

Supplemental to the FY 2021 Annual Performance Report (APR)

This supplemental document lists CPSC’s 24 Key Measures (KMs) that are reported in the FY 2021 Annual Performance Report (APR). All 24 KMs were carried over to FY 2022.

Each table below lists the following KM details included in the FY 2021 APR and KM details to be included in the FY 2022 APR: Control ID, the CPSC Program Office responsible for the KM, KM Performance Measure Statement, Definition of the Performance/Key Measure, and Rationale for the Performance/Key Measure. (The CPSC uses the term “Performance Measure” and “Key Measure” synonymously.)

In addition, for applicable KMs, the footnote associated with the KM provides a definition of the CPSC-specific term for the reader.

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| Control ID | Program |
| 2021KM1.1.02 | Human Resources |
| 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. | |

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| Control ID | Program |
| 2021KM1.2.01 | Human Resources |
| 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. | |

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| Control ID | Program |
| 2021KM1.3.01 | Human Resources |
| 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. | |

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| Control ID | Program |
| 2021KM1.4.01 | Human Resources |
| 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. | |

| Control ID | Program |
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| 2021KM2.1.02 | Hazard Identification |
| 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. | |

| Control ID | Program |
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| 2021KM2.1.03 | Hazard Identification |
| 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) ¹ (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. | |

¹ The NEISS is the CPSC's system for collecting data on consumer product-related injuries occurring in the United States. The NEISS provides statistically valid national estimates of injuries from a probability sample of hospital emergency rooms; the system is a critical component of CPSC's data-driven approach to identifying emerging trends and consumer product hazards. For more information on NEISS, please visit: www.cpsc.gov/Research--Statistics/NEISS-Injury-Data.

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| Control ID | Program |
| 2021KM2.2.01 | Hazard Identification |
| 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 | |
| <p>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.</p> | |

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| Control ID | Program |
| 2021KM2.2.02 | Hazard Identification |
| 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 | |
| <p>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.</p> | |

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| Control ID | Program |
| 2021KM2.2.07 | Import Surveillance |
| Performance Measure Statement | |
| Percentage of firms that are engaged with timely establishment inspection after being identified as a repeat offender | |
| Definition of Performance Measure | |
| Firms with a history of repeated violations are subject to the requirements of an establishment inspection (EI). This performance measure tracks the percentage of firms that engage in an EI in a timely manner. "Timely" means that the firm engages in an EI within 60 calendar days of the EI assignment date determined by the CPSC. | |
| Rationale for Performance Measure | |
| EIs provide the CPSC an opportunity to help firms with a history of repeated violation to comply with applicable CPSC requirements. | |

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| Control ID | Program |
| 2021KM2.2.08 | International Programs |
| 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 | |
| The annual number of recalls per billion dollars of consumer product imports from Top 50 Import Sources, Countries, or Administrative Areas is an indicator of effectiveness of CPSC's effort in working with its international stakeholders through carrying out its educational and outreach activities. | |

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| Control ID | Program |
| 2021KM2.3.01 | Import Surveillance |
| 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 is computed as the number of targeted entries with logbook exams, divided by the number of targeted entries from CPSC's Targeting program entered into the International Trade Data System (ITDS)/RAM Inbox. | |
| Rationale for Performance Measure | |
| Targeting identifies characteristics in import shipments that are associated with elevated inherent product risks. | |

| Control ID | Program |
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| 2021KM2.3.02 | Import Surveillance |
| 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. | |

| Control ID | Program |
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| 2021KM2.3.04 | Import Surveillance |
| 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 CPSC performs is a measure of surveillance at U.S. ports to reduce entry of unsafe consumer products. | |

| Control ID | Program |
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| 2021KM3.1.01 | Compliance & Field |
| 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) ² | |
| Definition of Performance Measure | |
| 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 (DCM) System, which then generates a Case Creation date. | |
| This measure is limited to cases with Hazard Priorities A, B, and C, and excludes Fast-Track cases. | |
| 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. | |

