



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

## **2005 PERFORMANCE BUDGET (OPERATING PLAN)**

*Saving Lives and Keeping Families Safe*

**March 2005**



# U.S. Consumer Product Safety Commission 2005 Performance Budget

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**TABLE 1**  
**2003 TO 2005 RESOURCES BY PROGRAM AND ACTIVITY**  
**(DOLLARS IN THOUSANDS)**

	<u>2003 Actual</u>		<u>2004 Actual</u>		<u>2005 Plan</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>						
<b>Reducing Fire and Electrocutation Hazards</b>						
Hazards.....	<b>167</b>	<b>\$19,634</b>	<b>174</b>	<b>\$22,101</b>	<b>173</b>	<b>\$22,489</b>
Fire Deaths 1/.....	145	16,967	154	19,473	147	19,212
Electrocution Hazards.....	22	2,667	20	2,628	26	3,277
<b>Reducing Children's Hazards.....</b>	<b>108</b>	<b>12,812</b>	<b>88</b>	<b>11,456</b>	<b>115</b>	<b>14,683</b>
Drowning 1/.....	--	--	5	782	17	2,147
Other Children's Hazards.....	108	12,812	83	10,674	98	12,536
<b>Reducing Poisonings and Other Chemical Hazards</b>						
Other Chemical Hazards.....	<b>65</b>	<b>8,236</b>	<b>61</b>	<b>8,190</b>	<b>53</b>	<b>6,977</b>
Carbon Monoxide Poisoning 1/.....	12	1,563	12	1,629	13	1,642
Other Chemical Hazards.....	53	6,673	49	6,561	40	5,335
<b>Reducing Household and Recreation Hazards</b>						
Recreation Hazards.....	<b>45</b>	<b>5,595</b>	<b>53</b>	<b>\$6,722</b>	<b>42</b>	<b>5,408</b>
<b>Subtotal.....</b>	<b>385</b>	<b>\$46,277</b>	<b>376</b>	<b>\$48,469</b>	<b>383</b>	<b>\$49,557</b>
<b>IDENTIFYING PRODUCT HAZARDS:</b>						
Data Collection 2/.....	85	\$10,299	67	\$9,353	77	\$11,168
Emerging Hazards/Data Utility 1/.....	--	--	18	1,782	11	1,424
<b>Subtotal.....</b>	<b>85</b>	<b>\$10,299</b>	<b>85</b>	<b>\$11,135</b>	<b>88</b>	<b>\$12,592</b>
<b>TOTAL COMMISSION.....</b>	<b>470</b>	<b>\$56,576</b>	<b>461</b>	<b>\$59,604</b>	<b>4713/</b>	<b>\$62,149</b>

1/ These are strategic goals; Child Drowning and Emerging Hazards/Data Utility were new for 2004.

2/ Data collection activities support all hazard reduction efforts.

3/ Actual FTE use in 2005 will be lower as we begin adjusting FTEs to prepare for the 2006 operating level.

## **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*.

Our hazard reduction work has contributed significantly to the 30 percent 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. However, product-related deaths and injuries continue to occur. There are, on average 25,100 deaths and over 33.3 million injuries each year related to consumer products under CPSC's jurisdiction. The deaths, injuries, and property damage associated with consumer products cost the nation over \$700 billion annually. (See Appendix A - Societal Cost Estimation.)

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

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

Whenever possible, the Commission seeks a *voluntary solution* to product hazards. This voluntary approach is demonstrated by our high ratio of voluntary to mandatory safety standards (eight-to-one since 1990) and our success at getting voluntary recalls (100 percent in 2004).

<b>HAZARDS</b>	<b>2003 Actual</b>		<b>2004 Actual</b>		<b>2005 Request</b>	
	<b>FTEs</b>	<b>Amount</b>	<b>FTEs</b>	<b>Amount</b>	<b>FTEs</b>	<b>Amount</b>
<b>Fire and Electrocution</b>	167	\$19,634	174	\$22,101	173	\$22,489
<b>Children</b>	108	12,812	88	11,456	115	14,683
<b>Chemical</b>	65	8,236	61	8,190	53	6,977
<b>Household and Recreation</b>	45	5,595	53	6,722	42	5,408
<b>TOTAL</b>	385	\$46,277	376	\$48,469	383	\$49,557

### **HOW WE REDUCE HAZARDS**

The Commission uses a variety of tools to reduce the risks of hazardous consumer products. These tools include (1) participating in the voluntary standards process and developing mandatory safety standards; (2) compliance activities such as recalls and corrective actions of hazardous products and enforcement of existing regulations; and (3) alerting the public to safety hazards and safe practices. In addition, the agency bases its actions to reduce the risks of hazardous consumer products on information developed

from its extensive data collection systems that assess the causes and scope of product-related injuries. (See Figure 1 for a schematic summary of our approaches to product safety).

### *Safety Standards*

Much of our work in saving lives and making homes safer is through cooperation with industry. From 1990 through 2004, we have worked cooperatively with industry and others to develop 276 voluntary safety standards while issuing 35 mandatory rules, about an eight-to-one ratio of voluntary to mandatory standards.

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

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

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

Most of our statutes require us to go through a three-step rulemaking process. During this process we seek input from all interested parties, including consumers, industry and other government agencies. We generally develop performance standards, rather than design standards, to give manufacturers the most flexibility in meeting our requirements. Examples of mandatory standards are the

requirements for child-resistant lighters and for bunk beds. We may initiate rulemaking based on petitions from outside parties or based on our own internal staff work.

### *Compliance*

We also reduce hazards through Compliance activities. In 2004, CPSC completed 353 cooperative recalls involving over 216 million consumer product units that either violated mandatory standards or presented a substantial risk of injury to the public. Although we have neither the authority nor the resources to approve products for safety before they are marketed, we work with companies to remove products from the marketplace if we learn that they violate mandatory safety standards or are defective, creating a substantial risk of injury or death.

Headquarters and field staff identify defective products through their own investigations. In addition, firms are required by law to report potential product hazards or violations of standards to the Commission. If an evaluation justifies seeking a product recall, we work with the firm to cooperatively recall the defective or violative product. In nearly all cases, firms work cooperatively with us. If a firm refuses to recall a product voluntarily, we can litigate to require a recall and if appropriate, obtain civil penalties for failure to comply with the statutes we administer.

To assist industry in cooperatively recalling products and complying with our regulations easily and quickly, we rely on two activities: Fast-Track product recalls and 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 recalled defective product represents a potential injury or death, removing these hazardous products from the marketplace faster can prevent more injuries and save more lives. Recalls under the Fast-Track program are twice as fast as traditional recalls and, on the average, are implemented within the 20 days of a firm's report to CPSC provided in the program.

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

### *Consumer Information*

We warn the public about product-related hazards through print and electronic media, our hotline and Web site ([www.cpsc.gov](http://www.cpsc.gov), [www.recalls.gov](http://www.recalls.gov)) and other outreach activities such as the *Neighborhood Safety Network*. We develop and provide safety information for the public through safety alerts, news releases, video news releases, publications, including the *Consumer Product Safety Review*, national and local television appearances, and hotline messages. When knowledge of a hazard requires immediate warnings to the public, such as the recall of a playpen that caused the death of a baby, we rely heavily on the media (newspapers, radio, TV, video news releases). For warnings that need to be repeated -- and most do -- we often rely on outreach by partnering with other organizations and by developing programs, such as Resale Roundup. Through the *Neighborhood Safety Network*, we will combine our partnerships into a rapid communications vehicle that uses email and the Internet.

We improved our Web site, consumer hotline, 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 11.9 million visits in 2004. We post and spotlight recall notices on our Web site at the same time as the news releases announcing the recall. Consumers and firms can file reports of unsafe products online, and firms are ensured of confidentiality by encrypted transfer of data. Product safety information is also available in Spanish and children can access a special section of the site, *Especially for Kids*, which has safety information. Additionally, the public can access our recalls and other safety information through [www.recalls.gov](http://www.recalls.gov), a new Web site that is an easy-to-use portal to all federal agencies that have the authority to conduct safety recalls.

In 2003, we initiated the creation of [www.recalls.gov](http://www.recalls.gov), an innovative "one-stop shop" for all federal product recalls, in partnership with six other Federal health and safety regulatory agencies. This new Web site is an easy-to-use portal to all federal agencies that have the authority to conduct safety recalls. In 2004, more than 900,000 visitors logged on 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

**TWO TYPES OF ANNUAL PERFORMANCE GOALS**

with consumer complaints, reported incidents, and incident investigations involving their products.

Our annual plans set performance goals for our key hazard reduction and identification activities, CPSC services to industry and consumers, data quality, and the President's Management Agenda. These activities require two different types of performance goals.

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

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

## FIRE AND ELECTROCUTION HAZARDS

### INTRODUCTION

Reducing fire and electrocution hazards is our largest hazard reduction activity. Fires are a leading cause of consumer product related deaths. Electrocution represents a significant but somewhat smaller hazard and resources are allocated accordingly.

HAZARDS	2003 Actual		2004 Actual		2005 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Fire	145	\$16,967	154	\$19,473	147	\$19,212
Electrocution	22	2,667	20	2,628	26	3,277
<b>TOTAL</b>	167	\$19,634	174	\$22,101	173	\$22,489



### KEEPING FAMILIES SAFE FROM FIRE HAZARDS

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

### THE HAZARD

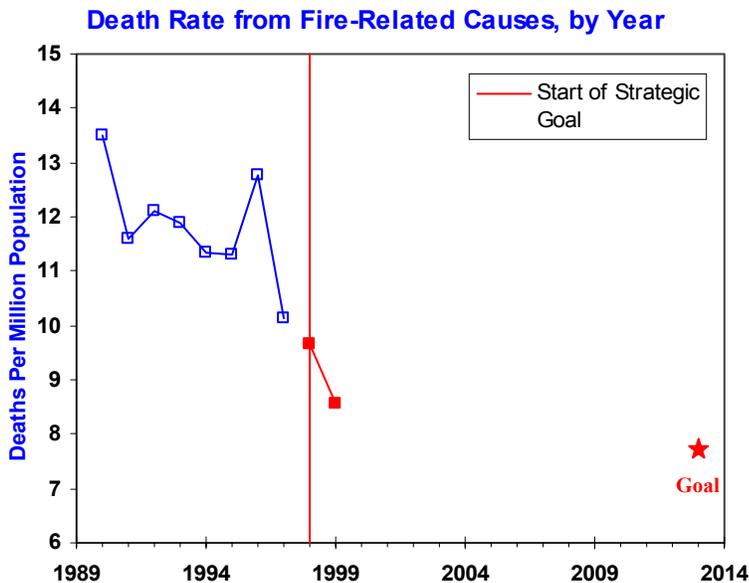
This nation’s fire death rate remains high. In 1999<sup>1</sup>, an estimated 2,390 people died and 14,550 were injured because of fires in residences. These fires resulted in property losses of about \$4.24 billion. The total cost to the nation from residential fires was almost \$18 billion. Children and seniors are particularly vulnerable. In 1999, over 500 children under the age of 15 died of fire-related causes and over 300 of these deaths were to children under the age of 5 years. Children under age 5 have a fire death rate more than twice the national average. Older adults also have significantly higher fire death rates in comparison to the rest of the population. In 1999, residential fires resulted in over 800 deaths to adults 65 years and older.

<sup>1</sup>1999 is the latest year for which complete death data is available.

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 13 percent of fire deaths in recent years.

**OUR PROGRESS**

Under our previous Strategic Plans (1997 and 2000), we had a target to reduce the rate of fire deaths due to consumer products by 10 percent from 1995 to 2005. From 1995 to 1998, the fire death rate declined by 14 percent. To further reduce the death rate, we decided to retain this as a strategic goal in our Strategic Plan, but with a new target of 20 percent reduction from 1998 to 2013.



Deaths due to fire have declined substantially since 1990. In 1998, there were about 700 fewer home fire-related deaths compared to 1990. In 1999, the trend appeared to continue, although the 1999 estimate is not strictly comparable on a year to year basis to estimates prior to 1999 due to changes in the system for coding fire data.<sup>2</sup>

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 mattresses and upholstered furniture, heating and cooking equipment, electrical products, general wearing apparel, children’s sleepwear, child-resistant lighters, fireworks, battery-operated children’s vehicles, smoke alarms, and residential fire sprinklers.

<sup>2</sup>A new revision of the National Fire Incident Reporting System (NFIRS), the nationwide system for coding information about fires, went into effect in 1999.

## 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
<i>Safety Standards</i>							
1. Prepare candidates for rulemaking	<b>Goal</b>	1	2	3	3	3	4
	<b>Actual</b>	0	2	3	2	3	
2. Complete data analysis and technical review activities	<b>Goal</b>	7	13	14	12	10	14
	<b>Actual</b>	4	8	12	7	5	
3. Monitor or participate in voluntary standards revisions	<b>Goal</b>	*	*	*	17	14	13
	<b>Actual</b>	20	15	15	17	14	
<i>Compliance</i>							
4. Pursue for recall or other corrective action	<b>Goal</b>	455	505	505	350	270	315 <sup>a</sup>
	<b>Actual</b>	529	614	367	270	386	
5. Conduct port-of-entry surveillance	<b>Goal</b>	2	2	2	2	2	1 <sup>a</sup>
	<b>Actual</b>	2	3	3	3	2	
<i>Consumer Information</i>							
6. Conduct public information efforts/partnerships	<b>Goal</b>	5	6	7	7	5	6
	<b>Actual</b>	5	6	7	7	5	
7. Issue press release and recall alerts	<b>Goal</b>	45	45	45 <sup>b</sup>	45 <sup>b</sup>	60 <sup>b,c</sup>	60 <sup>b,c</sup>
	<b>Actual</b>	48	53	88	72	100	
8. Produce video news releases	<b>Goal</b>	5	5	6 <sup>b</sup>	5 <sup>b</sup>	5 <sup>b</sup>	5 <sup>b</sup>
	<b>Actual</b>	8	5	8	7	7	
9. Respond to request for publications	<b>Goal</b>	160,000	160,000	160,000	200,000	260,000	260,000
	<b>Actual</b>	222,000	259,500	289,000	354,500	321,000	

\*No goal established.

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

<sup>b</sup> These goals were changed to include all product hazards, not just recalled products as in previous years.

<sup>c</sup> This goal now includes recall alerts.

*Safety Standards***1. Prepare for Commission consideration 4 candidates for rulemaking or other alternatives.***Carpet Standard Amendment*

110 deaths  
310 injuries  
(1999)

The standards for the flammability of carpets and rugs were adopted to prevent fire spread by carpets and rugs ignited by a small ignition source (match, burning ember, etc.). The test method requires the use of a methenamine-timed burning tablet produced by Eli Lilly and Company or an equal tablet as the ignition source for the carpet tests. In 2002, Lilly

ceased production of its product and the performance of other manufactured methenamine tablets has not been verified. In 2003, staff completed comparison testing of various manufacturers' tablets to develop draft specifications to better define the "equal" characteristics in the regulation.

**Goal:** In 2005, the staff will prepare a briefing package with recommended product specification amendments for Commission consideration. These draft amendments will specify the characteristics of the required tablets without reference to a specific brand name product.

#### *Clothing Textile Flammability*

150 deaths (annual average  
1995-1999)

4,400 thermal burn injuries  
(annual average 1998-2002)

The federal standard for the flammability of clothing textiles was enacted to reduce clothing-related thermal burns 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.

Updating the general wearing apparel standard requires development of a new dry cleaning test procedure, clarification of existing test procedures and methods for interpreting results, and possible harmonization with Canada's clothing regulations. An advance notice of proposed rulemaking (ANPR) was published in late 2002. In 2003, the staff reviewed the ANPR comments and developed a plan to prepare a proposed standard. In 2004, staff began drafting recommendations for revisions to the clothing textile standard based on review of the current literature and consumer practices.

**Goal:** In 2005, the staff will complete the work begun in 2004 to prepare proposed amendments to the standard for Commission consideration and prepare a briefing package with a draft proposed rule, as appropriate.

#### *Mattresses & Bedding Material - Open Flame Ignition*

440 deaths  
2160 injuries  
(1995-1999  
annual average addressable)

According to data from 1995-1999, mattresses and bedding materials were the first items to ignite in an average of 19,400 fires, resulting in \$273.9 million in property losses annually. Most of these losses could potentially be addressed by an open-flame standard. In 2002, the Commission voted to publish an ANPR to develop a mandatory standard to reduce the severity of mattress fires and make mattresses less flammable. In early 2005, a briefing package with a draft proposed standard for open flame ignition of mattresses was completed for Commission consideration. The briefing package included test methodology, acceptance criteria, and

recordkeeping requirements. The Commission voted to proceed with rulemaking and, in January 2005, published an NPR on open flame ignition of mattresses and an ANPR to address open flame ignition of bedclothes.

**Goal:** In 2005, Staff will respond to comments on the proposed rule for mattresses and the ANPR for bedclothes and follow Commission direction as appropriate.

### *Upholstered Furniture*

460 deaths  
1,110 injuries (1995–1999 annual average addressable; includes 50 deaths and 360 injuries associated with small open flame ignition and 410 deaths and 750 injuries associated with cigarette ignition)

Ignitions of upholstered furniture account for more fire deaths than any consumer product under CPSC's jurisdiction. In 2003, the Commission considered issues raised at a 2002 public meeting and regulatory options to address the risk of upholstered furniture fires. In October 2003, the Commission published a new advance notice of proposed rulemaking (ANPR) expanding the regulatory proceeding to cover the risk of cigarette ignitions as well as small open flame ignitions. In 2004, the staff developed its draft standard and prepared regulatory options. In early 2005, the staff held a public meeting to present its draft standard to interested parties.

