



United States
Consumer Product Safety Commission



Annual Performance Report

FISCAL YEAR 2023 | MARCH 11, 2024

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About this Report

This document is the U.S. Consumer Product Safety Commission's (CPSC) Fiscal Year (FY) 2023 Annual Performance Report (APR). An electronic version of this report is available on the agency's website at: www.cpsc.gov/about-cpsc/agency-reports/performance-and-budget.

The FY 2023 APR satisfies the annual performance reporting requirements of the Government Performance and Results Act Modernization Act of 2010 (GPRAMA), as well as Office of Management and Budget (OMB) Circular No. A-11 (*Preparation, Submission, and Execution of the Budget*).

The FY 2023 APR has been prepared by CPSC staff. It provides information on results achieved by CPSC programs during FY 2023 and progress made toward performance targets established for key performance measures. The performance measures indicate progress toward Strategic Goals and Strategic Objectives contained in CPSC's Strategic Plan. Highlights of performance, in addition to challenges, are presented.

Overview of the Agency

CPSC is an independent federal regulatory agency, created by Congress in 1972 through the Consumer Product Safety Act (CPSA). In addition to the CPSA, as amended by the Consumer Product Safety Improvement Act of 2008 (CPSIA) and Pub. L. No. 112-28, the CPSC administers these other laws, in chronological order: Flammable Fabrics Act, Refrigerator Safety Act, Federal Hazardous Substances Act, Poison Prevention Packaging Act, Labeling of Hazardous Art Materials Act, Child Safety Protection Act, Virginia Graeme Baker Pool and Spa Safety Act, Children's Gasoline Burn Prevention Act, Drywall Safety Act, Child Nicotine Poisoning Prevention Act, Portable Fuel Container Safety Act of 2020, Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act of 2022, Safe Sleep for Babies Act, Reese's Law, imitation firearms provisions of Pub. L. Nos. 100-615 and 117-167; and the STURDY requirements of Pub. L. No. 117-328 (Division BB, Title II).

CPSC has jurisdiction over thousands of types of consumer products used in and around homes and schools, in recreation, or in other settings. Although CPSC's regulatory purview is quite broad, several product categories fall outside CPSC's jurisdiction. Categories of products regulated by other federal agencies include automobiles, planes, and boats; alcohol, tobacco, and firearms; foods, drugs, cosmetics, and medical devices; and pesticides.

Message from the Chair



Chair Alexander Hoehn-Saric

The U.S. Consumer Product Safety Commission's FY 2023 Annual Performance Report (APR) is a comprehensive account of performance results achieved by our programs for the period of October 1, 2022, through September 30, 2023. These programs serve the Agency's mission of "protecting the public from hazardous consumer products," as we strive for "a nation free from unreasonable risks of injury and death associated with consumer products."

In presenting the FY 2023 APR, I am pleased to acknowledge that the accomplishments outlined in this report represent the work of more than 500 colleagues around the country who do their part every day to keep America's consumers safe from product hazards. We are a small but mighty agency, with a critical mission that impacts every single American; and our dedicated and hardworking staff makes strides every day to advance our safety mission.

I am pleased to confirm that, for FY 2023, the performance data presented in this report are reasonably complete, accurate, and reliable. I look forward to working with my fellow Commissioners and CPSC staff in setting Agency priorities and achieving meaningful results in the year ahead.

A handwritten signature in black ink, which reads "Alexander D. Hoehn-Saric".

Alexander Hoehn-Saric

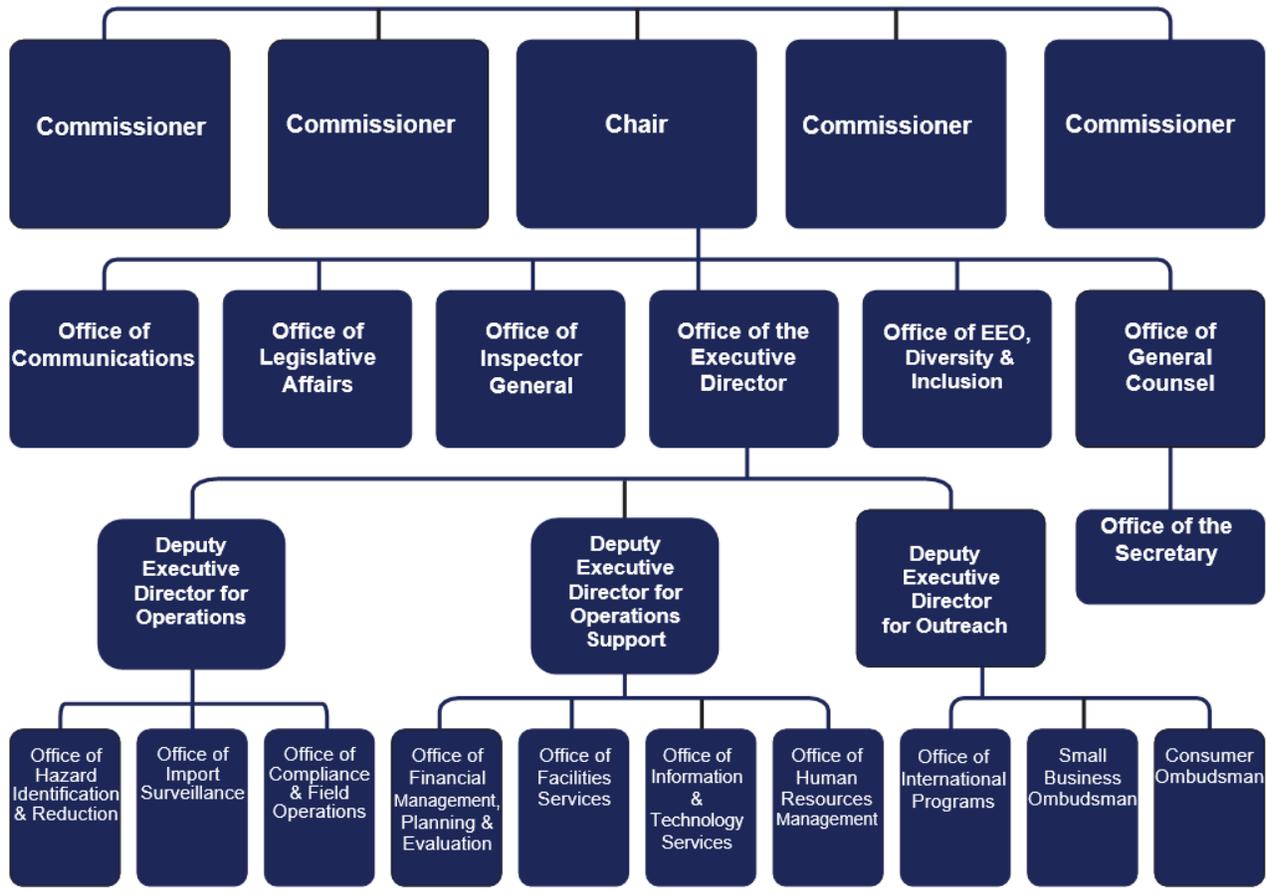
Chair

March 11, 2024

CPSC Organizational Structure

CPSC is a bipartisan commission that is authorized to consist of five members appointed by the President with the advice and consent of the Senate. The Chair is the principal executive officer of the Commission, which convenes at meetings that are open to the public.

The photograph below shows the four members of the Commission at the close of the FY 2023 reporting period of October 1, 2022, through September 30, 2023. One Commissioner position was vacant for the majority of FY 2023. This was due to Dana Baiocco's departure from CPSC in early FY 2023; she served as Commissioner from June 1, 2018, to October 5, 2022. From left to right, the photograph shows: Commissioner Peter A. Feldman, Chair Alexander Hoehn-Saric, Commissioner Richard L. Trumka, Jr., and Commissioner Mary T. Boyle.



CPSC Strategic Plan Summary

In FY 2023, CPSC published its new *2023 – 2026 Strategic Plan (SP)*, which builds on the 2018-2022 SP. This FY 2023 APR is aligned with CPSC’s *2023 – 2026 SP*, as presented in the high-level framework below. The agency’s SP lays out CPSC’s approach to achieving the mission of “Protecting the public from hazardous consumer products,” with the overarching vision of “A nation free from unreasonable risks of injury and death from consumer products.” Each of the four Strategic Goals is supported by Strategic Objectives. The Strategic Goals set the framework for agency planning, communication, management, and reporting, and provide direction for resource allocation, program design, and management decisions. Strategic Objectives are supported by strategies and initiatives that are achieved through CPSC-supported programs and activities. A suite of performance measures with annual targets is used to monitor progress toward the Strategic Objectives and Strategic Goals.

MISSION
Protecting the public from hazardous consumer products

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

STRATEGIC GOAL 1: PREVENT

Prevent hazardous products from reaching consumers

- **Strategic Objective 1.1**
Improve identification and timely assessment of hazards to consumers
- **Strategic Objective 1.2**
Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards
- **Strategic Objective 1.3**
Increase capability to identify and stop imported hazardous consumer products

STRATEGIC GOAL 2: ADDRESS

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

- **Strategic Objective 2.1**
Rapidly identify and prioritize hazardous consumer products for enforcement action
- **Strategic Objective 2.2**
Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions
- **Strategic Objective 2.3**
Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products
- **Strategic Objective 2.4**
Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities

STRATEGIC GOAL 3: COMMUNICATE

Communicate actionable information about consumer product safety quickly and effectively

- **Strategic Objective 3.1**
Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences
- **Strategic Objective 3.2**
Increase dissemination of actionable consumer product safety information to a variety of diverse audiences
- **Strategic Objective 3.3**
Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities

STRATEGIC GOAL 4: SUPPORT

Efficiently and effectively support the CPSC’s mission

- **Strategic Objective 4.1**
Attract, recruit, cultivate, and retain a high performing, diverse, inclusive, and engaged workforce
- **Strategic Objective 4.2**
Ensure strong stewardship and effective use of agency resources
- **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
- **Strategic Objective 4.4**
Deliver high quality effective mission-oriented information and technology solutions

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Performance Summary: An Overview

In FY 2023, CPSC tracked 34 key performance measures. As illustrated by the summary table on pages 5 through 7 of this report, 25 of the 34 measures had established performance targets for FY 2023 to gauge progress toward the agency’s Strategic Goals and Strategic Objectives. The other nine measures did not have FY 2023 targets because the measures were newly established during CPSC’s process of developing its 2023–2026 Strategic Plan. In FY 2023, CPSC performed work on baselining those nine measures to set future performance target levels.

Of the agency’s 34 FY 2023 measures, the CPSC met performance targets and established baselines for 31 performance measures, and did not meet performance targets for three measures. The FY 2023 results for the key performance measures are organized by Strategic Goal (Figure 2) and by CPSC functional component (Figure 3).

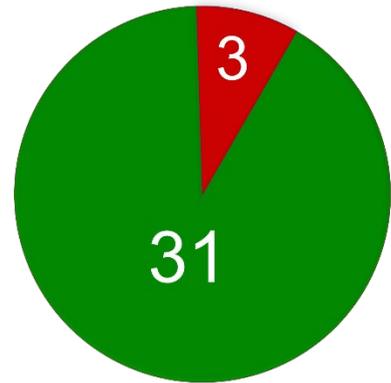


Figure 1: A snapshot of CPSC’s FY 2023 Key Performance Measures

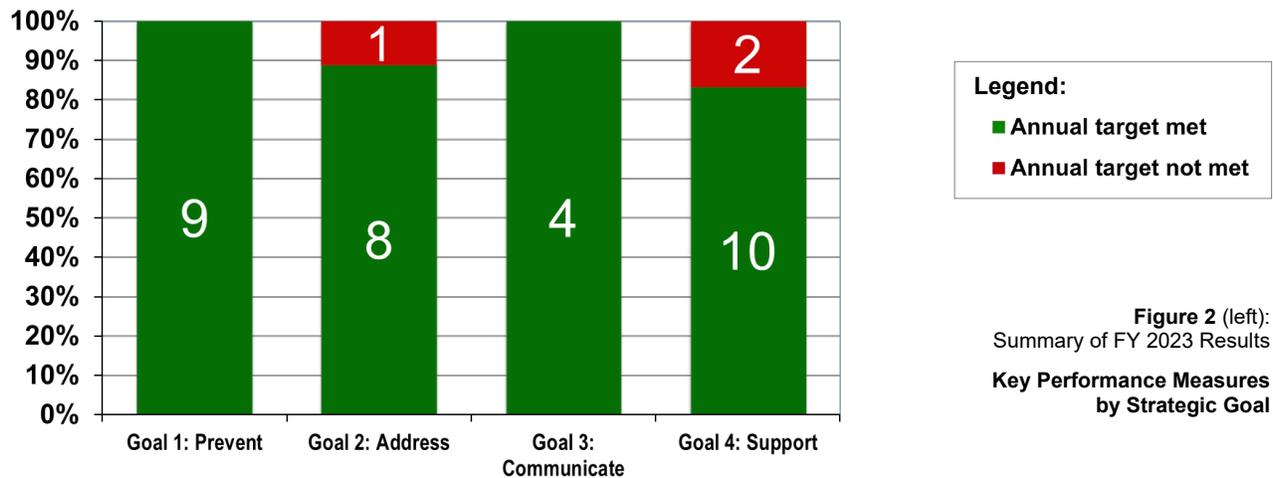
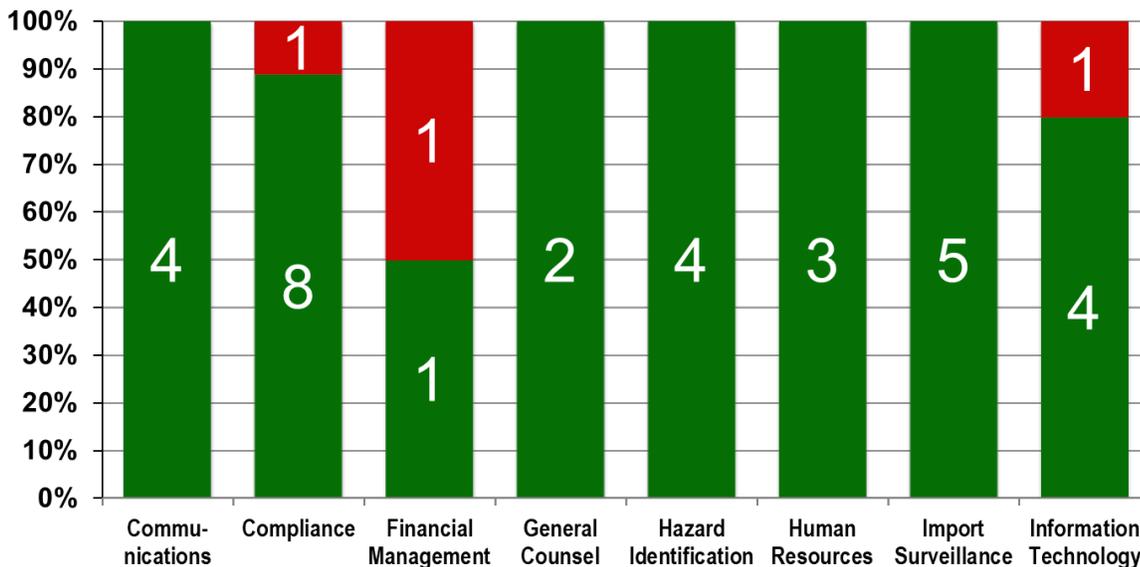


Figure 2 (left): Summary of FY 2023 Results Key Performance Measures by Strategic Goal

Figure 3 (below): Summary of FY 2023 Results Key Performance Measures by Functional Component



CPSC Key Performance Measures: FY 2023 Results Summary

Strategic Goal 1: Prevent <i>Prevent hazardous products from reaching consumers</i>									
Strategic Objective (SO), Key Performance Measure (KM)		Program Office	Actuals					2023 Target	
			2019	2020	2021	2022	2023	2023 Target	Target met?
SO 1.1 Improve identification and timely assessment of hazards to consumers	2023KM1.1.1 Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	Hazard Identification	11	11	11	12	13	13	✓
	2023KM1.1.2 Percentage of consumer product-related injury cases correctly captured at NEISS hospitals		90%	91%	91%	91%	94%	90%	✓
SO 1.2 Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards	2023KM1.2.1 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	--	--	--	--	23	20	✓
	2023KM1.2.2 Number of candidates for rulemaking prepared for Commission consideration		14	14	13	21	30	29	✓
	2023KM1.2.3 Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	Import Surveillance	90%	83%	100%	100%	100%	75%	✓
SO 1.3 Increase capability to identify and stop imported hazardous consumer products	2023KM1.3.1 Percentage of consumer product imports, identified as high-risk, examined at import	Import Surveillance	86%	80%	82%	90%	90%	80%	✓
	2023KM1.3.2 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%	99.7%	99%	✓
	2023KM1.3.3 Number of import examinations completed		39,010	18,561	36,375	62,859	48,797 ¹	45,000	✓
	2023KM1.3.4 Number of <i>de minimis</i> shipment examinations at eCommerce ports completed		--	--	--	--	17,806	Base-line	✓

Strategic Goal 2: Address <i>Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner</i>									
Strategic Objective (SO), Key Performance Measure (KM)		Program Office	Actuals					2023 Target	
			2019	2020	2021	2022	2023	2023 Target	Target met?
SO 2.1 Rapidly identify and prioritize hazardous consumer products for enforcement action	2023KM2.1.1 Percentage of cases for which a preliminary determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	Compliance	13%	83%	64%	80%	90%	70%	✓
	2023KM2.1.2 Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation		--	--	--	--	88%	Base-line	✓
SO 2.2 Minimize further exposure to hazardous consumer products through effective and	2023KM2.2.1 Percentage of cases for which a corrective action plan (CAP) is accepted, or public notice of hazard is issued within 90 business days of Preliminary Determination (Hazard Priorities A, B, and C)	Compliance	--	--	75%	56%	80%	60%	✓

¹ Starting with FY 2023, Key Measure 1.3.3 is disaggregated by Key Measure 1.3.4 to separately track the number of import examinations (1.3.3) from the number of *de minimis* shipment examinations completed at eCommerce ports (1.3.4).

Strategic Goal 2: Address <i>Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner</i>									
Strategic Objective (SO), Key Performance Measure (KM)	Program Office	Actuals					2023 Target		
		2019	2020	2021	2022	2023	2023 Target	Target met?	
timely enforcement that also deters future unlawful actions		2023KM2.2.2 Percentage of cases for which a firm is notified of a violation within 5 business days of compliance violation determination	--	--	--	--	90%	Base-line	✓
		2023KM2.2.3 Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening	97%	97%	95%	97%	99.2%	90%	✓
		2023KM2.2.4 Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement	--	--	--	--	100%	Base-line	✓
		2023KM2.2.5 Percentage of cases open 90 business days for which a product safety assessment planning discussion is held with technical staff	--	--	--	--	89%	Base-line	✓
SO 2.3 Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products	Compliance	2023KM2.3.1 Recall response rate for all consumer product recalls	21%	33%	32%	16%	24% ²	33%	✗
SO 2.4 Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities	Compliance	2023KM2.4.1 Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	--	--	--	--	Unavail-able ³	Base-line	✓

Strategic Goal 3: Communicate <i>Communicate actionable information about consumer product safety quickly and effectively</i>									
Strategic Objective (SO), Key Performance Measure (KM)	Program Office	Actuals					2023 Target		
		2019	2020	2021	2022	2023	2023 Target	Target met?	
SO 3.1 Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences	Communications	2023KM3.1.1 Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	1.5	12.1	9.3	27.2	23.8	8.0	✓
SO 3.2 Increase dissemination of actionable consumer product safety information to a variety of diverse audiences	Communications	2023KM3.2.1 Number of national media placements of CPSC stories	--	12	16	24	30	20	✓
		2023KM3.2.2 Percentage of recall press releases cycled through the Office of Communications in 2 business days or less, once received from the Office of Compliance & Field Operations	--	--	96%	92%	95%	85%	✓
SO 3.3 Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities	Communications	2023KM3.3.1 Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	--	--	--	--	23	10	✓

² Consumer response to recall is variable and dependent on numerous factors beyond agency control. Accomplishing a successful recall is far more difficult if the product is inexpensive and/or has a short lifespan because the consumer may determine that the time required to obtain the remedy is not worth the relatively small benefit (e.g., filling out forms in order to receive a \$3 refund from the seller), or the product has been discarded. This problem is amplified in the key measure's result with recalls involving low-value products sold at high volume.

³ During FY 2023, CPSC performed work on developing and implementing new procedures for tracking the underlying data, including determining the data parameters. While there is no quantitative FY 2023 result to be reported for this measure, CPSC's FY 2023 efforts on this measure will help set performance target levels for future years.

