

The contents of this document will be discussed at a Commission Meeting (Briefing) scheduled for October 30, 2013.



UNITED STATES
CONSUMER PRODUCT SAFETY COMMISSION
BETHESDA, MD 20814

This document has been electronically approved and signed.

DATE: October 23, 2013

THIS MATTER IS NOT SCHEDULED FOR A BALLOT VOTE.

A DECISIONAL MEETING FOR THIS MATTER IS SCHEDULED ON: November 13, 2013

TO: The Commission
Todd A. Stevenson, Secretary

FROM: Elliot F. Kaye, Acting Executive Director
Stephanie Tsacoumis, General Counsel

SUBJECT: Fiscal Year 2014 Operating Plan

The Acting Executive Director, by the attached memorandum dated October 23, 2013, requests approval of the attached Fiscal Year 2014 Operating Plan. Please indicate your vote on the following options:

- I. Approve the Acting Executive Director's recommendation, as proposed.

(Signature)

(Date)

- II. Approve the Acting Executive Director's recommendation, with changes. (Please specify.)

(Signature)

(Date)

- III. Do not approve the Acting Executive Director's recommendation.

(Signature)

(Date)

- IV. Take other action. (Please specify).

(Signature)

(Date)

Attachment: Memorandum of October 23, 2013, from Elliot F. Kaye, Acting Executive Director, to the Commission, *Fiscal Year 2014 Operating Plan*.



UNITED STATES
CONSUMER PRODUCT SAFETY COMMISSION
4330 EAST WEST HIGHWAY
BETHESDA, MD 20814

This document has been electronically
approved and signed.

DATE: October 23, 2013

TO: The Commission

THROUGH: Todd A. Stevenson, Secretary
Stephanie Tsacoumis, General Counsel

FROM: Elliot F. Kaye
Acting Executive Director

SUBJECT: Fiscal Year (FY) 2014 Operating Plan

This memorandum requests Commission approval of the FY 2014 Operating Plan. The proposed Operating Plan is aligned with the President's FY 2014 Budget Request currently pending before Congress. The FY 2014 Budget Request is for \$117.0 million and 548 full-time equivalent (FTE) employees, representing an increase of \$2.5 million from the FY 2013-enacted funding level of \$114.5 million, and an increase of \$8.5 million from the across-the-board sequestration level of \$108.5 million. The changes from the FY 2013 enacted funding level are primarily attributable to increases to salaries and expenses, incremental increases that support continued operation and maintenance of the pilot Import Surveillance Risk Assessment Methodology system, and other information technology application support and development. A more detailed explanation can be found on page 20 of the April 10th FY 2014 Performance Budget Request to Congress.

On October 16th, Congress enacted a short-term continuing resolution that funds the CPSC at the FY 2013 post sequestration rate of \$108.5 million through January 15, 2014. Congress has not yet decided on the agency's full-year funding level, and the FY 2014 CPSC Budget Request submitted to Congress on April 10th is still under consideration. Until a final appropriation is enacted, the FY 2014 Operating Plan is premised on the Commission-approved FY 2014 CPSC Budget Request of \$117.0 million. If final available appropriations are less than \$117.0 million, the Commission can adjust the FY2014 Operating Plan as part of the regular FY 2014 mid-year process occurring in the 3rd fiscal quarter of FY 2014.

The FY 2014 Operating Plan includes:

- Organization funding and FTE levels and the corresponding Strategic Plan alignment
- Voluntary and Mandatory standards summaries
- Complete list of resourced projects by lead organization and accompanying descriptions
- Budget key and operating performance measures by organization
- Major milestones by organization

The FY 2014 Operating Plan is largely consistent with the FY 2014 CPSC Budget Request to Congress, with changes that the Commission directed during the the FY 2015 Budget Request to OMB approval process. The substantive adjustments are primarily additions or deletions to the voluntary and mandatory standards. These changes in the FY 2014 Operating Plan are:

Voluntary Standards

Additions	Deletions
• Architectural glazing • Building materials and furnishings (emissions) • Cellulosic insulation • Clothing textiles • Firearm security containers • Flammable liquids (material handling) • Laundry packets (liquid) • Microwave ovens • Non-integral firearm locking devices • Power cords • Spray poly foam insulations (residential off-gas) • Torch fuels (containers) • Tree stands (hunting) • Unvented alcohol appliances	• Children's metal jewelry • Garage doors/gate operators • Mowers

Mandatory Standards

Additions	Deletions
• Hook-on chairs • Architectural glazing • Crib bumper petition • Participation in Voluntary Standards (GAO Report) - 1031 Rule • Substantial Product Hazard List - 15(j) Rule • Information Disclosure under § 6(b) of the CPSA - 1101 Rule • Procedures for the Importation of Consumer Products and Substances - 1066 Rule • Certificates of Compliance - 1110 Rule	• Booster Seats • Stationary Activity Center • Bicycles

The FY 2014 Operating Plan is consistent with the policy priorities approved in the FY 2014 Budget Request to Congress. Specifically, the Operating Plan emphasizes the Import Surveillance program, CPSC's presence at ports of entry, and continued refinement of the pilot RAM targeting system. The plan provides for enforcement of CPSIA rules and sufficient market surveillance to identify instances of non-compliance. It supports the continued development of product safety rules, including durable nursery products, phthalates and other targeted high-risk products. The plan also continues to underscore the importance of information dissemination as an active mitigation strategy by way of the agency's domestic, international, manufacturer and general public outreach efforts.

Staff will brief the Commission on the proposed FY 2014 Operating Plan before the Commission is asked to formally approve the Operating Plan. Once finalized and approved by the Commission, the FY 2014 Operating Plan will be posted on the CPSC's public website.

In the meantime, staff is available to support you in your review of the Operating Plan. Do not hesitate to contact me if I can be of any assistance.

Attachment

FY 2014 Operating Plan

Fiscal Year 2014 Operating Plan

(To implement the FY 2014 Budget Request)

CPSC Stands for Safety



UNITED STATES OF AMERICA
**CONSUMER PRODUCT
SAFETY COMMISSION**

[Date Approved]

DRAFT

An electronic version of this document is available at:

<http://www.cpsc.gov/en/About-CPSC/Agency-Reports/Performance-and-Budget/>

U.S. Consumer Product Safety Commission
FY 2014 Operating Plan
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TABLE 1
FUNDING AND FTE BY MAJOR ORGANIZATION

The operating budget level for each organization at the FY 2014 Request to Congress (column 1) and the corresponding full-time equivalent (FTE) levels (column 2) are shown in the table below.