**Goal:** In 2005, the staff will forward a package of regulatory options to the Commission; continue technical studies to support a proposed rule; respond to public comments on a possible NPR; and continue to work with EPA, industry, and other stakeholder groups.

## **2. Complete 14 testing, data collection, hazard analysis, or technical review activities.**

### *Arc-Fault Circuit Interrupters (AFCIs)*

10 deaths, 40 injuries  
(1998)

In 2005, the revised National Electrical Code (NEC) may require advanced, more sensitive AFCIs for use in homes effective in 2008.

**Goal:** In 2005, as these new AFCIs become available, CPSC staff will evaluate them for efficacy and nuisance tripping issues. We will also continue to evaluate data from installed field units, including installation issues, nuisance tripping, and detection of hazardous conditions. In 2006, test results and field data will be used to make proposals to the NEC for future expansion of AFCI usage, as warranted.

### *Duplex Electrical Receptacles*

10 deaths  
50 injuries  
(1999)

In 1999, receptacles and switches were associated with an estimated 3,300 fires resulting in \$60.6 million in property losses. In 2004, staff began a two-year data collection effort by enrolling fire departments in a systematic effort to collect information regarding the types of receptacles involved in fire incidents and to collect the receptacles involved.

**Goal:** In 2005, concurrent with ongoing data collection efforts, engineering staff will evaluate collected samples to determine causes of failure. In 2006, staff will complete analysis and sample evaluations. In 2007, this information will be used to support further changes to the voluntary standard for receptacles, as warranted.

*Electric Blankets*

<10 deaths  
20 injuries  
(1998)

Around 1982, designs for electric blankets emerged that were based on new technology, a self-regulating polymer heating element that replaced resistive heating wire with thermostats distributed around the blanket to prevent overheating. Revisions to the voluntary standard in 1999 included safety requirements for certain failure modes of this self-regulating polymer heating element. Subsequently, newer technology, non-polymer blankets have emerged. All of these improvements provide increased safety over the old-style resistive blankets, but in recent years, a number of recalls with these new technology blankets suggest a need for staff to study the issues.

**Goal:** In 2005, staff will conduct an analysis of different electric blanket technologies available on the market and assess whether the industry voluntary safety standard adequately addresses the risk of fire and shock that may be associated with these emerging designs.

*Electrical Lighting Products  
(Carryover from 2004)*

20 deaths  
310 injuries  
(1999)

In 1999, light fixtures, lamps and light bulbs were associated with an estimated 20 deaths and 310 injuries. In 2004, staff completed a two-year data collection effort associated with lighting equipment.

**Goal:** In 2005, staff will complete a report on the data collected. In 2006, staff will complete examination and documentation of samples involved in fire incidents to evaluate factors such as design, installation, use, maintenance, etc. that may have caused these incidents, and conduct laboratory testing, if necessary. In 2007, recommendations for improvements to the voluntary standards applicable to those lighting products most responsible for deaths and injuries will be made, as warranted.

*Emergency Escape Masks  
(Carryover from 2003)*

Emergency 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. There are new performance standards for these products.

In 2003, work on emergency escape masks was expanded to include those designed to protect against chemical, biological, radiological, and nuclear (CBRN) hazards. Staff participated with the National Institute for Occupational Safety and Health and other organizations on the development of draft performance tests for these CBRN products. In 2004, staff attended standards development activities on masks intended to protect against CBRN hazards. Through an Interagency Agreement with CPSC, the U.S. Fire Administration provided funding at the end of 2004 to conduct testing of escape masks to evaluate the new performance standards for these products.

**Goal:** In 2005, staff will evaluate the effectiveness of escape masks and continue to examine consumer safety issues associated with these products. The original goal for 2003, to conduct performance testing and human factors analyses, will be completed in 2005. In 2006, recommendations to the voluntary standard may be made, as appropriate.

*Fire Indicators  
(Carryover from 2004)*

Heat flux emission measurement could improve the repeatability of safety standard test methods and provide for a relative measure of performance that does not exist in some of the current standards. Based upon previous CPSC staff testing, it appears that changing the performance requirements from non-textile fire indicator tests to quantifiable heat flux emission tests would be possible for some products.

**Goal:** In 2005, staff will complete a review of fire indicator requirements found in UL standards to determine the feasibility of each test being adapted to a quantifiable test. In 2006, once candidate tests and standards are determined, an evaluation of product incident data will be conducted to prioritize future testing efforts. Additional testing may also be conducted in 2006 to support the case for changing the involved standards.

*Fuel-Fired Room  
Heating/Venting Products  
180 deaths, 350 injuries  
(1999)*

Staff will begin a multi-year project to determine if past changes proposed by CPSC staff to voluntary standards and model building codes have had an effect on the number of fires associated with fuel-fired room heating/venting products.

**Goal:** In 2005, staff will compile in-house epidemiology data and develop a methodology to examine fire trends for the appliances most heavily represented in the data. In 2005, staff will also examine product safety assessments and samples on hand to attempt to identify additional failure causes. In 2006, staff will analyze available data, using the methodology developed in 2005.

*Lithium Ion Batteries*  
(Accelerated from 2006)  
566 injuries (NEISS 2002)

Portable electronic devices use high-energy density batteries, such as lithium ion batteries. Batteries that experience an internal cell short may overheat and explode, posing a hazard to consumers. A battery failure in a portable device, such as a mobile phone, may result in a potentially more hazardous situation because of the close proximity of the phone to the body when in use or in the pocket/side clip during transit.

**Goal:** In 2005, CPSC staff will review available data to assess the extent and severity of hazards associated with lithium ion batteries and investigate methods to quantitatively determine the characteristics experienced when a lithium ion battery overheats and explodes. If feasible, in 2006, staff will examine potential methods and/or safety features that could be incorporated into such products to reduce the hazards associated with lithium ion batteries.

*Mobile Homes*  
(Carryover from 2003)  
5.4 deaths per 100,000 housing units  
11,420 fires  
500 civilian injuries  
180 civilian deaths  
(1999)

From 1994 to 1998, there were 5.4 deaths per 100,000 mobile/manufactured homes compared to 3.6 - 4.1 deaths per 100,000 one- and two-family dwelling units. In 2004, staff completed a review of in-depth investigation data involving manufactured homes.

**Goal:** In 2005, staff will review product safety assessments to determine if any failure modes exist that could be addressed by changes in voluntary standards. If warranted, safety proposals will be developed from the 2005 review in 2006.

*Panel Boards*  
(Carryover from 2001)  
< 10 deaths  
30 injuries  
(1999)

Fires may occur from overload and short circuit conditions in a home's wiring when the circuit breaker fails to perform its intended function of interrupting the power. In 2004, we continued exploratory test work to evaluate the circuit breaker/panel board system.

**Goal:** In 2005, we will review voluntary standards and codes related to panel board and circuit breaker design, review data on installation and use, and continue data collection efforts to collect incident reports. Long term cyclic testing continues at the laboratory and will be re-assessed in early 2006. A

report of the staff analyses of the data and the collected samples will be completed in 2006. Recommendations for changes in the voluntary standards or building codes may be identified and submitted to the appropriate organizations in 2007, as warranted.

*Range/Oven Extinguishing Systems*

*(Carryover from 2004)*

90 deaths  
2,650 injuries  
(1994-1998,  
estimated annual average)

Range/oven fires account for extensive residential fire losses. Range/oven-extinguishing systems are marketed to consumers to prevent these fires and vary in complexity and cost, from simple overhead range mounted cans to systems that have the ability to shut off the power or gas supply.

**Goal:** In 2005, staff will test range/oven extinguishing systems, develop market information, and review applicable safety standards. If warranted, staff will make recommendations for voluntary standards in 2006.

*Residential Fire Survey*

2,390 deaths  
14,550 injuries  
(1999)

There were 337,300 residential fires attended by the fire service that resulted in \$4.24 billion in property loss in 1999. Fire service attended fires are thought to represent only about 3 percent of all U.S. residential fires annually. A probability telephone survey of causes and characteristics of residential fires, both attended and not attended by the fire service, was initiated during late 2004 by a contractor. Data collection will include information about the performance of smoke alarms, sprinklers, and fire extinguishers in those fires.

**Goal:** In 2005, staff data collection will be completed and in 2006, staff will complete a hazard report to support national programs conducted by the federal fire partners, voluntary standards groups, and the fire safety community.

*Smoke Alarms*

2,390 deaths  
14,550 injuries  
(1999)

The sensors used in smoke alarms have changed very little since they were first introduced on a large scale in the early 1970s. Recent research, combined with an increased understanding of the physical effects from smoke and toxic gases, concludes that occupants have less time before untenable conditions are reached in residential fires than they did 30 years ago due to changes in construction materials and home furnishings. Further, under some scenarios, today's alarms may not provide adequate escape time.

**Goal:** In 2005, staff will complete an investigation on technically viable and economical solutions to reduce response detection time of smoke alarms in the event of a fire. Both direct (modification of the smoke alarm) and indirect (additional means to notify a main smoke alarm unit)

methods of improving smoke alarm detection will be investigated. In 2006, staff will complete a report on this work.

*Smoke Alarms, Sound Effectiveness*

*(Carryover from 2004)*

Over 800 deaths to persons 65 and older  
Over 500 deaths to children under age 15

In comparison to the rest of the population, older adults have significantly higher fire death rates. The elderly tend to experience diminished hearing, often making it difficult for them to hear smoke alarms, particularly at higher frequencies. In addition, some studies indicate that smoke alarms may not wake a sleeping child.

**Goal:** In 2005, staff will conduct testing to address issues associated with audibility of smoke alarms. We will examine the feasibility of developing a practical and competitively priced alarm to address smoke alarm audibility. Recommendations for improvements to the voluntary standard will be made in future years, if appropriate.

**3. *Voluntary Standards***

Monitor or participate in the development or modification of 13 voluntary standards for products such as fire sprinklers, clothes dryers, electric heaters, and smoke alarms.

***Compliance***

**4. *Recalls***

Initiate recalls or other corrective actions for a projected 315 products that violate mandatory safety standards or unregulated products that present a substantial risk of fire-related death and injury. In 2004, we identified and corrected 387 violations relating to products that failed mandatory fire safety standards or presented a substantial risk of fire-related deaths.

**5. *Import Surveillance***

Conduct port-of-entry surveillance for 1 product for which fire safety standards are in effect. In 2004, CPSC field staff and the U.S. Customs and Border Protection prevented over 4.5 million fireworks and approximately 800,000 cigarette lighters and multipurpose lighters from entering the country.

***Consumer Information***

**6. *Conduct 6 public information efforts, including at least 1 partnership with industry and/or a fire safety group.***

*Fireworks*

Prior to the 4th of July, CPSC will conduct a comprehensive national safety campaign to alert consumers on the dangers associated with legal and illegal fireworks through a press

conference, press release and release of a VNR. CPSC will involve federal law enforcement partners, such as the Bureau of Alcohol, Tobacco and Firearms Enforcement and Homeland Security. CPSC will post its Fireworks Safety Tips on our web site "Press Room," which is visited by journalists and consumers alike and use our Neighborhood Safety Network program to disseminate a fireworks safety poster to at least 2,000 grassroots organizations.

#### *General Fire Hazards*

CPSC's development of possible new open flame flammability standards for mattresses, mattress and foundation sets and bedclothes will be supported through a nationwide information and education campaign. The campaign will include such activities as national media interviews, issuing news releases, VNRs, posters for partners and other grassroots organizations. Possible partners in this campaign may include industry and retail associations, as well as fire prevention organizations. Should a final rule be adopted by the Commission, informational materials will be developed and disseminated through national announcements and regional and local activities.

#### *Halloween Hazards*

Halloween costumes, jack-o-lanterns, and seasonal decorations can pose serious fire hazards, particularly to young children. Prior to Halloween, CPSC will conduct a nationwide education and information campaign highlighting commonly overlooked flammability hazards while providing important safety tips. We will actively promote Halloween safety by issuing a press release, developing and disseminating a Neighborhood Safety Network poster, releasing a Halloween VNR and providing TV and radio interviews.

#### *Holiday Hazards*

Throughout the winter holiday season, CPSC will warn consumers about the risk of fire from Christmas trees, decorative light strings, candles, fireplaces and other sources. Important safety tips, such as regularly inspecting the freshness of the needles of live Christmas trees and never leaving lit candles unattended, will be communicated through national major media interviews, regional TV and radio interviews, issuing a press release, releasing a VNR and conducting regional and local media activities.

#### *Safety for Older Consumers*

CPSC will highlight the risk of fire affecting the elderly through major media interviews and partnering with the National Safety Council. This campaign will also warn seniors to the hazards of slips and falls (mechanical hazards) common in the home. The National Safety Council will

serve as a partner to help communicate the campaign messages. CPSC field staff will work with state and local groups to conduct 30 Older Consumer Safety Seminars across the nation. CPSC will also develop an online, interactive Older Consumer Safety Test to help disseminate safety information covering both fire and mechanical hazards.

### *Smoke Alarms*

On two occasions during the year -- the advent and the conclusion of Daylight Savings Time -- CPSC will remind Americans to check smoke detectors and CO detectors in homes and to add fresh batteries through such activities as news releases. CPSC will use these opportunities to remind families to develop and practice emergency evacuation plans as well. CPSC will also highlight recent CPSC staff work examining the audibility of smoke alarms for young children and older consumers through national and local media interviews. Throughout the year, consumers can receive free-of-charge home fire safety tips through the agency's toll free telephone number 1-800-638-CPSC or by visiting [www.cpsc.gov](http://www.cpsc.gov).

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

#### **7. *Press Releases***

Issue 60 press releases and recall alerts to inform the public about products presenting a risk of fire-related death. In 2004, we issued 77 press releases and 23 recall alerts on hazardous products.

#### **8. *Video News Releases***

Produce 4 video news releases (VNRs) for products that present a fire hazard and 1 VNR for fireworks safety. In 2004, we produced 7 VNRs on fire-related hazardous products.

#### **9. *Publications***

Respond to consumer requests for a projected 260,000 checklists, booklets, and safety alerts warning about fire hazards. In 2004, we distributed 321,000 publications addressing fire hazards.



## KEEPING FAMILIES SAFE FROM ELECTROCUTIONS

### THE HAZARD

In 2001, the latest year for which fatality data is available, there were about 180 deaths from consumer product-related electrocutions. Over 8 percent of the deaths were to children under 15 years old. In 2003, there were an estimated 6,200 electric shock injuries. Total societal costs in the U.S. associated with consumer product-related electrocutions and electric shock are over \$1.1 Billion. The Commission continues to receive reports of electrocution deaths from products such as house wiring, lamps and light fixtures, power tools, and small and large appliances.

Reducing the rate of deaths from electrocutions was a former strategic goal. Past efforts have been successful and the annual number of consumer product-related electrocutions has declined by 22 percent from 1994 to 2001. Past efforts may continue to produce results, particularly provisions in the National Electrical Code. We will continue work in this area, but not at the level of intensity of a strategic goal.

### 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
<i>Safety Standards</i>							
1. Complete data analysis and technical review activities	<b>Goal</b>	*	3	1	*	*	2
	<b>Actual</b>	--	1	1	--	--	
2. Monitor or participate in voluntary standards revisions	<b>Goal</b>	*	*	*	2	2	1
	<b>Actual</b>	2	2	4	2	2	
<i>Compliance</i>							
3. Pursue for recall or other corrective Action	<b>Goal</b>	25	15	15	15	20	25 <sup>a</sup>
	<b>Actual</b>	22	13	31	18	35	
<i>Consumer Information</i>							
4. Conduct public information efforts/partnerships	<b>Goal</b>	1	1	1	2	2	1
	<b>Actual</b>	1	1	3	2	2	

Annual Goals Summary		2000	2001	2002	2003	2004	2005
<i>Consumer Information, continued</i>							
5. Issue press releases and recall alerts	Goal	8	8	8 <sup>b</sup>	8 <sup>b</sup>	15 <sup>b,c</sup>	15 <sup>b,c</sup>
	Actual	11	9	25	21	35	
6. Produce video news releases	Goal	1	1	1 <sup>b</sup>	1 <sup>b</sup>	2 <sup>b</sup>	1 <sup>b</sup>
	Actual	2	1	1	3	1	
7. Respond to requests for publication	Goal	45,000	45,000	45,000	60,000	80,000	80,000
	Actual	83,000	80,000	102,000	115,500	92,000	

\*No goal established.

--Data not available.

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

<sup>b</sup> These goals were changed to include all product hazards, not just recalled products as in previous years.

<sup>c</sup> This goal now includes recall alerts.

## Safety Standards

### 1. Complete 2 data analysis and technical review activities.

#### *Electric Toys*

The Office of Management and Budget recommended that CPSC conduct a more systematic review of its rules. In 2004, staff conducted a pilot study to examine the feasibility of such a review and during that process, identified the Electric Toy Regulation as a candidate for updating.

**Goal:** In 2005, staff will complete draft recommendations for updates to the rule associated with outdated references to standards and improvements to certain warning labels.

#### *Self-Testing GFCI*

19 deaths (2001)

Ground Fault Circuit Interrupters (GFCIs) have contributed significantly to the reduction of electrocution and severe electric shock incidents since their introduction in the early 1970s. However, GFCIs can fail and not provide a safety function even though there is still power to the outlet. These failures can occur in such a way that the consumer may not realize that the GFCI is no longer providing shock protection. Few consumers actually test their GFCIs and may not realize one is non-functional. Self-testing GFCIs would reduce the concern that this safety device may not be operating because most functional testing would be done automatically. In addition, the self-testing GFCI would not provide power if the GFCI did not pass its test.