Strategic Goal 4: Support <i>Efficiently and effectively support the CPSC’s mission</i>									
Strategic Objective (SO), Key Performance Measure (KM)		Program Office	Actuals					2023 Target	
			2019	2020	2021	2022	2023	2023 Target	Target met?
SO 4.1 Attract, recruit, cultivate, and retain a high performing, diverse, inclusive, and engaged workforce	2023KM4.1.1 Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	Human Resources	66%	74%	74%	70%	75%	70%	✓
	2023KM4.1.2 Percentage of hiring managers trained on recruitment		86%	90%	97%	89%	99%	90%	✓
	2023KM4.1.3 High-performing Federal Workforce – Employee Engagement Index Score		66%	75%	71%	71%	76%	70%	✓
SO 4.2 Ensure strong stewardship and effective use of agency resources	2023KM4.2.1 Achieved unqualified opinion on independent financial audit	Financial Management					Q	UQ/M ⁴	✗
	2023KM4.2.2 Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03		--	--	--	--	31%	12%	✓
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	2023KM4.3.1 Percentage of financial disclosure forms reviewed and certified timely by Office of General Counsel	General Counsel	--	--	--	--	100%	100%	✓
	2023KM4.3.2 Percentage of Freedom of Information Act (FOIA) responses to the public that meet timeliness benchmarks		--	--	--	--	47%	Base-line	✓
SO 4.4 Deliver high quality effective mission-oriented information and technology solutions	2023KM4.4.1 Percentage of operating uptime for IT systems	Information Technology	--	--	--	--	98%	97%	✓
	2023KM4.4.2 Percentage of operating uptime for IT networks		--	--	--	--	99.5%	98%	✓
	2023KM4.4.3 Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days		--	--	--	--	96%	100%	✗
	2023KM4.4.4 Percentage of IT projects delivered on schedule		--	--	--	--	88%	Base-line	✓
	2023KM4.4.5 Percentage of prioritized high-risk IT security audit findings addressed		--	--	--	--	91%	Base-line	✓

⁴ The target for this key measure was initially set to “1” and has been updated to UQ/M (Unqualified or Unmodified) to best reflect the target level for this key measure going forward.

Performance Summary by Strategic Goal

Strategic Goal 1: Prevent

Prevent hazardous products from reaching consumers

Challenges

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. CPSC's key *Prevent* challenges are:

- Providing surveillance for tens of thousands of consumer product categories 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 stakeholders to address existing 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 or chronic hazards in consumer products; and
- Increasing the ability to interdict potentially noncompliant *de minimis* shipments of eCommerce products.

STRATEGIC GOAL 1: PREVENT

Prevent hazardous products from reaching consumers

- **Strategic Objective 1.1**
Improve identification and timely assessment of hazards to consumers
- **Strategic Objective 1.2**
Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards
- **Strategic Objective 1.3**
Increase capability to identify and stop imported hazardous consumer products

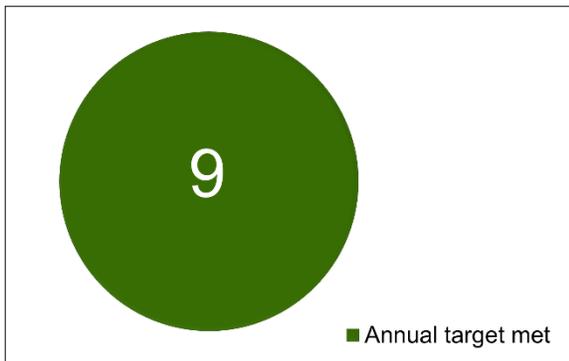


Figure 4: A snapshot of Strategic Goal 1 performance measures (9 total)

Strategies

CPSC uses several means to prevent injury or harm from consumer products by: (1) working at the national and international levels to help ensure that hazards are appropriately addressed by voluntary standards or mandatory regulations; (2) providing technical information and other support to the public and for voluntary standards development; (3) allocating inspection, surveillance, and enforcement resources effectively to identify and remove hazardous products from the marketplace; and (4) educating manufacturers on safety requirements and collaborating with foreign regulatory counterparts to promote building safety into consumer products.

Another major component of CPSC's *Prevent* approach is identification and interception of hazardous consumer products through import surveillance and inspection programs. CPSC 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.

Table 1

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2023 Target	
SO 1.1 Improve identification and timely assessment of hazards to consumers							
2023KM1.1.1 Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	2019	2020	2021	2022	2023	2023 Target	Target met?
	11	11	11	12	13	13	✓
2023KM1.1.2 Percentage of consumer product-related injury cases correctly captured at National Electronic Injury Surveillance System (NEISS) hospitals	2019	2020	2021	2022	2023	2023 Target	Target met?
	90%	91%	91%	91%	94%	90%	✓
SO 1.2 Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards							
2023KM1.2.1 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	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	23	20	✓
2023KM1.2.2 Number of candidates for rulemaking prepared for Commission consideration	2019	2020	2021	2022	2023	2023 Target	Target met?
	14	14	13	21	30	29	✓
2023KM1.2.3 Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	2019	2020	2021	2022	2023	2023 Target	Target met?
	90%	83%	100%	100%	100%	75%	✓
SO 1.3 Increase capability to identify and stop imported hazardous consumer products							
2023KM1.3.1 Percentage of consumer product imports, identified as high-risk, examined at import	2019	2020	2021	2022	2023	2023 Target	Target met?
	86%	80%	82%	90%	90%	80%	✓
2023KM1.3.2 Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day	2019	2020	2021	2022	2023	2023 Target	Target met?
	99.8%	99.9%	99.8%	99.8%	99.7%	99%	✓
2023KM1.3.3 Number of import examinations completed	2019	2020	2021	2022	2023	2023 Target	Target met?
	39,010	18,561	36,375	62,859	48,797 ⁵	45,000	✓
2023KM1.3.4 Number of <i>de minimis</i> shipment examinations at eCommerce ports completed	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	17,806	Baseline	✓

⁵ Starting with FY 2023, KM 1.3.3 is disaggregated by KM 1.3.4 to separately track the number of import examinations (1.3.3) from the number of *de minimis* shipment examinations completed at eCommerce ports (1.3.4). Results of both measures are aggregated in KM 1.3.3's line graph to reflect the total of 66,603 import examinations conducted by CPSC in FY 2023.

FY 2023 Results

CPSC met or exceeded targets for all nine key performance measures under Strategic Goal 1. Selected FY 2023 achievements under Strategic Goal 1 include:

- Applied artificial intelligence (AI) and machine learning (ML) to improve data intake, quality assurance, and analysis.
- Advanced its eFiling project, which will ultimately enable importers to electronically file certificate of compliance data at the time of importation, by holding a public workshop to solicit industry feedback on the initiative and recruiting industry volunteers to participate in a Beta pilot, which began in October 2023.
- Continued to interdict high-risk shipments, including *de minimis* eCommerce shipments at ports of entry, covering multiple modes of transport, which included sea, air, express consignment, and truck ports, as well as international mail facilities.
- Collaborated with test labs, consumer advocates, and other stakeholders to improve consensus voluntary standards across a wide range of consumer products. The 86 activities in which CPSC staff actively participated resulted in finalizing of 23 voluntary standards that improved safety. Among the most significant voluntary standards activities work were: Standard for Safety for Products Incorporating Button Batteries or Coin Cell Batteries; Standard Safety Specification for Clothing Storage Units; Standard for Four Wheel All-Terrain Vehicles; Standard Specification for Flame Mitigation Devices on Portable Fuel Containers; and Standard Specification for Portable Gasoline, Kerosene and Diesel Containers for Consumer Use.
- Continued to implement an “Online Clearinghouse”⁶ to provide stakeholders with open, self-service access to CPSC incident data. In FY 2023, the Clearinghouse was queried 1,953 times. Additionally, CPSC prepared 53 data sets for standards development organizations (SDO) and/or their committees.
- Produced or engaged in 27 in-person and virtual outreach events to share product safety best practices. The agency reached, in real time, more than 800 registered foreign industry and government representatives from 28 countries and administrative areas, as well as thousands more who viewed recorded sessions from CPSC’s servers and the U.S. Embassy’s media account in China.

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

⁶ Launched in March 2021, CPSC’s Online Clearinghouse provides incident data involving consumer products from various data sources and publishes incident reports involving consumer products that meet eligibility criteria on www.SaferProducts.gov, which is a CPSC-operated website where the public can file and read safety-related complaints about consumer products under CPSC’s jurisdiction.

Strategic Goal 2: Address

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

Challenges

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 (1-800-638-2772), reports made on the www.SaferProducts.gov website, other internet reports, company reports, and referrals from state and local agencies. When potential product defects are identified, CPSC must act quickly to address 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. CPSC’s key *Address* challenges are:

- 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 GOAL 2: ADDRESS

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

- **Strategic Objective 2.1**
Rapidly identify and prioritize hazardous consumer products for enforcement action
- **Strategic Objective 2.2**
Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions
- **Strategic Objective 2.3**
Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products
- **Strategic Objective 2.4**
Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities

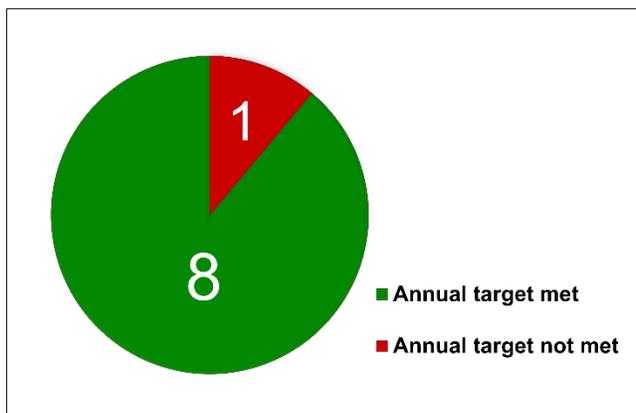


Figure 5: A snapshot of Strategic Goal 2 performance measures (9 total)

Strategies

To better identify potentially hazardous products, CPSC monitors internal and external information sources, leverages online surveillance activities, and improves methods for integrating information from multiple sources. To advance the agency’s ability to act upon the information and quickly remove hazardous products from the marketplace, CPSC reviews incident profiles and other information to improve its prioritization of products for investigation. The agency also seeks to enhance resources to promptly investigate hazardous products, seeks timely voluntary corrective actions from firms, seeks mandatory corrective action and notices to the public for non-cooperating firms, and pursues civil penalties to provide effective deterrence of law violations. CPSC also works with firms to maximize communications about recalls

through multiple communication channels and the use of technology. CPSC prioritizes resources to improve its recall monitoring process and conduct follow-up activities with firms as appropriate. The agency also works with a variety of stakeholders to better understand consumer behavior in the recall context and to increase recall response rates.

Table 2

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2023 Target	
SO 2.1 Rapidly identify and prioritize hazardous consumer products for enforcement action							
2023KM2.1.1 Percentage of cases for which a preliminary determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	2019	2020	2021	2022	2023	2023 Target	Target met?
	13%	83%	64%	80%	90%	70%	✓
2023KM2.1.2 Percentage of cases for which a compliance determination is made within five business days of completed sample evaluation	2019	2020	2021	2022	2023	2023 Target	Target met?
--	--	--	--	88%	Baseline	✓	
SO 2.2 Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions							
2023KM2.2.1 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)	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	75%	56%	80%	60%	✓
2023KM2.2.2 Percentage of cases for which a firm is notified of a violation within 5 business days of compliance violation determination	2019	2020	2021	2022	2023	2023 Target	Target met?
--	--	--	--	90%	Baseline	✓	
2023KM2.2.3 Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening	2019	2020	2021	2022	2023	2023 Target	Target met?
	97%	97%	95%	97%	99.2%	90%	✓
2023KM2.2.4 Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement	2019	2020	2021	2022	2023	2023 Target	Target met?
--	--	--	--	100%	Baseline	✓	
2023KM2.2.5 Percentage of cases open 90 business days for which a product safety assessment planning discussion is held with technical staff	2019	2020	2021	2022	2023	2023 Target	Target met?
--	--	--	--	89%	Baseline	✓	
SO 2.3 Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products							
2023KM2.3.1 Recall response rate for all consumer product recalls	2019	2020	2021	2022	2023	2023 Target	Target met?
	21%	33%	32%	16%	24% ⁷	33%	✗
SO 2.4 Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities							
2023KM2.4.1 Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	Unavailable ⁸	Baseline	✓

⁷ Consumer response to recall is variable and dependent on numerous factors beyond agency control. Accomplishing a successful recall is far more difficult if the product is inexpensive and/or has a short lifespan because the consumer may determine that the time required to obtain the remedy is not worth the relatively small benefit (e.g., filling out forms in order to receive a \$3 refund from the seller), or the product has been discarded. This problem is amplified in the key measure's result with recalls involving low-cost products sold at high volume.

⁸ During FY 2023, CPSC performed work on developing and implementing new procedures for tracking the underlying data, including determining the data parameters. While there is no quantitative FY 2023 result to be reported for this measure, CPSC's FY 2023 efforts on this measure will help set performance target levels for future years.

FY 2023 Results

CPSC met or exceeded FY 2023 targets for eight of the nine key performance measures under Strategic Goal 2. Selected FY 2023 achievements under Strategic Goal 2 include:

- Completed approximately 958 establishment inspections, surveillance activities, and recall effectiveness checks at firms for compliance with CPSC's laws and regulations. To remove harmful products from the marketplace and consumer possession, CPSC conducts establishment inspections of manufacturers, importers, and retailers to identify products that could harm the public; conducts market surveillance activities to identify harmful products for enforcement action; and performs recall-effectiveness checks with firms to help ensure timely implementation of an effective corrective action plan (CAP) negotiated with the firm. Some of the field staff's work included surveillance in underserved communities.
- Negotiated and implemented 308 voluntary recalls of 97 million consumer product units, compared to 250 voluntary recalls of 19 million consumer product units being negotiated and implemented in FY 2022.
- CPSC's eSAFE Team completed more than 58,900 assignments in support of compliance programs and case work. This included in-depth complex analytical support, the collection of 476 priority samples, and more than 57,400 product listing takedown requests made to platforms and sellers offering banned or previously recalled consumer products for sale. The takedown requests resulted in more than 59,800 products being removed from eCommerce.
- Sent 2,090 notices of regulatory violations to firms to recall or take other action to protect consumers from violative consumer products.

The agency did not meet its FY 2023 target for one of the nine performance measures under Strategic Goal 2:

- **Key Measure 2.3.1**—Recall response rate for all consumer product recalls: The target was 33 percent; the FY 2023 actual result was 24 percent. Consumer behavior in response to recall notices is variable and may be impacted by product price, type, age, and the perceived hazard. In particular, accomplishing a successful recall is far more difficult if the product is inexpensive and/or has a short lifespan because the consumer may determine that the time required to obtain the remedy is not worth the benefit (e.g., filling out form in order to receive a \$3 refund from the seller), or the product has been discarded. The problem is amplified in the key measure's result with recalls involving low-cost products sold at high volume. For FY 2023, a total of 3,495,070 units out of a total of 14,536,091 units were corrected at the manufacturer, distributor, retailer, and consumer levels. The agency will continue working to maximize consumer notification, including through direct notice and social media.

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

Strategic Goal 3: Communicate

Communicate actionable information about consumer product safety quickly and effectively

Challenges

Consumers, safety advocates, industry, and government regulators need high-quality information about the safety of consumer products. 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. CPSC's key to *Communicate* challenges are:

- 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.

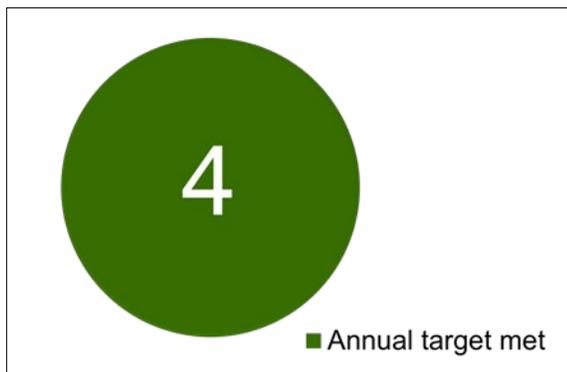


Figure 6: A snapshot of Strategic Goal 3 performance measures (4 total)

applying new and innovative communication tools. An additional element of CPSC's strategy involves strengthening collaborations with stakeholders, including other government agencies, nonprofit organizations, and those with an interest in amplifying CPSC's 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.

STRATEGIC GOAL 3: COMMUNICATE

Communicate actionable information about consumer product safety quickly and effectively

- **Strategic Objective 3.1**
Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences
- **Strategic Objective 3.2**
Increase dissemination of actionable consumer product safety information to a variety of diverse audiences
- **Strategic Objective 3.3**
Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities

Strategies

CPSC uses a wide array of communication channels and strategies to provide timely, targeted information about consumer product safety to the public, industry, and other stakeholders. The agency disseminates safety messages through workshops and training sessions; listserv messages; press releases; public service announcements (PSAs) and paid advertising; social media; and special outreach staff tasked with responding to inquiries from special groups (such as international stakeholders, small businesses, and consumers). CPSC strives to improve the accessibility, usefulness, and utility of its safety messages by collecting and analyzing data and designing and

Table 3

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2023 Target		
SO 3.1 Improve accessibility, usefulness, and availability of consumer product safety information for diverse audiences								
2023KM3.1.1 Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	2019	2020	2021	2022	2023	2023 Target	Target met?	
	1.5	12.1	9.3	27.2	23.8			
							8.0	✓
SO 3.2 Increase dissemination of actionable consumer product safety information to a variety of diverse audiences								
2023KM3.2.1 Number of national media placements of CPSC stories	2019	2020	2021	2022	2023	2023 Target	Target met?	
	--	12	16	24	30			
							20	✓
2023KM3.2.2 Percentage of recall press releases cycled through the Office of Communications in 2 business days or less, once received from the Office of Compliance & Field Operations	2019	2020	2021	2022	2023	2023 Target	Target met?	
	--	--	96%	92%	95%			
							85%	✓
SO 3.3 Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities								
2023KM3.3.1 Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	2019	2020	2021	2022	2023	2023 Target	Target met?	
	--	--	--	--	23			
							10	✓

FY 2023 Results

CPSC exceeded FY 2023 targets for all four key performance measures under Strategic Goal 3. Selected FY 2023 achievements under Strategic Goal 3 include:

- Conducted a study of consumer behavior regarding recalls and factors relating to consumer willingness to report consumer product injuries and submitted a report and recommendations to the Commission based on the study.
- Made inquiries to CPSC easier for small businesses through improvements to CPSC’s “Regulatory Robot,” an interactive resource to help small businesses identify important safety requirements. The number of Robot users increased from 26,000 in FY 2022 to 29,665 in FY 2023, demonstrating an increased interest in the resource for industry stakeholders.
- Built out training videos for CPSC’s YouTube channel to increase dissemination and longevity of useful product safety information. In FY 2023, the CPSC Small Business Ombudsman’s (SBO’s) videos, trainings, and webinars had 29,427 viewers, compared to 15,500 in FY 2022.
- Increased the number of followers of CPSC’s social media channels by more than 14 percent, from more than 250,000 in FY 2022 to 289,000 in FY 2023, enabling CPSC to deliver safety messaging to a wider audience.
- Conducted a Native American public health outreach, featuring billboards and radio advertising on baby safety and carbon monoxide poisoning in targeted areas of the United States with large Native American populations.
- Began translating recall news releases into Spanish; launched Spanish-language CPSC Facebook and X⁹ accounts and published Spanish-language content on Instagram and Instagram Threads.
- The Consumer Ombudsman’s outreach efforts provided safety materials, explained agency procedures, supported CPSC staff’s public education efforts, facilitated interpretation services for citizens with limited proficiency, and addressed inquiries from individual consumers and organizations.

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

⁹ X is a social media website and is formerly known as Twitter.

Strategic Goal 4: Support

Efficiently and effectively support the CPSC’s mission

Challenges

Consumer interests and CPSC’s mission are best served when 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.

STRATEGIC GOAL 4: SUPPORT	
Efficiently and effectively support the CPSC’s mission	
·	Strategic Objective 4.1 Attract, recruit, cultivate, and retain a high performing, diverse, inclusive, and engaged workforce
·	Strategic Objective 4.2 Ensure strong stewardship and effective use of agency resources
·	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
·	Strategic Objective 4.4 Deliver high quality effective mission-oriented information and technology solutions

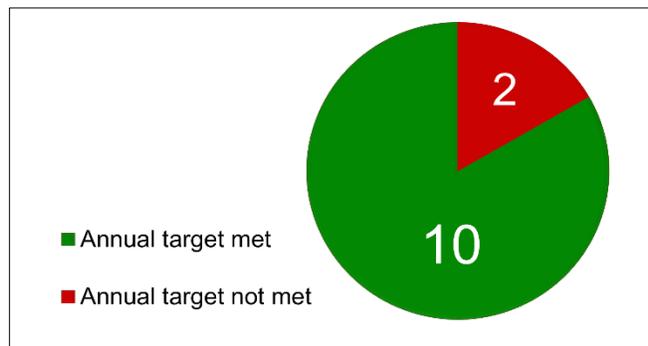


Figure 7: A snapshot of Strategic Goal 4 performance measures (12 total)

Strategies

For this strategic goal, CPSC focuses on the key drivers to implement the agency’s *Support* strategies. This involves recruiting and retaining highly qualified and motivated individuals with the education, expertise, and potential to effectively fulfill the depth and breadth of agency responsibilities. The agency strives to recruit and retain 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.

