



United States  
**Consumer Product Safety Commission**



# Performance Budget Request to Congress

**FISCAL YEAR 2025** | MARCH 11, 2024

# About the Consumer Product Safety Commission (CPSC)

CPSC is an independent federal regulatory agency with a public health and safety mission of protecting the public from hazardous consumer products.

It is a bipartisan commission that is authorized to consist of five members appointed by the President with the advice and consent of the Senate. The Chair is the head of the Commission and its principal executive officer.

Congress created CPSC more than 50 years ago, in 1972, with the Consumer Product Safety Act (CPSA). In addition to the CPSA, as amended by the Consumer Product Safety Improvement Act of 2008 (CPSIA) and Pub. L. No. 112-28, CPSC also administers the Flammable Fabrics Act, the Refrigerator Safety Act, the Federal Hazardous Substances Act, the Poison Prevention Packaging Act, the Labeling of Hazardous Art Materials Act, the Child Safety Protection Act, the Virginia Graeme Baker Pool and Spa Safety Act, the Children's Gasoline Burn Prevention Act, the Drywall Safety Act, the Child Nicotine Poisoning Prevention Act, the Portable Fuel Container Safety Act, the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act, the Safe Sleep for Babies Act, Reese's Law, the imitation firearms provisions of Pub. L. Nos. 100-615 and 117-167, and the STURDY requirements of Pub. L. No. 117-328 (Division BB, Title II).

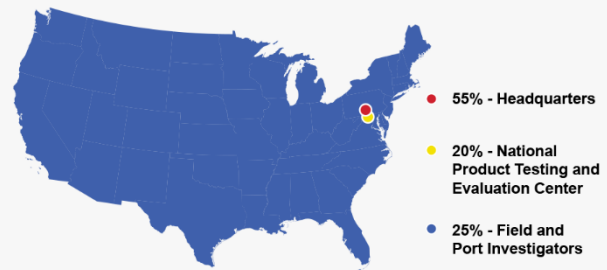
CPSC has jurisdiction to address the safety of thousands of types of consumer products used in and around homes and schools, and in recreation.<sup>1</sup>

CPSC uses analysis, regulatory policy, enforcement, and education to identify and address product safety hazards that may cause injury or death. This important work includes:

- Hazard Identification and Assessment—collecting information and developing injury and death statistics relating to the use of products under CPSC's jurisdiction;
- Mandatory Regulations<sup>2</sup> and Voluntary Standards<sup>3</sup>—developing mandatory consumer product safety regulations and participating in the development and strengthening of voluntary standards;
- Import Surveillance—using a Risk Assessment Methodology (RAM) to analyze import data to identify and interdict violative consumer products before they enter the United States;
- Compliance and Enforcement—enforcing mandatory regulations and removing defective products through compliance activities, such as recalls or other corrective actions, and litigating when necessary;
- Public Outreach—educating consumers, families, communities including historically underserved communities, industry, civic leaders, and state, local, and foreign governments about safety programs, alerts and recalls, emerging hazards, mandatory regulations, voluntary standards, and product safety requirements in the United States;
- Intragovernmental and Intergovernmental Coordination—coordinating work on product safety issues with other federal government stakeholders, as well as with state and local authorities; and
- Cooperation with Foreign Governments—leveraging work with foreign government safety agencies, bilaterally and multilaterally, to improve safety for U.S. consumers.

## Employees by Location

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



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

<sup>2</sup> In some jurisdictions outside the United States, mandatory regulations are known as "technical regulations."<sup>3</sup> "Voluntary standards" are safety standards developed for consumer products by voluntary standard organizations. See [www.cpsc.gov/Regulations-Laws--Standards/Voluntary-Standards](http://www.cpsc.gov/Regulations-Laws--Standards/Voluntary-Standards) for a description of CPSC voluntary standards activities.

<sup>3</sup> "Voluntary standards" are safety standards developed for consumer products by voluntary standard organizations. See [www.cpsc.gov/Regulations-Laws--Standards/Voluntary-Standards](http://www.cpsc.gov/Regulations-Laws--Standards/Voluntary-Standards) for a description of CPSC voluntary standards activities.

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# Executive Summary

## CPSC Budget Priorities



Chair Alexander Hoehn-Saric

The U.S. Consumer Product Safety Commission requests \$183.05 million for FY 2025. The FY 2025 Performance Budget Request (*FY 2025 Request*) is \$30.55 million above the FY 2024 *Continuing Resolution (CR)* level of \$152.50 million. The *FY 2025 Request* also realigns \$7.05 million in annual recurring costs that have been funded under the American Rescue Plan Act of 2021 (ARPA) – including 17 full-time equivalent (FTE) positions focused on import surveillance – into its annual appropriation following the spend down of the ARPA funds. The *FY 2025 Request* supports CPSC’s mission of protecting the public from hazardous consumer products.

To fulfill its strategic goals and safety mission, CPSC must have sufficient resources to adjust to the rapidly changing consumer product environment of the 21<sup>st</sup> century. The program increases reflected in the *FY 2025 Request* are essential for the agency to address traditional and emerging safety threats associated with consumer products. CPSC must expand program areas across the agency, along with corresponding investments in supporting technologies.

CPSC bases this *FY 2025 Request* and overall funding needs on the following priorities and requirements:

- Stop Hazardous Products at our Borders:** CPSC has long recognized the critical importance of pursuing consumer product safety as shipments enter the United States, and even earlier in the supply-chain process. In cooperation with U.S. Customs and Border Protection (CBP), CPSC has stretched its budget for traditional port surveillance to expand inspections and will maintain port staffing levels throughout the country with the resources in this *FY 2025 Request*. However, the rise in eCommerce requires an increase in our efforts to monitor port environments that receive low-cost, direct-to-buyer shipments of consumer products. Additionally, with funds provided through ARPA, CPSC is developing an eFiling program, with full implementation expected in FY 2025. eFiling will enhance CPSC’s targeting capability at traditional ports and in the eCommerce arena. However, to continue operating and implementing the eFiling program developed with ARPA funds that will be exhausted in early 2025, CPSC needs the resources identified in this *FY 2025 Request*. The requested resources also will enable CPSC to further update the Risk Assessment Methodology (RAM) system to expand capabilities related to eFiling, *de minimis*<sup>4</sup> shipments, and identification of defective products. The resources in the *FY 2025 Request* will allow the agency to more effectively surveil imported consumer products and continue enhancements in targeting capabilities.
- 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 CPSC monitors recall implementation, to ensure that recalling firms are fulfilling their commitment to provide repairs, replacements, or refunds to consumers for defective products and pursue those that violate CPSC regulations.

With the resources identified in this Request, CPSC’s enforcement activities will focus on the timely investigation of potentially hazardous consumer products, based on consumer reports and marketplace surveillance, including a continued emphasis on eCommerce activity. Given that eCommerce has evolved and is now central to the way American consumers and sellers interact, CPSC is committed to expanding its regulatory and legal staff devoted to investigating reports of hazardous and violative products on third party platforms and increasing the agency’s Internet surveillance capabilities.

<sup>4</sup> *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.

The agency will continue to prioritize recall and enforcement efforts to remove hazardous products from the marketplace to protect consumers. CPSC is also committed to pursuing civil penalties, where warranted, to deter other violators and ensure a level playing field for responsible actors in the marketplace. In FY 2023, CPSC assessed \$52.4 million in civil penalties payable to the U.S. Treasury, where companies did not comply with consumer product safety laws and regulations. With the resources identified in the FY 2025 *Request*, the agency will have the ability to pursue an increased number of civil penalty cases involving violations of product safety laws and regulations. Simultaneously, where it is appropriate, CPSC will refer matters for criminal investigation and potential prosecution by the U.S. Department of Justice.

- **Investigate New, Existing, and Hidden Hazards:** The collection and analysis of data to identify hazards and hazard patterns, particularly emerging hazards, is central to CPSC's mission to protect consumers from unreasonable risks of injury or death associated with consumer products. To address these issues effectively, the agency must invest significantly in personnel, research, testing capabilities, and high-quality data collection and analysis to inform CPSC's decision making. With the resources in the FY 2025 *Request*, CPSC will expand efforts on chemicals in consumer products, particularly polyfluoroalkyl substances (PFAS), organohalogen flame retardants (OFRs), and formaldehyde. In addition, CPSC will continue to keep pace with advances in technology including machine learning and artificial intelligence, and evolving methods of data collection and analysis; focus on applied research in hazard identification; gather additional geographic and demographic data to be better able to identify whether hazard patterns are disproportionately impacting particular communities and populations; and expand the agency's chronic hazard analysis capability.
- **Build Diversity and Seek Product Safety Equity:** CPSC will enhance recruitment efforts, analysis of workforce data, and proactive programs that seek to foster diversity, equity, inclusion, and accessibility (DEIA). With the resources in the FY 2025 *Request*, CPSC will better serve historically excluded communities through targeted communications and outreach addressing hazard patterns that disproportionately impact particular communities and populations. This will be accomplished in part by micro-targeting proven safety messaging that can help reduce safety disparities in the marketplace. The requested resources will help the agency develop more robust tools for data collection and analysis of product safety incidents, injuries, and deaths that may reflect disparities among diverse populations, and allocate safety work to address these disparities.
- **Communicate More Effectively to a Broader Range of Consumers:** Reaching the American public with effective public health and safety communications requires specialized skills and tools. CPSC's safety campaigns, recall work, press engagements and communications infrastructure must be sufficient to address known and emerging product safety hazards, with the capability to develop novel approaches for driving behavior change. Effective safety messaging requires meeting consumers where they are. For example, the FY 2025 *Request* will allow the agency to maintain and operate a robust modern website and digital presence across all platforms to provide consistent, reliable, accessible, and timely information. The resources in the FY 2025 *Request* also will allow CPSC to stand up a new consumer education campaign specifically targeting chronic hazards and improve its messaging and outreach to affected populations, including historically excluded communities and others disproportionately impacted by safety hazards.
- **Accelerate Necessary Modernization of Mission-Critical Technology:** Information technology (IT) and data management are integral to both the daily operations of CPSC and achieving the agency's strategic goals and objectives. With the resources in the FY 2025 *Request*, CPSC will be able to make a substantial commitment and investment in IT development and modernization. CPSC has significant needs related to the overhaul of internal systems (including those for collection of critical statutorily data from regulated entities). These include the Dynamic Case Management system (DCM), Consumer Product Safety Risk Management System (CPSRMS), and the creation, operation, and maintenance of a Case Management System for regulated products. This FY 2025 *Request* also includes funds to identify and monitor cybersecurity risks and implement government-wide directions and best practices to protect agency systems and information.

# Summary of Changes

## FY 2025 Budget Overview

Table 1: Summary of Changes from the FY 2024 Continuing Resolution (CR) (Dollars in millions)

	FTE	Dollars
<b>FY 2024 CR</b>	<b>568</b>	<b>\$152.5</b>
<b>Maintain FY 2024 Level in FY 2025</b>		
➤ Pay	--	\$8.5
➤ Non-Pay	--	\$1.7
<b>Changes to Program:</b>		
➤ Stop Hazardous Products at our Borders	18	\$6.10
➤ Diversity, Equity, Inclusion, and Accessibility	0	\$0.85
➤ Vigorously Enforce Product Safety Laws	7	\$2.00
➤ Investigate New, Existing, and Hidden Hazards	7	\$7.30
➤ Communicate More Effectively to a Broader Range of Consumers	1	\$1.90
➤ Bolster and Modernize Agency Support	3	\$1.60
➤ Inspector General Support	3	\$0.60
<b>FY 2025 Request</b>	<b>607</b>	<b>\$183.05</b>

### Maintain Current Levels: FY 2024

- **Pay (+\$8.5 million):** CPSC requests an increase of \$8.5 million for personnel salaries and benefits in FY 2025 for 568 FTEs, consistent with the agency's FY 2024 staffing level. This includes the 2025 pay raise of 2.0% directed by OMB, as well as the 5.2% pay raise in 2024 that CPSC funded by decreasing non-pay spending below a sustainable level.
- **Non-Pay (+\$1.7 million):** To maintain current operational levels, CPSC requests an additional \$1.7 million to account for non-pay inflation. CPSC applied a standard inflation rate of 2.0% for existing recurring contracts and agreements, with the exception of 5.0% for IT-related contracts.