**Goal:** In 2005, staff will work with industry to define the characteristics of a self-testing GFCI, as well as the types of tests that should be considered in evaluation of prototype designs. We will prepare a report describing the desired characteristics and recommended tests. In 2006, staff will

investigate technically viable and economical solutions to the development of a self-testing GFCI.

**2. *Voluntary Standards***

Staff will monitor or participate in the development or modification of 1 voluntary standard for ground fault circuit interrupters.

***Compliance***

**3. *Recalls***

In 2005, CPSC will identify and act on 25 products that present a risk of electrocution by seeking recalls or other corrective actions. In 2004, we obtained 35 voluntary corrective actions.

***Consumer Information***

**Alert the public to electrocution hazards through:**

**4. *Public Information Effort***

Throughout the year, CPSC will alert consumers to the dangers of electrocution hazards from household products through such activities as radio interviews and local press publications. Consumers can receive free-of-charge safety tips through the agency's toll free telephone number 1-800-638-CPSC, or by visiting [www.cpsc.gov](http://www.cpsc.gov).

**5. *Press Releases/Recall Alerts***

Fifteen press releases and recall alerts will be issued for products presenting a risk of electrocution. In 2004, we issued 35 press releases and recall alerts to warn the public of recalled products with a substantial risk of electrocution.

**6. *Video News Releases***

CPSC will produce 1 video news release (VNR) for a product presenting a risk of electrocution. In 2004, we produced one VNR on an electrocution hazard.

**7. *Publications***

We will respond to consumer requests for an estimated 80,000 safety alerts, checklists and booklets. In 2004, we distributed 92,000 publications that addressed electrocutions hazards.

## CHILDREN'S HAZARDS

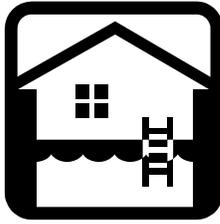
### INTRODUCTION

Our work on safety standards and compliance activities has reduced product-related hazards to children associated with such products as baby walkers, bunk beds, infant cribs, infant swings, infant car seat/carriers, playpens, playground equipment, toys and bicycles. We have identified strangulation, suffocation and entrapment risks to infants in their play and sleep environments. CPSC actions also addressed child strangulation from window blind cords and clothing drawstrings.

This performance plan sets annual goals for "Keeping Children Safe from Drowning," a new long-term goal in CPSC's Strategic Plan. We also continue to work on injuries related to other children's hazards, such as recalling toys with dangerous small parts and warning the public about hidden hazards related to children's sleep environment. The performance plan sets annual goals for these activities under "Keeping Children Safe from Other Hazards."

HAZARDS	2003 Actual		2004 Actual		2005 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
<b>Children's Drownings*</b>	--	--	5	\$782	15	\$2,147
<b>Other</b>	108	12,812	83	10,674	90	12,536
<b>TOTAL</b>	108	\$12,812	88	\$11,456	105	\$14,683

\*New strategic goal in 2004. --Data not available. While the agency did work in this area in 2003, resource data is not available to reflect the 2003 work done on Children's Drownings.



## KEEPING CHILDREN SAFE FROM DROWNING

**Strategic Goal: Reduce the rate of swimming pool and other at-home drownings of children under 5 years old by 20<sup>3</sup> percent from the 1999-2000 average by the year 2013.**

### THE HAZARD

Annually, an average of 242 children younger than 5 years of age drowned in swimming pools nationwide in 1999-2001. The total cost to the nation from child pool drownings and submersion injuries was nearly \$1.8 billion. Outcomes of submersion injury incidents range from complete recovery to irreversible brain damage. Most of these cases involve residential pools. Drownings in swimming pools may occur when caregivers are outside or using the pool with a child in addition to when young children leave the house without a parent or caregiver realizing it.

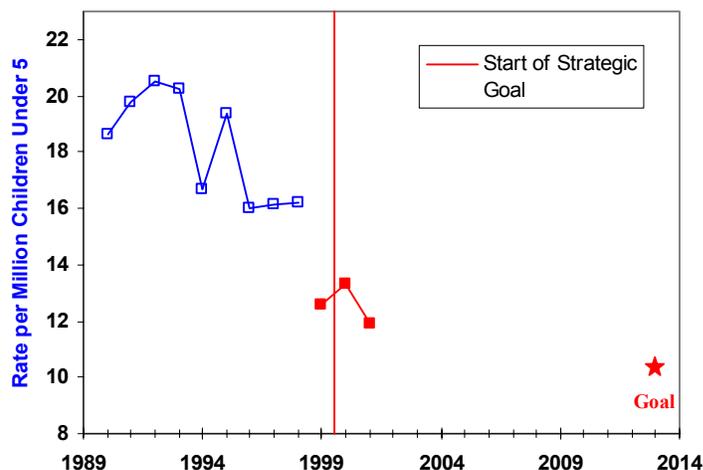
CPSC has also received information about other causes of drowning in and around the home. Recent data show that at least two-thirds as many children under age 5 that drown in pools (an average of 159 reported deaths annually in 1999-2001) drown from other hazards around the home. Many of these deaths involve common household products, such as bathtubs (with and without bath seats), spas and hot tubs, buckets, toilets, and landscape ponds.

### OUR PROGRESS

Child drowning prevention was developed as a new strategic goal for three main reasons: (1) the goal focuses on children, a vulnerable population; (2) drowning ranks second in causes of death to children in the home after suffocation hazards; and (3) proposed strategies show that a systematic approach appears to be potentially effective.

<sup>3</sup>The Strategic Plan (2003) had a target reduction of 10 percent. However, based on more current information, we have modified this target to 20 percent.

**Death Rate to Children Under 5 Years from Swimming Pool Drowning, by Year**



Pool-related child drowning rates declined by 12 percent from 1990 to 1998. From 1999 to 2001<sup>4</sup>, pool and at-home drowning rates per million children under 5 appear to continue to decline with the 1999-2001 average of 12.6 for pool drownings and 8.2 for other at-home drownings.

## 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
<i>Safety Standards</i>							
1. Prepare candidates for rulemaking	<b>Goal</b>	*	1	1	1	1	1
	<b>Actual</b>	--	0	1	1	1	1
2. Complete testing, data collection, hazard analysis, or technical review activities	<b>Goal</b>	*	*	*	2	3	4
	<b>Actual</b>	--	--	--	2	3	
3. Monitor or participate in voluntary standards revisions	<b>Goal</b>	*	*	*	2	5	4
	<b>Actual</b>	1	2	2	2	5	
<i>Compliance</i>							
4. Pursue for recall or other corrective action	<b>Goal</b>	*	*	*	*	1 <sup>a</sup>	1 <sup>a</sup>
	<b>Actual</b>	--	--	2	1	1	
5. Monitor existing voluntary standards	<b>Goal</b>	*	*	*	*	1	1 <sup>a</sup>
	<b>Actual</b>	--	--	--	--	0	
<i>Consumer Information</i>							
6. Conduct public information efforts	<b>Goal</b>	*	*	*	1	2	2
	<b>Actual</b>	--	--	2	1	2	
7. Issue press release and recall alerts	<b>Goal</b>	*	*	*	*	2 <sup>b,c</sup>	2 <sup>b,c</sup>
	<b>Actual</b>	--	--	5	4	6	

<sup>4</sup>The discontinuity of rates from 1999-2001 and earlier years may be at least partially the result of a different method to determine the number of deaths from 1999-2001 than was used in the previous years. This different method includes two changes: a change in the International Classification of Diseases (ICD) and a change in methodology within CPSC.

Annual Goals Summary		2000	2001	2002	2003	2004	2005
<i>Consumer Information, continued</i>							
8. Produce video news release	Goal	*	*	*	*	2 <sup>b</sup>	1 <sup>b</sup>
	Actual	--	--	1	2	2	
9. Respond to request for publications	Goal	*	*	*	*	95,000	95,000
	Actual	94,000	97,500	107,500	123,500	99,000	

\*No goal established.

--Data not available.

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

<sup>b</sup> These goals were changed to include all product hazards not just recalled products as in previous years.

<sup>c</sup> This goal now includes recall alerts.

## Safety Standards

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

#### *Baby Bath Seats*

106 drowning deaths

163 non-fatal incidents

(Reports from Jan 1983 – Oct 2003)

In May 2001, CPSC voted to initiate rulemaking for baby bath seats in response to a petition to ban these products. In October 2003, the Commission voted to proceed with a notice of proposed rulemaking (NPR). In 2004, we reviewed public comments that were received following publication of the NPR in December 2003. Staff also continued working with ASTM on the voluntary standard, which was approved in July 2004.

**Goal:** In 2005, staff plans to complete its evaluation of industry conformance with the revised voluntary standard and prepare a briefing package for Commission consideration as to whether to continue rulemaking.

### 2. Complete 4 testing, data collection, hazard analysis, or technical review activities.

#### *Information Collection*

In 2005, staff will continue to gather information to define the relevant issues; identify gaps in current knowledge; establish priorities, develop methodologies for collecting further information, and solidify objectives in addressing this national drowning problem.

#### **Goals:**

- Review the literature on pool drowning data/issues, particularly for campaigns that have been effective in changing human behavior. This information about effective strategies will aid efforts related to our drowning prevention campaigns.
- Develop national estimates of swimming pool and other

home drowning deaths and monitoring in-house data that may include investigative follow-up of both drowning deaths and non-fatal submersion injuries.

- Explore potential sources of data from a variety of external sources, such as other government agencies, child death review teams, regional first-responder reporting programs, and others.
- Examine issues of current interest such as the effectiveness of barriers and other safety devices, potential hazards with inflatable pools, circumstances involved in pool/spa entrapment, nature and scope of incidents that occur in pools located at such places as apartments and hotels/motels, and drowning hazards posed by non-pool home products.
- Identify and develop information that can be used to inform new parents about drowning hazards in pools and other home locations.

### *Regional Meetings*

Children < 5 years  
242 pool drowning deaths  
159 other home drowning deaths  
(1999-2001 annual average)

As CPSC develops strategies to reduce childhood drowning in residential swimming pools, it will be essential to involve outside parties. In 2004, CPSC held public hearings in Tampa, Florida and Phoenix, Arizona to obtain information and recommendations on how to address the drowning problem. Invitees included parents/caregivers, city and county code enforcement staff, injury prevention specialists, state/local health officials, fire department/EMS officials, and legislative staff. Specific areas for discussion included: (1) data on drowning deaths and submersion injuries, (2) regional/local pool barrier codes, laws, and regulations, (3) the effectiveness of pool barriers and other products intended to address drowning hazards, and (4) strategies to educate parents and caregivers on pool hazards and drowning prevention.

**Goal:** In 2005, staff will participate in one or more regional meetings in different parts of the country to collect additional information in this area. Staff will focus on obtaining information on the effectiveness of local barrier requirements and information campaigns on preventing child drownings.

### *Safety Guideline*

CPSC has developed two major publications to address safety issues associated with pools and spas. These publications, *Safety Barrier Guidelines for Home Pools* and *Guidelines for Entrapment Hazards: Making Pools and Spas Safer*, have been referenced in the building codes of many states and local jurisdictions.

**Goal:** In 2005, staff will produce a draft document that combines and updates the two publications to include current safe practices in new pool design and construction, and the minimum layers of protection needed, as well as incorporate information that will help pool owners develop their own individualized safety plan checklist. Staff intends for the publication to become a single reference/guideline for code officials to use in developing jurisdictional requirements for both residential and public aquatic facilities. Staff will complete the new safety guideline in 2006 incorporating findings on pool alarms, perimeter alarms, and current applicable standards associated with pool safety products.

*Sensor Technology (Pool Areas)*

Unattended children can face a risk of injury and death from features such as swimming pools and ponds. Many child drownings and immersion injuries could be prevented if the child approaching the hazardous area is detected and stopped. Current sensor technology has been shown to have the possibility of distinguishing children from adults and alerting nearby caregivers.

**Goal:** In 2005, CPSC staff will construct a working prototype of a child detector that can be used for performance tests. Performance, in terms of operability, ease of installation, nuisance alarm rate and failure rate will be measured. Unit costs will be calculated for this first-order child detector. Opportunities for improved performance will be identified.

**3. *Voluntary Standards***

Staff will monitor or participate in the development of or revisions to safety standards for 4 products such as suction release devices, pools/spas, pool alarms, and baby bath seats.

***Compliance***

**4. *Recalls***

Identify and act on products that present a risk of drowning by obtaining 1 recall or other corrective action of a hazardous product that presents a substantial risk of drowning to children or violates CPSC's safety standards. In 2004, we obtained 1 recall of a product that presented a risk of drowning to children.

**5. *Voluntary Standards  
(Carryover from 2004)***

Monitor 1 existing voluntary standard related to child drowning.

## Consumer Information

### 6. Conduct 2 public information efforts to warn about drowning hazards to children.

#### *Pool Drownings*

Prior to the Memorial Day holiday, which marks the traditional opening of many municipal swimming pools in the U.S., CPSC will conduct a comprehensive national safety campaign through a press event, press release and VNR release to alert individuals and families of swimming pool drowning dangers. Safety information for home swimming pools will include an updated edition of Guidelines for Entrapment Hazards: Making Pools and Spas Safer. CPSC field staff will make 30 contacts nationwide with state and local pool inspectors, pool contractors or licensing bureaus to help disseminate pool safety information for public and private pools, including CPSC's Guidelines for Entrapment Hazards and Safety Barrier Guidelines for Home Pools. Additional CPSC materials will be made available free-of-cost through the agency's toll free number 1-800-638-CPSC, and through [www.cpsc.gov](http://www.cpsc.gov).

#### *In-Home Drowning*

With the end of the summer and the closing of many municipal pools, many Americans become forgetful of the many drowning hazards that exist in their own homes. Common in-home drowning hazards include bathtubs, buckets, and toilets. CPSC will conduct a comprehensive national safety campaign through national media interviews and the *Neighborhood Safety Network* to alert consumers of in-home drowning dangers and simple precautions that can be employed through such activities as a press release and media interviews. Throughout the year, CPSC will make in-home drowning safety materials free-of-charge to individuals and organizations.

### Alert the public to the hazards of drowning to children through:

7. *Press Releases/Recall Alerts* Issue 2 press releases or recall alerts to inform the public about hazardous products presenting a risk of drowning. In 2004, we issued 6 press releases and recall alerts for child drowning-related hazardous products.
8. *Video News Releases* Produce 1 video news release (VNR) for a product presenting a risk of drowning. In 2004, we produced 2 VNRs that addressed child drowning prevention.
9. *Publications* Respond to consumer requests for a projected 95,000 checklists, booklets, and safety alerts warning about

drowning hazards. In 2004, we distributed 99,000 publications relating to child drowning hazards.

## KEEPING CHILDREN SAFE FROM OTHER HAZARDS

### THE HAZARD

Our work on safety standards and compliance activities has reduced product-related hazards to children associated with such products as baby walkers, bunk beds, infant cribs, infant swings, infant car seat/carriers, playpens, playground equipment, toys and bicycles. We have identified strangulation, suffocation and entrapment risks to infants in their play and sleep environments. CPSC actions also addressed child strangulation from window blind cords and clothing drawstrings.

Children's head injuries are also included in this hazard area. Reducing the rate of head injury to children was a former strategic goal, and we will continue to work on this hazard. We will continue to enforce the CPSC bicycle helmet standard and contribute to efforts advocating helmet use.

### 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
<i>Safety Standards</i>							
1. Prepare candidates for rulemaking	Goal	*	*	2	3	2	2
	Actual	--	--	0	1	0	
2. Complete testing, data collection, hazard analysis, or technical review activities	Goal	3	4	8	2	6	7
	Actual	2	3	8	2	3	
3. Monitor or participate in voluntary standards revisions	Goal	*	*	*	28	27	27
	Actual	22	22	30	28	27	
<i>Compliance</i>							
4. Pursue for recall or other corrective action	Goal	*	*	270	225	250	285 <sup>a</sup>
	Actual	327	356	259	261	312	
5. Monitor existing voluntary standards and/or conduct industry special programs	Goal	2	2	2	1	1 <sup>a</sup>	1 <sup>a</sup>
	Actual	1	1	3	1	2	
6. Conduct import surveillance	Goal	*	*	*	1	1 <sup>a</sup>	1 <sup>a</sup>
	Actual	1	1	1	1	1	

Annual Goals Summary		2000	2001	2002	2003	2004	2005
<i>Consumer Information</i>							
7. Conduct public information efforts	Goal	4	4	3	5	7	4
	Actual	4	4	3	4	5	
8. Issue press releases and recall alerts	Goal	*	*	*	*	70 <sup>b,c</sup>	70 <sup>b,c</sup>
	Actual	79	79	62	69	89	
9. Produce video news releases	Goal	*	*	*	*	6 <sup>b</sup>	13 <sup>b</sup>
	Actual	23	13	7	7	4	
10. Respond to request for publications	Goal	*	*	*	*	840,000	840,000
	Actual	842,000	902,000	896,000	852,000	699,500	

\*No goal established for that year.

--Data not available.

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

<sup>b</sup> These goals were changed to include all product hazards not just recalled products as in previous years.

<sup>c</sup> This goal now includes recall alerts.

