



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

## **2008 PERFORMANCE BUDGET (OPERATING PLAN)**

*Saving Lives and Keeping Families Safe*

**February 2008**



# U.S. CONSUMER PRODUCT SAFETY COMMISSION 2008 PERFORMANCE BUDGET

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## HIGHLIGHTS OF THE 2008 OPERATING PLAN

Congress appropriated a substantial increase for CPSC of \$17,272,000 over the agency's 2007 appropriation, for a total of \$80,000,000. Along with new staff, laboratory modernization, and IT infrastructure improvements, this increase allows CPSC to establish an important new Import Safety Initiative to better protect America's children and families from consumer product-related injuries and deaths. Key expenditures in this Operating Plan include:

### **Staff**

- (\$2,382,000) A new Import Surveillance Division. For the first time, permanent CPSC investigators will be stationed at key ports full-time. These staff will be specifically trained in import surveillance procedures and work with the U.S. Customs and Border Protection agency to rapidly identify potentially hazardous products.
- Additional new staff. In the remaining months of Fiscal Year 2008, CPSC will be bringing on new scientific, legal, administrative, and investigatory staff and be making necessary preparations to hire additional professional staff for Fiscal Year 2009 (which begins on October 1, 2008). This will enable the agency to have the increased number of FTEs needed now and at the start of the new fiscal year for the Import Safety Initiative and other new and expanded programs (see below). To implement this staff expansion, existing office space will be renovated and necessary equipment acquired (\$500,000).

### **New Initiatives**

- Modernize CPSC's testing laboratory (\$8,000,000 partial funding). This funding allows significant advances toward acquisition of a more modern and efficient state-of-the-art facility in Fiscal Year 2009.
- Create an early warning system (\$600,000). CPSC staff will develop methods for electronic processing and systematic review of daily product incident data to more quickly and effectively identify and respond to emerging children's safety hazards.
- Develop methodologies to evaluate existing systems that can be used to track the agency's progress in improving the safety of imported products (\$400,000).
- Increase contract support for rulemaking and projects (\$665,000). This funding supports important rulemaking activities on ATVs and generators and a special study to better understand the causes of toy-related injuries.
- Upgrade CPSC's information technology systems to pursue the integration of our injury and death data systems, reduce duplication, and more rapidly share data and information both internally and externally and replace CPSC's obsolete resource management information system (\$4,300,000). Improved IT systems will enable staff to more efficiently exchange information with other agencies such as the U.S. Customs and Border Protection's import databases.
- Increase staff training and performance initiatives (\$500,000). This funding enhances staff retention and productivity by expanding training opportunities and providing performance incentives.
- Increase travel funding (\$125,000). This funding provides for continued staff travel to support product safety work by replacing reliance on previously allowed gift travel from regulated industries.

- Implement information and education program required by the recently enacted Pool and Spa Safety Act. Though no specified funds were directly appropriated for this initiative, CPSC has established a project and begun to implement this program.

Note: This Operating Plan does not allocate the Fiscal Year 2008 funding increases to new work that would be required should pending CPSC reauthorization/modernization legislation be enacted into law. If enacted, the legislation will impose significant new regulatory, enforcement and other mandates on CPSC that may require changes at that time in the 2008 Operating Plan.

**TABLE 1**  
**2006 TO 2008 RESOURCES BY PROGRAM AND ACTIVITY**  
**(dollars in thousands)**

	<u>2006 Actual</u>		<u>2007 Actual</u>		<u>2008 Plan</u>		<u>2008 Change from 2007</u>	
	<u>FTEs</u>	<u>Amount</u>	<u>FTEs</u>	<u>Amount</u>	<u>FTEs</u>	<u>Amount</u>	<u>FTEs</u>	<u>Amount</u>
<b>REDUCING PRODUCT HAZARDS TO CHILDREN AND FAMILIES:</b>								
Fire Deaths* .....	142	\$21,440	126	\$19,445	141	\$23,179	15	3,734
Carbon Monoxide Poisoning* .....	13	2,496	16	3,158	13	2,526	-3	-632
Children's and Other Hazards.....	<u>168</u>	<u>25,651</u>	<u>169</u>	<u>25,500</u>	<u>189</u>	<u>32,221</u>	<u>20</u>	<u>6,721</u>
<b>Subtotal</b> .....	<b>323</b>	<b>\$49,587</b>	<b>311</b>	<b>\$48,103</b>	<b>343</b>	<b>\$57,926</b>	<b>32</b>	<b>\$9,823</b>
<b>IDENTIFYING PRODUCT HAZARDS:</b>	<b>89</b>	<b>\$12,687</b>	<b>82</b>	<b>\$12,460</b>	<b>77</b>	<b>\$14,074</b>	<b>-5</b>	<b>\$1,614</b>
<b>LABORATORY MODERNIZATION:</b>		<b>\$0</b>		<b>\$2,100</b>		<b>\$8,000</b>		<b>\$5,900</b>
<b>TOTAL COMMISSION</b> .....	<b><u>412</u></b>	<b><u>\$62,274</u></b>	<b><u>393</u></b>	<b><u>\$62,663</u></b>	<b><u>420</u></b>	<b><u>\$80,000</u></b>	<b><u>27</u></b>	<b><u>\$17,337</u></b>

\* These are strategic goals.

\*\* Data collection activities support all hazard reduction efforts.

## **BUDGET PROGRAM: Reducing Product Hazards to Children and Families**

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

CPSC's hazard reduction work has contributed substantially to the decline in the rate of deaths and injuries related to 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. Product-related deaths and injuries, however, continue to occur. There are on average, 28,200 deaths and over 33.6 million injuries each year related to, but not necessarily caused by, consumer products under CPSC's jurisdiction. The deaths, injuries, and property damage associated with consumer products cost the nation over \$800 billion annually. (See Appendix A - Societal Costs Estimation.)

In the Reducing Hazards budget program, we set goals for reducing the risks of injuries and deaths from:

- Unsafe imported products,
- Fire hazards,
- Carbon Monoxide hazards,
- Children's and other hazards, including electrocutions, chemical, and household/recreational hazards

<b>2006-2008 RESOURCES BY HAZARD (DOLLARS IN THOUSANDS)</b>						
<b>HAZARDS</b>	<b>2006 Actual</b>		<b>2007 Actual</b>		<b>2008 Plan</b>	
	<b>FTEs</b>	<b>Amount</b>	<b>FTEs</b>	<b>Amount</b>	<b>FTEs</b>	<b>Amount</b>
<b>Fire</b>	142	\$21,440	126	\$19,445	141	\$23,179
<b>Carbon Monoxide</b>	13	2,496	16	3,158	13	2,526
<b>Children and Other Hazards</b>	168	25,651	169	25,500	<u>189</u>	32,221
<b>TOTAL</b>	323	\$49,587	311	\$48,103	343	\$57,926

### **HOW WE REDUCE HAZARDS**

CPSC uses a number of strategies to reduce the risks associated with hazardous consumer products. These strategies include (1) conducting activities to ensure the safety of imported products; (2) participating in the voluntary standards process or developing mandatory safety standards; (3) conducting compliance activities such as recalls, corrective actions, and enforcement of existing regulations; and (4) alerting the public to safety hazards and informing them about safe practices. The agency bases its actions to reduce the risks from hazardous consumer products on information developed from its extensive data collection systems that is used to assess the causes and scope of product-related injuries.

#### **Import Safety**

Many consumer products, especially toys and other children's items, are imported into the U.S.; the largest share comes from China. CPSC is addressing the potential risk associated with Chinese imports with a four part plan of action: dialogue and

initiatives with the Chinese government; working with the private sector, including Chinese manufacturers; increased surveillance and enforcement activities at U.S. borders and within the marketplace; and requests to Congress to modernize our governing statutes. These requests include provisions to expand prohibited actions, increase criminal and civil penalties, impose new reporting requirements, permit the imposition of safety-related bonds, streamline the regulatory process and allow the CPSC to issue enforcement regulations in addition to consumer product safety standards.

The 2008 appropriation allows CPSC to implement the Import Safety Initiative, including the establishment of a new Import Surveillance Division. This will mark the first permanent, full-time presence of CPSC investigators at key ports of entry throughout the U.S. The port investigators will work with compliance officers, research analysts, attorneys, and support staff. Furthermore, staffing has been increased in other offices, including the Office of Hazard Identification and Reduction, which support import safety efforts as well as other safety work of the Commission.

CPSC established the *Office of International Programs and Intergovernmental Affairs* in 2004 to provide a comprehensive and coordinated effort in consumer product safety standards development and implementation at the international, federal, state, and local levels. The Office conducts activities and creates strategies aimed at ensuring greater import compliance with recognized American safety standards. A key emphasis of this program is encouraging foreign manufacturers to establish product safety systems as an integral part of manufacturing.

### **Safety Standards**

Much of our work in saving lives and making homes safer is conducted in cooperation with industry. From 1990 through 2007, we worked with industry and others to develop 390 voluntary safety standards while issuing only 38 mandatory rules. This is a ten-to-one ratio of voluntary to mandatory standards.

Staff participates 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 voluntary standards organizations. On acceptance of our recommendations, the organizations may conduct technical assessment as appropriate, publish a proposal for public comment, receive and evaluate comments, and publish a standard. This process may take months or several years. Staff participates 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. Our comments are considered, however, throughout the process.

Safety standards may also be developed through mandatory rulemaking. 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.

Generally, most of our statutes require us to go through a three-step rulemaking process: an advance notice of proposed rulemaking, a notice of proposed rulemaking, and a final rule. During this process, we seek input from all interested parties, including consumers, industry and other government agencies. We usually develop performance standards, rather than design standards, to give manufacturers the most flexibility in meeting our requirements. Examples of mandatory standards are requirements for child-resistant lighters and for bunk beds. We may initiate rulemaking based on petitions from outside parties or based on staff work.

## **Compliance**

We also reduce hazards through compliance activities. Compliance staff identifies defective products through their own investigations. We learn about potential product defects from many sources, including consumers, through our hotline and Web site. In addition, firms are required by law to report potential product hazards or violations of standards to the Commission. In 2005, staff developed a *Retailer Reporting Model* that is now being followed by two of the nation's three largest retailers.

When a recall is necessary, Compliance staff negotiates with the responsible firm. In 2007, CPSC completed 473 cooperative recalls (100 percent voluntary) involving nearly 110 million consumer product units that either violated mandatory standards or presented a substantial risk of injury to the public. Where companies fail to report as required, CPSC can seek penalties in court. In 2007, CPSC negotiated out of court settlements in which four companies voluntarily agreed to pay \$2.75 million in civil penalties to the U.S. Treasury.

To assist industry in recalling products and complying with our regulations easily and quickly, we rely on Fast Track product recalls and the work of our Small Business Ombudsman. 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 defective product presents a risk of injury or death, removing hazardous products from the marketplace faster can prevent more injuries and save more lives. Recalls under the Fast Track program are conducted without the need for a time-consuming hazard analysis and, over 90 percent of the time, are implemented within 20 days of a firm's report to CPSC. For non-Fast Track corrective actions, we also established

new efficiency goals to complete key actions within a challenging time period.

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

### **Consumer Information**

CPSC warns the public about product-related hazards. Our “Drive to One Million” campaign was started in 2007. This effort uses several different agency tools to make the public aware that despite our best efforts there are still many recalled products in the hands of the public. Our goal is to have at least one million consumers sign up to receive, free of charge, potentially life-saving information electronically through CPSC’s e-mail notification system. Consumers can receive notice of recall information as it is released by signing up at [www.cpsc.gov/cpsclist.aspx](http://www.cpsc.gov/cpsclist.aspx).

We alert the public about product-related hazards through print and electronic media, our hotline and the Web sites ([www.cpsc.gov](http://www.cpsc.gov), [www.recalls.gov](http://www.recalls.gov) and [www.atvsafety.gov](http://www.atvsafety.gov)) and other outreach activities such as the *Neighborhood Safety Network (NSN)*. The *NSN* is a grassroots outreach program that provides timely, lifesaving information to 5,200 organizations and individuals who, in turn, share our safety posters and news alerts with underserved consumers who would have otherwise never heard or received the information from CPSC. Additionally, we develop and provide safety information for the public through safety and recall alerts, print and video news releases, public service announcements, publications, 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 work closely with the media (newspapers, radio, TV, news wire services) to disseminate our message. For warnings that need to be repeated -- and most do -- we often rely on outreach by partnering with other organizations and developing programs, such as the *NSN*, to more rapidly disseminate important safety information.

In order to make the *Neighborhood Safety Network* program even more effective and useful for grassroots safety organizations, CPSC developed an online tool kit that allows them to build their own safety campaign. The tool kit allows communities to promote safety by downloading a variety of free publications, posters, checklists, and tools to create their own program on fire safety, drowning prevention, ATV safety, older consumer safety, etc. The tool kit also has a “Design a Safety Program” link to assist officials in disseminating this lifesaving information in their

community. CPSC will continue to update this site with new programs and will continue to promote the initiative among the more than 5,200 members of *NSN*.

In advance of and in the aftermath of natural disasters and hurricanes, CPSC contacts radio stations, newspapers, and television stations in the affected region to warn against the deadly dangers of using portable generators indoors. CPSC also issues radio public service announcements and has a video news release on generator safety. In addition, CPSC now has a required warning label for generators that is an important communications tool with the public. On CPSC's Web site there are downloadable posters, safety cards, and door hangers also warning consumers to never use gas generators indoors.

We have improved our Web site, consumer hotline, National Injury Information Clearinghouse, and publications distribution capability to better serve the public. CPSC's Web site has grown rapidly from about 200,000 visits in 1997 to 32.3 million visits in 2007 and the number of publications accessed from our Web site was 4.2 million in 2007. This increase is due, in part, to the successful introduction of new technology such as the Really Simple Syndication (RSS) feed system. RSS has replaced faxing and emailing to disseminate product safety information to the public, providing instantaneous release of information. RSS enables CPSC to post recalls and press releases in a format that allows TV stations and other media to obtain the information from CPSC's Web site and in seconds have the information posted on their Web sites.

We post and spotlight recall notices on the Web site at the same time that we issue a 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. Product safety information is also available in Spanish and other languages.

In 2003, we initiated [www.recalls.gov](http://www.recalls.gov), an innovative "one-stop shop" for all federal product recalls, in partnership with five other federal health and safety regulatory agencies. This Web site is an easy-to-use portal to all federal agencies that have the authority to conduct safety recalls. In 2007, there were 1.9 million visitors to the site.

The hotline receives consumer complaints and provides information on product hazards and recalls to the public. The National Injury Information Clearinghouse provides injury data to our staff and the public and provides manufacturers with consumer complaints, reported incidents, and investigations involving their products.

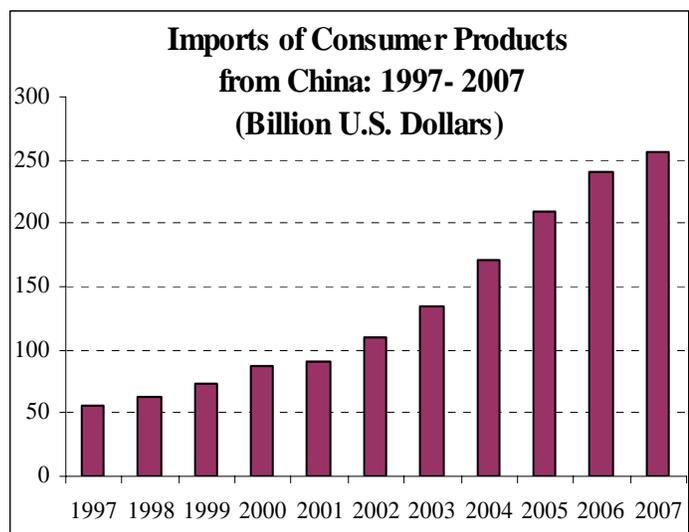


## IMPORT SAFETY INITIATIVE<sup>1</sup>

There has been an unprecedented surge of imported consumer products into the United States, especially from China. These products may not have been tested to voluntary or mandatory safety and performance standards. Therefore, it is important for product safety that there be a strong Federal presence in the import arena. CPSC recalled a record number of hazardous imported products from China in 2007, including toys and children's jewelry.

