



United States
Consumer Product Safety Commission



Annual Performance Report

FISCAL YEAR 2024 | JANUARY 17, 2025

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About this Report

This document is the U.S. Consumer Product Safety Commission's (CPSC) Fiscal Year (FY) 2024 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 2024 APR satisfies the annual performance reporting requirements of the Government Performance and Results Act Modernization Act of 2010 (GPRAMA), as well as the Office of Management and Budget (OMB) Circular No. A-11 (*Preparation, Submission, and Execution of the Budget*).

CPSC staff prepared this FY 2024 APR. It provides information on results achieved by CPSC programs during FY 2024 and progress made toward performance targets established for key performance measures. The performance measures address 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, 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 (VBG 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 of 2021, Reese's Law (Pub. L. No. 117-171), imitation firearms provisions of Pub. L. Nos. 100-615 and 117-167; and the Stop Tip-overs of Unstable, Risky Dressers on Youth (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 2024 Annual Performance Report (APR) is a comprehensive account of performance results achieved by our programs for the period of October 1, 2023, through September 30, 2024. 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 2024 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, dedicated to a critical mission that impacts every single American. Our expert and hardworking staff makes strides every day to advance public safety.

I am pleased to confirm that, for FY 2024, 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 achieving additional meaningful results in the year ahead.

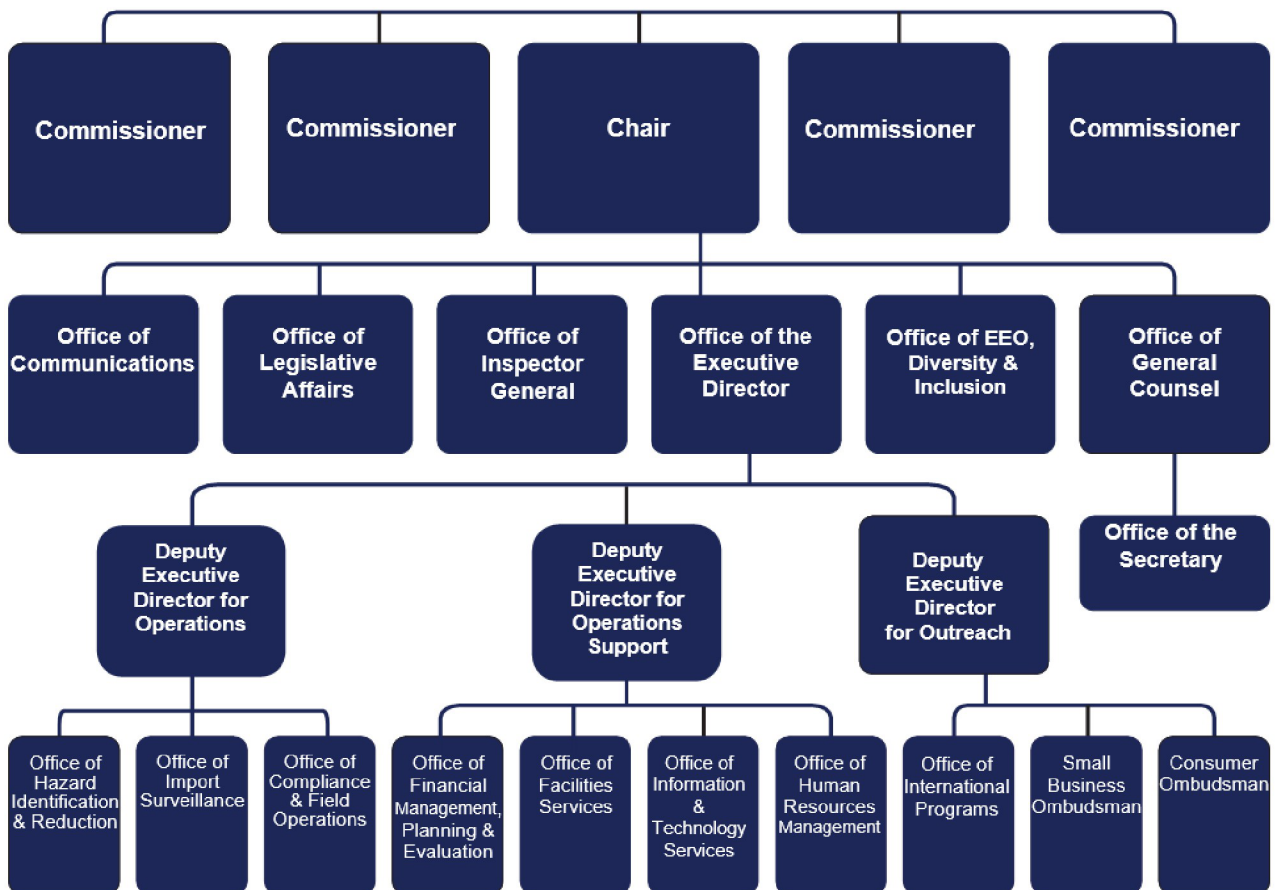
A handwritten signature in black ink, which appears to read "Alex H. Saric".

Alexander Hoehn-Saric
Chair
January 17, 2025

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 five members of the Commission at the close of the FY 2024 reporting period of October 1, 2023, through September 30, 2024. From left to right, the photograph shows: Commissioner Douglas Dziak, Commissioner Peter A. Feldman, Chair Alexander D. Hoehn-Saric, Commissioner Richard L. Trumka, Jr., and Commissioner Mary T. Boyle.



CPSC Strategic Plan Summary

The FY 2024 APR is aligned with CPSC’s 2023 – 2026 Strategic Plan (SP), as summarized 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. 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 2024, CPSC tracked 36 key performance measures. As illustrated by the summary table on pages 5 through 7 of this report, 34 of the 36 measures had established performance targets for FY 2024 to gauge progress toward the agency’s Strategic Goals and Strategic Objectives. The other two measures were tracked to provide baselines for future performance target levels.

Of the 36 performance measures for CPSC in FY 2024, the agency successfully met targets or established baselines for 29 measures. It did not meet performance targets for five measures. Results for the remaining two measures were unavailable due to an update to the Case Management System (CMS) completed in early FY 2025. The FY 2024 results for the key performance measures are organized by Strategic Goal (Figure 2) and by CPSC functional component (Figure 3).

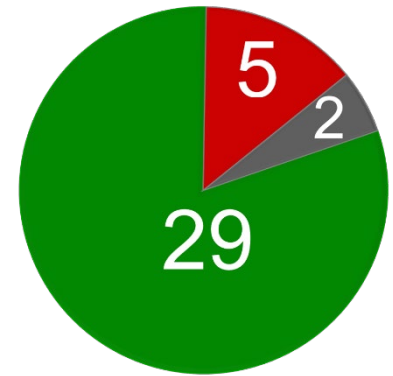
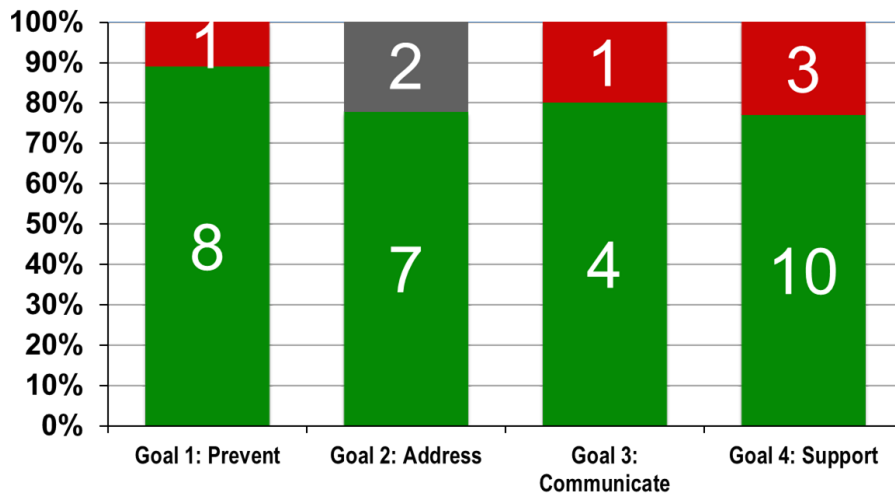


Figure 1: A snapshot of CPSC's FY 2024 Key Performance Measures

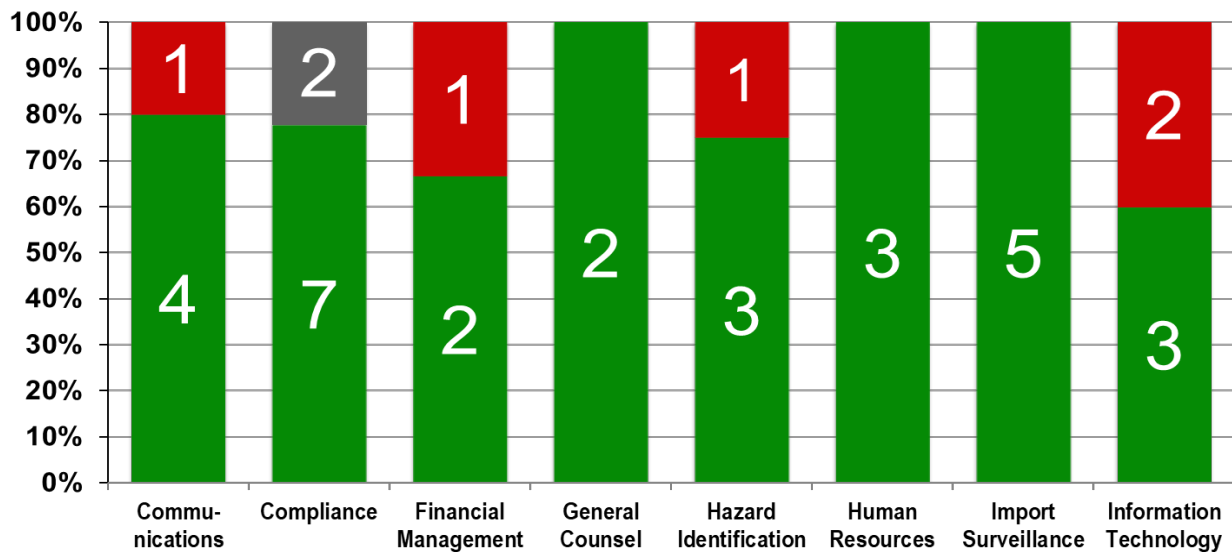


Legend:

- Annual target met
- Annual target not met
- Results not available

Figure 2 (left): Summary of FY 2024 Results Key Performance Measures by Strategic Goal

Figure 3 (below): Summary of FY 2024 Results Key Performance Measures by Functional Component



CPSC Key Performance Measures: FY 2024 Results Summary

Strategic Goal 1: Prevent									
<i>Prevent hazardous products from reaching consumers</i>									
Strategic Objective (SO), Key Performance Measure (KM)	Program Office	Actuals					2024 Target		
		2020	2021	2022	2023	2024	2024 Target	Target met?	
SO 1.1 Improve identification and timely assessment of hazards to consumers	Hazard Identification	2024KM1.1.1 Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	11	11	12	13	11	11	✓
		2024KM1.1.2 Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	91%	91%	91%	94%	92%	90%	✓
SO 1.2 Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards	Hazard Identification	2024KM1.2.1 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	--	--	--	23	26	20	✓
		2024KM1.2.2 Number of rulemaking briefing packages from the Mandatory Standards table prepared for Commission consideration	14	13	21	30	21	23	✗
	2024KM1.2.3 Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	Import Surveillance	83%	100%	100%	100%	100%	83%	✓
SO 1.3 Increase capability to identify and stop imported hazardous consumer products	Import Surveillance	2024KM1.3.1 Percentage of consumer product imports, identified as high-risk, examined at import	80%	82%	90%	90%	92%	85%	✓
		2024KM1.3.2 Percentage of import shipments processed through the RAM system that are cleared within 1 business day	99.9%	99.8%	99.8%	99.7%	99.8%	99%	✓
		2024KM1.3.3 Number of import examinations completed	18,561	36,375	62,859	48,797 ¹	51,893	45,000	✓
		2024KM1.3.4 Number of <i>de minimis</i> shipment examinations completed	--	--	--	17,806	13,966	12,000	✓