### Changes to Program

- **Stop Hazardous Products at our Borders (+\$6.1 million):** Surveilling consumer products at ports of entry allows CPSC to protect consumers before products reach them directly or become available for sale in the marketplace. The agency requests an additional \$6.10 million to include the transfer of 17 FTEs and recurring project costs from ARPA funding to CPSC's salaries and expenses appropriation; 1 additional FTE; and enhancements to targeting, surveillance, and screening of consumer products. The request funds efforts in the following areas:
  1. **Maintain ARPA-funded staff levels at our ports (+\$3.3 million):** CPSC is requesting \$3.3 million for the transfer of 17 FTEs from ARPA funding to CPSC's annual appropriation, to maintain presence at ports of entry so that it can continue to identify and address evolving needs at ports of entry that receive *de minimis* (valued at \$800 or less) eCommerce shipments of consumer products imported into the United States. ARPA funds will be spent down by early 2025. The requested funding will enable CPSC to maintain services at the ports that Congress established in the ARPA.

- 2. Invest in stopping chemical hazards at import through improved technology and staffing at our ports and increased lab support (+\$1.8 million):** This requested \$1.8 million will fund 1 additional FTE and the purchase modernized equipment specifically for identifying and measuring violative levels of chemicals, including lead and phthalates, in children's products. This project continues CPSC's multi-phased strategy to identify and interdict imported consumer products that violate safety requirements.

The volume of eCommerce shipments entering the United States is growing steadily as consumer shopping habits shift. According to trade data published by U.S. Customs and Border Protection,<sup>5</sup> the total volume of imported *de minimis* shipments nearly doubled from 503 million shipments in FY 2019 to 1 billion shipments in FY 2023. Each sample examined by CPSC requires technical staff to analyze and/or test the sample for compliance. To address the expected increase in sample testing, CPSC is requesting 1 FTE at the National Product Testing and Evaluation Center (NPTEC) to support expected increased samples.

- 3. Enhance Targeting, Surveillance, and Screening Systems (+\$1.0 million):** The agency is continuing to modernize the (RAM system, expand capabilities related to eFiling and de minimis shipments, and explore possibilities for identification of defective products to enhance targeting and screening. This requested \$1.0 million realigns the recurring cost from ARPA funds into CPSC's annual appropriation. These funds will allow for critical improvements to the RAM system and will greatly assist CPSC's efforts to identify and stop violative imported products from entering the U.S. marketplace.
- Diversity, Equity, Inclusion, and Accessibility (DEIA) (+\$0.85 million):** CPSC remains dedicated to furthering diversity, equity, inclusion, and accessibility through operational and outreach efforts. This includes addressing disparities in injuries and deaths with targeted interventions and highlighting data-driven disparities with respect to chronic and other product hazards. Since the latter part of FY 2023, all new CPSC recall releases have been translated into Spanish. CPSC safety public service announcements (PSAs) and image library feature racially diverse individuals, as well as those with physical disabilities and intellectual and developmental disabilities. CPSC staff regularly collect and analyze data on racial disparities in injuries and deaths across a number of hazards, which reinforce prior agency findings that African Americans and Hispanic Americans are disproportionately affected by certain hazards, compared to the U.S. population as a whole. In FY 2025 the additional \$0.85 million would fund:
    - 1. Community Outreach (+\$0.6 million):** The agency requests an increase of \$0.6 million to provide historically excluded communities with on-the-ground product safety-related information and education on chronic hazards as well as acute product safety-related hazards, including addressing carbon monoxide (CO) poisoning, residential fires, and other chronic safety hazards that affect these communities at disproportionate rates. Per the agency's [Equity Action Plan Roundtable](#), such community-focused outreach is a necessary, effective, and important means of reaching historically excluded communities.
    - 2. Recall Translations (+\$0.25 million):** A Commission priority is to reach consumers with important safety information in a variety of ways. CPSC has funded Spanish language and other translations through ARPA funding. With those funds expiring in FY 2025, this request realigns the recurring \$0.25 million cost into CPSC's annual appropriation. These funds are critical to continue ongoing efforts to translate and disseminate CPSC recall notices and product warnings in Spanish (there were over 300 such recalls in FY 2023). Funding would extend the provision of life-saving product safety information to consumers with limited English proficiency, consistent with existing CPSC efforts under Title VI of the Civil Rights Act of 1964 and Executive Order 13166, "[Improving Access to Services for Persons with Limited English Proficiency.](#)"

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<sup>5</sup> [Trade Statistics | U.S. Customs and Border Protection \(cbp.gov\)](#)



- **Vigorously Enforce Product Safety Laws (+\$2.0 million):** To effectively address hazardous consumer products already in the marketplace and with consumers, CPSC needs to expand its investigative, enforcement, and legal capabilities, which are critical for the agency to achieve its mission. An expanded investigative staff would enable product investigations to occur more quickly and at a higher volume, with the goal of increasing the number and speed of recalls of consumer products. CPSC requires additional compliance staff to negotiate voluntary recalls and attorneys to litigate when necessary, as well as attorneys to conduct civil penalty investigations and negotiate civil penalty settlements. CPSC requests an increase of \$2.0 million, to include 7 FTEs to expand capabilities in defect investigations, civil penalties enforcement, and eCommerce enforcement. The additional request funds efforts in the following areas:
  1. **Expand eCommerce Capabilities (+\$0.4 million):** The additional \$0.4 million will fund 2 FTEs to bolster CPSC's efforts and ability to identify banned or recalled products, including those that contain lead, phthalates, and heavy metals, and its work with online platforms and brick and mortar retailers to remove those products. Vigorous enforcement of safety requirements for consumer products, particularly those subject to mandatory regulations and sold on eCommerce platforms, is one of the biggest challenges facing the agency. Consumers are increasingly purchasing products online, and CPSC is diligently addressing this shift toward the eCommerce marketplace. In FY 2023, the eSAFE Team screened more than 3 million listings on websites and requested nearly 60,000 Internet site takedowns, resulting in removal of more than 57,000 listings for recalled or violative products.
  2. **Expand Defect Investigations Capabilities (+\$1.0 million):** Conducting investigations of potential product defects and pursuing enforcement work through civil penalties are critical in protecting American consumers. An additional \$1.0 million in funding will provide 5 FTEs to enable the execution of more complicated product investigations that involve serious chronic and chemical hazards. These individuals will help increase CPSC's capability of removing defective products from commerce. Conducting investigations of potential product defects and promoting industry-wide compliance through assessment of appropriate civil penalties for violations are critical in protecting American consumers.
  3. **Case Management System (+\$0.6 million):** This \$0.6 million request realigns these recurring costs from ARPA funds into CPSC's annual appropriation. These funds are critical to continue the operation and maintenance of case management systems for the agency. This specific effort is providing case management services for CPSC's Compliance Regulatory Enforcement Division, which employs a common platform that will be utilized to modernize the significantly outdated technologies of the agency's Dynamic Case Management (DCM) system and Integrated Field System (IFS). The funding will enable the shared process and data integrations between these critical systems.
- **Investigate New, Existing, and Hidden Hazards (+\$7.3 million):** The identification of hazardous products is a vital function of CPSC to ensure that such products are quickly identified and do not reach consumers. Innovations in research and data analysis and collection are necessary to properly analyze the ever-expanding pools of data on consumer products. CPSC requests an additional \$7.3 million, including 7 FTEs, for critical data analysis and chronic hazards research, funding the following areas:
  1. **Enterprise Analytics Platform (EAP) Environment (+\$0.7 million):** Provides critical maintenance of enterprise analytic capabilities with cloud-based Artificial Intelligence (AI). The \$0.7 million realigns the recurring cost from ARPA funds into CPSC's annual appropriation. These funds are critical to continue to preserve the quality of existing incident data, as well as to advance better coding of products and hazards to keep pace with evolution in technology. Additionally, this funding continues to support the agency's Enterprise Data Analytics Strategy (EDAS) for consumer product safety.
  2. **Expand Epidemiology (EPI) (+\$0.2 million):** The requested \$0.2 million will fund 1 FTE to expand critical work in collecting and analyzing data on chronic hazards and their impact on consumer safety. The agency's ability to identify hazards and analyze ever-expanding pools of data has been

constrained by the small size of its Epidemiology staff. Hazard identification is a priority and Preventing Hazardous Products from Reaching Consumers is the first Strategic Goal in CPSC's 2023–2026 Strategic Plan.

- 3. Modernize Data Intake Systems (+\$0.6 million):** Maintains the operations and maintenance of the Data Intake and Collection systems that feed the CPSRMS following the expiration of ARPA funds. The \$0.6 million realigns the recurring costs from ARPA funds into CPSC's annual appropriation. These funds are critical to continue system processes for exchanging data with the CPSRMS to support its day-to-day operations as well as exchanging data with the IFS. This funding is key to maintaining the ongoing development of a consolidated system to replace obsolete legacy data applications, including the Epidemiology Data Application (EPDATA) and ATV Database (ATVDB), as well as implement modern data exchange processes with modern technologies.
  - 4. Focus on Chronic Hazards (+\$5.0 million):** Funding will focus on chronic hazards from chemicals in consumer products, such as carcinogens, reproductive and developmental toxicants, neurotoxicants, and immunotoxicants. Assessing chronic hazards in consumer products to protect the public requires voluminous amounts of information and research to determine the existence of a hazardous substance. The additional \$5.0 million in this request will also allow CPSC to fund testing efforts on chemicals in consumer products including PFAS, OFRs, and formaldehyde. In addition, this request would fund an additional 2 FTEs to leverage foundational efforts in the relevant voluntary standards bodies, along with science developed through CPSC contracts as well as through other agencies, to begin development of performance standards for PFAS and other chemicals in consumer products.
  - 5. Expand the Division of Toxicology (+\$0.8 million):** Provides 4 FTEs in the Division of Toxicology and Risk Assessment to increase staff expertise in reproductive/developmental toxicology, risk assessment, toxicokinetics, as well as computational toxicology, read-across, and bioinformatics that are critical to addressing risk assessment.
- **Communicate More Effectively to a Broader Range of Consumers (+\$1.9 million):** In FY 2025, this additional \$1.9 million will improve communications to diverse audiences regarding chronic and other hazards. The ability to reach U.S. consumers with vital consumer product information is one of CPSC's top priorities. It is a core strategy of the agency to approach communication through a variety of channels to reach diverse audiences:
    - 1. Consumer Education Campaign for Chronic Hazards (+\$1.3 million):** This funding will implement a new consumer education campaign specifically targeting chronic hazards. The campaign will consist of both paid and earned media across traditional and digital platforms to raise public awareness and help to empower individual citizens with information relating to chronic hazards and consumer products. This funding also includes 1 FTE to support the chronic hazards campaign.
    - 2. Consumer Safety Outreach (+\$0.3M):** The \$0.3 million realigns the recurring cost from ARPA funds into CPSC's annual appropriation. These funds are critical to continue the agency's ability to directly reach consumers who have signed up to receive recall and other important safety messages via email as well as target specific demographics, including families, seniors, and others most in need of this information. This service provides actionable email marketing strategies for the agency to directly reach more than 300,000 email subscribers with consumer product recalls and safety information messages.
    - 3. Enhanced Website Support (+\$0.3M):** The \$0.3 million realigns the recurring cost from ARPA funds into CPSC's annual appropriation. These funds are needed for the continuation of day-to-day operations and maintenance of the CPSC website, which is a critical resource for consumers and industry. A reduction in funding could delay timely posting of recalls, safety information, and science reports, and jeopardize overdue work on content remediation projects.

- **Bolster and Modernize Agency Support (+\$1.6 million):** CPSC's support offices play a vital role in accomplishing the agency's safety mission. CPSC will require significant investments in IT modernization to support enterprise data management and analytical improvement, enhance and reengineer systems and capabilities, sustain and enhance infrastructure and core services, and mitigate risks of cyberattacks. Increasing legal support is likewise critical to develop and defend the agency's safety initiatives.