## Safety Standards

### 1. Prepare for Commission consideration 2 candidate for rulemaking or other alternatives.

#### *Bed Rails*

*(Carryover from 2004)*

14 deaths (1990-2001)

In October 2000, CPSC published an advance notice of proposed rulemaking (ANPR) to begin the development of a mandatory safety standard for portable bed rails to address entrapment and strangulation hazards. In October 2001, the Commission voted unanimously to continue the process and publish a notice of proposed rulemaking (NPR). In 2003, staff continued activities to develop appropriate performance requirements and the proposed rule. In 2004, staff focused on the evaluation of test methods and new bed rail designs. Staff began evaluating industry conformance to the updated voluntary standard in September 2004, when the voluntary standard had been in effect for sufficient time for industry to meet new requirements.

**Goal:** In 2005, staff plans to complete its evaluation of industry conformance with the revised voluntary standard and prepare a briefing package for Commission consideration as to whether to continue rulemaking.

#### *Crib Slats*

*(Carryover from 2004)*

138 incidents

12 deaths

5 injuries

(1985-1996)

In 1996, CPSC began a rulemaking activity to address crib slat integrity. In 1999, the voluntary standard for cribs was revised to include performance requirements for crib slats. In 2003 and 2004, staff evaluated industry conformance to the voluntary standard.

**Goal:** In 2005, staff plans to prepare a briefing package for Commission consideration as to whether to continue rulemaking.

## 2. Complete 7 testing, data collection, hazard analysis, or technical review activities.

### *Consumer Opinion Forum*

CPSC staff frequently needs specific information about caregiver perceptions, attitudes, and behaviors related to products that may be hazardous to children, as well as other childcare issues affecting safety. The CPSC Web site provides a venue to solicit important information from consumers that, although not a statistical sample, can assist staff efforts in hazard identification and reduction, compliance and enforcement, and public education.

**Goal:** In 2005, staff will develop a plan for obtaining consumer opinions and feedback on their perceptions, attitudes, and behaviors associated with consumer products. This feedback may also include consumer perceptions about the understandability of warning and instructional language.

### *Crib Slats (Carryover from 2004)*

138 incidents  
12 deaths  
5 injuries  
(1985-1996)

CPSC has received reports in which crib slats appeared to disengage from the side panels of cribs, placing children at risk for entrapment between the remaining slats or for falling out of the crib. Twelve of the incidents resulted in death and five in injuries. In December 1996, CPSC published an Advance Notice of Proposed Rulemaking to initiate a rulemaking proceeding that could result in the issuance of a rule to require that crib sides pass a performance standard to assure the structural integrity of the slats and side panels. Since that time, staff worked with industry to review the voluntary standards for full-size and non-full-size cribs to include an appropriate performance test to address this problem.

**Goal:** In 2005, staff plans to complete its evaluation of industry conformance to the revised voluntary standard. This information will be used to prepare a briefing package for Commission consideration as to whether to continue rulemaking.

### *Home Playground Handbook* 50,000 injuries

**Goal:** In 2005, staff will complete work from 2004 to develop CPSC guidelines for home playground safety. Although voluntary industry safety standards have been established for home equipment, CPSC has not published safety guidelines for non-technical users. A handbook will provide useful recommendations for consumers and day care providers who often ask for guidance.

*Indoor Play Surfacing  
(Carryover from 2004)*

The Commission has advised parents and childcare providers that climbing equipment should not be used indoors on hard surfaces, but we have not provided specific guidance on what types of protective surfaces may be suitable around indoor play equipment.

**Goal:** In 2005, staff will identify the range of currently available manufactured safety mats and test them according to the established ASTM test method for playground surfaces or other suitable criteria. This should provide a reasonably comprehensive summary of the types and levels of protection of surfacing products now on the market. Development of consumer information and/or staff participation in voluntary standards activities related to playground surfacing may follow in 2006.

*Playground Surfacing/  
Long Bone Injuries*

59,300 injuries (NEISS 2003, fractures of the wrist, lower arm and elbow) < 15 years old

Over 200,000 emergency room-treated injuries occur annually with playground equipment. Fractures are the most commonly reported injury, and most of these involve the wrist, lower arm (long-bone), and elbow. In 2004, staff issued a contract with the National Program for Playground Safety (NPPS) to conduct a literature review to obtain information on the effects of various types of protective surfaces on these injuries.

**Goal:** In 2005, staff will consider the scientific literature and assess the need to host a public meeting to augment the 2004 literature survey. This meeting would focus on the mechanism of injury, ongoing research, and the potential for future research in this area. In 2005, staff will also make recommendations for follow-up activities to further investigate these injuries, if warranted.

*Public Playground Handbook  
(Carryover from 2003-2004)*

207,100 injuries  
(2003-NEISS, children < 15 years old)

CPSC's *Handbook for Public Playground Safety* enjoys widespread distribution and use throughout the U.S. Ensuring the availability of an up-to-date handbook is essential to addressing playground hazards nationally. In 2004, staff completed a comparison of the handbook to the ASTM standard for public playground equipment and obtained comments from the ASTM subcommittee members. Many comments recommended revising the CPSC handbook to create a more consumer-friendly format.

**Goal:** In 2005, staff plans to complete a draft revision of the *Handbook for Public Playground Safety*.

*Recreational Helmets, Consumer Pamphlet*

Over 90,000 head injuries

Studies have shown that children have a higher risk of head injury than adults and that children's head injuries may have life-altering consequences. Consumers may be unaware of the need to wear a helmet during certain activities that are known to produce head injuries. Additionally, due to the many different activities that consumers/children may be involved in, there may be confusion as to the applicability of one type of helmet to various activities products (i.e. multiuse capability). In 2004, staff completed an analysis of the injury data associated with activities for which helmets are available, researched the applicable helmet standards, and initiated a review of those standards.

**Goal:** In 2005, staff will develop a general recreational helmet pamphlet that is intended for consumers who participate in various recreational activities, e.g., roller and in-line skating, skateboarding, scooter riding, etc. Specifically, staff will identify the different types of helmets already on the market; identify the standards (voluntary and mandatory) that govern manufacturing and use; identify the activities/sports that CPSC staff has identified as suitable uses for each helmet type; and design a general helmet safety brochure that provides helmet identification information, applicability (to include those areas where helmets are specifically not to be worn), and proper use and care instructions.

**3. *Voluntary Standards***

Staff will monitor or participate in the development of or revisions to 27 various safety standards for children's products, such as playground equipment, baby walkers, toddler beds, infant carriers, and strollers.

***Compliance***

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

**4. *Recalls***

Obtain recalls or other corrective actions on 285 hazardous products that present a substantial risk of injury (other than drowning in pools) to children or violate CPSC's safety standards. In 2004, we obtained 312 voluntary corrective actions relating to non drowning-related children's hazards.

**5. *Voluntary Standards***

Monitor 1 existing voluntary standard likely to reduce children's deaths or injuries.

**6. *Import Surveillance***

Conduct 1 port-of-entry surveillance for children's products that present a substantial risk of injury to children. In 2004, with the U.S. Customs and Border Protection we detained about 112 shipments consisting of over 1.3 million toys or other children's products, mainly for violations of the small parts regulation.

***Consumer Information*****7. *Conduct 4 public information efforts.******Back to School Safety  
(Carryover from 2004)***

In autumn, as a majority of American families are preparing for a new school year, CPSC will conduct a comprehensive national campaign addressing "back-to-school" safety tips by issuing a press release on back-to-school safety issues, and through other activities such as media interviews. CPSC will promote the availability of many informational brochures covering "back-to-school," bicycle safety, playground equipment guidelines and other topics free-of-charge to individuals and organizations.

***Childcare Safety Round-Up***

Each year, many children are put at risk of serious injury or death through exposure of previously recalled products such as cribs and strollers that may still be found in some commercial and residential licensed daycare facilities. CPSC will conduct a comprehensive national campaign to alert parents and childcare providers of the dangers of recalled children's products through such activities as a press or media availability event and working with trade associations, state licensing boards and schools to disseminate safety checklist materials while promoting online resources such as [www.cpsc.gov](http://www.cpsc.gov) and [www.Recalls.gov](http://www.Recalls.gov). In addition, CPSC field staff will conduct 200 on-site product safety consultations at day care facilities nationwide.

***Holiday Shopping Season/  
Product Recall Round-Up***

Prior to the Thanksgiving Day holiday, which signals the traditional launch of the winter gift shopping season, CPSC will conduct a comprehensive national campaign to alert consumers of previously recalled children's products that may have been purchased prior to the recall. At both the national and local level, CPSC officials will work to remind gift purchasers to buy age-appropriate toys and to provide appropriate adult supervision by conducting a press conference at the National Press Club; issuing a press release and an VNR; radio, TV, and print interviews; and

other materials as necessary for use at the grassroots level. CPSC resource materials will be made available free-of-cost through the agency's toll free number 1-800-638-CPSC, and through [www.cpsc.gov](http://www.cpsc.gov).

*Home Playground Equipment  
(Carryover from 2003)*

CPSC will conduct a comprehensive campaign to promote the availability of a new handbook on Home Playground Equipment through such activities as issuing a news release and posting other story suggestions on CPSC's Web site "Press Room.". The handbook will be made available free-of-cost to consumers, home playground equipment retailers and manufacturers through the agency's toll free number 1-800-638-CPSC and through [www.cpsc.gov](http://www.cpsc.gov).

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

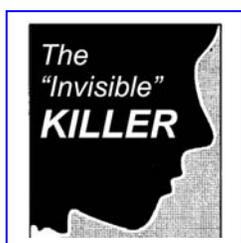
- 8. *Press Releases/Recall Alerts*** Issue 70 press releases and recall alerts to inform the public about products presenting a risk of injury to children. In 2004, we issued 89 press releases and recall alerts on non drowning-related hazardous children products.
- 9. *Video News Releases*** Produce 13 video news releases (VNRs) for products presenting a risk of injury to children. In 2004, we produced 4 VNRs that addressed other children's hazards.
- 10. *Publications*** Respond to consumer requests for a projected 840,000 checklists, booklets, and safety alerts warning about other children's hazards. In 2004, we distributed 700,000 such publications addressing other children's hazards.

## CHEMICAL HAZARDS

### INTRODUCTION

In this program, we address two chemical hazards: carbon monoxide (CO) poisonings, a long-term goal in CPSC's Strategic Plan, and other chemical poisonings, such as child poisonings from drugs and other hazardous household substances.

HAZARDS	2003 Actual		2004 Actual		2005 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
<b>Carbon Monoxide Poisonings</b>	12	\$1,563	12	\$1,629	13	\$1,642
<b>Other</b>	53	6,673	49	6,561	40	5,335
<b>TOTAL</b>	65	\$8,236	61	\$8,190	53	\$6,977



### KEEPING FAMILIES SAFE FROM CARBON MONOXIDE POISONINGS

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

### THE HAZARD

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 high concentrations in the blood CO can cause cognitive impairment, loss of consciousness, coma, and death.

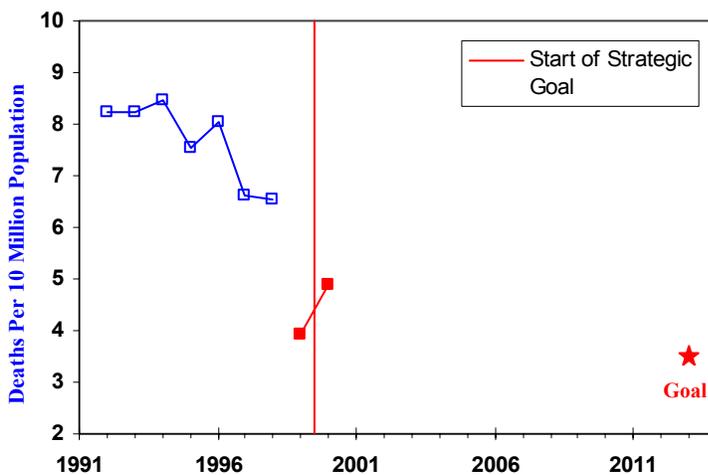
The latest available data show that from 1999 to 2001 an average of 126 people died annually from unintentional CO poisoning-related incidents, excluding incidents involving auto exhaust and fires, at a societal cost of approximately \$630 million each year. Because some symptoms of moderate CO poisoning 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. 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.

## OUR PROGRESS

**Estimated Carbon Monoxide Poisoning Death Rate Associated with Consumer Products, by Year**



Under our previous Strategic Plan, we set a target to reduce the rate of CO poisoning deaths by 20 percent by 2004. We

reached our goal early – the death rate for CO poisonings was reduced by 22 percent by 1998. To further reduce the death rate, we decided to retain this strategic goal in our new Strategic Plan with a target of 20 percent reduction<sup>5</sup> by 2013 from the 1999-2000 average, the most recent death data available.

Estimated deaths from carbon monoxide poisonings decreased from over 210 deaths in 1992 to 180 deaths in 1998. The average estimated number of deaths for 1999-2001 was 126. The discontinuity of rates shown in the graph may be at least partially due to a different

method used to estimate the number of deaths starting in 1999 than was used in previous years.<sup>6</sup>

We used a number of interventions to help reduce these deaths including working with industry to encourage the development of new products to protect consumers from CO poisonings; working with industry to develop a voluntary performance standard for CO alarms; and warning the public about CO poisoning through information campaigns.

<sup>5</sup> This 20 percent reduction in the CO death rate is in addition to the 20 percent reduction targeted in our first Strategic Plan.

<sup>6</sup> The different method 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.

## 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
<i>Safety Standards</i>							
1. Prepare and present recommendations to voluntary standards/code organizations	Goal	2	1	*	3	3	1
	Actual	2	0	--	2	2	
2. Complete testing, data collection, hazard analysis, or technical review activities	Goal	2	1	3	2	*	3
	Actual	2	0	3	2	--	
3. Monitor or participate in voluntary standards revisions	Goal	*	*	*	4	3	3
	Actual	7	4	4	4	3	
<i>Compliance</i>							
4. Pursue for recall or other corrective action	Goal	2	2	2	2 <sup>a</sup>	2 <sup>a</sup>	2 <sup>a</sup>
	Actual	2	6	11	2	1	
<i>Consumer Information</i>							
5. Conduct public information efforts/partnerships	Goal	2	2	1	3	3	2
	Actual	1	1	3	3	3	
6. Issues press release and recall alerts	Goal	1	3	1 <sup>b</sup>	1 <sup>b</sup>	5 <sup>b,c</sup>	5 <sup>b,c</sup>
	Actual	0	3	8	6	7	
7. Produce video news release	Goal	*	*	*	*	1 <sup>b</sup>	1 <sup>b</sup>
	Actual	--	--	2	1	3	
8. Respond to requests for publications	Goal	50,000	50,000	50,000	50,000	65,000	65,000
	Actual	53,000	66,500	84,500	97,000	82,500	

\*No goal established.

--Data not available.

<sup>a</sup> Estimate based on prior years' experience. The actual number of recalls and other corrective actions will depend on the mix of safety-related problems arising during the year.

<sup>b</sup> This goal was changed to include all hazardous products not just recalled products as in previous years.

<sup>c</sup> This goal now includes recall alerts.

*Safety Standards*

### 1. Prepare and present 1 recommendation to voluntary standard/code organization to strengthen or develop a voluntary standard.

*CO Alarms*

83 CO deaths (1999-2001 average)

Of the average 126 CO deaths associated with consumer products in 1999-2001, 83 occurred in homes. Many of these fatalities might have been prevented by the use of CO alarms.

**Goal:** In 2005, staff will continue to review the most recent test data and make recommendations to the voluntary standard, as appropriate to improve the reliability and performance of CO alarms.

## 2. Complete 3 testing, data collection, hazard analysis, or technical review activities.

### *Engine-Driven Tools*

21 deaths  
(Annual Average 1999- 2001)

In the 14-year period covering 1990 through 2003, the CPSC databases contain records of 258 deaths from CO poisoning associated with the use of engine-driven tools. Eighty-eight percent of these deaths were specifically associated with portable generators. In 2004, staff made recommendations to improve the draft UL standard for portable generators and held a public forum to discuss possible solutions to reduce the hazards.

**Goal:** In 2005, staff will investigate the feasibility of a gas-sensing engine interlock that will shut the engine down when an unsafe CO environment is created by an operating portable generator and draft a report that addresses the feasibility of these solutions.

### *Stand Alone Gas Appliances*

Annual average of 59 deaths  
(1999-2001)

From 1999 through 2001, there was an annual average of 59 non-fire-related CO poisoning deaths associated with gas heating appliances. Some of the deaths were the result of consumers using alternative heat sources during power outages. Additional incidents occurred when consumers attempted to restart appliances after they had shut down.

**Goal:** Staff will conduct a literature search of thermoelectric generators and other self-powering technologies for their potential use in residential stand-alone gas-fired appliances. Based on this information, staff will identify gas-fired products that could be powered (fully or partially) with one of the self-powering technologies. Staff will continue work on the thermoelectric powered shutoff system developed during the tank-top heater project and conduct additional feasibility tests. Results will be summarized in a report detailing the possibilities and constraints of self-powering technologies on selected gas-fired appliances in 2006.

### *Vented Gas Appliances CO Sensors*

*(Carryover from 2004)*  
Annual average of 59 deaths  
(1999-2001)

From 1999 through 2001, there was an annual average of 59 non-fire-related CO poisoning deaths associated with gas heating appliances. In 2004, staff shared results of CO combustion sensor testing completed in 2003. Staff also worked with industry to develop a test plan to evaluate the use of CO/combustion sensors in gas appliances and a request for proposals to solicit bids from testing contractors to conduct the work. CPSC entered into an agreement with the DOE and Sandia National Laboratories (SNL) to develop a microelectromechanical system (MEMS) sensor prototype for shutdown of a gas furnace in response to elevated CO levels.

