



U.S. CONSUMER PRODUCT SAFETY COMMISSION

2003 BUDGET AND PERFORMANCE PLAN (OPERATING PLAN)

Saving Lives and Keeping Families Safe

**Submitted to the Congress
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**U.S. CONSUMER PRODUCT SAFETY COMMISSION
2003 BUDGET AND PERFORMANCE PLAN**

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TABLE 1
2001 TO 2003 RESOURCES BY PROGRAM AND ACTIVITY
(dollars in thousands)

	<u>2001 Actual</u>		<u>2002 Actual</u>		<u>2003 Plan</u>	
	<u>FTEs</u>	<u>Amount</u>	<u>FTEs</u>	<u>Amount</u>	<u>FTEs</u>	<u>Amount</u>
REDUCING PRODUCT HAZARDS TO CHILDREN AND FAMILIES:						
Reducing Fire and Electrocutation Hazards	179	\$19,839	171	\$20,064	173	\$20,508
Fire Deaths*.....	154	17,270	148	17,340	146	17,389
Electrocution Hazards*.....	25	2,569	23	2,724	27	3,119
Reducing Children's Hazards	113	12,364	102	12,276	112	13,218
Child Head Injuries*.....	33	3,683	29	3,473	35	4,237
Other Child Hazards.....	80	8,681	73	8,803	77	8,981
Reducing Child Poisonings and Other Chemical Hazards	55	6,365	62	7,669	65	7,912
Child Poisonings*.....	11	1,418	9	1,302	9	1,316
Carbon Monoxide Poisoning*.....	14	1,416	15	1,691	17	1,980
Other Chemical Hazards.....	30	3,531	38	4,676	39	4,616
Reducing Household and Recreation Hazards	42	4,632	48	\$5,396	41	4,707
Subtotal	389	\$43,200	383	\$45,405	391	\$46,345
IDENTIFYING AND RESEARCHING PRODUCT HAZARDS:						
Hazard Identification & Analysis	80	\$9,138	79	\$9,691	80	\$10,285
2003 TOTAL COMMISSION	469	\$52,338	462	\$55,096	471	\$56,630

*These are product hazard reduction strategic goals; performance goals for service quality and management are included in all program activities.

BUDGET PROGRAM: Reducing Product Hazards to Children and Families

Our largest budget program representing about 80 percent of our annual request focuses on *Reducing Hazards to Children and Families*. This program addresses product hazards identified in our other program, Identifying and Researching Product Hazards.

Our hazard reduction work has contributed significantly to the almost 30 percent decline in the rate of deaths and injuries related to hazardous consumer products since the agency's inception in 1973. Past CPSC work has saved and continues to save the nation billions of dollars each year. However, product-related deaths and injuries continue to occur. There are on average about 23,900 deaths and 32.7 million injuries each year related to consumer products under CPSC's jurisdiction. The deaths, injuries, and property damage associated with consumer products cost the nation over \$700 billion annually.

In the Reducing Hazards budget program, we set annual, and for some hazards, long-term strategic goals for reducing the risks of injuries and deaths from:

- Fire and electrocution hazards
- Children's hazards
- Chemical hazards
- Household and recreation hazards

Whenever possible, the Commission seeks a *voluntary solution* to product hazards. This voluntary approach is demonstrated by our high ratio of voluntary to mandatory safety standards (six-to-one) and our success at getting voluntary recalls (100 percent in 2000).

HAZARDS	2001 Actual		2002 Actual		2003 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Fire and Electrocution	179	\$19,839	171	\$20,064	173	\$20,508
Children	113	12,364	102	12,276	112	13,218
Chemical	55	6,365	62	7,669	65	7,912
Household and Recreation	42	4,632	48	5,396	41	4,707
TOTAL	389	\$43,200	383	\$45,405	391	\$46,345

ONGOING MEANS AND STRATEGIES

The Commission uses a variety of tools to reduce the risks of hazardous consumer products. These tools include (1) developing and strengthening voluntary and mandatory safety standards; (2) initiating recalls and corrective actions of hazardous products and enforcing existing regulations; and (3) alerting the public to safety hazards and safe practices.

Safety Standards

Much of our work in saving lives and preventing injuries is through cooperation with industry. Since 1990, we have worked cooperatively with industry and others to complete 214 voluntary standards while issuing 35 mandatory rules, a six-to-one ratio of voluntary to mandatory standards. We found that not only can voluntary standards be as effective as mandatory standards, they can be faster and less costly to implement.

We participate in the development of voluntary standards at a number of steps in the process. Staff first submits recommendations for new standards, or modifications of existing standards, to organizations that develop voluntary standards. The organizations complete technical work to support the requirements, publish a proposal for public comment, and publish a standard. We participate in the process by providing expert advice, technical assistance, and information based on data analyses of how deaths, injuries and/or incidents occurred. Our voluntary standards policy does not permit us to vote on proposed changes or new standards; however, our comments are considered throughout the process.

This process can take months or it may take several years. While the development of recommendations is within our span of control and the actual development of proposed standards within our span of influence, the publication and effective dates for the consensus standards are not.

Safety standards may also be developed through regulation. We usually work cooperatively with industry to develop an effective voluntary standard. If a voluntary standard exists, by law, we may issue a mandatory standard only when we find that the voluntary standard will not eliminate or adequately reduce the risk of injury or death or it is unlikely that there will be substantial compliance with the voluntary standard.

Compliance

In 2002, CPSC announced over 950 corrective actions that included 387 recalls involving about 50 million consumer product units that either violated mandatory standards or presented a substantial risk of injury to the public. Although, we have neither the authority nor the resources to approve products for safety before they are marketed, if we learn that products violate mandatory safety standards or are defective so as to create a substantial risk of injury or death, we work with companies to remove them from the marketplace.

Firms are required by law to report potential product hazards or violations of standards to the Commission. The headquarters and field staff also identify defective products through their own investigations. If an evaluation justifies seeking a product recall, we work with the firm to cooperatively recall the defective or violative product. In nearly all cases, firms work cooperatively with us. If a firm refuses to recall a product voluntarily, we may litigate to require a recall.

To assist industry in cooperatively recalling products easily and quickly, we provide firms an opportunity to participate in the Fast-Track Recall program. We developed the Fast-Track program to streamline the process of recalls for firms that were willing and prepared to recall their products quickly. Because every recalled product represents a potential injury or death, removing these hazardous products from the marketplace faster can prevent more injuries and save more lives. Recalls under the Fast-Track program are almost three times faster than traditional recalls and, on the average, were implemented within eight days of a firm's report to CPSC.

We also assist small businesses through our Small Business Ombudsman. The Small Business Ombudsman was established to help small firms comply more easily with product safety guidelines by providing them with a single point of contact for assistance and information. The Ombudsman coordinates a clearly understandable response from our technical staff so that firms receive the information they need within three business days.

Consumer Information

We warn the public about product-related hazards through print and electronic media, our hotline and web site, and other outreach activities. We develop and provide safety information for the public through safety alerts, news releases, video news releases, publications, including the Consumer Product Safety Review, national and local television appearances, and hotline messages. When knowledge of a hazard requires immediate warnings to the public, such as the recall of a playpen that caused the death of a baby, we rely heavily on the media (newspapers, radio, TV, video news releases). For warnings that need to be repeated -- and most do -- we often rely on outreach by partnering with other organizations and by developing programs, such as Baby Safety Showers and Recall Round-Ups, which are easily replicated by other organizations.

We improved our consumer hotline and Clearinghouse, and web site to better serve the public. The award winning hotline receives consumer complaints and provides information on product hazards and recalls to the public. The Clearinghouse provides injury data to our staff and the public and provides manufacturers with consumer complaints, reported incidents, and incident investigations involving their products.

CPSC's web site has grown rapidly from about 200,000 visits in 1997 to 7.9 million visits in 2002. We post and spotlight recall notices on the web site the same day as the news release announcing the recall. Consumers and firms can file reports of unsafe products on-line and firms are ensured of confidentiality by encrypted transfer of data. Children can access a special section of the site with safety information "4 Kids" and product safety information is also available in Spanish.

TWO TYPES OF ANNUAL PERFORMANCE GOALS

Our annual plans set performance goals for our key activities. These activities require two different types of annual performance goals.

For activities that address unforeseen safety issues, such as recalls, corrective actions, and news releases, annual goals are more appropriately characterized as estimates. We set numerical estimates for these types of activities based on a review of five years of historical data. However, the actual number of recalls, corrective actions, and news releases responding to unpredictable events in a given year will vary from the estimate, depending on the mix of safety-related problems arising during that year.

For activities that address known product hazards, annual goals are targets set for completing a certain number of activities, e.g., sending a targeted number of recommendations designed to address fire-related deaths to voluntary standards organizations.

FIRE AND ELECTROCUTION HAZARDS

INTRODUCTION

Reducing Fire and Electrocution hazards is our largest hazard reduction activity. Fire hazards result in more deaths than any other hazard under our jurisdiction. Electrocution represents a smaller hazard and is allocated a correspondingly smaller portion of our resources.

HAZARDS	2001 Actual		2002 Actual		2003 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Fire	154	\$17,270	148	\$17,340	146	\$17,389
Electrocution	25	2,569	23	2,724	27	3,119
TOTAL	179	\$19,839	171	\$20,064	173	\$20,508



KEEPING FAMILIES SAFE FROM FIRE HAZARDS

STRATEGIC GOAL: Reduce the rate of death from fire-related causes by 10 percent from 1995 to 2005.

THE HAZARD

This nation's fire death rate remains one of the highest among industrialized nations. In 1998¹, over 2,600 people died and over 15,000 were injured because of fires in their homes. These fires resulted in property losses of about \$3.6 billion. The total cost to the nation from residential fires was about \$18 billion. Children and seniors are particularly vulnerable. About 700 children under the age of 15 died of fire-related causes and over 300 of these deaths were to children under the age of 5 years in 1998.² In fact, children under age 5 have a fire death rate more than twice the national average. Older adults also have significantly higher fire death rates in comparison to the rest of the population. In

¹1998 is the latest year for which death data is available.

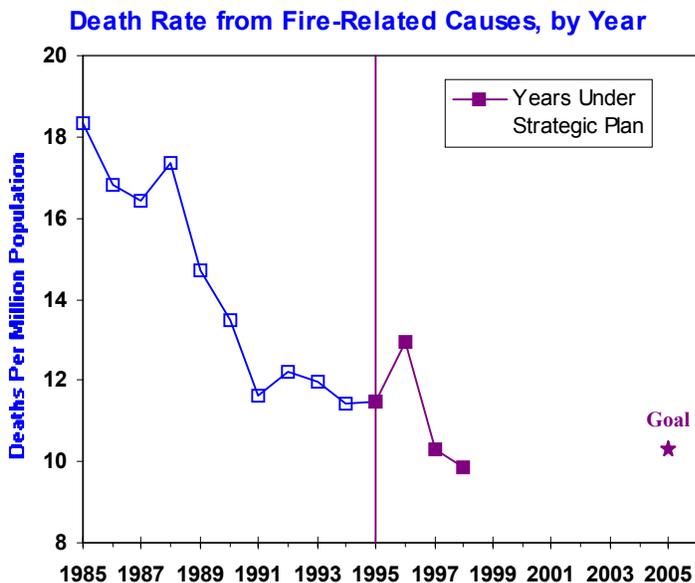
²Information on residential fire-related deaths is available from several sources, including local fire departments, the states, U.S. Fire Administration's National Fire Incident Reporting System, and National Fire Protection Association. The collection and analysis of data takes about two to three years to complete.

1998, residential fires resulted in 770 deaths to adults 65 years and older.

Products most often ignited in fire deaths are upholstered furniture, mattresses, and bedding. In recent years, these three product categories were associated with over one-third of the fire deaths. Cooking equipment is most often involved as a source of ignition in fire deaths, accounting for about 15 percent of fire deaths in recent years.

OUR PROGRESS

Deaths due to fire have declined substantially since the 1980s. In 1998, there were almost 1,600 fewer home fire-related deaths compared to 10 years earlier, for a fire-related death rate of 9.8 per million population.



Past standard-setting and compliance activities contributed to the general decline in fires and fire deaths and show that the agency is effective in reducing fire hazards. These activities include work on cigarette-resistant mattresses and upholstered furniture, heating and cooking equipment, electrical products, general wearing apparel, children’s sleepwear, child-resistant lighters, fireworks, battery-operated children’s vehicles, smoke alarms, and residential fire sprinklers.

While the death rate for 1998 was below our strategic goal, we decided to retain our original goal through 2002 because staff believes that it is too soon to tell if the reduction in the death rate is a stable trend or simply due to year-to-year fluctuations in the data. In 2003, the Commission will decide whether to set a goal to maintain the current reduction rate or reduce the target further.

2003 ANNUAL FIRE-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Prepare candidates for rulemaking	Goal	2	1	2	3	3
	Actual	2	0	2	3	
2. Present recommendations to voluntary standards or code organizations	Goal	8	5	6	3	3
	Actual	8	3	4	4	
3. Complete data analysis and technical reviews activities	Goal	7	7	13	14	11
	Actual	5	4	8	12	
4. Monitor or participate in voluntary standards and code revisions	Goal	**	**	**	**	17
	Actual	--	--	--	--	

**No goal established. --Data not available.

1. Prepare for Commission consideration 3 candidates for rulemaking or other alternatives.

Clothing Textile Standard Update

In 2002, an ANPR was published to begin the process of updating the standard to address changes in test equipment, consumer practice, environmental law, and textile product cleaning techniques. In 2003, staff will respond to comments and develop proposed amendments to the standard for Commission consideration.

Mattresses

80 deaths
980 injuries

Mattresses and bedding materials continue to be one of the main causes of residential structural fires. Of all residential fire losses associated with mattresses and bedding in 1998, an estimated 80 deaths, 980 injuries and \$89 million in property damage could potentially be affected by an open flame ignition standard. A significant number of mattress and bedding fires involve young children as both victims and fire starters. We anticipate that in 2003, staff will continue efforts begun in 2001 to develop a standard for open flame ignition of mattresses.

Upholstered Furniture

(small open flame ignition)
420 deaths
1,080 injuries
(includes 80 deaths and 350 injuries associated with small open flame ignition as well as additional fire deaths and injuries that could potentially be affected by an open flame ignition standard)

Upholstered furniture fires are a leading cause of fire deaths among products under CPSC's jurisdiction. In 1998, there were 420 deaths, 1,080 injuries and \$120 million in property damage that would be addressed by a small open flame ignition standard. The Commission published an advance notice of proposed rulemaking for development of a standard in 1994. In 1998, the Commission voted to defer action on the draft standard developed by the staff pending additional study of flame-retardant chemicals that might be used to meet a standard. The National Academy of Sciences also studied the potential health hazards associated with the use

of flame retardant chemicals and published a final report in 2000. In 2001, the staff forwarded a briefing package of technical information to the Commission. Staff is continuing to work with voluntary standards groups and plans to present alternatives for future action by the Commission in 2002. In 2003, work will continue, as appropriate.

2. Prepare and present recommendations to voluntary standards or code organizations to strengthen or develop 3 voluntary standards or codes:

Clothes Dryers

20 deaths

240 injuries

In 1998, clothes dryer fires resulted in an estimated 20 deaths, 240 injuries and \$54.9 million in property loss. Based on laboratory testing and review of incident data completed in 2002, staff will work with industry and voluntary standards organizations in 2003 to develop revisions to the voluntary standards.

Power Taps (Outlet Strips)

30 deaths³

120 injuries

Power taps (e.g., outlet strips) are popular products often used with home entertainment centers and personal computer systems. Many of the outlet strips we have investigated were involved in fire incidents where the outlet strip was cited as the source of ignition. In 2002, we will complete a technical review of incident data and engineering literature related to surge suppression components (many outlet strips incorporate surge suppression components). In 2003, we will develop recommendations for voluntary standards, as warranted.

Smoke Alarms

2,660 deaths⁴

15,260 injuries

Some tests have raised concerns over smoke alarm response to certain fires. The National Institute of Standards and Technology in partnership with CPSC and four other organizations conducted full-scale tests in 2001 and 2002. The purpose was to identify potential improvements in performance/installation requirements, test methods, alarm methods, alarm technology for residential applications, and consumer information. In 2003, we will analyze the test results and prepare recommendations for voluntary standards and updated consumer safety information.