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					2024 Target		
		2020	2021	2022	2023	2024	2024 Target	Target met?	
SO 2.1 Rapidly identify and prioritize hazardous consumer products for enforcement action	Compliance	2024KM2.1.1 Percentage of cases for which a preliminary determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	83%	64%	80%	90%	84%	70%	✓
		2024KM2.1.2 Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation	--	--	--	88%	Unavailable	85%	N/A
SO 2.2 Minimize further exposure to hazardous consumer products through effective and	Compliance	2024KM2.2.1 Percentage of cases for which a CAP is accepted, or public notice process is initiated within 90 business days of Preliminary Determination (Hazard Priorities A, B, and C)	--	75%	56%	80%	93%	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					2024 Target	
			2020	2021	2022	2023	2024	2024 Target	Target met?
timely enforcement that also deters future unlawful actions	2024KM2.2.2 Percentage of cases for which a firm is notified of a violation within 10 business days of compliance violation determination		--	--	--	90%	Unavail-able	80%	N/A
	2024KM2.2.3 Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening		97%	95%	97%	99.2%	98%	90%	✓
	2024KM2.2.4 Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement		--	--	--	100%	100%	95%	✓
	2024KM2.2.5 Percentage of cases open 90 business days for which a product safety assessment planning discussion is held with technical staff		--	--	--	89%	95%	95%	✓
SO 2.3 Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products	2024KM2.3.1 Recall response rate for all consumer product recalls	Compliance	33%	32%	16%	24%	51% ²	43%	✓
SO 2.4 Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities	2024KM2.4.1 Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	Compliance	--	--	--	Unavail-able	96%	95%	✓

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					2024 Target	
			2020	2021	2022	2023	2024	2024 Target	Target met?
SO 3.1 Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences	2024KM3.1.1 Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	Communications	12.1	9.3	27.2	23.8	19.5	15	✓
SO 3.2 Increase dissemination of actionable consumer product safety information to a variety of diverse audiences	2024KM3.2.1 Number of national media placements of CPSC stories		12	16	24	30	25	25	✓
	2024KM3.2.2 Percentage of recall press releases cycled through OCM in 2 business days or less, once received from EXC	Communications	--	96%	92%	95%	96%	90%	✓
	2024KM3.2.3 Unique open rate for email subscribers to CPSC's recall announcements		--	--	--	--	28%	30%	✗
SO 3.3 Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities	2024KM3.3.1 Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	Communications	--	--	--	23	18	13	✓

² During the FY 2024 Midyear Review, the Commission approved an updated calculation method for the recall effectiveness rate. The revised metric is an average correction rate for all consumer product recalls and is less variable and more representative than the prior calculation method for this measure.

Strategic Goal 4: Support <i>Efficiently and effectively support the CPSC's mission</i>									
Strategic Objective (SO), Key Performance Measure (KM)	Program Office	Actuals					2024 Target		
		2020	2021	2022	2023	2024	2024 Target	Target met?	
SO 4.1 Attract, recruit, cultivate, and retain a high performing, diverse, inclusive, and engaged workforce	Human Resources	2024KM4.1.1 Percentage of employees satisfied with opportunities to improve their skills (as reported in the FEVS)	74%	74%	70%	75%	76%	70%	✓
		2024KM4.1.2 Percentage of hiring managers trained on recruitment	90%	97%	89%	99%	100%	93%	✓
		2024KM4.1.3 High-performing Federal Workforce – Employee Engagement Index Score	75%	71%	71%	76%	80%	70%	✓
SO 4.2 Ensure strong stewardship and effective use of agency resources	Financial Management	2024KM4.2.1 Achieved unqualified opinion on independent financial audit				Q	UQ/M	UQ/M ³	✓
		2024KM4.2.2 Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03	--	--	--	31%	36%	13%	✓
		2024KM4.2.3⁴ Number of program evaluations conducted	--	--	--	--	0	Base-line	✗
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	General Counsel	2024KM4.3.1 Percentage of financial disclosure forms reviewed and certified timely by OGC	--	--	--	100%	100%	100%	✓
		2024KM4.3.2 Percentage of FOIA responses to the public that meet timeliness benchmarks	--	--	--	47%	86%	75%	✓
SO 4.4 Deliver high quality effective mission-oriented information and technology solutions	Information Technology	2024KM4.4.1 Percentage of operating uptime for IT systems	--	--	--	98%	98%	97%	✓
		2024KM4.4.2 Percentage of operating uptime for IT networks	--	--	--	99.5%	99.9%	98%	✓
		2024KM4.4.3 Percentage of critical vulnerabilities addressed from U.S. CERT within 3 business days	--	--	--	96%	98%	100%	✗
		2024KM4.4.4 Percentage of prioritized IT projects delivered on time, on budget, and with intended performance	--	--	--	88%	92%	Base-line	✓
		2024KM4.4.5 Percentage of prioritized high-risk IT security audit findings addressed	--	--	--	91%	75%	93%	✗

³ UQ/M refers to unqualified or unmodified opinion.

⁴ The Commission removed KM 4.2.3 from its FY 2025 Operating Plan. CPSC's current funding level does not allow program evaluations.

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 supplied through expanding global markets. Efforts to ensure the manufacture and sale 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 the approximately 15,000 types of consumer products under CPSC's jurisdiction;
- Advancing data analysis and research capabilities to identify existing and potential emerging consumer product hazards that pose the greatest risks;
- Addressing product hazards associated with changes in traditional manufacturing methods, such as additive manufacturing using 3-D printers;
- Keeping pace with evolving consumer practices and preferences, manufacturing practices, and consumer product technologies;
- Evaluating safety implications of eCommerce sales and evolving distribution options;
- Working with 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 at ports of entry.

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

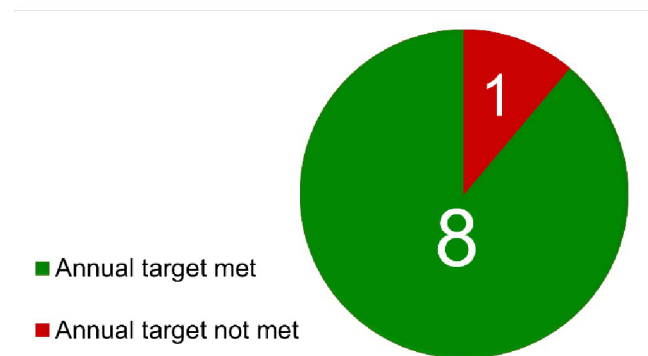


Figure 5: A snapshot of Strategic Goal 1 performance measures (9 total)

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 hazardous products and remove them from the marketplace; and (4) educating manufacturers on safety requirements and collaborating with foreign regulatory counterparts to promote building safety into consumer products.

A 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					2024 Target	
SO 1.1 Improve identification and timely assessment of hazards to consumers							
2024KM1.1.1 Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	2020	2021	2022	2023	2024	2024 Target	Target met?
	11	11	12	13	11		
					11	✓	
2024KM1.1.2 Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	2020	2021	2022	2023	2024	2024 Target	Target met?
	91%	91%	91%	94%	92%		
					90%	✓	
SO 1.2 Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards							
2024KM1.2.1 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	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	23	26		
					20	✓	
2024KM1.2.2 Number of rulemaking briefing packages from the Mandatory Standards table prepared for Commission consideration	2020	2021	2022	2023	2024	2024 Target	Target met?
	14	13	21	30	21		
					23	✗	
2024KM1.2.3 Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	2020	2021	2022	2023	2024	2024 Target	Target met?
	83%	100%	100%	100%	100%		
					83%	✓	
SO 1.3 Increase capability to identify and stop imported hazardous consumer products							
2024KM1.3.1 Percentage of consumer product imports, identified as high-risk, examined at import	2020	2021	2022	2023	2024	2024 Target	Target met?
	80%	82%	90%	90%	92%		
					85%	✓	
2024KM1.3.2 Percentage of import shipments processed through the RAM system that are cleared within 1 business day	2020	2021	2022	2023	2024	2024 Target	Target met?
	99.9%	99.8%	99.8%	99.7%	99.8%		
					99%	✓	
2024KM1.3.3 Number of import examinations completed	2020	2021	2022	2023	2024	2024 Target	Target met?
	18,561	36,375	62,859	48,797 ⁵	51,893		
					45,000	✓	
2024KM1.3.4 Number of <i>de minimis</i> shipment examinations completed	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	17,806	13,966		
					12,000	✓	

⁵ Since FY 2023, KM 1.3.3 has been disaggregated so that KM 1.3.4 tracks the number of import examinations (1.3.3) that are not within 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 65,859 import examinations conducted by CPSC in FY 2024.

FY 2024 Results

CPSC met or exceeded targets for eight of the nine key performance measures under Strategic Goal 1. Selected FY 2024 achievements under Strategic Goal 1 include:

- Applied artificial intelligence (AI) and machine learning (ML) to improve data intake, quality assurance, and analysis
- Advanced the eFiling project, under which importers electronically file Certificate of Compliance data at the time of importation, by successfully conducting a Beta Pilot with 37 volunteer importers and their trade partners, and preparing a Final Rule package, which is expected to be sent to the Commission for consideration by the end of calendar year 2024.
- 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 staff actively participated in FY 2024 resulted in finalizing of 26 voluntary standards that improved safety. Among the most significant voluntary standards activities work were: Adult Portable Bed Rails, Service, Communication, Information, Education and Entertainment Robots, Beach Umbrellas, Bicycle Grips, and Nursing Pillows.
- Continued to implement an “Online Clearinghouse”⁶ to provide stakeholders with open, self-service access to CPSC incident data. In FY 2024, the Clearinghouse was queried 2,650 times. Additionally, CPSC prepared 29 data sets for standards development organizations (SDO) and/or their committees.
- Lead industry trainings initiatives: Since FY 2018, no foreign firm that has received CPSC-led training has encountered violations or required an import examination. This underscores the significant impact of CPSC training in advancing safety of consumer products for American consumers.
- Organized or participated in 23 in-person and virtual outreach events to share product safety best practices. The agency reached over 1,200 registered foreign industry and government representatives from 25 countries and administrative areas, with thousands more accessing recorded sessions from CPSC’s servers and the U.S. Embassy’s media account in China.
- Facilitated key discussions with European governments on eCommerce and import risk assessment methodologies, while advancing safety initiatives in the Western Hemisphere. This included training 500 Peruvian manufacturers on U.S. textile standards and educating 210 Latin American officials on unsafe product management through a webinar sponsored by the Organization of American States (OAS).
- Enhanced accessibility to safety resources through an online video library covering vital topics such as micromobility devices and durable infant products, reaching over 8,000 stakeholders.

The agency did not meet its FY 2024 target for one of the nine performance measures under Strategic Goal 1:

- **Key Measure 1.2.2** – Number of rulemaking briefing packages from the Mandatory Standards table prepared for Commission consideration:
 - The target for FY 2024 was 23 briefing packages, but the actual result was 21. A nearly 10 percent reduction in agency personnel since FY 2022, and a 20 percent reduction in the Directorate for Economic Analysis staff, impacted rulemaking efforts during the year.

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 the risk of exposure to hazardous consumer products that have made their way into the marketplace or into the hands of consumers. Predictable and consistent investigation and enforcement against established violators is equally important to keeping consumers safe.

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

Accordingly, 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, to maximize recall effectiveness.

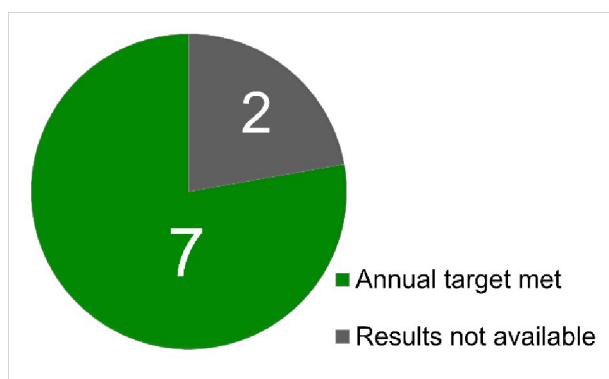


Figure 6: A snapshot of Strategic Goal 2 performance measures (9 total)

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 promptly investigate hazardous products, negotiate timely voluntary corrective actions from firms, and obtain 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 public awareness of recalls through multiple communication channels and diverse technologies. 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					2024 Target	Target met?
SO 2.1 Rapidly identify and prioritize hazardous consumer products for enforcement action							
2024KM2.1.1 Percentage of cases for which a preliminary determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	2020	2021	2022	2023	2024	2024 Target	Target met?
	83%	64%	80%	90%	84%		
					70%	✓	
2024KM2.1.2 Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	88%	Unavail-able		
					85%	N/A	
SO 2.2 Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions							
2024KM2.2.1 Percentage of cases for which a CAP is accepted, or public notice process is initiated within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	75%	56%	80%	93%		
					60%	✓	
2024KM2.2.2 Percentage of cases for which a firm is notified of a violation within 10 business days of compliance violation determination	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	90%	Unavail-able		
					80%	N/A	
2024KM2.2.3 Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening	2020	2021	2022	2023	2024	2024 Target	Target met?
	97%	95%	97%	99.2%	98%		
					90%	✓	
2024KM2.2.4 Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	100%	100%		
					95%	✓	
2024KM2.2.5 Percentage of cases open 90 business days for which a product safety assessment planning discussion is held with technical staff	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	89%	95%		
					95%	✓	
SO 2.3 Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products							
2024KM2.3.1 Recall response rate for all consumer product recalls	2020	2021	2022	2023	2024	2024 Target	Target met?
	33%	32%	16%	24%	51% ⁷		
					43%	✓	
SO 2.4 Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities							
2024KM2.4.1 Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	Unavail-able	96%		
					95%	✓	

⁷ During the FY 2024 Midyear Review, the Commission approved an updated calculation method for the recall effectiveness rate. The revised metric is an average correction rate for all consumer product recalls and is less variable and more representative than the prior calculation method for this measure.

