

2000 ANNUAL PERFORMANCE REPORT



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

**Saving Lives and Keeping
Families Safe**

March 2001

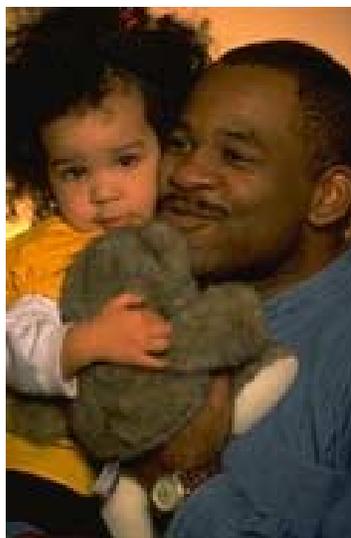


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Inside the U.S. Consumer Product Safety Commission

Our Mission

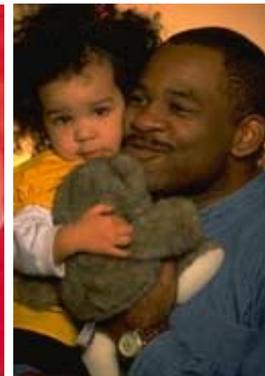
CPSC is responsible for protecting the American public from unreasonable risks of injury and death from about 15,000 types of consumer products.

What We Do

- ◆ Save the nation over \$10 billion annually in health care, property damage, and other societal costs through our work on hazards, such as children's head injuries, child poisonings, fire, carbon monoxide poisonings and electrocutions.
- ◆ Complete about 300 cooperative recalls of defective products annually. In 2000, these recalls involved over 90 million product units.
- ◆ Work cooperatively with industry and voluntary standards groups to develop safety standards. Since 1994, we assisted in developing 118 voluntary safety standards while issuing only 23 mandatory rules – over a five to one ratio of voluntary to mandatory safety standards.
- ◆ Provide the public with easy access to information about product hazards and the ability to contact us through our award-winning Hotline and web site. In 2000, we had over 3.7 million visits to our web site and about 200,000 calls to our Hotline.

Did You Know?

- ★ Unintentional injuries are the leading cause of death for Americans under the age of 35 and are the fifth leading cause of death in the nation.
- ★ As a result of product-related injuries, children under five are most likely to require emergency room treatment and the elderly are most likely to die.
- ★ Each year, there are an average of over 22,000 deaths and over 29 million injuries associated with consumer products under the Commission's jurisdiction.
- ★ These injuries and deaths cost the American public over \$500 billion annually.



OVERVIEW OF THE STRATEGIC PLAN FOR THE U.S. CONSUMER PRODUCT SAFETY COMMISSION (CPSC)

CPSC's Mission: To reduce unreasonable risks of injury and death from consumer products and to assist consumers in evaluating the comparative safety of consumer products.

CPSC's Vision: A marketplace where consumer products are as free as reasonably possible from defects and hidden hazards; product designs minimize the potential for failure and human error; there is routine use of early warning and protection systems; state-of-the-art information technology rapidly identifies potentially hazardous products; and world safety standards are modeled on the often higher standards of the United States.

STRATEGIC GOALS¹

Reduce Product-Related Injuries and Deaths (10-year goals)

- Reduce the product-related head injury rate to children by 10 percent.
- Prevent any increase in the death rate to children under 5 years from unintentional poisoning by drugs or hazardous household substances.
- Reduce the fire-related death rate by 10 percent.
- Reduce the carbon monoxide poisoning death rate by 20 percent.
- Reduce the electrocution death rate by 20 percent.

Provide Quality Services to the American Public (3-year goals)

- Increase the number of visits to CPSC's web site.
- Maintain the reach of the *Consumer Product Safety Review*.
- Maintain the capability to respond to Hotline calls.

Maintain High Levels of Customer Satisfaction with CPSC Services (3-year goals)

- Attain 85 percent success with the timeliness and usefulness of the Fast-Track Product Recall program and 80 percent success with the timeliness and usefulness of the Small Business Ombudsman program.
- Maintain consumer satisfaction with the Hotline, Clearinghouse, and CPSC's State Partnership program at 90 percent or better.

¹The 2000 Annual Performance Plan and Report are based on our first Strategic Plan (Sep 1999).

2000 Performance



Report Summary

- We met or exceeded almost all 2000 Performance Plan goals.
- There are no changes in long-range hazard reduction trends to note at this time based on available information.
- In successful pursuit of the 2000 plan, we made these safety advances:
 - Worked to develop or improve eight voluntary national safety standards on products such as recreational helmets, candles, and camping heaters;
 - Initiated and obtained 104 voluntary recalls with industry of potentially hazardous products contributing to injury and death reductions set forth in the strategic goals. These recalls involved about 13 million product units. We also identified and corrected 484 violations that failed mandatory safety standards, and of these, obtained 38 recalls of 1.8 million product units. We informed the public of recalled products through about 84 press releases, 17 video news releases, appearances on network TV morning shows by the Chairman, and through CPSC's consumer Hotline, web site, and National Injury Information Clearinghouse; and
 - Completed several important studies to examine different product-related hazards, including those that evaluated the effectiveness of the cigarette lighter standard requiring child-resistant features, tracked the significant increase in injuries associated with unpowered scooters, determined the extent to which thrift stores sell hazardous consumer products, and continued to study fire hazards related to upholstered furniture.
- We continue to inform the public through CPSC's communication network. Since 1997, the web site has had a 1,720 percent increase in visits and the readership of CPSC's quarterly publication, the *Consumer Product Safety Review*, has increased by 354 percent. We also had 200,000 callers to the Hotline in 2000.
- We continue to assist industry in complying more quickly with CPSC's regulations through two successful programs: the Fast Track Product Recall Program and Small Business Ombudsman Program. We maintained the timely response to industry and developed brief guides for 15 CPSC regulations so that industry can quickly and easily understand how to comply.
- We continued to disseminate safety information while maintaining high customer service standards through CPSC's Hotline, Clearinghouse and State Partners Program.

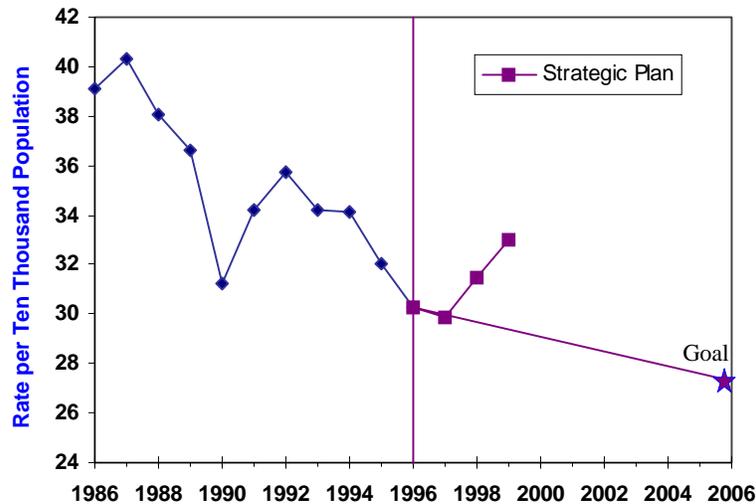
I. 2000 Performance Report by Strategic Goal



KEEPING CHILDREN SAFE FROM HEAD INJURIES

STRATEGIC GOAL: The rate of head injury to children under 15 years old will be reduced by 10 percent from 1996 to 2006.

Head Injury Rates, Children Under 15
71 Selected Products, by Year



Data Source: CPSC National Electronic Injury Surveillance System, 1999; U.S. Census Bureau population projections, August 2000.

THE HAZARD

Head injury is a leading cause of death and disability to children in the United States. Almost 500 children under 15 years old die each year from head injury trauma related to consumer products. In 1999¹ alone, there were an estimated 670,000 product-related head injuries to children under 15 years old that were treated in hospital emergency rooms, or about 56 percent of all head injuries. Studies have shown that children have a higher risk of head injury than adults do and that children's head injuries are often more severe than many other injuries and can have life-altering consequences.

In 1999, about 36 percent of the head injuries to children

¹Estimates for 2000 are not available because the data is not yet complete.

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

OUR PROGRESS

Head injuries to children under 15 years of age increased in 1999. Many of the largest contributors to these injuries were sports-related activities including bicycles (48,000); swings and swing sets (16,000); and baseball and softball (15,000). While we have been successful in reducing head injuries to children for some products (e.g., baby walker-related injuries, most from falls down stairs, showed a 67 percent reduction since 1992), we continue to be concerned about the toll that head injuries take on children. We suspect that increased participation in sports-related activities may, in part, account for increased numbers of injuries for some of the sports-related activities. Participation data is not currently available for young children and is expensive and difficult to collect. We are initiating additional work to learn more about the causes of bicycle-related head injuries to children. We are re-evaluating CPSC's role in reducing these injuries.

ANNUAL HEAD INJURY-RELATED GOALS FOR 2000

A. Safety Standards/ Hazard Assessment and Reduction	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
A-1. Prepare and send recommendations to voluntary standards organizations	5	6	6	2	2
A-2. Complete testing/data collection/hazard analysis activities	6	1	1	3*	2

*The completion of one project, Child Restraint Systems, was deferred until 2001.

A-1. Prepare and send recommendations to voluntary standards organizations to strengthen or develop two voluntary safety standards.

Recreational Helmets

9,900 skiing/snowboarding related injuries that could be addressed by the use of helmets (1999)

Develop a voluntary standards proposal for a helmet that could be used for one recreational activity such as skiing to prevent head injuries from falls.

Done: CPSC staff recommendations to ASTM resulted in proposed revisions to various ASTM headgear standards,

including bike helmets. Staff recommendations to ASTM resulted in proposed, new standards that were approved as final standards in FY 2000, including ski helmets.²

TV and TV Carts

4,300 injuries to children under 10 years (1999)



In cooperation with Underwriters Laboratories and ASTM, develop stability requirements for TVs and TV carts and stands to address head injuries and other injuries associated with tipover.

Done: CPSC staff recommended that Underwriters Laboratories (UL) improve the voluntary safety standard, *Household Commercial and Professional-Use Carts and Stands*, by upgrading stability requirements. UL established a Standards Technical Panel to address the hazard of tipover.

A-2. Complete three testing, data collection and hazard analysis activities

Playground Equipment

205,850 playground equipment-related injuries (1999)



Complete a hazard analysis to identify hazard patterns involved in playground injuries occurring in home, public and daycare locations.

Done: CPSC staff completed a hazard analysis of playground equipment-related injuries that occur in home and public locations. We will complete a report on the results in 2001.

Passive Child Restraint Systems

48,000 injuries to children under 5 years on juvenile products generally equipped with restraints (1999)

Develop and test passive restraint systems for effectiveness, ease of use, proper sizing and child-proofing to prevent falls from a variety of products such as infant carriers, infant swings, strollers, changing tables, bicycle carriers, and baby jumpers. Also, complete a hazard analysis of death and injury scenarios.

Will Complete in 2001: As staff began work on this project, it became apparent that it was more complex than originally planned. We decided to focus on high chairs and strollers and to extend the analysis work into 2001. CPSC contracted with an outside technical expert to conduct testing of the restraint systems on high chairs and strollers. Data collection

²The recommendations were presented orally to the ASTM Committee.

and analysis of juvenile product restraint systems was initiated. A final report and proposed revisions to the appropriate voluntary standards will be completed in 2001.

Head Injury Costs

670,000 product-related head injuries to children under 15 years treated in U.S. hospital emergency rooms (1999)

Complete data collection for a study to determine the long-term consequences and costs of head injuries to provide realistic cost estimates.

Done: Completed a study to determine the long-term consequences of head injuries in both monetary and social terms including impacts on caregivers.

B. Compliance	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
B-1. Initiate recalls and corrective actions (unregulated products)	14	15*	22	15*	22
B-2. Correct violations and initiate recalls (regulated products)	2	10*	14	10*	10
B-3. Monitor existing voluntary standards	--	2	0	2	1

*Projections based on historical data - the actual number of recalls and corrective actions depends on the mix of safety-related problems arising during the year. --Data not available.

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

B-1. Recalls and Corrective Actions

Pursue for recall or other corrective actions a projected 15 products that present a substantial risk of head injury.

Exceeded: We obtained 22 recalls for about 4.2 million product units that presented a substantial risk of head injury. For example:

We obtained a recall of about 2.5 million toddler swings that had a restraint system that did not work properly. Children can maneuver out of the restraints and fall out of the swings, resulting in serious injuries. There were 110 reports of children falling out of the swings, and 38 children suffered injuries. Eight children suffered serious injuries, including a fractured skull, leg, arm and two collarbones; two concussions; and stitches to the forehead. Thirty children received minor injuries including bumps, bruises and scrapes. The manufacturer is providing a free repair kit with a supplemental waist and crotch restraint belt.