The safety issues associated with this increase in imports have created new challenges for CPSC. In the past, when most products were manufactured in the U.S. or at least the final assembly and quality control was being done domestically, it was easier to enforce federal safety standards. For example, when a product was suspected of posing a safety hazard, CPSC staff could focus on the specific manufacturers/importers, inspect their local facilities, collect product samples for laboratory analysis, meet with company officials in person and work out a satisfactory corrective action plan. Traditional methods of marketplace surveillance and enforcement, while still necessary, have limited effectiveness to address new avenues of commerce such as direct Internet sales to U.S. consumers by foreign entities. The ability for potential small business retailers and foreign manufacturers to quickly locate each other via the Internet and communicate cheaply has truly created a global market place. CPSC has no physical presence overseas and traditional methods of compliance oversight, such as firm and factory inspections by CPSC investigators, do not take place overseas.

About 85 percent of U.S. product recalls now are of imported products and the large majority of those products are manufactured in China. The value of U.S. imports from all countries of consumer products under CPSC's jurisdiction was \$614 billion in 2006, with imports from China valued at \$246 billion, comprising about 40 percent of all consumer products imported into the United States. From 1997 through 2007, the value of all U.S. imports of consumer products from China more than quadrupled. CPSC is addressing the issue of consumer product import safety with a number of activities including: dialogue and initiatives with China and other foreign governments; working with the private sector, including foreign manufacturers directly; increased surveillance and enforcement activities at the borders and within the marketplace; requests that Congress modernize our governing statutes; and CPSC is a member of the President's Interagency Working Group on Safe Imports and has been working closely with the other agencies on that Working Group to share information and to develop integrated strategies to address import safety issues.



Imports for 2007 are projected.

<sup>1</sup> Resources for this effort are included in the major program, Reducing Product Hazards to Children and Families, which this activity supports.

The 2008 appropriation allows CPSC to implement the Import Safety Initiative, including the establishment of a new Import Surveillance Division. This will mark the first permanent, full-time presence of CPSC investigators at key ports of entry throughout the U.S. The port investigators will work with compliance officers, research analysts, attorneys, and support staff.

CPSC established the *Office of International Programs and Intergovernmental Affairs* in 2004 to provide a comprehensive and coordinated effort with other countries in consumer product safety standards development and implementation at the international, federal, state, and local levels. The Office conducts activities and creates strategies aimed at ensuring greater import compliance with recognized American safety standards. A major emphasis of this program is encouraging foreign manufacturers to establish product safety systems as an integral part of the manufacturing process.

## 2008 ANNUAL IMPORT SAFETY GOALS

### IMPORTS FROM CHINA

Annual Goals Summary		2003	2004	2005	2006	2007	2008
<b>Dialogue and Initiatives with the Chinese Government</b>							
1. Participate in biennial U.S.-Sino-Product Safety Summit	<b>Goal</b>	**	**	**	**	**	0
	<b>Actual</b>	0	0	1	0	1	
2. Develop or continue implementation of cooperative work plans in selected product areas	<b>Goal</b>	**	**	**	2	4	4
	<b>Actual</b>	--	--	--	2	4	
3. Review and update China program plan	<b>Goal</b>	**	**	**	1	1	1
	<b>Actual</b>	--	--	--	1	1	
4. Conduct periodic review with Chinese regulatory officials to exchange information about significant recalls and/or other product safety issues	<b>Goal</b>	**	**	**	**	**	12
	<b>Actual</b>	--	--	--	--	--	
5. Conduct outreach/training events for Chinese government officials	<b>Goal</b>	**	**	**	**	**	3
	<b>Actual</b>	--	--	--	--	2	
<b>Working with the Private Sector</b>							
6. Conduct outreach/training events for Chinese manufacturers	<b>Goal</b>	**	**	**	**	**	2
	<b>Actual</b>	--	--	--	--	--	
7. Conduct outreach/training events for U.S. importers of Chinese products	<b>Goal</b>	**	**	**	**	**	2
	<b>Actual</b>	--	--	--	--	--	
8. Explore options for effective representation in China	<b>Goal</b>	**	**	**	**	**	1
	<b>Actual</b>	--	--	--	--	--	

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

### Dialogue and Initiatives with the Chinese Government

#### 1. Biennial U.S.-Sino Product Safety Summit

The first Product Safety Summit took place in Beijing, China in 2005, between CPSC and the General Administration for Quality Supervision and Inspection (AQSIQ), CPSC's Chinese counterpart agency. At that time, CPSC and AQSIQ signed an Action Plan on Consumer Product Safety and agreed to hold a Safety Summit every two years. In accordance with the Action Plan, AQSIQ and CPSC established four working groups: Fireworks, Toys, Lighters, and Electrical Products. The Work Plans for these were presented at the 2<sup>nd</sup> Biennial Consumer Product Safety Summit held in Washington, D.C., on September 11, 2007. At that event, CPSC and AQSIQ explained their expectations for retailers, importers,

exporters, and manufacturers dealing in consumer products. A third Summit, in 2009, will build on these events with the goal of institutionalizing a culture of product safety among Chinese consumer product exporters.

**Goal:** There is no summit planned for 2008. In 2009, CPSC will participate in the third biennial U.S.-Sino Product Safety Summit.

**2. *Develop or continue implementation of cooperative work plans***

The 2005 Action Plan on Consumer Product Safety with AQSIQ outlines specific cooperative actions to be taken by CPSC and AQSIQ to improve the safety of consumer products. These include: training; technical assistance, a mechanism to provide for “urgent consultation” when necessary; information exchanges; and the creation of Working Groups to address issues in four priority areas – fireworks, lighters, electrical products, and toys.

In 2007, we communicated to our Chinese counterparts specific problems and negotiated and reached agreements on work plans to address these problems with respect to each of the four product categories covered by the Working Groups.

**Goal:** In 2008, CPSC staff will continue to cooperate with the Chinese counterparts and prepare a status report on implementation of work plans for all four priority areas. Work plans include activities such as industry-specific seminars, retail/vendor training seminars, foreign delegation briefings, and roundtables with stakeholders.

**3. *Review and update China program plan***

The China program plan was originally developed in 2005 as a way of managing CPSC’s various China-related activities and as the basis for an overall strategy to promote safety and compliance of Chinese consumer products exported to the United States. The plan is reviewed and updated annually to ensure that it takes into account changing conditions and new opportunities for progress.

**Goal:** In 2008, staff will review and update the China program plan.

**4. *Recall information Exchange***

A key element in product safety cooperation with another country is the exchange of pertinent information about non-compliant or hazardous products. This supports bilateral compliance efforts, builds confidence, and allows staff to emphasize areas needing particular attention.

**Goal:** In 2008, staff will conduct 12 periodic reviews with Chinese regulatory officials to exchange information about significant recalls and/or other product safety issues.

**5. *Outreach/training events for government officials***

To maximize Chinese government cooperation with U.S. product compliance efforts, it is essential to convey sufficient understanding of U.S. regulatory requirements. Outreach/ training events that present useful techniques, regulatory best practices,

and relevant experience increase the chances of effective bilateral cooperation.

**Goal:** In 2008, CPSC staff will conduct three outreach/training events for Chinese government officials.

### **Working with the Private Sector**

#### **6. *Outreach/training events for Chinese manufacturers***

In order to maximize Chinese manufacturers' cooperation with U.S. product compliance efforts, it is essential to convey sufficient understanding of the U.S. regulatory environment. Outreach/training events that explain U.S. statutory and regulatory requirements, present useful techniques, regulatory best practices, and relevant experience increase the chances of effective cooperation and the level of compliance.

**Goal:** In 2008, CPSC staff will conduct two outreach/training events for Chinese manufacturers.

#### **7. *Outreach/training events for U.S. importers***

In order to maximize U.S. importers' cooperation with U.S. product compliance efforts, it is essential to convey sufficient understanding of the U.S. regulatory environment, as it applies to imports. Outreach/training events that explain U.S. statutory and regulatory requirements, present useful techniques, regulatory best practices, and relevant experience increase the chances of effective cooperation and the level of compliance.

**Goal:** In 2008, CPSC staff will conduct two outreach/training events for U.S. importers.

#### **8. *Explore options for effective representation in China***

**Goal:** In 2008, CPSC staff will explore options and make a selection for effective representation in China in order to improve communication channels with Chinese export officials and Chinese suppliers of consumer products exported to the United States.

## 2008 ANNUAL IMPORT SAFETY GOALS

### IMPORTS FROM ALL COUNTRIES

Annual Goals Summary		2003	2004	2005	2006	2007	2008
<b>Surveillance and Enforcement Activities</b>							
1. Create an Import Surveillance Division and conduct import safety improvement activities	<b>Goal</b>	**	**	**	**	**	1
	<b>Actual</b>	--	--	--	--	--	
a. Increase the number of samples of imported products for testing	<b>Goal</b>	**	**	**	**	**	750
	<b>Actual</b>	514	838	682	613	725	
b. Inspect shipments of potentially hazardous products	<b>Goal</b>	**	**	**	**	**	8
	<b>Actual</b>	--	--	--	--	--	
c. Cross-train other federal agencies working at the ports to identify hazardous imported products	<b>Goal</b>	**	**	**	**	**	4
	<b>Actual</b>	--	--	--	--	--	
2. Work with GSA to improve facilities for the test/evaluation of import samples	<b>Goal</b>	**	**	**	**	**	1
	<b>Actual</b>	--	--	--	--	--	
3. Establish an in-house capability to conduct Human Factors product research	<b>Goal</b>	**	**	**	**	**	1
	<b>Actual</b>	--	--	--	--	--	
4. Test/evaluate import samples	<b>Goal</b>	**	**	**	**	**	1
	<b>Actual</b>	--	--	--	--	--	
5. Develop a compliance rate	<b>Goal</b>	**	**	**	**	**	1
	<b>Actual</b>	--	--	--	--	--	
<b>Memoranda of Understanding (MOUs)</b>							
6. Review and update MOUs older than 3 years	<b>Goal</b>	**	**	**	5	3	1
	<b>Actual</b>	--	--	--	5	3	
<b>Communication/Consumer Information</b>							
7. Respond to requests for information from foreign manufacturers and others through the Web site within 3 business days	<b>Goal</b>	**	**	**	**	**	90%
	<b>Actual</b>	--	--	--	--	--	
8. Consumer outreach for imports (million)	<b>Goal</b>	**	**	**	**	**	450
	<b>Actual</b>	--	--	--	125	966	
9. Conduct public information efforts/partnerships	<b>Goal</b>	**	**	**	**	**	2
	<b>Actual</b>	--	--	--	--	--	
<b>Improving Rapid Identification of Import Safety Issues</b>							
10. Develop metrics for quick identification of hazardous products through Customs' and CPSC's databases	<b>Goal</b>	**	**	**	**	**	1
	<b>Actual</b>	--	--	--	--	--	
11. Improve tracking mechanisms used for case-management, complaint tracking, trend analysis, and report production	<b>Goal</b>	**	**	**	**	**	1
	<b>Actual</b>	--	--	--	--	--	

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

### Surveillance and Enforcement Activities

#### 1. Create an Import Surveillance Division and conduct import safety improvement activities

The marketplace within which consumer products are made available for sale to the public has changed dramatically in recent years. A far greater percentage of consumer products are now imported. The ability for small business retailers and foreign manufacturers to quickly locate each other via the internet and communicate cheaply has truly created a global marketplace. In January 2008, CPSC created the Import Surveillance Division this

marks the first permanent full-time presence of CPSC investigators at key ports of entry throughout the U.S.

**Goal:** In 2008, CPSC created an Import Surveillance Division with specialists specifically trained in import surveillance procedures and the rapid identification of defective and non-complying consumer products to conduct import safety improvement activities.

**a. *Increase the number of samples of imported products for testing***

Members of the Import Surveillance Division are CPSC's frontline in identifying the imported products that violate CPSC enforced regulatory requirements or that contain defects that present a significant risk of injury. These investigators will screen products and ship samples to other CPSC locations for final determinations.

**Goal:** In 2008, staff will test 750 samples of imported consumer products that are suspected of being non-conforming or defective, by an increased staff presence at the ports.

**b. *Inspect shipments of potentially hazardous products***

In 2007, CPSC Field staff and U.S. Customs and Border Protection prevented from entering the U.S. market about 4.3 million units of non-complying products. Examples of these products include fireworks, lighters, pacifiers, and rattles. The Import Surveillance Division will continue to conduct activities and create strategies to foster greater import compliance with recognized safety standards.

**Goal:** In 2008, staff will inspect shipments of potentially hazardous products, as identified by the Import Surveillance Division, for at least eight product categories.

**c. *Working with other Federal agencies***

CPSC works with other federal agencies on inspection of import shipments of consumer goods.

**Goal:** In 2008, staff will cross-train other federal agencies' staff working at four ports to identify hazardous imported products.

**2. *Laboratory modernization plan***

The CPSC Laboratory plays a vital role in the testing and evaluation of consumer products. The laboratory also contributes to the development of test methods for consumer product safety standards. In January 2007, CPSC requested GSA to evaluate real estate options for the Laboratory, including obtaining offers for leased space that would reduce total operating costs and improve the efficiency of operations by moving the Laboratory into a modern, more efficient space.

**Goal:** In 2008, staff will continue to work with GSA to relocate to a modernized Laboratory to facilitate the testing/ evaluation of import samples and support the development of safety standards.

**3. *Enhanced Human Factors research capability***

In 2005, more than 70 percent of children's games and toys were imported from China. CPSC currently does not have the capability

to conduct in-house applied Human Factors research about how adults and children use and interact with toys as well as other products. This research would provide important information for the development of performance standards for toys. These standards would provide the basis for third party certification of imports and domestically produced children's products.

**Goal:** In 2008, staff plans to initiate the design of an observation test facility that would accommodate evaluations such as studies of children's play behaviors and unintended uses of toys and other products. This information would contribute to and enhance the other import testing capabilities already available at CPSC.

#### **4. Testing samples**

CPSC tests samples of a variety of imported product types with varying time requirements. CPSC does not currently have an integrated database that tracks the time it takes from sample collection at the port to final Customs and Border Protection notification of test results.

**Goal:** In 2008, staff will evaluate the existing testing and sample tracking process and make recommendations for system integration to more accurately track the timeliness of sample collection and testing.

#### **5. Compliance rates**

To enhance CPSC's ability to enforce product safety standards and conduct investigations involving imported products, CPSC will expand its import surveillance activities. This includes development of improved performance metrics, collection and test/evaluation of product samples, and analysis of test results to track our effectiveness in improving the safety of imported consumer products.

**Goal:** Surveillance of consumer products for compliance to mandatory and consensus standards presents many methodological and other challenges. In 2008, CPSC staff will research and evaluate existing surveillance systems and approaches in order to define further measurements of effectiveness and timeliness for import safety related actions.

### **Memoranda of Understanding (MOUs)**

#### **6. Annual MOU Update**

CPSC has MOUs with a number of foreign governments. These agreements, signed with CPSC's counterpart agencies in other countries or regions, establish closer working relationships between the signatories, provide for a greater and more significant exchange of information regarding consumer product safety, and may include plans for informational seminars and training programs. Once MOUs are in place, scheduled review is required in some cases to keep the documents and agreements current.

**Goal:** In 2008, staff will review one MOU and develop staff recommendations for possible adjustments of the MOU.

## Communication/Consumer Information

### 7. *Responsiveness to foreign manufacturers and others*

CPSC has created a specific section of its Web site to provide detail of the agency's international programs, access to the formalized cooperative agreements with international counterparts and the electronic copies of the *CPSC Handbook for Manufacturing Safer Consumer Products* (available in both English and Mandarin). CPSC's international activities Web pages are among the first places foreign officials and producers/exporters look for information about U.S. product safety requirements. The International Activities section of the Web site is especially useful to international manufacturers seeking the relevant regulations, standards, and testing expectations for products bound for the U.S. market. Ensuring that the information presented is up-to-date and that foreign visitors can request additional information are essential elements in gaining cooperation of non-U.S. stakeholders.

**Goal:** In 2008, staff will respond to requests for information from foreign manufacturers and others through the International activities section of CPSC's Web site in three business days 90 percent of the time.

### 8. *Consumer outreach*

In 2007, 966 million views of CPSC safety messages were received by consumers through TV appearances and VNRs related to import safety campaigns and recalls, as well as from downloading import-related e-publications from our web site. This number was very high due to recalls of lead painted and magnetic toys from China.

**Goal:** In 2008, 450 million views of CPSC safety messages will be received by consumers through TV appearances and VNRs related to import safety campaigns and recalls, as well as from downloading import-related e-publications from our web site.