To accommodate the growth outlined in this *Request*, CPSC requests an increase of \$1.6 million, including 3 FTEs to bolster and modernize agency support for critical operational functions, which include:

1. **IT Modernization (+\$1.4 million):** CPSC requests \$1.4 million, including 2 FTEs, to increase its investment in cybersecurity and technology modernization and transformation. Pursuant to [Executive Order 14028, "Improving the Nation's Cybersecurity,"](#) additional resources are needed to address gaps in the agency's cybersecurity operations and cyber incident response areas, including enabling CPSC to continue implementing its Zero Trust Architecture roadmap. Additionally, the agency is seeking to continue modernizing and transforming its critical legacy mission systems; improve its data, analytics, and reporting services through additional funding of the Data Lake initiative; and accelerate its adoption of cloud computing and services.
  2. **Legal Capacity (+\$0.2 million):** CPSC requests \$0.2 million, including 1 attorney FTE, to support implementation of the Federal Hazardous Substances Act and the agency's expanded enforcement and rulemaking activities.
- **Inspector General Support (+\$0.6 million):** CPSC requests an additional \$0.6 million and 3 FTEs for the Office of the Inspector General (OIG). These additional resources will aid the OIG in providing oversight in connection with CPSC's increased funding level for FY 2025.

## Proposed Appropriations Language

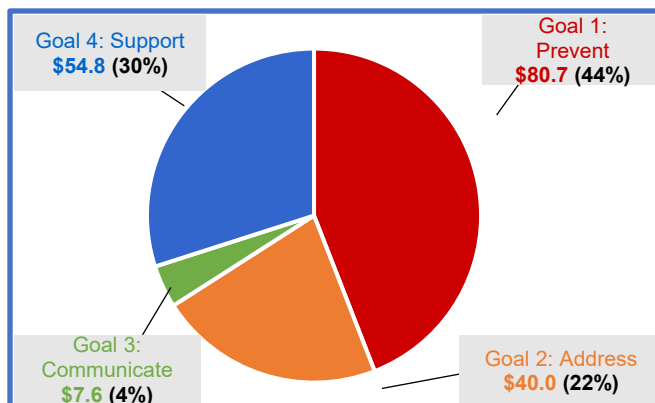
### U.S. Consumer Product Safety Commission Salaries and Expenses

For necessary expenses of the U.S. Consumer Product Safety Commission, including hire of passenger motor vehicles, services as authorized by 5 U.S.C. 3109, but at rates for individuals not to exceed the per diem rate equivalent to the maximum rate payable under 5 U.S.C. 5376, purchase of nominal awards to recognize non-federal officials' contributions to Commission activities, and not to exceed \$4,000 for official reception and representation expenses, \$183,050,000, of which \$2,000,000 shall remain available until expended to carry out the program, including administrative costs, required by section 1405 of the Virginia Graeme Baker Pool and Spa Safety Act (Pub. L. No. 110–140; 15 U.S.C. 8004); and of which \$2,000,000 shall remain available until expended to carry out the program, including administrative costs, required by section 204 of the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act of 2022 (title II of division Q of Public Law 117-103).

# Budget Discussion by Strategic Goal

## CPSC Strategic Plan

CPSC’s statutory mission is protecting the public from hazardous consumer products, and the agency’s overarching vision is a nation free from unreasonable risks of injury and death from consumer products. CPSC has four Strategic Goals designed to realize the agency’s vision and achieve its mission. CPSC’s programs align with these Strategic Goals, and the agency implements them to achieve the goals outlined in CPSC’s *2023–2026 Strategic Plan*. The Strategic Goals are:



Above: CPSC FY 2025 Request by Strategic Goal (in millions)

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

CPSC requests **\$183.05** million for FY 2025 to meet its Strategic Goals

**Table 2:** FY 2025 Request by Strategic Goal and Program Component

Agency Total (Dollars in millions)	FY 2025 Request	Goal 1 Prevent	Goal 2 Address	Goal 3 Communicate	Goal 4 Support
	\$183.05	\$ 80.7	\$40.0	\$ 7.55	\$ 54.8
Commissioners	\$4.2	\$1.9	\$1.2	\$0.1	\$1.0
Hazard Identification	\$51.9	\$44.0	\$7.9	\$0.0	\$0.0
Compliance & Field	\$39.1	\$9.0	\$29.5	\$0.0	\$0.0
Import Surveillance	\$15.0	\$15.6	\$0.0	\$0.0	\$0.0
International Programs	\$2.3	\$2.3	\$0.0	\$0.0	\$0.0
Communications	\$7.15	\$0.0	\$0.0	\$7.15	\$0.0
Agency Management and Support	\$63.4	\$7.9	\$1.4	\$0.3	\$53.8



## Strategic Goal 1: Prevent (\$80.7 million)

The FY 2025 *Request* allocates \$80.7 million to Strategic Goal 1— **Prevent**, which focuses on stopping hazardous products from reaching consumers. The agency educates manufacturers on safety requirements and works with foreign regulatory counterparts to promote safer consumer products. CPSC develops new mandatory regulations, when necessary and consistent with statutory authority, in response to identified product hazards. CPSC pervasively collaborates with standards development organizations (SDOs) to develop and strengthen voluntary standards for consumer products. This involves building

consensus through engagement among relevant stakeholders outside the agency. Regulation is also critical for preventing hazardous products from reaching consumers.

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

### Mission Delivery for Prevent

CPSC prevents hazardous products from reaching consumers through the following activities:

		2024 Target	2025 Target
<b>Data Analysis &amp; Statistics</b>	Incident data cases received from Hospitals	450,000	475,000
<b>Laboratory</b>	Potentially hazardous products tested	34,000	38,000
<b>Voluntary Standards Activities</b>	Number of voluntary standards activities in which CPSC staff participated that result in a revised standard that reduces the risk of injury associated with products covered by the standard	20	20
<b>Import Surveillance</b>	Number of ports with CPSC presence	24	25

### Safety Standards: Mandatory & Voluntary

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

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

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

### Import Surveillance

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

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



In calendar year 2023, imports represented about half of available consumer products in the United States. Due to effective targeting, nearly eight out of ten imported consumer products sampled and evaluated by CPSC staff in FY 2023 were identified as noncompliant and 13.7 million violative products were intercepted.

## FY 2025 Budget Initiatives and Activities

The budget initiatives and activities, which contribute to the Strategic Goal *Prevent* and are funded by the FY 2025 *Request*, include:

### Data Collection and Analysis

CPSC is a data-driven agency. CPSC collects and analyzes a wide range of data from numerous sources and uses that information to identify emerging hazards, characterizing the number and types of hazards presented by consumer products or product classes, developing mandatory and voluntary standards, and testing products to evaluate safety and compliance with established standards. To meet current and future needs, CPSC will focus on developing and deploying capabilities to address mission success, including expanded data sources, automated data intake and coding, enhanced anomaly and trend detection, and improved data analytics. In FY 2025, the agency will continue to improve its analysis of data for evidence of areas where diversity and equity safety issues can be addressed, including using AI/ML to improve contextual analysis of text data to accelerate identification of hazards, such as identification of demographic equity factors in incident and injury data. These efforts continue to support the agency's data collection and analysis capabilities, with a focus on consumer product safety risks affecting historically underserved communities. For FY 2025, CPSC requests an additional \$0.2 million for 1 FTE in Epidemiology to support the Integrated Product Team in increasing chronic hazard identification and evaluation. This resource will allow the agency to expand critical work in collecting and analyzing data on chronic hazards associated with consumer products.

***In FY 2023, CPSC conducted more than 66,000 import examinations of consumer products at U.S. ports of entry, including nearly 18,000 products from de minimis shipments (valued at \$800 or less).***

### Enterprise Data Analytics

CPSC requests \$0.7 million to realign recurring costs from ARPA funds into CPSC's annual appropriation to continue to provide critical maintenance of enterprise analytic capabilities with cloud-based AI. This work preserves the quality of existing incident data, as well as progresses better

coding of products and hazards to keep pace with advances in technology. Additionally, this funding continues to support the agency's Enterprise Data Analytics Strategy (EDAS) for consumer product safety.

The agency is requesting \$0.6 million to realign the recurring costs from ARPA funds into CPSC's annual appropriation. These funds are critical to maintain the modernized data intake and collection systems that feed the CPSRMS. This funding will support the process to replace and streamline the legacy data applications and upgrade the tools used for data exchange.

### National Electronic Injury Surveillance System (NEISS)

CPSC collects information on product-related injuries treated in hospital emergency departments (EDs) through the NEISS. The system uses a stratified sample of hospitals nationwide that are under contract with CPSC, and it enables probabilistic national estimates of product-related injuries to identify safety issues that may require additional analysis or corrective action. Other government agencies, consumer advocate organizations, and medical journals also use NEISS data.

In FY 2023, CPSC collected and reviewed 875,000 NEISS cases. CPSC will be updating the sample of hospitals used as the basis for NEISS. For FY 2025, CPSC will continue to collect data from the hospitals being added to the NEISS as well as obtaining information from legacy hospitals, to enable calibration of trends while maintaining continuity with historical information.

### Port Presence

CPSC co-locates investigators at select U.S. ports of entry to work side-by-side with CBP to identify and interdict shipments that are at high risk of not complying with CPSC requirements, including *de minimis* eCommerce shipments. In FY 2025, CPSC will continue to expand work to stop violative products by placing an additional investigator at a port of entry, building upon the eCommerce Team established in FY 2021. Staff at the ports also expedite clearance and entry of compliant consumer product cargo, benefiting compliant industry groups. Adequate funding of port staff is necessary to allow timely clearance while protecting public safety.

CPSC is requesting an additional \$5.1 million for the transfer of 17 FTEs for port staff from ARPA to

CPSC's annual appropriation, 1 additional FTE to support port examinations, and the purchase of modernized equipment for use at the ports. The 17 FTE transfer will allow CPSC to continue to immediately address evolving needs at various port environments, including those that receive *de minimis* or low-cost (\$800 or less) eCommerce shipments of consumer products imported into the United States. This project continues CPSC's multi-phased strategy to identify and interdict high-risk imported consumer products. CPSC will purchase modernized equipment specifically for identifying and measuring violative levels of chemicals to include lead and phthalates in children's products. Each sample requires technical staff to analyze and/or test the sample for compliance. To address the expected increase in sample testing, CPSC is requesting 1 FTE at the National Product Testing and Evaluation Center (NPTEC).

### **Risk Assessment Methodology/Import Surveillance**

The agency will continue to emphasize import surveillance by operating the RAM targeting system, in collaboration with CBP, to identify and stop violative imported products from entering the U.S. marketplace. For FY 2025, CPSC requests \$1.0 million to realign the recurring costs of ARPA funds into CPSC's annual appropriation to continue to support the operation and implementation of the eFiling program. Additional funding is required to support the expanding data collection undertaken for Import Surveillance by migrating the current on-premises system to the cloud, with its inherent scaling capabilities.

### **Informed Compliance Inspection (ICI) Education and Outreach**

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

### **International Outreach and Education**

Through outreach and education aimed at foreign suppliers, CPSC works to improve compliance with U.S. product safety regulations and consensus safety standards. This reduces harm to consumers and the need for remedial action or recalls later. Through cooperation and exchange of best

practices with foreign government product safety agencies, CPSC works to reduce global manufacture and trade in unsafe products, thus reducing the potential that such products will enter the U.S. market.

### **Hazards Research Collaborations and Testing**

CPSC's National Product Testing and Evaluation Center provides the agency with technical capability to test and analyze consumer product samples the agency collects to determine whether risks exist from defects or the presence of regulatory violations. To ensure responsible use of its limited capital investment funds, CPSC follows a multi-year capital equipment life cycle replacement process. For FY 2025, the final year of the current life cycle replacement period, staff will replace the scanning electron microscope, one of the helmet impact test systems, an environmental conditioning chamber, a weathering test chamber, and several pieces of machine shop equipment. These instruments are used to analyze incident samples for failure modes, for conditioning of samples prior to testing for compliance and for standards development, and to develop test probes and fixtures for testing products and developing standards.