In cooperation with the National Highway Traffic Safety Administration (NHTSA), we obtained a recall of about 754,000 infant car seat/carriers for repair. When used as an infant carrier, the handle can unexpectedly move from the intended carrying position causing the seat to suddenly rotate. Under these conditions, infants may fall out of the carrier and suffer serious injuries. There were more than 3,000 reports of handle-related problems resulting in 42 injuries to infants. These injuries ranged from a skull fracture and concussions to cuts, scrapes, and bruises. The manufacturer is providing a free repair kit designed to make the handle more secure.



B-2. Violations and Recalls

Identify and correct a projected 10 violations that fail mandatory safety standards that address head injury.

Done: We identified and corrected 10 violations that failed mandatory safety standards that address head injury.



For example, we obtained two recalls for 79,000 bicycle helmets because they failed impact testing and labeling required under CPSC's Safety Standard for Bicycle Helmets, violating the Consumer Product Safety Act. Riders wearing these helmets are not adequately protected from falls, and could suffer severe head injuries. Consumers may return these helmets for a refund or free replacement.

B-3. Monitoring Voluntary Standards

Monitor two existing voluntary standards likely to reduce head injuries to determine the number of firms in compliance.



Done: Home Playground Equipment. During 1999 and 2000, CPSC staff evaluated current home playground equipment for conformance to the ASTM Standard, *Consumer Safety Performance Specification for Home Playground Equipment* issued September 1998. Our investigators tested play sets of 32 U.S. manufacturers to those standard requirements that prevent the most serious injuries, i.e. head entrapment, head impact, lacerations from bolts or protrusions, falls from platforms with inadequate railings or barriers, and strangulation on unanchored ropes.

The five major manufacturers, who produced approximately 97 percent of the market, or an estimated one million home play sets, had a conformance rate of 96 percent to the

selected requirements. Twenty-three manufacturers, who each produced less than 10,000 home play sets for a total of 3 percent of the estimated market, had a combined conformance rate of 75 percent to the selected requirements. Some of these manufacturers had non-conformities that could create significant hazards. Four manufacturers who gave no sales information had a conformance rate of 96 percent.

Compliance staff will contact the manufacturers to request that they address their non-conforming equipment. We will seek corrective actions for non-conforming components that we determine may present serious hazards including head injuries to children.



Will complete in 2001: Toy chests. In 2000, the Commission contracted with State governmental organizations to screen toy chests for compliance with voluntary standard requirements for lid support, hinge clearance, locking devices, ventilation, labeling, and literature. Investigators visited 40 retail locations and screened 70 toy chests and 18 “multi-purpose” chests labeled or advertised as having toy storage capability. The staff is currently evaluating the results of the field screening and will complete the report in 2001. Due to resource demands on higher priority work the report was not completed in 2000.

C. Consumer Information	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
C-1. Conduct public education efforts	2	4	4	4	4
C-2. Alert the public of recalls through press releases	17	15	19	15	22
C-3. Produce VNR for recalled product	6	1	6	5	6
C-4. Respond to consumer requests for publications	121,500	150,000	567,000*	160,000	287,000

*Includes a one time effort to distribute publications to state and local users.

C-1. Conduct public education efforts on:

Bicycles



Promote the use of bicycle helmets and safe bicycle-riding practices that prevent head injuries to children.

Done: Bicycles are a leading cause of head injuries to children and accounted for about 48,000 head injuries in 1999. Each year we conduct a number of activities to promote the use of bicycle helmets and safe riding practices to prevent these head injuries. For example, in 2000, we

participated in a neighborhood meeting on bicycle safety called by Congressman Dennis Hastert. We gave a series of radio interviews on bicycle safety in Minneapolis, Miami, Dallas, St. Paul, Chicago and the Chicago area. We partnered with Safe Kids Coalitions and other injury prevention organizations to provide and promote bicycle safety information used in a series of bicycle rodeos in Illinois and California. We gave 4 media interviews promoting bicycle safety and helmet use during bicycle and bicycle helmet recalls. We worked with the Massachusetts Medical Society to develop “trading cards” using our information on helmets – over 20,000 of these trading cards were printed by the Medical Society.

In addition, we continue to work with other Federal agencies, national organizations, and bicycle user groups to develop a national Bicycle Safety Plan to significantly reduce the bicycle-related injuries nationwide over the next five years.

All-Terrain Vehicles (ATVs)



Warn teenagers, parents and other caregivers of ATV hazards and promote the use of helmets and safe riding practices that prevent head injuries to children.

Done: We distributed about 1,600 copies of our ATV safety alert that listed dos and don'ts for safe ATV use.

Additionally, certain of the ATV manufacturers that entered into post-Consent Decree agreements with the Commission are continuing to disseminate safety information to ATV purchasers, including safety information in labeling, hang tags, owner's manuals, advertisements, safety alerts, and safety videos. CPSC staff is negotiating with new companies in this market to disseminate the same material to their ATV purchasers.

Infant Products



Warn parents about the hazards of older style baby walkers and infant carriers and encourage the use of safer baby walkers and infant carriers.

Done: We issued a press release and video news release (VNR) detailing a report on the decrease in nursery-product related injuries (<http://www.cpsc.gov/library/nursry00.pdf>). The decrease was largely due to the reduction in baby walker injuries. CPSC staff worked with industry to revise the voluntary safety standard for baby walkers, which resulted in safer baby walkers on the market.

We also worked with the media and other safety organizations to warn about the hazards from infant carriers and baby walkers. For example, we conducted biweekly media interviews on a cable TV station in California, reaching 4 million households throughout the year, to support and promote recall press releases, including infant carriers and baby walker recalls. We wrote newsletter articles on infant carrier and baby walker recalls, as well as other recalled products, for: Dow Chemical employees (50,000); the Cleveland YMCA employees; Ohio Department of Education employees; and for the National Association of Local Boards of Health's newsletter, distributed to 3,200 local boards of health. Working with the Safe Kids Coalition, we developed a baby walker fact sheet that was sent to all pre-natal and birthing class centers in five Wisconsin counties to be included in pre-natal packets for new parents.

In addition, CPSC staff conducted several Baby Safety Showers, a CPSC-developed program, to provide information to participants about products intended for use by infants and young children, including infant carriers and baby walkers. For example, in the western region, 185 new and expectant mothers participated in the Showers, about 50 percent from Spanish-speaking households. In the central region, 330 low-income mothers participated in the Showers.

Recreational Activities



Warn about the need for child head protection in recreational activities such as in-line skating, skiing and snowboarding.

Done: We issued a press release that urged consumers, especially children, to wear helmets to prevent injuries while skiing or snowboarding and distributed about 5,800 copies of our safety alert on in-line skating.



In addition, we responded quickly to alert consumers to a new hazard from scooters that unexpectedly emerged in 2000. We responded to the sudden and dramatic increase in scooter injuries by issuing news releases and providing safety messages. We posted the injury data on CPSC's web site and conducted dozens of media interviews about this emerging hazard. We emphasized the need to wear safety gear (helmets and pads) and to avoid riding in traffic. In September 2000, there were more scooter-related injuries than in-line skating-related injuries. CPSC continues to emphasize these safety messages in 2001, issuing recall announcements and broadcasting a VNR about scooter safety.

Alert the public to the hazards of head injury through:

C-2. Press Releases

For recalled products presenting a substantial risk of head injury initiate a projected 15 press releases³ to warn the public.

Exceeded: For recalled products presenting a substantial risk of head injury, we initiated 22 press releases to warn the public. Some examples of products we warned about are:

<u>Recalled Product</u>	<u>Problem</u>
Swing	Falls from inadequate restraint
Soft Baby Carrier	Falls through large openings
Car Seat/Carrier	Defective handle lock
All Terrain Vehicle	Throttles stick

C-3. Video News Release (VNR)

For at least five recalled products, work with the manufacturer of the recalled product to produce a VNR.

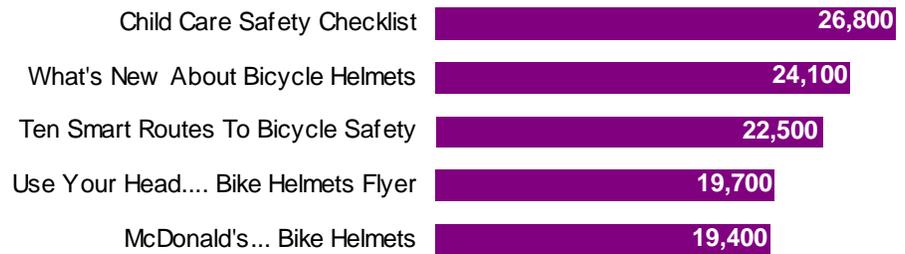
Exceeded: We worked with the manufacturers of recalled products to produce six VNRs on products such as infant carriers, swings, and ride-on toys. These VNRs had a total potential viewing audience of over 170 million. Many of our VNRs have video clips that are viewable on our web site at <http://www.cpsc.gov/cpsc/pub/prerel/mpeg.html>.

³There was a typographical error in the text for this goal in the 2000 Annual Performance Plan; this is the correct goal.

C-4. Publications

Respond to consumer requests for a projected 160,000 checklists, booklets, and safety alerts warning about head injury hazards.

Exceeded: We distributed about 287,000 checklists, booklets, and safety alerts warning about head injury hazards. The most requested publications by quantity distributed were:

**Five Most Popular Publications
(Head Injury)**

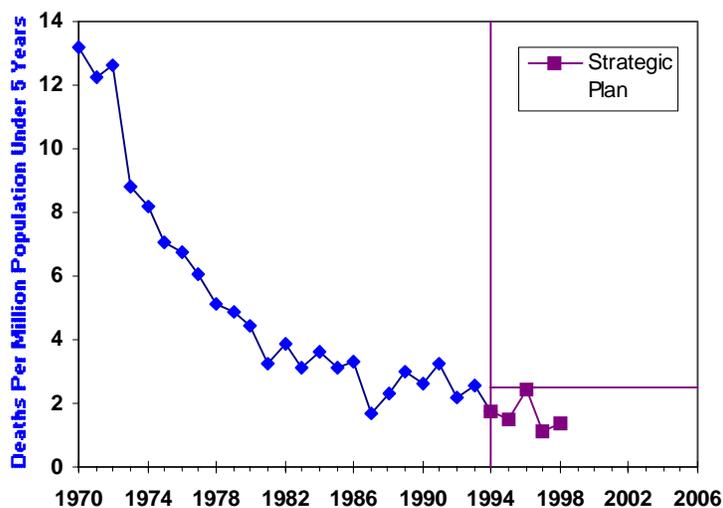
Child Care Safety Checklist	26,800
What's New About Bicycle Helmets	24,100
Ten Smart Routes To Bicycle Safety	22,500
Use Your Head.... Bike Helmets Flyer	19,700
McDonald's... Bike Helmets	19,400



KEEPING CHILDREN SAFE FROM POISONING HAZARDS

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

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



Data Source: National Center for Health Statistics Mortality Files, 1994-1998; U.S. Census Bureau population projections, January 2001.

THE HAZARD

Children can easily gain access to drugs and other hazardous household chemical substances that are not in child-resistant packaging. Before 1974, an average of 200 children under the age of 5 years died each year from poisonings by unintentional ingestion⁴ of these substances. In 1970, Congress enacted the Poison Prevention Packaging Act (PPPA) requiring child-resistant packaging. Since the PPPA became law, deaths to children under 5 years have declined substantially to an average of about 30 deaths annually.

⁴Unintentional ingestions are those not supervised or administered by an adult.

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

There is further concern because of the large number of poisoning incidents. In 1999, there were 1 million calls to Poison Control Centers and about 79,000 children under the age of 5 were treated in U.S. hospital emergency rooms following ingestion of household chemicals and drugs. We estimate societal costs of almost \$2.3 billion for these poisoning incidents that result in injury or death.

OUR PROGRESS

We continue to meet our strategic goal to maintain the low death rate of 2.5 deaths per million children under 5 years old. The death rate for unintentional poisonings to children from drugs and other hazardous household substances for 1998, the last year when data was available, was 1.4 deaths per million children under 5 years old.

ANNUAL POISONING-RELATED GOALS FOR 2000

A. Safety Standards/ Hazard Assessment and Reduction	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
A-1. Provide candidates for rulemaking	2	1	2	1	2
A-2. Conduct human performance testings	4	0	2	4	1

A-1. Candidates for Rulemaking

30 child poisoning deaths annually

Prepare for Commission consideration, a Notice of Proposed Rulemaking or a Final Rule for at least one hazardous substance for child-resistant packaging.

Exceeded: We provided two candidates for rulemaking. The proposed rule for child-resistant packaging of products that contain low viscosity hydrocarbons was published in January 2000. Direct aspiration into the lung, or aspiration during/following vomiting, of small amounts of hydrocarbon-based solvents of low viscosity can result in chemical pneumonia, pulmonary damage, and death.