FY 2024 Results

CPSC met or exceeded its FY 2024 targets for seven of the nine key performance measures under Strategic Goal 2. Selected FY 2024 achievements under Strategic Goal 2 include:

- Negotiated and implemented 333 voluntary recalls of 41 million consumer product units, compared to 308 voluntary recalls of 97 million consumer product units negotiated and implemented in FY 2023.
- Sent 2,969 notices of regulatory violations to firms to recall or take other action to protect consumers from violative consumer products.
- Completed nearly 59,000 eSAFE Team assignments in support of compliance programs and case work. This included in-depth analytical support, collecting close to 600 priority samples, and submitting over 56,000 takedown requests to platforms and sellers offering banned or previously recalled consumer products for sale. As a result, more than 58,000 products were removed from eCommerce platforms.
- Made approximately 1,000 establishment inspections, surveillance activities, and recall effectiveness checks at firms to ensure compliance with the laws and regulations CPSC enforces. These market surveillance activities help identify hazardous products for enforcement action. Additionally, CPSC conducts recall verification activities, including establishment inspections and effectiveness checks, to ensure that corrective action plans (CAPs) negotiated with firms are implemented in a timely manner.
- Conducted nearly 4,100 in-depth investigations (IDIs).

FY 2024 results were not available for two of the nine key measures under Strategic Goal 2. Results for these measures, which are listed below, require information from the new CMS, which was not fully implemented in FY 2024. Complete data are expected in FY 2025.

- **Key Measure 2.1.2** – Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation
- **Key Measure 2.2.2** – Percentage of cases for which a firm is notified of a violation within 10 business days of compliance violation determination

Additional analysis and explanation for each performance measure associated with Strategic Goal 2 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 *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 the consistency, reliability, accessibility, and timeliness of information provided to stakeholders and internally among staff;
- Improving CPSC messaging and outreach to affected populations, including historically excluded communities and those disproportionately impacted by safety hazards; and
- Maintaining a robust digital presence to enhance communications with consumers, industry stakeholders, and others.

STRATEGIC 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

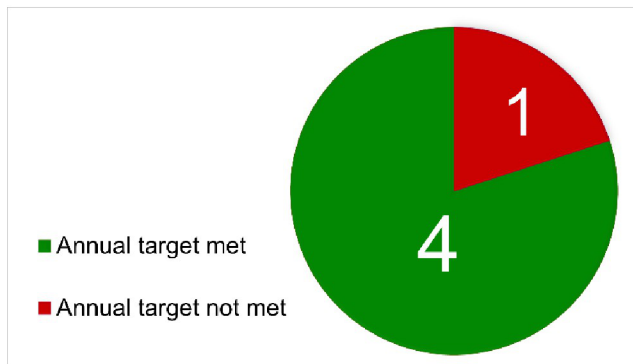


Figure 3: A snapshot of Strategic Goal 3 performance measures (5 total)

Strategies

CPSC uses a wide array of communications 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 outreach staff tasked with responding to inquiries from specific 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 applying new and innovative communications tools. An additional element of CPSC’s strategy involves strengthening collaboration with stakeholders, including other government agencies, nonprofit organizations, and those with an interest in amplifying CPSC’s safety messaging. This may include collaborative information and education campaigns on product safety, presentations at conferences addressing U.S. federal regulations, or online educational resources for industry and consumers.

Table 3

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2024 Target	
SO 3.1 Improve accessibility, usefulness, and availability of consumer product safety information for diverse audiences							
2024KM3.1.1 Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	2020	2021	2022	2023	2024	2024 Target	Target met?
	12.1	9.3	27.2	23.8	19.5		
					15	✓	
SO 3.2 Increase dissemination of actionable consumer product safety information to a variety of diverse audiences							
2024KM3.2.1 Number of national media placements of CPSC stories	2020	2021	2022	2023	2024	2024 Target	Target met?
	12	16	24	30	25		
					25	✓	
2024KM3.2.2 Percentage of recall press releases cycled through OCM in 2 business days or less, once received from EXC	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	96%	92%	95%	96%		
					90%	✓	
2024KM3.2.3 Unique open rate for email subscribers to CPSC's recall announcements	2020	2021	2022	2023	2024	2024 Target	Target met?
--	--	--	--	28%	30%	30%	✗
SO 3.3 Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities							
2024KM3.3.1 Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	23	18		
					13	✓	

FY 2024 Results

CPSC met or exceeded its FY 2024 targets for four out of the five key performance measures under Strategic Goal 3. Selected FY 2024 achievements under Strategic Goal 3 include:

- Conducted a study of consumer behavior related to recalls and the factors influencing consumer willingness to report product injuries. Based on the findings, a report was submitted with recommendations to the Commission.
- Made it easier for small businesses to engage with the agency by enhancing the “Regulatory Robot,” an interactive tool designed to help small businesses identify key safety requirements. The number of users of the Robot increased from 29,722 in FY 2023 to 33,259 in FY 2024.
- Created training videos for CPSC’s YouTube channel to expand the reach and longevity of valuable product safety information. In FY 2024, this content, including videos, trainings, and webinars, attracted 31,466 viewers, an increase from 29,427 in FY 2023.
- Increased subscribership to the Small Business Ombudsman’s monthly Business Education newsletter, growing from approximately 122,000 in FY 2023 to around 181,000 in FY 2024.
- Provided outreach, education, and support to diverse consumer advocates and other nonregulated stakeholders. CPSC provided hazard expertise, safety materials, and clear explanations to around 500 consumers and participated in 20 stakeholder-sponsored events. This work enabled consumers to voice concerns, contributing to injury prevention efforts at both the government and community levels.
- Garnered more than 57 billion print and online impressions in national and local news media, 180 million broadcast impressions across news outlets, and more than 25 million pageviews of CPSC websites.
- Increased social media followers by about 17%, from 289,000 in FY 2023 to 338,000 in FY 2024, allowing the agency to reach a broader audience with its safety messaging.
- Extended a public health campaign targeting Native American populations, Native Hawaiians, and Alaska Natives, featuring 25 safety billboards across five states with significant Native American communities: Oklahoma, South Dakota, New Mexico, Colorado, and Montana.

The agency did not meet its FY 2024 target for one of the five performance measures under Strategic Goal 3:

- **Key Measure 3.2.3**— Unique open rate for email subscribers to CPSC's recall announcements: The target was 30%; the FY 2024 actual was 28%. While this fell short of the ambitious target, it surpassed the typical federal benchmark of 24%.

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

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 (IT), 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

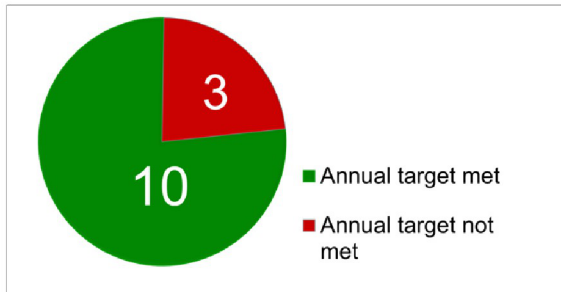


Figure 4: A snapshot of Strategic Goal 4 performance measures (13 total)

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 it seeks to provide employees with the training and professional development opportunities that enable them to develop and maintain 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, for instance by employing AI and ML to enhance operational effectiveness.

Table 4

Strategic Objective (SO) / Key Performance Measure (KM)	Actuals / Trend line					2024 Target	
SO 4.1 Attract, recruit, cultivate, and retain a high-performing, diverse, inclusive, and engaged workforce							
2024KM4.1.1 Percentage of employees satisfied with opportunities to improve their skills (as reported in the FEVS)	2020	2021	2022	2023	2024	2024 Target	Target met?
	74%	74%	70%	75%	76%	70%	✓
2024KM4.1.2 Percentage of hiring managers trained on recruitment	2020	2021	2022	2023	2024	2024 Target	Target met?
	90%	97%	89%	99%	100%	93%	✓
2024KM4.1.3 High-performing Federal Workforce – Employee Engagement Index Score	2020	2021	2022	2023	2024	2024 Target	Target met?
	75%	71%	71%	76%	80%	70%	✓
SO 4.2 Ensure strong stewardship and effective use of agency resources							
2024KM4.2.1 Achieved unqualified opinion on independent financial audit	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	Q	UQ/M	UQ/M ⁸	✓
2024KM4.2.2 Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	31%	36%	13%	✓
2024KM4.2.3⁹ Number of program evaluations conducted	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	--	0	Baseline	✗
SO 4.3 Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; and promoting transparency in agency operations							
2024KM4.3.1 Percentage of financial disclosure forms reviewed and certified timely by OGC	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	100%	100%	100%	✓
2024KM4.3.2 Percentage of FOIA responses to the public that meet timeliness benchmarks	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	47%	86%	75%	✓
SO 4.4 Deliver high-quality effective mission-oriented information and technology solutions							
2024KM4.4.1 Percentage of operating uptime for IT systems	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	98%	98%	97%	✓
2024KM4.4.2 Percentage of operating uptime for IT networks	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	99.5%	99.9%	98%	✓
2024KM4.4.3 Percentage of critical vulnerabilities addressed from U.S. CERT within 3 business days	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	96%	98%	100%	✗
2024KM4.4.4 Percentage of prioritized IT projects delivered on time, on budget, and with intended performance	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	88%	92%	Baseline	✓
2024KM4.4.5 Percentage of prioritized high-risk IT security audit findings addressed	2020	2021	2022	2023	2024	2024 Target	Target met?
	--	--	--	91%	75%	93%	✗

⁸ UQ/M refers to unqualified or unmodified opinion.

⁹ The Commission removed KM 4.2.3 from its FY 2025 Operating Plan. CPSC's current funding level does not allow program evaluations.

FY 2024 Results

CPSC met or exceeded FY 2024 targets for 10 of the 13 key performance measures under Strategic Goal 4. Selected FY 2024 achievements under Strategic Goal 4 include:

- Received an unqualified (clean) independent audit opinion on its FY 2024 financial statements, remedying a qualified audit opinion in FY 2023.
- Trained 100% of hiring managers on recruitment processes, surpassing the annual target of 93%. This achievement supports the agency's strategic objective to attract, recruit, develop, and retain a high-performing, diverse, inclusive, and engaged workforce.
- In FY 2024, CPSC completed 1,092 procurement actions, making a 11% increase from FY 2023. Of total eligible contract spending, 36% was awarded to small, disadvantaged businesses, significantly exceeding the annual target of 13%, as outline in OMB Memorandum M-22-03.
- Awarded \$3.0 million to 22 Carbon Monoxide (CO) grant awardees per the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act of 2022. Also awarded \$2.5 million to 10 VGB Act grant awardees.
- 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 99.9%, exceeding the annual target of 98%.

The agency did not meet FY 2024 targets for three of the 13 performance targets under Strategic Goal 4:

- **Key Measure 4.2.3** – Establish a baseline for program evaluations conducted: Although no formal program evaluations were conducted in FY 2024, progress was made by developing a learning agenda and evaluation plan for pilot offices (Import Surveillance and Human Resources). These efforts identified key questions and objectives for future evaluations, while a toolkit was created to help other offices replicate the framework. Due to resources constraints, this key measure has been removed from the FY 2025 Operating Plan.
- **Key Measure 4.4.3** – Percentage of critical vulnerabilities addressed from U.S. CERT within 3 business days: This measure tracks the agency's responsiveness to critical IT system vulnerabilities. The target was 100%, but the FY 2024 result was 98%, as, due to short staffing, one out of 61 vulnerabilities was not addressed within the required three business days.
- **Key Measure 4.4.5** – Percentage of prioritized high-risk IT security audit findings addressed: This measure tracks CPSC's ability to resolve high-risk audit findings within specific timeframes. The target was 93%, but the FY 2024 result was 75%, as three out of 12 high-risk findings were not addressed on time. One delay was due to challenges of obtaining a patch from a vendor, while another was caused by internal enhancements implemented during the closure review process.