CPSC performs with the highest integrity in the areas of financial management and in the allocation of resources, to ensure CPSC serves as a strong and effective steward of the funds appropriated to CPSC by Congress. The agency 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. The agency has increased the transparency of CPSC activities by improving its Freedom of Information Act (FOIA) program’s timeliness and providing proactive disclosures to the public. CPSC’s Directives System provides guidance for agency employees to ensure consistent and clear direction for their work. The agency leverages technology efficiently to deliver mission-oriented information and technology solutions, employing AI and ML to enhance operational effectiveness.

Table 4

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2023 Target	
SO 4.1 Attract, recruit, cultivate, and retain a high-performing, diverse, inclusive, and engaged workforce							
2023KM4.1.1 Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	2019	2020	2021	2022	2023	2023 Target	Target met?
	66%	74%	74%	70%	75%		
2023KM4.1.2 Percentage of hiring managers trained on recruitment	2019	2020	2021	2022	2023	2023 Target	Target met?
	86%	90%	97%	89%	99%		
2023KM4.1.3 High-performing Federal Workforce – Employee Engagement Index Score	2019	2020	2021	2022	2023	2023 Target	Target met?
	66%	75%	71%	71%	76%		
SO 4.2 Ensure strong stewardship and effective use of agency resources							
2023KM4.2.1 Achieved unqualified opinion on independent financial audit	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	Q		
2023KM4.2.2 Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	31%		
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							
2023KM4.3.1 Percentage of financial disclosure forms reviewed and certified timely by Office of General Counsel	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	100%		
2023KM4.3.2 Percentage of Freedom of Information Act (FOIA) responses to the public that meet timeliness benchmarks	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	47%		
SO 4.4 Deliver high-quality effective mission-oriented information and technology solutions							
2023KM4.4.1 Percentage of operating uptime for IT systems	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	98%		
2023KM4.4.2 Percentage of operating uptime for IT networks	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	99.5%		
2023KM4.4.3 Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	96%		
2023KM4.4.4 Percentage of IT projects delivered on schedule	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	88%		
2023KM4.4.5 Percentage of prioritized high-risk IT security audit findings addressed	2019	2020	2021	2022	2023	2023 Target	Target met?
	--	--	--	--	91%		

¹⁰ The target for this key measure was initially set to "1" and has been updated to UQ/M (Unqualified or Unmodified) to best reflect the target level for this key measure going forward.

FY 2023 Results

CPSC met or exceeded FY 2023 targets for 10 of the 12 key performance measures under Strategic Goal 4. Selected FY 2023 achievements under Strategic Goal 4 include:

- Trained 99% of hiring managers on the recruitment process to achieve CPSC's strategic objective of attracting, recruiting, cultivating, and retaining a high performing, diverse, and engaged workforce. The agency far exceeded its annual target of 90%.
- Awarded 31% of total eligible contract spending to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03, far exceeding the annual target of 12%.
- Met the annual target of 100% of financial disclosure forms being reviewed and certified timely by the Office of General Counsel (OGC).
- Achieved operating uptime for IT networks of 99.5%, exceeding the annual target of 98%. This demonstrates the agency's high degree of availability of its IT networks.

The agency did not meet FY 2023 target for two of the 12 performance targets under Strategic Goal 4:

- **Key Measure 4.2.1**—Achieved unqualified opinion on independent financial audit: CPSC received a qualified opinion for FY 2023 due to not being able to provide sufficient audit evidence on the recognition dates used to record property, plant, and equipment additions and the corresponding calculation of depreciation expense for FY 2023. However, CPSC used the same processes in prior fiscal years, which resulted in receipt of unqualified audit opinions from the predecessor audit firm. Further information can be found in the [FY 2023 Agency Financial Report](#) (AFR), published on February 1, 2024.
- **Key Measure 4.4.3**—Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days: The target was 100%; the FY 2023 actual result was 96%. CPSC did not meet the target due to the high volume of critical vulnerabilities received and a staffing shortage. The agency addressed 55 of the 57 vulnerabilities within 3 business days of the CISA/US-CERT release date. One vulnerability was addressed in 4 business days, and the other was addressed in 7 business days. Automation is being employed to further reduce response times. To address vacancies in staffing of the IT Security Team, as of early FY 2024, CPSC has filled its Vulnerability Management position and is cross-training other staff so that there is coverage for all critical positions on the team.

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

Agency Priorities & Management Challenges

Agency Priority: Stop Hazardous Products at our Borders

CPSC has long recognized the critical importance of pursuing consumer product safety as shipments enter the United States and even earlier 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 will maintain port staffing levels throughout the country, as resources are available. However, the rise in eCommerce requires an increase in our efforts to monitor port environments that receive low-cost, direct-to-buyer shipments of consumer products. Additionally, with funds provided through the ARPA, CPSC is developing an eFiling program, with full implementation expected in FY 2025. eFiling will enhance CPSC's targeting capability at traditional ports and in the eCommerce arena. We are also committed to further update the Risk Assessment Methodology (RAM) system to expand capabilities related to eFiling, *de minimis*¹¹ shipments, and the identification of defective products.

Agency Priority: Vigorously Enforce Product Safety Laws

CPSC vigorously enforces mandatory regulations and removes defective products from the marketplace through recalls and other corrective actions. When necessary, CPSC litigates to secure mandatory recalls. CPSC monitors 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.

CPSC's enforcement activities focus on the timely investigation of potentially hazardous consumer products, based on consumer reports and marketplace surveillance, including a continued emphasis on eCommerce activity. Given that eCommerce has evolved and is now central to the way American consumers and sellers interact, CPSC is committed to 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.

The agency will continue to prioritize recall and enforcement efforts to remove hazardous products from the marketplace to protect consumers. CPSC is also committed to pursuing civil penalties, where warranted, to deter other violators and ensure a level playing field for responsible actors in the marketplace. In FY 2023, CPSC assessed \$52.4 million in civil penalties payable to the U.S. Treasury, where companies did not comply with consumer product safety laws and regulations. The agency will continue to pursue civil penalty cases involving violations of product safety laws and regulations. Simultaneously, where it is appropriate, CPSC will refer matters for criminal investigation and potential prosecution by the U.S. Department of Justice.

Agency Priority: Investigate New, Existing, and Hidden Hazards

The collection and analysis of data to identify hazards and hazard patterns, particularly emerging hazards, is central to CPSC's mission to protect consumers from unreasonable risks of injury or death associated with consumer products. To address these issues effectively, the agency must invest significantly in personnel, research, testing capabilities, and high-quality data collection and analysis to inform CPSC's decision making. CPSC strives 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 better able to identify whether hazard patterns are disproportionately impacting particular communities and populations; and expand the agency's chronic hazard analysis capability. CPSC will work to expand efforts on chemicals in consumer products, particularly polyfluoroalkyl substances (PFAS), organohalogen flame retardants (OFRs), and formaldehyde.

¹¹ *De minimis* shipments are low-cost, direct-to-buyer shipments valued at \$800 or less. *De minimis* shipments may enter the United States with minimal associated customs data, which makes it far more difficult to determine the risks associated with these shipments.

Agency Priority: Build Diversity and Seek Product Safety Equity

CPSC is committed to enhancing recruitment efforts, analysis of workforce data, and proactive programs that seek to foster diversity, equity, inclusion, and accessibility (DEIA). CPSC will work to better serve historically excluded communities through targeted communications and outreach addressing hazard patterns that disproportionately impact particular communities and populations. This can be accomplished in part by micro-targeting proven safety messaging that can help reduce safety disparities in the marketplace. The agency needs 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.

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

Reaching the American public with effective public health and safety communications requires specialized skills and tools. CPSC's safety campaigns, recall work, press engagements, and communications infrastructure must be sufficient to address known and emerging product safety hazards, with the capacity to develop novel approaches for driving behavior change. Effective safety messaging requires meeting consumers where they are. The agency must maintain and operate a robust modern website and digital presence across all platforms to provide consistent, reliable, accessible, and timely information. CPSC

needs to stand up a new consumer education campaign specifically targeting chronic hazards and improve its messaging and outreach to affected populations, including historically excluded communities and others disproportionately impacted by safety hazards.

Agency Priority: Accelerate Necessary Modernization of Mission-Critical Technology

Information technology (IT) and data management are integral to both the daily operations of CPSC and achieving the agency's strategic goals and objectives. CPSC needs to make a substantial commitment and investment in IT development and modernization. CPSC has significant needs related to the overhaul of internal systems (including those for collection of critical, statutorily required data from regulated entities). These include the Dynamic Case Management system (DCM), the Consumer Product Safety Risk Management System (CPSRMS), and the creation, operation, and maintenance of a Case Management System for regulated products. CPSC also needs to identify and monitor cybersecurity risks and implement government-wide directions and best practices to protect agency systems and information.

Management Challenges

CPSC's Inspector General has identified issues he believes to be management challenges, which are detailed on pp. 58–75 of the FY 2023 AFR, www.cpsc.gov/about-cpsc/agency-reports/performance-and-budget.

Cross-Agency Collaborations

Collaboration with Federal Agencies on Data Collection Through NEISS

CPSC uses the National Electronic Injury Surveillance System (NEISS) to collect information on consumer product-related injuries occurring in the United States that are treated in hospital emergency rooms. This unique CPSC system provides statistically valid national estimates of injuries from a probability sample of hospital emergency rooms. NEISS is a critical component of CPSC's data-driven approach to identifying emerging trends and consumer product hazards. NEISS data are available to anyone with an Internet connection.¹²

CPSC has collaborated successfully with other federal agencies to collect injury data through NEISS on non-consumer product-related injuries. Examples of CPSC's FY 2023 collaborations include:

- **Centers for Disease Control and Prevention (CDC):** To collect comprehensive data on trauma-related injuries. These data make up the nonfatal injury component of the CDC's Web-based Injury Statistics Query and Reporting System¹³ (WISQARS),TM an interactive, online database used by researchers, public health professionals, and the public.
- **National Center for Injury Prevention and Control (NCIPC):** To conduct NEISS studies of data on nonfatal injuries associated with interpersonal violence and assaults, firearms, and self-inflicted violence.
- **National Institute for Occupational Safety and Health (NIOSH):** To collect data on nonfatal occupational injuries. The data can be accessed through NIOSH's online database—Work-Related Injury Statistics Query System (Work-RISQS).¹⁴
- **National Highway Traffic Safety Administration (NHTSA):** To collect data on non-crash injuries.

Collaboration with CBP on Import Surveillance

CPSC has collaborated successfully with the CBP since 2008 to improve surveillance and screening of imported consumer products. Section 222 of the CPSIA directed CPSC to create a RAM to identify products imported into the United States that are most likely to violate consumer product safety statutes and regulations or that contain a defect that constitutes a substantial product hazard. CPSC uses its RAM targeting system, which integrates data provided by CBP with data found in CPSC systems, to identify high-risk imports that might violate a CPSC statute or regulation. CPSC has stationed investigators at select U.S. ports of entry, working side-by-side with CBP to identify noncompliant consumer products and prevent them from entering the United States. In addition, CPSC collaborates with CBP at the Commercial Targeting and Analysis Center (CTAC), a central location for coordinating import safety targeting efforts with CBP and other government agencies in support of CPSC's enforcement plans. In FY 2023, CPSC conducted more than 66,000 import examinations of consumer products at U.S. ports of entry, including nearly 18,000 products from *de minimis* shipments (valued at \$800 or less).

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

The Internet of Things (IoT), as it relates to consumer products, refers to an environment in which consumer products are connected to the Internet or other devices or products that are connected to the Internet. This type of connectivity is capable of introducing potential safety issues or hazards. The growth of IoT-related products is a challenge for the CPSC and its stakeholders. To address this challenge, in FY 2023, the CPSC collaborated with other federal agencies, foreign governments, and a wide range of stakeholders to address the safety of Internet-connected products, including:

- Participating on the Internet of Things Federal Working Group (IoTFWG). The IoTFWG is led by the Department of Commerce through the National Institute of Standards and Technology (NIST) and is tasked to provide

¹² To access NEISS data, please visit: www.cpsc.gov/en/research--statistics/NEISS-injury-data

¹³ www.cdc.gov/injury/wisqars/index.html

¹⁴ www.cdc.gov/wisards/workrisqs/datalinks.aspx

recommendations and a report to Congress relating to several aspects of the IoT, including: identifying any federal regulations, statutes, grant practices, budgetary or jurisdictional challenges, and other sector-specific policies that are inhibiting, or could inhibit, the development or deployment of the IoT; considering policies or programs that encourage and improve coordination among federal agencies; considering any findings or recommendations made by the [IoT Advisory Board](#) steering committee and, where appropriate, act to implement those recommendations; and examining how federal agencies are using the IoT, addressing challenges (interoperability, trust, and safety) related to IoT or enabling the use of IoT.

- Participating in the federal Cybersecurity Forum led by the FCC to share information between the agencies on cybersecurity-related issues. In furtherance of [Executive Order 13636](#), [Improving Critical Infrastructure Cybersecurity](#), and the [National Security Memorandum on Improving Cybersecurity for Critical Infrastructure Control Systems](#), the purpose of this voluntary Cybersecurity Forum of Independent and Executive Branch Regulators is to increase the overall effectiveness and consistency of regulatory agency cybersecurity efforts pertaining to U.S. Critical Infrastructure, which is owned and operated by public and private entities that are overseen by a number of federal regulatory authorities.
- Developing expertise and in-house capabilities for testing Internet-connected products and participating in development of voluntary consensus standards. Working groups began to look at how AI affects consumer products and will add to recommended practices for connected products.
- The Interagency Working Group on Consumer Product Safety of Internet-Connected Products was put on hold, as the same agencies participate in the IoTFWG, and some of the work overlaps. Participating agencies include the NIST, the Federal Trade Commission (FTC), the U.S. Food and Drug Administration (FDA), the Federal Communications Commission (FCC), the Department of Energy (DOE), and the Department of Homeland Security (DHS).

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

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

In FY 2023, CPSC staff participated in AI/ML voluntary standards developments with the UL Standards & Engagement and other stakeholders.

Collaboration with Federal Agencies on Nanotechnology

CPSC has collaborated successfully with other federal agencies through the National Nanotechnology Initiative (NNI), a White House-led \$43 billion initiative that involves 20 federal agencies working in the emerging field of nanotechnology. There is a critical need for focused research on consumer product applications of nanomaterials and their potential risks to consumers. Given the CPSC's size and budget, partnering has been a key element in achieving mission success.

- **Collaboration with National Nanotechnology Coordination Office (NNCO):** From FY 2003 through FY 2023, CPSC's collaborative activities with the NNI have produced more than 90 reports and publications, in addition to voluntary standards resulting from CPSC-funded research that addresses nanomaterial hazards in consumer products. The Environmental Protection Agency (EPA) and Elon University are providing support on the CPSC-proposed ISO/TC 229¹⁵ voluntary standard *Sampling wipe method to assess*

¹⁵ The [International Organization for Standardization \(ISO\)](#) is an independent, non-governmental international organization with a membership of 167 national standards bodies. [ISO/TC 229](#) is an ISO Technical Committee (TC) that develops standards for the field of nanotechnologies.

dermal transfer of metal and metal oxide nano-objects released from wood and wood surfaces. This proposed work item is the result of work generated from a CPSC interagency agreement with the EPA assessing the release of nanomaterials from treated wood. Elon University completed a report in FY 2023 evaluating the applicability of the CPSC wipe method for nanomaterial release from other treated surfaces; publication of a manuscript on this work is expected in FY 2024.

- **Collaboration with EPA, NIOSH, and NIST on 3-D Printing:** Technical improvements and cost reductions of 3-D printing have made the technology become more widely available, allowing for consumers to print products for children and the home. However, printing filaments used in certain 3-D printers contain nanomaterials. CPSC has been collaborating successfully with the EPA, NIST, and NIOSH. The Organisation for Economic Co-operation and Development (OECD) plans to use the results from these collaborations as a case study for advanced materials assessments. A workshop on the case study will be held in FY 2024. The collaborations below all help CPSC with its ongoing evaluation of potential consumer hazards from 3-D printing and 3-D printed products, which staff plans to report on in FY 2024.
 - EPA – Assessing Emission Characteristics
 - CPSC expects to complete the research in FY 2024. Results from this research will provide a much-needed baseline data set that quantifies the chemicals and materials present in filaments, consumer products, and waste generated from the Fused Deposition Modeling (FDM) printing processes. It will provide quantitative information on the release of chemicals and inorganic materials, including nano- and micro-plastics, during the FDM printing process, as well as from consumer products and waste created from that process. This information is critical for identifying the hazards associated with FDM printing, the potential for exposure to chemicals or materials created during or liberated from FDM print processes or products, and the overall risk of FDM printing processes using various filament types. Two FY 2023 publications from this work address the variability in the inorganic composition of 3-D printing filaments (*SN Applied Sciences* journal) as well as dermal and oral risks to heavy metals

from 3-D printing metal-fill thermoplastics (*Science of the Total Environment* journal). A third manuscript investigating persistent free radicals in 3-D printing emissions will be published in FY 2024.

- NIOSH – Assessing Health Effects
 - The NIOSH Phase II studies, initiated in FY 2019, and the Phase III studies, initiated in FY 2023, built on the Phase I work that assessed the potential for respiratory toxicity induced by emissions from 3-D printers using acrylonitrile butadiene styrene (ABS), poly-lactic acid (PLA), and polycarbonate (PC) filaments with and without multi-walled carbon nanotubes (MWCNTs). The Phase II studies focused on 3-D printing systems that use other types of engineered nanoparticles and assessed dose-dependent changes after inhalation of a low dose of PC filament emissions, with a focus on pulmonary and microvascular responses, liver toxicity, neurotoxicity, and systemic biodistribution. Work continues with the Phase III studies on the potential for systemic toxicity (*i.e.*, reproductive toxicity, induction, and/or exacerbation of asthma) from exposure to the emissions from these 3-D printer systems with expansion to assessing emissions and toxic effects from vat photopolymerization 3-D printers. The final report on the Phase I studies was received in FY 2023. The NIOSH report suggests that 3-D printers using thermoplastics and resins release particles and organic vapor into air. While *in vitro* studies showed that exposure to ABS and polycarbonate 3-D printing emissions induced toxicity in a respiratory cell line, *in vivo* studies demonstrated minimal and transient pulmonary and systemic effects to rats. Publications in FY 2023 report on the respiratory effects as well as demonstrated changes in neuroendocrine, central nervous system, and cardiovascular function. Additional publications for the Phase II and Phase III studies are expected in FY 2024.
 - Additional interagency work with NIOSH evaluated the safer use of 3-D printers in educational settings, indicating the need for awareness of the effects of printer temperature and filament type on contaminant releases. These studies demonstrated that a safer use of Fused Filament Fabrication (FFF) 3-D printers in

educational settings can be achieved following a hierarchy of controls. This work will continue in FY 2023 on vat photopolymerization 3-D printers. NIOSH released their guide on safe use of 3-D printing, including in settings such as schools, libraries, and small businesses. This work will continue in FY 2024 on vat photopolymerization 3-D printers in the Phase III studies.

- NIST – Assessing Physical Factors and Long-term Emissions
 - The NIST Phase I studies, which were conducted from FY 2019 through FY 2023 evaluated polymeric (ABS) and nano-composite (ABS/MWCNT) systems, demonstrating that no free MWCNTs were detected and that the nanomaterials were embedded in the emitted particles. The studies focused on the evaluation of different classes of consumer grade 3-D printers for long-term release, including selective laser sintering (SLS) and stereolithography (SLA) printers as well as FFF. These studies have measured particle release and total volatile organic carbon emissions (tVOC). The tVOCs measured with SLS printers were an order of magnitude less than that measured for SLA printers. The dominant gases released during SLA printing reflect resin components. The final report on the Phase I studies is expected in early FY 2024. A new interagency agreement between CPSC and NIST will assess the risks associated with 3-D printed children’s toys, focusing on the detection and identification of released microplastic and nanoplastic particles.