The second candidate involved oral prescription drugs. CPSC issued a notice of proposed rulemaking in August 2000 to maintain the requirement of child-resistant

packaging when the Food and Drug Administration grants over-the-counter status to oral prescription drugs.

A-2. Human Performance Testings

30 child poisoning deaths annually

Conduct human performance tests on four packaging designs for compliance with child-resistance and adult-friendly requirements.

Not Met: In December 1999, we conducted human performance tests on one packaging design for compliance with child-resistance and adult-friendly requirements. We identified this package as a candidate for testing because it was the only design we encountered for which we had no child-resistant packaging test data. The package passed the tests. Because our test data is so comprehensive, we expect to encounter very few, if any, packaging designs that need to be tested each year. Therefore, we are eliminating this annual goal from future performance plans and we will continue to evaluate packages that have been involved in ingestions or that we sample as a result of complaints. When appropriate, we will test those packages for compliance with the child-resistant packaging standards.

B. Compliance	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
B-1. Correct violations and initiate recalls	15	30*	21	25*	6

*Projections based on historical data - the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

B-1. Recalls and Corrective Actions

Pursue for recall or other corrective actions a projected 25 products that violate safety regulations.

The number of violations and recalls we identified and corrected was less than our estimate of 25 violations. However, it is agency policy to set numerical estimates (not firm targets) for violations and recalls. Because this activity addresses unforeseen safety issues, our numerical estimate is set each year based on historical data. The actual number of violations and recalls we identified in 2000 depended on the mix of safety-related problems that occurred during the year.

We pursued for recall or other corrective actions 6 products that violated safety regulations for child-resistant packaging. Two of the corrective actions resulted in recalls of about 591,000 product units, including the following:

In cooperation with CPSC, a manufacturer recalled 335,000 bottles of windshield washer fluid. The bottles, which contain methyl alcohol, were not sealed with child-resistant closures as required by federal law. Methyl alcohol, also known as methanol, is toxic and can cause blindness or death if ingested. Although no injuries were reported, this recall was conducted to prevent the possibility of injury. Consumers may return the bottles to retailers for their choice of a full refund, exchange or child-resistant cap.



C. Consumer Information	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
C-1. Coordinate health and safety campaign	1	1	1	1	1
C-2. Issue press releases	7	--	1	1**	2
C-3. Produce VNR for recalled product	1	1	1	1	1
C-4. Respond to requests for publications	63,000	--	191,000*	60,000	155,000

--No goal established. *Includes a one time effort to distribute publications to state and local users. **There was a typographical in the table in the 2000 Annual Plan; this is the correct goal.

C-1. Health and Safety Campaign

Coordinate a health and safety campaign by partnering with the Poison Prevention Council and related organizations to promote child-resistant packaging and other poison prevention measures during National Poison Prevention Week.

Done: We coordinated the annual National Poison Prevention Week, one of the oldest and most successful public health campaigns in the U.S., by partnering with the Poison Prevention Week Council and related organizations to promote child-resistant packaging and other poison prevention measures during the week. CPSC issued a press release and a video news release just prior to National Poison Prevention Week that emphasized the use of child-resistant packaging. This campaign enjoys the enthusiastic support of pharmacies, health departments, poison centers, and others at the state and local level nationwide.

C-2. Press Releases

Issue one press release to remind consumers to use child-resistant packaging and take other steps to prevent poisonings.

Exceeded: We issued two press releases: (1) to remind consumers to use child-resistant packaging and take other steps to prevent poisonings during National Poison Prevention Week and (2) to inform consumers of a recalled product that did not have child-resistant closures.

**C-3. Video News Release
(VNR)**

Produce a VNR on the hazards of unintentional poisonings to children.

Done: We produced a VNR on the hazards of unintentional poisonings to children. There were nearly 1.4 million television viewings of this VNR. A video clip from this VNR is viewable on our web site at <http://www.cpsc.gov/cpscpub/prerel/mpeg.html>.

C-4. Publications

Respond to consumer requests for an estimated 60,000 checklists, booklets and other publications on poison prevention.

Exceeded: We distributed about 155,000 checklists, booklets and other publications on poison prevention. The five most popular of these are listed below by quantity distributed.

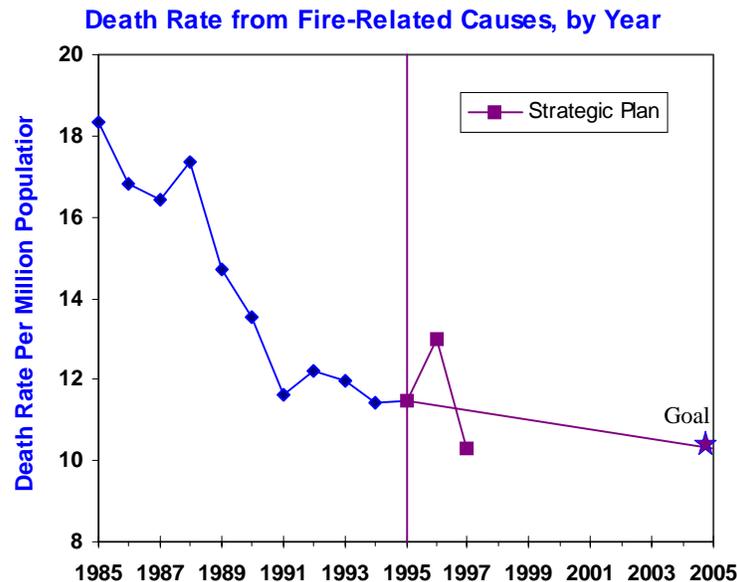
**Five Most Popular Publications
(Poisoning)**

Locked-Up Poisons	41,700
Poison Lookout Checklist	37,600
National Poison Prevention Week Poster	25,200
Baby Safety Checklist	15,300
Poison Prevention Editor's Fact Sheet	7,400



KEEPING FAMILIES SAFE FROM FIRE HAZARDS

STRATEGIC GOAL: The rate of death from fire-related causes will be reduced by 10 percent from 1995 to 2005.



Data source: U.S. Fire Administration and National Fire Protection;
U.S. Census Bureau population projections, June 1999

THE HAZARD

Over 3,000 people died and over 16,000 were injured because of fires in their homes. These fires resulted in property losses of about \$4.1 billion. Children are particularly vulnerable. Each year about 800 children under the age of 15 die of fire-related causes and about 500 of these deaths are to children under the age of 5 years. In fact, children under age 5 have a fire death rate more than twice the national average. Children at increased risk are often those from low income and minority families who live in poorer urban and rural areas.

Most deaths occur from fires that start at night while families are asleep. Four times as many victims die from inhaling smoke and toxic gases than from burns. Products most often involved in fire deaths are upholstered furniture, mattresses and bedding, and heating equipment. These three product

categories account for about 50 percent of the fire deaths.

OUR PROGRESS

In 1997, the most recent year for which data is available⁵, the fire-related death rate was below our strategic goal. We decided to retain our original strategic goal, for the next year or two, because staff believes that it is too soon to tell if the reduction in the death rate is a stable trend or simply due to year-to-year fluctuations in the data.

ANNUAL FIRE-RELATED GOALS FOR 2000

A. Safety Standards/ Hazard Assessment and Reduction	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
A-1. Provide candidates for rulemaking or other alternatives	0	2	2	1*	0
A-2. Send recommendations to voluntary standards organizations	7	8	8	5**	3
A-3. Complete hazard analysis/data collection/technical feasibility studies	6	7	5	7	4

*This goal was originally for 2 candidates; the Multi-Purpose Lighter candidate was completed in 1999 and documented as "Done" in the 1999 Performance Report. **This goal was originally for 6 recommendations; the recommendations for Electrical Reinspection were completed in 1999 and documented as "Done" in the 1999 Performance Report.

A-1. Prepare for Commission consideration one candidate for rulemaking or other alternatives.

Upholstered Furniture

60 deaths, 380 injuries
annually

To address the risk of small open flame-ignited fires involving upholstered furniture, the Commission may: (a) continue the rulemaking process by issuing a proposed rule; (b) work with standards-setting groups to complete a voluntary safety standard; or (c) consider other alternatives. (A Commission decision planned for 1999 has been deferred to study the safety of flame retardant chemicals.)

Will Complete in 2001: A Congressionally-directed study by the National Academy of Sciences of flame-retardant chemicals that may be used to meet a flammability standard was expected to be completed in early 2000; the NAS report was delayed until mid-2000. We prepared other technical support for a proposed rule and worked with industry groups to develop a voluntary alternative. In 2001, the staff will present recommendations to the Commission on a possible

⁵Information on residential fire-related deaths is available from several sources, including local fire departments, the states, U.S. Fire Administration, and National Fire Protection Association. This data takes about two to three years to complete.

proposed rule or other action to address the risk of small open flame-ignited fires involving upholstered furniture.

A-2. Prepare and send recommendations to voluntary standards organizations to strengthen or develop five voluntary standards:

Electrical Switches

90 deaths, 780 injuries (1997)

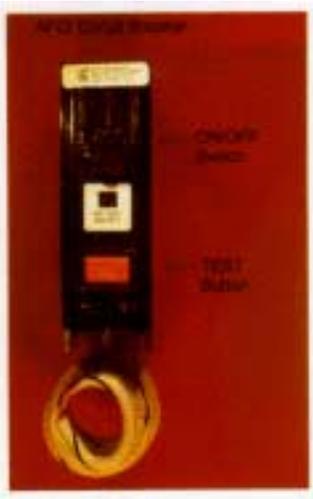
To address the fire hazard in the switch components of appliances, complete a technical review of the safety standard; conduct laboratory testing and evaluation; and develop recommendations for voluntary safety standards. Appliance fires can start in switch components when the structural parts of switches become deformed, leading to overheating.

Will complete in 2001: This work was begun in 2000. There was difficulty in obtaining sufficient quantity of representative samples for test purposes and the switches had to be obtained through special order. Staff plans to complete testing in 2001.

Arc Fault Circuit Interrupters

400 deaths, 2,300 injuries
involving selected electrical
equipment (1997)

Develop recommendations and support for expanded arc fault circuit interrupter (AFCI) coverage in new home construction and provide technical substantiation for new AFCI technology (e.g., digital enhancements). The 1999 National Electrical Code will require AFCIs in bedroom circuits of all new home construction, meeting CPSC's annual goal for 1999 several months early.



Done as Modified: CPSC staff submitted a recommendation to support a proposal for upgrading requirements in the National Electrical Code (the model installation code for new construction) to provide AFCI coverage for lighting and appliance branch circuits in existing homes when the service equipment is replaced. We decided to modify this goal because this coverage would provide urgently needed protection for older homes, which are at greatest risk. Many homes are over 40 years old and have wiring system elements that remain beyond their original design life.

Staff also submitted a recommendation supporting a proposal to the National Electrical Code to require leakage current detection interrupters or AFCIs for air conditioner power cords to provide a remedy for the fire hazard associated with some power cord and internal appliance faults.

Range Fires

95 deaths, 2,700 injuries
annually from range top
cooking ignition



To address the problem of range top cooking fires, CPSC staff will support the efforts of standards developers to amend the voluntary standards to include requirements for gas and electric ranges to prevent ignition of cooking materials. CPSC staff will continue to send recommendations to the voluntary standards committee, participate in the processes to revise the standards, and continue the work to identify potential methods for controlling range heat output.

Deferred: The range manufacturers, citing concerns about feasibility, reliability and cost, have declined to develop performance requirements to address cooking fires pending the outcome of third party independent research which will be completed in 2001.

In 1999, CPSC staff sent letters to the standards developers for gas and electric ranges urging them to develop performance requirements to address cooking fires. In support of this request, CPSC had developed prototype control systems for gas and electric ranges that detect a pre-fire condition and shut the burner off before a fire occurs. These systems were tested at CPSC's laboratory and by the Good Housekeeping Institute. Testing showed that the systems performed well. In 2000, CPSC contracted for an independent evaluation of the CPSC technology and other technologies for feasibility of manufacturing and reliability. CPSC staff anticipates that, following the completion of this evaluation, work will begin to amend the voluntary standards to include requirements to prevent the ignition of cooking materials.

Candles

210 deaths, 1,350 injuries
(1997)



To address the problem of the increasing number of fire incidents associated with candle products, send at least one proposal for a new voluntary standard to ASTM (American Society of Testing and Materials). In 2000 staff will begin a special study of fire incidents associated with candle products and continue to support the ASTM test development effort with data and proposals for performance requirements.

Done: CPSC staff participated in the development of several safety standards being prepared by the ASTM Candles and Candle Products Subcommittee. Staff provided recommendations to the ASTM labeling standard,⁶ and

⁶The recommendations were presented orally to the ASTM Sub-Committee.

participated in a task group to address hazards associated with breakage of glass containers. CPSC staff began a pilot study of fire incidents involving candles to help determine the extent to which candle burning characteristics, design or materials may contribute to these fires.

