

2002 ANNUAL PERFORMANCE REPORT



FEBRUARY 2003



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

**Saving Lives and Keeping
Families Safe**

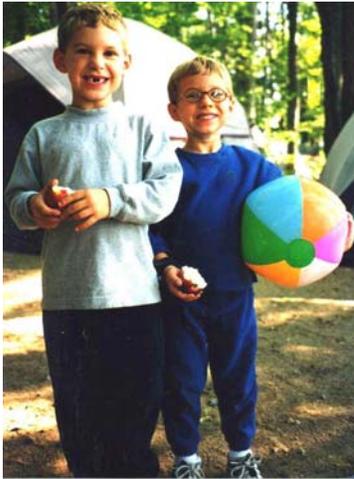
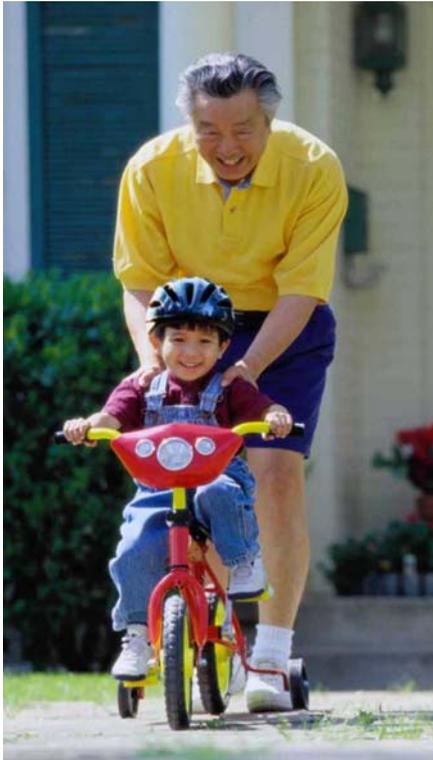


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INSIDE THE U.S. CONSUMER PRODUCT SAFETY COMMISSION

OUR MISSION

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

DID YOU KNOW?

- ★ Each year, there are an average of about 23,900 deaths and 32.7 million injuries related to consumer products under the Commission's jurisdiction.
- ★ These injuries, deaths and associated property damage cost the American public over \$700 billion annually.



WHAT WE DO

- ★ Save the nation over \$13 billion annually in health care, property damage, and other societal costs through our work on reducing product-related injuries and deaths from hazards, such as children's head injuries, child poisonings, fire, carbon monoxide poisonings and electrocutions.
- ★ Complete about 340 cooperative recalls of defective products annually. In 2002, these recalls involved about 50 million product units.
- ★ Work cooperatively with industry and voluntary standards groups to develop safety standards. Since 1990, we have worked cooperatively with industry and others to complete 214 voluntary standards while issuing 35 mandatory rules, a six-to-one ratio of voluntary to mandatory standards.
- ★ 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 2002, we had nearly 7.9 million visits to our web site and about 140,000 calls to our hotline.

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 GOALS

Reduce Product-Related Injuries and Deaths

- 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

- Increase the number of visits to CPSC's web site.
- Increase 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

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



2002 PERFORMANCE REPORT SUMMARY

- We met or exceeded most of our 2002 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 2002 plan, we made these safety advances:
 - ❖ Worked to develop or improve seven voluntary national safety standards in areas including multi-use juvenile products, candles, and crib hardware;
 - ❖ Finalized the rule requiring child-resistant packaging on household products containing hydrocarbons, such as baby oil, and initiated or continued rulemaking on the clothing textile flammability standard update, mattress and bedding fires due to open flame ignition, and upholstered furniture ignition by small open flames;
 - ❖ Initiated and obtained over 950 voluntary recalls or other corrective actions of potentially hazardous products contributing to injury and death reductions set forth in our annual goals. These included 387 recalls involving about 50 million product units. We informed the public of hazardous products through 247 press releases, 19 video news releases, 1.9 million distributed publications, appearances on network TV shows, and through CPSC's consumer hotline, web site, and National Injury Information Clearinghouse; and
 - ❖ Completed several important studies to examine different product-related hazards. For example, we studied the effectiveness of helmets in preventing and reducing the severity of children's bicycle head injuries; evaluated the characteristics in electric clothes dryers that can lead to ignition; participated in the Fire Sprinkler Industry Consortium on new tests to address sprinkler performance; and assessed mouthing behaviors of children as they relate to exposure to phthalates (DINP) in toys.
- We continue to inform the public through CPSC's communication network. In 2002, we had 7.9 million web site visits, 198,800 readers of the *Review*, and 140,000 callers to the hotline.
- We continue to assist industry in complying more quickly with CPSC's regulations through our successful Fast Track Product Recall and Small Business Ombudsman programs. We maintained the timely response to industry and developed brief guides for five 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.

APPROACHES TO PRODUCT SAFETY

STRATEGIES

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

Safety Standards

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

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

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

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

Compliance

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

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

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

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

Consumer Information

We warn the public about product-related hazards through print and electronic media, our hotline and web site, and other outreach activities. We develop and provide safety information for the public through safety alerts, news releases, video news releases, publications, including the Consumer Product Safety Review, national and local television appearances, and hotline messages. When knowledge of a hazard requires immediate

warnings to the public, such as the recall of a playpen that caused the death of a baby, we rely heavily on the media (newspapers, radio, TV, video news releases). For warnings that need to be repeated -- and most do -- we often rely on outreach by partnering with other organizations and by developing programs, such as Baby Safety Showers and Recall Round-Ups, which are easily replicated by other organizations.

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

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

TWO TYPES OF ANNUAL PERFORMANCE GOALS

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

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

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



KEEPING CHILDREN SAFE FROM HEAD INJURIES

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

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	47.0	\$4.611
2000 Actual	35.7	\$3.766
2001 Actual	33.0	\$3.683
2002 Plan	33.0	\$3.760
2002 Actual	29.0	\$3.473

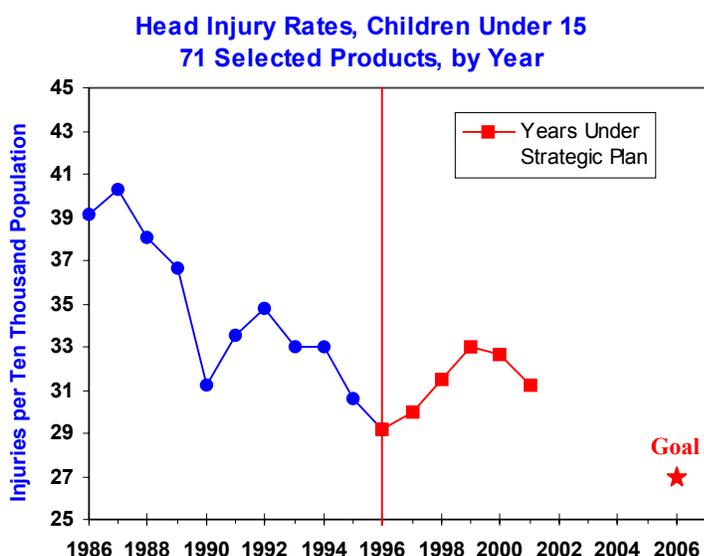
THE HAZARD

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

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

OUR PROGRESS

Head injuries to children under 15 years of age remain higher than desired when compared to the goal set for 2006. We have been successful in reducing head injuries to children for some products (e.g., baby walker-related injuries, most of which were to head and face, to children under 15 months of age have shown about a 70 percent reduction since 1995). Many of the largest contributors to the annual toll of head injuries were



recreation and sport-related activities including bicycles (41,000), baseball and softball (13,000), and swings and swing sets (12,000). We initiated work in 2001 to learn more about the circumstances of bicycle-related head injuries to children. The results of this study suggest that bicycle helmets are effective both in preventing emergency-room-treated head injuries and in reducing the severity of head injuries. Further, emergency room data for 2001 show a sharp downturn in the frequency of bicycle-related head injuries. We are re-evaluating CPSC’s role in reducing these injuries and in 2003, the Commission will decide whether to redefine our strategic goal

or focus in other areas.

2002 ANNUAL HEAD INJURY-RELATED GOALS

A. SAFETY STANDARDS

Annual Goals		1998	1999	2000	2001	2002
A-1. Prepare and present recommendations to voluntary standards organizations	Goal	**	6	2	1	2
	Actual	5	6	2	2	2
A-2. Complete testing/data collection/hazard analysis/technical review activities	Goal	**	1	3	4	5*
	Actual	6	1	2	3	5

**No goal established.

*This target was 3 in the 2002 Performance Plan. The Multi-Use Juvenile Products activity was deferred from the 2001 Plan and the Playgrounds activity was transferred from the public information section.

A-1. Prepare and present recommendations to voluntary standards organizations to strengthen or develop 2 voluntary safety standards.

Child Restraint Systems

7,800 head injuries
Strollers, High chairs



2002 Plan: An estimated 20,000 head injuries to children under age 5 are associated with products that may have restraints on them. In 2002, we will continue the 2001 focus on strollers and high chairs and examine the circumstances involved in falls, strangulations, and entanglements associated with these products to determine the role of restraints in these incidents. In addition, we will evaluate such factors as ease of use, proper sizing, and child-resistance of the restraint systems. We will prepare recommendations to revise the voluntary standards for strollers and high chairs to address safety issues associated with restraint systems, as warranted.

Completed: In 2002, CPSC staff submitted recommendations to the ASTM on voluntary standards for high chairs and strollers to enhance the safety of child restraint systems used on these products. The proposals focused on preventing falls and entanglements and were based on an analysis of death and injury data and the findings from CPSC sponsored research. Some of the specific areas recommended by CPSC staff for work by the ASTM Subcommittee include: high chair tray disengagement, stroller leg hole opening hazards, high chair passive crotch restraint refinements, and other general restraint issues for high chairs and strollers. The staff recommendations highlighted specific anthropometric, child behavior, and other factors that should be considered in developing new standard provisions.

Multi-use Juvenile Products



2002 Plan: *In 2002, CPSC staff will identify and evaluate multi-use juvenile products. Multi-use products are becoming increasingly popular, and include such items as car seats that convert into infant carriers, strollers, baby swings, or cradles. Other products are also in the marketplace, and new products are being developed. For the products identified, we will complete a hazard analysis of existing incident data, as well as engineering and human factors assessments. We will develop recommendations for modifications to existing voluntary standards or the development of new standards, as warranted.*

Completed: In 2002, CPSC staff evaluated multi-use juvenile products to determine whether improvements to the voluntary standards were warranted. Staff reviewed reported incidents to identify injury/hazard patterns with multi-use high chairs (convertible to a toddler chair), multi-use play yards (with bassinet and/or changing table attachments), and multi-use strollers (with infant carrier attachments). Staff reviewed the incident data and evaluated various product models. As a result of these assessments, the staff recommended that the ASTM Stroller Subcommittee create a task group to address additional performance requirements for multi-use strollers that would prevent detachment and/or flipping of the infant carrier while it is attached to the stroller.

A-2. Complete 5 testing, data collection, hazard analysis, or technical review activities.

Baby Walkers

2002 Plan: *In 1994, CPSC published an ANPR [Advance Notice of Proposed Rulemaking] to begin a proceeding that could result in mandatory or performance requirements for baby walkers to address falls down stairs. In 1997, at the urging of CPSC staff, the ASTM voluntary standard was*



revised to address this hazard. In FY 2002, staff will complete an assessment of industry conformance to the revised voluntary standard.

Completed: In 2002, staff found a high rate of conformance with the revised ASTM baby walker standard that addresses stair-fall hazards. Staff believes the high conformance rate with the revised standard has contributed to a substantial reduction in injuries. Since 1995, baby walker-related injuries to children younger than 15 months old have dropped by almost 70 percent. The staff expects the number of injuries to continue to drop as new, safer baby walker designs replace old-style mobile walkers in U.S. households. Based on this, the Commission terminated the rulemaking that began in 1994.

Bicycle Head Injury Study 49,000 head injuries



2002 Plan: *Bicycles are a leading cause of head injuries to children. In 2001, we began a special investigation study of bicycle-related head injuries to children under age 15 to learn more about the circumstances involved in the incidents. In 2002, we will complete the study and analyze the results.*

Completed: In 2002, staff completed the bicycle-related head injury study and analyzed the results. The study suggest that helmets are effective in preventing children's bicycle-related head injuries treated in hospital emergency rooms and in reducing the severity of those head injuries that do occur.

Bicycle Lighting 49,000 head injuries (includes day and night riding)



2002 Plan: *In 2000, about 49,000 children less than 15 years old sustained bicycle-related head injuries. An earlier CPSC study found that children are three times as likely to be injured during dusk, dawn and evening hours, when bicycle lighting may be protective, compared to daylight hours. We will continue to work with the National Highway Traffic Safety Administration (NHTSA) on issues related to bicycle lighting and support their efforts to develop criteria for effective lighting options.*

Completed: CPSC staff contacted NHTSA staff to discuss conspicuity issues. NHTSA continues to perform a conspicuity literature review that should be released in 2003.

Multi-Use Juvenile Products

2001 Plan: *Complete evaluations (engineering, human factors reviews and data analyses) of two or more multi-use juvenile products to determine the need for new standards or revisions to existing standards. Examples of these products include car seats that convert to infant carriers or baby swings, soft carriers that convert to infant seats, and infant high chairs that*



convert to youth seats. Potential hazards associated with these products include falls and entrapments.

2001 Report: *In 2001, staff began reviewing CPSC data files for information on incidents involving a variety of multi-use juvenile products. During this time, however, we became aware of a number of specific product safety defects with combination carriers/strollers and staff activities focused on corrective actions for these products. In 2002, staff will identify and evaluate aspects of multi-use juvenile products from a broader perspective. Staff may develop recommendations for new or revised voluntary standards, based on assessment of potential hazards associated with these products.*

Completed: In 2002, CPSC staff evaluated various multi-use juvenile products to examine whether improvements to the voluntary standards were warranted. Staff reviewed reported incidents to identify injury/hazard patterns and conducted engineering and human factors assessments of multi-use products, including multi-use strollers. In a review of incidents occurring from January 1, 1997 through June 30, 2002, the staff identified 72 reports of inadvertent detachment of an infant carrier from a stroller. Another 26 reports identified detachment of an infant carrier when the stroller inadvertently collapsed. Many incidents indicate that the infant carrier flipped upside down, causing head injuries to the occupant. As a result this analysis, staff recommended that the ASTM Stroller Subcommittee create a task group to address additional performance requirements for multi-use strollers that would prevent detachment and/or flipping of the infant carrier while it is attached to the stroller. This task group will begin work in 2003.

Playgrounds *over 200,000 injuries*



2002 Plan: *Each year, over 200,000 children are treated in hospital emergency rooms for playground equipment-related injuries. About 23 percent of the injuries occur on equipment intended for home use. We developed the Handbook for Public Playground Equipment for use as a non-technical companion to the voluntary standard for public playground equipment. The Handbook has gained widespread acceptance and several states have mandated the Handbook's recommendations along with provisions in the voluntary standard. In 2002, we will develop a similar handbook for home playground equipment. While voluntary safety standards have been established for home equipment, this handbook will provide useful safety guidance for parents, caregivers, daycare providers and others.*

Completed: In 2002, staff completed a handbook, "Outdoor Home Playground Handbook," to provide safety information and guidance for parents, caregivers, childcare providers and others. Staff is awaiting comments from outside experts before finalizing the handbook in 2003.

B. COMPLIANCE

Annual Goals		1998	1999	2000	2001	2002
B-1. Pursue for recall or other corrective action	Goal	**	25	25	30	30*
	Actual	16	37	36	49	55
B-2. Monitor existing voluntary standards	Goal	**	2	2	2	2
	Actual	--	0	1	1	3

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

**No goal established.

--Data not available.

B-1. Recalls/Corrective Actions

2002 Plan: Pursue for recall or other corrective actions an estimated 30 products that present a risk of head injury.

Exceeded: We obtained a total of 55 corrective actions for products that presented a substantial risk of head injury to children or that violated mandatory standards. This included 21 recalls involving over 2.7 million product units that presented a substantial risk of head injury.



For example, we obtained a recall of about 1.5 million booster seats, intended for children who can sit unassisted through about 4 years of age. The top half of the seat inserts can separate, and a child can fall from the chair and be injured. There were 32 reports where the seat halves separated. There were seven reports of injuries from falls including bumps, cuts, bruises and a fractured arm.



Additionally, we obtained a recall of about 250,000 swings. The buckles on the swing can break and the shoulder restraint straps can pull out of the back of the seat, causing young children to fall. There were 14 reports of problems with the swings. Five injuries to children included abrasions, bruises, cuts and bumps to the head.

B-2. Voluntary Standard/ Special Programs

2002 Plan: Monitor existing voluntary standards and/or conduct industry special programs for 2 products with a risk of head injury.



Completed: In 2002, staff completed high chair and crib laboratory testing of certain provisions in the voluntary standards for these products. The staff analyzed the results and developed reports, which will be considered by the Commission in 2003.

ATVs

4,100 head injuries



2002 Plan: Staff will continue activities to monitor agreements for All Terrain Vehicles (ATVs).

Completed: CPSC staff continues to monitor and enforce agreements made by the major distributors/manufacturers of ATVs concerning how they market and sell adult-sized ATVs. These agreements require dealers to adhere to age recommendation requirements in the promotion and sale of ATVs. The Field Office continues to conduct undercover inspections throughout the country to determine if the dealers are selling adult sized ATVs to children under 16. In addition, the ATV distributors also conduct their own surveillance of dealers and submit yearly reports to CPSC.

In 2002, CPSC investigators conducted random undercover inspections at ATV dealers across the country to determine if they complied with age recommendation requirements in the promotion and sale of ATVs. We found that 36 percent of the dealers were in violation of the age recommendation requirements. Manufacturers have been notified of the dealer violations to conduct appropriate corrective action.