(Dollars in Thousands)		FY 2014 Request	
BUDGET DETAILS	Column 1 BUDGET	Column 2 FTE	
Commissioners	\$ 132.0	21	
Office of Compliance & Field Operations			
<i>Compliance – HQ</i>	\$ 363.0	50	
<i>Compliance – Field Operations</i>	\$ 1,587.0	107	
Office of Education, Global Outreach, and Small Business Ombudsman	\$ 826.0	10	
Office of Import Surveillance	\$ 500.0	34	
Office of Hazard Identification & Reduction		162	
<i>Office of Hazard Identification</i>	\$ 2,260.0		
<i>Laboratory Sciences</i>	\$ 1,100.0		
<i>Nano</i>	\$ 2,000.0		
<i>NEISS</i>	\$ 2,150.0		
Office of Communications		10	
<i>Office of Communications</i>	\$ 2,220.0		
<i>VGB PSSA Information & Education</i>	\$ 1,000.0		
Office of Information & Technology Services		41	
<i>Office of Information Technology</i>	\$ 78.0		
<i>IT Infrastructure</i>	\$ 6,082.8		
<i>Commission's Information Systems</i>	\$ 1,461.0		
<i>CPS Risk Management System</i>	\$ 2,715.0		
<i>Risk Assessment Methodology – Import</i>	\$ 1,870.0		
Office of the Executive Director	\$ 52.0	5	
Office of the General Counsel	\$ 590.0	50	
Office of Human Resources Management	\$ 416.0	10	
Office of Financial Management, Planning, & Evaluation	\$ 1,303.8	26	
<i>Financial Audit</i>	\$ 150.0		
Office of Facilities Services (excludes Rent/Util/Security)	\$ 1,810.0	10	
Office of Legislative Affairs	\$ 15.0	3	
Office of EEO & Minority Enterprise	\$ 42.0	2	
Office of the Inspector General	\$ 132.0	7	
Centrally Managed Costs:			
Salaries	\$ 76,280.2		
Rent/Util/Security	\$ 9,360.2		
VGB	\$ 500.0		
Representation Fund	\$ 4.0		
Total	\$ 117,000.0	548	

TABLE 2
FY 2014 PLAN BY STRATEGIC GOAL AND PROGRAM COMPONENT

(Dollars in Thousands)							
Organization	FY 2014 Op Plan	FTE	Goal 1	Goal 2	Goal 3	Goal 4	Goal 5
Chairman & Commissioners	\$ 3,009	21	\$ 3,009	\$ -	\$ -	\$ -	\$ -
Hazard Identification and Reduction	\$ 29,704	162	\$ -	\$ 12,267	\$ 11,243	\$ 6,194	\$ -
Compliance and Field Operations	\$ 23,596	157	\$ 708	\$ 472	\$ 5,191	\$ 16,989	\$ 236
Import Surveillance	\$ 4,884	34	\$ -	\$ -	\$ 4,200	\$ 684	\$ -
Education, Global Outreach, and Small Business	\$ 2,196	10	\$ 2,196	\$ -	\$ -	\$ -	\$ -
General Counsel	\$ 7,885	50	\$ 315	\$ 2,839	\$ 710	\$ 2,286	\$ 1,735
Information Technology	\$ 18,098	41	\$ 1,629	\$ 2,172	\$ 9,772	\$ 3,258	\$ 1,267
Office of Communications	\$ 4,766	10	\$ -	\$ -	\$ 1,001	\$ -	\$ 3,765
Agency Management	\$ 21,771	56	\$ 4,572	\$ 3,701	\$ 5,007	\$ 6,096	\$ 2,395
Inspector General	\$ 1,091	7	\$ 218	\$ 218	\$ 218	\$ 219	\$ 218
Total	\$ 117,000	548	\$ 12,647	\$ 21,669	\$ 37,342	\$ 35,726	\$ 9,616

Note: The Operating Plan funding allocation in this table includes the associated salary, rent, utilities, and other overhead budgeted costs.

BUDGET KEY PERFORMANCE MEASURES SUMMARY

The Budget Key Performance Measures are the measures the agency submits with its Congressional Budget submission.

	ID	Office	Performance Measure Statement	FY 2014 Target
Strategic Goal 1: Leadership in Safety				
	1.2.1	Global	Number of training or outreach seminars for foreign manufacturers conducted by CPSC staff	3
	1.2.2	Global	Number of staff exchanges with foreign counterparts undertaken as part of the Extended Training Exchange Program	4
	1.2.3	Global	Number of new collaborations undertaken with domestic nongovernment organizations (NGOs) such as trade associations, universities, or federations	3
	1.4.1	Global	Number of products on which CPSC had consultations with foreign counterparts	4
	1.6.1	Personnel	Employee retention rate	85%
	1.6.2	Personnel	Average hiring time (recruitment time using OPM's End-to-End hiring process) (days)	80
	1.6.3	Personnel	Training participation rate	85%
Strategic Goal 2: Commitment to Prevention				
	2.1.1	Hazard	Number of voluntary standards activities supported or monitored by CPSC staff	81
	2.1.2	Hazard	Number of collaborations established or maintained with other organizations to work on nanotechnology research or issues affecting consumer products	5
	2.1.3	Hazard	Number of reports produced on the results of collaboration on nanotechnology issues affecting consumer products	5
	2.2.1	Hazard	Number of candidates for rulemaking prepared for Commission consideration	18
	2.3.1	Global	Number of domestic training activities made available to industry stakeholders	7
Strategic Goal 3: Rigorous Hazard Identification				
	3.1.1	Hazard	Percentage of National Electronic Injury Surveillance System (NEISS) member hospitals evaluated at least once a year	98%
	3.1.2	Hazard	Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	90%
	3.2.1	Hazard	Time from incident received to integrated team adjudication of incident report (business days)	10
	3.2.2	Hazard	Percentage of priority import regulated samples (excluding fireworks) tested within 30 days of collection	85%
	3.2.3	Hazard	Percentage of priority import fireworks samples tested within 60 days of collection	90%
	3.4.1	Import	Number of import examinations	20,000
	3.4.2	Import	Sample yield per 100 import entries examined as identified through the Risk Assessment Methodology (RAM) pilot system	26
	3.4.3	Import	Percentage of import shipments processed through the Risk Assessment Methodology (RAM) pilot system that are cleared within 1 business day	TBD