### 9. *Conduct two public information effort/partnership concerning import safety.*

#### *Partnership with Customs and Border Protection*

**Goal:** In 2008, staff will partner with Customs and Border Protection to highlight the coordinated efforts of the two agencies on import safety. The efforts by the two agencies will be communicated through some of the following communications tools: a news conference, interviews with electronic and print media, or news releases.

## Improving Rapid Identification of Import Safety Issues

### 10. *Develop metrics for quick identification of hazardous products through Customs' and CPSC's databases*

Improved electronic data exchanges with Customs' databases will enhance our capabilities to identify, track, and stop hazardous products from entering the United States. A new system that can track historical changes of address and "names" for foreign companies will provide for more rapid identification of hazardous

imported products. It can be difficult for staff to identify the original foreign manufacturer, particularly for countries with few, if any, product safety standards. This new system will integrate several third party sources of information, such as U.S. Customs and Border Protection, Dunn and Bradstreet, or other federal agencies. This increased capability will improve the compliance of manufacturers of imported products to CPSC standards through improved monitoring.

**Goal:** The International Trade Data System (ITDS) integration process will expand access to the Customs' Automated Commercial Environment (ACE) and will improve case monitoring at the ports as well as remotely. In 2008, staff will complete the "As-Is" business phase within the ITDS integration process.

### *11. Improve tracking mechanisms*

To provide staff with the latest information on potentially hazardous imported products as well as domestic cases at the touch of a button, CPSC plans to automate and update compliance systems used for tracking and performance information. CPSC has two data systems that are used to track case information and identify non-compliant manufacturers. Currently, staff has been merging information from these sources manually to support field investigators and provide additional reporting to managers who manage Import Safety. Resources have been identified that will allow for a redesign of these systems in three years.

**Goal:** In 2008, staff will complete analysis of our current database systems and develop the architecture to improve tracking mechanisms used for case-management, complaint tracking, trend analysis, and report production.



## FIRE HAZARD

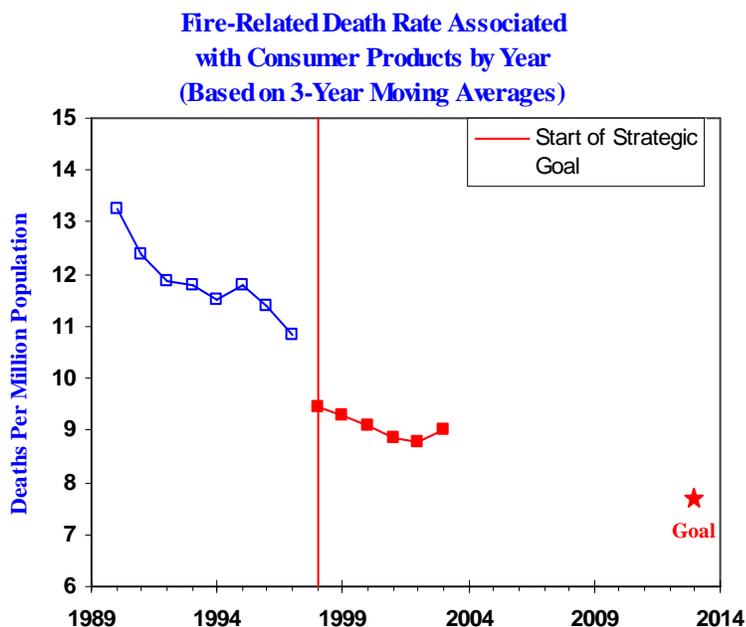
**STRATEGIC GOAL: Reduce the rate of death from fire-related causes by 20 percent from 1998 to 2013.**

### THE HAZARD

This nation's fire death rate remains high. From 2002 to 2004<sup>2</sup>, an estimated annual average of 2,620 people died and 13,110 people were injured because of fires in residences. These fires resulted in property losses of about \$5.3 billion. The total cost to the nation from residential fires was \$19.4 billion. Children and seniors are particularly vulnerable. In 2004, over 600 children under the age of 15 died of fire-related causes, and over 350 of these deaths were to children under the age of 5 years. Children under age 5 have a fire death rate nearly twice the national average. Older adults also have significantly higher fire death rates in comparison to the rest of the population. In 2004, residential fires resulted in over 790 deaths to adults 65 years and older.

Products most often ignited in fatal fires are upholstered furniture, mattresses, and bedding. In recent years, these product categories were associated with about one-third of fire deaths. Cooking equipment is often involved as a source of ignition in fire deaths, accounting for about 8 percent of fire deaths in recent years.

### OUR PROGRESS



Under previous Strategic Plans (1997 and 2000), we set a target to reduce the rate of fire deaths due to consumer products by 10 percent from 1995 to 2005<sup>3</sup>. From 1995 to 2004, the fire death rate declined by 14 percent, a reduction of 160 fire-related deaths (graph updated to include 2004). To further reduce the death rate, we retained this as a strategic goal in our current Strategic Plan, but with a new target of 20 percent reduction from 1998 to 2013.

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 ignition-resistant and open flame-resistant mattresses and upholstered furniture, heating and cooking equipment, electrical products,

<sup>2</sup>2004 is the latest year for which complete death data is available; these estimates are based on fires in residential structures that were attended by the fire service.

<sup>3</sup> Estimates generated for 1999 and later are not strictly comparable to estimates before 1999 because of major revisions to the World Health Organization's International Classification of Diseases coding system (ICD) and the U.S. Fire Administration's (USFA) National Fire Incident Report System (NFIRS).

general wearing apparel, children's sleepwear, child-resistant lighters, fireworks, battery-operated children's vehicles, smoke alarms, and residential fire sprinklers.

## 2008 ANNUAL FIRE-RELATED GOALS

Annual Goals Summary		2003	2004	2005	2006	2007	2008
<b>Safety Standards</b>							
1. Prepare candidates for rulemaking	<b>Goal</b>	3	3	4	5	8	9
	<b>Actual</b>	2	3	1	4	5	
2. Present recommendations to voluntary standards or code organizations	<b>Goal</b>	3	3	0	1	2	2
	<b>Actual</b>	3	2	0	0	0	
3. Complete data analysis and technical review activities	<b>Goal</b>	12	10	14	12	11	8
	<b>Actual</b>	7	5	10	9	8	
4. Support voluntary standards and code revisions	<b>Goal</b>	17	14	13	11	11	13
	<b>Actual</b>	17	14	13	11	12	
<b>Compliance</b>							
5. Preliminary determination within 85 business days (unregulated products)	<b>Goal</b>	**	**	**	**	66%	70%
	<b>Actual</b>	60%	65%	59%	44%	94%	
6. Corrective action within 60 business days of preliminary determination (unregulated products)	<b>Goal</b>	**	**	**	**	80%	82%
	<b>Actual</b>	63%	72%	75%	83%	81%	
7. Corrective action within 35 business days of notice of violation (regulated products)	<b>Goal</b>	**	**	**	**	80%	82%
	<b>Actual</b>	93%	75%	66%	60%	99%	
8. Monitor existing voluntary standards	<b>Goal</b>	1	**	**	1	1	1
	<b>Actual</b>	2	0	0	1	1	
<b>Consumer Information</b>							
9. Consumer outreach (in millions)*	<b>Goal</b>	**	**	**	**	125	200
	<b>Actual</b>	--	82	94	185	295	
10. Issue press releases and recall alerts	<b>Goal</b>	45##	60	60	113	107	110
	<b>Actual</b>	72	100	131	111	108	
11. Conduct public information efforts/ partnerships	<b>Goal</b>	7	5	6	7	7	6
	<b>Actual</b>	7	5	5	5	8	

\* The baseline data for this new goal is not strictly comparable to the 2007 or later data due to an improved data capturing capability implemented in 2007.

\*\* No goal established.

### Safety Standards

#### 1. Prepare for Commission consideration nine candidates for rulemaking or other alternatives.

##### *Upholstered Furniture*

Ignition of upholstered furniture is a leading cause of fire deaths among consumer products under CPSC's jurisdiction. The staff is developing a possible rule to address the risk of fire associated with ignitions of upholstered furniture. In 2004, the Commission published an advance notice of proposed rulemaking (ANPR) expanding the agency's rulemaking proceeding to cover both cigarette-ignited and small open flame-ignited fires. In 2005, the CPSC staff developed a revised draft standard addressing both ignition sources. In 2007, the staff conducted technical studies to support a draft proposed rule, and evaluated stakeholder comments and recommendations.

**Goal:** In 2008, the staff will follow Commission direction on a possible proposed rule; continue to work with industry, government, and other stakeholders; and work with EPA on related issues.

#### *Mattresses - Cigarette Ignition*

In 2005, the Commission issued an ANPR, initiating a possible amendment or revocation of the existing cigarette ignition standard. In 2006, the staff analyzed comments on the ANPR and conducted an extensive review of historical compliance data. In 2007, the staff monitored the progress of the National Institute of Standards and Technology's (NIST) research and reviewed cigarette fire in-depth investigations.

**Goal:** In 2008, the staff will continue to monitor NIST's research. We will follow Commission direction, possibly responding to public comments on proposed amendments or revocation of the mattress cigarette ignition standard. If appropriate, a briefing package with a draft proposed rule will be prepared for Commission consideration.

#### *Carpet and Rug Standards Amendments*

The standards for the surface flammability of carpets and rugs were enacted under the Flammable Fabrics Act to reduce fires where carpets and rugs are the first items ignited. The regulations established minimum standards for the surface flammability of carpets and rugs. Cleaning methods are also prescribed in the standards for various carpet and rug types to help assure permanence of any flame retardant (FR) treatments.

The carpet and rug flammability standards were reviewed in 2005 under the Program for Systematic Review of Commission Regulations. The rule review identified inconsistencies with CPSC's internal compliance testing procedures, references to obsolete standards, and requirements no longer needed based on CPSC staff experience with the rules.

**Goal:** In 2008, staff will prepare an ANPR briefing package, including a review of voluntary and mandatory international test methods for measuring carpet and rug flammability, for Commission consideration.

#### *Lighters Amendments (2 Regulations)*

In 2007, the staff built on the effort initiated in the rule review of the safety standard for cigarette lighters and the safety standard for multi-purpose lighters, documented the issues of concern to the staff, detailed potential options to address those concerns, and presented suggested amendments to the lighter standards.

**Goal:** In 2008, the staff will draft revisions to the regulations to improve the clarity and specificity of the requirements, address changes in the lighter market that have occurred since the implementation of the standards, and streamline procedures to reduce the burden on industry and staff resources.

*Cigarette Lighters, Mechanical Malfunction*

In 2005, the Commission issued an ANPR to begin development of a new mandatory safety standard to address mechanical malfunctions of cigarette lighters. In 2006, the staff conducted a study of conformance with ASTM F400 and prepared a status briefing to the Commission providing an estimate of current industry conformance. In 2007, staff monitored voluntary standard activities.

**Goal:** In 2008, the staff will monitor voluntary standard activities and follow Commission direction on this activity.

*Fireworks Amendments*

In 2007, the staff reviewed and drafted responses to solicited comments concerning the risks of injury associated with noncomplying fireworks, the regulatory alternatives being considered, and other possible ways to address the risks of injury.

**Goal:** In 2008, the regulatory options will be evaluated. The options that may be considered include: requiring mandatory certification to current FHSA fireworks regulations; rulemaking specifying certain additional requirements fireworks must meet; and relying on an existing voluntary standard. Staff will conduct further activities as directed by the Commission.

*Clothing Textile Standard Amendments*

The Standard for the Flammability of Clothing Textiles was enacted to reduce clothing-related thermal burn injuries and fatalities due to the use of highly flammable textiles in clothing. Several aspects of the existing standard require test procedure clarifications or are out of date due to changes in test equipment, consumer practice, environmental law, and textile product cleaning techniques. These discrepancies between actual clothing use conditions and variations in compliance testing undermine the efficiency of the standard.

An ANPR was published in late 2002. In 2003, the staff reviewed the ANPR comments and developed a plan to prepare a proposed standard. From 2004 through 2006, the staff prepared recommendations for amendments to the standard and a notice of proposed rulemaking (NPR) briefing package for Commission consideration. In 2007, staff sent a briefing package to the Commission with recommended amendments for Commission consideration; the Commission approved issuance of an NPR.

**Goal:** In 2008, the staff completed a briefing package with a draft final rule for Commission consideration.

*Bedclothes - Flammability*

In 2005, the Commission voted to publish an ANPR to develop a possible mandatory standard to address open-flame ignition of bedclothes. In 2006 and 2007, staff monitored the progress of the efforts of the California Bureau of Home Furnishings and Thermal Insulation (CBHF) to develop a test method for filled bedclothes items.

**Goal:** In 2008, staff will continue to monitor the progress of CBHF. Staff will update estimates of deaths and injuries associated with mattresses and bedding and will consider how information derived from implementation of the new open flame mattress standard impacts bedclothes flammability.

## 2. Prepare and present recommendations to voluntary standards or code organizations to strengthen or develop two voluntary standards or codes, as appropriate.

### *Electrical Lighting*

CPSC staff is investigating the causes of fire incidents involving lamps, light fixtures and light bulbs. In 2007, staff drafted a report of its evaluation of samples involved in fire/potential fire or shock/electrocution incidents and shared the report with interested parties for comment.

**Goal:** In 2008, staff will review comments and finalize its report. Staff will also make recommendations for improvements to the voluntary standards, as appropriate.

### *Fire Escape Masks*

Fire escape masks are products marketed as safety devices 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. At the end of 2004, through an Interagency Agreement with CPSC, the U.S. Fire Administration (USFA) provided funding to conduct testing of escape masks. In 2005 and 2006, staff and contractor testing and human factors evaluation of fire escape mask samples were completed. In 2007, staff completed reports on the testing and evaluation, including recommendations for revisions to the standard that would improve usability for novice users.

**Goal:** In 2008, staff will present recommendations for revisions to the voluntary standard.

## 3. Complete eight data analysis, collection, and technical review activities.

### *Aluminum Wiring Repair Methods*

In the 1960s and early 1970s, aluminum branch circuit wiring was used in residential construction. Connections with aluminum wiring are significantly more likely to overheat than connections made with copper wire. A new mechanical connector for use with aluminum wiring has been developed, and this connector shows considerable cost savings compared to the one currently recommended by CPSC. In 2007, preliminary testing of the connector showed that it performed adequately.

**Goal:** In 2008, staff will initiate a new contract to conduct longer-term evaluations to support possible recommendations for safe, alternative repair of aluminum branch circuit wiring connections.

*High Energy Battery Packs*

Portable electronic devices use higher energy density batteries, such as lithium-ion batteries. Batteries that experience an internal cell short may overheat and explode, posing a hazard to consumers. In addition, new technology battery chargers may have faster charge times with increased charging currents and temperatures that require monitoring of the battery charging status. In 2006, a contractor report on testing of high energy density lithium-ion batteries for mobile telephone use was drafted. In 2007, staff followed up this work by examining potential methods and/or safety features that could be incorporated to reduce the hazards. A draft report of the staff review was completed.

**Goal:** In 2008, staff will seek review and comment on its draft report from interested parties.

*Cigarette Ignition Risk*

Some states have adopted standards for Reduced Ignition Propensity (RIP) cigarettes to address potential fires caused by cigarettes that are left unattended. As more states enact such legislation, the hazard involving products under CPSC's jurisdiction may change. In 2007, staff reviewed research related to RIP cigarettes and developed plans for future research and testing to examine the effects that RIP cigarettes may have on interior furnishings.

**Goal:** In 2008, staff will monitor the contract for testing of cigarettes to the voluntary standard. The data from this testing will be evaluated and will be used to refine the staff's draft test plan for conducting testing to evaluate the performance of RIP cigarettes with respect to interior furnishings. Staff will begin its evaluation of the effects of RIP cigarettes on interior furnishings in 2008.

*Electrical Safety Checklist*

In 2007, staff updated the Home Electrical Safety Audit: Room-by-Room Checklist to reflect more recent National Electrical Code changes and to make the document more user-friendly. A contract for updated graphics was awarded to be completed in 2008.

**Goal:** In 2008, the updated Home Electrical Safety Audit: Room-by-Room Checklist will be completed for distribution.

*Fire Escape Planning*

In 2006, a contract was awarded to evaluate various technologies and concepts, such as visual signals and unique audible sounds, to improve residential occupant escape in the event of fire. The evaluation included an assessment of the feasibility of incorporating technologies or concepts in residential homes. In 2007, the contractor completed its evaluation and staff received a report of the work.