Clothes Dryers

30 deaths, 430 injuries (1997)



To reduce the number of clothes dryer-related fires, CPSC staff will develop proposals to revise the voluntary standards for gas and electric clothes dryers. Proposed revisions will be based on hazard analysis of incident data and technical analysis of dryer operational and failure modes.

Done: Based on an analysis of incident data and the results of testing, CPSC staff recommended that UL and ANSI develop performance requirements for *Electric Clothes Dryers* and *Gas Clothes Dryers*, respectively, to address the potential fire hazard associated with operating clothes dryers at above-normal temperatures. High temperatures may result when airflow is restricted, such as from accumulation of lint or from improper installation. Staff recommended that the standards incorporate provisions to shut off the appliance and warn the consumer of the potential fire hazard.

A-3. Complete seven data analysis and technical review activities to evaluate the need for, or adequacy of, safety standards.

Gas Oven Igniters

No estimates available

To address the risk of fires and explosions from delayed ignitions, complete a technical review of the standard and conduct laboratory testing and evaluation.

Will Complete in 2001: The CPSC staff reviewed the voluntary standards and completed an engineering analysis of incident data associated with automatic, self-proving ignition systems in gas ovens. Staff also began oven characterization tests as well as accelerated aging tests of igniters and gas control valves to simulate degradation over time. Due to resource demands by higher priority work, these tests had not been completed at the end of the year. In addition, gas oven samples that reportedly demonstrated problems in consumers' homes were acquired, and additional testing is being conducted on these units in 2001.

Extension Cords

30 deaths, 110 injuries (1997)



Evaluate and test various extension cords to examine the failure mechanisms that lead to fires. Electrical overloads can increase fire risk when cords in use are undersized or the connections with or to the plug and receptacle are degraded from aging, oxidation or mechanical fatigue.

Done: Staff completed testing and identified techniques that can be used to screen substandard products. These techniques were incorporated into CPSC laboratory testing procedures.

Pellet Stoves

No estimates available

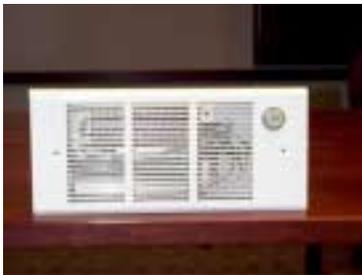


Assess the causes of fires in the hoppers of stoves that use compressed materials, such as sawdust, for fuel. These fires occur in spite of the presence of sensors that detect overheating. Complete a data review and review product designs to develop recommendations for existing standard and code changes, if warranted.

Done: Staff completed an engineering analysis of information obtained from CPSC's investigation reports. Analysis included determination of the hazard associated with the incidents, potential causes, and the age of products involved in the incidents. Based on the staff analysis, it was determined that recommendations for changes to the voluntary standard were not warranted at this time.

Fixed Electric Air Heaters

10 deaths, 60 injuries (1997)



Determine the role of component breakdown, insulation failure and dust accumulation in fires associated with fixed room air heaters. Complete a review of incident data, technical review of safety standards, and laboratory testing. (Prepare for possible voluntary safety standards recommendations in 2001.)

Will complete in 2001: CPSC staff completed a review of the voluntary standards (*Standard for Electric Baseboard Heating Equipment* and *Standard for Fixed and Location-Dedicated Electric Room Heaters*) and began laboratory testing of heater samples to characterize their operation under various conditions. A Failure Modes and Effects Analysis (FMEA), an analytical analysis of potential failure modes that could lead to fire, was conducted. Staff also completed a review of investigative reports for fire and potential fire incidents that occurred in the 2000 heating season.

Based on the staff's review of fire incidents and the results of the FMEA, it was determined that additional tests are

needed. A contract was awarded for an independent technical expert to evaluate failure modes associated with electrical connections in fixed heaters. Based on staff testing and the contractor's assessment, recommendations for improvements to the voluntary standards to address the potential fire hazard will be made in 2001.

Portable Electric Fans

10 deaths, 120 injuries (1997)



Determine the role of component or connection failures that result in fires originating in window-mount and oscillating types of portable electric fans. Complete a review of incident data, technical review of safety standards, and laboratory testing. (Possible voluntary safety standards recommendations in 2001.)

Will Complete in 2001: CPSC staff completed a review of the UL voluntary standard (*Electric Fans*) and began preliminary laboratory testing of portable fan samples. Staff also completed a review of investigation reports of fire and potential fire incidents. The review showed that additional testing is needed. This additional work will be completed in 2001. Recommendations for improvements to the voluntary standard to address the potential fire hazard will be proposed, as warranted, in 2001.

Sprinklers

3,080 residential structural fire deaths, 16,860 injuries (1997)

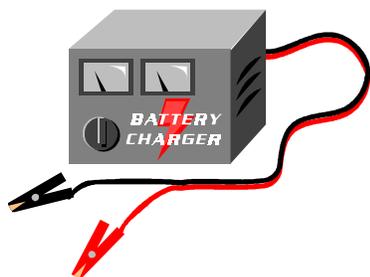


Test and evaluate sprinklers to support code and voluntary standards recommendations on performance, design, installation, and maintenance. Problems could include: sprinkler designs that may not activate; installation problems resulting from contamination of water that causes seals to deteriorate and prevent sprinklers from operating; and determination of the life of the product before replacement is recommended.

Done: The CPSC staff participated in round-robin testing and provided comments to UL on a new test protocol for sprinkler voluntary standards (*Automatic Sprinklers for Fire-Protection Service, Residential Sprinklers for Fire-Protection Service, and Early Suppression Fast-Response Sprinklers*).

Batteries and Battery Packs

(No estimates available)



Survey current children's products that use rechargeable batteries and battery chargers that may present a risk of fire. Analyze the data and conduct tests to identify battery problems in children's products to develop recommendations for proposed changes to reduce risks.

Done: A survey of CPSC data revealed incidents involving a variety of products and battery sizes. Based on this review, staff completed testing and identified leakage from alkaline batteries as a potential hazard. In addition, several battery types achieved temperatures above 1000°F, which could present a potential fire hazard. Further testing of other products, such as battery packs consisting of multiple cells, larger size and power batteries, and an update of incident data is being considered for 2001 or 2002.

B. Compliance	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
B-1. Initiate recalls and corrective actions (unregulated products)	60	50*	72	55*	59
B-2. Correct violations and initiate recalls (regulated products)	534	350*	627	400*	468
B-3. Monitor existing voluntary standards	1	1	2	1**	1
B-4. Conduct import surveillance	1	1	2	2	2

*Projections based on historical data - the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year. **There was a typographical error in the table in the 2000 Annual Plan; this is the correct goal.

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

B-1. Recalls and Corrective Actions

Pursue for recall or other corrective actions a projected 55 products that present a substantial risk of fire-related death.

Exceeded: We obtained 59 recalls involving over 5 million product units that presented a substantial risk of fire-related death. For example:

CPSC obtained a recall of about 600,000 fire extinguishers. The extinguishers may fail to discharge when the trigger is activated thus failing to put out a fire and putting consumers at risk of fire-related injuries. There were five reports from consumers of fire extinguishers failing to discharge when activated. No injuries were reported. Consumers participating received a coupon for a new extinguisher.



CPSC obtained a recall of about 280,000 children's decorative lamps. The lamps may short circuit posing a fire hazard. There were eight reports of the lamps short-circuiting and catching fire, resulting in property damage. One of these fires resulted in more than \$15,000 in damages, and another caused more than \$3,000 in damages. No injuries or deaths have been reported. Consumers may return the lamps to the store for a refund.



B-2. Violations and Recalls

Identify and correct a projected 400 violations that fail mandatory fire safety standards.

Exceeded: We identified and corrected 468 violations relating to products that failed mandatory fire safety standards. Of these, we obtained 35 recalls for nearly 1.3 million product units. For example:

CPSC obtained a recall of about 231,000 children's pajama sets that failed to meet federal children's sleepwear flammability standards. The standards require sleepwear that is not tight-fitting to be flame-resistant, and if the fabric ignites, the flame must self-extinguish. Failure to meet the flammability standards presents a risk of serious burns to children. There were no reports of injuries related to these pajama sets and the recall was conducted to help prevent the possibility of injury. Consumers may return them to the store for a refund and a \$10 gift certificate.



CPSC obtained a recall of about 294,000 disposable cigarette lighters without child-resistant mechanisms, as required by federal law. Young children could ignite the lighters, presenting fire and burn hazards. There were no reports of any injuries involving these cigarette lighters and the recall was being conducted to prevent the possibility of injuries. Consumers may return them to the store where purchased for a refund.



B-3. *Monitoring Voluntary Standard*



Monitor one existing voluntary standard likely to reduce fire-related deaths to determine the number of firms in compliance.

Done as Modified: In 2000, the Commission collected at retail 35 samples of halogen lamps produced or imported by 14 manufacturers and importers to evaluate compliance with specific provisions of the 1999 UL standard that addresses the potential risk of fire associated with these products. Approximately 63 percent of the samples conformed to the requirements of the standard. Of the samples that did not conform, only one was manufactured after the effective date of the standard.

We were unable to conduct the program in a manner that would enable us to determine the number of firms in compliance. This is because we were only able to collect samples from retail establishments. No shipments of halogen lamps were offered to Customs for entry during the survey period. So, we were unable to determine compliance for halogen lamps imported into the U.S.

B-4. *Import Surveillance*

Conduct port-of-entry surveillance for at least two products for which fire safety standards are in effect.

Done: We conducted port-of-entry surveillance for lighters and fireworks.



CPSC's safety standard requiring child resistance in disposable and some novelty cigarette lighters became effective in July 1994. CPSC and the U.S. Customs Service continue to closely enforce these requirements. In 2000, we sampled 196 shipments of about 13 million lighters, seized 136 shipments and prevented approximately 9.3 million noncomplying lighters from entering the country.



To assure compliance with fireworks regulations, we targeted imported fireworks. CPSC and the U.S. Customs Service selectively sampled approximately 400 shipments containing about 45 million fireworks. We found that about 122 shipments violated CPSC's mandatory safety requirements. These shipments accounted for more than 800 thousand units presenting violations serious enough to warrant seizure or other action by the U.S. Customs Service on our behalf to prevent entry of the shipments into the U.S.

CPSC is continuing its efforts to ensure that fireworks comply with agency regulations.

C. Consumer Information	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
C-1. Conduct public education efforts	4	6	6	5	5
C-2. Alert the public of recalls through press releases	43	35	57	45	49
C-3. Produce VNR for recalled product	7	2	11	5	8
C-4. Respond to consumer requests for publications	180,000	150,000	469,000*	160,000	222,000

*Includes a one time effort to distribute publications to state and local users.

C-1. Conduct public education efforts:

Fireworks



Conduct the annual campaign for the Fourth of July holiday season to alert consumers to the common hazards associated with legal and illegal fireworks. The campaign will include a news conference to demonstrate the hazards, announcements of fireworks recalls, and publication of injury prevention tips.

Develop and conduct a safety campaign to promote safe use of fireworks and to prevent fireworks-related injuries and deaths throughout the nation during millennium celebrations. The campaign began on July 4, 1999 and will continue through New Year's Day 2001. The campaign will focus particularly on the July 4 and New Year's Eve celebrations, when we expect the use of fireworks to increase. To maximize the reach of this effort, we invited a broad range of national organizations and state health and safety agencies to join us as partners. This has already resulted in a fireworks safety brochure that has received wide distribution.

Done: We conducted the annual campaign for the Fourth of July holiday season to alert consumers to the common hazards associated with legal and illegal fireworks. The campaign included a news conference on the National Mall to demonstrate the hazards; announcements of fireworks recalls; and publication and distribution of injury prevention tips.

We developed a brochure with CPSC's fireworks safety tips for this millennium fireworks safety campaign. Last fall we contacted all of our national and state millennium fireworks safety partners and urged that they promote fireworks safety among their constituencies during year-end celebrations, by

widely promoting the safety information from the brochure, which was available on our web site.

Home Heating



Issue safety information designed to give consumers information related to home electrical system inspections; fuel-fired heating equipment; coal and woodstoves; and smoke detectors.

Done: We distributed publications about fire hazards from home heating equipment (gas, electric, wood, and kerosene) and the need for smoke detectors. We emphasized the need to check smoke detector batteries monthly and replace them annually to be sure that the detectors are working.

We issued a press release to warn consumers about certain furnaces that were installed exclusively in California and presented a substantial risk of fire. There had been about 30 reports of fires and damage to homes associated with these furnaces. The press release warned consumers to have their gas-fired furnaces inspected by a licensed heating contractor and included suggestions for improving the fire safety of all horizontal forced-air furnaces in attics.