	ID	Office	Performance Measure Statement	FY 2014 Target
	3.4.4	Import	Percentage of CPSC import entry hold requests acted on by CBP	TBD
	3.4.5	Import	Establish an ITDS/RAM rule set to target intellectual property violations where a health and safety hazard is suspected in consumer product imports	Rule set established
	3.5.1	Compliance	Total number of products screened by CPSC Field staff	<i>Est.</i> 250,000
	3.5.2	Compliance	Number of consumer products screened by CPSC Field staff through Internet surveillance activities	<i>Est.</i> 25,000
	3.5.3	Hazard	Number of annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	10
	3.6.1	Compliance	Number of used/resale consumer products screened by CPSC Field staff	<i>Est.</i> 200,000
Strategic Goal 4: Decisive Response				
	4.1.1	Compliance	Number of establishment inspections conducted by CPSC Field staff	1,000
	4.1.2	Compliance	Percentage of products screened by CPSC Field staff resulting in violations	<i>Est.</i> 6%
	4.1.3	Hazard	Total number of items/component parts from samples tested at NPTEC for specific standards and regulations	36,000
	4.3.1	Compliance	Percentage of all cases for which the preliminary determination is made within 85 business days of the case opening	70%
	4.3.2	Compliance	Percentage of cases for which the corrective action is accepted within 60 business days of the preliminary determination	80%
	4.3.3	Compliance	Percentage of cases in which the firm is notified of a violation in a timely manner	<i>Est.</i> 90%
	4.3.4	Compliance	Percentage of Fast-Track cases with corrective actions initiated within 20 business days	90%
	4.4.1	Communications	Average number of days from first draft of recall press release completed to recall press release issued (in days)	<i>Est.</i> 22
	4.5.1	Compliance	Percentage of compliance defect investigation cases referred within 10 business days to OGC for review of firms' timely reporting pursuant to § 15(b)	<i>Est.</i> 95%
Strategic Goal 5: Raising Awareness				
	5.1.1	Communications	Percentage of the population that reports awareness of the CPSC	TBD
	5.1.2	Communications	Percentage of consumers who report acting on a CPSC safety message	TBD
	5.2.1	Communications	Number of public information campaigns conducted by CPSC on targeted consumer product safety hazards	24
	5.2.2	Communications	Number of impressions of CPSC safety messages received by consumers on targeted consumer product safety hazards (in millions)	3,215
	5.3.1	Communications	Number of impressions of CPSC safety messages received by consumers on priority hazards in vulnerable communities (in millions)	425

TBD (to be determined): For performance measures newly established for FY 2013, performance data are being collected and analyzed to establish a Baseline for FY 2013. In some cases, TBD has been indicated for the performance targets for FY 2014 for these measures.

Est. (estimated): For some performance measures newly established for FY 2013, staff estimated tentative target levels for FY 2014. The estimates are subject to change once the actual FY 2013 baseline values are determined.

VOLUNTARY STANDARDS SUMMARY

A consumer product voluntary standard is a prescribed set of rules, conditions, or requirements concerning definitions of product-related terms; classification of components; specification of materials, performance, or operations; delineation of procedures; or measurement of quantity and quality in describing products, materials, systems, services, or practices relating to the safety of consumer products used in and around the home, outdoors, and in schools.

The CPSC's statutory authority requires it to rely on voluntary standards rather than promulgate mandatory standards if compliance with a voluntary standard would eliminate or adequately reduce the risk of injury identified and it is likely there will be substantial compliance with the voluntary standard. CPSC staff works with organizations that coordinate the development of voluntary standards.

Voluntary standards activity is an ongoing process that may involve multiple revisions to a standard within one year or over multiple years, and such activity may continue in subsequent years, depending on the activities of the voluntary standards committees and the priorities of the Commission.

During FY 2014, CPSC staff plans to provide support for¹, or monitor, voluntary standards work for the products below:

#	FY 2014 Op Plan
1	air cleaners (ozone-generating)
2	amusement rides (portable)
3	architectural glazing
4	baby monitors
5	bassinets/cribless
6	bath seats (infant)
7	batteries (e.g., lithium, electronic devices, toy, button)
8	bed rails (adult)
9	bed rails (children's)
10	beds (bunk)
11	beds (toddler)
12	bedside sleepers
13	bicycles
14	booster seats
15	building materials and furnishings (emissions)
16	candles
17	cellulosic insulation
18	chairs (high)
19	chairs (youth)
20	changing tables
21	child-resistant packaging
22	clothes dryers
23	clothing textiles
24	CO alarms
25	cooktops
26	cribs (commercial)

¹ Support may include, among other things, providing injury data and hazard analyses, encouraging the development of a voluntary safety standard, identifying specific risks of injury, performing research, developing health science data, performing laboratory technical assistance, and/or taking other actions that the Commission, in a particular situation, determines may be appropriate. A listing of these activities can be found at 16 C.F.R. § 1031.7.

#	FY 2014 Op Plan
27	cribs (full-size)
28	cribs (non-full-size/play yards)
29	drywall
30	firearm security containers
31	fireworks
32	flammable liquids (material handling)
33	fuel tanks (leakage)
34	furnaces
35	furniture, upholstered
36	gasoline containers (flame arrestors)
37	glass front gas fireplaces
38	headgear (recreational)
39	heaters, electrical
40	infant bedding/accessories
41	infant bouncers
42	infant carriers (frame)
43	infant carriers (handheld)
44	infant carriers (soft)
45	infant gates
46	infant inclined sleep products
47	infant slings
48	infant swings
49	infant tubs
50	infant walkers
51	inflatable play devices (constant air)
52	ladders
53	laundry packets (liquid)
54	lighters, cigarette
55	mattresses, inflatable air
56	microwave ovens
57	nanotechnology
58	National Electrical Code
59	non integral firearm locking devices
60	off-highway vehicles, recreational
61	phthalates
62	playground equipment (children under 2 yrs.)
63	playground equipment (home)
64	playground equipment (public)
65	portable generators
66	power cords
67	power equipment (table saws)
68	ranges (tip overs)
69	smoke alarms
70	soccer goals
71	spray poly foam insulation (residential off-gas)
72	stationary activity centers
73	strollers
74	swimming pools/spas
75	torch fuels (containers)
76	toys
77	trampoline courts
78	trampolines
79	tree stands (hunting)
80	unvented alcohol appliances
81	window coverings

MANDATORY STANDARDS SUMMARY

Mandatory standards are federal rules set by statute or regulation that impose requirements for consumer products. They typically take the form of performance requirements that consumer products must meet or warnings they must display in order to be imported, distributed, or sold in the United States.