C. CONSUMER INFORMATION

Annual Goals		1998	1999	2000	2001	2002
C-1. Conduct public information efforts	Goal	**	4	4	4	3 ^{##}
	Actual	2	4	4	4	3
C-2. Issue press releases	Goal	**	15	15	15	15 [#]
	Actual	17	19	22	19	17
C-3. Produce VNRs	Goal	**	1	5	5	4 [#]
	Actual	6	6	6	7	4
C-4. Respond to consumer requests for publications	Goal	**	150,000	160,000	160,000	160,000
	Actual	121,500	531,500*	287,000	252,000	243,000

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

**No goal established.

[#]These goals were changed to include all hazardous products, not just recalled products as in previous years.

^{##}The original target was 4; however, Playgrounds was moved to a technical review activity.

C-1. Conduct 3 public information efforts to alert the public of head injury hazards.

Recreational Activities

2002 Plan: Warn about the need for child head protection/safety gear in recreational activities such as riding



scooters, in-line skating, skiing and snowboarding.

Completed: We promoted helmets and other safety gear with many recreational activities by issuing news releases and promoting safety tips with partners (such as SAFE KIDS, police departments, and cooperative extension agents). Our “Summer Safety” and our wintertime “What’s In and What’s Out” releases both addressed children’s head injuries. Field staff promoted helmets for bicycles, scooters, skateboards, and in-line skates as safe gift ideas at a holiday news conference in Los Angeles with an estimated coverage of 15 million households. Additionally, field staff were interviewed by local radio stations on topics including wearing helmets and protective gear that was aired to a 175,000 total listening audience. A Field investigator spoke on recreational safety to the Midwest Association for the Education of Young Children Annual Conference whose attendees included teachers, childcare providers, librarians, school administrators and health care providers from 12 states.

Infant Products



2002 Plan: Warn parents about the hazards of older style infant products such as high chairs and infant carriers and inform them about safety features of newer style products. Regional activities will include such programs as baby safety showers, recall round-up, local media interviews and speaking engagements.

Completed: In partnership with Babies “R” Us, we developed and distributed safety tips addressing infant products including cribs, changing tables, infant carriers, high chairs, strollers, safety gates and other nursery items during Baby Safety Month. Field staff conducted baby safety showers, gave a radio interview on baby safety to a local radio station with a listening audience of 5.1 million, and presented infant safety information to birth preparation classes.

Bicycles



2002 Plan: Issue a news release to promote the use of bicycle helmets meeting the CPSC safety standard and safe bicycle-riding practices that prevent head injuries to children. Work in each of CPSC’s three regional divisions will also include activities such as radio interviews relating to bicycle safety, local press publications, and presentations to state and local product safety groups. Regional staff frequently partners with other injury prevention organizations to promote bicycle safety through activities such as bicycle rodeos.

Completed: We issued a news release that provided summer

safety tips. These tips included a statement that studies on bicycle helmets have shown they can reduce the risk of head injury by as much as 85 percent and urged helmet use when biking. We also issued another news release, "What's In and What's Out List for a Safe New Year," that promoted the use of helmets while cycling. Field staff taped a segment on bicycle helmets that was aired 15 times to a listening audience of 1.1 million in the New Jersey area; conducted an interview on bicycle and multi-purpose helmets that was aired to a viewing audience of 2.6 million; and participated in a live radio interview featuring bicycle helmets for a network of 50 stations throughout Wisconsin reaching an audience of 1 million.

C-2. Press Releases

2002 Plan: *Issue 15 press releases to alert the public to hazardous products presenting a risk of head injury.*

Exceeded: In 2002, we issued 17 press releases that alerted the public to hazardous products that presented a risk of head injury to children. These included products such as booster seats, swings, baby gates, mini-bicycles, toy chests, and cribs.

C-3. Video News Releases

2002 Plan: *Produce 4 video news releases (VNRs) for hazardous products presenting a risk of head injury.*

Completed: We produced 4 VNRs that addressed one or more hazardous products that presented a risk of head injury. One of these VNRs, as part of our annual Toy Recall Round-Up campaign, addressed three recalled products. The total potential audience of these VNRs was over 50 million television viewers. Most of our VNRs have video clips that are viewable on our web site at <http://www.cpsc.gov/mpeg.html>.

C-4. Publications

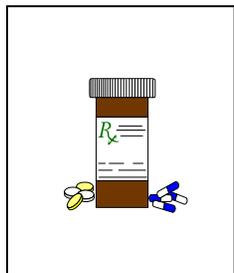
2002 Plan: *Respond to consumer requests for a projected 160,000 checklists, booklets, and safety alerts warning about head injury hazards. In 2000, the number of publications distributed was substantially higher than that in 1998. We decided to retain our original goals for 2001 and 2002 until we are able to review at least one more year of data.*

Exceeded: In 2002, we responded to requests and distributed 243,000 publications that addressed child head injury hazards. The number distributed does not include those downloaded from http://www.cpsc.gov/cpsc/pub/pubs/pub_idx.html through our web site. The five most requested distributed publications are listed below.

**2002 Five Most Popular Publications
(Child Head Injury)**

Ten Smart Routes To Bicycle Safety	26,000
Childproofing Your Home	23,200
Child Care Safety Checklist	19,700
Sprocketman Comic Book	15,700
Kids Speak Out On Bike Helmets	15,100

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 2006.

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	26.7	\$2.657
2000 Actual	10.7	\$1.343
2001 Actual	11.0	\$1.418
2002 Plan	12.0	\$1.489
2002 Actual	9.0	\$1.302

THE HAZARD

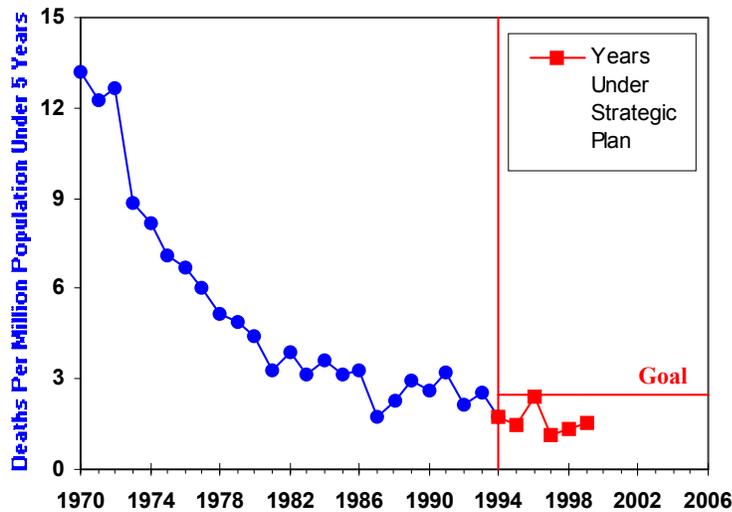
Children can easily gain access to drugs and other hazardous household chemical substances that are not in child-resistant packaging. Before 1974, an average of 200 children under the age of 5 years died each year from unintentional poisonings associated with these substances. In 1970, Congress enacted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

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

There is further concern about unintentional poisonings to children because of the large number of poisoning incidents. In 2000, the 63 poison control centers participating in the American Association of Poison Control Centers reported over

1 million exposures involving children under five years of age to potential poisons and an estimated 74,000 product-related poisoning injuries to children under five seen in U.S. hospital emergency rooms. We estimate societal costs of almost \$2.3 billion for these emergency room-treated poisoning incidents, as well as the poisoning deaths that occur each year.

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



OUR PROGRESS

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

2002 ANNUAL POISONING-RELATED GOALS

A. SAFETY STANDARDS

Annual Goal		1998	1999	2000	2001	2002
A-1. Provide candidates for rulemaking	Goal	**	1	1	1	1
	Actual	2	2	2	1	1

**No goal established.

A-1. Rulemaking



2002 Plan: Prepare for Commission consideration, a notice of proposed rulemaking or a final rule for at least one hazardous substance for child-resistant packaging.

Completed: Following consideration of a final rule prepared by the staff, the CPSC issued a rule in 2002 to require child-resistant packaging of liquid products that contain low viscosity hydrocarbons such as baby oil, carburetor cleaner, and water repellent. Direct aspiration into the lung, or aspiration during vomiting, of small amounts of low viscosity hydrocarbon solvents can result in chemical pneumonia, lung damage, and death.

B. COMPLIANCE

Annual Goal		1998	1999	2000	2001	2002
B-1. Correct violations and initiate recalls	Goal	**	30	25	15	15*
	Actual	15	21	6	9	23

*Projected goal - the actual number of violations will depend on the mix of safety-related problems arising during the year.

**No goal established.

B-1. Recalls/Corrective Actions **2002 Plan:** Pursue for recall or other corrective actions an estimated 15 products that violate safety regulations.

Exceeded: We pursued for recall or other corrective action 23 products that violated safety regulations for child-resistant packaging. Six of these resulted in recalls of products such as automotive products containing methanol, multivitamins, and medicated oil that were not in child resistant containers. These recalls involved 1.3 million product units.

C. CONSUMER INFORMATION

Annual Goals		1998	1999	2000	2001	2002
C-1. Conduct public information efforts	Goal	**	1	1	1	1
	Actual	1	1	1	1	1
C-2. Issue press releases	Goal	**	**	1	3	1
	Actual	7	1	2	2	3
C-3. Produce VNRs	Goal	**	1	1	1	1
	Actual	1	1	1	1	2
C-4. Respond to requests for publications	Goal	**	**	60,000	60,000	60,000
	Actual	63,000	195,500*	155,000	173,000	185,000

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

C-1. Conduct 1 public information effort.*Poison Prevention*

2002 Plan: Coordinate a health and safety campaign by partnering with the Poison Prevention Week Council and related organizations to promote child-resistant packaging and other poison prevention measures during National Poison Prevention Week. Promote the benefits of child-resistant packaging for medicines in preventing children's poisonings using activities such as radio interviews, local press publications, presentations to state and local product safety groups and partnering with other injury prevention organizations, as appropriate.

Completed: We coordinated the 41st annual observance of National Poison Prevention Week. CPSC serves as the secretariat of the Poison Prevention Week Council, handling all

of the print and audiovisual materials produced for this historic public health campaign. In 2002, we issued print and video news releases and made a special effort to promote the new national toll-free number for Poison Control Centers: 1-800-222-1222. We distributed thousands of poison prevention information packets to pharmacies, poison centers, health departments, and others nationwide. Field staff reached 2.1 million households with an interview on poison prevention; partnered with a local poison control center on a press release that was distributed to local newspapers with a readership of 4.5 million; made presentations to a county health department and 30 Head Start facilitators; and participated in the 8th Annual Poison Jungle Safari at the El Paso Zoo. Additionally, staff provided interviews about National Poison Prevention Week including one that aired on 57 local radio stations in the state of Minnesota and a binational interview that aired on several Texas and Mexican television stations.

C-2. Press Releases

2002 Plan: *Issue one press release to remind consumers to use child-resistant packaging and take other steps to prevent poisonings.*

Exceeded: In 2002, we issued three press releases that addressed child poisoning hazards. One of these press releases was about the new child-resistant packaging regulation for household products and cosmetics containing hydrocarbons that can poison children such as baby oil, sunscreen, automotive chemicals, and cleaning solvents.

C-3. Video News Releases

2002 Plan: *Produce a video news release (VNR) on the hazards of unintentional poisonings to children.*

Exceeded: In 2002, we produced two VNRs that addressed the hazards of unintentional poisonings to children. These VNRs had a potential television viewing audience of nearly 35 million. Most of our VNRs have video clips that are viewable on our web site at <http://www.cpsc.gov/mpeg.html>.

C-4. Publications

2002 Plan: *Respond to consumer requests for an estimated 60,000 checklists, booklets and other publications on preventing poisonings. In 2000, the number of publications distributed was substantively higher than that in 1998. We decided to retain our original goals for 2001 and 2002 until we are able to review at least one more year of data.*

Exceeded: In 2002, we responded to requests and distributed 185,000 publications to address child-poisoning hazards. The number distributed does not include those downloaded from http://www.cpsc.gov/cpsc/pub/pubs/pub_idx.html on our web site. The five most requested distributed publications are listed below.

**2002 Five Most Popular Publications
(Child Poisoning)**





KEEPING FAMILIES SAFE FROM FIRE HAZARDS

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

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	164.1	\$16.509
2000 Actual	177.8	\$18.053
2001 Actual	154.0	\$17.270
2002 Plan	160.0	\$18.107
2002 Actual	148.0	\$17.340

THE HAZARD

This nation's fire death rate remains one of the highest among industrialized nations. In 1998¹, over 2,600 people died and over 15,000 were injured because of fires in their homes. These fires resulted in property losses of about \$3.6 billion. The total cost to the nation from residential fires was about \$18 billion. Children and seniors are particularly vulnerable. About 700 children under the age of 15 died of fire-related causes and over 300 of these deaths were to children under the age of 5 years in 1998.² In fact, children under age 5 have a fire death rate more than twice the national average. Older adults also have significantly higher fire death rates in comparison to the rest of the population. In 1998, residential fires resulted in 770 deaths to adults 65 years and older.

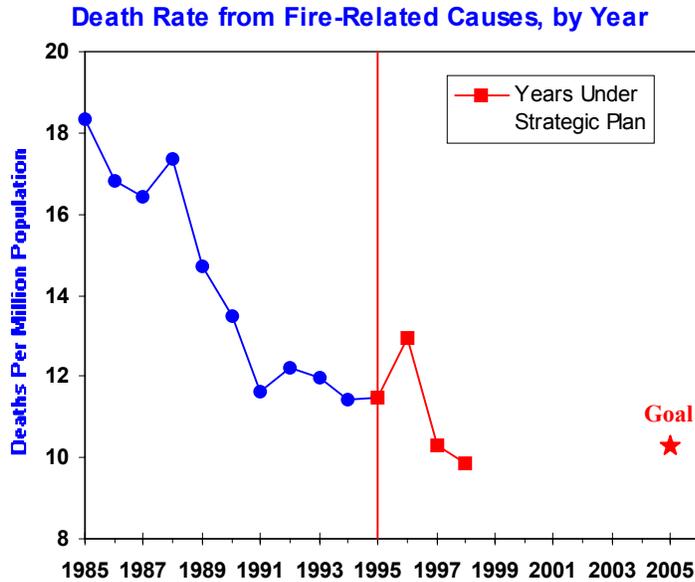
Products most often ignited in fire deaths are upholstered furniture, mattresses, and bedding. In recent years, these three product categories were associated with over one-third of the fire deaths. Cooking equipment is most often involved as a source of ignition in fire deaths, accounting for about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

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

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

OUR PROGRESS

Deaths due to fire have declined substantially since the 1980s. In 1998, there were almost 1,600 fewer home fire-related deaths compared to 10 years earlier, for a fire-related death rate of 9.8 per million population. Past standard-setting and compliance activities contributed to the general decline in fires and fire deaths and show that the agency is effective in reducing fire hazards. These activities include work on cigarette-resistant mattresses and upholstered furniture, heating and cooking equipment, electrical products, general wearing apparel, children’s sleepwear, child-resistant lighters, fireworks, battery-operated children’s vehicles, smoke alarms, and residential fire sprinklers.



While the death rate for 1998 was below our strategic goal, we decided to retain our original goal through 2002 because staff believes that it is too soon

to tell if the reduction in the death rate is a stable trend or simply due to year-to-year fluctuations in the data. In 2003, the Commission will decide whether to set a goal to maintain the current reduction rate or reduce the target further.

2002 ANNUAL FIRE-RELATED GOALS

A. SAFETY STANDARDS

Annual Goals		1998	1999	2000	2001	2002
A-1. Provide candidates for rulemaking or other alternatives	Goal	**	2	1	2	3
	Actual	0	2	0	2	3
A-2. Prepare and present recommendations to voluntary standards organizations	Goal	**	8	5	6	3*
	Actual	7	8	3	4	4 ^{##}
A-3. Complete hazard analysis/data collection/technical feasibility studies	Goal	**	7	7	13	14 [#]
	Actual	6	5	4	8	12

**No goal established.

*This goal was increased by 2 activities, Portable Electric Fans and Fixed Electric Air Heaters, which were deferred to 2002 in the 2001 Performance Report.

[#]This goal was increased by 2 activities, Gas Oven Igniters was deferred to 2002 in the 2001 Performance Report and Accelerated Life Test Methods was transferred from the Other Hazards section.

^{##}This includes a recommendation on Power Taps that is shown in A-3.

A-1. Prepare for Commission consideration 3 candidates for rulemaking or other alternatives.*Clothing Textile
Standard Update*

166 deaths
4,500 injuries



2002 Plan: *The existing standard for the flammability of clothing textiles is out-of-date due to changes in test equipment, consumer practice, environmental law, and textile product cleaning techniques. These discrepancies between actual clothing use conditions and variations in testing under the standard can allow products having an unreasonable fire risk to reach consumers. Updating the standard requires development of a new dry cleaning test procedure, clarification of existing test procedures and methods for interpreting results, and harmonization with Canada's clothing regulations. We anticipate that through 2001 and into 2002, staff may respond to comments from a 2000 ANPR, [Advance Notice of Proposed Rulemaking] and develop and propose amendments to the standard for Commission consideration.*

Completed: The staff sent a briefing package to the Commission recommending amendments to the Clothing Textile Standard to update the standard to reflect current technology and consumer practices. The Commission voted to begin the amendment process by publishing an ANPR.

Mattresses and Bedding

390 deaths
2,160 injuries



2002 Plan: *Mattresses and bedding materials continue to be one of the main causes of residential structural fires. Mattresses and bedding materials were the first items to ignite in over 18,100 fires, resulting in 390 deaths, 2,160 injuries and over \$208 million in property damage in 1998, the most recent year for which data was available. A significant number of mattress and bedding fires involve young children as both victims and fire starters. We anticipate that in 2002, staff will continue efforts begun in 2001 to develop a mattress standard for open flame ignition, to include proposing a recommended test method and acceptance criterion.*

Completed: The Commission published an ANPR in October 2001 to develop a standard for the open flame ignition of mattresses. CPSC staff continued to work with the Sleep Product Safety Council in their test development work at The National Institute of Standards and Technology (NIST). NIST provided a draft full-scale test method and hazard analysis outlining the potential effects of eliminating flashover conditions from mattress/bedding fires. CPSC staff also contracted with NIST to develop a mattress fire screening test for compliance purposes. In 2003 the staff will continue efforts to develop a mattress standard for open flame ignition and evaluate public comments on the ANPR. Additionally, staff

will consider the specific role of bedding items and will follow the development of pending State of California regulations.

