	82
March 6, 2015	Western	Sherwood, Oregon	45
April 1, 2015	Eastern	Providence, Rhode Island	106
April 21-23, 2015	West Central	Estes Park, Colorado	75
May 7, 2015	Southeastern	Murfreesboro, Tennessee	58
May 27-28, 2015	South Central	Springfield, Missouri	110
June 4-5, 2015	North Central	Indianapolis, Indiana	160
June 16-17, 2015	South Central	Little Rock, Arkansas	70
June 25, 2015	Eastern	Manassas, Virginia	56
		<b>2015 Attendees</b>	<b>1072</b>



**Figure 1: Map of State Farm Tech Updates 2015**



### Tech Updates: Learning and Networking

Technical updates celebrated the work in the field by trained CPS technicians and provided networking opportunities for best practice discussions.



Murfreesboro, TN: May 7, 2015



S. Portland, Maine: Sept. 13-15, 2015





Estes Park, CO: April 21-23, 2015



Ocala, FL: July 21, 2015



Manassas, VA: June 25, 2015

## Why are the State Farm Tech Updates important? (comments from evaluations)

This class covered a variety of updates relevant to CR and Techs out in the field with families.

~ Sacramento, CA

It's always great to network and to put hands on seats that I do not typically come in contact with on a regular basis.

~ Murfreesboro, TN

What a great experience to see real-time car seat sled testing! Once in a lifetime experience and I learned so much.

~ Manassas, VA

Very informative! Can't wait until the next tech update to learn and share the information.

~ Arlington, TX

## Course Statistics

### Full Certification Courses

The intense course combines classroom lecture and activities, hands-on work with car seats and in vehicles, and a community safety seat checkup event. The event is the students' final assessment component where they demonstrate proper use and installation of child restraints and safety belts, then teach these skills to parents. Successful completion of this course certifies the individual as a CPS technician for two years.

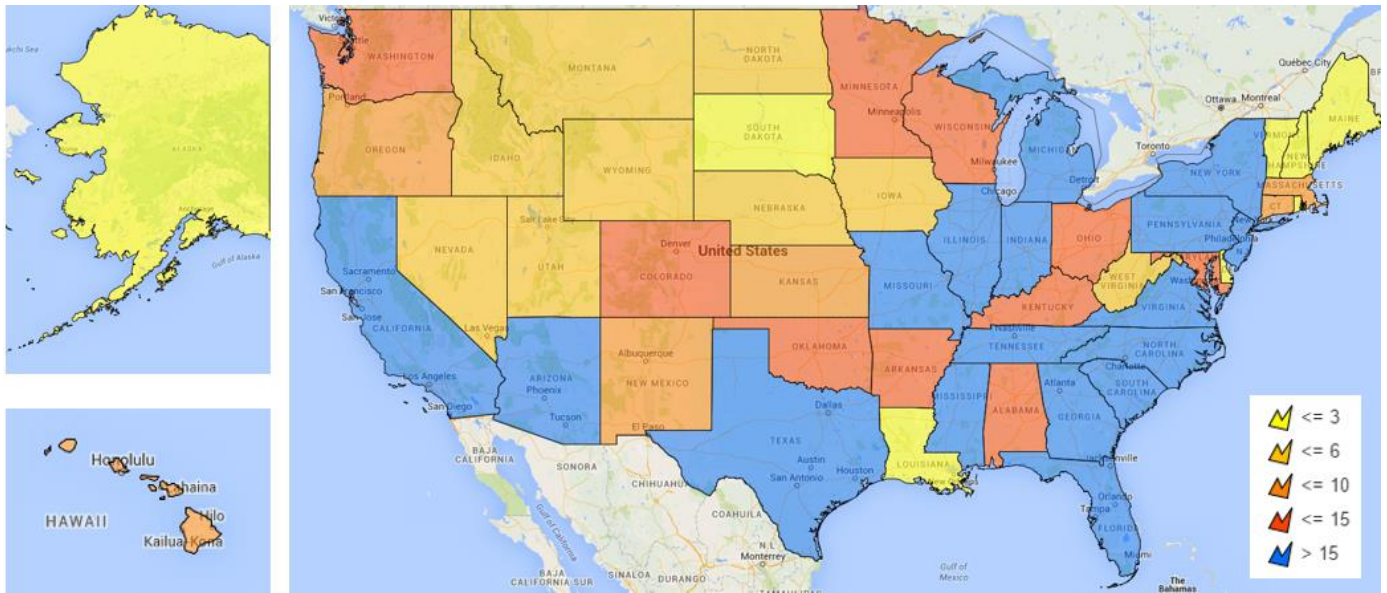
In 2015, there were 661 Certification courses (down from 674 in 2014) held in all 50 states, China, Germany, Guam, Israel, Mexico, Northern Mariana Islands, Puerto Rico, Qatar and the United Arab Emirates.

**Table 2: Certification Course Locations, 2015**

Course Location	# Courses
United States	648
China	2
Germany (Armed Forces – Europe)	1
Guam	1
Israel	1
Mexico	1
Northern Mariana Islands	1
Puerto Rico	1
Qatar	4
United Arab Emirates	1
	<b>661</b>

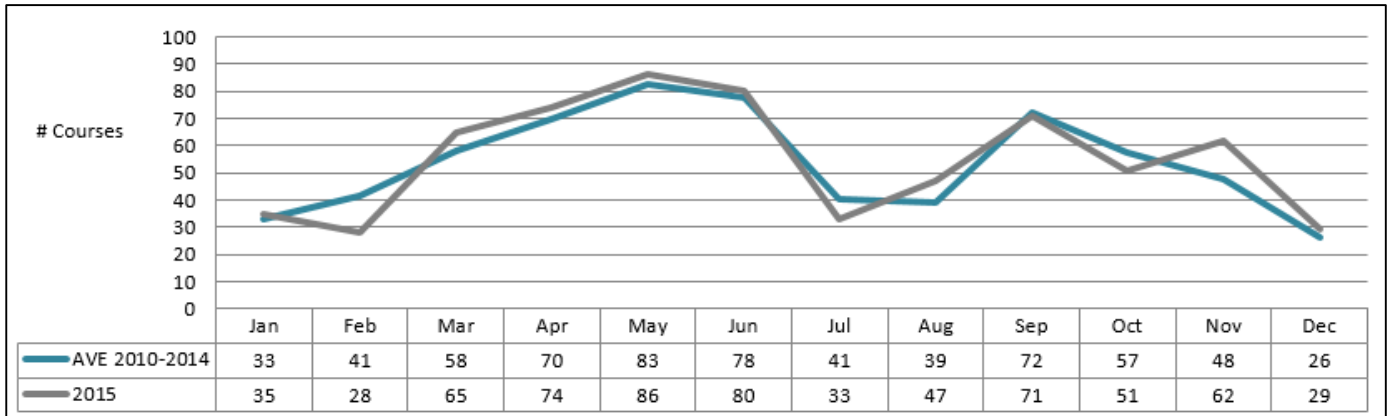
**Figure 2: Certification Course Locations by State, 2015**

N = 648

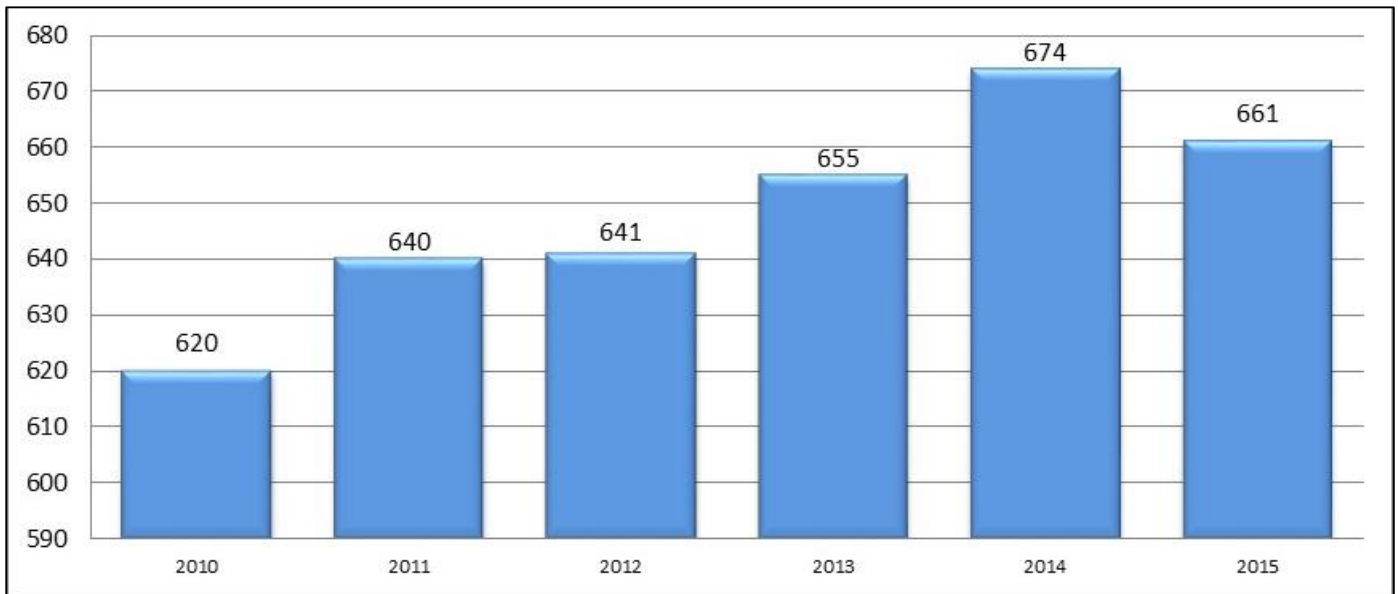


**Figure 3: Certification Courses by Month, 2010-2014 and 2015**

N = 661



**Figure 4: Certification Courses, 2010-2015**



### CPS Certification Courses are Offered in Many Countries



New Technicians and kids in Abu Dhabi, UAE (Nov 2015)





New Technicians in Doha, Qatar (November 2015)



Proud new technicians in Naucalpan De Juarez, Mexico (October 2015).