Collaboration with Federal Agencies on Chemical Hazards

As a small agency, CPSC benefits greatly from collaborating with other federal agencies. In FY 2023, the CPSC continued to participate in a number of significant interagency committees or groups that address chemical hazards, including:

- The President’s Task Force on Children’s Environmental Health (CEHTF);
- Interagency Coordinating Committee for the Validation of Alternative Methods (ICCVAM);
- Toxic Substances Control Act (TSCA) Interagency Testing Committee (ITC);
- National Toxicology Program (NTP), led by the U.S. Department of Health and Human Services (HHS);

- Federal Interagency Committee on Indoor Air Quality (CIAQ);
- White House Office of Science and Technology (OSTP), Participation on Joint Subcommittee on Environment, Innovation, and Public Health (JEEP) Strategy Teams 2: Per- and Polyfluoroalkyl Substances Strategy Team (PFASST) and Contaminants of Emerging Concern Strategy Team (CECST);
- National Cancer Advisory Board (NCAB), run by the National Cancer Institute;
- Federal Interagency Team in OECD Working Parties;
- Nanotechnology Environmental and Health Implications (NEHI) Working Group of the NNI; and
- Federal Interagency Team on the UN Subcommittee of Experts on the Globally Harmonized System of Classification and Labelling of Chemicals (GHS).

Collaboration with Federal Agencies on Shared Services

CPSC’s operating model is designed around the use of shared services to lower costs, improve service delivery, and benefit from economies of scale not necessarily available to a small agency. CPSC leveraged the following shared services in FY 2023:

- **Financial Management, Travel, and Acquisitions Systems and Services:** Provided by Department of Treasury’s Administrative Resource Center (ARC) within the Bureau of the Fiscal Service. The CPSC procures hosting and application management services from ARC, which uses an Oracle-based financial reporting system for accounting, which interfaces with ARC’s travel management system—ConcurGov. The CPSC also uses the Procurement Request Information System Management (PRISM) through ARC’s services platform, which is fully interfaced with Oracle for real-time contracting actions and awarding.
 - G-Invoicing: In FY 2023, CPSC made advances in its financial management systems by starting to use G-Invoicing to successfully receive, accept, and send interagency agreements as of the statutory date of October 1, 2022. Launched in FY 2022 and in collaboration with ARC, G-Invoicing is the long-term solution for Federal Program Agencies (FPA) to manage their intragovernmental transactions.

- **Payroll and Related Human Resource (HR) System Services:** Provided by the Interior Business Center (IBC) of the U.S. Department of the Interior (DOI).
- **Grants Management Services:** Provided by the HHS for CPSC's access to GrantSolutions. Also provided by the Denali Commission for management of CPSC's *Pool Safely* Grant Program (PSGP), in accordance with the Virginia Graeme Baker Pool and Spa Safety Act (VGB Act).
- **Federal Docket Management System (FDMS):** Provided by the General Services Administration (GSA) for implementation, use, operation, and management of FDMS; the centralized electronic docket management system for federal agency users. FDMS services a wide array of routinely performed regulatory activities to the public through www.Regulations.gov, which is the public-facing website of FDMS that offers citizens the opportunity to search, view, download, and submit comments on federal notices and rules.

Evaluation and Research

Key Performance Measures

CPSC has identified a core set of 34 key performance measures to describe progress in implementing the Strategic Plan. These key performance measures serve as tools for monitoring and reporting progress toward the agency's strategic goals and strategic objectives, and they facilitate the use of evidence in agency management and resource decisions. The key performance measures are supplemented by additional operating performance measures, which track lower-level projects and program outputs. These operating measures are used for internal management and decision-making purposes. Additional internal milestones are set and monitored to track implementation progress.

Strategic Data Review Meetings

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

The agency also conducts regular Strategic Data Reviews (SDRs). The SDRs are strategic, data-driven planning and performance progress reviews attended by CPSC's senior managers. The SDRs serves as a forum for managers to focus on planning to achieve agency goals and objectives, and to refresh program priorities and funding requirements. Forward-looking planning decisions are informed by regular assessments of progress toward agency goals and strategic objectives and performance measures, as well as review of relevant evaluation information. Managers discuss constraints or problems, identify any needed modifications to programs going forward, and

address program risks by developing mitigation strategies.

Evaluation and Research

CPSC uses research, analysis, and program assessments to inform management decisions, drive improvements in program delivery and effectiveness, and update future strategies and program formulation. The CPSC's Office of the Inspector General (OIG) audits, evaluates, reviews, and investigates the agency's programs and operations. The U.S. Government Accountability Office (GAO) also conducts performance audits and analyses and makes recommendations to help improve CPSC's practices, policies, and programs. In addition, CPSC performs targeted reviews of internal controls to determine whether processes should be modified to strengthen and improve operations. Finally, CPSC conducts research, and reviews and assesses the effectiveness and efficiency of specific programs supporting the strategic goals in the Strategic Plan, as appropriate. CPSC is committed to using the findings from research and evaluation to improve programs and strategies and make progress toward strategic goals and strategic objectives. Examples of CPSC's FY 2023 evaluation and research efforts include:

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

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

Foundation for Evidence-based Policymaking Act of 2018 (Pub. L. No. 115-435) and the overarching Federal Data Strategy¹⁶ (FDS) and its annual action plan milestones. CPSC has been making ongoing improvements to processes, technologies, and skills to enable CPSC to effectively utilize current and future data collections and analytical methods. The new functionality will enhance CPSC's ability to identify long-term risks to consumers (e.g., product toxicity), share analytics across offices within the agency, ensure consistency across reports, and increase efficiency by automating where possible. CPSC recognizes this requires sustained commitment and has been taking an incremental, step-by-step approach to improving its data analytics and business intelligence environment.

- FY 2023 Results:** In FY 2023, the CPSC continued migration of data into its Data Lake. The Data Lake will enable access to agency data in an environment that permits improved authorized access to agency data assets, greater processing of data in shorter periods of time, and processing of data from multiple areas across the agency. Additionally, it will provide greater data security with both access controls within the agency and greater barriers to threats from external sources. This includes access to software that facilitates machine learning. In FY 2023, staff gained experience using the identified software solution. Furthermore, in FY 2023, staff contracted to bridge gaps in data on race, ethnicity, and other demographic variables that require advanced statistical imputation in order to properly analyze threats to the populations outlined in [Executive Order \(EO\) 13985](#), Advancing Racial Equity and Support for Underserved Communities Through the Federal Government. This work involved continued effort to develop statistical imputation models to determine to which race could be correctly identified using statistical correlates. The modeling project was executed in FY 2023. Highly predictive models would enable analyses that could not be

completed due to missing data in race variables. Staff plans to continue this work to further development subject to the availability of resources.

eCommerce – eFiling Program & *De Minimis* Shipments

- Overview & Challenges:** Shopping online has become routine for consumers in the United States and around the world. Consumers can purchase products easily, often directly from overseas manufacturers. This has resulted in a tremendous rise in the importation of low-value, potentially noncompliant or hazardous *de minimis* shipments, which are shipments valued at \$800 or less. Additionally, due to their low cost, *de minimis* shipments do not require traditional entry filing, making the risk associated with these shipments largely unknown.
 - Shipment Volume:** To address the increased volume of *de minimis* shipments, CPSC established an eCommerce Team in FY 2021 by expanding its physical presence through co-location of additional investigators at ports of entry, including ports where high volumes of *de minimis* shipments arrive.
 - eFiling Program – Data Requirement at Importation:** Given that *de minimis* shipments currently have minimal data requirements, CPSC is addressing the issue by implementing the eFiling program, which will improve risk assessment of those shipments by requiring importers to provide more granular product information to CPSC through electronic filing of Certificate of Compliance¹⁷ data at the time of importation. With the Commission's December 2020 approval of CPSC staff's recommendation, the four phases for eFiling implementation are: (1) create and fund an eFiling program; (2) conduct an eFiling Beta Pilot; (3) initiate

¹⁶ The Federal Data Strategy (FDS) encompasses a 10-year vision for how the federal government will accelerate the use of data to deliver on mission, serve the public, and steward resources, while protecting security, privacy, and confidentiality. The mission of the FDS is to fully leverage the value of federal data for mission, service, and the public good by guiding the federal government in practicing ethical governance, conscious design, and a learning culture. For more information on the FDS Framework, please visit: <https://strategy.data.gov/overview>.

¹⁷ Currently, importers are not required to electronically file Certificate of Compliance data at the time of importation. If collected, the data can enhance CPSC's identification of high-risk products, improve risk assessment, and facilitate legitimate trade. The Certificate of Compliance study, completed in FY 2018, found that shipments where a Certificate of Compliance did not accompany the shipment or was not provided within a timely manner were much more likely to be noncompliant. The Beta Pilot (Phase 2 of eFiling implementation) builds on the Certificate Study and the prior Alpha Pilot.

rulemaking; and (4) dedicate ongoing resources to the permanent eFiling program.

- **FY 2023 Efforts on eFiling:** In FY 2022, CPSC published a [Federal Register notice](#) to announce the six-month Beta Pilot (Phase 2) of the eFiling initiative and seek 30 to 50 participants. In FY 2023, CPSC began work on the following phases of eFiling implementation:
 - **Phase 2 – Conduct a Beta Pilot:** The Beta Pilot, which kicked off in early FY 2024, builds on the Alpha Pilot (completed in FY 2016) and the Certificate of Compliance Study (completed in FY 2018). To help prepare for the Beta Pilot, in FY 2023, CPSC conducted a public workshop that provided an overview of CPSC’s proposed implementation of eFiling and solicited feedback from private sector Beta Pilot test participants, who will help develop, inform, and shape the permanent eFiling requirement for certificate data.
 - **Phase 3 – Initiate Rulemaking:** The CPSC drafted a Supplemental Notice of Proposed Rulemaking (SNPR) that will enable CPSC to fully implement its permanent eFiling program upon completion of the Beta Pilot. After Commission approval, the [SNPR](#) was published on December 8, 2023.

eCommerce Surveillance – eSAFE Team

- **Background:** Given the rise in eCommerce and online shopping over the past several years, Internet surveillance has become an increasingly important function to the CPSC. The growing eCommerce footprint requires the agency’s corresponding increase in eCommerce surveillance to identify and remove violative products offered for sale online. Due to the increased volume and complexity of enforcement work related to eCommerce and adequate monitoring required for consumer products offered for sale online, the agency is committed to addressing this new paradigm in a number of ways, including expanding CPSC regulatory and legal staff devoted to investigating reports of hazardous and violative products on third-party platforms, as well as increasing the agency’s Internet surveillance capabilities via customized technological solutions.
- **eSAFE Team:** The agency’s eCommerce, Surveillance, Analysis, Field, and Enforcement” (eSAFE) team conducts Internet surveillance to

identify and seek removal of recalled or banned products sold on online secondary markets and identifies products that may violate a CPSC safety standard or rule or present a defect that creates a substantial product hazard sold online by various retailers, manufacturers, online importers, or third-party platform providers. The team also analyzes eCommerce data in support of regulatory and defect investigations.

- **FY 2023 Results:** To keep pace with the evolving marketplace, which includes expansion of the digital marketplace and emerging hazards that consumers are exposed to daily, CPSC has continued adapting its compliance and enforcement operations. In FY 2023, the eSAFE team completed more than 58,900 assignments in support of compliance programs and case work. This included in-depth analysis to support its activities, collection of 476 priority samples, and requesting more than 57,400 product listing takedowns of banned or previously recalled consumer products for sale. The takedown requests were generated from more than three million platform screenings by CPSC and resulted in the removal of more than 59,800 units of consumer products from eCommerce.

CPSC’s Focus Groups: Unsafe Products & Recall Communications

- **Background:** The agency seeks to understand consumer awareness, sentiments, and behavior regarding product recalls and reporting of unsafe products, as well as how people respond to different styles of creative assets. In FY 2023, CPSC conducted a series of focus groups to evaluate the effectiveness of CPSC’s current approach to educating consumers about product recalls and impacting consumers’ reporting behavior.
- **Focus Groups – Features:** The focus groups were designed by CPSC’s Office of Communications in consultation with CPSC’s Division of Human Factors, which provided guidance on the discussion topic and questions and observed several of the focus group sessions. There were nine, two-hour group discussions, comprising 82 participants who were representative of the general U.S. adult population (18 years of age or older). Two of the nine groups were dedicated to Spanish-speaking participants. Focus group participants were from a wide range of demographic

backgrounds in terms of the following characteristics: age, ethnicity and race, region, gender, level of education, income level, and status of children living in the household.¹⁸

- **Recommendations:** The focus groups recommended four areas of improvement to better motivate consumers to respond to recalls:
 - 1) **Recall Information Provided by CPSC:** Recommendations in this area are to improve CPSC’s delivery of product recall information to its consumers via [CPSC.gov](https://www.cpsc.gov) and email.
 - 2) **Review of [SaferProducts.gov](https://www.SaferProducts.gov) Form:** The agency should make major revisions to the incident report submission form on www.SaferProducts.gov to identify critical information on the form that CPSC requires for moving an investigation forward and ensuring that this information is prioritized as part of the report submission process.
 - 3) **Creative Assets:** To help motivate consumers to respond to a recall, CPSC can improve its portfolio of creative assets through various means, including use of images of hazardous products and real-life depictions, as well as avoiding use of “meme-like” content on social media, which was not seen as effective.
 - 4) **Language Access:** All English-language content should be available in Spanish. This includes consumer awareness and education campaign communications, as well as forms or instructions for reporting of harmful products. User access to finding Spanish-language content should be effective. Also, the Spanish-language content should be equally supported with investment in search engine optimization.
- **Plans for Implementation:** Many of the recommendations above are already being implemented by CPSC. For example, in FY 2023, CPSC began translating recalls news releases into Spanish and launched Spanish-language social media accounts on X¹⁹ and Facebook. Additionally, safety education assets now feature reduced text with a clear call-to-action. Moving forward, CPSC will strive to improve the overall user experience by

incorporating website-focused recommendations into CPSC’s ongoing website improvements effort.

CPSC’s Public Outreach – Expand Efforts to Reach Targeted Audiences

- **Background:** In FY 2023, CPSC executed communications strategies to disseminate safety messaging to reach audiences in communities disproportionately impacted by product hazards. The efforts helped CPSC support equitable public health outcomes by driving increased visibility for CPSC safety messaging and cultivating collaborators and organizations to help socialize our safety messaging.
- **FY 2023 Results:** The agency’s outreach efforts included: expanding outreach to organizations trusted by African American, Hispanic, and Native American and indigenous communities; expanding Spanish-language safety messaging and content; creating safety content and assets depicting individuals with disabilities (IDD); and collaborations with external stakeholders. Noteworthy FY 2023 outreach efforts include the following:
 - 1) **Public Health Campaign – Native American and Indigenous Communities:** Validated by research from the CDC, CPSC developed and executed a public health campaign targeting Native American populations, Native Hawaiians, and Alaska Natives, that highlighted Carbon Monoxide (CO) and safe sleep for babies messaging through billboard advertising and paid radio PSAs. The campaign featured 77 billboards across 10 states with the highest Native American populations and garnered 54 million consumer impressions. Additionally, 410 radio spots ran during drive time hours, garnering 6.5 million impressions over the 60-day campaign.
 - 2) **Social Media – PSAs and Recall Notices:** CPSC continued to utilize paid and earned tactics for targeted outreach on social media platforms and outlets that communities turn to for consumer news and information. In FY 2023, CPSC resumed Spanish translation for recall notices and

¹⁸ For demographic details of the focus group participants, please see: [Summary Findings and Recommendations of CPSC Focus Groups on Unsafe Products and Recall Communications](#).

¹⁹ X is a social media website and is formerly known as Twitter.

product safety warnings. CPSC also launched Spanish-language social media accounts on X and Facebook, thereby increasing the availability of safety information to Spanish-language audiences. CPSC had success with paid amplification on social media in FY 2023, generating more than three million views on CPSC's YouTube channel highlighting hazards such as CO poisoning and safe sleep, featuring African American and Hispanic subjects, as well as IDD.

- 3) Creative Content & Assets – IDDs: CPSC continued to highlight the disparate impact of product injuries and deaths in underserved communities. In FY 2023, CPSC developed a robust portfolio of stock photos depicting disabled adults and made them available to the public. This was a first-of-its-kind effort for a government agency and generated positive feedback on social media, including from other government agencies, disability advocacy groups, and national media outlets including National Public Radio. This effort, coupled with the IDD PSA, positioned CPSC as a leader in disability representation in government safety information.
- 4) Collaborations within the African American, Hispanic, and Native American Communities: In FY 2023, the agency had significant success in collaborating with external stakeholders (e.g., consumer advocacy groups) to amplify CPSC's safety messaging in historically excluded communities. CPSC achieved 23 collaborations with external groups, more than doubling its annual target of 10 collaborations. Notable collaborations include:
 - **WebMD**: As a result of the collaboration, the website began telecasting Safe Sleep, Anchor It!, and IDD PSAs in maternity wards across more than 500 hospitals that collectively serve more than one million families.
 - **Inter-Tribal Council of Arizona & Other Tribal Authorities**: The collaboration provided insights and perspective on messaging and outreach to the Native American community. This collaboration led to many more across Indian Country and supported

subsequent outreach efforts with relevant congressional audiences.

- **Indian Health Service (IHS) of HHS**: The collaboration with IHS enabled CPSC to socialize safety messaging with its trusted voice in Indian Country. CPSC is now a regular contributor to *The Nurse's Cap*, a quarterly publication of IHS.
- **TelevisaUnivision – Univision Contigo**: CPSC's townhall collaboration with TelevisaUnivision on its Univision Contigo initiative provided an opportunity for CPSC to position itself as an expert in pool safety messaging to Spanish-speaking audiences.
- **No More Under**: CPSC's collaboration with the consumer advocacy organization highlighted the importance of swimming skills in African American and other underserved communities.
- **National Urban League**: CPSC's collaboration with the historic civil rights organization highlighted hazards impacting African American communities.

Chemical Hazards-Related Research – Organohalogen Flame Retardants

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

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

recommendations proposed by the NASEM in its 2019 report.

- **FY 2023 Results:** In FY 2023 CPSC staff continued work to implement staff's FY 2020 "Project Plan: Organohalogen Flame Retardant Chemicals Assessment," which describes the approach to scope and conduct risk assessments for OFRs in consumer products, and that incorporates the approach identified in the NASEM report. In FY 2022, staff continued several projects using contractors and interagency collaboration to identify readily available data information for all OFRs in all 14 subclasses, identify relevant scientific publications concerning toxicity and exposure to document and develop methods and approaches for class-based hazard assessment and class-based exposure assessment. Also, in FY 2023, staff initiated a project using contractors to document and develop methods and approaches for class-based dose-response assessment. In FY 2023, staff completed a scope document for public release for one subclass, following staff's FY 2020 project plan. The work completed through FY 2023 will inform follow-on work to complete scope documents for all subclasses and to begin analyses of toxicological and exposure information as described in CPSC staff's plan to assess the potential risks of the OFR subclasses in consumer products.

Chemical Hazards-Related Research – Other Chemicals

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

- **Alternative Toxicological Methods:** In FY 2023, CPSC collaborated extensively with the Interagency Coordinating Committee for the Validation of Alternative Methods (ICCVAM), with CPSC staff serving as ICCVAM co-chair, as well as with the international GHS informal working group. CPSC's FY 2023 collaborative work includes:
 - Continued participation as members of numerous working groups for the ICCVAM, including the Validation Workgroup, which has updated the ICCVAM validation guidance document to include alternative approaches, publication is expected in early FY 2024. A paper published in the journal *Altex* provides a detailed technical

framework on how to add measurement quality features into a test protocol.

- Served on the organizing committee for the ICCVAM October 2023 workshop "Trust Your Gut: Establishing Confidence in Gastrointestinal Models," held at the National Institutes of Health (NIH). A white paper on the workshop outcomes will be published in FY 2024.
- Continued work with NIST on validating the Electrophilic Allergen Screening Assay (EASA) assay (*i.e.*, a scientific testing procedure to detect or identify skin sensitizers, which are substances found in consumer products and have the potential to cause Allergic Contact Dermatitis [ACD]). The work was performed in cooperation with ICCVAM, the National Toxicology Program Interagency Center for the Evaluation of Alternative Toxicological Methods (NICEATM), NIST, the U.S. Food and Drug Administration (FDA), and the Department of Defense (DoD). CPSC evaluated a measurement science approach to characterize uncertainty, variability, and potential biases in the EASA assay, which was published in a peer-reviewed journal. The assay has been submitted for consideration for adoption by the OECD for incorporation into their test guidelines program.
- Continued participation in an international effort that collected and characterized human predictive patch test data for more than 100 substances and apply decision tree and weight-of-evidence approaches to resolve ambiguity and discordance in individual tests. This work supported the evaluation of defined approaches for skin sensitization in a new OECD guideline ([Guideline No. 497](#)). Two manuscripts describing the data collection and analyses were published in the journal *Archives of Toxicology* in FY 2023; work continues on the third manuscript with publication expected in FY 2023.
- Continued participation in the international Non-animal Test Methods (NATM) informal working group, which is incorporating non-animal approaches into the human health hazard chapters of the GHS.
- Reviewed numerous documents for ICCVAM, such as testing procedures,

guidance documents and [OECD Test Guidelines Programme documents](#), including proposals for eye hazard identification: defined approach for solids; inclusion of the expert-based Bayesian Network Defined Approach for skin sensitization (eBN-DASS) into OECD Guideline No. 497 on Defined Approaches on Skin Sensitisation; α -Sens® as FBS-free test system for detecting Key Event 2 (ARE-Nrf2 activation) of skin sensitization; and a review paper to facilitate the development of test methods to predict the respiratory sensitization potential of substances.

