



United States
Consumer Product Safety Commission



Performance Budget Request to Congress

FISCAL YEAR 2024 | MARCH 9, 2023

About the Consumer Product Safety Commission (CPSC)

The CPSC is an independent federal regulatory agency with a public health and safety mission of protecting the public from unreasonable risks of injury and death from consumer products.

It 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 head of the Commission and principal executive officer of the CPSC.

Congress created the CPSC more than 50 years ago, in 1972, with 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 also administers 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), the imitation firearms provisions of Pub. L. Nos. 100-615 and 117-167, and the STURDY requirements of Pub. L. No. 117-328.

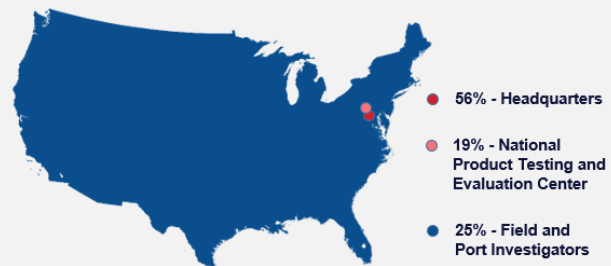
The CPSC has jurisdiction over thousands of types of consumer products used in and around homes and schools, and in recreation.¹

The CPSC works to reduce consumer product-related injury and death rates by using analysis, regulatory policy, enforcement, and education to identify and address product safety hazards. This important work includes:

- Hazard Identification and Assessment—collecting information and developing injury and death statistics relating to the use of products under the CPSC's jurisdiction;
- Mandatory Regulations² and Voluntary Standards³—developing mandatory regulations and participating in the development and strengthening of voluntary standards;
- Import Surveillance—using a Risk Assessment Methodology (RAM) to analyze import data to identify and interdict violative consumer products before they enter the United States;
- Compliance and Enforcement—enforcing mandatory regulations and removing defective products through compliance activities, such as recalls or other corrective actions, and litigating when necessary;
- Public Outreach—educating consumers, families, industry, civic leaders, and state, local, and foreign governments about safety programs, alerts and recalls, emerging hazards, mandatory regulations, voluntary standards, and product safety requirements in the United States;
- Intergovernmental Coordination—coordinating work on product safety issues with other federal government stakeholders; and
- Cooperation with Foreign Governments—leveraging work with foreign government safety agencies, bilaterally and multilaterally, to improve safety for U.S. consumers.

Employees by Location

One-quarter of the CPSC's workforce is stationed in the field, where staff focuses on compliance and enforcement, including inspections of imported shipments and retail establishments to identify harmful consumer products.



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

² A "mandatory regulation" is defined as a mandatory standard called a technical regulation.

³ "Voluntary standard" safety standards developed for consumer products by voluntary standard organizations. See: www.cpsc.gov/Regulations-Laws-Standards/Voluntary-Standards for a description of CPSC Voluntary standards activities.

Table of Contents

Budget Discussion

Executive Summary

Budget Priorities	1
-------------------------	---

Summary of Changes

FY 2024 Budget Overview	3
Table 1 – Summary of Changes from the FY 2023 Enacted	3
Proposed Appropriations Language	10

Budget Discussion by Strategic Goal

Strategic Plan	11
Table 2 – FY 2024 Request by Strategic Goal and Program Component	11
Strategic Goal 1	12
Strategic Goal 2	16
Strategic Goal 3	19
Strategic Goal 4	22

Standards and Rulemakings

Mandatory Standards Summary	24
Voluntary Standards Summary	27

Annual Performance Plan

Strategic Plan Summary	30
Key Performance Measure Summary	31
Annual Performance Plan Details	34

Appendices

Appendix A – Good Accounting Obligation in Government Act Report	49
Appendix B – CPSC FTEs by Organization	
Table 3 – CPSC FTEs by Organization	50
Appendix C – Inspector General Budget Request	
Table 4 – Inspector General Budget Request	51
Appendix D – Acronyms	52
Appendix E – Organizational Structure	53

This page is intentionally left blank.

Executive Summary



Chair Alexander Hoehn-Saric

CPSC Budget Priorities

The U.S. Consumer Product Safety Commission requests \$212.6 million for FY 2024. The FY 2024 Performance Budget Request (*FY 2024 Request*) is \$60.1 million above the FY 2023 *Enacted* level of \$152.5 million. The *FY 2024 Request* supports the CPSC's mission of "Protecting the public from hazardous consumer products."

To achieve the agency's Strategic Goals, the CPSC must adapt to the changing consumer product environment of the 21st century and secure agency resources commensurate with this mission. The *FY 2024 Request* includes \$60.1 million in program requirement requests over the FY 2023 enacted level. The program increases reflected in the *FY 2024 Request* are essential for the agency to address the burgeoning threats to consumers and adapt to the changing consumer product environment. The CPSC must expand program areas across the agency, along with a corresponding investment in technology to support achieving the agency's mission. The CPSC bases this *FY 2024 Request* and overall funding needs on the following priorities and requirements:

- 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 U.S. Customs and Border Protection (CBP), CPSC has stretched its budget for traditional port surveillance to expand inspections, and we will continue to increase port staff stationed throughout the country with the additional resources in this *FY 2024 Request*. 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. Additionally, with the funds provided through ARPA, 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. To continue operating and maintaining the eFiling program after the ARPA funds expire, CPSC needs the resources identified in this *FY 2024 Request*. The requested resources also will enable CPSC to continue work to modify and update the Risk Assessment Methodology (RAM) system to expand capabilities related to eFiling, *de minimis*⁴ shipments, and the identification of defective products. The resources in the *FY 2024 Request* will allow the agency to effectively surveil imported consumer products and continue enhancements in targeting capabilities.
- Vigorously Enforce Product Safety Laws:** The CPSC will 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.

With the resources in this *Request*, CPSC's enforcement activities will focus on the timely investigation of hazardous consumer products, based on consumer reports and marketplace surveillance, including 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, enforcement of the sale and distribution of goods on eCommerce platforms will be an important 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

⁴ *De minimis* shipments are low-value, direct-to-buyer shipments valued at \$800 or less. *De minimis* shipments may enter the United States with minimal data requirements, which makes it far more difficult to determine the risks associated with these shipments.

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 custom technological solutions.

The agency will continue to prioritize recall and enforcement efforts to remove hazardous products from the marketplace to protect consumers. The CPSC also is committed to pursuing civil penalties, where warranted, to deter other violators and ensure a level playing field for responsible actors in the marketplace. With the resources in the FY 2024 *Request*, the agency will have the ability to pursue an increased number of civil penalty cases involving violations of product safety laws and regulations, at a level that is not currently possible. Simultaneously, where it is appropriate, CPSC will refer matters for criminal investigation and potential prosecution by the U.S. Department of Justice.

- **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, the agency must invest significantly in personnel, research, testing capabilities, and most significantly, high-quality data and data analysis to inform CPSC's decision making. With the resources in the FY 2024 *Request*, the CPSC will continue to keep pace with advances in technology including machine learning and artificial intelligence, and evolving methods of data collection and analysis; focus on applied research in hazard identification; gather additional geographic and demographic data to be able to identify better whether hazard patterns are disproportionately impacting particular communities and populations; expand our chronic hazard analysis capability; and improve and upgrade the CPSC's National Electronic Injury Surveillance System (NEISS) data system.
- **Build Diversity and Seek Product Safety Equity:** The CPSC will enhance recruitment efforts, analysis of workforce data, and proactive programs that seek to foster inclusion, equity, and diversity. With the resources in the FY 2024 *Request*, the CPSC will serve vulnerable, diverse, and underserved communities better through targeted communications and outreach. This will be accomplished by the enhanced ability to micro-target proven safety messaging that can help reduce existing safety disparities in the marketplace. The agency will develop more robust tools for data collection and analysis of product safety incidents, injuries, and deaths that may reflect disparities among diverse populations, and allocate safety work to address these disparities.
- **Communicate More Effectively to a Broader Range of Consumers:** Effective public health and safety communications require specialized skill sets and tools to reach the American public. CPSC's safety campaigns, recall work, and press engagements must expand, and the communications infrastructure must be equipped to handle known and emerging product safety hazards, and to develop novel approaches for driving behavior change. Effective safety messaging requires the agency to meet consumers where they are—increasingly, online. This means the agency must develop and maintain a robust digital presence, across social media, mobile devices, and other online platforms to provide consistent, reliable, accessible, and timely information. The resources in the FY 2024 *Request* will allow the CPSC to improve its messaging and outreach to affected populations, including historically excluded communities and others disproportionately impacted by safety hazards.
- **Accelerate Necessary Modernization of Mission-Critical Technology:** Managing and leveraging information technology (IT) and data is integral to both the daily operations of the CPSC and achieving the agency's strategic goals and objectives. With the resources in the FY 2024 *Request*, the CPSC will make a substantial commitment and investment in IT development and modernization. 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), Consumer Product Safety Risk Management System (CPSRMS), and the creation, operation, and maintenance of a regulated products case management system. This FY 2024 *Request* also provides funds to identify and monitor cybersecurity risks and implement government-wide directions and best practices to protect agency systems and information.

Summary of Changes

FY 2024 Budget Overview

Table 1: Summary of Changes from the FY 2023 *Enacted* (Dollars in millions)

	FTE	Dollars
FY 2023 Enacted	569	\$152.5
Maintain Current Levels:		
➤ Pay	--	\$5.2
➤ Non-Pay	--	\$1.6
Changes to Program:		
➤ Stop Hazardous Products at our Borders	36	\$8.0
➤ Diversity, Equity, Inclusion, and Accessibility	4	\$2.7
➤ Investigate New, Existing, and Hidden Hazards	22	\$19.9
➤ Vigorously Enforce Product Safety Laws	33	\$9.3
➤ Communicate More Effectively to a Broader Range of Consumers	3	\$3.8
➤ Bolster and Modernize Agency Support	18	\$9.2
➤ Inspector General Support	2	\$0.4
FY 2024 Request	687	\$212.6

Maintain Current Levels

- **Pay (+\$5.2 million):** The CPSC requests an additional \$5.2 million for personnel salary and benefits for 569 full-time equivalents (FTEs), consistent with the staffing level supported in the FY 2023 annual appropriation. The FY 2024 *Request* will cover the 2024 pay raise of 5.2% directed by OMB, and other payroll costs.
- **Non-Pay (+\$1.6 million):** The CPSC requests an additional \$1.6 million for non-pay inflation items to maintain current levels. The CPSC applied a standard inflation rate of 2.0% for existing recurring contracts and agreements.

Changes to Program

- **Stop Hazardous Products at our Borders (+\$8.0 million):** Surveilling consumer products at ports of entry allows the CPSC to protect consumers before products reach them directly or become available for sale in the marketplace. The agency requests an additional \$8.0 million and 36 FTEs to continue implementing requirements related to the CPSC import surveillance program set forth in the Consolidated Appropriations Act, 2021 (Pub. L. No. 116-260), Division FF, Title XX, and for enhancing targeting, surveillance, and screening of consumer products. The additional request funds efforts in the following areas:
 1. **Expand Presence at Ports of Entry (\$3.4 million):** The CPSC is requesting \$3.4 million, including 17 FTEs, to address evolving needs at various port environments, including those that receive *de minimis* (valued at \$800 or less) eCommerce shipments of consumer products imported into the United States. These additional FTEs would be responsible for inspecting and taking appropriate action on potentially hazardous imports, thereby protecting consumers in furtherance of the agency's

mission. This project continues the CPSC's multi-phased strategy to identify and interdict the substantial number of imported consumer products, including eCommerce shipments. The value of eCommerce shipments⁵ under the CPSC's jurisdiction entering the United States is growing steadily, and has led to a significant increase in *de minimis* shipments. As illustrated in Figure 1, the value of eCommerce shipments the CPSC regulates is estimated to reach \$415 billion by calendar year 2023 (CY 2023), representing nearly 38 percent of the total value of imports under the agency's jurisdiction.

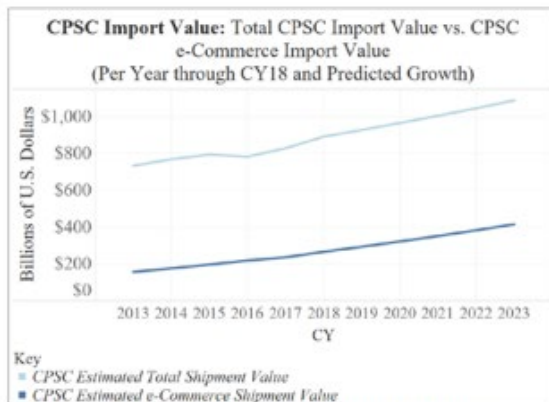


Figure 1: Import Value under CPSC's Jurisdiction

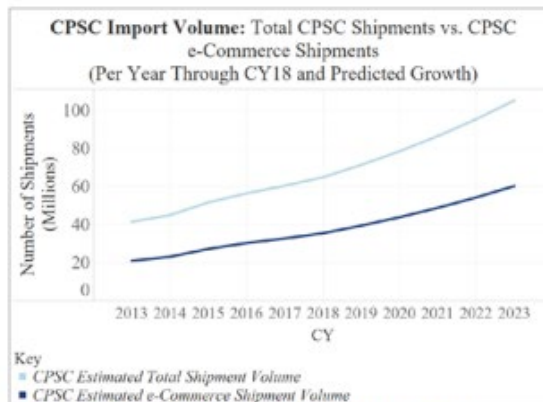


Figure 2: Import Volume under CPSC's Jurisdiction

The [CPSC eCommerce Assessment Report](#) estimates that 60 million shipments will be eCommerce purchases by CY 2023. This represents approximately 57 percent of the total volume of imports under the CPSC's jurisdiction. Additional staffing will enable the CPSC's eCommerce Team to expand its physical presence at ports with a high volume of *de minimis* shipments. This expansion will enable the CPSC to examine physically *de minimis* shipments at ports where approximately 83 percent of total *de minimis* shipments are imported into the United States.

2. **Lab, Compliance, and Technology Support (\$2.8 million):** The addition of port investigators to the eCommerce Team creates the need for supplementary resources to support the increase in shipments to be sampled. Each sample requires technical staff to analyze and/or test the sample for compliance. For samples found to be violative, the CPSC staff works with companies to implement appropriate corrective actions or pursue enforcement actions where cooperative resolution does not occur. To address the expected increase in sample testing and enforcement, as well as the technology demands resulting from the CPSC's expansion of its eCommerce Team, the CPSC is requesting \$2.8 million for 14 FTEs, which includes 6 FTEs for lab support, 6 FTEs for compliance and enforcement efforts, and 2 FTEs for IT support.
3. **Enhance Targeting, Surveillance, and Screening Systems (+\$1.2 million):** The agency is continuing to modernize the Risk Assessment Methodology (RAM) system, expand capabilities related to eFiling and *de minimis* shipments, and explore possibilities for identification of defective products to enhance targeting and screening. The innovations that are being fostered through the implementation and development of the RAM system allow the CPSC to identify and stop violative imported products from entering the U.S. marketplace. The CPSC is requesting \$1.2 million, including 2 FTEs, for this project.
4. **Operational Support (\$0.6 million):** The CPSC requests an additional 3 FTEs for operational support. These staffing resources are required to provide the necessary infrastructure support for the expansion of the eCommerce Team and for increased testing and enforcement. The CPSC will be recruiting, onboarding, and training the expanded staff; providing financial management support; and

⁵ As outlined in the [CPSC eCommerce Assessment Report](#), the number of "shipments" is calculated based on the number of [House Bills of Lading](#) (HBL) filed with U.S. Customs and Border Protection (CBP) for shipments at or under \$800, plus the number of [filed Entries](#) for shipments over \$800. Issued by the carrier, an HBL is a proof of receipt of goods from the shipper. An HBL is submitted by trade participants, such as carriers, freight forwarders, agents, or consolidators, and contains commercial shipment level data. An Entry is necessary for CBP to assess duties, collect import data, and determine whether legal requirements have been met.

providing increased legal support associated with the uptick in cases and coordinating with the Department of Justice (DOJ) on enforcement matters.