Upholstered Furniture

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



2002 Plan: *Upholstered furniture fires are a leading cause of fire deaths among products under CPSC's jurisdiction. In 1998, there were an estimated 420 deaths, 1,080 injuries and \$120 million in property damage that could be addressed by a standard or other action to address ignition by small open flames. In 2002, 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.*

Completed: In October 2001, the staff sent a briefing package to the Commission recommending that the CPSC hold a public meeting to obtain comments on the staff's technical assessments and draft proposed rule to address small open flame ignition. The staff briefing package also recommended that the Commission deny a petition requesting mandatory labeling on upholstered furniture to warn consumers about the flammability of polyurethane foam. The Commission voted to deny the petition and directed the staff to hold a public meeting to obtain additional information from industry and the public to help in determining the best regulatory options. The public meeting was held in June 2002.

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

Candles

170 deaths



2002 Plan: *In 1998, there were an estimated 12,800 residential fires and 170 fire deaths associated with candles. In recent years, residential fires and fire deaths in the United States have been decreasing, while candle fires and fire deaths have been increasing. In FY 2002, staff will continue to participate in ASTM voluntary standards activities to address candle hazards by developing proposals for appropriate performance requirements.*

Completed: In 2002, the CPSC staff provided hazard data and analysis, technical support, and recommendations to the development of performance requirements for candles. This work resulted in the approval of a new provisional standard, Standard Specification for Annealed Soda-Lime-Silicate Glass Containers Produced for Use as Candle Containers (ASTM-F-2179). The standard will minimize breakage of glass containers. A Provisional Fire Safety Specification for Candles is expected to be approved by January 2003. The performance

Portable Electric Fans

10 deaths, 120 injuries



requirements address flame height, secondary ignition, end of useful life, and stability and were selected based on hazard patterns identified by CPSC staff.

2001 Plan: *Evaluate the causes of fires originating in window-mount and oscillating types of portable electric fans in 2000. In 2001, complete a review of incident data, a technical review of safety standards and laboratory testing. Based on this information, develop and submit proposals, as appropriate, to revise the voluntary standard.*

2001 Report: *Staff began an activity to assess the adequacy of the voluntary standard for portable electric fans, UL 507 Electric Fans. In 2001, staff completed a market survey, assessment of incident data, and analysis of fan samples available locally at retail stores. Analysis of the samples included a human factors assessment, engineering evaluation of fan designs, and tests to determine the adequacy of standard requirements in addressing fire hazards associated with stalled rotor conditions. The report with recommendations for improvements to the standard will be forwarded to Underwriters Laboratories Inc in 2002. Completion of the report was delayed due to the need for engineering staff to complete extensive, unplanned technical evaluations of potentially hazardous extension cords.*

Completed: In 2002, CPSC staff sent recommendations to Underwriters Laboratories Inc. (UL) for improvements to UL 507, Electric Fans, to address the potential fire and shock hazards associated with power cords used on these products. UL is currently considering the CPSC staff proposals.

Fixed Electric Air Heaters

10 deaths, 110 injuries



2001 Plan: *Evaluate the causes of fires associated with fixed room air heaters in 2000. In 2001, complete a review of incident data, a technical review of safety standards and laboratory testing. Based on this information, develop and submit proposals to revise the voluntary standard, as appropriate.*

2001 Report: *Staff initiated an activity to assess the adequacy of the voluntary standards, UL 1042 Electric Baseboard Heating Equipment and UL 2021 Fixed and Location-Dedicated Electric Room Heaters, and to recommend warranted improvements. In 2001, staff completed an economic analysis of the fixed electric heater market, epidemiological studies covering two heating seasons, laboratory experimentation, analytical studies, and an independent technical expert review on internal crimp connections in*

heaters. Additional, unplanned laboratory tests to investigate the effects of dust accumulation on heater performance resulted in delays in completing the technical report. A report summarizing the results of the activity, along with appropriate recommendations to improve the voluntary standards will be completed in 2002. Staff will work with Underwriters Laboratories Inc (UL) and manufacturers to implement warranted improvements.

Completed: CPSC staff completed a report summarizing the results of staff tests and analyses on fixed-position electric heaters in 2002. The report included numerous recommendations for upgrades to the voluntary standards – UL 1042, Electric Baseboard Heating Equipment, and UL 2021, Fixed and Location-Dedicated Electric Room Heaters – to improve heater safety. We met with UL staff to begin reviewing the CPSC staff recommendations.

A-3. Complete 14 data analysis and technical review activities.

Accelerated Life Test Methods

2002 Plan: *The objective of this activity is to develop a generalized protocol for accelerated aging of products to duplicate conditions near end-of-product life. The results will be better evaluations of product failures and the ability to identify unsafe failure modes in new product designs.*

Completed: A contract was put in place in 2002 with an independent testing firm that specializes in Accelerated Life Testing Methods (ALTM). The contractor developed a protocol for testing and a candidate product, panelboards, was selected for evaluation. Specific samples for evaluation and testing were provided in late 2002 and testing is expected to begin in early 2003. A project report will be completed in 2003 addressing further work needed by CPSC staff to expand use of ALTM in consumer product safety standards.

Arc-Fault Circuit-Interrupters (AFCIs)

*280 deaths
1,230 injuries*

2002 Plan: *In 1998, there were an estimated 38,800 electrical distribution fires resulting in 280 deaths, 1,230 injuries, and \$680 million in property loss. Beginning January 1, 2002, the National Electrical Code (NEC) will require AFCIs for bedroom electrical outlets. The staff will continue to evaluate consumer and industry comments regarding the required installation of these devices. Staff will also collect field data related to installation issues, nuisance tripping and detection of hazardous conditions. Based on field experience, staff will recommend new tests or loads for nuisance tripping test requirements, and support proposals for AFCIs in the NEC.*



Exceeded: Staff participated in the UL Standards Technical Panel (STP) for AFCIs to complete work on the product standard. In addition, staff worked with distribution and installation of hundreds of AFCI devices to gain additional field experience. Based on field data, staff believes that no additional tests or requirements for nuisance tripping are needed at this time. Staff also met with outside groups to gain support for utilization of these devices in older homes. Based on the above work, the staff prepared five proposals to the National Electrical Code (NEC) for new AFCI requirements.

Clothes Dryers



2002 Plan: Staff has been working cooperatively with industry and UL to determine the causes of dryer fires. In FY 2002, staff will begin a test program to evaluate lint distribution and to characterize its ignition in several different dryer designs. The results of these efforts will be used to improve existing industry standards.

Completed: CPSC staff completed a comprehensive test program in 2002 to evaluate characteristics in electric clothes dryers that can lead to lint ignition. A report of the test work conducted will be completed in 2003, and recommendations for changes to the voluntary standard will be made. Staff continues to work cooperatively with the industry trade association and voluntary standards organizations in determining the causes for dryer fires.

Fire Indicator Assessment

2002 Plan: Numerous fire reports are received each year that identify the cause as combustibles being too close to the product. Most electrical product standards use an artificial fire indicator in their flammability tests to determine if a product represents a potential fire hazard, and most testing laboratories use artificial fire indicators to represent possible ignition scenarios in the home. In FY 2002, staff will work with UL and the University of Maryland to determine the adequacy and variability of current fire indicators and to establish heat flux ranges that affect fire risk. Heat flux ranges will be quantifiable and may be used to develop a better-controlled, more repeatable test method to be proposed for use in voluntary safety standards.

Completed: CPSC staff worked with UL to obtain information regarding the types of fire indicators used in product testing, how they are used, and to which standards they apply. Under contract to CPSC, the University of Maryland completed tests of various fire indicators and household combustibles to

determine the heat density (heat flux) required to cause ignition. In conjunction with these tests, CPSC staff conducted tests to measure the heat flux generated by some heat-producing consumer appliances. The data collected for each of these test programs was summarized in a CPSC technical report, along with recommendations for future work on fire indicators.

Fire Investigation Training

2002 Plan: *In FY 2002, staff will develop a training program for field investigators that will enhance their ability to interact with local authorities and to interpret fire investigation reports. It will build on the guidelines used by the fire community to include elements that are specific to the needs of the CPSC. Improved investigations will better enable staff to evaluate product hazards and reduce the risk of fire.*

Completed: Staff developed a student manual and instructor's manual for the Fire Investigation Course. Staff will pilot test the course in 2003.

Fire Sprinklers



2002 Plan: *Staff will continue to work with the sprinkler industry's research consortium and participate in voluntary standards efforts.*

Completed: CPSC staff participated in the Fire Sprinkler Industry Consortium meetings and reviewed and provided input to the Consortium contractor's report on considerations for new test provisions to address long-term sprinkler performance. In addition, the staff participated in voluntary standards meetings with UL and the National Fire Protection Association technical committees. Staff also acquired laboratory equipment and is planning to conduct testing on sprinklers to improve corrosion performance and long-term reliability.

Gas Furnaces

10 deaths

100 injuries



2002 Plan: *In 1998 (the latest year for which data was available), there were an estimated 2,400 fires associated with gas-fired central heating units, including furnaces, resulting in an estimated 10 deaths and 100 injuries. To reduce the risk of fire associated with furnace failure, staff will review available information related to possible causes of heat exchanger and other furnace component failures and conduct laboratory testing. We will develop recommendations for revisions to the voluntary standards in 2003, as warranted.*

Will complete in 2003: In 2002, staff was able to collect one available sample of a failed heat exchanger. One sample was insufficient for meaningful evaluation and staff will continue to collect relevant samples in 2003, if available.

Gas Oven Igniters

2000 Plan: *To address the risk of fires and explosions from delayed ignitions, complete a technical review of the standard and conduct laboratory testing and evaluation.*

2001 Report: *In 2001, staff completed accelerated aging tests and completed tests on some gas oven samples. Work had to be suspended because the CPSC burn room facility was occupied by higher priority work on table top cooking appliances and electric heaters. Testing will resume and the evaluation will be completed in 2002.*

Completed: Staff completed testing in 2002 that demonstrated a potential hazard with certain installation configurations of gas ovens and overhead fan hoods. The staff report was finalized and will be sent in early 2003 to UL and the ANSI voluntary standards committees with recommendations, as well as the appropriate building code committees.

Hair Dryers

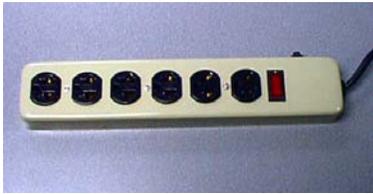


2002 Plan: *In FY 2002, staff will work with UL in establishing provisions for the voluntary standard to address arcing and sparking hazards associated with switch failure or flexure failure of the cord on these products.*

Completed: In 2002, CPSC staff attended a UL Standards Technical Panel meeting to address staff concerns regarding hair dryers. Working groups were established to develop requirements to address hazards associated with cord flexure and switch failures. CPSC staff is participating in these working groups.

Power Taps (Outlet Strips)

30 deaths
120 injuries



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

Exceeded: In 2002, staff completed a review of incident data and engineering literature on surge suppression components. Based upon technical evaluations of power strips that incorporate surge suppression components and were involved in fire incidents, staff submitted a recommendation to UL that the voluntary standard include requirements for a barrier to reduce the potential of fire propagation caused by failure of surge compression components.

Residential Circuit Breakers

<10 deaths

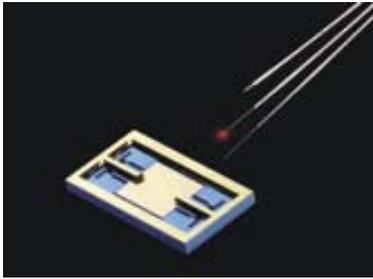


2002 Plan: *In 1998, circuit breakers were identified in an estimated 1,600 fire reports. Fires may occur from overload and short circuit conditions in a home's wiring when the circuit breaker fails to perform its intended function of interrupting the power. In 2002, we will collect field fire incident data, evaluate panelboard/circuit breaker performance, and review safety standards and literature related to field performance. In 2003, we will complete the analysis of field and technical data, and prepare recommendations to upgrade the voluntary safety standards, as warranted.*

Will complete in 2003: In 2002, we obtained multiple years of incident reports involving panelboards from the archives of two local fire departments and participated in an UL Standards Technical Panel for Panel Boards. Planned testing of panelboards/circuit breakers is deferred until 2003 due to a later than expected delivery date of critical test equipment (load banks).

Sensor Technology Research

2002 Plan: *The primary objective of this program is to assess the state of the art of sensor technologies in the industrial, defense, and space sectors, and to determine the applicability of these technologies in reducing a broad range of hazards to consumers. In 2002, staff will begin a three-phase contract effort that was funded at the end of 2001 to develop sensor applications that specifically address consumer product safety needs.*



Completed: A CPSC contractor completed a report on the state of sensor research covering a broad range of technologies from established sensors to emerging sensing methods. In Phase 2, the contractor considered the application of advanced sensor technology to three consumer product hazard areas. For Phase 3 (construction of a prototype), CPSC initiated a staff project to investigate sensor applications that may reduce fire hazards associated with electric clothes dryers.

Smoke Alarms

2,660 deaths

15,260 injuries



2002 Plan: *Some tests have raised concerns over smoke alarm response to certain fires. Full-scale tests conducted at the National Institute of Standards and Technology in 2001 will continue in 2002 to identify potential improvements in performance/installation requirements, test methods, alarm technology for residential applications, and consumer information. In 2002, we will begin to analyze the test results and develop recommendations to voluntary standards.*

Completed: The National Institute of Standards and Technology (NIST) completed full scale testing of smoke alarm performance in one- and two-story homes in 2002. The full-scale tests characterized the test environments and collected data on factors that are important in assessing the performance of smoke alarms, including: carbon monoxide, carbon dioxide, oxygen, hydrogen cyanide, smoke obscuration, temperature, humidity, smoke particle size and concentration. Testing of smoke alarms for nuisance alarming was also completed in 2002. CPSC staff began development of recommendations to UL 217 - Single and Multiple Station Smoke Alarms based on analysis of preliminary data from NIST. A final report by NIST is expected in 2003; CPSC staff will complete analysis of the test data and provide recommendations for improvements to the voluntary standard as warranted.

Tabletop Grills



2002 Plan: *Tabletop grills are used as temporary cooking devices in restaurants for brunches and cooking demonstrations, at public events by food vendors, and by campers, boaters, and consumers at home. Since 1995, there have been 17 reported incidents with butane-fueled tabletop cooking appliances that involved brief, intense fires, resulting in one death and 19 injuries. Laboratory testing of tabletop grills that was started in 2001 will be completed in FY 2002, with the possibility of developing draft performance requirements for voluntary standards related to these products.*

Completed: Testing of butane-fueled tabletop cooking appliances was completed in 2002. Results indicated that certain provisions related to over-pressure protection and other measures found in foreign standards for these products would strengthen the U.S. product standards. The applicable U.S. standards committees began this harmonization effort and CPSC staff will monitor the progress.

B. COMPLIANCE

Annual Goals		1998	1999	2000	2001	2002
B-1. Initiate recalls and corrective actions	Goal	**	400	455	505	505*
	Actual	594	703	529	614	357
B-2. Monitor existing voluntary standards	Goal	**	1	1	2	1
	Actual	1	2	1	1	1
B-3. Conduct import surveillance	Goal	**	1	2	2	2
	Actual	1	2	2	3	3

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

**No goal established.

B-1. Recalls/Corrective Actions **2002 Plan:** Pursue for recall or other corrective actions an estimated 505 products that present a risk of fire-related death.

The number of recalls and corrective actions was less than our estimate of 505. However, for violations and recalls it is agency policy to set numerical estimates, not firm targets based on five years of historical data. There were substantially fewer corrective actions including recalls in 2002 because there was a significant reduction in the amount of support that the U.S. Customs Service was able to provide to CPSC as a result of the September 11, 2001 terrorist attacks. Customs notifies us of shipments of potentially hazardous consumer products at ports of entry. Customs staff and CPSC recently entered into a revised Memorandum of Understanding, which provides CPSC access to two major Customs databases that may allow quicker response by CPSC staff and may help offset the reduced Customs support.

We identified and corrected 357 violations relating to products that failed mandatory fire safety standards or presented a substantial risk of fire-related death. Of these, we obtained 103 recalls involving nearly 17 million product units.



For example, CPSC obtained a recall of 2.1 million toasters because the heating element may not turn off after use. There were nine reports of fires associated with these toasters after a period of non-use, resulting in minor property damage to kitchen cabinets.



Additionally, CPSC obtained a recall of 1.8 million microwave-hood combinations. These units can overheat and catch fire. There were seven reports of fires involving these microwave-hood combinations. These incidents resulted in extensive property damage. No injuries had been reported.

B-2. *Voluntary Standards*

2002 Plan: *Monitor 1 existing voluntary standard likely to reduce fire-related deaths.*

Completed: During 2002, CPSC performed retail surveillance of extension cords, both UL listed and non-UL listed. The extension cords were evaluated by five criteria taken from the UL voluntary standard. The tests determined wire size, force needed to pull the wire out of plug and receptacle ends, improper plug insertion, and if applicable whether overcurrent protection was provided. We collected 100 samples of extension cords. Nine failed for undersized wire of which 6 were non UL listed cords. We conducted one recall of 190,000 cords. For some of the failures we could not identify the manufacturer or importer.

B-3. *Port-of-Entry Surveillance*

2002 Plan: *Conduct port-of-entry surveillance for 2 products for which fire safety standards are in effect.*

Completed: We conducted port-of-entry surveillance for cigarette lighters, multipurpose lighters, and fireworks.