The CPSC may set a mandatory standard when it determines that compliance with a voluntary standard would not eliminate or adequately reduce the risk of injury or finds that it is unlikely that there will be substantial compliance with a voluntary standard. The Commission may also promulgate a mandatory ban of a hazardous product when it determines that no feasible voluntary or mandatory standard would adequately protect the public from an unreasonable risk of injury. In some cases, Congress directs and authorizes the Commission to set a mandatory standard.

CPSC staff plans to work on the projects in the table that follows. This work will involve continuation of rulemaking activities related to the CPSIA, as well as other laws, and it will include data analysis and technical review activities in support of rule review or potential rulemaking activities.

Key to Table

The terms NPR and FR in the columns below indicate that a briefing package with a draft NPR or a draft FR was or will be submitted to the Commission. It does not indicate the final action of the Commission.

Beginning in FY 2014, proposed and draft final notices of requirements will be included within the rulemaking briefing package for the applicable product; they will not be submitted to the Commission in a separate rulemaking briefing package and, therefore, are not listed separately.

NPR	Notice of proposed rulemaking
FR	Final rule
BP	Briefing package
DA/TR	Data analysis and/or technical review

Mandatory Standards Summary

Items by Major Categories		FY 2014 Op Plan
CPSIA, including Danny Keysar Child Product Safety Notification Act		
	Chairs, Folding	DA/TR
	Chairs, High	NPR
	Gates and Other Enclosures	DA/TR
	Hook-on Chairs	DA/TR
	Infant Bath Tubs	DA/TR
	Infant Bouncer Seats	NPR
	Infant Carriers, Frame	NPR
	Infant Inclined Sleep Products	DA/TR
	Infant Slings	NPR, FR
	Phthalates or Phthalate Substitutes	NPR
Implementation of Public Law 112-28		
	ATVs – Rulemaking	BP
Rule Review		
	Caps Intended for Use with Toy Guns	FR
	Mattresses – Smoldering Ignition Hazard	DA/TR
Other Ongoing or Potential Rulemaking–Related Activities		
	Architectural Glazing	NPR
	Bed Rails (Adult)	DA/TR
	Bedclothes Flammability	DA/TR
	Crib Bumper Petition	BP
	Durable Nursery Products Exposure Survey	DA/TR
	Firepots and Fuel Gels	NPR
	Fireworks	DA/TR
	Participation in Voluntary Standards (GAO Report) – 1031 Rule	FR
	Poison Prevention Packaging Act – Hydroxides	NPR
	Portable Generators	DA/TR
	Recreational Off Highway Vehicles (ROVs)	NPR
	Revisions to FHSA Definition of “Strong Sensitizer”	FR
	Substantial Product Hazard List – 15(j) Rule	NPR
	Surrogate Smoldering Ignition Source	DA/TR
	Table Saws	DA/TR
	Upholstered Furniture	DA/TR
	Voluntary Recall Rule	FR
	Information Disclosure under § 6(b) of the CPSA – 1101 Rule	FR
	Procedures for the Importation of Consumer Products and Substances – 1066 Rule	NPR
	Certificates of Compliance – 1110 Rule	FR
Number of candidates for rulemaking (NPR and FR):		18

OPERATING PLAN DETAILS FOR MISSION ORGANIZATIONS

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1. Resource Summary

	FY 2014 Request	
	Budget (in thousands)	FTE
Office of Hazard Identification	\$2,260	162
Laboratory Sciences	\$1,100	
Nanotechnology	\$2,000	
NEISS	\$2,150	
Total	\$7,510	162

2. Overview and Key Priorities

The Office of Hazard Identification and Reduction (EXHR) is responsible for managing the Commission's Hazard Identification and Analysis Program and its Hazard Assessment and Reduction Program. The Office develops and implements the agency's operating plans for these two hazard programs. The operating plans generally include the collection and analysis of data to identify hazards and hazard patterns; coordination of voluntary standards activities and international liaison activities related to consumer product safety; and overall direction and evaluation of projects that focus on identifying emerging hazards, developing proposals for submittal to voluntary standards development organizations, evaluating petitions, and providing technical support for rulemaking activities. The Office ensures that relevant technical information is presented comprehensively and objectively to the Commission for consideration in its decision-making. The Office has line authority over the Directorates for Epidemiology, Health Sciences, Economic Analysis, Engineering Sciences, and Laboratory Sciences. In FY 2014, the key priorities will be: maintaining the National Electronic Injury Surveillance System (NEISS), mortality and incident data collection, and follow-up investigations; meeting the mandatory requirements of the CPSIA and P.L. 112-28; continuing to implement the Integrated Product Team process more completely into incident review and assignment for action; and maintaining and safely operating the National Product Testing and Evaluation Center to support Hazard Reduction, Compliance, and Import Surveillance programs.