In addition, CPSC will continue to focus on chronic hazards in consumer products, such as PFAS and other chemicals, which may include carcinogens, reproductive and developmental toxicants, neurotoxicants, and immunotoxicants, among others. Assessing chronic hazards in consumer products to protect the public requires substantial amounts of information and research to determine whether a given product category is a hazardous substance. For FY 2025, CPSC requests \$5.0 million, to include 2 additional FTEs, to perform chronic hazards work including efforts on OFRs, PFAS, formaldehyde, and other chemicals in consumer products. The FY 2025 *Request* also includes \$0.8 million for 4 additional staff to increase existing in-house expertise in the Division of Toxicology & Risk Assessment specializing in reproductive/developmental toxicology, risk assessment, toxicokinetics, as well as computational toxicology, read-across, and bioinformatics.

CPSC continues to require additional resources to close identified shortfalls in applied research in hazard identification. Specific priority research requiring funding includes senior slips and falls,



child drownings, high-energy density batteries, range fires, and ATV stability.

### Voluntary Standards

CPSC participates in the voluntary standards process to reduce the risks associated with hazardous consumer products. In many cases, CPSC's statutory authority requires the agency to rely on voluntary standards if compliance with a voluntary standard is likely to eliminate or adequately reduce the risk of injury or death, and it is likely that there will be substantial compliance with the voluntary standard. In FY 2023, CPSC staff actively participated in 86 voluntary standards activities, collaborating with test labs, consumer advocates, and other stakeholders to improve consensus voluntary standards across a wide range of consumer products. The 86 activities resulted in finalizing of 23 standards that improved safety. Details of CPSC's voluntary standards activities are available at <https://www.cpsc.gov/Regulations-Laws--Standards/Voluntary-Standards/Voluntary-Standards-Activities-Reports>.

In FY 2025, the agency anticipates focusing its standards participation work on durable nursery products, chronic hazards such as PFAS and formaldehyde, and fire protection capabilities.

### Mandatory Standards

CPSC continually evaluates its rulemaking agenda and focuses the agency's resources for promulgating mandatory standards on the products presenting the highest consumer product safety risks, taking account of voluntary standards.

Highlights of CPSC's mandatory standards work in FY 2023 include publication of:

- Notice of Proposed Rulemaking (NPR) and Final Rule (FR) on button and coin cell batteries to address ingestion hazards and implement Reese's Law;
- FRs to address tip-overs of clothing storage units and implement the STURDY legislation;
- FRs to address child strangulations due to accessible cords on window coverings; a FR to address entrapment and fall deaths and injuries associated with adult portable bedrails;
- FRs and Direct Final Rules (DFRs) for portable fuel container safety;
- bans of crib bumpers and inclined sleep products for infants consistent with the Safe Sleep for Babies Act;

- NPRs for nursing pillows as well as for infant and toddler rockers;
- an NPR for furnaces and boilers to address CO poisoning deaths and injuries;
- a Supplemental NPR (SNPR) for CO poisoning hazards from portable generators; and
- an SNPR briefing package for table saws.

In FY 2025, the agency's mandatory rulemaking is expected to focus on mandatory rulemakings that address hazards to children from toys and durable nursery products, as well as hazards to consumers from off-highway vehicles, e-mobility devices, and chronic hazards such as OFRs.

### VGB Act Grant Program

Through the VGB Act grant program, CPSC provides grants to eligible states and local governments that meet certain requirements to implement education and training programs that reduce the risk of drowning and drain entrapment in pools and spas. The grant program also helps state and local governments enforce certain pool safety requirements (e.g., having proper suction outlet covers and backup anti-entrapment systems and proper fencing/barrier for public and residential pools and spas). The FY 2025 *Request* continues the funding level of \$2.0 million for the VGB grant program as designated in CPSC's FY 2023 enacted appropriation. These funds are no-year; therefore, balances not awarded remain available for grants in subsequent fiscal years. In FY 2023, CPSC awarded eight 2-year Pool Safety Grant Program (PSGP) grants totaling \$2,001,966.

### Carbon Monoxide Grant Program

Through a grant program authorized by the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act of 2022, CPSC provides grants to eligible states and tribal organizations that meet certain requirements, to purchase and install CO alarms in residential homes and dwelling units of low-income families or elderly individuals and educate the public about CO poisoning. In FY 2023, Congress designated \$2.0 million of CPSC's annual appropriation to carry out the CO grant program and associated administrative costs. These funds are no-year; therefore, balances carry forward to the subsequent fiscal years. The FY 2025 *Request* continues funding for the CO grant program at \$2.0 million, the same level in the FY 2023 enacted appropriation.



## Strategic Goal 2: Address (\$40.0 million)

The FY 2025 *Request* allocates \$40.0 million in support of Strategic Goal 2— **Address**, focused on quickly and effectively addressing hazardous consumer products in the marketplace and with consumers.

CPSC’s Office of Compliance and Field Operations (“Compliance & Field”) is CPSC’s Goal Leader for Strategic Goal 2—

**Address**. Essential elements under Address that are led by Compliance and Field are: (1) rapidly identify and prioritize hazardous consumer products for enforcement action; (2) minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions; (3) advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products; and (4) monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities.

Mission Delivery for Address		
CPSC responds quickly to address hazardous consumer products through the following:		
	2024 Target	2025 Target
Regulatory Recalls	75	75
Defect Recalls	62	65
In-depth Investigations	4,000	4,000
Non-Internet Inspections	1,100	1,100
Internet Site Takedown Requests	60,000	70,000

### Identifying and Investigating Hazardous Products

Field staff, comprising one-fourth of CPSC’s workforce, focuses on identifying and investigating hazardous consumer products throughout the United States. and online.

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

### Enforcement

Thorough and well-supported investigations serve as the foundation for CPSC’s efforts to address products that may present a substantial product hazard or violate a regulation. When the agency determines that a product is hazardous, CPSC initially seeks to protect consumers by working with the responsible firm(s) to devise a corrective action plan (CAP) to address the product hazard via a recall, to notify the public about the available remedies, and to track recall responsiveness and subsequent deaths or injuries. When firms are unwilling to take voluntary corrective action to address a hazardous product, CPSC may notify the public or seek a mandatory recall. Additionally, where firms fail to comply with their reporting obligations or engage in other prohibited acts, CPSC analyzes facts and law to achieve appropriate civil penalty assessments and demands with the goal of holding firms accountable through settlement agreements.

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

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

## FY 2025 Budget Initiatives and Activities

The budget initiatives and activities that contribute to the Strategic Goal *Address*, and are funded by the FY 2025 *Request*, include:

### Investigations

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

The growing eCommerce marketplace requires a corresponding increase in Internet surveillance to identify and remove banned or recalled products offered for sale online. In 2023, CPSC's eSAFE team made more than 59,000 Internet site takedown requests for banned or recalled products. In FY 2025, CPSC will use the requested funds to further bolster the eSAFE team and strengthen its eCommerce enforcement program. Additional resources will assist the eSAFE team to address the increased volume of enforcement work related to eCommerce and adequately monitor consumer products offered for sale online. For FY 2025, CPSC is requesting \$0.4 million for 2 additional FTEs to increase investigations of regulated and product defect cases concerning online products through online surveillance, improved technology, and on-the-ground investigations of incidents involving online products. This will result in a safer eCommerce marketplace.

### Enforcement

CPSC seeks corrective action for products that violate mandatory safety standards or create a substantial product hazard. The assessment whether a product creates a substantial product hazard requires a well-developed investigation with analysis that is supported by facts and law. In FY 2023, CPSC announced 313 voluntary recalls. When an appropriate corrective action cannot be achieved as part of a voluntary CAP, CPSC, through litigation, pursues a mandatory corrective action. For FY 2025, CPSC requests \$1.0 million for 5 FTEs to continue expanding defect

investigations capabilities and to enable execution of more complex product investigations that involve serious chronic and chemical hazards. Additional resources will also allow CPSC to conduct more on-site firm inspections, recall checks, and oversight of recall activities to help ensure that hazardous products are removed from consumers' homes and from the stream of commerce.

Firms that conduct recalls submit Monthly Progress Reports to provide CPSC with updates on recall participation and any additional incidents or injuries identified after the firm issued the recall. The agency will monitor recalling firms' reports and publicly release the names of the recalling firm and the recalled product(s), and, where feasible, data regarding the response to the firm's recall. Where firms fail to comply with their reporting obligations or engage in other prohibited acts, CPSC conducts investigations and seeks appropriate civil penalties.

*In FY 2023, CPSC assessed \$52.4 million in civil penalties to the U.S. Treasury against companies that did not comply with consumer product safety laws and regulations.*

### Compliance Technology Systems

The FY 2025 *Request* includes \$0.6 million of increased funding to continue operation and maintenance of case management systems for the agency. This in-progress effort is providing new case management services utilizing the same common platform as the Dynamic Case Management (DCM) System and IFS, which enables process and data integrations between these systems.

In addition, CPSC will continue to utilize systems that enable searches of eCommerce platforms and other Internet sites to identify the sale of prohibited and recalled consumer products.

### State and Local Program

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



## Strategic Goal 3: Communicate (\$7.55 million)

The FY 2025 Request allocates \$7.55 million in support of Strategic Goal 3—**Communicate**, focused on communicating actionable information about consumer product safety quickly and effectively. CPSC uses a wide array of communication channels and strategies to provide timely, targeted information about consumer product safety to the public, industry, and other stakeholders.

Mission Delivery for <i>Communicate</i>			
CPSC communicates with consumers quickly and effectively through the following:			
		2024 Target	2025 Target
<b>Campaigns</b>	Focused public education campaigns	4	5
<b>Social Media</b>	Engagements with the public on social media	15 million	25 million
<b>Small Business Ombudsman</b>	Inquiries from industry stakeholders	4,250	4,500

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

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

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

The agency strives to improve accessibility, usefulness, and actionability of consumer product safety information for diverse audiences. The agency is continuously

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

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

### Disseminating information through targeted approaches

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

- **Leveraging technology to enhance and expedite the agency’s communication of safety information.** Example: Keeping CPSC’s website infrastructure updated to reflect best practices. Additionally, CPSC strives to expand dissemination of its safety information through increased use of modern communication technologies, including emerging social media platforms, such as Threads, and streaming content platforms.
- **Conducting outreach campaigns on priority hazards.** Example: Conducting the *Pool Safely* campaign to reduce childhood drownings, collaborating with federal agencies to share safe sleep tips, and socializing information on CO poisoning and the safe use of portable generators before hurricanes.
- **Strategically expanding communications.** Example: Targeting vulnerable and at-risk communities, especially historically excluded communities, such as by deploying billboard advertisements and radio PSAs to target Native American communities with safety messaging on safe sleep for babies and CO poisoning.

The agency uses a variety of media platforms to disseminate safety information to the general public and to particular audiences. Examples include:

- Recall notices, product hazards warnings and other safety information distributed in English and Spanish via electronic newsletters.
- Regular posts of social media content in English and Spanish, as well as feeds of CPSC’s safety information on other social media platforms.
- Paid advertising across a variety of platforms including social media and streaming platforms targeted to specific communities.
- PSAs and videos on safety tips on YouTube.
- Webinar videos for small businesses.

## FY 2025 Budget Initiatives and Activities

The budget initiatives and activities, which contribute to the Strategic Goal *Communicate* and are funded by the FY 2025 *Request*, include:

### Public Information and Education Campaigns

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



In FY 2023, CPSC launched its CO safety campaign to educate consumers on the safe use of portable generators.

CPSC will continue to conduct information and education (I&E) campaigns with the aim of preventing injuries and deaths from consumer products. The campaigns will address various hazards, including child drownings (Pool Safely campaign), furniture and TV tip-overs (Anchor It! campaign), baby safety, and CO poisoning associated with power outages from blizzards, severe storms, and hurricane hazards. CPSC will also continue to execute seasonal campaigns focused on product-related hazards, such as fireworks and holiday safety.

