



United States
Consumer Product Safety Commission



Annual Performance Report

FISCAL YEAR 2022 | MARCH 9, 2023

Table of Contents

About this Report.....	i
Overview of the Agency.....	i
Message from the Chair.....	ii
Agency and Mission Information	
CPSC Organizational Structure.....	1
CPSC Strategic Plan Summary.....	2
Performance Results	
Performance Summary: An Overview.....	4
CPSC Key Performance Measures: FY 2022 Results Summary.....	5
Performance Summary by Strategic Goal	
Strategic Goal 1: Workforce.....	7
Strategic Goal 2: Prevention.....	9
Strategic Goal 3: Response.....	12
Strategic Goal 4: Communication.....	15
Other Information	
Agency Priorities & Management Challenges.....	17
Cross-Agency Collaborations.....	19
Evaluation and Research.....	23
Appendices	
Appendix A: CPSC Performance: Verification & Validation of Performance Data.....	31
Appendix B: Changes to FY 2022 Performance Measures.....	32
Appendix C: Detailed Information on FY 2022 Performance Measures.....	33
Appendix D: Acronyms.....	59

About this Report

This document is the U.S. Consumer Product Safety Commission's (CPSC) FY 2022 Annual Performance Report (APR). An electronic version of this report is available on the agency's website at: www.cpsc.gov/about-cpsc/agency-reports/performance-and-budget.

The FY 2022 APR satisfies the annual performance reporting requirements of the GPRA Modernization Act of 2010 (GPRAMA), as well as Office of Management and Budget (OMB) Circular No. A-11 (*Preparation, Submission, and Execution of the Budget*).

The FY 2022 APR provides information on results achieved by CPSC programs during FY 2022 and progress made toward performance targets established for key performance measures. The performance measures indicate progress toward Strategic Goals and Strategic Objectives contained in CPSC's Strategic Plan. Highlights of performance, in addition to challenges, are presented.

Overview of the Agency

The CPSC is an independent federal regulatory agency, created by Congress in 1972 through the Consumer Product Safety Act (CPSA). In addition to the CPSA, as amended by the Consumer Product Safety Improvement Act of 2008 (CPSIA) and Pub. L. No. 112-28, the CPSC administers other laws, including the Flammable Fabrics Act, the Refrigerator Safety Act, the Federal Hazardous Substances Act, the Poison Prevention Packaging Act, the Labeling of Hazardous Art Materials Act, the Child Safety Protection Act, the Virginia Graeme Baker Pool and Spa Safety Act, the Children's Gasoline Burn Prevention Act, the Drywall Safety Act, the Child Nicotine Poisoning Prevention Act, the Portable Fuel Container Safety Act (15 U.S.C. § 2056d), the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act, the Safe Sleep for Babies Act, Reese's Law (Pub. L. No. 117-171), and the imitation firearms provisions of Pub. L. Nos. 100-615 and 117-167.

The CPSC has jurisdiction over thousands of types of consumer products used in and around homes and schools, and in recreation. Although the CPSC's regulatory purview is quite broad, a number of product categories fall outside the CPSC's jurisdiction.¹

¹ Different federal agencies regulate other product categories, such as automobiles, planes, and boats; alcohol, tobacco, and firearms; foods, drugs, cosmetics, and medical devices; and pesticides.

Message from the Chair



Chair Alexander Hoehn-Saric

The U.S. Consumer Product Safety Commission's FY 2022 Annual Performance Report (APR) is a comprehensive account of performance results achieved by our programs for the period of October 1, 2021 through September 30, 2022. These programs serve the Agency's mission of "protecting the public from hazardous consumer products," as we strive for "a nation free from unreasonable risks of injury and death associated with consumer products."

In presenting the FY 2022 APR, I am pleased to acknowledge that the accomplishments outlined in this report represent the work of more than 500 colleagues around the country who do their part every day to keep America's consumers safe from product hazards. We are a small but mighty agency, with a critical mission that impacts every single American; and our dedicated and hardworking staff makes strides every day to advance our safety mission. In 2022, we celebrated our 50th year of service to the American people, following our founding in 1972. Over these past 50 years, consumer products have become safer for Americans, and that work continues every day at the agency, as we move into our second half-century.

I am pleased to confirm that, for FY 2022, the performance data presented in this report are reasonably complete, accurate, and reliable. I look forward to working with my fellow Commissioners, and the CPSC staff in setting Agency priorities and achieving meaningful results in the year ahead.

A handwritten signature in black ink that reads "Alex H. Saric".

Alexander Hoehn-Saric

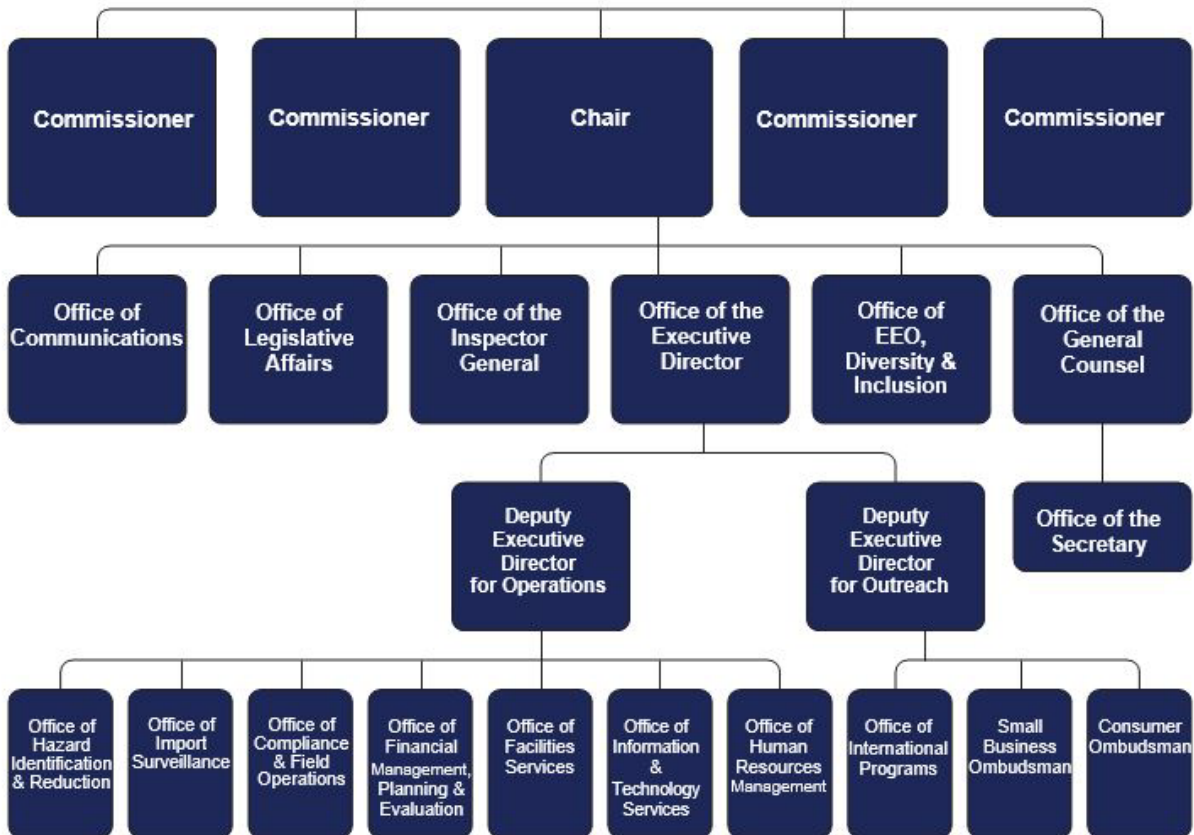
Chair

March 9, 2023

CPSC Organizational Structure

The CPSC is a bipartisan commission that is authorized to consist of five members appointed by the President with the advice and consent of the Senate. The Chair is the principal executive officer of the Commission, which convenes at meetings that are open to the public. The chart below depicts CPSC’s organizational structure during the majority of the FY 2022 reporting period of October 1, 2021 through September 30, 2022. Effective October 13, 2021, Alexander Hoehn-Saric became the new Chair of CPSC.² Subsequently, Richard L. Trumka, Jr. became CPSC Commissioner on October 27, 2021, and Mary T. Boyle became CPSC Commissioner on June 30, 2022. By FY 2022 year end, the CPSC had a full slate of Commissioners.

The photograph below shows the five members of the Commission as of the close of the FY 2022 reporting period. From left to right, the photograph shows: Commissioner Peter A. Feldman, Commissioner Dana Baiocco, Chair Alexander Hoehn-Saric, Commissioner Richard L. Trumka, Jr., and Commissioner Mary T. Boyle.



² During the FY 2022 reporting period, Robert S. Adler served as CPSC’s Acting Chair from October 1 through October 12, 2021.

CPSC Strategic Plan Summary

The CPSC is publishing this APR document concurrently with the agency’s new *2023 – 2026 Strategic Plan (SP)*. This FY 2022 APR is aligned with CPSC’s *2018 – 2022 SP*, which was in effect for FY 2022. The chart below presents the *2018 – 2022 SP*’s high-level framework. The agency’s SP lays out CPSC’s approach to achieving the mission of keeping consumers safe, with the overarching vision of a nation free from unreasonable risks of injury and death from consumer products. Each of the four Strategic Goals is supported by Strategic Objectives. A suite of performance measures with annual targets is used to monitor progress toward the Strategic Objectives and Strategic Goals.

Mission: Keeping Consumers Safe
 Vision: A nation free from unreasonable risks of injury and death from consumer products



This page intentionally left blank.

Performance Summary: An Overview

During FY 2022, the CPSC tracked 24 key performance measures. All 24 measures had established performance targets for FY 2022 to gauge progress toward the agency’s Strategic Goals and Strategic Objectives. The CPSC met performance targets for 17 of the 24 performance measures (71 percent) and did not meet performance targets for seven measures (29 percent).

The FY 2022 results for the key performance measures are organized by Strategic Goal (Figure 2) and by CPSC functional component (Figure 3).

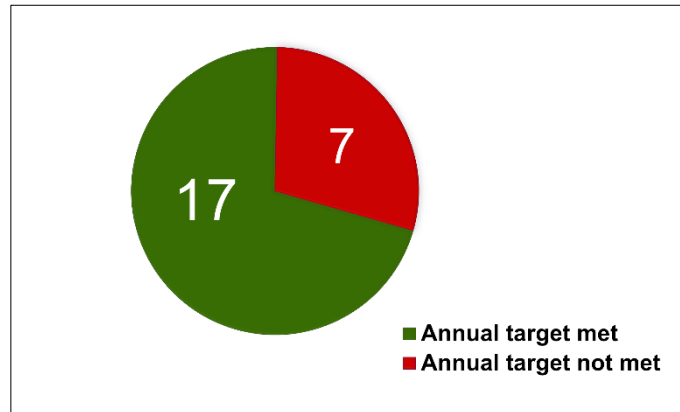


Figure 1: A snapshot of the CPSC’s FY 2022 Key Performance Measures

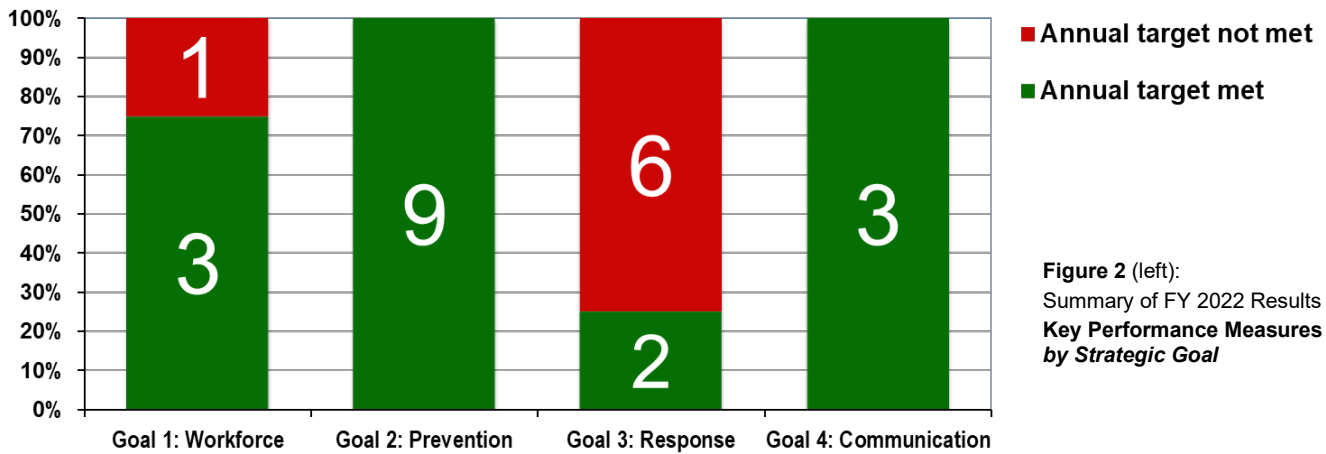


Figure 2 (left): Summary of FY 2022 Results Key Performance Measures by Strategic Goal

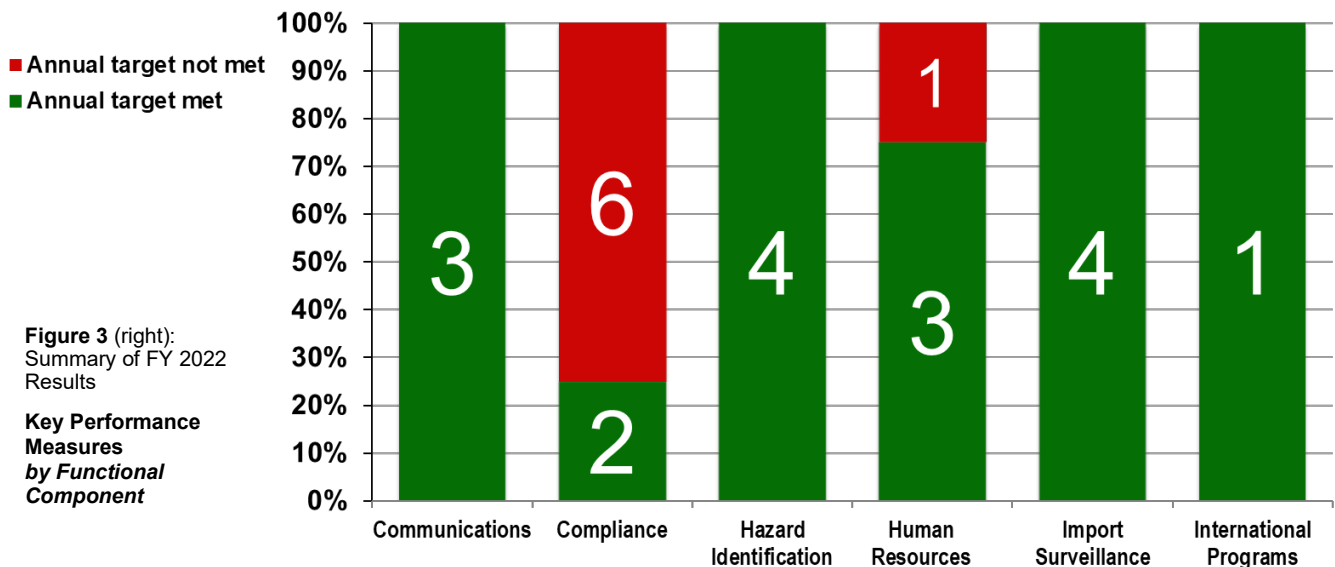


Figure 3 (right): Summary of FY 2022 Results Key Performance Measures by Functional Component

CPSC Key Performance Measures: FY 2022 Results Summary

Strategic Goal 1: Workforce
Cultivate the most effective consumer product safety workforce

Strategic Objective (SO), Key Performance Measure (KM)		Program Office	Actuals					2022 Target	
			2018	2019	2020	2021	2022	2022 Target	Target met?
SO 1.1 Enhance effective strategic human capital planning and alignment	2022KM1.1.02 Percentage of full-time equivalents (FTEs) utilized	Human Resources	97%	98%	95%	97%	94%	96%	✘
SO 1.2 Foster a culture of continuous development	2022KM1.2.01 Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)		68%	66%	74%	74%	70%	70%	✔
SO 1.3 Attract and recruit a talented and diverse workforce	2022KM1.3.01 Percentage of hiring managers trained on recruitment		83%	86%	90%	97%	89%	85%	✔
SO 1.4 Increase employee engagement	2022KM1.4.01 High-performing Federal Workforce – Employee Engagement Index Score		69%	66%	75%	71%	71%	70%	✔

Strategic Goal 2: Prevention
Prevent hazardous products from reaching consumers

Strategic Objective (SO), Key Performance Measure (KM)		Program Office	Actuals					2022 Target	
			2018	2019	2020	2021	2022	2022 Target	Target met?
SO 2.1 Improve identification and assessment of hazards to consumers	2022KM2.1.02 Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	Hazard Identification	10	11	11	11	12	12	✔
	2022KM2.1.03 Percentage of consumer product-related injury cases correctly captured at NEISS hospitals		93%	90%	91%	91%	91%	90%	✔
SO 2.2 Lead efforts to improve the safety of consumer products before they reach the marketplace	2022KM2.2.01 Number of voluntary standards activities in which CPSC actively participates	Hazard Identification	77	74	78	78	83	83	✔
	2022KM2.2.02 Number of candidates for rulemaking prepared for Commission consideration	Hazard Identification	19	14	14	13	21	8	✔
	2022KM2.2.07 Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	Import Surveillance	73%	90%	83%	100%	100%	75%	✔
	2022KM2.2.08 Recalls per Billion Dollars in Consumer Product Imports for Top 50 Import Sources, Countries or Administrative Areas	International Programs	--	--	0.21	0.21	0.18	< 0.33	✔
SO 2.3 Increase capability to identify and stop imported hazardous consumer products	2022KM2.3.01 Percentage of consumer product imports, identified as high-risk, examined at import	Import Surveillance	89%	86%	80%	82%	90%	80%	✔
	2022KM2.3.02 Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day		99.8%	99.8%	99.9%	99.8%	99.8%	99%	✔
	2022KM2.3.04 Number of import examinations completed		41,117	39,010	18,561	36,375	62,859	40,000	✔

Strategic Goal 3: Response <i>Respond quickly to address hazardous consumer products both in the marketplace and with consumers</i>									
Strategic Objective (SO), Key Performance Measure (KM)		Program Office	Actuals					2022 Target	
			2018	2019	2020	2021	2022	2022 Target	Target met?
SO 3.1 Rapidly identify hazardous consumer products for enforcement action	2022KM3.1.01 Percentage of cases for which a preliminary determination is made within 85 business days of the case opening (Hazard Priorities A, B, and C)	Compliance	75%	13%	83%	64%	80%	70%	✓
	2022KM3.1.02 Percentage of cases for which a compliance determination of a regulatory violation is made within 35 business days of sample collection (excludes fireworks)		89%	85%	89% ³	86%	83%	85%	✗
	2022KM3.1.03 Percentage of fireworks cases for which a compliance determination of a regulatory violation is made within 70 business days of sample collection		--	--	43%	100%	72%	85%	✗
SO 3.2 Minimize further exposure to hazardous consumer products	2022KM3.2.02 Percentage of cases for which a firm is notified of a regulatory violation within 40 business days from sample collection (excludes fireworks)	Compliance	87%	86%	86% ⁴	83%	78%	85%	✗
	2022KM3.2.03 Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening		96%	97%	97%	95%	97%	90%	✓
	2022KM3.2.05 Percentage of fireworks cases for which a firm is notified of a regulatory violation within 75 business days from sample collection		--	--	43%	100%	74%	85%	✗
	2022KM3.2.06 Percentage of cases for which a corrective action plan (CAP) is accepted or public notice of hazard is issued within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)		--	--	--	75%	56%	60%	✗
SO 3.3 Improve consumer response to consumer product recalls	2022KM3.3.01 Recall effectiveness rate for all consumer product recalls	Compliance	17%	21%	33%	32%	16%	25%	✗

Strategic Goal 4: Communication <i>Communicate useful information quickly and effectively to better inform decisions</i>									
Strategic Objective (SO), Key Performance Measure (KM)		Program Office	Actuals					2022 Target	
			2018	2019	2020	2021	2022	2022 Target	Target met?
SO 4.1 Improve usefulness and availability of consumer product safety information	2022KM4.1.02 Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	Communications	0.8	1.5	12.1	9.3	27.2	3.7	✓
SO 4.2 Increase dissemination of useful consumer product safety information	2022KM4.2.04 Number of national media placements of CPSC stories	Communications	--	--	12	16	24	15	✓
	2022KM4.2.06 Percentage of recall press releases cycled through the Office of Communications in 2 business days or less, once received from the Office of Compliance & Field Operations		--	--	--	96%	92%	80%	✓
SO 4.3 Increase and enhance collaboration with stakeholders	(None)								

³ Starting with FY 2020, fireworks cases have been disaggregated from this measure. KM 3.1.03 was established for FY 2020 to capture the disaggregated fireworks cases.