3. Complete 11 data analyses and technical review activities.

Cigarette Ignition Test Update

We use a standard cigarette for testing mattresses under the Flammable Fabrics Act. Changes and variations in cigarette

³Estimates include losses where receptacles (including permanent outlets) were the equipment involved in ignition.

⁴Improvements to safety standards for smoke alarms potentially affect all fire-related injuries and deaths addressed in this plan.

products traditionally used for flammability tests are anticipated in response to market changes and legislative activities. For example, New York State passed legislation that will require all cigarettes sold in the state to be “safe burning” (cigarettes having a reduced ignition propensity) by 2003. In 2002, we began development of a surrogate test that does not rely on the use of actual cigarettes. This work is expected to be completed in 2003.

Electrical Lighting

60 deaths

250 injuries

In 1998, light fixtures, lamps and light bulbs were associated with an estimated 60 fire deaths and an estimated 250 fire-related injuries. In 2003, staff will conduct a review and analysis of all data available in the CPSC databases to identify those lighting products most responsible for deaths and injuries. Future staff activities and recommendations will be directed at the voluntary standards applicable to those identified lighting products.

Emergency Escape Masks

Emergency escape masks are products marketed as a safety device to protect users against deadly toxic smoke while evacuating a fire, chemical or other emergency in the home and other locations. These products have the potential to reduce deaths and injuries by providing more escape time and protecting people from toxic gases during fires. Currently, there are no performance standards for these products. In 2003, staff will conduct performance tests and human factors analyses for products marketed as emergency escape masks. In 2004, recommendations for development of a performance standard may be made, as appropriate.

Fire Indicators

Most electrical product standards use an artificial fire indicator in their flammability tests to determine if a product represents a potential fire hazard, and most testing laboratories use artificial fire indicators to represent potential ignition sources. In 2002, staff worked with the University of Maryland to determine the adequacy and variability of current fire indicators. In 2003, staff will conduct additional tests to determine how multiple thicknesses of fire indicators and/or household combustibles affect fire risk and to develop recommendations to the voluntary standards, as appropriate.

Fire Investigation Training

In 2002, staff developed a draft training program for field investigators to enhance their ability to interact with local authorities and to interpret fire investigation reports. In 2003, staff will pilot test this training and make revisions, as appropriate.

Gas Grills/LP Gas Systems

In 1998, there were an estimated 500 grill fires attended by fire services. To address the risk of fires and explosions of gas grills from such causes as leaking fuel at the tank connection, delayed ignition, overfilled tanks, valves and leaking hoses; in 2003, CPSC staff will complete a technical review of the incident data and conduct any necessary laboratory testing. In 2004, results of this evaluation will be used to make recommendations to the voluntary standards, as appropriate.

Panelboards

In 1998, circuit breakers were identified in an estimated 1,600 fires. Panelboards provide the means to make connections to circuit breakers and fuses used to protect the electrical wiring systems in homes. A failure of a panelboard can present a high risk of ignition to a home since the failure can occur ahead of the circuit breakers/fuses. This project will focus on identifying the details of materials selection and component design of panelboards and directly associated electrical equipment that can contribute to the failures of panelboards. In 2003, fire incidents associated with residential panelboards will be identified through contact with fire services. Follow up in-depth investigations will be conducted in order to support development of needed performance requirements. Data will be reviewed as it is collected and data analysis will be completed in 2004. Engineering analysis will identify and substantiate needed performance requirements. This information will be used to support future proposals to revise existing voluntary standards for panelboards.

Sensor Technology

In 2003, this activity will focus on the application of sensor technologies in identifying and addressing conditions that could lead to fires with clothes dryers.

Smoke Alarm Audibility

1,200 deaths to persons 65 and older

Fires caused approximately 770 deaths to adults 65 and older in 1998. In comparison to the rest of the population, older adults have significantly higher fire death rates. The elderly tend to experience diminished hearing, often making it difficult for them to hear smoke alarms. In 2003, staff will evaluate audibility in smoke alarms including overall warning effectiveness of various frequencies in residential environments. In 2004, staff will make recommendations for improvements to voluntary standards as appropriate.

*Smoke Alarms
(Effectiveness Survey)*

In 2002, CPSC contracted (funds provided by USFA and CDC) for a probability telephone survey to identify the extent to which smoke alarms provided the first warning of a

fire. The survey will also collect information about the role of fire extinguishers and sprinklers. In 2003, staff will work with the contractor to plan the survey and monitor data collection.

*Smoke Alarms
(Wireless Technologies)*

In 2002, with funds from USFA, CPSC contracted for an evaluation of current smoke alarm and wireless technologies to determine the feasibility of producing a battery-operated smoke alarm that is interconnected by wireless communication. The work on this contract will be completed in 2003.

4. Monitor or participate in 17 voluntary standards revisions.

Voluntary Standards

Monitor or participate in the development or modification of voluntary standards for products such as candles, heaters, ranges, turkey fryers, and arc fault circuit interrupters.

Compliance

Annual Goals		1999	2000	2001	2002	2003
5. Pursue for recall or other corrective action	Goal	400	455	505*	505*	350*
	Actual	703	529	614	357	
6. Monitor existing voluntary standards	Goal	1	1	2*	1*	1*
	Actual	2	1	1	1	
7. Conduct port-of-entry surveillance	Goal	1	2	2*	2*	2*
	Actual	2	2	3	3	

*Estimate based on prior years' experience. The actual number of recalls, corrective actions, and monitoring activities will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of fire-related death through:

5. Recalls

Our 2003 goal will be to conduct 350 recalls or other corrective actions. There were substantially fewer corrective actions including recalls in 2002 because there was a significant reduction in the amount of support that the U.S. Customs Service was able to provide to CPSC as a result of the September 11, 2001 terrorist attacks. Customs notifies us of shipments of potentially hazardous consumer products at ports of entry. Customs staff and CPSC recently entered into a revised Memorandum of Understanding, which provides CPSC access to two major Customs databases that may allow quicker response by CPSC staff and may help offset the reduced Customs support.

6. Voluntary Standards

Monitor 1 existing voluntary standard likely to reduce fire-related deaths. Products related to fire hazards that we

recently monitored include halogen lamps and extension cords.

7. *Import Surveillance*

Conduct port-of-entry surveillance for 2 products for which fire safety standards are in effect. In 2002, CPSC field staff and the U.S. Customs Service prevented nearly 800,000 unsafe cigarette lighters, about 250,000 multi-purpose lighters, and over 1.9 million units of violative fireworks from entering the country.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
8. Conduct public information efforts	Goal	6	5	6	7	7
	Actual	6	5	6	7	7
9. Issue press releases	Goal	35	45	45	45 [#]	45 [#]
	Actual	57	48	46	88	
10. Produce video news releases	Goal	2	5	5	6 [#]	5 [#]
	Actual	7	8	5	8	
11. Respond to requests for publications	Goal	150,000	160,000	160,000	160,000	200,000
	Actual	451,500*	222,000	259,500	289,000	

*Includes a one time effort to distribute publications to state and local users. [#]These goals were changed to include all product hazards not just recalled products as in previous years.

8. **Conduct 7 public information efforts.**

Fireworks

Conduct a national fireworks safety campaign for the Fourth of July aimed at increasing public awareness of the need for safety. The national campaign will alert consumers to the common hazards associated with legal and illegal fireworks. Field staff will work with fire departments to demonstrate the dangers of fireworks and conduct safety campaigns at the community level in cooperation with such groups as hospitals, youth groups, and schools.

General Fire Hazards

Continue to alert the public to fire hazards associated with consumer products. Issue news releases about fire hazards including death and injury data and remedies. Field staff will provide fire safety information and encourage fire experts to participate in CPSC programs.

Halloween Hazards

Issue a news release to continue warnings about the risk of fire associated with homemade children's costumes, jack-o-lanterns, and other Halloween decorations. Continue to conduct field Halloween safety campaigns in collaboration with key public officials and/or private agencies to warn about costume flammability when carrying candles and using

matches and lighters. Provide similar information to elementary schools.

Holiday Hazards

During the winter holiday season, issue an annual news release to warn about the risk of fire from defective decorative holiday light strings and natural trees, as well as provide tips for the safe use of candles and fireplaces. Include similar information in regional Christmas/winter holiday safety campaigns to warn about the risk of fire.

Home Heating

Issue a seasonal news release to alert consumers to hazards with home heating equipment. Warn consumers about fire hazards with home heating equipment by providing information on such topics as proper use of wood, electric, and kerosene heaters and home inspections for heating systems.

Lighters

Issue a news release about hazards of cigarette lighters and multi-purpose lighters. These lighters are required to incorporate child-resistant features to help prevent their operation by children under age 5. Field staff will conduct safety campaigns using activities such as radio interviews, local press publications, presentations to state and local product safety groups and partnering with other injury prevention organizations, as appropriate.

Smoke Alarms

Issue an annual news release to remind consumers to maintain smoke alarms in working condition. Field staff will develop a campaign to promote the use of smoke alarms that is focused on a minority population such as Native American communities. Conduct the campaign by partnering with other appropriate organizations.

Alert the public to fire-related hazards through:

9. *Press Releases*

Issue 45 press releases to alert the public to products presenting a risk of fire-related death. In 2002, we issued press releases on recalled products such as air fresheners, toasters, and dehumidifiers.

10. *Video News Releases*

Produce 5 video news releases (VNRs) for products that present a fire hazard and 1 VNR for fireworks safety. In 2002, we produced a VNR on fireworks safety and VNRs on hazardous products such as microwave oven/hood combinations and heaters. These VNRs reached a combined potential television viewing audience of 118 million.

11. *Publications*

We will respond to consumer requests for a projected 200,000 checklists, booklets, and safety alerts warning about fire hazards. In 2002, we distributed publications addressing fire hazards; the most often requested were “Smoke Detectors Can Save Your Life,” and “Fire Safety Checklist for Older Consumers.”



KEEPING FAMILIES SAFE FROM ELECTROCUTIONS

STRATEGIC GOAL: Reduce the rate of death from electrocutions by 20 percent from 1994 to 2004.

THE HAZARD

There are about 190 deaths from consumer product-related electrocutions each year in the United States. About 10 percent of the deaths are to children under 15 years old. The Commission continues to receive reports of electrocution deaths from products such as house wiring, lamps and light fixtures, antennas, power tools, and small and large appliances.

OUR PROGRESS

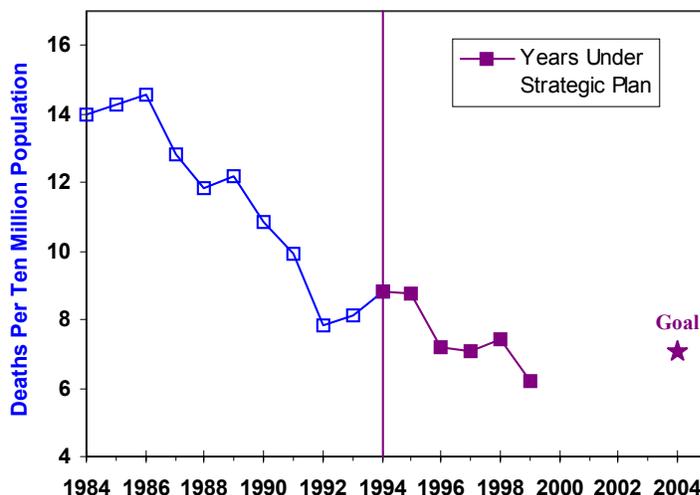
In 1999, the latest year for which data are available, deaths from electrocutions declined to 6.2 deaths per 10 million people, or 130 fewer deaths annually than in 1989. The reduction of these deaths is the result, in part, of several

efforts by CPSC. We worked with industry to develop safety standards that reduced or nearly eliminated the risk of electrocution for such products as hair dryers, power tools, CB antennas, and electric toys. CPSC has been instrumental in upgrading the National Electrical Code to provide for wider application of the highly effective electric shock protectors known as ground-fault circuit-interrupters (GFCIs).

While the electrocution rate for 1999 was below our strategic goal, we decided to retain the original goal through 2003. Beginning in January 1999, there was a major change in the way deaths are classified in the

United States. Preliminary data provided by National Center for Health Statistics suggested that the trend analysis for electrocutions generally may be unaffected by changes in the

Electrocution Rates for Consumer Products, by Year



classification of deaths. While the reduction in electrocutions is encouraging, we cannot be sure that the performance data for electrocution is unaffected until we are able to review data for an additional year.

In 2003, after we determine how the coding changes affect the data, the Commission will decide whether to set a strategic goal to maintain the current reduction in the death rate, reduce the target further, or focus in other areas.

2003 ANNUAL ELECTROCUTION-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Provide recommendations or support to national code groups	Goal	1	1	1	1	1
	Actual	1	1	1	3	
2. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	2
	Actual	--	--	--	--	

**No goal established. --Data not available.

1. Provide recommendations or support to national code groups.

National Electrical Code *90 deaths*

The National Electrical Code (NEC) is an electrical installation standard for buildings and is the most widely adopted model code in the U.S. In the past, we have been successful in advocating new provisions of the NEC that addressed electric shock, including requirements for ground-fault circuit interrupters (GFCIs) for electrical receptacle outlets near sinks, in crawl spaces, and at kitchen countertops. Also included were GFCI requirements and other electrocution protection requirements for specific products including spas and hot tubs, and pressure washers. In 1998, there were 27 electrocutions associated with water and water handling equipment, such as pumps, generators, and pipes.

In 2002, we will develop and support proposals that would require wider application of shock preventive measures outdoors, particularly around water and water-handling equipment. In 2003, staff will actively participate on two code-making panels covering appliances and branch circuit wiring.

2. Monitor or participate in 2 voluntary standards revisions.

Voluntary Standards

Monitor or participate in the development or modification of voluntary standards for products such as ground fault circuit interrupters.

Compliance

Annual Goals		1999	2000	2001	2002	2003
3. Pursue for recall or other corrective action	Goal	20	25	15*	15*	15*
	Actual	24	22	13	31	
4. Monitor or participate existing voluntary standards	Goal	1	1	1*	1*	1*
	Actual	1	1	1	1	

*Estimate based on prior years' experience. The actual number of recalls, corrective actions, and standards monitoring will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of electrocution through:

3. *Recalls*

Seek recalls or other corrective actions for products that present a substantial risk of electrocution. In 2002, there were 31 voluntary corrective actions including recalls involving over 4.7 million product units such as power cords and cable TV boxes.

4. *Voluntary Standards*

Monitor 1 existing voluntary standard likely to reduce electrocutions, such as extension cords, power strips, surge protectors, and holiday lights.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
5. Conduct public information efforts	Goal	1	1	1	1	2
	Actual	1	1	1	3	
6. Issue press releases	Goal	8	8	8	8 [#]	8 [#]
	Actual	13	11	9	25	
7. Produce video news releases	Goal	1	1	1	1 [#]	1 [#]
	Actual	1	2	1	1	
8. Respond to requests for publications	Goal	40,000	45,000	45,000	45,000	60,000
	Actual	88,000*	83,000	80,000	102,000	

*Includes a one time effort to distribute publications to state and local users. [#]These goals were changed to include all product hazards not just recalled products as in previous years.

5. Conduct 2 public information efforts.

Ground Fault Circuit Interrupters (GFCIs)

Field staff will continue to promote the use of GFCIs to prevent electrocution through such activities as radio

interviews, local press publications, presentations to state and local product safety groups, and partnering with other injury prevention organizations, as appropriate.

Swimming Pools

Swimming pools constructed before the early 1980s should be checked for electrocution hazards. The electrical components of older pools (e.g., underwater lighting, electrical wiring, etc.) may need to be repaired or replaced because of the effects of corrosion and weathering. Also, the electrical systems for these pools should be updated with GFCIs as these pools were constructed before GFCIs were required for pools.

In 2003, we will develop an information program targeting owners of pools (public and residential). Components of the program include issuing a news release at the beginning of the swimming pool season, updating the existing Safety Alert encouraging use of GFCIs for pools, spas, and hot tubs, and developing other informational literature appropriate for operators of public pools and owners of residential pools. Field staff will work with State Safety Inspectors to distribute these materials to the targeted audiences.