For FY 2025, CPSC requests \$1.3 million to develop and implement a new consumer education campaign specifically targeting chronic hazards. The campaign will consist of both paid and earned media across traditional and digital communication

platforms to raise public awareness and empower individual consumers with information relating to chronic hazards and consumer products. This means the agency must maintain and operate a robust modern website and digital presence across all platforms to provide consistent, reliable, accessible, and timely information. The agency must also leverage other external touchpoints to support community-focused education efforts that resonate with consumers. This funding also includes 1 FTE to support the execution of the Chronic Hazards campaign.



In FY 2023, CPSC's public health campaign targeting Native American populations, Native Hawaiians and Alaska Natives featured 77 safety billboards across 10 states, with the highest Native American populations, as well as radio PSAs across the United States with the highest Native American populations.

Additionally, CPSC requests \$0.25 million to realign from ARPA funds into CPSC's annual appropriation, amounts needed to continue translating CPSC recall notices and product safety warnings into Spanish; to remain consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166 "[Improving Access to Services for Persons with Limited English proficiency](#)"; and to increase outreach to more American consumers.

*In FY 2023, CPSC had 30 national media story placements, including on the CBS Evening News, Telemundo National, ABC's Good Morning America, Fox Business, NBC's Nightly News, and NBC's Today Show.*

CPSC requests a funding increase of \$0.6 million to address the opportunities identified in CPSC's

updated Equity Action Plan (May 2023) and improve the footprint of community outreach efforts. The impact of the additional funding will be to deliver more targeted safety-related information and education about product hazards, especially to communities where disparities in injuries and deaths have been identified.

CPSC requests \$0.3 million to realign from ARPA funds into CPSC's annual appropriation the recurring costs of listserv operations, directly reaching consumers who have signed up to receive recall and other important safety messages via email, and targeting specific demographics, including families, seniors, and others most in need of this information. This funding allows the agency to directly reach more than 300,000 email subscribers with CPSC recalls and safety information messages.

### Internet and Social Media

*Pageviews of all CPSC websites increased to 26.5 million in FY 2023 from 17.8 million in FY 2022, an increase of nearly 50%.*

CPSC uses a variety of online platforms to reach the public, including websites (e.g., [cpsc.gov](https://www.cpsc.gov), [SaferProducts.gov](https://www.saferproducts.gov), [PoolSafely.gov](https://www.poolsafely.gov), and [AnchorIt.gov](https://www.anchorit.gov)); social media; email alerts; and videos. CPSC posts recalls to its website and recalls app. Safety education and other news releases are both provided in Really Simple Syndication (RSS) news feed format. This enables users to access updates to online content in a standardized, computer-readable format. This also allows the media and others to obtain information from CPSC websites, and, in seconds, have the information posted on their websites from the RSS feed. In FY 2025, CPSC will continue to have a strong social media and Web presence as key components of achieving its safety mission.

CPSC requests \$0.3 million to realign from ARPA funds into CPSC's annual appropriation the recurring costs of day-to-day operations and maintenance of the agency's website. The website is a vital consumer resource to learn about product recalls and safety information. This requested funding will allow CPSC to continue timely posting of recalls, safety information, science reports, and other content.

To maintain access to the existing database of over 300,000 consumers and provide awareness of recalled products to a rapidly growing list of digital email subscribers, CPSC is requesting an additional \$0.3 million for its email engagement tool. The tool has become a vital tactic in email messaging strategies targeting specific users or certain recall information.

### Media

In FY 2025, CPSC will continue to engage national and local media to generate coverage for major recalls and safety campaigns, including furniture and TV tip-over prevention, drowning prevention, fireworks injury prevention, holiday toy and decoration safety, and CO poisoning, chronic hazards, and other emerging hazards.

### Small Business Ombudsman (SBO)

CPSC's SBO Team serves as the dedicated contact for small businesses and provides plain language guidance and information tailored to small entities. The SBO Team manages and updates CPSC's Regulatory Robot tool—a multilingual online tool designed to give industry stakeholders customized guidance about the likely requirements in place for their consumer product. In FY 2025, the SBO Team will continue to develop plain language regulatory guidance, webinars, and other presentations and videos for manufacturers, importers, and retailers.

### Consumer Ombudsman

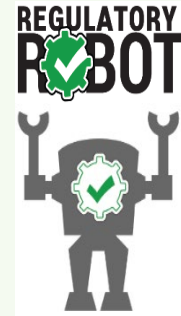
CPSC's Consumer Ombudsman is dedicated to helping the public understand the work of CPSC. The Consumer Ombudsman acts as a liaison between consumers and CPSC, helping to provide information and transparency about the regulatory process. The Consumer Ombudsman also serves as an educator for consumers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

### Consumer Hotline

In FY 2023, CPSC's Hotline service received more than 27,000 calls. In addition, the Hotline processed more than 8,500 emails and collected nearly 900 consumer product incident reports in phone calls and emails. The CPSC Hotline offers information and assistance on product safety issues, as well as files incident reports for consumers or other stakeholders. CPSC will continue to operate the Hotline and General Information number (1-800-638-2772) in FY 2025.

### About the "Regulatory Robot"

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



In FY 2023, CPSC staff added to the Regulatory Robot new entries for high-powered magnets, button cell and coin batteries, imitation firearms, window covering cords, clothing storage unit stability, and padded crib bumpers.

Currently, the Regulatory Robot is available in six languages other than English for certain categories of products: Chinese (simplified), Chinese (traditional), Spanish, Vietnamese, Bahasa Indonesian, and Korean. In FY 2023, the number of Regulatory Robot users was 29,665. This is an increase of more than 3,600 users from FY 2022.



## Strategic Goal 4: Support (\$54.8 million)

The FY 2025 *Request* allocates \$54.8 million for Strategic Goal 4 —**Support**, focused on supporting CPSC’s mission in an efficient, responsive, equitable, and transparent manner. CPSC’s approach to this goal involves excellence in information technology, financial management, human capital, diversity and equity, and legal affairs.

### FY 2025 Budget Initiatives and Activities

The budget initiatives and activities that contribute to the Strategic Goal *Support* and are funded by the FY 2025 *Request* include:

#### Workforce

Having a highly trained, diverse, and engaged workforce is critical to meeting the dynamic challenges of the consumer product safety landscape and achieving CPSC’s life-saving mission. To accomplish its mission, CPSC will continue to utilize and develop a diverse staff with a wide range of specialized and support skills, and the education, expertise, and potential to fulfill the full depth and breadth of agency responsibilities. For FY 2025 CPSC will promote equity and inclusion and build upon the implementation of the strategic human capital management initiatives.

In FY 2025, CPSC will continue to ensure that the agency’s performance management system is effectively used to manage employee performance and that performance expectations are aligned to the agency’s mission, appropriately rigorous, and communicated. CPSC will support managers through training and provide the tools and support they need to manage performance to achieve high-quality results. CPSC is committed to providing an inclusive work environment that maximizes employee engagement and commitment to achieving the agency’s safety mission.

Furthermore, to foster a culture of ongoing development, CPSC will continue supporting Individual Development Plans (IDPs) for employees and ensure employees are informed of developmental opportunities, and will maintain the agency’s coaching program, which was launched in FY 2020. For FY 2025, CPSC will work to achieve a 74 percent score for employee satisfaction with professional development opportunities. CPSC will solicit input for future

Mission Delivery for Support			
Efficiently and effectively Supports CPSC’s mission			
		2024 Target	2025 Target
<b>Human Resources</b>	Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	70%	74%
<b>Financial Management</b>	Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03	13%	15%
<b>General Counsel</b>	Percentage of financial disclosure forms reviewed and certified timely by OGC	100%	100%
<b>Information Technology</b>	Percentage of operating uptime for IT networks	98%	98%

employee trainings through a training needs assessment survey after each training session and will work to ensure that every employee has at least one developmental activity identified.

#### Financial Management

In FY 2025, CPSC will continue to effectively and efficiently manage the financial resources of the agency. To do this, CPSC will maintain and bolster financial management processes and internal controls to ensure reliability of its financial reporting. CPSC will also continue to examine, identify, and improve its acquisition planning, budget formulation and execution, and accounting operations.

#### Legal Affairs

For the agency to be effective, the public must be confident that CPSC employees are upholding the highest ethical standards in conducting their work. In FY 2025, CPSC will continue ensuring employee compliance with the Ethics in Government Act of 1978 and the Standards of Ethical Conduct for Employees of the Executive Branch (5 CFR Part 2635). The ethics program, which applies to every CPSC employee, is designed to prevent financial and other conflicts of interest, and thereby ensure that government decisions are made free from any personal bias.

CPSC will also continue to update and maintain the agency’s Directives System, a series of documents providing guidance and instruction to employees. Directives prescribe and record CPSC’s organizational structure, delegations of authority, and internal policies. In addition, transparency of agency activity is an important priority for CPSC. The agency responds to information requests from



the public within the constraints of the Freedom of Information Act (FOIA) and other disclosure laws.

For FY 2025, CPSC requests an additional \$0.2M for 1 attorney FTE to support the agency's greater enforcement and rulemaking activities relating to chronic hazards, including under the Federal Hazardous Substances Act.

CPSC will continue providing timely responses to information requests and proactive disclosure of information of interest to the public and to address an anticipated increase in work in the Regulatory Affairs Division and the Federal Court Litigation Division. For example, the agency's move toward more complex and labor-intensive rulemaking as specified by Congress requires additional staff time, both to prepare new regulations and to defend them against legal challenges.

### **Information Technology (IT)**

Managing and leveraging technology and data is integral to the daily operations of CPSC, and the achievement of CPSC's mission and operations, and the attainment of agency strategic goals and objectives.

In FY 2025, CPSC will continue to develop, implement, operate, maintain, and protect IT networks and systems. In addition, CPSC will continue to oversee policy, planning, and compliance activities related to the effective

management of IT resources, as required by law, regulation, and policy, including, but not limited to, OMB Circulars No. A-11 and No. A-130, Clinger Cohen Act of 1996 (CCA), Federal Information Technology Acquisition Reform Act (FITARA), Federal Information Security Management Act (FISMA), Government Paperwork Elimination Act (GPEA), Section 508 of the Rehabilitation Act, the E-Government Act of 2002, Federal IT Modernization Report, Government-wide Federal Cloud Computing Strategy—Cloud Smart—policy, Zero Trust Architecture, Foundations for Evidence-Based Policymaking Act of 2018 (Pub. L. No. 115-435), and all applicable executive orders and government-wide direction.

For FY 2025, CPSC requests \$1.4 million, including 2 FTEs, to increase its investment in cybersecurity and technology modernization and transformation. Pursuant to [Executive Order 14028, "Improving the Nation's Cybersecurity,"](#) additional resources are needed for the agency's cybersecurity operations and cyber incident response areas, including enabling CPSC to continue implementing its Zero Trust Architecture (ZTA) roadmap. Additionally, the agency is seeking to continue modernizing and transforming its critical legacy mission systems; to improve its data, analytics, and reporting services through additional funding of the Data Lake initiative; and to accelerate its adoption of cloud computing and services.

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# Annual Performance Plan (APP)

## Strategic Plan Summary

CPSC’s FY 2025 *Request* and the included FY 2025 Annual Performance Plan (APP) align with the Commission’s *2023–2026 Strategic Plan*. The *Request* sets the framework for subsequent agency planning, communication, management, and reporting. The *Strategic Plan* provides a general direction for resource allocation, program design, and management decisions. The Strategic Plan defines the evidence and performance data that will be used to monitor and assess program effectiveness.

CPSC has formulated strategic objectives within each strategic goal, and these objectives reflect the key component outcomes necessary to achieve each of the strategic goals. The strategic objectives are underpinned by strategies and initiatives, which define additional outcomes, outputs, and activities that CPSC will implement and pursue within each strategic objective. CPSC has identified the FY 2025 key performance measures for monitoring and reporting on progress toward achieving the strategic objectives. We list an overview of the key measures on pp. 24–26. We describe APP details by strategic goal on pp. 27–41 Included are a discussion of agency strategies and approaches for achieving strategic objectives; FY 2024 and FY 2025 annual targets for each key measure, where applicable; and actual data for FY 2020, FY 2021, FY 2022, and FY 2023 for each key measure, where applicable.