- **Diversity, Equity, Inclusion, and Accessibility (DEIA) (+\$2.7 million):** The CPSC remains dedicated to furthering diversity, equity, inclusion, and accessibility through operational and outreach efforts. To that end, we have rebranded the Equal Employment Opportunity office, which is now known as the Office of EEO, Diversity & Inclusion. In FY 2023, CPSC hired a Diversity and Outreach Specialist for DEIA-specific activities including diversity hiring, training, and special emphasis programs. Also, the Office of Human Resources Management hired an Outreach Specialist to support efforts to expand the diversity of our candidate pools. The agency started mandatory DEIA training for all employees. We also are demonstrating our DEIA focus in our external-facing work. In January 2022, the agency released its Equity Action Plan, outlining efforts to address disparities in injuries and deaths with targeted interventions and to identify whether data show that disparities exist with respect to other hazards. Our Commission meetings now have simultaneous American Sign Language translation, and our safety public service announcements and image library feature racially diverse individuals, as well as those with physical disabilities and intellectual and developmental disabilities. CPSC staff have conducted an analysis of racial disparities in injuries and deaths across a number of hazards, reinforcing what the Commission has already seen in our previous injury reports – that African Americans and Hispanics are overrepresented in these hazard areas compared to their proportion of the U.S. population. This study also provides compelling evidence for why DEIA work is necessary and will inform our collective work moving forward.

In accordance with the principles espoused in [Executive Order 14035, "Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce,"](#) the CPSC requests an additional \$2.7 million, which includes 4 FTEs, to implement strategies to pursue DEIA initiatives. These initiatives include the following:

1. **CPSC Workforce (+\$1.8 million):** The CPSC is requesting \$1.8 million, including 4 FTEs, for the agency's Human Resources (HR) and the CPSC's Equal Employment Opportunity (EEO) staff to address critical needs in the workforce. A strong and diverse workforce is the key to the success of any agency. Additionally, the workplace is undergoing a rapid shift, requiring appropriate resources to be allocated to recruit, train, and foster employees. To fulfill CPSC's commitment to diversity, equity, inclusion, and accessibility, the CPSC requests additional HR Specialists and Analysts to address and promote equity and inclusion in CPSC's workforce. The CPSC will also leverage data to advance recruitment efforts in historically underserved communities, and the agency will place newly hired employees in positions in which their skill sets can foster their success. Additionally, the CPSC requests an EEO Analyst to advance equity in all parts of the agency; coordinate work fostering diversity and inclusion, such as trainings, seminars, and group activities; and process EEO complaints.
2. **Community Outreach/Grassroots (+\$0.7 million):** The CPSC requests additional resources to deliver on-the-ground product safety-related information and education on product safety hazards to historically excluded communities where product safety-related injuries occur at a disproportionate rate. Per the agency's Equity Action Plan Roundtable, grassroots outreach was consistently cited as a necessary, effective, and important means of reaching historically excluded communities.
3. **Diversity Council (+\$0.1 million):** Implementing a Diversity Council is a goal in the CPSC Diversity, Equity, Inclusion and Accessibility (DEIA) Plan to address feedback from listening sessions. The Diversity Council will serve as an agency-wide, employee resource group and provide advice on the DEIA needs of the agency.
4. **Translation Services (+\$0.1 million):** Communicating to diverse groups of consumers is critical to the CPSC. The agency requests resources to translate additional educational materials with injury prevention information into foreign languages, including six target languages: Chinese, Korean, Vietnamese, French, Arabic, and Tagalog. The CPSC already provides a substantial number of Spanish materials, but much less in other foreign languages. Funding would combine to expand access to life-saving consumer product safety information for consumers with limited English proficiency, consistent with existing CPSC efforts under Title VI of the Civil Rights Act of 1964 and Executive Order 13166, "[Improving Access to Services for Persons with Limited English proficiency](#)".

- **Investigate New, Existing, and Hidden Hazards (+\$19.9 million):** The identification of hazardous products is a vital function of the CPSC to ensure such products are quickly identified, and do not reach consumers. The agency relies on research and data that have been proven to be resource-intensive to undertake and acquire. Innovations in research, data analysis and collection, and artificial intelligence are necessary to properly analyze the ever-expanding pools of data on consumer products. The CPSC requests an additional \$19.9 million, including 22 FTEs, for critical data analysis and chronic hazards research. The additional request funds efforts in the following areas:
 1. **Invest Significantly in the use of Artificial Intelligence (AI) (+\$5.6 million):** The agency requests an additional \$5.6 million, including 6 FTEs, to enhance its enterprise analytic capabilities with a cloud-based, machine-learning capable software. Investments in this AI capability will enable the agency to make significant strides in data analysis. Specifically, this will provide funds for adding staff to apply AI techniques to enhance the integration and analysis of data and contract resources to procure further assistance in the development of the infrastructure, modeling, and methodologies needed. Initial steps will focus on ensuring the quality of existing incident data, as well as better coding of product and hazard, with longer term efforts focusing on integrating new data sources and developing anomaly detection and pattern/trend detection capabilities. This request is in line with the agency's Enterprise Data Analytics Strategy (EDAS) for consumer product safety.
 2. **Expand Epidemiology (EPI) (+\$2.4 million):** The CPSC requests an increase of 12 FTEs to expand critical work in collecting and analyzing data on injuries and deaths associated with consumer products. The agency's ability to identify hazards and analyze ever-expanding pools of data has been constrained by the small size of its epidemiology staff. Hazard identification is a priority and preventing hazardous products from reaching consumers is the first goal of the CPSC's Strategic Plan for FYs 2023-2026.
 3. **Augmenting Applied Research (+\$5.3 million):** The agency is requesting \$5.3 million to address identified shortfalls in applied research in hazard identification. Specific priority research requiring funding includes investigation of hazards associated with additive manufacturing (e.g., 3-D printing), analysis on the impact of smart technologies and Internet connectivity, research on safe sleep practices for infants, research on home fire hazard mitigation, including flame suppression and flame jetting, and a study on senior safety.
 4. **Focus on Chronic Hazards (+\$4.2 million):** The CPSC requests \$4.2 million, including 2 FTEs, to focus on chronic hazards from chemicals in consumer products, such as carcinogens, reproductive and developmental toxicants, neurotoxicants, and immunotoxicants, among others. Assessing chronic hazards in consumer products to protect the public requires voluminous amounts of information and research to determine the existence of a hazardous substance. Additional resources will also allow the CPSC to fund efforts on organohalogen flame retardants (OFRs). Furthermore, FTEs in the Division of Toxicology & Risk Assessment are essential in increasing staff expertise in reproductive/developmental toxicology, risk assessment, toxicokinetics, as well as computational toxicology, read-across,⁶ and bioinformatics that are critical to addressing risk assessment in the 21st century.
 5. **Enhance Data Collections (+\$0.4 million):** The agency is requesting \$0.4 million for 2 FTEs to improve the agency's data collection and analysis of product safety incidents, injuries, and deaths, including data that reflect potential safety disparities. The additional staffing resources would support the agency's data collection and analysis capabilities, with a focus on consumer product safety risks resulting from the COVID-19 pandemic affecting socially disadvantaged individuals and other vulnerable populations. The new FTEs would also recruit, train, and collect data from hospitals to be added to the CPSC's National Electronic Injury Surveillance System (NEISS).

⁶ Read-across is a well-established data gap-filling technique used particularly in new approach methodologies. To build read-across capacity, raise awareness of the state of the science, and work towards a harmonization of read-across approaches across U.S. agencies, a new read-across workgroup was established under the Interagency Coordinating Committee on the Validation of Alternative Methods (ICCVAM). Reference: Exploring Current Read-across Applications and Needs Among Selected U.S. Federal Agencies - PMC (nih.gov).

- 6. Data Intake and Collection Systems (+\$2.0 million):** The CPSC requests additional resources to modernize the Data Intake and Collection systems that feed the Consumer Product Safety Risk Management System (CPSRMS). The system used by the epidemiology staff is a group of standalone applications for processing and managing various epidemiology data, including death certificates, Injury and Potential Injury Incidents (IPII), and other documents. The system also covers processes for exchanging the data with the Integrated Field System (IFS) and CPSRMS to support its day-to-day operations. This funding would be for development of a replacement system for Epidemiology Data Application (EPDATA) and ATV Database (ATVDB), as well as development of data exchange processes with modern technologies.
- **Vigorously Enforce Product Safety Laws (+\$9.3 million):** To effectively address hazardous consumer products already in the marketplace and with consumers, the CPSC needs to expand its investigative, enforcement, and legal capabilities, which are critical for the agency to achieve its mission. Addressing challenges caused by the changing marketplace have proven to be difficult with limited resources. An expanded investigative staff would enable product investigations to occur more quickly and at a higher volume, with the goal of increasing the number and speed of recalls of defective products. Once violative or defective products are identified, the CPSC requires additional legal staff to pursue civil penalty cases, including recalled defective products and regulatory product recalls. The CPSC requests an additional \$9.3 million, including 33 FTEs, for expanding capabilities in defect investigations, civil penalties enforcement, and eCommerce enforcement. The additional request funds efforts in the following areas:
 - 1. Expand eCommerce Capabilities (+\$4.6 million):** Vigorous enforcement of safety requirements for consumer products sold on eCommerce platforms is one of the biggest challenges facing the agency. Consumers are increasingly purchasing products online, and the CPSC is diligently addressing this shift in the eCommerce marketplace. Additional resources will allow the agency to bolster efforts of the eSAFE Team and its ability to surveil Internet platforms to identify banned or recalled products and work with online platforms to remove those products. The eSAFE Team monitors consumer products offered for sale online; this is an increasingly important function, given the rise in eCommerce and online shopping in recent years. To address the possible risk of hazardous, imported products being offered for sale, the eSAFE staff conducts targeted online surveillance to identify violative imported products, based on historical data on products with the highest number of violations at importation. In FY 2022, the eSAFE Team screened more than 3 million listings on websites and requested more than 54,400 Internet site takedowns, resulting in removal of more than 57,800 products. Regulatory enforcement staff have recently been tasked with a number of new regulations and statutes to enforce, increasing the volume of casework involving potentially violative products. The CPSC seeks \$4.6 million in FY 2024, including 17 FTEs, to support this initiative.
 - 2. Expand Defect Investigations Capabilities (+\$3.5 million):** Conducting investigations of potential product defects and pursuing enforcement work through civil penalties are critical in protecting American consumers. The CPSC requests \$3.5 million, including 10 FTEs, to enable product investigations to occur more quickly and at a higher volume. This will help increase the CPSC's capability in removing defective products from commerce. An expansion of the agency's defect investigations capabilities would also result in more on-site firm inspections, recall checks, and oversight of recall activities to help ensure that more dangerous products are removed from consumers' homes and from the stream of commerce. Furthermore, additional resources are required to modernize the existing Integrated Field System (IFS). The planned project will overhaul the 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), Section 15(b) Reports System, the Sample Tracking System, and internally developed connections to attach these systems to the modernized IFS.
 - 3. Expand Civil Penalty Investigations Capabilities (+\$1.2 million):** The CPSC performs compliance and civil penalties work related to violative or defective products in the marketplace. The CPSC requests \$1.2 million, including 6 FTEs, to continue expanding its civil penalties work. The additional staff will focus on civil penalties investigations for products recalled through eCommerce, defect case investigations, and regulated product violations; work that is limited by current resource levels. Additional resources would increase the number of penalty cases the CPSC could pursue, including recalled defective products and regulatory product recalls. Expanding civil penalties would send a

strong message that the agency is dedicated to protecting consumers and penalizing violators or offenders.

- **Communicate More Effectively to a Broader Range of Consumers (+\$3.8 million):** The ability to reach U.S. consumers with vital consumer product information is one of the CPSC's top priorities. It is a core strategy of the agency to approach communication through a variety of channels to reach diverse audiences.

Additional resources are required to enhance communications efforts alerting consumers, especially those in underserved communities, to product hazards, including carbon monoxide (CO) poisoning from portable generators, fireworks, and baby safety, among other hazards. The CPSC requests \$3.8 million to implement the following initiatives:

1. **Digital Advertising (+\$1.1 million):** The CPSC plans to increase the reach and engagement of the agency's digital advertising, to guarantee that the agency's safety messaging reaches millions more Americans, especially historically excluded communities. Digital advertising is strategic, targeted, and measurable, and it is the most effective tool the CPSC uses to deliver its life-saving safety messages. It ensures that the CPSC's safety messages reach consumers who need them most at highly relevant times throughout the year. For example, through digital advertising, CPSC is able to deliver CO safety messages to people who live in states most affected by hurricanes or other weather-related power outages. Through digital advertising, CPSC is also able to place our drowning prevention messages in the states with the most drownings and our ATV safety messages in the states with the most ATV-related injuries and deaths. Digital advertising is also an effective avenue to guarantee our messages reach many historically excluded communities through the targeting tools made available by digital advertising platforms. Digital advertising also has the advantage of providing concrete data and metrics to determine success. Staff uses these metrics to make real time distribution decisions, further generating value from our advertising investments. While CPSC's investment in digital advertising has grown in recent years, CPSC staff hopes to invest even more resources into this highly effective tool for delivering our life-saving messages. This funding would guarantee the agency's safety messaging could reach tens of millions of more Americans more frequently, and especially historically excluded communities, increasing our chances of saving lives. The CPSC requests \$1.1 million, including 1 FTE.
2. **Spokesperson Collaborations (+\$0.3 million):** The CPSC requests resources to develop collaborations with spokespersons to deliver the agency's safety messages to the public, including historically excluded communities. Spokespersons can strengthen public outreach campaigns. Depending on the needs of the campaign, spokespersons can lend credibility to a campaign by providing a trusted voice in a community, can provide visibility through the use of a known celebrity, or can provide a vital perspective in the voice of a victim.
3. **Outdoor Advertising to Reach Historically Excluded Communities (+\$1.0 million):** Additional resources are required to conduct enhanced outdoor advertising campaigns across the country and especially in areas with an increased opportunity to reach historically excluded communities that may have limited access to other forms of media. This funding would support either one broad outdoor advertising campaign in major media markets or multiple smaller outdoor advertising campaigns in markets of various sizes. The subject matter of this effort may be combined with other information and education campaigns to enhance the reach of one specific campaign or the reach of multiple campaigns.
4. **Digital Asset Production (+\$0.9 million):** The CPSC requests \$0.9 million, including 2 FTEs, to increase the number of digital assets, such as public service announcements (PSAs), images, and other multimedia/digital materials the agency produces and distributes. The increased number of digital assets would enable the CPSC to provide better representation of historically excluded communities throughout projects and increase the likelihood that the digital assets reach their intended, diverse audiences. Additionally, funding would enable the CPSC to produce and distribute high-quality PSAs and explore new digital assets, such as virtual reality experiences and other interactive safety education experiences.

5. **Agency Awareness (+\$0.5 million):** The CPSC requests additional resources to conduct an awareness campaign, highlighting the availability of information on recalls, product purchasing habits, and general product safety. This funding would provide a dedicated budget for communicating the services the CPSC makes available to the public, including, but not limited to, SaferProducts.gov, the Regulatory Robot, other business education information, the CPSC recall search/app, and other services.
- **Bolster and Modernize Agency Support (+\$9.2 million):** Protecting the public has always been at the core of the agency's mission. The CPSC's support offices play a vital role in accomplishing that mission. It is essential that the CPSC invests in its infrastructure and support to ensure that the agency is well positioned to overcome challenges that accompany its growth. The CPSC will require significant investments in IT modernization to support enterprise data management and analytical improvement, enhance and reengineer systems and capabilities, sustain and enhance infrastructure and core services, and mitigate risks of cyberattacks. Additionally, bolstering support in financial management, human resources, and legal support are critical for the agency.