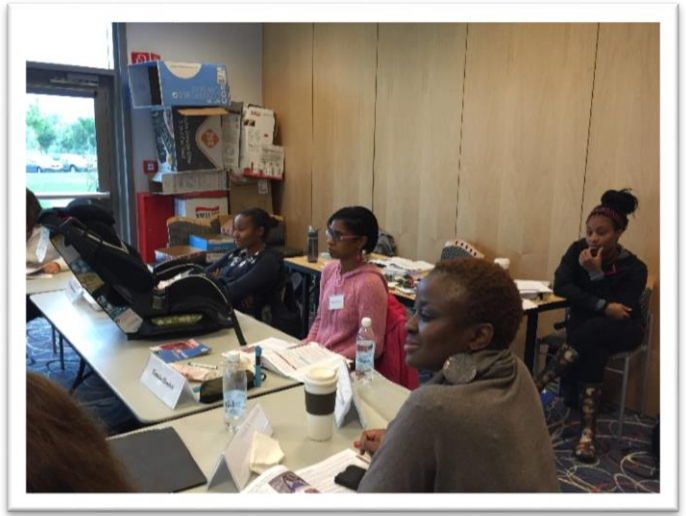


First CPS Week held outside the US. This press event in Doha, Qatar was held with a Technician class (September 2015)



Hands-on activities at a CPS course in Ft. Myers, FL (December 2015)





Soon-to-be new Techs from Weisbaden AFB, Germany (September 2015)



## Renewal Testing Courses

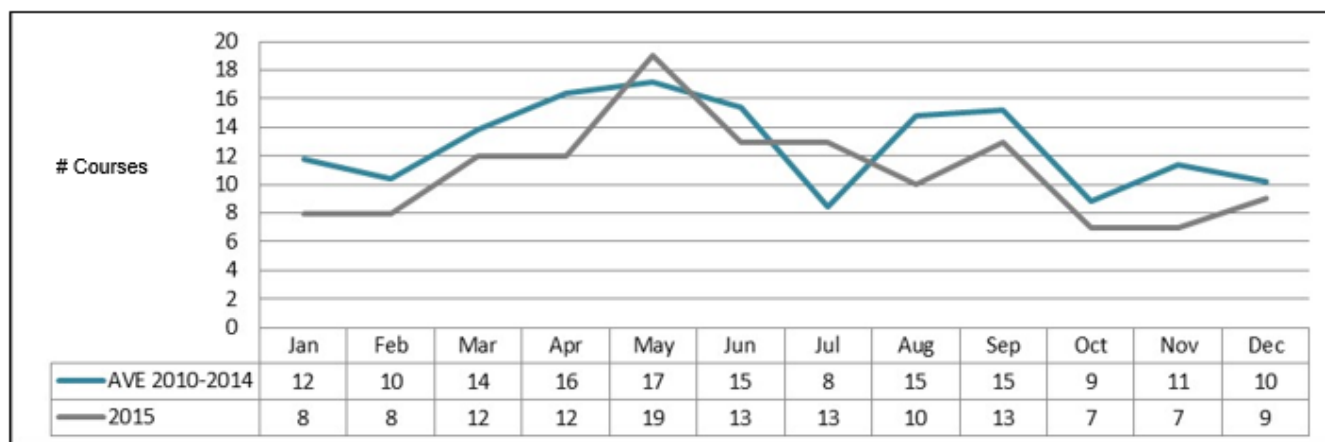
Technicians whose certifications have expired are eligible to take the eight-hour Renewal Testing Course. This course is meant for expired CPS technicians who have maintained their child passenger safety knowledge and their hands-on skills. Because this is not an update or refresher class, the title 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 exam.

In 2015, there were 131 Renewal Courses (down from 145 in 2014) held in 41 states and Guam, as displayed in Table 3 below. The average number of courses per month was 12.1. Figure 5 below depicts the number of renewal testing courses by state within the United States for 2015.

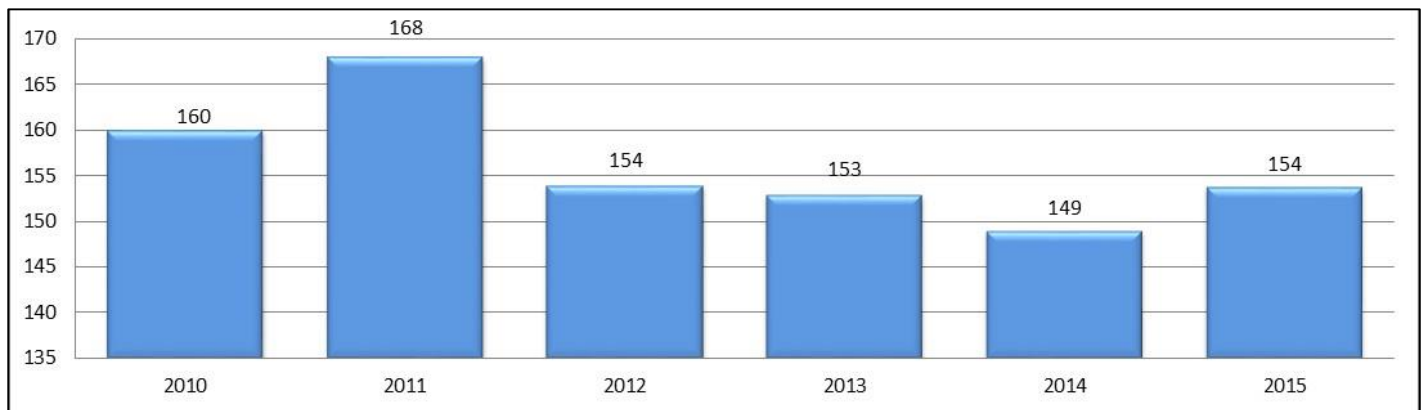
**Table 3: Renewal Testing Course Locations, 2015**

Course Location	# Courses
33 states	129
District of Columbia	1
Guam	1
	<b>131</b>

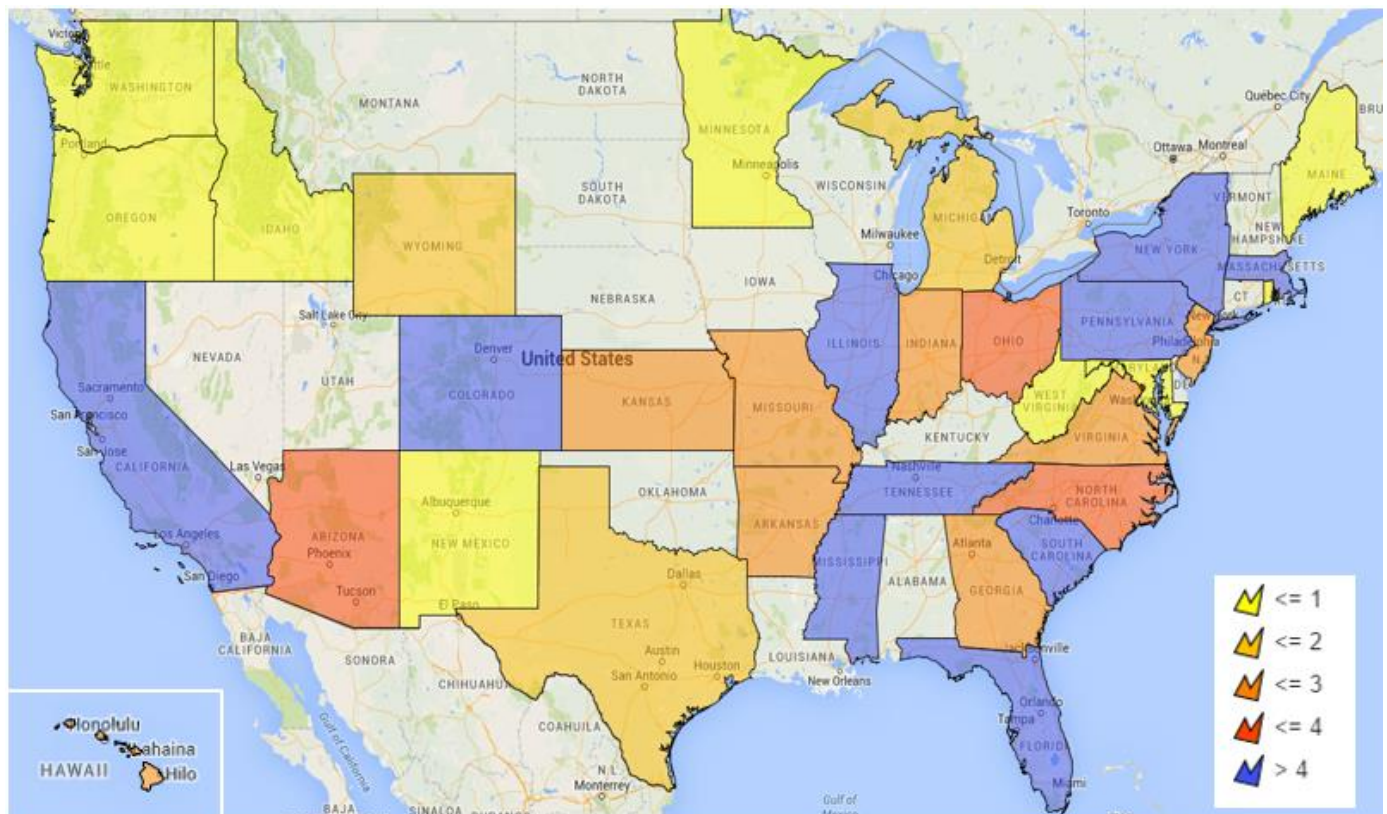
**Figure 5: Renewal Testing Courses by Month, 2015**  
N = 131



**Figure 6: Renewal Testing Courses, 2010-2015**



**Figure 7: Renewal Testing Course Locations by State, 2015**  
N = 131



**Table 4: CPS Courses by State, Territory, or Country, 2015**  
**Certification = 661    Renewal Testing = 131**

State	Cert Courses	Renewal Courses	State Total	State	Cert Courses	Renewal Courses	State Total	Country/ Territory	Cert Courses	Renewal Courses	State Total
AK	3	0	3	MT	5	0	5	China	2	0	2
AL	16	0	16	NC	23	4	27	Germany (AFB)	1	0	1
AR	11	3	14	ND	4	0	4	Guam	1	1	2
AZ	19	4	23	NE	3	0	3	Israel	1	0	1
CA	39	13	52	NH	3	0	3	Mexico	1	0	1
CO	15	5	20	NJ	16	3	19	N. Mariana Islands	1	0	1
CT	7	0	7	NM	7	1	8	Puerto Rico	1	0	1
DC	0	1	1	NV	4	0	4	Qatar	4	0	4
DE	2	0	2	NY	23	7	30	United Arab Emirates	1	0	1
FL	44	5	49	OH	15	4	19	China	2	0	2
GA	38	3	41	OK	11	0	11	Germany (AFB)	1	0	1
HI	7	3	10	OR	8	1	9				
IA	5	0	5	PA	21	10	31				
ID	5	1	6	RI	2	1	3				
IL	24	9	33	SC	20	5	25				
IN	23	3	26	SD	4	0	4				
KS	11	3	14	TN	19	8	27				
KY	13	0	13	TX	32	2	34				
LA	3	0	3	UT	5	0	5				
MA	10	11	21	VA	17	3	20				
MD	11	1	12	VT	3	0	3				
ME	2	1	3	WA	11	1	12				
MI	16	2	18	WI	13	0	13				
MN	11	1	12	WV	6	1	7				
MO	18	3	21	WY	4	2	6				
MS	16	5	21								

## Bilingual Technician Program

Safe Kids Worldwide, with the support of NHTSA, launched a pilot program in November 2014 to support native Spanish-speaking (reading) technician candidates taking Certification and Renewal Testing Courses. Instructors who agreed to the program requirements can request Spanish-language technician guides and are provided with Spanish-language quizzes. These courses follow all policies and procedures and are taught in English. Even with promotion to instructors, there were only ten registered Spanish-material courses offered in 2015.