<p><b>MISSION</b></p> <p>Protecting the public from hazardous consumer products</p>
<p><b>VISION</b></p> <p>A nation free from unreasonable risks of injury and death from consumer products</p>

<p><b>STRATEGIC GOAL 1: PREVENT</b></p> <p>Prevent hazardous products from reaching consumers</p> <ul style="list-style-type: none"> <li>• <b>Strategic Objective 1.1</b> Improve identification and timely assessment of hazards to consumers</li> <li>• <b>Strategic Objective 1.2</b> Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards</li> <li>• <b>Strategic Objective 1.3</b> Increase capability to identify and stop imported hazardous consumer products</li> </ul>
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<p><b>STRATEGIC GOAL 2: ADDRESS</b></p> <p>Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner</p> <ul style="list-style-type: none"> <li>• <b>Strategic Objective 2.1</b> Rapidly identify and prioritize hazardous consumer products for enforcement action</li> <li>• <b>Strategic Objective 2.2</b> Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions</li> <li>• <b>Strategic Objective 2.3</b> Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products</li> <li>• <b>Strategic Objective 2.4</b> Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities</li> </ul>
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<p><b>STRATEGIC GOAL 3: COMMUNICATE</b></p> <p>Communicate actionable information about consumer product safety quickly and effectively</p> <ul style="list-style-type: none"> <li>• <b>Strategic Objective 3.1</b> Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences</li> <li>• <b>Strategic Objective 3.2</b> Increase dissemination of actionable consumer product safety information to a variety of diverse audiences</li> <li>• <b>Strategic Objective 3.3</b> Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities</li> </ul>
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<p><b>STRATEGIC GOAL 4: SUPPORT</b></p> <p>Efficiently and effectively support the CPSC’s mission</p> <ul style="list-style-type: none"> <li>• <b>Strategic Objective 4.1</b> Attract, recruit, cultivate, and retain a high performing, diverse, inclusive, and engaged workforce</li> <li>• <b>Strategic Objective 4.2</b> Ensure strong stewardship and effective use of agency resources</li> <li>• <b>Strategic Objective 4.3</b> 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</li> <li>• <b>Strategic Objective 4.4</b> Deliver high quality effective mission-oriented information and technology solutions</li> </ul>
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## Key Performance Measure Summary

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

Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2024 Target	FY 2025 Target
<b>Goal 1: Prevent   Prevent hazardous products from reaching consumers</b>				
<b>SO 1.1</b> Improve identification and timely assessment of hazards to consumers	<b>KM1.1.1</b> Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	Hazard Identification	11	13
	<b>KM1.1.2</b> Percentage of consumer product-related injury cases correctly captured at NEISS hospitals		90%	91%
<b>SO 1.2</b> Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards	<b>KM1.2.1</b> Number of voluntary standards activities in which CPSC staff participated that result in a revised standard that reduces the risk of injury associated with products covered by the standard	Hazard Identification	20	20
	<b>KM1.2.2</b> Number of rulemaking briefing packages prepared for Commission consideration		23	15
	<b>KM1.2.3</b> Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	Import	83%	83%
<b>SO 1.3</b> Increase capability to identify and stop imported hazardous consumer products	<b>KM1.3.1</b> Percentage of consumer product imports, identified as high-risk, examined at import	Import	85%	87%
	<b>KM1.3.2</b> Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day		99%	99%
	<b>KM1.3.3<sup>6</sup></b> Number of import examinations completed		45,000	45,000
	<b>KM1.3.4<sup>7</sup></b> Number of <i>de minimis</i> shipment examinations at eCommerce ports completed		12,000	15,000
<b>Goal 2: Address   Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner</b>				
<b>SO 2.1</b> Rapidly identify and prioritize hazardous consumer products for enforcement action	<b>KM2.1.1</b> Percentage of cases for which a Preliminary Determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	Compliance	70%	75%
	<b>KM2.1.2</b> Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation		85%	85%
<b>SO 2.2</b> Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions	<b>KM2.2.1</b> Percentage of cases for which a CAP is accepted, or public notice process initiated within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)	Compliance	60%	75%
	<b>KM2.2.2</b> Percentage of cases for which a firm is notified of a violation within 10 business days of compliance violation determination		80%	80%

<sup>6</sup> Starting with FY 2023, KM 1.3.3 has been 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).

<sup>7</sup> Ibid

Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2024 Target	FY 2025 Target
	<b>KM2.2.3</b> Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening		90%	96%
	<b>KM2.2.4</b> Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement		95%	95%
	<b>KM2.2.5</b> Percentage of cases open 90 business days for which a product safety assessment planning discussion is held with technical staff		95%	95%
<b>SO 2.3</b> Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products	<b>KM2.3.1</b> Recall response rate for all consumer product recalls	Compliance	33%	34%
<b>SO 2.4</b> Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities	<b>KM2.4.1</b> Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	Compliance	95%	95%
<b>Goal 3: Communicate   Communicate actionable information about consumer product safety quickly and effectively</b>				
<b>SO 3.1</b> Improve accessibility, usefulness, and actionability of consumer product safety information for diverse audiences	<b>KM3.1.1</b> Number of engagements with CPSC safety messaging on social media channels by stakeholders <sup>8</sup> (in millions)	Communications	15	20
<b>SO 3.2</b> Increase dissemination of actionable consumer product safety information to a variety of diverse audiences	<b>KM3.2.1</b> Number of national media placements of CPSC stories		25	30
	<b>KM3.2.2</b> Percentage of recall press releases cycled through the Office of Communications (OCM) in 2 business days or less once received from the Office of Compliance & Field Operations <sup>9</sup>	Communications	90%	90%
	<b>KM3.2.3</b> Unique open rate for emails subscribers to CPSC's recall announcement		30%	35%
<b>SO 3.3</b> Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities	<b>KM3.3.1</b> Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	Communications	13	25
<b>Goal 4: Support   Efficiently and effectively support the CPSC's mission</b>				
<b>SO 4.1</b> Attract, recruit, and cultivate a high-performing, diverse, inclusive, and engaged workforce	<b>KM4.1.1</b> Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)		70%	74%
	<b>KM4.1.2</b> Percentage of hiring managers trained on recruitment	Human Resources	93%	93%
	<b>KM4.1.3</b> High-performing Federal Workforce – Employee Engagement Index Score		70%	71%

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

<sup>9</sup> Prior to FY 2025, the key measure statement for KM3.2.2 was "Percentage of recall press releases cycled through the Office of Communications (OCM) in 2 business days or less once received from the Office of Compliance & Field Operations"

Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2024 Target	FY 2025 Target
<b>SO 4.2</b> Ensure strong stewardship and effective use of agency resources	<b>KM4.2.1</b> Achieved unqualified opinion on independent financial audit	Financial Management	UQ/M <sup>10</sup>	UQ/M <sup>11</sup>
	<b>KM4.2.2</b> Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03		13%	15%
	<b>KM4.2.3</b> Number of program evaluations conducted		Baseline	TBD
<b>SO 4.3</b> 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	<b>KM4.3.1</b> Percentage of financial disclosure forms reviewed and certified timely by OGC	General Counsel	100%	100%
	<b>KM4.3.2</b> Percentage of FOIA responses to the public that meet timeliness benchmarks		75%	75%
<b>SO 4.4</b> Deliver high-quality effective mission-oriented information and technology solutions	<b>KM4.4.1</b> Percentage of operating uptime for IT systems	Information Technology	97%	98%
	<b>KM4.4.2</b> Percentage of operating uptime for IT networks		98%	99%
	<b>KM4.4.3</b> Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days		100%	100%
	<b>KM4.4.4</b> Percentage of prioritized IT projects delivered on time, on budget, and with intended performance		Baseline	85%
	<b>KM4.4.5</b> Percentage of prioritized high-risk IT security audit findings addressed		93%	95%

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

<sup>11</sup> Ibid

# Annual Performance Plan Details

## Goal Overview, Performance Measures, and Targets

### Strategic Goal 1: Prevent

#### Prevent hazardous products from reaching consumers

#### Overview

CPSC is charged with protecting the public from unreasonable risks of injury and death from a vast array of consumer products increasingly supplied through expanding global markets. Efforts to ensure the manufacture of safe consumer products, combined with improved mechanisms to identify hazardous products before they enter the marketplace, are the most effective ways to prevent hazardous products from reaching consumers. The FY 2025 APP will address key challenges to *Prevent* consumer product-related injuries, including:

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

#### STRATEGIC 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 Objective (SO)	Key Performance Measure (KM)	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Target	FY 2025 Target
<b>Goal 1: Prevent hazardous products from reaching consumers</b>							
<b>SO 1.1</b> Improve identification and timely assessment of hazards to consumers <b>Lead Office:</b> Hazard Identification	<b>KM1.1.1</b> (formerly KM2.1.02) Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	11	11	12	13	11	13
	<b>KM1.1.2</b> (formerly KM2.1.03) Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	91%	91%	91%	94%	90%	91%
<b>SO 1.2</b> Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards <b>Lead Offices:</b> Hazard Identification, Import Surveillance	<b>KM1.2.1</b> 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	20	20
	<b>KM1.2.2</b> Number of rulemaking briefing packages prepared for Commission consideration	14	13	21	30	23	15
	<b>KM1.2.3</b> Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	83%	100%	100%	100%	83%	83%
<b>SO 1.3</b> Increase capability to identify and stop imported hazardous consumer products <b>Lead Office:</b> Import Surveillance	<b>KM1.3.1</b> Percentage of consumer product imports, identified as high-risk, examined at import	80%	82%	90%	90%	85%	87%
	<b>KM1.3.2</b> Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day	99.9%	99.8%	99.8%	99.7%	99%	99%
	<b>KM1.3.3</b> Number of import examinations completed	18,561	36,375	62,859	48,797 <sup>12</sup>	45,000	45,000
	<b>KM1.3.4</b> Number of <i>de minimis</i> shipment examinations at eCommerce ports completed				17,806 <sup>13</sup>	12,000	15,000

<sup>12</sup> Results of KMs 1.3.3 and 1.3.4 are aggregated with KM 1.3.3's line graph to reflect a total of 66,603 import examinations conducted by CPSC during FY 2023.