⁴ Starting with FY 2020, fireworks cases have been disaggregated from this measure. KM 3.2.05 was established for FY 2020 to capture the disaggregated fireworks cases.

Performance Summary by Strategic Goal

Strategic Goal 1: Workforce

Cultivate the most effective consumer product safety workforce

Challenges

Having a highly trained, diverse, and engaged workforce is critical to meeting the dynamic challenges of the consumer product safety landscape and to achieving the CPSC’s life-saving mission. Agency staff’s knowledge about product safety, commitment to the agency’s mission, and a proactive attitude make achieving the CPSC mission possible. The CPSC’s key *Workforce* challenges are:

- Recruiting and retaining a workforce with the knowledge, skills, and abilities to meet new, innovative, and emerging product safety challenges;
- Aligning personnel resources to agency priorities;
- Maintaining a global presence to address global marketplace issues;
- Increasing employee engagement; and
- Strengthening knowledge transfer through employee cross-training, and succession planning.

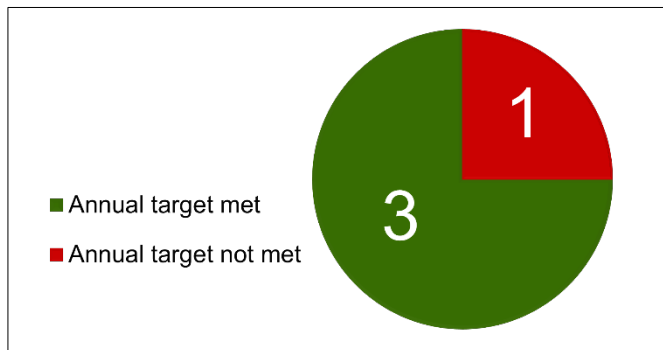
STRATEGIC OBJECTIVE 1.1
Enhance effective strategic human capital planning and alignment

STRATEGIC OBJECTIVE 1.2
Foster a culture of continuous development

STRATEGIC OBJECTIVE 1.3
Attract and recruit a talented and diverse workforce

STRATEGIC OBJECTIVE 1.4
Increase employee engagement

Strategies



The CPSC’s approach to cultivating an effective workforce involves enhancing human capital planning and alignment, increasing opportunities for professional development, and improving recruitment strategies to attract talented, diverse, and committed staff. The strategy also emphasizes increasing employee engagement by promoting and rewarding staff innovation and creativity, increasing managers’ commitment to fostering employee engagement in the workplace, and promoting a healthy work-life balance.

Figure 4: A snapshot of Strategic Goal 1 performance measures (4 total)

Table 1

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2022 Target	
SO 1.1 Enhance effective strategic human capital planning and alignment							
2022KM1.1.02 Percentage of full-time equivalents (FTEs) utilized	2018	2019	2020	2021	2022	2022 Target	Target met?
	97%	98%	95%	97%	94%	96%	✗
SO 1.2 Foster a culture of continuous development							
2022KM1.2.01 Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	2018	2019	2020	2021	2022	2022 Target	Target met?
	68%	66%	74%	74%	70%	70%	✓

Table 1 (continued)

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2022 Target	
SO 1.3 Attract and recruit a talented and diverse workforce							
	2018	2019	2020	2021	2022	2022 Target	Target met?
2022KM1.3.01 Percentage of hiring managers trained on recruitment	83%	86%	90%	97%	89%	85%	✓
SO 1.4 Increase employee engagement							
	2018	2019	2020	2021	2022	2022 Target	Target met?
2022KM1.4.01 High-performing Federal Workforce – Employee Engagement Index Score	69%	66%	75%	71%	71%	70%	✓

FY 2022 Results

The CPSC met or exceeded FY 2022 targets for three of the four key performance measures under Strategic Goal 1. Selected FY 2022 achievements under Strategic Goal 1 include:

- Trained more than 89 percent of hiring managers on the recruitment process to attract and recruit a talented, diverse, and highly effective workforce.
- Trained 100 percent of managers on effective performance management to help them retain the best talent, engage and reward top performers, and properly address poor work performance. The training focused on the performance management process, which was renegotiated in the new Collective Bargaining Agreement with CPSC’s Union.
- According to the 2022 Office of Personnel Management’s (OPM) Federal Employee Viewpoint Survey (FEVS) results, the overall Employee Engagement Index (EEI) remained consistent at 71 percent from 2021 to 2022. Much of CPSC’s EEI Plan focused on the *Leaders Lead* subindex, which increased by 2 percent. The CPSC continued working on improving employees’ perception of leadership’s integrity, communication, support of employee development, work-life balance, and overall employee engagement. The agency has piloted an expanded telework program and works to promote and support employee development. The agency continues to develop annual plans for wellness activities and informational opportunities for work-life issues. In FY 2023, the CPSC plans to hire a Diversity, Equity, Inclusion, and Accessibility (DEIA) Program Specialist in the Office of EEO, Diversity, and Inclusion, as well as a Recruitment & Placement Specialist in the Office of Human Resources Management to assist in implementing CPSC’s DEIA Plan.

The agency did not meet FY 2022 target for one of the four performance targets under Strategic Goal 1:

- **Key Measure 1.1.02**—Percentage of full-time equivalents (FTEs) utilized: The target was 96 percent; the FY 2022 actual result was 94 percent. The CPSC did not meet the target. With a significant increase in FTEs due to the American Rescue Plan Act of 2021 (ARPA) funding, tremendous efforts to recruit positions during FY 2022 were made across all areas of the agency. The CPSC hired 95 additional FTEs and met the utilization rate target by the fourth quarter but fell short by 2 percent for the overall year. The agency also saw 79 departures; 23 percent were retirements. In addition to the departures, the applicant pool shortage continued to impact recruiting, interviewing, and onboarding.

Additional analysis and explanation for each performance measure is included in Appendix C.

Strategic Goal 2: Prevention

Prevent hazardous products from reaching consumers

Challenges

The CPSC is charged with protecting the public from unreasonable risks of injury and death from a vast array of consumer products supplied through expanding global markets. Efforts to increase manufacturing of safe consumer products, combined with improved mechanisms to identify hazardous products before they enter the marketplace, are the most effective ways to prevent hazardous products from reaching consumers. The CPSC’s key challenges to *Prevention* are:

- Providing surveillance for the myriad consumer products imported and domestically manufactured under the CPSC’s jurisdiction;
- Advancing data analysis and research capabilities to identify existing and potential emerging consumer product hazards that pose the greatest risks;
- Addressing changes in traditional manufacturing methods, such as additive manufacturing using 3-D printers and eCommerce sales and distribution options;
- Keeping pace with evolving injury data collection, manufacturer-to-consumer supply chain, and technology associated with consumer products;
- Working with affected stakeholders to address existing product hazards and product hazards resulting from new technologies (e.g., Internet of Things);
- Helping develop voluntary standards and adopting mandatory regulations; and
- Identifying, researching, and informing the public about chemical or chronic hazards in consumer products.

STRATEGIC OBJECTIVE 2.1
Improve identification and assessment of hazards to consumers

STRATEGIC OBJECTIVE 2.2
Lead efforts to improve the safety of consumer products before they reach the marketplace

STRATEGIC OBJECTIVE 2.3
Increase capability to identify and stop imported hazardous consumer products

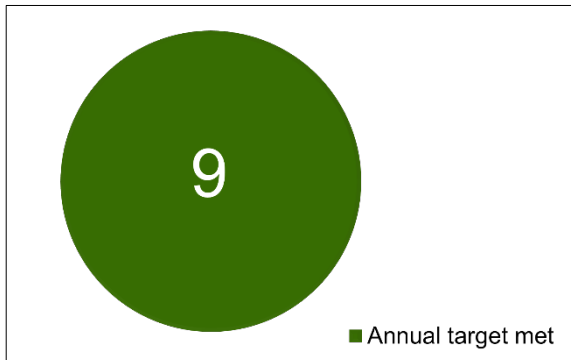


Figure 5: A snapshot of Strategic Goal 2 performance measures (9 total)

Strategies

The CPSC uses several means to try to prevent injury or harm from consumer products by: (1) working at the national and international levels to help ensure that hazards are appropriately addressed by mandatory regulations or voluntary standards; (2) allocating effective inspection, surveillance, and enforcement resources to identify and hazardous products before they reach the marketplace; and (3) providing technical assistance to industry to support voluntary standards development.

Table 2

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2022 Target	
SO 2.1 Improve identification and assessment of hazards to consumers							
2022KM2.1.02 Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	2018	2019	2020	2021	2022	2022 Target	Target met?
	10	11	11	11	12		
2022KM2.1.03 Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	2018	2019	2020	2021	2022	2022 Target	Target met?
	93%	90%	91%	91%	91%		

Table 2 (continued)

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2022 Target	
SO 2.2 Lead efforts to improve the safety of consumer products before they reach the marketplace							
2022KM2.2.01 Number of voluntary standards activities in which CPSC actively participates	2018	2019	2020	2021	2022	2022 Target	Target met?
	77	74	78	78	83	83	✓
2022KM2.2.02 Number of candidates for rulemaking prepared for Commission consideration	2018	2019	2020	2021	2022	2022 Target	Target met?
	19	14	14	13	21	8	✓
2022KM2.2.07 Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	2018	2019	2020	2021	2022	2022 Target	Target met?
	73%	90%	83%	100%	100%	75%	✓
2022KM2.2.08 Recalls per Billion Dollars in Consumer Product Imports for Top 50 Import Sources, Countries or Administrative Areas	2018	2019	2020	2021	2022	2022 Target	Target met?
	--	--	0.21	0.21	0.18	< 0.33	✓
SO 2.3 Increase capability to identify and stop imported hazardous consumer products							
2022KM2.3.01 Percentage of consumer product imports, identified as high-risk, examined at import	2018	2019	2020	2021	2022	2022 Target	Target met?
	89%	86%	80%	82%	90%	80%	✓
2022KM2.3.02 Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day	2018	2019	2020	2021	2022	2022 Target	Target met?
	99.8%	99.8%	99.9%	99.8%	99.8%	99%	✓
2022KM2.3.04 Number of import examinations completed	2018	2019	2020	2021	2022	2022 Target	Target met?
	41,117	39,010	18,561	36,375	62,859	40,000	✓

FY 2022 Results

The CPSC met or exceeded targets for all nine key performance measures under Strategic Goal 2. Selected FY 2022 achievements under Strategic Goal 2 include:

- To address potential emerging hazards, the CPSC published reports on emerging artificial intelligence (AI) and machine learning (ML) technologies in consumer products and on using AI/ML to strengthen CPSC's data analysis. This included hosting a stakeholder forum on testing consumer products that use AI/ML, as well as several applications of ML to CPSC data for data coding, data quality assurance, and analytics.
- For the possible emerging hazard associated with products making use of the Internet of Things⁵ (IoT), the CPSC continued to develop capabilities for testing software embedded in consumer products, including connected products. Additionally, the CPSC continued to lead the Interagency Working Group on IoT.⁶
- With funding provided under the ARPA, the CPSC continued expansion of the Office of Import Surveillance by co-locating 10 additional investigators at high-volume ports of entry, covering multiple modes of transport, which included seaports, airports, and truck ports.
- Actively participated in 83 voluntary standards activities, collaborating with consumer advocates, industry leaders, and other stakeholders to improve consensus voluntary standards across a wide range of consumer products.
- Continued to implement an "Online Clearinghouse"⁷ to provide stakeholders with self-service, open access to CPSC incident data. In FY 2022, the Clearinghouse was visited 2,383 times. Additionally, the Clearinghouse supported 121 Freedom of Information Act (FOIA) requests and made 3,525 manufacturer notifications.⁸ Furthermore, the CPSC prepared data for 25 standards development organizations (SDO) and/or their committees.
- Produced or engaged in 19 electronic training events, sharing product safety best practices. The agency reached, in real time, more than 3,250 registered foreign industry and government representatives from 92 different countries, as well as others who viewed recorded sessions from CPSC's servers and the U.S. Embassy's media account in China.

Additional analysis and explanation for each performance measure is included in Appendix C.

⁵ Internet of Things (IoT), as it relates to consumer products, refers to an environment in which consumer products are connected to the Internet or other devices/products that are connected to the Internet. This type of connectivity is capable of introducing potential safety issues/hazards. The increase in the number of IoT-related products is a challenge for the CPSC and its stakeholders.

⁶ For more information on the Interagency Working Group on IoT, please refer to the narrative "Collaboration with Federal Agencies and Other Stakeholders on the Internet of Things" on pp. 19 – 20.

⁷ Launched in March 2021, CPSC's Online Clearinghouse provides incident data involving consumer products from various data sources and publishes incident reports involving consumer products that meet eligibility criteria on www.SaferProducts.gov, which is a CPSC-owned website where the public can file and read safety-related complaints about consumer products under CPSC's jurisdiction.

⁸ The 3,525 notifications are CPSC's means of communicating with manufacturers about incident reports in accordance with CPSA.

Strategic Goal 3: Response

Respond quickly to address hazardous consumer products both in the marketplace and with consumers

Challenges

The CPSC learns about potential consumer product hazards from many sources, including incident reports, consumer notifications, the agency’s Consumer Hotline and General Information number (1-800-638-2772), www.SaferProducts.gov, Internet reports, and company reports. Additionally, field staff investigates reports of incidents and injuries; conducts inspections of manufacturers, importers, and retailers; and identifies potential regulatory violations and product hazards. When potential product defects are identified, the CPSC acts quickly to address the most hazardous consumer products that are in the marketplace or being used by consumers. The CPSC’s key *Response* challenges are:

- Addressing trends in retailing and eCommerce, such as the prevalence of online sellers or other direct manufacturer-to-consumer marketing, as well as sales through third-party platform providers;
- Working within a global supply chain, which creates complex monitoring challenges;
- Collecting, integrating, and analyzing data to identify high-risk hazards for appropriate action; and
- Improving the monitoring and effectiveness of consumer product recalls.

STRATEGIC OBJECTIVE 3.1
Rapidly identify hazardous consumer products for enforcement action

STRATEGIC OBJECTIVE 3.2
Minimize further exposure to hazardous consumer products

STRATEGIC OBJECTIVE 3.3
Improve consumer response to consumer product recalls

Strategies

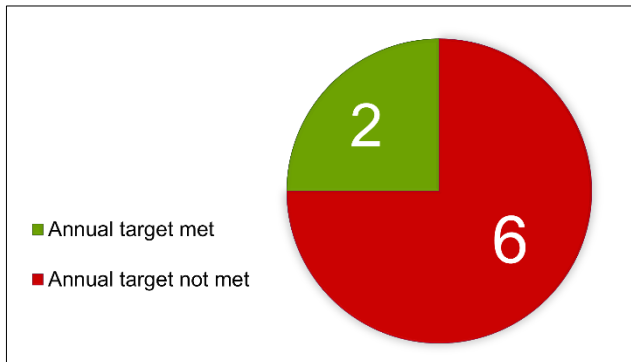


Figure 6: A snapshot of Strategic Goal 3 performance measures (8 total)

The CPSC’s strategy involves improving the effectiveness of the procedures used to process and analyze incoming product hazard-related data and aligning resources so that the agency can act upon the information and quickly remove potentially hazardous products from the marketplace. The strategy also involves improving the recall monitoring process and working with industry to increase consumer awareness of product recalls as they occur. To achieve this strategic goal, the CPSC works toward improving consumer response to consumer product recalls. The CPSC works with consumers, recalling firms, retailers, and other interested parties to reach consumers affected by recalls. The agency works to improve the effectiveness of product recalls by expanding CPSC’s use of social media, urging recalling firms to use social media to broaden the notice of recalls, and conducting consumer focus group research on why and when consumers respond to recalls, among other techniques.

Table 3

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2022 Target	
SO 3.1 Rapidly identify hazardous consumer products for enforcement action							
2022KM3.1.01 Percentage of cases for which a preliminary determination is made within 85 business days of the case opening (Hazard Priorities A, B, and C)	2018	2019	2020	2021	2022	2022 Target	Target met?
	75%	13%	83%	64%	80%		
2022KM3.1.02 Percentage of cases for which a compliance determination of a regulatory violation is made within 35 business days of sample collection (excludes fireworks) <i>*Starting with FY 2020, fireworks cases were disaggregated from this measure and are captured by a new measure established for FY 2020—KM 3.1.03.</i>	2018	2019	2020	2021	2022	2022 Target	Target met?
	89%	85%	89%*	86%	83%		

Table 3 (continued)

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2022 Target	
	2018	2019	2020	2021	2022	2022 Target	Target met?
2022KM3.1.03 Percentage of firework cases for which a compliance determination of a regulatory violation is made within 70 business days of sample collection	--	--	43%	100%	72%	85%	✘
SO 3.2 Minimize further exposure to hazardous consumer products							
2022KM3.2.02 Percentage of cases for which a firm is notified of a regulatory violation within 40 business days from sample collection (excludes fireworks) <i>*Starting with FY 2020, fireworks cases were disaggregated from this measure and are captured by a new measure established for FY 2020—KM 3.2.05.</i>	2018	2019	2020	2021	2022	2022 Target	Target met?
	87%	86%	86%*	83%	78%		
2022KM3.2.03 Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening	2018	2019	2020	2021	2022	2022 Target	Target met?
	96%	97%	97%	95%	97%		
2022KM3.2.05 Percentage of fireworks cases for which a firm is notified of a regulatory violation within 75 business days from sample collection	--	--	43%	100%	74%	85%	✘
2022KM3.2.06 Percentage of cases for which a corrective action plan (CAP) is accepted or public notice of hazard is issued within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)	2018	2019	2020	2021	2022	2022 Target	Target met?
	--	--	--	75%	56%		
SO 3.3 Improve consumer response to consumer product recalls							
2022KM3.3.01 Recall effectiveness rate for all consumer product recalls	2018	2019	2020	2021	2022	2022 Target	Target met?
	17%	21%	33%	32%	16%		

FY 2022 Results

The CPSC exceeded FY 2022 targets for two of the eight key performance measures under Strategic Goal 3. Selected FY 2022 achievements under Strategic Goal 3 include:

- Completed approximately 975 establishment inspections, surveillance activities, and recall effectiveness checks at firms for compliance with CPSC's laws and regulations. This represents an increase of 8 percent from FY 2021.
- Negotiated and implemented 250 voluntary recalls of 19 million consumer product units to protect consumers from exposure to harm from consumer products. This was an increase of 12 percent from FY 2021.
- The CPSC's eSAFE Team completed more than 55,800 assignments in support of compliance programs and case work. This included in-depth complex analytical support, the collection of 480 priority samples, and more than 54,400 product listing takedown requests made to platforms and sellers offering banned or previously recalled consumer products for sale. The takedown requests resulted in more than 57,800 products removed from eCommerce.
- Sent 3,498 notices of regulatory violations to firms to recall or take other action to protect consumers from violative consumer products.