Alert the public to electrocution hazards through:

6. *Press Releases*

Issue 8 press releases for products presenting a risk of electrocution. In 2002, we issued 25 press releases to advise the public of recalled products with a substantial risk of electrocution, including Christmas lights, table saws, and vacuum cleaners.

7. *Video News Releases*

Produce 1 video news release (VNR) for a product presenting a risk of electrocution. In 2002, we produced a VNR on electrical safety for our annual Recall Roundup campaign that reached a potential viewing audience of 21.7 million.

8. *Publications*

We will respond to consumer requests for an estimated 60,000 safety alerts, checklists and booklets. In 2002, the most requested publications were “Childproofing Your Home” and “Fire Safety Checklist for Older Consumers.”

CHILDREN'S HAZARDS

INTRODUCTION

In this our second largest activity, we address hazards to children posed by consumer products that are associated with over 500 deaths, over 400,000 injuries and societal costs of about \$20 billion each year. Our past work on safety standards and compliance activities has reduced product-related hazards to children associated with baby walkers, bunk beds, infant cribs, infant swings, infant car seat/carriers, playpens, playground equipment, toys and bicycles. We have identified possible suffocation risks to infants from sleeping with soft bedding. CPSC actions also addressed child strangulation from window blind cords and clothing drawstrings. In 2002, we obtained 90 recalls for toys and children's products involving about 14.2 million product units. We conducted consumer information campaigns to warn the public about hazards to children.

In our strategic plan, we set a long-term goal to reduce head injuries to children. We also continue to work on injuries related to other children's hazards, such as recalling toys with dangerous small parts and warning the public about soft bedding hazards. This performance plan sets annual goals for "Keeping Children Safe from Head Injuries" and "Keeping Children Safe from Other Hazards."

HAZARDS	2001 Actual		2002 Actual		2003 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Children's Head Injuries	33	\$3,683	29	\$3,473	35	\$4,237
Other	80	8,681	73	8,803	77	8,981
TOTAL	113	\$12,364	102	\$12,276	112	\$13,218



KEEPING CHILDREN SAFE FROM HEAD INJURIES

STRATEGIC GOAL: Reduce the rate of head injury to children under 15 years old by 10 percent from 1996 to 2006.

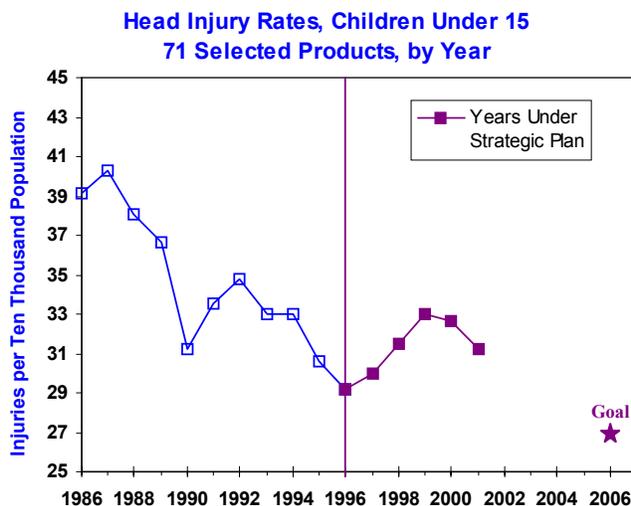
THE HAZARD

Head injury is a leading cause of death and disability to children in the United States. Almost 500 children under 15 years old die each year from head injury trauma and an estimated 680,000 children were treated in hospital emergency rooms for product-related head injury in 2001. Studies have shown that children have a higher risk of head injury than adults do and that children's head injuries are often more severe than many other injuries and can have life-altering consequences.

In 2001, over 40 percent of the head injuries to children under 15 years were diagnosed as concussions, fractures, and internal head injuries. The types of consumer products under the Commission's jurisdiction that are most often associated with head injuries to children include bicycles, playground equipment, and nursery products. Participation in sports is also associated with high numbers of children's head injuries.

OUR PROGRESS

Head injuries to children under 15 years of age remain higher than desired when compared to the goal set for 2006.



We have been successful in reducing head injuries to children for some products (e.g., baby walker-related injuries, most of which were to head and face, to children under 15 months of age have shown about a 70 percent reduction since 1995). Many of the largest contributors to the annual toll of head injuries were recreation and sport-related activities including bicycles (41,000), baseball and softball (13,000), and swings and swing sets (12,000). We initiated work in 2001 to learn more about the circumstances of bicycle-related head injuries to children. The results of this study suggest that bicycle helmets are

effective both in preventing emergency-room-treated head injuries and in reducing the severity of head injuries. Further, emergency room data for 2001 show a sharp downturn in the frequency of bicycle-related head injuries. We are re-evaluating CPSC's role in reducing these injuries and in 2003, the Commission will decide whether to redefine our strategic goal or focus in other areas.

2003 ANNUAL CHILD HEAD INJURY-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Complete testing, data collection, hazard analysis, or technical review activities	Goal	1	3	4	5	2
	Actual	1	2	3	5	
2. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	21
	Actual	--	--	--	--	

**No goal established. --Data not available.

1. Complete 2 testing, data collection, hazard analysis, or technical review activities.

Handbook for Public Playground Safety

An activity has been added to review the *Handbook for Public Playground Safety* and update it as needed to be consistent with current voluntary standards, surfacing recommendations, and knowledge of hazards.

Playground Equipment 200,000 injuries 15 deaths

Each year, over 200,000 children are treated in emergency rooms for injuries associated with playground equipment. About one third of all injuries involve the head or face. In 2003, staff will analyze specific hazard scenarios with playground equipment and evaluate ways to address the injuries associated with them. Recommendations to voluntary standards will be developed in 2004 as appropriate.

2. Monitor or participate in 21 voluntary standards revisions.

Voluntary Standards

Monitor or participate in the development or modification of voluntary standards for products such as nursery equipment, playground equipment, helmets, and non-powered scooters.

Compliance

Annual Goals		1999	2000	2001	2002	2003
3. Pursue for recall or other corrective action	Goal	25	25	30*	30*	25*
	Actual	37	36	49	55	
4. Monitor existing voluntary standards and/or conduct industry special programs	Goal	2	2	2	2	1
	Actual	0	1	1	3	

*Estimate based on prior years' experience. The actual number of recalls, corrective actions, and standards monitored will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of head injury through:

3. *Recalls* Conduct 25 recalls or other corrective actions on hazardous products that present a substantial risk of head injury to children or violate CPSC's safety standards. In 2002, there were 55 voluntary corrective actions including 21 recalls that involved almost 2.7 million product units. Recalls involved a variety of products, including child booster seats and infant swings that presented a head injury hazard.
4. *Voluntary Standards/ Industry Special Programs* Continue monitoring distributor and retail activities involving sales of products such as all-terrain vehicles (ATVs) and the ATV industry safety program.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
5. Conduct public information efforts	Goal	4	4	4	3	5
	Actual	4	4	4	3	
6. Issue press releases	Goal	15	15	15	15 [#]	15 [#]
	Actual	19	22	19	17	
7. Produce video news releases	Goal	1	5	5	4 [#]	4 [#]
	Actual	6	6	7	4	
8. Respond to requests for publications	Goal	150,000	160,000	160,000	160,000	200,000
	Actual	531,500*	287,000	252,000	243,000	

*Includes a one time effort to distribute publications to state and local users. [#]These goals were changed to include all product hazards not just recalled products as in previous years.

5. Conduct 5 public information efforts to alert the public of head injury hazards.

Bicycles

Issue a news release to promote the use of bicycle helmets meeting the CPSC safety standard and safe bicycle-riding practices that prevent head injuries to children. Field staff will work throughout the country to promote the safety message with activities such as radio interviews relating to bicycle safety, local press publications, and presentations to state and local product safety groups. Our field staff frequently partner with other injury prevention organizations

to promote bicycle safety through activities such as bicycle rodeos.

Infant Products

Warn parents about the hazards of certain older style infant products such as high chairs, strollers, and infant carriers and inform them about safety features of newer style products. Issue a news release about the hazards of at least one of these products. Field activities will include such programs as baby safety showers, Recall Round-up, local media interviews, and speaking engagements.

Playground Equipment

Issue a news release to promote the new *Home Playground Equipment Handbook*. Promote and distribute the new handbook for home equipment. Continue to promote and distribute the existing handbook for public playground equipment.

Recreational Activities

Issue seasonal news releases to promote the use of head protection/safety gear with recreational activities such as riding scooters, in-line skating, skiing, and snowboarding. Field staff will partner with state and local officials to promote recreational safety including radio interviews for seasonal sport activities.

Window Guards

Field staff will work with state and local groups in communities to promote the use of window guards that prevent falls and meet the ASTM standard. Part of this work will include developing model legislation for adoption by state and local jurisdictions.

Alert the public to the hazards of head injury through:

6. *Press Releases*

Issue 15 press releases to alert the public to products presenting a risk of head injury. In 2002, we issued 17 press releases for products such as baby gates, mini bicycles, and toy chests.

7. *Video News Releases*

Produce 4 video news releases (VNRs) for products presenting a risk of head injury. In 2002, we produced 4 VNRs on recalled products such as child booster seats and infant car seat/carriers. These VNRs had a total potential viewing audience of over 50 million.

8. *Publications*

We will respond to consumer requests for a projected 200,000 checklists, booklets, and safety alerts warning about head injury hazards. In 2002, we distributed over 240,000 publications relating to child head injury hazards. The most

requested of these were "Ten Smart Routes To Bicycle Safety" and "Childproofing Your Home."

KEEPING CHILDREN SAFE FROM OTHER HAZARDS

THE HAZARD

Non-head injury hazards to children are associated with a wide-range of consumer products (including some that also cause head injuries). Examples include: choking and suffocation hazards related to some children's toys; suffocation from soft bedding; strangulation from window blind cords and clothing drawstrings; drowning in swimming pools; falls from playground equipment, and various hazards with infant products, such as highchairs, strollers, and baby bath seats. In 2002, the agency obtained 69 voluntary recalls involving over 11.5 million children's product units. We also actively promoted placing infants on their backs to sleep and addressed hidden hazards related to infants' sleep environments.

2003 ANNUAL GOALS FOR OTHER CHILDREN'S HAZARDS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Prepare candidates for rulemaking	Goal	**	**	**	2	3
	Actual	--	--	--	0	
2. Complete testing, data collection, hazard analysis, or technical review activities	Goal	**	**	**	4	3
	Actual	--	--	--	3	
3. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	8
	Actual	--	--	--	--	

**No goal established for that year. --Data not available.

1. Prepare for Commission consideration, a notice of proposed rulemaking or a final rule for at least 3 children's product related to other (non-head) injuries.

Baby Bath Seats

78 deaths
(1983-May 2001)

In 2001, the Commission began a rulemaking process by issuing an advance notice of proposed rulemaking to address the risk of drowning associated with these products. In 2002 and 2003, to address the risk, the Commission may (a) continue the rulemaking process by issuing a notice of proposed rulemaking; (b) work with standards setting groups to complete a voluntary safety standard; or (c) consider other alternatives. In 2003, staff will continue standards development activities as appropriate.

Bed Rails

In 2003, staff plans to complete an NPR for Commission consideration.

Crib Slat Integrity

In 1996, CPSC began a rulemaking activity to address crib slat integrity. In 1999, the voluntary standard for cribs was revised to include performance requirements for crib slats. In 2003, staff will complete an assessment of industry conformance to the voluntary standard and develop recommendations as to whether to continue or terminate rulemaking.

2. Complete 3 testing, data collection, hazard analysis, or technical review activities.*Investigation Guidelines*

An activity has been added to begin the process of revising the investigative guidelines for children's products. These guidelines are used by Field staff to collect data on incidents with children's products. Many of the guidelines were developed several years ago and do not reflect changes in products and product usage.

Swimming Pool Flotation Devices

In 2003, staff will evaluate flotation devices and their role in deaths and injuries. In 2004, staff will make recommendations as appropriate.

*Swimming Pool
Perimeter Alarms*
350 deaths⁵
2,600 injuries

In 2003, staff will evaluate the effectiveness and reliability of perimeter pool alarms as a means to reduce drownings. These alarms monitor the area surrounding the pool and sound if someone passes through. In 2004, staff will make recommendations as appropriate.

3. Monitor or participate in 8 voluntary standards revisions.*Voluntary Standards*

Monitor or participate in the development or modification of voluntary standards for products such as children's toys, blind cords, and infant bedding accessories. These efforts include the development of standard requirements to address strangulation and suffocation hazards related to toys and standard provisions to address infant strangulations or suffocations in crib sheets and other infant bedding and accessories.

⁵Improvements to perimeter alarms potentially affect all pool-related drownings to children.

Compliance

Annual Goals		1999	2000	2001	2002	2003
4. Pursue for recall or other corrective action	Goal	**	**	**	240*	200*
	Actual	336	286	306	206	
5. Conduct import surveillance	Goal	**	**	**	**	1*
	Actual	1	1	1		

*Estimate based on prior years' experience. The actual number of recalls, corrective actions, and import monitoring activities will depend on the mix of safety-related problems arising during the year. **No goal established. --Data not available.

Identify and act on products that present a risk of injury to children through:

4. Recalls

Our 2003 goal will be to conduct 200 recalls or other corrective actions. There were substantially fewer corrective actions including recalls in 2002 because there was a significant reduction in the amount of support that the U.S. Customs Service was able to provide to CPSC as a result of the September 11, 2001 terrorist attacks. Customs notifies us of shipments of potentially hazardous consumer products at ports of entry. Customs staff and CPSC recently entered into a revised Memorandum of Understanding, which provides CPSC access to two major Customs databases that may allow quicker response by CPSC staff and may help offset the reduced Customs support.

5. Import Surveillance

Conduct 1 port-of-entry surveillance for a toy or children's product that presents a substantial risk of injury to children. In 2002, U.S. Customs detained about 75 shipments consisting of over 151,000 toys, mainly for violations of the small parts regulation.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
6. Conduct public information efforts	Goal	**	**	**	**	1
	Actual	--	--	--	--	
7. Issue press releases	Goal	**	**	**	42 [#]	42 [#]
	Actual	41	59	53	51	
8. Produce video news releases	Goal	**	**	**	14 [#]	7 [#]
	Actual	6	19	7	7	
9. Respond to requests for publications	Goal	**	**	**	600,000	620,000
	Actual	811,000*	649,000	747,000	760,000	

*Includes a one time effort to distribute publications to state and local users. **No goal established. [#]These goals were changed to include all product hazards not just recalled products as in previous years. --Data not available.

- 6. *Public Information Effort*** Issue a seasonal news release about pool safety and promote the use of pool alarms that meet the new ASTM standard. Field staff will work with state and local groups in communities to promote the use of pool alarms that meet the new ASTM standard.

Alert the public to the hazards of injuries to children through:

- 7. *Press Releases*** Issue 42 press releases to alert the public to products presenting a risk of injury to children. In 2002, we issued 51 press releases on recalled products that included baby rattles, play yards, and air-powered rockets.
- 8. *Video News Releases*** Produce 7 video news releases (VNRs) for products presenting a risk of injury to children. In 2002, we produced 7 VNRs for recalled products with a potential television viewing audience of nearly 130 million for hazards such as child drownings and suffocations.
- 9. *Publications*** We will respond to consumer requests for a projected 620,000 checklists, booklets, and safety alerts warning about injury hazards. In 2002, the most often requested were "Childproofing Your Home," "Protect Your Family From Lead in Your Home," and "Tips for Your Baby's Safety."

CHEMICAL HAZARDS

INTRODUCTION

In this program, we address three chemical hazards: poisonings to children under 5 years old from drugs and other hazardous household substances; carbon monoxide poisonings (CO); and other chemical poisonings, such as lead.

HAZARDS	2001 Actual		2002 Actual		2003 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Child Poisonings	11	\$1,418	9	\$1,302	9	\$1,316
Carbon Monoxide Poisonings	14	1,416	15	1,691	17	1,980
Other	30	3,531	38	4,676	39	4,616
TOTAL	55	\$6,365	62	\$7,669	65	\$7,912



KEEPING CHILDREN SAFE FROM POISONING HAZARDS (Poison Prevention Packaging)

STRATEGIC GOAL: The rate of death from unintentional poisonings to children under 5 years old from drugs and other hazardous household substances will not increase beyond 2.5 deaths per million children from 1994 to 2004.