To accommodate the growth outlined in this *Request*, the CPSC requires an increase of \$9.2 million and 18 FTEs to bolster and modernize agency support for critical operational functions, which include:

1. **IT Modernization (+\$4.6 million):** The CPSC requests \$4.6 million, including 7 FTEs, to increase its investment in cybersecurity and technology modernization and transformation. Pursuant to [Executive Order 14028, "Improving the Nation's Cybersecurity"](#), additional resources are needed to address gaps in the agency's cybersecurity operations and cyber incident response areas. Furthermore, this funding will enable the CPSC to continue implementing the Zero Trust Architecture (ZTA) roadmap developed in 2023. Specifically, the agency is seeking to remediate identified gaps in the Identity, Device, and Network Pillars of CISA's Zero Trust Maturity. Additionally, the agency is seeking to continue modernizing and transforming its critical legacy mission systems; improve its data, analytics, and reporting services through additional funding of the Data Lake initiative; and significantly accelerate its adoption of cloud computing and services.
 2. **Financial Management and Controls (+\$3.0 million):** The CPSC requests an additional \$3.0 million, including 7 FTEs, to support the increased financial management needs commensurate with the anticipated growth of the agency. These additional resources will increase the procurement and financial management capacity commensurately, as well as advance the agency's capabilities in the evidence, evaluation, internal controls, and enterprise risk management areas.
 3. **Legal Capacity (+\$1.2 million):** The CPSC requests \$1.2 million, including 4 FTEs, for attorneys to address pressing needs resulting from the agency's greater activity. There has been a significant increase in work in the General Counsel's Regulatory Affairs Division (RAD) and the Federal Court Litigation Division (GCFL). In particular, the agency's more complex and labor-intensive rulemaking requires additional staff time for the preparation and defense of regulations, which exceeds current capacity. In addition, these resources will allow the CPSC to enhance its ability to comply in a timely and effective manner with all applicable laws and regulations, including requirements under the Freedom of Information Act (FOIA) and records management.
 4. **Zero-Emission Vehicle Transition (+\$0.4 million):** The CPSC requests \$0.4 million to support its commitment to transforming its entire fleet to zero-emission vehicles by 2027, which is outlined in [Executive Order 14057, Catalyzing Clean Energy Industries and Jobs Through Federal Sustainability](#).
- **Inspector General Support (+\$0.4 million):** The CPSC requests an additional \$0.4 million and 2 FTEs for the Office of the Inspector General (OIG). These additional resources will aid the OIG in providing oversight commensurate with the CPSC's increased funding level for FY 2024.

Proposed Appropriations Language

U.S. Consumer Product Safety Commission Salaries and Expenses

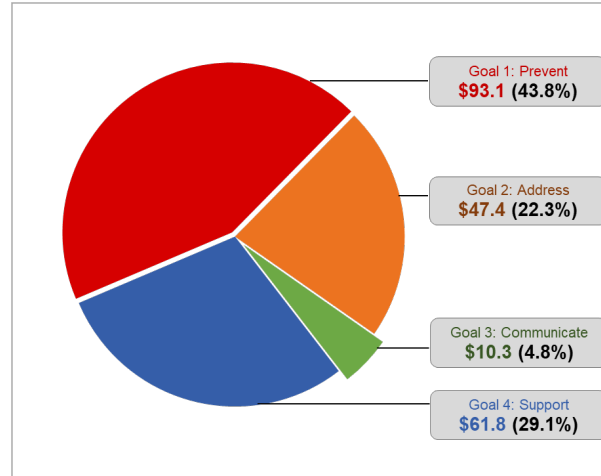
For necessary expenses of the Consumer Product Safety Commission, including hire of passenger motor vehicles, services as authorized by 5 U.S.C. 3109, but at rates for individuals not to exceed the per diem rate equivalent to the maximum rate payable under 5 U.S.C. 5376, purchase of nominal awards to recognize non-federal officials' contributions to Commission activities, and not to exceed \$4,000 for official reception and representation expenses, \$212,600,000: *Provided*, That funds made available under this heading may be available until expended to carry out the program, including administrative costs, authorized by section 1405 of the Virginia Graeme Baker Pool and Spa Safety Act (Public Law 110–140; 15 U.S.C. 8004), and to carry out the program, including administrative costs, authorized by section 204 of the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act of 2022 (title II of division Q of Public Law 117–103).

Budget Discussion by Strategic Goal

CPSC Strategic Plan

The CPSC’s mission of “Protecting the public from hazardous consumer products” is grounded in the statutes that authorize the work of the agency. The agency’s overarching vision is “A nation free from unreasonable risks of injury and death from consumer products.” The CPSC has four Strategic Goals designed to realize the agency’s vision and achieve its mission. The CPSC’s programs align with these Strategic Goals, and the agency implements them to achieve the goals outlined in the CPSC’s 2023–2026 Strategic Plan.⁷ The Strategic Goals are:

- **Prevent**—Prevent hazardous products from reaching consumers
- **Address**—Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner
- **Communicate**—Communicate actionable information about consumer product safety quickly and effectively
- **Support**—Efficiently and effectively support the CPSC’s mission



Above: CPSC FY 2024 Request by Strategic Goal (in millions)

The CPSC requests \$212.6 million for FY 2024.

Table 2: FY 2024 Request by Strategic Goal and Program Component
(Dollars in thousands)

Agency Total	FY 2024 Request	Goal 1 Prevent	Goal 2 Address	Goal 3 Communicate	Goal 4 Support
	\$212,600	\$93,057	\$47,409	\$10,309	\$61,825
Commissioners	\$4,064	\$1,788	\$854	\$203	\$1,219
Hazard Identification	\$60,686	\$51,988	\$8,698	\$0	\$0
Compliance & Field	\$42,469	\$10,749	\$31,720	\$0	\$0
Import Surveillance	\$15,823	\$15,823	\$0	\$0	\$0
International Programs	\$2,048	\$2,048	\$0	\$0	\$0
Communications	\$9,115	\$0	\$0	\$9,115	\$0
Agency Management and Support	\$78,395	\$10,661	\$6,137	\$991	\$60,606

⁷ The agency plans on publishing the FYs 2023–2026 Strategic Plan concurrently with the FY 2024 Performance Budget Request to Congress.



Strategic Goal 1: Prevent (\$93.1 million)

The FY 2024 *Request* allocates \$93.1 million to Strategic Goal 1 —**Prevent**— focused on stopping hazardous products from reaching consumers. The agency educates manufacturers on safety requirements and works with foreign regulatory counterparts to help build safety into consumer products. The CPSC develops new mandatory regulations, when necessary, and consistent with statutory authority, in response to identified product hazards. The CPSC often collaborates with standards development

organizations (SDOs) to develop and strengthen voluntary standards for consumer products. This involves building consensus through engagement among relevant stakeholders outside the agency. Regulation is also critical for preventing hazardous products from reaching consumers.

Another major component of the CPSC’s prevention approach is identifying and intercepting violative and hazardous consumer products through import surveillance and inspection programs. The agency conducts establishment inspections of manufacturers, importers, and retailers; monitors Internet and resale markets; responds to industry-generated reports about potentially hazardous products; and tests products for compliance with specific voluntary and mandatory standards.

Mission Delivery for Prevent				
The CPSC prevents hazardous products from reaching consumers through the following activities:				
		2022 Actual	2023 Estimate	2024 Estimate
Data Analysis & Statistics	Incident data cases received from Hospitals	330,000	450,000	475,000
Laboratory	Potentially hazardous products tested	47,000	40,000	45,000
Voluntary Standards Activities	Number of voluntary standards activities in which CPSC staff participated that result in a revised standard that reduces the risk of injury associated with products covered by the standard	N/A	20	20
Import Surveillance	Number of ports with CPSC presence	24	24	28

Safety Standards: Mandatory & Voluntary

The CPSC develops new mandatory regulations when necessary and consistent with statutory authority. The CPSC’s statutory authority, however, generally requires the agency to rely on voluntary standards, rather than promulgate mandatory regulations, if compliance with a voluntary standard is likely to eliminate or adequately reduce the risk of injury or death identified, and it is likely that there will be substantial compliance with the voluntary standard.

The CPSC devotes significant resources under the *Prevent* Strategic Goal to work on voluntary standards and support mandatory standards. These efforts help to minimize consumer product hazards by integrating safety into the product design and manufacturing stages.

The agency often encourages and engages with SDOs to develop strong voluntary consensus standards designed to protect consumers.

Import Surveillance

Two key elements of the CPSC’s Import Surveillance program are:

- **CPSC port investigators** who are co-located with U.S. CBP at U.S. ports of entry. Port investigators identify and interdict violative consumer products from entering the United States.
- **Risk Assessment Methodology (RAM)**, required by Section 222 of the Consumer Product Safety Improvement Act (CPSIA), enables the CPSC to identify products imported into the United States that are most likely to violate consumer product mandatory regulations.



Import surveillance is a crucial part of the CPSC’s work in *Prevent*. In FY 2021, imports represented slightly more than half of available consumer products in the United States, and nearly five out of six consumer products were identified as noncompliant.

FY 2024 Budget Initiatives and Activities

The FY 2024 budget initiatives and activities that contribute to effectively *Prevent* funded by the FY 2024 *Request*, include:

Data Collection and Analysis

The CPSC is a data-driven agency. The CPSC collects and analyzes a wide range of data from multiple sources and uses that information to provide a factual basis for identifying emerging hazards, characterizing the number and types of hazards presented by a consumer product or product class, developing mandatory and voluntary standards, and testing products to evaluate safety and compliance with established standards. To meet current and future needs, the CPSC will focus on developing and deploying capabilities to address mission success, including expanded data sources, automated data intake and coding, enhanced anomaly and trend detection, and improved data analytics. In FY 2024, the agency will continue to expand its analysis of data for evidence of areas where diversity and equity safety issues can be addressed, including analyzing hazard patterns in expanded data from the FY 2022 imputation of demographic equity factors in incident and injury data. These efforts are carried forward from FY 2023 to support the agency's data collection and analysis capabilities, with a focus on consumer product safety risks resulting from the COVID-19 pandemic affecting socially disadvantaged individuals and other vulnerable populations. For FY 2024, the CPSC requests an additional 6 FTEs to support expanded Integrated Product Team hazard identification and evaluation and 6 FTEs to increase epidemiological reports and analyses in support of voluntary and mandatory standards development. These resources will allow the agency to expand critical work in collecting and analyzing data on injuries and deaths associated with consumer products.

Enterprise Data Analytics

The CPSC will continue critical work in enhancing its enterprise analytic capabilities with a cloud-based, machine-learning capable software. For FY 2024, the agency requests an additional \$5.6 million, including 6 FTEs, to invest in AI capabilities. These resources are critical to ensuring the quality of existing incident data, as well as better coding, with longer term efforts focusing on integrating new data sources and developing anomaly detection and pattern/trend detection capabilities. In addition, the

CPSC will continue populating its Data Lake, with a target of migrating all data by FY 2024. As data are migrated, the agency will leverage the FY 2022 addition of a cloud-based, machine-learning capable software to improve data integration capabilities, including data quality control, and strengthen the detection of emerging hazard patterns and trends. These efforts will be the backbone of the overall enterprise strategy.

National Electronic Injury Surveillance System (NEISS): The CPSC collects information on product-related injuries treated in hospital emergency departments (EDs) through the NEISS. The system uses a stratified sample of hospitals nationwide that are under contract with the CPSC, and it enables probabilistic national estimates of product-related injuries to identify safety issues that may require additional analysis or corrective action. Other government agencies, consumer advocate organizations, and medical journals also use NEISS data. In FY 2022, the CPSC collected and reviewed 832,000 NEISS cases, 5,700 death certificates, and 3,200 medical examiner and coroner reports. The CPSC will be updating the sample of hospitals used as the basis for NEISS. For FY 2024, the CPSC requests 2 FTEs to recruit, train and collect data from more hospitals to be added to the NEISS. These resources will allow the agency to obtain information from newly recruited hospitals, as well as the legacy hospitals, to enable calibration of trends. This will maintain continuity with historical information. It will require a larger-than-typical overall sample of hospitals in FY 2024.

Port Presence

The CPSC co-locates investigators at select U.S. ports of entry to work side-by-side with CBP to identify and interdict shipments that are at high risk of not complying with the CPSC requirements, including *de minimis* eCommerce shipments. In FY 2024, as mandated by Congress, the CPSC will continue to expand work to stop violative products by placing additional investigators at ports of entry, building upon the eCommerce Team established in FY 2021. Staff at the ports also expedite clearance and entry of compliant consumer product cargo, benefiting compliant industry groups.

The CPSC is requesting 17 FTEs for FY 2024 to increase its workforce to address evolving needs at various port environments, including those that receive *de minimis* or low-value (\$800 or less) eCommerce shipments of consumer products imported into the United States. These additional FTEs would be responsible for inspecting and taking

appropriate action on potentially hazardous imports, thereby protecting consumers in furtherance of the agency's mission. This project continues the CPSC's multi-phased strategy to identify and interdict the substantial number of imported consumer products.

Risk Assessment Methodology (RAM)/Import Surveillance

The agency will continue to emphasize import surveillance by operating the RAM targeting system to identify and stop violative imported products from entering the U.S. marketplace. For FY 2024, the CPSC requests \$1.1 million, including 2 FTEs, to continue modernizing the RAM system, expand its capabilities related to eFiling, and explore possibilities for identification of defective products. In addition, the CPSC will continue the development of the Global Data Synchronization Network (GDSN) integration into the CPSC's RAM system. This process is the first part of fully implementing the Global Trade Item Number (GTIN) project that is foundational for establishing an eFiling program. This effort is designed to provide linkage to products via GTIN barcode at the time of importation, a process that, in turn, will support and enhance risk research. The CPSC will continue efforts to create and fund an eFiling program, conduct an eFiling Beta Pilot, and initiate rulemaking.

Informed Compliance Inspection (ICI) Education and Outreach

Providing outreach and education to the trade community is an important part of the CPSC's FY 2024 strategy to prevent hazardous products from reaching consumers. As part of this work, the CPSC conducts ICIs with first-time violators to provide information and resources so that future importations comply with U.S. consumer product laws and regulations.

International Outreach and Education

The CPSC works to improve compliance with U.S. voluntary and mandatory standards through outreach and education aimed at foreign manufacturers and regulators. The agency provides education and exchange of best practices to help ensure that foreign suppliers and manufacturers meet U.S. consumer product safety requirements. This reduces the need for remedial action or recalls later, benefiting the U.S. consumer and the foreign manufacturer and supplier.

Hazards Research Collaborations and Testing

The CPSC's National Product Testing and Evaluation Center (NPTEC) provides the agency with technical capability to test and analyze consumer product samples the agency collects to determine whether risks exist from defects or the presence of regulatory violations. FY 2022 started a 5- to 6-year period where a large number of capital equipment items totaling approximately \$400,000 annually are scheduled for life-cycle replacement. These items include several gas analyzers to measure carbon monoxide (CO) emissions from appliances and heat release from fires, and inertial measurement equipment used during testing of off-highway vehicles (OHV).

The agency will continue to implement the research and assessment recommendations proposed by the National Academy of Sciences (NAS) in its 2019 report, "A Class Approach to Hazard Assessment of Organohalogen Flame Retardants." In FY 2024, this project will continue with activities related to analysis of toxicity endpoints in specified subclasses and analyses of potential exposures from specified products. The CPSC is collaborating with the National Toxicology Program (NTP) of the U.S. Department of Health and Human Services (HHS) on literature searches for toxicity, exposure, and risk data, which will inform CPSC assessments. Over the next several years, work will continue on the remaining subclasses. The early NAS cost estimate to complete toxicity assessments for the first 10 subclasses is \$13.0 million, with an additional \$5.6 million required for the final four subclasses. The NAS report expects the data likely will be insufficient to support assessment of these four subclasses. Therefore, additional research of similar scope, beyond the toxicity assessment of the 14 subclasses, will be needed to determine exposure and complete risk assessments for the subclasses and specified types of consumer products. The research for the exposure and risk assessment would require additional funding beyond the proposed \$18.6 million for the toxicity assessment, and the cost to complete all work depends on availability of data.