The agency did not meet FY 2022 targets for six of the eight performance measures under Strategic Goal 3:

- **Key Measure 3.1.02**—Percentage of cases for which a compliance determination of a regulatory violation is made within 35 business days of sample collection (excludes fireworks): The target was 85 percent; the FY 2022 actual result was 83 percent, falling short of the target by just 2 percent. The CPSC missed this target in part related to a 72 percent increase this FY in the number of samples evaluated for this measure.
- **Key Measure 3.1.03**—Percentage of fireworks cases for which a compliance determination of a regulatory violation is made within 70 business days of sample collection: The target was 85 percent; the FY 2022 actual result was 72 percent. The CPSC did not meet the annual target. The CPSC met this target for three of the four quarters in FY 2022. During the fourth quarter, the agency missed the target, and the large number of samples in that quarter impacted the overall annual result.
- **Key Measure 3.2.02**—Percentage of cases for which a firm is notified of a regulatory violation within 40 business days from sample collection (excludes fireworks): The target was 85 percent; the FY 2022 actual result was 78 percent. The CPSC missed this target in part related to a 74 percent increase this FY in the number of samples evaluated for this measure.
- **Key Measure 3.2.05**—Percentage of fireworks cases for which a firm is notified of a regulatory violation within 75 business days from sample collection: The target was 85 percent; the FY 2022 actual result was 74 percent. The CPSC did not meet the target. The CPSC met this target for three of the four quarters in FY 2022. During the fourth quarter, CPSC missed the target, and the large number of samples in that quarter impacted the overall annual result.
- **Key Measure 3.2.06**—Percentage of cases for which a corrective action plan (CAP) is accepted or public notice of hazard is issued within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C): The target was 60 percent; the FY 2022 actual result was 56 percent. The CPSC missed the annual target by 4 percent, such that one case tipped the metric's result.
- **Key Measure 3.3.01**—Recall effectiveness rate for all consumer product recalls: The target was 25 percent; the FY 2022 actual result was 16 percent. The CPSC did not meet the target. Consumer response levels are variable and dependent on numerous factors beyond agency control, even when direct notice is effectuated for all consumer purchasers of a product. Consumer behavior in response to recall notices may be impacted by product price, type, age, and the perceived hazard. For FY 2022, a total of 8,766,145 units out of a total of 55,355,421 units were corrected at the manufacturer, distributor, retailer, and consumer levels. The agency will continue working to maximize consumer notification, including through direct notice and social media.

Additional analysis and explanation for each performance measure is included in Appendix C.

Strategic Goal 4: Communication

Communicate useful information quickly and effectively to better inform decisions

Challenges

Consumers, safety advocates, industry, and government regulators need high-quality information about consumer product safety.

Consumers need safety information to make better-informed decisions for themselves and their families. Safety advocates rely on accurate data to shape their policy recommendations. The regulated community needs information to stay in compliance with safety requirements. Foreign regulators and state and local government agencies also need high-quality information to establish new safety requirements that advance consumer safety. These diverse audiences have different information needs and respond to different methods of communication. The CPSC's key *Communication* challenges are:

- Strengthening the CPSC's collaboration with all stakeholders to improve communication;
- Updating knowledge management strategies and adopting advanced communication tools and channels to improve consistency, reliability, accessibility, and timeliness of information provided to stakeholders and internally among CPSC staff; and
- Improving CPSC messaging and outreach to affected populations, including underserved, low-income, and minority communities and families.

Strategies

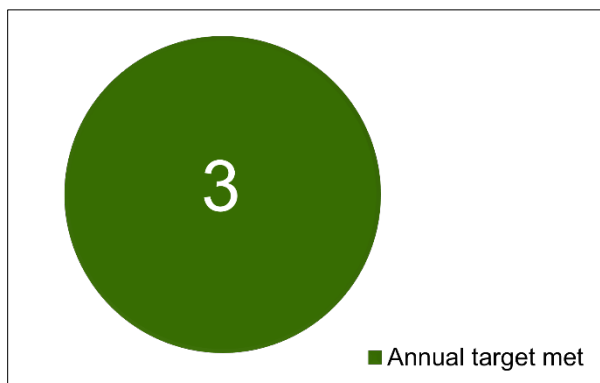


Figure 7: A snapshot of Strategic Goal 4 performance measures (3 total)

The CPSC uses a wide array of communication channels and strategies to provide timely, targeted information about consumer product safety to the public, industry, and other stakeholders. The agency disseminates safety messages through workshops and training sessions; listserv messages; press releases; public service announcements and video news releases; newspaper, radio, and TV interviews; and increasingly, social media, including Facebook, Twitter, Instagram, and blogs, while adhering to disclosure protocols. The CPSC strives to improve the usefulness and availability of safety messages by collecting and analyzing data and designing and applying new and innovative communication tools.

Dissemination of more useful and timely consumer product safety information will strengthen agency brand, enable communication in mobile environments, and aid micro-targeting to reach the most at-risk populations. An additional element of the CPSC's strategy involves strengthening collaborations with stakeholder groups, including other government agencies and nonprofit organizations. This may include collaboration on information and education campaigns on product safety.

STRATEGIC OBJECTIVE 4.1

Improve usefulness and availability of consumer product safety information

STRATEGIC OBJECTIVE 4.2

Increase dissemination of useful consumer product safety information

STRATEGIC OBJECTIVE 4.3

Increase and enhance collaboration with stakeholders

Table 4

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2022 Target	
SO 4.1 Improve usefulness and availability of consumer product safety information							
2022KM4.1.02 Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	2018	2019	2020	2021	2022	2022 Target	Target met?
	0.8	1.5	12.1	9.3	27.2		
					3.7	✓	
SO 4.2 Increase dissemination of useful consumer product safety information							
2022KM4.2.04 Number of national media placements of CPSC stories	2018	2019	2020	2021	2022	2022 Target	Target met?
	--	--	12	16	24		
					15	✓	
2022KM4.2.05 Percentage of recall press releases cycled through the Office of Communications in 2 business days or less, once received from the Office of Compliance & Field Operations	2018	2019	2020	2021	2022	2022 Target	Target met?
	--	--	--	96%	92%		
					80%	✓	
SO 4.3 Increase and enhance collaboration with stakeholders							
(None)							

FY 2022 Results

The CPSC exceeded FY 2022 targets for all three key performance measures under Strategic Goal 4. Selected FY 2022 achievements under Strategic Goal 4 include:

- The agency achieved more than 27 million engagements, significantly outpacing its target of 3.7 million engagements (by consumers and others) with CPSC’s social media messages on all CPSC social media accounts (@USCPSC), including Twitter, Facebook, and Instagram.
- The agency’s Small Business Ombudsman (SBO) had great success by making inquiries to the CPSC easier for small businesses through improvements of CPSC’s “Regulatory Robot,” an interactive resource to help small businesses identify important safety requirements. The number of Robot users increased from 23,000 in FY 2021 to 26,000 in FY 2022, demonstrating an increased interest in the resource for industry stakeholders.
- The SBO continued to build out training videos for CPSC’s YouTube channel to increase dissemination and longevity of useful product safety information. The shift towards more virtual multimedia content has increased the overall total number of viewers of SBO training materials. In FY 2022, there were approximately 15,500 views of SBO’s videos, trainings, and webinars.
- Expanded the number of followers of CPSC’s social media channels by more than 18 percent, from 211,200 in FY 2021 to more than 250,000 in FY 2022, enabling the CPSC to deliver safety messaging to a wider audience.
- Created three new CPSC public service announcements (PSA) on these topics: baby safety; carbon monoxide (CO) safety; and individuals with developmental disabilities. The PSAs were distributed through digital advertising. The PSAs also were distributed through Over-the-Top (OTT)/Connected TV (CTV),⁹ YouTube, other social media platforms, and radio, which allowed the campaigns to achieve greater outreach to underserved communities.
- The Consumer Ombudsman’s outreach efforts provided safety materials, explained agency procedures, supported CPSC staff’s public education efforts, facilitated interpretation services for citizens with limited proficiency, promoted [CPSC’s Equity Action Plan](#), and addressed inquiries from individual consumers and organizations.

Additional analysis and explanation for each performance measure is included in Appendix C.

⁹ OTT and CTV are advertising tactics that place CPSC’s PSAs on advertising-supported live streaming networks. This paid advertising ensures that CPSC’s PSAs are delivered to a highly specific audience during commercial breaks in their streaming programming.

Agency Priorities & Management Challenges

Agency Priority: Stop Hazardous Products at our Borders

The CPSC has long recognized the critical importance of pursuing product safety as shipments enter the United States, if not at an earlier stage in the supply-chain process. In cooperation with the U.S. Customs and Border Protection (CBP), the CPSC has stretched its budget for traditional port surveillance to expand inspections, and we will continue to increase port staff stationed throughout the country, as resources are available. However, the rise in eCommerce requires a corresponding increase in our efforts to monitor port environments that receive low-value, direct-to-buyer shipments of consumer products. With the funds provided through the ARPA, the CPSC is developing an eFiling program, with full implementation expected to be completed in FY 2025. eFiling will enhance CPSC's targeting capability at traditional ports and in the emerging eCommerce arena. We are also committed to modifying and updating the Risk Assessment Methodology (RAM) system to expand capabilities related to eFiling, *de minimis*¹⁰ shipments, and the identification of defective products.

Agency Priority: Vigorously Enforce Product Safety Laws

The CPSC will continue to vigorously enforce mandatory regulations and actively seek to remove defective products from the marketplace through recalls and other corrective actions. When necessary, the CPSC will litigate to secure mandatory recalls, and CPSC will monitor recall implementation, to ensure that recalling firms are fulfilling their commitment to provide repairs, replacements, or refunds to consumers for defective products and pursue those that violate CPSC regulations.

The CPSC is committed to conducting enforcement activities, focusing on timely investigation of hazardous consumer products, based on consumer reports and marketplace surveillance. The activities also involve a heightened emphasis on eCommerce activity, to ensure that hazardous products do not enter or remain in the distribution chain. Given the increasing role of eCommerce in the economy,

¹⁰ *De minimis* shipments are low-value, direct-to-buyer shipments valued at \$800 or less. Because *de minimis* shipments may enter the United States with minimal data

enforcement of the sale and distribution of goods on eCommerce platforms has become a major focus of the agency's enforcement activities. eCommerce has evolved, and it is now central to the way American consumers and sellers interact. The CPSC is committed to addressing this new paradigm in a number of ways, including expanding its regulatory and legal staff devoted to investigating reports of hazardous and violative products on third-party platforms and increasing the agency's Internet surveillance capabilities via customized technological solutions.

The agency makes efforts to prioritize recall and enforcement efforts to remove hazardous products from the marketplace to protect consumers. The CPSC also remains committed to pursuing civil penalties, where warranted, in order to deter other violators or offenders and ensure a level playing field for compliant firms. Simultaneously, where it is appropriate, we remain committed to referring matters for criminal investigation and potential prosecution by the U.S. Department of Justice.

Agency Priority: Investigate New, Existing, and Hidden Hazards

The collection and analysis of data to identify hazards and hazard patterns, particularly emerging hazards, is central to CPSC's mission to protect consumers from unreasonable risks of injury or death associated with consumer products. To address these issues effectively, we must invest significantly in personnel, research, testing capabilities, and, most significantly, high-quality data and data analysis to inform CPSC's decision making. The CPSC strives to keep pace with technology, advances in machine learning, artificial intelligence, and evolving methods of data collection and analysis; focus on applied research in hazard identification; gather additional geographic and demographic data to better identify whether hazard patterns are disproportionately impacting particular communities and populations; expand our chronic hazard analysis capability; and improve and upgrade CPSC's National Electronic Injury Surveillance System (NEISS) data system.

requirements, the risks associated with these shipments are largely unknown.

Agency Priority: Build Diversity and Seek Product Safety Equity

The CPSC is committed to enhancing recruitment efforts, analysis of workforce data, and proactive programs that seek to foster inclusion, equity, and diversity. In an effort to serve vulnerable, diverse, and underserved communities, the CPSC focuses on targeted communications and outreach, which is accomplished by enhancing CPSC's ability to micro-target proven safety messaging that can help reduce existing safety disparities in the marketplace. The agency needs more robust tools for data collection and analysis of product safety incidents, injuries, and deaths reflecting potential safety disparities among diverse populations and allocate safety work to address these disparities.

Agency Priority: Communicate More Effectively to a Broader Range of Consumers

Effective public health and safety communications require specialized skill sets to reach the American public in the 21st century. The CPSC's safety campaigns, recall work, and press engagements must expand. Our communications infrastructure must be equipped to handle known and emerging product safety hazards, and we need to develop novel approaches for driving behavior change. Effective safety messaging requires the agency to meet consumers where they are—increasingly, online. This means we must develop and maintain a robust digital presence, including traditional social media, mobile devices, and other online platforms to

provide consistent, reliable, accessible, and timely information.

Agency Priority: Accelerate Necessary Modernization of Mission-Critical Technology

Managing and leveraging information technology (IT) and data is integral to CPSC's daily operations and achievement of CPSC's mission, strategic goals, and strategic objectives. The CPSC needs to make a substantial commitment and investment in IT development and modernization to allow the agency to keep pace with continued advances in technology. The CPSC has significant needs related to the overhaul of internal systems (including critical, statutorily required data collection from regulated entities), such as the Dynamic Case Management System (DCM), the Consumer Product Safety Risk Management System (CPSRMS), and the creation, operation, and maintenance of a regulated products case management system. The CPSC also needs to identify and monitor cybersecurity risks and implement government-wide directions and best practices to protect agency systems and information.

Management Challenges

Management challenges identified by CPSC's Inspector General are detailed on pp. 60–76 of the *FY 2022 Agency Financial Report* (AFR), which can be found at: www.cpsc.gov/about-cpsc/agency-reports/performance-and-budget.

Cross-Agency Collaborations

Collaboration with Federal Agencies on Data Collection Through NEISS

The CPSC uses the National Electronic Injury Surveillance System (NEISS) to collect information on consumer product-related injuries occurring in the United States that are treated in hospital emergency rooms. This unique CPSC system provides statistically valid national estimates of injuries from a probability sample of hospital emergency rooms. NEISS is a critical component of the CPSC's data-driven approach to identifying emerging trends and consumer product hazards. NEISS data are available to anyone with an Internet connection.¹¹

The CPSC has collaborated successfully with other federal agencies to collect injury data through NEISS on non-consumer product-related injuries. Examples of CPSC's FY 2022 collaborations include:

- **Centers for Disease Control and Prevention (CDC):** To collect comprehensive data on trauma-related injuries. These data make up the nonfatal injury component of the CDC's Web-based Injury Statistics Query and Reporting System¹² (WISQARS),TM an interactive, online database used by researchers, public health professionals, and the public.
- **National Center for Injury Prevention and Control (NCIPC):** To conduct NEISS studies of data on nonfatal injuries associated with interpersonal violence and assaults, firearms, and self-inflicted violence.
- **National Institute for Occupational Safety and Health (NIOSH):** To collect data on nonfatal occupational injuries. The data can be accessed through NIOSH's online database—Work-Related Injury Statistics Query System (Work-RISQS).¹³
- **National Highway Traffic Safety Administration (NHTSA):** To collect data on non-crash injuries.

Collaboration with CBP on Import Surveillance

The CPSC has collaborated successfully with the CBP since 2008 to improve surveillance and screening of imported consumer products. Section 222 of the CPSIA directed the CPSC to create a Risk Assessment Methodology (RAM) to identify products imported into the United States that are most likely to violate consumer product safety statutes and regulations or that contain a defect that constitutes a substantial product hazard. The CPSC uses its RAM targeting system, which integrates data provided by CBP with data found in CPSC systems, to identify high-risk imports that might violate a CPSC statute or regulation. The CPSC has stationed investigators at select U.S. ports of entry, working side-by-side with CBP to identify noncompliant consumer products and prevent them from entering the United States. In addition, the CPSC collaborates with CBP at the Commercial Targeting and Analysis Center (CTAC), a central location for coordinating import safety targeting efforts with CBP and other government agencies in support of CPSC's enforcement plans. In FY 2022, CPSC conducted more than 62,000 import examinations of consumer product shipments at U.S. ports of entry.

Collaboration with Federal Agencies and Other Stakeholders on the Internet of Things

The Internet of Things (IoT), as it relates to consumer products, refers to an environment in which consumer products are connected to the Internet or other devices or products that are connected to the Internet. This type of connectivity is capable of introducing potential safety issues or hazards. The growth of IoT-related products is a challenge for the CPSC and its stakeholders. To address this challenge, in FY 2022, the CPSC collaborated with other federal agencies, foreign governments, and a wide range of stakeholders to address the safety of Internet-connected products, including:

- Leading an Interagency Working Group on Consumer Product Safety of Internet-Connected Products. Participating agencies include the National Institute of Standards and Technology (NIST), the Federal Trade Commission (FTC), the U.S. Food and Drug Administration (FDA), the Federal

¹¹ To access NEISS data, please visit: www.cpsc.gov/en/research--statistics/NEISS-injury-data

¹² www.cdc.gov/injury/wisqars/index.html

¹³ www.cdc.gov/wisards/workrisqs/datalinks.aspx

Communications Commission (FCC), the Department of Energy (DOE), and the Department of Homeland Security (DHS).

- Participating on the Internet of Things Federal Working Group (IoT FWG). The IoT FWG is led by the Department of Commerce through NIST and is tasked to provide recommendations and a report to Congress relating to several aspects of the IoT, including: identifying any federal regulations, statutes, grant practices, budgetary or jurisdictional challenges, and other sector-specific policies that are inhibiting, or could inhibit, the development or deployment of the IoT; considering policies or programs that encourage and improve coordination among federal agencies; considering any findings or recommendations made by the [IoT Advisory Board](#) steering committee and, where appropriate, act to implement those recommendations; and examining how federal agencies are using the IoT, addressing challenges related to IoT or enabling the use of IoT.
- Participating on the federal Cybersecurity Forum led by the FCC to share information between the agencies on cybersecurity-related issues. In furtherance of [Executive Order 13636, Improving Critical Infrastructure Cybersecurity](#), and the [National Security Memorandum on Improving Cybersecurity for Critical Infrastructure Control Systems](#), the purpose of this voluntary Cybersecurity Forum of Independent and Executive Branch Regulators is to increase the overall effectiveness and consistency of regulatory agency cybersecurity efforts pertaining to U.S. Critical Infrastructure, which is owned and operated by public and private entities that are overseen by a number of federal regulatory authorities.
- Developing expertise and in-house capabilities for Internet-connected products and participating in development of voluntary consensus standards.