We also worked with safety organizations and media groups to warn about home heating hazards. For example, we designed a one page information sheet on space heaters in cooperation with the Massachusetts Fire Marshals after six space heater-related deaths occurred there early in the 2000 heating season. We worked with local fire departments in the western region to develop a program to target home heating hazards. A component of this program included home fire safety inspections conducted by the local fire departments using CPSC-developed safety materials.

Halloween Hazards



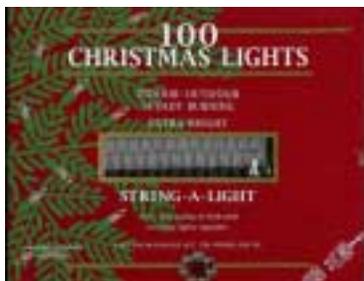
Warn about the dangers of children's costumes catching on fire from candles, matches, or cigarette lighters.

Done: Through a press release and video news release, we warned about the dangers of children's costumes catching on fire from candles, matches or cigarette lighters. We emphasized that homemade, 100 percent cotton, loose-fitting costumes are more likely to catch on fire.

Staff also presented Halloween safety information to 350 health care professionals at the annual Childhood Injury Control Conference in San Diego, including distribution of our Halloween safety fact sheet and an exhibit on Halloween safety. We worked with the Boston Health Commission and

Greater Boston Safe Kids Coalition in designing a one-page safety notice that was mailed to over 300 health centers and libraries in the metropolitan Boston area.

Holiday Hazards



Warn about the risk of fire from decorative light strings and natural trees, as well as provide information on the safe use of candles and fireplaces.

Done: Through our annual holiday press release, we warned about the risk of fire from decorative light strings and natural trees and emphasized the safe use of candles and fireplaces. We conducted three holiday safety news conferences in partnership with local fire departments, the California State Fire Marshals, and other health and safety officials associated with injury prevention. These news conferences highlighted holiday hazards and holiday lights. We worked with *La Fuente*, a Spanish language newspaper reaching 30,000 households, to develop Christmas holiday safety information.

Lighters



Warn about the risk of fire from children under 5 years playing with cigarette lighters and multi-purpose lighters. Cigarette lighters are required to incorporate child-resistant features to help prevent their operation by children under age five and multi-purpose lighters may soon have similar requirements.

Done: We issued a press release to publicize the new safety standard that requires multi-purpose lighters to be child-resistant; this was supported by various media interviews across the country. We developed and provided handouts used in a back-to-school program on fire/lighter safety with the National Safety Council. Staff gave a presentation on lighter hazards and child-resistant lighters to the Southern California Fire Chiefs Association and Fire Prevention Officers. We wrote an article on lighter hazards for the Ohio Emergency Services monthly newsletter and gave a radio interview on child-resistant lighters in Illinois.

We issued 6 press releases to announce recalls of a total of almost 3.3 million lighters. Four of these recalls were due to inadequate or nonexistent child-resistant mechanisms. We also issued 2 press releases about a former distributor of cigarette lighters who was ultimately sentenced to 2 years in prison for lying to a CPSC investigator about removing child-resistant mechanisms from disposable cigarette lighters and then reselling them.

Alert the public to fire-related hazards through:**C-2. Press Releases**

For recalled products presenting a substantial risk of fire-related deaths, initiate an estimated 45 press releases.

Exceeded: For recalled products presenting a substantial risk of fire-related deaths, we initiated 49 press releases. For example:

Recalled Product	Problem
Dishwasher	Slide switch melts
Humidifier	Electrical short
In-wall heater	Overheating
Children's riding vehicle	Chargers overheat

C-3. Video News Releases (VNR)

Complete five VNRs: (1) for at least four recalled products, work with the manufacturer of the product to produce a VNR; and (2) produce a VNR for the fireworks safety campaign.

Exceeded: We completed eight VNRs: seven of which addressed recalled products such as lamps, humidifiers, dishwashers, pajamas and toasters; and one VNR was produced for the fireworks safety campaign. These VNRs reached a combined potential television viewing audience of 132 million. Many of our VNRs have video clips that are viewable at <http://www.cpsc.gov/cpsc/pub/prerel/mpeg.html> on our web site.

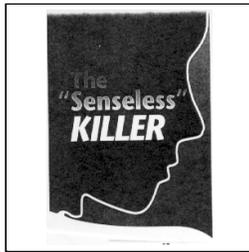
C-4. Publications

Respond to consumer requests for an estimated 160,000 checklists, booklets, and safety alerts warning about fire-related hazards.

Exceeded: We responded to requests for publications and distributed 222,000 checklists, booklets, and safety alerts warning about fire-related hazards. The five most popular in this hazard area by quantity distributed were:

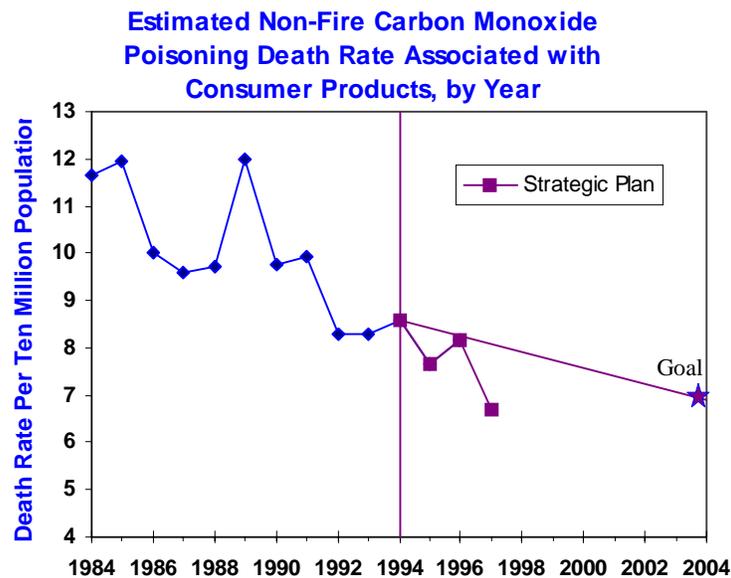
Five Most Popular Publications (Fire)

Smoke Detectors Can Save Your Life	39,100
Home Safety Checklist For Older Consumers	36,100
Home Fire Safety Checklist	26,400
Childproofing Your Home	12,400
Fire Safety Checklist For Older Consumers	12,000



KEEPING FAMILIES SAFE FROM CARBON MONOXIDE POISONINGS

STRATEGIC GOAL: The rate of death from carbon monoxide poisoning will be reduced by 20 percent from 1994 to 2004.



Data source: CPSC Death Certificate File, National Center for Health Statistics Mortality File 1980-1997; U.S. Census Bureau population projections, June 1999.

THE HAZARD

Carbon monoxide (CO) is a poisonous gas that has no smell, color or taste -- truly a "senseless" killer. This gas is produced by burning any fuel, such as gas, oil, wood, or coal, so that any fuel-burning appliance is a potential CO source.

Each year, there are an average of 200 people who die as a result of unintentional CO poisoning-related incidents, excluding incidents involving auto exhaust and fires, at a societal cost of about \$1 billion annually. Children under 15 years account for about 9 percent of the deaths. Because some of the symptoms of CO poisoning may mimic common illnesses such as influenza or colds, there are cases of missed initial diagnosis. Not only are victims frequently unaware of

exposure to CO, but health care providers may not suspect or check for CO poisoning.

OUR PROGRESS

In 1997, the latest year for which data is available⁷, the CO poisoning death rate was below our strategic goal. We decided to retain our original strategic goal, for the next year or two, for two reasons: (1) we remain concerned because death rates often fluctuate over time and (2) this fluctuation may also increase because of changes in the International Classification of Diseases coding system that occurred in 1999. In this latest revision, CO deaths associated with automobile exhaust will be merged with CO deaths from other sources. CPSC does not have jurisdiction over automobiles and our strategic goal relates to consumer and household appliances only. We cannot predict how this coding change will affect our performance data at this time and therefore decided to retain our original strategic goal.

ANNUAL CARBON MONOXIDE-RELATED GOALS FOR 2000

A. Safety Standards/ Hazard Assessment and Reduction	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
A-1. Send recommendations to voluntary standards organizations or adopt changes to voluntary standards	3	2	2	2	2
A-2. Complete hazard analysis/data collection/testing activities	2	3	2	2	2

A-1. Send recommendations to voluntary standards organizations or adopt changes to voluntary standards:

Furnaces

99 non-fire deaths from gas heating systems (1997)

Develop recommendations to address CO emissions from gas furnaces by improving vent safety shut-off performance requirements.

⁷CO poisoning deaths are based on data from the National Center for Health Statistics (NCHS) and our Death Certificate file (death certificates for product-related hazards that we buy directly from the states). The processing of death data reported to NCHS and to CPSC through the states takes about two to three years to complete.



Done: The CPSC staff conducted a review of investigation reports involving CO exposure incidents associated with furnaces with blocked or disconnected vents. Based on the review, along with results of laboratory testing of furnaces, staff recommended specific vent safety shut-off requirements to the ANSI Central Furnace Subcommittee. The Subcommittee's Technical Working Group will evaluate the test results and make a recommendation for Subcommittee action.

Camping Equipment

5 non-fire CO deaths from camp stoves and lanterns (1997)



Achieve adoption of the voluntary standard revisions for camping heaters. These revisions will prevent camping heaters from producing dangerous levels of carbon monoxide during consumer use in enclosed spaces. Continue to work with industry to improve the voluntary standard requirements for CO emissions from camping stoves and lanterns.

Done: Effective April 2000, new provisions for camping heaters were adopted that will limit the amount of carbon monoxide produced under likely conditions of use. After conducting an assessment of the incident data, work on other camping equipment, such as lanterns and stoves, was discontinued because of the low risks associated with these products.

A-2. Complete two testing and data collection activities on:

Carbon Monoxide Alarms

180 non-fire CO deaths associated with consumer products (1997)



Update market information about carbon monoxide alarms to determine the extent to which these alarms are in use and conform to the latest revisions of the voluntary standards.

Done: In 2000, CPSC staff gathered information about the extent to which consumers are using CO alarms and the market availability of "new" alarms, i.e., those meeting the requirements of the latest revisions of the voluntary standards. By reviewing trade press, visiting retail stores, and contacting voluntary standards organizations, CPSC staff found that consumers are able to find CO alarms fairly readily on market shelves and that "new" alarms currently appear to be the predominant CO alarm on the market. This is in contrast to past years, when inventoried units meeting outdated requirements of the voluntary standards were still available on store shelves. In addition, the number of models listed to the voluntary standards for CO alarms increased in 2000. CPSC staff estimates that about 17-20 million

households, or approximately 17-20 percent of all U.S. households, have CO alarms.

Furnaces

99 non-fire deaths from gas heating systems (1997)

Complete CO emissions testing of gas furnaces under various vent conditions.

Done: Staff completed testing of gas-fired central furnaces under various vent conditions (blocked or partially-blocked vent pipes, and disconnected vent pipes) to measure the carbon monoxide (CO) emissions. The results of these tests were used to project CO exposure and to evaluate the associated health risk.

B. Compliance	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
B-1. Initiate recalls and corrective actions	4	4*	0	2*	2

*Projections based on historical data - the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

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

B-1. Recalls and Corrective Actions

Pursue for recall or other corrective actions a projected two products that present a substantial risk of death from CO poisoning.



Done: We pursued for recall or other corrective action two products that presented a substantial risk of death from CO poisoning. In 2000, we finalized two recalls for carbon monoxide alarms involving 1,000,000 product units; the recalls were announced to the public in 1999.

C. Consumer Information	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
C-1. Conduct public education efforts	2	2	2	2	1
C-2. Alert the public of recalls through press releases	1	3	1	1	0
C-3. Respond to consumer requests for publications	51,000	50,000	74,500*	50,000	53,000

*Includes a one time effort to distribute publications to state and local users.

C-1. Conduct two public education efforts.*Nationwide Outreach*

Through the State Partners Program, develop and implement a public health campaign with all 50 states to inform consumers, health and medical professionals about the hazards of CO poisoning. In this campaign, promote CO alarms manufactured to the revised Underwriters Laboratories standard and the revised International Approval Service standard. Hold press conferences and media events in 25 locations nationwide.

Deferred: In mid-1999, CPSC staff learned that some CO alarms meeting the latest requirements of the voluntary standard failed to alarm when they should have. As a result, those alarms were recalled, and testing was undertaken to determine why the alarms were not working and what was needed to correct the problem. Concerned that other alarms on the market might also fail to alarm, CPSC staff decided that it was not feasible to embark on a large outreach program until we are sure that all CO alarms on the market are working properly. Staff began a testing program to determine whether other CO alarm models were subject to the same problem.

CO Safety Awareness

Issue a press release to alert consumers about the sources of CO poisoning and the means to prevent and detect CO buildup in homes.