In addition, the CPSC will continue to focus on chronic hazards from other chemicals in consumer products, such as carcinogens, reproductive and developmental toxicants, neurotoxicants, and immunotoxicants, among others. Assessing chronic hazards in consumer products to protect the public can be difficult because it requires substantial amounts of information and research to determine whether a given product category is a hazardous

substance. For FY 2024, the CPSC requests \$4.2 million, including 2 FTEs, to address the required resources necessary for Chronic Hazards work. As stated in the FY 2023 Request, additional resources are needed for efforts on organohalogen flame retardants (OFRs), and chemicals in consumer products, such as carcinogens, reproductive and developmental toxicants, neurotoxicants, and immunotoxicants, among others. Furthermore, the additional 2 FTEs will be in the Division of Toxicology & Risk Assessment to increase staff expertise in reproductive/ developmental toxicology, risk assessment, toxicokinetics, as well as computational toxicology, read-across, and bioinformatics that are critical to addressing risk assessment in the 21st century. With this additional staff, CPSC will have more in-house expertise, improving the agency's ability to efficiently assess the hazards from these chemicals.

The FY 2024 *Request* includes an additional \$5.3 million to further efforts in applied research. The CPSC continues to require additional resources to close identified shortfalls in applied research in hazard identification. Specific priority research requiring funding includes investigation of hazards associated with additive manufacturing (e.g., 3-D printing), analysis on the impact of smart technologies and Internet connectivity to improve product safety, research on home fire hazard mitigation, including flame suppression and flame jetting, and a study on senior safety.

Additional resources will allow the CPSC to strengthen understandings of infant sleep safety, including investigations of what causes nearly 850 infant suffocations in bed each year and work to revise standards and other measures to improve safety.

In FY 2024, the agency will continue to conduct research to identify safe sleep parameters for products in which infants might sleep. This would provide baseline information pertaining to infant sleep, enabling the evaluation of potential new sleep products and standards. The research will evaluate

traditional infant sleep environments and sleep product characteristics, and characteristics of other infant products in which infants sleep. Mortality data will be reviewed and analyzed to evaluate product involvement and propose recommendations.

Mandatory Standards

The agency has the authority to promulgate mandatory standards. The CPSC will continually evaluate the rulemaking agenda and focus the agency's resources on the products presenting the highest consumer product safety risks. The agency details its proposed mandatory standards work on pp. 24-25.

Voluntary Standards

The CPSC participates in the voluntary standards process to reduce the risks associated with hazardous consumer products. In many cases, the CPSC's statutory authority requires the agency to rely on voluntary standards, rather than promulgate mandatory standards, if compliance with a voluntary standard is likely to eliminate or adequately reduce the risk of injury or death, and it is likely that there will be substantial compliance with the voluntary standard. The agency details its proposed voluntary standards participation work on pp. 27-29.

Carbon Monoxide (CO) Grant Program

Through a new grant program authorized by the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act of 2022, the CPSC can provide grants to eligible states and tribal organizations that meet certain requirements to purchase and install CO alarms in residential homes and dwelling units of low-income families or elderly individuals and educate the public about CO poisoning. In FY 2023, Congress designated \$2.0 million of the CPSC's annual appropriation to carry out the CO grant program and associated administrative costs. These funds are no-year; therefore, balances carry forward to the subsequent fiscal years. The FY 2024 Request does not include new dedicated funds for the CO grant program.



Strategic Goal 2: Address (\$47.4 million)

The FY 2024 *Request* allocates \$47.4 million in support of Strategic Goal 2 — **Address**— focused on addressing hazardous consumer products in the marketplace and with consumers in a fast and effective manner.

The CPSC’s Office of Compliance and Field Operations (“Compliance & Field”) is CPSC’s Goal Leader for Strategic Goal 2—**Address**. Essential elements under Address that are led by Compliance and Field are: (1) rapidly identify and prioritize hazardous consumer products for enforcement action; (2) minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions; (3) advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products; and (4) monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities.

Mission Delivery for Address			
The CPSC responds quickly to address hazardous consumer products through the following:			
	2022 Actual	2023 Estimate	2024 Estimate
Fast-Track Recalls	154	160	175
Regulatory Recalls	67	70	75
Defect Recalls	38	57	62
In-depth Investigations	4,408	4,100	4,500
Non-Internet Inspections	904	1,100	1,200
Internet Site Takedown Requests	54,465	55,000	70,000

Identifying and Investigating Hazardous Products

A hazardous consumer product is a consumer product that could harm the public and is defective or not compliant with the CPSC’s regulations. One-fourth of the CPSC’s workforce is stationed in the field, where field staff focuses on identifying and investigating hazardous consumer products. The Field staff’s eSAFE team conducts online surveillance.

The CPSC Field Investigators and eSAFE staff identify and investigate hazardous consumer products through investigating reported incidents and injuries and conducting online surveillance and establishment inspections.

Enforcement

A well-developed investigation serves as the foundation for the CPSC’s efforts to seek a voluntary recall when the CPSC believes that a product may present a substantial product hazard, or a product violates a regulation. Thorough and well-supported investigations incorporate well-defined in-depth investigations and inspections, technical assessments that support legal determinations, and strong analysis. When the agency determines that a product is hazardous, the CPSC seeks to protect consumers by working with the firm to devise a corrective action plan (CAP) to address the product hazard via a recall and to notify the public about the available remedies. When firms are unwilling to take voluntary corrective action to address a hazardous product, the CPSC may notify the public or seek a mandatory recall. Additionally, where firms fail to comply with their reporting obligations or engage in other prohibited acts, the CPSC analyzes facts and law to achieve appropriate civil penalty assessments and demands with the goal of holding firms accountable through settlement agreements.

CPSC’s Fast-Track Program: Allows an eligible firm to promptly implement a consumer-level voluntary recall after immediately stopping sale and distribution of the potentially hazardous product without the CPSC assessing whether the product creates a substantial product hazard.

Recall Communications: The CPSC works with firms to use multiple communication methods and technologies to communicate recall information to consumers.

FY 2024 Budget Initiatives and Activities

The FY 2024 budget initiatives and activities that contribute to effectively *Address* funded by this *Request* include:

Investigations

Compliance and Field investigates product hazards to determine compliance with mandatory safety standards and identify substantial product hazards. The CPSC investigations include nationwide marketplace and port surveillance; inspections and analysis of information provided by manufacturers, importers, wholesalers, and retailers; Internet surveillance; and detailed technical analysis of potential hazards. A critical function of CPSC's field operations team involves performing comprehensive reviews of incidents, including evaluating human and environmental incident factors and reporting on specific details required for evaluating product risks.

The burgeoning eCommerce marketplace requires a corresponding increase in Internet surveillance to identify and remove violative products offered for sale online. The CPSC will continue eCommerce efforts to bolster the eSAFE team and to ensure a more robust eCommerce enforcement program. Additional resources will assist the eSAFE team to address the increased volume of enforcement work related to eCommerce and adequately monitor consumer products offered for sale online. For FY 2024, the CPSC is requesting 17 FTEs to hire: staff who will investigate regulated and product defect cases concerning online products; field staff to conduct more thorough online surveillance, including using improved technology and on-the-ground investigations of incidents involving online products; compliance attorneys to provide enforcement support; and an analyst to conduct eCommerce research and analysis to support enforcement work. These resources will contribute to a safer eCommerce marketplace and will serve as a strong signal of the importance of eCommerce issues.

Enforcement

The CPSC seeks corrective action for products that violate mandatory safety standards or create a substantial product hazard. The assessment of whether a product creates a substantial product hazard requires a well-developed investigation with analysis that is supported by facts and law. When an appropriate corrective action cannot be achieved as part of a voluntary CAP, the CPSC,

through litigation, pursues a mandatory corrective action. For FY 2024, the CPSC is seeking 10 FTEs to continue expanding defect investigations capabilities and enable product investigations to occur more quickly, and at a higher volume. Additional resources will also allow the CPSC to conduct more on-site firm inspections, recall checks, and oversight of recall activities to help ensure that hazardous products are removed from consumers' homes and from the stream of commerce. Firms that conduct recalls submit Monthly Progress Reports to provide the CPSC with updates on recall participation and any additional incidents or injuries identified after the firm issued the recall. The agency will monitor recalling firms' reports and publicly release the names of the recalling firm and the recalled product(s), and, where feasible, data regarding the response to the firm's recall. Where firms fail to comply with their reporting obligations or engage in other prohibited acts, the CPSC conducts investigations and seeks appropriate civil penalties. Additionally for FY 2024, the CPSC is requesting 6 FTEs to increase the focus on civil penalty investigations. An increase in civil penalty work would underscore the priority that the CPSC places on deterrence and penalizing violators or offenders.

State and Local Program

Communicating safety responsibilities, and educating industry on its safety obligations, are cost-effective methods of achieving compliance and reducing injuries and deaths. The State and Local Program, managed by the Compliance and Field office, works with state and local governments nationwide and conducts compliance, outreach, and education activities to increase dissemination of consumer product safety information and improve consumer response to product recalls. This program also helps states build capacity in adopting safety initiatives and monitoring recall notifications to keep consumers safe from dangerous or defective products.

Compliance Technology Systems

With sufficient resources, Compliance and Field plans to improve internal database systems for critical, statutorily required data collection from regulated entities. Examples of these systems include the Dynamic Case Management system (DCM), CPSRMS, regulated products case management system, the Sample Tracking System, and customized connections with the existing Integrated Field System (IFS). In addition,

the agency will continue developing and modernizing the Compliance and Regulatory Enforcement (CRE) case management system to handle case management functionality and case follow-ups. Existing systems also need to be migrated to cloud-based platforms so the new Compliance-wide system can conduct two-way information sharing. In FY 2024, the CPSC requests \$1.5 million to support the Operation and Management (O&M) expenses for this effort.

In addition, the CPSC will continue to search eCommerce platforms and other Internet sites to identify the sale of banned and recalled consumer products. The data pulled in will be based on select criteria and will be scrubbed and then stored in the Data Lake.

VGB Act Grant Program

Through the VGB Act grant program, the CPSC provides grants to eligible states and local governments that meet certain requirements to implement education and training programs. The grant program also helps state and local governments enforce certain pool safety requirements (e.g., having proper suction outlet covers and backup anti-entrapment systems and proper fencing/barrier for public and residential pools and spas). The FY 2024 *Request* does not include new dedicated funds for the VGB grant program. In FY 2023, Congress designated \$2.0 million of the CPSC's annual appropriation to carry out the VGB grant program and associated administrative costs. These funds are no-year; therefore, balances carry forward to the subsequent fiscal years.



Strategic Goal 3: Communicate (\$10.3 million)

The FY 2024 *Request* allocates \$10.3 million in support of Strategic Goal 3—**Communicate**—focused on communicating actionable information about consumer product safety quickly and effectively. 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.

Mission Delivery for <i>Communicate</i>				
The CPSC <i>communicates with consumers quickly and effectively</i> through the following:				
		2022 Actual	2023 Estimate	2024 Estimate
Campaigns	Focused public education campaigns	2	4	4
Social Media	Engagements with the public on social media	27,200,000	29,920,000	32,912,000
Small Business Ombudsman	Inquiries from industry stakeholders	2,400	2,250	2,200

Serving as the go-to source of life-saving consumer product safety information for the public and businesses

The CPSC strives to be the primary source of consumer product safety information for consumers, businesses, and fellow regulators.

Parents concerned about the safety of a product, small business owners looking for guidance on safety regulations, and large-scale manufacturers navigating the complexities of international trade all benefit from the CPSC’s outreach and education resources.

The agency strives to improve accessibility, usefulness, and actionability of consumer product safety information for diverse audiences through critical assessment of the CPSC’s outreach efforts and investment in new and innovative communication tools.

For instance, the agency is continuously evaluating and identifying areas for improvement and optimization of its digital content to reach a broader and diverse audience with accurate and actionable consumer product safety information, with a focus on historically excluded communities.

The CPSC measures the usefulness of its messaging through evaluative tools. Examples include tracking visits to the CPSC websites and downloads of CPSC safety information and monitoring social media engagement and the reach of CPSC messages through media monitoring services through unique open rates for CPSC recall emails.

Disseminating information through targeted approaches

The CPSC works to increase dissemination of consumer product information through targeted approaches, including:

- **Leveraging technology to enhance and expedite the agency’s communication of safety information.** Example: Keeping the CPSC’s website infrastructure updated to reflect best practices. Additionally, the CPSC strives to expand dissemination of safety information through increased use of modern communication technologies and enhanced social media platforms.
- **Conducting outreach campaigns on priority hazards.** Example: Conducting the *Pool Safely* campaign to reduce childhood drownings and the *Anchor It!* Campaign to prevent TV and furniture tip-overs.
- **Strategically expanding communications.** Example: Micro-targeting vulnerable and at-risk communities, especially historically excluded communities, and communities in areas affected by natural disasters (e.g., hurricanes, blizzards, flooding, and tornados).

The agency uses a variety of communication mediums to disseminate safety information to the public in multiple languages to ensure it reaches diverse audiences. Examples include:

- Website content for product safety information and business education, available in multiple languages;
- Print and electronic safety education materials, some of which are available in Spanish, Arabic, Chinese, French, Korean, and Vietnamese;
- Social media in English and Spanish, as well as feeds of the CPSC’s safety information on other social media platforms;
- Conducting streaming advertising (Over-the-top [OTT]) tactic for the CPSC’s campaigns;
- Videos on safety tips; and
- Webinar videos for small businesses.

FY 2024 Budget Initiatives and Activities

The FY 2024 budget initiatives and activities that contribute to effectively *Communicate* funded by the FY 2024 *Request* include:

Public Information and Education Campaigns

Consumers, safety advocates, industry, and state and local government agencies need high-quality information about consumer product safety. Consumers need safety information to make informed decisions for themselves and their families. Safety advocates rely on accurate data to shape their policy recommendations. Industry needs information to stay in compliance with safety requirements. State and local government



“Anchor It!” is the CPSC’s national public education campaign aimed at preventing furniture and TV tip-overs from killing and seriously injuring children.

agencies need high-quality information to establish new safety requirements that advance consumer safety. In FY 2024, the CPSC requests \$1.3 million to provide its stakeholders with high-quality information and accurate data through outdoor advertising and spokesperson collaborations. The CPSC will conduct information and education (I&E) campaigns with the aim of preventing injuries and deaths. The campaigns will address various hazards, including child drownings (*Pool Safely* campaign); furniture and TV tip-overs (*Anchor It!* Campaign); carbon monoxide (CO) poisoning associated with power outages from blizzards, severe storms, and hurricane hazards.

In FY 2024, the CPSC also requests \$1.1 million for digital advertising to continue email outreach

efforts, leveraging a more complete email marketing tool with an existing database of email subscribers and improved data analytic capabilities, to improve targeting consumers with CPSC safety messages. The CPSC also requests \$0.5 million for FY 2024 to conduct an agency awareness campaign. This campaign would seek to make the CPSC top-of-mind for consumers when thinking about recalls, product purchasing habits, general product safety and reporting to the CPSC incidents related to consumer products. The campaign would combine outreach related to the agency’s safety education messages along with messages communicating the services available to the public through the CPSC, including, but not limited to: SaferProducts.gov, the Regulatory Robot and other business education information, the CPSC recall search/app, and other services.

In addition, the CPSC requests \$0.9 million, including 2 FTEs, for FY 2024 to increase the number of digital assets (public service announcements, images, and other multimedia/digital materials) the agency produces and distributes. The additional 2 FTEs will allow the agency to maximize in-house capabilities to meet the increased demand for visual assets in safety campaigns. Additional resources are required to support regular production and distribution of high-quality PSAs or other multimedia/digital materials. The increased number of digital asset products would also enable the CPSC to ensure better representation of historically excluded communities throughout projects.

The CPSC communications strategy requires additional resources to develop and maintain a robust Internet presence, including traditional social media, CPSC websites, and apps to track product safety developments.