**Goal:** In 2008, staff will complete an assessment of the contract work and will make recommendations for additional efforts, as appropriate.

*Range Extinguishing Systems*

Cooking fires continue to be a major cause of residential fires and there are a variety of products marketed to consumers to prevent these fires, including range extinguishing systems. In 2006, staff conducted an evaluation of production and prototype range extinguishing systems in cooperation with the National Institute for Standards and Technology. In 2007, staff completed technical research on these systems.

**Goal:** In 2008, staff will receive test data on range extinguishing systems from NIST.

*Smoke Alarms*

Young children and seniors may have difficulty hearing certain smoke alarm signals. Little behavioral research exists on smoke alarm signaling and related smoke alarm designs issues. In 2007, staff conducted a review of research in behavioral analysis areas such as sensation, perception, and sleep. A draft report of this review was prepared and included descriptions of areas needing further study.

**Goal:** In 2008, the staff's report will be finalized, including recommendations for next steps.

*Temperature Controls*

A temperature regulating or limiting control component typically reacts to heating or cooling to turn a heating appliance off or on. Some CPSC staff tests have found safety and operating controls that either failed to open or did not open at the specified temperature. In 2007, staff conducted testing to measure performance characteristics, such as deviations in calibration, that may affect electrical properties.

**Goal:** In 2008, staff will conduct additional testing to characterize performance that affects electrical properties. If sample testing reveals signs of degradation, in 2009, staff will initiate a contract to examine the metallurgical aspects of those samples.

**4. Support voluntary standards and codes.***Voluntary Standards*

Staff participates in the voluntary standards process by providing expert advice, technical assistance, and information based on data analyses of how deaths, injuries and/or incidents occurred.

**Goal:** In 2008, staff will support the development or revision of voluntary standards for products such as:

- Arc Fault Circuit Interrupters
- Batteries
- Candles
- Cabinet Heaters/Cylinders
- Electrical Lighting
- Emergency Escape Masks
- Extension Cords
- Heaters
- Lighters
- National Electrical Code (NEC)
- Range Extinguishing Systems
- Smoke Alarms
- Turkey Fryers

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## Compliance

### 5. *Preliminary Determination Efficiency*

Compliance Officers open investigations based on reports of a possible defect from a manufacturer, importer, or retailer or on their own initiative following up consumer complaints, newspaper accounts, or information from CPSC surveillance activity. Each investigation involves a thorough review of information from the company and other sources, with analysis by CPSC's technical experts. The investigation culminates in a staff "preliminary determination" that there is or is not a product defect.

**Goal:** In 2008, a preliminary determination will be made within 85 business days on 70% of open investigations relating to unregulated products.

### 6. *Corrective Action Timeliness (Unregulated Products)*

Each investigation involving a fire-related hazard will culminate in a preliminary determination that a product is or is not defective. If the product is determined to be defective, the Compliance Officer will begin negotiating with the responsible company to obtain a voluntary corrective action. For defects that pose a risk of serious injury, the Compliance Officer will seek a consumer-level recall, which usually involves a free repair or replacement of the product or a refund of the purchase price. For less serious hazards, the corrective action may involve stopping sale of the product and correction of future production.

**Goal:** In 2008, a corrective action plan will be negotiated and commenced within 60 business days on 82% of the cases after a firm has been notified of staff's preliminary determination.

### 7. *Corrective Action Timeliness (Regulated Products)*

Compliance staff regularly conducts surveillance activity to check compliance of products with CPSC mandatory standards. Samples collected by investigators in the Field are sent to the CPSC Laboratory for analysis. Additional technical analysis is often conducted by CPSC technical experts. When it is determined that a product violates CPSC standards, a Compliance Officer sends a letter of advice (LOA) to the manufacturer, importer or retailer. For violations posing a serious risk of injury, the letter will seek a consumer-level recall (unless the sample was collected at a port of entry and no products have been distributed within the United States). For less serious violations, the letter may seek a lesser corrective action, such as stopping sale of the violative products and correction of future production.

**Goal:** In 2008, a corrective action plan will be negotiated and obtained within 35 business days on 82% of the regulated products cases after the firm has been issued a LOA.

### 8. *Voluntary Standards Compliance*

**Goal:** In 2008, staff will monitor compliance with one existing voluntary standard likely to reduce fire-related deaths.

## Consumer Information

### Alert the public to fire-related hazards through:

#### 9. Consumer Outreach

In 2007, 295 million views of CPSC safety messages were received by consumers through TV appearances and VNRs related to fire safety campaigns and recalls as well as from downloading fire-related safety e-publications. This number was unusually high due to the unprecedented press coverage of computer battery fires and the subsequent recalls. Because of this, the target for 2007 and 2008 was set excluding the consumer reach for these recalls.

**Goal:** In 2008, 200 million views of CPSC safety messages will be received by consumers through TV appearances and VNRs related to fire safety campaigns and recalls as well as from downloading fire-related safety e-publications from our web site.

#### 10. Press Releases

In 2007, we issued 108 press releases and recall alerts on hazardous products.

**Goal:** In 2008, staff will issue 110 press releases and recall alerts to inform the public about products presenting a risk of fire-related death.

### 11. Conduct six public information efforts, including at least one partnership with industry and/or a fire safety group.

#### *Fireworks*

**Goal:** In 2008, CPSC will conduct a national safety campaign for the Fourth of July to increase public awareness of the dangers associated with legal and illegal fireworks. The campaign will be implemented through some or all of the following communication tools: a news conference, video news release, Podcast, and reissuance of fireworks safety poster to members of the *Neighborhood Safety Network (NSN)*. Possible partnerships may include the Department of Justice and the Department of Homeland Security.

#### *General Fire Hazards*

**Goal:** In 2008, in support of new research compiled by the Office of Hazard Identification and Reduction, an education program will be conducted related to addressing the most significant fire scenarios that involve flammable liquids. The initiative will be carried out using communication tools such as a new publication, a public service announcement, Podcast message, new safety poster for member of the *Neighborhood Safety Network (NSN)*, or a press release with new data.

#### *Halloween*

**Goal:** In 2008, CPSC will remind consumers of the flammability hazards associated with costumes and other Halloween hazards and highlight warnings about the risk of fire associated with homemade children's costumes, jack-o-lanterns, and other Halloween decorations. We will conduct activities such as issuing a news release; reissuing our *Neighborhood Safety Network*

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Halloween safety poster; recording a Podcast; or conducting TV, radio, and newspaper interviews.

#### *Holiday Hazards*

**Goal:** During the winter holiday season of 2008 CPSC will reissue an annual news release to warn consumers about the fire risk from defective decorative holiday light strings and from natural trees and provide tips on the safe use of candles and fireplaces. CPSC will also complete other activities to warn about holiday hazards such as conducting a press availability for local and national media, sending a safety message to *Neighborhood Safety Network* members, or recording a Podcast.

#### *Home Heating*

**Goal:** In 2008 at the beginning of the home heating season staff will warn consumers about fire hazards from home heating equipment especially space heaters furnaces and chimneys. The program will include activities such as hosting a news conference, issuing a news release, issuing a video promoting a new publication, recording a Podcast, or working with partners such as the US Fire Administration and the National Fire Protection Association.

#### *Smoke Alarms*

**Goal:** In 2008, in a continuing effort to remind consumers that smoke alarms save lives, we will conduct activities such as issuing a news release in the spring and the fall to emphasize that consumers need to have and maintain their smoke alarms and contacting national and local media to encourage them to remind consumers to check that their smoke alarms are in working order.



## THE HAZARD

## **CARBON MONOXIDE POISONING HAZARD**

**STRATEGIC GOAL: Reduce the rate of death from carbon monoxide poisoning by 20 percent from the 1999-2000 average by the year 2013.**

Carbon monoxide (CO) is a poisonous gas that has no smell, color, or taste -- truly an invisible 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. At higher concentrations in the blood, CO can cause cognitive impairment, loss of consciousness, coma, and death.

From 2002-2004<sup>4</sup>, there was an estimated annual average of 166 unintentional non-fire CO poisoning deaths associated with consumer products, at a societal cost of approximately \$830 million each year. 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, such as gas furnaces and boilers. 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 also been mentioned in the fatal scenarios.

## OUR PROGRESS

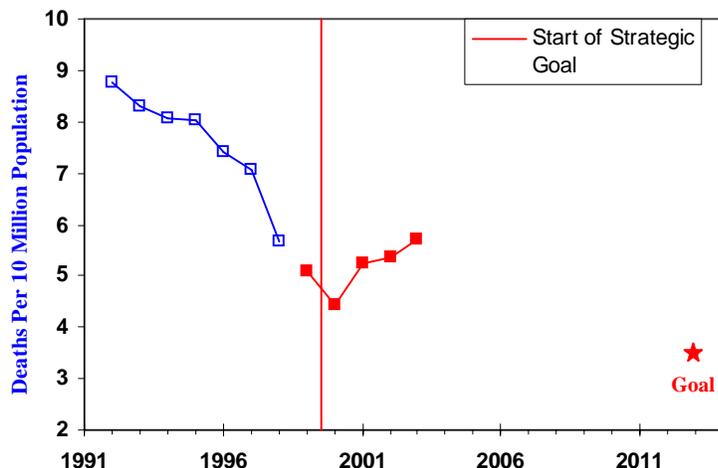
Under our previous Strategic Plans, we had a target to reduce the rate of CO poisoning deaths due to consumer products by 20 percent from 1994 to 2004. From 1994 to 2004, the annual death rate was reduced by 35 percent. To further reduce the death rate, we retained this strategic goal in our Strategic Plan with a new target of 20 percent reduction by 2013 from the 1999-2000 average.

We have been successful in the past in reducing deaths through a number of interventions, including: working with industry to encourage the development of new products to protect consumers from CO poisonings; working with industry to develop a voluntary

<sup>4</sup>2004 is the latest year for which complete death data is available.

performance standard for CO alarms; and warning the public about CO poisoning through information campaigns.

**Carbon Monoxide Poisoning Death Rate Associated with Consumer Products by Year (Based on 3 Year Moving Averages)**



Recently, as shown in the graph, (graph has been updated to show 2002 and 2003 data) there has been an increase in the number of CO-related deaths, in large part associated with the use of portable generators during natural disasters, such as hurricanes<sup>5</sup>. The share of CO poisonings associated with portable generators increased from 6 percent in 1999 to 25 percent in 2004. Effective in 2007, CPSC issued a mandatory rule for a new danger label for portable generators to warn consumers about CO and to encourage safe use. Activities in our plan, including supporting a portable generator rulemaking activity, public outreach activities, and monitoring voluntary standards, are designed to address this increase.

## 2008 ANNUAL CARBON MONOXIDE-RELATED GOALS

Annual Goals Summary		2003	2004	2005	2006	2007	2008
<b>Safety Standards</b>							
1. Prepare candidates for rulemaking	<b>Goal</b>	**	**	**	**	1	1
	<b>Actual</b>	0	0	0	1	1	1
2. Complete testing, data collection, hazard analysis, or technical review activities	<b>Goal</b>	2	0	3	3	2	1
	<b>Actual</b>	2	0	1	2	1	1
3. Support voluntary standards revisions	<b>Goal</b>	4	3	3	3	3	3
	<b>Actual</b>	4	3	3	3	3	3
<b>Compliance</b>							
4. Monitor existing standards	<b>Goal</b>	**	1	**	1	1	1
	<b>Actual</b>	0	0	0	1	1	1
<b>Consumer Information</b>							
5. Consumer Outreach (in millions)*	<b>Goal</b>	**	**	**	**	20.0	25.0
	<b>Actual</b>	--	9.2	5.2	14.6	26.0	
6. Issue press releases and recall alerts	<b>Goal</b>	1 <sup>#</sup>	5	5	8	7	11
	<b>Actual</b>	6	7	8	11	14	14
7. Conduct public information efforts/partnerships	<b>Goal</b>	3	3	2	3	4	4
	<b>Actual</b>	3	3	2	2	4	4

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

\*The baseline data for this new goal is not strictly comparable to the 2007 or later data due to an improved data capturing capability implemented in 2007.

<sup>#</sup>Prior to 2004 this goal did not include recall alerts.

<sup>5</sup> There is a discontinuity of rates between 1999-2002 and the previous years. This may be due, at least partially, to different methods used to estimate the number of deaths in the two time periods. The new method used after 1998 includes three changes: a change in the International Classification of Diseases (ICD), a change in methodology within CPSC, and inclusion of a new category of products in the estimates.

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## **Safety Standards**

### **1. Prepare for Commission consideration one candidate for rulemaking or other alternatives.**

#### *Portable Generators (Technical and Other Issues)*

In 2006, the Commission voted to publish an advance notice of proposed rulemaking (ANPR) to begin research to develop technology to lower the risk of CO poisonings associated with portable generators. Staff awarded a contract to develop a prototype generator engine with reduced CO in the exhaust and entered into an interagency agreement (IAG) with the National Institute of Standards and Technology (NIST) to model the buildup and concentration of CO in various styles of homes when the generator is located in various locations. NIST will also verify the efficacy of the prototype generator in reducing CO. In addition, staff conducted a proof-of-concept demonstration of a remote CO sensing automatic shutoff device for a portable generator, as well as an interlock concept in which a CO sensor was located on the generator.

In 2007, staff analyzed public comments on the ANPR, monitored work on the contract and IAG, drafted a report on the CO sensor interlock concept, and conducted additional generator testing in an environmental chamber.

**Goal:** In 2008, staff will continue to investigate technical means to address the CO poisoning hazard associated with portable generator use, including: (1) continue to manage the IAG with NIST to (a) estimate the effectiveness of the prototype technology to reduce CO emissions when tested in an attached garage, and (b) model the infiltration of CO into various styles of homes when a generator is operated in an attached garage under a number of different conditions, and (2) continue to manage the contract for the development and demonstration of a low CO emission engine on a portable generator.

### **2. Complete one testing, data collection, hazard analysis, or technical review activity.**

#### *Vented Gas Appliance CO Sensors*

Gas-fired heating appliances continue to be a leading cause of unintentional CO poisoning deaths. Staff previously conducted testing that demonstrated the use of sensor technology to provide shutdown response to hazardous levels of CO within the flue passageways of a gas furnace. In 2006, CPSC awarded a contract to conduct longevity/durability tests of sensors within a gas furnace. That work was initiated in 2007.

**Goal:** In 2008, staff will receive the test data from the contractor and begin data analysis.

### 3. Support three voluntary standards/codes revisions.

#### *Voluntary Standards*

Staff participates in the voluntary standards process by providing expert advice, technical assistance, and information based on data analyses of how deaths, injuries and/or incidents occurred.

**Goal:** In 2008, staff will support the development or modification of voluntary standards for CO alarms, portable generators, and vented gas appliances (CO sensors).

### **Compliance**

4. *Existing Standards Compliance* **Goal:** In 2008, we will monitor compliance with one existing standard likely to reduce CO poisoning-related deaths or injuries.

### **Consumer Information**

#### **Alert the public to the hazards of CO poisoning deaths through:**

#### 5. *Consumer Outreach*

In 2007, 26 million views of CPSC safety messages were received by consumers through TV appearances and VNRs related to CO safety campaigns and recalls, as well as from downloading CO safety related e-publications from our web site.

**Goal:** In 2008, 25 million views of CPSC safety messages will be received by consumers through TV appearances and VNRs related to CO safety campaigns and recalls, as well as from downloading CO safety related e-publications from our web site.

#### 6. *Press Releases/Recall Alerts*

In 2007, staff issued 14 press releases and recall alerts related to CO hazards.

**Goal:** In 2008, staff will issue press 11 releases or Web recall alerts for hazardous products presenting a risk of CO poisoning.

### 7. **Conduct four public information efforts and/or partnerships with a trade association or safety advocacy group.**

#### *CO Alarms*

While a large percentage of consumers' homes are equipped with smoke alarms, it is estimated that far fewer have CO alarms in their homes.

**Goal:** In 2008, CPSC will once again recommend that it is important to have a working CO alarm in one's house. CPSC plans to continue its CO alarm messaging with at least one daylight savings time message, in the form of a news release, safety alert, NSN message, or publication, recommending that consumers change the batteries in their smoke and CO alarms at least once every year.