CPSC's 1994 safety standard requires that disposable and some novelty cigarette lighters be child resistant. CPSC and the U.S. Customs Service continue to closely enforce these requirements. In 2002, we sampled and evaluated 135 shipments of about 1.4 million cigarette lighters, seized 107 shipments and prevented nearly 800,000 noncomplying cigarette lighters from entering the country. We sampled and evaluated 16 shipments of nearly 300,000 multipurpose lighters; seized 12 shipments and prevented over 250,000 multipurpose lighters from entering the country.



To assure compliance with fireworks regulations, we targeted imported fireworks. CPSC and the U.S. Customs Service selectively sampled and tested 340 shipments containing 57.7 million fireworks. We found that 78 shipments violated CPSC's mandatory safety requirements. These shipments accounted for 1.9 million 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.

C. CONSUMER INFORMATION

Annual Goals		1998	1999	2000	2001	2002
C-1. Conduct public information efforts	Goal	**	6	5	6	7
	Actual	4	6	5	6	7
C-2. Issue press releases	Goal	**	35	45	45	45 [#]
	Actual	43	57	48	46	88
C-3. Produce VNRs	Goal	**	2	5	5	6 [#]
	Actual	7	7	8	5	8
C-4. Respond to consumer requests for publications	Goal	**	150,000	160,000	160,000	160,000
	Actual	180,000	451,500*	222,000	259,500	289,000

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

**No goal established.

[#]The goal was changed to include all hazardous products not just recalled products as in previous years.

C-1. Conduct 7 public information efforts.

Smoke Alarms



2002 Plan: Issue an annual news release to remind consumers to maintain smoke alarms in working condition. Regional staff will conduct a campaign to promote the use of smoke alarms in a minority population such as the Native American communities in the Four Corners area of Colorado, Arizona, New Mexico and Utah. Conduct the campaign by partnering with other appropriate organizations such as the Indian Health Service.

Completed: We issued a news release, "What's In and What's Out List for a Safe New Year," that reminded consumers to check the batteries in smoke alarms and keep smoke alarms in working condition. Field staff conducted an interview with a local station to promote smoke detector use. Field staff also initiated a program to develop and implement a community based fire safety campaign for smoke detectors. This program is targeted for the hardest-to-reach and most-at-risk populations in selected Native American reservations in New Mexico. This campaign will begin to raise awareness and eliminate the potential hazards associated with residential fires in the home

through a "hands-on" project which includes installation of smoke detectors, batteries, and consumer education regarding the importance of a working smoke detector in the home.

Home Heating



2002 Plan: *Warn about fire hazards from home heating equipment. Provide safety information to consumers on such topics as the proper use of wood, electric, and kerosene heaters and home inspections for electric heating systems.*

Completed: We issued a news release to offer tips to prevent home fires caused by space heaters. The news release noted that space heaters, including both fixed and portable heaters, are associated with about 21,800 residential fires every year. About 300 people die each year in fires started by these heaters. The news release additionally warned that older space heaters might not meet the newer safety standards. We also distributed several publications offering safety tips for fuel-fired heating equipment, electric heaters, and other heating appliances.

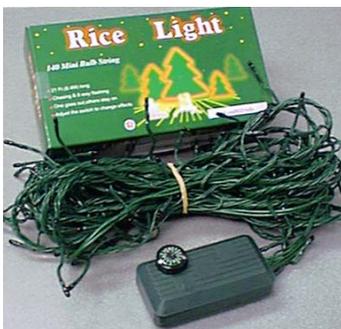
Halloween Hazards



2002 Plan: *Issue a news release to warn about the dangers of homemade children's costumes catching on fire because of children carrying candles and using matches and cigarette lighters. Regional staff will conduct safety campaigns in collaboration with key public officials and/or private agencies to warn about costume flammability. They will provide similar information to elementary schools.*

Completed: We issued our seasonal Halloween safety news release about the fire hazard of costumes, especially homemade 100 percent cotton loose-fitting costumes. Field staff conducted interviews on several local radio and television stations. CPSC partnered with Dunkin' Donuts to launch a Halloween Safety Campaign at the local level. This event incorporated exhibits, press conferences and presentations to schools on Halloween safety hazards.

Holiday Hazards



Issue a news release to 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. Include these safety messages in regional Christmas/winter holiday safety campaigns.

Completed: Prior to the holiday season, we issued a news release, "Holiday Decoration Safety Tips for Avoiding Fires and Injuries." This news release urged people to look for and eliminate potential dangers from holiday lights and decorations

that could lead to fires and injuries. We also distributed the brochure about decoration safety. Field staff participated in joint press conferences with local and State officials, made presentations to local organizations, and conducted media events to inform the public of Holiday Safety issues such as recalled Christmas Lights, Christmas tree fire safety and toy safety. These events included 42 television on-screen interviews, 44 radio programs and 8 newspaper articles. Over 470 media outlets, which included television, radio and cable outlets were provided holiday safety information in the forms of press releases via personal contact, mail and e-mail. The Field staff's media appearance reached over 34 million consumers.

Lighters



2002 Plan: *Warn about the risk of fire from children under age 5 playing with multi-purpose lighters. These lighters are required to incorporate child resistant features to help prevent their operation by children under age 5. Regional staff will conduct safety campaigns using activities such as radio interviews, local press publications, presentations to state and local product safety groups and partnering with other injury prevention organizations, as appropriate.*

Completed: As part of Recall Round-Up, CPSC issued a news release that warned against old multi-purpose lighters that are not child-resistant. CPSC set a standard (effective December 22, 2000) requiring multi-purpose lighters to be child-resistant. The release urged consumers to throw away the non-child-resistant lighters and replace them with child-resistant multi-purpose lighters. Field staffs conducted a training session for State officials on CPSC lighter requirements, use of the lighter screening tool, and issued 5 contracts to local safety groups (fire departments and states) to screen and identify violative lighters.

Fire Hazards

2002 Plan: *Through the agency's State Partners Program, develop and implement a public health campaign with all 50 states to inform consumers about fire hazards.*

Done: Recall Round-up 2002 included joint press conferences with our State partners, State Fire Marshals and Safe Kids coalitions. Among the products covered were Lighter's and Multi-Purpose Lighters. These press events reached over 32.5 million people. Television interviews were done with 17 stations reaching about 29 million consumers; 1.8 million were Spanish-speaking viewers. Radio and newspaper interviews were also done reaching an additional 1.7 million people.

Fireworks



2002 Plan: *Conduct a fireworks safety campaign prior to the Fourth of July. This campaign will be aimed at increasing public awareness of the need for safety and it will alert consumers to the common hazards associated with legal and illegal fireworks. Work with Fire Departments to demonstrate the dangers of fireworks and conduct safety campaigns with groups throughout the local communities in cooperation with hospitals, youth groups, schools and other groups.*

Completed: CPSC held the annual fireworks news conference on the Mall, issued a print news release, and broadcast a video news release. We also distributed the CPSC fact sheet on fireworks. Field staff participated in fireworks safety interviews on local radio stations that reached a total listening audience of 123,000 and met with representatives from the Connecticut State Police to discuss CPSC fireworks regulations.

C-2. Press Releases

2002 Plan: *Issue 45 press releases to alert the public to hazardous products presenting a risk of fire-related death.*

Exceeded: In 2002, we issued 88 press releases to alert the public to hazardous products such as electric blankets, candle sets, refrigerators, and gas ranges that presented risks of fire-related death. We substantially exceeded our target due primarily to recalls and a redefinition of the goal to now include press releases about all hazardous products and not just recalled products as in previous years. In 2002, there were 64 press releases about recalls; the other press release topics, such as announcements of civil penalty agreements and federal court decisions involving the Commission and general safety warnings, previously would not have counted toward this goal.

C-3. Video News Releases

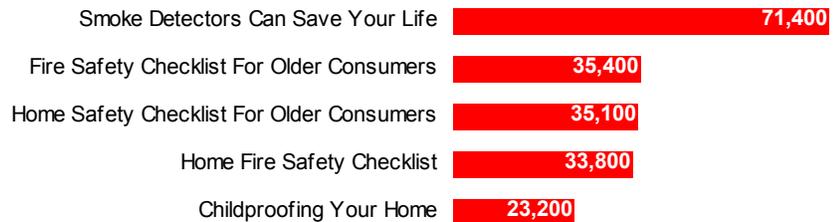
2002 Plan: *Produce 5 video news releases (VNRs) for hazardous products and 1 VNR for fireworks safety.*

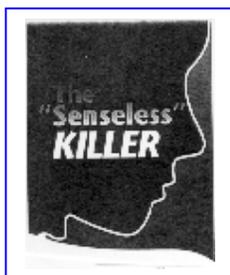
Exceeded: In 2002, as part of our annual fireworks safety campaign, we produced a VNR that reached a potential television viewing audience of nearly 20 million. We additionally produced seven VNRs that featured products such as dehumidifiers, toasters, microwaves and heaters that presented risks of fire-related hazards and these had a combined potential audience of over 98 million television viewers. Most of these VNRs have video clips that are viewable at <http://www.cpsc.gov/mpeg.html> on CPSC's web site.

C-4. Publications

2002 Plan: Respond to consumer requests for a projected 160,000 checklists, booklets, and safety alerts warning about fire hazards. In 2000, the number of publications distributed was substantially higher than 1998. We decided to retain our original goals for 2001 and 2002 until we are able to review at least one more year of data.

Exceeded: In 2002, we responded to requests and distributed 289,000 publications that addressed fire-related hazards. The number distributed does not include those downloaded from http://www.cpsc.gov/cpsc/pub/pubs/pub_idx.html on our web site. The five most requested distributed publications are listed below.

**2002 Five Most Popular Publications
(Fire)**



KEEPING FAMILIES SAFE FROM CARBON MONOXIDE POISONINGS

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

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	15.4	\$1.540
2000 Actual	14.0	\$1.417
2001 Actual	14.0	\$1.416
2002 Plan	13.0	\$1.454
2002 Actual	15.0	\$1.691

THE HAZARD

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

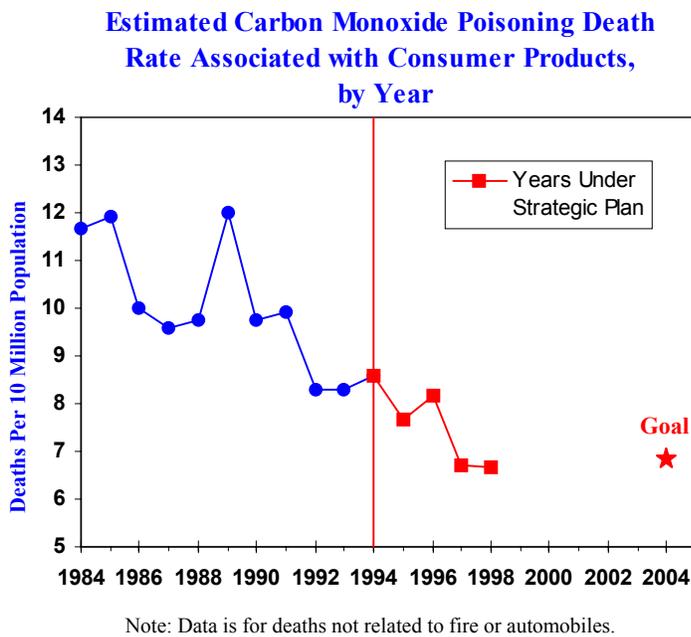
There were 180 people who died from unintentional CO poisoning-related incidents in 1998, excluding incidents involving auto exhaust and fires, at a societal cost of almost \$1 billion. Because some symptoms of moderate CO poisoning may mimic common illnesses such as influenza or colds, there may be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

Most consumer product-related CO poisoning deaths are associated with the use of heating systems. Other consumer products associated with CO poisoning deaths include charcoal

grills, gas water heaters, gas ranges and ovens, fuel-burning camping equipment, and engine-driven tools such as portable generators and power lawn mowers. Problems with chimneys, flues, or vents connected to fuel-burning products have often been mentioned in the fatal scenarios.

OUR PROGRESS

Deaths from carbon monoxide poisonings have decreased about 24 percent over the past 11 years, from almost 240 deaths in 1988 to 180 deaths in 1998, the latest year for which data are available. We used a number of interventions to help reduce these deaths including working with industry to encourage the development of new products to protect consumers from CO poisonings; working with industry to develop a voluntary performance standard for CO alarms; and warning the public about CO poisoning through information campaigns.



In 1997 and 1998, the CO poisoning death rate was below our strategic goal. We decided to retain our original goal through 2002 for two reasons. First, staff believes that it is too soon to tell if the reduction in the CO poisoning rate is a stable trend or simply due to year-to-year fluctuations in the data. Second, beginning in January 1999, there was a major change in the way deaths are classified in the United States. Until more analysis is completed, staff cannot predict if or how the changes will affect the data

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

2002 ANNUAL CARBON MONOXIDE-RELATED GOALS

A. SAFETY STANDARDS

Annual Goals		1998	1999	2000	2001	2002
A-1. Complete hazard analysis/data collection/testing activities	Goal	**	3	2	1	3*
	Actual	2	2	2	0	3

**No goal established.

*This goal was increased by 1 activity, Camp Heaters, which was deferred to 2002 in the 2001 Performance Report.

A-1. Complete 3 testing and data collection activities.

Camp Heaters

18 deaths



2001 Plan: Complete laboratory tests of camping heaters to determine if new products meet the new CO emission requirements in the recently revised voluntary standard.

2001 Report: Testing of camping heaters for the Office of Compliance, to determine if the products' CO emissions contributed to the deaths of several people, took priority over the 2001 project efforts and impacted the start of the camping heater project in 2001. Project efforts began near the end of 2001 and are expected to be completed by July 2002. Data from several of the heaters tested for the Office of Compliance will be used to supplement the data being obtained from the project effort.

Completed: Staff completed testing on portable propane heaters that use a 1-pound bottle of propane gas as their fuel source and found that products currently on the market either are not covered by, or do not meet, the recently revised voluntary standard. We prepared a test report and transmitted it to appropriate voluntary standards committees along with recommendations for improvements to the standards.

Engine-Powered Equipment

14 reported deaths



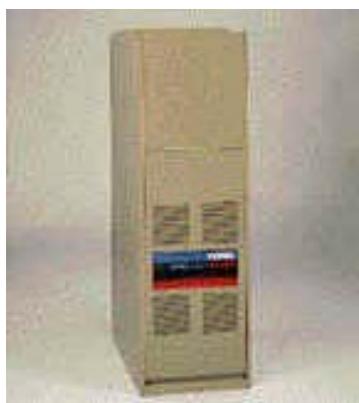
2002 Plan: In 1998, there were 14 reported deaths involving CO poisoning from engine-driven tools or appliances being operated in enclosed or partially enclosed spaces in 1997, the last year for which data was available. When these products are used indoors or in confined spaces, hazardous levels of CO can accumulate, resulting in a CO poisoning hazard. In 2002, we will develop data to support recommendations to improve the performance requirements for engine-driven tools and appliances that are operated in enclosed or partially enclosed spaces such as power washers and floor buffers.

Completed: Thirteen of the 14 reported deaths in 1998 from

engine-powered equipment were associated with portable generators. Data collected from other government agencies show that CO from small engines can reach unsafe levels rapidly when operated in enclosed or partially enclosed spaces. Staff obtained a prototype shutdown device that shuts off a generator when CO concentrations reach a predetermined level. In 2003, we will conduct testing of prototype shut-off or other devices on generators and perform other activities to support performance recommendations to UL's draft voluntary standard for portable generators.

Furnaces

*111 deaths
(all gas heating systems)*



2002 Plan: *In 1998, 111 deaths occurred from CO poisoning with gas heating systems, which included furnaces, boilers, space heaters, pool heaters, fireplaces, and other types of heating appliances. These deaths occurred in a variety of ways. In 2002, we will review incident data and investigation reports for furnaces to determine likely failure modes and will develop recommendations to improve product performance as needed.*

Completed: In 2002, in response to previous CPSC staff safety proposals and supporting sensor test data, an ANSI committee established an ad hoc working group to evaluate the efficacy of using CO sensor technology to prevent excessive CO production in a wide range of vented gas appliances. In addition, staff conducted reviews of incident data involving CO exposures associated with furnaces, boilers, and wall furnaces to determine reported failure mechanisms and to support ongoing standards development activities. Reported failure modes were related to component, installation, and operating conditions. Many reports indicated multiple failure modes. The furnace sensor test results were transmitted to the ad hoc working group.

B. COMPLIANCE

Annual Goals		1998	1999	2000	2001	2002
B-1. Initiate recalls and corrective actions	Goal	**	4	2	2	2*
	Actual	4	0	2	6	10

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

B-1. Recalls and Corrective Actions

2002 Plan: *Pursue for recall or other corrective actions an estimated 2 products that present a risk of death from CO poisoning.*

Exceeded: We pursued for recall or other corrective action 10

products that presented a substantial risk of death from CO poisoning. Seven of these resulted in recalls of gas ranges, tabletop patio propane heaters and hot water heater burners. These recalls involved nearly 157,000 product units.



For example, we obtained a recall of about 50,000 gas ranges. During the broil and self-clean modes, the range could emit high levels of carbon monoxide (CO), presenting the potential for CO poisoning to consumers. Additionally, during the broil and self-clean modes, the temperature of the storage drawer could become extremely high, presenting the risk of burn injuries to consumers. The ranges are safe to use for baking and for cooking on the surface burners.

C. CONSUMER INFORMATION

Annual Goals		1998	1999	2000	2001	2002
C-1. Conduct public information efforts	Goal	**	2	2	2	1
	Actual	2	2	1	1	3
C-2. Issue press releases	Goal	**	3	1	3	1 [#]
	Actual	1	1	0	3	8
C-3. Respond to consumer requests for publications	Goal	**	50,000	50,000	50,000	50,000
	Actual	51,000	72,000*	53,000	66,500	84,500

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

**No goal established.

[#]The goal was changed to include all hazardous products not just recalled products as in previous years.

C-1. Conduct 1 public information effort.