Collaboration with Federal Agencies and Other Stakeholders on Artificial Intelligence and Machine Learning (AI/ML) in Consumer Products

The CPSC made AI/ML a priority in FY 2021, due to the expanding role AI/ML plays in consumer products. During FY 2021, staff focused on the importance of assessing and analyzing these technologies to ensure that the use of AI/ML does not result in unsafe products.

CPSC staff collaborated with other agencies, including working with the NIST-led Interagency Committee on Standards Policy (ICSP) Artificial Intelligence Standards Committee Working Group (AISCWG) to facilitate government agency activities related to the development and use of AI standards. The working group is establishing a charter to develop recommendations relating to the definition, application, and standards for AI/ML. The overarching objective of this ICSP is to promote consistent federal policies, raise awareness, and foster effective coordination among federal agencies. Coordinating a collaborative approach will be an essential step in creating a consistent means of modeling and measuring AI/ML. This approach will afford AISCWG the opportunity to develop voluntary standards to analyze the potential for hazards that harm consumers.

FY 2022: CPSC staff held a virtual AI/ML forum on March 31, 2022, attended by more than 200 stakeholders. There were four AI and ML panels: Components, Products, Assessments, and Question and Answer (Q&A) roundtable discussion:

- 1) The Components Panel, which focused on test and evaluation of the components of AI and ML
- 2) The Products Panel with presentations on the characteristics of AI and ML in consumer products
- 3) The Assessment Panel that outlined the methodologies to identify current and potential risk of harm that AI and ML can contribute to consumer products
- 4) The day concluded with a nine-person roundtable question and answer panel exploring how to test and evaluate products with AI and ML

The forum, which was attended by a range of consumer advocates, testing groups, manufacturers, and academia, helped the CPSC to continue moving forward to address this emerging technology, including voluntary standards and product testing and evaluation.

Additionally, CPSC staff is participating in AI/ML voluntary standards developments with the UL Standards & Engagement and other stakeholders.

Collaboration with Federal Agencies on Nanotechnology

The CPSC has collaborated successfully with other federal agencies through the National Nanotechnology Initiative (NNI), a White House-led \$38 billion initiative that involves 20 federal agencies working in the emerging field of

nanotechnology. There is a critical need for focused research on consumer product applications of nanomaterials and their potential risks to consumers. Given the CPSC's size and budget, partnering has been a key element in achieving mission success.

- **Collaboration with National Nanotechnology Coordination Office (NNCO):** Since FY 2003, CPSC's collaborative activities with the NNI have produced more than 70 reports and publications, in addition to voluntary standards resulting from CPSC-funded research that addresses nanomaterial hazards in consumer products. The Environmental Protection Agency (EPA) is providing support on the CPSC-proposed ISO/TC 229¹⁴ voluntary standard *Sampling wipe method to assess dermal transfer of metal and metal oxide nano-objects released from wood and wood surfaces*. This proposed work item is the result of work generated from a CPSC interagency agreement with the EPA assessing the release of nanomaterials from treated wood.
- **Collaboration with EPA, NIOSH, and NIST on 3-D Printing:** Technical improvements and cost reductions of 3-D printing have made the technology become more widely available, allowing for consumers to print products for children and the home. However, printing filaments used in certain 3-D printers contain nanomaterials. The CPSC has been collaborating successfully with the EPA, NIST, and NIOSH. The Organisation for Economic Co-operation and Development (OECD) plans to use the results from these collaborations as a case study for advanced materials assessments. The collaborations below all help the CPSC with its ongoing evaluation of potential consumer hazards from 3-D printing and 3-D printed products, which staff plans to report on in FY 2023.
 - EPA – Assessing Emission Characteristics
 - Results from this research will provide a much-needed baseline data set that quantifies the chemicals and materials present in filaments, consumer products, and waste generated from the Fused Deposition Modeling (FDM) printing processes. It will provide quantitative information on the release of chemicals and inorganic materials, including nano- and micro-plastics, during the FDM printing process, as well as from

consumer products and waste created from that process. This information is critical for identifying the hazards associated with FDM printing, the potential for exposure to chemicals or materials created during or liberated from FDM print processes or products, and the overall risk of FDM printing processes using various filament types.

- NIOSH – Assessing Health Effects
 - The NIOSH Phase II studies, initiated in FY 2019, built on the Phase I work that assessed the potential for respiratory toxicity induced by emissions from 3-D printers using acrylonitrile butadiene styrene (ABS), poly-lactic acid (PLA), and polycarbonate (PC) filaments with and without multi-walled carbon nanotubes (MWCNTs). The Phase II studies focused on 3-D printing systems that use other types of engineered nanoparticles and assessed dose-dependent changes after inhalation of a low dose of PC filament emissions, with a focus on pulmonary and microvascular responses, liver toxicity, neurotoxicity, and systemic biodistribution. Work will continue on the potential for systemic toxicity (*i.e.*, reproductive toxicity, induction, and/or exacerbation of asthma) from exposure to the emissions from these 3-D printer systems with expansion to assessing emissions and toxic effects from vat photopolymerization 3-D printers.
 - Additional interagency work with NIOSH evaluated the safer use of 3-D printers in educational settings, indicating the need for awareness of the effects of printer temperature and filament type on contaminant releases. These studies demonstrated that a safer use of Fused Filament Fabrication (FFF) 3-D printers in educational settings can be achieved following a hierarchy of controls. This work will continue in FY 2023 on vat photopolymerization 3-D printers.
- NIST – Assessing Physical Factors and Long-term Emissions
 - The NIST Phase I studies evaluated polymeric (ABS) and nano-composite (ABS/MWCNT) systems, demonstrating that no free MWCNTs were detected and that the nanomaterials were embedded in

¹⁴ The [International Organization for Standardization \(ISO\)](#) is an independent, non-governmental international organization with a membership of 167 national standards bodies.

[ISO/TC 229](#) is an ISO Technical Committee (TC) that develops standards for the field of nanotechnologies.

the emitted particles. In FY 2022, the CPSC continued with Phase II studies from the prior year, and it will continue with the studies in FY 2023. Phase II studies focus on the evaluation of different classes of consumer grade 3-D printers for long-term release, including selective laser sintering (SLS) and stereolithography (SLA) printers. Preliminary studies have measured particle release and total volatile organic carbon emissions (tVOC). The tVOCs measured with SLS printers were an order of magnitude less than that measured for SLA printers. The dominant gases released during SLA printing reflect resin components.

Collaboration with Federal Agencies on Chemical Hazards

As a small agency, the CPSC benefits greatly from collaborating with other federal agencies. The CPSC participates in a number of significant interagency committees or groups that address chemical hazards, including:

- The President’s Task Force on Children’s Environmental Health (CEHTF);
- Interagency Coordinating Committee for the Validation of Alternative Methods (ICCVAM);
- Toxic Substances Control Act (TSCA) Interagency Testing Committee (ITC);
- National Toxicology Program (NTP), led by the U.S. Department of Health and Human Services (HHS);
- Federal Interagency Committee on Indoor Air Quality (CIAQ);
- Joint Subcommittee on Environment, Innovation, and Public Health Strategy Team 2: Per- and Polyfluoroalkyl Substances (PFAS);
- The Lead Exposure and Prevention Advisory Committee (LEPAC), led by the CDC;
- National Cancer Advisory Board (NCAB), run by the National Cancer Institute;
- Nanotechnology Environmental and Health Implications (NEHI) Working Group of the NNI; and
- Federal Interagency Team on the UN Subcommittee of Experts on the Globally Harmonized System of Classification and Labelling of Chemicals (GHS).

Collaboration with Federal Agencies on Shared Services

The CPSC’s operating model is designed around the use of shared services to lower costs, improve service delivery, and benefit from economies of scale not necessarily available to a small agency. The CPSC leveraged the following shared services in FY 2022:

- **Financial Management, Travel, and Acquisitions Systems and Services:** Provided by Department of Treasury’s Administrative Resource Center (ARC) within the Bureau of the Fiscal Service. The CPSC procures hosting and application management services from ARC, which uses an Oracle-based financial reporting system for accounting, which interfaces with ARC’s travel management system—ConcurGov. The CPSC also uses the Procurement Request Information System Management (PRISM) through ARC’s services platform, which is fully interfaced with Oracle for real-time contracting actions and awarding.
 - **G-Invoicing:** In FY 2022, in collaboration with ARC, the CPSC successfully launched the G-Invoicing pilot and the G-Invoicing go-live by the statutory date of October 1, 2022. G-Invoicing is a long-term solution for Federal Program Agencies (FPA) to manage their intragovernmental (IGT) Buy/Sell transactions.
- **Payroll and Related Human Resource (HR) System Services:** Provided by the Interior Business Center (IBC) of the U.S. Department of the Interior (DOI).
- **Grants Management Services:** Provided by the HHS for CPSC’s access to GrantSolutions. Also provided by the Denali Commission for management of CPSC’s *Pool Safely* Grant Program (PSGP), in accordance with the Virginia Graeme Baker Pool and Spa Safety Act (VGB Act).
- **Federal Docket Management System (FDMS):** Provided by the General Services Administration (GSA) for implementation, use, operation, and management of the FDMS, the centralized electronic docket management system for federal agency users. The FDMS services a wide array of routinely performed regulatory activities to the public through www.Regulations.gov, which is the public-facing website of FDMS that offers citizens the opportunity to search, view, download, and submit comments on federal notices and rules.

Evaluation and Research

Key Performance Measures

The CPSC has identified a core set of 24 key performance measures that describe progress in implementing the Strategic Plan. The key performance measures are tools for monitoring and reporting progress toward the agency's strategic goals and strategic objectives, and they facilitate using evidence in agency management and resource decisions. The key performance measures are supplemented by additional operating performance measures, which track lower-level project and program outcomes and outputs, and are used for internal management and decision-making. Additional internal milestones are set and monitored to track implementation progress.

Strategic Data Review Meetings

The CPSC implements a number of different mechanisms to review financial and performance information and to manage programs during the fiscal year. The Office of the Chief Financial Officer (CFO) produces a monthly report for senior managers' use, which summarizes the status of the agency's financial resources and human capital. Financial data presented in the report include the current fiscal year's annual funding level, cumulative allowances, cumulative funds obligated, and expended obligations, as well as information on onboard staffing levels. Another helpful agency practice has been conducting a Mid-Year review process, during which the annual operating budget is examined for potential adjustments, based on new information or emerging priorities of the agency.

The agency also conducts periodic Strategic Data Reviews (SDRs). The SDRs are strategic, data-driven planning and performance progress reviews attended by the CPSC's senior managers. The SDRs provide a forum for managers to focus on annual planning to achieve performance goals and strategic objectives and to refresh program priorities and funding requirements. Forward-looking planning decisions are informed by assessing progress toward performance measure targets and achieving agency performance goals and strategic objectives, and reviewing relevant evaluation information. Managers discuss constraints or problems, and identify any needed modifications to programs going forward. Program

risks are also discussed, and mitigation strategies are developed.

Evaluation and Research

The CPSC uses research, analysis, and program assessments to inform management decisions, drive improvements in program delivery and effectiveness, and update future strategies and program formulation. The CPSC's Office of the Inspector General (OIG) audits, evaluates, reviews, and investigates the agency's programs and operations. The U.S. Government Accountability Office (GAO) also conducts performance audits and analyses, and makes recommendations to help improve CPSC's practices, policies, and programs. In addition, the CPSC performs targeted reviews of internal controls to determine whether processes should be modified to strengthen and improve operations. Finally, the CPSC conducts research, and reviews and assesses the effectiveness and efficiency of specific programs supporting the strategic goals in the Strategic Plan, as appropriate. The CPSC is committed to using the findings from research and evaluation to improve programs and strategies and make progress toward strategic goals and strategic objectives. Examples of CPSC's FY 2022 evaluation and research efforts include:

Enterprise Data Analytics: The volume of the incoming data to the CPSC has been increasing over the years, making manual processing of data less viable. In addition, the current CPSC environment includes siloed data sources that are dedicated to the systems and applications they serve, which makes data sharing across the agency difficult and limits the agency's ability to deploy modern data analytics and business intelligence tools. These issues necessitate an effective, on-demand, cross-system data exchange, as data analytics are becoming more critical for data-driven decision making throughout the agency.

- **Background:** To expand CPSC's analytics capability, in FY 2019, the CPSC partnered with the GSA's IT Modernization Centers of Excellence (CoE) to formulate and establish a multi-year Enterprise Data Analytics Strategy (EDAS) and Implementation Plan. This plan supports the agency's ongoing efforts to improve data management and analytics across

the agency, as well as comply with requirements in the Foundation for Evidence-based Policymaking Act of 2018 (Pub. L. No. 115-435) and the overarching Federal Data Strategy¹⁵ (FDS) and its annual action plan milestones. The CPSC is making ongoing improvements to processes, technologies, and skills to enable the CPSC to effectively utilize current and future data collections and analytical methods. The new functionality will enhance CPSC's ability to identify long-term risks to consumers (e.g., product toxicity), share analytics across offices within the agency, ensure consistency across reports, and increase efficiency by automating where possible. The CPSC recognizes this requires sustained commitment and is taking an incremental, step-by-step approach to improving its data analytics and business intelligence environment.

- FY 2022 Results:** In FY 2022, the CPSC continued migration of data into its Data Lake. The Data Lake will enable access to agency data in an environment that permits improved authorized access to agency data assets, greater processing of data in shorter periods of time, and processing of data from multiple areas across the agency. Additionally, it will provide greater data security with both access controls within the agency and greater barriers to threats from external sources. This includes access to software that facilitates machine learning. In FY 2022, the identified software solution solicited FedRAMP¹⁶ clearance, which was set to provide authorization to operate in early FY 2023. Furthermore, in FY 2022, staff contracted to bridge gaps in data on race, ethnicity, and other demographic variables that require advanced statistical imputation in order to properly analyze threats to the populations outlined in [Executive Order \(EO\) 13985](#), Advancing Racial Equity and Support for Underserved Communities Through the Federal Government. This work involved the construction of statistical imputation models to determine to which race could be correctly

identified using statistical correlates. The modeling project was executed in FY 2022 and expanded CPSC's ability to interface with U.S. Census Bureau's data to make predictions based on geography and also provided sourcing for surname list predictions. Highly predictive models would enable analyses that could not be completed due to missing data in race variables. Staff plans to continue this work to further development subject to the availability of resources.

eCommerce – eFiling Program

- Overview of eCommerce Challenges:** The growth of eCommerce has led to a continued and significant global shift from the traditional consumer product distribution chain (e.g., retail stores) to online shopping. The agency estimates that by calendar year 2023, 60 million shipments will be eCommerce purchases, representing approximately 57 percent of the total volume of imports under the CPSC's jurisdiction. Most notably, eCommerce growth has led to a sustained increase in low-value, potentially noncompliant or hazardous *de minimis* shipments (shipments valued at \$800 or less) of foreign-manufactured products being shipped directly to consumers in the United States. This requires a corresponding increase in CPSC's efforts to monitor port environments that receive *de minimis* shipments. The CPSC recognizes the importance of surveilling consumer products at ports of entry, which allows the agency to protect consumers before products reach consumers or become available for sale in the marketplace.
- eFiling Program:**
 - Background:** In December 2020, the Commission approved CPSC staff's recommendation to implement a permanent eFiling program, which will require importers of regulated consumer products to electronically file certificate of compliance data at the time of importation. The eFiling

¹⁵ The Federal Data Strategy (FDS) encompasses a 10-year vision for how the federal government will accelerate the use of data to deliver on mission, serve the public, and steward resources, while protecting security, privacy, and confidentiality. The mission of the FDS is to fully leverage the value of federal data for mission, service, and the public good by guiding the federal government in practicing ethical governance, conscious design, and a learning culture. For more information on the FDS Framework, please visit: <https://strategy.data.gov/overview>.

¹⁶ FedRAMP, which stands for "Federal Risk and Authorization Management Program," is a government-wide program that promotes the adoption of secure cloud services across the federal government by providing a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. FedRAMP empowers agencies to use modern cloud technologies, with an emphasis on security and protection of federal information.

program will expedite targeting of shipments of potentially noncompliant products and simultaneously facilitate legitimate trade for compliant importers. The four phases for eFiling implementation are: (1) create and fund an eFiling program; (2) conduct an eFiling Beta Pilot; (3) initiate rulemaking; and (4) dedicate ongoing resources.

- **Benefits of the eFiling Program:** A permanent eFiling program will give the CPSC an essential tool the agency does not currently have—a Partner Government Agency (PGA) Message Set, which will provide more detailed information on arriving imported shipments and improve CPSC’s detection of high-risk entities and products before they reach consumers. Also, due to the significant increase in *de minimis* shipments, which currently have minimal data requirements for importation, eFiling will help improve risk assessment of those shipments by requiring importers to provide more granular product information that the CPSC does not currently receive. Additionally, a permanent eFiling program will reduce burden on compliant importers by minimizing unnecessary delays and port stoppages of their compliant shipments.
- **eCommerce Challenges & eFiling:** The CPSC has been collaborating successfully with the CBP since 2008 to improve surveillance and screening of imported consumer products. Currently, the CPSC receives an electronic feed of import data collected by CBP, which are intended for CBP’s use and, therefore, not CPSC-focused. With those CBP-collected data, product classification can be imprecise or inaccurate for CPSC’s use. A permanent eFiling program will allow the CPSC to optimize its limited resources to focus on shipments more likely to contain noncompliant consumer products. With improved data collected through a permanent eFiling program, the CPSC will be able to keep pace with other federal agencies and the evolving trade industry to keep consumers safe.
- **FY 2022 Efforts & the eFiling Beta Pilot:** In June 2022, the CPSC published a [Federal Register notice](#) announcing the six-month Beta Pilot stage of the eFiling initiative, expected to begin in October 2023. The CPSC is seeking participation from 30 to 50 volunteer importers to help test the eFiling concept on a larger scale. The Beta Pilot will build on the Alpha

Pilot, which was successfully conducted by the CPSC and CBP in 2016 and demonstrated CPSC’s ability to collect certain enforcement/targeting data. However, the small Alpha Pilot did not assess a full-scale system capacity or develop algorithms to utilize eFiling data to enhance risk assessment. In contrast to the Alpha Pilot, the Beta Pilot will enable the CPSC to develop algorithms to triage the enormous amount of import data received from CBP to more effectively detect noncompliant consumer products arriving at ports of entry. Findings from the Beta Pilot will be used by the CPSC to inform rulemaking and to develop, test, and implement processes and procedures to eFile certificate of compliance data. By allowing importers of regulated consumer products to eFile certain data elements with the CPSC and the CBP, the eFiling program can benefit consumers and importers alike.

eCommerce Surveillance – eSAFE Team

- **Background:** Given the rise in eCommerce and online shopping over the past several years, Internet surveillance has become an increasingly important function to the CPSC. The growing eCommerce footprint requires the agency’s corresponding increase in eCommerce surveillance to identify and remove violative products offered for sale online. Due to the increased volume of enforcement work related to eCommerce and adequate monitoring required for consumer products offered for sale online, the agency is committed to addressing this new paradigm in a number of ways, including expanding its regulatory and legal staff devoted to investigating reports of hazardous and violative products on third-party platforms, as well as increasing the agency’s Internet surveillance capabilities via customized technological solutions.
- **eSAFE Team:** During FY 2021, the agency reorganized its Office of Compliance & Field Operations’ (EXC) Internet Surveillance Unit (ISU). By FY 2021 year end, the ISU was renamed to “eCommerce, Surveillance, Analysis, Field, and Enforcement” (eSAFE) team. The purpose of the reorganization was to maximize efficiency by centralizing involved personnel to a single team under one supervisor to address the increased volume of compliance work related to eCommerce. The eSAFE team conducts Internet surveillance to identify recalled or banned products, as well as

products that may otherwise violate a CPSC safety standard or rule or are offered for sale online by various retailers, manufacturers, online importers, or third-party platform providers. The team also follows up on consumer or trade complaints, analyzes eCommerce data, and works with online platforms to remove products that are recalled or banned.