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 ensuring consumer product safety as shipments enter the United States, beginning early in the supply-chain process. In partnership 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 nationwide as resources are allow. However, the rise in eCommerce demands increased efforts to monitor ports receiving low-cost, direct-to-buyer shipments of consumer products. CPSC is dedicated to ongoing monitoring and screening of imported products, including record levels of *de minimis* shipments¹⁰ entering U.S. ports. Additionally, CPSC is focused on pursuing operational and technological advancements to enhance both the volume of imported consumer products screened for violations and the speed with which they are processed.

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 and monitors recall implementation to ensure that recalling firms are fulfilling the commitments they agreed to in their CAPs.

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 hazardous and violative products sold on third-party platforms and increasing the agency's Internet surveillance capabilities, as funding allows.

CPSC is also committed to enforcing firms' compliance with mandatory reporting obligations and other prohibited acts by pursuing civil penalties

where warranted. In FY 2024, CPSC assessed \$25 million in civil penalties payable to the U.S.

Treasury. The agency will continue to pursue civil penalty cases to hold violators responsible and where 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 emerging hazard patterns is at the core of CPSC's mission to protect consumers from unreasonable risks of injury or death associated with consumer products. CPSC aims to stay ahead of technological advances, including the use of machine learning, artificial intelligence, and evolving data methods for hazard identification. The agency will also gather more geographic and demographic data to determine whether hazard patterns disproportionately affect certain communities. Additionally, CPSC is expanding its chronic hazard analysis capabilities and focusing efforts on chemicals in consumer products, particularly polyfluoroalkyl substances (PFAS) and formaldehyde.

Agency Priority: Build Diversity and Seek Product Safety Equity

CPSC is dedicated to ongoing analysis of workforce data and the development of proactive programs that promote diversity, equity, inclusion, and accessibility (DEIA). The agency aims to better serve historically excluded communities through targeted outreach and communication that address hazard patterns disproportionately affecting specific populations. This involves micro-targeting effective safety messaging to reduce safety disparities in the marketplace. CPSC also recognizes the need for enhanced tools for data collection and analysis of product safety incidents, injuries, and deaths, particularly those that may highlight disparities among diverse populations, and will allocate resources accordingly to address these disparities.

¹⁰ *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: Communicate More Effectively to a Broader Range of Consumers

Effectively reaching the American public with public health and safety communications requires specialized skills and tools. CPSC's safety campaigns, recall efforts, press engagements, and communication infrastructure must be robust enough to address known and emerging product safety hazards, while also developing innovative approaches to promote safer consumer behaviors. Successful safety messaging involves meeting consumers where they are, which means maintaining a modern, accessible website and a strong digital presence across platforms to provide consistent, reliable, and timely information. CPSC must also focus on emerging hazards and enhance messaging and outreach to affected populations, including historically excluded communities and those disproportionately impacted by safety risks.

Agency Priority: Accelerate Necessary Modernization of Mission-Critical Technology

IT and data management are essential to both CPSC's daily operations and the achievement of its strategic goals. The agency will continue to build on prior investments in IT development and modernization, identifying further opportunities to enhance internal systems, including those for collecting critical, statutorily required data from regulated entities. This includes improvements to the Dynamic Case Management (DCM) system, the Consumer Product Safety Risk Management System (CPSRMS), and the operation and maintenance of a new CMS for regulated products. Additionally, CPSC must strengthen its ability to identify and monitor cybersecurity risks while implementing government-wide directions and best practices to safeguard agency systems and data.

Management Challenges

CPSC's Inspector General has identified issues he believes to be management challenges, which are detailed on pages 48 – 61 of the FY 2024 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.¹¹

CPSC has collaborated successfully with other federal agencies to collect injury data through NEISS on non-consumer product-related injuries. Examples of CPSC's collaborations in FY 2024 include:

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

Collaboration with CBP on Import Surveillance

Since 2008, CPSC has worked closely with CBP to enhance the surveillance and screening of imported consumer products. Section 222 of the CPSIA directed CPSC to establish 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. Using the RAM targeting system, CPSC integrates data from CBP and its own systems to pinpoint high-risk imports. The agency has stationed investigators at key U.S. ports of entry, working alongside CBP to identify and intercept noncompliant consumer products. Additionally, 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 federal agencies to support CPSC's enforcement actions. In FY 2024, CPSC conducted over 65,000 import examinations, including nearly 14,000 products from *de minimis* shipments (valued at \$800 or less).

Collaboration with Federal Agencies, International and Other Stakeholders

CPSC's Office of International Programs (EXIP) oversees educational and outreach activities aimed at international stakeholders, fosters international cooperation, and facilitates information-sharing to safeguard American consumers. Over half of the consumer products under CPSC's jurisdiction are manufactured internationally and imported into the United States, with certain sectors having even higher import proportions (98.2 percent for toys, 95.7 percent for apparel, and 86.4 percent for electrical and electronic products). EXIP focuses on improving product safety compliance among industry stakeholders abroad in countries that produce most of these goods. Additionally, EXIP collaborates with foreign governments to enhance product safety both nationally and globally. The Working Group on Product Safety of the United Nations Trade & Development (UNCTAD) is the global forum for product safety authorities, where CPSC actively advocates for high safety standards and best practices. Key contributions include:

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

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

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

- Collaborated with governments and academia to draft a Model Law for UNCTAD's 195 member countries to establish strong frameworks for preventing unsafe products exports.
- Assisted in drafting the UNCTAD Resolution on General Product Safety, which guides member countries in strengthening their product safety frameworks, ultimately benefiting American consumers by preventing the trade of unsafe consumer products.

Collaboration on Prevention of Unsafe Consumer Products

CPSC's Small Business Ombudsman (SBO) oversees preventative business education and outreach activities to help the business community and stakeholders stay well informed about CPSC's product safety requirements as well as understand and comply with new regulatory requirements. The overriding goal of the SBO is *prevention*—the greater its impact, the fewer dangerous or noncompliant products end up in the stream of commerce. Key contributions include:

- Presented on the requirements for infant sleep products infant sleep product requirements and an overview a breakdown of the Safe Sleep for Babies Act to state designee contacts across the located all over the United States.
- Co-hosted two joint webinars with Health Canada, with the second session also including a representative from the Canada Border Services Agency. The second webinar focused on the requirements for children's toys and the differences between the requirements of the two countries.
- Participated in a joint training organized held by the European Commission and Chinese counterparts on the requirements for children's products.
- Collaborated with the Small Business Administration National Ombudsman and U.S. Army Office of Small Business Programs in a webinar to discuss CPSC outreach activities and resources for small businesses.

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

The Internet of Things (IoT) refers to the network of devices connected to the Internet or other connected products. While this connectivity offers numerous benefits, it also introduces potential safety risks. The rapid growth of IoT-related consumer products presents a significant challenge for the CPSC and its stakeholders. To address this, in FY 2024, CPSC worked alongside other federal agencies, foreign governments, various stakeholders to address safety concerns related to Internet-connected products, including:

- Participated 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 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, acting to implement those recommendations; and examining how federal agencies are using the IoT, addressing challenges (such as interoperability, trust, and safety) related to IoT or enabling the use of IoT.

Participating in the Cybersecurity Forum of Independent and Executive Branch Regulators led by the Federal Communications Commission to share information among 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 forum is to increase the overall effectiveness and consistency of regulatory agency cybersecurity efforts pertaining to U.S. critical infrastructure.

- Building expertise and in-house capabilities for testing Internet-connected products while actively contributing to the development of voluntary consensus standards. Working groups also began exploring the impact of AI on consumer products and will incorporate these findings into recommended practices for connected products.

Collaboration with Federal Agencies and Other Stakeholders on Artificial Intelligence and Machine Learning in Consumer Products

CPSC has successfully collaborated with other federal agencies on AI/ML initiatives, including working with the NIST-led Interagency Committee on Standards Policy (ICSP) Artificial Intelligence Standards Committee Working Group (AISCWG). This collaboration supports government efforts to develop and implement AI standards. The working group is developing a charter to create recommendations on the definition, application, and standards for AI/ML. The primary goal of the ICSP is to promote consistent federal policies, raise awareness, and enhance coordination across agencies. A coordinated approach will help establish a consistent framework for modeling and measuring AI/ML, enabling the AISCWG to develop voluntary standards for assessing potential consumer hazards. In FY 2024, staff also contributed to AI/ML voluntary standards development with UL Standards & Engagement and other stakeholders.

Collaboration with Federal Agencies on Nanotechnology

CPSC has successfully collaborated with other federal agencies through the National Nanotechnology Initiative (NNI), a White House-led, \$43 billion initiative involving 20 federal agencies focused on advancing nanotechnology. Given the potential risks nanomaterials pose to consumers, there is a critical need for dedicated research on their applications in consumer products. Given CPSC's size and budget, strategic partnerships have been essential in driving mission success in this emerging field. These include:

- **Collaboration with National Nanotechnology Coordination Office (NNCO):** From FY 2003 through FY 2024, CPSC's collaboration with the NNCO, a component of the National Nanotechnology Initiative, has led to the publication of over 100 reports and publications, along with the development of voluntary standards based on CPSC-funded research that addresses the hazards of nanomaterials in consumer products. The Environmental Protection Agency (EPA) and Elon University are providing support on the CPSC-proposed ISO/TC 229¹⁴ voluntary standard *Sampling wipe method to assess dermal transfer of metal and metal oxide nano-objects released from wood and wood surfaces*. This proposed work

item is the result of work generated from a CPSC interagency agreement with the EPA assessing the release of nanomaterials from treated wood. Elon University completed a report in FY 2023 evaluating the applicability of the CPSC wipe method for nanomaterial release from other treated surfaces; a manuscript on this work was published 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 was 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 2025.
 - EPA – Assessing Emission Characteristics
 - Results from this research, expected in 2025, 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

¹⁴ The [International Organization for Standardization \(ISO\)](#) is an independent, non-governmental international organization with a membership of 167 national standards bodies. [ISO/TC 229](#) is an ISO Technical Committee (TC) that develops standards for the field of nanotechnologies.

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 was published in FY 2024 and a manuscript on mechanisms for acute toxicity in the lung is expected to be published in FY 2025.

- 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. Publications in FY 2024 extended the work on potential lung effects and toxicity to the peripheral vascular system. Additional publications for the Phase II and Phase III studies are expected in FY 2025.
 - 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 continued in FY 2024 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.

- 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 was received in FY 2024. A new interagency agreement between CPSC and NIST is assessing 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 leverages collaboration with other federal agencies to enhance its impact in addressing chemical hazards. In FY 2024, CPSC continued active participation in several key interagency committees and groups focused on addressing 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 otherwise available to a small agency. CPSC leveraged the following shared services in FY 2024:

- **Financial Management, Travel, and Acquisitions Systems and Services:** The Administrative Resource Center (ARC), within the Department of Treasury's Bureau of the Fiscal Service, provides CPSC with hosting and application management services. ARC uses an Oracle-based financial reporting system for accounting, which interfaces with several key

systems: the travel management system (ConcurGov), the Procurement Request Information System Management (PRISM) system for real-time contracting actions and awards, the Invoice Processing Platform (IPP) for reviewing and approving invoices from commercial vendors, and the U.S. Treasury's G-Invoicing system for managing interagency agreements and intragovernmental transactions.

- **Grants Management Services:** The U.S. Department of Health and Human Services (HHS) provides support for CPSC's access to GrantSolutions. In FY 2024 the Denali Commission provided grants management support for CPSC's Pool Safely Grant Program (PSGP), in accordance with the VGB Act and CPSC's Carbon Monoxide grants program, in accordance with the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act of 2022.
- **Payroll and Related Human Resource (HR) System Services:** These services are provided by the Interior Business Center (IBC) of the U.S. Department of the Interior (DOI).
- **Federal Docket Management System (FDMS):** The General Services Administration (GSA) provides the implementation, operation, and management of FDMS, a centralized electronic system for federal agency users. FDMS supports a variety of regulatory activities and offers public access through www.Regulations.gov, the system's public-facing website. This platform allows interested parties to search, view, download, and submit comments on federal notices and regulations.
- **CPSC's Office of Facilities Services (EXFS) and GSA:** In FY 2024, as part of the agency's ongoing program to align its real capital with personnel and fiscal resources, CPSC collaborated with GSA to return 15,400 square feet of leased office space, resulting in a rent credit of \$230,381 to be recognized in FY 2025.

Evaluation and Research

Key Performance Measures

CPSC has identified a core set of 36 key performance measures to track progress in implementing its Strategic Plan. These measures serve as essential tools for monitoring and reporting progress toward the agency's strategic goals and strategic objectives, while also supporting evidence-based decision-making in agency management and resource allocations. In addition to these key performance measures, CPSC utilizes supplementary operating performance measures to track lower-level projects and program outputs, which are used for internal management and decision-making. Internal milestones are also set and monitored to ensure continuous progress in implementation.