*Home Heating*

**Goal:** In 2008, to remind the public of the continuing threat of CO in the home, we will highlight the need for routine maintenance of gas appliances. At the beginning of the home heating season, we will conduct one public information effort with activities such as partnering with other government agencies or a non-governmental organization. CPSC will use a number of communication tools, such as a news conference, a news release, a video news release, a Podcast message, or NSN message, to warn about CO hazards from furnaces, gas heaters, and generators.

*Natural Disaster Awareness*

**Goal:** In 2008, in advance of hurricane season and major storms, CPSC will use tools such as news releases, videos, public service announcements or interviews to warn the media and public about the use of portable generators and other gas-fired appliances after a storm has cause a major loss of power in a given community.

*Portable Gas Generators*

During times of power loss, homeowners may be exposed to potentially lethal levels of CO because of incorrect usage of portable gas generators to provide power to their homes.

**Goal:** In 2008, we will use tools such as news releases, videos, Podcasts, and publications to help reduce generator-related deaths and poisonings. CPSC will also work with the media, at certain times, to conduct interviews about generator safety in the aftermath of a death in a given community.

## CHILDREN'S AND OTHER HAZARDS

### THE HAZARDS

#### Children's Hazards



Children's hazards are associated with a wide range of consumer products. Examples of children's hazards include drowning hazards related to pools and other in-home products, choking and suffocation hazards related to some children's toys; strangulation, suffocation and entrapment risks to infants in sleep environments; strangulations from window blind cords and clothing drawstrings; unintentional ingestion of toxic household chemicals and various hazards with infant products such as old or improperly maintained cribs, high chairs, and strollers.

CPSC has had a significant impact in reducing injuries and deaths for a number of children's hazards. For example, staff worked with industry to develop a voluntary safety standard to prevent baby walker-related head injuries from falls down stairs and recalled numerous toys and other products that present choking hazards to children.

#### Chemical Hazards



CPSC seeks to reduce or prevent deaths or injuries due to ingestion, inhalation, or dermal exposure from hazardous substances in consumer products. Commission action has helped to protect children from exposure to lead in toys, crayons, children's jewelry, mini-blinds, and playground equipment. We have helped reduce children's exposure to hazardous chemicals in art materials and school laboratories. CPSC has worked to improve indoor air quality by reducing emission of pollutants from heating equipment, building materials, and home furnishings.

The Poison Prevention Packaging Act (PPPA) authorizes CPSC to issue requirements for child resistant packaging for such products as drugs and other hazardous household chemical substances. Since the PPPA became law in 1970, deaths to children under 5 years of age have declined substantially. While child poisoning deaths have been relatively low for a number of years, the Commission has seen evidence that, without continued surveillance, the death rate could increase.

For 2002 to 2004, unintentional<sup>6</sup> ingestion of drugs and hazardous household products is associated with an annual average of 36 deaths to children under age 5. In 2005, an estimated 87,700 children were treated in hospital emergency rooms.

<sup>6</sup>Unintentional ingestions are those not supervised or administered by an adult.

### Household and Recreation Hazards



Household and recreation hazards are found throughout the nation's homes and affect many of our family activities. CPSC work in this area covers products such as lawn and garden equipment, power tools, and recreational equipment (ATVs). 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. The agency also has been a leader in urging consumers to use safety gear when participating in recreational activities, such as bicycling, ATV-riding, and skateboarding.

### Electrocution and Shock Hazards



In 2003<sup>7</sup>, there were about 160 deaths from consumer product-related electrocutions. In 2006, an estimated 9,800 consumer product-related electric shock injuries were treated in U.S. hospital emergency rooms. Total societal costs in the U.S. associated with electrocutions and electric shock are about \$1.6 billion. The annual estimate of electrocutions has declined by 74 percent from 1975 to 2003. CPSC's work on ground fault circuit interrupters, hair dryers, power tools, house wiring, and garden equipment has contributed significantly to this decline.

## 2008 ANNUAL CHILDREN'S AND OTHER HAZARDS RELATED GOALS

Annual Goals Summary		2003	2004	2005	2006	2007	2008
<b>Safety Standards</b>							
1. Prepare candidates for rulemaking	<b>Goal</b>	4	3	3	3	5	4
	<b>Actual</b>	2	1	0	1	4	
2. Present recommendations to voluntary standards or code organizations	<b>Goal</b>	4	2	1	**	1	2
	<b>Actual</b>	3	1	1	0	0	
3. Complete data analysis and technical review activities	<b>Goal</b>	11	21	21	21	22	17
	<b>Actual</b>	10	17	21	15	17	
4. Support voluntary standards and code revisions	<b>Goal</b>	45	50	51	52	49	56
	<b>Actual</b>	49	54	54	49	51	
<b>Compliance</b>							
5. Corrective action within 60 business days of preliminary determination (unregulated products)	<b>Goal</b>	**	**	**	**	80%	82%
	<b>Actual</b>	77%	66%	76%	86%	89%	
6. Corrective action within 35 business days of notice of violation (regulated products)	<b>Goal</b>	**	**	**	**	85%	88%
	<b>Actual</b>	93%	81%	83%	79%	97%	
7. Monitor existing voluntary standards	<b>Goal</b>	1	2	2	2	1	1
	<b>Actual</b>	1	2	2	2	1	
<b>Consumer Information</b>							
8. Consumer outreach (in millions)*	<b>Goal</b>	**	**	**	**	125	450
	<b>Actual</b>	--	101	87	283.6	978	
9. Issue press releases and recall alerts	<b>Goal</b>	33#	143	142	246	233	228
	<b>Actual</b>	135	156	268	257	299	
10. Conduct public information efforts/ partnerships	<b>Goal</b>	9	13	10	8	7	9
	<b>Actual</b>	8	10	7	9	9	

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

\*The baseline data for this new goal is not strictly comparable to the 2007 or later data due to an improved data capturing capability implemented in 2007.

<sup>7</sup>2003 is the latest year for which complete fatality data is available.

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## **Safety Standards**

### **1. Prepare for Commission consideration four candidates for rulemaking or other alternatives for:**

#### *All Terrain Vehicles (ATVs)*

In recent years, there has been a dramatic increase in both the numbers of ATVs in use and the numbers of ATV-related deaths and injuries. According to the staff's latest ATV annual report, the Commission has reports of more than 7,000 ATV-related deaths since 1982. The Commission is considering what actions, both regulatory and non-regulatory, it could take to reduce ATV-related deaths and injuries.

In 2005 and 2006, staff conducted a comprehensive review of regulatory and non-regulatory options to address ATV hazards. In July 2006, the Commission voted to issue a Notice of Proposed Rulemaking (NPR) and directed the staff to carry out specific research activities, including testing of youth ATVs, conducting a review of in-depth investigation data, and gathering information regarding the appropriate size and speed of youth ATVs. The NPR was published in August 2006. During 2007, staff reviewed the comments submitted in response to the NPR and began the research activities directed by the Commission.

**Goal:** In 2008, staff will 1) continue the research activities directed by the Commission, 2) provide a status report about these activities, and 3) continue rulemaking or other activities, as directed by the Commission.

#### *Electric Toys*

In 2004, CPSC staff conducted a preliminary review of the Electric Toy regulation to determine whether any changes/updates are needed. Several potential changes were identified. In 2005, staff began preliminary work to follow through on the recommendations made during that review. In 2005, staff completed draft recommendations for updates to the rule associated with outdated references to standards and improvements to certain warning labels. In 2006, staff conducted a technical assessment of related standards and reviewed recommendations from interested parties to simplify the provisions for maximum allowable surface temperatures for electric toys. Staff completed draft recommendations to change the requirements in 2007.

**Goal:** In 2008, staff will prepare recommendations to update the Electric Toy regulation for Commission consideration.

#### *Infant Cushions*

In 2006, the Commission voted to initiate rulemaking that could result in an amendment to the current ban on infant cushions and pillows.

**Goal:** In 2008, staff prepared a briefing package for Commission consideration including possible regulatory options for infant pillows/cushions.

*Lead in Children's Jewelry*

In 2007, the Commission issued an advance notice of proposed rulemaking (ANPR) to initiate a rulemaking proceeding to ban children's metal jewelry containing more than 0.06 percent lead by weight in metal components.

**Goal:** In 2008, staff will review public comments on the ANPR for development of a briefing package with regulatory options for Commission consideration.

**2. Prepare and present two recommendations to voluntary standards or code organizations to strengthen or develop voluntary standards or codes, as appropriate, for:**

*Air Cleaners*

In 2007, staff released a contractor's report on ozone-generating devices. The report included a recommendation for a maximum ozone level in indoor air and a discussion of residential ozone exposures. In addition, Underwriters Laboratories (UL) is reviewing its *Standard for Electrostatic Air Cleaners*, and the State of California is developing a standard for ozone generators.

**Goal:** In 2008, staff will respond to public comments on the contractor's report. The staff will also draft recommendations for the voluntary standard, as appropriate.

*Hot Tubs and Spas (Hyperthermia)*

Hyperthermia, a condition of increased core body temperature, can cause birth defects (neural tube defects) in humans and animals. Hyperthermia may be caused by fever or by external heat, such as through the use of spas or hot tubs. Current voluntary standards for hot tub and spa controls allow temperatures in a range that could result in adverse health effects, particularly for pregnant women. In 2007, a contractor report and staff assessment addressing public comments was completed.

**Goal:** In 2008, staff plans to prepare recommendations for changes to the voluntary standard, as appropriate.

**3. Complete 17 testing, data collection, hazard analysis, or technical review activities to evaluate the need for, or adequacy of, safety standards.**

*ATV Data Update*

**Goal:** In 2008, staff will prepare the annual ATV death and injury data update report, which began in 1982. The report also includes data on deaths by state, risk of death by year, and injuries distributed by year and age grouping.

*Bicycle Integrity and Illumination*

The Federal Bicycle Regulation was last amended by CPSC in 1981. Since then, the evolution of bicycle technology has led to changes that are not currently covered by this standard. Voluntary standards coverage of new technology developments is limited. Bicycle injury rates remain high. While the majority of bicycle-related deaths occur during daylight hours, CPSC staff determined that a bicyclist is 2 to 4 times more likely to be killed riding at night as compared to daytime. In 2007, staff met with Federal

Highway Administration (FHWA) staff and developed a test method to evaluate bicycle light-emitting diode (LED) rear flashers.

**Goal:** In 2008, staff will receive test data from FHWA. The data will be used by staff to conduct a comparative evaluation of the LED rear flashers tested.

#### *Chronic Hazard Guidelines*

CPSC's chronic hazard guidelines, issued in 1992, assist manufacturers in complying with the requirements of the Federal Hazardous Substances Act (FHSA). The staff has begun the process of reviewing and updating this guidance to reflect advances in basic science and risk assessment methods. This work is closely related to national and international harmonization, such as the Globally Harmonized System (GHS).

**Goal:** In 2008, staff will revise two guidance documents, *Benchmark Dose* and *Probabilistic Risk Assessment*, as supplements to the 1992 chronic hazard guidelines.

#### *Consumer Opinion Forum*

This CPSC Web site provides a venue to solicit information from consumers who volunteer to respond to staff questions about specific behaviors. Such information can be useful for framing questions for scientific surveys, for providing information for future studies, or for providing anecdotal behavioral data regarding foreseeable use of products.

**Goal:** In 2008, staff will provide continued support of the Consumer Opinion Forum by conducting activities such as developing sets of questions, submitting questions for clearance, posting questions as they are cleared for public dissemination, or retrieving and analyzing the results of each posting.

#### *Electrocution Data Update*

**Goal:** In 2008, staff will prepare updated national estimates of the number of consumer-product related electrocutions.

#### *Globally Harmonized System (GHS) for Labeling*

In 2007, staff compared selected portions of the Federal Hazardous Substances Act (FHSA) regulatory requirements to the Globally Harmonized System (GHS) for classification and labeling. This comparison identified some of the technical differences between the FHSA and GHS. A preliminary legal feasibility assessment was also conducted to assess what, if any, changes would be needed to the FHSA should certain provisions of the GHS be adopted and implemented. The staff work indicated that a more complete technical comparison is needed.

**Goal:** In 2008, staff will initiate a contract to complete a side-by-side comparison of the FHSA and the GHS. This work will be completed in 2009.

*Interagency Coordination*

The purpose of this activity is to coordinate chemical hazard activities with other agencies, participate in international harmonization activities, and improve the scientific basis of agency risk assessments. In addition, the Commission is obligated by the Interagency Coordinating Committee on the Validation of Alternative Methods (ICCVAM) Authorization Act to respond to each test method validated by ICCVAM.

**Goal:** In 2008, staff will review a request from HHS/ICCVAM for a validated test method for ocular toxicity that is an alternative to animal testing. Staff will complete a briefing package for Commission consideration, along with staff's recommendation regarding acceptance of the test method.

*Nanotechnology*

Nanomaterials represent a wide range of compounds that may vary significantly in their structure, physical and chemical properties, and potentially in their behavior in the environment and in the human body. Staff continues to participate in several interagency workgroups and initiatives related to nanomaterials, especially those in consumer products. In 2007, we initiated a contract to review the structure and existing exposure and toxicity of fire retardant (FR) nanomaterials.

**Goal:** In 2008, the contractor report will be submitted for staff review. Also, in 2008, staff expects to enter into a memorandum of understanding with the National Institute for Science and Technology (NIST) for preliminary analysis of FR nanomaterials.

*Nursery Equipment*

**Goal:** In 2008, staff will prepare its annual report on nursery product-related injuries and deaths to children under the age of 5.

*Pool and Spa Safety*

The Virginia Graeme Baker Pool and Spa Safety Act was enacted in December 2007.

**Goal:** In 2008, staff will develop a draft plan for a State Swimming Pool Safety Grant Program, as required in the Pool and Spa Safety Act. Subject to the availability of appropriations, the plan will be finalized and implemented in 2009 and 2010.

*Pool Submersion Annual Update*

**Goal:** In 2008, staff will update its annual report on pool submersion incidents involving children age 5 and under.

*Pool Safety Handbook*

In 2006, staff combined and updated the *Safety Barrier Guidelines for Home Pools* and *Guidelines for Entrapment Hazards: Making Pools and Spas Safer*. Staff intends the publication to become a single reference guide on pool safety issues.

**Goal:** In 2008, staff will complete draft revisions to the handbook and invite comment from the pool and spa safety community.

*Poison Prevention*

**Goal:** In 2008, staff will collect and monitor data associated with ingestions of hazardous household substances and assess them for

the need for child-resistant packaging. The staff will continue to work with other government agencies and participate in public information activities in the poison prevention area. Staff will prepare an annual update of poisoning deaths.

*Public Playground Safety Handbook* In 2007, staff completed draft revisions to the *Handbook for Public Playground Safety* and invited comment from the ASTM playground subcommittee members.

**Goal:** In 2008, staff will review comments from the ASTM playground subcommittee members and complete revisions to update the handbook.

#### *Sensitizers*

Previous staff work identified the need to update the supplemental definition of "strong sensitizer" due to recent scientific advances and the United Nations GHS for classifying and labeling chemicals. In 2006, the staff developed a recommendation regarding CPSC's supplemental definition to address scientific advances and new risk assessment methods currently under development by federal agencies. In 2007, the staff's recommendation and analysis was peer-reviewed by scientists from other federal agencies.

**Goal:** In 2008, external peer review of the staff's report on "strong sensitizers" will be completed. Staff will respond to the peer reviewers' comments and make appropriate revisions. Staff will prepare a report for Commission consideration, including recommendations to implement changes in the supplemental definition of "strong sensitizer."

#### *Table Saws*

Although staff has worked with industry to improve the protection from blade contact with table saws, there remains the concern that blade guards are inadequate and/or of poor design and can place the consumer at risk for severe injury. In 2007, some new blade guard designs became available for consumers. Staff developed a plan to evaluate these new designs to see if they are adequate to reduce blade contact injuries.

**Goal:** In 2008, staff will conduct testing to evaluate new blade guard designs. Analysis of the data will be completed in 2009.

#### *Toys Annual Update*

Each year, staff prepares an annual report of toy-related deaths and injuries. Forty-six percent of the estimated emergency department treated injuries in 2006 were associated with toy types that cannot be placed under already established toy product codes and are categorized as "Toys, Not Elsewhere Classified." In 2008, staff will begin activities to conduct a NEISS-based study to identify the toys included in this category. This special study will also facilitate characterization of hazard patterns associated with injuries.

**Goal:** In 2008, staff prepared its annual update on toy-related deaths and injuries. We will also design the survey instrument and protocol to conduct a special study to identify toys associated with emergency department treated injuries that are currently categorized as “Toys, Not Elsewhere Classified.”