3. Strategic Plan Alignment and Project Summary

Project	Strategic Goal
11179 – National Electronic Injury Surveillance System (NEISS)	3
11282 – Mortality/Incident Data	3
12165 – Investigations	3
13327 – Emerging Hazards	3
13328 – Consumer Product Safety Risk Management System	3
13329 – Integrated Teams	3
13330 – Data Intake and Clearinghouse	3
13331 – Petitions and Other Non-Programmed Hazard Work	3
14125 – Economic Studies	3
21103 – Fireworks Regulatory Options	2
21146 – Bedclothes (Open-Flame Ignition)	3
21498 – Upholstered Furniture	2
21636 – Firepots and Gel Fuel Rulemaking	3
21660 – Electrical Codes and Standards (Fire)	2
21725 – Fire Codes and Standards	2

Hazard Identification Operating Plan Details – George Borlase, AED

Project	Strategic Goal
22411 – Architectural Glazing	2
22560 – Children's Hazards (Other than Drowning)	2
22637 – All-Terrain Vehicles (ATVs)	2
22638 – Recreational Off-Highway Vehicles (ROVs)	2
22642 – Children's Hazards (Drowning)	2
22666 – Mechanical Codes and Standards	2
22727 – Durable Children's Products/Registration (CPSIA § 104)	2
23259 – Chemical Hazards (Other)	2
23335 – Carbon Monoxide Activities	2
23336 – Portable Generators	2
23447 – Poison Prevention	2
23704 – Nanotechnology	2
23705 – Lead (CPSIA § 101)	2
23706 – Phthalates (CPSIA § 108)	2
24013 – Laboratory Equipment and Operations Support	3 and 4
24505 – Project Support	2
25100 – EXHR Training	All
25375 – International Program Support	1
25376 – Hazard Assessment and Reduction (HAR) Management	2
25547 – Rule Review	2
25722 – Hazard Assessment and Reduction (HAR) Legal/Regulatory Flexibility Act Support	2
25723 – Lab Accreditation (CPSIA § 102)	2
25725 – Voluntary Standards Coordination	2
25777 – EXHR Administration	2

- National Electronic Injury Surveillance System (NEISS) (11179):** This project supports collection and analysis of initial hazard and injury reports that support Commission actions. The staff contracts for approximately 410,000 injury reports each year from a statistical sample of about 100 hospital emergency departments. This project also includes coordination of NEISS activities funded by other federal agencies. Staff provides technical statistical support to ensure that: (1) data are collected appropriately; (2) estimates are made using valid statistical techniques; and (3) data are released in a manner that is accurate and verifiable.
- Mortality/Incident Data (11282):** This project includes two major activities: gathering mortality data and gathering incident data. This project covers death certificate reporting from each of the 50 states and reporting from the national network of medical examiners/coroners. Data on deaths associated with specific products and hazards provide important information to support hazard projects and Section 15 action. This project provides support for collection of injury data from news clips; consumer complaints; federal, state, and local governments; fire departments; attorneys; burn centers; and other sources.
- Investigations (12165):** This project provides resources for about 2,000 telephone investigations and for on-site investigations of product-related hazards identified for study. Since initial reports from consumer complaints, news clips, Medical Examiners and Coroners Alert Project (MECAP), NEISS, and death certificates generally lack specific details about the incident and the product, follow-up investigations are needed to determine how injuries happen and to gather specific product information. This project covers the assignment, performance, review, and

disposition of investigation reports. The resulting reports are available for use by analysts inside and outside of the Commission.

- **Emerging Hazards (13327):** This project focuses on review and analysis of new or potential emerging hazards identified through information that comes into the agency through NEISS, death certificates, incident data, www.SaferProducts.gov, or other sources. For example, when a new or potential emerging hazard is identified, staff gathers and analyzes information related to the incidents, injuries, and deaths associated with it. At times, staff must collect information on the product's availability in the market. If the product is an emerging chemical hazard, staff will conduct a toxicity assessment.
- **Consumer Product Safety Risk Management System (13328):** The Consumer Product Safety Risk Management System (RMS) provides a single, integrated Web-based environment to accommodate a searchable database for consumers; enhances the efficiency and effectiveness of CPSC staff's consumer product safety work by providing a system to identify hazard trends quickly (Early Warning System); and enables more rapid and increased dissemination of information. This enhances the CPSC's ability to achieve its mission of increasing consumer product safety, reducing injuries, saving lives, and informing the public of both consumer product hazards and ways to provide product incident information to CPSC staff.
- **Integrated Teams (13329):** This project supports tasking and coordinating activities pertaining to incident reports that have been assigned to the integrated teams through an intake and triage process. Activities include: initial review of the assigned incident; referral as necessary to a subject matter expert (SME) for further evaluation; review by the SME, and/or assigning the incident for an in-depth investigation, a public service announcement, corrective action, standards development, and/or a public safety campaign.
- **Data Intake and Clearinghouse (13330):** The Data Intake and Injury Information branch of the Directorate for Epidemiology, which includes the National Injury Information Clearinghouse, is responsible for: (1) performing coding, data entry, and quality control of reports to be included in the CPSC's public database and/or its internal database; (2) requesting verification of reports and consent for publication from submitters; (3) determining eligibility of reports for the CPSC's public database (SaferProducts.gov); (4) providing notification to manufacturers under sections 6(c) and 6A of the CPSA of reports that describe a hazardous incident or safety concern associated with one of their products; (5) processing confidential information claims, claims of material inaccuracy, and general comments related to reports posted or to be posted on www.SaferProducts.gov; (6) providing customer support to users of the CPSC's Business Portal; (7) responding to requests for injury data; and 8) developing computer programs used to report on database operations and status.
- **Petitions and Other Unanticipated Non-Programmed Hazard Work (13331):** This project pertains to hazard-related work that arises unexpectedly during the fiscal year. Of particular focus under this project are petitions from the public to initiate, amend, or revoke regulatory standards. Petitions require that staff: (1) review and respond to comments submitted in response to a Federal Register notice announcing the receipt of the petition, (2) evaluate the petitioner's request, and (3) provide a briefing package to the Commission with a recommendation about the options the Commission has for addressing the petition.
- **Economics Studies (14125):** This is a multielement project to provide specialized economic information and reports to hazard and other project teams and offices, Commissioners, Congress, other agencies, and the public on an as-needed basis. The project also provides data or support services to intra- and inter-agency taskforces. Project staff develop and maintain economic models and information to provide: injury cost estimates, estimates of product life and numbers in

use; analysis of general and small business impacts (e.g., production costs and competition) resulting from proposed regulation; analysis of the environmental impact resulting from proposed regulation; estimates of labeling and recall costs; and international trade statistics. Model maintenance includes periodic review to ensure that methodological approaches and models are current and adequate for use by the CPSC.