Safe Kids Qatar, led by the Hamad Medical Corporation, provides Arabic materials for courses in Qatar and the United Arab Emirates.

Safe Kids China provided Mandarin materials, which the students found helpful.

Feedback from instructors reveals that although the English student manuals were preferred, students did much better with quizzes provided in both their native language and English.



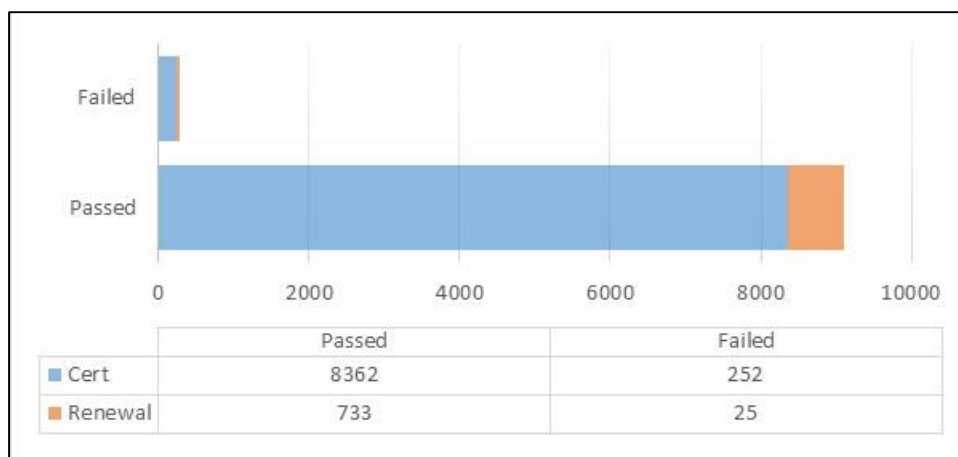
## Course Testing

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

To successfully complete the certification Renewal Testing course, students must pass a hands-on skills assessment and pass (84 percent) the written assessment.

In 2015, 9,352 people (up from 9,349 in 2014) took either a Certification or Renewal Testing course.

**Figure 8: Course Final Grades by Type, 2015**  
Certification N = 8,594, Renewal N = 758



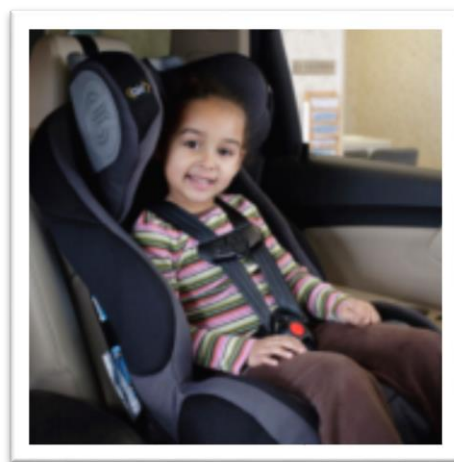
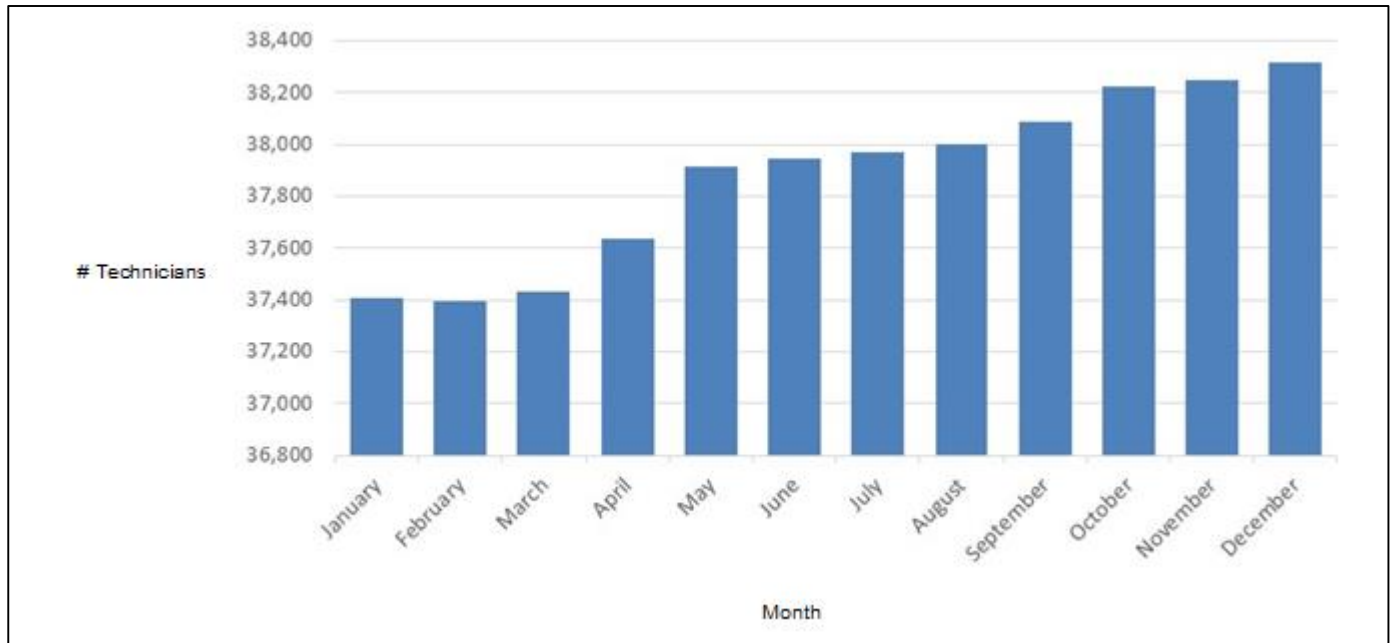
**Table 5: Course Final Grades by Type, 2015**

RENEWAL	#	%	CERT	#	%
Passed	733	96.70%	Passed	8362	97.30%
Failed	25	3.30%	Failed	252	2.93%
Total	758		Total	8594	

## Certifications

As depicted in Figure 9 below, the number of technicians in the certification program stayed relatively constant in 2015, with an increase of 913 techs, for a total of 38,316. This increase in 2015 was lower than the increase of 1,450 in 2014.

**Figure 9: Technicians by Month, 2015**

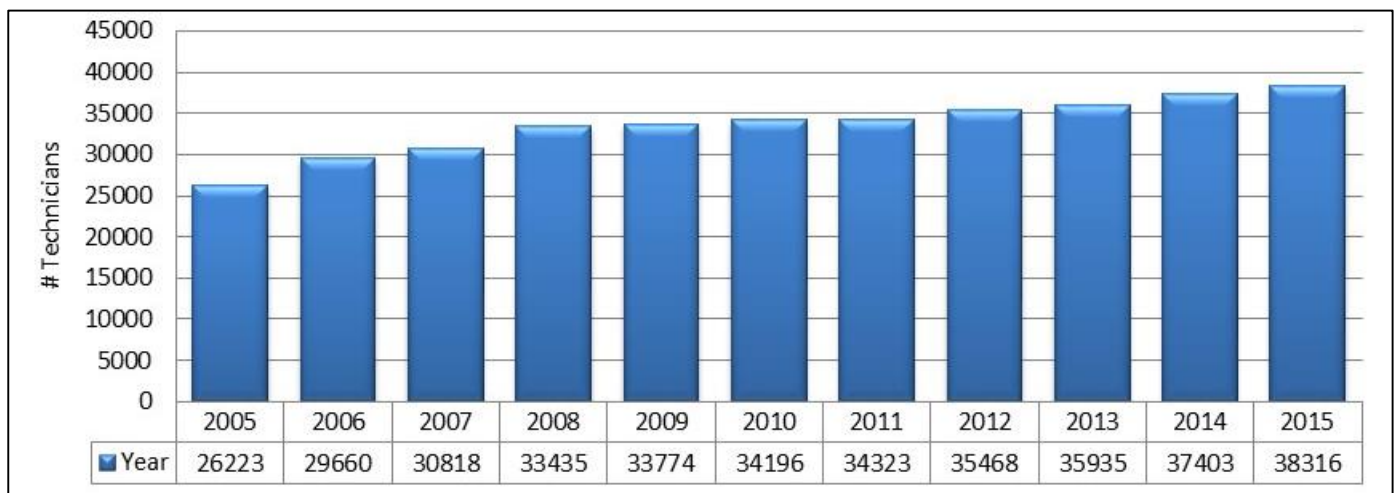


**Table 6: Number of Certified Individuals by Type, 2015**

Month	Instructors	Instructor Candidates	Technicians	Total
January	1,667	42	35,696	<b>37,405</b>
February	1,662	53	35,680	<b>37,395</b>
March	1,672	57	35,705	<b>37,434</b>
April	1,667	54	35,912	<b>37,633</b>
May	1,666	51	36,198	<b>37,915</b>
June	1,655	50	36,237	<b>37,942</b>
July	1,668	54	36,245	<b>37,967</b>
August	1,664	61	36,274	<b>37,999</b>
September	1,667	49	36,369	<b>38,085</b>
October	1,663	42	36,520	<b>38,225</b>
November	1,668	36	36,545	<b>38,249</b>
December	1,671	34	36,611	<b>38,316</b>

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

**Figure 10: Certified Individuals by Year**

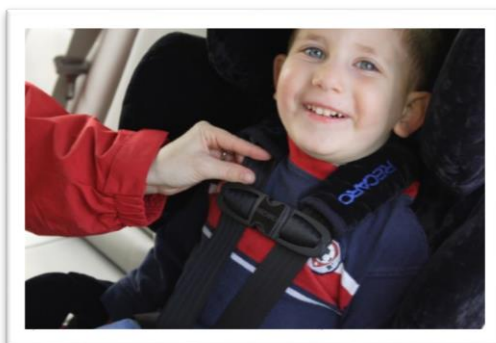




**Table 7: Number Total Currently Certified at the End of 2015 by State/Territory**  
**N = 38,316**

State/ Territory	2015 total		State/ Territory	2015 total		State/ Territory	2015 total
Outside US/Canada	197		IL	1593		NV	160
AF – Americas	1		IN	932		NY	1792
AB (Canada)	1		KS	615		OH	1047
AF – Europe	33		KY	430		OK	647
AK	190		LA	475		OR	467
AL	433		MA	797		PA	1437
AF – Pacific	1		MD	541		Puerto Rico	131
AR	561		ME	226		RI	189
AZ	1021		MI	1059		SC	881
BC - Canada	1		MN	693		SD	188
CA	2321		MO	1050		TN	978
CO	1179		MP - N. Mariana Islands	53		TX	1677
CT	424		MS	329		UT	310
DC	74		MT	218		VA	1252
DE	89		NC	2735		VI	23
FL	1428		ND	222		VT	151
GA	2507		NE	362		WA	421
Guam	43		NH	159		WI	761
HI	312		NJ	1016		WV	243
IA	378		NM	421		WY	217
ID	224						