**Goal:** In 2005 staff will provide data that defines a furnace's operating environment to SNL for use in testing and will work with SNL to integrate a prototype MEMS sensor into a furnace to test it. Staff will also continue to work with industry to evaluate various sensors. In 2005, staff will prepare a status report on these efforts.

### 3. *Voluntary Standards*

Monitor or participate in the development or modification of voluntary standards for 3 products such as engine-driven tools and vented gas appliances.

## ***Compliance***

### 4. *Recalls*

Identify and act on products that present a risk of death from CO poisoning by obtaining recalls or other corrective actions for 2 products that present a substantial risk of CO poisoning. In 2004, we obtained 1 corrective action related to a CO hazard.

## ***Consumer Information***

### **5. Conduct 2 public information efforts and/or partnerships with trade associations or safety advocacy groups to provide information to the public about CO hazards and prevention.**

#### *Home Heating*

Carbon Monoxide poisoning is an ever-present threat in the home. CPSC will remind consumers on the importance of routine maintenance for all CO-producing products such as furnaces, water heaters, ovens, fireplaces and other items. On two occasions during the year -- the advent and the conclusion of Daylight Savings Time -- CPSC will remind Americans to check CO detectors and smoke detectors in homes and to add fresh batteries through such activities as issuing a seasonal VNR, news releases and other similar media events. CPSC will also use these opportunities to remind families to develop and practice emergency evacuation plans. Throughout the year, consumers can receive free-of-charge home safety tips through the agency's toll free telephone number 1-800-638-CPSC, or by visiting [www.epsc.gov](http://www.epsc.gov).

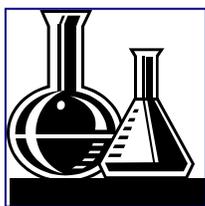
#### *Natural Disaster Awareness*

During those occasions when there is a loss of electrical power, particularly during storms and other natural disasters, Americans are at greater jeopardy of Carbon Monoxide poisoning as a result of improper use of portable

generators or fossil fuel-burning cook stoves, barbeques and fireplaces. Throughout the year, CPSC will advise consumers to make emergency preparedness plans. In the immediate aftermath of major hurricanes, tornadoes, floods, blizzards, and other natural disasters, CPSC will be prepared to launch a comprehensive national campaign to warn consumers on the dangers associated with unsafe use of alternative heating and cooking products by such activities as issuing news releases and VNRs; and conducting local or regionalized media interviews.

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

6. *Press Releases/Recall Alerts* Issue 5 press releases or recall alerts for hazardous products presenting a risk of CO poisoning. In 2004, we issued 7 press releases and recall alerts that addressed CO hazards.
7. *Video News Releases* Produce 1 video news release (VNR) for a product that presents a CO hazard. In 2004 we produced 3 VNRs that addressed CO poisoning hazards.
8. *Publications* Respond to consumer requests for an estimated 65,000 checklists, booklets, and safety alerts warning about CO poisoning hazards. In 2004, we distributed 82,500 publications that addressed CO poisoning hazards.



## THE HAZARD

## OTHER CHEMICAL HAZARDS

Each year, accidental ingestion of toxic household chemicals are associated with, on average, about 30 deaths to children under age 5, and an estimated 74,000 children treated in emergency rooms. There are about 1 million calls to Poison Control Centers involving children under 5 years of age. CPSC is responsible for administering the Poison Prevention Packaging Act (PPPA), which requires special child-resistant packaging for household substances that are hazardous to children. The Commission further seeks to reduce or prevent deaths or injuries due to other poisonings, ingestion, inhalation, or dermal exposure from use of consumer products. The costs of injuries and deaths associated with products in the chemical hazard area are estimated to be in the billions of dollars based on respiratory diseases alone.

We have also played a prominent role in protecting children from the risk of lead poisoning and other chemical hazards. For example, Commission action resulted in manufacturers eliminating the use of lead as a stabilizer in vinyl mini-blinds. We also developed and distributed guidance about lead on public playground equipment; recalled crayons and children's jewelry that contained hazardous levels of lead; recalled toys with lead paint; and issued a policy statement to manufacturers, retailers, distributors and importers urging them to eliminate the use of lead and hazardous liquids in children's products. We recently announced an enforcement policy for lead in children's jewelry that gives manufacturers, importers and retailers clear guidance on steps they should take to minimize the risk for children. The policy includes CPSC's methodology and a statement on the health effects of accessible lead.

Maintaining the low death rate of unintentional poisonings to children from hazardous household chemicals was a former strategic goal. From 1994 to 2000, deaths to children under 5 years of age have not increased beyond 2.5 deaths per million children. We will continue to work on this hazard, but it will no longer be a strategic goal.

## 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
<i>Safety Standards</i>							
1. Prepare candidates for rulemaking	<b>Goal</b>	*	*	1	1	1	1
	<b>Actual</b>	2	1	1	0	1	
2. Complete testing, data collection, toxicity and/or risk assessment, or technical review activities	<b>Goal</b>	*	*	4	5	8	5
	<b>Actual</b>	--	--	3	5	8	
3. Monitor or participate in voluntary standards revisions	<b>Goal</b>	*	*	*	2	2	2
	<b>Actual</b>	1	2	1	2	2	
<i>Compliance</i>							
4. Pursue for recall or other corrective action	<b>Goal</b>	*	*	55 <sup>a</sup>	70 <sup>a</sup>	90 <sup>a</sup>	110 <sup>a</sup>
	<b>Actual</b>	68	79	166	122	132	
<i>Consumer Information</i>							
5. Conduct public information effort	<b>Goal</b>	1	1	1	1	1	1
	<b>Actual</b>	1	1	1	1	1	
6. Issue press releases and recall alerts	<b>Goal</b>	*	*	*	5 <sup>b</sup>	6 <sup>b,c</sup>	5 <sup>b,c</sup>
	<b>Actual</b>	6	11	8	11	16	
7. Produce video news releases	<b>Goal</b>	*	*	*	1 <sup>b</sup>	1 <sup>b</sup>	1 <sup>b</sup>
	<b>Actual</b>	1	1	2	3	2	
8. Respond to requests for publications	<b>Goal</b>	*	*	*	255,000	300,000	300,000
	<b>Actual</b>	357,500	356,000	350,000	311,000	277,000	

\*\*No goal established for that year.

--Data not available.

<sup>a</sup> Estimate based on prior years' experience. The actual number of recalls and other corrective actions will depend on the mix of safety-related problems arising during the year.

<sup>b</sup> These goals were changed to include all hazardous products not just recalled products as in previous years.

<sup>c</sup> This goal now includes recall alerts.

*Safety Standards***1. Prepare for Commission consideration 1 candidate for rulemaking or other alternatives.***Poison Prevention*

31 deaths  
74,000 injuries  
(2001)

To reduce injuries and deaths of children associated with ingestion of household chemicals, staff continues to monitor these ingestions and to assess them for the need for child-resistant packaging.

**Goal:** In 2005, staff will prepare a briefing package for Commission consideration regarding a notice of proposed rulemaking or a final rule for at least one hazardous substance.

## 2. Complete 5 testing, data collection, toxicity and/or risk assessments, or technical review/report activities.

### *Chronic Hazard Guidelines*

CPSC's chronic hazard guidelines provide the basis for certain health, environmental and safety regulations and should reflect the most current science. Staff systematically reviews the guidelines and makes appropriate revisions to address scientific advances and new risk assessment methods.

**Goal:** In 2005, staff will complete draft guidance for exposure assessment and reproductive/developmental hazards. Staff will also revise draft guidelines for benchmark dose and probabilistic risk assessment, based on peer review comments. Staff will continue working on revising the guidelines for neurotoxicity.

### *Interagency Coordination*

Participation in interagency committees and partnerships ensures coordination of scientific activities of mutual interest.

**Goal:** In 2005, staff will (1) respond to requests from the Interagency Coordinating Committee on the Validation of Alternative Methods (ICCVAM) regarding possible CPSC acceptance of ICCVAM validated test methods and (2) continue screening for emerging hazards by identifying potential chemical hazards using data from sources such as EPA's High Production Volume (HPV) Program and other TSCA data, the National Toxicology Program, and the International Agency for Research on Cancer (IARC). Staff will continue to participate in international harmonization efforts, the National Toxicology Program, the National Cancer Advisory Board, and other interagency committees.

### *Poison Prevention*

31 deaths (2001)  
74,000 injuries

**Goal:** Staff will continue to monitor ingestion databases and review chemical classes of products for the need for child resistant packaging. As appropriate, staff will make recommendations for rulemaking to the Commission. Staff also will prepare the annual report on deaths due to ingestions of hazardous household chemicals using data from the National Center for Health Statistics (NCHS) and will continue to work with other government agencies in the poison prevention area.

### *Strong Sensitizer Definition*

Our knowledge in the area of immunology has grown and changed since the mid-1980s when the Commission issued a rule supplementing the definition of strong sensitizer found in the Federal Hazardous Substances Act (FHSA). Staff

believes that it is appropriate to update this definition, as it could be the basis for labeling and/or recalling consumer products. The purpose of this project is to formally review and revise accordingly the supplemental definitions of a sensitizer found in the FHSA regulations. In 2004, a contract with outside experts was awarded to review the existing definition and address a series of questions posed by the staff.

**Goal:** In 2005, the staff will review comments provided by the outside experts and may hold a meeting with outside experts and other interested parties at CPSC, if needed.

### *Toxicity Assessment*

Staff will address a broad spectrum of products and effects by continuing ongoing assessments and initiating new assessments depending on the identification of emerging hazards. The issues will vary but may include hazards associated with exposure to lead, perfluorooctanoic acid (PFOA) and related compounds, ozone generators, hot tubs, nanotechnology products, and identifying potential new hazards.

**Goal:** In 2005, staff will evaluate reports of ozone generators and hot tubs from contracts awarded in 2004. Staff will perform at least two toxicity assessments, technical reviews, preliminary exposure assessments, or risk assessments, as appropriate.

### *3. Voluntary Standards*

Monitor or participate in the development or modification of 2 voluntary standards for gasoline cans and products with child resistant packaging.

## ***Compliance***

### *4. Recalls*

Identify and act on products that present a risk of death from other chemical hazards by obtaining 110 recalls or other corrective actions for violations of mandatory safety standards or for unregulated products that present a substantial risk of other chemical hazards. In 2004, we obtained 132 corrective actions of products that presented other chemical hazards.

## ***Consumer Information***

### *5. Public Information Effort*

During National Poison Prevention Week, CPSC will help lead a national campaign to educate parents and care-givers

of safety practices to reduce the hazard of accidental poisoning by young children. Working in partnership with the Poison Prevention Week Council, CPSC headquarters and field staff will involve national, state and local organizations and make available free-of-charge online educational materials, printed brochures and posters. CPSC will promote the benefits of child-resistant packaging in preventing children's poisonings, using activities such as conducting a national press event, issuing a news release and VNR, conducting media interviews, and partnering with other injury prevention organizations, as appropriate.

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

6. *Press Releases/Recall Alerts* Issue 5 press releases or recall alerts to inform the public about hazardous products presenting a risk of other chemical hazards. In 2004, we issued 16 press releases and recall alerts on hazards related to other chemicals.
7. *Video News Release* Produce 1 video news release (VNR) on the prevention of unintentional poisonings to children. In 2004, we produced 2 VNRs on other chemical hazards.
8. *Publications* Respond to consumer requests for a projected 300,000 checklists, booklets, and safety alerts warning about other chemical hazards. In 2004, we distributed 277,000 such publications addressing other chemical hazards.



## HOUSEHOLD AND RECREATION HAZARDS

### INTRODUCTION

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

HAZARD	2003 Actual		2004 Actual		2005 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Household and Recreation	45	\$5,595	53	\$6,722	42	\$5,408

### THE HAZARD

CPSC activities have 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 biking, in-line skating, skiing, and scooter riding.

### 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
<i>Safety Standards</i>							
1. Prepare and present recommendations to voluntary standards/code organizations	Goal	*	*	*	3	2	1
	Actual	--	--	--	2	1	
2. Complete testing, data collection, hazard analysis, or technical review activities	Goal	*	*	2	2	4	5
	Actual	--	--	2	1	3	
3. Monitor or participate in voluntary standards revisions	Goal	*	*	*	11	14	17
	Actual	10	12	8	15	18	

Annual Goals Summary (cont.)		2000	2001	2002	2003	2004	2005
<i>Compliance</i>							
4. Pursue for recall or other corrective action	<b>Goal</b>	*	*	30 <sup>a</sup>	45 <sup>a</sup>	80 <sup>a</sup>	100 <sup>a</sup>
	<b>Actual</b>	53	91	136	83	124	
5. Monitor existing voluntary standards	<b>Goal</b>	*	*	*	*	1	1
	<b>Actual</b>	--	--	--	--	0	
<i>Consumer Information</i>							
6. Conduct public information efforts	<b>Goal</b>	*	*	*	*	1	2
	<b>Actual</b>	--	--	--	--	0	
7. Issue press releases and recall alerts	<b>Goal</b>	*	*	20 <sup>b</sup>	20 <sup>b</sup>	50 <sup>b,c</sup>	50 <sup>b,c</sup>
	<b>Actual</b>	22	45	65	49	86	
8. Produce video news releases	<b>Goal</b>	*	*	2 <sup>b</sup>	2 <sup>b</sup>	*	2 <sup>b</sup>
	<b>Actual</b>	2	3	3	2	--	
9. Respond to requests for publications	<b>Goal</b>	*	*	30,000	30,000	30,000	30,000
	<b>Actual</b>	32,000	34,000	32,500	46,000	49,000	

\*No goal established for that year.

--Data not available.

<sup>a</sup> Estimate based on prior years' experience. The actual number of recalls and other corrective actions will depend on the mix of safety-related problems arising during the year.

<sup>b</sup> This goal was changed to include all hazardous products not just recalled products as in previous years.

<sup>c</sup> This goal now includes recall alerts

## *Safety Standards*

### **1. Prepare and present 1 recommendation to a voluntary standard/code organization to strengthen or develop a voluntary standard.**

#### *Quick Release Mechanisms (Carryover from 2004)*

CPSC has received reports of incidents of front wheels falling off bicycles leading to injuries and deaths. CPSC has reports of seven deaths associated with wheels falling off bicycles, with four of the seven occurring in 2001. Quick release mechanisms are commonly found on bicycle wheels to make the wheel easy to remove for quick tire changes and to break down the bicycle for transport. Other products, such as folding scooters, also use quick release mechanisms. Children and other users with lower strength levels may have trouble properly tightening quick release mechanisms and to assess if a mechanism is adjusted properly. For example, releases may appear to be in the locked position, although poorly adjusted.

**Goal:** In 2005, staff will complete technical evaluations and prepare voluntary standard recommendations, if appropriate.

## 2. Complete 5 testing, data collection or hazard analysis activities to evaluate the need for, or adequacy of, safety standards.

### *ATV Data Update*

621 Deaths, 4-wheel ATVs  
(estimated, 2002)  
116,600 injuries, 4-wheel ATVs  
(estimated 2003)

ATV death and injury data has been collected and updated annually and is a continuation of reporting that began in 1982. The data includes the total number of ATV-related deaths, deaths by state, relative risk of death by year, annual estimates of ATV-related hospital emergency room treated injuries, and injuries distributed by year and age grouping.

**Goal:** In 2005, staff will provide its annual ATV death and injury data update report.

### *Mobile Amusement Ride Data Update*

3,260 injuries  
(annual average for mobile rides,  
1999-2003)

Amusement ride data has been collected and updated annually and is a continuation of data reporting started in 1987. The data includes hospital emergency room treated injury estimates for both fixed and mobile amusement rides. Fixed ride data is included for comparison purposes as the CPSC only has jurisdiction over mobile rides.

**Goal:** In 2005, staff will provide its annual amusement ride data update. This data is typically reported for non-occupational injuries in formats that present annual trends, seasonal trends, and injuries by age and sex, body part, diagnosis, and disposition.

### *Older Consumer Safety and Falls*

7,500 fall-related deaths in home  
setting to seniors 65 and over (2003)  
Over 3,000 of these deaths were  
consumer product related

The proportion of adults over 65 in the population of the U.S. rose from 4 percent in 1990 to 13 percent in 2000, and is projected to continue to rise. This demographic change is reflected in product-related injuries and deaths among older consumers. Staff plans to conduct a multi-phase study of the effects of age-related changes on safe use of consumer products to develop resource materials, standards, technological solutions, and design guidance to reduce product hazards and related injuries to older persons.

**Goal:** In 2005, staff will develop a comprehensive profile of hazards to older persons as they relate to their environment and the products that they use. Staff will evaluate existing epidemiological data relevant to the broad scope of hazards and injuries, but with initial emphasis on falls as the leading cause of unintentional injury and death among older persons. Qualitative and quantitative results for product areas will be ranked by factors including the following: (1) degree of difference from younger adults, (2) number of seniors affected, and (3) effects of the difference. This information will be used to develop hazard reduction strategies in 2006.

*Powered Scooters  
(Carryover from 2004)*

10,500 injuries  
(preliminary 2004)

Powered scooters are a relatively new product and CPSC has received increasing numbers of injury reports associated with this product. Staff started a NEISS-based special data collection study on powered scooters in July 2003 to evaluate hazard patterns associated with powered scooters. The special data collection study continued through June 2004. Data collection ran longer than originally planned to get enough cases for a meaningful analysis. Completion of the study was also delayed due to high priority work on hazard screening reports, an activity under the agency's Critical Management Initiative.