<sup>13</sup> Ibid



## CPSC’s Approach to Goal 1: *Prevent*

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

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

### Strategies and Initiatives

#### Strategic Objective 1.1

Improve identification and timely assessment of hazards to consumers

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

### Strategic Objective 1.2

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

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

### Strategic Objective 1.3

Increase capability to identify and stop imported hazardous consumer products

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

## Strategic Goal 2: Address

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

### Overview

CPSC learns about potential consumer product hazards from many sources, including incident reports, consumer complaints, death certificates, the agency's Consumer Hotline and General Information number (800-638-2772), [www.SaferProducts.gov](http://www.SaferProducts.gov), Internet reports, company reports, and referrals from state and local agencies. When potential product defects are identified, CPSC must act quickly to address the most hazardous consumer products that have made their way into the marketplace or into the hands of consumers. The longer a hazardous consumer product remains available for sale or in homes, the longer the risk of exposure to the hazard remains. Moreover, investigation and enforcement efforts should be predictable and carried out in a consistent manner. The FY 2025 APP will address the following key *Address* challenges:

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

#### STRATEGIC 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 Objective (SO)	Key Performance Measure (KM)	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Target	FY 2025 Target
<b>Goal 2: Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner</b>							
<b>SO 2.1</b> Rapidly identify and prioritize hazardous consumer products for enforcement action  Lead Office: Compliance	<b>KM2.1.1</b> 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%	70%	75%
						88%	85%
<b>KM2.1.2</b> Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation						85%	85%
<b>SO 2.2</b> Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions  Lead Office: Compliance	<b>KM2.2.1</b> Percentage of cases for which a CAP is accepted or public notice process initiated within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)			75%	56%	80%	60%
<b>KM2.2.2</b> Percentage of cases in which a firm is notified of a violation within 10 business days of compliance violation determination						90%	80%
<b>KM2.2.3</b> Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening		97%	95%	97%	99.2%	90%	96%
<b>KM2.2.4</b> Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement						100%	95%
<b>KM2.2.5</b> Percentage of cases open 90 business days for which a product safety assessment planning discussion is held with technical staff						89%	95%
<b>SO 2.3</b> Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products Lead Office: Compliance	<b>KM2.3.1</b> Recall response rate for all consumer product recalls	33%	32%	16%	24%	33%	34%
<b>SO 2.4</b> Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities Lead Office: Compliance	<b>KM2.4.1</b> Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue					Unavailable	95%

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

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

### Strategies and Initiatives

#### Strategic Objective 2.1 Rapidly identify and prioritize hazardous consumer products for enforcement action

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

#### Strategic Objective 2.2 Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions

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

make appropriate criminal referrals	<b>14</b> Make criminal referrals of civil monetary penalty matters to the U.S. Department of Justice, where appropriate
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**Strategic Objective 2.3**

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

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

**Strategic Objective 2.4**

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

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

## Strategic Goal 3: Communicate

Communicate actionable information about consumer product safety quickly and effectively

### Overview

Consumers, safety advocates, industry, and government regulators need high-quality information about consumer product safety. Consumers need safety information to make more informed decisions for themselves and their families. Safety advocates rely on accurate data to shape their policy recommendations. Industry needs information to stay in compliance with safety requirements. Foreign regulators and state and local government agencies also need high-quality information to establish new safety requirements that advance consumer safety. These diverse audiences have different information needs and respond to different methods of communication. Within CPSC, technical staff, management, and Commissioners need high-quality information to make better decisions more quickly to help the agency maintain its standing as a leader in consumer product safety in an ever-expanding global marketplace. The FY 2025 APP will focus on key drivers to implement the agency’s *Communication* strategy, which includes:

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

<p><b>STRATEGIC GOAL 3: COMMUNICATE</b></p> <p>Communicate actionable information about consumer product safety quickly and effectively</p>
<ul style="list-style-type: none"> <li>• <b>Strategic Objective 3.1</b> Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences</li> <li>• <b>Strategic Objective 3.2</b> Increase dissemination of actionable consumer product safety information to a variety of diverse audiences</li> <li>• <b>Strategic Objective 3.3</b> Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities</li> </ul>

Strategic Objective (SO)	Key Performance Measure (KM)	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Target	FY 2025 Target
<b>Goal 3: Communicate actionable information about consumer product safety quickly and effectively</b>							
<b>SO 3.1</b> Improve accessibility, usefulness, and actionability of consumer product safety information for diverse audiences Lead Office: Communications	<b>KM3.1.1</b> Number of engagements with CPSC safety messaging on social media channels by stakeholders <sup>14</sup> (in millions)	12.1	9.3	27.2	23.8	15	20
<b>SO 3.2</b> Increase dissemination of actionable consumer product safety information to a variety of diverse audiences Lead Office: Communications	<b>KM3.2.1</b> Number of national media placements of CPSC stories	12	16	24	30	25	30
						90%	90%
						30%	35%
<b>SO 3.3</b> Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities Lead Office: Communications	<b>KM3.3.1</b> Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities					23	13
						25	

<sup>14</sup> “Engagements” refer to the number of interactions (likes, shares, comments) with CPSC social media content.

<sup>15</sup> Prior to FY 2025, the key measure statement for KM3.2.2 was “Percentage of recall press releases cycled through the Office of Communications (OCM) in 2 business days or less once received from the Office of Compliance & Field Operations”



## CPSC's Approach to Goal 3: **Communicate**

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

### Strategies and Initiatives

#### Strategic Objective 3.1

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

##### Strategy 3.1.1

Evaluate and measure message usefulness

1 Conduct study of consumer behavior regarding recalls and factors relating to consumers' willingness to report consumer product injuries

2 Increase the number of consumer subscribers signed up for CPSC's communications, including recalls

3 Assess consumer engagement with CPSC's digital and other contents

##### Strategy 3.1.2

Implement enhanced tools to increase availability and accessibility of safety information

4 Design and develop new online content, including for disproportionately impacted communities

#### Strategic Objective 3.2

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

##### Strategy 3.2.1

Expand awareness of CPSC brand

5 Increase awareness of CPSC's mission and relevance, to enhance its effectiveness in furthering consumer product safety

##### Strategy 3.2.2

Expand communications with targeted audiences

6 Drive communications and engagement with communities disproportionately impacted by hazards (micro-targeting strategies)

7 Increase and enhance collaboration with state and local governments through joint safety initiatives

##### Strategy 3.2.3

Increase use of enhanced communication technology to advance consumer safety

8 Explore new technology to create deeper engagement with the public

##### Strategy 3.2.4

Increase timeliness of CPSC information dissemination

9 Develop new and enhanced safety content that can be disseminated quickly to respond to known and emerging consumer product hazards

#### Strategic Objective 3.3

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

##### Strategy 3.3.1

Support agency-wide collaboration with external audiences/groups

10 Increase the number and types of collaborators

11 Increase the number of collaborations with external audiences on outreach efforts

## Strategic Goal 4: Support

### Efficiently and effectively support the CPSC's mission

#### Overview

The U.S. consumer's interest and CPSC's mission are best served when CPSC operates in an efficient, responsive, and transparent manner. Excellence in areas including information technology, financial management, human capital, diversity and equity, and legal affairs is vital to agency effectiveness. The FY 2025 APP will support CPSC's mission efficiently and effectively and ensure that the agency:

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

#### STRATEGIC 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

Strategic Objective (SO)	Key Performance Measure (KM)	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Target	FY 2025 Target
<b>Goal 4: Efficiently and effectively support the CPSC’s mission</b>							
<b>SO 4.1</b> Attract, recruit, cultivate, and retain a high-performing, diverse, inclusive, and engaged workforce  Lead Office: Human Resources	<b>KM 4.1.1</b> Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	74%	74%	70%	75%	70%	74%
	<b>KM 4.1.2</b> Percentage of hiring managers trained on recruitment	90%	97%	89%	99%	93%	93%
	<b>KM 4.1.3</b> High-Performing Federal Workforce – Employee Engagement Index Score	75%	71%	71%	76%	70%	71%
<b>SO 4.2</b> Ensure strong stewardship and effective use of agency resources  Lead Office: Financial Management	<b>KM 4.2.1</b> Achieved unqualified opinion on independent financial audit				Q	UQ/M <sup>16</sup>	UQ/M <sup>17</sup>
	<b>KM 4.2.2</b> Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03				31%	13%	15%
	<b>KM 4.2.3</b> Number of program evaluations conducted					Baseline	TBD
<b>SO 4.3</b> Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency’s internal governance system; and promoting transparency in agency operations  Lead Office: General Counsel	<b>KM 4.3.1</b> Percentage of financial disclosure forms reviewed and certified timely by OGC				100%	100%	100%
	<b>KM 4.3.2</b> Percentage of FOIA responses to the public that meet timeliness benchmarks				47%	75%	75%
<b>SO 4.4</b> Deliver high-quality effective mission-oriented information and technology solutions  Lead Office: Information Technology	<b>KM 4.4.1</b> Percentage of operating uptime for IT systems				98%	97%	98%
	<b>KM 4.4.2</b> Percentage of operating uptime for IT networks				99.5%	98%	99%
	<b>KM 4.4.3</b> Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days				96%	100%	100%
	<b>KM 4.4.4</b> Percentage of prioritized IT projects delivered on time, on budget, and with intended performance				88%	Baseline	85%
	<b>KM 4.4.5</b> Percentage of prioritized high-risk IT security audit findings addressed				91%	93%	95%

<sup>16</sup> The target for this key measure was initially set to “1” and has been updated to UQ/M (Unqualified or Unmodified) to best reflect the target level for this key measure going forward.

<sup>17</sup> Ibid

**CPSC’s Approach to Goal 4: *Support***

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

**Strategies and Initiatives**

**Strategic Objective 4.1**

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

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

**Strategic Objective 4.2**

Ensure strong stewardship and effective use of agency resources

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

**Strategic Objective 4.3**

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

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

**Strategic Objective 4.4**

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

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

# Appendix A: Good Accounting Obligation in Government Act Report

## Summary

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

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

[This CPSC report](#) includes GAO and OIG reports issued before February 2023 for which CPSC has open or closed, unimplemented recommendations.

The report has four (4) parts:

- Part 1: GAO recommendations and their implementation status.
- Part 2: OIG recommendations and their implementation status.
- Part 3: Reconciliation of CPSC's records to the OIG's Semi-Annual Report to Congress (SAR) (FY 2022 fall issue).
- Part 4: Acronyms

## Appendix B: CPSC FTEs by Organization

### Table 3

	<b>FY 2023</b> <b><u>Actual</u></b>	<b>FY 2024</b> <b><u>CR</u></b>	<b>FY 2025</b> <b><u>Request</u></b>
Chair & Commissioners	14	21	21
Hazard Identification and Reduction	169	171	178
Compliance and Field Operations	155	163	170
Import Surveillance	62	46	64
International Programs	7	7	7
Communications	12	12	13
Information Technology	41	41	43
General Counsel	34	38	39
Agency Management and Support *	62	62	62
Inspector General	6	7	10
<b>Total</b>	<b>562</b>	<b>568</b>	<b>607</b>

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

## Appendix C: Inspector General Budget Request



**U.S. Consumer Product Safety Commission  
OFFICE OF INSPECTOR GENERAL**



**U.S. Consumer Product Safety Commission Office of  
Inspector General Budget for FY 2025**

February 22, 2024





## **VISION STATEMENT**

We are agents of positive change striving for continuous improvements in our agency's management and program operations, as well as within the Office of Inspector General.

## **STATEMENT OF PRINCIPLES**

We will:

Work with the Commission and the Congress to improve program management.

Maximize the positive impact and ensure the independence and objectivity of our audits, investigations, and other reviews.

Use our investigations and other reviews to increase government integrity and recommend improved systems to prevent fraud, waste, and abuse.

Be innovative, question existing procedures, and suggest improvements.

Build relationships with program managers based on a shared commitment to improving program operations and effectiveness.

Strive to continually improve the quality and usefulness of our products.

Work together to address government-wide issues.

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## BUDGET REQUEST

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The Office of Inspector General (OIG) is pleased to offer its independent budget request in accordance with sections 406(g)(1-3) of the Inspector General Act of 1978, as amended (IG Act).

This proposed budget offers many benefits to the U.S. Consumer Product Safety Commission (CPSC) and to American consumers. It will allow us to increase oversight over the agency programs that most directly impact the CPSC's mission of "Protecting the public from hazardous products." By transmitting an independent budget request and comments, we hope to enhance both the independence and efficiency of our office.

Unlike numerous agencies, the CPSC does not have a Fulltime Equivalent (FTE) level set by the Office of Management and Budget. Insofar as the CPSC has an FTE cap, it is self-imposed. For the last two years, the agency's initial budget request has included additional staff for the OIG at the request stage and we have included those additional staff in our annual planning process. However, when the agency has received fewer resources than it requested, they have opted to balance their books by not allowing us to fill the requested position(s) during the budget year. We have unofficially been told to expect the same result in fiscal year (FY) 2024.

The CPSC has, in the past, offered to provide additional contracting funds to offset our shortfall in staff. While this offer has been appreciated, the determination of whether to contract out OIG engagements in specific, and how to best utilize OIG resources in general, is the purview of the Inspector General and not the agency. The OIG is required to perform both statutory engagements, which apply to all Federal agencies, and discretionary engagements, which target specific agency programs. We have historically contracted out engagements that are statutorily required, such as the financial statement audit. There are a wide variety of contractors with experience performing these types of engagements. This promotes competition and allows us to receive a good return on investment. The calculus is different in regard to engagements involving programs that are unique to the CPSC. Our experience is that it is difficult to obtain bids from qualified contractors for CPSC-specific engagements. We have experience offering contract opportunities which receive no interest or just one bid.