Importance of Data and Evidence in Determining Program Priorities

As a data-driven agency, CPSC regularly collects and analyzes a wide range of data from multiple sources that are relevant to its mission. CPSC uses that information to shape program strategies and select priorities. For example, CPSC systematically reviews and analyzes data on injury and death incidents related to consumer products to develop the CPSC's hazard-mitigation strategies. CPSC receives data from multiple sources, including NEISS, death certificates, Medical Examiner and Coroners Alert Project (MECAP) reports, incident reports, and www.SaferProducts.gov, among other sources.

Appendix A

CPSC Performance: Verification & Validation of Performance Data

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

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

reviewed by CPSC's Office of Financial Management, Planning, and Evaluation (EXFM) team and approved by management before they are published in agency documents. Furthermore, the EXFM team also conducts an in-depth V&V review of each key performance measure within a two-year cycle and follows established operating procedures for the review. EXFM selected 17 key performance measures of 34 from across the agency's major functional components for its independent V&V review to assess the accuracy of reported year-end performance results.

- (5) CPSC also holds regular Strategic Data Review meetings, where managers of major functional components assess progress toward performance measure targets and the agency's strategic objectives. These meetings include discussions about program risks and the strategies to mitigate them.
- (6) Managers of assessable units within CPSC also submit annual letters of assurance on the operating effectiveness of general- and program-level internal controls for their areas of responsibility. These letters identify any known deficiencies or weaknesses in program-level internal controls where they exist, including any issues with the quality of program data.

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

Appendix B

Changes to FY 2023 Performance Measures

In accordance with OMB Circular No. A-11 guidance, this section of the FY 2023 APR summarizes changes to FY 2023 performance measures that occurred between the publication of the FY 2023 Performance Budget Request (PBR) (published March 2022), which aligned with CPSC's 2018–2022 Strategic Plan (SP), and this document, the FY 2023 APR (March 2024).

Changes to the performance measures resulted from enactment of CPSC's FY 2023 annual appropriations and implementation of CPSC's 2023–2026 SP and FY 2023 Operating Plan (approved October 2022), which aligned with the new SP.

Action	FY 2023 Measure Statement	FY 2023 Target	
		FY 2023 PBR	FY 2023 APR
Revised Target	<u>PBR (2023KM2.1.02) and APR (2023KM1.1.1):</u> Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	18	13
Replaced	<u>PBR:</u> 2023KM2.2.01: Number of voluntary standards activities in which CPSC actively participates <u>APR – Replaced with:</u> 2023KM1.2.1: 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	81	20
sRevised Target	<u>PBR (2023KM2.2.02) and APR (2023KM1.2.2):</u> Number of candidates for rulemaking prepared for Commission consideration	9	29
Disaggregated	<u>PBR:</u> 2023KM2.3.04: Number of import examinations completed	45,000	45,000
	<u>APR – Disaggregated to:</u> <ul style="list-style-type: none"> • 2023KM1.3.3 Number of import examinations completed; and • 2023KM1.3.4 Number of <i>de minimis</i> shipment examinations at eCommerce ports completed 		Baseline
Revised Statement	<u>PBR:</u> 2023KM3.3.01: Recall effectiveness rate for all consumer product recalls <u>APR – Revised to:</u> 2023KM2.3.1: Recall response rate for all consumer product recalls	25%	33%
New	<u>APR:</u> 2023KM2.2.4: Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement		Baseline
New	<u>APR:</u> 2023KM2.2.5: Percentage of cases open 90 business days for which a product safety assessment planning discussion is held with technical staff		Baseline
New	<u>APR:</u> 2023KM2.4.1: Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue		Baseline
Revised Target	<u>PBR (2023KM4.2.04) and APR (2023KM3.2.1):</u> Number of national media placements of CPSC stories	17	20

Action	FY 2023 Measure Statement	FY 2023 Target	
		FY 2023 PBR	FY 2023 APR
Revised Statement	<p><u>PBR:</u> 2023KM4.2.06: Percentage of recall press releases cycled through the Office of Communications in 2 days or less once received from the Office of Compliance & Field Operations</p> <p><u>APR – Revised to:</u> 2023KM3.2.2: Percentage of recall press releases cycled through the Office of Communications in 2 business days or less once received from the Office of Compliance & Field Operations</p> <p>(Note: Revised “2 days” to “2 business days.”)</p>	85%	
Discontinued	<p><u>PBR:</u> 2023KM1.1.02: Percentage of full-time equivalents (FTEs) utilized</p> <p><u>APR – Discontinued</u></p>	96%	
New	<p><u>APR:</u> 2023KM4.2.1: Achieved unqualified opinion on independent financial audit</p>		UQ/M
New	<p><u>APR:</u> 2023KM4.2.2: Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03</p>		12%
New	<p><u>APR:</u> 2023KM4.3.1: Percentage of financial disclosure forms reviewed and certified timely by Office of General Counsel</p>		100%
New	<p><u>APR:</u> 2023KM4.3.2: Percentage of Freedom Information Act (FOIA) responses to the public that meet timeliness benchmarks</p>		Baseline
New	<p><u>APR:</u> 2023KM4.4.1: Percentage of operating uptime for IT systems</p>		97%
New	<p><u>APR:</u> 2023KM4.4.2: Percentage of operating uptime for IT networks</p>		98%
New	<p><u>APR:</u> 2023KM4.4.3: Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days</p>		100%
New	<p><u>APR:</u> 2023KM4.4.4: Percentage of IT projects delivered on schedule</p>		Baseline
New	<p><u>APR:</u> 2023KM4.4.5: Percentage of prioritized high-risk IT security audit findings addressed</p>		Baseline

Appendix C

Detailed Information on FY 2023 Performance Measures

This section presents detailed information on the 34 key performance measures for FY 2023. The CPSC's FY 2023 Operating Plan includes FY 2023 performance measures and annual targets, used for tracking progress toward achieving the strategic goals and strategic objectives outlined in the agency's strategic plan.

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

Name of Data Field	Description
Control ID	A unique identifier assigned to each performance measure. <ul style="list-style-type: none"> Note: An asterisk symbol (*) following the Control ID indicates that the performance measure has been verified and validated. For more information on CPSC's procedures on Verification & Validation (V&V) of performance data, refer to Appendix A on p. 31.
Program	CPSC's functional component that is responsible for the performance measure.
Strategic Goal	The strategic goal from CPSC's Strategic Plan associated with the performance measure.
Strategic Objective	The strategic objective from CPSC's Strategic Plan associated with the performance measure.
Performance Measure Statement	A measurable level of performance used for assessing progress towards a strategic objective.
Definition of Performance Measure	A clear description of the indicator, with enough specificity that different individuals can collect and report the same information for the measure.
Rationale for Performance Measure	A description of why the performance measure was selected; how it tracks progress toward the associated strategic objective; and how the information will be useful for management.
2019–2023 Actuals; Target met?	FY 2023 target and historical actual values for the performance measure and indication of whether the FY 2023 target was met.

Name of Data Field	Description
Analysis	<p>This field may include:</p> <ul style="list-style-type: none"> • An explanation of how progress toward meeting the annual target for this performance measure contributes to progress toward meeting the strategic objective; • Annual target: <ul style="list-style-type: none"> ○ If the FY 2023 target was met, a description of the key elements that contributed to success in meeting the target; ○ If the FY 2023 target was not met, a description of the issues/obstacles that impeded success in meeting the target; ○ If data for FY 2023 result are not available, the reason(s) for the unavailability, and the expected date that the data will become available; and • Discussion of the trend result: positive, negative, or steady; expectations for trend over time.
Plan(s) for Improving Performance	<p>If applicable, a description of action(s) to be implemented to improve performance in future years.</p>
Data Source	<p>Identification of data source(s) with enough specificity, so that the same source(s) can be used for the performance measure over time.</p>
Data Collection Method and Computation	<p>Detailed description of the collection and computation method, so that it can be replicated consistently over time and by different personnel.</p>
Data Limitations and Implications of the Reported Results	<p>Identification of any known data limitations and their potential impact on the measurement of progress toward the annual target or related strategic objective.</p>

Control ID				Program		
2023KM1.1.1*				Hazard Identification		
Strategic Goal						
Goal 1: Prevent						
Strategic Objective						
1.1: Improve identification and timely assessment of hazards to consumers						
Performance Measure Statement						
Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards						
Definition of Performance Measure						
The number of milestone hazard characterization statistical reports produced for specified product-related hazards or categories. These reports characterize the number of reported fatalities and estimated injuries and trends.						
Rationale for Performance Measure						
This key measure tracks an element of the CPSC’s strategy for improved hazard identification by scanning the marketplace to determine whether previously identified significant hazards exist in similar products. Annual reports presenting statistics on the numbers of reported deaths and estimates of emergency department-treated, product-related injuries for specific product-related hazards or categories allow for trend assessments and inform management decisions, along with information and education campaigns.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
11	11	11	12	13	13	✓
Analysis						
The FY 2023 actual result was 13 annual reports, exceeding the annual target of 12 reports.						
Plan(s) for Improving Performance						
The CPSC plans to work on 11 reports in FY 2024. The agency will be working on two new reports—Hazards for People 65 and Older Report and Bicycles Report (excludes e-Bikes). However, it will not be developing FY 2024 versions of these four reports: Death and Injury in the U.S. Report; Electrocution Report; Generators and Engine Driven Tools – CO Incident Summary Report; and Tip-over Injuries and Fatalities Report.						
Data Source						
Report postings for Assistant Executive Director (AED) review (Form 122) on CPSC’s internal administrative system.						
Data Collection Method and Computation						
The agency prepares reports on consumer product-related fatalities, injuries, and/or losses for specific hazards annually. This is a count of the number of hazard characterization reports posted for AED review (Form 122) on CPSC’s internal document-sharing system during the fiscal year.						
Data Limitations and Implications of the Reported Results						
This measure tracks the number of completed reports. It does not measure the quality of the reports.						

Control ID		Program				
2023KM1.1.2*		Hazard Identification				
Strategic Goal						
Goal 1: Prevent						
Strategic Objective						
1.1: Improve identification and timely assessment of hazards to consumers						
Performance Measure Statement						
Percentage of consumer product-related injury cases correctly captured at NEISS hospitals						
Definition of Performance Measure						
A weighted average of the percentage of consumer product-related injury cases correctly captured at a sample of hospitals participating in the National Electronic Injury Surveillance System (NEISS) (where the percentage at each sampled hospital is calculated as: the number of product-related injury cases captured by the NEISS coder, divided by the number of product-related cases captured by a CPSC auditor).						
Rationale for Performance Measure						
Evaluation visits are conducted at NEISS hospitals to determine the percentage of reported consumer product-related cases captured correctly by hospital coders, indicating the quality of consumer product-related incident data from the hospitals.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
90%	91%	91%	91%	94%	90%	✓
Analysis						
The FY 2023 result was 94%, exceeding the target of 90%.						
Plan(s) for Improving Performance						
To maintain performance, the CPSC will provide training and continue working with the larger or newer hospitals that had poor evaluations, to help improve their capture rate. It will also employ new software for entering hospital data that includes additional logic checks to reduce errors at the point of data entry.						
Data Source						
NEISS Administrative Records System (NARS)						
Data Collection Method and Computation						
<p>Audit results from each NEISS hospital visit are captured in NARS. Calculate 1 percentage (p) across all the NEISS hospitals that were evaluated during the fiscal year as:</p> $p = \frac{\sum_i (N_i * (n_i(\text{coder}) / (s_i)))}{\sum_i (N_i * (n_i(\text{cpsc}) / (s_i)))}$ <p>where N_i is the annual number of emergency department-treated cases at the ith NEISS hospital, (s_i) is the number of cases in sample drawn by the CPSC auditor at the ith NEISS hospital, and $n_i(\text{coder})$ and $n_i(\text{cpsc})$ are as defined below.</p> <p>During a hospital audit, between 200 and 300 emergency department records are sampled, and the number of product-related cases in the sample are determined. These cases are then compared to the number of product-related cases in the sample, as captured by the NEISS coder. The hospital's capture metric is estimated as:</p> $(n_i(\text{coder}) / (n_i(\text{cpsc})))$ <p>where $n_i(\text{coder})$ is the number of product-related cases in the sample of cases (s_i) as determined by the coder for the ith NEISS hospital; and $n_i(\text{cpsc})$ is the number of product-related cases in the sample (s_i), as determined by the CPSC auditor. The performance metric is then estimated across audited NEISS hospitals as a weighted estimate of the individual hospital metrics.</p>						
Data Limitations and Implications of the Reported Results						
Findings and guidance for improving the capture rate are provided to the NEISS coder. If capture rates are lower than expected, a second audit may be performed during the year.						

Control ID		Program				
2023KM1.2.1*		Hazard Identification				
Strategic Goal						
Goal 1: Prevent						
Strategic Objective						
1.2: Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards						
Performance Measure Statement						
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						
Definition of Performance Measure						
<p>CPSC staff provides technical support and monitors voluntary safety standards activities, which are tracked internally in CPSC's Voluntary Standards (VS) SharePoint site and reported in the Voluntary Standards Tracking Activity Reports (V-STAR).</p> <p>A voluntary standard is a prescribed set of rules, conditions, or requirements relating to the safety of consumer products found in the home, schools, and/or recreation areas, which, by itself, imposes no obligation regarding use. In the case of CPSC staff support, a voluntary consumer product safety standard is generally developed using ASTM International (ASTM), Underwriters Laboratories Inc. (UL), or another standards development organization (SDO) that is accredited by the American National Standards Institute (ANSI). These voluntary standards may be incorporated, in whole or in part, into CPSC rules, such as rules for durable infant or toddler products, as set forth in the Danny Keysar Child Product Safety Notification Act.</p> <p>This measure is the count of the number of voluntary standard activity categories that were: (1) actively engaged in by staff; (2) resulted in a new/revised standard; and (3) the new/revised standard improved safety. Active participation by CPSC extends beyond attendance at meetings, and it may include, among other things, any one or more of the following: providing injury data and hazard analyses; encouraging the development of a voluntary safety standard; identifying specific risks of injury; performing research; developing health science data; performing laboratory technical assistance; providing information on a proposed rulemaking; and taking other actions that the Commission, in a particular situation, determines may be appropriate. A list of these activities can be found at 16 C.F.R. § 1031.7.</p>						
Rationale for Performance Measure						
CPSC works to minimize hazardous defects through increased participation in voluntary standards activities. CPSC's statutory authority requires the agency to rely on voluntary standards, rather than promulgate mandatory standards, if compliance with a voluntary standard would eliminate or adequately reduce the risk of injury identified, and it is likely that there will be substantial compliance with the voluntary standard.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	23	20	✓
Analysis						
CPSC exceeded its FY 2023 target of 20 activity categories with at least one new or revised standard by being actively involved in the development of voluntary standards that resulted in finalizing at least one new or revised standard that improved safety in 23 activity categories. Detailed reporting on these categories is published in the VSTAR issued twice a year, in the: (1) Mid-Year Report, and (2) Annual Report, which can be found at: www.cpsc.gov/Regulations-Laws--Standards/Voluntary-Standards .						
Plan(s) for Improving Performance						
In FY 2023, CPSC changed this metric from reporting on the total number of voluntary standards activities in which CPSC actively participates (Measure ID 2022KM2.2.01, as reported in the FY 2022 APR) to reporting on the number of voluntary standard product, product class, or hazard categories listed in the Annual Operating Plan that staff will be active in that result in a new or revised standard that reduces the risk of injury associated with products covered by the standard. For FY 2024, staff plans to continue to be active in 20 voluntary standards categories that finalize and publish a new or revised standard that reduces the risk of injury, such as improved durable infant or toddler product standards.						
Data Source						
CPSC's internal Voluntary Standards (VS) SharePoint site, where calendar notices and VS documents are stored. An activity-tracking spreadsheet is also updated regularly.						
Data Collection Method and Computation						
It is a simple count of product categories that have had voluntary standards activities where the activity was actively engaged in and marked in the activity-tracking sheet as new/revised and as "improving safety." Each product category that has at least one new or revised standard that improves safety is counted as one. These activities are also reported in the bi-annual Voluntary Standards Tracking Activity Report (V-STAR).						
Data Limitations and Implications of the Reported Results						
CPSC staff do not control the publication of voluntary standards and can only attempt to influence their content and publication timing.						

Control ID				Program		
2023KM1.2.2*				Hazard Identification		
Strategic Goal						
Goal 1: Prevent						
Strategic Objective						
1.2: Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards						
Performance Measure Statement						
Number of candidates for rulemaking prepared for Commission consideration						
Definition of Performance Measure						
The number of rulemaking briefing packages submitted by CPSC staff for the Commission's consideration						
Rationale for Performance Measure						
Safety standards address hazards associated with the use of consumer products. Consumer products that have been designed and manufactured to mandatory safety standards help prevent future hazards from occurring.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
14	14	13	21	30	29	✓
Analysis						
<p>CPSC met the FY 2023 target by completing 30 rulemaking packages. They include:</p> <ul style="list-style-type: none"> (1) ASTM's Revised Standard: Gates and Enclosures (2) Revision: Children's Gasoline Burn Prevent Act Regulation 16 CFR Part 1460 (3) FR: Clothing Storage Units (CSUs) (4) ASTM's Revised Standard: Children's Chairs and Stools (5) FR: Window Coverings – 15(j) (6) FR: Window Coverings – Sections 7 and 9 of CPSA (7) DFR: 16 CFR Part 1216 (Infant Walkers) (8) Commission Determinations: VSs under the Portable Fuel Container Safety Act of 2020 (9) NPR: Button-Cell/Coin Batteries and Consumer Products containing such batteries (10) SNPR: Updating 16 CFR Part 1101 – Information Disclosure under Section 6(b) of CPSA (11) ASTM's Revised Standard: Non-Full-Size Cribs (12) ASTM's Revised Standard: Play Yards (13) SNPR: Portable Generators (14) Determination Regarding ASTM Standard F2057-23 and DFR: STURDY Act § 201(d) (15) DFR: Making of Toy, Look-Alike, and Imitation Firearm 				<ul style="list-style-type: none"> (16) ASTM's Revised Standard: Bedside Sleepers (17) Revision of UL Standards & Engagement: ANSI/CAN/UL 325:2023 – Garage Door Operators – Safety Standard for Door, Drapery, Gate, Louver, and Window Operators and Systems (18) FR: Adult Portable Bed Rails (19) NPR: Amendments to Standard for ATVs (20) FR: Ban of Inclined Sleepers for Infants (21) FR: Ban of Crib Bumpers (22) ASTM's Revised Standard: Pre-filled Containers; DFR: Portable Fuel Container Safety Act of 2020 (23) NPR: Nursing Pillows (24) NPR: Disclosure of Interest in Commission Proceedings (25) UL Standard 4200A-2023 and DFR: Button-Cell/Coin Batteries (26) FR: Amending 16 CFR Part 1263 – Labeling Requirements for Button-Cell/Coin Batteries (27) Termination of Rulemaking: Rules of Practice for Adjudicative Proceedings (28) NPR: Infant Rockers and Infant and Toddler Rockers (29) SNPR: Table Saws – Blade Contact Injuries (30) NPR: Residential Gas Furnaces and Boilers 		
Plan(s) for Improving Performance						
While meeting the FY 2023 target, CPSC's Office of Hazard Identification & Reduction will continue to address improving the safety of consumer products before they reach the marketplace by developing mandatory standards as identified in CPSC's FY 2024 Operating Plan.						
Data Source						
Postings on the CPSC's website: Newsroom – FOIA CPSC.gov						
Data Collection Method and Computation						
Count the number of rulemaking briefing packages (including ANPR, NPR, SNPR, FR, DFR, and NOA) posted to: www.cpsc.gov .						
Data Limitations and Implications of the Reported Results						
This measure reflects the number of rulemaking candidates prepared for the Commission and not necessarily whether they have been approved by the Commission. It also tracks workload accomplishments and does not provide information about the potential safety improvements expected to result from those rulemakings.						