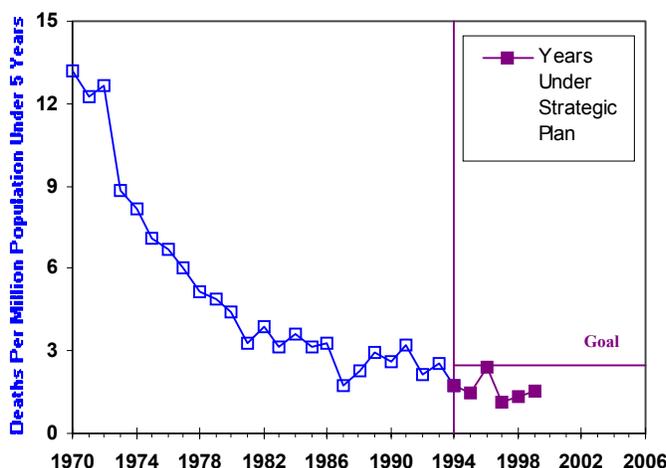
THE HAZARD

Children can easily gain access to drugs and other hazardous household chemical substances that are not in child-resistant packaging. Before 1974, an average of 200 children under the age of 5 years died each year from poisonings by unintentional ingestion of these substances. In 1970, Congress enacted the Poison Prevention Packaging Act (PPPA) requiring child-resistant packaging. Since the PPPA became law, deaths to children under 5 years of age have declined substantially to an average of 26 deaths annually.

While child poisoning deaths have been relatively low for a number of years, we have seen evidence that without continued surveillance, the death rate could increase. For example, when ibuprofen was granted over-the-counter status, child-resistant packaging was no longer required. This resulted in a substantial increase in ibuprofen ingestions.

There is further concern about unintentional poisonings to children because of the large number of poisoning incidents. In 2000, the 63 poison control centers participating in the American Association of Poison Control Centers reported over 1 million exposures involving an estimated 74,000 product related poisoning injuries to children under five seen in U.S. hospital emergency rooms. We estimate societal costs of almost \$2.3 billion for these poisoning incidents.

Death Rate to Children Under 5 Years From Unintentional Poisonings, by Year



OUR PROGRESS

We continue to meet our strategic goal to maintain the low death rate of no more than 2.5 deaths per million children under 5 years old. The death rate for unintentional poisonings to children from drugs and other hazardous household substances for 1999, the last year when data was available, was 1.5 deaths per million children under 5 years old.

2003 ANNUAL POISONING PACKAGING-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Prepare a notice of proposed rulemaking or a final rule	Goal	1	1	1	1	1
	Actual	2	2	1	1	1
2. Complete testing and data collection activities	Goal	**	**	**	**	2
	Actual	--	--	--	--	--
3. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	2
	Actual	--	--	--	--	--

**No goal established. --Data not available.

1. Prepare for Commission consideration, a notice of proposed rulemaking or a final rule for at least 1 hazardous substance for child-resistant packaging.

Rulemaking

In 2003, the staff will recommend child-resistant packaging on toxic substances reviewed in 2002, possibly including caustics. In 2002, CPSC issued regulations requiring child-resistant packaging for certain products containing low viscosity hydrocarbons. We are currently developing information related to consideration of child-resistant packaging for aerosol products that contain low viscosity hydrocarbons.

2. Complete 2 testing, data collection, hazard analysis or technical review activities.

Gasoline Containers

There are reports of children gaining access to gasoline containers resulting in burns and/or ingestions. In 2003, staff will collect and compile available information about the injuries, the market, and the costs associated with gasoline containers.

Poisoning Data

In 2003, CPSC staff will monitor ingestion data bases and review chemical classes of products for the need for child-resistant packaging. In 2003 the staff will complete a toxicity assessment and a poisoning data review of at least one substance.

3. Monitor or participate in the revision of 2 voluntary standards.

Voluntary Standards

Monitor or participate in the development or modification of voluntary standards for child-resistant packaging such as gasoline containers.

Compliance

Annual Goals		1999	2000	2001	2002	2003
4. Pursue for recall or other corrective action	Goal	30	25	15*	15*	10*
	Actual	21	6	9	23	

*Estimate based on prior years' experience. The actual number of violations will depend on the mix of safety-related problems arising during the year.

Identify and act on product packaging that present a risk of poisoning through:

4. *Recalls*

Conduct 10 recalls or other corrective actions for violations of mandatory child poisoning safety standards or for unregulated products that present a substantial risk of

poisoning. In 2002, there were 23 corrective actions including 6 recalls involving over nearly 1.3 million product units presenting poisoning hazards. These recalls included automotive products containing methanol, multivitamins, and medicated oil that were not in child-resistant containers.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
5. Conduct public information efforts	Goal	1	1	1	1	1
	Actual	1	1	1	1	1
6. Issue press releases	Goal	**	1	3	1	1
	Actual	1	2	2	3	
7. Produce video news releases	Goal	1	1	1	1	1
	Actual	1	1	1	2	
8. Respond to requests for publications	Goal	**	60,000	60,000	60,000	110,000
	Actual	195,500*	155,000	173,000	185,000	

**No goal established. *Includes a one time effort to distribute publications to state and local users.

5. Conduct 1 public information effort.

Poison Prevention

During National Poison Prevention Week issue a news release and coordinate a health and safety campaign by partnering with the Poison Prevention Council and related organizations to promote child-resistant packaging and other poison prevention measures. Throughout the year and during National Poison Prevention Week, field staff will promote the benefits of child-resistant packaging for medicines in preventing children's poisonings using activities such as radio interviews, local press publications, presentations to state and local product safety groups and partnering with other injury prevention organizations, as appropriate.

Alert the public to poisoning packaging-related hazards through:

6. Press Release

Issue 1 press release to remind consumers to use child-resistant packaging and take other steps to prevent poisonings. In 2002, we issued 3 press releases on poison prevention which promoted a new national toll free number for Poison Control Centers, new child resistant packaging rule for household products, and a recalled dietary supplement containing iron.

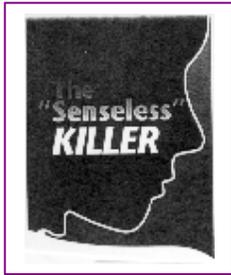
7. Video News Release

Produce 1 video news release (VNR) on the hazards of unintentional poisonings to children. In 2002, we produced a

2 VNRs on poison prevention. There were over 35 million potential television viewings of this VNR.

8. *Publications*

Respond to consumer requests for an estimated 110,000 checklists, booklets and other publications on preventing poisonings. In 2002, the most requested of these were “Locked-Up Poisons” and “Poison Lookout Checklist.”



KEEPING FAMILIES SAFE FROM CARBON MONOXIDE POISONINGS

STRATEGIC GOAL: Reduce the rate of death from carbon monoxide poisoning by 20 percent from 1994 to 2004.

THE HAZARD

Carbon monoxide (CO) is a poisonous gas that has no smell, color or taste -- truly a "senseless" killer. Burning any fuel, such as gas, oil, wood, or coal produces this gas, so that any fuel-burning appliance is a potential CO source. Symptoms at higher concentrations in the blood include cognitive impairment, loss of consciousness, coma, and death.

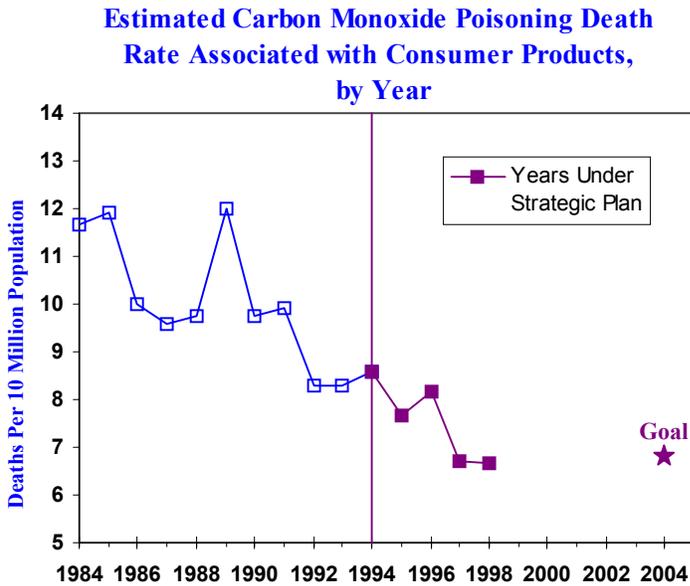
There were 180 people who died from unintentional CO poisoning-related incidents in 1998, excluding incidents involving auto exhaust and fires, at a societal cost of almost \$1 billion. Because some symptoms of moderate CO poisoning may mimic common illnesses such as influenza or colds, there may be a high incidence of missed initial diagnoses. Not only are victims frequently unaware of exposure to CO, but also health care providers may not suspect, or check for, CO poisoning. While some symptoms of CO poisoning are reversible, delayed neurological effects can develop following severe poisonings, especially those involving prolonged unconsciousness. Prompt medical attention is important to reduce the risk of permanent damage.

Most consumer product-related CO poisoning deaths are associated with the use of heating systems. Other consumer products associated with CO poisoning deaths include charcoal grills, gas water heaters, gas ranges and ovens, fuel-burning camping equipment, and engine-driven tools such as portable generators and power lawn mowers. Problems with chimneys, flues, or vents connected to fuel-burning products have often been mentioned in the fatal scenarios.

OUR PROGRESS

Deaths from carbon monoxide poisonings have decreased about 24 percent over the past 11 years, from almost 240 deaths in 1988 to 180 deaths in 1998, the latest year for which data are available. We used a number of interventions to help reduce these deaths including working with industry

to encourage the development of new products to protect consumers from CO poisonings; working with industry to develop a voluntary performance standard for CO alarms; and warning the public about CO poisoning through information campaigns.



In 1997 and 1998, the CO poisoning death rate was below our strategic goal. We decided to retain our original goal through 2002 for two reasons. First, staff believes that it is too soon to tell if the reduction in the CO poisoning rate is a stable trend or simply due to year-to-year fluctuations in the data. Second,

beginning in January 1999, there was a major change in the way deaths are classified in the United States. Until more analysis is completed, staff cannot predict if or how the changes will affect the data.

In 2003, after we examine the stability of the trend in deaths and determine how the coding changes affect the data, the Commission will decide whether to set a strategic goal to maintain the current reduction in the death rate, reduce the target further, or focus in other areas.

2003 ANNUAL CARBON MONOXIDE-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Prepare and present recommendations to voluntary standards/code organizations to strengthen or develop voluntary standards	Goal	2	2	1	**	3
	Actual	2	2	0	--	
2. Complete testing, data collection, hazard analysis, or technical review activities to evaluate the need for, or adequacy of, safety standards	Goal	3	2	1	3	2
	Actual	2	2	0	3	
3. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	4
	Actual	--	--	--	--	

**No goal established. --Data not available.

1. Prepare and present 3 recommendations to voluntary standards/code organizations to strengthen or develop a voluntary standard.

Camp Heater Emissions

In 2001 and 2002, we tested certified and uncertified portable type camp heaters that use a 1-pound bottle of propane gas as their fuel source. In 2003, we will continue testing with a focus on tank-top style heaters that use a bulk tank of propane gas (e.g. 20-pound tank) as their fuel source. Based upon these tests and a review of incident data, staff will work with industry members and voluntary standards organizations to develop revisions to the voluntary standards, as warranted.

Carbon Monoxide Alarms

Based on the outcome of ongoing laboratory testing, staff will make necessary recommendations to the current UL standard for CO alarms, if needed.

Engine-Powered Equipment 20 deaths

When engine-driven tools or appliances are used indoors or in confined spaces, hazardous levels of CO can accumulate, resulting in a CO poisoning hazard. In 2002, we will analyze incident data, conduct laboratory tests, and complete an engineering analysis of various product designs for engine-powered tools and appliances such as generators, buffers, and power washers. In 2003, we will develop specific performance recommendations to the voluntary standard/codes, as appropriate.

2. Complete 2 testing, data collection, hazard analysis or technical review activities.

Fuel Cells

In 2003, staff will assess fuel cell technology, determine the potential hazards that may exist with its application to

consumer products, and assess the need for voluntary standards to address these hazards.

Furnace and Vented Appliances

Activities will be continued to provide continued support for changes to voluntary standards for gas-fired furnaces and other gas appliances to address the CO poisoning hazard. CPSC staff will conduct appliance testing as necessary and identify, acquire, and conduct proof-of-concept testing of various sensor technologies to shut off a gas furnace in response to elevated flue CO levels. Staff will also explore sensor durability and long term testing.

3. Monitor or participate in the revision of 4 voluntary standards.

Voluntary Standards

Monitor or participate in the development or modification of voluntary standards for products such as heaters and furnaces.

Compliance

Annual Goals		1999	2000	2001	2002	2003
4. Pursue for recall or other corrective action	Goal	4	2	2*	2*	2*
	Actual	0	2	6	10	

*Estimate based on prior years' experience. The actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of death from CO poisoning through:

4. Recalls

Conduct recalls or other corrective actions for unregulated products that present a substantial risk of CO poisoning. In 2002, there were 10 corrective actions resulting in 7 recalls involving almost 157,000 product units.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
5. Conduct public information efforts	Goal	2	2	2	1	3
	Actual	2	1	1	3	
6. Issue press releases	Goal	3	1	3	1 [#]	1 [#]
	Actual	1	0	3	8	
7. Respond to requests for publications	Goal	50,000	50,000	50,000	50,000	50,000
	Actual	72,000*	53,000	66,500	84,500	

*Includes a one time effort to distribute publications to state and local users. [#]This goal was changed to include all products not just recalled products as in previous years.

5. Conduct 3 public information efforts.*CO Alarms*

Promote the use of CO alarms using activities such as radio interviews, local press publications, presentations to state and local product-safety groups, and partnering with other injury prevention organizations, as appropriate.

General CO Hazards

Continue to provide information to the public about CO hazards and prevention. Contact local gas and electric suppliers about including information in their newsletters and bill inserts about CO hazards and prevention.

Heating Equipment

Issue a news release to warn about CO hazards from heating equipment.

Alert the public to the hazards of CO poisoning deaths through:**6. Press Releases**

Issue 1 press release for products presenting a risk of CO poisoning. In 2002, we issued 8 press releases warning consumers of hazards related to gas heaters, gas boilers, and table top propane heaters.

7. Publications

We will respond to consumer requests for an estimated 50,000 checklists, booklets, and safety alerts warning about CO poisoning hazards. In 2002 the most often requested publications were “The Senseless Killer (CO),” and “Childproofing Your Home.”

OTHER CHEMICAL HAZARDS

THE HAZARD

In addition to poison prevention packaging and CO work, we seek to reduce or prevent deaths or injuries due to ingestion, inhalation, or dermal exposure from use of consumer products. The costs of injuries and deaths associated with products in the chemical hazards area are estimated to be in the billions of dollars based on respiratory diseases alone. We have also played a prominent role in protecting children from the risk of lead and other chemical hazards. For example, Commission action has resulted in manufacturers eliminating the use of lead as a stabilizer in vinyl mini-blinds, developing and distributing guidance about lead on public playground equipment and children's jewelry, recalling crayons that contained hazardous levels of lead, recalling toys with lead paint and issuing a policy statement to manufacturers, retailers, distributors and importers urging them to eliminate the use of lead and other hazardous chemicals in children's products.

2003 ANNUAL GOALS FOR OTHER CHEMICAL HAZARDS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Complete testing, data collection, hazard analysis, or technical review activities	Goal	**	**	**	4	3
	Actual	--	--	--	3	

**No goal established for that year. --Data not available.

1. Complete 3 testing, data collection or hazard analysis activities.

Arsenic in Wood Products

In 2001, CPSC was petitioned to enact a ban of chromated copper arsenic (CCA)-treated wood for use in playground equipment and review the safety of CCA-treated wood for general use. In 2003, staff will complete its evaluation of the potential exposure and risk associated with CCA-treated wood on existing (in use) playground equipment, newly manufactured CCA-treated wood specifically intended for playground equipment use, and CCA-treated wood intended for general use.