Small Business Ombudsman (SBO)

In FY 2024, the CPSC will continue its multifaceted outreach to small businesses to help guide them through federal consumer product safety rules and requirements. These outreach efforts are an important component of the agency’s education and compliance strategy. The CPSC’s SBO team serves as the dedicated contact for small businesses and provides plain language guidance and information tailored to small entities. The SBO team manages and updates the CPSC’s Regulatory Robot tool—a multilingual online tool designed to give industry stakeholders customized guidance about the likely requirements in place for their consumer product. The SBO Team continues

to develop plain language regulatory guidance, webinars, and other presentations and videos, for manufacturers, importers, and retailers.

Consumer Ombudsman

The CPSC's Consumer Ombudsman is dedicated to helping the public understand how the CPSC works. The Consumer Ombudsman acts as a liaison between consumers and the CPSC, helping to provide information and transparency about the regulatory process. The Consumer Ombudsman also serves as an educator for consumers wishing to become more involved in the regulatory process, and as a guide for victims who wish to collaborate with the agency on specific product concerns.

Internet and Social Media

The CPSC uses a variety of platforms to reach the public, including websites (e.g., [cpsc.gov](https://www.cpsc.gov), [SaferProducts.gov](https://www.saferproducts.gov), [PoolSafely.gov](https://www.poolsafely.gov), and [AnchorIt.gov](https://www.anchorit.gov)); social media; email alerts; and videos. The CPSC posts recalls to its websites and its recalls app, and safety education and other news releases, both in Really Simple Syndication (RSS) news feed format; this enables users to access updates to online content in a standardized, computer-readable format. This allows the media and others to obtain information from CPSC websites, and, in seconds, have the information posted on their websites from the RSS feed. In FY 2024, the CPSC will continue to have a strong social media and Web presence as key components of achieving its safety mission.

Media

In FY 2024, the CPSC will continue working to engage the media to generate coverage for major recalls and safety campaigns, including furniture and TV tip-over prevention, drowning prevention,

fireworks injury prevention, holiday toy and decoration safety, and CO poisoning, among others.

Consumer Hotline

In FY 2022, the CPSC's Hotline service received 25,237 calls. In addition, the Hotline processed 3,955 emails, and 1,019 consumer product incident reports were collected in phone calls and emails.

The CPSC will continue to operate the Hotline and General Information number in FY 2024. The CPSC encourages consumers to contact the Hotline for information and assistance on product safety issues and to file incident reports.

About the "Regulatory Robot"

The CPSC's Regulatory Robot is an online, interactive, free resource for industry stakeholders that manufacture or import consumer products into the United States. The Web-based tool asks the user a series of questions to determine the likely applicable requirements in place for their consumer product.



The CPSC continues to improve and grow the content available in the Regulatory Robot. In FY 2022, the CPSC added an entry for the new Crib Mattresses Safety Standard.

Currently, the Regulatory Robot is available in six foreign languages for certain categories of products: Chinese (simplified), Chinese (traditional), Spanish, Vietnamese, Bahasa Indonesian, and Korean. In FY 2022, the number of Regulatory Robot users was 26,000. This is 3,000 more users than in FY 2021—demonstrating an increased interest in the resource for industry stakeholders.



Strategic Goal 4: Support (\$61.8 million)

The FY 2024 *Request* allocates \$61.8 million for Strategic Goal 4 —**Support**— focused on supporting the CPSC’s mission in an efficient, responsive, equitable, and transparent manner. The CPSC’s approach to this goal involves excellence in information technology, financial management, human capital, diversity and equity, and legal affairs.

FY 2024 Budget Initiatives and Activities

The FY 2024 budget initiatives and activities that contribute to effectively *Support* funded by this *Request* include:

Workforce

Having a highly trained, diverse, and engaged workforce is critical to meeting the dynamic challenges of the consumer product safety landscape and achieving the CPSC’s life-saving mission. In FY 2024, the CPSC plans to recruit and retain a talented and diverse staff, train current staff so that skills and competencies are aligned with evolving needs, and develop policies and programs to create an engaged and top-performing workforce. To accomplish its mission, the CPSC needs a diverse staff with a wide range of specialized and support skills, and with the education, expertise, and potential to fulfill the full depth and breadth of agency responsibilities. For FY 2024 the CPSC is requesting \$1.8 million, including 4 FTEs, to address critical needs in the workforce, such as recruitment initiatives that entail proactive measures that seek to foster inclusion, equity, and diversity in the CPSC’s workforce. These additional resources will further diversity, equity, and inclusion through operational and outreach efforts. In January 2022, the agency released its Equity Action Plan, outlining efforts to address disparities in injuries and deaths with targeted interventions and to identify whether the data show that disparities exist with respect to other hazards. In addition, the CPSC hosted a roundtable for the public to provide feedback on the agency’s Equity Plan. Additional resources will contribute to efforts in Community Outreach/Grassroots, diversity council, and translation services.



The CPSC recruits college students for summer internships to build a future generation of safety professionals.

The CPSC will continue to ensure that the agency’s performance management system is effectively used to manage employee performance and that performance expectations are aligned to the agency’s mission, appropriately rigorous, and communicated. The CPSC will support managers through training and provide the tools and support they need to manage performance to achieve high-quality results. The CPSC is committed to providing an inclusive work environment that maximizes employee engagement and commitment to achieving the mission.

Furthermore, to foster a culture of ongoing development, the CPSC will continue supporting Individual Development Plans (IDPs) for employees and will maintain the agency’s coaching program, which was launched in FY 2020. For FY 2024, the CPSC will work to achieve a 74 percent score for employee satisfaction with professional development opportunities. The CPSC will solicit input for future employee trainings, by requesting training participants to complete course surveys after each training session and will work to ensure that every employee has at least one developmental activity identified.

Financial Management

In FY 2024, the CPSC will continue effectively and efficiently managing the resources of the agency. To do this, the CPSC will maintain and bolster financial management processes and internal controls to ensure reliability of its financial reporting. The CPSC will also continue to examine and improve its acquisition planning, budget

formulation and execution, and accounting operations. The CPSC will also work to optimize and increase the agency's resources to enhance internal controls over program operations and invest in risk management, program evaluation, and evidence-building capabilities and capacities. The CPSC is requesting \$3.0 million, including 7 FTEs, for FY 2024 to support the CPSC's increased procurement and financial management needs commensurate with the anticipated growth of the agency.

Legal Affairs

For the agency to be effective, the public must be confident that CPSC employees are upholding the highest ethical standards in conducting their work. In FY 2024, the CPSC will continue ensuring employee compliance with the Ethics in Government Act of 1978 and the Standards of Ethical Conduct for Employees of the Executive Branch (5 CFR Part 2635). The ethics program, which applies to every CPSC employee, is designed to prevent financial conflicts of interest, and thereby ensure that government decisions are made free from employees' personal financial bias.

The CPSC will also continue to update and maintain the agency's Directives System, a series of documents providing guidance and instruction to employees. Directives prescribe and record the CPSC's organizational structure, delegations of authority, and internal policies. In addition, transparency of agency activity is an important priority for the CPSC. The agency responds to information requests from the public within the constraints of the Freedom of Information Act (FOIA) and other disclosure laws. For FY 2024, the CPSC requests \$0.4 million to provide timely responses to information requests and proactive disclosure of information of interest to the public, which is critical for achieving the agency's transparency goals.

The CPSC requests an additional 4 FTEs, in FY 2024, to address an anticipated increase in work in the Regulatory Affairs Division (RAD) and the Federal Court Litigation Division (GCFL). In particular, the agency's move toward more complex and labor-intensive rulemaking requires additional staff time, both to prepare new regulations and to defend them against legal challenges.

Information Technology (IT)

Managing and leveraging IT and data is integral to the daily operations of the CPSC and the achievement of CPSC's mission and operations, and the attainment of agency strategic goals and objectives. Effective management of IT systems and data management services involves a wide range of activities and complex interrelationships. In FY 2024, the CPSC will continue to develop, implement, operate, maintain, and protect all IT, networks, and systems. In addition, the CPSC will continue to oversee policy, planning, and compliance activities related to the effective management of IT resources, as required by law, regulation, and policy, including, but not limited to, OMB Circulars No. A-11 and No. A-130, Clinger Cohen Act of 1996 (CCA), Federal Information Technology Acquisition Reform Act (FITARA), Federal Information Security Management Act (FISMA), Government Paperwork Elimination Act (GPEA), Section 508 of the Rehabilitation Act, the E-Government Act of 2002, Federal IT Modernization Report, Government-wide Federal Cloud Computing Strategy—Cloud Smart—policy, Foundations for Evidence-Based Policymaking Act of 2018 (Pub. L. No. 115-435), and all applicable executive orders and government-wide direction.

For FY 2024, the CPSC requests \$4.6 million, including 7 FTEs, to continue IT modernization efforts, which include bolstering cybersecurity operations, modernizing and enhancing agency applications/systems, and improving cloud infrastructure. It is critical that the agency position itself to meet the IT demands of an increasingly virtual environment. Additional resources will allow the CPSC to continue investing in IT infrastructure to correspond with the accelerating modernization of technology. These resources are required to address gaps in knowledge and skills in the agency's cybersecurity operations and cyber incident response areas. These areas are of increasing concern, as cyberattacks, such as ransomware and spear phishing, are more targeted, persistent, and complex than in past years. Furthermore, the CPSC will continue to pursue and implement a Zero Trust Architecture (ZTA) security strategy to mitigate cybersecurity risks across the agency.

Mandatory Standards Summary

Definition

Mandatory regulations are federal rules that define enforceable requirements for consumer products.⁸ Typically, the regulations take the form of performance requirements that consumer products must meet, or warnings they must display, to be imported, distributed, or sold in the United States.

CPSC’s Statutory Requirement

In general, the CPSC may set a mandatory regulation when it determines that compliance with a voluntary standard would not eliminate or adequately reduce a risk of injury or finds that it is unlikely that there will be substantial compliance with a voluntary standard.⁹ The Commission may also promulgate a mandatory ban of a hazardous product when it determines that no feasible voluntary standard or mandatory regulation would adequately protect the public from an unreasonable risk of injury.

FY 2024 Activities

The CPSC staff plans to work on the projects listed in the table on the next page. This work will involve continuing rulemaking activities related to the CPSIA, as well as other laws, and it will include data analysis and technical activities supporting ongoing or potential future rulemaking activities.

Note: The terms ANPR, NPR, SNPR, FR, and DFR indicate that a briefing package with a draft ANPR, draft NPR, draft SNPR, draft FR, or draft DFR was or will be submitted to the Commission. It does not indicate the final action of the Commission.

Key to Table

ANPR	Advance Notice of Proposed Rulemaking
NPR	Notice of Proposed Rulemaking
SNPR	Supplemental Notice of Proposed Rulemaking
FR	Final Rule
DFR	Direct Final Rule
BP	Briefing Package
DA/TR	Data Analysis and/or Technical Review

⁸ In some jurisdictions outside the U.S., mandatory regulations are called “technical regulations.”

⁹ The CPSIA requires the Commission to promulgate mandatory regulations by adopting existing voluntary standards (in whole or in part) for some products, such as

durable infant or toddler products, children’s toys, and all-terrain vehicles (ATVs). For additional information, please refer to the CPSIA at: www.CPSC.gov/CPSIA.pdf.

Mandatory Standards Table

Items by Major Categories		FY 2023 Op Plan	FY 2024 Request
CPSIA, as amended by Pub. L. No. 112-28, and including Section 104 of the CPSIA			
ATVs (All-Terrain Vehicles) – Other		DA/TR	DA/TR
Bassinets		NPR	FR
Durable Nursery Product Rule Updates (4)			FR (4)
eFiling		NPR	FR
Folding Chairs Section 112-28		DFR	
Gates and Enclosures Section 112-28		DFR	
Infant and Infant/Toddler Products Section 104		NPR	FR
Infant Walkers Section 112-28		DFR	
Nursing Pillows		NPR	FR
Rule Review			
Consumer Product Labeling Program Rule Review		NPR	
General Wearing Apparel 16 CFR Part 1610 Rule Amendments		FR	
Infant Pillow Ban		NPR	FR
Mattress 16 CFR Part 1632, ANPR Follow-up Rule Review (Ticking Substitution, Recordkeeping)		DA/TR	FR
Small Parts Regulation Updates			FR
Petitions			
Adult Portable Bed Rails Petition		FR	
Aerosol Duster Petition		BP	NPR
Play Yard and Play Yard Mattress Petition BP		BP	DA/TR
PPPA Exemption Petition		DA/TR	
Other Ongoing or Potential Rulemaking-Related Activities			
Children’s Gasoline Burn Prevention Act Update		DFR	
Battery Ingestion		NPR, FR	
Clothing Storage Units		FR	
Firewalled Laboratories			DA/TR
Furnaces (CO Hazards)		NPR, FR	FR
Imitation Firearms		DFR	
Information Disclosure under Section 6(b)		SNPR, FR	
Off-Highway Vehicle (OHV) Debris Penetration Hazards		FR	
Off-Highway Vehicle (OHV) Fire Hazards		DA/TR, NPR	FR
Organohalogens Petition		DA/TR	DA/TR
Phthalates Additional Analysis		BP	
Portable Fuel Container Safety Act		DFR	
Portable Generators		SNPR, FR	FR
Safe Sleep for Babies Act		FR	
Table Saws		FR	
Truth in Testimony Disclosure		NPR	
Window Coverings		FR	
Number of candidates for rulemaking (ANPR, NPR, SNPR, FR, and DFR)		29	15

This page is intentionally left blank.

Voluntary Standards Summary

Definition

A “voluntary standard” is a technical document that provides performance standards and test methods for consumer product safety. Such standards are reached through a consensus process among industry and a variety of stakeholders, including consumer groups.

CPSC’s Statutory Requirement

The CPSC’s statutory authority generally requires the agency to rely on voluntary standards, rather than promulgate mandatory regulations, if compliance with a voluntary standard is likely to eliminate or adequately reduce the risk of injury identified, and it is likely that there will be substantial compliance with the voluntary standard.

Voluntary Standards Process & CPSC Participation

The CPSC staff works with organizations that coordinate the development of voluntary standards.

Voluntary standards activity is an ongoing process that may involve multiple revisions to a standard within a single year or over multiple years; and staff participation may continue in subsequent years, depending on the activities of the voluntary standards committees and priorities of the Commission.

The CPSC staff participates actively in voluntary standards activities for identified products to improve the performance of the standard in protecting consumers from hazardous consumer products. Active participation extends beyond attendance at meetings and may include, among other activities, providing injury data and hazard analyses; encouraging development or revision of voluntary standards; identifying specific risks of injury; performing research; developing health science data; performing laboratory technical assistance; and/or taking other actions that the Commission, in a particular situation, determines may be appropriate.

FY 2024 Activities

The table on the next page lists voluntary standards activities anticipated for FY 2024.