Control ID				Program		
2023KM1.2.3				Import Surveillance		
Strategic Goal						
Goal 1: Prevent						
Strategic Objective						
1.2: Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards						
Performance Measure Statement						
Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender						
Definition of Performance Measure						
Firms selected for investigation based on repeated violation are then subject to the requirements of an establishment inspection (EI). This performance measure tracks the percentage of firms that are engaged in an EI in a timely manner. "Timely" means the firm is engaged in an EI within 60 calendar days of the EI assignment date determined by the CPSC.						
Rationale for Performance Measure						
EIs provide the CPSC a further opportunity to work with firms to focus on compliance with applicable CPSC requirements.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
90%	83%	100%	100%	100%	75%	✓
Analysis						
The FY 2023 result was 100%, exceeding the annual target of 75%. Conducting establishment inspections of firms that are repeat offenders is an important part of the agency's Import Surveillance program because it helps increase the firms' compliance with CPSC regulations, thereby promoting product safety.						
Plan(s) for Improving Performance						
The agency will continue to prioritize performing establishment inspections of repeat offenders. The CPSC expects to maintain the level of performance that has been captured by this performance measure.						
Data Source						
Integrated Field System (IFS)						
Data Collection Method and Computation						
Data on repeat offenders (firms with history of repeated violation) are extracted from the IFS system. The IFS, which is also a system used by CPSC staff to record/retrieve inspection cases, is then used to assign/track EI cases for the repeat offenders.						
Computation steps: <ul style="list-style-type: none"> • Calculate the numerator: Count the total number of firms that are engaged in an EI in a timely manner (within 60 calendar days of EI date assigned by CPSC in the IFS) during the fiscal year. • Calculate the denominator: Count the total number of firms that were assigned EI cases during the fiscal year. • Divide the numerator by the denominator to yield the actual result. 						
Data Limitations and Implications of the Reported Results						
It is technically possible for a supervisor to make adjustments to the EI assignment date in the IFS in response to scheduling complications.						

Control ID				Program		
2023KM1.3.1*				Import Surveillance		
Strategic Goal						
Goal 1: Prevent						
Strategic Objective						
1.3: Increase capability to identify and stop imported hazardous consumer products						
Performance Measure Statement						
Percentage of consumer product imports, identified as high-risk, examined at import						
Definition of Performance Measure						
The percentage of examined entries identified through CPSC’s Targeting program.						
Rationale for Performance Measure						
Supply chain targeting identifies characteristics in import shipments that have elevated inherent product risks.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
86%	80%	82%	90%	90%	80%	✓
Analysis						
The FY 2023 result was 90%, far exceeding the annual target of 80%. This indicates that CPSC’s Import Surveillance Targeting program is effective in identifying and examining high-risk shipments.						
Plan(s) for Improving Performance						
The agency will continue to prioritize examining high-risk shipments. The CPSC expects to maintain the level of performance that has been captured by this performance measure, assuming CPSC’s CTAC Targeting program continues to be supported by CBP.						
Data Source						
ITDS/RAM Inbox and Exam Logbook						
Data Collection Method and Computation						
Computation steps: <ul style="list-style-type: none"> • Calculate the numerator: Count the total number of targeted entries with logbook exams. • Calculate the denominator: Count the total number of targeted entries from CPSC’s Targeting program entered into ITDS/RAM Inbox. • Divide the numerator by the denominator to yield the actual result. 						
Data Limitations and Implications of the Reported Results						
Examinations data depend on recording by different personnel at different locations.						

Control ID				Program		
2023KM1.3.2				Import Surveillance		
Strategic Goal						
Goal 1: Prevent						
Strategic Objective						
1.3: Increase capability to identify and stop imported hazardous consumer products						
Performance Measure Statement						
Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day						
Definition of Performance Measure						
Number of shipments (entry lines) cleared within 1 business day, divided by the total number of shipments (entry lines) processed through the RAM system						
Rationale for Performance Measure						
The percentage of import shipments the CPSC clears within 1 business day is a measure of how successful the CPSC is at expeditiously processing compliant imports of consumer products and facilitating legitimate trade.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
99.8%	99.9%	99.8%	99.8%	99.7%	99%	✓
Analysis						
The FY 2023 result was 99.7%, exceeding the FY 2023 target of 99%. This indicates that the CPSC's import surveillance work is conducted efficiently, and compliant imports are released quickly.						
Plan(s) for Improving Performance						
The agency will use a similar approach from past years to maintain the level of performance that has been captured by this performance measure.						
Data Source						
ITDS/RAM Inbox						
Data Collection Method and Computation						
The status of each entry the CPSC acted on is recorded in the ITDS/RAM system (<i>i.e.</i> , "May Proceed," or "CBP Hold Request"). Entries of import shipments that are recorded by CPSC as "May Proceed," or "Scored," are considered "Cleared" by CPSC. "Scored" shipments are cleared within 1 business day because no action was taken by the CPSC to stop the cargo from entering commerce. Computation steps: <ul style="list-style-type: none"> • Calculate the numerator: Count the total number of shipments (entry lines) cleared within 1 business day. • Calculate the denominator: Count the total number of shipments (entry lines) processed through the RAM system. • Divide the numerator by the denominator to yield the actual result. 						
Data Limitations and Implications of the Reported Results						
The processing of import shipments through RAM, involving risk scoring and subsequent messaging, is thoroughly and frequently reviewed to restrict any impact on entry filing. Any identified data discrepancies are addressed and resolved quickly.						

Control ID				Program		
2023KM1.3.3				Import Surveillance		
Strategic Goal						
Goal 1: Prevent						
Strategic Objective						
1.3: Increase capability to identify and stop imported hazardous consumer products						
Performance Measure Statement						
Number of import examinations completed						
Definition of Performance Measure						
This measure tracks the number of examinations conducted by CPSC on imported consumer products to verify compliance with CPSC rules, regulations, and bans. Each exam is for one product. Starting with FY 2023, tracking of <i>de minimis</i> shipments is captured by KM 1.3.4, and this measure (KM 1.3.3) excludes <i>de minimis</i> shipments, which are low-cost, direct-to-buyer shipments costing \$800 or less.						
Rationale for Performance Measure						
The total number of import examinations performed by CPSC staff is a measure of surveillance at U.S. ports to reduce entry of unsafe consumer products.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual²⁰	2023 Target	Target Met?
39,010	18,561	36,375	62,859	48,797	45,000	✓
Analysis						
The FY 2023 result was 48,797 exams, exceeding the target of 45,000.						
Plan(s) for Improving Performance						
The measure reflects CPSC's capability to examine potentially noncompliant or hazardous shipments of imported products. The agency will continue to focus on data quality of its data entries.						
Data Source						
Import Exam Logbook						
Data Collection Method and Computation						
The CPSC records all import examinations it performs in the Import Exam Logbook. This performance measure's result is calculated by taking the sum of the number of products with exam dates from the reporting period (fiscal year) and subtracting the number of shipments marked as <i>de minimis</i> at ports of entry.						
Data Limitations and Implications of the Reported Results						
EXIS conducts data quality checks to ensure import exams are recorded in the Import Exam Logbook. Examination data depend on recording by different personnel at different locations.						

²⁰ The FY 2023 result should not be compared to prior years' results. Starting with FY 2023, CPSC's tracking of *de minimis* shipments is captured by KM 1.3.4.

Control ID				Program		
2023KM1.3.4				Import Surveillance		
Strategic Goal						
Goal 1: Prevent						
Strategic Objective						
1.3: Increase capability to identify and stop imported hazardous consumer products						
Performance Measure Statement						
Number of <i>de minimis</i> shipment examinations at eCommerce ports completed						
Definition of Performance Measure						
<p>This measure tracks number of <i>de minimis</i> examinations conducted by the CPSC on imported consumer products to verify compliance with CPSC rules, regulations, and bans. Each exam is for one product. The shipments are identified as <i>de minimis</i> at U.S. ports of entry. "eCommerce ports" refers to ports of entry where the CPSC receives high volumes of <i>de minimis</i> shipments.</p> <p>Starting with FY 2023, and in alignment with CPSC's current 2023–2026 Strategic Plan (p. 60), the CPSC is tracking examinations of <i>de minimis</i> shipments (KM 1.3.4) separately from other imported shipments (KM 1.3.3). This is in contrast to CPSC's previous monitoring of all types of imported shipments under one Key Measure—KM 2.3.04, listed in CPSC's prior Strategic Plan for 2018 – 2022 and last reported in the FY 2022 AFR (p. 4) and FY 2022 APR (p. 5).</p> <p><i>De minimis</i> shipments are low-cost, direct-to-buyer shipments valued at \$800 or less. The implementation of the Trade Facilitation and Trade Enforcement Act of 2015 (TFTEA) increased the value exemption from duties for <i>de minimis</i> imported shipments from \$200 to \$800, meaning shipments valued at or less than \$800 may enter the United States with minimal data requirements. Because the government does not require a traditional filing for <i>de minimis</i> shipments, the risk associated with these shipments is largely unknown.</p>						
Rationale for Performance Measure						
The total number of <i>de minimis</i> shipment examinations performed by CPSC staff is a measure of surveillance at U.S. ports to reduce entry of unsafe consumer products from small, direct-to-buyer shipments.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	17,806	Baseline	✓
Analysis						
The FY 2023 result was 17,806 exams. The CPSC collected baseline data for this measure in FY 2023; there is no reference for assessing CPSC's FY 2023 progress under this measure. The baseline data will be used to set performance target levels for future years						
Plan(s) for Improving Performance						
The measure reflects CPSC's capability to examine and interdict high-risk <i>de minimis</i> shipments. The agency will continue to prioritize examining <i>de minimis</i> shipments.						
Data Source						
Import Exam Logbook						
Data Collection Method and Computation						
The CPSC records all import examinations it performs in the Import Exam Logbook. This performance measure's result is calculated by taking the sum of the number of products with exam dates from the reporting period (fiscal year) and marked as <i>de minimis</i> by an Express Consignment Carrier Facility (ECCF) or an International Mail Facility (IMF) when coming through a port of entry.						
Data Limitations and Implications of the Reported Results						
EXIS conducts data quality checks to ensure import exams are recorded in the Import Exam Logbook. Examination data depend on recording by different personnel at different locations.						

Control ID				Program		
2023KM2.1.1				Compliance & Field		
Strategic Goal						
Goal 2: Address						
Strategic Objective						
2.1: Rapidly identify hazardous consumer products for enforcement action						
Performance Measure Statement						
Percentage of cases for which a Preliminary Determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)						
Definition of Performance Measure						
The number of cases in a fiscal year for which a Preliminary Determination (PD) has been made within 85 business days of the case opening date, divided by the total number of cases opened in the fiscal year with a PD. A PD is the determination made by a panel of CPSC managers on whether there is sufficient evidence to preliminarily determine that a product creates a substantial potential hazard under Section 15 of the CPSA. A case opening is when a case is entered into CPSC’s Dynamic Case Management system (DCM), which then generates a Case Creation date. This measure is limited to cases with Hazard Priorities A, B, and C, and excludes Fast-Track cases.						
Rationale for Performance Measure						
This performance measure is an indicator of the timeliness of CPSC case work. Making PDs efficiently contributes to timely recalls for noncompliant and defective products.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
13%	83%	64%	80%	90%	70%	✓
Analysis						
The annual target was 70%, which was exceeded by the FY 2023 actual result of 90%.						
Plan(s) for Improving Performance						
The Enforcement and Litigation Division (CEL), which is under CPSC’s Office of Compliance & Field Operations (EXC), is responsible for substantial product hazard investigations, administrative litigation, and civil penalty work. CEL integrates attorneys at the line and supervisory levels to help strengthen the agency’s capacity to efficiently make analytically sound substantial product hazard determinations and negotiate CAPs. The ability to meet this measure’s targets is dependent in part on the nature and type of investigations in a given fiscal year. EXC will continue training its new employees on established procedures and processes that account for this measure.						
Data Source						
CPSC’s Dynamic Case Management System (DCM)						
Data Collection Method and Computation						
CPSC collects data from DCM on all Compliance Action (CA) initiated cases and non-Fast-Track reported cases that progressed to PD during the fiscal year on products with hazards that fall under Hazard Priorities A, B, or C. Classification of the Hazard Priorities is based on the severity of the most likely injury resulting from the hazard, as well as the likelihood that such injury would occur..						
Calculation Formula – Divide the numerator by the denominator:						
<ul style="list-style-type: none"> <i>Numerator:</i> Count the number of cases where the number of business days is 85 business days or less from the Case Creation Date to the PD date (the PD date should fall within the fiscal year). <i>Denominator:</i> Count the total number of cases where PD was made within the fiscal year. 						
Data Limitations and Implications of the Reported Results						
Results may differ slightly due to updates, edits, or corrections to case data that may occur after the team lead completes fiscal year-end run of data and reports the results.						

Control ID				Program		
2023KM2.1.2				Compliance & Field		
Strategic Goal						
Goal 2: Address						
Strategic Objective						
2.1: Rapidly identify hazardous consumer products for enforcement action						
Performance Measure Statement						
Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation						
Definition of Performance Measure						
The number of cases in the fiscal year for which a regulatory violation determination is made within 5 business days of sample evaluation, divided by the total number of regulatory violation determinations made during the fiscal year. Samples collected in the field and at the ports of entry are sent to CPSC's National Product Testing and Evaluation Center (NPTEC) for analysis by CPSC's technical experts to support EXC in determining whether a product violates CPSC's mandatory standards.						
Rationale for Performance Measure						
This performance measure is an indicator of the timeliness of CPSC case work. Making determinations of a regulatory violation promptly contributes to the efficiency and speed of corrective actions for non-compliant and defective products.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	88%	Baseline	✓
Analysis						
This measure was updated in CPSC's 2023 – 2026 Strategic Plan and tracks the determination of violation after the sample evaluation is complete. In FY 2023, the agency sent 2,090 notices of regulatory violations to firms to recall or take other action to protect consumers from violative consumer products. When CPSC has determined that a company violated a mandatory standard, the notice advises the company of the violation and specifies the appropriate corrective action.						
Plan(s) for Improving Performance						
The updated measure better captures CRE's ability to control timeliness when making compliance determinations. For FY 2024, the target is set for 85%.						
Data Source						
CPSC's Integrated Field System (IFS)						
Data Collection Method and Computation						
CPSC collects data from the IFS, which tracks the date of sample collection and the date of regulatory violation determination. An <i>ad hoc</i> report in the system runs the computation. Calculation Formula – Divide the numerator by the denominator: <ul style="list-style-type: none"> <i>Numerator</i>: Count the number of cases for which a regulatory violation determination is made within 5 business days of the sample evaluation. The regulatory violation determination should fall within the fiscal year. <i>Denominator</i>: Count the total number of cases for which a regulatory violation determination is made within the fiscal year. 						
Data Limitations and Implications of the Reported Results						
Results may differ slightly due to updates, edits, or corrections to case data that may occur after the team lead completes fiscal year-end run of data and reports the results.						

Control ID				Program		
2023KM2.2.1*				Compliance & Field		
Strategic Goal						
Goal 2: Address						
Strategic Objective						
2.2: Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions						
Performance Measure Statement						
Percentage of cases for which a corrective action plan (CAP) is accepted or public notice of hazard is issued within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)						
Definition of Performance Measure						
Included in the definition of this measure is the percentage of cases where, within 90 days of CPSC's PD that was made within the fiscal year, the firm accepted a CAP negotiated between CPSC and the firm or EXC initiated a unilateral public notice process. A PD is the determination made by a panel of CPSC managers on whether sufficient evidence supports a preliminary determination that a product creates a substantial potential hazard under Section 15 of the CPSA. This measure is limited to cases with Hazard Priority A, B and C, and excludes Fast-Track cases.						
Rationale for Performance Measure						
This performance measure tracks the timeliness of CPSC's negotiation of CAPs with firms or initiation of unilateral public notice process to firms. Timely negotiation of CAPs or initiation of public notice process contributes to the efficiency and speed of recalls for noncompliant and defective products.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Actual	Target Met?
--	--	75%	56%	80%	60%	✓
Analysis						
The FY 2023 actual result was 80%, far exceeding the target of 60%. Because the denominator component of this measure's result can be a small number, results can be highly variable based on the outcome of just one or two cases.						
Plan(s) for Improving Performance						
This measure tracks initiation of the unilateral public notice processes, in addition to CAP acceptance dates. Staffing of the Enforcement and Litigation Division (CEL) is critical to CPSC's succeed under this measure.						
Data Source						
CPSC's Dynamic Case Management System (DCM)						
Data Collection Method and Computation						
The CPSC collects data from DCM on all Compliance Action (CA) initiated cases and non-Fast-Track reported cases where, within 90 days of the PDs made during the fiscal year: (1) the firm accepts a CAP negotiated between CPSC and the firm; or (2) EXC initiates a unilateral public notice process. This measure is limited to cases with Hazard Priority A, B and C, and excludes Fast-Track cases.						
Calculation Formula – Divide the numerator by the denominator:						
<ul style="list-style-type: none"> <i>Numerator:</i> Count the number of cases for which , within 90 days of the PD: (1) a firm accepted a CAP that was negotiated between CPSC and the firm; or (2) EXC initiated a public notice process. The PD date should fall within the fiscal year. <i>Denominator:</i> Count the total number of cases, where PD was made during the fiscal year, for which : (1) the firm accepted a CAP that was negotiated between CPSC and the firm; or (2) EXC initiated a public notice process. The PD date for the denominator should also fall within the fiscal year. 						
Data Limitations and Implications of the Reported Results						
Results may differ slightly, due to updates, edits, or corrections to case data that may occur, after the team lead completes the fiscal year-end run of data and reports the results.						

Control ID				Program		
2023KM2.2.2				Compliance & Field		
Strategic Goal						
Goal 2: Address						
Strategic Objective						
2.2: Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions						
Performance Measure Statement						
Percentage of cases for which a firm is notified of a violation within 5 business days of compliance violation determination						
Definition of Performance Measure						
The number of cases in the fiscal year for which a firm was first notified of a violation and was notified within 5 business days of the date of compliance violation determination, divided by the number of cases for which a firm was first notified of a violation within the fiscal year. The notification date is the date on the Notice of Violation (NOV).						
Rationale for Performance Measure						
This performance measure is an indicator of the timeliness of CPSC's notice to firms of violations resulting from a compliance violation determinations.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Actual	Target Met?
--	--	--	--	90%	Baseline	✓
Analysis						
This measure was updated in CPSC's 2023–2026 Strategic Plan and tracks the timeliness of notification of firms after a determination of compliance violation.						
Plan(s) for Improving Performance						
This measure was new in FY 2023 and accurately reflects CRE's process for compliance violation determinations. Also, it takes better account of variables related to the transport and technical analysis of samples; they are outside EXC's and/or the agency's control. For FY 2024, the target is set for 80%.						
Data Source						
CPSC's Integrated Field System (IFS)						
Data Collection Method and Computation						
<p>CPSC collects data from the IFS, which tracks the date of compliance violation determination and the date of company notification. An <i>ad hoc</i> report in the system runs the computation.</p> <p>Calculation Formula – Divide the numerator by the denominator:</p> <ul style="list-style-type: none"> <i>Numerator</i>: Count the number of cases for which the firm was first notified of a regulatory violation and the determination was made within 5 business days of compliance determination. The notification date should fall within the fiscal year. <i>Denominator</i>: Count the total number of cases for which the firm was notified of a regulatory violation. The notification date should fall within the fiscal year. 						
Data Limitations and Implications of the Reported Results						
Results may differ slightly, due to updates, edits, or corrections to case data that may occur after the team lead has completed the fiscal year-end run of data and reports the results.						

Control ID				Program		
2023KM2.2.3*				Compliance & Field		
Strategic Goal						
Goal 2: Address						
Strategic Objective						
2.2: Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions						
Performance Measure Statement						
Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening						
Definition of Performance Measure						
The number of Fast-Track cases with a CAP Accept date within the fiscal year for which a firm had a Stop Sale date within 20 business days of the Case Opening date, divided by the number of Fast-Track cases with a CAP Accept date within the fiscal year. A Stop Sale date is the date when notice was given by a firm to stop sale or distribution of the affected product and is considered the date a corrective action was initiated.						
Rationale for Performance Measure						
Industry has an opportunity to participate in a streamlined recall process through the Fast-Track Product Recall Program, which is designed to remove potentially dangerous products from the marketplace more quickly and save the firm and CPSC time and resources. To potentially take advantage of the Fast-Track program, a firm must, among other steps, commit to a Stop Sale and prompt initiation of a sufficient consumer-level voluntary recall within 20 business days of the case opening after reporting to CPSC through the online Fast-Track portal. Increased timeliness of processing these cases contributes to the efficiency and speed of recalls for noncompliant and defective consumer products.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
97%	97%	95%	97%	99.2%	90%	✓
Analysis						
The CPSC far exceeded the FY 2023 target of 90%, with the actual result of 99.2%. The continued success under this metric was facilitated by the Fast-Track portal, which was rolled out in the first quarter of FY 2022 and is mandatory for firms in the program. The portal helps ensure the agency receives consistent and standardized information at the outset of these cases.						
Plan(s) for Improving Performance						
The agency will continue to follow the processes related to the Fast-Track portal.						
Data Source						
CPSC's Dynamic Case Management System (DCM)						
Data Collection Method and Computation						
Calculation Formula – Divide the numerator by the denominator: <ul style="list-style-type: none"> <i>Numerator</i>: Count the number of Fast-Track cases with a Stop Sale date within 20 business days of the Case Opening date (Case Creation date, as generated by the DCM). The Stop Sale date should fall within the fiscal year. <i>Denominator</i>: Count the total number of Fast-Track cases with a Stop Sale date that falls within the fiscal year. 						
Data Limitations and Implications of the Reported Results						
This measure accounted for corrective action taken by a firm (<i>i.e.</i> , Stop Sale date) that occurred prior to the Case Opening date on DCM resulting in the computation of negative days. On a separate note, results may differ slightly due to updates, edits, or corrections to case data that may occur, after the team lead completes the fiscal year-end run of data and reports the results.						