Strategic Data Review Meetings

CPSC employs several mechanisms to review financial and performance data and effectively manage programs throughout the fiscal year. The Office of the Chief Financial Officer (CFO) produces a monthly report for senior managers, summarizing the agency's financial status and human capital. This report includes financial data, such as the current fiscal year's annual funding level, cumulative allowances, funds obligated, and expended obligations, as well as staffing levels. The agency conducts a Mid-Year review process to assess the annual operating budget for potential adjustments based on new information or emerging priorities.

The agency also holds regular Strategic Data Reviews (SDRs), which are data-driven planning and performance reviews attended by senior management. These reviews provide a forum for managers to focus on planning to achieve agency goals, updating program priorities, and refining funding requirements. Forward-looking decisions are informed by ongoing assessments of progress toward agency goals and strategic objectives, performance measures, and relevant evaluations. During the SDRs, managers address challenges, identify necessary program modifications, and develop strategies to mitigate potential risks.

Evaluation and Research

CPSC utilizes research, analysis, and program assessments to guide management decisions, enhance program delivery, and refine future strategies. CPSC performs targeted reviews of internal controls to identify areas for improvement. Furthermore, the agency conducts research to assess the effectiveness and efficiency of programs supporting the Strategic Plan. CPSC is committed to using insights from these evaluations to improve its programs and make progress toward its strategic goals. In addition, the agency's Office of the Inspector General (OIG) audits, evaluates, reviews, and investigates its operations and the U.S. Government Accountability Office (GAO) conducts performance audits and provides recommendations to improve CPSC's practices and policies.

Examples of CPSC's FY 2024 evaluation and research efforts include:

Enterprise Data Analytics: The volume of the incoming data received by CPSC has grown significantly over the years, making manual processing increasingly impractical. Additionally, agency systems generally have been designed to apply specific data to specific applications, making data sharing more difficult and limiting the ability to leverage modern data analytics and business intelligence tools. These challenges have highlighted the need for a robust, on-demand data exchange across systems, as data analytics have become increasingly essential for informed, data-driven decision making.

- **Background:** To expand CPSC's analytics capability, in FY 2019, CPSC partnered with 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 Foundations for Evidence-based Policymaking Act of 2018 (Pub. L. No. 115-435) and the overarching Federal Data Strategy¹⁵ (FDS) and

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

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 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 2024 Results:** In FY 2024, CPSC continued migration of data into its Data Lake. The Data Lake enables 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 2024, staff gained experience using the identified software solution. Staff also contracted to bridge gaps in data on race, ethnicity, and other demographic variables 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. The modeling project was executed in FY 2023. Staff plans to continue this work to further development subject to the availability of resources. Throughout FY 2024, staff from CPSC's Directorate for Economic Analysis, Risk Management Group, and Directorate for Epidemiology collaborated to produce an interactive dashboard that examines fire incident data across sociodemographic dimensions. Staff developed this Fire Risk Dashboard on Power BI, which combines fire incident data with U.S. Census data on income, race/ethnicity, and geography and allows for the manipulation of these data and quick generation of infographics.

Development of International Consumer Product Safety Standards and Policy

The Working Party on Consumer Product Safety (WPCPS) of the OECD is a leading international body focused on product safety. It produces policy papers, research, toolkits, conferences, seminars, the Global Recalls Portal, and global awareness campaigns, including the Recommendation on Consumer Product Safety. In FY 2024, CPSC contributed to several initiatives, including:

- An international workshop and research paper on the impact of AI/ML, IoT, and Virtual Reality (VR) technologies on consumer health and safety.
- Analysis comparing government estimates of the societal costs of unsafe products.
- Development of the Global Awareness Campaign on Lithium-Ion Battery Safety.
- A research paper advocating for the prioritization of safety alongside sustainability and promoting safety-by-design approaches to green, recyclable, and repairable products.

eCommerce – eFiling Program & De Minimis Shipments

- Overview & Challenges:** Online shopping has become a common practice for consumers in the United States and globally, enabling easy purchases, often directly from overseas manufacturers. This has led to a significant increase in the importation of low-value, potentially noncompliant or hazardous *de minimis* shipments, which are shipments valued at \$800 or less. Because of their low cost, these shipments are exempt from traditional entry filing requirements, making the potential risks associated with them 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:** CPSC is addressing the issues caused by *de minimis* shipments currently having minimal data requirements, by implementing the eFiling program. eFiling will improve risk assessment of those shipments by requiring importers to provide

more granular product information to CPSC through electronic filing of Certificate of Compliance¹⁶ data at the time of importation.

- **FY 2024 Efforts on eFiling:** In FY 2024, CPSC continued work on the following phases of eFiling implementation:
 - **Conduct a Beta Pilot:** The Beta Pilot, which kicked off in early FY 2024, built on the Alpha Pilot (completed in FY 2017). Throughout the eight-month Beta Pilot, 37 importer participants, along with their trade partners, such as customs brokers, testing laboratories, and software developers, helped develop, inform, and shape the permanent eFiling requirement for certificate data.
 - **Initiate Rulemaking:** 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 and final rulemaking. After Commission approval, the [SNPR](#) was published on December 8, 2023. In FY 2024, staff prepared a Final Rule package for Commission consideration in FY 2025.

eCommerce Surveillance – eSAFE Team

- **Background:** Given the surge in eCommerce and online shopping in recent years, Internet surveillance has become a top priority for CPSC. The expanding eCommerce landscape has led to CPSC's enhanced focus on monitoring and removing online products that pose significant hazards or violate mandatory regulations.
- **eSAFE Team:** The agency's eCommerce, Surveillance, Analysis, Field, and Enforcement (eSAFE) team conducts online surveillance to identify and remove recalled or banned products sold on secondary markets. The team also targets products that may violate CPSC safety standards or regulations or pose a defect that creates a substantial product hazard. This includes products sold by retailers, manufacturers, importers, or third-party distributors. Additionally, the eSAFE team analyzes eCommerce data to support regulatory actions and defect investigations.
- **FY 2024 Results:** To keep pace with the evolving marketplace, including the growth of the digital marketplace and emerging customer

hazards, CPSC has continued adapting its compliance and enforcement operations. In FY 2024, the eSAFE team completed nearly 59,000 assignments in support of compliance programs and casework. This included in-depth analysis, the collection of close to 600 priority samples, and more than 56,000 product listing takedowns requests for banned or previously recalled consumer products. These takedown requests were generated from over three million platform screenings by CPSC and resulted in the removal of more than 58,000 units of consumer products from eCommerce.

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

- **Background:** In FY 2024, CPSC implemented targeted communication strategies to deliver safety messages to communities disproportionately affected by product hazards. These efforts enhanced the visibility of CPSC's safety messaging and fostered partnerships with organizations to amplify and promote our safety messages, supporting equitable public health outcomes.
- **FY 2024 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; and collaborations with external stakeholders. Noteworthy FY 2024 outreach efforts include the following:
 - 1) **Public Health Campaign – Native American and Indigenous Communities:** Validated by research from the CDC, CPSC built on a successful FY 2023 public health campaign targeting Native American populations, Native Hawaiians, and Alaska Natives, that highlighted protection against carbon monoxide (CO) poisoning and safe sleep for babies messaging through billboard advertising. FY 2024's campaign featured 25 billboards across five states with a high Native American population. The five states were Oklahoma, South Dakota, New Mexico, Colorado, and Montana.
 - 2) **Social Media – PSAs and Recall Notices:** CPSC continued to use paid and organic tactics for targeted outreach on social media

¹⁶ 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.

platforms and outlets that communities turn to for consumer news and information. CPSC had success with paid amplification on social media in FY 2024, generating more than 10 million engagements on safety hazards such as safe sleep, furniture tip-over prevention, and fireworks targeting African American and Hispanic audiences. CPSC continued to promote its Spanish-language content across Spanish-language platforms on Facebook, Instagram, and Threads.

- 3) Creative Content & Assets: CPSC expanded video content, producing 11 in-house videos on safety topics such as water beads and *Pool Safely*, contributing to wider consumer education.
- 4) Collaborations within the African American, Hispanic, and Native American Communities: In FY 2024, 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 had 18 collaborations with external groups, exceeding its FY 2024 target of 13 collaborations. Notable collaborations include:
 - **White House/U.S. Department of Health and Human Services (HHS)**: CPSC supplied thousands of safe sleep and baby safety publications for inclusion in collaboration with the White House and HHS's baby supply kit program, that reached thousands of new parents with lifesaving safety information.
 - **Indian Health Service (IHS) of HHS**: The collaboration with IHS enabled CPSC to share safety messaging with a 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 collaboration with TelevisaUnivision for its Univision Contigo initiative offered a valuable opportunity to establish the agency as a leading authority on pool safety messaging for Spanish-speaking audiences.
 - **Howard University**: CPSC took part in the Battle of the Burr swim meet at Howard University, a historically Black College and University (HBCU), and the

university's Swim & Dive Team's Community Water Safety Day, along with Diversity in Aquatics, by exhibiting, handing out *Pool Safely* materials, and speaking directly to attendees from the community.

Chemical Hazards-Related Research – Organohalogen Flame Retardants (OFRs)

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, makes it feasible for 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 2024 Results**: In FY 2024 CPSC 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 2024, 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 2024, staff continued a project using contractors to document and develop methods and approaches for class-based dose-response assessment. In FY 2024, staff completed 11 scope documents for OFR

subclasses, and uploaded to the public Web page approximately 153 staff and contractor reports and files, following staff's FY 2020 project plan.

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 2024, CPSC collaborated extensively with the Interagency Coordinating Committee for the ICCVAM, with CPSC staff serving as ICCVAM co-chair, as well as with the international GHS informal working group. CPSC's FY 2024 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, which was published in FY 2024.
 - Served on the organizing committee and prepared a prerecorded presentation for the ICCVAM August 2024 webinar "Method Developers Forum: New Approaches for Carcinogenicity Testing." A video was produced and is available at [Method Developers Forums](#). The forum provided an opportunity for engagement both between regulators and developers and among developers seeking to leverage collaborations to improve their respective methods. A white paper on the FY 2023 workshop "Trust Your Gut: Establishing Confidence in Gastrointestinal Models" was published in FY 2024 in the journal *Altex*.
 - 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). 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 was approved in FY 2024 into the OECD workplan for consideration for adoption into their test guidelines program.

- 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 a document on state of the science and available methods for identifying certain endocrine disruptors relevant for human health.

Development of Learning Agenda and Evaluation Plan

In FY 2024, the collaboration between two pilot program offices, with support from a contractor, led to the creation of a learning agenda and evaluation plan for CPSC's Import Surveillance and Human Resources offices. The learning agenda identifies key research questions and priorities related to program outcomes and improvements, while the evaluation plan outlines areas for measurement, along with potential methods and tools for data collection. This initiative has strengthened the agency's evaluation and research efforts, establishing a solid foundation for future evidence-based evaluations.

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 evaluating the completeness, consistency, timeliness, and quality of the data for their key performance measures, while also identifying any data limitations. Managers overseeing these components certify that procedures to ensure data quality have been followed and that the reported results are accurate, reliable, and reasonably reliable.
- (4) In addition to the self-assessments and certification statements completed by managers of major functional components, CPSC's Office of Financial Management, Planning, and Evaluation (EXFM) reviews the year-end results

for key performance measures. These results are approved by management before being published in agency documents. The EXFM team also conducts a thorough V&V review of each key performance measure on a two-year cycle, following established procedures. For FY 2024, EXFM selected 18 out of 36 key performance measures across the agency's functional components for an independent V&V review to assess the accuracy of reported performance results.

- (5) CPSC regularly holds Strategic Data Review meetings, where managers of key functional areas evaluate progress toward performance targets and strategic objectives. These meetings also focus on identifying program risks and developing strategies to mitigate them.
- (6) Managers of assessable units within CPSC submit annual letters of assurance regarding the effectiveness of general and program-level internal controls within their areas of responsibility. These letters highlight their achievements during the year as well as any operational control deficiencies or weaknesses in their program-level internal controls, including challenges related to 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 2024 Performance Measures

In accordance with OMB Circular No. A-11 guidance, this section of the FY 2024 APR summarizes changes to FY 2024 performance measures that occurred between the publication of the FY 2024 Performance Budget Request (PBR) (published March 2023) and this document, the FY 2024 APR (January 2025).

Changes to the performance measures resulted from CPSC's FY 2024 Operating Plan (approved by the Commission in November 2023) and, subsequently, Congress's enactment of CPSC's FY 2024 annual appropriations at a level substantially below the PBR level.