Heating Equipment



2002 Plan: *Issue a news release to warn about CO hazards from heating equipment. Other activities include contacting local gas and electric suppliers about including information in their newsletters and bill inserts about CO hazards and prevention and promoting the use of CO alarms. Staff will also promote CO alarms through activities such as radio interviews, local press publications, presentations to state and local product-safety groups, and partnering with other injury prevention organizations, as appropriate.*

Exceeded: We completed three information efforts to warn about the potential CO hazard associated with the use of heating equipment. We issued our annual print and video news release that urged seasonal furnace inspection to prevent CO poisonings; a print news release about space heaters that could cause CO poisoning due to improper venting or incomplete combustion; and a print and video news release to alert outdoor

enthusiasts of new portable heaters that can save campers' lives. The new generation of portable heaters has a safety device that can prevent loss of life due to CO poisoning and is equipped with an oxygen depletion sensor, which makes them safer to use when camping. Field staff was interviewed for three local radio stations with an audience of 100,000 on CO safety issues such as gas/charcoal grills, the new standard on propane cylinders, and the dangers of carbon monoxide associated with the use of camping equipment.

C-2. Press Releases

2002 Plan: *Issue 1 press release for hazardous products presenting a risk of CO poisoning.*

Exceeded: In 2002, we issued 8 press releases to alert the public to hazardous products such as gas water heaters, gas boilers, and tabletop propane heaters that presented risks of CO poisoning. We substantially exceeded our target due primarily to redefining the goal to now include press releases for all hazardous products and not just recalled products as in previous years. In 2002, there were three press releases that were about recalled products and the other five were warnings that previously would not have counted in the goal.

C-3. Publications

2002 Plan: *Respond to consumer requests for an estimated 50,000 checklists, booklets, and safety alerts warning about CO poisoning hazards.*

Exceeded: In 2002, we responded to requests and distributed 84,500 publications that addressed carbon monoxide poisonings. The number distributed does not include those downloaded from our web site, which are available at http://www.cpsc.gov/cpsc/pub/pubs/pub_idx.html. The five most requested distributed publications are listed below.

2002 Five Most Popular Publications (Carbon Monoxide)

The Senseless Killer (CO)	31,000
Childproofing Your Home	23,200
Sweet Dreams... Safe Sleep For Babies	8,000
Home Fire Safety Checklist	6,800
Carbon Monoxide Questions And Answers	3,700



KEEPING FAMILIES SAFE FROM ELECTROCUTIONS

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

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	19.6	\$1.917
2000 Actual	23.0	\$2.293
2001 Actual	25.0	\$2.569
2002 Plan	29.0	\$3.169
2002 Actual	23.0	\$2.724

THE HAZARD

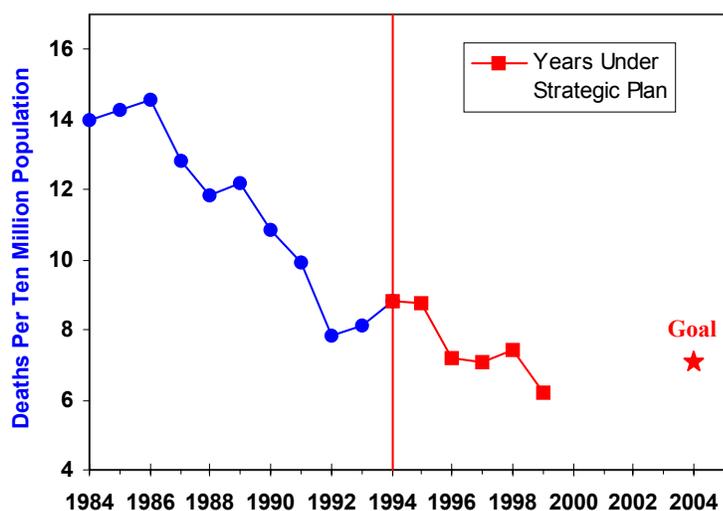
There are about 190 deaths from consumer product-related electrocutions each year in the United States. About 10 percent of the deaths are to children under 15 years old. The Commission continues to receive reports of electrocution deaths from products such as house wiring, lamps and light fixtures,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

OUR PROGRESS

In 1999, the latest year for which data are available, deaths from electrocutions declined to 6.2 deaths per 10 million people, or 130 fewer deaths annually than in 1989. The reduction of these deaths is the result, in part, of several efforts by CPSC. We worked with industry to develop safety standards that reduced or nearly eliminated the risk of electrocution for such products as hair dryers, power tools, CB antennas, and electric toys. CPSC has been instrumental in upgrading the National Electrical Code to provide for wider application of the highly effective electric shock protectors known as ground-fault circuit-interrupters (GFCIs).

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

Electrocution Rates for Consumer Products, by Year



way deaths are classified in the United States. Preliminary data provided by National Center for Health Statistics suggested that the trend analysis for electrocutions generally may be unaffected by changes in the classification of deaths. While the reduction in electrocutions is encouraging, we cannot be sure that the performance data for electrocution is unaffected until we are able to review data for an additional year.

In 2003, after we determine how the coding changes affect the data, the Commission will decide whether to set a strategic goal to maintain the

current reduction in the death rate, reduce the target further, or focus in other areas.

2002 ANNUAL ELECTROCUTION-RELATED GOALS

A. SAFETY STANDARDS

Annual Goals		1998	1999	2000	2001	2002
A-1. Prepare and present recommendations to voluntary standards organizations	Goal	**	2	1	2	1
	Actual	0	2	1	2	1
A-2. Provide recommendations to national code groups	Goal	**	1	1	1	1
	Actual	1	1	1	1	3
A-3. Complete testing, data collection, or hazard analysis activity	Goal	**	**	**	3	1*
	Actual	--	--	--	1	1

--Data not available.

**No goal established.

*This goal was not in the 2002 Performance Plan; the analysis activity for GFCIs was deferred to 2002 in the 2001 Performance Report.

A-1. Prepare and present recommendations to voluntary standards organizations to strengthen or develop 1 voluntary standard.

Power Tools/Garden Appliances
31 deaths

2002 Plan: In 1998, there were an estimated 31 electrocutions associated with electrically-powered tools and garden appliances used in and around the home, such as drills, power saws, hedge trimmers, and lawn mowers. A review of data indicates that many of these incidents may be associated with the power cord and its connections to the tool, rather than an internal fault. In 2002, we will develop recommendations for voluntary standards that will provide for power cords that resist cut-through from contact with moving parts that expose



live conductors, or sense the cut-through and disconnect the electricity to prevent serious electric shock.

Completed: In 2002, staff completed a more detailed analysis of incident data and an evaluation of applicable product standards. Staff concluded that the current standards are adequate and that efforts to get older products (that may not meet current standards) out of use should be the focus of future efforts.

A-2. Provide recommendations to national code groups.

National Electrical Code

200 deaths

2002 Plan: *The National Electrical Code (NEC) is an electrical installation standard for buildings and is the most widely adopted model code in the U.S. In the past, we have been successful in advocating new provisions of the NEC that addressed electric shock. These provisions have included requirements for Ground-Fault Circuit Interrupters (GFCIs) for electrical receptacle outlets near sinks, in crawl spaces and at kitchen countertops. Also included were GFCI requirements and other electrocution protection requirements for specific products including spas and hot tubs, and pressure washers. In 1998, there were several electrocutions associated with water and water handling equipment. There were an estimated 8 electrocutions associated with pumps and generators, and another 19 electrocutions involving pipes, poles and fences. In 2002, we will develop and support proposals that would require wider application of shock preventive measures outdoors, particularly around water and water-handling equipment.*

Exceeded: Staff prepared three new proposals for submission to the NEC Committee that address the risk of electrocution of consumers. The proposals call for widespread utilization of GFCI shock protection devices throughout homes and public places. Based on analysis of consumer electrocutions over the most recent years in which in-depth investigation reports were available, the staff expanded the scope of the proposals to go beyond areas involving water. The new proposals include GFCI coverage for all receptacle outlets in homes; GFCI coverage for receptacle outlets in public places that are readily accessible for plugging in appliances and equipment; and GFCI protection or double insulation of electric vending machines.

A-3. Complete one testing, data collection, or hazard analysis activities.

GFCIs

115 deaths



2001 Plan: Complete technical review of enhanced GFCIs that incorporate a status indicator. These indicators increase protection from electrocution by allowing consumers to determine whether or not the device is working properly.

2001 Report: A prototype GFCI was not available from the manufacturer until the 4th quarter of 2001. The prototype incorporates indicators to remind the consumer to test every 30 days; it also provides indication if the device is non-functional. Staff completed testing in 2001 and will complete an assessment of the test results and make recommendations for additional improvements in 2002.

Completed: In 2002, staff completed an assessment of the prototype GFCI and made recommendations to the developer for additional improvements to the consumer usability of the device.

B. COMPLIANCE

Annual Goals		1998	1999	2000	2001	2002
B-1. Initiate recalls and corrective actions	Goal	**	20	25	15	15*
	Actual	38	24	22	13	31
B-2. Monitor existing voluntary standards	Goal	**	1	1	1	1
	Actual	1	1	1	1	1

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

**No goal established.

B-1. Recalls/Corrective Actions

2002 Plan: Pursue for recall or other corrective action an estimated 15 products that present a risk of electrocution.

Exceeded: We pursued for recall or other corrective action 31 products that presented a risk of electrocution. These actions resulted in recalls of nearly 4.7 million product units.



For example, CPSC obtained a recall for replacement of about 2.5 million power cord sets sold with inkjet printers. The connector could break, exposing electrical contacts and posing a shock hazard to consumers. No injuries or incidents had been reported. The recall was conducted to prevent the possibility of injury.



CPSC obtained a recall of about 1.3 million cable TV boxes. Electrical contact pins in the TV box can break away from the box and remain in the end of the power cord, exposing the pin and possibly resulting in consumers receiving an electrical shock or electrocution. There were no reported injuries with these TV boxes. The box manufacturer sent service technicians to consumers' homes to correct the problem.

B-2. Voluntary Standard



2002 Plan: *Monitor 1 existing voluntary standard likely to reduce electrocutions.*

Completed: In 2002, CPSC monitored the voluntary standard for surge suppressors through retail surveillance of UL- and non UL-listed products. Tests for the surge suppressors included five criteria taken from the UL voluntary standard. The tests determined wire size and the presence of grounding, the amount of force needed to pull the power cord from the surge suppressor, the voltage rating of the switch, the presence and number of metal oxide varistors, and if applicable, whether overcurrent protection was provided. We examined 87 surge suppressors of which 2 had borderline undersized wire. No recalls were conducted because the difference in wire size is not considered to pose a risk to consumers.

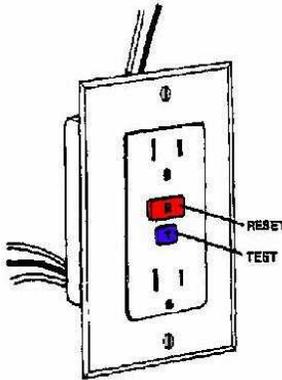
C. CONSUMER INFORMATION

Annual Goals		1998	1999	2000	2001	2002
C-1. Conduct public information effort	Goal	**	1	1	1	1
	Actual	0	1	1	1	3
C-2. Issue press releases	Goal	**	8	8	8	8 [#]
	Actual	8	13	11	9	25
C-3. Produce VNRs	Goal	**	1	1	1	1 [#]
	Actual	0	1	2	1	1
C-4. Respond to consumer requests for publications	Goal	**	40,000	45,000	45,000	45,000
	Actual	47,500	88,000*	83,000	80,000	102,000

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

**No goal established.

[#]These goals were changed to include all hazardous products not just recalled products as in previous years.

C-1. Conduct 1 public information effort.*GFCIs*

2002 Plan: *Promote the use of ground fault circuit interrupters (GFCIs) to prevent electrocution using activities such as radio interviews, local press publications, presentations to state and local product safety groups, and partnering with other injury prevention organizations, as appropriate.*

Exceeded: In 2002, we conducted 3 public information efforts to warn the public of electrocution hazards. First, in partnership with the Electrical Safety Foundation International, we warned consumers about the dangers that are present when water comes in contact with electricity. Second, as part of Recall Round-Up, we warned of older style hairdryers without immersion protection devices and Field staff featured hair dryers with GFCIs in interviews during Recall Round-Up. Last, during National Electrical Safety Month, we alerted consumers to electrocution hazards from overhead power lines.

C-2. Press Releases

2002 Plan: *Issue 8 press releases for hazardous products presenting a risk of electrocution.*

Exceeded: In 2002, we issued 25 press releases to alert the public to hazardous products such as Christmas lights, table saws, and vacuum cleaners that presented risks of electrocution or electric shock hazards. We substantially exceeded our target due primarily to the increase in recalls; twenty-two of the 25 press releases related to recalled products.

C-3. Video News Release

2002 Plan: *Produce a video news release (VNR) for a hazardous product presenting a risk of electrocution.*

Completed: In 2002, as part of our annual Recall Round-Up campaign, we produced a VNR featuring hairdryers that present electrocution and electric shock hazards. This VNR had a total potential audience of 21.7 million television viewers. This VNR has a video clip that is viewable on our web site at <http://www.cpsc.gov/mpeg.html>.

C-4. Publications

2002 Plan: *Respond to consumer requests for an estimated 45,000 safety alerts, checklists and booklets. In 2000, the number of publications distributed was substantially higher than that in 1998. We decided to retain our original goals for 2001 and 2002 until we are able to review at least one more year of data.*

Exceeded: In 2002, we responded to requests and distributed 102,000 publications that addressed an electrocution/electric shock hazard. The number distributed does not include those available at http://www.cpsc.gov/cpsc/pub/pubs/pub_idx.html on our web site that were downloaded. The five most requested distributed publications are listed below.

**2002 Five Most Popular Publications
(Electrocution)**

Childproofing Your Home	23,200
Fire Safety Checklist For Older Consumers	11,800
Home Safety Checklist For Older Consumers	11,700
CPSC Guide To Home Wiring Hazards	10,400
For Kids Sake, Think Toy Safety	8,900

INFORMING THE PUBLIC



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

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

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	2.7	\$0.796
2000 Actual	5.2	\$0.906
2001 Actual	5.0	\$1.114
2002 Plan	5.0	\$1.136
2002 Actual	2.0	\$0.431

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

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

Annualized Strategic Goals		1998	1999	2000	2001	2002
A. Increase in web site visits	Goal	**	500,000	3,300,000	4,000,000	7,000,000
	Actual	500,000	2,000,000	3,700,000	6,300,000	7,900,000
B. Increase the reach of the <i>Review</i>	Goal	**	14,000	41,000	50,000	75,000
	Actual	14,000	25,600	45,900	111,400	198,800
C. Maintain the capacity to respond to calls	Goal	**	250,000	350,000	350,000	200,000
	Actual	300,000	400,000	200,000	200,000	140,000

**No goal established.

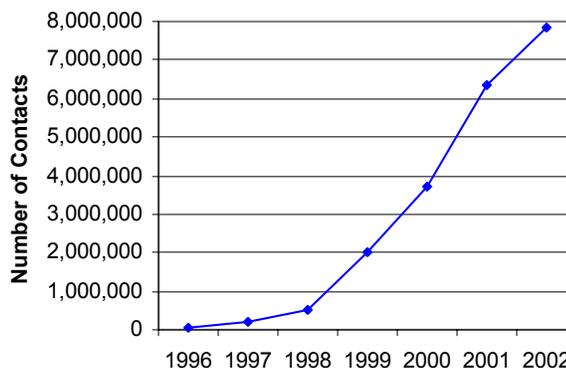
A. Increase CPSC web site contacts each year.

Web Site



Exceeded: CPSC’s web site (www.cpsc.gov) provides public access to important safety information. In 2002, the number of yearly visits to the web site increased by 25 percent. Recent improvements continue to attract users to our web site from both consumers and industry.

Web Site Contacts by Year



In 2002, we added new features. For example, the public was able to search for publications by three different search functions; search for civil and criminal penalties; and send a friend the link to a recall they saw on the site. We also implemented a new search engine that allows all documents on the site to be found and listed. The new search engine can be tailored to provide custom searches.

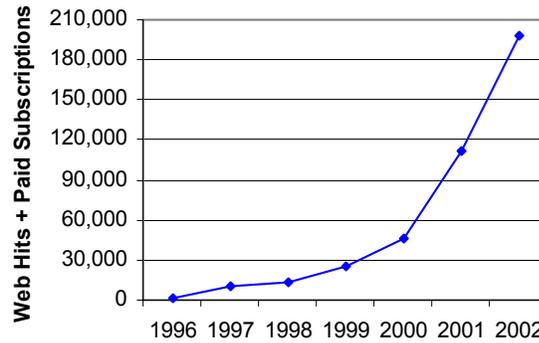
B. Increase the reach of the Review, the Commission’s quarterly publication on safety issues through subscriptions and web site visits.

The Review



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

Readership of the Review by Year



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

Hotline

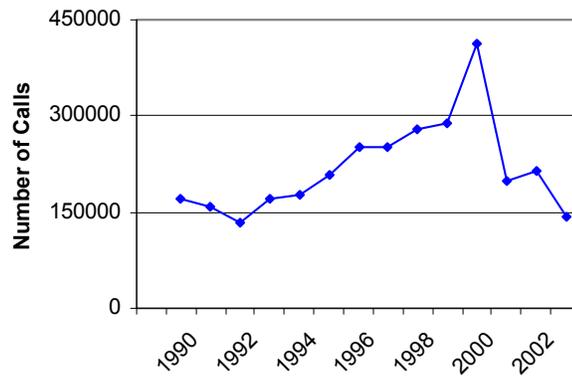


The hotline is a toll-free, 24 hour-a-day, 7 day-a-week service that allows consumers to: report unsafe products; report product-related injuries; find out whether CPSC has recalled a product; learn how to return a recalled product or arrange a repair; obtain tips on buying safer products and safe product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

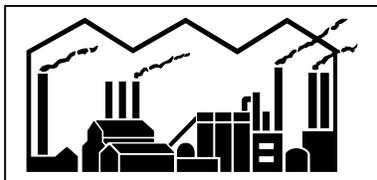
After improvements, the hotline has expanded from handling almost 180,000 calls per year to more than 400,000 in 1999 at its peak. In 2002, there were about 140,000 callers to the hotline. While it appears the public is accessing safety

information through our web site and e-mails, maintaining the capacity of the hotline system at its present size is important to provide a full range of consumer access options. This capacity allows consumers to reach us quickly. It also allows the hotline system to deal efficiently with “spikes” in the number of calls we receive because of the public’s interest in our safety announcements. Thus, we plan to maintain the hotline’s capacity.