Arts and Crafts Materials

Many arts and crafts materials and laboratory chemicals may not be appropriate for use by school children. These

materials may cause acute or chronic hazards such as respiratory irritation, dizziness, headaches, or eye and skin burns. In 2003, staff will evaluate common school arts and crafts materials and laboratory chemicals.

Crystalline Silica

Crystalline silica is present in many consumer products, including play sand, building materials, and household cleansers. In 2003, staff will generate exposure data, conduct a preliminary risk assessment, and propose recommendations for remedial actions as needed. Staff will coordinate with EPA and OSHA on this activity.

Compliance

Annual Goals		1999	2000	2001	2002	2003
2. Pursue for recall or other corrective action	Goal	**	**	**	40*	60*
	Actual	96	62	69	138	

*Estimate based on prior years' experience. The actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year. **No goal established.

Identify and act on products that present a risk of death from other chemical hazards through:

2. Recalls

Conduct recalls or other corrective actions for violations of mandatory safety standards or for unregulated products that present a substantial risk of other chemical hazards. In 2002, there were 138 corrective actions including 17 recalls involving almost 721,000 product units presenting other chemical hazards.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
3. Issue press releases	Goal	**	**	**	4 [#]	4 [#]
	Actual	6	5	10	5	
4. Respond to requests for publications	Goal	**	**	**	150,000	145,000
	Actual	259,500*	202,500	183,000	164,500	

*Includes a one time effort to distribute publications to state and local users. **No goal established. [#]These goals were changed to include all product hazards not just recalled products as in previous years.

Alert the public to the hazards of other chemical hazards through:

3. Press Releases

Issue 4 press releases to alert the public to products presenting a risk of other chemical hazards. In 2002, we issued press releases on hazards such as children's figurines, pedal cars, paperweights, key chains, and emergency smoke masks.

4. *Publications*

We will respond to consumer requests for a projected 150,000 checklists, booklets, and safety alerts warning about other chemical hazards. In 2002, the most often requested publications “Protect Your Family From Lead in Your Home,” “Preventing Inhalant Abuse,” and “Asbestos in the Home.”



HOUSEHOLD AND RECREATION HAZARDS

INTRODUCTION

While this work uses the smallest amount of resources, the product hazards addressed here are found throughout the nation's homes and affect many of our family activities. The resources used are small because some of the larger hazards related to children's products or activities are covered under our Reducing Hazards to Children activity. The remaining household and recreational hazards covered under this activity include such products as lawn and garden equipment, power tools, and recreational equipment.

HAZARD	2001 Actual		2002 Actual		2003 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Household and Recreation	42	\$4,632	48	\$5,396	41	\$4,707

THE HAZARD

Our past activities made significant contributions to household and recreation safety. For example we improved lawn mower safety by establishing a standard addressing blade contact. We estimate that the lawn mower standard saves about \$1 billion in societal costs annually.

In 2002, we obtained 134 voluntary recalls of nearly 12.6 million non-complying or hazardous product units that presented household or recreation hazards including juicers, basketball hoops, and spiral saws. The agency also has been a leader in urging consumers to use safety gear when participating in recreational activities, such as biking, in-line skating, skiing, and scooter riding.

2003 ANNUAL GOALS FOR HOUSEHOLD AND RECREATION HAZARDS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003
1. Prepare and present recommendations to voluntary standards or code organizations to strengthen or develop voluntary standards or codes.	Goal	**	**	**	**	3
	Actual	--	--	--	--	
2. Complete testing, data collection, hazard analysis, or analysis, or technical review activities	Goal	**	**	**	2	2
	Actual	--	--	--	2	
3. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	11
	Actual	--	--	--	--	

**No goal established for that year. --Data not available.

1. Prepare and present 3 recommendations to voluntary standards/code organizations to strengthen or develop a voluntary standard.

Juicers

Staff plans to test juicers by subjecting the juicer basket strainers and lids to conditions that may accelerate wear or degradation of the components. This testing should provide insight as to why some juicer strainer baskets are breaking apart during use. Test results will be evaluated to determine if the testing requirements in the voluntary standard need to be strengthened. Staff will make recommendations to the voluntary standard, as appropriate.

Rotating Weed Trimmers/ Brushcutters

Staff will analyze data collected in 2002 for rotating weed trimmers/brushcutters with respect to eye injuries caused by thrown objects. Staff plans to provide the data analysis to the ANSI B 175.3 Trimmer/Brushcutter safety standard sub-committee for discussion regarding the need for a thrown objects test. This information will be used to support recommendations to the appropriate voluntary standards, if warranted.

Stationary Table Saws

Staff will analyze data collected in FY 2002 for stationary table saw injuries and participate in the UL working group activities associated with UL 987, *Standard for Stationary and Fixed Electric Tools*. This information will be used to support recommendations for voluntary standards, if warranted.

2. Complete 2 testing, data collection or hazard analysis activities to evaluate the need for, or adequacy of, safety standards.

Powered Scooters

3 deaths
4,390 injuries

Powered scooters are a relatively new product and CPSC has received increasing numbers of injury reports associated with this product. In 2003, staff will evaluate the hazard patterns associated with powered scooters. In 2004, staff may make recommendations for development of a voluntary standard, as appropriate.

Suction Entrapment Guidelines

An activity has been added to update the Commission’s *Guidelines for Entrapment Hazards: Making Pools and Spas Safe* to reflect new products and current technology.

3. Monitor or participate in 11 voluntary standards revisions.

Voluntary Standards

Monitor or participate in the development or modification of voluntary standards for products such as exercise equipment, garage doors, garden equipment, and power tools.

Compliance

Annual Goals		1999	2000	2001	2002	2003
4. Pursue for recall or other corrective action	Goal	**	**	**	30*	45*
	Actual	46	52	92	134	

*Estimate based on prior years’ experience. The actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year. **No goal established.

Identify and act on products that present a risk of household or recreation hazards through:

4. Recalls

Conduct recalls or other corrective actions for violations of mandatory safety standards and for unregulated products that present substantial hazards. In 2002, there were 134 voluntary corrective actions involving over 12.6 million product units.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003
5. Issue press releases	Goal	**	**	**	20 [#]	20 [#]
	Actual	18	22	40	65	
6. Produce video news releases	Goal	**	**	**	2 [#]	2 [#]
	Actual	2	2	3	2	
7. Respond to requests for publications	Goal	**	**	**	30,000	30,000
	Actual	48,500*	32,000	34,000	32,500	

*Includes a one time effort to distribute publications to state and local users. **No goal established. [#]These goals were changed to include all product hazards not just recalled products as in previous years.

Alert the public to the hazards of household and recreation hazards through:

5. *Press Releases*

Issue 20 press releases to alert the public to products presenting a risk of a household or recreation hazard. In 2002, we issued 65 press releases that addressed recalled products such as portable air compressors, deep fryers, and security gates.

6. *Video News Releases*

Produce 2 video news releases (VNRs) for products presenting a risk of a household or recreation hazard. In 2002, we produced 3 VNRs that addressed recalled products and reached a combined potential viewing audience of over 43 million.

7. *Publications*

Respond to consumer requests for a projected 30,000 checklists, booklets, and safety alerts warning about household or recreation hazards. In 2002 we distributed over 32,500 publications; the most requested publications were "Home Safety Checklist For Older Consumers," "Keep Active... Safe At Any Age," and "Non-Reversing Garage Door Openers."

BUDGET PROGRAM: Identifying and Researching Product Hazards

The work in this program provides the information needed to assess product hazards and apply hazard reduction strategies. The program has two activities: Hazard Identification and Analysis, our “early warning system” and Product Safety Research, an unfunded initiative to investigate major hazards in order to develop hazard reduction solutions.

	2001 Actual		2002 Actual		2003 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
TOTAL, Hazard Identification and Analysis	80	\$9,138	79	\$9,691	80	\$10,285

HAZARD IDENTIFICATION AND ANALYSIS

THE PROGRAM

The Hazard Identification and Analysis (HIA) program provides the information needed to assess product hazards and develop injury reduction strategies--it is the agency's early warning system.



The Commission collects data on consumer product-related injuries and deaths, as well as economic and hazard exposure information, for those products under our jurisdiction. We also investigate specific injury cases to gain additional knowledge about injuries or hazards and how the reported product was involved. These activities reflect the agency's commitment to making decisions based on appropriate data analyses. The HIA work provides underlying support to all the Commission's Results Act activities.

In 2003, we will continue to strengthen our data collection and analysis process. Past improvements include the purchase of annual data on poisonings to children, the update of our critical Injury Cost Model, and a study of the long-term costs of head injuries. A pilot study on enhancing fire data will be completed in 2002.

ONGOING MEANS AND STRATEGIES

Data Collection in 2003. Each year, we collect information about product-related injuries treated in hospital emergency rooms through our National Electronic Injury Surveillance System (NEISS). This unique system provides statistically valid national estimates of product-related injuries from a probability sample of hospital emergency rooms and is the foundation for many Commission activities.

In 2003, NEISS will supply about 330,000 product-related cases from a sample of 100 hospitals. The hospitals transmit incident information electronically, and in some cases, the data are available within 24 hours after an incident. Several foreign governments have modeled their national injury data collection systems after the Commission's system.

In 2000, NEISS was expanded to provide data on all trauma-related injuries. This expanded data will provide other federal agencies, researchers, and the public with more comprehensive information on injuries from all sources, not just consumer products. The Institute of Medicine recommended the expansion of NEISS into the all trauma system. The effort is being supported by reimbursable funds of \$2 million from the Centers for Disease Control and Prevention. The reimbursable funds allow us to collect non-consumer product injury data, while we continue collecting product injury data with CPSC funds.

CPSC continues the collection of mortality data in 2003 with the purchase, review, and processing of about 8,700 death certificates covering unintentional product-related deaths from all 50 states. Our Medical Examiner and Coroner Alert Project (MECAP) collects and reviews approximately 3,000 additional reports from participating medical examiners and coroners throughout the country. We will also collect and review about 5,000 news clips and 10,000 other reports of product-related injuries and deaths from consumers, lawyers, physicians, fire departments and others.

Data analysis in 2003. Staff conducts several types of studies each year, including special investigation studies, emerging hazard evaluations, and economic assessments. We conduct special studies to investigate injuries and deaths by gathering detailed causal information on selected incidents identified by our data collection sources. An investigation begins with careful review of all incoming reports to identify those most important for further study. These cases are followed-up with a telephone interview and continued, if

appropriate, with an on-site investigation when information is needed on how specific types of injuries occurred. The resulting information shows the interaction among the victim, the product, and the environment and forms the basis for developing appropriate remedial strategies.

We conduct studies of emerging hazards to proactively identify and evaluate a variety of product-related hazards each year. Information from these studies is used to establish the need for safety standards or other remedial activities, such as compliance efforts and/or consumer information campaigns.

We also conduct economic studies to provide specialized economic information to the staff, Commissioners, other agencies, and the public. Staff develops injury cost projections to estimate potential benefits associated with agency actions. We generate estimates of products-in-use to determine potential recall effectiveness, consumer exposure to product hazards and to support agency hazard analysis work.

2003 ANNUAL GOALS

Hazard Identification and Data Collection Activities

Annual Goals		1999	2000	2001	2002	2003
1. Evaluate, train and audit each hospital in the NEISS sample	Goal	**	**	**	100%	100%
	Actual	100%	100%	95%	100%	
2. Capture the product-related cases	Goal	**	**	**	90%	90%
	Actual	93%	92%	93%	94%	
3. Complete headquarters telephone investigations in less than 45 business days	Goal	**	**	**	85%	85%
	Actual	87%	89%	98%	95%	
4. Complete field telephone and onsite investigations in less than 45 business days	Goal	**	**	**	85%	85%
	Actual	71%	85%	87%	89%	
5. Sustain the number of incident reports collected from medical examiners and coroners	Goal	**	**	**	2,800	3,600
	Actual	2,920	3,108	3,880	4,165	
6. Sustain the number of incident reports collected from news clips	Goal	**	**	**	5,000	6,000
	Actual	5,191	5,444	6,942	7,101	

**No goal established.

Maintain the quality of injury data by:

1. *Monitoring Hospitals* Conduct at least one evaluation visit at each hospital in the NEISS sample. Evaluation visits provide CPSC staff an opportunity to review hospital records and assure that hospital coders are capturing and reporting data on the highest possible percentage of reportable cases.
2. *Capturing Product-Related Cases* The results of the audits in each hospital should indicate that NEISS hospitals are reporting over 90 percent of the product-related cases. A high reporting percentage is necessary to assure the integrity of the estimates. Remedial action would be instituted in any hospital missing significant numbers of reportable cases.

Identify and investigate product hazards in the field by:

3. *Telephone Investigations (Headquarters)* Complete at least 85 percent of investigations in 45 days. The headquarters telephone investigations provide valuable information on specific NEISS cases of interest to CPSC analysts. Analysts must receive these data as quickly as possible so that they can use the information to support hazard reduction activities.
4. *Telephone/On-Site Investigations (Field)* Complete at least 85 percent of field investigations in 45 days. The field investigations provide valuable information on cases of interest to CPSC analysts. Analysts must receive these data as quickly as possible so that they can use the information to support hazard reduction activities.
5. *Medical Examiner/Coroner Reports* Sustain the number of medical examiner/coroner reports at 3,600. These reports provide critical information on product-related deaths. The data are especially valuable because they are generally received soon after the incident and provide some detail on how the incident occurred.
6. *News Clips* Sustain the number of incident reports from news clips at 6,000 clips. CPSC relies on clips from newspapers in all 50 states to identify incidents of special interest in local areas. These clips provide many reports of product-related deaths, serious injuries and hazardous fires. The reports fill gaps in reporting from other data systems and provide a very important source of investigations to support hazard identification and analysis activities.

Hazard Analysis

Annual Goals		1999	2000	2001	2002	2003
7. Conduct emerging hazard reviews	Goal	**	**	**	30	25
	Actual	37	35	38	30	

**No goal established.

7. Emerging Hazards

Conduct 25 emerging hazard reviews, including preliminary assessments, responses to petitions, and special economic studies.

Service Quality and Management Goals

In support of our two core budget programs, Reducing Hazards to Children and Families and Identifying and Researching Hazards, we conduct activities designed to maintain and improve outstanding agency service and management. In the area of Service Quality, we focus on ways to better inform the public, provide industry service, and satisfy our customers. We established both long-term strategic goals and several annual performance goals in each service quality area.

We also established annual management performance goals. Two areas have been chosen that reflect presidential management initiatives for Human Resource Management and Procurement.

These activities are in support of our core program effort, thus, the resources devoted to the Service Quality and Management Goals are also included in the resources shown earlier for the core programs. Increases in dollar resources reflect the prorated share of the agency request to partially maintain current services, as well as other programs.

Service Quality Goals

	2001 Actual		2002 Actual		2003 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Informing the Public	5	\$1,114	2	\$410	2	\$430
Industry Services	28	2,829	15	1,410	15	1,473
Customer Satisfaction	15	1,595	15	1,980	15	1,992
TOTAL	48	\$5,538	32	\$3,710	32	\$3,895

INFORMING THE PUBLIC

STRATEGIC GOAL: Increase consumer awareness of CPSC safety information through 2006 by:



- Increasing contacts to CPSC's web site;
- Increasing the reach of the Commission's publication, the *Consumer Product Safety Review*; and
- Maintaining the capability to respond to the high number of hotline calls for safety information.

Part of our mission is to assist consumers in evaluating the safety of consumer products. Our communication network is two-way: we inform the public about the safe use of

consumer products and recalls of unsafe products. We also receive reports from the public about unsafe products, as well as inquiries about product recalls.

In recent years, the way the American public communicates has changed dramatically. Consumers have turned increasingly to the Internet to obtain the information they want. In response to this demand, we developed a web site and improved our hotline to provide safety information more efficiently and effectively to those requesting it. To reach both health and safety professionals and the public, CPSC created a quarterly publication, the *Consumer Product Safety Review (Review)*, and provided access to it through the agency's web site.