Voluntary Standards Table

Product		FY 2023 Op Plan	FY 2024 Request
Voluntary Standards Activities Related to Existing CPSC Regulations			
1	ATVs (All-Terrain Vehicles)	•	•
2	Bassinets/Cradles	•	•
3	Bedside Sleepers	•	•
4	Bicycles	•	•
5	Booster Seats	•	•
6	Carriages and Strollers	•	•
7	Changing Products	•	•
8	Chemical Test Methods	•	•
9	Child-Resistant Packages	•	•
10	Children's Folding Chairs and Stools	•	•
11	Clothing Storage Units Tip-overs	•	•
12	Commercial Cribs	•	•
13	Crib Bumpers (Infant Bedding)	•	•
14	Crib Mattresses (include Supplemental and Aftermarket Mattresses)	•	•
15	Fire Safety of Portable Fuel Containers and Gasoline Cans	•	•
16	Fireworks	•	•
17	Frame Child Carriers	•	•
18	Full-Size Cribs	•	•
19	Gasoline Containers, Child Resistance	•	•
20	Gates and Expandable Enclosures	•	•
21	Handheld Infant Carriers	•	•
22	High Chairs	•	•
23	Infant Bath Seats	•	•
24	Infant Bath Tubs	•	•
25	Infant Bouncer Seats	•	•
26	Infant Sleep Products	•	•
27	Infant Swings	•	•
28	Infant Walkers	•	•
29	Non-Full-Size Cribs and Play Yards	•	•
30	Portable Bed Rails (Children's)	•	•
31	Portable Hook-on Chairs	•	•
32	Sling Carriers (Infant and Toddler)	•	•
33	Soft Infant and Toddler Carriers	•	•
34	Stationary Activity Centers	•	•
35	Swimming Pools/Spas Drain Entrapment	•	•
36	Swimming Pools/Spas Safety Vacuum Relief System	•	•
37	Toddler Beds	•	•
38	Toys	•	•
39	Window Coverings	•	•
Voluntary Standards Activities Related to Petitions			
40	Adult Portable Bed Rails	•	•
41	Candles and Candle Accessories	•	•
42	Flooring (Slips, Trips, and Falls)	•	•
43	Magnet Sets	•	•
44	Torch Fuel and Lamp Oil	•	
Voluntary Standards Activities Related to Ongoing or Potential Rulemaking Activities			
45	Gas Appliances – CO Sensors	•	•
46	Infant Rockers	•	•
47	Portable Generators	•	•
48	Recreational Off-Highway Vehicles (ROVs)	•	•

Product		FY 2023 Op Plan	FY 2024 Request
49	Table Saws	•	•
Other Planned Voluntary Standards Activities			
50	Additive Manufacturing/3D Printing	•	•
51	Amusement Rides, Trampoline Parks, and Adventure Attractions	•	•
52	Artificial Intelligence (AI)	•	•
53	Bath Tubs (Adult)	•	•
54	Batteries, Fire (High-Energy Density)	•	•
55	Batteries, Ingestion (Button)	•	•
56	Building Codes	•	•
57	Carbon Monoxide (CO) Alarms	•	•
58	Electric Heaters	•	•
59	Flammable Refrigerants	•	•
60	Gas Ranges	•	•
61	Indoor Air Quality	•	•
62	Infant Support Pillows and Nursing Support Products	•	•
63	Internet of Things (IoT)/Connected Products	•	•
64	Lighters	•	•
65	Liquid Laundry Packets	•	•
66	LP Gas Appliances	•	•
67	Market Umbrellas/Beach Umbrellas	•	•
68	Mowers	•	•
69	Nanotechnology	•	•
70	National Electrical Code	•	•
71	Playground Equipment (Home)	•	•
72	Playground Equipment (Public)	•	•
73	Playground Surfacing	•	•
74	Pools, Portable Unprotected (Child Drowning)	•	•
75	Pressure Cookers	•	•
76	Recliners	•	•
77	SCIEE Robots	•	•
78	Self-balancing Scooters and Light Electric Vehicles/Micromobility Devices	•	•
79	Smoke Alarms	•	•
80	Sports/Recreational Head Gear/Helmets and Sensors	•	•
81	Tents	•	•
82	Treadmills	•	•
83	Warnings and Instructions	•	•
84	Washing Machines	•	•
85	Wearable Infant Blankets	•	•
86	Wearables	•	•
Grand Total		86	85

Key to Table

- Denotes active participation in related voluntary standards activities.

Annual Performance Plan (APP)

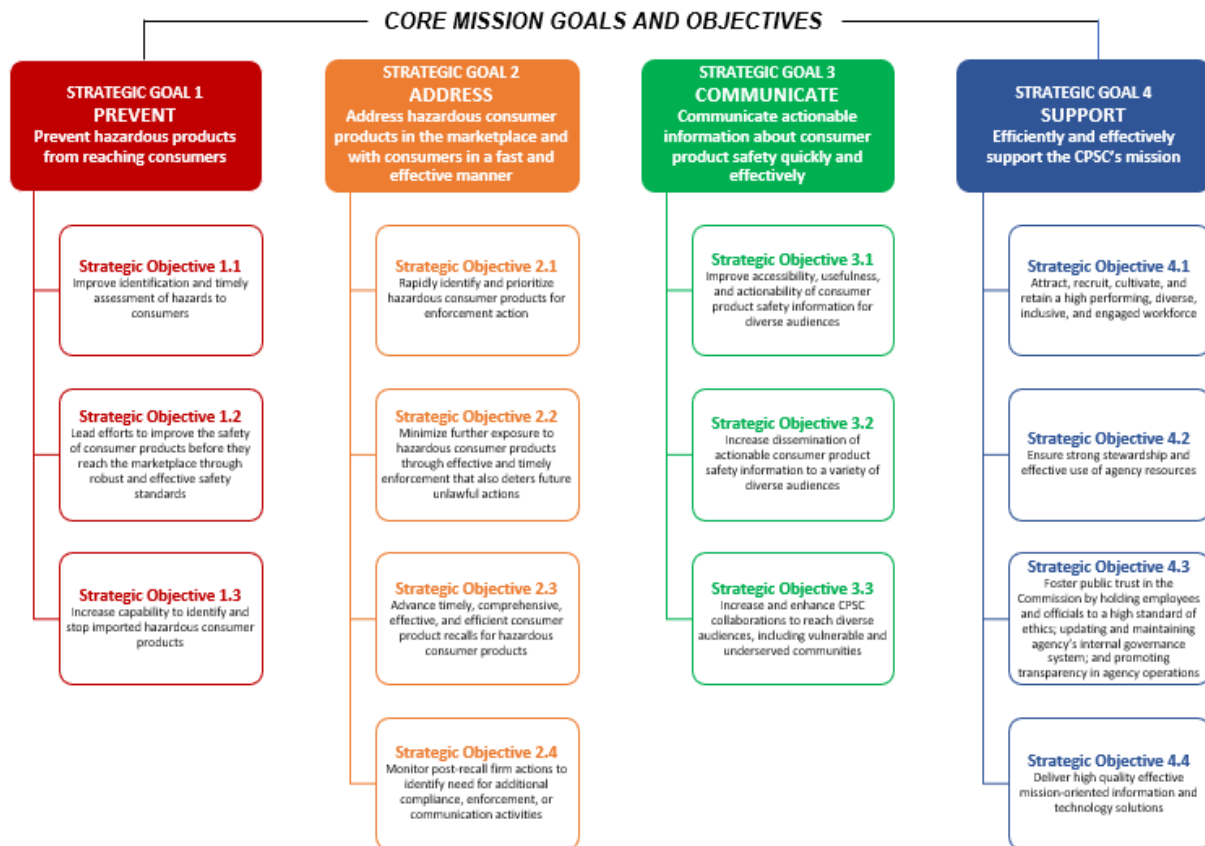
Strategic Plan Summary

The CPSC’s FY 2024 *Request* and the included FY 2024 Annual Performance Plan (APP) align with the 2023–2026 *Strategic Plan*. The *Request* sets the framework for subsequent agency planning, communication, management, and reporting. The *Strategic Plan* provides a general direction for resource allocation, program design, and management decisions. The Strategic Plan defines the evidence and performance data that will be used to monitor and assess program effectiveness.

The CPSC has formulated strategic objectives within each strategic goal, and these objectives reflect the key component outcomes necessary to achieve each of the strategic goals. The strategic objectives are underpinned by strategies and initiatives, which define additional outcomes, outputs, and activities that the CPSC will implement and pursue within each strategic objective. The CPSC has identified the FY 2024 key performance measures for monitoring and reporting on progress toward achieving the strategic objectives. We list an overview of the key measures on pp. 31–33. We describe APP details by strategic goal on pp. 34–48. Included is a discussion of agency strategies and approaches for achieving strategic objectives; FY 2023 and FY 2024 annual targets for each key measure, where applicable; and actual data for FY 2019, FY 2020, FY 2021, and FY 2022 for each key measure, where applicable.

MISSION: Protecting the public from hazardous consumer products

VISION: A nation free from unreasonable risks of injury and death from consumer products



Key Performance Measure Summary

Below is an overview of the CPSC’s key performance measures that are aligned with the Strategic Plan for fiscal years 2023–2026.

Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2023 Target	FY 2024 Target
Goal 1: Prevent Prevent hazardous products from reaching consumers				
SO 1.1 Improve identification and timely assessment of hazards to consumers	KM1.1.1 Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	Hazard Identification	13	24
	KM1.1.2 Percentage of consumer product-related injury cases correctly captured at NEISS hospitals		90%	90%
SO 1.2 Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards	KM1.2.1 Number of voluntary standards activities in which CPSC staff participated that result in a revised standard that reduces the risk of injury associated with products covered by the standard	Hazard Identification	20	20
	KM1.2.2 Number of candidates for rulemaking prepared for Commission consideration		29	15
	KM1.2.3 Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	Import	75%	83%
SO 1.3 Increase capability to identify and stop imported hazardous consumer products	KM1.3.1 Percentage of consumer product imports, identified as high-risk, examined at import	Import	80%	85%
	KM1.3.2 Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day		99%	99%
	KM1.3.3 Number of import examinations completed		45,000	55,000
	KM1.3.4 Number of <i>de minimis</i> shipment examinations at eCommerce ports completed		Baseline ¹⁰	TBD ¹¹
Goal 2: Address Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner				
SO 2.1 Rapidly identify and prioritize hazardous consumer products for enforcement action	KM2.1.1 Percentage of cases for which a preliminary determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	Compliance	70%	75%
	KM2.1.2 Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation		Baseline	TBD
SO 2.2 Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions	KM2.2.1 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)	Compliance	60%	75%
	KM2.2.2 Percentage of cases for which a firm is notified of a violation within 5 business days of compliance violation determination		Baseline	TBD
	KM2.2.3 Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening		90%	97%

¹⁰ Baseline: The CPSC will be collecting baseline data for new key measures during FY 2023. The data will be used to set target levels for future years.

¹¹ TBD: To be determined.

Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2023 Target	FY 2024 Target
	KM2.2.4 Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement		Baseline	TBD
	KM2.2.5 Percentage of cases open 90 business days for which a public safety assessment planning discussion is held with technical staff		Baseline	TBD
SO 2.3 Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products	KM2.3.1 Recall response rate for all consumer product recalls	Compliance	33%	33%
SO 2.4 Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities	KM2.4.1 Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	Compliance	Baseline	TBD
Goal 3: Communicate Communicate actionable information about consumer product safety quickly and effectively				
SO 3.1 Improve accessibility, usefulness, and actionability of consumer product safety information for diverse audiences	KM3.1.1 Number of engagements with CPSC safety messaging on social media channels by stakeholders ¹² (in millions)	Communications	8	15
SO 3.2 Increase dissemination of actionable consumer product safety information to a variety of diverse audiences	KM3.2.1 Number of national media placements of CPSC stories	Communications	20	25
	KM3.2.2 Percentage of recall press releases cycled through the Office of Communications (OCM) in 2 business days or less once received from the Office of Compliance & Field Operations		85%	90%
SO 3.3 Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities	KM3.3.1 Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	Communications	10	13
Goal 4: Support Efficiently and effectively support the CPSC's mission				
SO 4.1 Attract, recruit, and cultivate a high-performing, diverse, inclusive, and engaged workforce	KM4.1.1 Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	Human Resources	70%	74%
	KM4.1.2 Percentage of hiring managers trained on recruitment		90%	93%
	KM4.1.3 High-performing Federal Workforce – Employee Engagement Index Score		70%	70%
SO 4.2 Ensure strong stewardship and effective use of agency resources	KM4.2.1 Achieved unqualified opinion on independent financial audit	Financial Management	1	1
	KM4.2.2 Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03		12%	13%
	KM4.2.3 Number of program evaluations conducted			Baseline

¹² "Engagements" refers to the number of interactions (likes, shares, comments) with CPSC social media content.

Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2023 Target	FY 2024 Target
SO 4.3 Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; and promoting transparency in agency operations	KM4.3.1 Percentage of financial disclosure forms reviewed and certified timely by Office of the General Counsel	General Counsel	100%	100%
	KM4.3.2 Percentage of Freedom of Information Act (FOIA) responses to the public that meet timeliness benchmarks		Baseline	TBD
SO 4.4 Deliver high-quality effective mission-oriented information and technology solutions	KM4.4.1 Percentage of operating uptime for IT systems	Information Technology	97%	97%
	KM4.4.2 Percentage of operating uptime for IT networks		98%	98%
	KM4.4.3 Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days		100%	100%
	KM4.4.4 Percentage of IT projects delivered on schedule		Baseline	TBD
	KM4.4.5 Percentage of prioritized high-risk IT security audit findings addressed		Baseline	TBD

Annual Performance Plan Details

Goal Overview, Performance Measures, and Targets

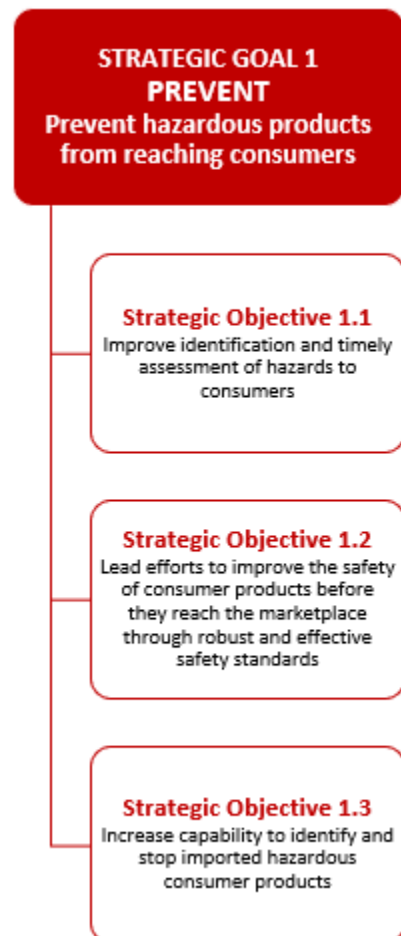
Strategic Goal 1: Prevent

Prevent hazardous products from reaching consumers

Overview

The CPSC is charged with protecting the public from unreasonable risks of injury and death from a vast array of consumer products increasingly supplied through expanding global markets. Efforts to ensure the manufacture 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 FY 2024 APP will address key challenges to *Prevent* consumer product-related injuries, including:

- Providing surveillance for the myriad consumer products under CPSC's jurisdiction;
- Advancing data analysis and research capabilities to identify existing and potential emerging consumer product hazards that pose the greatest risks;
- Addressing product hazards associated with changes in traditional manufacturing methods, such as additive manufacturing using 3-D printers;
- Keeping pace with evolving consumer practices and preferences, manufacturing practices, and consumer product technologies;
- Evaluating safety implications of eCommerce sales and evolving distribution options;
- Working with affected stakeholders to address product hazards and product hazards resulting from new technologies;
- Helping develop voluntary standards and adopting mandatory regulations;
- Identifying, researching, and informing the public about chemical and chronic hazards in consumer products; and
- Increasing the ability to interdict potentially noncompliant *de minimis* shipments of eCommerce products.



Strategic Objective (SO)	Key Performance Measure (KM)	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Target	FY 2024 Target
Goal 1: Prevent hazardous products from reaching consumers							
SO 1.1 Improve identification and timely assessment of hazards to consumers Lead Office: Hazard Identification	KM1.1.1 (formerly KM2.1.02) Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	11	11	11	12	13	24
	KM1.1.2 (formerly KM2.1.03) Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	90%	91%	91%	91%	90%	90%
SO 1.2 Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards Lead Offices: Hazard Identification, Import Surveillance	KM1.2.1 (formerly KM2.2.01) Number of voluntary standards activities in which CPSC actively participates	74	78	78	83		
	KM1.2.1 Number of voluntary standards activities in which CPSC staff participated that result in a revised standard that reduces the risk of injury associated with products covered by the standard					20	20
	KM1.2.2 (formerly KM2.2.02) Number of candidates for rulemaking prepared for Commission consideration	14	14	13	21	29	15
	KM1.2.3 (formerly KM2.2.07) Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	90%	83%	100%	100%	75%	83%
SO 1.3 Increase capability to identify and stop imported hazardous consumer products Lead Office: Import Surveillance	KM1.3.1 (formerly KM2.3.01) Percentage of consumer product imports, identified as high-risk, examined at import	86%	80%	82%	90%	80%	85%
	KM1.3.2 (formerly KM2.3.02) Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day	99.8%	99.9%	99.8%	99.8%	99%	99%
	KM1.3.3 (formerly KM2.3.04) Number of import examinations completed	39,010	18,561	36,375	62,859	45,000	55,000
	KM1.3.4 Number of <i>de minimis</i> shipment examinations at eCommerce ports completed					Baseline	TBD

CPSC’s Approach to Goal 1: *Prevent*

The CPSC uses several means to try to prevent injury or harm from consumer products. The overall approach is to: (1) work at the national and international level to help ensure that hazards are appropriately addressed by voluntary standards or mandatory regulations; (2) provide technical information and other support for voluntary standards development; (3) allocate inspection, surveillance, and enforcement resources effectively to identify and remove hazardous products from the marketplace; and (4) educate manufacturers on safety requirements and collaborate with foreign regulatory counterparts to help build safety into consumer products.

