



U.S. CONSUMER PRODUCT SAFETY COMMISSION

2004 BUDGET AND PERFORMANCE PLAN (OPERATING PLAN)

Saving Lives and Keeping Families Safe

March 2004

Subject to Congressional approval

**U.S. CONSUMER PRODUCT SAFETY COMMISSION
2004 BUDGET AND PERFORMANCE PLAN**

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TABLE 1
2002 TO 2004 RESOURCES BY PROGRAM AND ACTIVITY
 (dollars in thousands)

	<u>2002 Actual</u>		<u>2003 Actual</u>		<u>2004 Plan</u>	
	<u>FTEs</u>	<u>Amount</u>	<u>FTEs</u>	<u>Amount</u>	<u>FTEs</u>	<u>Amount</u>
REDUCING PRODUCT HAZARDS TO CHILDREN AND FAMILIES:						
Reducing Fire and Electrocutation Hazards						
Hazards.....	<u>171</u>	<u>\$20,064</u>	<u>167</u>	<u>\$19,634</u>	<u>171</u>	<u>\$21,036</u>
Fire Deaths*	148	17,340	145	16,967	145	17,889
Electrocution Hazards*	23	2,724	22	2,667	26	3,147
Reducing Children's Hazards	<u>102</u>	<u>12,276</u>	<u>108</u>	<u>12,812</u>	<u>117</u>	<u>14,481</u>
Drowning*	--	--	--	--	12	1,431
Other Children's Hazards	102	12,276	108	12,812	105	13,050
Reducing Poisonings and Other Chemical Hazards						
Carbon Monoxide Poisoning*	15	1,691	12	1,563	15	1,796
Other Chemical Hazards.....	47	5,978	53	6,673	42	5,548
Reducing Household and Recreation Hazards						
.....	<u>48</u>	<u>5,396</u>	<u>45</u>	<u>\$5,595</u>	<u>46</u>	<u>5,609</u>
Subtotal	383	\$45,405	385	\$46,277	391	\$48,470
IDENTIFYING PRODUCT HAZARDS:						
Data Collection**	79	\$9,691	85	\$10,299	67	\$8,586
Emerging Hazards/Data Utility*	--	--	--	--	13	2,590
Subtotal	<u>79</u>	<u>\$9,691</u>	<u>85</u>	<u>\$10,299</u>	<u>80</u>	<u>\$11,176</u>
TOTAL COMMISSION	<u>462</u>	<u>\$55,096</u>	<u>470</u>	<u>\$56,576</u>	<u>471</u>	<u>\$59,646</u>

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

**Data collection activities support all hazard reduction efforts.

BUDGET PROGRAM: Reducing Product Hazards to Children and Families

Our largest budget program representing over 80 percent of our annual budget focuses on *Reducing 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 almost 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 about 23,900 deaths and 32.7 million injuries each year related to consumer products under CPSC's jurisdiction. The deaths, injuries, and property damage associated with consumer products cost the nation over \$700 billion annually. (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 (a seven-to-one since 1990) and our success at getting voluntary recalls (100 percent in 2003).

HAZARDS	2002 Actual		2003 Actual		2004 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Fire and Electrocution	171	\$20,064	167	\$19,634	171	\$21,777
Children	102	12,276	108	12,812	117	14,606
Chemical	62	7,669	65	8,236	57	7,254
Household and Recreation	48	5,396	45	5,595	46	5,434
TOTAL	383	\$45,405	385	\$46,277	391	\$49,071

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.

Safety Standards

Much of our work in saving lives and making homes safer is through cooperation with industry. Since 1990, we have worked cooperatively with industry and others to develop 249 voluntary safety standards while issuing only 35 mandatory rules, about a seven-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 may also be developed through regulation. We usually work cooperatively with industry to develop an effective voluntary standard. If a voluntary standard exists, by law, we may issue a mandatory standard only when we find that the voluntary standard will not eliminate or adequately reduce the risk of injury or death or it is unlikely that there will be substantial compliance with the voluntary standard.

Compliance

In 2003, CPSC completed about 280 cooperative recalls involving about 40 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 can 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 may litigate to require a recall.

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 are usually 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 guidelines by providing them with a single point of contact for assistance and information. The Ombudsman coordinates a clearly understandable response from our technical staff so that firms receive the information they need within three business days.

Consumer Information

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

We improved our Web site, consumer hotline, and Clearinghouse to better serve the public. CPSC's Web site has grown rapidly from about 200,000 visits in 1997 to 9.2 million visits in 2003. We post and spotlight recall notices on the Web site the same day as the news release announcing the recall. Consumers and firms can file reports of unsafe products on-line and firms are ensured of confidentiality by encrypted transfer of data. 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.

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

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.

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. In 2003, NEISS will supply about 350,000 product-related cases from a sample of about 100 hospitals. The hospitals transmit incident information electronically, and in some cases, the data are available within 24 hours after an incident. Several foreign governments have modeled their national injury data collection system after the Commission's system.

CPSC also collects mortality data. We purchase, review, and process about 8,700 death certificates each year covering unintentional product-related deaths from all 50 states. Our Medical Examiner and Coroner Alert Project collects and

reviews approximately 3,000 additional reports from participating medical examiners and coroners throughout the country. We also collect and review about 5,000 news clips and 10,000 other reports of product-related injuries and deaths from consumers, lawyers, physicians, fire departments and others.

TWO TYPES OF ANNUAL PERFORMANCE GOALS

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

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

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

FIRE AND ELECTROCUTION HAZARDS

INTRODUCTION

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

HAZARDS	2002 Actual		2003 Actual		2004 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Fire	148	\$17,340	145	\$16,967	145	\$17,889
Electrocution	23	2,724	22	2,667	26	3,147
TOTAL	171	\$20,064	167	\$19,634	171	\$21,036



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 1999¹, 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 about \$17 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.

¹1999 is the latest year for which complete death data is available.

Cooking equipment is often involved as a source of ignition in fire deaths, accounting for about 13 percent of fire deaths in recent years. Products most often ignited in fire deaths are upholstered furniture, mattresses, and bedding. In recent years, these product categories were associated with about one-third of the fire deaths.

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 nearly 15 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 more than 700 fewer home fire-related deaths than in 1990. In 1999, the trend appeared to continue, although the 1999 estimate is not strictly comparable to those for previous years due to changes in the system for coding fire data.²

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, smoke alarms, and residential fire sprinklers.

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

2004 ANNUAL FIRE-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003	2004
1. Prepare candidates for rulemaking	Goal	2	1	2	3	3	2
	Actual	2	0	2	3	2	
2. Present recommendations to voluntary standards or code organizations	Goal	8	5	6	3	3	3
	Actual	8	3	4	4	3	
3. Complete data analysis and technical review activities	Goal	7	7	13	14	12	8
	Actual	5	4	8	12	9	
4. Monitor or participate in voluntary standards and code revisions	Goal	**	**	**	**	17	14
	Actual	20	20	15	15	17	

**No goal established.

1. Prepare for Commission consideration 2 candidates for rulemaking or other alternatives.

Mattresses & Bedding Material

(small open flame)

390 deaths

2,090 injuries

Combustion of mattresses and bedding materials continues to be one of the main contributors of residential fire deaths. Many of the fire deaths could potentially be addressed by an open-flame standard. Small open-flame ignition sources, such as lighters, matches, and candles caused most of the losses to children under age 15 (both as victims and fire starters). In 2002, the Commission voted to publish an ANPR to develop a mandatory standard to reduce the severity of mattress fires. In 2004, staff will prepare a briefing package with a draft proposed standard for Commission consideration, taking into consideration the public comments received on the ANPR, continuing research sponsored by the mattress industry, and rulemaking in California. The proposed standard for the open-flame ignition of mattresses will include test methodology, acceptance criteria, and record keeping requirements. A separate screening test is also being developed for enforcement purposes.

Upholstered Furniture

420 deaths

1080 injuries

The staff is developing a possible rule to address the risk of fire associated with ignitions of upholstered furniture. In 2002, staff held a public meeting to receive comments on the direction of the project and coordinated efforts with other government agencies and voluntary standards organizations. In October 2003, the Commission expanded the rulemaking proceeding to include both small open flame and smoldering cigarette ignition risks. In 2004, staff will analyze public comments on the Advance Notice of Proposed Rulemaking (ANPR), prepare an options package for the Commission, and continue to work with the California Bureau of Home

Furnishings, industry/voluntary standards groups, and the U.S. Environmental Protection Agency on issues related to possible rulemaking.

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

Gas Grills

<10 deaths
30 injuries

In 1998, there were an estimated 500 gas grill fires attended by fire services, resulting in an estimated 20 injuries and an estimated property loss of \$13 million. Reports of incidents with gas grills suggest problems with leaking fuel at the tank connection, delayed ignition, overfilled tanks and leaking hoses. There have also been reports that the "Overfill Prevention Devices" required by NFPA in 2002 have been subject to damage in shipment and use, rendering them inoperable. In 2003, staff began engineering and human factors evaluations of the incident data to determine likely causes of grill fires and possible improvements to grills to prevent these fires. In 2004, the results of this evaluation will be used to make recommendations on the voluntary standards, as appropriate.

Smoke Alarms

2,390 deaths
14,550 injuries³

Some tests have raised concerns over smoke alarm response to certain fires. The National Institute of Standards and Technology (NIST), in partnership with CPSC and four other organizations, conducted full-scale tests in 2001 and 2002. The purpose was to identify potential improvements in performance/installation requirements, test methods, alarm methods, and alarm technology for residential applications and consumer information. The NIST report was not completed in 2003, so our review did not happen in 2003, as planned. In 2004, we will complete analysis of the test results and, if warranted, prepare recommendations for voluntary standards. Consumer safety information will also be updated.

Smoke Alarms, Sound Effectiveness

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. In 2003, staff analyzed studies related to the audibility of smoke alarms, especially for older adults and children, and made recommendations for additional evaluation and testing. In

³Improvements to safety standards for smoke alarms potentially affect all fire-related injuries and deaths addressed in this plan.

2004, 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. If feasible, staff will construct a prototype demonstration unit and make recommendations for improvements to the voluntary standard, as appropriate.

3. Complete 8 data analyses and technical review activities.

Electrical Lighting

20 deaths
310 injuries
(light fixtures, lamps, and light bulbs
for 1999)

In 1999, light fixtures, lamps, and light bulbs were collectively associated with an estimated 20 deaths and an estimated 310 injuries. In 2003, staff began collecting data associated with all types of lighting equipment. In 2004, lighting incidents will be categorized by several characteristics, including specific product, type of injury involved, consumer use environment, and frequency of occurrence. We will use this information to conduct follow-up evaluations of individual products or product categories that have been identified. Future staff recommendations will be aimed at the voluntary standards applicable to those lighting products most responsible for deaths and injuries.

Electrical Receptacles

10 deaths
50 injuries
(1999)

To determine the causes of receptacle failures that result in overheating and fire, in 2004, staff will begin a two-year data collection effort by enrolling fire departments in the study and developing a questionnaire and sample collection procedure for fire investigators. In 2005, staff will complete the data collection, conduct an engineering evaluation of the collected samples to determine causes of failure, and write a final report. Information developed will be used to support changes to the voluntary standard for receptacles in 2006.

Fire Indicators

Numerous fire reports are received each year identifying the cause as combustibles being too close to an electrical product. Most electrical product standards use an artificial fire indicator in their flammability tests to determine if a product represents a potential fire hazard, and most testing laboratories use artificial fire indicators to represent potential ignition sources. In 2002, staff worked with the University of Maryland to determine the adequacy and variability of current fire indicators and to establish heat flux ranges that affect fire risk. In 2003, additional tests were conducted to determine how multiple thicknesses of fire indicators and/or household combustibles affect fire risk. In 2004, as a carryover from 2003, staff will evaluate voluntary standards and product incident data to determine which standards are candidates for being updated to include quantifiable heat flux

performance standards.

Mobile Homes

5.4 deaths per 100,000 housing units

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 will review existing data to determine which products appear to be causing fires in mobile/manufactured homes and examine and investigate new incidents. Data from this review will be used to develop recommendations to revisions to voluntary standards, building codes, and fire codes in 2005.

Panel Boards and Circuit Breakers

120 deaths
390 injuries
(1998)

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 2001, staff initiated a project to evaluate the circuit breaker/panel board system. In 2003, we continued exploratory test work started in 2002 and we continued to monitor and review fire incident reports. In 2004, staff will complete data collection, analysis of the data and samples collected, and reports of the study results. Recommendations for changes to the voluntary standards or building codes may be identified and submitted to the appropriate organizations in 2005.