- **FY 2022 Results:** To keep pace with the evolving marketplace, which includes expansion of the digital marketplace and emerging hazards that consumers are exposed to daily, the CPSC has continued adapting its compliance and enforcement operations to address changing needs. In FY 2022, the eSAFE team conducted in-depth analysis to support its activities. The team collected 480 priority samples and requested more than 54,400 product listing takedowns of banned or recalled consumer products. The takedown requests were generated from more than 3 million platform screenings by CPSC and resulted in the removal of more than 57,800 units of consumer products from eCommerce. The expansion of the eSAFE team in FY 2021 helped CPSC take appropriate actions to address hazardous products on eCommerce platforms.

CPSC's Diversity, Equity, and Inclusion (DEI) Focus Group – Creative Message Testing

- **Background & Synopsis:** To inform its creative strategy and tactics for social media outreach, in FY 2022, the CPSC sought to understand consumer preferences when it comes to creative approaches—most importantly, what type of creative style increases outreach effectiveness (*i.e.*, how to maximize the consumer's recall of CPSC's social media outreach or safety message) and resonates with consumers across various target audiences. To capture insights, the CPSC designed and conducted a qualitative research study to assess subliminal recall and general attitudes and motivations from consumers. This was achieved by listening to general perspectives, followed by reviewing CPSC's recent work on social media efforts to develop concrete examples of what consumers remember and prefer for future campaign building creative strategy. To better understand what makes social media memorable, the group

discussions were designed to explore unaided and aided recall of social media by structuring the group's conversation in three parts:

- Part I: Hosting open discussion about which social media outreach the group remembers and encouraging people to talk about both brand-driven social media outreach and those in support of public service campaigns.
- Part II: Testing unaided recall for CPSC's social media campaigns.
- Part III: Discussing different CPSC executions and learning consumer preferences, as well as reviewing distinctive creative elements and gaining feedback on what is impactful.

There were two group discussions, both of which were approximately 2 hours long. Group 1 included 10 adults between the ages of 18 to 34. Group 2 included 10 adults between the ages of 35 to 54.

- **Plans to Use Focus Group Research**

Findings: The following are some of the ways in which the CPSC plans to use the research findings:

- 1) Continue to explore innovative ways to reach and educate the public through social media.
- 2) Increase production quality of social media by investing in creative resources.
- 3) Create more cohesive concepts that prioritize streamlined execution.

- **FY 2022 Results – Focus Group Research**

Findings: The following are CPSC's findings from the Focus Group on Creative Message Testing:

- Production value matters: Consumers expect social media that is seamless and tells a story in a cohesive manner. The tone and format matters less than the way it is executed.
- Current, relatable social media outreach increases memorability: People seek streamlined, creative concepts that concisely deliver the message in a snapshot. When they can make a connection to the concept, they are likely to remember the purpose of the post.
- CPSC's social media efforts have room to evolve: CPSC social media has an

opportunity to consistently reflect current cultural trends that are relatable and cohesive.

- Conventional vs. unconventional posts: In general, the more “unconventional” posts performed better during unaided recall. This means that when we grouped together five mixed social media messages, they recalled aspects of the “unconventional” posts. When we placed the posts by campaign, there was an overwhelming gravitation to the more “conventional” ones. However, both groups cited that in general, neither of these are ideal. They seek a streamlined social media copy to match visual storytelling.

CPSC’s Diversity, Equity, and Inclusion (DEI) Focus Group – Hispanic Media Consumption Study

- **Background & Synopsis:** In FY 2022, the CPSC conducted focus group research to gauge the most effective approach for reaching Hispanic audiences. A behavioral and concept testing study was conducted on July 19, 2022 as one virtual, focus group discussion that was approximately two hours long. The group consisted of 10 Hispanic adults between the ages of 18 to 54 who preferred to speak Spanish. The Latinos were foreign born (various South American countries) and moved to the United States as adults. While the group spoke and consumed English media, when it comes to important information, they deferred to their “mother tongue,” which was Spanish.
- **Plans to Use Focus Group Research Findings:** The following are some of the ways in which the CPSC plans to use the research findings:
 - 1) Invest in native Spanish social media contextual and culturally mindful ad copy and voiceover.
 - 2) Produce Hispanic insight-driven concepts for safety campaigns, as well as leverage Hispanic talent.
 - 3) Prioritize social media, broadcast, and streaming content (e.g., connected TV [CTV] advertising).

• FY 2022 Results – Focus Group Research Findings:

The following are CPSC’s findings from the Focus Group on the Hispanic Media Consumption Study:

- Very active social media users: They turned to social media when looking for information, as well as for entertainment (e.g., YouTube and Facebook). They were highly engaged with all social media channels.
- Preference for Spanish language media: English was part of their work and entertainment life. Yet, Spanish language media was always “on” and relied on for important information.
- Low awareness of public safety messages, yet highly welcoming of them: They were very receptive to learning new and better ways to keep their families safer.
- CPSC’s “American” safety tips: These tips indirectly aided in cultural shifts and transforming behaviors of Hispanic consumers.
- Highly auditory, indirect listeners: They enjoyed “see and say” creative formats and appreciated videos.
- Appreciative of dynamic Spanish language web pages: They were users of those web pages. Also, they primarily used mobile devices.
- Fans of inclusive advertising: They appreciated multicultural representation and culturally insightful concepts.
- Preference for creative Hispanic content executions: They preferred leveraged Spanish talent and contextual translations.

CPSC’s Social Analysis – Keyword Search, Social Media Listening, and Owned Channels

- **Background & Synopsis:** In FY 2022, the CPSC conducted research to identify where and how to effectively reach and engage U.S. audiences in the context of general consumer product safety and specific priority topics. The research also sought to determine which communication channels and tactics are best for the CPSC to engage with key U.S. audiences across different conversations and inform future messaging and social media editorial planning by determining trending and emerging issues within safety topics. In addition, the research leveraged keyword

analysis to understand how people explore safety topics on social channels and inform how to best insert the CPSC into conversations to improve message appeal and engagement and evaluate what type of content performs well on each channel. Also, the research included social media listening analysis to assess conversation, utilize top themes in social media content, and show how the CPSC can incorporate the audiences' input to address negative conversations surrounding the CPSC brand.

- **Plans to Use Social Analysis Findings:** The following are some of the ways in which the CPSC plans to use the research findings:
 - 1) Develop enhanced social media strategies and creative content informed by research to better engage the public with CPSC safety messages for FY 2023 safety campaign assets.
 - 2) Develop social media and digital advertising campaigns that are better optimized to leverage organic social media conversation.
- **FY 2022 Results – Social Analysis Research Findings:** The social analysis found multiple opportunities for the CPSC to enhance its social media messaging to better reach the public for these specific safety education campaigns:
 - Pool Safely Campaign: The CPSC will capitalize on the high volume of pool safety topic keyword search by posting pool safety content regularly, even in the “off season,” when warranted. This will help [PoolSafely.gov](https://www.poolsafely.gov) regain its spot as one of the top URLs in the space consistent with the last analysis.
 - Storm & Carbon Monoxide Safety: Storm safety tips are popular, along with new questions about carbon monoxide (CO) poisoning. Searches on websites with medical information focus on causes and treatment for the condition. The CPSC will continue to focus on answering key questions and directing people to government resources on CO poisoning and hurricane preparedness.
 - Anchor It! Campaign – Furniture Tip-over Prevention: Anti-tip brackets and furniture anchors continue to be top search terms. Consumers consult retail websites on where to buy or how to install these items, as well

as media outlets that rank them. The CPSC will use the high search volume around these items as opportunity to raise more awareness about the dangers they prevent.

- Holiday Safety (fire safety when decorating and toy safety for children when gift-giving): The focus is on general tips and questions about holiday safety. Traffic to government and insurance websites (including CPSC's websites) remains low. The CPSC will use this opportunity to educate consumers on more specific holiday issues and ensure the CPSC is the top government source for safety information.
- COVID-19: Searches about keeping people safe in their homes during the COVID-19 lockdown have dropped dramatically since the last analysis. Traffic to websites for COVID-19 topics is very low, since consumers do not often search about COVID-19 safety as it relates to home safety issues. The CPSC will continue to optimize its website and education materials to make them as discoverable as possible for consumers who are searching for these messages. On social media, the CPSC will continue with its messaging about COVID-19-related safety issues.

Chemical Hazards-Related Research – Organohalogen (OFRs):

The CPSC conducts research on toxicity, human exposure, and health risks of organohalogen, a diverse group of chemical classes, that may be found in a wide variety of consumer products. Assessing OFRs together, as multiple classes, allows CPSC to assess how different OFR classes have been used in different consumer products.

- **Background:** In response to Petition HP15-1, the Commission voted to grant the petition and directed staff to initiate several activities. In FY 2019, the CPSC received a scoping and feasibility study of OFRs from the National Academies of Sciences, Engineering, and Medicine (NASEM), entitled, “A Class Approach to Hazard Assessment of Organohalogen Flame Retardants.” The NASEM study provided a plan for identifying and applying accepted scientific methods for assessing the toxicity of OFRs as a class, to be used by the CPSC in its rulemaking efforts. The NASEM identified 14 OFR subclasses that would need to be evaluated separately. The CPSC has been working to implement the research and

assessment recommendations proposed by the NASEM in its 2019 report.

- **FY 2022 Results:** In FY 2022 CPSC staff continued work to implement staff's FY 2020 "Project Plan: Organohalogen Flame Retardant Chemicals Assessment," which describes the approach to scope and conduct risk assessments for OFRs in consumer products, and that incorporates the approach identified in the NASEM report. In FY 2022, staff continued several projects using contractors and interagency collaboration to identify readily available data information for all OFRs in all 14 subclasses, and identify relevant scientific publications concerning toxicity and exposure and completed research on the OFR market and uses. Also in FY 2022, staff initiated several projects to document and develop methods and approaches for class-based hazard assessment and class-based exposure assessment. The work completed through FY 2022 will inform follow-on work to begin analyses of toxicological and exposure information as described in CPSC staff's plan to assess the potential risks of the OFR subclasses in consumer products.

Chemical Hazards-Related Research – Other Chemicals:

The CPSC also conducts research on toxicity, human exposure, and health risks of thousands of other chemicals found in consumer products.

- **Alternative Toxicological Methods:** In FY 2022, the CPSC collaborated extensively with the Interagency Coordinating Committee for the Validation of Alternative Methods (ICCVAM), with CPSC staff serving as ICCVAM co-chair, as well as with the international GHS informal working group. The CPSC's FY 2022 collaborative work includes:
 - Published Guidance on CPSC Staff's Technical Evaluation of Alternative Toxicological Testing Methods to assist manufacturers in evaluating alternative methods for use in meeting labeling requirements of the Federal Hazardous Substances Act (FHSA).
 - Continued participation as members of numerous working groups for the ICCVAM, including the Validation Workgroup, which is updating the ICCVAM validation guidance document to include alternative approaches.

- Continued work with NIST on validating the Electrophilic Allergen Screening Assay (EASA) assay (*i.e.*, a scientific testing procedure to detect or identify skin sensitizers, which are substances found in consumer products and have the potential to cause Allergic Contact Dermatitis [ACD]). The work was performed in cooperation with ICCVAM, the National Toxicology Program Interagency Center for the Evaluation of Alternative Toxicological Methods (NICEATM), NIST, the U.S. Food and Drug Administration (FDA), and the Department of Defense (DoD). The CPSC evaluated a measurement science approach to characterize uncertainty, variability, and potential biases in the EASA assay, which was published in a peer-reviewed journal.
- Continued participation in an international effort that collected and characterized human predictive patch test data for more than 100 substances and apply decision tree and weight-of-evidence approaches to resolve ambiguity and discordance in individual tests. This work supported the evaluation of defined approaches for skin sensitization in a new Organisation for Economic Co-operation and Development (OECD) guideline. Work continues on three manuscripts describing the data collection and analyses, with publication expected in FY 2023.
- Continued participation in the international Non-animal Test Methods (NATM) informal working group, which is incorporating non-animal approaches into the human health hazard chapters of the GHS.
- Reviewed numerous documents for ICCVAM, such as testing procedures, guidance documents and [OECD Test Guidelines Programme documents](#), including the proposal for the interleukin-2 luciferase lymphotoxicity test.

Importance of Data and Evidence in Determining Program Priorities

As a data-driven agency, the CPSC regularly collects and analyzes a wide range of data from multiple sources that are relevant to its mission. The CPSC uses that information to shape program strategies and select priorities. For example, the

CPSC systematically reviews and analyzes data on injury and death incidents related to consumer products to develop the CPSC's hazard-mitigation strategies. The CPSC receives data from multiple sources, including NEISS, death certificates, Medical Examiner and Coroners Alert Project (MECAP) reports, incident reports, and www.SaferProducts.gov, among other sources.

Appendix A

CPSC Performance: Verification & Validation of Performance Data

The CPSC requires complete, accurate, and reliable performance data to assess agency progress toward its strategic objectives and performance goals, and to make good management decisions. The CPSC's approach to verification and validation (V&V) of performance data, intended to improve accuracy and reliability, is based upon the following:

- (1) The agency develops performance measures through its strategic planning and annual performance planning processes.
- (2) The CPSC's functional components follow a standard reporting procedure to document detailed information for each performance measure in an internal agency database. This information includes, but is not limited to:
 - performance measure definition,
 - rationale for the performance measure,
 - source of the data,
 - data collection and computation methods, and
 - data limitations.
- (3) The agency's major functional components are responsible for assessing the completeness, consistency, timeliness, and quality of the data for their key performance measures, as well as identifying any data limitations. Managers of major functional components who are responsible for reporting key measures certify that procedures for ensuring performance data quality have been followed, and they also certify that the reported results are reasonably complete, accurate, and reliable.
- (4) In addition to the self-assessments and certification statements completed by managers of major functional components, year-end results for key performance measures are

reviewed by CPSC's Office of Financial Management, Planning, and Evaluation (EXFM) team and approved by management before they are published in agency documents. Furthermore, EXFM also conducts an in-depth V&V review of each key performance measure within a 2-year cycle, following established operating procedures. In FY 2022, EXFM independently assessed 10 key performance measures out of 24 from across the agency's major functional components for its independent assessment of the accuracy of the year-end reported performance results.

- (5) The CPSC also conducts periodic Strategic Data Review (SDR) meetings, where managers of major functional components analyze progress toward performance measure targets and broader progress toward achieving the agency's strategic objectives and performance goals. Program risks are also discussed, and mitigation strategies are developed.
- (6) Managers of major assessable units within the CPSC also submit annual Letters of Assurance on the operating effectiveness of general- and program-level internal controls for their areas of responsibility. Those Letters identify any known deficiencies or weaknesses in program-level internal controls where they exist, including any issues with the quality of program data.

These procedures help to provide assurance that performance data reported by the agency are sufficiently complete, accurate, and reliable, as appropriate to intended use, and that internal controls are maintained and functioning as intended.

Appendix B

Changes to FY 2022 Performance Measures

In accordance with OMB Circular No. A-11 guidance, this section of the FY 2022 APR summarizes changes to FY 2022 performance measures that occurred between the publication of the FY 2022 Performance Budget Request (PBR) (published May 2021) and this document, the FY 2022 APR (March 2023). Changes to the performance measures resulted from the enactment of CPSC's FY 2022 annual appropriations and implementation of CPSC's FY 2022 Operating Plan (approved in September 2021).

The table below presents revisions to applicable FY 2022 measures' annual targets since the FY 2022 PBR publication; those changes are listed in the "FY 2022 Target" columns.

FY 2022 Performance Measure Statement	FY 2022 Target	
	FY 2022 PBR	FY 2022 APR
<u>PBR and APR:</u> 2022KM2.2.01: Number of voluntary standards activities in which CPSC actively participates	80	83
<u>PBR and APR:</u> 2022KM2.2.02: Number of candidates for rulemaking prepared for Commission consideration	5	8
<u>PBR and APR:</u> 2022KM2.3.04: Number of import examinations completed	36,000	40,000
<u>PBR and APR:</u> 2022KM3.1.01: Percentage of cases for which a preliminary determination is made within 85 business days of the case opening (Hazard Priorities A, B, and C)	65%	70%
<u>PBR and APR:</u> 2022KM3.2.06: Percentage of cases for which a corrective action plan (CAP) is accepted or public notice of hazard is issued within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)	TBD	60%

Appendix C

Detailed Information on FY 2022 Performance Measures

This section presents detailed information on the 24 key performance measures for FY 2022. The CPSC's FY 2022 Operating Plan includes FY 2022 performance measures and annual targets, used for tracking progress toward achieving the strategic goals and strategic objectives outlined in the agency's strategic plan.

Navigation: The performance measures are organized by strategic goal. For each performance measure, this appendix shows key information from the data fields listed in CPSC's centralized Performance Management Database (PMD). Each quarter, the CPSC's functional components are responsible for reporting actual progress for each performance measure in the PMD. The following are the data fields listed in this appendix for each performance measure:

Name of Data Field	Description
Control ID	A unique identifier assigned to each performance measure. <ul style="list-style-type: none"> Note: An asterisk symbol (*) following the Control ID indicates that the performance measure has been verified and validated. For more information on CPSC's procedures on Verification & Validation (V&V) of performance data, refer to Appendix A on p. 31.
Program	The CPSC's functional component that is responsible for the performance measure.
Strategic Goal	The strategic goal from the CPSC's Strategic Plan associated with the performance measure.
Strategic Objective	The strategic objective from the CPSC's Strategic Plan associated with the performance measure.
Performance Measure Statement	A measurable value that indicates the state or level of the targeted result.
Definition of Performance Measure	A clear description of the indicator, with enough specificity that different individuals can collect and report the same information for the measure.
Rationale for Performance Measure	A description of why the performance measure was selected; how it tracks progress toward the associated strategic objective; and how the information will be useful for management.
2018–2022 Actuals; Target met?	FY 2022 target and historical actual values for the performance measure and indication of whether the FY 2022 target was met.