**Goal:** In 2005, staff will complete the evaluation of the data and determine if additional effort is necessary with respect to making recommendations for the development of a voluntary standard.

*Sensor Technology (Riding  
Mower)*

631 run-over or back-over injuries  
Children < 15 years  
(2002)

The hospitalization rate for injuries from riding power lawn mowers running over or backing over children less than 15 years old was 10 times the national average of 4 percent associated with all consumer products reported through the National Electronic Injury Surveillance System (NEISS). About 1/3 of the injuries were serious (e.g., internal injuries and amputations). Common scenarios included: a child ran in front of the mower and was run over; sat on the lap of an operator, fell, and was run over; slipped, fell, and was run over; and was backed over with the mower.

**Goal:** In 2005, staff will collect and analyze data to determine the factors affecting the hazard scenarios associated with riding mowers. Factors such as the direction and velocity of the lawnmower and sight limitations, operator workload, operator and bystander reaction times, and lawn conditions will be examined. Additionally, staff will identify possible technical solutions with particular focus on the application of sensor technology that could avert injuries identified in the typical hazard scenarios. These will be investigated more fully in 2006.

**3. *Voluntary Standards***

CPSC staff will monitor or participate in voluntary standards activities related to 17 products such as ATVs, bicycles, chain saws, garage door and gate operators, ride-on mowers, plastic gas tanks, portable amusement rides, table saws, and hunting treestands.

## **Compliance**

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

- 4. *Recalls*** Obtain 100 recalls or other corrective actions for violations of mandatory safety standards and for unregulated products that present substantial hazards. In 2004, we obtained 123 voluntary corrective actions for products that presented household or recreation hazards.
  
- 5. *Monitor Voluntary Standards (Carryover from 2004)*** Staff will monitor 1 existing voluntary standard likely to reduce death and injuries related to household, power tools, or sports and recreation products..

## **Consumer Information**

### **6. Conduct 2 public information efforts to provide information to the public about mechanical hazards and prevention.**

#### *All Terrain Vehicles (ATVs) (Carryover from 2004)*

Preventing injuries and deaths associated with ATVs will be the focus of a comprehensive national campaign. Particular focus will be directed at localities that have the highest proportion of injuries and death for children and adults. A strategic component of the education and information campaign will employ a “train the trainer” methodology and involve national, state and local partners. CPSC will help disseminate “ATV Safety” -- a teaching guide containing interactive classroom activities to help young people recognize and avoid common risks associated with ATV use. Seminars built around CPSC safety materials will be conducted by partnering organizations such as National 4-H, Boy Scouts, Girl Scouts and other nonprofit groups. CPSC field staff will promote the campaign through local clubs and associations in all 54 states and U.S. territories.

#### *Safety for Older Consumers*

CPSC will highlight the risks to the elderly who may reside in older homes or be in the possession of older consumer products. This campaign will also warn seniors to fire hazards common in the home. National and regional organizations such as the National Safety Council and others will serve as partners to help promote the campaign messages. CPSC field staff will work with state and local groups to conduct 30 Older Consumer Safety Seminars across the nation. CPSC will also develop an online, interactive Older Consumer Safety Test to help disseminate

safety information covering both fire and mechanical hazards.

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

7. *Press Releases/Recall Alerts* Issue press releases and recall alerts to inform the public about products presenting of a household or recreation hazard. In 2004, we issued 86 press releases and recall alerts that addressed hazardous household/recreation-related products.
8. *Video News Releases* Produce 2 video news releases (VNRs) for products presenting of a household or recreation hazard.
9. *Publications* Respond to consumer requests for a projected 30,000 checklists, booklets, and safety alerts warning about household or recreation hazards. In 2004, we issued 49,000 such publications that addressed household and recreation hazards.

## 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 Emerging Hazards/Data Utility.

	2003 Actual		2004 Actual		2005 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
<b>Data Collection</b>	85	\$10,299	67	\$9,353	77	\$11,168
<b>Emerging Hazards/Data Utility*</b>	--	--	18	1,782	11	1,424
<b>TOTAL</b>	85	\$10,299	85	\$11,135	88	\$12,592

\*New strategic goal in 2004: work done in 2003 included under Data Collection.

### 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 the Commission'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 Commission activities. Several foreign governments have modeled their national injury data collection systems after the Commission's system. Each year, NEISS supplies about 370,000 product-related cases from a statistical sample of about 98 hospitals. The hospitals transmit incident information electronically, and in some cases, the data are available within 24 hours after an incident.

In 2000, NEISS was expanded to provide data on all trauma-related injuries. This expanded data provides 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 trauma system. The effort is being supported by reimbursable funds of \$2 million from the Centers for Disease Control and Prevention. The reimbursable funds allow us to collect non-consumer product injury data, while we continue collecting product injury data with CPSC funds.

**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 3,600 additional reports from participating medical examiners and coroners throughout the country. We also collect and review about 7,000 news clips and 12,000 other reports of product-related injuries and deaths from consumers, lawyers, physicians, fire departments and others.

**Fire-Related Injuries and Deaths.** In 2005, we will continue operation of the new system of collecting fire injury data and begin the evaluation of the system for collecting death data. Reduction of fire deaths and injuries is a major effort by the agency and accurate data is critical. The system builds on a successful pilot conducted in 2002 designed in response to Government Accountability Office criticism of the statistical deficiencies of the National Fire Incident Reporting System (NFIRS) operated by the U.S. Fire Administration (USFA). The new systems involve collecting fire incident data from fire departments and death certificates with follow-up investigations of incidents. In addition, we established the National Burn Center Reporting System in 2003 to capture data on clothing-related child burn injuries from the nation's burn treatment centers.

**Data Utility/Emerging Hazards.** CPSC is systematically reviewing death and injury data and associated cost data by product grouping (heating, cooking, ventilating equipment; general household appliances; children's products; home workshop tools, etc.) and conducting other emerging hazard reviews. We are conducting special studies in areas identified by the strategic planning process, data reviews or other staff activity. An investigation begins with careful review of all incoming reports to identify those most important for further study. These cases are followed up with a telephone interview and continued, if appropriate, with an on-site investigation when information is needed on how specific types of injuries occurred. The resulting information

shows the interaction among the victim, the product, and the environment and forms the basis for developing appropriate remedial strategies. We also continue to screen all incoming data daily to identify products that may be associated with increasing numbers of injuries.

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

Finally, in response to petitions, staff may prepare briefing packages for Commission consideration to grant or deny the petitions. The public may file a petition requesting that the Commission regulate a consumer product under its jurisdiction.

## DATA COLLECTION

### THE PROGRAM

This program provides the information needed to assess product hazards and develop injury reduction strategies--it is the agency's early warning system.



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

In 2005, we will seek to continue strengthening our data collection and analysis process. Past improvements include the purchase of annual data on poisonings to children, a study of the long-term costs of head injuries, the implementation of a National Burn Center Reporting System, and the initial of a new statistical system to collect fire death and injury data.

### 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
1. Evaluate, train and audit each hospital in the NEISS sample	<b>Goal</b>	*	*	100%	100%	100%	100%
	<b>Actual</b>	100%	95%	100%	100%	98%	
2. Capture the product-related cases	<b>Goal</b>	*	*	90%	90%	90%	90%
	<b>Actual</b>	92%	93%	94%	94%	93%	
3. Complete headquarters telephone investigations in less than 45 business days	<b>Goal</b>	*	*	85%	85%	85%	90%
	<b>Actual</b>	89%	98%	95%	99%	100%	
4. Complete field telephone and onsite investigations in less than 45 business days	<b>Goal</b>	*	*	85%	85%	85%	90%
	<b>Actual</b>	85%	87%	89%	90%	90%	
5. Sustain the number of onsite investigations	<b>Goal</b>	*	*	*	*	1,200	1,200
	<b>Actual</b>	1,285	1,223	1,327	1,334	1,523	
6. Sustain the number of incident reports collected from medical examiners and coroners	<b>Goal</b>	*	*	2,800	3,600	3,600	3,600
	<b>Actual</b>	3,108	3,880	4,165	3,774	4,514	
7. Sustain the number of incident reports collected from news clips	<b>Goal</b>	*	*	5,000	7,000	7,000	7,000
	<b>Actual</b>	5,444	6,942	7,101	8,131	7,870	

\*No goal established.

**Maintain the quality of injury data by:**

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

**Identify and investigate product hazards in the field by:**

3. *Telephone Investigations (Headquarters)* Complete at least 90 percent of investigations in less than 45 business days. The headquarters telephone investigations provide valuable information on specific NEISS cases of interest to CPSC analysts. Analysts must receive these data as quickly as possible so that they can use the information to support hazard reduction activities.
4. *Telephone/Onsite Investigations (Field) - Timeliness* Complete at least 90 percent of field investigations in less than 45 business days. The field investigations provide valuable information on cases of interest to CPSC analysts. Analysts must receive these data as quickly as possible so that they can use the information to support hazard reduction activities.
5. *Onsite Investigations (Field)* Sustain the number of onsite investigations completed by the field at 1,200. Sustaining the number of onsite investigations will maintain both the timeliness and quality of our information.
6. *Medical Examiner/Coroner Reports* Sustain the number of medical examiner/coroner reports at 3,600. These reports provide critical information on product-related deaths. The data are especially valuable because they are generally received soon after the incident and provide some detail on how the incident occurred.
7. *News Clips* Sustain the number of incident reports from news clips at 7,000 clips. CPSC relies on clips from newspapers in all 50 states to identify incidents of special interest in local areas. These clips provide many reports of product-related deaths, serious injuries and hazardous fires. The reports fill gaps in

reporting from other data systems and provide a very important source of incidents to investigate in support of hazard identification and analysis activities.

## DATA UTILITY



**Strategic Goal: Improve the utility of CPSC's data through 2009 by developing and implementing a more systematic method to identify new strategic goal areas, hazard reduction projects, and remedial actions.**

### THE PROGRAM

Improvements in the overall utility of CPSC data are necessary for the agency to focus its limited resources effectively. To improve the utility of the data, we will more systematically review and analyze death and injury data and identify areas where we must obtain more information in order to develop effective strategies to reduce deaths and injuries.

Each year CPSC collects incident data involving consumer products. Incidents are screened on a daily basis and routinely summarized. Selected incident information is expanded by conducting follow-up investigations of individual incidents, either by telephone or through on-site visits. The follow-up investigations provide an opportunity to examine the interaction between the product involved in the incident, the environment in which the incident occurred, and the injured person.

While these methods have worked effectively in the past, increasingly limited resources require that we target agency efforts more systematically and prioritize our efforts through the strategic planning process. Staff has developed and implemented a new data review system that will identify promising strategic goal areas and hazard reduction projects for future incorporation into our Strategic Plan, as well as provide insight into potential remedial actions.

## 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
1. Complete analysis of major product areas	Goal	*	*	*	2	4	4
	Actual	--	--	--	2	5	
2. Conduct special studies	Goal	*	*	*	*	1	2
	Actual	--	--	--	--	1	
3. Conduct special economic studies	Goal	*	*	*	*	10	8
	Actual	12	9	19	9	10	
4. Respond to petitions	Goal	*	*	*	*	3	3 <sup>a</sup>
	Actual	3	5	3	13	5	

\*No goal established.

--Data not available.

<sup>a</sup>This goal is an estimate based on prior years' experience. The actual number of petition responses will be based on the number of petitions the Commission receives and other safety-related issues that arise during the year.

### 1. *Product Area Analysis*

Staff will conduct a systematic review of injury, incident, death, market and cost data on a variety of product-related hazard areas. As appropriate, injury and death data, poison control center data, market/exposure data, toxicity data, medical/physiological/engineering analysis, literature searches, and laboratory assessment will be used to identify and evaluate new and existing hazards. The expected accomplishments include: maintenance of a risk based process for analysis of injury, death and cost data to provide perspective on the problems identified and the relative importance of addressing the hazards. In 2005, staff will complete analyses of injury, death, and cost data in 4 major product areas.

### 2. *Special Studies*

Staff will conduct 2 special studies such as those using telephone interviews and on-site investigations to determine the circumstances surrounding injuries or deaths associated with a product or hazard of interest.

### 3. *Special Economic Studies*

Staff will conduct 8 economic studies to provide: injury cost estimates; estimates of product life and numbers in use; general and small business impacts, such as production costs and competition, environmental impact; labeling and recall costs. Staff will maintain econometric models through periodic review to assure that methodological approaches and models are current and adequate for use by CPSC.

### 4. *Petitions*

In 2005, we estimate that staff will prepare 3 briefing packages in response to petitions. The actual number of petition responses will be based on the number of petitions the Commission receives and other safety-related issues that arise during the year. In 2004, staff prepared briefing

packages in response to petitions on latex, bunk bed corner posts, hunting tree stands, labeling of weight lifting bench press benches and cigarette lighters.

## QUALITY AND MANAGEMENT GOALS

### INTRODUCTION

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, satisfy our customers, and improve the quality of our data. We established both long-term strategic goals and annual performance goals in each service quality area. We also established annual management 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 Quality and Management Goals are also included in the resources shown earlier for the core programs. Increases in dollar resources reflect the prorated share of the agency request to maintain current services, as well as other programs.

	2003 Estimate		2004 Estimate		2005 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
<b>Data Quality*</b>	--	--	.5	\$60	2	\$250
<b>Industry Services</b>	15	\$1,410	15	1,485	15	1,555
<b>Customer Satisfaction</b>	15	1,980	17	2,346	15	2,104
<b>President’s Management Agenda</b>	5	457	5	481	8	883
<b>TOTAL</b>	35	\$3,847	37.5	\$4,372	40	\$4,792

Note: These resources shown are also included in the program resources for the agency’s two major programs: Reducing Hazards to Children and Families and Identifying Product Hazards.

--Data not available.

\*New strategic goal in 2005. While the agency did work in this area in 2003, resource data is not available to reflect the 2003 work done on Data Quality.

## DATA QUALITY



**Strategic Goal: Improve the quality of CPSC's data through 2009 by improving the quality of CPSC's data based on criteria such as accuracy, consistency, security and completeness.**

### THE PROGRAM

Improvements in the overall quality of CPSC data are necessary if the agency is to be able to continue to achieve its mission in the future, both in the near term and in the long run. The quality of in-house databases that track agency activity needs to be upgraded and better maintained. Failure to improve these basic operations could present significant risks to future agency functioning.

Data Quality refers to fitness-of-use, including accuracy and reliability, of the data held within our computer systems. Further evaluation of our data systems would, for example, determine whether the data had been entered accurately, are internally consistent and complete, and are secure. While most of CPSC's data systems already meet these criteria, a few do not. To improve data quality in these areas, we will need to determine what problems exist and find data quality tools, policies, and processes to improve these systems.

CPSC plans to evaluate at least one major data system, identify remedial strategies, and seek to acquire needed software and/or hardware in 2005. We plan to implement changes beginning in 2006 and continue the evaluation of other data systems.

### 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
1. Conduct data quality planning activities	Goal	*	*	*	*	1	1
	Actual	--	--	--	--	1	
2. Identify, develop, and implement activities for data quality improvement	Goal	*	*	*	*	2	3
	Actual	--	--	--	--	1	

\*No goal established.

--Data not available.

**1. Conduct data quality planning activities.***Assessment Plan*

In 2005, staff will finalize an assessment plan for the candidate database. It will detail the data quality tasks, resources to complete those tasks, and a timeline for completion. This will result in the development of recommendations for improvement to the candidate database in 2006.

**2. Identify, develop, and implement 3 activities for data quality improvement.***Baseline Data*

Staff will collect several different sources of performance data on the selected database and its use to develop an overall baseline from which we will investigate possible improvements. Data quality is being defined by characteristics such as: utility, accuracy, consistency, completeness and security of the database. These may be documented using different methods.

*Data Utility Survey*

A major task of the Data Quality initiative is to survey users for their current perception of system utility. This task will result in a report summarizing users' views on the usefulness of the system. Some suggestions for improvement may be identified as part of the process.

*Data Assessment*

Staff will analyze the information and describe the overall condition of the database and associated processes. This task will result in a baseline report that all stakeholders will have the opportunity to review and critique.



## 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

The Commission'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 an agency staff preliminary determination that their product presents a substantial risk of injury. Other advantages of this program for industry include reductions in paperwork, red tape, and legal expenses related to the recall of potentially defective products. For CPSC, advantages of this program include removing hazardous products from consumers and the marketplace more quickly and a reduction in staff time to process the recall. To date, over 947 firms have participated in the program, resulting in over 1465 product recalls involving over 174.2 million product units. The Fast-Track program has been cited as outstanding by both government and private organizations.

With the Small Business Ombudsman program, we help small businesses comply more easily with product safety guidelines and manufacture safer products. This program provides firms with a single point of contact that expedites a clearly understandable response from our technical staff. To date, we have helped over 2,000 small businesses through CPSC's Ombudsman. Our program was cited in the National Ombudsman Report to Congress on Regulatory Fairness as one of the best programs in the Federal Government.