Range/Oven Extinguishing Systems

90 deaths
2,650 injuries

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. Staff will evaluate range/oven extinguishing systems by developing market information, reviewing applicable safety standards, and conducting laboratory testing. If warranted, in 2005, staff will develop recommendations for a voluntary standard for these products.

Residential Fire Survey

2,390 deaths
14,550 injuries

In 2003, staff worked with a contractor to prepare a probability telephone survey to identify the current causes of reported and unreported fires and the extent to which smoke alarms provided the first warning of a fire. Injury and other data (including fire extinguisher use and sprinkler operation) will also be collected. A special effort is being made to obtain data on fires in the lower socioeconomic stratum of the sample, since fire is related disproportionately to low income and lower education levels. Data collection begins in 2004 and continues for one year. In 2005, staff will prepare a report that will identify the extent to which smoke alarms have contributed to a reduction in serious fires and suggest avenues for future action by CPSC and others to improve

their effectiveness.

Smoke Alarms, Wireless Technologies

In 2003, an evaluation of current smoke alarm and wireless technologies was conducted to determine the feasibility of producing a battery-operated smoke alarm that is interconnected by wireless communication. Prototypes of residential smoke alarms incorporating wireless technology were constructed. In 2004, as a carryover activity, staff will conduct follow-on tests to demonstrate the benefits of interconnected battery-operated smoke alarms. This information will be used to make recommendations to UL and/or the National Fire Protection Association in 2005, as warranted.

4. Monitor or participate in 14 voluntary standards revisions.

Voluntary Standards

Monitor or participate in the development or modification of voluntary standards for products such as arc fault circuit interrupters, clothes dryers, hair dryers, surge suppressors, portable fans, heaters, sprinklers, and candles.

Compliance

Annual Goals		1999	2000	2001	2002	2003	2004
5. Pursue for recall or other corrective action	Goal	400	455	505	505	350	270*
	Actual	703	529	614	367	270	
6. Conduct port-of-entry surveillance	Goal	1	2	2	2	2	2*
	Actual	2	2	3	3	3	

*Estimate based on prior year's 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.

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

5. *Recalls/Corrective Actions*

Initiate recalls or other corrective actions for a projected 270 products that violate mandatory safety standards or unregulated products that present a substantial risk of fire-related death and injury. We reduced the estimated number of fire-related recalls for 2003 and 2004 because there has been a significant reduction in the amount of support that the U.S. Customs and Border Protection is able to provide us since the September 11th attack. Customs notifies us of shipments of potentially hazardous consumer products at ports of entry and a reduction in this support will reduce the number of hazardous products we will be able to identify. Recently, Customs and CPSC signed a revised Memorandum of Understanding that allows CPSC access to two major Customs databases and this access may help offset the reduced Customs support. In 2003, voluntary corrective

actions included 71 recalls involving over 11 million product units such as sparklers, battery chargers, and halogen bulbs.

6. *Import Surveillance*

Conduct port-of-entry surveillance for 2 products for which fire safety standards are in effect. In 2003, CPSC field staff and the U.S. Customs Service prevented about 400,000 unsafe lighters, over 2,000 multi-purpose lighters, and over 1 million units of violative fireworks from entering the country.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003	2004
7. Conduct public information efforts/partnerships	Goal	6	5	6	7	7	5
	Actual	6	5	6	7	7	
8. Issue press releases and Web recall alerts	Goal	35	45	45	45 [#]	45 [#]	60 ^{#,**}
	Actual	57	48	53	88	72	
9. Produce video news releases	Goal	2	5	5	6 [#]	5 [#]	5 [#]
	Actual	7	8	5	8	7	
10. Respond to requests for publications	Goal	150,000	160,000	160,000	160,000	200,000	260,000
	Actual	451,500*	222,000	259,500	289,000	354,500	

*Includes a one time effort to distribute publications to state and local users. [#]These goals were changed to include all product hazards not just recalled products as in previous years. ^{**}This goal now includes Web recall alerts.

7. **Conduct 5 public information efforts, including at least 1 partnership with industry and/or a fire safety group.**

December Holiday Hazards

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

Fireworks

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

General Fire Hazards

Develop and conduct a major information and education campaign throughout the year to prevent fire hazards by such activities as issuing press releases, video news releases, and partnering with other agencies. Other initiatives that are part of the campaign include Field staff safety campaigns involving radio interviews, local press publications, presentations to state and local product safety groups and partnering with other injury prevention organizations, as appropriate.

One element of the campaign may include publicizing the results of a NIST study, sponsored by CPSC and others, that looks at the effectiveness of smoke alarms. This is the result of concerns that current smoke alarms may not awaken young children and older consumers. Another element will include a partnership with the Department of Homeland Security and UL, to participate in a hazardous extension cord campaign focusing on possibly dangerous extension cords with counterfeit UL labels. The campaign will include a press conference and video news release.

Halloween Hazards

Continue to remind consumers of the flammability hazards associated with costumes and other Halloween hazards. Issue a news release to continue warnings about the risk of fire associated with homemade children's costumes, jack-o-lanterns, and other Halloween decorations. Promote availability for television and radio interviews. Continue to conduct field Halloween safety campaigns in collaboration with key public officials and/or private agencies to warn about costume flammability when carrying candles and using matches and lighters. Provide similar information to elementary schools.

Lighters

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

Alert the public to fire-related hazards through:

- 8.** *Press Releases/Recall Alerts* Issue 60 press releases and web recall alerts to inform the public about products presenting a risk of fire-related death.

In 2003, we issued 72 press releases and 15 Web recall alerts on hazardous products such as laser printers, fire sprinklers, and riding lawn equipment.

9. *Video News Releases*

Produce 5 video news releases (VNRs) for products that present a fire hazard and 1 VNR for fireworks safety. In 2003, we produced a VNR on fireworks safety and 6 VNRs on hazardous products such as televisions and heaters. These VNRs reached a combined potential television viewing audience of 129 million.

10. *Publications*

Respond to consumer requests for a projected 260,000 checklists, booklets, and safety alerts warning about fire hazards. The number of publications does not include those downloaded from our web site. In 2003, we distributed publications addressing fire hazards; the most often requested were “Home Fire Safety Checklist,” and “Home Safety Checklist for Older Consumers.”



KEEPING FAMILIES SAFE FROM ELECTROCUTIONS

THE HAZARD

In 2000⁴, there were about 150 deaths from consumer product-related electrocutions. Over 8 percent of the deaths were to children under 15 years old. In 2002, there were an estimated 5,900 electric shock injuries. Total societal costs in the U.S. associated with consumer product-related electrocutions and electric shock were about \$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.

This was a former strategic goal, to reduce the rate of death from electrocutions. Past efforts have been successful and may continue to bear fruit, 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.

2004 ANNUAL ELECTROCUTION-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003	2004
1. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	2	2
	Actual	2	2	2	4	2	

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

1. Monitor or participate in 2 voluntary standards revisions.

Voluntary Standards

Monitor or participate in the modification of the National Electric Code and voluntary standards for products such as ground fault circuit interrupters (GFCIs).

⁴2000 is the latest year for which fatality data is available.

Compliance

Annual Goals		1999	2000	2001	2002	2003	2004
2. Pursue for recall or other corrective action	Goal	20	25	15	15	15	20*
	Actual	24	22	13	31	18	

*Estimate based on the most recent 5 years of data. The actual number of recalls, corrective actions, and standards monitored will depend on the mix of safety-related problems arising during the year.

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

2. *Recalls/Corrective Actions* Seek 20 recalls or other corrective actions for products that present a substantial risk of electrocution. In 2003, there were 20 voluntary corrective actions including 17 recalls involving about 806 thousand product units such as portable lights and power adapters.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003	2004
3. Conduct public information efforts/partnerships	Goal	1	1	1	1	2	2
	Actual	1	1	1	3	2	
4. Issue press releases and Web recall alerts	Goal	8	8	8	8 [#]	8 [#]	15 ^{#,**}
	Actual	13	11	9	25	21	
5. Produce video news releases	Goal	1	1	1	1 [#]	1 [#]	2 [#]
	Actual	1	2	1	1	3	
6. Respond to requests for publications	Goal	40,000	45,000	45,000	45,000	60,000	80,000
	Actual	88,000*	83,000	80,000	102,000	115,500	

*Includes a one time effort to distribute publications to state and local users. [#]These goals were changed to include all product hazards not just recalled products as in previous years. ^{**}This goal now includes Web recall alerts.

3. Conduct 2 public information efforts.

Electrical Safety

In 2004, we will publicize electrical safety by issuing a press release promoting National Electrical Safety Month. Field staff will continue to promote the use of GFCIs to prevent electrocution through such activities as radio interviews, local press publications, presentations to state and local product safety groups, and partnering with other injury prevention organizations, as appropriate.

Swimming Pools

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

required for pools. In 2004, Field staff will work with State Safety Inspectors to distribute CPSC informational literature to targeted audiences, including operators of public pools and owners of residential pools.

Alert the public to electrocution hazards through:

4. *Press Releases/Web Alerts* Issue 15 press releases for products presenting a risk of electrocution. In 2003, we issued 21 press releases and 5 Web recall alerts to warn the public of recalled products with a substantial risk of electrocution including portable lights and power adapters.
5. *Video News Releases* Produce 2 video news releases (VNR) for a product presenting a risk of electrocution. In 2003, we produced 3 VNRs on electrocution hazards that reached a total potential viewing audience of 26 million.
6. *Publications* Respond to consumer requests for an estimated 80,000 safety alerts, checklists and booklets. The number of publications does not include those downloaded from our Web site. In 2003, the most requested publications were “Home Safety Checklist for Older Consumers” and “Childproofing Your Home.”

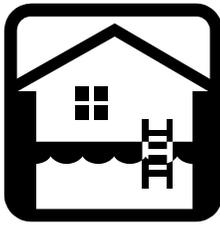
CHILDREN'S HAZARDS

INTRODUCTION

Hazards to children is our second largest activity. Our work on safety standards and compliance activities has reduced product-related hazards to children associated with baby walkers, bunk beds, infant cribs, infant swings, infant car seat/carriers, playpens, playground equipment, toys and bicycles. We have identified strangulation, suffocation and entrapment risks to infants in their sleep environments. CPSC actions also addressed child strangulation from window blind cords and clothing drawstrings. In 2003, we obtained 94 recalls for toys and children's products involving about 14 million product units. We conducted consumer information campaigns to warn the public about hazards to children.

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	2002 Actual		2003 Actual		2004 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Child Drownings	--	--	--	--	12	\$1,431
Other Children's Hazards	102	\$12,276	108	\$12,812	105	13,050
TOTAL	102	\$12,276	108	\$12,812	117	\$14,481

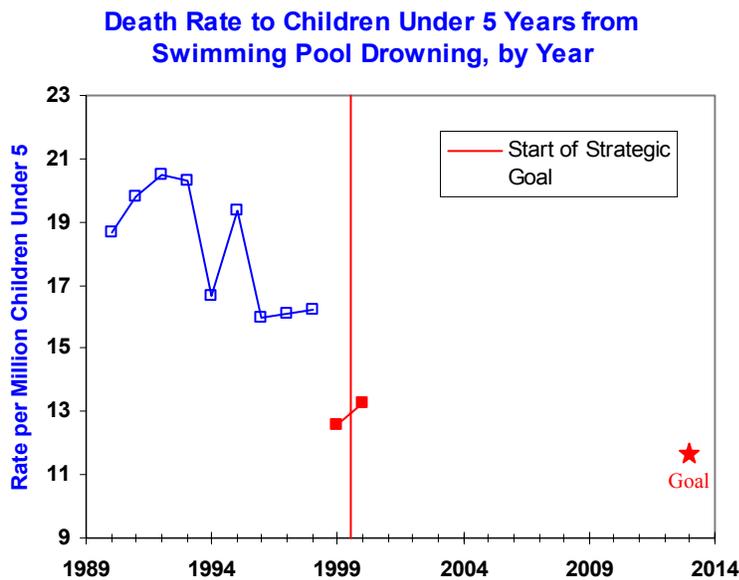


KEEPING CHILDREN SAFE FROM DROWNING

STRATEGIC GOAL: Reduce the rate of swimming pool and other at-home drownings of children under 5 years old by 10 percent from the 1999-2000 average by the year 2013.

THE HAZARD

Annually, an average of 248 children younger than 5 years of age drowned in swimming pools nationwide in 1999-2000.⁵ The total cost to the nation from child pool drownings and near-drownings is nearly \$1.9 billion. Near-drowning incidents may range from complete recovery to irreversible brain damage. Most of these cases involve residential pools. Drowning in swimming pools occurs not just when people are outside or using the pool, but also 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 (an average of about 167 reported deaths annually in 1999-2000) drown from other hazards around the home. Many of these deaths involve common household products, such as bathtubs, 5-gallon buckets, toilets, spas, hot tubs, and landscape ponds.