Key Measure ID	Action	FY 2024 Measure Statement	FY 2024 Target	
			FY 2024 PBR	FY 2024 APR
2024KM1.1.1	Revised target	<u>PBR and APR:</u> Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	24	11
2024KM1.2.2	Revised statement; revised target	<u>PBR:</u> Number of candidates for rulemaking prepared for Commission consideration <u>APR – Revised to:</u> Number of rulemaking briefing packages from the Mandatory Standards table prepared for Commission consideration	15	23
2024KM1.3.3	Revised target	<u>PBR and APR:</u> Number of import examinations completed	55,000	45,000
2024KM1.3.4	Revised statement; revised target	<u>PBR:</u> Number of <i>de minimis</i> shipment examinations at eCommerce ports completed <u>APR – Revised to:</u> Number of <i>de minimis</i> shipment examinations completed	TBD	12,000
2024KM2.1.1	Revised target	<u>PBR and APR:</u> Percentage of cases for which a Preliminary Determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	75%	70%
2024KM2.1.2	Revised target	<u>PBR and APR:</u> Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation	TBD	85%
2024KM2.2.1	Revised statement; revised target	<u>PBR:</u> Percentage of cases for which a CAP is accepted, or public notice of hazard is issued within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C) <u>APR – Revised to:</u> Percentage of cases for which a CAP is accepted, or public notice process is initiated within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)	75%	60%
2024KM2.2.2	Revised statement; revised target	<u>PBR:</u> Percentage of cases for which a firm is notified of violation within 5 business days of compliance violation determination <u>APR – Revised to:</u> Percentage of cases for which a firm is notified of a violation within 10 business days of compliance violation determination	TBD	80%

Key Measure ID	Action	FY 2024 Measure Statement	FY 2024 Target	
			FY 2024 PBR	FY 2024 APR
2024KM2.2.3	Revised target	<u>PBR and APR:</u> Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening	97%	90%
2024KM2.2.5	Revised target	<u>PBR and APR:</u> Percentage of cases open 90 business days for which a product safety assessment planning discussion is held with technical staff	TBD	95%
2024KM2.3.1	Revised target	<u>PBR and APR:</u> Recall response rate for all consumer product recalls	33%	43%
2024KM2.4.1	Revised target	<u>PBR and APR:</u> Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	TBD	95%
2024KM3.2.3	New	<u>APR – Added the following:</u> Unique open rate for email subscribers to CPSC's recall announcements		30%
2024KM4.1.1	Revised Target	<u>PBR and APR:</u> Percentage of employees satisfied with opportunities to improve their skills (as reported in the FEVS)	74%	70%
2024KM4.3.2	Revised Target	<u>PBR and APR:</u> Percentage of FOIA responses to the public that meet timeliness benchmarks	TBD	75%
2024KM4.4.4	Revised statement; revised target	<u>PBR:</u> Percentage of IT projects delivered on schedule <u>APR – Revised to:</u> Percentage of prioritized IT projects delivered on time, on budget, and with intended performance	TBD	Baseline
2024KM4.4.5	Revised Target	<u>PBR and APR:</u> Percentage of prioritized high-risk IT security audit findings addressed	TBD	93%

Appendix C

Detailed Information on FY 2024 Performance Measures

CPSC's FY 2024 Operating Plan includes FY 2024 performance measures and annual targets, used for tracking progress toward achieving the strategic goals and strategic objectives outlined in the agency's strategic plan. This section presents detailed information on CPSC's 36 key performance measures for FY 2024.

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. 32.
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.
2020–2024 Actuals; Target met?	FY 2024 target and historical actual values for the performance measure and indication of whether the FY 2024 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 2024 target was met, a description of the key elements that contributed to success in meeting the target; ○ If the FY 2024 target was not met, a description of the issues/obstacles that impeded success in meeting the target; ○ If data for FY 2024 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	<p>Identification of any factors that may affect the reliability or validity of the data collected.</p>

Control ID				Program		
2024KM1.1.1				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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
11	11	12	13	11	11	✓
Analysis						
The FY 2024 actual result was 11 annual reports, meeting the annual target of 11 reports.						
Plan(s) for Improving Performance						
The CPSC plans to work on 10 reports in FY 2025. The agency will be working on one report no included in FY 2024, the Death and Injury in the U.S. report. However, it will not be developing FY 2025 versions of these two reports: Hazards for People 65 and Older Report and the Fireworks 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						
This measure tracks the number of completed reports. It does not measure the quality of the reports.						

Control ID		Program				
2024KM1.1.2		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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
91%	91%	91%	94%	92%	90%	✓
Analysis						
The FY 2024 result was 92%, 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 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						
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				
2024KM1.2.1		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 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 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 (15 U.S.C. § 2056a).</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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	23	26	20	✓
Analysis						
CPSC exceeded its FY 2024 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 26 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						
For FY 2025, 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, playgrounds, and wearable technology.						
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						
CPSC does not control the publication of voluntary standards and can only attempt to influence their content and publication timing.						

Control ID				Program		
2024KM1.2.2				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 rulemaking briefing packages from the Mandatory Standards table prepared for Commission consideration						
Definition of Performance Measure						
The number of rulemaking briefing packages submitted by 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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
14	13	21	30	21	23	✘
Analysis						
<p>At end of fiscal year, three rules held (Window Coverings NPR, Consumer Product Labeling NPR, Information Disclosure under 6(b) FR), six packages awaiting contractor redaction of data under WCMA decision (three NOAs, three Final Rules), and two awaiting staff work (eFiling FR, Micro LIB NPR). Overall, CPSC fell short of the 2024 target by two packages. The packages completed are:*</p> <ul style="list-style-type: none"> (1) ATV FR (2) ASTM F963 DFR (3) Infant Support Cushion NPR (FY 2023 Op Plan) (4) eFiling SNPR (5) Flammability of Clothing Textiles (1610) FR (6) PPPA Petition (7) Bassinets NPR (8) Garage Door Operators DFR (9) eBikes ANPR (10) Infant and Cradle Swings DFR 				<ul style="list-style-type: none"> (11) Infant Support Cushion NOA (12) Nursing Pillows NOA (13) Portable Fuel Container Safety Act DFR (14) Neck Floats NPR (15) Infant Support Cushions DFR (16) OHV Debris Penetration NOA (17) Infant Bath Seats DFR (18) Nursing Pillows FR (19) Water Beads NPR (20) Rockers NOA (21) Dusters FR (22) Button/Coin Cell Battery Petition <p>*Acronyms for rulemaking status: ANPR: Advance Notice of Proposed Rulemaking DFR: Direct Final Rule FR: Final Rule NOA: Notice of Availability NPR: Notice of Proposed Rulemaking SNPR: Supplemental Notice of Propose Rulemaking</p>		
Plan(s) for Improving Performance						
FY 2024 saw addition of requirement for providing data under WCMA decision, requiring redaction of data and NOAs, three of which have been completed and three for which contractor work will continue into FY 2025. Once completed, this will allow a return to standard processes. For new rulemakings, staff has shifted to rightsize data to reduce redaction burden. Staff are also adjusting to a decrease in nearly 10% of staff, and 20% for economic staff needed for rulemaking that was imposed during the year. Plans for FY 2025 take this change in resources into account.						
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						
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		
2024KM1.2.3*				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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
83%	100%	100%	100%	100%	83%	✓
Analysis						
The FY 2024 result was 100%, exceeding the annual target of 83%. 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. Office of Import Surveillance (EXIS) faced challenges in FY 2024 tabulating statistics due to CPSC's transition to a new CMS. We expect to resolve those challenges in FY 2025.						
Data Source						
Integrated Field System (IFS) and CMS						
Data Collection Method and Computation						
Data on repeat offenders (firms with history of repeated violation) are extracted from the IFS and CMS systems. The IFS, which is also a system used by 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						
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		
2024KM1.3.1				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 Supply Chain Targeting program.						
Rationale for Performance Measure						
High-risk targeting identifies characteristics in import shipments that have elevated inherent product risks.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
80%	82%	90%	90%	92%	85%	✓
Analysis						
The FY 2024 result was 92%, exceeding the annual target of 85%. 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.						
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						
Examinations data depend on recording by different personnel at different locations.						

Control ID				Program		
2024KM1.3.2*				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 RAM system that are cleared within 1 business day						
Definition of Performance Measure						
Number of shipments (entry lines) cleared within one business day, divided by the total number of shipments (entry lines) processed through the Risk Assessment Methodology (RAM) system						
Rationale for Performance Measure						
The percentage of import shipments that are cleared within one business day is a measure of how successful the CPSC is at expeditiously processing compliant imports of consumer products and facilitating legitimate trade.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
99.9%	99.8%	99.8%	99.7%	99.8%	99%	✓
Analysis						
The FY 2024 result was 99.8%, exceeding the FY 2024 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 one 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 one 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						
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		
2024KM1.3.3*				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 staff on imported consumer products to verify compliance with CPSC rules, regulations, and bans. Each exam is for one product. This measure does not include <i>de minimis</i> exams.						
Rationale for Performance Measure						
The total number of import examinations performed by staff is a measure of surveillance at U.S. ports to reduce entry of unsafe consumer products.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual¹⁷	2024 Actual	2024 Target	Target Met?
18,561	36,375	62,859	48,797	51,893	45,000	✓
Analysis						
The FY 2024 result was 51,893 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 stress data quality in data entry.						
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) but excludes those marked as <i>de minimis</i> .						
Data Limitations						
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.						

¹⁷ 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		
2024KM1.3.4*				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 completed						
Definition of Performance Measure						
This measure tracks the number of <i>de minimis</i> examinations conducted by staff on imported consumer products to verify compliance with CPSC rules, regulations, and bans. Each exam is for one product. The measure considers exams identified as <i>de minimis</i> at ports.						
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 primarily small, direct-to-buyer shipments.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	17,806	13,966	12,000	✓
Analysis						
The FY 2024 result was 13,966 exams, exceeding the annual target of 12,000.						
Plan(s) for Improving Performance						
The measure reflects CPSC's capability to examine <i>de minimis</i> shipments to interdict high-risk products from small, direct-to-buyer 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 captures the sum of the number of products with exam dates from the reporting period (fiscal year) and marked as <i>de minimis</i> Express Consignment Carrier or International Mail.						
Data Limitations						
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		
2024KM2.1.1*				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 of 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 DCM system, which then generates a Case Creation date. This measure is limited to cases with Hazard Priorities A, B, and C, and excludes Fast-Track cases.						
Rationale for Performance Measure						
This performance measure is an indicator of the timeliness of CPSC case work. Making PDs efficiently contributes to timely recalls for noncompliant and defective products.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
83%	64%	80%	90%	84%	70%	✓
Analysis						
Meeting this metric demonstrates that resources have been allocated in a manner to readily identify and prioritize hazardous products for enforcement action.						
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. However, the ability to meet this metric may be impacted by staff resources.						
Data Source						
CPSC’s DCM system						
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						
None						

Control ID				Program		
2024KM2.1.2*				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 five 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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	88%	Data Not Available	85%	N/A
Analysis						
Final work by the CMS contractor affecting this measure was not completed in time during Q4 to provide useful data. Complete data will be available in FY 2025.						
Plan(s) for Improving Performance						
Reporting on this metric will require completion of applicable portions of the new CMS system. Due to budget constraints, it is unclear when/whether that will take place.						
Data Source						
CPSC’s CMS						
Data Collection Method and Computation						
CPSC collects data from the CMS, 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 five 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						
Accurate data was not available due to the rollout of the new CRE CMS.						

Control ID				Program		
2024KM2.2.1				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 CAP is accepted, or public notice process is initiated 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 Preliminary Determination (PD) a firm accepted a CAP negotiated between CPSC and the firm or EXC initiated a unilateral public notice process during the fiscal year. A PD is the determination of 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 unilateral public notice process contributes to the efficiency and speed of recalls for defective products.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	75%	56%	80%	93%	60%	✓
Analysis						
Meeting this metric demonstrates efficiency in acting to remove hazardous products from the marketplace.						
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 DCM system						
Data Collection Method and Computation						
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 it 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						
None						

Control ID				Program		
2024KM2.2.2*				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 10 business days of compliance violation determination						
Definition of Performance Measure						
The number of cases in the fiscal year for which a firm was notified within 10 business days of a 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 determination.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	90%	Data Not Available	80%	N/A
Analysis						
Final work by the CMS contractor affecting this measure was not completed in time during Q4 to provide useful data. Complete data will be available in FY 2025						
Plan(s) for Improving Performance						
Reporting on this metric will require completion of applicable portions of the new CMS system. Due to budget constraints, it is unclear when/whether that will take place.						
Data Source						
CPSC's CMS						
Data Collection Method and Computation						
CPSC collects data from the CMS, which tracks the date of compliance violation determination and the date of firm notification. An <i>ad hoc</i> report in the system runs the computation. Calculation Formula – Divide the numerator by the denominator: <ul style="list-style-type: none"> • <i>Numerator</i>: Count the number of cases for which the firm was first notified of a regulatory violation and the determination was made within 10 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						
Accurate data was not available due to the rollout of the CRE's new CMS.						