Completed in early 2001: In October 2000, prior to the home-heating season, we issued a press release to alert consumers about the sources of CO poisoning and the means to prevent and detect CO buildup in homes. We recommended having heating systems checked and using CO alarms. CPSC usually issues this warning in the early fall, just before people turn on their heating systems.

In 2000 when tragedies occurred, we worked quickly to provide life-saving information to the public. For example, following a CO incident resulting in the deaths of a woman and her two young daughters in the Chicago area, staff gave two interviews with Chicago area radio stations urging the use of CO detectors. After two elderly people died as the result of a gas explosion involving flexible gas connectors, again in the Chicago area, staff gave two radio interviews to advise consumers to have their connectors checked and replaced if appropriate. After the death of a young woman from carbon monoxide poisoning, we assisted the City of

Berkeley, California, in developing programs for inspecting home heating systems to prevent CO poisonings and promote CO detector use. We also gave a television interview in Texas on heating safety involving propane-fueled heaters and warned of the dangers of CO poisoning.

Additionally CPSC's chairman appeared on two network morning shows in 2000 to talk about CO safety and how to prevent CO poisoning in the home. Through these segments we reached 8.5 million television viewers.

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

C-2. Press Releases

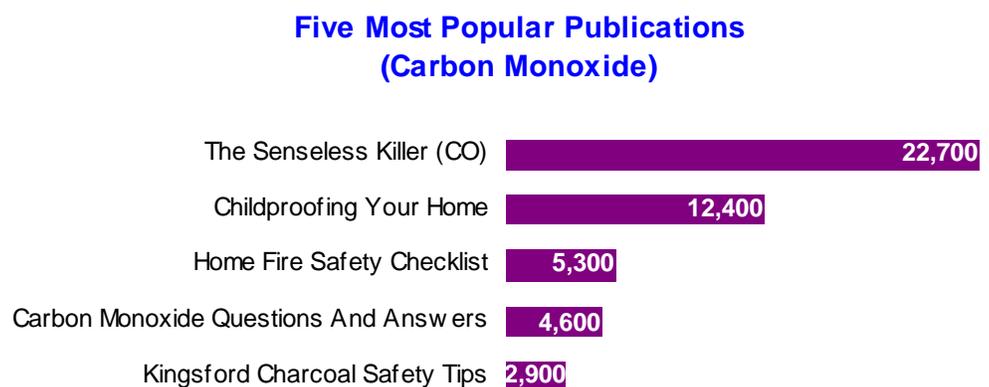
For recalled products presenting a substantial risk of death from CO poisoning, initiate an estimated one press release to warn the public.

Not Done: We finalized the recall of two products, both CO alarms, in 2000. We issued one press release announcing the recall of both products in mid-1999. There were no other recalls of products posing CO poisoning hazards in 2000. Press releases on recalled products are based on the actual number of recalls throughout the year, which depend on the mix of safety-related problems arising during the year.

C-3. Publications

Respond to consumer requests for an estimated 50,000 checklists, booklets, and safety alerts warning about CO poisoning hazards.

Exceeded: We responded to requests for publications and distributed 53,000 checklists, booklets, and safety alerts warning about CO poisoning hazards. The five most requested publications were:

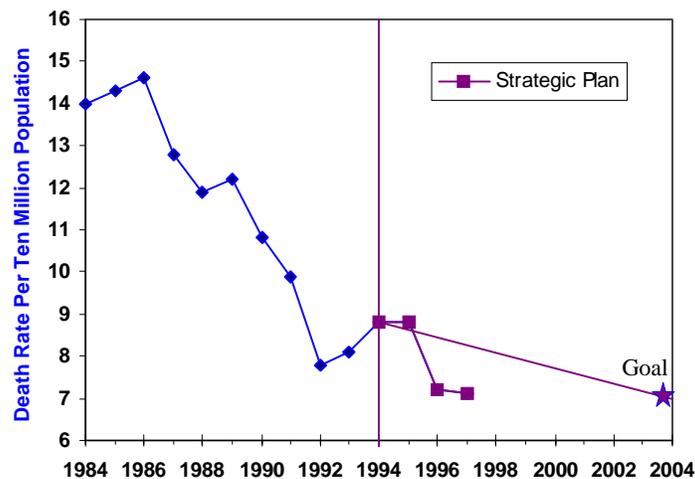




KEEPING FAMILIES SAFE FROM ELECTROCUTIONS

STRATEGIC GOAL: The rate of death from electrocutions will be reduced by 20 percent from 1994 to the year 2004.

Electrocution Rates for Consumer Products, by Year



Data source: CPSC Death Certificate File, National Center for Health Statistics Mortality File 1980-1997; U.S. Census Bureau population projections, June 1999.

THE HAZARD

There are almost 200 deaths from consumer product-related electrocutions each year in the United States. About 10 percent of the deaths are to children under 15 years old. The deaths occurred most often because an electrical current came in contact with a victim's body and traveled through the victim to the ground. Installing ground fault circuit interrupters (GFCIs) could have prevented most of the deaths. These are inexpensive electrical devices that are installed in household electrical circuits and in some small appliances. However, not all homes and products are adequately protected by GFCIs. The Commission continues to receive reports of electrocution deaths from products such

as house wiring, lamps and light fixtures, antennas, power tools, and small and large appliances.

OUR PROGRESS

In 1997, the latest year for which data are available, deaths from electrocutions had declined to 7.1 deaths per 10 million people, almost meeting our goal. We decided to retain the original electrocution strategic goal, for at least the next year or two, for two reasons.

First, staff believes that it is too soon to tell if the reduction in the electrocution rate is a stable trend or simply due to year-to-year fluctuations in the data.

Second, beginning January 1, 1999, there was a major change in the way deaths, including electrocutions, are classified in the United States, and at this time, staff cannot predict if or how these changes will affect our performance data. Deaths are classified throughout the world – and throughout this country – using the International Classification of Diseases coding system. This system allows for the comparison of death rates by cause among countries, states, and regions. The World Health Organization (WHO) revises the system about every ten years. Experts at the WHO and at NCHS are analyzing the changes in coding to make recommendations on ways to compare data reported under the old codes with data reported under the new codes.

ANNUAL ELECTROCUTION-RELATED GOALS FOR 2000

A. Safety Standards/ Hazard Assessment and Reduction	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
A-1. Send recommendations to voluntary standards organizations	0	2	2	1	1
A-2. Send recommendations to National Code groups	1	1	1	1	1

A-1. Prepare and send recommendations to voluntary standards organizations to strengthen or develop voluntary standards:

Protective Devices

190 electrocution deaths (1997)



Develop recommendation for voluntary standards that would recognize enhanced safety features for Ground Fault Circuit Interrupters (GFCIs). Certain conditions such as power surges or corrosion from weathering can render a GFCI inoperable. Some new designs include enhancements such as self-test that alerts users of a problem or a lock-out feature that prevents a malfunctioning GFCI from being reset.

Done: New GFCIs that incorporate automatic self-testing or lockout features in their designs are becoming available. Lockout would prevent restoring power to a receptacle when the shock-protection circuitry in the GFCI fails. We submitted recommendations to UL requesting that they revise their *Standard for Ground-Fault Circuit Interrupters* to include requirements for these enhanced features that improve their effectiveness. Staff suggested that, as a minimum, a visual indicator of failure should be incorporated into these devices.

A-2. Provide recommendations to National Code Groups:

National Electrical Code

190 electrocution deaths (1997)

Develop and support code proposals for requiring enhanced GFCIs in specific circuits that are the most dangerous (e.g., outdoor outlets at earth level).

Done: Data show that significant numbers of installed GFCIs are not functional. The CPSC staff submitted a recommendation to the National Electrical Code to require that enhanced GFCIs incorporating a lock-out feature be used, as a minimum, to protect outdoor (high-risk location) receptacles.

B. Compliance	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
B-1. Initiate recalls and corrective actions	38	20*	24	25*	21
B-2. Monitor existing voluntary standards	1	1	1	1	1

*Projections based on historical data - the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of electrocution through:**B-1. *Recalls and Corrective Actions***

Pursue for recall or other corrective action an estimated 25 products that present a substantial risk of electrocution.

The number of violations and recalls we identified and corrected was somewhat less than our estimate of 25 violations. However, it is agency policy to set numerical estimates (not firm targets) for violations and recalls. Because this activity addresses unforeseen safety issues, our numerical estimate is set each year based on historical data. The actual number of violations and recalls we identified in 2000 depended on the mix of safety-related problems that occurred during the year.

We pursued for recall or other corrective action 21 products that presented a substantial risk of electrocution. There were a total of 20 recalls involving over 2.6 million product units. For example:

CPSC obtained a recall of about 152,000 baby wipe warmers. Cracks in the interior tub of these wipe warmers can allow water to contact the electrical components. This can result in consumers receiving an electric shock. There were four reports of electric shocks when consumers touched the wipes in the warmers with cracked tubs. Consumers may receive a free replacement from the manufacturer.



CPSC obtained a recall of about 207,000 upright vacuum cleaners. The power cord insulation can tear where the cord attaches to the vacuum, exposing bare wires. This poses a risk of shock and burns to consumers. There were 54 reports of the cords on these vacuums tearing. There has been one report of a consumer suffering a burn injury on her hand. Consumers may receive a free repair from the manufacturer.



CPSC obtained a recall of about 123,000 night-lights. The faceplate on these night-lights can be broken off, exposing wiring and posing shock and electrocution hazards. There were three reports of the faceplates on these nightlights breaking off resulting in two 1-year-old girls and an adult receiving an electric shock when touching the exposed wires. Consumers may receive a free replacement nightlight.



B-2. Monitoring Voluntary Standards



Monitor one existing voluntary standard to determine the number of firms in compliance.

Done as Modified: In 2000, the Commission collected 180 samples of holiday lights at retail to evaluate their conformity with specific provisions of the 1997 UL standards that cover wire size, fusing, and strain relief. Approximately 85 percent of the samples had UL labels. Ninety-five percent of the samples with UL labels complied with all of these provisions. Of the remaining 5 percent, only 1 sample, which may have had a counterfeit label, exhibited significant non-conformance, which raised issues of safety. Only 32 percent of the samples that did not have UL labels conformed to the requirements of the voluntary standard.

Because of resource constraints and the difficulties in identifying manufacturers and importers of these products, we did not design the program to determine the number of firms in compliance. However, because the samples were collected on a national basis and the lights were selected randomly at retail establishments, the results of the survey should be representative of all UL labeled and unlabeled holiday lights available for purchase by consumers. The staff is following up on those lights that exhibited significant violations.

C. Consumer Information	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
C-1. Conduct public education efforts	0	1	1	1	1
C-2. Alert the public of recalls through press releases	8	8	13	8	11
C-3. Produce VNR for recalled product	0	1	1	1	2
C-4. Respond to consumer requests for publications	47,500	40,000	75,500*	45,000	83,000

*Includes a one time effort to distribute publications to state and local users.

Alert the public to electrical hazards through:

C-1. Roundup-for-Safety



Encourage consumers to dispose of old electrical products that have a high risk of electrocution as part of CPSC's annual recall roundup safety campaign.

Done: Through a press release and video news release, we encouraged consumers to dispose of old electrical products, such as hair dryers without built-in shock-protection devices that have a high risk of electrocution, as part of CPSC's annual recall roundup safety campaign. The new hair dryers

have built-in devices to prevent electrocution if the hair dryers fall into the water. Old hair dryers may still be in some homes and thrift stores and should be discarded.

C-2. Press Releases

Initiate an estimated eight press releases to advise the public of recalled products with a substantial risk of electrocution.

Exceeded: We initiated eleven press releases to advise the public of recalled products with a substantial risk of electrocution. For example:

Recalled Product	Problem
Christmas light	Undersized wire
Night light	Exposed wire
Sewing machine	Shock
Light box	Loose wires

C-3. Video News Release (VNR)

For at least one recalled product, work with the manufacturer of the recalled product to produce a VNR.

Exceeded: We worked with the manufacturer of a recalled product, a night-light, to produce a VNR. Additionally, we produced the Recall Roundup VNR that reached a potential television viewing audience of 54 million and addressed older style hairdryers without built-in shock-protection devices, which we have previously recalled. Many of our VNRs have video clips that are viewable on our web site at <http://www.cpsc.gov/cpsc/pub/prerel/mpeg.html>.

C-4. Publications

Respond to consumer requests for an estimated 45,000 safety alerts, checklists and booklets.

Exceeded: We responded to requests and distributed 83,000 safety alerts, checklists and booklets that addressed electrocution or electric shock hazards. The five most popular are listed below.