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.

⁵The discontinuity of rates between 1999, 2000 and earlier data shown in the graph above may be at least partially the result of a different method to determine the number of deaths in 1999 and 2000 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.

2004 ANNUAL DROWNING-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003	2004
1. Prepare candidates for rulemaking	Goal	**	**	**	1	1	1
	Actual	--	--	--	0	1	
2. Complete testing, data collection, hazard analysis, or technical review activities	Goal	**	**	**	0	2	3
	Actual	--	--	--	0	2	
3. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	2	5
	Actual	0	1	2	2	2	

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

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. The CPSC published an advance notice of proposed rulemaking (ANPR) in August 2001. In 2003, the staff briefed the Commission, discussing incident data, the status of the applicable voluntary standard, the staff's recommended bath seat requirements, a preliminary regulatory analysis, and public comments received on the ANPR. The staff received oral comments from the public on the same date. In 2004, staff will evaluate these comments and provide additional support as necessary as the Commission decides whether to continue rulemaking or take other action to address bath seat hazards.

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

Information Collection

In 2004, staff will conduct a literature review on topics related to pool and home drowning and will research pool barrier codes, laws, and regulations. This information will help staff to define relevant issues, identify gaps in current knowledge, establish priorities, develop methodologies for collecting further information, and solidify objectives in addressing this national problem. Data on child drowning deaths will also be updated to track progress toward the strategic goal. Future activity may include the development of plans, including site selection and investigative guidelines, for an in-depth epidemiological study of residential pool drownings and/or near-drownings to determine the circumstances involved.

*Regional Meetings**Children < 5 years**248 pool drowning deaths**167 other home drowning deaths*

As CPSC begins to develop strategies to reduce childhood drowning in residential swimming pools, it will be essential to involve outside parties. In 2004, staff will conduct a series of regional stakeholder meetings to obtain information and recommendations on how to address this problem. Invitees may include parents/caregivers, city and county code enforcement staff, injury prevention specialists, state/local health officials, fire department/emergency medical service officials, and legislative staff. Specific review areas may include: (1) review of local drowning and near-drowning data; (2) review and examination of regional/local pool barrier codes, laws, and regulations; (3) review and examination of viable pool barriers and their effectiveness; (4) education approaches for parents and caregivers on pool hazards and drowning prevention; and (5) networking approaches with local coalitions, code officials, and legislators to encourage the adoption of pool barrier recommendations.

Sensor Technology, Pool Areas

Unattended children can face a risk of injury or death from features such as swimming pools and landscaping ponds. Many child drownings could be prevented if the conditions leading to the hazard are detected and stopped before the child reaches the water. Emerging sensor technologies are highly sensitive to minute changes in physical movements, potentially allowing for early detection and warning. The intent of this project is to demonstrate the ability of a system to continuously monitor areas that can pose hazards to children, such as pool areas, and provide a warning when a child has entered those areas.

In 2004, staff will develop the engineering parameters that can be used to discriminate children from adults and determine the sensors that can exploit those factors with the greatest contrast. In 2005, we will design a prototype system using optical, acoustic, pressure-sensing, or other types of sensors to detect persons in the area of interest and to discriminate children from adults.

3. Monitor or participate in 5 voluntary standards revisions.*Voluntary Standards*

Staff will monitor or participate in the development of or revisions to safety standards for 5 products such as suction release devices, pool alarms, and pool flotation devices.

Compliance

Annual Goals		1999	2000	2001	2002	2003	2004
4. Pursue for recall or other corrective action	Goal	**	**	**	**	**	1
	Actual	1	0	0	2	1	
5. Monitor existing voluntary standard	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	0	

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

- 4. Recalls/Corrective Actions** 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 2003, there was 1 recall involving over 4,000 product units that presented a risk of drowning.
- 5. Voluntary Standards** Monitor 1 existing voluntary standard related to child drowning.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003	2004
6. Conduct public information efforts	Goal	**	**	**	**	1	2
	Actual	--	--	--	2	1	
7. Issue press releases and Web recall alerts	Goal	**	**	**	**	**	2 ^{#,##}
	Actual	--	0	0	5	4	
8. Produce video news release	Goal	**	**	**	**	**	2 [#]
	Actual	0	0	0	1	2	
9. Respond to requests for publications	Goal	**	**	**	**	**	95,000
	Actual	119,500*	94,000	97,500	107,500	123,500	

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

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

- 6. Public Information Effort** CPSC will develop and conduct two major information and education campaigns. These campaigns will include press releases and video news release broadcasts to inform about the hazards of drowning to children, including information on pool alarms, pool safety and in-home drowning hazards. Field staff will kick off their "April Pools Day" campaign to participate in injury prevention conferences and work with state/local groups in communities to promote the use of pool alarms that meet the new ASTM standard. Talking points will include swimming pool safety for toddlers 1-5 years old, pool safety for older children and families, and pool barriers.

- 7. *Press Releases/Recall Alerts*** Issue 2 press releases or Web recall alerts to inform the public about hazardous products presenting a risk of drowning. In 2003, we issued 4 press releases for products such as child swim trainers.
- 8. *Video News Releases*** Produce 2 video news releases (VNRs) on the risk of drowning. In 2003, we produced 2 VNRs that addressed child drowning prevention and reached a total potential viewing audience of 4 million.
- 9. *Publications*** Respond to consumer requests for a projected 95,000 checklists, booklets, and safety alerts warning about drowning hazards. In 2003, we distributed 123,500 publications relating to child drowning hazards. The most requested of these were “Childproofing Your Home” and “Water Safety Tips.”

KEEPING CHILDREN SAFE FROM OTHER HAZARDS

THE HAZARD

Non-drowning hazards to children are associated with a wide-range of consumer products. Examples include choking and suffocation hazards related to some children's toys; strangulation, suffocation and entrapment risks to infants in their sleep environments; strangulation from window blind cords and clothing drawstrings; and various hazards with infant products, such as highchairs and strollers.

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

2004 ANNUAL GOALS FOR OTHER CHILDREN'S HAZARDS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003	2004
1. Complete testing, data collection, hazard analysis, or technical review activities	Goal	1	3	4	8	2	6
	Actual	1	2	3	8	2	
2. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	28	27
	Actual	26	22	22	30	28	

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

1. Complete 6 testing, data collection, hazard analysis, or technical review activities.

Age Labeling by Developmental Age

Current practice for age recommendations in product standards and product labeling relies on ages expressed in numbers. Such numbers have an aura of exactness where none exists, given the variability of most children's development. Some children will achieve skills several months before another child. An alternative method of describing a child's development uses a brief description of what children can do, for instance, "can roll over unaided", "pull to stand", or "walk." These milestones will be reached at slightly different ages by children, but still provide a clear behavior caregivers will know and can be used to recommend specific product appropriateness. In 2004, staff will determine the categories of products that would benefit

from developmental stages as age recommendations and compile a reference list of relevant developmental milestones for use during standards development and for giving advice to manufacturers.

Bed Rails

14 deaths (1999 - 2000)

From 1990 to 2000, CPSC received reports of 14 young children, mostly younger than 2 years of age, who died with these products. Most became entrapped in a space between the bed rail and the mattress. 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 2002 and 2003 staff continued activities to develop appropriate performance requirements and the proposed rule. In 2004, staff will focus on the evaluation of test methods and new bed rail designs. Staff may also prepare a briefing package for Commission consideration as to whether to continue rulemaking.

Crib Slats

138 incidents

12 deaths

5 injuries

From January 1985 to September 1996, CPSC received reports of 138 incidents in which crib slats appeared to disengage from the side panels of cribs. When this occurs, children are at risk of becoming entrapped between the remaining slats or 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 (ANPR) 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. In 2004, staff plans to complete its evaluation of industry conformance to the revised voluntary standard and, as appropriate, prepare a briefing package for Commission consideration as to whether to continue rulemaking.

Indoor Play Surfacing

The purpose of this project is to develop information on the range of available surfacing for use under indoor play equipment at daycare centers, preschools, etc. CPSC staff receives calls from the public asking for advice on the type and amount of surfacing that is needed under the equipment. In 2004, staff will identify the range of currently available manufactured playground safety mats and test them according to the ASTM test method for playground surfaces.

This should provide a reasonably comprehensive summary of the types and protectiveness of surfacing product now on the market. Staff will develop consumer information and/or participate in voluntary standards activities related to playground surfacing in 2005, if appropriate.

*Playground Surfacing/
Long Bone Injuries*
60,000 injuries

Fractures are the most commonly reported playground-related injury and most of these involve the wrist, lower arm, and elbow. In 2004 and 2005, staff will continue efforts to address playground hazards, including addressing the frequency and severity of injuries to the lower arm. In 2004, staff will conduct a literature review to obtain information on the effects of various types of protective surfaces on long-bone injuries (e.g., fractures of the lower arm). If future studies are warranted, it is expected that they would involve a variety of technical disciplines at CPSC and include evaluation of the interactions among various loose-fill or "solid" protective surfaces and body mechanics that result in injury. Information developed as a result of this project may be used in support of playground equipment/surfacing voluntary standards activities and public information efforts.

*Public Playground Handbook
Revision*
227,000 injuries

The CPSC *Handbook for Public Playground Safety* is widely used by local governments, school districts, park commissions, and others and provides information on the safe design and layout of public playgrounds. Periodic revision of the handbook is needed to address new information that has implication for playground safety and playground design, such as updated injury hazard patterns, revisions to the ASTM voluntary standard for public playground equipment, and new federal guidelines governing access to playgrounds by disabled persons. In 2003, staff assessed the safety recommendations in the current public playground handbook and reviewed the differences between the handbook and ASTM standard. In 2004, staff will revise the handbook based on the 2003 staff assessment and any other recently published research having implications for playground safety.

2. Monitor or participate in 27 voluntary standards revisions.

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, toddler beds, recreational helmets, infant carriers, and strollers.

Compliance

Annual Goals		1999	2000	2001	2002	2003	2004
3. Pursue for recall or other corrective action	Goal	**	**	**	270	225	250*
	Actual	375	327	356	259	259	
4. Conduct import surveillance	Goal	**	**	**	**	1	1*
	Actual	--	1	1	1	1	
5. Monitor existing voluntary standards and/or conduct industry special programs	Goal	2	2	2	2	1	1*
	Actual	0	1	1	3	1	

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

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

- 3. *Recalls/Corrective Actions*** Obtain 250 recalls or other corrective actions on hazardous products that present a substantial risk of injury (other than head injuries) to children or violate CPSC's safety standards. We reduced the estimated number of child head-related recalls for 2003 and 2004 because there has been a significant reduction in the amount of support that the U.S. Customs Service is able to provide us since the September 11th attack. Customs notifies us of shipments of potentially hazardous consumer products at ports of entry and a reduction in this support will reduce the number of hazardous products we will be able to identify.

Recently, Customs and CPSC signed a revised Memorandum of Understanding that allows CPSC access to two major Customs databases and this access may help offset the reduced Customs support. In 2003, there were 259 voluntary corrective actions including 93 recalls that involved over 12 million product units. Recalls included products such as children's books, infant carriers, and baby walkers.
- 4. *Import Surveillance*** Conduct 1 port-of-entry surveillance for a toy or other children's product that presents a substantial risk of injury to children. In 2003, U.S. Customs detained about 60 shipments consisting of over 92,000 toys, mainly for violations of the small parts regulation.
- 5. *Voluntary Standards*** Continue monitoring distributor and retail activities involving sales of adult all-terrain vehicles (ATVs) to children and the ATV industry safety program.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003	2004
6. Conduct public information efforts	Goal	4	4	4	3	5	5
	Actual	4	4	4	3	4	
7. Issue press releases/Web alerts	Goal	**	**	**	**	**	70 ^{#,##}
	Actual	--	79	79	62	69	
8. Produce video news releases	Goal	**	**	**	**	**	6 [#]
	Actual	11	23	13	7	7	
9. Respond to requests for publications	Goal	**	**	**	**	**	840,000
	Actual	1,223,500*	842,000	902,000	896,000	852,000	

*Includes a one time effort to distribute publications to state and local users. **No goal established. –Data not available. [#]These goals were changed to include all product hazards not just recalled products as in previous years. ^{##}This goal now includes Web recall alerts.