Control ID				Program		
2023KM2.2.4				Compliance & Field		
Strategic Goal						
Goal 2: Address						
Strategic Objective						
2.2: Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions						
Performance Measure Statement						
Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement						
Definition of Performance Measure						
The number of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement, divided by the total number of initial assessments to determine whether to open a civil penalty investigation. The date of the recall announcement is recorded in the civil penalty assessment record.						
Rationale for Performance Measure						
This performance measure is an indicator of the completeness and timeliness of CPSC's initial assessments to determine whether to open a civil penalty investigation in matters related to a recall.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	100%	Baseline	✓
Analysis						
This measure is new in CPSC's 2023–2026 Strategic Plan and measures the completeness and timeliness of initial assessments to determine whether to open a civil penalty investigation in matters related to a recall.						
Plan(s) for Improving Performance						
EXC's CEL division is responsible for substantial product hazard investigations, administrative litigation, and civil penalty work. The continued staffing, development, and training of CEL attorneys is critical to maintaining continued success under this measure. For FY 2024, the target is set for 95%.						
Data Source						
CPSC's civil penalty assessment records						
Data Collection Method and Computation						
<p>Calculation Formula – Divide the numerator by the denominator:</p> <ul style="list-style-type: none"> <i>Numerator</i>: Count the number of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement. <i>Denominator</i>: Count the total number of initial assessments to determine whether to open a civil penalty investigation that falls within the fiscal year. 						
Data Limitations and Implications of the Reported Results						
The measure requires performing manual search of civil penalty assessment records. Human error can occur.						

Control ID				Program		
2023KM2.2.5				Compliance & Field		
Strategic Goal						
Goal 2: Address						
Strategic Objective						
2.2: Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions						
Performance Measure Statement						
Percentage of cases open 90 business days for which a product safety assessment planning discussion is held with technical staff						
Definition of Performance Measure						
The number of cases in the fiscal year open at least 90 days for which a product safety assessment planning discussion is held with technical staff divided by the total number of cases in the fiscal year open at least 90 days.						
Rationale for Performance Measure						
EXC's CEL division is responsible for substantial product hazard investigations, administrative litigation, and civil penalty work. CEL attorneys and supervisors work to efficiently make analytically sound substantial product hazard determinations and negotiate CAPs. The continued staffing, development, and training of CEL employees is critical to maintaining success under this measure.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	89.4%	Baseline	✓
Analysis						
This measure is new in CPSC's 2023 – 2026 Strategic Plan and tracks the timeliness of product safety assessment planning discussions held with technical staff. The CPSC collected baseline data for this measure in FY 2023; for FY 2024, the target is set for 95%.						
Plan(s) for Improving Performance						
CEL will continue to implement its processes to achieve this timeliness measure.						
Data Source						
CPSC's Dynamic Case Management System (DCM)						
Data Collection Method and Computation						
<p>Calculation Formula – Divide the numerator by the denominator:</p> <ul style="list-style-type: none"> <i>Numerator</i>: Count the number of cases open 90 days for which a product safety assessment planning discussion has been held with technical staff. (Case Creation date, as generated by the DCM). <i>Denominator</i>: Count the total number of cases open 90 days within the fiscal year 						
Data Limitations and Implications of the Reported Results						
This measure accounted for product safety assessment planning discussions that occurred prior to the Case Opening date in DCM, resulting in the computation of negative days. On a separate note, results may differ slightly due to updates, edits, or corrections to case data that may occur after the team lead completes the fiscal year end run of data and reports the results.						

Control ID				Program		
2023KM2.3.1*				Compliance & Field		
Strategic Goal						
Goal 2: Address						
Strategic Objective						
2.3: Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products						
Performance Measure Statement						
Recall response rate for all consumer product recalls						
Definition of Performance Measure						
Included in the definition of this measure is the percentage of recalled products within the fiscal year that were corrected during the fiscal year. CPSC deems a case to be closed when the last action is taken via the firm’s report(s) of collection of recall products or other unique reasons or circumstances.						
Rationale for Performance Measure						
<p>“Recall response rate” is the degree to which a recall is successful in improving consumer safety by producing the desired results, including, but not limited to: (1) mitigating the hazard (2) notifying consumers of the problem (3) appropriately encouraging consumers to take action. The response rate provides some data on a recall’s effectiveness but does not account for certain information, including the rate of consumer disposal of a recalled product. The performance measure is intended to improve understanding of the overall response rate of product recalls at all levels, including products at the manufacturer, distributor, retailer, and consumer levels. Typically, recalls of consumer products are conducted voluntarily by firms that work with the CPSC to develop a CAP that will protect the public from potentially unsafe products. Recalls include a notice to the public and at least one of these remedial measures: a repair, a replacement of the product, or a refund to the purchaser.</p>						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
21%	33%	32%	16%	24	33%	x
Analysis						
The target was 33%; the FY 2023 actual result was 24%. CPSC did not meet the target. Consumer response levels are variable and dependent on numerous factors beyond agency control, even when direct notice is effectuated for all consumer purchasers of a product. Consumer behavior in response to recall notices is variable and may be impacted by product price, type, age, and the perceived hazard. In particular, accomplishing a successful recall is far more difficult if the product is inexpensive, and/or has a short lifespan because consumers may determine that the time required to obtain the remedy is not worth the relatively small benefit (e.g., filling out forms in order to receive a \$3 refund from the seller), or the product has been discarded. This problem is amplified in the key measure’s result with recalls involving low-cost products sold at high volume. For FY 2023, a total of 3,495,070 units out of a total of 14,526,091 units were corrected at the manufacturer, distributor, retailer, and consumer levels.						
Plan(s) for Improving Performance						
CPSC will continue working with recalling firms to maximize direct notification to consumers and leverage multiple methods, including social media, and other technological means, to effectuate notice. Starting with the FY 2023 Operating Plan, the statement of this KM was revised to “Recall response rate for all consumer product recalls” to better reflect what is being tracked by the measure.						
Data Source						
CPSC’s Dynamic Case Management (DCM) System and Integrated Field System (IFS)						
Data Collection Method and Computation						
Recall information is gathered from Monthly Progress Reports provided by the recalling firms. The information is then entered into CPSC’s DCM. This measure tracks the percentage of recalled and corrected product units for DCM-closed cases for the fiscal year.						
<p>Calculation Formula – Divide the numerator by the denominator:</p> <ul style="list-style-type: none"> <i>Numerator</i>: Count the number of products that were recalled and corrected during the fiscal year for closed cases. <i>Denominator</i>: Count the number of products that were recalled during the fiscal year for closed cases. 						
Data Limitations and Implications of the Reported Results						
The CPSC relies on the data provided by the recalling firms. Results may differ slightly, due to updates, edits, or corrections to case data that may occur, after the team lead completes the fiscal year-end run of data and reports the results.						

Control ID				Program		
2023KM2.4.1				Compliance & Field		
Strategic Goal						
Goal 2: Address						
Strategic Objective						
2.4: Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities						
Performance Measure Statement						
Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm’s monthly progress report is overdue						
Definition of Performance Measure						
The number of overdue notices sent to firms within 21 calendar days of determining a firm’s monthly progress report is overdue divided by the total number of overdue notices sent to firms.						
Rationale for Performance Measure						
CPSC monitors post-recall firm activities by identifying firms that have not submitted a timely monthly progress report and notifying those firms within 21 days of determining the monthly progress report is overdue to facilitate compliance with their CAP obligations.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	Unavailable	Baseline	✓
Analysis						
During FY 2023, the CPSC performed work on developing and implementing new procedures for tracking the underlying data, including determining the data parameters. While there is no quantitative FY 2023 result to be reported for this measure, CPSC’s FY 2023 efforts on baselining this measure will help set performance target levels for future years.						
Plan(s) for Improving Performance						
The agency will continue to refine processes related to post-recall firm actions.						
Data Source						
CPSC’s records of overdue reminder email						
Data Collection Method and Computation						
Count the total number of overdue reminder emails sent to firms during the fiscal year.						
Data Limitations and Implications of the Reported Results						
The measure requires on performing manual search of overdue reminder emails. Human error can occur.						

Control ID				Program		
2023KM3.1.1				Communications		
Strategic Goal						
Goal 3: Communicate						
Strategic Objective						
3.1: Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences						
Performance Measure Statement						
Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)						
Definition of Performance Measure						
Number of stakeholder engagements with CPSC safety messages on X (formerly Twitter), Instagram, Facebook, and other social media platforms, as measured by contracted social media monitoring services						
Rationale for Performance Measure						
Engagement refers to consumers or other individuals who like, share, forward, or re-tweet CPSC safety messages or content on social media platforms.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
1.5	12.1	9.3	27.2	23.8	8.0	✓
Analysis						
The CPSC far exceeded the FY 2023 target of 8.0 million with 23.8 million engagements. The continued success in FY 2023 was due in part to CPSC's ongoing implementation of its social media strategy to target historically hard-to-reach communities. This strategy helped engagements continue going viral and was bolstered by effective paid social media campaigns throughout the year.						
Plan(s) for Improving Performance						
The CPSC will continue to design and develop new online and social media communication to disseminate CPSC safety messaging through social media and drive more engagement with CPSC safety messages. Additionally, in FY 2024, OCM will continue implementing its social media strategy, which includes paid social media, to target communities that have historically been difficult to reach. Also, for FY 2024, OCM raised its target to 15.0 million engagements due to the sustained success of its social media strategy						
Data Source						
CPSC's contracted social media monitoring companies for data on engagement.						
Data Collection Method and Computation						
Data are provided by contracted media monitoring companies that subscribe to media measurement tools that are used by a broad spectrum of companies, such as advertisers, agencies, and research firms that need reliable audience data. All engagement data are added together in a spreadsheet.						
Data Limitations and Implications of the Reported Results						
Units of social media engagement vary among the different media platforms. The reported result is a mixture of these engagement units.						

Control ID				Program		
2023KM3.2.1*				Communications		
Strategic Goal						
Goal 3: Communicate						
Strategic Objective						
3.2:: Increase dissemination of actionable consumer product safety information to a variety of diverse audiences						
Performance Measure Statement						
Number of national media placements of CPSC stories						
Definition of Performance Measure						
Placements of CPSC-generated news stories in national newspapers, national online news services, network and cable broadcasts, and network affiliate service broadcasts.						
Rationale for Performance Measure						
National placements of CPSC-generated news stories garner the largest potential audience for CPSC safety messages, as opposed to placing them in local newspapers or local broadcasts.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	12	16	24	30	20	✓
Analysis						
CPSC completed 30 national media placements of CPSC stories, exceeding the FY 2023 target of 20 placements. Some examples of CPSC stories include CPSC's new safety standard for clothing storage units, water bead dangers, weighted blanket recalls, faulty carbon monoxide detectors, and hoverboard recalls. The CPSC had success generating national media placements due to newsworthiness of the stories, and creative pitching by Office of Communications (OCM) staff.						
Plan(s) for Improving Performance						
OCM will continue its strategic approach to generating news stories that captivate national media interest. Building on the continued successes since the measure's establishment in FY 2020, the agency has incrementally raised its annual target: 10 placements for FY 2021; 15 placements for FY 2022; 20 placements for FY 2023; and 25 placements for FY 2024.						
Data Source						
(1) CPSC-contracted monitoring services, including TVEyes and Meltwater, and (2) CPSC public relations agency-contracted monitoring services						
Data Collection Method and Computation						
OCM staff collects data from the contracted monitoring companies, then enters the data to an Excel spreadsheet to calculate final results.						
Data Limitations and Implications of the Reported Results						
National media placements measure potential viewers or readers of the national media story. However, it does not guarantee that viewers or readers actually watched or read the story.						

Control ID				Program		
2023KM3.2.2*				Communications		
Strategic Goal						
Goal 3: Communicate						
Strategic Objective						
3.2: Increase dissemination of actionable consumer product safety information to a variety of diverse audiences						
Performance Measure Statement						
Percentage of recall press releases cycled through the Office of Communications in 2 business days or less, once received from the Office of Compliance & Field Operations.						
Definition of Performance Measure						
Offices within CPSC and the recalling firm work together to formulate and announce recall press releases as expeditiously as possible to protect consumers from hazardous recalled products. This measure tracks the percentage of recall press releases that OCM responds back to EXC within 2 business days of receiving a draft from EXC.						
Rationale for Performance Measure						
This measure tracks the timeliness of OCM's response to EXC on recall press releases						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	96%	92%	95%	85%	✓
Analysis						
The FY 2023 result was 95%; the target of 85% was exceeded because OCM made it a priority to respond to EXC on recall releases within two business days.						
Plan(s) for Improving Performance						
OCM will continue prioritizing quick response to EXC by keeping recall press release turnaround time at 2 business days or less. Also, the annual target has been raised again, from 85% in FY 2023 to 90% in FY 2024 due to continued success in the past three fiscal years.						
Data Source						
OCM's Tracking Spreadsheet: Recall Press Release Log						
Data Collection Method and Computation						
OCM counts the number of days it takes to turnaround recalls and recall alerts for every version of draft recall press release received from EXC. Calculating the Result – Divide the numerator by the denominator:						
<ul style="list-style-type: none"> <i>Numerator</i>: The number of recall press releases issued by OCM within 2business days once the draft recall press release has been received from EXC. <i>Denominator</i>: The total number of recall press releases issued by OCM. 						
Data Limitations and Implications of the Reported Results						
The measure relies on OCM staff members to keep track of and document each interaction related to recall releases with EXC. Human error can occur.						

Control ID				Program		
2023KM3.3.1				Communications		
Strategic Goal						
Goal 3: Communicate						
Strategic Objective						
3.3: Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities						
Performance Measure Statement						
Number of collaborations with external groups to amplify OCM’s safety campaign messages, especially with historically excluded communities						
Definition of Performance Measure						
Collaboration with external groups include advocacy groups; federal, state, and local governments; and other groups/communities that contribute to amplifying OCM’s safety campaign messages						
Rationale for Performance Measure						
This measure aims to quantify collaborations with external groups, demonstrating CPSC’s commitment to engage and expand the reach of its safety campaign messages, especially with historically excluded communities						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	23	10	✓
Analysis						
<p>The FY 2023 result was 23, exceeding the annual target of 10 collaborations with external groups through proactive outreach and tailored approach to expand the agency’s reach and impact. Key collaboration highlights from FY 2023 include:</p> <ul style="list-style-type: none"> • Collaborating with WebMD to facilitate dissemination of PSAs covering topics such as safe sleep for babies, Intellectual and Developmental Disabilities (IDD), and TV and furniture tip-over prevention • Participating in the 2023 Annual International Consumer Product Health and Safety Organization (ICPHSO) conference on multiple topics, including infant sleep product rules and Reese’s law; • Engaging with an interagency collaboration group supporting members of Native American nations and tribes for the indigenous billboard campaign; • Onboarding new collaborators to enhance CPSC’s Pool Safely campaign 						
Plan(s) for Improving Performance						
OCM will continue to enhance and foster collaborations with groups that support CPSC’s outreach efforts to demonstrate a proactive approach toward improving and/or expanding collaboration opportunities with external groups.						
Data Source						
(1) Internal tracking sheet (2) Public Relations (PR) Agency of Record contract						
Data Collection Method and Computation						
OCM staff collects data from internal sources and PR Agency of Record contract and records the data in the Word document used for tracking collaborations. The result is calculated by taking the total count of collaborations recorded in the Word document.						
Data Limitations and Implications of the Reported Results						
The measure relies on OCM staff members to record CPSC’s collaborations with external groups. Human error can occur.						

Control ID		Program				
2023KM4.1.1		Human Resources				
Strategic Goal						
Goal 4: Support						
Strategic Objective						
4.1: Attract, recruit, cultivate, and retain a high performing, diverse, inclusive, and engaged workforce						
Performance Measure Statement						
Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)						
Definition of Performance Measure						
The percentage of positive responses for Question 1—"I am given a real opportunity to improve my skills in my organization."—from the annual FEVS administered by the U.S. Office of Personnel Management (OPM) is computed as follows: The number of employees who responded "strongly agree" or "agree," divided by the number of employees who responded to the question.						
Rationale for Performance Measure						
FEVS results for Question 1 are an indicator of how well the agency fosters a culture of continuous development by providing opportunities and encouraging professional development.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
66%	74%	74%	70%	75%	70%	✓
Analysis						
<p>The FY 2023 result—positive responses for Question 1—was 75%, exceeding the annual target of 70%. This result was based on CPSC’s 2023 FEVS response, which at a participation rate of 76.4% continues to remain above the government-wide response rate of 38.9% and the small agencies’ response rate of 71.8%.</p> <p>In FY 2023, CPSC continued to implement the Agency Coaching program, and five coaches and 13 participants spent a total of 32 coaching hours during the year. (Of the 13 participants, 5 were new in FY 2023.) Additionally, in FY 2023, the agency offered 40 developmental opportunities to employees through the Agency Training Plan and met its annual target of having 25% of employees with Individual Development Plans (IDP).</p>						
Plan(s) for Improving Performance						
<p>To enhance performance, CPSC will continue its current planned offerings (onsite and virtually), while exploring new opportunities for remote learning. This includes continuing promotion of the Agency Coaching Program, continuing to provide developmental opportunities, and training employees to develop their IDPs.</p> <p>In FY 2023, the CPSC conducted an internal survey of its employees and managers to identify skill gaps for the upcoming year’s annual training plan/offerings. Survey results indicated the most valued competencies are interpersonal skills, written and oral communication, accountability, critical thinking, and problem solving. Courses planned for FY 2024 include Communicating for Results, Contracting Officer Representative (COR) Refresher Training, Critical Thinking, Decision Making, Effective Presentation Skills, Leading People, and Writing and Grammar for Professionals.</p> <p>FEVS and internal survey results will continue to guide the development of initiatives to strengthen CPSC employee engagement.</p>						
Data Source						
Annual FEVS, administered by OPM						
Data Collection Method and Computation						
Data are collected through OPM’s annual FEVS link sent out via email to all permanent employees. The responses are calculated by OPM. The positive responses include both the “strongly agree” and “agree” employee responses for Question 1 of the FEVS instrument.						
Data Limitations and Implications of the Reported Results						
Data for this measure are provided by OPM, an external source. Results availability is dependent on OPM.						

Control ID		Program				
2023KM4.1.2*		Human Resources				
Strategic Goal						
Goal 4: Support						
Strategic Objective						
4.1: Attract, recruit, cultivate, and retain a high performing, diverse, inclusive, and engaged workforce						
Performance Measure Statement						
Percentage of hiring managers trained on recruitment						
Definition of Performance Measure						
CPSC provided recruitment training (segments on targeted assessments and recruitments) for all CPSC selecting officials. The performance measure tracked the percentage of CPSC selecting officials who completed the training segments during the fiscal year (the number of CPSC selecting officials who completed the training segments during the fiscal year divided by the total number of CPSC selecting officials when the training is assigned). Excluded from the CPSC selecting officials are commissioners who only hire political employees. However, the chair is included as a selecting official for hiring career employees.						
Rationale for Performance Measure						
CPSC selecting officials received training in assessment tools and targeted recruitment authorities to ensure that they have the tools necessary to recruit a talented and diverse workforce. To recruit the best talent, hiring managers need to focus on the vacancy announcement and assessment to get the best applicants for selection. This comprehensive training provided selecting officials with the tools to develop assessments that will ensure that the most talented applicants are put forward for consideration.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
86%	90%	97%	89%	99%	90%	✓
Analysis						
In FY 2023 CPSC far exceeded the 90% target with 99% of hiring managers trained on the recruitment process to attract and recruit a talented, diverse, and highly effective workforce. To increase hiring managers' participation in the hiring process, the agency worked on remote hiring practices and guidance, prepared for virtual job fairs and outreach events, and offered training sessions on recruitment topics of interest. Furthermore, to align with CPSC's priorities, the agency offered multiple training sessions on the recruitment topic "Veteran and Disability Employment Training Curriculum for Hiring Managers." Additionally, the average score of hiring managers satisfied with applicant listing was 8.55 out of a possible high score of 10.						
Plan(s) for Improving Performance						
In FY 2023, the CPSC hired a Diversity, Equity, Inclusion, and Accessibility (DEIA) Program Specialist in CPSC's Office of EEO, Diversity, and Inclusion and a Recruitment & Placement Specialist in the Office of Human Resources Management to assist in implementing CPSC's DEIA Plan. In FY 2023, CPSC's DEIA Index score continued to remain above the government-wide results, with positive perception of agency practices increasing from 73% in FY 2022 to 78% in FY 2023. CPSC will continue implementing its plan to increase hiring managers' participation in the hiring process. For FY 2024, the target is revised upward to 93%, as the 90% target was exceeded in FY 2023.						
Data Source						
FedTalent and internally tracked data						
Data Collection Method and Computation						
CPSC uses automated sign-in (for training conducted virtually) to update the tracking spreadsheet and the selecting officials' learning histories to verify attendance at trainings. The spreadsheet lists all selecting officials who have completed training on Targeted Assessment and Recruitment Training. Please refer to the "Definition of Performance Measure" field above for computation of this measure's result.						
Data Limitations and Implications of the Reported Results						
The measure only reports on whether selecting officials were trained. The measure does not indicate whether the training is effectively implemented by the selecting officials to improve the quality of recruiting.						