Another major component of CPSC’s prevention approach is identification and interception of hazardous consumer products through import surveillance and inspection programs. The agency conducts establishment inspections of manufacturers, importers, and retailers; monitors Internet and resale markets; responds to industry-generated reports about potentially hazardous products; and tests products for compliance with specific standards and mandatory regulations.

Strategies and Initiatives

Strategic Objective 1.1

Improve identification and timely assessment of hazards to consumers

Strategy 1.1.1 Improve quality and specificity of hazard data	1 Research and implement methods for improving completeness of data submitted to the CPSC
	2 Research and implement methods to increase the use of automated data quality assurance
	3 Identify alternative sources of data that will assist in hazard analysis and monitoring, including data relating to vulnerable subgroups
Strategy 1.1.2 Increase agency capacity to analyze hazard data	4 Enhance IT solutions and techniques to improve data collection and analysis
	5 Strengthen staff capacity and capability to utilize data science and artificial intelligence/machine learning
Strategy 1.1.3 Improve agency capacity to identify and assess emerging hazards	6 Implement a plan to enhance the identification and characterization of emerging hazards
	7 Enhance coordination with relevant federal agencies, standards development organizations, and other stakeholders working on emerging hazards
Strategy 1.1.4 Improve agency capacity to identify and assess chronic hazards	8 Identify, evaluate, acquire, and integrate data sources pertaining to chronic hazards
	9 Enhance coordination with relevant federal agencies that are working to address chronic hazards
	10 Develop and implement plans to protect consumers from chronic hazards in their homes, including through regulatory action, where appropriate

Strategic Objective 1.2

Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards

Strategy 1.2.1 Increase manufacturers', importers', and retailers' use of consumer product safety best practices	11 Deliver training events and collaborate on consumer product safety best practices with foreign manufacturers and domestic manufacturers, importers, and retailers
	12 Provide individual outreach and education to the import community to improve safety of imported products
Strategy 1.2.2 Actively participate in the development of consumer product voluntary standards and develop mandatory regulations for products that pose an unreasonable risk of injury	13 Identify and target top consumer product hazards, based on risk, and the ability to address through standards and regulations
	14 Develop a process to facilitate the frequent monitoring and assessment of the effectiveness of standards and mandatory regulations
	15 Conduct research, as appropriate, to enable development and improvement of consumer product voluntary standards and mandatory regulations
	16 Enhance CPSC's training and internal operations to improve the voluntary consensus standards development process
Strategy 1.2.3 Engage federal, state, and foreign governments on product safety	17 Deliver targeted federal, state, and foreign government outreach, (e.g., summits, trainings, staff exchanges, and best practice exchanges)
	18 Improve international information-sharing capability
Strategy 1.2.4 Increase efforts to drive the discovery and innovation of safety solutions	19 Implement initiatives to incentivize and drive the discovery and innovation of safety solutions for hazards, emerging technologies, and product trends with potential to affect consumer product safety

Strategic Objective 1.3

Increase capability to identify and stop imported hazardous consumer products

Strategy 1.3.1 Bolster CPSC's risk assessment methodology	20 Modernize the RAM surveillance system to align with CPSC's enforcement initiatives and updates to the U.S. government's overall trade enforcement posture
	21 Enhance the RAM targeting system to identify noncompliant and hazardous products at ports of entry while continuing to facilitate legitimate trade
Strategy 1.3.2 Expedite processing of imported products subject to inspection	22 Implement CPSC's eFiling program to electronically collect certificate of compliance data in advance of importation, which will allow companies to proactively demonstrate compliance with CPSC requirements
	23 Improve efficiency of notification to importers, and interdiction, of noncompliant products
Strategy 1.3.3 Expand CPSC's capability to interdict noncompliant <i>de minimis</i> eCommerce products	24 Co-locate CPSC staff at additional ports of entry where large volume of <i>de minimis</i> eCommerce product shipments arrive
	25 Improve CPSC's ability to risk assess <i>de minimis</i> eCommerce shipments prior to arrival in the U.S. and interdict noncompliant products

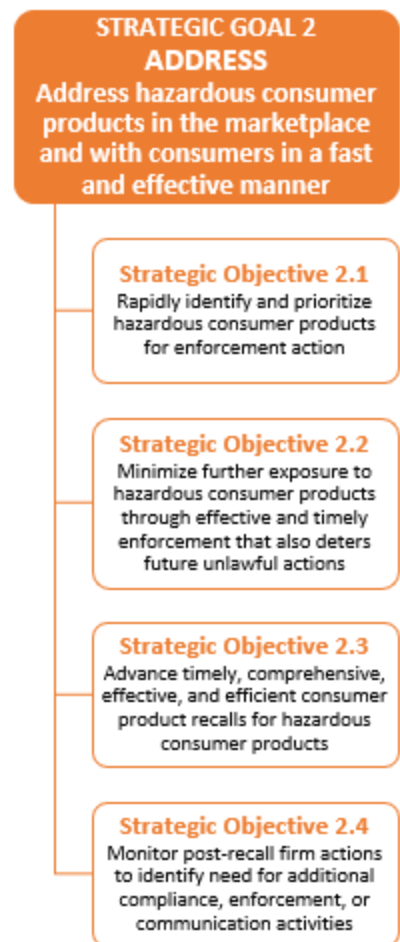
Strategic Goal 2: Address

Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner

Overview

The CPSC learns about potential consumer product hazards from many sources, including incident reports, consumer complaints, death certificates, the agency's Consumer Hotline and General Information number (800-638-2772), www.SaferProducts.gov, Internet reports, company reports, and referrals from state and local agencies. When potential product defects are identified, the CPSC must act quickly to address the most hazardous consumer products that have made their way into the marketplace or into the hands of consumers. The longer a hazardous consumer product remains available for sale or in homes, the longer the risk of exposure to the hazard remains. Moreover, investigation and enforcement efforts should be predictable and carried out in a consistent manner. The FY 2024 APP will address the following key *Address* challenges:

- Addressing trends in retailing and eCommerce, including sales through third party platform providers;
- Ensuring CPSC product test and evaluation capabilities are adequate to meet current and anticipated demands;
- Working within a global supply chain, which creates complex investigatory, communication, and monitoring challenges;
- Identifying, collecting, integrating, and analyzing data to provide the factual and analytical support needed for appropriate action;
- Ensuring CPSC investigative and legal capabilities are adequate to promptly and effectively seek enforcement; and
- Improving consumer product recall monitoring and understanding consumer recall response.



Strategic Objective (SO)	Key Performance Measure (KM)	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Target	FY 2024 Target
Goal 2: Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner							
SO 2.1 Rapidly identify and prioritize hazardous consumer products for enforcement action Lead Office: Compliance	KM2.1.1 (formerly KM3.1.01) Percentage of cases for which a preliminary determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	13%	83%	64%	80%	70%	75%
	KM2.1.2 Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation					Baseline	TBD
SO 2.2 Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions Lead Office: Compliance	KM2.2.1 (formerly KM3.2.06) 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)					60%	75%
	KM2.2.2 Percentage of cases in which a firm is notified of a violation within 5 business days of compliance violation determination					Baseline	TBD
	KM2.2.3 (formerly KM3.2.03) Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening	97%	97%	95%	97%	90%	97%
	KM2.2.4 Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement					Baseline	TBD
	KM2.2.5 Percentage of cases open 90 business days for which a public safety assessment planning discussion is held with technical staff					Baseline	TBD
SO 2.3 Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products Lead Office: Compliance	KM2.3.1 (formerly KM3.3.01: Recall effectiveness rate) Recall response rate for all consumer product recalls	21%	33%	32%	16%	33%	33%
SO 2.4 Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities Lead Office: Compliance	KM2.4.1 Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue					Baseline	TBD

CPSC’s Approach to Goal 2: **Address**

To better identify potentially hazardous products, the CPSC will monitor internal and external information sources, leverage online surveillance activities, and improve methods for integrating information from multiple sources. To advance the agency’s ability to act upon the information and quickly remove the most hazardous products from the marketplace, the CPSC will review incident profiles and other information to improve its prioritization of products for investigation. The agency will also seek to enhance resources to promptly investigate hazardous products, seek timely voluntary corrective actions from firms, seek mandatory corrective action and notices to the public for non-cooperating firms, and pursue civil penalties to provide effective deterrence of law violations. The CPSC also will work with firms to maximize communications about recalls through multiple communication channels and the use of technology. The CPSC will prioritize resources to improve its recall monitoring process and conduct follow-up activities with firms, as appropriate. The agency will also work with a variety of stakeholders to better understand consumer behavior in the recall context and to increase recall response rates.

Strategies and Initiatives

Strategic Objective 2.1

Rapidly identify and prioritize hazardous consumer products for enforcement action

Strategy 2.1.1 Improve methods for identifying potentially hazardous products and for prioritizing hazardous products for investigation	1 Identify and monitor internal and external information sources of potentially hazardous products
	2 Leverage online and other surveillance activities to identify potentially hazardous products
	3 Identify those consumer products of highest risk level based on incident profiles developed by the Office of Compliance & Field Operations-Office of Hazard Identification & Reduction Integrated Product Teams
	4 Improve methods for integrating information from multiple sources to support hazardous product identification activities
	5 Improve prioritization of products for investigation

Strategic Objective 2.2

Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions

Strategy 2.2.1 Efficiently investigate potentially hazardous products to determine violations of consumer product safety law	6 Promptly assign well-defined in-depth investigations and inspections to gather factual information
	7 Perform technical assessments of potentially hazardous products to support legal determinations
	8 Develop and analyze investigative information to make prompt enforcement decisions
Strategy 2.2.2 Promptly take action to address hazardous products	9 Seek timely voluntary corrective actions from firms
	10 Pursue prompt notices to the public where firms will not take corrective actions voluntarily
	11 Seek mandatory recalls where firms will not take corrective actions voluntarily
Strategy 2.2.3 Investigate possible failures of firms to report product safety hazards and other prohibited acts, and seek appropriate civil penalties and make appropriate criminal referrals	12 Analyze facts and law to achieve appropriate civil penalty assessments and demands
	13 Ensure civil penalty demands are tailored, meaningful, and provide for effective vindication of the public interest and deterrence of future violations
	14 Make criminal referrals of civil monetary penalty matters to the U.S. Department of Justice, where appropriate

Strategic Objective 2.3

Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products

Strategy 2.3.1 Maximize recall communications	15 Leverage all communication channels available to firms
	16 Encourage broader utilization of technology by firms to maximize direct notice to consumers
	17 Expand digital forms of communication by firms to publicize recalls
Strategy 2.3.2 Improve consumer recall response	18 Collaborate with consumer safety groups, industry, and other government agency stakeholders to increase recall response rates
	19 Enhance domestic interagency collaboration on best practices to increase consumer recall response

Strategic Objective 2.4

Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities

Strategy 2.4.1 Effectively monitor recalls	20 Monitor recalling firms' progress reports and publicly release the names of the recalling firm and the recalled product(s), and, where feasible, data regarding the response to the firm's recall
	21 Conduct post-recall verification activities to identify deficiencies in recall implementation
Strategy 2.4.2 Take follow-up action to address recall deficiencies or unlawful behavior	22 Expand recall monitoring program to identify recalling firms that are appropriate targets for an expanded recall announcement, a renewed investigation, or enforcement action
	23 Incorporate improved information about firms' recall activities into civil penalty program

Strategic Goal 3: Communicate

Communicate actionable information about consumer product safety quickly and effectively

Overview

Consumers, safety advocates, industry, and government regulators need high-quality information about consumer product safety. Consumers need safety information to make more informed decisions for themselves and their families. Safety advocates rely on accurate data to shape their policy recommendations. Industry 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. Within the CPSC, technical staff, management, and Commissioners need high-quality information to make better decisions more quickly to help the agency maintain its standing as a leader in consumer product safety in an ever-expanding global marketplace. The FY 2024 APP will focus on key drivers to implement the agency's *Communication* strategy, which includes:

- Strengthening CPSC's collaboration with all stakeholders across a variety of platforms to improve communication and awareness of our mission, impact, and relevance;
- Updating communication and engagement strategies and leveraging advanced communication tools and channels to improve consistency, reliability, accessibility, and timeliness of information provided to stakeholders and internally among CPSC staff;
- Improving CPSC messaging and outreach to affected populations, including historically excluded communities and those disproportionately impacted by safety hazards; and
- Maintaining a robust digital presence to enhance communications with consumers, industry stakeholders, and others.



Strategic Objective (SO)	Key Performance Measure (KM)	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Target	FY 2024 Target
Goal 3: Communicate actionable information about consumer product safety quickly and effectively							
SO 3.1 Improve accessibility, usefulness, and actionability of consumer product safety information for diverse audiences Lead Office: Communications	KM3.1.1 (formerly KM4.1.02) Number of engagements with CPSC safety messaging on social media channels by stakeholders ¹³ (in millions)	1.5	12.1	9.3	27.2	8	15
SO 3.2 Increase dissemination of actionable consumer product safety information to a variety of diverse audiences Lead Office: Communications	KM3.2.1 (formerly KM4.2.04) Number of national media placements of CPSC stories		12	16	24	20	25
				96%	92%	85%	90%
SO 3.3 Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities Lead Office: Communications	KM3.3.1 Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities					10	13

¹³ “Engagements” refer to the number of interactions (likes, shares, comments) with CPSC social media content.

CPSC’s Approach to Goal 3: **Communicate**

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; newspaper, radio, and TV interviews; public service announcements and paid advertising; and, increasingly, through social media, including blogs and Twitter; special outreach staff tasked with responding to inquiries from special groups (international stakeholders, small business, and consumers). The CPSC will improve the accessibility, usefulness, and utility of its safety messages by collecting and analyzing data; and designing and applying new and innovative communication tools. An additional element of the CPSC’s strategy involves strengthening collaborations with stakeholders, including other government agencies, nonprofit organizations, and those with an interest in amplifying our safety messaging. This may include collaboration on information and education campaigns on product safety, foreign and domestic conferences addressing federal regulations, or online educational resources for industry and consumers.