6. Conduct 5 public information efforts.

Back-to-School Safety

As millions of children head back to school, CPSC will warn parents, teachers, and caregivers to look for hidden hazards to help prevent injuries and deaths to children. CPSC will again promote its *Back to School Safety Checklist*, which offers tips on making schools, childcare facilities and playgrounds safer. CPSC will issue a press release on back-to-school safety issues that includes tips to help keep children safe. Consumer Information Officers will conduct their annual ABC's of school safety efforts through media interviews and presentations to schools and daycare centers

Bicycle Safety

CPSC estimates that there are more than half-million consumers treated in hospital emergency rooms for bicycle-related injuries. Each year, about 900 consumers die in bicycle crashes. CPSC plans to continue to promote March as Brain Injury Awareness Month and May as Bicycle Safety Month. We will issue press releases giving safety tips and bring attention to the large amount of information about bicycle safety available on our Web site.

Holiday Toy Recall Roundup

Conduct a major information and education campaign, to include a press release and a video news release, on previously recalled children's products, especially toys, to warn gift givers of potential hazards. This event is held just before Thanksgiving, to allow consumers to be warned before the December gift-giving holidays. We will also warn consumers who purchased gifts for children earlier in the year to check with CPSC to be sure they haven't been recalled. Along with this warning, CPSC also is promoting the new Federal recall Web site, www.Recalls.gov. It is designed to give consumers easier access to all recall

announcements.

Playground Equipment

Issue a news release to promote the new Home Playground Equipment Handbook. Promote and distribute the new handbook for home playground equipment and continue to promote through a web site story suggestion to the media and distribute the existing handbook for public playground equipment. From 1990 to August 2000, there were reports of at least 90 deaths to children under the age of 15 involving home playground equipment. Almost three-fourths of the deaths in home locations resulted from hangings from ropes, cords, homemade rope swings, and other similar items.

Resale Round-Up

Conduct a major information and education campaign, to include a press conference, press release and a video news release, on previously recalled products, many of which pose threats to young children. This year's event will feature "hottest" products recalled by CPSC, and focus on the most dangerous products resold at thrift and consignment stores or at yard and garage sales. Partners will include National Safe Kids Campaign and the National Association of Resale and Thrift Shops (NARTS).

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

7. *Press Releases*

Issue 70 press releases, including web recall alerts, to alert the public to products presenting a risk of injury to children. In 2003, we issued 69 press releases and 14 Web recall alerts on hazardous products that included bottled water with sports caps, spray foam, and book sets.

8. *Video News Releases*

Produce 6 video news releases (VNRs) for products presenting a risk of injury to children. In 2003, we produced 7 VNRs related to other children's hazards with a total potential television viewing audience of 70 million.

9. *Publications*

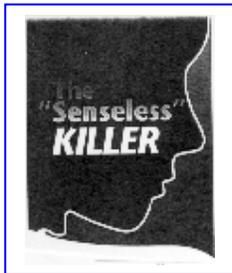
Respond to consumer requests for a projected 840,000 checklists, booklets, and safety alerts warning about injury hazards. The number of publications does not include those downloaded from our Web site. In 2003, the most often requested were "Childproofing Your Home" and "Childcare Safety Checklist."

CHEMICAL HAZARDS

INTRODUCTION

In this program, we address two chemical hazards: carbon monoxide poisonings (CO), 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	2002 Actual		2003 Actual		2004 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Carbon Monoxide Poisonings	15	\$1,691	12	\$1,563	15	\$1,796
Other	47	5,978	53	6,673	42	5,548
TOTAL	62	\$7,669	65	\$8,236	57	\$7,344



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 a "senseless" killer. Burning any fuel, such as gas, oil, wood, or coal produces this gas, so that any fuel-burning appliance is a potential CO source. At higher concentrations in the blood CO can cause cognitive impairment, loss of consciousness, coma, and death.

The latest available data show that in 1999 and 2000 an average of 124 people died from unintentional CO poisoning-related incidents, excluding incidents involving auto exhaust and fires, at a societal cost of approximately \$620 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

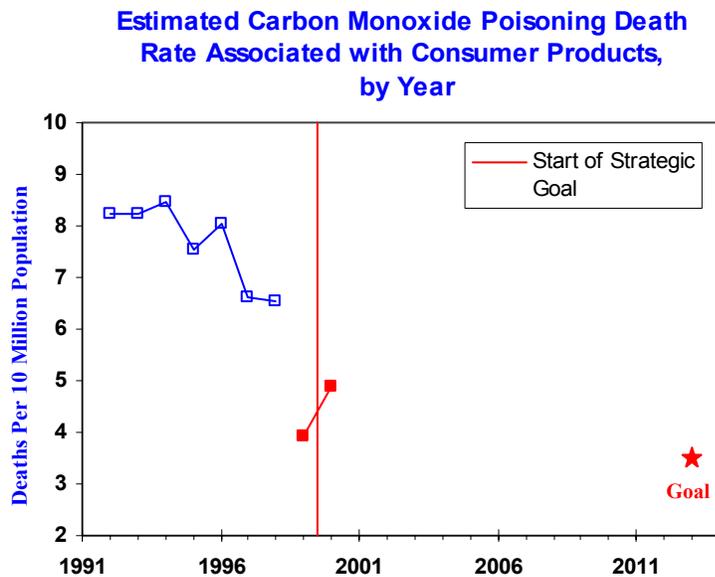
neurological effects can develop following severe poisonings, especially those involving prolonged unconsciousness. Prompt medical attention is important to reduce the risk of permanent damage.

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. Problems with chimneys, flues, or vents connected to fuel-burning products have also been mentioned in the fatal scenarios.

OUR PROGRESS

Under our previous Strategic Plans (1997 and 2000), we had a target to reduce the rate of CO poisoning deaths due to consumer products by 20 percent from 1994 to 2004. From 1994 to 1998, the death rate was reduced by 23 percent. To

further reduce the death rate, we decided to retain this as a strategic goal in our Strategic Plan with a target of 20 percent reduction from the 1999-2000 average by 2013.



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 1999-2000 was 124. The discontinuity of rates may be at least partially the result of a different method to estimate the number of deaths in 1999 and 2000 than was used in previous years.⁶

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.

⁶This 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.

2004 ANNUAL CARBON MONOXIDE-RELATED GOALS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003	2004
1. Prepare and present recommendations to voluntary standards/code organizations	Goal	2	2	1	**	3	3
	Actual	2	2	0	--	2	
2. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	4	3
	Actual	5	7	4	4	4	

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

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

CO Alarms

80 CO deaths (1999-2000 average)

In 1999-2000 there was an estimated yearly average of 124 CO deaths associated with consumer products. An estimated 80 of those deaths occurred in homes. Many of these fatalities might have been prevented by the use of CO alarms. It has been 10 years since the standard for CO alarms was developed. Based on testing and technology review, staff will make recommendations to the current UL standard, as warranted. This is a carryover activity from 2003.

Engine-Driven Tools

20 deaths

In 1999-2000, there were an average estimated 20 deaths per year associated with using generators and other engine-driven tools in confined spaces. Work done to date by CPSC and other government agencies (National Institute for Occupational Safety and Health, Centers for Disease Control and Prevention) indicates that better product warning language and development of engine control technologies are needed to reduce the CO poisoning hazard. Staff began product testing in 2003. In 2004, staff will continue tests and develop recommendations to the draft Underwriters Laboratories Inc. (UL) standard 2201 for "Portable Engine Generator Assemblies," as appropriate.

Vented Gas-Fired Appliances

59 deaths

In 1999-2000 there were an average of 59 CO-related deaths associated with gas-fired heating appliances. In 2002, staff began to examine sensor use in non-furnace heating appliances such as boilers, vented space heaters, and wall furnaces. Staff will continue to work to develop supportive data and examine relevant technologies to assist the voluntary standards committee in developing performance requirements to prevent the production of CO or shut the appliance off in response to the production of elevated levels of CO in the flue passageways. In 2004, staff will provide recommendations, if warranted, to require CO sensor

technology in vented gas-fired appliances.

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

Voluntary Standards

Monitor or participate in the development or modification of voluntary standards for products such as gas-fired appliances, CO alarms and engine driven tools.

Compliance

Annual Goals		1999	2000	2001	2002	2003	2004
3. Pursue for recall or other corrective action	Goal	4	2	2	2	2	2*
	Actual	0	2	6	11	2	
4. Monitor existing voluntary standard	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	0	

**No goal established. --Data not available. *Estimate based on the most recent 5 years of data. The actual number of recalls and other corrective actions will depend on the mix of safety-related problems arising during the year.

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

- Recalls/Corrective Actions* Obtain 2 recalls or other corrective actions for unregulated products that present a substantial risk of CO poisoning. In 2003, there were 2 corrective actions resulting in recalls involving almost 53,000 product units.
- Voluntary Standards* Monitor 1 existing voluntary standard related to carbon monoxide hazards.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003	2004
5. Conduct public information efforts/partnerships	Goal	2	2	2	1	3	3
	Actual	2	1	1	3	3	
6. Issue press releases/Web recall alerts	Goal	3	1	3	1 [#]	1 [#]	5 ^{#,###}
	Actual	1	0	3	8	6	
7. Produce video new release	Goal	**	**	**	**	**	1 [#]
	Actual	1	0	0	2	1	
8. Respond to requests for publications	Goal	50,000	50,000	50,000	50,000	50,000	65,000
	Actual	72,000*	53,000	66,500	84,500	97,000	

*Includes a one time effort to distribute publications to state and local users. [#]This goal was changed to include all hazardous products not just recalled products as in previous years. **No goal established. ^{###}This goal now includes Web recall alerts.

5. Conduct 3 public information effort and/or partnership with a trade association or safety advocacy group.

Heating Equipment

Most deaths from carbon monoxide poisoning occur in the winter months. In January, CPSC will warn of CO dangers from space heaters and fireplaces with a press release and video news release. CPSC had previous videos demonstrating smoke alarms, carbon monoxide alarms, using gasoline generators outdoors, and using charcoal grills outdoors.

Hurricane/Natural Disasters

Natural disasters (hurricanes, floods, power outages, earthquakes, tornadoes, ice storms) can create hazards. If electricity is out, people will resort to using gasoline generators, which can be a carbon monoxide hazard. CPSC will seek partners with other federal agencies and/or associations to respond quickly to get the word out about CO dangers when hurricanes and other natural disasters strike, by using techniques such as issuing press releases, video news releases, and targeting media in areas where disasters occur.

Furnace/CO Check-Up

CPSC will distribute a news release encouraging consumers to have their furnace and heating systems checked before cold weather arrives. As the home heating season approaches in the Fall, we will urge consumers to have a professional inspection of all fuel-burning appliances, including furnaces, stoves, fireplaces, clothes dryers and space heaters, to detect deadly carbon monoxide (CO) leaks.

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

6. *Press Releases*

Issue 5 press releases and web recall alerts for a product presenting a risk of CO poisoning. In 2003, we issued 6 press releases, warning consumers of hazards related to propane heaters and propane lanterns.

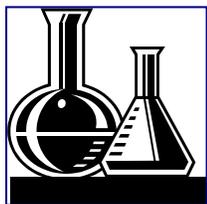
7. *Video News Release (VNR)*

Produce 1 VNR on the hazards of CO poisoning. In 2003, we produced 1 VNR related to CO poisoning hazards that reached a total potential television audience of 8 million viewers.

8. *Publications*

Respond to consumer requests for an estimated 65,000 checklists, booklets, and safety alerts warning about CO poisoning hazards. The number of publications does not include those downloaded from our Web site. In 2003, the

most often requested publications were “The Senseless Killer (CO)” and “Childproofing Your Home.”



POISON PREVENTION AND OTHER CHEMICAL HAZARDS

THE HAZARD

Each year, accidental ingestion of toxic household chemicals are associated with, on average, almost 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 and children's jewelry; recalled crayons 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.

Child poisonings was a former strategic goal area. It was a maintenance goal, to not increase the death rate of unintentional poisonings to children from hazardous household chemicals. Before 1974, an average of 200 children under the age of 5 years died each year from poisonings. Since the PPPA became law, deaths to children under 5 years of age have declined substantially. We will continue to work on this hazard, but it will no longer be a strategic goal.

2004 ANNUAL GOALS FOR POISON PREVENTION/OTHER CHEMICAL HAZARDS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003	2004
1. Prepare a notice of proposed rulemaking or a final rule	Goal	**	**	**	1	1	1
	Actual	2	2	1	1	0	
2. Complete testing, data collection, hazard analysis, or technical review activities	Goal	**	**	**	4	5	7
	Actual	--	--	--	3	5	
3. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	2	2
	Actual	1	1	2	1	2	

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

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

Rulemaking for Child-Resistant Packaging

In 2004, staff will prepare for Commission consideration, a notice of proposed rulemaking or a final rule for child-resistant packaging of at least 1 hazardous substance identified in 2003.