2003 ANNUAL GOALS

CPSC Web Site

Annualized Strategic Goal		1999	2000	2001	2002	2003
1. Increase CPSC web site visits	Goal	500,000	3,300,000	4,000,000	7,000,000	8,000,000
	Actual	2,000,000	3,700,000	6,300,000	7,900,000	

THE PROGRAM

CPSC's web site (www.cpsc.gov) was established in April 1996 to widen and speed public access to important safety information. The site started out simply, allowing for the retrieval of basic information such as press releases (usually announcing product recalls) and the agency's public meeting calendar. Over time, new features have been added, such as allowing the public to make on-line reports of product hazards.

The number of users of the web site has grown rapidly from about 200,000 visits⁶ in 1997 to over 7.9 million visits in 2002. One satisfied customer, who accessed a recall notice on the web site, said, "I acquired this product as a hand-me-down. Your information possibly prevented me from having a potential fire or other damage. Keep up the good work!"

In September 2000, CPSC's web site received top ranking in a major study of e-government web sites. Researchers at Brown University evaluated over 1,800 state and federal web sites and issued a report naming CPSC as one of three

⁶Web site visits are defined as the number of unique times one or more pages of CPSC's web site are viewed by a single user, in a single session.

federal agencies tied for first place.

MEANS AND STRATEGIES

Improvements to the web site often occur quite rapidly after technological advances, making it difficult to forecast what will be accomplished in 2004 beyond the targeted increase in web site users. Recent improvements continue to attract users to our web site from both consumers and industry. For example, by the close of 2002, the public was able to:

- Link to CPSC from popular Internet auction sites, such as eBay.com and Amazon.com auctions in order to check on the possible recall of products being auctioned;
- Search for information on recalled products by product type, company or product description;
- Access safety information in a Spanish language section;
- Access the web site using closed-captioning and transcripts for videos for those with disabilities;
- Use an automated on-line form for subscribing to CPSC’s e-mail recall subscription list with the capability to subscribe to e-mail lists containing only the content desired;
- Access video and audio clips of news releases;
- Search for publications by three different search functions;
- View a new design on our home page with new menus that help make important safety information even more accessible.
- Search for civil and criminal penalties; and
- Send a friend the link to a recall they saw on the site.

We expect continued improvements to our web site. In 2002, we implemented a new search engine that allows all documents on the site to be found and listed. In addition, the new search engine can be tailored to provide custom searches.

Consumer Product Safety Review

Annualized Strategic Goal		1999	2000	2001	2002	2003
2. Increase web site visits and paid subscriptions of the <i>Review</i>	Goal	14,000	41,000	50,000	75,000	165,000
	Actual	25,600	45,900	111,400	198,800	

THE PROGRAM

The *Consumer Product Safety Review (Review)* offers an in-depth look at the latest hazards associated with home and recreational products, as well as the most significant current recalls of consumer products. Each issue also contains information on deaths involving consumer products submitted by medical examiners and coroners across the country. The document is available on the Internet at CPSC's web site. The *Review* informs the health and safety community about consumer product safety hazards and encourages cooperation with CPSC, including filing of product hazard information.

MEANS AND STRATEGIES

We set a goal for 2003 to increase the readership of the *Review* to 165,000. This is based on the exponential growth of the public's access to and use of the Internet, which is reflected in the steady increase in "hits" on all issues of the *Review* on CPSC's web site. Therefore, we will increasingly promote the availability of the electronic version of the *Review* on our site, rather than soliciting and maintaining paid subscriptions, which is costly.

However, in 2003 we will continue to distribute and promote the *Review* at our own and other organizations' conferences, seminars, and roundtables. In addition, field staff members will continue to distribute and promote the *Review* to professionals and organizations they encounter in the course of their ongoing investigative, compliance, and public affairs work.

We also will continue to inform national organizations, trade associations, companies, and others about the valuable information that the *Review* offers, interest them in either accessing it on our web site or subscribing, and encourage them to promote the *Review* to their membership in their newsletters. We will reach these potential readers in the course of our ongoing outreach work via personal contact, telephone, letter, fax, and e-mail. Staff also will contact subscribers whose subscriptions have expired to encourage them to renew.

Hotline

Annualized Strategic Goal		1999	2000	2001	2002	2003
3. Maintain the capacity to respond to a high number of calls	Goal	250,000	350,000	350,000	200,000	200,000
	Actual	400,000	200,000	200,000	140,000	

THE PROGRAM

The hotline is a toll-free, 24 hour-a-day, 7 day-a-week service that allows consumers to: report unsafe products; report product-related injuries; find out whether CPSC has recalled a product; learn how to return a recalled product or arrange a repair; obtain tips on buying safer products and safe product use; and determine how to order safety publications. The hotline offers information primarily in English and Spanish and, if requested, in selected other languages. The award winning hotline has been significantly improved so that it could smoothly handle large numbers of calls.

After improvements, the hotline has expanded from handling almost 180,000 calls per year to more than 400,000 in 1999 at its peak. In 2002, there were about 140,000 callers to the hotline. While it appears the public is accessing safety information through our web site and e-mails, maintaining the capacity of the hotline system at its present size is important to provide a full range of consumer access options. This capacity allows consumers to reach us quickly. It also allows the hotline system to deal efficiently with “spikes” in the number of calls we receive because of the public’s interest in our safety announcements. Thus we plan to maintain the hotline’s capacity.

MEANS AND STRATEGIES

Consistently achieving a high volume of hotline calls each year is heavily dependent on receiving free media attention. We will continue our strategy to generate media attention by aggressively marketing our safety messages.

One strategy we use is to announce high profile recalls on television network “morning shows.” Our hotline number is usually announced on these shows and the public invited to call us to receive regularly published information about recalls and request safety-related publications.



INDUSTRY SERVICES

STRATEGIC GOAL: Maintain success with the timeliness and usefulness of the Fast-Track Product Recall program and the Small Business Ombudsman program for industry through 2006.

THE PROGRAM

The Commission's Compliance program ensures that firms comply with the laws, regulations and safety standards that protect consumers from hazardous and defective products. When a violation of a safety standard is found or a defective product is identified, we work cooperatively and quickly with industry to obtain an appropriate corrective action, which can include recall of the hazardous product.

We administer two programs to assist industry: the Fast-Track Product Recall (Fast-Track) and Small Business Ombudsman programs. Under the Fast-Track program, a firm that reports a hazardous product and recalls it quickly avoids an agency staff preliminary determination that their product presents a substantial risk of injury. Other advantages of this program for industry include reductions in paperwork, red tape, and legal expenses related to the recall of potentially defective products. For CPSC, advantages of this program include removing hazardous products from consumers and the marketplace more quickly. To date, over 700 firms have participated in the program, resulting in almost 1,100 product recalls involving nearly 125 million product units. The Fast-Track program has been cited as outstanding by both government and private organizations.

With the Small Business Ombudsman program, we help small businesses comply more easily with product safety guidelines and manufacture safer products. This program provides firms with a single point of contact that expedites a clearly understandable response from our technical staff. To date, we have helped about 1,850 small businesses that called our Ombudsman. Our program was cited in the National Ombudsman Report to Congress on Regulatory Fairness as one of the best programs in the Federal government.

2003 ANNUAL GOALS

Maintain the Timeliness of Response to Industry

Annual Goals		1999	2000	2001	2002	2003
1. Initiate a recall within 20 days	Goal	80%	90%	90%	90%	90%
	Actual	95%	94%	95%	95%	
2. Respond to requests within 3 business days	Goal	80%	80%	80%	80%	80%
	Actual	84%	81%	79%	99%	

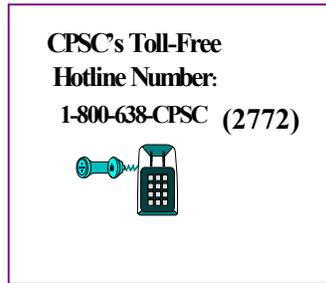
1. *Fast Track Timeliness* Complete a technical review and initiate a recall within 20 days 90 percent of the time for Fast-Track Program.
2. *Ombudsman Timeliness* Respond to requests from small businesses through the CPSC Small Business Ombudsman within three business days 80 percent of the time.

Provide Information to Industry

Annual Goal		1999	2000	2001	2002	2003
3. Develop guides	Goal	**	15	10	5	5
	Actual	--	15	10	5	

**No goal established. --Data not available.

3. *Guides* In 2003, we will continue the effort begun in 2000 to develop brief guides for CPSC regulations, where most of our compliance efforts have been targeted so that industry can quickly and easily understand how to comply. Five additional guides or other guidance documents will be developed to explain regulations, other policies, or procedures; or assist industry in complying with CPSC regulations. These guides are accessible through our web site under the Regulatory Summaries in Plain Language subheading at <http://www.cpsc.gov/businfo/corrective.html>.



CONSUMER SATISFACTION WITH CPSC SERVICES

STRATEGIC GOAL: Maintain the high level of satisfaction of consumers with the Hotline, Clearinghouse, and of the States with CPSC's State Partnership Program at 90 percent or better through 2006.

THE PROGRAM

We alert the public to important safety information through a variety of sources including the hotline, our web site (www.cpsc.gov), the National Injury Information Clearinghouse, our field State Partners Program, and by responding to individual e-mail messages received at specially established addresses.

The hotline has the capacity to respond to a high number of calls from the public due to the flexibility of our equipment and staffing arrangements. As demands for information increase, we can increase the number of lines and operators available to respond effectively to those needs. The Clearinghouse provides data to the public in response to 3,300 requests each year. It also alerts manufacturers to potential hazards associated with their products, providing them with consumer complaints, reported incidents and incident investigations involving their products. The State Partners Program, using limited CPSC funds and CPSC-developed safety information, brings product safety services to consumers through cooperative programs between our field staff and state and local governments. The program extends CPSC's reach throughout the Nation.

2003 ANNUAL CONSUMER SATISFACTION GOALS

HOTLINE SERVICES (1-800-638-2772)

In 2003, the hotline will maintain the high levels of consumer satisfaction through administering a performance-based contract for hotline operators who deal directly with the public, meeting its customer service timeliness standards.

The hotline's performance-based contract was instituted for the first time in 1997. Under this type of contract, we

evaluate the performance and reward high performance levels of hotline operators. Incentive fee payments are determined through an evaluation process developed by CPSC staff. We calculate a performance score based on three weighted performance categories specified in the contract: contract management; customer service and performance; and systems maintenance and operations reporting. (This includes maintaining the hotline automated message system, the system for responding to e-mail messages sent to info@cpsc.gov, and preparing reports on consumer usage of these systems).

Annual Goals		1999	2000	2001	2002	2003
1. Respond to voicemail messages the next business day	Goal	**	85%	85%	85%	85%
	Actual	90%*	92%	79%	86%	
2. Process incident reports within 8 working hours	Goal	**	85%	85%	85%	85%
	Actual	79%	96%	99%	100%	
3. Review the e-mail system	Goal	**	**	**	**	1
	Actual	--	--	--	--	

*Estimated from random samples. **No goal established. --Data not available.

1. *Voicemail* Respond to after-hours voicemail messages the next business day 85 percent of the time.
2. *Incident Reports* Process product incident reports within 8 working hours 85 percent of the time.
3. *E-mail* E-mail inquiries from the public have increased from about 1,150 e-mails in 1997 to about 15,500 in 2002. Staff expects a continued increase in the foreseeable future. In our continuing effort to provide the public with important safety information quickly, we will develop a system to acknowledge the receipt of e-mail requests 100 percent of the time. We will also review the current system that captures and responds to e-mail inquiries. Based on our findings, we will make a determination to either upgrade or develop a new method.

NATIONAL INJURY INFORMATION CLEARINGHOUSE

The National Injury Information Clearinghouse (Clearinghouse) provides the public with technical information relating to the prevention of death and injury associated with consumer products. Requests for injury data are assigned to technical information specialists who search agency databases and publications to tailor responses to each customer's needs. Most of the 3,300 requests received each year are completed within five business days.

The Clearinghouse also contacts consumers to request verification of information contained in reports of unsafe products they submit to us through our Consumer hotline, the Internet, or by mail. Requests for verification are mailed to consumers within 48 hours after the report arrives in the Clearinghouse. The incidents from consumers and investigation reports from CPSC's field staff are sent to manufacturers whose products are named in these reports. Consumer verification information and responses are made available to staff electronically for review.

Annual Goals		1999	2000	2001	2002	2003
4. Mail incident information for verification to consumers within 2 business days	Goal	**	95%	95%	95%	95%
	Actual	100%	99%	100%	100%	
5. Provide manufacturers with verified incidents and investigations within 48 business days	Goal	**	90%	90%	90%	90%
	Actual	--	90%	--	79%	
6. Provide responses to requests within 5 business days	Goal	**	95%	95%	95%	95%
	Actual	94%	95%	97%	96%	

**No goal established. --Data not available.

- 4. Consumer Confirmation** Mail incident report verification information to consumers within 2 business days 95 percent of the time.
- 5. Manufacturer Mailing** Complete the verification and investigation process of products involved in incidents and provide the results to manufacturers of these products within 48 business days of receiving the report in the Clearinghouse 90 percent of the time.
- 6. Information Requests** Provide responses to requests for information within 5 business days 95 percent of the time.

STATE PARTNERS PROGRAM

CPSC's State Partners program works in cooperation with a group of state and local officials to deliver CPSC services to consumers. Most of these cooperative activities at the state level complement those performed by the Commission's field staff and are done at little or no cost to the federal government. For example, CPSC field staff coordinates with state officials every April to re-announce previously recalled products. CPSC's Recall Round-Up program provides materials and expertise while the states provide drop-off locations for collection of recalled products, in addition to coordinating publicity about the events in their individual states.

Annual Goals		1999	2000	2001	2002	2003
7. Develop and implement Recall Round-Up in the states	Goal	50	50	50	50	50
	Actual	54*	54*	54*	54*	
8. Conduct product safety activities	Goal	**	50	50	50	50
	Actual	50	82	140	140	
9. Conduct recall checks, inspections, and investigations to support CPSC priorities	Goal	**	**	**	900	900
	Actual	--	--	985	979	
10. Promote and distribute handbook in states	Goal	**	**	**	**	50
	Actual	--	--	--	--	

*Includes territories and the District of Columbia. **No goal established. --Data not available.

7. *Recall Round-Up*

Develop and implement a Recall Round-Up program with our State Partners in all 50 states to encourage the repair, return, or destruction of selected consumer products not meeting safety standards. During Recall Roundup, we focus on warning the public about the hazards of previously recalled products, rather than new recalls, as part of our ongoing efforts to publicize CPSC safety messages.

8. *Product Safety Activities*

Conduct 50 product safety activities including media events, congressional contacts, public information seminars and safety consultations

9. *Assignments*

Conduct at least 900 State Partners recall checks, inspections, and in-depth injury investigations within 90 days of assignment.

10. *Playground Handbook*

Conduct activities in every state to promote and distribute to consumers the new Handbook for Home Playground Equipment.

Management Goals

	2001 Actual		2002 Actual		2003 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Managing Human Capital	5	\$455	5	\$476	5	\$497
Managing Procurement	2	152	5	457	5	475
TOTAL	7	\$607	10	\$933	13	\$972

MANAGING HUMAN CAPITAL



STRATEGIC GOAL: Enhance the recruitment and development of a diverse workforce to meet CPSC's future requirements through 2006 by:

- **Maintaining or reducing the recruitment process time;**
- **Increasing the representation of Hispanics and individuals with disabilities;**
- **Developing a coordinated training program.**

THE PROGRAM

CPSC staff is the lifeblood of the agency. We work together to protect the American public from risks of injury and death involving over 15,000 types of consumer products. Our work is highly complex. It requires us to take into account such factors as product design, the environment in which the product is used and the behaviors of consumers who use the product. We use multi-disciplinary teams of technical experts to identify these factors and develop solutions for injury reduction.

Our staff comes from a variety of highly specialized disciplines. They include mechanical, electrical, and chemical engineers who look for design flaws and safety enhancements; epidemiologists and statisticians who analyze injury and death information and estimate risks; economists who calculate the costs and benefits of Commission actions; pharmacologists, chemists and toxicologists who examine adverse health effects of hazardous substances; and physiologists who study injuries and adverse health effects related to mechanical and other hazards.

The agency faces several important “human capital” challenges over the next several years. The first is recruitment. We have been working hard to reduce the time it takes to recruit and select staff for agency positions. This task is particularly difficult because we find that it is often hard to fill positions in the specialized disciplines that we need in a timely way. After instituting a number of changes in our recruitment process, we reduced our recruitment time from 72 business days in 1999 to 61 business days in 2002. We want to maintain our recent reductions in the recruitment process time in the face of this challenge.