#### 4. Support the development/revision of voluntary standards and codes.

##### *Voluntary Standards*

Staff participates in the voluntary standards process by providing expert advice, technical assistance, and information based on data analyses of how deaths, injuries, and/or incidents occurred.

**Goal:** In 2008, staff will support the development or revision of voluntary standards for products such as:

- Air Cleaners
- All-Terrain Vehicles
- Amusement Rides, Portable
- Bassinets and Cradles
- Bath Seats
- Bed Rails
- Beds
  - Bunk
  - Toddler
- Bicycles
- Blind Cords
- Booster Seats
- Child Resistant Packaging
- Cribs
  - Commercial
  - Full-Size
  - Non-Full-Size and Play Yards
- Fuel Tanks
- Furniture
- Garage Doors/Gate Openers
- Gasoline Containers
- Ground-Fault Circuit Interrupters
- Helmets, Recreational
- Highchairs
- Hot Tubs and Spas
- Infant Bedding and Accessories
- Infant Bouncers
- Infant Carriers
  - Frame
  - Hand-held
  - Soft
- Infant Gates
- Infant Swings
- Infant Tubs
- Infant Walkers
- Inflatables, Constant Air
- Ladders
- Lead in Children's Vinyl Products
- Mowers
- Playground Equipment
  - Home
  - Children less than 2 yrs
  - Public
  - Surfacing
- Portable Fans
- Pressure Cookers
- Ranges
- Scooters, Motorized
- Soccer Goals
- Stationary Activity Centers
- Strollers
- Swimming Pools/Spas
  - Alarms
  - Pools and Spas
  - Portable Pools
  - Suction Vacuum Release Systems (SVRS)
- Table Saws
- Toys
- Treestands, Hunting
- Window Guards
- Youth Chairs

## Compliance

### 5. *Corrective Action Timeliness (Unregulated Products)*

Each investigation involving a hazard will culminate in a preliminary determination that a product is or is not defective. If the product is determined to be defective, the Compliance Officer will begin negotiating with the responsible company to obtain a voluntary corrective action. For defects that pose a risk of serious injury, the Compliance Officer will seek a consumer-level recall, which usually involves a free repair or replacement of the product or a refund of the purchase price. For less serious hazards, the corrective action may involve stopping sale of the product and correction of future production.

**Goal:** In 2008, a corrective action plan will be negotiated and commenced within 60 business days on 82% of the cases after a firm has been notified of staff's preliminary determination.

### 6. *Corrective Action Timeliness (Regulated Products)*

Compliance staff regularly conducts surveillance activity to check compliance of products with CPSC mandatory standards. Samples collected by investigators in the Field are sent to the CPSC Laboratory for analysis. Additional technical analysis is often conducted by CPSC technical experts. When it is determined that a product violates CPSC standards, a Compliance Officer sends a letter of advice (LOA) to the manufacturer, importer or retailer. For violations posing a serious risk of injury, the letter will seek a consumer-level recall (unless the sample was collected at a port of entry and no products have been distributed within the United States). For less serious violations, the letter may seek a lesser corrective action, such as stopping sale of the violative products and correction of future production.

**Goal:** In 2008, a corrective action plan will be negotiated and obtained within 35 business days on 88% of the regulated products cases after the firm has been issued a LOA.

### 7. *Voluntary Standards Compliance*

**Goal:** In 2008, staff will monitor compliance with one existing voluntary standard likely to reduce children's and other hazards.

## Consumer Information

### Alert the public to children's and other hazards through:

#### 8. *Consumer Outreach*

In 2007, 978 million views of CPSC safety messages were received by consumers through TV appearances and VNRs related to children's and other hazard campaigns and recalls as well as from downloading e-publications from our web site. This is unusually high due to unprecedented press coverage of a number of recalled items that arose in 2007.

**Goal:** In 2008, 450 million views of CPSC safety messages will be received by consumers through TV appearances and VNRs

related to children's and other hazard campaigns and recalls as well as from downloading e-publications from our web site.

#### 9. *Press Releases*

In 2007, we issued 299 press releases and recall alerts on hazardous products.

**Goal:** In 2008, staff will issue 228 press releases and recall alerts to inform the public about hazardous products related to children's and other hazards.

#### 10. **Conduct nine public information efforts to warn the public about other hazards.**

##### *All Terrain Vehicles (ATVs)*

**Goal:** In 2008, we will continue information and education activities begun in 2006 and 2007 focusing on preventing injuries and deaths to both children and adults from ATVs. We will continue using grassroots communication tools, such as the Rapid Response program, which is activated when news breaks about an ATV-related death. This initiative will be carried out using such tools as public service announcements, injury prevention fact sheets, and interviews with local TV stations, radio stations and newspapers. In addition, a multi-faceted Web page dedicated to ATV safety will continue to be promoted with information for state officials, parents, children, and the press. The ATV safety web site received about 135,000 visits in 2007.

##### *Back to School Safety*

**Goal:** For 2008, CPSC is planning activities to increase public awareness of child safety issues during the upcoming school year. Our campaign will offer tips on making schools safer – in the classroom, on the playground, and on the trip to school. CPSC will share information with parents through activities such as a press release on back-to-school safety issues; by promoting CPSC's *Back to School Safety Checklist*, or recording a Podcast and send a message to NSN members.

##### *Pool and Spa Safety*

In December 2007, the Congress passed and the President signed the Virginia Graeme Baker Pool and Spa Safety Act. The Office of Information and Public Affairs will coordinate the implementation of the information and education requirements of the legislation.

**Goal:** In 2008, CPSC will use tools such as letters and e-mails to key stakeholders informing them of the retrofit requirements for installation of safe drains and anti-entrapment devices. Staff will also disseminate concise information on the steps pool owners and communities must take to ensure that they are in compliance with this new federal law through such means as newsletters, trade publications, stakeholder meetings and conferences.

CPSC will also carry out a major national and local media campaign before Memorial Day weekend addressing pool and spa drownings and entrapments. To help reduce the number of children who drown each year, CPSC will use communication tools such as news conferences, media tours, press releases,

videos, online safety messages, Podcast recordings and messages sent to the Neighborhood Safety Network. CPSC will work closely with numerous partners, including Safe Kids Worldwide, American Red Cross, National Drowning Prevention Alliance, Association of Pool and Spa Professionals and others.

#### *In-Home Drowning*

**Goal:** In 2008, CPSC will focus at the end of the summer on addressing the hazard of standing water in places such as buckets and bathtubs to prevent drownings to young children. As part of this effort, CPSC will use tools such as issuing a Podcast, distributing a video, or issuing a poster for NSN members.

#### *Neighborhood Safety Network*

**Goal:** In 2008, CPSC will develop and distribute at least five posters and an educational tool kit for use by the *Neighborhood Safety Network* partners to keep consumers informed of emerging or seasonal safety hazards.

#### *Poison Prevention*

**Goal:** During National Poison Prevention Week of 2008, CPSC will promote the use of child resistant packaging to prevent children's poisonings, using activities such as radio and newspaper interviews, publications, message to NSN members, or partnering with other injury prevention organizations, as appropriate.

#### *Smart Holiday Shopping / Toy Safety*

**Goal:** Every fall holiday season, we will continue efforts to educate parents and caregivers on the appropriate toys for appropriate aged children.

We will issue a news release and held a press conference. CPSC may also distribute a VNR, produce a safety poster, record a Podcast, inform NSN members, and promote consumers to sign-up for recall information on [www.cpsc.gov](http://www.cpsc.gov) and [www.recalls.gov](http://www.recalls.gov).

#### *Electrical Safety*

**Goal:** In 2008, during National Electrical Safety Month, CPSC will use at least one communication tool such as a news release or a safety poster for use by Neighborhood Safety Network members to keep consumers vigilant of electrocution and electric shock hazards and partner in this effort with the Electrical Safety Foundation International or National Electrical Manufacturers Association.

#### *Tip-Overs*

**Goal:** In 2008, staff will continue our public information efforts to warn parents about the deadly dangers of furniture, televisions, and stoves tipping over and killing or seriously injuring young children. As part of this effort, we will use communication tools such as a news release, video, Podcast recording, television interviews, a message to NSN members or partnerships.

## BUDGET PROGRAM: Identifying 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: Data Collection and Data Analysis.

<b>2006-2008 RESOURCES (DOLLARS IN THOUSANDS)</b>					
<b>2006 Actual</b>		<b>2007 Actual</b>		<b>2008 Plan</b>	
<b>FTEs</b>	<b>Amount</b>	<b>FTEs</b>	<b>Amount</b>	<b>FTEs</b>	<b>Amount</b>
89	\$12,687	82	\$12,460	77	\$14,074

### HOW WE IDENTIFY HAZARDS

CPSC collects data on consumer product-related injuries and deaths, as well as economic and hazard exposure information, for 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. We systematically analyze this information to determine where hazards exist and how to address them. These activities reflect the agency's commitment to making decisions based on appropriate data analyses. This work provides underlying support to all of CPSC's safety activities.

**Product-Related Injuries.** 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 CPSC activities. Several foreign governments have modeled their national injury data collection systems after CPSC's system. Annually, NEISS supplies over 360,000 product-related cases from a sample of about 100 hospitals. The hospitals transmit incident information electronically and, in some cases, the data is available within 24 hours after an incident.

In 2000, NEISS was expanded to provide data on all trauma-related injuries. This expanded data 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 an all-injury system. The effort is being supported by reimbursable funds of approximately \$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.

**Product-Related Deaths.** CPSC also collects mortality data. We purchase, review, and process about 8,000 death certificates each year covering unintentional product-related deaths from all 50

states. Our Medical Examiner and Coroner Alert Project collects and reviews approximately 4,400 additional reports from participating medical examiners and coroners throughout the country. We also collect and review about 8,000 news clips and 12,000 other reports of product-related injuries and deaths from consumers, lawyers, physicians, fire departments, and others.

CPSC has also begun an initiative to explore ways to enhance our current hazard identification systems into a more robust “Early Warning System.” Our goal is to better identify and respond to children’s product safety hazards starting with cribs, bassinets, and play yards. This initiative is important because it is designed to address possible emerging hazards more quickly and effectively. Through an enhanced system, we hope to catch any discrepancies in information and find product safety patterns as they emerge.

## 2008 ANNUAL DATA COLLECTION AND DATA ANALYSIS GOALS

Annual Goals Summary		2003	2004	2005	2006	2007	2008
<b>Data Collection Activities</b>							
1. Evaluate, train and audit each hospital in the NEISS sample	Goal	100%	100%	100%	95%	95%	95%
	Actual	100%	98%	99%	100%	99%	
2. Capture the product-related cases	Goal	90%	90%	90%	90%	90%	90%
	Actual	94%	93%	92%	91%	91%	
3. Complete headquarters telephone investigations in less than 45 business days	Goal	85%	85%	90%	90%	90%	90%
	Actual	99%	100%	99%	100%	99%	
4. Complete fire investigations as on-site or other in less than 45 business days	Goal	**	**	**	**	95%	95%
	Actual	94%	91%	97%	95%	98%	
5. Complete non-fire investigations as on-site or other in less than 45 business days	Goal	**	**	**	**	93%	93%
	Actual	94%	90%	97%	93%	96%	
6. Increase the number of Compliance inspections by field staff	Goal	**	**	**	**	400	400
	Actual	585	417	274	320	493	
7. Sustain the number of incident reports collected from medical examiners and coroners	Goal	3,600	3,600	3,600	4,160	3,900	4,500
	Actual	3,774	4,514	4,428	4,843	4,724	
8. Sustain the number of incident reports collected from news clips	Goal	6,000	7,000	7,000	8,100	7,300	7,800
	Actual	8,131	7,870	8,766	8,634	8,612	
<b>Data Analysis Activities</b>							
9. Early Warning System	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	--	
10. Conduct special economic studies	Goal	**	10	8	8	8	8
	Actual	9	10	8	11	9	

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

### Data collection activities

#### Maintain the quality of injury data.

##### 1. Monitoring Hospitals

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.

**Goal:** In 2008, staff will conduct at least one evaluation visit at 95 percent of the hospitals in the NEISS sample.

**2. *Capturing Product-Related Cases***

A high reporting percentage is necessary to assure the integrity of the estimates. Remedial action would be implemented in any hospital that is missing significant numbers of reportable cases.

**Goal:** In 2008, NEISS hospitals will report over 90 percent of product-related cases, as documented by audits in each hospital.

**Identify and investigate product hazards in the field.**

**3. *Telephone Investigations (Headquarters)***

Headquarters telephone investigations provide valuable information on specific NEISS cases of interest to CPSC analysts. Analysts must receive this data as quickly as possible to support hazard reduction activities.

**Goal:** In 2008, staff will complete at least 90 percent of investigations in fewer than 45 business days.

**4. *On-site and Other Fire Investigations (Field) – Timeliness***

On-site and other fire investigations provide valuable information on cases of interest to CPSC compliance officers and analysts. Analysts must receive this data as quickly as possible to support hazard reduction activities.

**Goal:** In 2008, field staff will complete at least 95 percent of on-site and other fire investigations (not including telephone investigations) in fewer than 45 business days.

**5. *On-site and Other Non-Fire Investigations (Field) – Timeliness***

On-site and other non-fire investigations provide valuable information on cases of interest to CPSC compliance officers and analysts. Analysts must receive this data as quickly as possible to support hazard reduction activities.

**Goal:** In 2008, field staff will complete at least 93 percent of on-site and other non-fire investigations (not including telephone investigations) in fewer than 45 business days.

**6. *Compliance Inspections***

**Goal:** In 2008, field staff will conduct 400 Compliance inspections.

**7. *Medical Examiner/Coroner Reports***

Reports from medical examiner and coroners provide critical information on product-related deaths. The data are especially valuable because unlike death certificates, they are generally received soon after the incident and provide some detail on how the incident occurred.

**Goal:** In 2008, staff will obtain 4,500 medical examiner/coroner reports.

## 8. *Newsclips*

CPSC relies on clips from newspapers in all 50 states to identify incidents. 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 incidents to investigate in support of hazard identification and analysis activities.

**Goal:** In 2008, staff will obtain 7,800 incident reports from news clips.

## ***Data analysis activities***

### 9. *Early Warning System (Pilot Program)*

In 2007, CPSC staff has established a pilot program for an Early Warning System (EWS) that will facilitate rapid identification of and actions on emerging product-associated hazards. The pilot consists of a system of processes and procedures that integrate timely input from subject matter experts (SMEs) and electronic assessment tools for evaluating incoming product-related reports. The system will also document the status of activities and actions taken by various CPSC offices.

**Goal:** In 2008, staff will develop and implement processes and procedures for the pilot EWS focusing on products found in the sleeping environments of children – cribs, bassinets, and play yards (play pens). A multidisciplinary team of SMEs will meet weekly to evaluate and characterize the hazard scenarios and failure modes of product-associated incidents received during the previous week. An electronic database will be developed to capture the hazards scenarios, failure modes, investigative status, and compliance action disposition of each incident.

### 10. *Special Economic Studies*

Staff conducts economic studies to develop hazard exposure data; to provide injury cost estimates; to develop estimates of product life and numbers of products in use; and to determine general and small business impacts, such as costs of production, environmental impact, labeling, and recalls. Staff will maintain econometric models through periodic review to assure that methodological approaches and models of products are current and adequate for CPSC staff use.

**Goal:** In 2008, staff will complete eight special economic studies.

## **SERVICES AND MANAGEMENT GOALS**

In support of our two core budget programs, “Reducing Hazards to Children and Families” and “Identifying Product 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 provide industry service and satisfy our customers. We have both long-term strategic goals and annual performance goals in each service quality area. We also have annual performance goals in response to the President’s Management Agenda.

These activities are in support of our core program effort, thus the resources devoted to the Services and Management Goals are also included in the resources shown earlier for the core programs.



## INDUSTRY SERVICES

**STRATEGIC GOAL: Maintain success with the timeliness and usefulness of the Fast Track Product Recall and the Small Business Ombudsman programs for industry through 2010.**

### THE PROGRAM

CPSC's Compliance function 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 a CPSC staff preliminary determination that its product is defective and presents a substantial risk of injury. Other advantages of this program for industry include reductions in paperwork, red tape, and legal expenses related to voluntary recalls. For CPSC, advantages of this program include removing hazardous products from consumers and the marketplace more quickly and a reduction in staff time to process the recall.