- **Fireworks Regulatory Options (21103):** This project supports work to develop a more efficient and quantitative test method to evaluate aerial firework break charge energy release and to assess potential hazards to consumers associated with new “adult snapper” fireworks.
- **Bedclothes (Open-Flame Ignition) (21146):** This project is to develop requirements to regulate the flammability performance of bedclothes to reduce their contribution to mattress fires and limit the impact of the fire hazards.
- **Upholstered Furniture (21498):** This project focuses on the development of a rule to reduce fire risk from ignitions of upholstered furniture
- **Firepots and Gel Fuel Rulemaking (21636):** Firepots used with gel fuel present serious fire and burn hazards to consumers. The CPSC issued an ANPR in FY 2012, concluding that firepots and gel fuels present an unreasonable risk to consumers
- **Electrical Codes and Standards (Fire) (21660):** This project provides resources to develop and recommend revisions to voluntary standards and model building codes to reduce fire deaths and injuries associated with electrical equipment and appliances.
- **Fire Codes and Standards (21725):** This project provides resources for staff monitoring of, and participation in, voluntary codes and standards related to fire hazards. Staff participates in voluntary standards for the following products: candles, upholstered furniture, cigarette lighters, drywall, cellulosic insulation, fireworks, unvented alcohol appliances, flammable liquids, and clothing textiles.
- **Architectural Glazing (22411):** This project consists of work to amend the existing federal regulation, 16 C.F.R. part 1201, *Safety Standard for Architectural Glazing Materials*, by replacing the current testing procedures for glazing materials in Section 1201.4 with those contained in ANSI Z97.12009⁶, American National Standard for *Safety Glazing Materials Used in Building- Safety Performance Specifications and Methods of Test*. This work is in response to Commission direction to the staff as stated in its vote to grant Petition CP12-3.
- **Children's Hazards (Other than Drowning) (22560):** This project is to develop and recommend revisions to voluntary standards to reduce death and injuries to children associated with juvenile products and toys.
- **All-Terrain Vehicles (ATVs) (22637):** This project provides support for staff to prepare a briefing package for submission to the Commission regarding the rulemaking that began with the 2005 ANPR; this activity also will fulfill the Congressional direction of the CPSIA and P.L. 112-28. This briefing package will focus on the proposed rule and what staff can and/or cannot recommend for the final rule.
- **Recreational Off-Highway Vehicles (ROVs) (22638):** ROVs are a relatively new product category with a significant number of fatalities and injuries. The Commission issued an ANPR in 2009, and since then has conducted testing and evaluation.
- **Children's Hazards (Drowning) (22642):** This project provides resources for staff’s voluntary standards activities related to swimming pools and spas.

- **Mechanical Codes and Standards (22666):** This project provides resources for staff's activities relating to voluntary codes and standards related to mechanical products. Staff continues to participate in consensus standard activity on table saws, football helmets, portable amusement rides, bicycles, recreational headgear, fuel tanks (gas-powered equipment), gasoline cans, ladders, trampolines, ranges (tip overs), soccer goals, and tree stands (hunting), and provides support for the development or revision of these standards to improve product safety.
- **Durable Children's Products/Registration (CPSIA § 104) (22727):** This project addresses the CPSIA's direction to promulgate two durable infant or toddler product rules every six months, beginning in August 2009, and continuing until all products specified in the Danny Keysar Child Product Safety Notification Act have a mandatory safety standard. This project also includes resources for preparing status technical reports on data analysis for folding chairs, gates and other enclosures, hook-on chairs, infant bath tubs, and infant inclined sleep products. This project also provides resources for staff to continue its work on a durable nursery products exposure survey designed to provide baseline data on the exposure to and use of durable nursery products. Data from the survey will be used in support of Section 104 rulemaking activities as well as compliance activities and information and education campaigns.
- **Chemical Hazards (Other) (23259):** This project provides resources for exploring new technologies, developing standards, or forming partnerships to help reduce product-related ingestion, inhalation, or other chemical hazards. Staff will continue to participate in voluntary standards activities.
- **Carbon Monoxide Activities (23335):** This project is to develop and recommend revisions to voluntary standards and model building codes to reduce deaths and injuries associated with carbon monoxide (CO) poisonings. In FY 2014, staff will prepare the annual update on CO fatalities associated with engine driven tools. Staff also will undertake activities to gain a better understanding of the current state of technology of gas sensors and their use for CO safety shutdown of vented gas heating appliances. These activities will include hosting a forum and issuing a Request for Information about gas sensors and monitors. Additionally, staff will also continue to provide support for voluntary standards activities.
- **Portable Generators (23336):** This project addresses the hazards of CO poisoning associated with portable generators. The work includes evaluating technologies that protect against or reduce CO emissions from small utility engines. The work will be done by modeling different incident scenarios with reduced CO engine emissions rates to assess the health hazard for indoor occupants exposed to the engine exhaust when the generator is running in the garage. Staff also will update its annual report on incident data associated with portable generators.
- **Poison Prevention (23447):** The purpose of the project is to reduce injuries and deaths of children associated with ingestion of household chemicals.
- **Nanotechnology (23704):** The focus of this project is the use and safety of nanotechnology applications in consumer products. Because nanotechnology applications in consumer products are relatively new and have not yet been researched in depth, much of the CPSC's work in this area focuses on research and is done in collaboration with other federal agencies. Interagency collaborative studies conducted thus far have identified several nanomaterials in commerce including nanosilver, nanotitania and carbon nanotubes, and have confirmed their presence in a wide range of products including sports equipment, paints, flooring and floor finishes, clothing, and children's products. These products have been shown to release nanomaterials in laboratory studies, and additional studies will characterize the releases and better understand the potential exposures to consumers and the effects from these releases. Staff continues to collaborate with

federal agencies such as the U.S. Department of Defense (DOD), U.S. Environmental Protection Agency (EPA), U.S. Food and Drug Administration (FDA), National Institute of Standards and Technology (NIST), National Science Foundation (NSF), and National Institute for Occupational Safety and Health (NIOSH) to identify new product applications for existing nanomaterials in addition to new nanomaterials entering the market, and develop methods to test for the release of nanomaterials from these products. Staff will collaborate to identify best approaches for informatics, sharing data collected in these studies with relevant stakeholders including manufacturers who may use measurement protocols resulting from these studies to test their products, and the general public who want to make informed decisions regarding products containing nanomaterials. Staff will work with the relevant agencies to develop voluntary standards that may incorporate these assessment approaches.