Hotline Calls by Year



INDUSTRY SERVICES



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

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	29.3	\$2.792
2000 Actual	32.3	\$3.217
2001 Actual	28.0	\$2.829
2002 Plan	25.0	\$2.615
2002 Actual	15.0	\$1.324

Note: These resources are in support of our core program effort, thus the resources shown here are also included in the hazard reductions activities.

THE PROGRAM

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

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

been cited as outstanding by both government and private organizations.

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

2002 ANNUAL GOALS

A. Response to industry		1998	1999	2000	2001	2002
A-1. Fast-Track timeliness standards met	Goal	**	80%	90%	90%	90%
	Actual	90%	95%	94%	95%	95%
A-2. Small Business Ombudsman timeliness standards met	Goal	**	80%	80%	80%	80%
	Actual	60%	84%	81%	79%	99%

**No goal established.

Maintain the timeliness of response to industry

A-1. Fast-Track



2002 Plan: Complete a technical review and initiate a recall within 20 days 90 percent of the time.

Exceeded: During 2002, there were 207 recalls involving 31 million product units and 181 distinct firms with recalls under the Fast-Track program. A review of the records for the Fast-Track program revealed that recalls were initiated within 20 business days 95 percent of the time.

A-2. Ombudsman

2002 Plan: 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 286 small businesses in 2002. A review of the Small Business Ombudsman program's records found that requests were responded to within three business days 99 percent of the time.

B. Identify improvements to programs.**B-1. Fast-Track**

2002 Plan: *In 2001, we will assess industry's response to the Fast-Track program and ask participants to tell us how it can be improved. Based on these results, we will adopt appropriate suggestions and pilot test any changes in 2002.*

Completed: Based on the 2001 survey results where ninety-three percent of the respondents agree that the program should be continued, we did not make any changes to the Fast Track Program in 2002. The number of Fast Track reports has been increasing each year and the program is running relatively smoothly while maintaining timeliness and usefulness. As the number of Fast Track reports increases, it may become more difficult to meet the timeliness goal.

B-2. Ombudsman

2002 Plan: *In 2001, we will assess the response of small businesses to the Ombudsman program and ask participants to tell us how it can be improved. Based on these results, we will adopt appropriate suggestions and pilot test any changes in 2002.*

Completed: Based on the 2001 survey in which ninety percent of the respondents agreed that their call was responded to in a timely manner and 93 percent agreed that the Small Business Ombudsman program should be continued, we did not make any changes to the Ombudsman Program in 2002.

C. Provide information to industry		1998	1999	2000	2001	2002
C-1. Develop guides for CPSC regulations	Goal	**	**	15	10	5
	Actual	--	--	15	10	5

**No goal established.

--Data not available.

C-1. Guides

2002 Plan: *In 2002, we will continue the effort begun in 2000 to develop brief guides for CPSC regulations, where most of our compliance efforts have been targeted so that industry can quickly and easily understand how to comply. Five additional guides or other guidance documents will be developed to explain regulations or other policies or procedures.*

Completed: We developed, provided or updated 5 guidance documents so that industry can quickly and easily understand how to comply with regulations or obtain useful product specific information. These documents are accessible through our web site at <http://www.cpsc.gov/businfo/corrective.html>

under the “Regulatory Summaries in Plain English” subheading. They include a letter to industry on Boat Hoists, a safety alert on Propane Tank Overfill Protection Devices, a yearly toy recall report and updates to the State Amusement Ride Officials Directory and the Cigarette Lighter Submission List.

CONSUMER SATISFACTION WITH CPSC SERVICES

CPSC's Toll-Free
Hotline Number:
1-800-638-CPSC



STRATEGIC GOAL: Sustain the high level of satisfaction of consumers with the hotline, Clearinghouse, and of the states with CPSC's State Partnership Program at 90 percent or better through the year 2006.

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	17.8	\$1.768
2000 Actual	17.9	\$1.839
2001 Actual	15.0	\$1.595
2002 Plan	16.0	\$1.740
2002 Actual	12.0	\$1.591

THE PROGRAM

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

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

A. HOTLINE

Annual Goals		1998	1999	2000	2001	2002
A-1. Respond to after-hours voice mail messages the next business day	Goal	**	**	85%	85%	85%
	Actual	76%*	90%*	92%	79%	86%
A-2. Process product incident reports within 8 working hours	Goal	**	**	85%	85%	85%
	Actual	74%	79%	96%	99%	100%
A-3. Acknowledge e-mail inquiries	Goal	**	**	**	**	100%
	Actual	--	--	--	--	100%
A-4. Maintain performance contract at designated level	Goal	**	**	85%	85%	85%
	Actual	--	--	--	--	--
A-5. Maintain customer satisfaction	Goal	**	90%	**	**	90%
	Actual	--	95%	--	--	91%

*Estimated from random samples.

--Data not available.

**No goal established.

A-1. Voice Mail Messages

2002 Plan: Respond to after-hours voice mail messages the next business day 85 percent of the time.

Completed: The 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. In 2002, we responded to these voice mail messages the next business day 86 percent of the time.

A-2. Product Incident Reports

2002 Plan: Process 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 the hotline. We 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 100 percent of the time.

A-3. E-mail Inquiries

2002 Plan: E-mail inquiries from the public have increased over 800 percent, from about 1,150 e-mails in 1997 to over 12,000 in 2001. Staff expects a continued increase in the foreseeable future. In our continuing effort to provide the public with important safety information quickly, we will develop a system to acknowledge the receipt of e-mail requests 100 percent of the time. We will also review the current system that captures and responds to e-mail inquiries. Based on our findings, we

will make a determination to either upgrade or develop a new method.

Will complete in 2003: In 2002, we responded to about 15,500 e-mails. Staff developed and implemented a system that acknowledged receipt of these e-mail requests 100 percent of the time. We have not completed a full evaluation of our current system, but anticipate the final review in 2003 with recommendations.

A-4. Performance Contract

2002 Plan: *Maintain the Hotline performance 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 e-mail requests and consumer incident reports, and other performance measures.*

CPSC's 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 in 2003 to determine how to address this issue.

A-5. Customer Satisfaction

2002 Plan: *Maintain customer satisfaction with Hotline at 90 percent or higher (Strategic goal; survey conducted every 3 years).*

Completed: Staff conducted a confidential mail survey of callers who spoke to a Hotline representative and provided their addresses. Ninety-one percent of the respondents were satisfied or very satisfied with the way the Hotline worked and over ninety-six percent agreed that the staff was courteous and easy to understand. Ninety percent of respondents would use the Hotline again.

B. CLEARINGHOUSE

Annual Goals		1998	1999	2000	2001	2002
B-1. Hotline incident reports mailed for verification within 2 days	Goal	**	**	95%	95%	95%
	Actual	90%	100%	99%	100%	100%
B-2. Reports to manufacturers sent within 48 days	Goal	**	**	90%	90%	90%
	Actual	--	--	90%*	--	79%
B-3. Requests acknowledged within 5 days	Goal	**	**	95%	95%	95%
	Actual	84%	94%	95%	97%	94%
B-4. Maintain customer satisfaction	Goal	**	90%	**	**	90%
	Actual	--	95%	--	--	88%

*Estimate based on random sample.

**No goal established.

--Data not available.

Maintain consumer satisfaction with Clearinghouse services through:

B-1. Incident Report Verification **2002 Plan:** Mail incident report verification information to consumers within 2 business days 90 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 2002, the Clearinghouse mailed verification information to 5,200 consumers within two business days after receiving their reports of unsafe products from the hotline 100 percent of the time.

B-2. Manufacturers Reporting **2002 Plan:** Provide manufacturers with copies of verified 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.

Not 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. In 2001, the function was not fully staffed for over two months and database programming changes were made. For these reasons, further analysis was required to determine the percentage of all investigations and incidents mailed. The analysis was completed in 2002, we made improvements to the system, and new staff was in place and up to speed. Although we were below target for the entire year, in the final quarter we achieved 95 percent. In spite of significant increases in the number of reports processed, we expect this upward trend to continue and have maintained our 2003 target at 90 percent.

B-3. Information Requests

2002 Plan: Provide responses to requests for information in writing within 5 business days 95 percent of the time.

Substantively met: The Clearinghouse provides data to the public in response to 3,300 requests each year. In keeping with our published customer service timeliness standards, we acknowledged and provided the requested information within 5 business days 94 percent of the time.

B-4. Customer Satisfaction

2002 Plan: Maintain customer satisfaction with Clearinghouse at 90 percent or higher (Strategic goal; survey conducted every 3 years).

Substantively met: Staff conducted a mail survey of randomly selected customers who had requested information from the Clearinghouse over a two-month period. Eighty-eight percent of the respondents were either satisfied or very satisfied in general with the Clearinghouse. The deviation from the goal was slight and not statistically significant.

C. STATE PARTNERS PROGRAM

Annual Goals		1998	1999	2000	2001	2002
C-1. Recall Round-Up in all 50 states	Goal	**	50	50	50	50
	Actual	50	54*	54*	54*	54*
C-2. Conduct product safety activities in the states	Goal	**	**	50	50	50
	Actual	20	50	82	140	143
C-3. Maintain customer satisfaction	Goal	**	90%	**	**	90%
	Actual	--	94%	--	--	96%

*Includes territories and the District of Columbia.

**No goal established.

--Data not available.

C-1. Recall Round-Up

2002 Plan: 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.

Completed: Worked with our state and local partners, Safe-Kids Coalitions, State Fire Marshals, and Army, Air Force, and National Guard groups on CPSC's successful federal-state program, Recall Round-Up 2002. Combined TV, radio, and press events informed over 63 million consumers of dangerous recalled products that could be in their homes. A particular emphasis was given to recalled playpens in which children have died and recalled products resold in thrift stores. All 50 states, three territories, and the District of Columbia including

state and local officials, health and safety agencies and national and grass roots organizations assisted in getting out our important safety message.

C-2. Product Safety Activities

2002 Plan: *Conduct 50 product safety activities including media events, congressional events, education seminars and safety consultations, through the Recall Round-Up campaign. Conduct inspections, recall checks, and in-depth injury investigations.*

Exceeded: We conducted 143 product safety activities including media events, congressional events, educational seminars and safety consultations, through our annual Recall Round-Up campaign.

C-3. Customer Satisfaction

2002 Plan: *Maintain satisfaction with the State Partners Program at 90 percent or higher (Strategic goal; survey conducted every 3 years).*

Exceeded: Staff conducted a mail survey, supplemented with telephone interviews, for CPSC's State Partners. Ninety-six percent of the respondents were satisfied or very satisfied in general with the State Partners program. Ninety-four percent responded that they get CPSC news releases in a timely manner to respond to their customers either all or most of the time. Almost all of the respondents (98 percent) were either satisfied or very satisfied with the information that they receive from CPSC.

MANAGING HUMAN CAPITAL



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

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

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
2002 Plan	5.0	\$0.477
2002 Actual	5.0	\$0.447

Note: This is a new goal that began in 2002. These resources are in support of our core program effort, thus the resources shown here are also included in the hazard reduction activities.

THE PROGRAM

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

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

The agency faces several important “human capital” challenges over the next several years. The first is recruitment. We have been working hard to reduce the time it takes to recruit and select staff for agency positions. This task is particularly difficult because we find that it is often hard to fill positions in the specialized disciplines that we need in a timely way. After instituting a number of changes in our recruitment process, we reduced our average recruitment time from 72 business days in 1999 to 62 business days in 2000. We want to maintain our recent reductions in the recruitment process time in the face of these difficulties.

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

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

2002 ANNUAL HUMAN CAPITAL GOALS

A. RECRUITMENT

Annual Goals		1999	2000	2001	2002
A-1. Maintain the recruitment process time	Goal	**	**	**	62
	Actual	72	62	65	61
A-2. Conduct training sessions on the recruitment process time	Goal	**	**	**	2
	Actual	0	2	0	2
A-3. Conduct new employee focus groups	Goal	**	**	**	2
	Actual	0	2	0	2

**No goal established.

A-1. Recruitment Time

2002 Plan: *Maintain the recruitment process time, calculated as difference in the number of days between the recruitment request and candidate selection date. We calculated an average of 62 days for fiscal year 2000. This number is below*

the government average of 90 days and below our process time of 72 days for 1999.

Exceeded: In 2002, through diligence and improvement in the recruitment process, we were able to maintain the average recruitment process time with a slight improvement of one-day.

In order to reduce the time it takes to recruit and increase quality and quantity of our applicant pool we have done the following:

- developed a CPSC web site for Human Resources where applicants can apply on-line, see vacancies and read about the types of positions we recruit for and all of the benefits available to those who are employed with CPSC;
- provided information and training to CPSC managers and supervisors on recruiting and retaining excellent employees;
- provided information to supervisors, managers and employees on our internal information system (CPSCNet) in the form of guidelines, forms and handbooks to increase their knowledge of HR; and
- developed standard operating procedures and tracking systems to ensure the timely processing of recruitment actions.

A-2. Recruitment Training

2002 Plan: *Conduct training for managers in the recruitment process. Provide complete information package on paperwork to complete, tips on networking to find the right candidate, interviewing techniques and job orientation. This will enable managers to streamline the process of recruitment and retain highly qualified employees.*

Completed: Conducted two training sessions for managers and supervisors during 2002. In addition, we accomplished the following:

- developed written guidance on effective recruitment,
- provided recruitment tips for managers,
- provided new recruitment material for use at job fairs and for managers to use in networking, and
- explained new recruitment flexibilities.

A-3. Focus Groups

2002 Plan: *Conduct 2 focus groups of new employees to learn from their experience and determine how to improve our recruitment process.*

Completed: Conducted two employee surveys followed by two focus groups. The statistics and suggestions will serve as baseline data for next year when we will conduct the same survey and focus groups to compare for differences and improvements in the recruitment and orientation processes.

B. DIVERSITY

Annual Goals		1999	2000	2001	2002
B-1. Target recruitment efforts to organizations serving under-represented populations	Goal	**	**	**	10
	Actual	--	--	0	11
B-2. Conduct training sessions for managers in their EEO/AEP responsibilities	Goal	**	**	**	3
	Actual	2	4	0	4
B-3. Accomplish initiatives to promote representation of Hispanics and individuals with disabilities	Goal	**	**	**	5
	Actual	--	--	0	6

**No goal established.

--Data not available.

B-1. Target Recruitment

2002 Plan: Target 10 recruitment efforts to organizations serving under-represented populations such as contacts with the Hispanic Association of Colleges and Universities (HACU) and organizations that work with individuals with disabilities.

Exceeded: In 2002, we conducted 11 recruitment efforts that targeted underrepresented populations. This included recruitment at seven HACU schools. For example, for a position that was located in Florida, we conducted recruitment efforts at two Hispanic-Serving Institutions: Carlos Albizu University and Miami-Dade College.

B-2. EEO/AEP Training

2002 Plan: Provide training for managers/supervisors in their EEO/AEP (Affirmative Employment Program) responsibilities. This training will enhance managers' knowledge of EEO program operating principles and regulations as well as their responsibilities for ensuring a viable EEO program. Sessions will include information/guidelines to help "build an affirmative workplace" as well as utilize targeted recruitment and special hiring programs to eliminate the under-representation of Hispanics and individuals with disabilities in our workforce. It will cover strategies on how managers can help us meet the challenges of Executive Order 13171 "Hispanics in the Federal Workforce," as well as the requirements of the Americans with Disabilities Act. Training will place special emphasis on management's shared responsibility for developing and implementing a viable CPSC Federal Equal Opportunity Recruitment Plan.

Exceeded: In 2002, we developed three training courses for all employees including managers and supervisors and we conducted one for managers only. These training sessions were on topics such as EEO Rights and Responsibilities, Sexual Harassment, and Disability Awareness.

B-3. Diversity Initiatives

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

Exceeded: In 2002, we conducted six diversity awareness initiatives: CPSC's first Hispanic Heritage Month Celebration, a Diversity Day program, disability awareness training, a pilot mentoring project; a Spanish conversational group; and an EEO recognition awards program.

C. TRAINING

Annual Goals		1999	2000	2001	2002
C-1. Increase in training funds	Goal	**	**	**	10%
	Actual	--	--	--	101%
C-2. Implement training database	Goal	**	**	**	1
	Actual	--	--	--	1
C-3. Publicize Small Agency Council training	Goal	**	**	**	1
	Actual	--	--	--	1

**No goal established.

--Data not available.

C-1. Funding

2002 Plan: *Increase funds available for training by 10 percent.*

Exceeded: The funding available for training increased by 101 percent from \$137,904 in 2001 to \$276,975 in 2002. Because of the additional funding and other innovations we improved training in the following ways:

- CPSC purchased an on-line training program, SkillSoft. We finalized the contract and coordinated the “kick off” and advertising campaign. Employees can access SkillSoft 24 hours a day and take courses from over 700 choices. Certain courses will be mandatory for certain groups of employees. This training will be used to assure that employees are trained for the competencies necessary for strategic positions;

- Three in-house training courses were conducted for managers and employees;
- Three senior managers attended the Office of Personnel Management's, Executive Development Program. This program was completed and a panel chose the three managers;
- A Training Manual was provided to Managers and Supervisors on Strategic Training defining competencies and how they are developed for strategic positions. This material was also placed on the CPSCnet; and
- Provided guidance on training plans for employees.

C-2. Training Database

2002 Plan: *Implement a database to track training expenditures and distribution of training across various employee groups.*

Completed: A training database was developed and implemented to track training expenditures and distribution of training across various employee groups. This will assist the agency and managers in ensuring that the training money is being used advantageously and in developing training plans.