Control ID		Program				
2023KM4.1.3		Human Resources				
Strategic Goal						
Goal 4: Support						
Strategic Objective						
4.1: Attract, recruit, cultivate, and retain a high performing, diverse, inclusive, and engaged workforce						
Performance Measure Statement						
High-performing Federal Workforce – Employee Engagement Index Score						
Definition of Performance Measure						
The FEVS’s Employee Engagement Index (EEI) score, developed and computed by OPM, is a measure of work environment conditions that are conducive to employee engagement. The index consists of three subindices: (a) Leaders Lead, (b) Supervisors, and (c) Intrinsic Work Experience. Each subindex reflects a different aspect of an engaging work environment. The EEI includes results for 15 different questions from the FEVS, which together, are designed to measure overall employee engagement.						
Rationale for Performance Measure						
According to OPM, “employee engagement” is defined as the employee’s sense of purpose. It is evident in their display of dedication, persistence, and effort in their work, or overall commitment to their organization and its mission. An agency that engages its employees ensures a work environment where each employee contributes to the success of the agency while reaching his or her full potential. Engaged employees contribute significantly to the success of CPSC and the federal government as a whole.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
66%	75%	71%	71%	76%	70%	✓
Analysis						
According to the 2023 OPM Federal Employee Viewpoint Survey (FEVS) results, the overall EEI score increased from 71% in 2022 to 76% in FY 2023. CPSC’s FY 2023 EEI Plan deployed a holistic approach that focused on engaging and investing in its employees through various initiatives, resulting in increases across the board for all three subindices:						
Subindex (a) Leaders Lead		Subindex (b) Supervisors		Subindex (c) Intrinsic Work Experience		
FY 2023 Actual	▲ Change from 2022	FY 2023 Actual	▲ Change from 2022	FY 2023 Actual	▲ Change from 2022	
64%	▲ 7%	87%	▲ 3%	78%	▲ 6%	
The increases are attributed to CPSC’s continued work on improving the employee’s perception of leadership’s integrity, communication, support of employee development, work-life balance, and overall employee engagement. The agency implemented a permanent expanded telework program in FY 2023. The agency will continue to promote and support employee development and develop annual plans for wellness activities and informational opportunities for work-life issues.						
Plan(s) for Improving Performance						
While the agency exceeded the FY 2023 target, it will continue employee engagement efforts, especially where improvement is needed, by incorporating the recommended initiatives and management actions based on analysis of the 2023 FEVS results. Planned initiatives to be implemented include:						
<ul style="list-style-type: none"> • New employee welcome emails • Coffee with the Chair • All Hands Meetings • Timely information on agency-wide matters • Sharing of workforce statistics 			<ul style="list-style-type: none"> • Cross-organizational briefings and videos • Awards Program Review • Monthly management tips for senior managers • Diversity, Equity & Inclusion training 			
Data Source						
Annual FEVS, administered by OPM						
Data Collection Method and Computation						
Data are collected through OPM’s annual FEVS link sent out via email to all permanent CPSC employees who were on board as of November 2022. The EEI score is based on data from responses to 15 different questions on the FEVS survey instrument.						
Data Limitations and Implications of the Reported Results						
Data for this measure are provided by OPM, an external source. Results availability is dependent on OPM.						

Control ID				Program		
2023KM4.2.1*				Financial Management		
Strategic Goal						
Goal 4: Support						
Strategic Objective						
4.2: Ensure strong stewardship and effective use of agency resources						
Performance Measure Statement						
Achieved unqualified opinion on independent financial audit						
Definition of Performance Measure						
An unqualified (also known as unmodified or “clean”) opinion is an independent auditor’s judgment that a company’s financial statements are fairly and appropriately represented, without any identified exceptions, and in compliance with the relevant laws that govern the financial aspect of the organization.						
Rationale for Performance Measure						
By obtaining an independent auditor’s report, this measure reflects the agency’s commitment to financial stewardship, accountability, and transparency. Attaining a “clean” opinion would bolster the agency’s financial management processes and internal controls, reinforcing the reliability of its financial reporting.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	Q	UQ/M ²¹	x
Analysis						
The FY 2023 target for this measure is UQ/M (Unqualified or Unmodified), and the FY 2023 actual result is Q (Qualified). The agency received a qualified opinion and will review and implement changes to mitigate the issues identified in the independent auditor’s report.						
Plan(s) for Improving Performance						
To improve performance, CPSC will develop and implement a plan to remediate processes and controls related to the recording of property, plant, and equipment additions, related depreciation, and estimated useful life; entity-level financial management controls; and estimating accrual expenses.						
Data Source						
(1) Independent auditor’s report and (2) the auditor which operates under contract with and is monitored by CPSC’s Office of Inspector General (OIG)						
Data Collection Method and Computation						
We based our assessment on the opinion presented in the auditor’s report, which was conveyed through the OIG.						
Data Limitations and Implications of the Reported Results						

²¹ The target for this key measure was initially set to “1” and has been updated to UQ/M (Unqualified or Unmodified) to best reflect the target level for this key measure going forward.

Control ID				Program		
2023KM4.2.2				Financial Management		
Strategic Goal						
Goal 4: Support						
Strategic Objective						
4.2: Ensure strong stewardship and effective use of agency resources						
Performance Measure Statement						
Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03						
Definition of Performance Measure						
A “Small Disadvantaged Business” (SDB) is defined as “a small business owned and operated by socially or economically disadvantaged individuals.” The SDB status is designated to a business by the Small Business Administration (SBA). As per Executive Order (EO) 13985, Advancing Racial Equity and Support for Underserved Communities through the Federal Government, the President directed agencies to make Federal contracting and procurement opportunities more readily available to all eligible vendors and to remove barriers faced by underserved individuals and communities. As set forth by OMB, Memorandum M-22-03 (issued December 2021) implements the President’s commitments to increase spending to SDBs to 15% by FY 2025 and to increase baseline spending for the additional socioeconomic small businesses and traditionally underserved entrepreneurs recognized in the Small Business Act.						
Rationale for Performance Measure						
The work tracked under this key measure aligns with governmental efforts to promote inclusivity, diversity, and economic opportunity by supporting small businesses, particularly those designated by the SBA as socially or economically disadvantaged. It underscores the agency’s commitment to fostering a competitive and equitable contracting environment and, encouraging the participation of SDBs in government procurement, thereby stimulating economic growth in underserved communities.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	31%	12%	✓
Analysis						
The FY 2023 actual was 31%, far exceeding the annual target of 12%. The success was attributed to: (1) using small business set-asides, where certain acquisitions are awarded exclusively to small business concerns; and (2) using “Best-in-Class” (BIC) contract vehicles that prioritize small business vendors to ensure the use of BIC solutions is balanced with decentralized contracts and other strategies that are necessary to increase diversity within the agency’s small business supplier base and advance equity in procurement. Generally, BIC contracts are designed for more seasoned contractors and therefore are not easily accessed by new and recent entrants. M-22-03 directs federal agencies to prioritize achievement of socioeconomic and other small business goals over achievement of BIC contract goals if achievement of both goals is not possible.						
Plan(s) for Improving Performance						
To maintain performance, the CPSC will continue using BIC contact vehicles that prioritize small business vendors, or those meeting/surpassing industry standards, as well as small-business set-asides.						
Data Source						
This measure’s data source is the System for Award Management (SAM.gov), a federal government procurement system administered by the General Services Administration (GSA). This website collects procurement data from entities that want to do business with the federal government and allows the user to generate reports to support analysis of the federal award lifecycle. The DataBank on SAM.gov allows the user to download or run different types of reports on various domains.						
Data Collection Method and Computation						
To obtain the result, the CPSC runs the Quarterly Small Business Goaling Report (SBGR) from SAM.gov . The SBGR is a department-level report that displays small business data for a specified time period by a funding agency. The queried report provides the final result, which is automatically calculated by the system using this formula: Total Small Disadvantaged Business Dollars divided by Total Small Business Eligible Dollars = Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses.						
Data Limitations and Implications of the Reported Results						
SAM.gov is an external data system with external entities, including GSA and SBA, that can affect this measure’s results. Examples of data limitations include:						
<ol style="list-style-type: none"> (1) System Administrator – GSA: SAM.gov is administered by the GSA. Certain procurement activities are not included in some reports because they are not recorded in SAM.gov’s DataBank. (2) SBA’s Classification: Some contracts are excluded from the SBGR based on SBA’s determination of what is “small business eligible.” (3) SBA’s Self-Certification and Representation: Through this process, the SBA allows a business that is registered on SAM.gov to self-certify and represent itself in good faith as a small business by completing a questionnaire on the website. 						

Control ID				Program		
2023KM4.3.1*				General Counsel		
Strategic Goal						
Goal 4: Support						
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						
Performance Measure Statement						
Percentage of financial disclosure forms reviewed and certified timely by Office of General Counsel						
Definition of Performance Measure						
Employees who are required to file financial disclosure forms must do so in accordance with the dates and deadlines established by the U.S. Office of Government Ethics (OGE). CPSC’s Office of General Counsel (OGC) must review employees’ financial disclosure forms in accordance with the deadlines established by OGE.						
Rationale for Performance Measure						
It is critical that the public has confidence that CPSC employees are working on their behalf. To that end, a majority of CPSC employees are required to provide financial disclosure forms so that OGC can provide each employee with guidance about any potential, actual, or perceived conflicts of interest.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	100%	100%	✓
Analysis						
OGC met its target of timely certifying 100% of financial disclosure reports and thereby was able to provide prompt advice to employees regarding their actual, potential, or perceived conflicts of interest and ways to resolve any such conflicts of interest.						
Plan(s) for Improving Performance						
OGC plans to maintain its high level of performance in FY 2024.						
Data Source						
(1) FDOOnline for confidential financial disclosure reporting (OGE Form 450) (2) Integrity database system for public financial disclosure reporting (OGE Form 278e)						
Data Collection Method and Computation						
A report is run from each of the two systems that indicates the percentage of CPSC staff who filed their reports on time and the percentage of reports that OGC certified on time.						
Data Limitations and Implications of the Reported Results						
Not applicable						

Control ID				Program		
2023KM4.3.2*				General Counsel		
Strategic Goal						
Goal 4: Support						
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						
Performance Measure Statement						
Percentage of Freedom of Information Act (FOIA) responses to the public that meet timeliness benchmarks						
Definition of Performance Measure						
Percentage of FOIA responses to the public that meet timeliness benchmarks. The target to process simple requests is 70 days or fewer; to process complex requests is 107 days or fewer, and to adjudicate requests for expedited processing of FOIA requests is 14 days or fewer.						
Rationale for Performance Measure						
Improve agency transparency through increased timeliness of FOIA responses to the public						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	47%	Baseline	✓
Analysis						
In FY 2023, OGC invested time and resources in clearing out the backlog of old FOIA requests. Given that the project is substantially complete and, without a significant backlog, OGC anticipates meeting 75% of timeliness goals for releasing information to the public in FY 2024.						
Plan(s) for Improving Performance						
With the majority of the backlog cleared, OGC anticipates being able to meet its FY 2024 target of 75% of FOIA responses completed timely.						
Data Source						
FOIAXpress application						
Data Collection Method and Computation						
The data was collected and computed through the use of the FOIAXpress application’s Quarterly Report.						
Data Limitations and Implications of the Reported Results						
Not applicable						

Control ID				Program		
2023KM4.4.1*				Information & Technology Services		
Strategic Goal						
Goal 4: Support						
Strategic Objective						
4.4: Deliver high quality effective mission-oriented information and technology solutions						
Performance Measure Statement						
Percentage of operating uptime for IT systems						
Definition of Performance Measure						
This measure tracks the availability of enterprise-wide user services, such as telephone, email, and applications.						
Rationale for Performance Measure						
CPSC's Office of Information and Technology Services (EXIT) aims to maximize system operating uptime to ensure productivity is not compromised due to lack of system availability or reliability.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	98%	97%	✓
Analysis						
EXIT migrated several servers to new operating systems and deployed fresh builds, which required intermittent downtime in FY 2023. In the long run, these upgrades will provide better uptime for IT systems.						
Plan(s) for Improving Performance						
EXIT plans for continuous server and infrastructure upgrades and streamlining and/or automating of IT system monitoring to ensure optimal uptime of systems.						
Data Source						
System availability report from SolarWinds vendor						
Data Collection Method and Computation						
The monthly report from SolarWinds application presents percent availability for all operating systems.						
Data Limitations and Implications of the Reported Results						
SolarWinds is an external source, and CPSC must rely on the vendor to query information from their application.						

Control ID				Program		
2023KM4.4.2*				Information & Technology Services		
Strategic Goal						
Goal 4: Support						
Strategic Objective						
4.4: Deliver high quality effective mission-oriented information and technology solutions						
Performance Measure Statement						
Percentage of operating uptime for IT networks						
Definition of Performance Measure						
This measure tracks the availability of IT network infrastructure, such as switches, routers, WAN links, firewalls.						
Rationale for Performance Measure						
EXIT aims to maximize network uptime to ensure productivity is not compromised due to lack of network availability or reliability.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	99.5%	98%	✓
Analysis						
EXIT updated all closet-based switches in FY 2023, further enhancing network availability.						
Plan(s) for Improving Performance						
For FY 2024, EXIT has planned switch upgrades for the Datacenter at CPSC's headquarters, which will enhance system uptime.						
Data Source						
SolarWinds vendor's Cisco networking software report on CPSC's network availability						
Data Collection Method and Computation						
Quarterly reports are generated by the vendor SolarWinds and saved to an internal SharePoint reporting page.						
Data Limitations and Implications of the Reported Results						
SolarWinds is an external source, and CPSC must rely on the vendor to query information from the vendor's application.						

Control ID				Program		
2023KM4.4.3*				Information & Technology Services		
Strategic Goal						
Goal 4: Support						
Strategic Objective						
4.4: Deliver high quality effective mission-oriented information and technology solutions						
Performance Measure Statement						
Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days						
Definition of Performance Measure						
The U.S. Computer Emergency Readiness Team (U.S. CERT) is responsible for disseminating cyber threat warning information and coordinating incident response activities. U.S. CERT periodically issues critical vulnerability alerts that warn agencies of serious weaknesses in information technology products. The performance measure tracks the agency's success in addressing critical alerts within 3 business days. A response indicates that some action was taken by the agency to respond to the alert.						
Rationale for Performance Measure						
This measure tracks the agency's responsiveness to addressing critical vulnerability risks to its IT systems.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	96%	100%	✘
Analysis						
EXIT's Security Team had a staffing shortage, due to which two vulnerabilities were not addressed within the 3 business-day timeframe. Of the two vulnerabilities, one was addressed within 4 business days and the other within 7 business days. The U.S. CERT vulnerability alerts are received in multiple formats, which are not conducive to automation; thus the alerts must be handled physically.						
Plan(s) for Improving Performance						
EXIT's Security Team's Vulnerability Management position was filled in early FY 2024 (November 2023). The Security Team will be establishing cross-training to ensure coverage for all critical positions. By focusing its efforts on CISA BOD 22-01 *, Reducing the Significant Risk of Known Exploited Vulnerabilities (KEV), the CPSC can begin to implement automation to respond to these vulnerabilities.						
*CISA BOD 22-01 is a Binding Operational Directive issued by the Cybersecurity Infrastructure Security Agency (CISA), a component agency of the Department of Homeland Security (DHS).						
Data Source						
(1) Emailed reports from CISA; (2) EXIT's Security Team's Security Advisory Tracking SharePoint site						
Data Collection Method and Computation						
Document the following: (A) the date in which CISA reported a critical vulnerability and (B) the date in which CPSC took action to address the vulnerability. Then, subtract (A) from (B) to determine whether CPSC "addressed" the vulnerability within 3 business days of CISA's notification. For the purpose of this measurement, "addressed" refers to CPSC taking action by documenting remediation of the critical vulnerability in CPSC's internal Security Advisory Tracking SharePoint site.						
Data Limitations and Implications of the Reported Results						
Calculating results for this measure relies on physical evaluation of the information received from CISA and manual data entry. As such, there is potential for human error in this process. Additionally, there is no centralized list of critical advisories sent by CISA for which CPSC can use for verifying vulnerability alerts.						

Control ID				Program		
2023KM4.4.4				Information & Technology Services		
Strategic Goal						
Goal 4: Support						
Strategic Objective						
4.4: Deliver high quality effective mission-oriented information and technology solutions						
Performance Measure Statement						
Percentage of IT projects delivered on schedule						
Definition of Performance Measure						
This measure tracks the percentage of IT projects delivered within the expected project timeframes.						
Rationale for Performance Measure						
The delivery of IT projects provides for enhanced information resource management for internal and external stakeholders. These IT projects support, both directly and indirectly, all agency programs for overall mission achievement.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	88%	Baseline	✓
Analysis						
Two of the 16 IT projects required a no-cost extension of the contract to accomplish the expected functionality, due to the complexity of the projects. The remaining 14 IT projects were completed on schedule.						
Plan(s) for Improving Performance						
EXIT plans for better monitoring of factors that can cause schedule variances that result in failure to meet project deadlines. Starting with FY 2024, the measure statement has been modified to "Percentage of prioritized IT projects delivered on time, on budget, and with intended performance," and the agency will continue collecting baseline data in FY 2024.						
Data Source						
Project Schedules and Internal Project Team Status Updates						
Data Collection Method and Computation						
Number of IT projects completed by project deadline that falls within the fiscal year divided by total number of IT projects expected to be completed by a set deadline in the fiscal year.						
Data Limitations and Implications of the Reported Results						
CPSC relies on the project manager to keep IT project schedule and deliverable records. As such, there is potential for human error in this process.						

Control ID				Program		
2023KM4.4.5				Information & Technology Services		
Strategic Goal						
Goal 4: Support						
Strategic Objective						
4.4: Deliver high quality effective mission-oriented information and technology solutions						
Performance Measure Statement						
Percentage of prioritized high-risk IT security audit findings addressed						
Definition of Performance Measure						
<p>All audit findings are documented in the DOJ-hosted Cyber Security Asset Management (CSAM) tool as Plan of Action and Milestones (POA&Ms). Each POA&M is assigned a risk score (Critical, High, Medium, or Low). CPSC's Enterprise Risk Management plan states that remediation of POA&Ms shall be prioritized by risk level and resolved within the following timeframes:</p> <ul style="list-style-type: none"> • Critical – 30 Days • High – 90 Days • Medium – 180 Days • Low – 365 Days <p>This measure focuses on calculating the percentage of closed “Critical” and “High” risk POA&Ms remediated within their defined timelines during the reporting period.</p>						
Rationale for Performance Measure						
This measurement shows the extent to which EXIT is able to resolve high-risk audit findings within prescribed timeframes to ensure the most critical risks are being prioritized first and addressed in a timely manner.						
2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2023 Target	Target Met?
--	--	--	--	91%	Baseline	✓
Analysis						
Note that under the procedures used in FY 2023 there can be a delay in closing out POA&Ms when OIG and its auditors need to review submitted closure requests and accept them prior to EXIT closing them.						
Plan(s) for Improving Performance						
Failure to address POA&Ms within the prescribed timeframes might indicate lack of available resources, which may require reprioritizing of competing efforts, staff augmentation, or identification of systemic issues causing delays. For FY 2024, the target is set at 93%.						
Data Source						
CSAM POA&M Tracker						
Data Collection Method and Computation						
In CSAM, perform a query for POA&M opened and closed dates. Then, identify all “Critical” and “High” POA&Ms closed during the reporting period. Next, calculate the number of days to resolve each “Critical” or “High” risk POA&M using its opened and closed dates. Lastly, calculate the percentage of closed POA&Ms resolved within prescribed timelines (“Critical” within 30 days; “High” within 90 days) to yield the final result.						
Data Limitations and Implications of the Reported Results						
CSAM automatically assigns the weakness criticality or risk level, depending on multiple factors, such as the FIPS 199 category, operating environment, compensating controls, nature of the vulnerability, and probable impact if a system is compromised.						

Appendix D

Acronyms

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



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