- **Lead (CPSIA § 101) (23705):** This project is a response to CPSIA § 101, which established limits for the lead content of children's products. This project provides FY 2014 resources for staff to work on requests the Commission receives for exceptions from the lead content requirements, including evaluating the effectiveness of XRF and other alternative technologies for the measurement of lead in paint, and preparing for Commission consideration a recommendation for an exception of a specified product or material from the lead limit and a rule providing for the determination that the lead content of certain specified products or materials does not exceed the lead limits.
- **Phthalates (CPSIA § 108) (23706):** The CPSIA directed that the Commission appoint a Chronic Hazard Advisory Panel (CHAP) to review the potential effects on children's health of all phthalates and phthalate alternatives in children's toys and child care articles. The CHAP held its first meeting in FY 2010 and continued its work through 2013.
- **Laboratory Equipment and Operations Support (24013):** This project is to maintain and operate the laboratory and testing activities safely and in compliance with applicable regulations, codes, and laws. It includes the upgrade and purchase of new equipment (e.g., replacement of gas analyzers and dividers, and a Varian Inductively Coupled Plasma Spectrophotometer); purchase of new equipment for human factors/applied research; calibration of equipment and test instruments; and materials associated with the construction of test fixtures.
- **Project Support (24505):** This project provides support across EXHR for unforeseen activities that may include the need for outside expertise, peer review, specialized testing, equipment, supplies, and samples.
- **EXHR Training (25100):** This project includes resources for registration fees and tuition expenses for attendance by EXHR staff at long-distance and local conferences, meetings, and educational courses that support the mission of the agency and the professional growth and development of staff in implementing their duties.
- **International Program Support (25375):** This project supports the work of the CPSC Office of Education, Global Outreach, and Small Business Ombudsman (EXGO). Activities include presentations about products, regulations, and requirements at meetings in the United States and abroad; leading CPSC laboratory tours; providing training, through webinars or in-person sessions, for regulators or firms in foreign countries; attending trade fairs or conferences; and providing market data on imports.
- **Hazard Assessment and Reduction (HAR) Management (25376):** This project provides resources for the overall management of the implementation and support of hazard program projects in the CPSC Operating Plan. This includes providing management, technical, and administrative support for hazard identification and reduction and hazard identification and

analysis activities carried out by the Directorates of Economic Analysis, Epidemiology, Health Sciences, Engineering Sciences, and Laboratory Sciences. This project also includes management, technical, and administrative support for policy and long range planning issues; processing and review of technical documents; participation in Commission briefings, epidemiological special studies, special economic studies and assessments; and maintenance of the Commission's Product Population and Injury Cost models.

- **Rule Review (25547):** This project involves a retrospective review of existing rules in accordance with Executive Orders 13579 and 13563, to the extent applicable to independent agencies.
- **Hazard Assessment and Reduction (HAR) Legal/Regulatory Flexibility Act Support (25722):** This project provides legal support for hazard assessment and reduction activities not currently identified for specific hazard projects. This includes providing legal advice, reviewing staff correspondence, drafting Federal Register notices and other legal documents, maintaining and updating the Commission's regulatory agenda, and participating in Commission briefings. This project also includes rule review as required by the Regulatory Flexibility Act, at regular intervals, to determine whether rules should be continued, amended, or revoked in order to minimize any impact they may have on small businesses.
- **Lab Accreditation (CPSIA § 102) (25723):** This project provides resources to administer the requirements for accreditation of third party conformity assessment bodies to assess conformity with children's product safety rules, and manage the application review process and the periodic audit of third party conformity assessment bodies as a condition for continuing accreditation by the CPSC. Certification requirements will be developed for certain durable infant or toddler products and/or other children's products.
- **Voluntary Standards Coordination (25725):** This project supports the coordination of the CPSC's participation in voluntary standards organizations. The agency's voluntary standards coordinator prepares semiannual and annual summaries of staff's voluntary standards activities for the Commission and serves as the liaison between the governing bodies of the voluntary standards organizations and the Commission.
- **EXHR Administration (25777):** This project provides resources for EXHR travel, supplies, and equipment to support organizational operations.

4. Unfunded Work at FY 2014 Request Level

Unfunded Work includes projects, products, or services that were not identified during the original FY 2014 budget formulation phase. These needs have emerged in the intervening time. Should additional resources become available during FY 2014, the listed project may receive priority consideration for potential staff time and project funding.

Project	Strategic Goal
22560 – Children's Hazards	2
22637 – All-Terrain Vehicles (ATVs)	2
23335 – Carbon Monoxide Activities	2
25376 – Hazard Assessment and Reduction (HAR) Management	2
25547 – Rule Review	2

- **Children's Hazards (22560):** The purpose of this addition to the project would be to republish the Public Playground Safety Handbook and provide leadership to those who have a stake in

preventing furniture, appliances, and television tip overs by holding a public symposium on furniture tip overs.

- **All-Terrain Vehicles (ATVs) (22637):** Additions to this project would include five new work items. Staff plans to conduct an ATV off-road exposure survey. This effort would be the first year of a three-year effort. This effort would update the 2001 ATV exposure study. Staff would conduct a literature review and develop a testing strategy to evaluate steering and stability issues related to ATVs. Staff would create guidance to allow CPSC staff to clearly differentiate ATVs that are designed or intended for youth from those designed or intended for adults. In addition, a suggested performance test for ATV sizing was mentioned in the 2005 ATV ANPR package, and this method would be tested using current ATVs. Staff would also conduct a literature review and analysis regarding roll-over protection systems for ATVs, develop a testing strategy, and prepare a statement of work to evaluate roll-over protection systems potential. Finally, staff would contract out further testing of a child resistant ATV ignition prototype device.
- **Carbon Monoxide Activities (23335):** Additions to this project would include two new work items. It would provide resources to study the effect of small engine exhaust, such as that from portable generators, on the ability of CO alarms to work properly. Staff would investigate methods to increase effectiveness and make a recommendation to UL. Also, staff has identified an emerging hazard from the CPSC Public Database of unattended ranges that spontaneously turn on without any consumer action. Staff would work with American National Standards Institute (ANSI) and UL to recommend changes to electric panel circuitry of the ranges to address this hazard.
- **Hazard Assessment and Reduction (HAR) Management (25376):** Staff would develop a project management framework that would be used to train new project managers in the general basic principles of project management and the specific procedures relevant to CPSC project management. The project management framework also would be useful to refresh the skills of past and current project managers.
- **Rule Review (25547):** Staff would review two additional existing rules, 16 C.F.R. part 1505, *Requirements for Electrically Operated Toys or Other Electrically Operated Articles Intended for Use by Children* and 16 C.F.R. part 1512, *Requirements for Bicycles*.