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

Arts and Crafts Materials/ Laboratory Chemicals

Many arts and crafts materials and laboratory chemicals may not be appropriate for use by school-age children. These materials may cause acute or chronic hazards such as respiratory irritation, dizziness, headaches, or eye and skin burns. In 2004, staff will complete work begun in 2003 to develop guidance documents on the relative hazards. These documents will then be disseminated. Partners will be sought to share in the costs of developing and printing the guidance documents.

CCA-Treated Wood

Staff will work with the Environmental Protection Agency on a mitigation study to examine various coatings (stains and sealants) and other products to determine whether they can be used to prevent the leaching of dislodgeable arsenic from CCA-treated wood.

Chronic Hazard Guidelines

The scientific information which provides the basis for health, environmental and safety regulations should reflect the most current state of the science. Work begun in 2003 will continue in 2004 on the systematic review of the CPSC chronic hazard guidelines, with appropriate revisions to address scientific advances and new risk assessment methods. In 2004, staff will develop guidance for using benchmark dose methodology to derive acceptable daily intake values and probabilistic risk assessment methodology.

Pediatric Poisoning Fatalities Update

Before 1974, an average of 200 children under the age of 5 years died each year from poisonings by unintentional ingestion of drugs and other hazardous household substances that are not in child-resistant packaging. Since 1970 when the Poison Prevention Packaging Act became law, these deaths have declined substantially to an average of about 28 deaths annually. In 2004, staff will update its annual estimates of pediatric poisoning fatalities.

Reproductive Hazards

Reproductive and developmental hazards are among the serious adverse health effects attributed to chemical exposures. In 2004, staff will review background documents on endocrine disruptors developed by the Interagency Coordinating Committee on the Validation of Alternative Methods.

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, perfluoro octanoyl sulfonates (PFOs) and related chemicals and phthalate substitutes, as needed. Staff will initiate reduction activities, as needed. Staff will perform one toxicity assessment and chemical review, preliminary exposure assessment, or risk assessment, as appropriate.

Toxicity Assessment for Child-Resistant Packaging

CPSC staff will continue to monitor ingestion databases and review chemical classes of products for the need for child-resistant packaging. In 2004, the staff will complete a toxicity assessment or technical review on one substance.

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

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

Compliance

Annual Goals		1999	2000	2001	2002	2003	2004
4. Pursue for recall or other corrective action	Goal	**	**	**	55	70	90*
	Actual	117	68	79	166	122	

*Estimate based on the most recent 5 years of data. The actual number of recalls and other corrective actions will depend on the mix of safety-related problems arising during the year. **No goal established.

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

4. *Recalls/Corrective Actions* Obtain 90 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 2003, there were 121 corrective actions including 12 recalls involving about 2.4 million product units presenting other chemical hazards such as necklaces with high levels of lead and flashlights with batteries that can leak.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003	2004
5. Conduct public information effort	Goal	1	1	1	1	1	1
	Actual	1	1	1	1	1	1
6. Issue press releases and Web recall alerts	Goal	**	**	**	**	5 [#]	6 ^{#,###}
	Actual	--	6	11	8	11	
7. Produce video news releases	Goal	**	**	**	**	1 [#]	1 [#]
	Actual	1	1	1	2	3	
8. Respond to requests for publications	Goal	**	**	**	**	255,000	300,000
	Actual	455,000*	357,500	356,000	350,000	311,000	

**No goal established. --Data not available. *Includes a one time effort to distribute publications to state and local users. [#]These goals were changed to include all hazardous products not just recalled products as in previous years. ^{###}This goal now includes Web recall alerts.

5. Conduct 1 public information effort/partnership.

Poison Prevention

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

6. *Press Releases*

Issue 6 press releases, including web recall alerts, to alert the public to products presenting a risk of other chemical hazards. In 2003, we issued 11 press releases and 2 Web recall alerts on hazards such as toy flashlights, infant girls' garments, and oil lamps.

7. *Video News Release*

Produce 1 video news release (VNR) on chemical hazards such as the unintentional poisonings to children. In 2003, we

produced 3 VNRs on other chemical hazards. There were nearly 31 million potential television viewings of these VNRs.

8. *Publications*

Respond to consumer requests for a projected 300,000 checklists, booklets, and safety alerts warning about other chemical hazards. The number of publications does not include those downloaded from our web site. In 2003, we distributed 164,500 publications; the most often requested publications were “Protect Your Family from Lead in Your Home” and “Locked-Up Poisons.”



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	2002 Actual		2003 Actual		2004 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Household and Recreation	48	\$5,396	45	\$5,595	46	\$5,609

THE HAZARD

CPSC activities made significant contributions to household and recreation safety. For example, we improved lawn mower safety by establishing a standard addressing blade contact. We estimate that the lawn mower standard saves about \$1 billion in societal costs annually. The agency also has been a leader in urging consumers to use safety gear when participating in recreational activities, such as biking, in-line skating, skiing, and scooter riding. In 2003, we obtained 82 voluntary recalls of about 11 million non-complying or hazardous product units that presented a household or recreation hazard.

2004 ANNUAL GOALS FOR HOUSEHOLD AND RECREATION HAZARDS

Safety Standards

Annual Goals		1999	2000	2001	2002	2003	2004
1. Present recommendations to voluntary standards or code organizations	Goal	**	**	**	**	3	2
	Actual	--	--	--	--	2	
2. Complete testing, data collection, hazard analysis, or technical review activities	Goal	**	**	**	2	2	3
	Actual	--	--	--	2	1	
3. Monitor or participate in voluntary standards revisions	Goal	**	**	**	**	11	14
	Actual	11	10	12	8	15	

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

1. Prepare and present 2 recommendations to voluntary standards or code organizations to strengthen or develop a voluntary standard.

Quick Release Mechanisms

CPSC has received reports of front wheels falling off bicycles. In some of these cases, problems with the quick release mechanism are mentioned. Quick release mechanisms are commonly found on bicycle wheels to make the wheel easy to remove. Children and other users with lower strength levels may have trouble properly tightening quick release mechanisms. Additionally, some mechanisms provide little feedback to the user on whether they are locked or not. For example, the lever of some mechanisms may be placed in the locked position although the proper tightness has not been achieved. Staff will examine incident data related to quick release mechanisms, especially those on bicycle front wheels, and develop recommendations for standards development or use criteria, if appropriate.

Rotating Weed Trimmers/ Brushcutters

In 2003, staff analyzed injury data and completed a report that noted a significant number of eye injuries. In 2004, staff will prepare draft recommendations to the ANSI voluntary standard committee and request that discussions begin for addressing these injuries in the voluntary standard.

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

Amusement Ride Data Update

This data is 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. 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.

Amusement Ride Restraint Systems

CPSC has reports of falls and injuries from mobile amusement rides because the restraint system failed to keep riders in place. Current standards do not take into account various body shapes and sizes and leave a significant portion of the population outside of the restraint specifications. Additionally, there is some indication that the restraints themselves may be creating injuries. In 2004, staff will examine incident data related to mobile amusement ride restraint failure and conduct a technical evaluation to assess if recommendations are appropriate for restraint system design and/or revisions to voluntary standards.

ATV Data Update

This data is 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.

3. Monitor or participate in 14 voluntary standards revisions.

Voluntary Standards

We will monitor or participate in the development or modification of voluntary standards for products such as ATVs, bicycles, chain saws, garage door and gate operators, mowers, table saws, gun locks, tree stands, trampolines, plastic gas tanks, and snow blowers.

Compliance

Annual Goals		1999	2000	2001	2002	2003	2004
4. Pursue for recall or other corrective action	Goal	**	**	**	30	45	80*
	Actual	46	53	91	136	83	
5. Monitor existing voluntary standards	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	0	

*Estimate based on the most recent 5 years of data. The actual number of recalls and other corrective actions will depend on the mix of safety-related problems arising during the year. **No goal established. --Data not available.

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

- 4. *Recalls/Corrective Actions*** Obtain 80 recalls or other corrective actions for violations of mandatory safety standards and for unregulated products that present substantial hazards. In 2003, there were 83 corrective actions including 82 voluntary recalls involving about 11 million product units.

5. *Voluntary Standards* Monitor 1 existing voluntary standard related to household or recreational hazards.

Consumer Information

Annual Goals		1999	2000	2001	2002	2003	2004
6. Conduct public information efforts	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	--	
7. Issue press releases/Web Recall alerts	Goal	**	**	**	20 [#]	20 [#]	50 ^{#,##}
	Actual	18	22	45	65	49	
8. Respond to requests for publications	Goal	**	**	**	30,000	30,000	30,000
	Actual	48,500*	32,000	34,000	32,500	46,000	

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

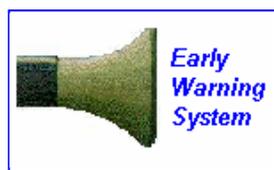
Alert the public to the hazards of household and recreation hazards through:

6. *Public Information Effort* CPSC will develop and conduct a major information and education campaign focusing on preventing injuries and deaths to both children and adults from All Terrain Vehicles (ATVs). Each year there are about 600 deaths and more than 100,000 injuries associated with ATVs. Almost 40 percent of these deaths and injuries are children under 16 years old. The campaign will include a press release and a video news release on ATV hazards, and promote safety tips to help reduce the number of deaths and injuries. The campaign will also focus efforts in states with the highest number of deaths and injuries.
7. *Press Releases/Recall Alerts* Issue 50 press releases, including Web recall alerts, to alert the public to products presenting a risk of a household or recreation hazard. In 2003, we issued 49 press releases and 17 Web recall alerts that addressed recalled products such as recliner chairs, slow cookers, and cordless drills/drivers.
8. *Publications* Respond to consumer requests for a projected 30,000 checklists, booklets, and safety alerts warning about household or recreation hazards. The number of publications does not include those downloaded from our Web site. In 2003, we distributed over 46,000 publications; the most requested publications were "Home Safety Checklist for Older Consumers" and "Keep Active... Safe at Any Age."

BUDGET PROGRAM: Identifying Product Hazards

The work in this program provides the information needed to assess product hazards, make risk-based decisions, and apply hazard reduction strategies. The program has two activities: Data Collection, our “early warning system”, and Emerging Hazards/Data Utility.

	2002 Actual		2003 Actual		2004 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Data Collection	79	\$9,691	85	\$10,299	67	\$8,586
Emerging Hazards/Data Utility	--	--	--	--	13	2,590
TOTAL	79	\$9,691	85	\$10,299	80	\$11,176



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 HIA work provides underlying support to all the Commission’s Results Act activities.

In 2004, we will seek to continue strengthening our data collection and analysis process. Past improvements include the purchase of annual data on poisonings to children, the update of our critical Injury Cost Model, and a study of the long-term costs of head injuries. A pilot study on enhancing fire data was successfully completed in 2002 with funding assistance from the Fire Administration; we have reallocated sufficient funds for 2004, but we have reallocated sufficient

funds for 2004, but we are seeking a permanent funding source to continue this effort.

ONGOING MEANS AND STRATEGIES

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

In 2004, NEISS will supply about 370,000 product-related cases from a sample of 99 hospitals. The hospitals transmit incident information electronically, and in some cases, the data are available within 24 hours after an incident. Several foreign governments have modeled their national injury data collection systems after the Commission's system.

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

In 2004, we estimate that \$324,000 is the funding shortfall necessary to meet increased operating costs of the NEISS system. Since 1998, we have seen increases in both the number of injury cases reported and the cost per case reported. We believe the increase in volume is in part attributable to the conversion of the program to include all-trauma injuries—hospitals now report all injuries and we believe we are getting more accurate reporting as a result. The number of cases reported since 1998 has increased by about 23 percent from 300,000 to 368,000 annually. Costs per case charged by the hospitals have increased 11 percent from \$3.22 to \$3.56 per case. In sum, we have seen an increase in costs of about one-third. We can no longer afford to absorb these costs without jeopardizing quality control of our most important data collection tool.

CPSC continues the collection of mortality data in 2004 with the purchase, review, and processing of about 8,700 death

certificates covering unintentional product-related deaths from all 50 states. Our Medical Examiner and Coroner Alert Project (MECAP) collects and reviews approximately 3,600 additional reports from participating medical examiners and coroners throughout the country. We will also collect and review about 7,000 news clips and 10,000 other reports of product-related injuries and deaths from consumers, lawyers, physicians, fire departments and others.