Strategies and Initiatives

Strategic Objective 3.1

Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences

Strategy 3.1.1 Evaluate and measure message usefulness	1 Conduct study of consumer behavior regarding recalls and factors relating to consumers’ willingness to report consumer product injuries
	2 Increase the number of consumer subscribers signed up for CPSC’s communications, including recalls
	3 Assess consumer engagement with CPSC’s digital and other contents
Strategy 3.1.2 Implement enhanced tools to increase availability and accessibility of safety information	4 Design and develop new online content, including for disproportionately impacted communities

Strategic Objective 3.2

Increase dissemination of actionable consumer product safety information to a variety of diverse audiences

Strategy 3.2.1 Expand awareness of the CPSC brand	5 Increase awareness of the CPSC’s mission and relevance, to enhance its effectiveness in furthering consumer product safety
	6 Drive communications and engagement with communities disproportionately impacted by hazards (micro-targeting strategies)
Strategy 3.2.2 Expand communications with targeted audiences	7 Increase and enhance collaboration with state and local governments through joint safety initiatives
	8 Explore new technology to create deeper engagement with the public
Strategy 3.2.3 Increase use of enhanced communication technology to advance consumer safety	
Strategy 3.2.4 Increase timeliness of CPSC information dissemination	9 Develop new and enhanced safety content that can be disseminated quickly to respond to known and emerging consumer product hazards

Strategic Objective 3.3

Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities

Strategy 3.3.1 Support agency-wide collaboration with external audiences/groups	10 Increase the number and types of collaborators
	11 Increase the number of collaborations with external audiences on outreach efforts

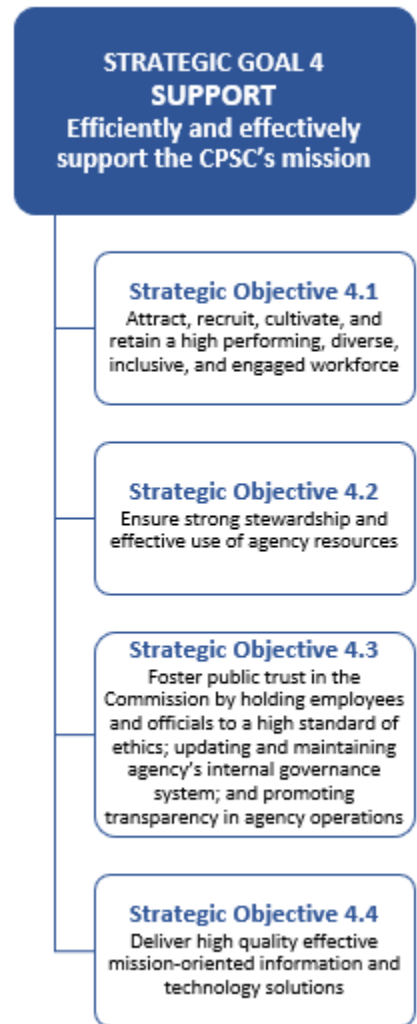
Strategic Goal 4: Support

Efficiently and effectively support the CPSC’s mission

Overview

The U.S. consumer’s interest and the CPSC’s mission are best served when the CPSC operates in an efficient, responsive, and transparent manner. Excellence in areas including information technology, financial management, human capital, diversity and equity, and legal affairs is vital to agency effectiveness. The FY 2024 APP will support the CPSC’s mission efficiently and effectively and ensure that the agency:

- Recruits and retains highly qualified and motivated individuals with the education, expertise, and potential to effectively fulfill the depth and breadth of agency responsibilities;
- Recruits and retains a talented and diverse staff with a wide range of specialized skills and provides employees with the training and professional development opportunities that enable them to develop expertise and expand their skills;
- Performs with the highest integrity in the areas of financial management and in the allocation of resources;
- Serves as an effective steward of the funds appropriated to the CPSC by Congress;
- Operates with the highest level of ethical standards so that the public will have confidence that CPSC employees are acting on behalf of the public;
- Provides a strong system of guidance for agency employees to ensure consistent and clear direction for their work;
- Increases the transparency of CPSC activities by improving the Freedom of Information Act (FOIA) program’s timeliness and providing proactive disclosures to the public; and
- Uses technology efficiently not only to accomplish daily tasks but to increase capacity and use artificial intelligence and machine learning to become more efficient in achieving the mission.



Strategic Objective (SO)	Key Performance Measure (KM)	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Target	FY 2024 Target
Goal 4: Efficiently and effectively support the CPSC's mission							
SO 4.1 Attract, recruit, cultivate, and retain a high-performing, diverse, inclusive, and engaged workforce Lead Office: Human Resources	KM4.1.1 (formerly KM1.2.01) Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	66%	74%	74%	70%	70%	74%
	KM4.1.2 (formerly KM1.3.01) Percentage of hiring managers trained on recruitment	86%	90%	97%	89%	90%	93%
	KM4.1.3 (formerly KM1.4.01) High-Performing Federal Workforce – Employee Engagement Index Score	66%	75%	71%	71%	70%	70%
SO 4.2 Ensure strong stewardship and effective use of agency resources Lead Office: Financial Management	KM4.2.1 Achieved unqualified opinion on independent financial audit					1	1
	KM4.2.2 Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03					12%	13%
	KM4.2.3 Number of program evaluations conducted						Baseline
SO 4.3 Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; and promoting transparency in agency operations Lead Office: General Counsel	KM4.3.1 Percentage of financial disclosure forms reviewed and certified timely by Office of the General Counsel					100%	100%
	KM4.3.2 Percentage of Freedom of Information Act (FOIA) responses to the public that meet timeliness benchmarks					Baseline	TBD
SO 4.4 Deliver high-quality effective mission-oriented information and technology solutions Lead Office: Information Technology	KM4.4.1 Percentage of operating uptime for IT systems					97%	97%
	KM4.4.2 Percentage of operating uptime for IT networks					98%	98%
	KM4.4.3 Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days					100%	100%
	KM4.4.4 Percentage of IT projects delivered on schedule					Baseline	TBD
	KM4.4.5 Percentage of prioritized high-risk IT security audit findings addressed					Baseline	TBD

CPSC’s Approach to Goal 4: *Support*

The CPSC’s approach to this goal involves attracting, recruiting, cultivating, and retaining a high-performing, diverse, inclusive, and engaged workforce; ensuring strong stewardship and effective use of agency resources; fostering public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency’s internal governance system; promoting transparency in agency operations; and delivering high-quality, effective mission-oriented information and technology solutions.

Strategies and Initiatives

Strategic Objective 4.1

Attract, recruit, cultivate, and retain a high-performing, diverse, inclusive, and engaged workforce

<p>Strategy 4.1.1 Attract and recruit a talented and diverse workforce</p>	1 Improve targeted assessments to recruit talent
	2 Increase targeted outreach to increase diversity
	3 Advance relationships with colleges and universities, disability organizations, diversity groups and other recruitment sources
	4 Increase utilization of special hiring authorities
<p>Strategy 4.1.2 Cultivate a culture of continuous learning</p>	5 Deliver high-quality, targeted career development opportunities
	6 Develop and implement agency-wide training plan annually
	7 Establish Agency Diversity Council
	8 Develop individual development plans for entry level employees
	9 Implement coaching program
<p>Strategy 4.1.3 Increase employee engagement and workplace inclusion</p>	10 Promote and recognize performance excellence
	11 Develop and implement agency diversity, equity, inclusion, and accessibility (DEIA) Plan initiatives
	12 Promote work-life balance
	13 Develop and implement agency employee engagement plan initiatives

Strategic Objective 4.2

Ensure strong stewardship and effective use of agency resources

<p>Strategy 4.2.1 Maintain and enhance overall agency financial management</p>	14 Achieve annual unqualified financial audit opinion
	15 Maintain strong internal controls over financial reporting
<p>Strategy 4.2.2 Promote transparent and effective use of resources</p>	16 Develop and implement annual Operating Plans that align budget resources to CPSC’s strategic initiatives and priorities
	17 Meet contracting goals through strengthened acquisition planning
	18 Increase integration of risk management and internal control activities into program operations and decision making
	19 Increase program evaluation and evidence building capabilities and capacity

Strategic Objective 4.3

Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency’s internal governance system; and promoting transparency in agency operations

<p>Strategy 4.3.1 Support and maintain an ethical culture</p>	<p>20 Complete all financial disclosure reviews within applicable deadlines</p>
<p>Strategy 4.3.2 Update and maintain the documentation of operating procedures</p>	<p>21 Provide ethics training to new employees and employees required to receive annual ethics training</p> <p>22 Revise obsolete and insufficient directive documents, leading to better guidance for employees and an increase in employee efficiency</p> <p>23 Establish a schedule for review of directives documents no less often than every five years, and update directive documents as appropriate</p>
<p>Strategy 4.3.3 Promote transparency in agency operations through improvements to the FOIA Program</p>	<p>24 Resolve substantial backlog of FOIA requests awaiting completion of processing</p> <p>25 Improve timeliness of FOIA processing</p> <p>26 Implement additional proactive disclosures of information of substantial interest to the public</p>

Strategic Objective 4.4

Deliver high-quality effective mission-oriented information and technology solutions

<p>Strategy 4.4.1 Sustain and enhance agency IT infrastructure and core services</p>	<p>27 Identify, prioritize, and plan IT infrastructure activities to improve performance, reduce cost, and/or enhance resiliency of agency networks, systems, and information</p>
<p>Strategy 4.4.2 Enhance, reengineer, and modernize mission facing IT systems and capabilities</p>	<p>28 Assess and plan IT system enhancement and modernization activities to improve performance, usability, and support of agency mission</p>
<p>Strategy 4.4.3 Leverage data as a strategic asset</p>	<p>29 Support enterprise data management and analytical improvement including activities involving data collection and use</p>
<p>Strategy 4.4.4 Protect agency systems and information resources</p>	<p>30 Identify, monitor, and address evolving cybersecurity risks, Government-wide direction, and best practices to protect agency systems and information</p>

Appendix A: Good Accounting Obligation in Government Act Report

Summary

The Good Accounting Obligation in Government Act (GAO-IG Act) requires each federal agency, in its annual budget justification, to include a report on:

- (1) each public recommendation of the Government Accountability Office (GAO) that is designated as "open" or "closed, unimplemented" for a period of at least 1 year preceding the date on which such justification is submitted;
- (2) each public recommendation for corrective action from the agency's Office of the Inspector General (OIG) that was published at least 1 year before the justification is submitted for which no final action was taken; and
- (3) the implementation status of each such recommendation.

[The CPSC's report](#) includes GAO and OIG reports issued before February 2022 for which CPSC has open or closed, unimplemented recommendations.

The report has four (4) parts:

Part 1: GAO recommendations and their implementation status.

Part 2: OIG recommendations and their implementation status.

Part 3: Reconciliation of CPSC's records to the OIG's Semi-Annual Report to Congress (SAR) (FY 2022 Fall issue).

Part 4: Acronyms

Appendix B: CPSC FTEs by Organization

Table 3

	<u>FY 2022</u> <u>Enacted</u>	<u>FY 2023</u> <u>Enacted</u>	<u>FY 2024</u> <u>Request</u>
Chair & Commissioners	21	21	21
Hazard Identification and Reduction	160	167	195
Compliance and Field Operations	154	160	199
Import Surveillance	42	56	75
International Programs	7	7	7
Communications	10	11	14
Information Technology	40	41	50
General Counsel	37	37	42
Agency Management and Support *	61	62	75
Inspector General	7	7	9
Total	539	569	687

* Agency Management includes: Financial Management, Planning, and Evaluation; Facilities Services; Human Resources Management; EEO, Diversity and Inclusion; Executive Director; and Legislative Affairs.

Appendix C: Inspector General Budget Request

Table 4

Inspector General Budget Request

(Dollars in thousands)

The information presented below complies with the Inspector General Act, as amended:

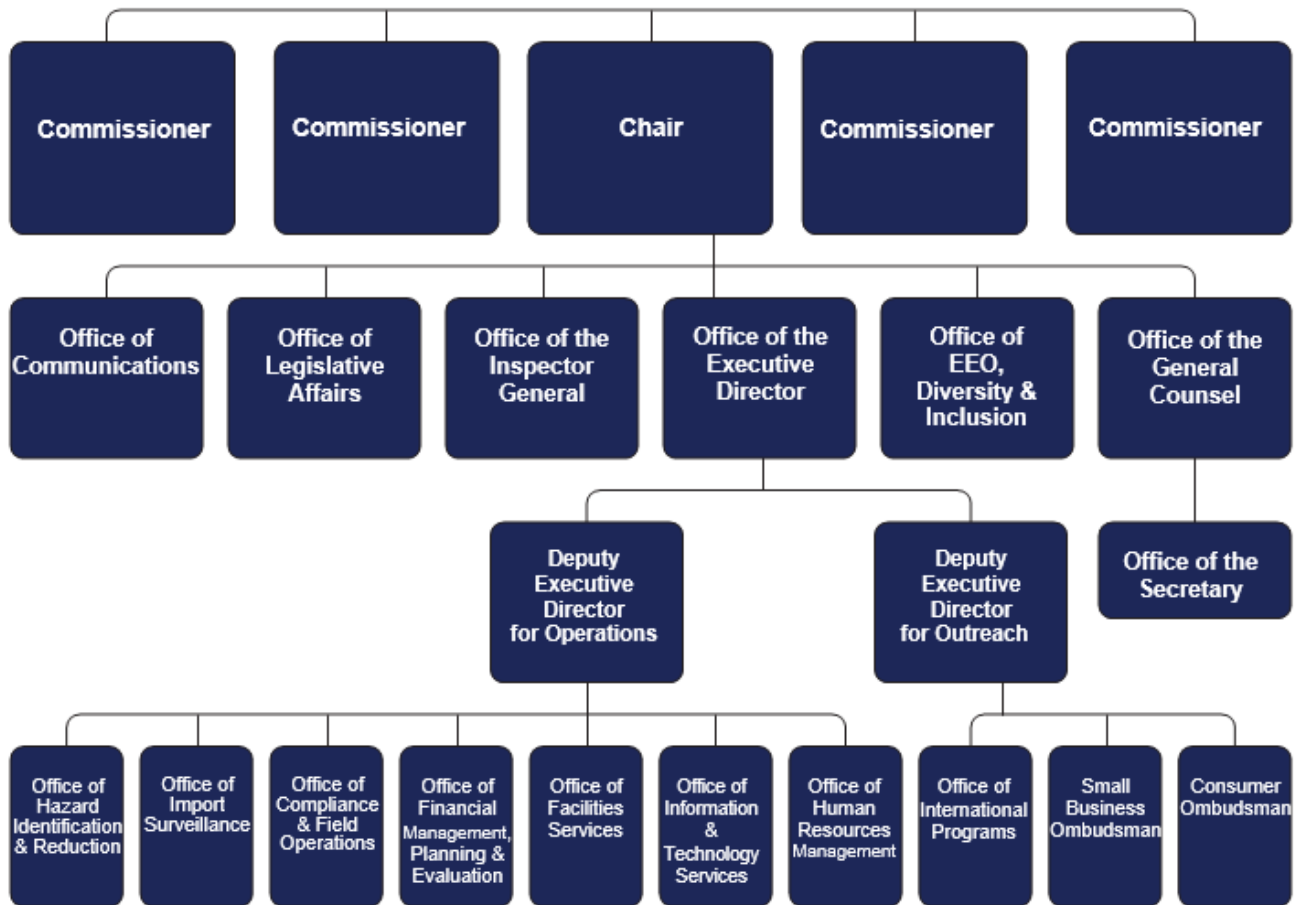
Resource	<u>FY 2022 Actuals</u>	<u>FY 2023 Enacted</u>	<u>FY 2024 Request</u>
FTEs	7	7	9
Salaries & Expenses	\$1,204	\$1,278	\$1,644
Contracts & Operating Expenses	\$461	\$543	\$582
Training	\$14	\$14	\$16
Total Amount	\$1,679	\$1,835	\$2,242

The CPSC’s Inspector General (IG) certifies that the amount requested for training satisfies all known IG training requirements for FY 2024. The IG further certifies that in accordance with procedures developed by the Council of the Inspectors General on Integrity and Efficiency (CIGIE), the sum of \$8,143.20 will be set aside out of “Contracts and Operating Expenses” to provide the resources necessary to support CIGIE through the annual dues-paying process.

Appendix D: Acronyms

APP	Annual Performance Plan
ARPA	American Rescue Plan Act of 2021
CBP	U.S. Customs and Border Protection
CPSC	U.S. Consumer Product Safety Commission
CPSIA	Consumer Product Safety Improvement Act
CPSRMS	Consumer Product Safety Risk Management System
DCM	Dynamic Case Management system
EEI	Employee Engagement Index
ERM	Enterprise Risk Management
FEVS	Federal Employee Viewpoint Survey
FOIA	Freedom of Information Act
FTE	Full-time Equivalent
FY	Fiscal Year
IT	Information Technology
IoT	Internet of Things
KM	Key Performance Measure
NEISS	National Electronic Injury Surveillance System
NPTEC	National Product Testing and Evaluation Center
RAM	Risk Assessment Methodology
SBO	Small Business Ombudsman
SDO	Standards Development Organization
SO	Strategic Objective
VGB Act	Virginia Graeme Baker Pool and Spa Safety Act

Appendix E: Organizational Structure





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