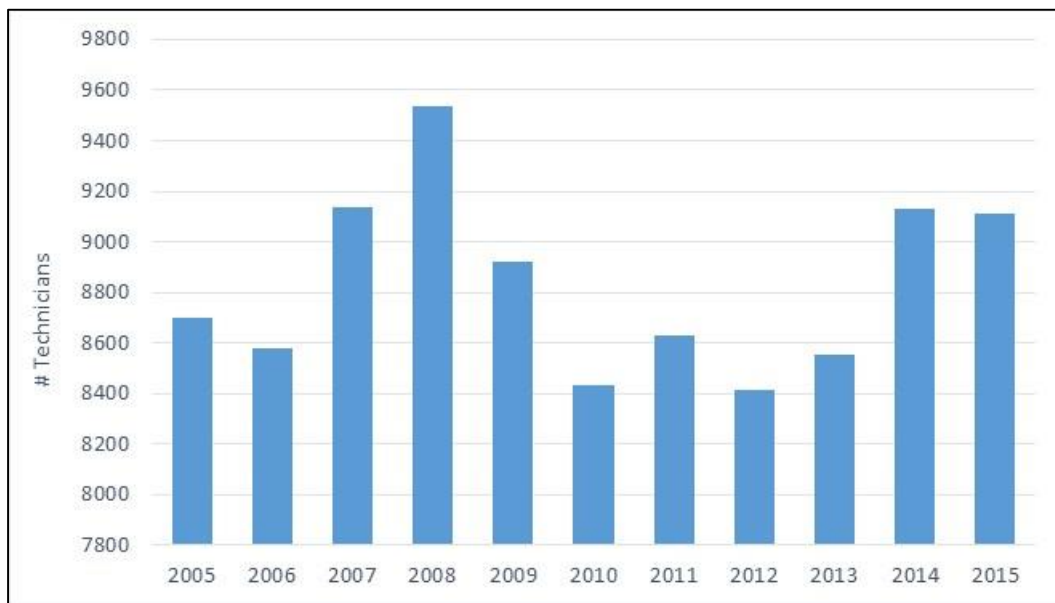
\* AF = Armed Forces



## New Certifications

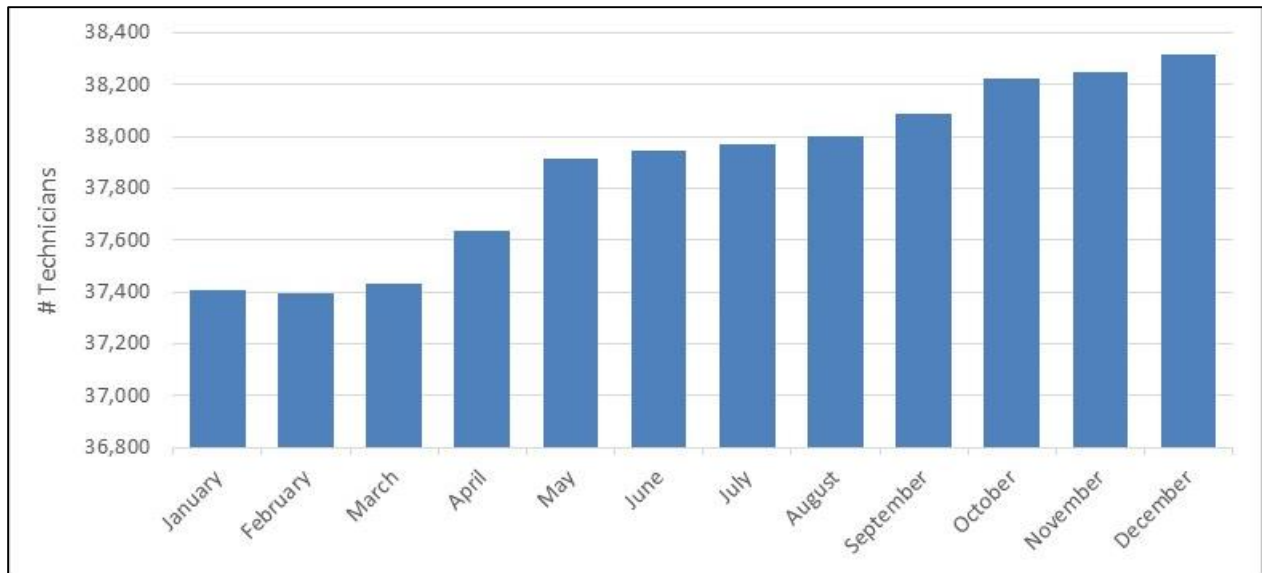
There were almost the same number of new technicians in 2015 (9,111) and the previous year (9,132). We added 144 new instructors, with the most (19) living in California.

**Figure 11: New Technicians by Year**

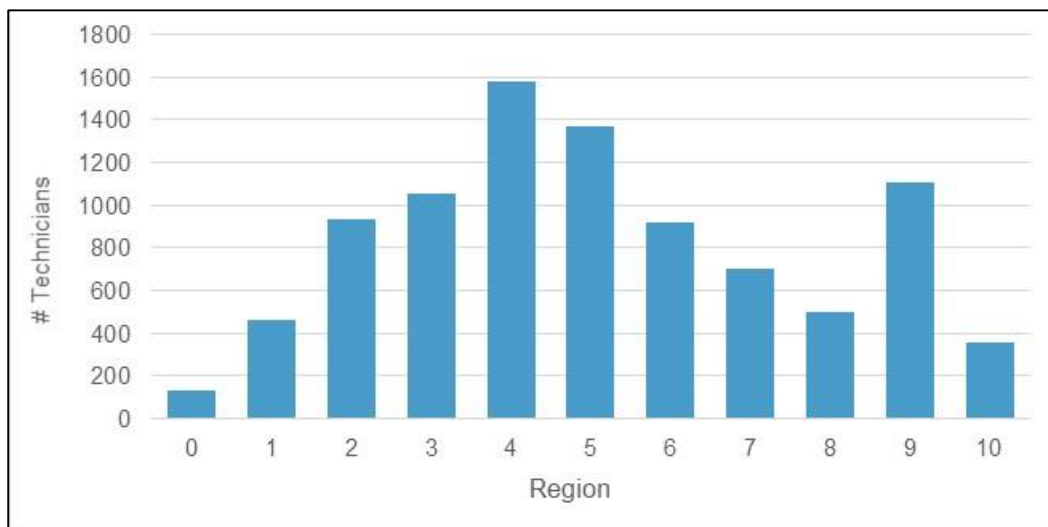


*Road injuries are the leading cause of preventable deaths and injuries to children in the United States. Correctly used child safety seats can reduce the risk of death by as much as 71 percent.*

**Figure 12: Total Technicians by Month, 2015**  
**N = 9,111**



**Figure 13: New Technicians by NHTSA Region, 2015**  
**N = 9,111**



**Table 8: Number of New Technicians by NHTSA Region and State, 2015**  
**N = 9,111**

Region/ State	# New Techs	Region/ State	# New Techs	Region/ State	# New Techs
<b>Region 0</b>	<b>130</b>	<b>Region 4</b>	<b>1577</b>	<b>Region 8</b>	<b>496</b>
Non-US	119	AL	142	CO	233
APO	11	FL	436	ND	43
<b>Region 1</b>	<b>465</b>	GA	473	NV	38
CT	84	SC	233	SD	66
MA	236	TN	293	UT	77
ME	44	<b>Region 5</b>	<b>1370</b>	WY	39
NH	34	IL	349	<b>Region 9</b>	<b>1107</b>
RI	36	IN	234	AS	0
VT	31	MI	262	AZ	302
<b>Region 2</b>	<b>934</b>	MN	157	CA	665
NJ	271	OH	224	GU	20
NY	357	WI	144	HI	104
PA	285	<b>Region 6</b>	<b>917</b>	MP	16
PR	21	LA	106	<b>Region 10</b>	<b>358</b>
VI	0	MS	124	AK	47
<b>Region 3</b>	<b>1057</b>	NM	113	ID	56
DC	12	OK	136	MT	47
DE	39	TX	438	OR	110
KY	103	<b>Region 7</b>	<b>700</b>	WA	98
MD	112	AR	151		
NC	505	IA	75	Total = 9111	
VA	218	KS	161		
WV	68	MO	247		
		NE	66		

**Table 9: Number Certified/Recertified by State/Territory, 2015**  
**N = 20,473 - New Techs: 9,111 Recertified: 11,362**

State/ Territory	New Certs	Recerts	2015 total		State/ Territory	New Certs	Recerts	2015 total		State/ Territory	New Certs	Recerts	2015 total
Outside US and Canada	119	16	135		IL	349	543	892		NV	38	39	77
			0		IN	234	287	521		NY	357	625	982
AF - Americas	0	1	1		KS	161	198	359		OH	224	373	597
AF- Europe	11	2	13		KY	103	138	241		OK	136	170	306
AK	47	45	92		LA	106	127	233		OR	110	131	241
AL	142	100	242		MA	236	233	469		PA	285	470	755
AR	151	166	317		MD	112	151	263		PR	21	78	99
AZ	302	228	530		ME	44	48	92		RI	36	56	92
BC (Canada)	0	1	1		MI	262	319	581		SC	233	199	432
CA	665	588	1253		MN	157	220	377		SD	66	46	112
CO	233	352	585		MO	247	267	514		TN	293	243	536
CT	84	133	217		N. Mariana Islands	16	16	32		TX	438	507	945
DC	12	24	36		MS	124	74	198		UT	77	90	167
DE	39	11	50		MT	47	43	90		VA	218	376	594
FL	436	332	768		NC	505	894	1399		VI	0	0	0
GA	473	922	1395		ND	43	73	116		VT	31	45	76
Guam	20	6	26		NE	66	128	194		WA	98	130	228
HI	104	69	173		NH	34	41	75		WI	144	254	398
IA	75	138	213		NJ	271	292	563		WV	68	68	136
ID	56	46	102		NM	113	124	237		WY	39	66	105

\* 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.