Our second challenge is to increase the number of staff in under-represented groups at the agency while maintaining the gains in diversity we have made over the past few years. While African-Americans, Asian-Americans, and women are well represented at the agency, Hispanics and individuals with disabilities continue to be under-represented. Our goal is to increase representation of these groups in our workforce.

Our third challenge is to identify and develop training opportunities within our budget constraints while maintaining enough flexibility to fulfill our mission of protecting the public. Our budget is tightly drawn, with almost our entire budget allocated to staff salaries. We want to increase training opportunities for our professional and technical staff to maintain their highly skilled capabilities in ways that are cost-effective, without increasing our budget request.

2003 ANNUAL GOALS

Recruitment

Annual Goals		1999	2000	2001	2002	2003
1. Maintain the recruitment process time	Goal	**	**	**	62	62
	Actual	72	62	65	61	
2. Conduct training for managers in the recruitment process	Goal	**	**	**	2	2
	Actual	0	2	0	2	
3. Conduct focus groups of new employees	Goal	**	**	**	2	2
	Actual	0	2	0	2	

**No goal established.

1. *Recruitment Time*

Maintain the recruitment process time, calculated as difference in the number of days between the recruitment request and candidate selection date. We calculated an

average of 62 days for fiscal year 2000. This number is below the government average of 90 days and below our process time of 72 days for 1999.

2. Recruitment Training

Conduct training for managers in the recruitment process. Provide complete information package on paperwork to complete, tips on networking to find the right candidate, interviewing techniques and job orientation. This will enable managers to streamline the process of recruitment and retain highly qualified employees.

3. Focus Groups

Conduct 2 focus groups of new employees to learn from their experience and determine how to improve our recruitment process.

Diversity

Annual Goals		1999	2000	2001	2002	2003
4. Target recruitment efforts to organizations serving under-represented populations	Goal	**	**	**	10	10
	Actual	--	--	0	11	
5. Conduct training sessions for managers in EEO/AEP responsibilities	Goal	**	**	**	3	3
	Actual	2	4	0	4	
6. Accomplish initiatives to promote representation of Hispanics and individuals with disabilities	Goal	**	**	**	5	5
	Actual	--	--	0	6	

**No goal established. --Data not available.

4. Target Recruitment

Target 10 recruitment efforts to organizations serving under-represented populations. Continue to enhance the successful relations and efforts developed in 2002 and target 10 new recruitment efforts. Contacts will be made to organizations serving under-represented populations to include Hispanic-serving institutions, Hispanic Association of Colleges and Universities (HACU), Hispanic Outreach Leadership Alliance (HOLA), League of United Latin American Citizens (LULAC), and the President’s Committee for People with Disabilities.

5. EEO/AEP Training

Conduct 3 training sessions for managers in their EEO/AEP responsibilities. Continue to provide training for managers and supervisors in the EEO/AEP (Affirmative Employment Program) responsibilities. This training will build upon previous training and will enhance managers’ knowledge of EEO program operating principles and regulations, as well as their responsibilities for ensuring a viable EEO program. Sessions will include information/guidelines to help build an affirmative workplace and utilize targeted recruitment and special hiring programs to eliminate the under-representation

of Hispanics and individuals with disabilities in the workforce. It will review strategies on how managers can help us continue to meet the challenges of Executive Order 13171, "Hispanics in the Federal Workforce," and the requirements of the Americans with Disabilities Act. Training will continue to emphasize management's shared responsibility for developing and implementing a successful CPSC Federal Equal Opportunity Recruitment Plan.

6. *Initiatives*

Accomplish at least 5 initiatives to promote representation of Hispanics and individuals with disabilities. With the establishment of a CPSC Council on Diversity in 2002, the Council will provide leadership in developing new initiatives with respect to the issues of representation of Hispanics and individuals with disabilities. Examples of these new initiatives are mentoring programs, student summer hires, employee training programs, and disability and diversity awareness programs.

Development of coordinated training program

Annual Goals		1999	2000	2001	2002	2003
7. Implement a Training Advisory Board	Goal	**	**	**	**	1
	Actual	--	--	--	--	
8. Identify and promote low/no cost training	Goal	**	**	**	1	1
	Actual	--	--	--	1	
9. Establish a CPSC E-Learning Center	Goal	**	**	**	**	1
	Actual	--	--	--	--	

**No goal established.

7. *Training Advisory Board*

In 2003, the Executive Director will appoint a CPSC Training Advisory Board. The Training Board will provide advice to the Director of Human Resources and assist in the development and implementation of CPSC's Training Plan. The Training Plan will be a multi-year plan that will consist of benchmarks, such as defining and identifying core positions, designing training plans for the core positions; identifying common agency training needs, and establishing individual development plans. The Board will recommend a final Training Plan to the Commission.

8. *Low/No Cost Training*

Identify and promote no or low cost training opportunities such as periodic Small Agency Council training sessions.

9. *E-Learning Center*

In 2002, we purchased a relatively low cost on-line training program containing over 700 courses, which is available to every employee 24 hours a day. In 2003, the Office of

Human Resources will implement and monitor CPSC's e-learning center. This on-line training will be incorporated into position and individual training plans.

PROCUREMENT MANAGEMENT INITIATIVES

The President requested Federal agencies to report on plans regarding the following reform initiatives: Making greater use of performance-based contracts; Expanding the application of on-line procurement; and Expanding A-76 competitions and more accurate FAIR act inventories. CPSC has and will continue making progress on these initiatives.

1. *Making greater use of performance-based contracts.* The Office of Management and Budget has set a goal to award contracts over \$25,000 using Performance Based Contracting (PBSC) techniques at not less than 20 percent of the total eligible service contracting dollars.

In support of performance-based contracting, the CPSC awarded two major service contracts implementing elements of performance-based contracting. Our consumer hotline contract was first awarded in 1997 to operate the CPSC consumer hotline, including administration of the CPSC fax-on-demand system and receiving and responding to general delivery Internet messages. The second contract was awarded in 1999 to provide basic headquarters administrative services. We identified a substantial portion of this requirement, the operation of our copy center, as performance-based. The CPSC monitors both contracts and evaluates the contractors' performance in accordance with the quality assurance plan incorporated in each contract.

To expand the use of PBSC in the future, we will:

- a. Implement an agency policy that when our program offices identify a need to contract for services, consideration is given to using PBSC methods to acquire the services. If it's determined that the use of performance-based contracting is not suitable for the requirement, a written determination must be provided citing the reasons for the determination for inclusion in the contract file.
- b. Require our procurement staff to work closely with our program offices during the acquisition planning phase to ensure that statements of work are prepared describing the work in terms of what is to be performed and develop measurable performance standards and quality assurance surveillance plans.
- c. Train appropriate program staff on how to develop performance work statements to include measurable performance standards and evaluate contractors' performance based on those standards.
- d. Train procurement staff in performance-based contracting in order to review and refine performance work statements, as required, and negotiate, award and administer performance-based contracts.

2. *Expanding the application of on-line procurement.* The Office of Management and Budget has set a goal for agencies to post (a) all synopses for acquisitions valued at over \$25,000 for which widespread notice is required and (b) all associated solicitations (unless covered by an exemption in the Federal Acquisition Regulation) on the government-wide point-of-entry web site (www.FedBizOpps.gov).

Many of our procurement requirements have become available on General Service Administration (GSA) federal supply schedules and the GSA Advantage on-line ordering system. Procurements ordered through GSA Advantage are completely on-line/e-procurement, as orders are placed electronically and government credit cards are used as the method of payment. Furthermore, with the expansion of our government credit card program and the micro-purchase procurement method, CPSC staff places most of its orders for supplies with on-line suppliers.

To make better use of on-line/e-procurement in the future, we will:

- a. Continue to procure supplies and services on-line through GSA Advantage.
- b. Require our staff who have a government credit card to browse electronic catalogs when ordering supplies and services in support of CPSC programs and procure supplies and services that do not exceed the micro-purchase limit from on-line suppliers.
- c. Require use of on-line shopping malls such as GSA's Smallbizmall.gov web site. Procurement staff will be encouraged to shop GSA's Smallbizmall.gov to procure information technology requirements from small disadvantaged businesses qualified under SBA's 8(a) program.
- d. Post applicable solicitations on-line via FedBizOpps web site. We are currently working with GSA to set up an account for CPSC's procurement staff to utilize the FedBizOpps web site to post solicitations on-line.

3. *Expanding A-76 competitions and more accurate FAIR Act inventories.* OMB has set a goal for 2003 that agencies will complete public-private or direct conversion competitions on not less than 10 percent of the FTEs listed on their Federal Activities Inventory Reform Act inventories.

We produced an inventory as required by the *Federal Activities Inventory Reform Act (FAIR) of 1998*. We reviewed all positions in the agency. We found that the majority of CPSC employees are engaged in the governmental public safety function of investigating product hazards and developing product standards. In addition, we already contract for many commercial services, as they are required in the course of CPSC investigations. In addition, over the last several years CPSC has contracted out staff positions that performed mail and driver services, laborer services, and copy and library services. We have also converted our consumer hotline operation and much of our computer programming operation to a contract basis. A total of 21 FTEs are represented by these existing contractual services.

We determined that an additional thirty-nine employees in different activities may be performing commercial activities under the definitions in the FAIR Act and OMB Circular A-76 (Revised). This represents 8 percent of the agency's total 480 FTEs. By 2003, we will:

- a. Review and revise the FAIR Act inventory as appropriate (June 2003).
- b. Complete performance work statements and cost statements for all activities on our FAIR Act inventory.
- c. Make a determination whether to retain in-house or contract out activity on at least 10 percent of the FTEs contained in the inventory.

PROGRAM EVALUATIONS

Program evaluations used to develop the strategic plan. Strategic targets for the extent of injury and death reductions in each hazard area were based on statistical analyses of data and staff expertise. We calculated 10-year trends of injuries and deaths at both the product and hazard levels. Staff experts in each hazard area set specific targets after assessing the potential actions of the Commission and the effect of joint efforts with other organizations and industry. They also made assumptions concerning the outcomes of potential technical feasibility studies.

Customer service/satisfaction and human capital goals were based on information from surveys and tracking systems, as well as staff expertise as to what could be accomplished in a given time span.

Future program evaluations. Injury and death reduction strategic goals will have two types of evaluations: yearly tracking of injuries and deaths at the hazard level and evaluations of injury and death reductions associated with specific products at appropriate time intervals. The timing for evaluating injury and death reductions depends, in part, on how long consumers keep specific products. Evaluations at the product level will be conducted when consumers are expected to have replaced a substantial proportion of older products with safer products. We derive estimates of the extent to which safer products have replaced older products using CPSC's Product-Life Model.

Customer service/customer satisfaction goals will also have two types of evaluations: (1) tracking of customer service standards and activities and (2) assessments of consumers and industry. Tracking will be evaluated annually, while assessments are planned to be implemented on a cycle of every two to three years that started in 1999. Human capital goals will be tracked annually.

An overall plan for future evaluations is provided in Table A. In 2003, information from the evaluations conducted in 2001 and 2002 will be used to assist us in developing revisions to the strategic plan. The schedule for evaluations completed and planned through 2003 is listed below by strategic goal.

A. Reducing head injuries to children

- 1999: Bicycle-related head injuries
- 2000: Baby walker-related head injuries
- 2001: Playground equipment-related head injuries
- 2002: Bicycle-related head injuries
- 2003: Tracking of deaths related to head injuries in children

B. Maintaining the low death rate from unintentional poisonings (PPPA)

- 1999: Tracking of child poisoning deaths
- 2000: Tracking of child poisoning deaths
- 2001: Tracking of child poisoning deaths
- 2001: Evaluation of changes to unintentional poisonings data from the revised coding system
- 2002: Tracking of child poisoning deaths
- 2002: Evaluation of the effectiveness of child-resistant packaging for aspirin
- 2003: Tracking of child poisoning deaths

C. Reducing Fire-Related Deaths

- 1999: Portable electric heater-related fire deaths
- 2000: Cigarette lighter-related fire deaths
- 2001: Evaluation of changes to fire-related death data from the revised coding system
- 2002: Tracking of fireworks-related deaths
- 2003: Tracking of fireworks-related deaths
- 2003: Tracking of fire-related deaths

D. Reducing Carbon Monoxide (CO) Poisoning Deaths

- 1999: Tracking CO alarms sold
- 2000: Tracking CO alarms sold
- 2001: Evaluation of changes to CO-poisoning data from the revised coding system
- 2003: Tracking of CO deaths

E. Reducing Electrocuting Deaths

- 1999: Hair dryer-related electrocution deaths
- 2000: Power tool-related electrocution deaths
- 2001: Evaluation of changes to electrocutions data from the revised coding system
- 2002: Program evaluation of electrocution deaths
- 2003: Tracking of electrocution deaths

F. Assessments by Industry

- 1999: Fast-Track, Ombudsman
- 2001: Fast-Track, Ombudsman

G. Customer Satisfaction

- 1999: Hotline, Clearinghouse, State Partners
- 2002: Hotline, Clearinghouse, State Partners

H. Human Capital

- 2003: Diversity
- 2003: Training

Table A
Schedule of Evaluations

Strategic Goals	Issues	General Scope	Procedures	
			Method	Time
Hazards Child Head Injuries PPPA Fire Carbon Monoxide Electrocutions	Reduce or prevent an increase in the rate of injury or death	National estimates of injuries or deaths	1. Hazard Surveillance (NEISS, NFIRS, NCHS)* 2. Evaluation of specific products – tracking Before/after studies.	1. Annually 2. As appropriate
Informing the Public Web Site <i>Consumer Product Safety Review</i> Hotline	1. Increased use by the public of Web Site, and the <i>Review</i> ; 2. Maintain use of the Hotline	Population of users	Computer tracking and subscription information	Annually
Customer/Industry Services Hotline Clearinghouse State Partners Industry	1. Timeliness standards met 2. Satisfaction with CPSC's services	1. Population of users 2. Random sample of users	1. Logs 2. Interviews; mail surveys	1. Annually 2. Every 2-3 years
Human Capital Recruitment Diversity Training	1. Recruitment timeliness standard met 2. Increased representation 3. Training opportunities identified	1. Population of recruitment actions 2. Workforce statistics 3. Training data	Tracking systems	Annually

*National Electronic Injury Surveillance System (NEISS), National Fire Incident Reporting System (NFIRS), National Center for Health Statistics (NCHS).

CROSSCUTTING GOALS

We have a unique mission among federal agencies. We are the only federal agency that identifies and addresses such a wide range of consumer product hazards. One of the tools we use to reduce injuries and deaths includes working with other federal agencies to avoid duplication of effort and to more efficiently address health and safety issues.

We identified three federal agencies with similar strategic goals: the Federal Emergency Management Agency (FEMA), the Department of Health and Human Services (HHS), and the Department of Transportation (DOT). These crosscutting goals are to reduce (1) bicycle head injuries to children (part of our larger head injury goal) and (2) residential fire-related deaths. Our remaining strategic goals are not shared by any other federal agencies.

Our strategic goal to reduce *residential* fire-related deaths is similar to FEMA's strategic goal to reduce *all* fire-related deaths and to HHS' objective to reduce the incidence of fire-related deaths. Our strategic goal of reducing head injuries to children is similar to DOT's National Highway Traffic Safety Administration (NHTSA) goal to reduce bicyclist fatalities by 20 percent.

The work at our respective agencies is mutually reinforcing (see Table B). Our contribution includes developing safety standards; initiating recalls and corrections of defective products; conducting technical feasibility studies; and issuing press releases, safety alerts, and warnings to increase public awareness of product safety hazards.

FEMA, through the U.S. Fire Administration (USFA), collects and provides essential data on residential fires, stimulates new technology, provides training for the fire protection community and conducts public information campaigns relating to fire. **HHS**, through the Centers for Disease Control and Prevention (CDC), supports state and local health departments, academic institutions, community-based organizations for applied research, intervention evaluation, training, and surveillance in injuries. **DOT**, through NHTSA uses "a combination of public information, legislation, enforcement, engineering, and outreach strategies targeted at both bicyclists and motorists"⁷ to promote injury reduction. These strategies include preventing bicycle incidents from occurring, examining the market penetration and use of bicycle materials, and participating on a Task Force to reduce childhood injuries and deaths.