Control ID		Program				
2024KM2.2.3		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.						
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 hazardous consumer products.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
97%	95%	97%	99.2%	98%	90%	✓
Analysis						
The continued success under this metric was facilitated by the Fast-Track portal, which 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						
Meeting this metric demonstrates timely and efficient processing of consumer product recalls.						
Data Source						
CPSC's DCM system						
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 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						
None						

Control ID		Program				
2024KM2.2.4*		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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	100%	100%	95%	✓
Analysis						
Meeting this metric facilitates the timely identification of cases that may demonstrate unlawful behavior by firms.						
Plan(s) for Improving Performance						
EXC's CEL division is responsible for civil penalty work. The continued staffing, development, and training of CEL attorneys is critical to maintaining continued success under this measure.						
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						
None						

Control ID		Program				
2024KM2.2.5*		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 (PSA) 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						
Timely meetings with technical staff enhance the processing of well-planned and well-supported investigations.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	89%	95%	95%	✓
Analysis						
Meeting this metric enhances the timeliness and efficiency of investigations to remove defective products from the marketplace.						
Plan(s) for Improving Performance						
The Enforcement and Litigation Division (CEL) in CPSC's Office of Compliance & Field Operations (EXC) works 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.						
Data Source						
CPSC's DCM system						
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 cases open 90 days for which a PSA 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						
None						

Control ID				Program		
2024KM2.3.1				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						
The metric calculation is the average correction rate for recall cases closed during the fiscal year.						
Rationale for Performance Measure						
"Recall response rate" measures consumer response to firm recalls, including efforts to notify consumers of a product hazard and appropriately encouraging consumers them 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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
33%	32%	16%	24%	51%	43%	✓
Analysis						
Meeting this metric demonstrates work with firms to maximize use of multiple communication methods and technological advances to communicate recall information to consumers.						
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						
Data Source						
CPSC's DCM system						
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 average correction rate for all recalls closed in the fiscal year. Calculation Formula – Divide the numerator by the denominator:						
<ul style="list-style-type: none"> • <i>Numerator</i>: Total correction percentages that were completed for recalls during the fiscal year for closed cases. • <i>Denominator</i>: Total number of closed cases that involved a recall for the fiscal year. 						
Data Limitations						
Result was recalculated due to mid-year change approved by the Commission to use an average correction rate method.						

Control ID		Program				
2024KM2.4.1*		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						
This performance measures helps facilitate firm compliance with their CAP obligations and determine whether additional activities are needed.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	Unavailable	96%	95%	✓
Analysis						
Meeting this metric facilitates effective monitoring of post-recall activities to determine whether a firm is following through with its voluntary CAP and whether any additional activities are warranted.						
Plan(s) for Improving Performance						
EXC's Recall Monitor identifies firms that have not submitted timely MPRs and notifies those firms. Adhering to established recall monitoring procedures and continuing to support the Recall Monitor's post-recall monitoring activities will help meet this measure.						
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						
None						

Control ID				Program		
2024KM3.1.1*				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						
Engagement refers to the number of consumer interactions, including likes, shares, retweets, and video views by stakeholders of CPSC safety messages or content on social media platforms such as X (formerly Twitter), Instagram, Facebook, YouTube, and other social media channels as measured by contracted social media monitoring services.						
Rationale for Performance Measure						
This tracks reengagement with CPSC’s digital safety communication that may be targeted to specific at-risk communities. This is essential to gauge the effectiveness of CPSC’s digital outreach.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
12.1	9.3	27.2	23.8	19.5	15	✓
Analysis						
CPSC exceeded the FY 2024 target of 15 million engagements by more than 4 million, achieving a total of 19.5 million engagements. The continued success in FY 2024 was due to CPSC’s ongoing strategy of utilizing organic and paid social media to target historically hard-to-reach communities for outreach campaigns and other specific communities impacted by severe weather.						
Plan(s) for Improving Performance						
CPSC will build on its success in targeting historically excluded communities through organic and paid digital communications.						
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 used by a broad spectrum of companies, such as advertisers, agencies, and research firms that require reliable audience data. All engagement data are added together in a spreadsheet.						
Data Limitations						
Data is manually entered into the spreadsheet from third-party sources. Because these processes are not automated, the potential for human error exists, which may impact data quality.						

Control ID				Program		
2024KM3.2.1				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						
National media placements refer to CPSC-generated news stories being featured in media outlets with national reach, including 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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
12	16	24	30	25	25	✓
Analysis						
CPSC achieved the target of 25 national media placements of CPSC stories, reflecting the agency's ability to identify the newsworthiness of its stories, and highlighting OCM staff's creative approach in pitching and established relationships with national media contacts. Some examples of CPSC stories placed in national media outlets include recalls of adult bed rails, gun safes, and baby sound machines; a toddler safety segment on Good Morning America; a hoverboard unilateral safety warning; toy magnet warnings; and OCM's fireworks safety campaign on the Today Show.						
Plan(s) for Improving Performance						
OCM will continue its strategic approach to generating news stories that capture national media interest, through effective communication, and it aims to highlight important safety issues and enhance consumer awareness.						
Data Source						
(1) CPSC-contracted monitoring services and (2) CPSC public relations agency-contracted monitoring services						
Data Collection Method and Computation						
OCM staff confirms and collects media placements of CPSC stories through contracted monitoring companies and enters the national media placements into a Word document to tally up the total number of placements.						
Data Limitations						
Data are manually entered into a Word document from third-party sources. Because these processes are not automated, the potential for human error exists, which may impact data quality.						

Control ID				Program		
2024KM3.2.2				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 OCM in 2 business days or less, once received from EXC						
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 efficiency and timeliness of OCM in processing recall press releases after receiving a draft from EXC.						
Rationale for Performance Measure						
Rapid communication of consumer product recalls is crucial for public safety. This measure ensures that press releases are processed quickly, allowing timely dissemination of important information to the public.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	96%	92%	95%	96%	90%	✓
Analysis						
The FY 2024 result was 96 percent; the target of 90 percent 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 to prioritize responding to EXC draft recall press release within two business days or less. Starting in FY 2025, this will be reported as an operating measure rather than a key measure because it does not convey meaningful information to external stakeholders. Shifting this to an internal measure will drive focus on improving the efficiency of internal processes, while continuing to produce timely recall messages that inform and protect consumers.						
Data Source						
OCM's Tracking Spreadsheet: Recall Press Release Log						
Data Collection Method and Computation						
OCM tracks the number of days it takes to turn around recalls and recall alerts for every version of draft recall press release received from EXC.						
Calculating the Result – Divide the numerator by the denominator and multiply by 100:						
<ul style="list-style-type: none"> • <i>Numerator</i>: The number of recall press releases issued by OCM in two business days or less 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						
The measure relies on OCM staff members to manually track and document each interaction related to recall releases with EXC, which is a labor-intensive process. Because these processes are not automated, the potential for human error exists, which may impact data quality.						

Control ID				Program		
2024KM3.2.3*				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						
Unique open rate for email subscribers to CPSC's recall announcements						
Definition of Performance Measure						
The unique open rate for email measures the percentage of individual recipients who open an email at least once during a specified period, counting each subscriber only once, regardless of how many times they open the email.						
Rationale for Performance Measure						
This measure serves as a critical indicator of engagement and effectiveness for CPSC's email communication regarding recalls as it helps gauge how well the CPSC is capturing the attention of its subscribers, indicating the relevance and interest level in the recall information being shared.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	--	28%	30%	✘
Analysis						
The unique open rate target of 30 percent was not met, with the actual result of 28%. While this fell short of the ambitious target, it still surpassed the federal benchmark of 24%. The initial success was driven by an influx of new subscribers, who were more engaged with fresh content. Over time, the decrease in open rates may be attributed to fewer new subscribers and content saturation, which can diminish subscriber interest.						
Plan(s) for Improving Performance						
In FY 2025, OCM aims to set the unique open rate target at 28%—above the federal benchmark but slightly below last year's 30 percent—reflecting a target that is more realistic.						
Data Source						
Granicus via its digital communication platform.						
Data Collection Method and Computation						
Quarterly reports are downloaded from Granicus.						
Data Limitations						
OCM relies on an external source, and the accuracy of results depends on the credibility of that source and its data collection methods.						

Control ID				Program		
2024KM3.3.1*				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						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	23	18	13	✓
Analysis						
<p>The FY 2024 result was 18 collaborations, exceeding the annual target of 13 collaborations with external groups through proactive outreach and tailored approach to expand the agency's reach and impact. Key collaboration highlights from FY 2024 include:</p> <ul style="list-style-type: none"> OCM's Pool Safety staff joined Diversity in Aquatics to participate in an HBCU Water Safety Festival & Meet Event held at Morehouse College, the Andrew and Walter Young YMCA, and other community locations in Atlanta, Georgia. The Indian Health Service, a federal agency, requested and ran an OCM article on holiday safety. OCM exhibited on baby safety, Pool Safety, furniture tip-over prevention, and water beads safety in collaboration with the Port Discovery Children's Museum in Baltimore, MD at a museum event for children. OCM collaborated with the Howard County, Maryland, Fire Marshal who hosted CPSC's fireworks safety media outreach at the Howard County Department of Fire and Rescue Service Center. OCM shared its Holiday Safety Social Media Toolkit with collaborators—Parents Against Tip-overs, and the San Bernardino County Children's Network—who ran the social media with CPSC safety messaging. 						
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 and (2) Public Relations (PR) Agency of Record contract						
Data Collection Method and Computation						
OCM staff identifies and 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 tallying the total count of collaborations recorded in the Word document.						
Data Limitations						
Data is manually entered into a Word document. Because these processes are not automated, the potential for human error exists, which may impact data quality.						

Control ID				Program		
2024KM4.1.1*				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 FEVS)						
Definition of Performance Measure						
The percentage of positive responses for Question 1 - <i>"I am given a real opportunity to improve my skills in my organization."</i> - from the annual FEVS administered by the U.S. Office of Personnel Management (OPM). This is computed as follows: <i>[the number of employees who responded "strongly agree" or "agree" / the number of employees who responded to the question]</i> .						
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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
74%	74%	70%	75%	76%	70%	✓
Analysis						
The FY 2024 result - positive responses for Question 1—was 76%, exceeding the annual target of 70%. This result was based on CPSC's 2024 FEVS response, which at a participation rate of 80.9% continues to remain above the government-wide response rate of 41.0% and the small agencies' response rate of 71.0%. In FY 2024, the agency offered 48 developmental opportunities to employees through the Agency Training Plan.						
Plan(s) for Improving Performance						
To enhance performance, CPSC will continue its current planned offerings (onsite and virtually), while exploring new opportunities for remote learning. This includes continuing to provide developmental opportunities, and training employees to develop their IDPs. In FY 2024, the CPSC developed the training needs assessment survey to be administered to employees and managers to identify skill gaps for the FY 2025 annual training plan. FEVS and internal survey results will continue to guide the development of initiatives to strengthen CPSC employee engagement.						
For FY 2025, the target is revised upward to 72%, as the 70% target was exceeded in FY 2024						
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 employees, excluding political appointees, contractors/non-Federal employees, and any employee who joined the agency after November 30, 2023. The responses are calculated by OPM. The positive responses include both the <i>"strongly agree"</i> and <i>"agree"</i> employee responses for Question 1 of the FEVS instrument.						
Data Limitations						
Data for this measure is provided by OPM, an external source. Results availability and accuracy is dependent on OPM.						