Five Most Popular Publications (Electrocution)

Childproofing Your Home	12,400
Home Safety Checklist For Older Consumers	12,000
For Kids Sake, Think Toy Safety	8,800
Electrical Safety Room By Room Checklist	8,300
Thrift Store Safety Checklist	7,800

INFORMING THE PUBLIC



STRATEGIC GOAL: Increase consumer awareness of CPSC safety information from 1997 to the year 2001 through:

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

THE PROGRAM

Part of our mission is to assist consumers in evaluating the comparative safety of consumer products. Our communication network is two-way: we inform the public about the safe use of consumer products and recalls of unsafe products. We also receive reports from the public about unsafe products, as well as inquiries about product recalls.

In recent years, the way the American public communicates has changed drastically. There has been an explosion in telecommunications through electronic media as consumers have turned increasingly to the Internet to obtain the information they want. In response to this demand, we developed a web site and streamlined the Hotline to provide safety information more efficiently and effectively to those requesting it. To reach both health and safety professionals and the public, CPSC created a new quarterly publication, the *Consumer Product Safety Review (Review)* and provided access to it through the agency's web site.

ANNUALIZED INFORMATION-RELATED STRATEGIC GOALS FOR 2000

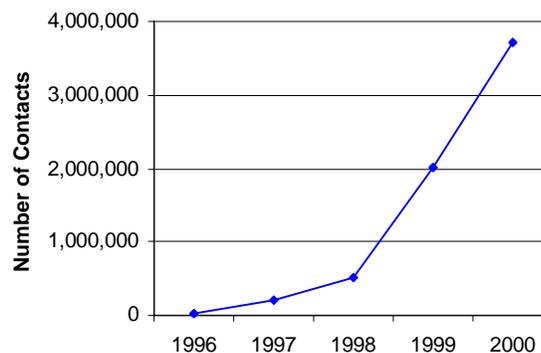
A. Web Site	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
A-1. Cumulative increase in contacts to CPSC's web site from 1997	148%	250%	885%	1,660%	1,720%

A-1. Increase web site contacts from the 1997 base.

Web Site Contacts

Exceeded: The number of visits to our web site was over 3.7 million in 2000, which is a 1,720 percent increase over our 1997 base. CPSC's web site also received top ranking in a major study of e-government web sites in 2000. Researchers at Brown University evaluated over 1,800 state and federal web sites and named CPSC as one of three federal agencies tied for first place.

Web Site Contacts by Year



In 2000, CPSC initiated several major new efforts on our web site to help protect consumers from dangerous products through:

- Links from popular Internet auction sites;
- Monitoring products sold online; and
- Developing a Spanish language section.

Internet auction sites. CPSC announced an initiative with two of the largest auction web sites. This new initiative makes it easier for consumers to protect themselves from dangerous products being sold online. eBay.com and Amazon.com Auctions agreed to link to CPSC's web site and prominently post guidance for consumers to help them get information about recalled products. The auction site

initiative focuses on certain popular product areas, such as children's products, including toys, tools, exercise equipment, and household items. In the first month of operation, CPSC received over 25,000 hits from consumers through a link with one of the auction sites. We are urging other online auction sites to join this initiative.

Safe Online Shopping. We launched Operation Safe Online Shopping (SOS) project to further protect consumers online. We set up a "War Room" where investigators, posing as consumers, use computers and telephone lines that can not be traced back to the government, non-government credit cards, and anonymous shipping addresses to shop for items that could be dangerous to consumers. The items purchased are examined and tested for compliance with federal safety standards or to see if they pose a risk of injury or death to consumers. Dangerous products we found that were being sold online included flammable children's sleepwear, children's jackets with drawstrings that pose a strangulation hazard, and prescription drugs without child-resistant packaging.

Spanish section. CPSC's web site has a new Spanish-language section, clearly marked "Español", on the site's home page. The section contains press releases, publications, safety alerts, and other important information in Spanish. Both major Spanish-language television networks, Univision and Telemundo, link to CPSC's web site from their web sites.

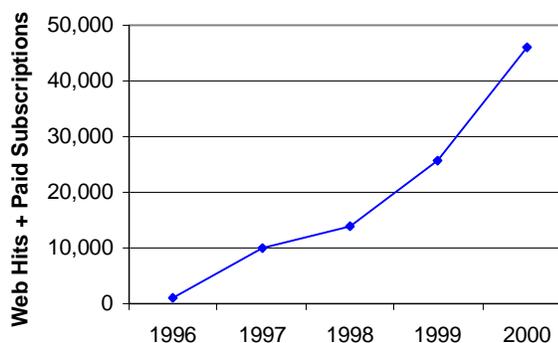
B. Consumer Product Safety Review (Review)	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
B-1. Maintain contacts to CPSC's <i>Consumer Product Safety Review</i> through 2001 by:	38%	38%	153%	300%	354%
Subscriptions	1,500	1,500	1,000	1,000	900
Web site contacts	12,500	12,500	24,600	40,000	45,100

B-1. Maintain contacts through subscriptions and the web site.

Review Contacts

Exceeded: The readership of the *Review* increased from base year 1997 at 10,100 to nearly 46,000 in 2000. The biggest increase in readership has come via CPSC's web site, which had a 5-fold increase from 8,500 to 45,100. By contrast, paid subscriptions declined 47 percent due largely to free access to the *Review* via our web site.

Readership of *Review* by Year



Each issue of the *Review* includes the latest national injury and death data on selected home and recreational products, the most important and latest recalls of consumer products, and easy-to-use methods for reporting consumer product-related injuries to our national data collection systems. Each issue also contains case studies of deaths involving consumer products submitted by medical examiners and coroners across the country. We previously published this information in *MECAP* (Medical Examiners and Coroners Alert Project) *News*.

In addition to paid subscriptions to this publication, the *Review* is also available free over the Internet. See <http://www.cpsc.gov/whatsnew.html> for the most recent issue. There have been about 119,000 visits to the *Review* on our web site since the publication of its first issue.

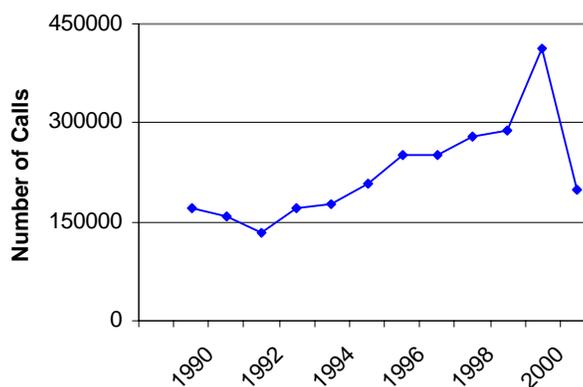
C. Hotline	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
C-1. Maintain the capacity to respond to calls from the public	300,000	250,000	400,000	350,000	200,000

C-1. Maintain the capacity to respond to the high number of Hotline calls for safety information.

Hotline Capacity

The Hotline maintained the capacity to respond to the high number of calls from the public. While the actual number of calls received (200,000) was lower than expected (350,000), we responded to all of the calls we received. The flexibility of our Hotline equipment and Hotline staffing arrangements allow us to respond according to the number of inquiries received. As demands for information increase, we can increase the number of lines and operators available to respond effectively to those needs. This was demonstrated by our success in 1999, the year staff appeared on the various network television shows including the Oprah Winfrey show. With our current equipment and staffing arrangements, we were able to respond to 400,000 calls when only 250,000 had been expected.

Hotline Calls by Year



The Hotline has maintained the capability to respond to a high number of calls from the public; however, there appears to be a change in how consumers access our safety information. The number of visits to CPSC's web site continues to grow exponentially compared to the Hotline. In addition, e-mails from the public, which are also handled by Hotline personnel, have increased over 800 percent from about 1,150 e-mails in 1997 to over 9,300 in 2000. The good news is that through our communication system, we are reaching more consumers with more information.

INDUSTRY SERVICES



STRATEGIC GOAL: By the year 2001, attain 85 percent success with the timeliness and usefulness of the Fast-Track Product Recall program and 80 percent success with the timeliness and usefulness of the Small Business Ombudsman program for industry.

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 a correction of the violation or recall of the hazardous product, as appropriate.

We initiated two programs to assist industry in complying more quickly with our regulations: the Fast-Track Product Recall (Fast-Track) and the Small Business Ombudsman programs. Under the Fast-Track program, a firm that reports and corrects a problem quickly is not subjected to 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 potential legal expenses related to the recall of potentially defective products. For CPSC, advantages of this program include removing hazardous products from consumers' hands more quickly. The Fast-Track program was a 1998 winner of the "Innovations in American Government Award" sponsored by the Ford Foundation in conjunction with Harvard University's Kennedy School of Government and the Council of Excellence in Government. To date, over 300 firms have participated in the program resulting in about 400 corrective action plans involving over 50 million product units.

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. So far, we have helped over 2,000 small businesses that called our Ombudsman. Our program was cited in the National Ombudsman Report to Congress on Regulatory Fairness as one of the best programs in the Federal government.

A. Timeliness of response to industry	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
A-1. Fast-Track timeliness standards met	90%	80%	95%	90%	94%
A-2. Small Business Ombudsman timeliness standards met	60%	80%	84%	80%	81%

A-1. Fast-Track

Complete a technical review and initiate a recall within 20 days 90 percent⁸ of the time.

Exceeded: During 2000, there were 143 recalls involving about 17 million product units and 123 distinct firms under the Fast-Track program. A review of the records for the Fast-Track program revealed that recalls were initiated within 20 business days 94 percent of the time.

A-2. Ombudsman

Respond to requests from small businesses through the CPSC Small Business Ombudsman within three business days 80 percent of the time.

Exceeded: CPSC staff responded to and offered guidance to about 150 small businesses in 2000. A review of the Small Business Ombudsman program's records found that requests were responded to within three business days 81 percent of the time.

Institute appropriate improvements based on assessments by industry in 1999:

B-1. Fast-Track

Review industry's response to the 20-day criterion for implementing a recall notice and other assessments of the Fast-Track program to determine if modifications are necessary.

Done: We reviewed industry's response to the 20 business day criterion for implementing a recall notice and other assessments of the Fast-Track program and determined no modifications were necessary.

⁸There was a typographical error in the text in the 2000 Annual Plan; this is the correct goal. We set our strategic goal at 85% and, based on past years' data, we set the 2000 annual goal at 90%.

B-2. Ombudsman

Review small businesses' response to the three-day criterion for receiving a technical response and other assessments of the Ombudsman program to determine if modifications are necessary.

Done: We reviewed small businesses' response to the three-day criterion for receiving a technical response and other assessments of the Ombudsman program and determined no modifications were necessary.

Develop "plain language" guides to regulations:**C-1. Regulations**

Develop brief guides for 15 of the 25 CPSC regulations where most of the compliance efforts have been targeted over the past 10 years so that industry can quickly and easily understand how to comply. These guides will include descriptions of the purpose of the regulation and the regulation's requirements.

Done: We developed 14 guides for 15 regulations so that industry can quickly and easily understand how to comply. These guides are accessible through our web site under the Regulatory Summaries in Plain Language subheading at <http://www.cpsc.gov/businfo/corrective.html> and provide a summary of requirements of various regulations for consumer products such as cribs, bunk beds, lawnmowers, lighters, and fireworks.



CONSUMER SATISFACTION WITH CPSC SERVICES

STRATEGIC GOAL: Maintain a customer satisfaction level with the Hotline, Clearinghouse, and the States with CPSC's State Partnership Program at 90 percent or better through the year 2001.

THE PROGRAM

We alert the public to important safety information through a variety of sources, including the Hotline, National Injury Information Clearinghouse (Clearinghouse), and State Partners Program. We also respond to individual e-mail messages received at specially established addresses.

The Hotline is a toll-free, 24 hours-a-day, 7 days-a-week service that allows consumers to: report unsafe products; report product-related injuries; find out whether CPSC has recalled a product; learn how to return a recalled product or arrange a repair; obtain tips on buying safer products and safe product use; and determine how to order safety publications. The Hotline offers information primarily in English and Spanish and, if requested, in selected other languages as well.

The Clearinghouse provides data to the public in response to almost 4,000 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.

The 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 CPSC's reach throughout the Nation.

A. Hotline Services	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
A-1. 30 seconds or less to reach a Hotline representative	--	**	--	90%	87%
A-2. Respond to after-hours voicemail messages the next business day	76%*	**	90%*	85%	92%
A-3. Process product incident reports within 8 working hours	74%	**	79%	85%	96%
A-4. Maintain performance contract at designated level	--	**	--	85%	--

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

Maintain consumer satisfaction with Hotline services through:

A-1. Hotline

Maintain the time of 30 seconds or less to reach a Hotline representative 90 percent of the time.

Substantively Met: Our Hotline has an automated system that allows the caller to press three-digit numbers to hear a wide variety of recorded safety messages about consumer products. Additionally, the caller may press a three-digit number to connect to a Hotline staff member during normal working hours. We maintained the time of 30 seconds or less that a caller reached a Hotline representative 87 percent of the time.

A-2. Voicemail

Respond to after-hours voicemail messages the next business day 85 percent of the time.