## Outstanding Recertification Rates

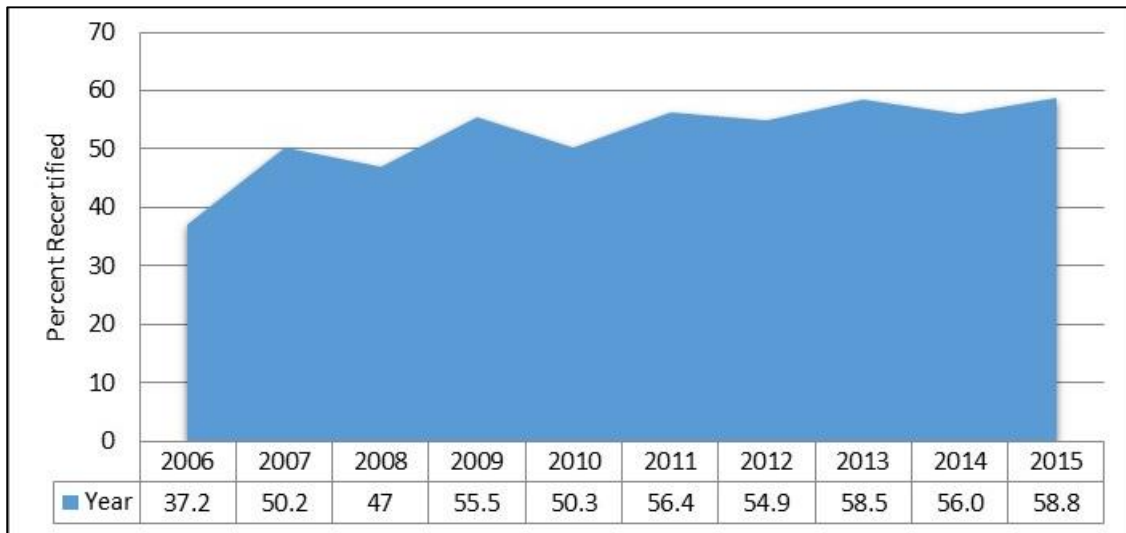
When Safe Kids Worldwide took over responsibilities as the certifying body of the National CPS Certification program, recertification was at 35 percent. Safe Kids, the state and regional CPS training contacts and certified instructors worked hard to improve the numbers. We had the highest recorded recertification rate recorded in 2015, at a whopping 58.8 percent.

This success is due to outreach and attention by the state and regional CPS training contacts and local instructors. Careful course promotion to ensure that the people who attend the courses are most appropriate plays an important role in the higher recertification numbers. Courses attended by people who want to be there, rather than those who are forced to attend, usually result in more community activity and partnerships when the class is over.

## Technician Proxies

To accommodate rural areas and communities with no available instructor, Safe Kids Worldwide established the Technician Proxy option in October 2011. Technician Proxies are technicians Safe Kids has approved to review seat checks for recertification. At the end of 2015, there were 249 Technician Proxies in 36 states.

**Figure 14: Recertification by Year, 2006-2015**



### Auto Seat Gives Infants Comfort



Children may motor in comfort, supported by arm and foot rests in this new seat especially designed for infants.

**W**HEN the very young members of the younger generation go motoring, they may now ride in comfort, thanks to a new auto seat especially designed for infants.

The device is, in effect, a small chair which is placed on top of the regular seat cushion. Side arms give the child support and a convenient footrest keeps small shoes from scuffing the seat upholstery. The seat provides the child with full vision and is said not to come loose or jar out of place. Straps furnish the necessary adjustments.



**Table 10: Recertification by State, Territory, 2015**  
Eligible for Recertification: 19,321, Recertified: 11,362

State	Eligible	Certified	%	State	Eligible	Certified	%
Out of US/Canada	34	16	47.1%	MP- N Mariana Islands	<b>23</b>	<b>16</b>	<b>69.6%</b>
AF-Americas	<b>1</b>	<b>1</b>	<b>100.0%</b>	MS	174	74	42.5%
AF-Europe	10	2	20.0%	MT	81	43	53.1%
AK	82	45	54.9%	<b>NC</b>	<b>1419</b>	<b>894</b>	<b>63.0%</b>
AL	243	100	41.2%	<b>ND</b>	<b>113</b>	<b>73</b>	<b>64.6%</b>
AP-Pacific	1	0	0.0%	<b>NE</b>	<b>198</b>	<b>128</b>	<b>64.6%</b>
AR	293	166	56.7%	<b>NH</b>	<b>60</b>	<b>41</b>	<b>68.3%</b>
Amer Samoa	12	0	0.0%	<b>NJ</b>	<b>465</b>	<b>292</b>	<b>62.8%</b>
AZ	437	228	52.2%	NM	227	124	54.6%
<b>BC</b>	<b>1</b>	<b>1</b>	<b>100.0%</b>	NS-Canada	1	0	0.0%
CA	1095	588	53.7%	NV	85	39	45.9%
<b>CO</b>	<b>548</b>	<b>352</b>	<b>64.2%</b>	<b>NY</b>	<b>931</b>	<b>625</b>	<b>67.1%</b>
<b>CT</b>	<b>191</b>	<b>133</b>	<b>69.6%</b>	<b>OH</b>	<b>556</b>	<b>373</b>	<b>67.1%</b>
DC	46	24	52.2%	OK	337	170	50.4%
DE	33	11	33.3%	ON – Canada	1	0	0.0%
FL	693	332	47.9%	OR	267	131	49.1%
<b>GA</b>	<b>1508</b>	<b>922</b>	<b>61.1%</b>	<b>PA</b>	<b>687</b>	<b>470</b>	<b>68.4%</b>
Guam	27	6	22.2%	<b>PR</b>	<b>91</b>	<b>78</b>	<b>85.7%</b>
HI	121	69	57.0%	QC - Canada	1	0	0.0%
<b>IA</b>	<b>201</b>	<b>138</b>	<b>68.7%</b>	<b>RI</b>	<b>88</b>	<b>56</b>	<b>63.6%</b>
ID	88	46	52.3%	SC	432	199	46.1%
IL	993	543	54.7%	<b>SD</b>	<b>72</b>	<b>46</b>	<b>63.9%</b>
<b>IN</b>	<b>442</b>	<b>287</b>	<b>64.9%</b>	TN	511	243	47.6%
<b>KS</b>	<b>335</b>	<b>198</b>	<b>59.1%</b>	<b>TX</b>	<b>826</b>	<b>507</b>	<b>61.4%</b>
KY	277	138	49.8%	<b>UT</b>	<b>152</b>	<b>90</b>	<b>59.2%</b>
<b>LA</b>	<b>210</b>	<b>127</b>	<b>60.5%</b>	<b>VA</b>	<b>573</b>	<b>376</b>	<b>65.6%</b>
<b>MA</b>	<b>369</b>	<b>233</b>	<b>63.1%</b>	VI	8	0	0.0%
MD	301	151	50.2%	<b>VT</b>	<b>63</b>	<b>45</b>	<b>71.4%</b>
<b>ME</b>	<b>69</b>	<b>48</b>	<b>69.6%</b>	WA	236	130	55.1%
<b>MI</b>	<b>494</b>	<b>319</b>	<b>64.6%</b>	<b>WI</b>	<b>390</b>	<b>254</b>	<b>65.1%</b>
<b>MN</b>	<b>326</b>	<b>220</b>	<b>67.5%</b>	WV	116	68	58.6%
MO	543	267	49.2%	WY	113	66	58.4%

\* AF = Armed Forces      States/Territories with >=58.8 (national % recertification) are bolded.

## Recertification: CEUs

Each recertifying technician is required to enter at least six CPS Continuing Education Units (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.

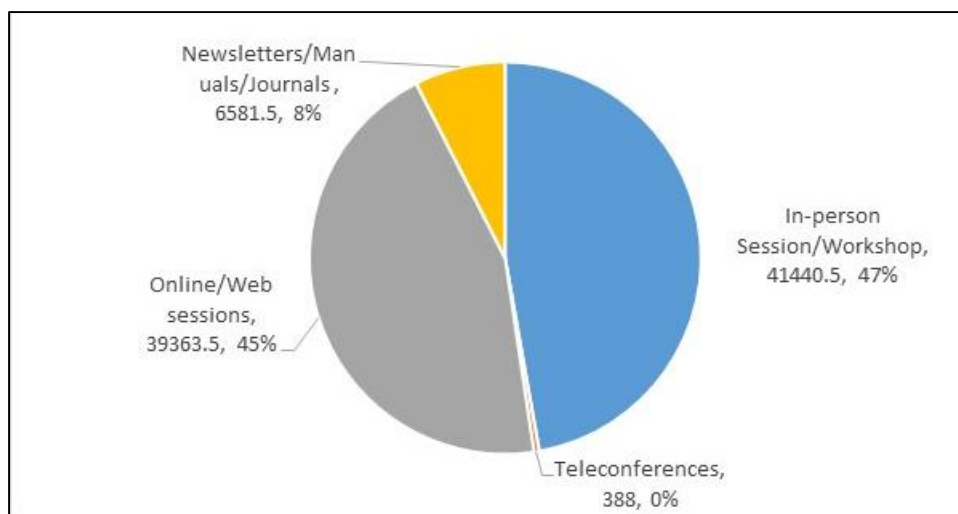
**Table 11: CEUs by Type, 2015**  
**N = 87,773**

CEU type	Hours entered	Percent
In-person Session/Workshop	41440.5	47.2%
Teleconferences	388	0.4%
Online/Web sessions	39363.5	44.8%
Newsletters/Manuals/Journals	6581.5	7.5%
<b>TOTAL</b>	<b>87773.5</b>	<b>100%</b>

**Table 12: CEUs by Type, 2014 and 2015**

CEU type	% 2015	% 2014	Difference
In-person Session/Workshop	47.2%	45.2%	2.0%
Teleconferences	0.4%	47.1%	-46.7%
Online/Web sessions	44.8%	46.3%	-1.5%
Newsletters/Manuals/Journals	7.5%	8.1%	-0.6%

**Figure 15: CEUs by Type**  
**N = 87,773**



## Safe Kids Live Webinars

With the support of State Farm®, Safe Kids offered nine webinars, free of charge, as a way for technicians to earn CEUs from expert presenters. An additional three webinars, indicated by asterisks, provided instructors with course management tips and tools but were not CEU worthy. Table 13 below displays more detailed information on the dates, topics and attendance at these webinars.

**Table 13: Webinar Attendees, 2015**  
**N = 2,917**

Date	Webinar Title	# Attendees
January 14, 2015	Child Seat Manufacturer Fall Update-Part One	423
January 28, 2015	Child Seat Manufacturer Fall Update-Part Two	434
May 21, 2015	LATCH 2015: What the Curbside Tech Needs to Know	345
June 18, 2015	Safely Transporting Children by Ambulance	273
July 16, 2015	Evenflo Child Restraints	328
August 5, 2015	Seat Checks for Recertification: Requirements and Tips*	46
August 26, 2015	Tips for Mentors and Instructor Candidates*	42
Sept. 9, 2015	CEU Audit: It's easier than you think!*	48
Sept. 17, 2015	Hauck & Safe Traffic System Child Restraints	234
Nov. 18, 2015	Doona & Britax Child Restraints	341
Dec. 9, 2015	Recreational Vehicles and Child Occupants	403
	<b>Total</b>	<b>2917</b>

## 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 could earn CEUs required for recertification.

In the summer of 2014, Safe Kids terminated their agreement with the hosting provider and began transitioning to a new platform and site. Once built, it will be a more secure and robust platform. The page [www.safekidswebinars.org](http://www.safekidswebinars.org) was closed on August 1 and people were redirected to a new page, <http://training.safekids.org>. While the modules were being re-coded and the page was under construction, techs were directed to other sites to earn CEUs.