To date, over 1,300 firms have participated in the program, resulting in over 2,229 product recalls involving over 226 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 to manufacture safer products. This program provides firms with a single point of contact that expedites a clear and understandable response from our technical staff. To date, we have helped about 3,185 small businesses through CPSC's Ombudsman.

## 2008 ANNUAL INDUSTRY SERVICES GOALS

Annual Goals Summary		2003	2004	2005	2006	2007	2008
1. Initiate a Fast Track recall within 20 days	<b>Goal</b>	90%	95%	95%	90%	90%	90%
	<b>Actual</b>	95%	96%	94%	98%	95%	
2. Respond to requests for CPSC's Ombudsman within 3 business days	<b>Goal</b>	80%	80%	80%	80%	85%	85%
	<b>Actual</b>	88%	82%	94%	N/A*	N/A*	
3. Develop guidance documents	<b>Goal</b>	5	5	5	5	5	5
	<b>Actual</b>	7	8	8	8	5	

\*Technical problems and staff changes resulted in incomplete data for 2006 and 2007. Data will be complete for 2008.

### 1. *Fast Track Timeliness*

**Goal:** In 2008, staff will complete a technical review and initiate a recall within 20 days 90 percent of the time for the Fast Track Program.

### 2. *Ombudsman Timeliness*

**Goal:** In 2008, staff will respond to requests from small businesses through the CPSC Small Business Ombudsman within three business days 85 percent of the time.

### 3. *Guidance Documents*

**Goal:** In 2008, staff will develop brief guides or other guidance documents for CPSC regulations so that industry can quickly and easily understand how to comply. Five additional guidance documents will be developed to explain regulations other policies or procedures or to assist industry in complying with CPSC regulations.



## CUSTOMER SATISFACTION WITH CPSC SERVICES

**STRATEGIC GOAL: Sustain the high level of customer satisfaction with the CPSC Web site, hotline, Clearinghouse, and State Partnership Program at 90 percent or better through the year 2010.**

### THE PROGRAM

In addition to our work reducing hazards associated with consumer products, we provide additional services to the public in the form of information services, including the agency's Internet Web site, hotline, the National Injury Information Clearinghouse, and the State Partners Program. These resources are used both to provide safety information to, and receive information from, the public. Customer satisfaction with these services is vital if CPSC is to fulfill its mission.

Our Web site ([www.cpsc.gov](http://www.cpsc.gov)) provides Internet access to CPSC resources and allows the public to view information about recalled products, report unsafe product incidents, request information, and download safety information. The hotline is a toll-free service that allows consumers to report product complaints or product-related injuries, learn about recalls and safety hazards, and obtain safety publications. The National Injury Information Clearinghouse provides data to the public in response to about 1,600 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. Our State Partners Program, using limited CPSC funds and CPSC-developed safety information, brings product safety services to consumers through cooperative programs with state and local governments. The program extends our reach throughout the nation.

## 2008 ANNUAL CUSTOMER SATISFACTION GOALS

Annual Goals Summary		2003	2004	2005	2006	2007	2008
<b>CPSC Web Site</b>							
1. CPSC Web site visits (in millions)	<b>Goal</b>	8.0	10.0	11.0	18.0	25.0	38.8
	<b>Actual</b>	9.2	11.9	13.7	20.3	32.3	
<b>Hotline Services (1-800-638-2772)</b>							
2. Respond to voicemail messages the next business day	<b>Goal</b>	85%	85%	85%	85%	85%	95%
	<b>Actual</b>	92%	96%	86%	89%	99%	
3. Process incident reports within 8 working hours	<b>Goal</b>	85%	90%	95%	95%	100%	95%
	<b>Actual</b>	100%	100%	100%	100%	100%	
<b>National Injury Information Clearinghouse</b>							
4. Mail incident information for verification to consumers within 2 business days	<b>Goal</b>	95%	95%	95%	95%	95%	95%
	<b>Actual</b>	98%	99%	95%	100%	98%	
5. Provide manufacturers with verified incidents and investigations within 48 business days	<b>Goal</b>	90%	90%	90%	90%	90%	95%
	<b>Actual</b>	95%	95%	95%	96%	97%	
6. Provide responses to requests within 7 business days	<b>Goal</b>	95%*	95%*	95%*	95%	95%	80%
	<b>Actual</b>	97%	97%	99%	98%	82%	
<b>State Partners Program</b>							
7. Conduct product safety activities within 90 days or less	<b>Goal</b>	**	**	**	**	88%	95%
	<b>Actual</b>	79%	81%	87%	95%	99%	
8. Host state caucus training sessions	<b>Goal</b>	**	**	**	**	1	1
	<b>Actual</b>	0	0	0	0	1	

\*\*No goal established. – Data not available.

\*Starting in 2006, this goal was changed from 5 to 7 business days.

### CPSC Web Site

#### 1. Web Site Visits

CPSC's Web site ([www.cpsc.gov](http://www.cpsc.gov)) was established 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 online reports of product hazards and providing the ability to search and download data from our National Electronic Information Surveillance System (NEISS).

The number of visits to the Web site has grown rapidly from about 200,000 visits in 1997 to about 32.3 million visits in 2007. Based on a customer feedback survey and a review of our Web site, we plan to implement changes that will improve the ability to access safety information.

**Goal:** In 2008, we anticipate that we will have 38.8 million visits to CPSC's Web site.

### Hotline Services (1-800-638-2772)

#### 2. Voicemail

The hotline maintains high levels of customer satisfaction through administering a performance-based contract for hotline operators who deal directly with the public. Under this type of contract, we evaluate the performance and renew the contract only if the

performance level meets or exceeds the standards set forth in the contract. This includes maintaining the hotline automated message system, maintaining the system for responding to e-mail messages, and preparing reports on consumer usage of these systems. In 2007, we received about 3,500 messages from the public through voicemail.

**Goal:** In 2008, hotline staff will respond to voicemail messages the next business day 95 percent of the time.

### ***3. Incident Reports***

Consumers may make a complaint of an unsafe product or product-related injury through the hotline. In 2007, hotline staff processed over 3,700 complaints about consumer products and 100 percent were completed within 8 working hours. We use these complaints to look for emerging hazards and to support studies of specific product hazards.

**Goal:** In 2008, hotline staff will process product incident reports within 8 working hours 95 percent of the time.

## ***National Injury Information Clearinghouse***

### ***4. Consumer Confirmation***

The Clearinghouse contacts consumers to request verification of information contained in incident reports of unsafe products submitted 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. In 2007, we sent nearly 12,000 reports to consumers for verification and 98 percent were completed within two business days.

**Goal:** In 2008, staff will mail incident report verification information to consumers within two business days 95 percent of the time.

### ***5. Manufacturer Mailing***

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 manufacturer responses are also made available to staff electronically for review. In 2007, we mailed about 12,400 reports to manufacturers and 97 percent were completed within 48 business days. The number of business days is calculated from the date the incident or investigation is received in the Clearinghouse and includes 20 business days of waiting for a response verifying the information from the complainant.

**Goal:** Staff will provide reported incidents and completed investigation results to manufacturers of identified products within 48 business days of receiving the reports in the Clearinghouse 95 percent of the time.

**6. *Information Requests***

The 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 about 1,600 requests received in 2007 were completed within seven business days. Since 2006, goal definition and targets have been adjusted because of reprioritization of resources.

**Goal:** In 2008, staff will provide responses to requests for information within seven business days 80 percent of the time.

***State Partners Program*****7. *Product Safety Activities***

CPSC's State Partners program works in cooperation with a group of state and local officials to deliver CPSC services to consumers, including recall checks, inspections, and in-depth injury investigations to support CPSC priorities.

**Goal:** In 2008, staff will conduct 95 percent of product safety activities including recall checks, inspection, and in-depth investigations within 90 days or less of assignment.

**8. *State Caucus Training***

State and local officials work with CPSC on cooperative activities that complement those performed by CPSC field staff and are done at little or no cost to CPSC. Staff will host training for these officials.

**Goal:** In 2008, staff will host one annual training session for state and local officials.



## PRESIDENT'S MANAGEMENT AGENDA

The President envisions a government that has a citizen-based focus, is results-oriented and market-based. To improve the functioning of Federal Government and to achieve efficiencies in its operations, the President has highlighted five government-wide management initiatives. They are Strategic Management of Human Capital, Competitive Sourcing, Improved Financial Performance, Expanded Electronic Government, and Budget and Performance Integration. The Commission has taken a number of steps to support the management initiatives in the areas delineated in the President's Management Agenda, which allow us to achieve our goals while managing public resources with prudence.

### *Strategic Management of Human Capital*

Annual Goals Summary		2003	2004	2005	2006	2007	2008
1. Modify the appraisal system	Goal	**	1	1	1	0	1
	Actual	--	1	1	0	0	
2. Identify skill gaps.	Goal	**	1	1	1	1	1
	Actual	--	0	0	0	1	
3. Maintain the recruitment process time	Goal	62	62	62	62	62	62
	Actual	51	60	61	61	49	
4. Conduct training for managers in human resource management	Goal	2	2	1	2	2	6
	Actual	2	3	2	4	6	
5. Conduct focus groups of new employees	Goal	2	2	2	1	1	1
	Actual	2	2	2	1	2	
6. Target recruitment efforts to organizations serving under-represented populations	Goal	10	10	12	12	8	10
	Actual	12	12	14	14	11	
7. Conduct training sessions for managers and employees in EEO/AEP responsibilities	Goal	3	3	3	3	3	5
	Actual	8	10	10	4	6	
8. Promote representation of Hispanics under-represented groups and individuals with disabilities	Goal	5	5	5	5	5	5
	Actual	7	12	13	10	6	

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

#### 1. *Appraisal System*

Staff revised CPSC's Senior Executive Service (SES) Performance Management System performance elements and standards in 2004 to include measures of success in meeting agency goals in our annual performance plans. In 2005, we revised the elements and standards for the remainder of the employees. In 2006, we monitored the use of the SES performance elements and standards and implemented the modified elements and standards for the remainder of the employees.

**Goal:** In 2008, we will fully implement the modified elements and standards for the remainder of the employees incorporating results-based performance measures with a direct link to CPSC's strategic goals.

**2. Skills Analyses**

In 2004, we developed competencies for some of our mission critical positions. In 2007, a new management training directive was developed that included a skill gap assessment, mandatory training requirements, and a training plan for all supervisors, managers, and executives. Additionally, skill gap analysis was completed for occupations in Human Resources and Information Technology.

**Goal:** In 2008, we will identify skill gaps and develop training plans for other mission critical positions.

**3. Recruitment Time**

Staff maintained the recruitment process time, calculated as the difference in the number of days between the recruitment request and the candidate selection date. In 2007, staff implemented an automated applicant intake system to improve efficiency in the staffing process. The average recruitment processing time for 2007 was 49 days, a reduction over the 2006 average of 61 days and well below the 2002 government average of 102 days.

**Goal:** In 2008, staff will maintain the recruitment process time.

**4. Human Resource Training**

In 2007, we provided additional funds to provide six management courses to agency staff. In 2008, we will again provide additional funds.

**Goal:** In 2008, staff will conduct training for managers and supervisors in human resource management. This would include topics such as performance management incentive programs and other human resource procedures.

**5. Focus Groups**

**Goal:** In 2008, staff will conduct an online survey for all new employees to learn from their experience and determine how to improve our recruitment process.

**6. Target Recruitment**

**Goal:** In 2008, staff will target ten recruitment efforts to organizations serving under-represented populations.

**7. EEO/AEP Training**

**Goal:** In 2008, staff will conduct five training sessions for CPSC managers and employees about their EEO/AEP responsibilities.

**8. Promote Representation**

**Goal:** In 2008, staff will promote representation of under-represented populations and individuals with disabilities with at least five initiatives. Examples of these new initiatives are mentoring programs, summer volunteer program, employee training programs, and disability and diversity awareness programs.

## Competitive Sourcing

Annual Goals Summary		2003	2004	2005	2006	2007	2008
9. Review and revise the annual FAIR Act Inventory as appropriate	Goal	1	1	1	1	1	1
	Actual	1	1	1	1	1	1
10. Complete performance work statements and cost statements for 20 percent of the activities in the FAIR Act Inventory annually	Goal	**	20%	20%	20%	0%	20%
	Actual	0%	0%	0%	0%	0%	
11. Complete competitions for activities in the FAIR Act Inventory	Goal	**	**	20%	20%	0%	20%
	Actual	0%	0%	0%	0%	0%	

\*\*No goal established.

### 9. FAIR Act Inventories

We have completed an inventory as required by the *Federal Activities Inventory Reform Act (FAIR)* each year since 1999. We reviewed all positions in the agency. We find that the majority of CPSC employees are engaged in the governmental public safety function of investigating product hazards and developing product standards.

We currently contract for most of our commercial services. For example, CPSC contracts for mail and driver services, laborer services, and copy and library services. We also contract for our consumer hotline operation, data screening for NEISS, and much of our computer programming and help desk operations. A total of 43 FTEs are represented by these contractual services. In addition, we contract for specialized commercial reviews, such as bankruptcy experts, during the course of our investigations. We also contract out for operations of various major administrative systems such as payroll, finance, human resources, and procurement. We estimate that these contracts represent at least another 7 FTEs for an equivalent of 50 FTEs currently contracted out.

In our 2006 inventory, we determined that an additional 14 employees over and above the 50 that are already contracted out may be performing commercial activities under the definitions in the FAIR Act and OMB Circular A-76 (Revised).

**Goal:** In 2007 and 2008, we will review and revise the FAIR Act inventory, as appropriate.

### 10. Performance Statements

**Goal:** In 2008, we will complete performance work statements and cost statements for at least 20 percent of the activities in our FAIR Act inventory. Past work under this goal was deferred because of Commission reorganizations.

### 11. Competition

**Goal:** Through 2008, we will complete competitions for at least 20 percent of the activities in our FAIR Act inventory.

**Improved Financial Performance**

Annual Goals Summary		2003	2004	2005	2006	2007	2008
12. Monitor financial management systems that meet Federal requirements and standards (Letter of Assurance)	<b>Goal</b>	**	1	1	1	1	1
	<b>Actual</b>	1	1	1	1	1	
13. Recommendation for financial management system replacement	<b>Goal</b>	**	**	**	**	1	1
	<b>Actual</b>	--	--	--	--	1	
14. Reduce or maintain the number of business days after month-end to produce monthly financial reports	<b>Goal</b>	**	3	3	3	3	3
	<b>Actual</b>	3	3	3	3	3	

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

**12. Financial Management Systems**

In 2001, CPSC implemented a new core accounting system, the Federal Financial System (FFS), contracted from the Department of Interior's National Business Center (NBC), a major provider of Federal accounting services meeting all Federal accounting system requirements and standards.

**Goal:** In 2008, CPSC will continue to monitor the system to ensure continued compliance with all applicable Federal regulations and standards. This will be documented in staff annual letters of assurance.

**13. Financial Management System Replacement**

In 2007, staff evaluated new financial systems and recommended a replacement system as NBC is dropping support of FFS in 2010.

**Goal:** In 2008, staff will sign a contract for replacing the financial system.

**14. Information Timeliness**

Currently, we provide monthly financial reports throughout the agency by the third business day, on average, after the close of the month. In 2004, we pilot-tested electronic transmission of FFS reports, fully implementing it in 2005. This provides electronic on-demand access to financial information.

**Goal:** The goal for 2008 is to maintain the third business day delivery of reports to agency staff.

**Expanded Electronic Government**

Annual Goals Summary		2003	2004	2005	2006	2007	2008
15. Implement Web-based application to improve government-to-business communication	<b>Goal</b>	**	1	1	1	1	0
	<b>Actual</b>	--	1	1	0	0	
16. Develop and implement technology to improve access and transfer of information government-to-government	<b>Goal</b>	**	1	1	1	1	1
	<b>Actual</b>	--	1	1	1	1	
17. Improve internal efficiency and effectiveness	<b>Goal</b>	**	2	1	1	1	1
	<b>Actual</b>	5	2	3	6	0	
18. Provide identity management architecture	<b>Goal</b>	**	**	**	**	**	1
	<b>Actual</b>	--	--	--	--	--	

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

**15. Government-To-Business  
(G2B)**

Government-to-business initiatives will reduce the burden on business by adopting processes that dramatically reduce redundant data collection, provide one-stop streamlined support for businesses, and enable digital communications with businesses. Under the Flammable Fabrics Act, some manufacturers elect to submit verification of their compliance with the regulation by mailing a paper form with the necessary information to CPSC.