C-3. Small Agency Council

2002 Plan: *Publicize and encourage staff to participate in Small Agency Council training sessions.*

Completed: We advertised Small Agency Council training sessions through e-mails and encouraged the staff to participate.

KEEPING CHILDREN AND FAMILIES SAFE FROM OTHER HAZARDS

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	123.9	\$11.845
2000 Actual	140.6	\$14.639
2001 Actual	152.0	\$16.844
2002 Plan	157.0	\$17.699
2002 Actual	159.0	\$18.875

INTRODUCTION

In CPSC's revised strategic plan, we focused on five hazard areas and set strategic goals for each of them. We decided to concentrate our efforts in these areas because we believed this focus would make the greatest impact on hazard reductions given our limited resources. We continued to work in other hazard areas although we did not identify strategic goals for them. They are: children's hazards (other than head injury), chemical hazards (other than carbon monoxide poisoning and child poisonings from drugs and hazardous household substances), and household/ structural hazards. In this section, we present annual goals for these other hazard areas.

THE HAZARDS

Non-Head Related Injuries to Children Non-head injury hazards to children are associated with a wide-range of children's products (including some that also cause head injuries). Examples include choking and suffocation hazards related to some children's toys; suffocation from soft bedding; strangulation from window blind cords and clothing drawstrings; drowning in swimming pools; and various hazards with infant products, such as highchairs, strollers, and baby bath seats. In 2002, the agency obtained 69 voluntary recalls involving over 11.5 million children's product units.

Other Chemical Hazards. In addition to poison prevention packaging and CO work, we seek to reduce or prevent deaths or injuries due to ingestion, inhalation, or dermal exposure to chemicals from use of consumer products. The costs of injuries and deaths associated with products in the chemical hazards area are estimated to be in the billions of dollars based on respiratory diseases alone. We have played a prominent role in protecting children from the risk of lead and other chemical

hazards. For example, Commission action resulted in manufacturers eliminating the use of lead as a stabilizer in vinyl mini-blinds. We also developed and distributed guidance about lead on public playground equipment and children's jewelry; recalled crayons that contained hazardous levels of lead; recalled toys with lead paint; and issued a policy statement to manufacturers, retailers, distributors and importers urging them to eliminate the use of lead and other hazardous chemicals in children's products. In 2002, we conducted 17 recalls involving almost 721,000 non-complying or hazardously defective product units that presented other chemical hazards.

Household/ Power Tools/ Recreation Hazards. The annual societal cost to the nation of these hazards is estimated at about \$9 billion. Our past activities made significant contributions to household and recreation safety. For example, we improved lawn mower safety by establishing a standard addressing blade contact. We estimate that the lawn mower standard saves about \$1 billion in societal costs annually. The agency also has been a leader in urging consumers to use safety gear when participating in recreational activities, such as biking, in-line skating, skiing, and scooter riding. In 2002, we obtained 134 voluntary recalls of nearly 13 million non-complying or hazardous product units that presented a household or recreation hazard.

2002 ANNUAL OTHER HAZARDS GOALS

A. SAFETY STANDARDS

Annual Goals		1999	2000	2001	2002
A-1. Prepare candidates for rulemaking or other alternatives	Goal	**	**	**	2
	Actual	--	--	--	0
A-2. Prepare and present recommendations to voluntary standards organizations or develop voluntary standard/code	Goal	**	**	**	1
	Actual	--	--	--	1
A-3. Complete testing/hazard analysis/data collection studies*	Goal	**	**	**	10 [#]
	Actual	--	1	--	8

**No goal established.

--Data not available.

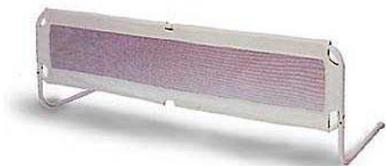
*This goal now also includes technical review activities/guidelines development, which was previously listed as a separate annual goal.

[#]This goal included Accelerated Life Test Methods, which has been transferred to the Fire Hazards section.

A-1. Prepare for Commission consideration 2 candidates for rulemaking or other alternatives.*Baby Bath Seats*

2002 Plan: *From January 1983 through May 2001, CPSC received reports of about 80 drowning-related deaths associated with baby bath seats. In August 2001, CPSC published an ANPR to address drowning hazards associated with baby bath seats. In 2002, staff will develop options for further Commission action. Staff will also continue to work with industry to develop a more effective voluntary standard.*

Will complete in 2003: During 2002, staff continued to develop a briefing package to outline regulatory options available to the Commission. A Commission briefing package was deferred since the Commission was without a quorum and could not conduct official business for 5 months during 2002. In addition, staff participated in a voluntary standard task group to develop performance requirements that would address certain hazards associated with baby bath seats. As a result of that work, a revision to the current voluntary standard was balloted in the summer of 2002.

Bed Rails

2002 Plan: *Since 1990, CPSC has received reports of 14 fatal asphyxia or strangulation incidents involving portable bed rails. In October 2000, CPSC published an ANPR to address entrapment hazards associated with portable bed rails. In FY 2002, the Commission voted to support a NPR to address entrapment hazards associated with portable bed rails. In FY 2002, staff will finalize technical details of the proposed regulation as they relate to the performance of bed rails, and develop options for Commission action. The result could be a mandatory rule for the performance of these products.*

Will complete in 2003: In 2002, staff worked on refining and clarifying the draft proposed performance requirements as presented to the Commission in the 2001 briefing package. Staff also worked with a voluntary standards task group and participated in an extensive inter-laboratory test program during the summer of 2002 to evaluate the reproducibility of the proposed test procedures. The draft NPR was deferred until 2003 to allow time for testing to refine requirements.

A-2. Prepare and present recommendations to voluntary standards or code organizations to strengthen or develop 1 voluntary standard or code.*Crib Hardware*

2002 Plan: *Despite CPSC's efforts to alert the public to the hazards of used or older cribs, over 30 deaths with cribs continue to occur each year. In FY 2002, staff will review and analyze incident data to determine if modifications to hardware design or consumer assembly features could eliminate some of these incidents. Upon completion of this evaluation, staff will develop recommendations to the voluntary standard, as needed.*

Completed: In 2002, CPSC staff prepared a hazard analysis report reviewing the death incident data associated with cribs from 1997 through July 2002. In 29 of the 156 deaths, problems with the crib's hardware were specifically mentioned. All but two cases mentioned missing or loose screws, brackets, or other attachment devices that fastened the sides of the cribs to the end panels. Generally, a side of the crib would loosen, creating a space that a child would slip through, and become entrapped by the head or chest. In addition to the hazard analysis, staff reviewed the design of over 30 cribs in order to gain knowledge of current hardware use for cribs. As a result of this work, staff recommended that the ASTM crib subcommittee form a task group to address hardware and assembly related crib hazards. The task group, which includes CPSC staff, will commence work in 2003.

A-3. Complete 10 testing, data collection, hazard analysis, or technical review activities to evaluate the need for, or adequacy of, safety standards.*Chromated Copper Arsenate (CCA) Wood Preservatives*

2002 Plan: *This activity was initiated as the result of a May 2001 petition to ban the use of CCA-treated wood for use in playground equipment and to review the safety of CCA-treated wood for general use. In FY 2002, staff will address the potential exposure and risk associated with CCA-treated wood and continue to work with EPA in this area.*

Completed: In 2002, staff conducted a series of studies to assess the exposure and potential risk to children associated with CCA-treated wood for use in playground equipment. The studies will continue in 2003. Staff continues to work with EPA on this issue.

Crib Slat Integrity

2002 Plan: *In December 1996, CPSC published an ANPR to begin a proceeding that could result in amendments to the*



mandatory standards for full-size and non-full-size cribs that would address crib slat disengagement hazards. At the urging of CPSC staff, the ASTM voluntary standard for cribs was revised in April 1999 to include performance requirements for crib slats. In FY 2002, staff will complete an assessment of industry conformance to the voluntary standard.

Completed: The assessment of industry conformance consisted of two steps: (1) field inspections of manufacturers' facilities and collection of crib samples and (2) a testing program for the cribs to address crib slat disengagement hazards. Step one commenced during 2001 and was completed in 2002. Step two was conducted and completed in 2002. The results of the program will be presented to the Commission in 2003.

Crystalline Silica

2002 Plan: *Crystalline silica is present in many consumer products, including play sand, building materials, and household cleansers. In FY 2002 staff will perform a pilot exposure study and preliminary risk assessment for respirable silica in play sand. Work will continue in 2003, including a toxicity review and risk assessment.*

Will complete in 2003: In 2002, staff completed analyses of the crystalline silica content in 6 bulk samples of play sand. Staff will conduct exposure studies and complete a preliminary risk assessment in 2003. The preliminary risk assessment was delayed because of higher priority work on phthalates and chromated copper arsenate wood preservatives.

Exercise Equipment



2002 Plan: *ASTM recently began work on a voluntary safety standard for exercise equipment. In FY 2002, staff will provide hazard data and technical evaluation in support of the development of this standard.*

Completed: In 2002, staff provided hazard data and technical evaluation to support the development of an ASTM standard for selectorized strength exercise equipment. This is equipment where the resistance of the machine may be selected easily by the user. The proposed standard includes provisions that address catch, shear, and "pull-in" hazards for fingers, hands, and feet.

Guidelines for Use/Assembly

2002 Plan: *In 2002, staff will develop guidelines for manufacturers for preparing consumer product use and assembly instructions that are easy to read and use. The focus will be on instructions for children's products.*

Will complete in 2003: In 2002, staff awarded a contract for performance of the work intended to generate the guidelines. Though contract performance began in 2002, delays in the release of the Request for Quotation (RFQ) and in the awarding of the contract extended the time to completion of the contract into 2003. The contractor will provide the final deliverables of the contract, including the guidelines, in 2003. The focus of the guidelines has been expanded to include consumer products in general, rather than just children's products.

Lead

2002 Plan: *Lead poisoning is a preventable health problem. About 890,000 young children still have blood lead levels (BLL) that are high enough to adversely affect their intelligence, behavior, and development. In FY 2002, staff will continue ongoing efforts to assess product-related lead poisoning hazards, and initiate reduction activities as needed. These activities contribute to CDC's overall Healthy People 2010 goal to reduce the prevalence of BLL's exceeding 10 UG/DL to 0 in children aged 0-5.*

Completed: In 2002, the Commission voted to publish a Notice of Proposed Rulemaking (NPR) that could result in a rule banning certain candlewicks containing lead and candles with such wicks. The staff evaluated the public comments received in response to the NPR, and plans to send a briefing package to the Commission to consider a final rule in 2003.

Non-Metallic Sharp Edges

2002 Plan: *In 2002, staff will assess the need for requirements to identify sharp edges created by non-metallic material. Technical requirements exist for identifying sharp metal or glass edges in toys and other articles intended for use by children under the age of 8, but they are not applicable to non-metallic materials other than glass. We have reports of laceration injuries associated with non-metallic edges.*

Completed: In 2002, staff completed a review of the injury data and found that there were no significant hazards with non-metallic sharp edges that warranted further review of the current regulation.

Phthalates

2002 Plan: *The objective of this project is to assess the possible chronic hazards associated with diisononyl phthalate used in children's toys. In FY 2002, staff will complete a laboratory analysis of a sample of toys and complete a risk assessment based on data from the laboratory analysis and an FY 2001 observation study of mouthing behaviors in children. Staff will also respond to a petition on phthalates.*

Completed: In 2002, staff completed a laboratory analysis of 41 toys and a risk assessment based on data from the laboratory analysis and the 2001 observation study of mouthing behaviors in children. Staff sent a briefing package to the Commission responding to the petition to ban polyvinyl chloride (PVC) in toys and other products intended for children five years of age and under. This petition was based in part on the contention of the petitioners that PVC posed a risk to children because it contained diisononyl phthalate (DINP). The Commission will consider the staff findings and recommendations in 2003.

Ranges/Ovens (Contact Burns)



2002 Plan: *The majority of emergency room-treated thermal burns associated with ranges and ovens result from contact with hot surfaces. In FY 2002, staff will conduct an evaluation of epidemiological data to determine possible contributors to these burn injuries, such as oven vent locations, gas grate designs, or consumer use patterns. If warranted, an assessment of the adequacy of the voluntary standard will be conducted in 2003, and recommendations for improvements to the standard will be made.*

Completed: Staff completed a hazard sketch on contact burns associated with kitchen ranges and ovens. The analysis identified contact with oven doors as the largest category of injury incidents. Recently approved revisions to applicable voluntary standards for electric ovens and ranges include changes to temperature measurement test criteria for accessible surfaces, including oven doors. These changes become effective in August 2003 and have the potential to address certain oven door burn related incidents. In 2003, staff will review the scope of the new standard revisions and other standards for ovens and ranges and, if warranted, make recommendations for further improvements.

Toy Guide Update

2002 Plan: *In 2000, staff began a comprehensive revision of CPSC's Guidelines for Relating Children's Ages to Toy Characteristics. This document was created in 1985 and serves as a critical reference for the Commission and toy*

manufacturers in developing appropriate age grading for toys. The document needs to be revised and updated to take into account new types of toys and to identify changes in design or use of traditional toys that may affect age appropriateness. The revised guidelines will be completed in 2002 and will address changes in marketing, product purchase trends and play behaviors.

Completed: In 2002, the staff completed the new guidelines, “Age Determination Guidelines: Relating Children's Ages to Toy Characteristics and Play Behavior.” The new guidelines were developed based on an extensive literature review and on research on toy purchasing decisions by adults and observations of children interacting with certain toys. In finalizing the guidelines, staff addressed comments from the toy industry and consumer groups. The Commission released the new guidelines to the public in early 2003.

B. COMPLIANCE

Annual Goals		1998	1999	2000	2001	2002
B-1. Pursue for recall or other corrective action	Goal	**	**	**	**	370*
	Actual	578	481	404	467	478

**No goal established.

*Estimated goal - the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

B-1. Recalls/Corrective Actions **2002 Plan:** *Pursue for recall or other corrective actions, products that present a risk of injury or death.*

Exceeded: We completed corrective actions for a total of 478 products that presented a risk of injury or death, including 220 recalls involving nearly 25 million products. Of these 69 recalls involved 11.5 million products presenting non-head related injury risks to children; 134 recalls involved 12.6 million products that presented household, sports, or recreation hazards; and 17 recalls involved 721,000 products presenting other chemical hazards.



For example, CPSC obtained a recall of 5.4 million promotional plush bears. There were 32 reports of the eyes and noses of these bears detaching, posing a choking hazard to young children. In three of these reports, children placed detached eyes from these bears in their mouths. No injuries were reported.



Additionally, CPSC obtained a recall of about 1.9 million handheld saws. The handles on these saws can separate from the body, causing the operator to be cut. There were 360 reports of loose or separating handles on the saws. As a result, there have been 19 reports of injuries to consumers, including some cuts requiring stitches.



Also, CPSC obtained a recall of about 1.7 million portable basketball hoops. The basketball hoops may have a sharp protruding bolt on the players' side of the pole that can cause serious leg or body lacerations when the bolt is exposed. There were 27 reports of injuries that included scrapes, deep lacerations and bruises. Several consumers required stitches for their injuries. Players have been cut when they bump into the pole as they drive toward the basket.

C. CONSUMER INFORMATION

Annual Goals		1998	1999	2000	2001	2002
C-1. Issue press releases	Goal	**	**	**	**	70 [#]
	Actual	88	65	88	108	121
C-2. Produce VNRs	Goal	**	**	**	**	10
	Actual	2	8	21	10	10
C-3. Respond to requests for publications	Goal	**	**	**	**	600,000
	Actual	617,000	1,119,500*	883,500	964,000	958,000

**No goal established.

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

[#]These goals were changed to include all hazardous products, not just recalled products as in previous years.

C-1. Press Releases

2002 Plan: Alert the public of hazardous products through press releases.

Exceeded: In 2002, we issued 121 press releases to alert the public to hazardous products that included 51 on topics such as children's clothes, toys, and car seats/carriers that presented non-head injuries to children; five that related to chemical hazards such as paper weights and key chains; and 65 that related to household, power tools, or recreation hazards such as adult bikes, mowers, and shower doors.

C-2. Video News Releases

2002 Plan: Produce video news releases (VNRs) for hazardous products.

Completed: In 2002, we produced a total of 10 VNRs that featured topics such as driveway security gates, child

drownings in the home, Baby Safety Month, basketball hoops, play yards, and juicers that present hazards. These VNRs had a combined potential audience of nearly 156 million television viewers. Most of these VNRs have video clips that are viewable on our web site at <http://www.cpsc.gov/mpeg.html>.

C-3. Publications

2002 Plan: *Respond to consumer requests for publications.*

Exceeded: In 2002, we responded to requests and distributed 958,000 publications that addressed non-head related hazards to children; other chemical hazards; and household, power tools, or sports/recreation hazards. The number distributed does not include those downloaded from our web site at http://www.cpsc.gov/cpscpub/pubs/pub_idx.html. The five most requested distributed publications are listed below.

2002 Five Most Popular Publications (Other Hazards)

Childproofing Your Home	92,900
Protect Your Family From Lead In Your Home	75,800
Tips For Your Baby's Safety	57,700
Super Sitter 1987	57,100
Baby Safety Checklist	56,300

HAZARD IDENTIFICATION AND ANALYSIS

THE PROGRAM

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

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

In 2002, we continued to strengthen our data collection and analysis process. The agency's budget now includes funding to purchase annual data on poisonings to children. An update of our critical Injury Cost Model was completed in 2000. A study of the long-term costs of head-injuries was also completed in 2000.

Data Collection in 2002. Each year, we collect information about product-related injuries treated in hospital emergency rooms through our National Electronic Injury Surveillance System (NEISS). This unique system provides statistically valid national estimates of product-related injuries from a probability sample of hospital emergency rooms and is the foundation for many Commission activities.

In 2002, NEISS supplied about 350,000 product-related cases from a sample of about 100 hospitals. The hospitals transmit incident information electronically, and in some cases, the data are available within 24 hours after an incident. Several foreign governments have modeled their national injury data collection systems after the Commission's system.