### SAFE KIDS WEBINARS IS GETTING A MAKEOVER!

SafeKidsWebinars.org is currently unavailable as we transition to a new system. While we work to improve options for earning online Child Passenger Safety CEUs, there are resources available from [Safe Kids Certification](#) and the [CPS Board](#).

Look for an announcement in [CPS Express](#) once the new site is up and running!

If you are being [CEU-audited](#) and need proof of webinar completion, simply send an [email](#) requesting it and we'll respond within 3 business days.



During 2015, the new webinar platform was updated to reflect the look and feel of Safe Kids Worldwide. Five webinars were updated and the site will launch in January 2016.




**NATIONAL CHILD PASSENGER SAFETY CERTIFICATION**  
A Program of Safe Kids Worldwide

## Continuing Education Center

You are not logged in. [Log In](#)


[HOME](#) | [SHOP CERT](#) | [CPS CERT SITE](#)



### LEARN MORE ABOUT CPS CERTIFICATION

The National Child Passenger Safety Certification Training Program certifies people as child passenger safety CPS technicians and instructors.


Welcome to the portal for Child Passenger Safety continuing education courses for nationally certified CPS Technicians. These self-paced online courses qualify for CPS CEU credits for maintaining your certification. Information on CPS CEUs is available here.



**Learn More**

Need gear for your checkup events, classes or to show off your CPS Certification?

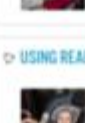
Our Cert store has event signs, shirts, training dolls and more that help support our program & show off your CPSIT status.



**Learn More**

CPS Technicians educate families and community leaders about the safest ways to keep children safe on the road.

Technicians are trained health professionals, parents and volunteers. They have one thing in common: making sure kids are safe. Become a tech and help save kids lives.



**Learn More**

#### TECHNICAL NOTES

To get the most out of your training experience, please use one of the following browsers:

- Chrome
- Firefox
- Internet Explorer 11 or Edge

This site will not work with older versions of Internet Explorer.


#### NAVIGATION

[Home](#)

[Courses](#)

#### CONTACT US


Need help? E-mail us!



#### SHOP CERT

Need gear for your checkup events, classes or to show off your CPS Certification?

Shop the CPS cert store.



### AVAILABLE COURSES

**SAFE TRANSPORTATION OF CHILDREN IN OTHER VEHICLES**

Transportation of Children in Vehicles Other Than Cars


**VEHICLE SAFETY PART 1: FEDERAL REGULATIONS**

Vehicle Safety Part 1: Federal Regulations – Learn more about all tags and Federal crash testing.

**SCHOOL BUS TECHNICAL UPDATE**


**VEHICLE SAFETY PART 2: NON-FEDERAL INFORMATION FOR THE CONSUMER**

Vehicle Safety Part 2: Non-Federal Information for the Consumer – Learn more about NCAP and other consumer testing and rating systems.




**NEW TECHNOLOGY**

New Technologies in Occupant Protection – with an emphasis on vehicle technology.



**USING REAR FACING CHILD RESTRAINTS LONGER**

Using Rear Facing Child Restraints Longer – Learn more about the benefits and restrictions associated with extended rear-facing car seat use.

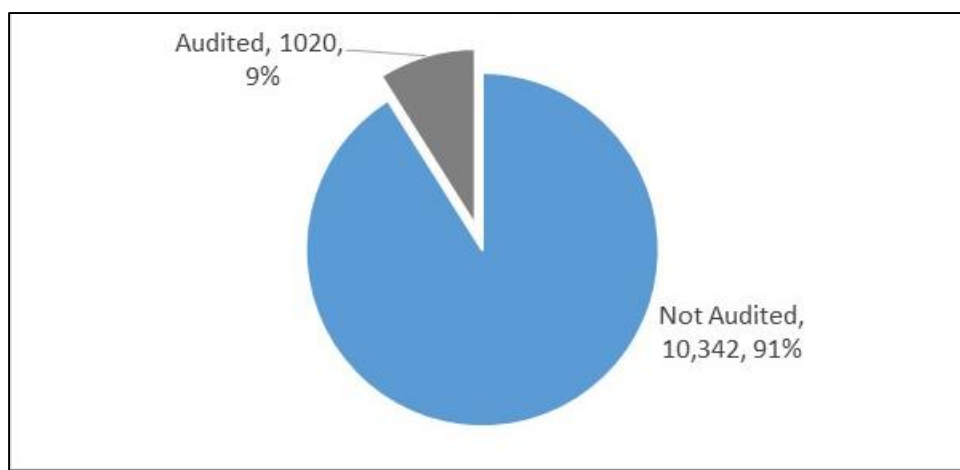


## CEU Audits

With the 2007 CEU requirement, the recertification audit was put in place as a quality assurance process. 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.

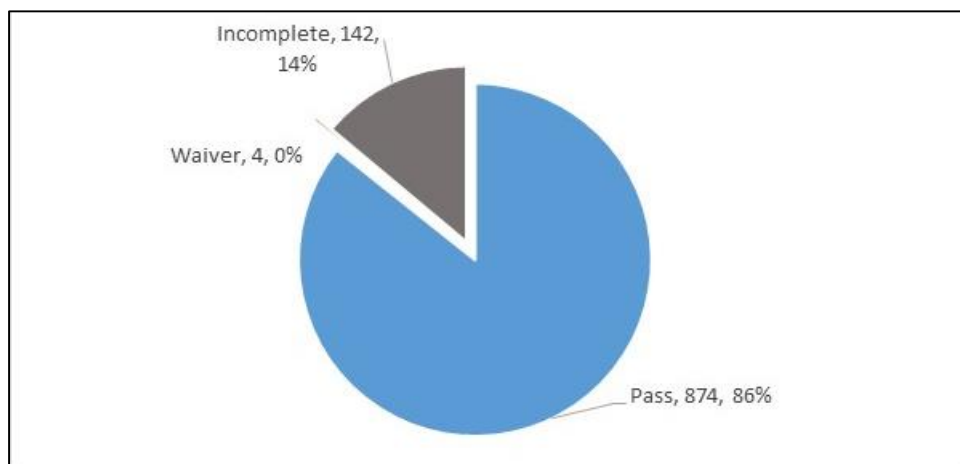
Technicians who have recently recertified are eligible for audit. If randomly selected, they must provide documentation to support their CEUs. In 2015, 9 percent of technicians who recertified were audited for CEUs.

**Figure 16: Audit Selection, 2015**  
**N = 11,362**



A total of 1,020 (down from 1,051 in 2014) technicians from all 50 states, the District of Columbia, the Northern Mariana Islands and Puerto Rico were selected to be audited. Those whose audits were incomplete were still within the acceptable time period to get the required documentation into Safe Kids. People who were audited the previous year were granted waivers upon request.

**Figure 17: Audit Status, 2015**  
**N = 1,020**



## Outreach

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

### Basic CPS Awareness Course

In early 2014, Safe Kids developed a toolkit for educators to use to expand road safety efforts in their community and to build new partners to keep kids safer. The Basic Car Seat Awareness Course was designed to serve as an introduction to car seats and as a way to start a conversation about restraint use in cars where road safety has become more important. It is useful for advocates working in communities where English is a second language in the U.S., as well as abroad.

The materials were designed to be used by presenters with varying levels of experience in road safety as way to guide a discussion about child passenger safety. The materials have been translated into simple Chinese (Mandarin) and Spanish. This toolkit includes pre/post-tests, presentation notes, evaluation and a certificate of participation for attendees by completing the [Basic Awareness Course Application](#). The PowerPoint includes slides and leader notes (which we invite educators to translate), videos, suggested activities and discussion starters.

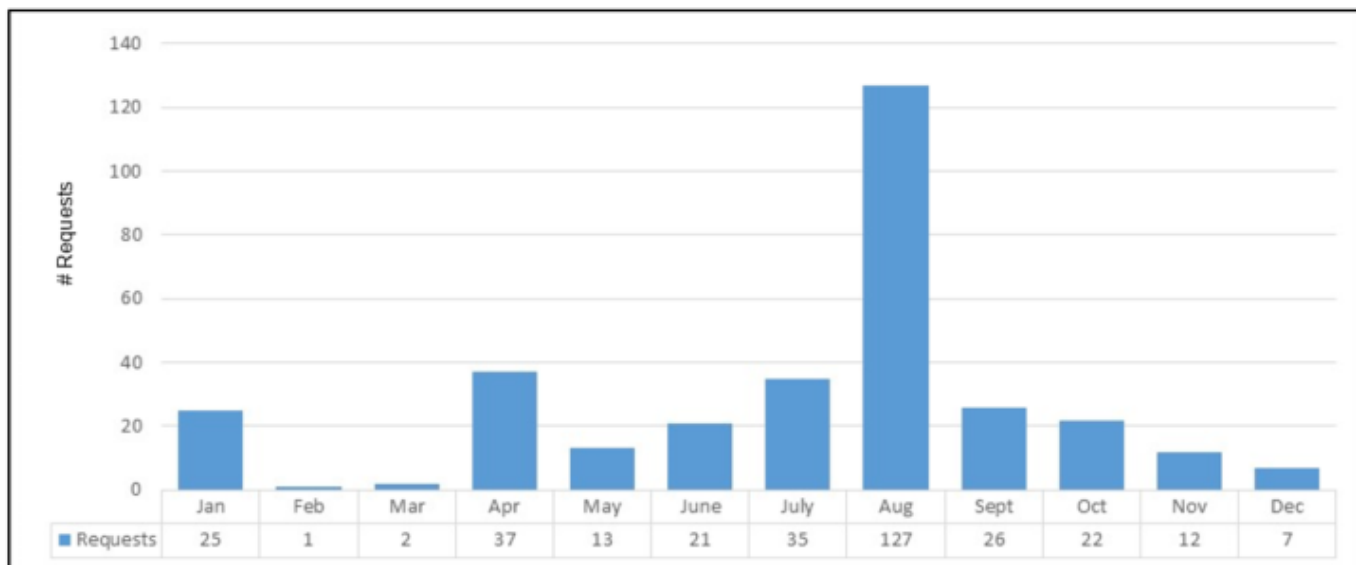
This course was developed in early 2014 but enjoyed more interest in 2015. The toolkit was promoted to the Safe Kids Network through the Network News (Oct. and March of 2014 and May and August, 2015) and Safe Kids conference (August), and to CPS Technicians through the CPS Express (August, 2015), Certification website Resources Section (June, 2015) and State Farm Technical updates. To garner feedback and suggestions, everyone that had requested the course materials was emailed within one month of accessing them.

The Basic Awareness Course was also provided at the Second Global High Level Conference on Road Safety in November held in Brasilia, Brazil. The PowerPoint formatting was updated for distribution at the conference and through the [Basic Awareness Course Application](#). Safe Kids Worldwide partnered with its Global Network Members, Fundacio Gonzalo Rodriguez in Uruguay and Crianca Segura in Brazil, to conduct this session. Participants were introduced to the toolkit and encouraged to use it in their countries. Fifty participants who expressed enthusiasm and support were provided a USB with the CPS Basic Awareness Course toolkit and other Safe Kids tools and resources.