² The hazard classification assigned to a specific product guides the nature and timing of actions that CPSC staff takes to address the hazard. *Class A Hazard* exists when a risk of death or grievous injury or illness is likely, or very likely, or serious injury or illness is very likely. *Class B Hazard* exists when a risk of death or grievous injury or illness is not likely to occur, but is possible, or when serious injury or illness is likely, or moderate injury or illness is very likely. *Class C Hazard* exists when a risk of serious injury or illness is not likely, but is possible, or when moderate injury or illness is not necessarily likely, but is possible. Regardless of whether a product defect is classified as a Class A, B, or C priority hazard, the common element is that all three classifications warrant corrective action to reduce that risk of injury or death.

| Control ID | Program |
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| 2021KM3.1.02 | Compliance & Field |
| 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. | |

| Control ID | Program |
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| 2021KM3.1.03 | Compliance & Field |
| 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. | |

| Control ID | Program |
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| 2021KM3.2.02 | Compliance & Field |
| 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) ³ 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. | |

³ A Notice of Violation (NOV) is issued when a firm has violated a mandatory standard. NOV's are issued by the EXC and, starting in FY 2020, are also issued by the Office of Import Surveillance on behalf of EXC.

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| Control ID | Program |
| 2021KM3.2.03 | Compliance & Field |
| Performance Measure Statement | |
| Percentage of Fast-Track ⁴ 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 System, 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. | |

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| Control ID | Program |
| 2021KM3.2.05 | Compliance & Field |
| 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 ⁵ (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. | |

⁴ "Fast-Track" is CPSC's program that allows an eligible firm to implement a consumer-level voluntary recall within 20 business days of submitting an initial report to the CPSC. In order to participate in the Fast-Track program, the firm must immediately stop sale and distribution of the potentially hazardous product, thus, protecting consumers by quickly removing the product from the marketplace. "Corrective Action Initiated" is defined as the first action taken by the firm (*i.e.*, discontinuing the product or issuing a Stop Sale notice to stop distribution/sale of the product). This includes actions taken by the firm prior to CPSC's case opening date.

⁵ 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.

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| Control ID | Program |
| 2021KM3.2.06 | Compliance & Field |
| Performance Measure Statement | |
| Percentage of cases for which a corrective action plan (CAP) is accepted, or public notice of hazard issued within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C) ⁶ | |
| 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. | |

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| Control ID | Program |
| 2021KM3.3.01 | Compliance & Field |
| Performance Measure Statement | |
| Recall effectiveness ⁷ 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.</p> <p>The performance measure is intended to improve understanding of the overall effectiveness 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 some remedial measures, such as a repair, a replacement of the product, or a refund to the purchaser.</p> | |

⁶ The hazard classification assigned to a specific product guides the nature and timing of actions that CPSC staff takes to address the hazard. Class A Hazard exists when a risk of death or grievous injury or illness is likely, or very likely, or serious injury or illness is very likely. Class B Hazard exists when a risk of death or grievous injury or illness is not likely to occur, but is possible, or when serious injury or illness is likely, or moderate injury or illness is very likely. Class C Hazard exists when a risk of serious injury or illness is not likely, but is possible, or when moderate injury or illness is not necessarily likely, but is possible. Regardless of whether a product defect is classified as a Class A, B, or C priority hazard, the common element is that all three classifications warrant corrective action to reduce that risk of injury or death.

⁷ "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, and (3) appropriately encouraging consumers to take action.

| Control ID | Program |
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| 2021KM4.1.02 | Communications |
| Performance Measure Statement | |
| Number of engagements ⁸ 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. | |

| Control ID | Program |
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| 2021KM4.2.04 | Communications |
| 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. | |

| Control ID | Program |
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| 2021KM4.2.06 | Communications |
| 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 issued to the public by CPSC's Office of Communications (OCM) within 2 business days of receiving a draft from the Office of Compliance & Field Operations (EXC). | |
| Rationale for Performance Measure | |
| This measure was newly established in FY 2021, to serve as a replacement for KM4.2.05 – Percentage of recall press releases issued in 22 business days or less from first draft (last reported in the FY 2020 APR). This new measure was established as an improved measure to track CPSC's timeliness of recall press releases. | |

⁸ "Engagements" refers to the number of interactions (likes, shares, comments) with CPSC social media content.