In 2004, we estimate that \$232,000 is needed to fund a system of collecting fire death and injury data. Reduction of fire deaths and injuries is a major effort by the agency and accurate data is critical. This initiative builds on a successful pilot conducted in 2002 designed in response to General Accounting Office criticism of the statistical deficiencies of the National Fire Incident Reporting System (NFIRS) operated by the U.S. Fire Administration (USFA). The new system involves collecting fire incident data from fire departments and death certificates with follow-up investigations of incidents. This approach has proven to be both effective and statistically valid. While the original work was funded in part by USFA, future funding must be secured by CPSC. Until such funding is received, we must reallocate funds from hazard reduction work to operate the new fire data system.

Data analysis in 2004. Staff conducts several types of studies each year, including special investigation studies, emerging hazard evaluations, and economic assessments. We conduct special studies to investigate injuries and deaths by gathering detailed causal information on selected incidents identified by our data collection sources. An investigation begins with careful review of all incoming reports to identify those most important for further study. These cases are followed-up with a telephone interview and continued, if appropriate, with an on-site investigation when information is needed on how specific types of injuries occurred. The resulting information shows the interaction among the victim, the product, and the environment and forms the basis for developing appropriate remedial strategies.

2004 ANNUAL GOALS

Hazard Identification and Data Collection Activities

Annual Goals		1999	2000	2001	2002	2003	2004
1. Evaluate, train and audit each hospital in the NEISS sample	Goal	**	**	**	100%	100%	100%
	Actual	100%	100%	95%	100%	100%	
2. Capture the product-related cases	Goal	**	**	**	90%	90%	90%
	Actual	93%	92%	93%	94%	94%	
3. Complete headquarters telephone investigations in less than 45 business days	Goal	**	**	**	85%	85%	85%
	Actual	87%	89%	98%	95%	99%	
4. Complete field telephone and onsite investigations in less than 45 business days	Goal	**	**	**	85%	85%	85%
	Actual	71%	85%	87%	89%	90%	
5. Sustain the number of onsite investigations	Goal	**	**	**	**	**	1,200
	Actual	1,021	1,285	1,223	1,327	1,334	
6. Sustain the number of incident reports collected from medical examiners and coroners	Goal	**	**	**	2,800	3,600	3,600
	Actual	2,920	3,108	3,880	4,165	3,774	
7. Sustain the number of incident reports collected from news clips	Goal	**	**	**	5,000	7,000	7,000
	Actual	5,191	5,444	6,942	7,101	8,131	

**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 will be instituted in any hospital missing significant numbers of reportable cases.

Identify and investigate product hazards in the field by:

3. *Telephone Investigations (Headquarters)*

Complete at least 85 percent of investigations in 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 85 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 on-site 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 investigations to support hazard identification and analysis activities.

IMPROVING 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 more information must be obtained in order to develop effective strategies to reduce deaths and injuries.

Each year CPSC collects incident data involving consumer products including 8,700 death certificates, about 370,000 hospital emergency room reports of injuries, 7,000 newsclips, and 10,000 other reports of incidents. 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 plans to develop and implement 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.

ONGOING MEANS AND STRATEGIES

CPSC plans to begin more systematic reviews of death and injury data and associated cost data. We plan to do this by product grouping (heating, cooking, ventilating equipment; general household appliances; children's products; home workshop tools, etc.) beginning in 2003. We anticipate reviewing one product grouping per quarter, four per year.

We also plan to conduct special studies in areas identified by the strategic planning process, data reviews or other staff activity. These studies could include analyses of nursery products, powered workshop and yard equipment, mechanical hazards to seniors, and head injuries to adults. 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 will also continue to screen all incoming data daily to identify products that may be associated with increasing numbers of injuries.

We will 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.

2004 ANNUAL GOALS

Data Utility

Annual Goals		1999	2000	2001	2002	2003	2004
1. Complete analysis of major product areas	Goal	**	**	**	**	2	4
	Actual	--	--	--	--		
2. Conduct special studies	Goal	**	**	**	**	**	1
	Actual	--	--	--	--		
3. Conduct special economic studies	Goal	**	**	**	**	**	10
	Actual	9	12	9	19	9	
4. Respond to petitions	Goal	**	**	**	**	**	3
	Actual	--	3	5	3	13	

**No goal established. --Data not available. *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. 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 2004, staff will complete analyses of injury, death, and cost data in 4 major product areas.

2. *Special Studies*

Staff will conduct at least one special study 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 10 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 2004, 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 2003, staff prepared briefing packages in response to petitions on snowmobile lighting, bicycle handlebars, and CCA-treated wood in playground equipment.

Quality and Management Goals

In support of our two core budget programs, Reducing Product 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 inform the public, provide industry service, and satisfy our customers. We established both long-term strategic goals and annual performance goals in each service quality area.

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.

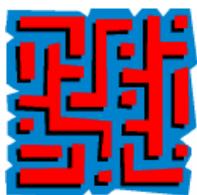
Data and Service Quality Goals

	2002 Estimate		2003 Estimate		2004 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Data Quality*	--	--	--	--	1	\$163
Industry Services	15	\$1,324	15	\$1,410	15	1,473
Customer Satisfaction	12	1,591	15	1,980	15	1,992
TOTAL	29	\$3,346	30	\$3,390	31	\$3,628

Note: These direct 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.

*New strategic goal in 2004. While the agency did work in this area in 2003, resource data is not available to reflect the 2003 work done on Data Quality.

IMPROVING DATA QUALITY



STRATEGIC GOAL: Improve the quality of CPSC's data through 2009 based on criteria such as accuracy, consistency, security, and completeness of CPSC's data.

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. Evaluation of other data systems could begin as early as 2005, depending on availability of resources.

2004 ANNUAL GOALS

Data Quality

Annual Goals		1999	2000	2001	2002	2003	2004
1. Conduct data quality planning activities	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	0	
2. Identify, develop, and implement activities for data quality improvement	Goal	**	**	**	**	**	2
	Actual	--	--	--	--	0	

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

1. Conduct data quality planning activities.

Assessment Plan

In 2004, staff plans to develop a data quality assessment plan that will detail the steps to assess the candidate database. These steps include: identifying database stakeholders, identifying success measures, developing and assessing baseline data, analyzing quality barriers, and identifying potential improvements. The plan will also document the resources required to perform these activities and the schedule for completion.

2. Identify, develop, and implement activities for data quality improvement.

Data Stakeholders

Once a candidate has been selected for data quality improvement, the data quality improvement team will be identified. This team will include the database owners, users and other stakeholders.

Success Measures

The information quality improvement team will first identify the problem that they are trying to solve, and then they will identify measures for data quality success specific to that problem. The problem will be stated in terms of its relationship to preventing accomplishment of CPSC objectives. Once the specific problem has been identified, the team will define expectations for success and the appropriate measures. These measures could include improvements in accuracy, consistency, completeness, timeliness, ease of use, or another fitness-of-use criterion.



INDUSTRY SERVICES

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

THE PROGRAM

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

We administer two programs to assist industry: the Fast-Track Product Recall (Fast-Track) and Small Business Ombudsman programs. Under the Fast-Track program, a firm that reports a hazardous product and recalls it quickly avoids an agency staff preliminary determination that their product presents a substantial risk of injury. Other advantages of this program for industry include reductions in paperwork, red tape, and legal expenses related to the recall of potentially defective products. For CPSC, advantages of this program include removing hazardous products from consumers and the marketplace more quickly. To date, over 800 firms have participated in the program, resulting in over 1,200 product recalls involving almost 140 million product units. The Fast-Track program has been cited as outstanding by both government and private organizations.

With the Small Business Ombudsman program, we help small businesses comply more easily with product safety guidelines and manufacture safer products. This program provides firms with a single point of contact that expedites a clearly understandable response from our technical staff. To date, we have helped about 2,300 small businesses that called 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.

2004 ANNUAL GOALS

Maintain the Timeliness of Response to Industry

Annual Goals		1999	2000	2001	2002	2003	2004
1. Initiate a recall within 20 days	Goal	80%	90%	90%	90%	90%	95%
	Actual	95%	94%	95%	95%	95%	
2. Respond to requests within 3 business days	Goal	80%	80%	80%	80%	80%	80%
	Actual	84%	81%	79%	99%	88%	

1. *Fast Track Timeliness* Complete a technical review and initiate a recall within 20 business 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 three business days 80 percent of the time.

Provide Information to Industry

Annual Goal		1999	2000	2001	2002	2003	2004
3. Develop guides	Goal	**	15	10	5	5	5
	Actual	--	15	10	5	7	

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

3. *Guides* In 2004, we will continue the effort begun in 2000 to develop brief guides or other guidance documents so that industry can quickly and easily understand how to comply with our regulations. We will develop 5 additional guides or other guidance documents 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 Business tab.



CONSUMER 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 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) 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 3,000 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.

2004 ANNUAL CUSTOMER SATISFACTION GOALS

CPSC Web Site

Annual Goals		1999	2000	2001	2002	2003	2004
1. CPSC Web site visits (in millions)	Goal	0.5	3.3	4.0	7.0	8.0	10.0
	Actual	2.0	3.7	6.3	7.9	9.2	

1. Web Site Visits

CPSC's Web site (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 9.2 million visits in 2003. In 2003, we redesigned our Web site based on customer feedback and an internal review. We will continue to monitor customer feedback to ensure that our Web site continues to meet the needs of our stakeholders. In 2004, we anticipate that we will have 10 million visitors to CPSC's Web site.

Hotline Services (1-800-638-2772)

Annual Goals		1999	2000	2001	2002	2003	2004
2. Respond to voicemail messages the next business day	Goal	**	85%	85%	85%	85%	85%
	Actual	90%*	92%	79%	86%	92%	
3. Process incident reports within 8 working hours	Goal	**	85%	85%	85%	85%	90%
	Actual	79%	96%	99%	100%	100%	
4. Maintain the number of e-mails processed	Goal	**	**	**	**	**	12,000
	Actual	9,300	9,300	12,200	15,500	12,000	
5. Develop a system to track and monitor email responses	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	--	

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

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. The performance measures include 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 2003, staff received about 2,700 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 2003, hotline staff processed 4,000 complaints about consumer products. These reports are used to support hazard identification and analysis activities. In 2004, staff will process product incident reports within 8 working hours 90 percent of the time.

4. *E-mail Inquiries*

Hotline staff responds to e-mail messages sent to info@cpsc.gov, which is available through our Web site. E-mails are forwarded to technical and legal staff, as appropriate, for response. We received about 12,000 e-mail inquiries from the public in 2003. In 2004, we will maintain the number of e-mails that are processed by hotline staff.

5. *E-mail Tracking System*

In our continuing effort to provide the public with important safety information quickly, we will develop a system to track and monitor e-mail responses.

National Injury Information Clearinghouse

Annual Goals		1999	2000	2001	2002	2003	2004
6. Mail incident information for verification to consumers within 2 business days	Goal	**	95%*	95%*	95%*	95%	95%
	Actual	100%	99%	100%	100%	98%	
7. Provide manufacturers with verified incidents and investigations within 48 business days	Goal	**	90%	90%	90%	90%	90%
	Actual	--	90%	--	79%	95%	
8. Provide responses to requests within 5 business days	Goal	**	95%	95%	95%	95%	95%
	Actual	94%	95%	97%	96%	97%	

--Data not available. *Goal was for consumer complaints reported through the hotline only; starting in 2003, we now include those reported from all sources.

6. *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 2004, staff will mail incident report verification information to consumers within 2 business days 95 percent of the time. In 2003, we sent about 11,000 reports to consumers for verification.

7. *Manufacturer Mailing*

The incidents from consumers and investigation reports from CPSC's field staff are sent to manufacturers whose products are named in these reports. Consumer verification information and manufacturer responses are made available to staff electronically for review. In 2004, 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 2003, we mailed about 9,900 reports to manufacturers.

8. *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 3,000 requests received on average each year are completed within five business days. In 2004, staff will provide responses to requests for information within 5 business days 95 percent of the time.

State Partners Program

Annual Goals		1999	2000	2001	2002	2003	2004
9. Conduct product safety activities	Goal	**	50	50	50	50	150
	Actual	50	82	140	140	287	
10. Conduct recall checks, inspections, and investigations to support CPSC priorities	Goal	**	**	**	900	900	740
	Actual	--	--	985	979	924	
11. Conduct Resale Round-Up seminars	Goal	**	**	**	**	**	30
	Actual	--	--	--	--	--	

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

9. *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 150 product safety activities including media events, congressional contacts, public information seminars and safety consultations.

10. *Assignments*

Conduct 740 State Partners recall checks, inspections, and in-depth injury investigations within 90 days of assignment. We reduced this target in 2004 due to a change in agency priorities.