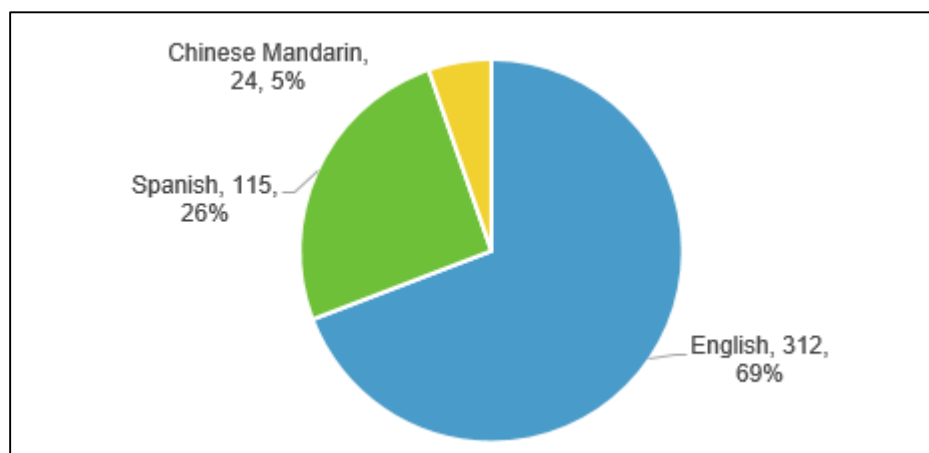
Using the online request form, there were 328 requests for the toolkit in 2015. Figure 18 below shows the breakdown of requests by month. Ninety-seven percent of the requesters were from the US and its territories, although there were also requests from Brazil, India, Libya, South Africa, Singapore, Spain, Trinidad and the United Arab Emirates (UAE).



**Figure 18: Awareness Course Requests by Month, 2015**  
N = 328



**Figure 19: Awareness Course Requests by Language**




\* Some requests were for multiple languages.

At time of download and through a follow-up email, users were invited to complete a survey to find out what they thought of the materials and to suggest ways to improve them. Although the response rate was low (only 14 people submitted feedback), we heard that educators who presented the course were CPS Technicians or Instructors primarily from healthcare and nonprofit agencies. Having taught the class, the majority felt that their next class would be primarily split between health workers and the general public. Class length was less than four hours and class size was typically six to 15. Respondents felt that the materials were most helpful, the format easy to follow, and enjoyed the imbedded videos.

In spite of a low response rate, it did reveal a very positive impact upon increasing awareness of basic road safety in communities where it has been provided. The challenge is getting feedback from the classes offered.

## Website

Through [cert.safekids.org](http://cert.safekids.org), technicians, instructors, course administrators and designated agency representatives have better access to the certification information that affects them and their programs.




**NATIONAL  
CHILD  
PASSENGER  
SAFETY  
CERTIFICATION**

A Program of  
Safe Kids Worldwide


Who We Are | Newsletter | Policies and Procedures Manual | Contact Us | 1-877-368-8154

[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

**SAFE KIDS WORLDWIDE**

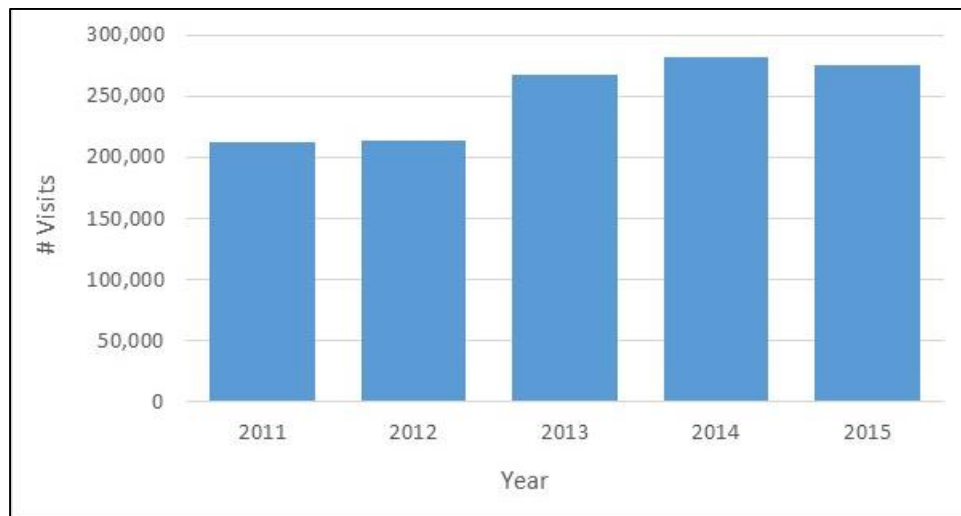
**NHTSA**

**State Farm**

Website traffic decreased slightly in 2015. The total site visits were 274,972.

We saw an increase in the number of users by 24.53 percent (226,154 in 2015 vs. 181,612 in 2014). There was a decrease in the Average Session Duration by 11.41 percent (3:17 in 2015 vs 3:43 in 2014)

**Figure 20: Homepage Visits by Year**



**Figure 21: Website Visits by Month and Year**

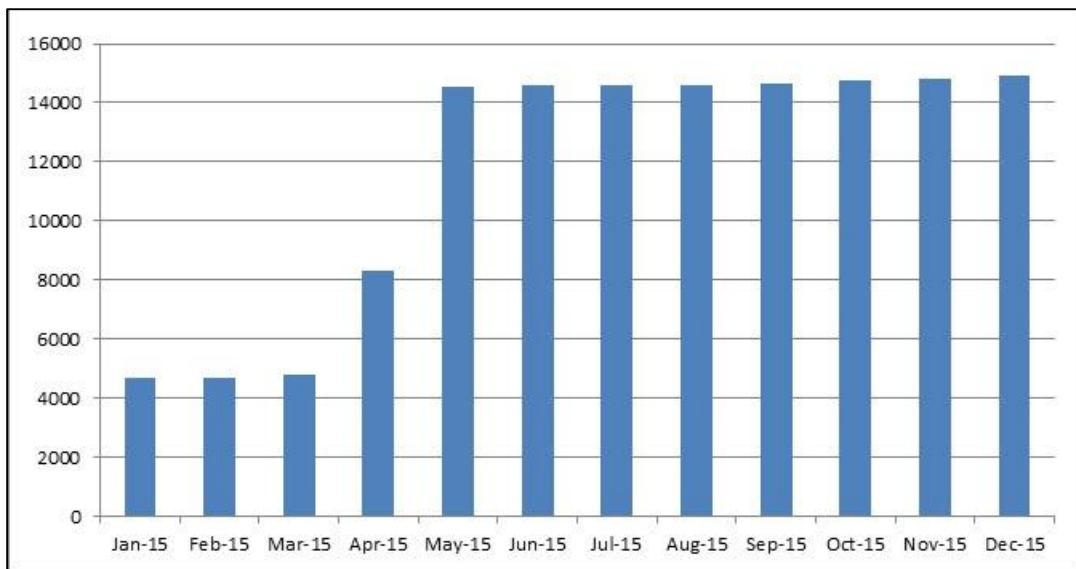


## Facebook



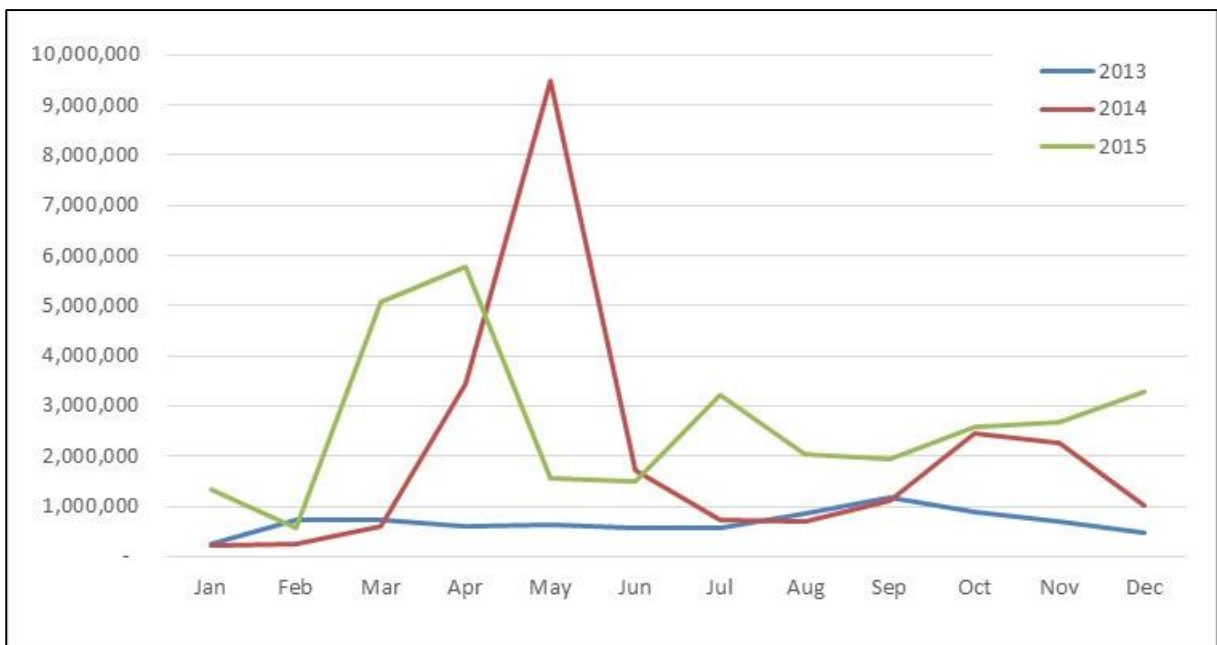
The CPS certification program has an active Facebook page, [www.facebook.com/CPSCert](http://www.facebook.com/CPSCert). We ended 2015 with 20,500 likes, up from 14,901 this time last year. As in 2014, this is due in part to the CPST Month campaign, which promoted CPS courses held in May.