CPSC has a long history of coordinating its work with that of these and other federal agencies. We have signed Memoranda of Understanding (MOU) with USFA, NHTSA, and CDC. These MOUs provide a framework for inter-agency cooperation and coordination.

CPSC and USFA. We periodically provide support to USFA through briefings on our fire-related projects; guest speakers at the National Fire Academy; and technical advice on fire hazards. USFA provides to us annual national fire-incident data; the results of their program

⁷www.nhtsa.dot.gov/nhtsa/whatis/planning/StratPlan.1998/safety.html

activities related to fire protection and prevention; financial support for some of our fire reduction activities; and suggestions on our project priority-setting activities.

CPSC and CDC. We participate on CDC’s Advisory Committee for Injury Prevention and Control and CDC’s Advisory Committee on Childhood Lead Poisoning Prevention; participate as a major partner in HHS’ Healthy People Initiative, including monitoring progress on specific targets; provide suggestions for research projects in their grants program; and collect injury data for special studies of interest to CDC. In 2000, CDC provided over \$2 million to expand our National Electronic Injury Surveillance System, a national probability sample of hospital emergency rooms, and to collect data of interest to other agencies within HHS.

CPSC and CDC work together in formulating injury reduction projects, on information materials, and on studies of mutual interest. Currently, CPSC, CDC, DOT and other organizations form the “National Bicycle Safety Network,” to jointly address issues associated with bicycle safety.

CPSC and NHTSA. CPSC and NHTSA share technical information and expertise on bicycle and bicycle helmet safety; jointly develop consumer bicycle safety information; and are jointly researching nighttime bicycle riding safety issues. NHTSA collects data on road-related bicycle deaths that we use to analyze the effectiveness of various safety devices, such as helmets, reflectors and lights. CPSC and NHTSA have joint responsibility for infant carriers that are also certified for use as car seats. We monitor the safety of these products when used as infant carriers outside of motor vehicles.

Table B

2003 Annual Performance Goals for CPSC and Other Federal Agencies with Crosscutting Strategic Goals

<p>CPSC: Reduce the Death Rate from Residential Fires</p> <ul style="list-style-type: none"> • Prepare for Commission consideration 3 fire-related candidates for final rulemaking or other alternatives. • Send to Voluntary Standards Committees recommendations to strengthen or develop 3 fire-related voluntary standards. • Complete 11 data analysis and technical review activities to evaluate the need for, or adequacy of, voluntary standards. • Pursue for recall or other corrective action an estimated 350 products with fire-related hazards. • Issue an estimated 45 press releases for recalled products with a fire hazard. • Conduct 7 public information efforts on products with fire hazards (e.g., heating equipment, cigarette lighters). • Produce video news releases (VNRs) for 5 recalled products. • Respond to consumer requests for 200,000 publications. 	<p>FEMA: Reduce by 15% the Loss of Life from Fire-Related Hazards</p> <ul style="list-style-type: none"> • Support the reduction of the loss of life from fire-related incidents. <p>DHHS (CDC): The incidence of residential fire-related deaths will be reduced</p> <ul style="list-style-type: none"> • The incidence of residential fire-related deaths will be reduced to 1.1 per 100,000 in 2003. • In 2003, 75 percent of homes in CDC-funded projects will have at least one smoke detector on each habitable floor.
<p>CPSC: Reduce Head Injuries to Children</p> <ul style="list-style-type: none"> • Complete 2 technical review activities. • Pursue for recall or other corrective action an estimated 25 products that present head injury hazards. • Monitor 1 existing voluntary standard and industry special program. • Issue an estimated 15 press releases to warn the public about recalled products with a substantial risk of head injury. • Conduct 5 public information efforts for products with head injury hazards (e.g., bicycles, ATVs, infant products, recreational activities). • Respond to requests for 200,000 head injury-related publications. 	<p>DOT(NHTSA): Reduce the rate and severity of transportation-related injuries per passenger-mile-traveled and per ton-mile (or vehicle miles traveled).</p> <ul style="list-style-type: none"> • Reduce bicyclist and pedestrian fatalities by 20 percent by 2008.

VERIFICATION AND VALIDATION

This section describes the means by which we will verify and validate the results of our annual performance measurement. Each annual goal was set by targeting or projecting a number of activities to be completed in 2003. We provide a complete list of performance measures with corresponding databases and verification procedures in Table C. We also provide further descriptions separately for: (A) goals set for reducing product-related injuries and deaths for each of the three core functions (Safety Standards, Compliance, and Consumer Information) and (B) service quality/customer satisfaction goals.

A. Annual Goals for Reducing Hazards to Children and Families

1. Safety Standards

- *Targeted performance goals for: (a) rulemaking activities, (b) recommendations sent to voluntary standards groups, national or international code groups, (c) assessments completed (hazard analyses, data collection, technical feasibility studies), and (d) monitoring of voluntary standards revisions.*

Performance measures: The number of completed activities in each category.

Database: Milestone tracking systems record, including a quarterly voluntary standard tracking report, the completion dates for significant activities, such as Commission briefings, recommendations sent to voluntary standards committees, and completed reports.

Verification: Review by senior managers and a formal clearance process, resulting in publicly available, official, dated documents.

2. Compliance

- *Estimated performance goals for recalls and corrective actions for unregulated products.*

Performance measures: The number of recalls and corrective actions completed, business days to implement a recall, and business days for final approval of all notification actions for Fast-Track cases.

Database: The Compliance Corrective Actions (CCA) database tracks these performance measures.

Verification: Internal consistency checks, required fields, automatic generation of data reports, reviews of each action by senior managers.

- *Projected performance goals: (1) violations and recalls for regulated products and (2) voluntary standard conformance by hazard area.*

Performance measures: The number of violative products identified, corrected, or recalled.

Database: CPSC's Integrated Field System (IFS) is used to track violations and recalls for regulated products and the monitoring of conformance to voluntary standards.

Verification: Internal consistency checks, required fields, automatic generation of data reports, reviews of each action by senior managers.

3. Consumer Information

- *Projected performance goals for number of press releases by hazard area.*

Performance measures: Number of press releases for each hazard.

Database: The Press Release (PRE) database records all press releases issued by the Commission by hazard area. They are placed on our web site the day they are issued.

Verification: Check a random sample of press releases for written description of the hazard.

- *Performance goals for Video News Releases.*

Performance measures: Number of video news releases by hazard area.

Database: All information about video news releases is tracked in the Video News Release (VNR) file log, both for VNRs developed with our resources and those produced by manufacturers in cooperation with us.

Verification: The number of VNRs and related information are reported to us through communications contractors who distribute the VNRs to television stations by satellite. Check of contractor reports with database information.

- *Performance goals: for responding to the public's request for publications. [Note that each CPSC publication has been classified by the hazard addressed.]*

Performance measures: Number of publications with safety information in each hazard area.

Database: The Inventory of Publications database tracks the number of each publication distributed to requestors.

Verification: This information is reported to us by the Department of Health and Human Services that stores and distributes our publications. Check of hard copy with database information.

B. Annual Goals for Identifying and Researching Product Hazards

1. Hazard Identification and Data Collection

- *Targeted performance goals for: (a) collecting data from NEISS hospitals, telephone and onsite investigations, medical examiners and coroners, and newsclips, (b) evaluating, training and auditing NEISS hospitals.*

Performance measures: The number of completed activities or percent of hospitals visited in each.

Database: The NEISS, IPII (Injury or Potential Injury Incidents), INDP (In-depth Investigations), and NARS (NEISS Administrative Record System) databases track these performance measures.

Verification: Internal quality control process.

C. Annual Goals for Service Quality and Customer Satisfaction

- *Performance goals for contacts with the public and timeliness of CPSC actions.*

Performance measure: The number of web site contacts, subscriptions to the *Review*, hotline calls, timeliness checks.

Verification: These performance measures are all stored electronically and are either automatically generated by contractors (web and hotline), or automatically generated through our programming.

- *Performance goals for number of business days for technical review.*

Performance measures: Number of business days for CPSC to provide a technical response to small business callers.

Database: Number of business days is generated automatically in the Ombudsman database.

Verification: Manager review.

- *Performance goals: customer satisfaction and industry assessments.*

Performance measures: Percent of customers satisfied with our services; improvements made based on stakeholders' suggestions.

Verification: Standardized surveys and interviews based on census or sample of respondents.

Table C
Verification and Validation of Performance Measures for Annual Goals

Type of Performance Measure	Performance Measure	Database	Verification/Validation
Results-Oriented Goals			
Candidates for Commission consideration	Number of Commission briefing packages	Milestone tracking	Official documents
Voluntary standards development or changes	Number of recommendations	Milestone tracking	Official documents
National codes changes	Number of recommendations	Milestone tracking	Official documents
Model legislation	Number of recommendations	Milestone tracking	Official documents
Hazard/cost analyses, data collection	Number of reports completed	Milestone tracking	Official documents
Technical feasibility studies	Number of reports completed	Milestone tracking	Official documents
Recalls or other corrective actions	Number of actions	IFS, CCA*	Manager review
Voluntary standards (VS) monitored	Number of VS monitored	IFS, official documents	Manager review
Public information efforts	Number of efforts	Milestone tracking	Official documents
Press releases	Number of releases	PRE*	Official documents
Video news releases (VNR)	Number of VNRs	VNR file log	Contractor report
Publications	Number of requests	Inventory	Contractor report
NEISS Hospital Data	Number of cases	NEISS	Office Quality Control Process
Medical Examiner/Newsclip reporting	Number of cases	IPII	Office Quality Control Process
Investigations	Number of cases	INDP	Office Quality Control Process
NEISS Training	Percent of hospitals visited	NARS	Office Quality Control Process
Service Quality			
Web site	Number of contacts	Web server file log	Automated reports (Contractor)
Outreach to professional organizations	Number of contacts	Log of contacts	Manager review
Maintain hotline's capacity	Number of callers	Hotline Operating System	Automated reports (Contractor)
Improve services	Number of services improved	Milestone tracking	Manager review
Industry Services			
Assess services	Responses of industry callers	Random sample/census	Procedural checks
Meet timeliness standards	Number of standards met	Log of actions	Automated reports
Track performance	Procedures completed	Milestone tracking	Manager review
Consumer Satisfaction			
Meet timeliness customer service standards	Number of standards met	Log of actions	Automated reports
Improve services	Number of services improved	Milestone tracking	Manager review
Survey consumer satisfaction	Ratings by consumers	Random sample	Procedural checks

*IFS = Integrated Field System; CCA = Compliance Corrective Actions; PRE = Press Release database

PROCESSES AND TECHNOLOGIES NEEDED TO MEET THE PERFORMANCE GOALS

This section reviews the (A) processes, (B) technologies (capital assets), (C) treatment of major management problems, (D) accountability, and (E) methodology for allocating CPSC's budget request to strategic goal activities in the annual performance plan.

A. Processes

We plan to achieve our annual goals by continuing our current operational processes. These are described more fully under the introduction to each budget program and activity. In summary, our processes involve these hazard reduction activities:

- Development of voluntary or mandatory product safety standards and guidelines
- Application of voluntary or mandatory corrective actions, including product recalls
- Distribution of information to the public on how to avoid product hazards

These activities are supported by our work in these areas:

- Identification and analysis of hazards
- Applied product hazard research (unfunded in this request)

B. Capital Assets/ Capital Programming

We have one major recurring capital asset acquisition planned in support of our performance goals -- an investment in information technology (IT). Our investment in IT has a direct impact on our ability to achieve our mission and strategic goals.

We use IT to speed access to injury and death information in order to set priorities for use of our resources; support various voluntary and mandatory approaches to reducing hazards; and more quickly reduce hazards to American consumers. In addition, automating various tracking, planning, and mission-critical systems needed to accomplish organizational tasks has saved thousands of administrative staff hours, thus expanding staff time devoted to injury reduction activities. This has benefited the various CPSC programs established to carry out the agency's mission. We have identified four IT initiatives totaling \$1,500,000 that were programmed for 2003 but have not been funded. We will seek funding for these critical initiatives in future years.

C. Treatment of Major Management Problems and High-Risk Areas

In the past year, as a result of the first annual audit conducted in response to the Government Information Security Act, we have determined that we have a weakness in our internal controls

over automated information security and its operation. We are in the process of documenting our security procedures and otherwise improving our information security so that the weakness is corrected and documented in the next audit.

We do not have any major problems of fraud and mismanagement in our programs and operations. We can address problems of fraud and mismanagement in programs and operations, if they were to arise through CPSC's: (1) Office of Inspector General, responsible for audits, inspections, special reports, and investigations; (2) the Office of the Chairman, responsible for the annual Federal Financial Managers Improvement Act (FFMIA) report to the President and Congress; and (3) the Senior Management Council, responsible for internal control reviews and annual letters of assurance.

D. Accountability

The agency's budget review process, annual performance report, and staff performance appraisals are the primary methods for assigning accountability to managers and staff for achievement of objectives. Each year during the budget and operating plan process, we will link the strategic plan, annual performance plan and budget plan. The Executive Director of the agency and the directors for the offices of Hazard Identification and Reduction (for Safety Standards), Compliance (for Recalls and Corrective Actions), and Information and Public Affairs (for Consumer Information) are responsible for this linkage. Finally, the Commission stresses the achievement of the strategic plan's objectives as an important consideration in the performance appraisals of agency managers. In addition, the agency's Inspector General conducts an annual audit program of various aspects of agency operations, including auditing portions of the performance plans.

E. Resource Allocation to Accomplish Annual Goals

For 2003, the funding appropriation for the agency is \$56.6 million with a staff level of 471 Full Time Equivalent (FTEs) nationwide (this is a decrease of 9 FTEs from the 480 funded in 2002). All of the annual goals outlined in this document assume the \$56.6 million or equivalent purchasing power is available for 2003.

Over 80 percent of our resources are allocated to professional and technical staff who identify product-related hazards; investigate and act on product safety hazards and violations of safety regulations; provide recommendations to the Commission for decision-making; and inform the public about product safety. After staff salary and related space rental costs, less than 20 percent of our annual budget is available for other critical support costs, such as injury data collection, in-depth investigations of deaths and injuries, independent expert technical evaluations, and travel in support of investigations and voluntary standards development. Our challenge is to work within these constraints while maintaining enough flexibility to fulfill our mission of protecting the public.

Allocation Methodology. Resources in the Annual Performance Plan are allocated between our two budget programs, "Reducing Product Hazards to Children and Families," and

“Identifying and Researching Product Hazards.” These budget programs include activities that support the strategic goals and reflect both direct and indirect costs. We estimated the resource allocation for each strategic goal by:

- Determining the direct costs for each strategic goal for those activities that were classified by hazard in the budget (e.g., resources for the upholstered furniture project were directly applied to the goal for reducing fire-related deaths.) Most of the agency’s costs are direct costs, such as salary and contract support costs.
- Estimating direct costs for those strategic goal activities that were not classified by hazard in the budget, such as customer and industry service activities. Staff estimated the distribution attributable to the strategic goals using historical data and expert judgment.
- Proportionately distributing indirect costs, such as administration, space rent, etc., to the strategic goals for each program.

VOLUNTARY AND MANDATORY STANDARDS SUMMARY

	<u>2001</u> <u>Actual</u>	<u>2002</u> <u>Actual</u>	<u>2003</u> <u>Request</u>
VOLUNTARY STANDARDS UNDER DEVELOPMENT:			
Fire/Electrocution Hazards	16	18	19
Children’s Hazards.....	29	28	29
Child Poisoning/Chemical Hazards	6	4	6
Household/Recreation Hazards.....	<u>8</u>	<u>10</u>	<u>11</u>
Total Voluntary Standards	59	60	65
MANDATORY STANDARDS UNDER DEVELOPMENT:			
Fire/Electrocution Hazards	2	3	3
Children’s Hazards.....	5	4	3
Child Poisoning/Chemical Hazards	3	2	3
Household/Recreation Hazards.....	<u>1</u>	<u>0</u>	<u>0</u>
Total Mandatory Standards.....	11	9	9

**U.S. CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, D.C. 20207**