Control ID		Program				
2024KM4.1.2		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						
<p>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: <i>[the number of CPSC selecting officials who completed the training segments during the fiscal year / the total number of CPSC selecting officials when the training is assigned]</i>.</p> <p>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.</p>						
Rationale for Performance Measure						
<p>CPSC’s 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 content & quality of both the vacancy announcement and assessment questions 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.</p>						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
90%	97%	89%	99%	100%	93%	✓
Analysis						
<p>In FY 2024 CPSC exceeded the 90% target with 100% 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 “<i>Job Analysis for Selecting Officials</i>.” Additionally, the average score of hiring managers satisfied with applicant listing was 9.25 (FY 2024 target was 7.5) out of a possible high score of 10.</p>						
Plan(s) for Improving Performance						
<p>In FY 2024, the CPSC Diversity, Equity, Inclusion, and Accessibility (DEIA) Program Specialist in CPSC’s Office of EEO, Diversity, and Inclusion and the Recruitment & Placement Specialist in the Office of Human Resources Management (EXRM) will continue to partnership in implementing CPSC’s DEIA Plan.</p> <p>In FY 2024, CPSC’s DEIA Index score continued to remain above the government-wide results, with positive perception of agency practices increasing from 78% in FY 2023 to 79% in FY 2024. CPSC will continue implementing its plan to maintain 100% hiring managers’ participation in the training on recruitment. For FY 2025, the target is revised upward to 95%, as the 93% target was exceeded in FY 2024.</p>						
Data Source						
FedTalent and internally tracked data						
Data Collection Method and Computation						
<p>CPSC uses automated sign-in 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.</p>						
Data Limitations						
<p>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 recruitment.</p>						

Control ID		Program				
2024KM4.1.3*		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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
75%	71%	71%	76%	80%	70%	✓
Analysis						
According to the 2024 OPM Federal Employee Viewpoint Survey (FEVS) results, the overall EEI score increased from 76% in 2023 to 80% in FY 2024. CPSC's FY 2024 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 2024 Actual	ΔChange from 2023	FY 2024 Actual	ΔChange from 2023	FY 2024 Actual	Δ Change from 2023	
71%	↑7%	87%	↑1%	81%	↑ 2%	
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 balance.						
Plan(s) for Improving Performance						
For FY 2025, the target is revised upward to 71%, as the 70% target was exceeded in FY 2024.						
While the agency exceeded the FY 2024 target, it will continue employee engagement efforts, especially where prior initiatives have improved engagement. In FY 2025, the CPSC will analyze the 2024 FEVS results for areas that may need improvement. Below are initiatives that will continue to be implemented:						
<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 employees, excluding political appointees, contractors/non-Federal employees, and any employee who joined the agency after November 30, 2023. The EEI score is based on data from responses to 15 different questions on the FEVS survey instrument.						
Data Limitations						
Data for this measure is provided by OPM, an external source. Results availability is dependent on OPM.						

Control ID				Program		
2024KM4.2.1				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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	Qualified opinion	Unqualified opinion	UQ/UM ¹⁸	✓
Analysis						
<p>The FY 2024 target for this measure is UQ/UM (Unqualified or Unmodified) opinion, and the FY 2024 result is an unqualified opinion regarding our financial statements for FY 2024. CPSC worked diligently on remediation activities 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, which were identified as material weaknesses for FY 2023. In FY 2024, the CPSC was successfully able to resolve the material weakness for estimating accrual expenses.</p> <p>Additionally, while the overall target was met, the results included one resolved material weakness (MW) for the accrual methodology; two continued MWs on entity level controls and property, plant, and equipment (PPE) depreciation; one new MW on the segregation of duties over journal entries; and one continued significant deficiency on the documented procedures for prepaid expenses.</p>						
Plan(s) for Improving Performance						
The agency will continue remediation for the material weaknesses (entity level controls, PPE depreciation, and segregation of duties over journal entries) and the significant deficiency (procedures for prepaid expenses).						
Data Source						
CPSC’s external independent auditor (KPMG), the auditor which operates under contract with and is monitored by CPSC’s Office of Inspector General (OIG) for independent assessment produces an independent external auditor’s report (also presented in the FY 2024 AFR available on the CPSC public website: https://www.cpsc.gov/content/FY-2024-Agency-Financial-Report-AFR)						
Data Collection Method and Computation						
CPSC’s finance team provided selected financial data for FY 2024 to the independent auditors, which sample the data per established guidelines. Supporting documentation is obtained from internal CPSC records (financial, procurement, budget, Contracting Officer’s Representative (COR) email communication, grants program manager) and ARC (financial shared service provider).						
Data Limitations						
Results may be subject to limitations related to data sampling, scope, and data quality; however, no data reliability issues or concerns have been identified to date.						

¹⁸ UQ/M refers to unqualified or unmodified opinion.

Control ID				Program		
2024KM4.2.2*				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 “ <i>Small Disadvantaged Business</i> ” (SDB) is defined as “a small business owned and operated by socially or economically disadvantaged individuals.” The SDB status is designated to a business entity 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						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	31%	36%	13%	✓
Analysis						
The FY 2024 actual was 36%, far exceeding the annual target of 13%. 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 contract 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: <i>[Total Small Disadvantaged Business Dollars / Total Small Business Eligible Dollars = Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses.]</i>						
Data Limitations						
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: (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		
2024KM4.2.3				Financial Management		
Strategic Goal						
Goal 4: Support						
Strategic Objective						
4.2: Ensure strong stewardship and effective use of agency resources						
Performance Measure Statement						
Number of program evaluations conducted						
Definition of Performance Measure						
Program evaluation is a systematic process of assessing the design, implementation, and outcomes of a program or intervention.						
Rationale for Performance Measure						
Program evaluation provides evidence-based insights that inform decision-making, demonstrate impact, or enhance program performances. They enable the agency to improve continuously, adapt to changing needs, and align its efforts with strategic goals and priorities.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	--	0	Baseline	✘
Analysis						
While no formal program evaluation has been conducted in FY 2024, significant strides have been made toward implementing an evaluation framework by developing a learning agenda and an evaluation plan tailored for pilot offices (import surveillance and human resources). This initial work focused on identifying key questions and objectives that guide the evaluation efforts, while the evaluation plan outlines specific methodologies for assessing program effectiveness. A toolkit was also developed to provide structured guidance and resources, helping more offices replicate the evaluation framework.						
Plan(s) for Improving Performance						
A focus will be to ensure that program staff understand what evaluation is and how it can enhance their office's programs. The aim is to empower staff to leverage program evaluations for informed decision-making, ultimately leading to more effective programs and better outcomes for those we serve. The continuance of this work will be dependent upon the availability of a dedicated budget and will be picked back up as resources become available. As such, this key measure was removed from the FY 2025 Operating Plan but will be brought back when feasible.						
Data Source						
Two pilot offices (Import Surveillance and Human Resource)						
Data Collection Method and Computation						
Information gathered from contractor-facilitated workshop sessions for deliverables; count the number of evaluations conducted in this fiscal year						
Data Limitations						
Though evaluation activities are discussed and refined to offer the most effective and appropriate methods for building evidence toward answering priority questions, adjustments may be needed to account for new data sources, additional details, or budget changes when program evaluation is initiated.						

Control ID		Program				
2024KM4.3.1		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 OGC						
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). 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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	100%	100%	100%	✓
Analysis						
OGC certified 451 of 453 financial disclosure forms timely in FY 2024, which is effectively 100%.						
Plan(s) for Improving Performance						
OGC always intends to meet this goal of 100%. The risk control matrix implemented in FY 2024 will help OGC to achieve this goal.						
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 staff who filed their reports on time and the percentage of reports that OGC certified on time.						
Data Limitations						
Both systems are set up to run reports that indicate whether the submissions and certifications were conducted in the prescribed timeframes. The data cannot be manipulated.						

Control ID		Program				
2024KM4.3.2		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 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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	47%	86%	75%	✓
Analysis						
In FY 2024, around 86% of FOIA requests processed were timely: about 97% of simple requests (175/181) and about 82% of complex FOIA requests (443/539). Additionally, 98% of requests for expedited processing of FOIA requests (53/54) were adjudicated timely.						
Plan(s) for Improving Performance						
OGC's FOIA office will continue to strive to meet its timeliness benchmarks.						
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						
FOIAXpress calculates the timeliness of FOIA responses automatically.						

Control ID		Program				
2024KM4.4.1		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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	98%	98%	97%	✓
Analysis						
Target met with enhanced system reliability, improved operational efficiency, and optimized resource use. The most significant negative impacts on uptime were issues with the SQL databases.						
Plan(s) for Improving Performance						
In FY 2025, EXIT's strategy will focus on identifying and addressing any factors affecting uptime percentages. Following a preliminary review, TSNE has targeted the CPRMSINT and ANALYTICS databases for optimization, to further enhance overall performance and reliability.						
Data Source						
System availability report from SolarWinds application						
Data Collection Method and Computation						
The monthly report from SolarWinds application presents percent availability for all operating systems.						
Data Limitations						
SolarWinds is an external source, and CPSC must rely on the vendor to query information from their application.						

Control ID		Program				
2024KM4.4.2		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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	99.5%	99.9%	98%	✓
Analysis						
EXIT achieved 99.97% operating uptime for its IT networks, significantly exceeding the target of 98%.						
Plan(s) for Improving Performance						
There were major network upgrades at both the 5RP and HQ datacenters in FY 2024, which required brief outages to install. These upgrades should result in improved network performance in FY 2025.						
Data Source						
SolarWinds report on CPSC's network availability						
Data Collection Method and Computation						
Quarterly reports are generated by the SolarWinds vendor and saved to an internal SharePoint reporting page.						
Data Limitations						
SolarWinds is an external source, and CPSC must rely on the vendor to query information from the vendor's application.						

Control ID				Program		
2024KM4.4.3				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 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 three 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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	96%	98%	100%	✘
Analysis						
The EXIT Security Team made significant progress across all facets of the program in FY 2024. There was, however, one vulnerability (out of 61) that was not addressed within the required three business days due to the loss/replacement of a key technical team member while the team already was without a Vulnerability Management Analyst.						
Plan(s) for Improving Performance						
EXIT currently is in the process of filling the Vulnerability Management Analyst position. This backfill will focus on handling vulnerabilities, without the additional responsibility of managing incidents. This should ensure that all vulnerabilities are addressed within the required timeframe, preventing any delays such as the one experienced in FY 2024.						
Data Source						
(1) Emailed reports from the Cybersecurity and Infrastructure Security Agency (CISA); (2) EXIT's Security Team's Security Advisory Tracking SharePoint site						
Data Collection Method and Computation						
Document the following: (A) the date on which CISA reported a critical vulnerability and (B) the date on 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 acting by documenting remediation of the critical vulnerability in CPSC's internal Security Advisory Tracking SharePoint site.						
Data Limitations						
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				
2024KM4.4.4*		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 prioritized IT projects delivered on time, on budget, and with intended performance						
Definition of Performance Measure						
This measure tracks the percentage of prioritized IT projects delivered within the expected project timeframe, budget and with intended performance.						
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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	88%	92%	Baseline	✓
Analysis						
Analysis of the reportable project schedules, budgets, and performance was measured to produce a baseline of 85% for FY 2025.						
Plan(s) for Improving Performance						
EXIT will manage and monitor FY 2025 projects to ensure they meet or exceed the established baseline.						
Data Source						
Project schedules, internal project team status updates, and program sponsor surveys.						
Data Collection Method and Computation						
Prioritized IT project data collection is maintained by the assigned IT Project Manager. Schedule and Cost variance are collected and reported quarterly. Quality metrics are collected through a stakeholder survey at the end of the contract period of performance. Schedule variance is the difference between Actual Time and Planned Time. Cost variance is the difference between Actual Contract Cost and Planned Contract Cost. Quality Measure is defined as whether the stakeholder either agrees or disagrees whether contract deliverables have been met. The calculation is the difference between Sum of Agree and Sum of Total Respondents. The final results are summed and then divided by the three measures, resulting in an overall score.						
Data Limitations						
This measure relies on the project manager to track the IT project schedule and budget to determine if any variance has occurred. Human error in data collection is possible, resulting in skewed results. Collection of project quality metrics through a survey can be impacted by respondents differing perceptions of the project's intent, resulting in inaccurate results.						

Control ID		Program				
2024KM4.4.5*		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.						
2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2024 Target	Target Met?
--	--	--	91%	75%	93%	X
Analysis						
EXIT missed the target date for three high-risk findings (out of 12) in FY 2024. One of the missed findings relied on a vendor to provide a patch in a timely manner, which posed challenges and delays. Another finding was delayed due to internal enhancements implemented as part of the closure review process.						
Plan(s) for Improving Performance						
EXIT closed or submitted for closure 135 findings in FY 2024, which is an extraordinary number, especially considering the team was short staffed for the full year. Going forward, EXIT/ITSO will reprioritize its efforts to resolve high-risk POA&Ms first.						
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						
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
CMS	Case Management System
CPSA	Consumer Product Safety Act
CO	Consumer Ombudsman
CPSC	U.S. Consumer Product Safety Commission
CPSIA	Consumer Product Safety Improvement Act of 2008
DCM	Dynamic Case Management
DEIA	Diversity, Equity, Inclusion, and Accessibility
E EI	Employee Engagement Index
EPA	Environmental Protection Agency
EXC	Office of Compliance & Field Operations
EXIP	Office of International Programs
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
U.S. CERT	U.S. Computer Emergency Readiness Team
VGB Act	Virginia Graeme Baker Pool and Spa Safety Act



U.S. CONSUMER PRODUCT SAFETY COMMISSION

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