In 2000, NEISS was expanded to provide data on all trauma-related injuries. This expanded data provides other federal agencies, researchers, and the public with more comprehensive information on injuries from all sources, not just consumer products. The Institute of Medicine recommended the

expansion of NEISS into the all trauma system. The effort is being funded by reimbursable funds of \$2 million from the Centers for Disease Control and Prevention. The reimbursable funds allow us to collect non-consumer product injury data while we continue collecting product injury data with CPSC funds.

CPSC continued the collection of data on deaths in 2002 with the purchase, review, and processing of about 8,700 death certificates covering unintentional product-related deaths from all 50 states. Our Medical Examiner and Coroner Alert Project (MECAP) collected and reviewed approximately 4,000 additional reports from participating medical examiners and coroners throughout the country. We also collected and reviewed about 7,000 news clips and 10,000 other reports of product-related injuries and deaths from consumers, lawyers, physicians, fire departments and others.

Data analysis in 2002. Staff conducts several types of studies each year, including special investigation studies, emerging hazard evaluations, and economic assessments.

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

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

We also conduct economic studies to provide specialized economic information to the staff, Commissioners, Congress, other agencies and the public. Staff develops injury cost projections to estimate potential benefits associated with Commission or other actions. We generate estimates of products-in-use to determine potential recall effectiveness,

consumer exposure to product hazards and to support agency hazard analysis work.

2002 ANNUAL GOALS

A. HAZARD IDENTIFICATION AND DATA COLLECTION ACTIVITIES

Annual Goals		1998	1999	2000	2001	2002
A-1. Evaluate, train and audit each hospital in the NEISS sample	Goal	**	**	**	**	100%
	Actual	100%	100%	100%	95%	100%
A-2. Capture product-related cases	Goal	**	**	**	**	90%
	Actual	91%	93%	92%	93%	94%
A-3. Complete headquarters telephone investigations in less than 45 business days	Goal	**	**	**	**	85%
	Actual	71%	87%	89%	98%	95%
A-4. Complete field telephone and onsite investigations in less than 45 business days	Goal	**	**	**	**	85%
	Actual	75%	71%	85%	87%	89%
A-5. Sustain the number of incident reports collected from medical examiners and coroners	Goal	**	**	**	**	2,800
	Actual	2,899	2,920	3,108	3,880	4,165
A-6. Sustain the number of incident reports collected from news clips	Goal	**	**	**	**	5,000
	Actual	5,717	5,191	5,444	6,942	7,101

**No goal established.

A-1. NEISS Hospitals

2002 Plan: Evaluate, train and audit each hospital in the NEISS sample.

Completed: We conducted at least one evaluation visit at each of the 98 hospitals in the NEISS sample. Evaluation visits provide CPSC staff an opportunity to review hospital records and assure that hospital coders are capturing and reporting data on the highest possible percentage of reportable cases.

A-2. Cases

2002 Plan: Capture at least 90 percent of the product-related cases.

Exceeded: NEISS hospitals reported 94 percent of the product-related cases. A high reporting percentage is necessary to assure the integrity of the estimates. Remedial action would be instituted in any hospital missing significant numbers of reportable cases.

A-3. Headquarters Investigations

2002 Plan: Complete 85 percent of all headquarters telephone investigations in less than 45 business days.

Exceeded: Staff completed 95 percent of investigations within 45 days. The headquarters telephone investigations provide valuable information on specific NEISS cases of interest to CPSC analysts. Analysts must receive these data as quickly as

possible so that they can use the information to support hazard reduction activities.

A-4. Field Investigations

2002 Plan: *Complete 85 percent of all field telephone and onsite investigations in less than 45 business days.*

Exceeded: We completed 89 percent of field investigations within 45 days. The field investigations provide valuable information on cases of interest to CPSC analysts. Analysts must receive these data as quickly as possible so that they can use the information to support hazard reduction activities.

A-5. Medical Examiners/ Coroners Reports

2002 Plan: *Sustain the number of incident reports collected from medical examiners and coroners.*

Exceeded: In 2002, we received 4,165 incident reports from medical examiners and coroners. These reports provide critical information on product-related deaths. The data are especially valuable because they are generally received soon after the incident and provide some detail on how the incident occurred.

A-6. News Clips

2002 Plan: *Sustain the number of incident reports from news clips at 5,000 clips. CPSC relies on clips from newspapers in all 50 states to identify incidents of special interest in local areas. These clips provide many reports of product-related deaths, serious injuries and hazardous fires. The reports fill gaps in reporting from other data systems and provide a very important source of investigations to support hazard identification and analysis activities.*

Exceeded: In 2002, we received 7,101 incident reports from news clips.

B. HAZARD ANALYSIS

Annual Goals		1998	1999	2000	2001	2002
B-1. Conduct emerging hazard reviews	Goal	**	**	**	**	30
	Actual	37	37	35	38	30
B-2. Evaluate changes in classification system	Goal	**	**	**	**	1
	Actual	--	--	--	--	1

**No goal established.

--Data not available.

B-1. Emerging Hazards

2002 Plan: *Conduct emerging hazard reviews, including preliminary assessments, responses to petitions, and special economic studies.*

Completed: In 2003, we conducted 30 reviews on emerging hazards such as potential fire hazards related to turkey fryers. The staff also transmitted briefing packages to the Commission that responded to petitions associated with backyard play sets and the use of polyvinyl chloride in children's products.

B-2. E-Code Changes

2002 Plan: *In 2002, staff will assess the impact of changes in classifying cause of injury using the International Classification of Diseases system (ICD) for the new ICD10 compared to the old ICD9. Because the new codes use different definitions than the old codes, staff cannot predict if or how these changes will affect our performance data. The ICD is the coding system used throughout the world – and throughout this country – to classify deaths in specific categories to allow comparison of death rates by cause among countries, states and regions. The World Health Organization (WHO) revises the system about every ten years.*

The United States implemented the new set of codes based on the 10th revision on January 1, 1999. Experts at the WHO and the U.S. National Center for Health Statistics (NCHS) are analyzing the changes in coding to make recommendations on ways to compare data reported under the old codes with that reported using the new codes. In 2001, we will review these recommendations and the data we are collecting to decide how to compare the data sets when the WHO and NCHS work is complete and when the data for 1999 are sufficiently complete.

Completed: Staff completed its assessment and provided preliminary comparability ratios to CPSC staff in the report “Preliminary Comparability Ratios between the 9th and 10th Revisions of the International Classification of Diseases,” dated November 2001. Analyses will be made as necessary in specific hazard areas after NCHS releases its final evaluation (expected by June 2003).

PROGRAM EVALUATIONS

This section provides a summary of the evaluations we identified in our 2002 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 programs and products, and customer satisfaction surveys.

A. Reducing head injuries to children

No evaluation was planned for child head injuries in 2002.

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 1999. In 1972, 216 children under 5 years old died from unintentional poisonings from household substances. These deaths have decreased by 87 percent to 29 deaths in 1999.

C. Reducing Fire-Related Deaths

Evaluation of fire-related deaths

The evaluation of fire-related deaths was deferred due to the resources needed to address the evaluation of electrocution deaths, which was the first in-depth evaluation of a hazard area strategic goal.

D. Reducing CO Poisoning Deaths

Evaluation of CO poisoning deaths

The evaluation of CO poisoning deaths was deferred due to the resources needed to address the evaluation of electrocution deaths, which was the first in-depth evaluation of a hazard area strategic goal.

E. Reducing Electrocution Deaths

Evaluation of electrocution deaths

An evaluation of CPSC's Electrocution Reduction Program was completed in 2002. It was concluded that the program contributed to a substantial reduction in deaths with a relatively low expenditure by the agency. Consumer product associated electrocutions have decreased from approximately 600 per year in the mid-1970s to approximately 200 in 1998 (the latest year for which data were available at the time the evaluation was

conducted). CPSC published two mandatory standards for antennas (including CB base station and TV antennas), one in 1978 and one in 1982. Electrocutions associated with antennas dropped from an estimated annual average of 186 in the mid-1970s to an estimated annual average of 30 in the mid-1980s and to an estimated annual average of 17 in the mid-1990s. A voluntary standard requiring double insulation on power tools was passed in 1978. Electrocutions associated with power tools and farm/garden equipment covered by the voluntary standard dropped from an annual average of 142 in the mid-1970s to 102 in the mid-1980s and to 51 in the mid-1990s.

In addition, beginning in 1973, CPSC made a series of recommendations for, and the National Electrical Code adopted, requirements for ground fault circuit interrupters to be installed in numerous locations throughout the home. Annual electrocutions associated with home wiring were estimated to be 76 in the mid-1970s, 68 in the mid-1980s and 29 in the mid-1990s.

Agency spending on the electrocution reduction program was almost \$2.6 million in 2001. If spending at this level is assumed over the entire 21-year period 1978-1998, total agency expenditure was approximately \$54 million. In the same time period, an estimated 6,250 lives were saved.

F. Assessments by Industry

No industry assessments were planned in 2002.

G. Customer Satisfaction

Hotline

Staff conducted a confidential mail survey of callers who spoke to a Hotline representative and provided their addresses. Ninety-one percent of the respondents were satisfied or very satisfied with the way the Hotline worked and over ninety-six percent agreed that the staff was courteous and easy to understand. Ninety percent of respondents would use the Hotline again.

Clearinghouse

Staff conducted a mail survey of randomly selected customers who had requested information from the Clearinghouse over a two-month period. Eighty-eight percent of the respondents were either satisfied or very satisfied in general with the Clearinghouse. Eighty-three percent were satisfied with the information and 84 percent were satisfied with the timeliness. Ninety-one percent of the respondents would use the Clearinghouse again.

State Partners

Staff conducted a mail survey, supplemented with telephone interviews, for CPSC's State Partners. Ninety-six percent of the respondents were satisfied or very satisfied in general with the State Partners program. Ninety-four percent responded that they get CPSC news releases in a timely manner to respond to their customers either all or most of the time. Almost all of the respondents (98 percent) were either satisfied or very satisfied with the information that they receive from CPSC.

Appendix

PROCUREMENT MANAGEMENT INITIATIVES

The President requested Federal agencies to report on 2002 plans regarding the following reform initiatives: Making greater use of performance-based contracts; Expanding the application of on-line procurement; and Expanding A-76 competitions and more accurate FAIR act inventories. CPSC has and will continue making progress on these initiatives.

1. *Making greater use of performance-based contracts.* For 2002, the Office of Management and Budget set a goal to award contracts over \$25,000 using Performance Based Contracting (PBSC) techniques at not less than 20 percent of the total eligible service contracting dollars.

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

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

- a. Implement an agency policy that when our program offices identify a need to contract for services, consideration is given to using PBSC methods to acquire the services. If it's determined that the use of performance-based contracting is not suitable for the requirement, a written determination must be provided citing the reasons for the determination for inclusion in the contract file.*

Accomplished in 2002: Consideration was given to applying PBSC methods to all service contracts. All statements of work, regardless of dollar value, were reviewed and revised to assure that emphasis is on deliverables (what is to be performed) as opposed to instructions on how a contractor shall complete a task when the review indicates that such revisions are appropriate. This is now standard policy for all statements of work for service contracts and orders.

- b. Require our procurement staff to work closely with our program offices during the acquisition planning phase to ensure that statements of work are prepared describing the work in terms of what is to be performed and develop measurable performance standards and quality assurance surveillance plans.*

Accomplished in 2002: Procurement staff worked closely with program offices to

identify potential for the inclusion of performance standards and quality assurance plans.

As a result, performance-based service measures were incorporated into nearly 100 National Electronic Injury Surveillance System (NEISS) contracts. In addition, six contracts totaling \$870,000 were awarded using full performance based methods. The current hotline solicitation, which will be awarded next fiscal year, will also result in another full performance based contract.

- c. Train appropriate program staff on how to develop performance work statements to include measurable performance standards and evaluate contractors' performance based on those standards.*

Accomplished in 2002: We have conducted informal training with project officers on a case-by-case basis while revising draft statements of work, resulting in performance-based descriptions. It is recommended that group training for project officers be funded by the agency in the future, if funding permits.

- d. Train procurement staff in performance-based contracting in order to review and refine performance work statements, as required, and negotiate, award and administer performance-based contracts.*

Accomplished in 2002: Internally, our procurement personnel have focused on the applicability, development, writing and implementation of performance based statements of work. Several employees attended clear writing and critical thinking classes, the implementation of which will assist in writing performance based contracts. Subject to the availability of training funds, plans have been developed for formal training for staff in performance based service contracting - developing performance standards, evaluating performance, refining statements of work, negotiating, awarding and administering PBSCs for the upcoming fiscal year.

- 2. *Expanding the application of on-line procurement.*** For 2002, the Office of Management and Budget set a goal for agencies to post (a) all synopses for acquisitions valued at over \$25,000 for which widespread notice is required and (b) all associated solicitations (unless covered by an exemption in the Federal Acquisition Regulation) on the government-wide point-of-entry web site (www.FedBizOpps.gov).

In support of on-line/e-procurement, CPSC participated in the federal government's first electronic commerce initiatives by utilizing the Federal Acquisition Computer Network (FACNET) system to post solicitations for supplies and services. Many vendors reviewed CPSC solicitations on the FACNET electronic bulletin board and submitted electronic quotations in response to the solicitations. Since then, many of our procurement requirements have become available on General Service Administration (GSA) federal supply schedules and GSA Advantage on-line ordering system. Procurements ordered through GSA Advantage are completely on-line/e-procurement, as orders are placed electronically and government credit cards are used as the method of payment. Furthermore, with the expansion of our government credit card program and the micro-purchase procurement method, CPSC staff places most of its orders for supplies with on-line suppliers.

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

- a. *Continue to procure supplies and services on-line through GSA Advantage.*

Accomplished in 2002: Our office and CPSC Government cardholders procured supplies and services on-line through GSA Advantage and employed this site as an electronic search engine to obtain information on available GSA sources for supplies and services.

- b. *Require our staff who have a government credit card to browse electronic catalogs when ordering supplies and services in support of CPSC programs and procure supplies and services that do not exceed the micro-purchase limit from on-line suppliers.*

Accomplished in 2002: Use of GSA Advantage continues, with an increase in instruction to credit card users and requisitioners of the proper priority for use of GSA sources and training in the use of on-line GSA Advantage searches.

- c. *Require use of on-line shopping malls such as GSA's Smallbizmall.gov website. Procurement staff will be encouraged to shop GSA's Smallbizmall.gov to procure information technology requirements from small disadvantaged businesses qualified under SBA's 8(a) program.*

Accomplished in 2002: GSA's Smallbizmall was launched in April 2002, to give Federal agencies the opportunity to use the web to order information technology (IT) products and services from 8(a) businesses. Since that time GSA has experienced problems with the site and it is currently unavailable while undergoing technical revisions by the GSA. This does not preclude our electronic searches for 8(a) sources for IT and other procurements. At present, electronic searches of the Small Business Administration's PRONET database have been the most productive tool to search for IT, and other requirements, from 8(a), small businesses, and small disadvantaged businesses. These searches are conducted 100 percent electronically.

- d. *Post-applicable solicitations on-line via FedBizOpps web site. We are currently working with GSA to set up an account for CPSC's procurement staff to utilize the FedBizOpps web site to post solicitations on-line.*

Accomplished in 2002: 100 percent of synopses of solicitations, which are required to be published in accordance with the Federal Acquisition Regulation (FAR), were advertised on the single Government-wide point of entry web site for publication of Federal business opportunities (www.Fed.BizOpps.gov). All synopses were transmitted to the web site electronically. At this time, FedBizOpps (FBO) does not have the capability to publish entire solicitations. Our organization is fully capable of using FBO capability to publish any commercial combined synopsis/solicitations on the FBO site, but we did not have any procurements in 2002 that fit the criteria to be synopsized in this manner because of the intensive detail required by the statements of work. Since FBO cannot yet publish solicitations, our solicitations are provided electronically via e-mail to requesters. Requests are accepted via e-mail, and solicitations issued via e-mail, so this results in an entirely electronic, paperless transaction. Once FBO establishes a data exchange

protocol, which allows publication of entire solicitations, our office will participate in electronic publication on the FBO site.

3. ***Expanding A-76 competitions and more accurate FAIR Act inventories.*** OMB has set a goal for 2002 that agencies will complete public-private or direct conversion competitions on not less than 5 percent of the FTEs listed on their Federal Activities Inventory Reform Act inventories.

In support of this initiative, in 1999 and 2000 we produced an inventory as required by the *Federal Activities Inventory Reform Act (FAIR) of 1998*. We reviewed all positions in the agency. We found that the majority of CPSC employees are engaged in the governmental public safety function of investigating product hazards and developing product standards. In addition, we already contract for many commercial services as they are required in the course of CPSC investigations. In addition, over the last several years CPSC has contracted out staff positions that performed mail and driver services, laborer services, and copy and library services. We have also converted our consumer Hotline operation and much of our computer programming operation to a contract basis. Over 30 FTEs are represented by these existing contractual services.

We determined that an additional thirty-nine employees in different activities may be performing commercial activities under the definitions in the FAIR Act and OMB Circular A-76 (Revised). This represents 8 percent of the agency's total 480 FTEs. In 2002, we will:

- a. *Review and revise the FAIR Act inventory as appropriate (June 2002).*

Accomplished in 2002: The annual FAIR Act inventory was revised and submitted to the Office of Management and Budget as required by the FAIR Act. The 2002 inventory reduced the number of positions performing commercial work to 17; this resulted from a reorganization of our IT function as well as reassessment of commercial work activities.

- b. *Complete performance work statements and cost statements for all activities on our FAIR Act inventory.*

Accomplished in 2002: Staff did begin preliminary work to develop cost statements in 2002. Due to substantial reorganizations as well as major projects undertaken by functions listed on the inventory, the development of work statements and cost statements was deferred.

- c. *Make determination whether to retain in-house or contract out activity on at least 5 percent of the FTEs contained in the inventory.*

Accomplished in 2002: Due to substantial reorganizations as well as major projects undertaken by functions listed on the inventory, making of determinations was deferred.

**U.S. CONSUMER PRODUCT SAFETY COMMISSION
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