Additionally, contracting out engagements, when done properly, involves work by existing staff to acquire and monitor the contractor's services. Depending on the complexity of the engagement, contract oversight can take hundreds of hours. Our auditors, who are already fully tasked, are the best qualified to monitor the work of the contractors in question, and without additional staff we do not have the capability to monitor additional contracts.

In many ways, more important than the economic factors at play are the pragmatic ones. We have determined that, concerning programs unique to the CPSC and its mission, it is advantageous to develop and retain corporate knowledge and oversight capacity by hiring staff rather than contracting out efforts piecemeal. The engagements build on one another and the only way the OIG can build capacity and retain knowledge is by completing the engagements in-house. Two of our Commissioners wisely pointed out in the April 2023 Operating Plan meeting the importance of the agency building in-house expertise in areas of critical agency operations.

So, what will the American people gain from our increased staff resources?

- Increased oversight and transparency by an average of one additional audit per auditor per year.
- Increased efficiency of agency operations due to a greater focus of OIG efforts on mission-related engagements, improving the agency's ability to protect the public from dangerous consumer products.
- Increased return on investment of taxpayer dollars as a result of retaining greater corporate knowledge in-house.

Our two mission-related audits in progress have already provided management with suggestions for improvement which management has already implemented. An increase in staff will allow us to increase the number of mission-related audits conducted each year. This will result in our issuing more recommendations that are tailored to the CPSC's mission. When implemented, these recommendations will increase the efficiency of agency operations and improve the effectiveness of the agency in protecting the public from hazardous consumer products.

Every year during our risk assessment process we identify more high-risk areas in need of auditing than we can address. Additional staff will give us the ability to reduce this backlog. As a result, we will be able to audit more high-risk programs. This will decrease the risks of fraud, waste, abuse, and mismanagement.



**U.S. Consumer Product Safety Commission Office of Inspector General  
Budget for FY 2025**

Resources	FY 2023 Enacted	FY 2024 Estimate	FY 2025 Request
FTEs	7	7	10
Salaries and Personnel Benefits	\$ 1,253	\$ 1,316	\$ 1,920
Contracts and Operating Expenses	\$ 543	\$ 552	
Statutory Audits			\$ 350
Statutory CIGIE payment			\$ 10
Statutory Training	\$ 14	\$ 16	\$ 20
Discretionary Audits and Other Operating Expenses			\$ 200
<b>TOTAL</b>	<b>\$1,810</b>	<b>\$1,884</b>	<b>\$2,500</b>

The information presented above comes from two different sources. Both the FY 2023 Enacted and FY 2024 Agency Estimate are CPSC-provided data. The FY 2025 Request is developed by OIG staff and the assumptions used to develop the request are discussed on Pages 5-6. Additionally, the FY 2025 Agency Request is attached for your reference on Page 7.



## FY 2025 BUDGET ASSUMPTIONS

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### PERSONNEL COSTS

- We will retain our current staff into FY 2025.
- FY 2025 salaries are adjusted to account for any step increases and agency-wide guidance for general wage adjustments.
- Benefit costs are calculated based on statutory rates, e.g., the government will contribute 1.45 percent of each employee's salary up to the first \$200,000 for Medicare, present employees will maintain current health insurance elections and all new employees are projected to take government-provided health insurance.
- Any vacant or new positions are assumed to be filled at the step five (5) level of the grade except for the new entry-level auditor position.
- Our budget includes funds for a new tenth position. This request has been reviewed and endorsed by OMB.

The proposed amount is expected to be adequate to meet these requirements.

### STATUTORY COSTS

We are currently mandated to complete three audits every year: financial statement audit (FSA), Payment Information Integrity Act (PIIA), and Federal Information Security Modernization Act (FISMA).

- FSA will be in year three of the current contract, so the contract costs are used.
- PIIA will be in year two of the current contract, so the contract costs are used.
- FISMA will be recompeted beginning FY 2025 and the estimate provided matches the government cost estimate based on OIG staff analysis.

The Council of Inspectors General for Integrity and Efficiency (CIGIE) annual payment is a set percent of the enacted budget and is required from all offices of inspectors general.

The IG Act requires that OIGs perform their work in accordance with U.S. Government Accountability Office's (GAO) Government Auditing Standards. These standards require all audit staff to complete 80 hours of continuing professional education every two years.

The proposed amount is expected to be adequate to meet these requirements.



**DISCRETIONARY AUDITS AND OTHER OPERATING EXPENSES**

The OIG plans to continue its current practice of leveraging its FISMA contractors to provide a series of additional Information Technology (IT) discretionary audits. We closely coordinate the scheduling of these audits with CPSC's IT department to ensure maximum value to the agency at a reasonable cost.

We have identified some audits that may be suited for contracting out. As soon as we have additional staff available to supervise a contract (in addition to their own audit) we will draft a performance work statement and attempt to contract out the additional work.

We have set aside funds to cover office supplies, necessary research subscriptions, and mission essential travel.

The proposed amount is expected to be adequate to meet these requirements.

The U.S. Consumer Product Safety Commission's Inspector General certifies that the amount proposed for training satisfies all known OIG training requirements for our staff in FY 2025. I further certify that, if the above budget request is enacted, in accordance with procedures developed by the Council of Inspectors General on Integrity and Efficiency (CIGIE) a sum has been set aside to provide the resources necessary to support CIGIE through the annual dues paying process.

**Christopher W. Dentel** Digitally signed by Christopher W. Dentel  
Date: 2024.02.23 05:57:38 -05'00'  
Christopher W. Dentel, Inspector General




**APPENDIX: AGENCY PROPOSED BUDGET REQUEST TO OMB FOR THE OFFICE OF INSPECTOR GENERAL**

The information presented below reflects the agency's proposed budget for the Office of Inspector General. In accordance with the Inspector General Act, the Inspector General will submit a separate independent budget request.

Resource	FY 2023 <u>Enacted</u>	FY 2024 <u>Estimate</u>	FY 2025 <u>Request</u>
FTEs	7	7	9
Salaries & Expenses	\$1,253	\$1,316	\$1,728
Contracts & Operating Expenses	\$543	\$552	\$564
Training	\$14	\$16	\$16
<b>Total Amount</b>	<b>\$1,810</b>	<b>\$1,884</b>	<b>\$2,308</b>

The CPSC's Inspector General certifies that the amount proposed by the agency for training satisfies all known IG training requirements for FY 2025. The Inspector General further certifies that, if the above budget request is enacted, in accordance with procedures developed by the Council of the Inspectors General on Integrity and Efficiency (CIGIE), the sum of \$9,232 will be set aside out of "Contracts and Operating Expenses" to provide the resources necessary to support CIGIE through the annual dues-paying process.

  
 Christopher W. Dentel  
 Inspector General  
 U.S. Consumer Product Safety Commission







For more information on this report please contact us at [CPSC-OIG@cpsc.gov](mailto:CPSC-OIG@cpsc.gov)

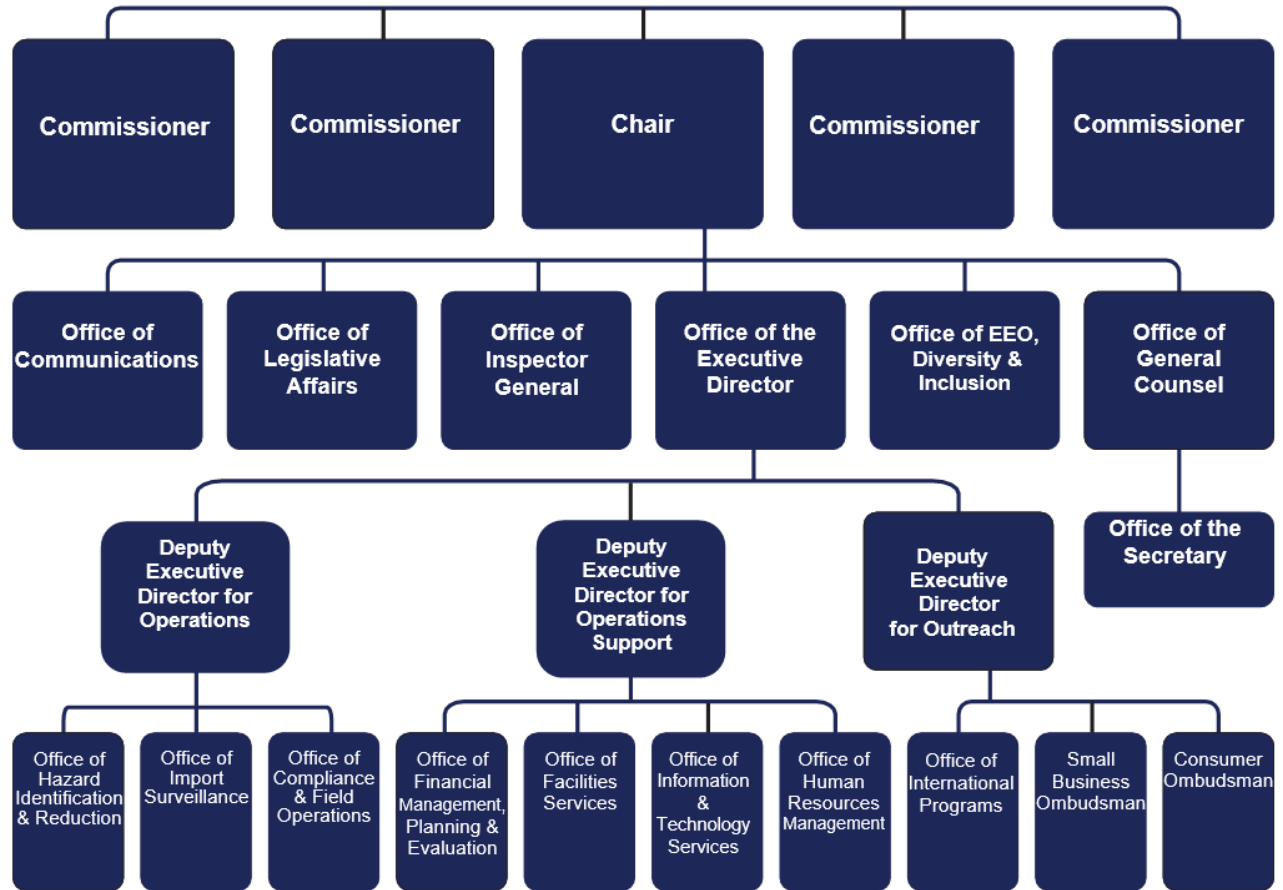
To report fraud, waste, or abuse, mismanagement, or wrongdoing at the CPSC go to [OIG.CPSC.GOV](http://OIG.CPSC.GOV) or call (301) 504-7906

Office of Inspector General, CPSC, 4330 East-West Hwy, Suite 702, Bethesda, MD 20814

## Appendix D: Acronyms

APP	Annual Performance Plan
ARPA	American Rescue Plan Act of 2021
ATV	All-Terrain Vehicle
CBP	U.S. Customs and Border Protection
CO	Carbon Monoxide
CPSC	U.S. Consumer Product Safety Commission
CPSIA	Consumer Product Safety Improvement Act
CPSRMS	Consumer Product Safety Risk Management System
DCM	Dynamic Case Management system
DEIA	Diversity, Equity, Inclusion, and Accessibility
FEVS	Federal Employee Viewpoint Survey
FOIA	Freedom of Information Act
FTE	Full-time Equivalent
FY	Fiscal Year
IT	Information Technology
KM	Key Performance Measure
NEISS	National Electronic Injury Surveillance System
NPTEC	National Product Testing and Evaluation Center
PFAS	Polyfluoroalkyl Substances
PSA	Public Service Announcement
RAM	Risk Assessment Methodology
SBO	Small Business Ombudsman
SDO	Standards Development Organization
SO	Strategic Objective
VGB Act	Virginia Graeme Baker Pool and Spa Safety Act

## Appendix E: Organizational Structure





**U.S. CONSUMER PRODUCT SAFETY COMMISSION**

4330 East West Highway | Bethesda, MD 20814

Consumer Hotline and General Information:

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

[CPSC.gov](http://CPSC.gov)