11. *Resale Round-Up*

Develop and implement a Resale Round-Up program partnering with Safe Kids and the National Association of

Retail and Thrift Stores (NARTS) to conduct 30 safety seminars nationwide for thrift stores' management. The safety seminars are designed to create an environment where the secondary marketplace becomes more aware of dangerous consumer products and does not accept dangerous products; examines and screens for dangerous products identified from the CPSC Web site; and encourages removal and destruction of dangerous products that do not meet government safety standards and have reached its store shelves.

MANAGEMENT GOALS

	2002 Estimate		2003 Estimate		2004 Plan	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
President's Management Agenda	5	\$412	5	\$457	8	\$883

Note: These direct 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.



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.

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 organizational structure that is layered and 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.

Annual Goals		1999	2000	2001	2002	2003	2004
1. Develop a human capital scorecard	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	--	
2. Modify the SES appraisal system to include progress toward meeting Results Act goals and the President's Management Agenda	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	--	
3. Complete assessment to identify mission critical positions and develop competencies	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	--	
4. Develop a non-monetary awards program	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	--	
5. Maintain the recruitment process time	Goal	**	**	**	62	62	62
	Actual	72	62	65	61	51	
6. Conduct training for managers in human resource management	Goal	**	**	**	2	2	2
	Actual	0	2	0	2	2	
7. Conduct focus groups of new employees	Goal	**	**	**	2	2	2
	Actual	0	2	0	2	2	
8. Target recruitment efforts to organizations serving under-represented populations	Goal	**	**	**	10	10	10
	Actual	--	--	0	11	12	
9. Conduct training sessions for employees in EEO/AEP responsibilities	Goal	**	**	**	3	3	3
	Actual	2	4	0	4	8	
10. Accomplish initiatives to promote representation of Hispanics and individuals with disabilities	Goal	**	**	**	5	5	5
	Actual	--	--	0	6	7	
11. Develop a Training Plan	Goal	**	**	**	**	**	1
	Actual	--	--	--	--	--	
12. Identify and promote low/no cost training	Goal	**	**	**	1	1	1
	Actual	--	--	--	1	1	

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

1. Human Capital Scorecard

CPSC will complete research in 2003, develop in 2004, and implement a scorecard in 2005 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

Revise CPSC's the Senior Executive Service Performance System performance elements and standards in 2004 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 will identify mission critical positions and in 2004, develop competencies for those positions. In 2005, identify skill gaps and develop training plans to assure we

have well qualified individuals performing the strategic mission of the agency.

4. *Awards Program*

Expand the non-monetary award program in 2004. The program will create another method of rewarding and motivating employees when they contribute to the mission of the agency.

5. *Recruitment Time*

Maintain the recruitment process time, calculated as difference in the number of days between the recruitment request and candidate selection date. We calculated an average of 51 days for fiscal year 2003. This number is below the government average of 90 days and below our process time of 72 days for 1999.

6. *Recruitment Training*

Provide written information and conduct 2 training sessions for managers in the recruitment process. This information will include paperwork needed during the recruitment process, tips on networking to find the right candidate, interviewing techniques and job orientation. This will assist managers in recruiting and retaining highly qualified employees as quickly as possible.

7. *Focus Groups*

Conduct 2 focus groups for new employees to learn from their experiences during the recruitment and orientation process. With this information we can determine how to improve our processes.

8. *Target Recruitment*

Target 10 recruitment efforts to organizations serving under-represented populations. Continue to enhance the successful relations and efforts developed in 2003 and target 10 new recruitment efforts. Contacts will be made to organizations serving under-represented populations to include those Hispanic-Serving Institutions, Hispanic Association of Colleges and Universities (HACU), and community organizations for People with Disabilities.

9. *EEO/AEP Training*

Conduct 3 training sessions for employers in their EEO/AEP (Affirmative Employment Program) responsibilities. The training will build upon previous training on EEO laws and will enhance employees' knowledge of EEO program operating principles and regulations, as well as their responsibilities for ensuring a work environment free of discrimination and sexual harassment. The training materials will cover information/guidelines on Federal laws, rules and regulations relating to EEO, and identify elements necessary for a successful EEO program.

10. Initiatives

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

11. Training Plan

In 2004, The Director of Human Resources will develop and manage the agency's coordinated training plan to be implemented beginning in 2005. This multi-year plan will consist of benchmarks, such as defining and identifying core positions, designing training plans for the core positions; identifying common agency training needs, and establishing individual development plans.

12. Low cost/no cost Training

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

COMPETITIVE SOURCING**THE PROGRAM**

Some tasks Federal employees perform can be accomplished in the commercial marketplace. The President is promoting competition between public and private sources to achieve the goals of reduced costs and higher efficiency and effectiveness. The standards for success for "Getting to Green" under the President's Management Agenda for Competitive Sourcing are:

- Complete public-private or direct conversion competition on not less than 50 percent of the full-time equivalent employees listed on the approved FAIR Act inventories;
- Conduct competitions and direct conversions pursuant to an approved competition plan; and
- Compete commercial reimbursable support service arrangements between agencies and the private sector on a recurring basis.

The Commission has already been working to improve in this area. To meet the President's Management Competitive Sourcing goals, and to better meet the mission of the agency, CPSC has planned to complete the following goals in 2004:

Annual Goals		1999	2000	2001	2002	2003	2004
13. Review and revise the annual Fair Act Inventory as appropriate	Goal	**	**	**	**	1	1
	Actual	1	1	1	1		
14. Complete performance work statements and cost statements for 20% of the activities in the Fair Act Inventory	Goal	**	**	**	**	**	20%
	Actual	--	--	--	0%	0%	

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

13. FAIR Act Inventories

We published an inventory as required by the *Federal Activities Inventory Reform Act (FAIR) of 1998*. We reviewed all positions in the agency. We found that the majority of CPSC employees are engaged in the governmental public safety function of investigating product hazards and developing product standards. In addition, we already contract for many commercial services, as they are required in the course of CPSC investigations. Over the last several years CPSC has contracted out staff positions that performed mail and driver services, laborer services, and copy and library services. We have also converted our consumer hotline operation and much of our computer programming operation to a contract basis. A total of 33 FTEs are represented by these existing contractual services.

We determined that an additional 17 employees over and above the 33 that are already contracted out in different activities may be performing commercial activities under the definitions in the FAIR Act and OMB Circular A-76 (Revised). This represents 4 percent of the agency’s total 471 FTEs. In 2004, we will make a determination whether to retain in-house or contract out activity on at least 20 percent of the FTEs contained in the inventory by reviewing and revising the FAIR Act inventory.

14. Performance Statements

In 2004, we will complete performance work statements and cost statements for 20 percent of the activities in our FAIR Act inventory.

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:

Annual Goals		1999	2000	2001	2002	2003	2004
15. Monitor financial management systems that meet Federal requirements and standards (Letter of Assurance)	Goal	**	**	**	**	**	1
	Actual	--	--	1	1		
16. Implement a data warehouse capability	Goal	**	**	**	**	**	1
	Actual	--	--	--	--		
17. Reduce or maintain the number of business days after month-end to produce monthly financial reports	Goal	**	**	**	**	**	3
	Actual	5	5	5	5		
18. Implement a reconciliation tracking system	Goal	**	**	**	**	**	1
	Actual	--	--	--	--		

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

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 2004, CPSC will continue to monitor the system to ensure continued compliance with all applicable Federal regulations and standards. This will be documented under the staff annual letter 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 drill-down functionality from summary to detail level. In 2003, this capability will be pilot-tested by accounting and budget staff. In 2004, CPSC plans to train allowance holder staff in other CPSC offices and fully implement this warehouse capability, depending upon the availability of resources.

17. *Information Timeliness*

Currently we provide monthly financial reports throughout the agency by the 5th business day, on average, after the close of the month. By 2004, we will speed up this process and get the reports out by the 3rd business day. In 2004, we will begin pilot-testing electronic transmission of FFS reports with full implementation expected in 2005. This will eventually provide on-demand access to financial information.

18. *Data Accuracy*

The Budget Allowance Holder's Reconciliation System provides data for the Division of Financial Services and allowance holders for reconciliation with FFS. The division reviews this data to determine whether FFS is processing transactions as required. The reconciliation process provides adequate checks and reasonable assurance that FFS is accurately recording, classifying, and summarizing the financial position of the Commission. In 2003, we will develop and pilot test a tracking system for reconciliation to track inconsistencies and in 2004, this tracking system will be fully implemented to measure accuracy.

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. Identifying potential hazards and remedying them in a timely and cost-effective manner is only possible through information technology. In addition, the President has made "Expanding E-Government" integral to a five-part Management Agenda for making the government more focused on citizens and results. The primary goals under the President's Management Agenda for Expanding E-Government are to:

- 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 in the following manner to help us identify common approaches while maintaining a high level of service: Government-to-Citizen, Government-to-Business, Government-to-Government, and Government-to-Employees.

Annual Goals		1999	2000	2001	2002	2003	2004
19. Develop Internet applications allowing direct government-to-citizen access	Goal	**	**	**	**	**	1
	Actual	--	--	--	--		
20. Implement XML based applications to improve government-to-business communication	Goal	**	**	**	**	**	1
	Actual	--	--	--	--		
21. Develop and implement technologies to allow secure access and transfer of information government-to-government	Goal	**	**	**	**	**	1
	Actual	--	--	--	--		
22. Reduce the weaknesses identified in the 2001 GISRA audit to improve internal efficiency and effectiveness	Goal	**	**	**	**	**	2
	Actual	--	--	--	2	5	

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

19. Government-To-Citizen (G2C)

Government-to-citizen initiatives fulfill the vision of one-stop, on-line access 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, editorial, program, and policy data from CPSC through the Freedom of Information Act. The current process can be cumbersome for users, however. In 2004, we will implement an on-line FOIA request form for use by the public. Requests would be automatically entered into an FOIA request tracking system, which will facilitate easy access and retrieval by staff, enabling a quicker response time to customer requests.

20. 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 using the language of e-business, Extensible Markup Language (XML).

Sharing of information between governmental entities and businesses has been limited in the past partly because of a lack of common interfaces and protocols between different

processing and operating systems. XML is a method of structuring data that forms a common link between many disparate systems. XML helps to increase interoperability in cases where information between disparate systems is important and where interoperability requires an improved process. In 2004, we will implement one XML-based application to be used to communicate with business.

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

Government-to-government initiatives will enable sharing and integration of federal, state and local data to better leverage investments in IT systems and to provide better integration of key government operations. To realize the full potential of the Internet and other networks, we need to know that we can engage in electronic transactions with the same degree of trust we associate with paper-based transactions. A Public Key Infrastructure (PKI) ensures that sensitive electronic communications are private and protected from tampering. A PKI provides assurances of the identities of the participants and protects the legal integrity of those transactions. In 2004, we will implement one PKI initiative with another Federal agency.

22. *Internal Efficiency and Effectiveness (IEE)*

Internal Efficiency and Effectiveness initiatives bring commercial best practices to key government operations, particularly 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. In 2003 we will seek to reallocate funding, after safety program needs are met, to partially address five additional weaknesses. In 2004, we will address the remaining two weaknesses and complete those started in 2003.

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 in the Office of the Executive Director.

Annual Goals		1999	2000	2001	2002	2003	2004
23. Perform program evaluations	Goal	10	5	7	7	8	7
	Actual	10	4	5	4	8	

23. Program Evaluations

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

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

B. Reducing Children's Drowning

- 2004: 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: Program evaluation of CO poisoning deaths

2004: Tracking of CO deaths

D. Assessments by Industry

2001: Fast-Track, Ombudsman

2004: Fast-Track, Ombudsman

E. Customer Satisfaction

2002: Hotline, Clearinghouse, State Partners

Table A
Schedule of Evaluations

Strategic Goals	Issues	General Scope	Procedures	
			Method	Time
Hazards 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
Customer/Industry Services 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
Critical Management 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 Electronic Injury Surveillance System (NEISS), National Fire Incident Reporting System (NFIRS), National Center for Health Statistics (NCHS).

VERIFICATION AND VALIDATION

This section describes the means by which we will verify and validate the results of our annual performance measurement. Each annual goal was set by targeting or projecting a number of activities to be completed 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 Web recall alerts by hazard area.*

Performance measures: Number of press releases and Web 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 Web recall alerts are available on our Web site.

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

*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, (\$3.6 billion in 1998), 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 plan.

A. Processes

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

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

These activities are supported by our work in these areas:

- Identification and analysis of hazards

B. Capital Assets / Capital Programming

We have two major recurring capital asset acquisitions planned but currently unfunded 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. We have identified IT initiatives totaling about \$2 million that are proposed for future funding (These are reviewed in our IT Status Report).