**Goal:** No Government-to-Business goals are planned for 2008. Several G2B initiatives are on hold because of work being done at GSA to finalize their Public Key Infrastructure (PKI) solution. This initiative is a required element for many of our upcoming G2B projects.

**16. Government-To-Government  
(G2G)**

Government to government initiatives will enable sharing and integration of federal, state and local data. A recently completed CPSC initiative includes the [www.recalls.gov](http://www.recalls.gov) Web site which is a one-stop site that provides the most up-to-date information on recalls and was developed in partnership with the Food and Drug Administration, the U.S. Coast Guard, the National Highway Traffic Safety Administration, the U. S. Department of Agriculture and the Environmental Protection Agency. In 2005, we added a new section to [www.recalls.gov](http://www.recalls.gov) that allows the public to view all participating agencies' most recent recalls on one page, rather than tabbing to the agencies individually, and makes recall information more readily accessible. In addition, we began working with the agencies to include an email subscription list to further enhance participating agencies' ability to disseminate important safety information. A coordination meeting will be held to discuss future improvements.

**Goal:** In 2008, staff will prepare a summary report highlighting future directions.

**17. Internal Efficiency and  
Effectiveness (IEE)**

This initiative brings commercial best practices to key government operations, particularly information security, supply chain management, human capital management, financial management and document workflow.

**Goal:** In 2008, we implemented a Web-based application that will provide improved FOIA case management. This case management system will reduce the time spent searching for records that are currently in electronic form. In addition, we plan to implement electronic forms that can be used with digital signatures and work with Web-based workflows. As these forms become available, many of the paper-based systems will be replaced.

**18. Identity Management**

The E-Authentication Initiative will provide a trusted and secure standards-based authentication architecture to support Federal E-Government applications and initiatives. This approach will

provide a uniform process for establishing electronic identity and eliminate the need for each initiative to develop a redundant solution for the verification of identity and electronic signatures. E-Authentication's distributed architecture will also allow citizens and businesses to use non-government issued credentials to conduct transactions with the government.

**Goal:** In 2008, we will evaluate a public key infrastructure (PKI) solution to allow manufacturers to electronically submit reports such as Section 15 Reports and Continuing Guarantees under the Flammable Fabrics Act.

### **Budget and Performance Integration**

Annual Goals		2003	2004	2005	2006	2007	2008
19. Perform program evaluations	<b>Goal</b>	8	7	8	6	4	4
	<b>Actual</b>	8	5	6	6	4	

#### **19. Program Evaluations**

To integrate performance review with budget decisions, we have taken a number of steps, including: (1) changing internal databases to capture performance by strategic goal; (2) developing a system for resource allocation by strategic goal for direct and indirect costs; (3) adding resource allocations (FTE, costs) for each strategic goal to the performance plan; and (4) combining the performance plan and budget request.

In addition, we have realigned our budget programs to match our strategic goals. Finally, the Office of Financial Management, Planning and Evaluation works under the direction of the Chief Financial Officer and the Office of the Executive Director to provide a comprehensive and cohesive integration of budget and performance. We believe that our annual budget and performance plans make the agency performance-oriented by showing progress achieved on our hazard reduction goals and our quality and management goals. For continued improvement, however, we must evaluate our programs. Therefore, we will continue to set goals for performing specific evaluations as indicated in the Performance Evaluation section of this plan.

**Goal:** In 2008, we will complete four program evaluations such as conducting impact evaluations, reporting on annual updates of deaths and injuries, and assessing customer satisfaction with CPSC's services.

## 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. Staff 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 on 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 Population 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 three years. An overall plan for future evaluations is provided in Table A.

### A. Reducing Fire-Related Deaths

- 2003: Tracking of fireworks-related deaths
- 2004: Tracking of fire-related deaths
- 2004: Tracking of fireworks-related deaths
- 2005: Tracking of fire-related deaths
- 2005: Tracking of fireworks-related deaths
- 2006: Tracking of fire-related deaths
- 2006: Tracking of fireworks-related deaths
- 2006: Impact evaluation of product(s) with fire-related hazards
- 2007: Tracking of fire-related deaths
- 2007: Tracking of fireworks-related deaths
- 2008: Tracking of fire-related deaths
- 2008: Tracking of fireworks-related deaths

### B. Reducing CO Poisoning Deaths

- 2003: Tracking of CO deaths
- 2004: Program evaluation of CO poisoning deaths
- 2004: Tracking of CO deaths
- 2005: Program evaluation of CO poisoning deaths (Carryover from 2004)
- 2005: Tracking of CO deaths
- 2006: Tracking of CO deaths associated with portable generators
- 2007: Tracking of CO deaths associated with all consumer products
- 2008: Tracking of CO deaths

**C. Assessments by Industry**

- 2004: Fast Track, Ombudsman
- 2005: Ombudsman (Carryover from 2004)
- 2007: Fast Track

**D. Customer Satisfaction**

- 2005: Web Site, Clearinghouse
- 2006: Clearinghouse (Carryover from 2005), State Partners
- 2008: Hotline

**Table A**  
**Schedule of Evaluations**

Strategic Goals	Issues	General Scope	Procedures	
			Method	Time
<b>Hazards</b> Fire Carbon Monoxide	Reduce the rate of death	National estimates of deaths	1. Hazard Surveillance (NFIRS, NCHS)*  2. Evaluation of specific products – tracking before/after studies	1. Annually  2. As appropriate
<b>Customer/Industry Services</b> Hotline Clearinghouse State Partners Web Site 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 3 years
<b>Critical Management</b> Utility Quality	1. Identify potential hazard reduction projects and/or strategic goals  2. Accuracy, security and completeness of databases	1. Number of goals and projects  2. Selected in-house databases	1. Candidate goals, projects produced  2. Reduction in database errors, penetrations, etc.	1. Annually  2. As appropriate

\* National Fire Incident Reporting System (NFIRS), National Center for Health Statistics (NCHS).

## 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. 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) reducing hazards to children and families for each of the core functions (safety standards, compliance, and consumer information); (B) identifying product hazards; and (C) service quality and customer satisfaction.

### 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, and national or international code groups, (c) assessments completed (hazard analyses, data collection, technical feasibility studies), and (d) supporting of voluntary standards developments/revisions.*

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

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

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

#### 2. Compliance

- *Preliminary determination within 85 business days (unregulated products)*

Performance measures: The percent of unregulated cases with preliminary determination within 85 business days of initiation.

Database: The Compliance Corrective Actions (CCA) database tracks this performance metric.

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

- *Corrective Action within 60 business days of preliminary determination (unregulated products)*

Performance measures: The percent of cases involving an unregulated product where a corrective action was commenced within 60 business days of preliminary determination.

Database: The Compliance Corrective Actions (CCA) database tracks this performance metric.

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

- *Corrective Action within 35 business days of notice of violation (regulated products)*

Performance measures: The percent of cases involving a regulated product where a corrective action was obtained within 35 business days of the Letter of Advice being sent.

Database: CPSC's Integrated Field System (IFS) is used to track this performance measure.

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

### 3. Consumer Information

- *Consumer Outreach*

Performance measures: The number of US consumers estimated to have been reached through TV appearances and interviews on national television networks, video news releases to national and local television networks and e-publications on CPSC's Web site.

Database: The data come from three separate and independent tracking sources. The number of viewers of TV appearances and interviews is determined from Nielson ratings of major television networks. The number of viewers of video news releases is provided by a third party contractor. The number of e-publications viewed is determined through computer programming that links Web statistics (Webtrends) to publications by hazard.

Verification: All data is obtained from 3<sup>rd</sup> parties.

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

Performance measures: The number of press releases and recall alerts for each hazard.

Database: The Press Release and Recall Alert database records all press releases and recall alerts issued by the Commission by hazard area. The press releases and recall alerts are placed on our Web site the day they are issued.

Verification: Check all press releases/recall alerts for written description of the hazard.

- *Performance goals for responding to the public's requests for publication through our Web site. [Note that each CPSC publication has been classified by the hazard addressed.]*

Performance measures: The number of Web publications in each hazard area.

Database: The Inventory of Web Publications database tracks the number of each publication viewed or downloaded.

Verification: This information is reported to us through an off-the-shelf software application, *Webtrends*. Perform monthly check of database information.

### B. Annual Goals for Identifying Product Hazards

- *Targeted performance goals for: (a) collecting data from NEISS hospitals, telephone and onsite investigations, medical examiners and coroners, and newsclips, and (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, hotline calls, and 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: The number of business days for CPSC to provide a technical response to small business callers.

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

Verification: Manager review.

- *Performance goals for 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 B**  
**Verification and Validation of Performance Measures for Annual Goals**

Type of Performance Measure	Performance Measure	Database	Verification/Validation
<b>Results-Oriented Goals</b>			
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
Time to PD* (Unregulated)	Percent within 85 days	CCA*	Manager review
Time from PD* to CAP* (Unregulated)	Percent within 60 days	CCA*	Manager review
Time from LOA* to Corrective Action (Reg.)	Percent within 35 days	IFS*	Manager Review
Voluntary standards (VS) supported	Number of VS supported	IFS*, official documents	Manager Review
Public information efforts	Number of efforts	Milestone tracking	Official documents
Press releases/recall alerts	Number of releases/recall alerts	PR/RA*	Official documents
Consumer Outreach	Number of consumer hits	Tape file log, Inventory	Official documents
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
<b>Service Quality</b>			
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
<b>Industry Services</b>			
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
<b>Consumer Satisfaction</b>			
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; PR/RA = Press Release/Recall Alert database; PD = Preliminary Determination; CAP = Corrective Action Plan; LOA = Letter of Advice

## SOCIETAL COSTS ESTIMATION

The \$800 billion in societal costs is the total of three components: injury costs, costs of fatalities, and property damage. To estimate medically attended injuries, CPSC employs the Injury Cost Model (ICM), which uses empirically derived relationships between emergency department injuries reported through the National Electronic Injury Surveillance System (NEISS) and those treated in other settings (e.g. doctor's offices, clinics). The injury cost estimates are made up of four major components including medical costs, work losses, pain and suffering, and legal costs. The methods used to estimate these four broadly defined components are described in detail in the *Consumer Product Safety Commission's Revised Injury Cost Model*, Miller et. al., Public Services Research Institute, Calverton, MD, December 2000.

The cost of fatalities is estimated by applying a statistical value of life to the number of deaths. CPSC staff's statistical value of life is consistent with the results of research employing the "willingness to pay" methodology. CPSC staff uses a \$5 million cost of fatalities.

The estimate for average annual property damage (\$5.01 billion in 2001 to 2003) comes from data on residential fires collected by the National Fire Protection Association in an annual survey. The property damage estimate does not include costs associated with fires that are not reported to a fire department or goods destroyed or damaged when an incident other than fire occurs.

The \$800 billion figure does not include the costs of illnesses and deaths resulting from chemical or bacterial exposure from use of consumer products.

## 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:

- Participating in the voluntary standards process or developing mandatory safety standards
- Conducting compliance activities such as recalls, corrective actions, and enforcement of existing regulations
- Distributing information to the public on how to avoid product hazards.

These activities are supported by our work in the area of hazard identification and analysis.

### B. Capital Assets / Capital Programming

We have two major recurring capital asset acquisitions identified in support of our performance goals – continued investment in information technology (IT) and the modernization of our laboratory. Our investments in IT and laboratory modernization have a direct impact on our ability to achieve our mission and strategic goals.

We use IT to speed access to injury and death information to set priorities for using our resources; support various voluntary and mandatory approaches to reducing hazards; and reduce more quickly 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. In 2008, we have allocated \$1 million to establish a recurring IT Capital Investment Fund, \$1 million to establish a recurring Applications Development Fund, and \$2.3 million for a one-time replacement of the agency's financial management system.

The existing 1950s era laboratory facility provides critical support to our compliance investigations and development of safety standards. We are working with GSA to seek efficiency improvements in our laboratory facility including relocating the lab to a more modern facility. We have allocated \$8 million in this operating plan towards completion of this project.

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

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.

We produced audited 2007 financial statements (reported in our 2007 Performance and Accountability Report, November 2007). CPSC's statements received a "clean opinion." These statements met the *accelerated* Federal schedule of 45 days after the close of the fiscal year. The audit found that CPSC's statements and financial system conformed to accepted accounting principles, laws, and regulations and that CPSC had effective internal controls.

#### **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 and the Performance Budget. The Executive Director of the agency and the directors for the Offices of Hazard Identification and Reduction (for Safety Standards and Data Collection), 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 2008, the appropriation for the agency is \$80,000,000 with a staff level of 420 full time equivalents (FTEs) nationwide. CPSC is a staff intensive organization with nearly 85 percent of its recent funding absorbed by staff compensation and staff-related space rental costs for our professional and technical staff. Staff identifies product-related hazards; investigate and act on product safety hazards and violations of safety regulations; provide recommendations to CPSC for decision-making; and inform the public about product safety. After staff compensation and housing costs, about 15 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 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 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 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.
- Distributing proportionately indirect costs, such as administration and space rent, to the strategic goals for each program.

## VOLUNTARY STANDARDS SUMMARY

<b>Fire</b>	1	Arc Fault Circuit Interrupters
	2	Batteries
	3	Candles
	4	Cabinet Heaters/Cylinders
	5	Electric Lighting
	6	Emergency Escape Masks
	7	Extension Cords
	8	Heaters
	9	Lighters
	10	National Electrical Code (NEC)
	11	Range Extinguishing Systems
	12	Smoke Alarms
	13	Turkey Fryers
<b>Carbon Monoxide</b>	14	Alarms, CO
	15	Portable Generators
	16	Vented Gas Appliances, CO Sensors
<b>Children's and Other Hazards</b>	17	Air Cleaners
	18	All-Terrain Vehicles
	19	Amusement Rides, Portable
	20	Bassinets and Cradles
	21	Bath Seats
	22	Bed Rails
	23	Beds, Bunk
	24	Beds, Toddler
	25	Bicycles
	26	Blind Cords
	27	Booster Seats
	28	Child Resistant Packaging
	29	Cribs, Commercial
	30	Cribs, Full-Size
	31	Cribs, Non-Full-Size and Play Yards
	32	Fuel Tanks
	33	Furniture
	34	Garage Doors/Gate Openers
	35	Gasoline Containers
	36	Ground-Fault Circuit Interrupters
	37	Helmets, Recreational
	38	Highchairs
	39	Hot Tubs and Spas
	40	Infant Bedding and Accessories
	41	Infant Bouncers
	42	Infant Carriers, Frame
	43	Infant Carriers, Hand-held

<b>Children's and Other Hazards</b>	44	Infant Carriers, Soft
<b>(continued)</b>	45	Infant Gates
	46	Infant Swings
	47	Infant Tubs
	48	Infant Walkers
	49	Inflatables, Constant Air
	50	Ladders
	51	Lead in Children's Vinyl Products
	52	Mowers
	53	Playground Equipment, Home
	54	Playground Equipment, Children less than two years old
	55	Playground Equipment, Public
	56	Playground Surfacing
	57	Portable Fans
	58	Pressure Cookers
	59	Ranges
	60	Scooters, Motorized
	61	Soccer Goals
	62	Stationary Activity Centers
	63	Strollers
	64	Suction Vacuum Release Systems (SVRS)
	65	Swimming Pools and Spas
	66	Swimming Pools, Alarms
	67	Swimming Pools, Portable
	68	Table Saws
	69	Toys
	70	Treestands, Hunting
	71	Window Guards
	72	Youth Chairs

## MANDATORY STANDARDS SUMMARY

<b>Fire</b>	1	Bedclothes
	2	Carpet and Rug Standards (Technical Amendment)
	3	Cigarette Lighters (Mechanical Malfunction)
	4	Cigarette and Multi-Purpose Lighters (Amendments/CR) <i>Compliance</i>
	5	Clothing Textile Standard (Technical Amendment)
	6	Fireworks (Amendment) <i>Compliance</i>
	7	Mattresses (Cigarette Ignition)
	8	Upholstered Furniture
<b>Carbon Monoxide</b>	9	Portable Generators – Label
	10	Portable Generators – Technical and Other Issues
<b>Children’s and Other Hazards</b>	11	All-terrain Vehicles
	12	Electric Toys
	13	Infant Cushions
	14	Lead in Children’s Metal Jewelry



**U.S. CONSUMER PRODUCT SAFETY COMMISSION  
BETHESDA, MD 20814**