Name of Data Field	Description
Analysis	<p>This field may include:</p> <ul style="list-style-type: none"> • An explanation of how progress toward meeting the annual target for this performance measure contributes to progress toward meeting the strategic objective; • Annual target: <ul style="list-style-type: none"> ○ If the FY 2022 target was met, a description of the key elements that contributed to success in meeting the target ○ If the FY 2022 target was not met, a description of the issues/obstacles that impeded success in meeting the target ○ If data for FY 2022 result are not available, the reason(s) for the unavailability, and the expected date that the data will become available; and • Discussion of the trend result: positive, negative, or steady; expectations for trend over time.
Plan(s) for Improving Performance	<p>If applicable, a description of action(s) to be implemented to improve performance in future years.</p>
Data Source	<p>Identification of data source(s) with enough specificity, so that the same source(s) can be used for the performance measure over time.</p>
Data Collection Method and Computation	<p>Detailed description of the collection and computation method, so that it can be replicated consistently over time, and by different personnel.</p>
Data Limitations and Implications of the Reported Results	<p>Identification of any known data limitations, including a description of the limitations, the impact limitations may have on measuring progress toward the annual target and/or the related performance goal or strategic objective, and the actions that will be taken to correct the limitations.</p>

Control ID		Program				
2022KM1.1.02*		Human Resources				
Strategic Goal						
Goal 1: Workforce						
Strategic Objective						
1.1: Enhance effective strategic human capital planning and alignment						
Performance Measure Statement						
Percentage of full-time equivalents (FTEs) utilized						
Definition of Performance Measure						
The total number of on-board FTEs, divided by the CPSC's authorized FTE ceiling for the fiscal year						
Rationale for Performance Measure						
The FTE utilization rate serves as an important workforce planning tool to guide the CPSC in assessing current/projected future skill gaps and changing/reshaping of the agency's workforce that might be needed to meet the agency's mission.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
97%	98%	95%	97%	94%	96%	X
Analysis						
The target was 96%; the FY 2022 actual result was 94%. The CPSC did not meet the target. With a significant increase in FTEs due to ARPA funding, tremendous efforts to recruit positions during FY 2022 were made across all areas of the agency. The CPSC hired 95 additional FTEs and met the utilization rate goal by the fourth quarter but fell short by 2% for the overall year. The agency also saw 79 departures, and 23% of those were retirements. In addition to the departures, the applicant pool shortage continued to impact recruiting, interviewing, and onboarding.						
Plan(s) for Improving Performance						
In future years, the CPSC will strive to improve its performance by: conducting applicant pool analysis and utilizing targeted outreach to expand its pool of diverse, highly qualified applicants; utilizing the full range of hiring authorities and recruitment flexibilities or incentives available for CPSC's positions; and providing selecting officials with the tools or training to develop applicant assessments that ensure the best qualified applicants are put forward for certification. In FY 2023, the CPSC will hire a Recruitment and Placement Specialist to develop and implement these initiatives.						
Data Source						
Quarterly 113G Reports, from the Federal Personnel and Payroll System (FPPS). The FPPS is a database system administered by CPSC's Shared Services Provider – Interior Business Center (IBC) of the U.S. Department of Interior (DOI).						
Data Collection Method and Computation						
From the quarterly 113G report as of year end, divide the Grand Total Employment (cumulative column) by CPSC's authorized FTE ceiling for the fiscal year.						
Data Limitations and Implications of the Reported Results						
The measure tracks only straight time hours.						

Control ID				Program		
2022KM1.2.01*				Human Resources		
Strategic Goal						
Goal 1: Workforce						
Strategic Objective						
1.2: Foster a culture of continuous development						
Performance Measure Statement						
Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)						
Definition of Performance Measure						
The percentage of positive responses for Question 1—"I am given a real opportunity to improve my skills in my organization."—from the annual FEVS administered by the U.S. Office of Personnel Management (OPM) is computed as follows: The number of employees who responded "strongly agree" or "agree," divided by the number of employees who responded to the question.						
Rationale for Performance Measure						
FEVS results for Question 1 are an indicator of how well the agency fosters a culture of continuous development by providing opportunities and encouraging professional development.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
68%	66%	74%	74%	70%	70%	✓
Analysis						
<p>The FY 2022 result—positive responses for Question 1—was 70%. The CPSC met its annual target of 70%. This result was based on CPSC's 2022 FEVS response rate of 82%, which continues to remain above the government-wide response rate of 35.3% and the small agencies' response rate of 69.6%.</p> <p>In FY 2022, the CPSC continued to implement the Agency Coaching program, provided individual and group trainings on Individual Development Plans to increase participation, and offered 37 developmental opportunities to employees through the Agency Training Plan.</p>						
Plan(s) for Improving Performance						
To improve performance, the CPSC will continue with similar planned offerings (onsite and virtually). In FY 2023, the CPSC will survey its employees and managers to determine skill gaps and inform our annual training plan/offerings.						
Data Source						
Annual FEVS, administered by OPM						
Data Collection Method and Computation						
Data are collected through OPM's annual FEVS link sent out via email to all permanent employees. The responses are calculated by OPM. The positive responses include both the "strongly agree" and "agree" employee responses for Question 1 of the FEVS instrument.						
Data Limitations and Implications of the Reported Results						
Not applicable						

Control ID		Program				
2022KM1.3.01		Human Resources				
Strategic Goal						
Goal 1: Workforce						
Strategic Objective						
1.3: Attract and recruit a talented and diverse workforce						
Performance Measure Statement						
Percentage of hiring managers trained on recruitment						
Definition of Performance Measure						
The CPSC provided recruitment training (segments on targeted assessments and recruitments) to all selecting officials at CPSC (all team leads, supervisors, managers and executives). The performance measure tracked the percentage of CPSC selecting officials who completed the training segments during the fiscal year (the number of CPSC selecting officials who completed the training segments during the fiscal year divided by the total number of CPSC selecting officials).						
Rationale for Performance Measure						
CPSC selecting officials received training in assessment tools and targeted recruitment authorities to ensure that they have the tools necessary to recruit a talented and diverse workforce. To recruit the best talent, hiring managers need to focus on the vacancy announcement and assessment to get the best applicants for selection. This comprehensive training provided selecting officials with the tools to develop assessments that will ensure that the most talented applicants are put forward for consideration.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
83%	86%	90%	97%	89%	85%	✓
Analysis						
Compared to the annual target of 85%, in FY 2022, the CPSC exceeded the target with 89% of hiring managers being trained on the recruitment process to attract and recruit a talented, diverse, and highly effective workforce. To align with CPSC's priorities, the agency offered multiple training sessions on the recruitment topic <i>Nondiscriminatory Hiring in the Federal Workplace: Advancing Diversity, Equity, Inclusion and Accessibility</i> . Additionally, the average score of hiring managers satisfied with applicant listing was 8.75 out of a possible high score of 10.						
Plan(s) for Improving Performance						
The CPSC will continue to implement its plan to increase hiring managers' participation in the hiring process. In FY 2023, the CPSC plans to hire a Diversity, Equity, Inclusion, and Accessibility (DEIA) Program Specialist in the Office of EEO, Diversity, and Inclusion and a Recruitment & Placement Specialist in the Office of Human Resources Management to assist in implementing CPSC's DEIA Plan. Additionally, for FY 2023, the target is revised upward to 90%, as the 85% target was exceeded in FY 2022.						
Data Source						
Tracking spreadsheet						
Data Collection Method and Computation						
The CPSC uses automated sign-in (for training conducted virtually) to update the tracking spreadsheet and the selecting officials' learning histories to verify attendance at trainings. The spreadsheet lists all selecting officials who have completed training on Targeted Assessment and Recruitment Training.						
Data Limitations and Implications of the Reported Results						
The measure only reports on whether selecting officials were trained. The measure does not capture whether the training is effectively implemented by the selecting officials to improve the quality of recruiting.						

Control ID		Program				
2022KM1.4.01*		Human Resources				
Strategic Goal						
Goal 1: Workforce						
Strategic Objective						
1.4: Increase employee engagement						
Performance Measure Statement						
High-performing Federal Workforce – Employee Engagement Index Score						
Definition of Performance Measure						
The Employee Engagement Index (EEI) score, developed and computed by OPM, is a measure of work environment conditions that are conducive to employee engagement. The index consists of three subindices: (1) Leaders Lead, (2) Supervisors, and (3) Intrinsic Work Experience. Each subindex reflects a different aspect of an engaging work environment. The EEI includes results for 15 different questions from the FEVS, which together, are designed to measure overall employee engagement.						
Rationale for Performance Measure						
According to OPM’s definition, “employee engagement” is described as an employee’s sense of purpose. It is evident in their display of dedication, persistence, and effort in their work, or overall commitment to their organization and its mission. An agency that engages its employees ensures a work environment where each employee contributes to the success of the agency while reaching his or her full potential. Engaged employees contribute significantly to the success of the CPSC and the federal government as a whole.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
69%	66%	75%	71%	71%	70%	✓
Analysis						
According to the 2022 OPM Federal Employee Viewpoint Survey (FEVS) results, the overall Employee Engagement Index (EEI) remained consistent at 71% from 2021 to 2022. Much of the CPSC’s EEI Plan focused on the <i>Leaders Lead</i> subindex, which increased by 2 percentage points. The CPSC continued work on improving the employee’s perception of leadership’s integrity, communication, support of employee development, work-life balance, and overall employee engagement. The agency has piloted an expanded telework program and works to promote and support employee development. The agency continues to develop annual plans for wellness activities and informational opportunities for work-life issues.						
Plan(s) for Improving Performance						
The agency will continue employee engagement efforts, especially where improvement is needed, by incorporating recommended initiatives and management actions based on analysis of the 2022 FEVS results. Planned initiatives to be implemented include: <ul style="list-style-type: none"> • New employee welcome emails • Coffee with the Chair • Updated Telework Policy • Timely information on agency-wide matters • Sharing of workforce statistics • Cross-organizational briefings and videos • Monthly management tips for senior managers • Diversity, Equity & Inclusion training 						
Data Source						
Annual FEVS, administered by OPM						
Data Collection Method and Computation						
Data are collected through OPM’s annual FEVS link sent out via email to all permanent CPSC employees who were on board as of November 2021. The EEI score is based on data from responses to 15 different questions on the FEVS instrument.						
Data Limitations and Implications of the Reported Results						
Not applicable						

Control ID				Program		
2022KM2.1.02				Hazard Identification		
Strategic Goal						
Goal 2: Prevention						
Strategic Objective						
2.1: Improve identification and assessment of hazards to consumers						
Performance Measure Statement						
Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards						
Definition of Performance Measure						
The number of milestone hazard characterization statistical reports produced for specified product-related hazards or categories. These reports characterize the number of reported fatalities and estimated injuries and trends.						
Rationale for Performance Measure						
This key measure tracks an element of the CPSC's strategy for improved hazard identification by scanning the marketplace to determine whether previously identified significant hazards exist in similar products. Annual reports presenting statistics on the numbers of reported deaths and estimates of emergency department-treated, product-related injuries for specific product-related hazards or categories allow for trend assessments and inform management decisions, along with information and education campaigns.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
10	11	11	11	12	12	✓
Analysis						
The FY 2022 actual result was 12 annual reports, meeting the annual target of 12 reports.						
Plan(s) for Improving Performance						
The CPSC plans to work on 13 reports in FY 2023. The agency will be working on two new reports—Death and Injury in the U.S. Report and Electrocutation Report. However, it will not be developing another Senior Safety Report in FY 2023.						
Data Source						
Report postings for Assistant Executive Director (AED) review (Form 122) on CPSC's internal administrative system.						
Data Collection Method and Computation						
The agency prepares reports on consumer product-related fatalities, injuries, and/or losses for specific hazards annually. This is a count of the number of hazard characterization reports posted for AED review (Form 122) on CPSC's internal document-sharing system during the fiscal year.						
Data Limitations and Implications of the Reported Results						
This measure tracks the number of completed reports. It does not measure the quality of the reports.						

Control ID		Program				
2022KM2.1.03		Hazard Identification				
Strategic Goal						
Goal : Prevention						
Strategic Objective						
2.1: Improve identification and assessment of hazards to consumers						
Performance Measure Statement						
Percentage of consumer product-related injury cases correctly captured at NEISS hospitals						
Definition of Performance Measure						
A weighted average of the percentage of consumer product-related injury cases correctly captured at a sample of hospitals participating in the National Electronic Injury Surveillance System (NEISS) (where the percentage at each sampled hospital is calculated as: the number of product-related injury cases captured by the NEISS coder, divided by the number of product-related cases captured by a CPSC auditor).						
Rationale for Performance Measure						
Evaluation visits are conducted at NEISS hospitals to determine the percentage of reported consumer product-related cases captured correctly by hospital coders, indicating the quality of consumer product-related incident data from the hospitals.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
93%	90%	91%	91%	91%	90%	✓
Analysis						
The FY 2022 result was 91%, exceeding the target of 90%.						
Plan(s) for Improving Performance						
To maintain performance, the CPSC will provide training and continue working with the larger or newer hospitals that had poor evaluations, to help improve their capture rate.						
Data Source						
NEISS Administrative Records System (NARS)						
Data Collection Method and Computation						
<p>Audit results from each NEISS hospital visit are captured in NARS. Calculate 1 percentage (p) across all the NEISS hospitals that were evaluated during the fiscal year as:</p> $p = (\sum_i (N_i * (n_i(\text{coder}) / (s_i)) / \sum_i (N_i * (n_i(\text{cpsc}) / (s_i))))$ <p>where N_i is the annual number of emergency department-treated cases at the ith NEISS hospital, (s_i) is the number of cases in sample drawn by the CPSC auditor at the ith NEISS hospital, and $n_i(\text{coder})$ and $n_i(\text{cpsc})$ are as defined below.</p> <p>During a hospital audit, between 200 and 300 emergency department records are sampled, and the number of product-related cases in the sample are determined. These cases are then compared to the number of product-related cases in the sample, as captured by the NEISS coder. The hospital's capture metric is estimated as:</p> $(n_i(\text{coder}) / (n_i(\text{cpsc})))$ <p>where $n_i(\text{coder})$ is the number of product-related cases in the sample of cases (s_i) as determined by the coder for the ith NEISS hospital; and $n_i(\text{cpsc})$ is the number of product-related cases in the sample (s_i), as determined by the CPSC auditor. The performance metric is then estimated across audited NEISS hospitals as a weighted estimate of the individual hospital metrics.</p>						
Data Limitations and Implications of the Reported Results						
Findings and guidance for improving the capture rate are provided to the NEISS coder. If capture rates are lower than expected, a second audit may be performed during the year.						

Control ID		Program				
2022KM2.2.01		Hazard Identification				
Strategic Goal						
Goal 2: Prevention						
Strategic Objective						
2.2: Lead efforts to improve the safety of consumer products before they reach the marketplace						
Performance Measure Statement						
Number of voluntary standards activities in which CPSC actively participates						
Definition of Performance Measure						
<p>CPSC staff provides technical support and monitors voluntary safety standards activities, which are tracked in the Voluntary Standards Tracking Activity Report (V-STAR).</p> <p>A voluntary standard is a prescribed set of rules, conditions, or requirements relating to the safety of consumer products found in the home, schools, and/or recreation areas, which, by itself, imposes no obligation regarding use. In the case of CPSC staff support, a voluntary consumer product safety standard is generally developed using ASTM International (ASTM), Underwriters Laboratories Inc. (UL), or another standards development organization (SDO) that is accredited by the American National Standards Institute (ANSI). These voluntary standards may be incorporated, in whole or in part, into CPSC rules, such as rules for durable infant or toddler products, as set forth in the Danny Keysar Child Product Safety Notification Act.</p> <p>Active participation by CPSC extends beyond attendance at meetings, and it may include, among other things, any one or more of the following: providing injury data and hazard analyses; encouraging the development of a voluntary safety standard; identifying specific risks of injury; performing research; developing health science data; performing laboratory technical assistance; providing information on a proposed rulemaking; and taking other actions that the Commission, in a particular situation, determines may be appropriate. A list of these activities can be found at 16 CFR §1031.7.</p>						
Rationale for Performance Measure						
The CPSC works to minimize hazardous defects through increased participation in voluntary standards activities. The CPSC's statutory authority requires the agency to rely on voluntary standards, rather than promulgate mandatory standards, if compliance with a voluntary standard would eliminate or adequately reduce the risk of injury identified, and it is likely that there will be substantial compliance with the voluntary standard.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
77	74	78	78	83	83	✓
Analysis						
The CPSC met its target by being actively involved in the development of voluntary standards for 83 different product or hazard categories; this resulted in finalizing 35 standards that improved safety. Detailed activities covering these activities are published in the VSTAR issued twice a year, in the: (1) Mid-Year Report, and (2) Annual Report, which can be found at: www.cpsc.gov/Regulations-Laws--Standards/Voluntary-Standards .						
Plan(s) for Improving Performance						
For FY 2023, CPSC has changed this metric to report on the number of voluntary standard product categories that staff will be active in that result in a revised standard that reduces the risk of injury associated with products covered by the standard. Staff plans to be active in 20 voluntary standards categories that finalize and publish a standard/revised standard that reduces the risk of injury, such as improved durable infant or toddler product standards.						
Data Source						
CPSC's internal Voluntary Standards (VS) SharePoint site, where calendar notices and VS documents are stored. An activity-tracking spreadsheet is also updated regularly.						
Data Collection Method and Computation						
It is a simple count of product categories that have had voluntary standards activities. Each product category that has at least one activity is counted as one. These activities are reported in the bi-annual Voluntary Standards Tracking Activity Report (V-STAR).						
Data Limitations and Implications of the Reported Results						
The CPSC's participation in voluntary standards activities is an ongoing process that depends on the activities of the voluntary standards committees and the Commission's priorities. The level of CPSC participation in developing voluntary standards also varies from product to product.						

Control ID				Program		
2022KM2.2.02				Hazard Identification		
Strategic Goal						
Goal 2: Prevention						
Strategic Objective						
2.2: Lead efforts to improve the safety of consumer products before they reach the marketplace						
Performance Measure Statement						
Number of candidates for rulemaking prepared for Commission consideration						
Definition of Performance Measure						
The number of rulemaking briefing packages submitted by CPSC staff for the Commission's consideration						
Rationale for Performance Measure						
Safety standards address hazards associated with the use of consumer products. Consumer products that have been designed and manufactured to mandatory safety standards help prevent future hazards from occurring.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
19	14	14	13	21	8	✓
Analysis						
<p>The CPSC exceeded the FY 2022 target by completing 21 rulemaking packages. They include: 1) NPR: Add Window Covering Cords to Substantial Product Hazard List; 2) NPR: Establish Safety Standard for Operating Cords on Custom Window Coverings; 3) NPR: Safety Standard for Magnets; 4) Rule Update Briefing Package: ASTM's Revised Safety Standard for Infant Swings; 5) Rule Update Briefing Package: ASTM's Revised Safety Standard for Carriages and Strollers; 6) Rule Update Briefing Package: ASTM's Revised Safety Standard for High Chairs; 7) Rule Update Briefing Package: ASTM's Revised Safety Standard for Baby Changing Products; 8) NPR: Safety Standard for Recreational Off-Highway Vehicle and Utility Task/Terrain Vehicle Debris Penetration Hazards; 9) Rule Update Briefing Package: ASTM's Revised Safety Standard for Infant Bath Tubs (DFR); 10) Rule Update Briefing Package: Draft FR Notices to Codify the Safe Sleep for Babies Act of 2021 and Terminate a Related Proceeding; 11) Rule Update Briefing Package: ASTM's Revised Safety Standard for Sling Carriers (DFR); 12) Rule Update Briefing Package: ASTM's Revised Safety Standard for Frame Child Carriers (DFR); 13) Final Rule: Safety Standard for Magnets; 14) Rule Update Briefing Package: Bouncers 112-28 Update DFR; 15) NPR – 1610 (General Wearing Apparel); 16) Rule Update Briefing Package: ASTM's Revised Safety Standard for Infant Swings (DFR); 17) Rule Update Briefing Package: ASTM's Notice of a Revised Voluntary Standard for Bassinets and Cradles; 18) NPR: Safety Standards for Adult Portable Bed Rails; 19) Final Rule: Safety Standards for Clothing Storage Units; 20) Final Rule: Add Window Covering Cords to Substantial Product Hazard List; and 21) Final Rule: Safety Standard for Operating Cords on Custom Window Coverings.</p>						
Plan(s) for Improving Performance						
While meeting the FY 2022 target, CPSC's Office of Hazard Identification & Reduction will continue to address improving the safety of consumer products before they reach the marketplace by developing mandatory standards as identified in CPSC's FY 2023 Operating Plan.						
Data Source						
Postings on the CPSC's website: Newsroom – FOIA CPSC.gov						
Data Collection Method and Computation						
Count the number of rulemaking briefing packages (ANPR, DFR, NPR, and FR) posted to: www.cpsc.gov .						
Data Limitations and Implications of the Reported Results						
This measure reflects the number of rulemaking candidates prepared for the Commission and not necessarily whether they have been approved by the Commission. It also tracks workload accomplishments and does not provide information about the potential safety improvements expected to result from those rulemakings.						