We have also identified a need for funding to begin implementing a redevelopment plan for our laboratory. CPSC's laboratory provides critical support to our compliance investigations and safety standards activities. Although the Commission and GSA have made modest investments in the physical facilities and equipment at the laboratory over the past 25 years, these investments have made only slight modifications to the existing structures, which were originally designed for military use. GSA and we believe that redeveloping the site can make significant

productivity and efficiency gains. For example, we can make much better use of the limited available space by relocating and consolidating specialized laboratory and office sites.

We expect the final plan to require a multi-year investment of at least several million dollars. It is our understanding that GSA will fund existing facility renovations and code upgrades needed, and CPSC would be responsible for new testing spaces to be constructed and for outfitting the revised laboratory facilities. The National Capital Planning Commission has recently approved the master site plan. Final costs are dependent on the subsequent pricing of the project by GSA and final agreement between CPSC and GSA. Construction could begin by late 2003 if funding has been arranged.

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

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

D. Accountability

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

E. Resource Allocation to Accomplish Annual Goals

For 2004, the funding request for the agency is \$59.6 million with a staff level of 471 Full Time Equivalents (FTEs) nationwide. All of the annual goals outlined in this document assume that the \$59.6 million or equivalent purchasing power will be available for 2004. We may need to adjust the annual goals to reflect the actual level of funding and staff made available to the agency, particularly if our current service funding needs are not met

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

Allocation Methodology. Resources in the Annual Performance Plan are allocated between our two budget programs, “Reducing Product Hazards to Children and Families,” and “Identifying 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.
- Proportionately distributing indirect costs, such as administration, space rent, etc., to the strategic goals for each program.
- Estimating direct costs for those strategic goal activities that were not classified by hazard in the budget, such as customer and industry service activities. These costs are a subset of the hazard programs and are shown for information purposes only.

2004 VOLUNTARY STANDARDS DETAIL

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

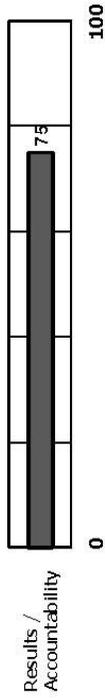
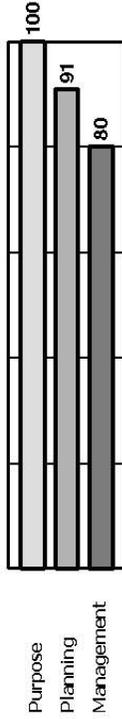
	44 Playground Surfacing
	45 Play Yards
	46 Shopping Cars
	47 Strollers
	48 Toy Safety
Poison Prevention	49 Child Resistant Packaging
	50 Gasoline Containers (Child-Resistant)
Carbon Monoxide	51 Alarms, CO
	52 Engine Driven Tools
	53 Gas-Fired Appliances, CO Sensors
Household and Recreation	54 All-Terrain Vehicles
	55 Bicycles, Structural Integrity
	56 Chain Saws
	57 Garage Door and Gate Operators
	58 Gasoline Tanks, Plastic
	59 Gun Locks
	60 Mowers, Ride-on
	61 Mowers, Non-Ride-on
	62 Non-powder guns
	63 Saws, Table
	64 Snow Blowers
	65 Tree Stands
	66 Trampolines
	67 Weed Trimmers and Brushcutters

2002-2004 VOLUNTARY AND MANDATORY STANDARDS SUMMARY

	<u>2002</u> <u>Actual</u>	<u>2003</u> <u>Plan</u>	<u>2004</u> <u>Plan</u>
VOLUNTARY STANDARDS UNDER DEVELOPMENT:			
Fire/Electrocution Hazards	19	19	16
Children’s Hazards.....	32	29	32
Child Poisoning/Chemical Hazards	5	6	5
Household/Recreation Hazards.....	<u>8</u>	<u>11</u>	<u>14</u>
Total Voluntary Standards	64	65	67
MANDATORY STANDARDS UNDER DEVELOPMENT:			
Fire/Electrocution Hazards	3	3	3
Children’s Hazards.....	4	3	3
Child Poisoning/Chemical Hazards	2	2	1
Household/Recreation Hazards.....	<u>0</u>	<u>0</u>	<u>0</u>
Total Mandatory Standards.....	9	8	7

Program: Consumer Product Safety Commission

Agency: Consumer Product Safety Commission
Bureau: Consumer Product Safety Commission



- Results Achieved
- Results Not Demonstrated
- Measures Adequate
- New Measures Needed

Rating: Results Not Demonstrated

Program Type: Regulatory

Program Summary:

CPSC works to reduce the unreasonable risk of injuries and deaths associated with consumer products through voluntary and mandatory safety standards, compliance with those standards, consumer information, and cooperative, voluntary efforts with manufacturers.

The assessment found that despite overall strong performance, CPSC does not demonstrate results due to a lack of long-term outcome goals. Additional findings include:

1. CPSC has a clear and unique Federal role.
2. CPSC has addressed its data problems by developing new methodologies and procedures for data collection. This will enable the agency to adjust its strategic goals.
3. CPSC's annual performance goals are discrete, quantifiable, and measurable, and directly support the agency's mission.
4. CPSC currently conducts cost-benefit analyses for all of its regulations substantive regulations except Poison Prevention Packaging Act (PPPA) regulations and those regulations directed by Congress that waive the statutory requirements for cost-benefit analysis.
5. CPSC routinely uses performance data to recommend program improvements.
6. CPSC has shown positive trends in meeting its long term goals in the past, however, current targets are set below already achieved levels and are not ambitious.
7. CPSC does a limited review of its current regulations to ensure consistency among all regulations in accomplishing program goals.

To address these findings, the agency will:

1. Develop more ambitious long-term strategic goals. (CPSC is now revising its strategic plan and setting new targets.)
2. Review the conduct of cost-benefit analyses on PPPA regulations to ensure that these regulations are conducted in a more comprehensive, consistent and thorough manner, and propose legislative change when appropriate.
3. Develop a plan to systematically review its current regulations to ensure consistency among all regulations in accomplishing program goals.

(For more information on this program, please see the Other Agencies chapter in the Budget volume.)

Program Funding Level (in millions of dollars)

2002 Actual	2003 Estimate	2004 Estimate
55	57	60

Key Performance Measures	Year	Target	Actual
Long-term Measure: The rate of death in the U.S. from fire related causes (measured per million people) (New targets will be developed by March 2003)	1995	10.3	11.4
	1997	10.3	10.3
	1999	10.3	9.8
Long-term Measure: The rate of death in the U.S. from electrocutions (measured per 10 million people) (New targets will be developed by March 2003)	1994	7.1	8.8
	1996	7.1	7.2
	1998	7.1	7.4
Annual Measure: Recalls initiated within 20 days under the Fast Track Product Recall program (New targets will be developed by March 2003)	1999	80%	95%
	2000	90%	94%
	2001	90%	95%

PART Recommendations and Status

PART Recommendation 1

Recommendation 1: Develop more ambitious long-term goals	Completed Date 9/30/03	On Track? Completed	Comments on Status: Strategic Plan developed with ambitious goals
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OMB Recommendation: *"Develop more ambitious long-term strategic goals. (CPSC is now revising its strategic plan and setting new targets.)"*

Background. Under our first strategic plan in 1997, CPSC set 10-year strategic goals to reduce fire-related deaths, electrocutions, and carbon monoxide (CO) poisoning deaths, as well as other hazards. Targets for reductions were based on 1994 or 1995 data, the latest years for which data was available in 1997. By 2000, we had exceeded the targets for these three hazard reduction strategic goals. The agency, however, chose not to adjust targets for the strategic goals because there had been major changes in the way injury and death data were collected or classified and staff believed new baseline data was needed.

Progress. Our new strategic plan was finalized and sent to OMB. In this plan we set ambitious strategic goals. Staff experts met in hazard teams and developed goal candidates based on selection criteria that included the frequency and severity of product-related injuries, the addressability of the hazard, and the vulnerability of the population at risk. Staff recommended targets for each goal candidate based on their knowledge of the hazard, products likely to be targeted for injury reduction, and the extent to which remedial action could address the hazard.

This process resulted in three hazard reduction strategic goals: reducing fire-related deaths, reducing CO poisoning deaths and preventing child-related drownings. Strategic goals for fire and CO poisonings are carry-over goals from the first strategic plan. We increased the target for reducing fire-related deaths to 20 percent from 1998 to 2013 from the previous goal of 10 percent from 1995 to 2005. We retained the target of 20 percent for reducing carbon monoxide poisonings because new data shows that the total number of deaths is smaller (180 in 1998 and an average of 124 deaths for 1999-2000). We believe it will be more difficult to achieve the 20 percent reduction with a smaller universe. The strategic goal for child drownings is new and the target set based on current knowledge of the hazard.

PART Recommendation 2

Recommendation 2: Review the conduct of cost-benefit analyses on PPPA regulations....	Completion Date: 10/30/05	On Track? Y	Comments on Status: Pilot Study in development
Next Milestone: First cost benefit study completed.	Next Milestone Date: 04/01/04	Lead Org: Hazard Identification and Reduction	Lead Official: Assistant Executive Director

OMB Recommendation: *"Review the conduct of cost-benefit analyses on PPPA regulations to ensure that these regulations are conducted in a more comprehensive, consistent, and thorough manner, and propose legislative change when appropriate."*

Background: CPSC conducts cost-benefit analyses for all of its substantive regulations except for Poison Prevention Packaging Act (PPPA) regulations and regulations directed by Congress that waive the statutory requirements for cost-benefit analysis. The Act does not explicitly require the Commission to compare the costs and benefits of a rule, nor is it explicitly precluded. In the past, the Commission made decisions on rules based on several findings required by the Act (see sec 3, 15 USC 1472 of the PPPA) including the reasonableness of the proposed rule. Thus staff has not performed cost-benefit analyses of the type that are developed for products regulated under the FHSA, CPSA or FFA.

Progress: To address OMB's recommendation and explore legal requirements, we will conduct "pilot" cost benefit analyses for the next several proposed PPPA briefing packages. To-date, staff has completed a draft cost-benefit analysis for hydroxides (found in some cleaning products and cosmetics such as hair relaxers, depilatories and cuticle removers) that is currently in internal review. Other candidates will also be identified in 2004.

Conducting a pilot is important. Because cost benefit analysis has not been performed in PPPA projects in the past, staff needs to evaluate the adequacy of existing data sources and determine what additional resources may be needed. After the pilot is completed, staff will provide recommendations for consideration by the Commission. The Commission will decide whether to use cost-benefit analysis as information for decision-making, require it for its decisions, or consider other alternatives as appropriate. If the Commission decides to require cost-benefit analysis for PPPA decisions, legislation revising the original Act will then be proposed.

PART Recommendation 3

Recommendation 3: Develop a plan to systematically review its current regulations	Completion Date 8/30/04	On Track? Y	Comments on Status: Inventory of substantive rules identified.
Next Milestone: Begin pilot study.	Next Milestone Date: 10/01/04	Lead Org: Hazard Identification and Reduction	Lead Official: Assistant Executive Director

OMB Recommendation: *"Develop a plan to systematically review its current regulations to ensure consistency among all regulations in accomplishing program goals."*

Background. In the detailed section of its PART analysis, OMB agreed that we systematically review our current regulations but recommended that a more formal procedure be established. In the past, CPSC used a number of different methods to review mandatory and voluntary standards to assure they are necessary. During the course of these reviews, if staff found evidence that supported the need to revise a specific regulation, staff initiated action. For example, a detailed review of the Commission's regulation on the flammability of clothing textiles showed that the procedures and test equipment specified in the standard had become outdated. These outdated procedures had resulted in confusion by industry and other affected parties in how to apply the standard's requirements. As a result of the review, staff sent a briefing package to the Commission that recommended the publication of an advance notice of proposed rulemaking to update the standard to reflect current technologies and practices.

Progress. We formed a task force comprised of staff from the offices of the General Counsel, Directorate for Economic Analysis, Compliance, Budget, Planning and the Inspector General with the goal of implementing a more formal systematic review. In this initial planning phase, the task force updated CPSC's inventory of rules. The inventory was further refined by identifying those rules that staff considered substantive and will be used to select the rules for systematic review. The task force also decided to conduct a pilot study beginning in FY 2004 to review one rule from each statute (with the exception of the Refrigerator Safety Act). The pilot will allow us to assess the extent of the resources needed and identify any procedures that will expedite the process. At the end of the pilot, we expect to identify a more systematic approach to reviewing CPSC rules that, given our limited resources, will not disrupt critical hazard reduction work.

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