## 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
1. Initiate a recall within 20 days	<b>Goal</b>	90%	90%	90%	90%	95%	95%
	<b>Actual</b>	94%	95%	95%	95%	96%	
2. Respond to requests within 3 business days	<b>Goal</b>	80%	80%	80%	80%	80%	80%
	<b>Actual</b>	81%	79%	99%	88%	82%	
3. Develop guidance documents	<b>Goal</b>	15	10	5	5	5	5
	<b>Actual</b>	15	10	5	7	8	

1. *Fast Track Timeliness* Complete a technical review and initiate a recall within 20 days 95 percent of the time for Fast-Track Program.
2. *Ombudsman Timeliness* Respond to requests from small businesses through the CPSC Small Business Ombudsman within 3 business days 80 percent of the time.
3. *Guidance Documents* In 2005, we will continue the effort begun in 2000 to develop brief guides or other guidance documents for CPSC regulations, where most of our compliance efforts have been targeted, so that industry can quickly and easily understand how to comply. Five additional guidance documents will be developed to explain regulations, other policies, or procedures; or assist industry in complying with CPSC regulations. These guides are accessible through our Web site under the Regulatory Summaries in Plain Language subheading at <http://www.cpsc.gov/businfo/corrective.html> or available with other regulatory information associated with the specific product.



## **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 2,700 requests each year. It also alerts manufacturers to potential hazards associated with their products, providing them with consumer complaints, reported incidents and accident 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.

## 2005 ANNUAL GOALS

Annual Goals Summary		2000	2001	2002	2003	2004	2005
<i>CPSC Web Site</i>							
1. CPSC Web site visits (in millions)	<b>Goal</b>	3.3	4.0	7.0	8.0	10.0	11.0
	<b>Actual</b>	3.7	6.3	7.9	9.2	11.9	
<i>Hotline Services (1-800-638-2772)</i>							
2. Respond to voicemail messages the next business day	<b>Goal</b>	85%	85%	85%	85%	85%	85%
	<b>Actual</b>	92%	79%	86%	92%	96%	
3. Process incident reports within 8 working hours	<b>Goal</b>	85%	85%	85%	85%	90%	95%
	<b>Actual</b>	96%	99%	100%	100%	100%	
4. Maintain the number of e-mails processed	<b>Goal</b>	*	*	*	*	12,000	9,500
	<b>Actual</b>	9,300	12,200	15,500	12,000	9,705	
<i>National Injury Information Clearinghouse</i>							
5. Mail incident information for verification to consumers within 2 business days	<b>Goal</b>	95% <sup>a</sup>	95% <sup>a</sup>	95% <sup>a</sup>	95%	95%	95%
	<b>Actual</b>	99%	100%	100%	98%	99%	
6. Provide manufacturers with verified incidents and investigations within 48 business days	<b>Goal</b>	90%	90%	90%	90%	90%	90%
	<b>Actual</b>	90%	--	79%	95%	95%	
7. Provide responses to requests within 5 business days	<b>Goal</b>	95%	95%	95%	95%	95%	95%
	<b>Actual</b>	95%	97%	96%	97%	97%	
<i>State Partners Program</i>							
8. Conduct product safety activities	<b>Goal</b>	50	50	50	50	150	120
	<b>Actual</b>	82	140	140	287	195	
9. Conduct recall checks, inspections, and investigations to support CPSC priorities	<b>Goal</b>	*	*	900	900	740	740
	<b>Actual</b>	--	985	979	924	1,180	

\*No goal established.

--Data not available.

<sup>a</sup> Goal was for consumer complaints reported through the hotline only; starting in 2003, we now include those reported from all sources.

## CPSC's 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 on-line reports of product hazards. The number of users of the Web site has grown rapidly from about 200,000 visits in 1997 to about 11.9 million visits in 2004. Based on customer feedback and a review of our Web site, in 2004, we implemented changes to improve the ability

to access safety information. In 2005, we will maintain the number of visitors to CPSC's Web site at 11 million.

## ***Hotline Services***

### ***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. Hotline staff will respond to voicemail messages the next business day 85 percent of the time. In 2004, staff received nearly 2,261 messages from the public through voicemail.

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

Consumers may make a complaint of an unsafe product or product-related injury through the hotline. We then send a copy of the report to the consumer for confirmation of the information recorded by the hotline staff. In 2004, hotline staff processed 3,661 complaints about consumer products. These reports are used to support hazard identification and analysis activities. In 2005, staff will process product incident reports within 8 working hours 95 percent of the time.

### ***4. E-mail***

Hotline staff responds to e-mail messages sent to [info@cpsc.gov](mailto:info@cpsc.gov), which is available through our Web site. Some of these e-mails are forwarded to technical and legal staff, as appropriate, for response. In 2004, staff developed and implemented a system that filters out spam. The performance goal in 2004 was based on past years' data that included spam. The goal set for 2005 maintains the number of e-mails that are processed by hotline staff without the spam.

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

### ***5. Consumer Confirmation***

The Clearinghouse contacts consumers to request verification of information contained in reports of unsafe products they submit to us through our consumer hotline, the Internet, or by mail. Requests for verification are mailed to consumers within 48 hours after the report arrives in the Clearinghouse. In 2005, staff will mail incident report

verification information to consumers within 2 business days 95 percent of the time. In 2004, we sent about 11,000 reports to consumers for verification.

**6. *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. In 2005, 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 90 percent of the time. In 2004, we mailed 10,900 reports to manufacturers within 48 business days 95 percent of the time.

**7. *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 2,700 requests received on average each year are completed within five business days. In 2005, staff will provide responses to requests for information within 5 business days 95 percent of the time.

***State Partners Program***

**8. *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. Most of these cooperative activities at the state level complement those performed by the Commission's field staff and are done at little or no cost to the federal government. Conduct 120 product safety activities including media events, congressional contacts, public information seminars and safety consultations.

**9. *Assignments***

Staff will conduct at least 740 State Partners recall checks, inspections, and in-depth injury investigations within 90 days of assignment. Due to the continuing resolution in 2003, contract funds were released late in the fiscal year and contracts for state and local work were carried over into 2004.



## PRESIDENT'S MANAGEMENT AGENDA

### INTRODUCTION

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*

#### THE PROGRAM

The President's Management Agenda calls for the government to focus on the hiring, training, and retention of well-qualified individuals and to assure that the organizational structure is efficient and citizen-centered. CPSC employs a diverse and knowledge-based workforce composed of individuals with a broad spectrum of technical and program skills and institutional memory. They are the agency's human capital, its greatest asset. The President's Management Agenda recognizes the importance of the strategic management of human capital and set standards for success in "Getting to Green" as follows:

- The agency's human capital strategy is aligned with mission, goals, and organization objectives by: integrating human capital into the Budget and Strategic Plans; being consistent with OPM's human capital scorecard; and complying with standards for internal accountability systems;
- The agency has a citizen-centered flat organizational structure oriented toward performing the mission assigned to it;
- The agency sustains a high-performing workforce that is

continually improving in productivity; strategically uses existing personnel flexibilities, tools, and technologies; and implements effective succession plans;

- No skill gaps/deficiencies exist in mission critical occupations;
- The agency differentiates between high and low performers through appropriate incentives and rewards; and,
- Changes in agency workforce skill mix and organizational structure reflect increased emphasis on e-government and competitive sourcing.

The Commission has already begun work on improving strategic management in this area. Through our previous strategic plan and annual plans (see Managing Human Capital), staff set goals for enhancing the recruitment and development of a diverse workforce. We have also addressed reducing the number of managers, organizational layers and the time to make decisions.

For example, CPSC's telecommuting initiative in the field allowed us to reduce the number of supervisors and organizational layers, and placed field investigators and consumer information specialists in more locations, bringing them closer to consumers and businesses. We have also developed an Intranet system to allow employees fuller access to the work of the organization and to help capture the knowledge and skills of our employees.

## 2005 ANNUAL GOALS

<b>Annual Goals Summary</b>		<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
1. Implement a human capital scorecard	<b>Goal</b>	*	*	*	*	1	1
	<b>Actual</b>	--	--	--	--	1	
2. Modify the appraisal system to include progress toward meeting Results Act goals and the President's Management Agenda	<b>Goal</b>	*	*	*	*	1	1
	<b>Actual</b>	--	--	--	--	1	
3. Identify skill gaps and develop training plans	<b>Goal</b>	*	*	*	*	1	1
	<b>Actual</b>	--	--	--	--	1	
4. Maintain the recruitment process time	<b>Goal</b>	*	*	62	62	62	62
	<b>Actual</b>	62	65	61	51	60	
5. Conduct training for managers in human resource management	<b>Goal</b>	*	*	2	2	2	1
	<b>Actual</b>	2	0	2	2	3	
6. Conduct focus groups of new employees	<b>Goal</b>	*	*	2	2	2	2
	<b>Actual</b>	2	0	2	2	2	
7. Target recruitment efforts to organizations serving under-represented populations	<b>Goal</b>	*	*	10	10	10	12
	<b>Actual</b>	--	0	11	12	12	
8. Conduct training sessions in EEO/AEP responsibilities	<b>Goal</b>	*	*	3	3	3	3
	<b>Actual</b>	4	0	4	8	10	

<b>Annual Goals Summary-Continued</b>		<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
9. Promote representation of Hispanics and individuals with disabilities	<b>Goal</b>	*	*	5	5	5	5
	<b>Actual</b>	--	--	6	7	12	
10. Implement the Training Plan	<b>Goal</b>	*	*	*	*	1	1
	<b>Actual</b>	--	--	--	--	1	
11. Identify and promote low/no cost training	<b>Goal</b>	*	*	1	1	1	1
	<b>Actual</b>	--	--	1	1	1	

\*No goal established.

--Data not available.

### 1. *Human Capital Scorecard*

CPSC completed research and developed a scorecard in 2004. In 2005, we will implement the scorecard that is consistent with the OPM recommended Human Capital Scorecard. The scorecard will measure our progress on how well CPSC can assess and improve skills, communications, leadership and teamwork that are required to carry out our strategic mission. The scorecard will provide a method for accountability and a way for CPSC to improve its management of human resources.

### 2. *Appraisal System*

In 2004, CPSC revised the Senior Executive Service Performance Management System performance elements and standards to include measures of success in meeting agency goals in our annual performance plans. In 2005, we will revise the elements and standards for the remainder of the employees.

### 3. *Skills Analyses*

In 2003, we identified mission critical positions and in 2004, we developed competencies for those positions. In 2005, we will identify skill gaps and develop training plans for the mission critical positions to assure we have well-qualified individuals performing the strategic mission of the agency.

### 4. *Recruitment Time*

In 2005, we will maintain the recruitment process time, calculated as difference in the number of days between the recruitment request and candidate selection date. We calculated an average of 60 days for 2004. This number is below the 2002 government average of 102 days and a reduction from our average process time of 72 days for 1999.

### 5. *Human Resource Training*

In 2005, we will conduct training for managers in the human resource management. This will include topics such as recruitment, performance management, incentive programs, and other human resource procedures.

### 6. *Focus Groups*

In 2005, we will conduct 2 focus groups of new employees to learn from their experience and determine how to improve our recruitment process.

**7. *Target Recruitment***

In 2005, we will target 12 recruitment efforts to organizations serving under-represented populations. Contacts will be made to organizations serving under-represented populations such as Hispanic-serving institutions, Hispanic Association of Colleges and Universities (HACU), Hispanic Outreach Leadership Alliance (HOLA), League of United Latin American Citizens (LULAC), and the President's Committee for People with Disabilities.

**8. *EEO/AEP Training***

In 2005, we will conduct 3 training sessions for the workforce in their EEO/Affirmative Employment Program responsibilities. Training will continue to emphasize the shared responsibility for developing and implementing a successful CPSC Federal Equal Opportunity Recruitment Plan.

**9. *Promote Representation***

In 2005, we will accomplish at least 5 initiatives to promote representation of Hispanics and individuals with disabilities. Examples of these new initiatives are mentoring programs, student summer hires, employee training programs, and disability and diversity awareness programs.

**10. *Training Plan***

In 2004, The Director of Human Resources developed and managed the agency's coordinated training plan. In 2005, we will implement this multi-year plan consisting of benchmarks, such as defining and identifying core positions, designing training plans for the core positions; identifying common agency training needs, and establishing individual development plans.

**11. *Low/No Cost Training***

In 2005, we will identify and promote no or low cost training opportunities such as periodic Small Agency Council training sessions.

***Competitive Sourcing*****THE PROGRAM**

The President is promoting competition between public and private sources to achieve reduced costs and higher efficiency and effectiveness. The Commission has already been working in this area. On an as needed basis, we already contract from commercial sources certain product testing, technical evaluations, and litigation services. In addition, we have contracted out staff positions that performed mail and driver services, laborer services, reproduction and library services, certain data analysis and collection functions, consumer Hotline, and computer help desk and programming

activities. We also contract out administrative systems such as accounting and payroll; we estimate these contracts represent a minimum of 5 FTEs. Thus, the equivalent of about 50 FTEs is represented by the already existing contractual services.

To meet the President's Management Competitive Sourcing goals, CPSC plans to complete the following goals in 2005:

<b>Annual Goals Summary</b>		<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
12. Review and revise the annual Fair Act Inventory as appropriate	<b>Goal</b>	*	*	*	1	1	1
	<b>Actual</b>	1	1	1	1	1	
13. Complete performance work statements and cost statements for 20% of the activities in the Fair Act Inventory annually	<b>Goal</b>	*	*	*	*	20%	20%
	<b>Actual</b>	--	--	--	--	0%	
14. Complete competitions for activities in the Fair Act Inventory	<b>Goal</b>	*	*	*	*	*	20%
	<b>Actual</b>	--	--	--	--	--	

\*No goal established.

--Data not available.

## 12. FAIR Act Inventories

We have published 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 inherently governmental public safety function of investigating product hazards and developing product standards.

In 2004, we determined that an additional 17 employees over and above the 40 equivalent staff positions that are already contracted out may also be performing commercial activities under the definitions in the FAIR Act and OMB Circular A-76 (Revised). Due to reorganizations or implementation of new business models, studies of the activities listed on the 2003 inventory were deferred from 2004 to 2005. In 2005, we will continue to review and revise the FAIR Act inventory, as appropriate.

## 13. Performance Statements (Carryover)

In 2005, we will complete performance work statements and cost statements for at least 20 percent of the activities in our FAIR Act inventory.

## 14. Competition

In 2005, we will complete competitions for a total of at least 20 percent of the activities.

**Improved Financial Performance**

**THE PROGRAM**

The President has made “Improved Financial Management” a core element in his five-part Management Agenda for making the government more focused on citizens and results. The standards for success for “Getting to Green” under the President’s Management Agenda for Improved Financial Performance are:

- Financial management systems that meet Federal financial management system requirements and applicable Federal accounting and transaction standards;
- Accurate and timely financial information; and
- Integrated financial and performance management systems that support day-to-day operations.

To meet the President’s Management Agenda Financial Management goals, and to better meet the mission of the agency, CPSC has initiated, or is expanding, several programs. These are described below:

<b>Annual Goals Summary</b>		<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
15. Monitor financial management systems that meet Federal requirements and standards (Letter of Assurance)	<b>Goal</b>	*	*	*	*	1	1
	<b>Actual</b>	--	1	1	1	1	
16. Implement a data warehouse capability	<b>Goal</b>	*	*	*	*	1	1
	<b>Actual</b>	--	--	--	--	0	
17. Reduce or maintain the number of business days after month-end to produce monthly financial reports	<b>Goal</b>	*	*	*	*	3	3
	<b>Actual</b>	5	5	5	3 <sup>a</sup>	3	

\*No goal established.

--Data not available.

<sup>a</sup>Reduced from 5 to 3 business days during 2003.

**15. 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, a major provider of Federal accounting services. The FFS meets all federal accounting system requirements and standards, and is fully compliant with requirements for accuracy and timeliness. In 2005, CPSC will continue to monitor the system to ensure continued compliance with all applicable Federal regulations and standards. This will be documented in the staff annual letters of assurance.

**16. Data Warehouse Capability**

The Federal Financial System (FFS) described above was designed expressly for government accounting, integrated budget execution, and reporting. Key management data are

readily accessible through on-line views and download capabilities. The data from FFS include information from subsystems such as accounts payable, accounts receivable, and purchasing. However, accessing these data can be time-consuming and prone to error through manual processing, and does not allow for error classification and analysis.

Fortunately, these data are also optionally available in FFS in a data warehouse, providing information easily accessed with standard report and query tools. The FFS data warehouse provides reporting from summary to detail level. In 2004, this capability was pilot-tested by the accounting staff. In 2005, the budget staff will be further trained in the use of data warehouse application. In 2005, users of the system in accounting and budget will continue to develop new queries for management information.

### *17. Information Timeliness*

In 2004, we provided monthly financial reports throughout the agency by the 3<sup>rd</sup> business day, on average, after the close of the month. We plan to maintain this level of performance in 2005. In 2005, we will test the system application that will provide electronic access of FFS monthly reports.

## *Expanded Electronic Government*

### **THE PROGRAM**

CPSC's mission of protecting the public against potential hazards continues to be increasingly dependent on information technology and electronic communications. In addition, the President has included "Expanding E-Government" in his Management Agenda to make the government more focused on citizens and results with these goals:

- Make it easy for citizens to obtain service and interact with the federal government;
- Improve government efficiency and effectiveness; and
- Improve government's responsiveness to citizens.

To meet each of the President's Management Agenda goals, and to better meet the mission of the agency, CPSC must be "customer-centric," meaning that we must create the environment for understanding and improving the customer relationship. To facilitate this improved relationship, customers are categorized as follows to help us identify common approaches: Government-to-Citizen, Government-to-Business, and Government-to-Government. In addition,

we must continue to improve our key business areas through Internal Efficiency and Effectiveness initiatives.