Exceeded: Our Hotline is available to consumers to hear the most up-to-date and easy-to-understand recorded information on product safety recalls and consumer products, seven days a week, 24 hours a day. The Hotline staff is available between 8:30 A.M. and 5:00 P.M. Eastern time, weekdays, except holidays. When Hotline representatives are unavailable, consumers may choose to leave a voice mail message. We responded to these after-hours voicemail messages the next business day 92 percent of the time.

A-3. Incident Reports

Process consumer product incident reports within 8 working hours 85 percent of the time.

Exceeded: Consumers may make a complaint of an unsafe product or product-related injury through our Hotline. We will then send a copy of the report to the consumer for confirmation of the information recorded by the Hotline staff. We reviewed and processed these consumer product

incident reports within 8 working hours 96 percent of the time.

A-4. Customer Service

Maintain CPSC's innovative Hotline contract administration system to provide incentives for achieving a quarterly contract performance level rating of at least 85 percent. Higher ratings result from effective contract management, timely response to consumers, timely, thorough responses to consumer incident reports, and other performance measures.

Our Hotline contract includes a requirement to meet established customer service standards as a part of the scope of the work. Due to limited resources we were not able to accurately measure this performance goal. The current contract will be reviewed to determine how to address this issue.

B. Clearinghouse	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
B-1. Hotline incident reports mailed for verification within 48 hours	90%	**	100%	95%	99%
B-2. Reports to manufacturer sent within 48 days	--	**	--	90%	90%*
B-3. Other timeliness customer service standards met	84%	**	94%	95%	95%

*Estimate based on random sample. **No goal established. --Data not available.

Maintain consumer satisfaction with Clearinghouse services through:

B-1. Incident Report Verification

Mail verification information to consumers within 48 hours after receiving their reports of unsafe products 95 percent of the time.

Exceeded: After the Hotline processes a complaint about an unsafe product or incident, the Clearinghouse receives it. The Clearinghouse mails the report to the consumer for verification that the report is accurate and complete. In 2000, we mailed verification information to consumers within two business days after receiving their reports of unsafe products from the Hotline 99 percent of the time.

B-2. Manufacturer Alert

Provide manufacturers with copies of incidents and investigations in which their products are named within 48 days of receiving the report in the Clearinghouse 90 percent of the time.

Met: The Clearinghouse alerts manufacturers to potential hazards associated with their products, providing them with

consumer complaints, reported incidents and incident investigations involving their products. We provided manufacturers with copies of incidents and investigations in which their products are named within 48 business days of receiving the report in the Clearinghouse 90 percent of the time.

B-3. Customer Service

Continue to meet or exceed 1996 customer service levels for timeliness standards.

Met: The Clearinghouse provides data to the public in response to almost 4,000 requests each year. In keeping with our published customer service timeliness standards, we acknowledged requests for information in writing within 5 business days 95 percent of the time and actually provided the requested information within 5 business days 94 percent of the time. This met our goal to meet or exceed our 1996 service level, which was 94 percent.

C. State Partners	1998	1999		2000	
	Actual	Goal	Actual	Goal	Actual
C-1. Recall Round-Up in all 50 states	50	50	54*	50	54*
C-2. Conduct product safety activities in the states	20	**	50	50	82

*Includes territories and District of Columbia. **No goal established.

Maintain consumer satisfaction with the State Partners Program's services through:

C-1. Recall Round-Up

Develop and implement a Recall Round-Up program with our State Partners in all 50 states to encourage the repair, return, or destruction of selected consumer products not meeting safety standards.

Exceeded: We developed and implemented a Recall Round-Up program with our State Partners in all 50 states, three territories, and the District of Columbia to encourage the repair, return, or destruction of selected consumer products not meeting safety standards.

C-2. Product Safety Activities

Conduct 50 product safety activities including media events, congressional events, education seminars and safety consultations, through the Recall Round-up campaign.

Exceeded: We conducted 82 product safety activities including media events, congressional events, education seminars and safety consultations, through the Recall Round-Up campaign.

C-3. Customer Service

Implement appropriate suggestions for improvements from the 1999 customer service survey.

Done: Based on responses to the 1999 customer service survey, we decided to increase the effectiveness of our consumer outreach. We did this by identifying and commissioning 61 new product safety-oriented state and local partners.

II. Program Evaluations

This section provides a summary of the evaluations we identified in our 2000 performance plan, as required in the Office of Management and Budget's Circular No. A-11. We conduct two types of evaluations: yearly tracking of performance measures such as injuries, deaths, and timeliness, and studies of the effectiveness of CPSC activities, such as injury and death reductions associated with specific products and customer satisfaction surveys.

A. Reducing head injuries to children

Baby Walkers. For many years, baby walkers were associated with more hospital emergency room-treated injuries than any other nursery product. In 1992, the estimated number of baby walker-related injuries to children under 15 months was almost 26,000, most from falls down stairs. To reduce these injuries, CPSC engaged in the following activities:

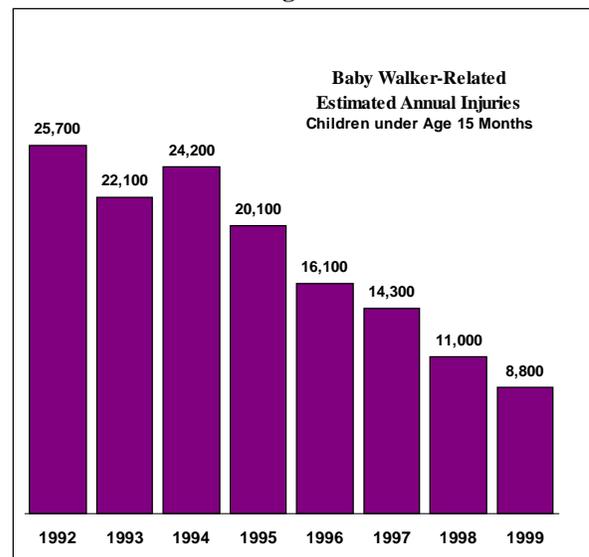
- Conducted a special study during 1993 and 1994 to identify the circumstances involved in baby walker incidents. The results of the study supported the need for new design features to prevent walkers from going down stairs.
- Began a mandatory rulemaking proceeding in 1994, after denying a petition to ban baby walkers.
- Worked actively with industry to revise the ASTM voluntary safety standard in order to address the stair-fall hazard; the new performance requirements were completed in 1996 and the walker standard was revised in early 1997;
- Kept the mandatory rulemaking open pending evaluation of the adequacy of the

voluntary requirements and the level of the industry's conformance.

Because of these efforts, the new baby walkers on the market are designed to help prevent falls down stairs. To meet the new requirements, a walker must have features that stop the walker at the top of the stairs or be wider than 36 inches to prevent the walker from going through an interior doorway leading to a flight of stairs.

Baby walker-related injuries were projected to increase to as many as 32,000 in the year 2002. Instead, these injuries declined 67 percent between 1992 and 1999.

Figure 1



Baby walker-related injuries are expected to decline further. CPSC, the American Academy of Pediatrics, and consumer organizations such as the National SAFE KIDS Campaign, continue to warn the public about the hazards associated with baby walkers. The new, safer baby walkers will eventually replace earlier designs of mobile walkers in consumer households.

Jacobson, B.J (2001). *Reductions in Baby Walker-Related Injuries: Update of the Evaluation of the Voluntary Safety Standard*. U.S.

Consumer Product Safety Commission,
Washington, D.C.

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

Tracking of child poisoning deaths. CPSC has continued to track drugs and other hazardous household product-related pediatric poisoning fatalities for children under 5 years old in the U.S. The most recent data from the National Center for Health Statistics is for 1998. In 1972, more than 200 children under 5 years old died from unintentional poisonings from household substances. These deaths have decreased by 88 percent to less than 30 deaths in 1998.

Memorandum from C. Morris, Ph.D. to Mary Ann Danello, Ph.D. (17 Jan 2001). *Household Product-Related Pediatric Poisoning Fatalities from 1972 through 1998*. U.S. Consumer Product Safety Commission, Washington, D.C.

C. Reducing Fire-Related Deaths

Cigarette lighters. National fire loss estimates indicated that there were an estimated 6,100 residential fires caused by children of all ages playing with lighters of all kinds in 1998. After 1990, fires increased to a peak of over 11,000 in 1994, the year that the CPSC cigarette lighter standard took effect. After 1994, lighter child fires decreased by 45 percent (Figure 2).

In response to the increasing number of fire deaths caused by young children playing with cigarette lighters, the Commission promulgated the "Safety Standard for Cigarette Lighters" that required most cigarette lighters to be resistant to operation by children younger than age 5. The standard became effective on July 12, 1994, for lighters manufactured or imported after

that date. The rule applies to disposable, cigarette and novelty lighters that appeal to young children.

Staff evaluated the effectiveness of the CPSC Safety Standard and described lighter child play fires that are still occurring. The evaluation was based on two studies: a pre-standard study (1985-1987) and a post-standard study (1997-1999). National estimates of cigarette lighter fires caused by children younger than age 5 were based on the results of these studies as well as data from the U.S. Fire Administration's National Fire Incident Reporting System (NFIRS) and the National Fire Protection Association's (NFPA) annual survey of U.S. fire losses.

The study concluded that the Safety Standard was responsible for reductions of an estimated 4,800 fires, 130 deaths, and 950 injuries in 1998, taking into account the estimated fire losses that would have occurred if the standard had no effect. (Table 1). The study also found that in 1998, the standard prevented \$76.4 million in property loss with total societal benefits attributable to the standard estimated at \$773.9 million. Additional savings are anticipated to occur in subsequent years.

Table 1
Estimated 1998 Cigarette Lighter
Child Play Fire Losses Prevented by the
CPSC Standard

Case	Fires	Deaths	Injuries
Expected Fire Losses If Standard Had No Effect	7,100	200	1,430
Actual Fire Losses	2,400	70	480
Fire Losses Prevented	4,800	130	950

In spite of the reductions among cigarette lighter fires already seen, fires

caused by children playing with lighters remain a concern. We expect that the CPSC standard requiring child resistant features on multi-purpose lighters, that became effective in December 2000, will help to further reduce these fire losses. It is noted, however, that both CPSC lighter standards are designed to make lighters child resistant, but not childproof.

Smith L, Greene M, Singh H (2000). *Fires Caused by Children Playing with Lighters*. U.S. Consumer Product Safety Commission, Washington, D.C.

D. Reducing CO Poisoning Deaths

Tracking CO alarms sold. In 1998, a new revision of the UL standard for CO alarms went into effect. The revised standard incorporated recommendations that CPSC made to UL for the purpose of making CO alarms more reliable and less subject to nuisance alarms.

The purpose of this study was to determine if consumers were able to find "new" alarms when they went to purchase them. Staff believed that if consumers would purchase and use the "new" alarms, then consumer confidence in CO alarms would increase, leading to increased usage.

In 2000, we gathered information about the extent to which consumers were using CO alarms and the availability of alarms meeting the latest requirements of the voluntary standard. We estimate that 17 to 20 percent of all households in the United

States have CO alarms. This is about double the use of CO alarms five years ago. CO alarms are readily available to consumers, and the large numbers of inventoried alarms that met older versions of the UL standard appear to be decreasing in favor of alarms that meet the 1998 requirements of the standard. Information is not readily available to determine if the alarms that met the older versions of the UL standard were purchased by consumers or were removed from store shelves in favor of newer, more up-to-date models.

We anticipate that consumers increasingly will buy and use CO alarms because changes to the standard will reduce the number of nuisance alarms. In addition, the number of jurisdictions that have passed or are considering legislation to require the installation of CO alarms in residences continues to increase each year.

Memorandum from E. Leland and M. Robins, to N.J. Scheers, Ph.D. (Sept. 2000). *Retail Market for Residential Carbon Monoxide (CO) Alarms: September 2000*. U.S. Consumer Product Safety Commission, Washington, D.C.

E. Reducing Electrocuting Deaths

Power tool-related electrocution deaths. An evaluation of the effectiveness of CPSC activities in reducing power tool-related electrocution deaths was not initiated in 2000. We plan to complete an evaluation in 2002 as part of our effort to assess the causes of electrocution associated with power tools and garden appliances.

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

We do not have any major documented problems of fraud and mismanagement in our programs and operations. CPSC would address problems of fraud and mismanagement, if they were to arise, through: (1) the 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 Integrity Act (FMFIA) report to the President and Congress; and (3) the Senior Management Council, responsible for internal control reviews and annual letters of assurance. The Commission has no “high-risk areas” and has not been identified as having such high-risk areas by either GAO or OMB. Should any future management problems arise, We are committed to resolving them through existing agency mechanisms such as the Chairman’s FMFIA Report and the Senior Management Council.

Appendix A

Major Contributors to This Report

Arlene Clyburn-Miller, M.S., Operations Research Analyst, Office of Planning and Evaluation

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