Control ID				Program		
2022KM2.2.07*				Import Surveillance		
Strategic Goal						
Goal 2: Prevention						
Strategic Objective						
2.2: Lead efforts to improve the safety of consumer products before they reach the marketplace						
Performance Measure Statement						
Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender						
Definition of Performance Measure						
Firms selected for investigation based on repeated violation are then subject to the requirements of an establishment inspection (EI). This performance measure tracks the percentage of firms that are engaged in an EI in a timely manner. "Timely" means the firm is engaged in an EI within 60 calendar days of the EI assignment date determined by the CPSC.						
Rationale for Performance Measure						
EIs provide the CPSC a further opportunity to work with firms to focus on compliance with applicable CPSC requirements.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
73%	90%	83%	100%	100%	75%	✓
Analysis						
The FY 2022 result was 100%, exceeding the annual target of 75%. Conducting establishment inspections of firms that are repeat offenders is an important part of the agency's Import Surveillance program because it helps increase the firms' compliance with CPSC regulations, thereby promoting product safety.						
Plan(s) for Improving Performance						
The agency will continue to prioritize performing establishment inspections of repeat offenders. The CPSC expects to maintain the level of performance that has been captured by this performance measure.						
Data Source						
Integrated Field System (IFS)						
Data Collection Method and Computation						
Data on repeat offenders (firms with history of repeated violation) are extracted from the IFS system. The IFS, which is also a system used by CPSC staff to record/retrieve inspection cases, is then used to assign/track EI cases for the repeat offenders.						
Computation steps:						
<ul style="list-style-type: none"> Calculate the numerator: Count the total number of firms that are engaged in an EI in a timely manner (within 60 calendar days of EI date assigned by CPSC in the IFS) during the fiscal year. Calculate the denominator: Count the total number of firms that were assigned EI cases during the fiscal year. Divide the numerator by the denominator to yield the actual result. 						
Data Limitations and Implications of the Reported Results						
It is technically possible for a supervisor to make adjustments to the EI assignment date in the IFS in response to scheduling complications.						

Control ID				Program		
2022KM2.2.08				International Programs		
Strategic Goal						
Goal 2: Prevention						
Strategic Objective						
2.2: Lead efforts to improve the safety of consumer products before they reach the marketplace						
Performance Measure Statement						
Recalls per Billion Dollars in Consumer Product Imports for Top 50 Import Sources, Countries or Administrative Areas						
Definition of Performance Measure						
This measure tracks the number of annual recalls per each billion dollars of the total value of consumer products imported from the top 50 import sources, countries, or administrative areas. "Recalls" in this measure includes all corrective action plans, whether they result in a public recall or not.						
Rationale for Performance Measure						
This measure is an indicator of CPSC's success in working with industry stakeholders abroad and foreign governments.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
--	--	0.21	0.21	0.18	< 0.33	✓
Analysis						
The FY 2022 result was 0.18 recalls per billion dollars, which is below the threshold annual target of 0.33 recalls per billion dollars.						
Plan(s) for Improving Performance						
The actual result far exceeded the target. Per Commission vote in FY 2022, this measure has been discontinued, starting with FY 2023. However, the agency will continue its work in improving its cooperation with international partners on product safety policy to reduce the manufacture and international trade in hazardous products and support the exchange of information with foreign government safety officials on consumer product hazards and risks. Additionally, we will continue presenting product safety messaging at international forums in which the CPSC represents the U.S. government, with the aim of reducing the manufacture and international trade in hazardous products.						
Data Source						
There are two data sources: <ul style="list-style-type: none"> CPSC's Office of Compliance & Field Operations (EXC) – Provides recall data from CPSC's Dynamic Case System (DCM). CPSC's Office of Hazard Identification and Reduction (EXHR), Directorate of Economic Analysis – Extracts and tabulates data from the U.S. International Trade Commission's (USITC) DataWeb 						
Data Collection Method and Computation						
The result is calculated by dividing the numerator (the number of recalls) by the denominator (the aggregate annual dollar value of consumer product imports from the top 50 import sources, countries, or administrative areas). The numerator (the number of recalls) is obtained by: <ul style="list-style-type: none"> Querying CPSC's Dynamic Case System (DCM). The denominator (the aggregate annual dollar value of consumer product imports, on a Cost-Insurance-Freight [CIF] basis) is obtained by: <ul style="list-style-type: none"> Tabulating dollar values of imported products, reported with North American Industry Classification System (NAICS) codes on the USITC DataWeb (https://dataweb.usitc.gov), deemed more likely to include products under the CPSC's jurisdiction. 						
Data Limitations and Implications of the Reported Results						
The result reported for this measure in FY 2022 was based on recalls and import data from calendar year 2021.						

Control ID				Program		
2022KM2.3.01				Import Surveillance		
Strategic Goal						
Goal 2: Prevention						
Strategic Objective						
2.3: Increase capability to identify and stop imported hazardous consumer products						
Performance Measure Statement						
Percentage of consumer product imports, identified as high-risk, examined at import						
Definition of Performance Measure						
The percentage of examined entries identified through CPSC's Targeting program.						
Rationale for Performance Measure						
Supply chain targeting identifies characteristics in import shipments that have elevated inherent product risks.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
89%	86%	80%	82%	90%	80%	✓
Analysis						
The FY 2022 result was 90%, far exceeding the annual target of 80%. This indicates that the CPSC's Import Surveillance Targeting program is effective in identifying and examining high-risk shipments.						
Plan(s) for Improving Performance						
The agency will continue to prioritize examining high-risk shipments. The CPSC expects to maintain the level of performance that has been captured by this performance measure, assuming CPSC's CTAC Targeting program continues to be supported by CBP.						
Data Source						
ITDS/RAM Inbox and Exam Logbook						
Data Collection Method and Computation						
Computation steps: <ul style="list-style-type: none"> • Calculate the numerator: Count the total number of targeted entries with logbook exams. • Calculate the denominator: Count the total number of targeted entries from CPSC's Targeting program entered into ITDS/RAM Inbox. • Divide the numerator by the denominator to yield the actual result. 						
Data Limitations and Implications of the Reported Results						
Examinations data depend on recording by different personnel at different locations.						

Control ID				Program		
2022KM2.3.02*				Import Surveillance		
Strategic Goal						
Goal 2: Prevention						
Strategic Objective						
2.3: Increase capability to identify and stop imported hazardous consumer products						
Performance Measure Statement						
Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day						
Definition of Performance Measure						
Number of shipments (entry lines) cleared within 1 business day, divided by the total number of shipments (entry lines) processed through the RAM system						
Rationale for Performance Measure						
The percentage of import shipments the CPSC clears within 1 business day is a measure of how successful the CPSC is at expeditiously processing compliant imports of consumer products and facilitating legitimate trade.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
99.8%	99.8%	99.9%	99.8%	99.8%	99.0%	✓
Analysis						
The FY 2022 result was 99.8%, exceeding the FY 2022 target of 99%. This indicates that the CPSC's import surveillance work is conducted efficiently, and compliant imports are released quickly.						
Plan(s) for Improving Performance						
The agency will use a similar approach from past years to maintain the level of performance that has been captured by this performance measure.						
Data Source						
ITDS/RAM Inbox						
Data Collection Method and Computation						
The status of each entry the CPSC acted on is recorded in the ITDS/RAM system (<i>i.e.</i> , "May Proceed," or "CBP Hold Request"). Entries of import shipments that are recorded by CPSC as "May Proceed," or "Scored," are considered "Cleared" by CPSC. "Scored" shipments are cleared within 1 business day because no action was taken by the CPSC to stop the cargo from entering commerce.						
Computation steps:						
<ul style="list-style-type: none"> • Calculate the numerator: Count the total number of shipments (entry lines) cleared within 1 business day. • Calculate the denominator: Count the total number of shipments (entry lines) processed through the RAM system. • Divide the numerator by the denominator to yield the actual result. 						
Data Limitations and Implications of the Reported Results						
The processing of import shipments through RAM, involving risk scoring and subsequent messaging, is thoroughly and frequently reviewed to restrict any impact on entry filing. Any identified data discrepancies are addressed and resolved quickly.						

Control ID				Program		
2022KM2.3.04*				Import Surveillance		
Strategic Goal						
Goal 2: Prevention						
Strategic Objective						
2.3: Increase capability to identify and stop imported hazardous consumer products						
Performance Measure Statement						
Number of import examinations completed						
Definition of Performance Measure						
Number of examinations conducted by the CPSC on imported consumer products to verify compliance with CPSC rules, regulations, and bans. Each exam is for one product.						
Rationale for Performance Measure						
The total number of import examinations performed by CPSC staff is a measure of surveillance at U.S. ports to reduce entry of unsafe consumer products.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
41,117	39,010	18,561	36,375	62,859	40,000	✓
Analysis						
The FY 2022 result was 62,859 exams, far exceeding the target of 40,000. In the summer of 2021, newly hired port investigators helped the Office of Import Surveillance (EXIS) exceed its expected number of exams for the fourth quarter of FY 2021. The upward trend in the number of examinations continued through each quarter of FY 2022, during which the CPSC hired additional port investigators.						
Plan(s) for Improving Performance						
The measure reflects CPSC's capability to examine shipments. Furthermore, as CPSC co-locates EXIS investigators at additional ports of entry to interdict high-risk eCommerce, it is experiencing an increase in product examinations that will be accounted for through new, similar measures in the coming fiscal year.						
Data Source						
Import Exam Logbook						
Data Collection Method and Computation						
The CPSC records all import examinations it performs in the Import Exam Logbook. This performance measure captures the sum of the number of products with exam dates for the reporting period (fiscal year).						
Data Limitations and Implications of the Reported Results						
EXIS conducts data quality checks to ensure import exams are recorded in the Import Exam Logbook. Examination data depend on recording by different personnel at different locations.						

Control ID				Program		
2022KM3.1.01*				Compliance & Field		
Strategic Goal						
Goal 3: Response						
Strategic Objective						
3.1: Rapidly identify hazardous consumer products for enforcement action						
Performance Measure Statement						
Percentage of cases for which a preliminary determination is made within 85 business days of the case opening (Hazard Priorities A, B, and C)						
Definition of Performance Measure						
<p>Preliminary Determination (PD) is the determination made by a panel of CPSC managers on whether there is sufficient evidence to preliminarily determine that a substantial potential hazard exists in a product. A case opening is when a case is entered into CPSC’s Dynamic Case Management System (DCM), which then generates a Case Creation date.</p> <p>This measure is limited to cases with Hazard Priorities A, B, and C, and excludes Fast-Track cases.</p>						
Rationale for Performance Measure						
This performance measure is an indicator of the timeliness of CPSC case work. Making PDs efficiently contributes to timely recalls for noncompliant and defective products.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
75%	13%	83%	64%	80%	70%	✓
Analysis						
The annual target was 70%, which was exceeded by the FY 2022 actual result of 80%.						
Plan(s) for Improving Performance						
<p>The Enforcement and Litigation Division (CEL), which is under CPSC’s Office of Compliance & Field Operations (EXC), is responsible for substantial product hazard investigations, administrative litigation, and civil penalty work. Formation of CEL integrates attorneys at the line and supervisory levels to help strengthen the agency’s capacity to efficiently make analytically sound substantial product hazard determinations and negotiate CAPs. While the ability to meet this metric’s targets is dependent in part on the nature and type of investigations in a given fiscal year, the continued growth and development of CEL is expected to enhance our ability to succeed under this metric.</p>						
Data Source						
CPSC’s Dynamic Case Management System (DCM)						
Data Collection Method and Computation						
<p>The CPSC collects data from DCM on all Compliance Action (CA) initiated cases and non-Fast-Track reported cases that progressed to PD during the fiscal year on products with hazards that fall under Hazard Priorities A, B, or C. Classification of the Hazard Priorities is based on the severity of the most likely injury resulting from the hazard, as well as the likelihood that such injury would occur. This measure is limited to cases with Hazard Priority A, B, and C, and excludes Fast-Track cases.</p> <p>Calculation Formula – Divide the numerator by the denominator:</p> <ul style="list-style-type: none"> <i>Numerator</i>: Count the number of cases where the number of business days is 85 business days or less from the Case Creation Date to the PD date (the PD date should fall within the fiscal year). <i>Denominator</i>: Count the total number of cases where PD was made within the fiscal year. 						
Data Limitations and Implications of the Reported Results						
Results may differ slightly due to updates, edits, or corrections to case data that may occur after the team lead completes fiscal year-end run of data and reports the results.						

Control ID		Program				
2022KM3.1.02*		Compliance & Field				
Strategic Goal						
Goal 3: Response						
Strategic Objective						
3.1: Rapidly identify hazardous consumer products for enforcement action						
Performance Measure Statement						
Percentage of cases for which a compliance determination of a regulatory violation is made within 35 business days of sample collection (excludes fireworks)						
Definition of Performance Measure						
Included in the definition for this measure is the percentage of cases for which a sample is determined, within the fiscal year, to have a regulatory violation and the determination was made within 35 business days of the date of sample collection (excludes fireworks). Samples collected in the field and at U.S. ports of entry are sent to CPSC's National Product Testing and Evaluation Center (NPTEC) for analysis. Often, CPSC technical experts conduct additional technical analysis to determine whether a product violates CPSC standards.						
Rationale for Performance Measure						
This performance measure is an indicator of the timeliness of CPSC regulatory case work. Making determinations of a regulatory violation more quickly contributes to the efficiency and speed of recalls for noncompliant products.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
89%	85%	89% ¹⁷	86%	83%	85%	X
Analysis						
The target was 85%; the FY 2022 actual result was 83%, falling short of the target by just 2%. The CPSC missed the target in part related to a 72% increase during FY 2022 in the number of samples evaluated for this measure.						
Plan(s) for Improving Performance						
The CPSC's FY 2023 Operating Plan includes new Key Measures designed to remove variables in the transport and technical analysis of samples that are outside CPSC's Office of Compliance's and/or the agency's control. Going forward, the agency will continue implementing its strategy and contract requirements for a comprehensive case and data management solution for its regulatory work, which will include modernizing or replacing IFS.						
Data Source						
CPSC's Integrated Field System (IFS)						
Data Collection Method and Computation						
The CPSC collects data from the IFS, which tracks the date of sample collection and the date of regulatory violation determination. An <i>ad hoc</i> report in the system runs the computation. Calculation Formula – Divide the numerator by the denominator:						
<ul style="list-style-type: none"> • <i>Numerator</i>: Count the number of cases for which a sample is determined to have a regulatory violation and the determination was made within 35 business days of sample collection. The date of the regulatory violation determination should fall within the fiscal year. • <i>Denominator</i>: Count the total number of cases for which a sample is determined to have a regulatory violation. The date of the regulatory violation determination should fall within the fiscal year. 						
Data Limitations and Implications of the Reported Results						
Results may differ slightly, due to updates, edits, or corrections to case data that may occur after the team lead completes the fiscal year-end run of data and reports the results.						

¹⁷ Fireworks cases have unique processes. Starting with FY 2020, fireworks cases have been disaggregated from KM 3.1.02, and KM 3.1.03 was established to capture the disaggregated fireworks cases.

Control ID				Program		
2022KM3.1.03*				Compliance & Field		
Strategic Goal						
Goal 3: Response						
Strategic Objective						
3.1: Rapidly identify hazardous consumer products for enforcement action						
Performance Measure Statement						
Percentage of firework cases for which a compliance determination of a regulatory violation is made within 70 business days of sample collection						
Definition of Performance Measure						
Included in the definition of this measure is the percentage of cases for which a fireworks sample is determined, within the fiscal year, to have a regulatory violation and the determination was made within 70 business days of the date of the sample collection. Fireworks samples collected in the field and at U.S. ports of entry are sent to CPSC's National Product Testing and Evaluation Center (NPTEC) for analysis. Often, CPSC technical experts conduct additional technical analysis to determine whether a product violates CPSC standards.						
Rationale for Performance Measure						
This performance measure is an indicator of the timeliness of CPSC regulatory case work. Making determinations of a regulatory violation more quickly contributes to the efficiency and speed of recalls for noncompliant products.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
--	--	43%	100%	72%	85%	X
Analysis						
The target was 85%; the FY 2022 actual result was 72%. The CPSC did not meet the annual target. The CPSC met this target for three of the four quarters in FY 2022. During the fourth quarter, the agency missed the target, and the large number of samples in that quarter impacted the overall annual result.						
Plan(s) for Improving Performance						
The FY 2023 Operating Plan includes new Key Measures designed to remove variables in the transport and technical analysis of fireworks that are outside Compliance's and/or the agency's control. Going forward, the agency will continue implementing its strategy and contract requirements for a comprehensive case and data management solution for its regulatory work, which will include modernizing or replacing IFS.						
Data Source						
CPSC's Integrated Field System (IFS)						
Data Collection Method and Computation						
The CPSC collects data from the IFS, which tracks the date of sample collection and the date of regulatory violation determination. An <i>ad hoc</i> report in the system runs the computation.						
Calculation Formula – Divide the numerator by the denominator:						
<ul style="list-style-type: none"> • <i>Numerator</i>: Count the number of cases for which a fireworks sample is determined to have a regulatory violation and the determination was made within 70 business days of sample collection. The date of the regulatory violation determination should fall within the fiscal year. • <i>Denominator</i>: Count the total number of cases for which a fireworks sample is determined to have a regulatory violation. The date of the regulatory violation determination should fall within the fiscal year. 						
Data Limitations and Implications of the Reported Results						
Results may differ slightly, due to updates, edits, or corrections to case data that may occur after the team lead completes the fiscal year-end run of data and reports the results.						