<b>Annual Goals Summary</b>		<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
18. Develop Internet application allowing direct government-to-citizen access	<b>Goal</b>	*	*	*	*	1	1
	<b>Actual</b>	--	--	--	--	1	
19. Implement Web based application to improve government-to-business communication	<b>Goal</b>	*	*	*	*	1	1
	<b>Actual</b>	--	--	--	--	1	
20. Develop and implement technology to improve access and transfer of information government-to-government	<b>Goal</b>	*	*	*	*	1	1
	<b>Actual</b>	--	--	--	--	1	
21. Reduce the weaknesses identified in the 2001 GISRA audit to improve internal efficiency and effectiveness	<b>Goal</b>	*	*	*	*	2	1
	<b>Actual</b>	--	--	2	5	2	

\*No goal established.

--Data not available.

### **18. *Government-To-Citizen*** *(G2C)*

Government-to-citizen initiatives seek to provide one-stop, on-line access by citizens to benefits and services. They also bring modern management tools to improve the quality and efficiency of service. Citizens can currently request technical, scientific, legal, program, and policy data from CPSC through the Freedom of Information Act. In 2004, we developed and began testing an on-line FOIA request form for use by the public. In addition to making a request using this form, the public can also access additional FOIA information through CPSC's Web site. However, this FOIA information is currently not always easy to find because of the quantity of information available. In 2005, we will fully implement the system to provide a new, easier-to-use FOIA information retrieval system on the Web.

### **19. *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. Currently businesses have difficulty finding applicable regulations and Federal Register (FR) notices on the Web site because of the large number of regulations and notices available. In 2005, we plan to implement a Web site retrieval system and other improvements to allow businesses to easily find regulations and FR notices appropriate to their needs.

### **20. *Government-To-Government*** *(G2G)*

Government-to-government initiatives will enable sharing and integration of federal, state and local data. We currently contract with our state partners to supplement the work of

CPSC's field officers in evaluating the effectiveness of voluntary recalls. State partners currently report this recall effectiveness information in widely varying formats, making the information difficult and time-consuming to process. We plan to implement an on-line system to standardize the way states report recall effectiveness information and to improve the efficiency in processing that data. In 2004 we completed a pilot program for this system. In 2005, the program will be implemented.

## 21. *Internal Efficiency and Effectiveness (IEE)*

Internal Efficiency and Effectiveness initiatives bring commercial best practices to key government operations, particularly information security, supply chain management, human capital management, financial management and document workflow. The increase in computer viruses, hacker attempts and potential physical threats put both internal and external CPSC interactions at risk and reduce government-to-employee efficiency and effectiveness. A successful e-Government strategy must deploy effective security controls into government processes and systems. A 2001 Government Information Security Reform Act (GISRA) audit found nine critical weaknesses in CPSC's IT security. In 2002 we corrected two weaknesses and addressed the remaining weaknesses in 2003 and 2004. One of the weaknesses addressed included the development of an Information Technology Business Continuity Plan (BCP) which was completed in 2003. In 2005, we plan to implement one of the BCP's recommended security actions.

## *Budget and Performance Integration*

### THE PROGRAM

Improvements in the other areas of the President's Management Agenda – human capital, competitive sourcing, improved financial performance and expanded electronic government – will be much more effective if they are linked to results. To provide a greater focus on performance, the Administration plans to integrate performance review with budget decisions.

The standards for success for “Getting to Green” for Budget and Performance Integration are as follows:

- Integrated planning/evaluation and budget staff work with program managers to create an integrated plan/budget;
- Streamlined, clear, integrated agency plans set forth outcome goals, output targets and resources requested in context of past results;

- Budget accounts, staff, and specifically program activities are aligned to support achieving program targets;
- Full budgetary cost is charged to mission accounts and activities; and
- The agency has performed evaluations of program effectiveness.

We believe CPSC has already met most of these standards. 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, both the Office of the Budget and the Office of Planning and Evaluation work together under the direction of the Office of the Executive Director.

<b>Annual Goals Summary</b>		<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
22. Perform program evaluations	<b>Goal</b>	5	7	7	8	7	8
	<b>Actual</b>	4	5	4	8	5	

**22. Program Evaluations**

We believe that our annual performance budget makes the agency performance-oriented by showing progress achieved on our hazard reduction goals, quality and management goals. However, for continued improvement, we must evaluate our programs and therefore will continue to set goals for performing specific evaluations as indicated in the Appendix A - Performance Evaluation section of this budget.

## PROGRAM EVALUATIONS

**Program evaluations used to develop the strategic plan.** Strategic targets for the extent of injury and death reductions in each hazard area were based on statistical analyses of data and staff expertise. We calculated 10-year trends of injuries and deaths at both the product and hazard levels. Staff experts in each hazard area set specific targets after assessing the potential actions of the Commission and the effect of joint efforts with other organizations and industry. They also made assumptions concerning the outcomes of potential technical feasibility studies. Service quality goals were based on information from surveys and tracking systems, as well as staff expertise as to what could be accomplished in a given time span.

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

Customer service/customer satisfaction goals will also have two types of evaluations: (1) tracking of customer service standards and activities and (2) assessments of consumers and industry. Tracking will be evaluated annually, while assessments are planned to be implemented on a cycle of every three years. An overall plan for future evaluations is provided in Table A.

### A. Reducing Fire-Related Deaths

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

### B. Reducing Children's Drowning

- 2004: Tracking of Child Drowning deaths
- 2005: Tracking of Child Drowning deaths

**C. Reducing CO Poisoning Deaths**

- 2000: Tracking CO alarms sold
- 2001: Evaluation of changes to CO-poisoning data from the revised coding system
- 2003: Tracking of CO deaths
- 2004: Tracking of CO deaths
- 2005 (Carryover from 2004): Program evaluation of CO poisoning deaths
- 2005: Tracking of CO deaths

**D. Assessments by Industry**

- 2001: Fast-Track, Ombudsman
- 2004: Fast-Track
- 2005 Ombudsman (Carryover from 2004)

**E. Customer Satisfaction**

- 2002: Hotline, Clearinghouse, State Partners
- 2005: Clearinghouse, Web Site

**TABLE A**  
**SCHEDULE OF EVALUATIONS**

Strategic Goals	Issues	General Scope	Procedures	
			Method	Time
<b>Hazards</b> Fire Child Drownings 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) and 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 in 2005. We provide a complete list of performance measures with corresponding databases and verification procedures in Table B. We also provide further descriptions separately for goals set for: (A) reducing product-related injuries and deaths for each of the three core functions (Safety Standards, Compliance, and Consumer Information), (B) identifying product hazards, and (C) improving or maintaining quality/customer satisfaction (Industry Services, Web Site, Hotline, Clearinghouse, and State Partners).

### A. Reducing Hazards to Children and Families

#### 1. Safety Standards

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

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

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

#### 2. Compliance

- *Estimated performance goals for (a) obtaining recalls and other corrective actions and (b) timeliness in initiating Fast-Track recalls. [Note: Goals related to Fast-Track are covered under Service Quality Goals - Industry Services.]*

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

Database: CPSC's Integrated Field System (IFS) and the Compliance Corrective Actions (CCA) databases track these performance measures.

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

#### 3. Consumer Information

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

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

Database: The Press Release (PRE) database records all press releases issued by the Commission by hazard area. Press releases and recall alerts are available on our Web site.

Verification: Check Web site for press releases and recall alerts with written description of the hazard.

- *Performance goals for Video News Releases.*

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

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

Verification: VNR information is reported to us through communications contractors who distribute the VNRs to television stations by satellite. Check of contractor reports with database information.

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

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

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

Verification: This information is reported to us by the Department of Health and Human Services that stores and distributes our publications. Check on DHHS Web site for quantity ordered in the inventory report of CPSC publications.

## **B. Identifying Product Hazards**

### **1. Data Collection**

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

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 including a record system that tracks the result of every NEISS evaluation visit and computer programs that record the number of reports in various categories including NEISS, investigations, medical examiner and news clip reporting.

## 2. Data Utility

- *Targeted performance goals for (a) completing analysis of major product areas, (b) conducting special studies and special economic studies, and (c) responding to petitions.*

Performance measures: The number of completed activities.

Database: Completed reports and Commission briefing packages.

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

## C. Improving Quality

### 1. Data Quality

- *Targeted performance goals for conducting planning activities and implementing data quality improvements.*

Performance measures: The number of completed activities.

Database: Completed reports.

Verification: Review by senior managers.

### 2. Service Quality

- *Performance goals for contacts with the public.*

Performance measure: The number of Web site visits, emails, and guidance document developed.

Verification: These performance measures are stored electronically and are either automatically generated by contractors (Web and hotline), or automatically generated through our programming. Completed guidance documents are posted on our Web site.

- *Performance goals for timeliness of CPSC actions.*

Performance measures: Number of business days for CPSC to provide a response to small businesses, voicemail messages left by consumers calling hotline, or number of business days to process incident reports. Also, the number of business days to mail incident reports to consumers and to manufacturers or provide injury data to requestors.

Database: Number of business days is generated automatically in the Small Business Ombudsman, hotline and Clearinghouse databases.

Verification: Manager review.

- *Performance goals for State Partners regional product safety activities, recall checks, inspections, and investigations.*

Performance measures: Number of each activity completed.

Database: CPSC's Integrated Field System (IFS) database tracks these performance measures.

Verification: Manager review.

**TABLE B**  
**VERIFICATION AND VALIDATION OF PERFORMANCE MEASURES FOR ANNUAL GOALS**

Type of Performance Measure	Performance Measure	Database	Verification/Validation
<b>Reducing Product Hazards</b>			
Candidates for Commission consideration	Number of Commission briefing packages	Milestone tracking	Official documents
Voluntary standards (VS) development/changes	Number of recommendations	Milestone tracking	Official documents
National codes changes	Number of recommendations	Milestone tracking	Official documents
Hazard analysis, data analysis/collection, testing, technical review activities	Number of reports completed	Milestone tracking	Official documents
Monitor or participate in VS revisions	Number of actions	Milestone tracking	Official documents
Recalls or other corrective actions	Number of actions	IFS, CCA*	Manager review
Voluntary standards monitored	Number of VS monitored	IFS, official documents	Manager review
Import surveillance	Number of efforts	Official documents	Manager review
Public information efforts	Number of efforts	Milestone tracking	Official documents
Press releases/Recall Alerts	Number of releases/alerts	PRE*	Official documents
Video news releases (VNR)	Number of VNRs	VNR file log	Contractor report
Publications	Number distributed	Inventory	Contractor report
<b>Identifying Hazards</b>			
NEISS Training	Percent of hospitals visited	NARS	Office Quality Control Process
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
Major product area analyses	Number of reports	Milestone tracking	Official documents
Special Studies/Economic Studies	Number of reports	Milestone tracking	Official documents
Responses to Petitions	Number of briefing packages	Milestone tracking	Official documents
<b>Improving Quality</b>			
Data Quality planning activities	Number of activities	Milestone tracking	Manager review
Data Quality improvements	Number of activities	Milestone tracking	Manager review
Fast-Track timeliness	Business days	CCA	Manager review
Small Business Ombudsman timeliness	Business days	Ombudsman database	Manager review
Guidance documents	Number of guides	Web site	Manager review
Web site visits	Number of visits	Contractor reports	Manager review
Hotline timeliness standards	Business days	Hotline databases	Manager review
Emails processed	Number of emails	Contractor log file	Manager review
Clearinghouse timeliness standards	Business days	Clearinghouse databases	Manager review
State Partners activities, recall checks, inspections, investigations	Number of activities	IFS	Manager review

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

## SOCIETAL COSTS ESTIMATION

The \$700 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* (<http://www.cpsc.gov/library/foia/foia02/os/costmodept1.PDF>).

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. In the December 1993 *Journal of Economic Literature* Kip Viscusi's review of the literature in "The Value of Risks to Life and Health" concludes that "most of the reasonable estimates of life are clustered in the \$3 million - \$7 million range." CPSC staff uses a \$5 million cost of fatalities.

The estimate for property damage, (\$4.2 billion in 1999), 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 that are associated with fires that are not reported to a fire department or when goods are destroyed or damaged when an incident other than fire occurs. The \$700 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 budget.

### **A. Processes**

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

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

These three major activities are supported by our work in the identification and analysis of hazards activity.

### **B. Capital Assets / Capital Programming**

We have two major recurring capital asset acquisitions planned in support of our performance goals -- an 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 in order to set priorities for use of our resources; support various voluntary and mandatory approaches to reducing hazards; and more quickly reduce hazards to American consumers. In addition, automating various tracking, planning, and mission-critical systems needed to accomplish organizational tasks has saved thousands of administrative staff hours, thus expanding staff time devoted to injury reduction activities. This has benefited the various CPSC programs established to carry out the agency's mission.

The laboratory provides critical support to our compliance investigations and development of safety standards. GSA studies have shown that simply maintaining the existing 1950s era facility is not cost effective. Over the past several years, we have worked with GSA to develop a concept plan that has been approved by CPSC, GSA and the National Capital Planning Commission. GSA is now assessing the total cost of the project and developing a request for possible GSA funding of the construction costs starting in 2007 using GSA's Public Building Fund. If GSA is successful in securing funding, construction could begin as early as fiscal year 2008. The modernization would take several years to complete.

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

In 2001, as a result of the first annual audit conducted in response to the Government Information Security Act, we determined that we had a weakness in our internal controls over automated information security and its operation. We have hired a full-time IT security official. We addressed all major weaknesses by the end of 2004.

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 2004 financial statements (reported in our 2004 Performance and Accountability Report, November 2004). 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 annual performance budget. The Executive Director of the agency and the directors for the offices of Hazard Identification and Reduction (for Safety Standards), Compliance (for Recalls and Corrective Actions), and Information and Public Affairs (for Consumer Information) are responsible for this linkage. Finally, the Commission stresses the achievement of the strategic plan's objectives as an important consideration in the performance appraisals of agency managers. In addition, the agency's Inspector General conducts an annual audit program of various aspects of agency operations, including auditing portions of the performance reports.

### **E. Resource Allocation to Accomplish Annual Goals**

For 2005, the funding request for the agency is \$62.149 million with a staff level of 471 Full Time Equivalents (FTEs) nationwide. All of the annual goals outlined in this document assume that the \$62.149 million or equivalent purchasing power will be available for 2005. We may need to adjust the annual goals to reflect lower FTE use as we prepare for the 2006 operating level.

Over 80 percent of our resources are allocated to professional and technical staff who identify product-related hazards; investigate and act on product safety hazards and violations of safety

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

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

## 2005 VOLUNTARY STANDARDS

<b>Fire/Gas Codes and Standards</b>	1	Candles
	2	Escape Masks
	3	Fire Sprinklers
	4	Ranges and Ovens
	5	Room Heating/Venting Products
	6	Turkey Fryers
<b>Electrical Codes and Standards</b>	7	Arc-Fault Circuit Interrupters
	8	Clothes Dryers
	9	Fans, Portable
	10	Heaters
	11	National Electrical Code
	12	Smoke Alarms
	13	Surge Suppressors
<b>Electrocutions</b>	14	Ground-Fault Circuit Interrupters
<b>Child Drowning Prevention</b>	15	Alarms, Swimming Pool
	16	Bath Seats, Baby
	17	Pools/Spas
	18	Suction Release Devices
<b>Children's Products</b>	19	Activity Centers, Stationary
	20	Baby Bouncers
	21	Baby Gates
	22	Baby Swings
	23	Baby Walkers
	24	Bassinets/Cradles
	25	Bed Rails
	26	Beds, Bunk
	27	Beds, Toddler
	28	Blind Cords
	29	Changing Tables, Diaper
	30	Cribs
	31	High Chairs
	32	Infant Bedding and Accessories
	33	Infant Carriers
	34	Infant Carriers, Frame
	35	Infant Carriers, Soft
	36	Playground Equipment, Aquatic
	37	Playground Equipment, Children Younger than 2 Years
	38	Playground Equipment, Home
	39	Playground Equipment, Public
	40	Playground Equipment, Soft
	41	Playground Surfacing
	42	Play Yards

	43	Seats, Booster
	44	Strollers
	45	Toy Safety
<b>Carbon Monoxide</b>	46	Alarms, CO
	47	Engine-Driven Tools
	48	Vented Gas Appliances, CO Sensors
<b>Poison Prevention</b>	49	Child-Resistant Packaging
	50	Gasoline Containers (Child-Resistant)
<b>Household and Recreation</b>	51	All-Terrain Vehicles
	52	Amusement Rides, Portable
	53	Bicycles
	54	Chain Saws
	55	Garage Door and Gate Operators
	56	Gasoline Tanks, Plastic
	57	Gun Containers
	58	Guns, Non-powder
	59	Guns, Paint Ball
	60	Helmets, Recreational
	61	Mowers, Ride-on
	62	Mowers, Non-Ride-on
	63	Saws, Table
	64	Shredders, Paper
	65	Snow Blowers
	66	Hunting Treestands
	67	Trampolines

**2005 MANDATORY STANDARDS**

<b>Fire/Gas Codes and Standards</b>	1	Carpet Standard (Technical Amendment)
	2	Clothing Textile Standard (Amendment)
	3	Mattresses/Bedding - Open Flame Ignition
	4	Upholstered Furniture
<b>Child Drowning Prevention</b>	5	Baby Bath Seats
<b>Children's Products</b>	6	Bed Rails
	7	Crib Slats
<b>Poison Prevention/Other Chemical Hazards</b>	8	Child-Resistance Packaging Standards (Hydroxides)

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