**Figure 22: Total Facebook Likes, End of Month, 2015**



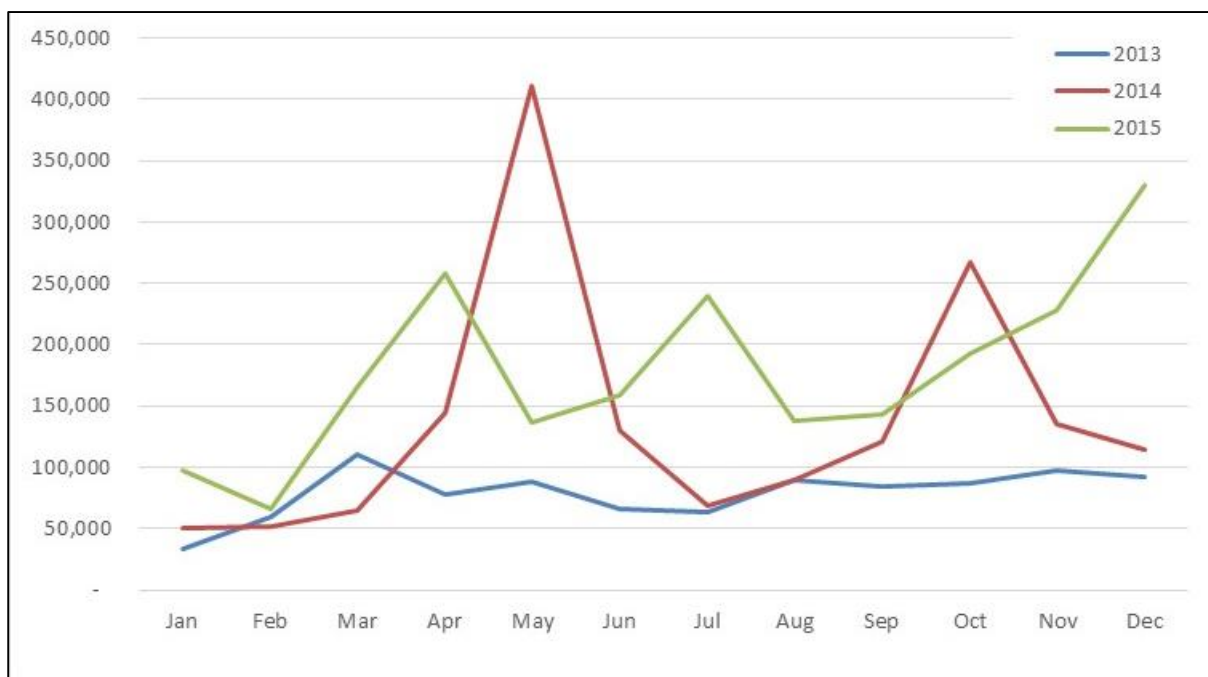
The two major Facebook metrics are reach and engagement. Reach is the number of people who saw any content on the page. This shows how much of the content is actually reaching our fans. It includes comments, likes and shares. Reach is a good indicator of how well we are getting our content out there and into people's news feeds

**Figure 23: 28-Day Total Reach by Month and Year**



Engagement includes all clicks, not only comments, likes and shares.

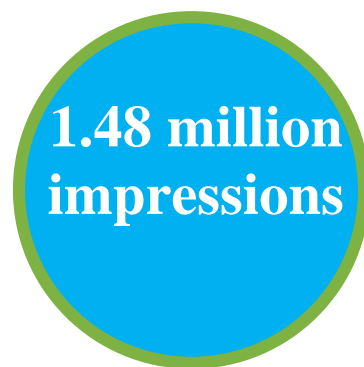
**Figure 24: 28-Days Engaged Users by Month and Year**



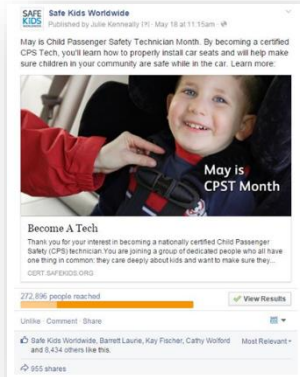
### CPST Month: Campaign to promote CPS certification

Safe Kids Worldwide promoted the second annual CPST Month in May 2015. We had two strategic pushes to promote the campaign. The first, in March, was aimed at CPS Instructors, asking them to teach a class in May. The second, in April, was aimed at the general population (with a special focus on healthcare professions) to try to get more people to sign up for the courses. In May, we celebrated CPST Month on social media, and in June we promoted our successes.

The campaign resulted in 920 thousand impressions from Facebook plus 565 thousand impressions from Twitter, totaling 1.48 million impressions.







We also promoted the CPS campaign on the Safe Kids Twitter account. Throughout the campaign we tweeted tips, facts, blogs and links to information about becoming a tech. Twitter efforts resulted in 565,811 impressions, 544 clicks, 85 retweets and 22 favorites.



New this year, Safe Kids provided a fill-in-the-blank press release, by request of the field. Building upon the success in 2015, we will add a coalition toolkit to the 2016 program.

May, historically the month with the most courses offered, was a busy month. Certification program held 87 courses and certified 1,322 new techs during May, which was up from 1,268 in 2014.





## CPS Express!

Twelve editions of the CPS Express! e-newsletter were sent out in 2015. This newsletter is e-mailed to all currently certified technicians the first Monday of the 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.

The screenshot displays the website for the National Child Passenger Safety Certification. The header includes the organization's name, a search bar, and navigation links such as 'Who We Are', 'Newsletter', 'Policies and Procedures Manual', 'Contact Us', and a phone number. A secondary navigation bar contains links like 'GET A CAR SEAT CHECKED', 'FIND A TECH', 'FIND A COURSE', and 'LOG IN'. The main content area is titled 'Resources - FAQs' and features a sidebar with links to 'CPS Express', 'FAQs', 'Fees', 'Forms', 'How To', 'Policies & Procedures', and 'Product Store'. The 'CPS Express' section provides a description of the e-newsletter and lists the '2015 Editions (PDFs)' from January to December, with some months including additional links to webinars or nomination pages.

**NATIONAL CHILD PASSENGER SAFETY CERTIFICATION**  
A Program of Safe Kids Worldwide

Who We Are | Newsletter | Policies and Procedures Manual | Contact Us | 1-877-366-8154

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

### Resources - FAQs

[Home > Resources - FAQs](#)

#### CPS Express

**FAQs**

**Fees**

**Forms**

**How To**

**Policies & Procedures**

**Product Store**

The CPS Express is an e-newsletter that is sent to all certified technicians on the first Monday of each month. No need to sign up! It is sent to your official mailing address in your CPS online profile.

Each edition includes tips for recertification and updates from the field.

Learn more about [CPS Express advertising](#).

#### 2015 Editions (PDFs)

- [Fact or Fictions and FAQs 2015](#) - a complete list
- [December 2015](#)
- [November 2015](#)
- [October 2015](#) - Updated link to [Doona and Britax webinar](#).
- [September 2015](#) - Updated: Link to CPSB Award Nomination page.
- [August 2015](#)
- [July 2015](#)
- [June 2015](#)
- [May 2015](#)
- [April 2015](#)
- [March 2015](#)
- [February 2015](#)
- [January 2015](#)

## Customer Service

ProExam (formerly Professional Examination Services) is the contracted provider of certification customer service. Customer service assistance requests remained relatively constant in 2014, likely because there were no major policy or qualification changes.

Due to a server issue, call information was not available for December. As a result, customer service received 8,785 calls, far fewer calls than the 9,575 in 2014. Customer Service emails increased by about 300 in 2015. Customer service handled 1,800 e-mail messages (up from 1,515). This is an average of 33.8 calls and 6.9 email messages per workday.

**Figure 25: Customer Service Calls by Month, 2015**  
N = 8,785



\* December Call Data Not Available

**Figure 26: Customer Service Calls by Month and Year**



**Figure 27: Customer Service Emails by Month, 2015**  
**N = 1,800**



**Figure 28: Customer Service Emails by Month and Year**

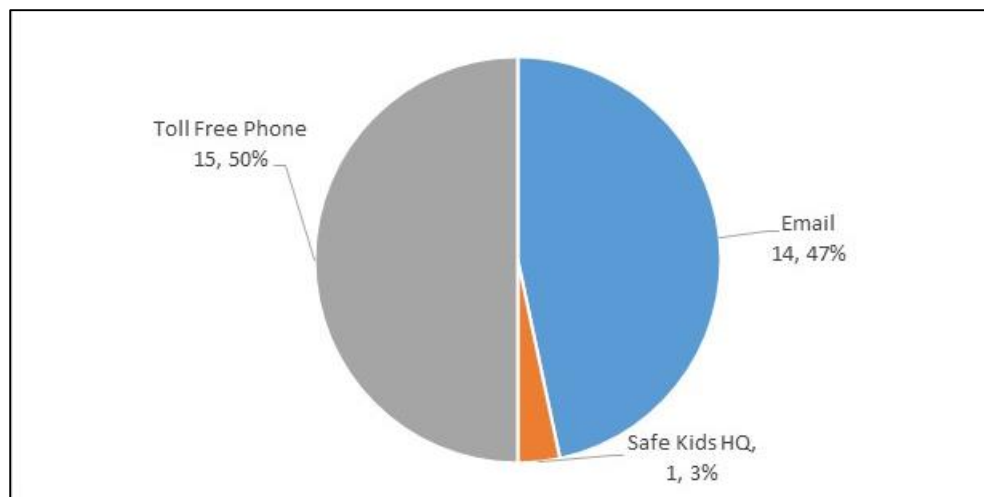


## Customer Service Survey

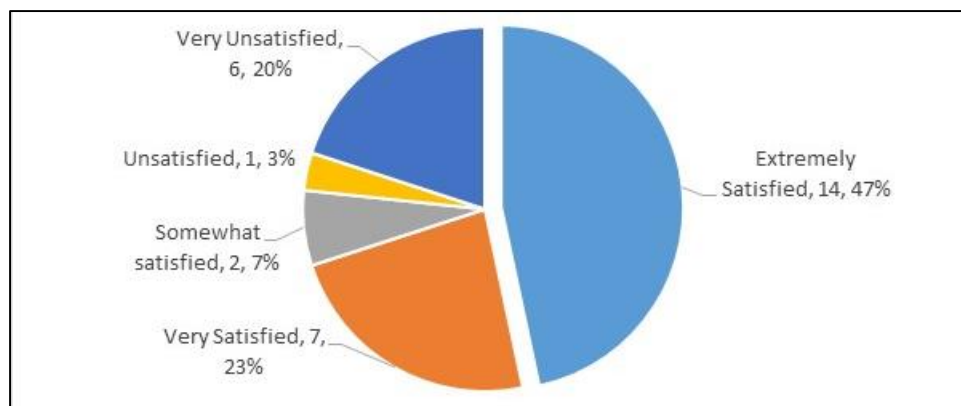
Survey submissions are reviewed monthly with the contract customer service provider, ProExam, which follows up on any surveys with a response indicating that the issue remains unresolved or indicate that they were not satisfied with their service (7, 23 percent).

While the number of surveys submitted, 30, is extremely low, it was almost doubled from 2014 (14 surveys).

**Figure 29: Customer Service Contact by Type, 2015**  
**N = 30**



**Figure 30: Customer Service Overall Satisfaction, 2015**  
**N = 30**



## Continuing Improvement

Safe Kids appreciates the input and guidance from the CPS community, including technicians, the National CPS Board, NHTSA representatives and state and regional CPS training contacts. We welcome ideas and suggestions on how to improve the certification program and services.

***Thank you for your continued participation and constructive input!***