Control ID				Program		
2022KM3.2.02				Compliance & Field		
Strategic Goal						
Goal 3: Response						
Strategic Objective						
3.2: Minimize further exposure to hazardous consumer products						
Performance Measure Statement						
Percentage of cases for which a firm is notified of a regulatory violation within 40 business days from sample collection (excludes fireworks)						
Definition of Performance Measure						
The firm is initially notified of a violation via phone or email, and written confirmation is obtained from the firm; the date is then entered into IFS under Notify Date. However, if written confirmation is not obtained from the firm, the Notice of Violation (NOV) ¹⁸ date will serve as the date of the first form of notification.						
Rationale for Performance Measure						
This performance measure is an indicator of the timeliness of CPSC's notice to firms of violations resulting from sample collection.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
87%	86%	86% ¹⁹	83%	78%	85%	x
Analysis						
The FY 2022 result was 78%, falling slightly short of the annual target of 85%. The CPSC did not meet the target in part related to a 74% increase during FY 2022 in number of samples evaluated for this measure.						
Plan(s) for Improving Performance						
The FY 2023 Operating Plan includes new Key Measures designed to remove variables in the transport and technical analysis of samples that are outside Compliance's and/or the agency's control. Going forward, the agency will continue implementing its strategy and contract requirements for a comprehensive case and data management solution for its regulatory work, which will include modernizing or replacing IFS.						
Data Source						
CPSC's Integrated Field System (IFS)						
Data Collection Method and Computation						
The CPSC collects data from the IFS, which tracks the date of sample collection and the date of company notification. An <i>ad hoc</i> report in the system runs the computation.						
Calculation Formula – Divide the numerator by the denominator:						
<ul style="list-style-type: none"> • <i>Numerator</i>: Count the number of cases for which the firm was first notified of a regulatory violation and the determination was made within 40 business days of sample collection. The notification date should fall within the fiscal year. • <i>Denominator</i>: Count the total number of cases for which the firm was notified of a regulatory violation. The notification date should fall within the fiscal year. 						
Data Limitations and Implications of the Reported Results						
Results may differ slightly, due to updates, edits, or corrections to case data that may occur, after the team lead completes the fiscal year-end run of data and reports the results.						

¹⁸ A Notice of Violation (NOV) is issued when a firm has violated a mandatory standard. NOVs are issued by the EXC and, starting in FY 2020, are also issued by the Office of Import Surveillance on behalf of EXC.

¹⁹ Fireworks cases have unique processes. Starting with FY 2020, fireworks cases have been disaggregated from KM 3.2.02, and KM 3.2.05 was established as a new measure to capture the disaggregated fireworks cases.

Control ID				Program		
2022KM3.2.03				Compliance & Field		
Strategic Goal						
Goal 3: Response						
Strategic Objective						
3.2: Minimize further exposure to hazardous consumer products						
Performance Measure Statement						
Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening						
Definition of Performance Measure						
Case Opening date is when a case is entered into the DCM, which then generates a Case Creation date. A Stop Sale date is the date when notice was given by a firm to stop sale or distribution of the affected product and is considered the date a corrective action was initiated.						
Rationale for Performance Measure						
Industry has an opportunity to participate in a streamlined recall process through the Fast-Track Product Recall Program, which is designed to remove potentially dangerous products from the marketplace more quickly and save the company and the CPSC time and resources. To potentially take advantage of the Fast-Track program, a firm must, among other steps, commit to implementing a sufficient consumer-level voluntary recall within 20 business days of the case opening. Increased timeliness of processing these cases contributes to the efficiency and speed of recalls for noncompliant and defective consumer products.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
96%	97%	97%	95%	97%	90%	✓
Analysis						
The CPSC exceeded the FY 2022 target of 90%, with the actual result of 97%. The continued success under this metric was facilitated by the new and improved online Fast-Track portal, which was rolled out in the first quarter of FY 2022. The new online portal was developed and implemented to improve stakeholders' experience in reporting and submitting Fast-Track recall cases, as well as help ensure the agency receives consistent and standardized information at the outset.						
Plan(s) for Improving Performance						
The agency will continue to refine the processes related to the new Fast-Track portal to assist in continuing to meet this metric's targets.						
Data Source						
CPSC's Dynamic Case Management System (DCM)						
Data Collection Method and Computation						
Calculation Formula – Divide the numerator by the denominator: <ul style="list-style-type: none"> <i>Numerator</i>: Count the number of Fast-Track cases with a CAP Accept date for which a firm had a Stop Sale date within 20 business days of the Case Opening date (Case Creation date, as generated by the DCM). The CAP Accept date should fall within the fiscal year. <i>Denominator</i>: Count the total number of Fast-Track cases with a CAP Accept date that falls within the fiscal year 						
Data Limitations and Implications of the Reported Results						
This measure accounted for corrective action taken by a firm (<i>i.e.</i> , product discontinued or stop sale issued) that occurred prior to the Case Opening date on DCM resulting in the computation of negative days. On a separate note, results may differ slightly due to updates, edits, or corrections to case data that may occur, after the team lead completes the fiscal year-end run of data and reports the results.						

Control ID				Program		
2022KM3.2.05				Compliance & Field		
Strategic Goal						
Goal 3: Response						
Strategic Objective						
3.2: Minimize further exposure to hazardous consumer products						
Performance Measure Statement						
Percentage of fireworks cases for which a firm is notified of a regulatory violation within 75 business days from sample collection						
Definition of Performance Measure						
Included in the definition of this measure is the percentage of fireworks cases for which a firm was first notified of a violation within the fiscal year and the notification date was within 75 business days of the date the fireworks sample was collected.						
The firm is initially notified of a violation via phone or email, and written confirmation is obtained from the firm; the date is then entered into IFS under Notify Date. However, if written confirmation is not obtained from the firm, the Notice of Violation ²⁰ (NOV) date will serve as the date of the first form of notification.						
Rationale for Performance Measure						
This performance measure is an indicator of the timeliness of CPSC's notice to firms of violations resulting from fireworks sample collection.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
--	--	43%	100%	74%	85%	✘
Analysis						
The FY 2022 result was 74%; the annual target was 85%. The agency did not meet the target. The CPSC met this target for three of the four quarters in FY 2022. During the fourth quarter, the CPSC missed the target, and the large number of samples in that quarter impacted the overall annual result.						
Plan(s) for Improving Performance						
The FY 2023 Operating Plan includes new Key Measures designed to remove variables in the transport and technical analysis of fireworks that are outside Compliance's and/or the agency's control. Going forward, the agency will continue to implement its strategy and contract requirements for a comprehensive case and data management solution for its regulatory work, which will include modernizing or replacing IFS.						
Data Source						
CPSC's Integrated Field System (IFS)						
Data Collection Method and Computation						
The CPC collects data from IFS, which tracks the date of sample collection and the date of company notification. An <i>ad hoc</i> report in the system runs the computation.						
Calculation Formula – Divide the numerator by the denominator:						
<ul style="list-style-type: none"> <i>Numerator</i>: Count the number of fireworks cases for which the firm was first notified of a violation within 75 business days of sample collection date. The notification date should fall within the fiscal year. <i>Denominator</i>: Count the total number of fireworks cases for which a firm was first notified of a violation within the fiscal year. The notification date should fall within the fiscal year. 						
Data Limitations and Implications of the Reported Results						
Results may differ slightly, due to updates, edits, or corrections to case data that may occur, after the team lead completes the fiscal year-end run of data and reports the results.						

²⁰ A Notice of Violation (NOV) is issued when a firm has violated a mandatory standard. NOV's are issued by EXC and, starting in FY 2020, are also issued by the Office of Import Surveillance on behalf of EXC.

Control ID				Program		
2022KM3.2.06				Compliance & Field		
Strategic Goal						
Goal 3: Response						
Strategic Objective						
3.2: Minimize further exposure to hazardous consumer products						
Performance Measure Statement						
Percentage of cases for which a corrective action plan (CAP) is accepted or public notice of hazard is issued within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)						
Definition of Performance Measure						
Included in the definition of this measure is the percentage of cases where the firm accepted, within 90 days of CPSC's Preliminary Determination (PD) that was made within the fiscal year, either a Corrective Action Plan (CAP) negotiated between the CPSC and the firm or a public notice of hazard issued by the CPSC. PD is the determination made by a panel of CPSC managers on whether there is sufficient evidence to preliminarily determine the existence of a substantial potential hazard in a product. This measure is limited to cases with Hazard Priority A, B and C, and excludes Fast-Track cases.						
Rationale for Performance Measure						
This performance measure tracks the timeliness of CPSC's negotiation of CAPs with firms or issuance of public notices of hazards to firms. More timely negotiation of CAPs or issuance of public notices of hazard contribute to the efficiency and speed of recalls for noncompliant and defective products.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
--	--	--	75%	56%	60%	✘
Analysis						
The target was 60%; the FY 2022 actual result was 56%. The CPSC missed this goal by 4%, such that one case tipped the metric's annual result.						
Plan(s) for Improving Performance						
Starting with FY 2021, this measure was amended to include public notices, in addition to CAPs. While Compliance can control the timing of the initiation of such notices, it does not have control over the timing of the issuance of public notices. To the extent that elements of the work captured by this metric are within Compliance's control, the continued growth and development of the Enforcement and Litigation Division (CEL) is expected to enhance our ability to succeed under this metric.						
Data Source						
CPSC's Dynamic Case Management System (DCM)						
Data Collection Method and Computation						
The CPSC collects data from DCM on all Compliance Action (CA) initiated cases and non-Fast-Track reported cases where, within 90 days of the PD that was made during the fiscal year, the firm accepts either: (1) a CAP negotiated between the CPSC and the firm; or (2) a public notice of hazard issued by the CPSC. This measure is limited to cases with Hazard Priority A, B and C, and excludes Fast-Track cases. Calculation Formula – Divide the numerator by the denominator: <ul style="list-style-type: none"> <i>Numerator</i>: Count the number of cases for which the firm, within 90 days of the PD, accepted either: (1) a CAP that was negotiated between the CPSC and the firm; or (2) a public notice of hazard issued by the CPSC. The PD date should fall within the fiscal year. <i>Denominator</i>: Count the total number of cases, where PD was made during the fiscal year, for which the firm accepted either: (1) a CAP that was negotiated between the CPSC and the firm; or (2) a public notice of hazard issued by the CPSC. 						
Data Limitations and Implications of the Reported Results						
Results may differ slightly, due to updates, edits, or corrections to case data that may occur, after the team lead completes the fiscal year-end run of data and reports the results.						

Control ID				Program		
2022KM3.3.01				Compliance & Field		
Strategic Goal						
Goal 3: Response						
Strategic Objective						
3.3: Improve consumer response to consumer product recalls						
Performance Measure Statement						
Recall effectiveness rate for all consumer product recalls						
Definition of Performance Measure						
Included in the definition of this measure is the percentage of recalled products within the fiscal year that were corrected during the fiscal year. The CPSC deems a case to be closed when the last action is taken via the firm's report(s) of significant improvement and collection of recall products, a decision is made to not conduct a recall, or other unique reasons or circumstances.						
Rationale for Performance Measure						
<p>"Recall effectiveness" is the degree to which a recall is successful in improving consumer safety by producing the desired results, including, but not limited to: (1) mitigation of the hazard (2) notifying consumers of the problem (3) appropriately encouraging consumers to take action. The correction rate provides some data on a recall's effectiveness but does not provide critical context, including the rate of consumer disposal of a recalled product.</p> <p>The performance measure is intended to improve understanding of the overall correction rate of product recalls at all levels, including products at the manufacturer, distributor, retailer, and consumer levels. Typically, recalls of consumer products are conducted voluntarily by firms that work with the CPSC to develop a CAP that will protect the public from potentially unsafe products. Recalls include a notice to the public and at least one of these remedial measures: a repair, a replacement of the product, or a refund to the purchaser.</p>						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
17%	21%	33%	32%	16%	25%	X
Analysis						
The target was 25%; the FY 2022 actual result was 16%. The CPSC did not meet the target. Consumer response levels are variable and dependent on numerous factors beyond agency control, even when direct notice is effectuated for all consumer purchasers of a product. Consumer behavior in response to recall notices may be impacted by product price, type, age, and the perceived hazard. For FY 2022, a total of 8,766,145 units out of a total of 55,355,421 units were corrected at the manufacturer, distributor, retailer, and consumer levels.						
Plan(s) for Improving Performance						
The CPSC will continue working with recalling firms to maximize notification to consumers, including through direct notice, social media, and other technological means. Starting with the FY 2023 Operating Plan, the statement of this KM has been revised to "Recall response rate for all consumer product recalls" to better reflect what is being tracked by the Measure.						
Data Source						
CPSC's Dynamic Case Management (DCM) System and Integrated Field System (IFS)						
Data Collection Method and Computation						
Recall information is gathered from Monthly Progress Reports provided by the recalling firms. The information is then entered into CPSC's DCM. This measure tracks the percentage of DCM-closed cases for the fiscal year.						
Calculation Formula – Divide the numerator by the denominator:						
<ul style="list-style-type: none"> • <i>Numerator</i>: Count the number of products that were recalled and corrected during the fiscal year. • <i>Denominator</i>: Count the number of products that were recalled during the fiscal year. 						
Data Limitations and Implications of the Reported Results						
The CPSC relies on the data provided by the recalling firms. Results may differ slightly, due to updates, edits, or corrections to case data that may occur, after the team lead completes the fiscal year-end run of data and reports the results.						

Control ID		Program				
2022KM4.1.02*		Communications				
Strategic Goal						
Goal 4: Communication						
Strategic Objective						
4.1: Improve usefulness and availability of consumer product safety information						
Performance Measure Statement						
Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)						
Definition of Performance Measure						
Number of stakeholder engagements with CPSC safety messages on Twitter, Instagram, Facebook, and YouTube, as measured by contracted social media monitoring services						
Rationale for Performance Measure						
Engagement refers to consumers or other individuals who like, share, forward, or re-tweet CPSC safety messages or content on social media platforms.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
0.8	1.5	12.1	9.3	27.2	3.7	✓
Analysis						
The CPSC far exceeded the FY 2022 target of 3.7 million with 27.2 million engagements. The continued success in FY 2022 was due in part to CPSC's social media strategy, which helped engagements continue going viral and was bolstered by effective paid social media campaigns throughout the year.						
Plan(s) for Improving Performance						
The CPSC will continue to design and develop new online and social media communication to disseminate CPSC safety messaging through social media and drive more engagement with CPSC safety messages. Additionally, in FY 2023, OCM will continue implementing its social media strategy, which includes paid social media, to target communities that have historically been difficult to reach.						
Data Source						
CPSC's contracted social media monitoring companies for data on engagement.						
Data Collection Method and Computation						
Data are provided by contracted media monitoring companies that subscribe to media measurement tools that are used by a broad spectrum of companies, such as advertisers, agencies, and research firms that need reliable audience data. All engagement data are added together in a spreadsheet.						
Data Limitations and Implications of the Reported Results						
Units of social media engagement vary among the different media platforms. The reported result is a mixture of these engagement units.						

Control ID				Program		
2022KM4.2.04				Communications		
Strategic Goal						
Goal 4: Communication						
Strategic Objective						
4.2: Increase dissemination of useful consumer product safety information						
Performance Measure Statement						
Number of national media placements of CPSC stories						
Definition of Performance Measure						
Placements of CPSC-generated news stories in national newspapers, national online news services, network and cable broadcasts, and network affiliate service broadcasts.						
Rationale for Performance Measure						
National placements of CPSC-generated news stories garner the largest potential audience for CPSC safety messages, as opposed to placing them in local newspapers or local broadcasts.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
--	--	12	16	24	15	✓
Analysis						
The CPSC completed 24 national media placements of CPSC stories, exceeding the FY 2022 target of 15 placements. Some examples of CPSC stories include CPSC civil penalties, the Bronx, NY space heater fire, infant lounge warning, TV tip-overs and recalls. The CPSC had success generating national media placements due to newsworthiness of the stories, and creative pitching by Office of Communications (OCM) staff.						
Plan(s) for Improving Performance						
Due to the continued successes in FYs 2021 and 2022, the agency raised its annual target from 10 for FY 2021 to 15 national media placements of CPSC stories for FY 2022 and raised it again to 20 national media placements for FY 2023.						
Data Source						
(1) CPSC-contracted monitoring services, including TVEyes and Meltwater, and (2) CPSC public relations agency-contracted monitoring services						
Data Collection Method and Computation						
OCM staff collects data from the contracted monitoring companies, then enters the data to an Excel spreadsheet to calculate final results.						
Data Limitations and Implications of the Reported Results						
National media placements measure potential viewers or readers of the national media story. However it does not guarantee that viewers or readers actually watched or read the story.						

Control ID				Program		
2022KM4.2.06				Communications		
Strategic Goal						
Goal 4: Communication						
Strategic Objective						
4.2: Increase dissemination of useful consumer product safety information						
Performance Measure Statement						
Percentage of recall press releases cycled through the Office of Communications in 2 business days or less, once received from the Office of Compliance & Field Operations						
Definition of Performance Measure						
Offices within the CPSC, and the recalling firm, work together to formulate and announce recall press releases as expeditiously as possible to protect consumers from hazardous recalled products. This measure tracks the percentage of recall press releases that OCM responds back to EXC within 2 business days of receiving a draft from EXC.						
Rationale for Performance Measure						
This measure was established as an improved measure, starting in FY 2021, to track CPSC's timeliness of recall press releases as well as capture the part of the recall process that is within OCM's control.						
2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2022 Target	Target Met?
--	--	--	96%	92%	80%	✓
Analysis						
The FY 2022 result was 92%; the target of 80% was exceeded because OCM made it a priority to respond to EXC on recall releases within 2 business days.						
Plan(s) for Improving Performance						
OCM will continue prioritizing quick response to EXC by keeping recall press release turnaround at 2 business days or less. Also, the annual target has been raised from 80 percent in FY 2022 to 85 percent in FY 2023 due to continued success in the past two fiscal years.						
Data Source						
OCM's Tracking Spreadsheet: Recall Press Release Log						
Data Collection Method and Computation						
OCM counts the number of days it takes to turnaround recalls and recall alerts for every version of draft recall press release received from EXC. Calculating the Result – Divide the numerator by the denominator: <ul style="list-style-type: none"> • <i>Numerator</i>: The number of recall press releases issued by OCM within 2 business days once the draft recall press release has been received from EXC. • <i>Denominator</i>: The total number of recall press releases issued by OCM. 						
Data Limitations and Implications of the Reported Results						
The measure relies on OCM staff members keeping track of and documenting each interaction on recall releases with EXC. Human error can occur.						

Appendix D

Acronyms

AI	Artificial Intelligence
APR	Annual Performance Report
ARPA	American Rescue Plan Act of 2021
CAP	Corrective Action Plan
CBP	U.S. Customs and Border Protection
CDC	U.S. Centers for Disease Control and Prevention
CPSA	Consumer Product Safety Act
CPSC	U.S. Consumer Product Safety Commission
CPSIA	Consumer Product Safety Improvement Act of 2008
DCM	Dynamic Case Management System
DEIA	Diversity, Equity, Inclusion, and Accessibility
EI	Employee Engagement Index
EPA	Environmental Protection Agency
EXC	Office of Compliance & Field Operations
FEVS	Federal Employee Viewpoint Survey
FTE	Full-time Equivalent
FY	Fiscal Year
GHS	Globally Harmonized System of Classification and Labelling of Chemicals
GSA	General Services Administration
HHS	U.S. Department of Health and Human Services
ICCVAM	Interagency Coordinating Committee for the Validation of Alternative Methods
IFS	Integrated Field System
ITDS	International Trade Data System
ML	Machine Learning
NEISS	National Electronic Injury Surveillance System
NIOSH	National Institute for Occupational Safety and Health
NIST	National Institute of Standards and Technology
OCM	Office of Communications
OECD	Organisation for Economic Cooperation and Development
OFR	Organohalogen
OMB	Office of Management and Budget
OPM	U.S. Office of Personnel Management
PBR	Performance Budget Request
PSA	Public Service Announcement
RAM	Risk Assessment Methodology
SBO	Small Business Ombudsman
SDR	Strategic Data Review
VGB Act	Virginia Graeme Baker Pool and Spa Safety Act



U.S. CONSUMER PRODUCT SAFETY COMMISSION

4330 East West Highway | Bethesda, MD 20814

Consumer Hotline and General Information:

(800) 638-2772 | TTY (800) 638-8270

CPSC.gov