5. Summary of Budget Key Performance Measures

Control ID	Performance Measure Statement	FY 2014 Target
2014BK2.1.1	Number of voluntary standards activities supported or monitored by CPSC staff	81
2014BK2.1.2	Number of collaborations established or maintained with other organizations to work on nanotechnology research or issues affecting consumer products	5
2014BK2.1.3	Number of reports produced on the results of collaboration on nanotechnology issues affecting consumer products	5
2014BK2.2.1	Number of candidates for rulemaking prepared for Commission consideration	18
2014BK3.1.1	Percentage of National Electronic Injury Surveillance System (NEISS) member hospitals evaluated at least once a year	98%
2014BK3.1.2	Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	90%
2014BK3.2.1	Time from incident received to integrated team adjudication of incident	10

Hazard Identification Operating Plan Details – George Borlase, AED

Control ID	Performance Measure Statement	FY 2014 Target
	report (business days)	
2014BK3.2.2	Percentage of priority import regulated samples (excluding fireworks) tested within 30 days of collection	85%
2014BK3.2.3	Percentage of priority import fireworks samples tested within 60 days of collection	90%
2014BK3.5.3	Number of annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	10
2014BK4.1.3	Total number of items/component parts from samples tested at NPTEC for specific standards and regulations	36,000

6. Summary of Operating Plan Performance Measures

Control ID	Performance Measure Statement	FY 2014 Target
2014OP01	Lost time incident rate	5
2014OP02	Number of incident reports collected from medical examiners and coroners	4,500
2014OP03	Number of incident reports obtained from news clips	6,000
2014OP04	Percentage of incident report verification requests mailed – either e-mail or postal mail – within two business days	95%
2014OP06	Percentage of reports from eligible sources for which clerical coding is completed within one business day following receipt.	95%
2014OP07	Percentage of notifications sent to manufacturers named in all reports eligible for the public database within five business days of eligibility determination.	95%
2014OP08	Percentage of cases in which staff reviews or refers comments and claims from manufacturers, importers, and private labelers within one business day	95%
2014OP09	Percentage of business registration requests for www.SaferProducts.gov processed within two business days	80%
2014OP10	Percentage of headquarters telephone investigations of NEISS cases completed in fewer than 45 business days	98%
2014OP53	Percentage of completed product investigation reports provided to manufacturers within 50 business days of receiving the report.	75%

7. Annual Milestones

Control ID	Milestone	FY 2014 Target
2014M01	A statement of work prepared for a contract report on validation tests of ignition-prevention capabilities of prototype ranges	Met
2014M02	Draft technical report on performance of two proximity sensing technologies for electric heaters prepared	Met
2014M03	Draft status report on activities related to children's exposure to flame retardants prepared	Met
2014M04	Guidance documents prepared about lead exception requests under	Met

Hazard Identification Operating Plan Details – George Borlase, AED

Control ID	Milestone	FY 2014 Target
	CPSIA § 103 and risk assessments of FR chemicals conducted	
2014M05	Three new hospitals recruited to participate in NEISS	Met
2014M06	A risk-based methodology is used to identify and prioritize hazards to guide the Commission's work on addressing consumer product hazards	Met
2014M07	Status report on the update to the Age Determination Guidelines manual prepared	Met
2014M08	A gas sensor forum held to learn about the current state of technology of gas sensors and their availability for use for CO safety shutdown of vented gas heating appliances and a summary report prepared	Met
2014M09	A draft report on research related to fuel leakage from gas-fueled products prepared	Met
2014M10	Briefing package on portable adult bed rails submitted to the Commission	Met
2014M11	Requests for Information on the state of current CO sensor technologies and evaluation of their performance over the expected life-cycle published in the Federal Register	Met
2014M12	Data report on cord sets and power supply cords prepared	Met
2014M13	Briefing package with a staff recommendation on the candle standard petition prepared and sent to Commission	Met
2014M14	Mattress flammability (16 C.F.R. part 1632) laboratory manual prepared for publication on the CPSC website	Met
2014M15	Briefing package on window coverings submitted to the Commission	Met
2014M16	Status report prepared on the analysis of data collected from the durable nursery products exposure survey	Met
2014M17	Status report prepared on the progress in collaborating with other federal agencies to conduct studies to determine the potential health impacts and consumer exposure to chemicals released during and after the application of spray foam	Met
2014M18	Data report prepared documenting results of long-term testing program on pool drains	Met

1. Resource Summary

	FY 2014 Request	
	Budget (in thousands)	FTE
Compliance HQ	\$363	50
Compliance Field	\$1,587	107
Total	\$1,950	157

2. Overview and Key Priorities

The Office of Compliance and Field Operations (EXC) is responsible for enforcing rules, as well as conducting surveillance to ensure that hazardous products do not enter or remain in the distribution chain. Enforcement of existing rules and targeted surveillance activities allow for a multidisciplinary approach to enforcement. Identifying products that present a risk (in an effort to be more proactive than reactive) requires close and constant interaction with technical and epidemiological staff. Once hazardous products have been identified, the CPSC will take action to protect consumers, remove the product from the marketplace, and hold violators accountable. Continued rulemaking under the CPSIA also requires enforcement activities to ensure stakeholders are well informed of the requirements, provide for a level playing field, and ensure that all stakeholders meet the mandated requirements.

Compliance efforts also support ongoing regulatory compliance activities, including data analysis, investigations, and assessments of the level of compliance with new regulations. Regulatory areas include: public pool and spa requirements (with more than 300,000 pools and spas across the nation); CPSIA-mandated requirements for cribs, toddler beds, play yards, bath seats, bed rails, strollers, and swings; Federal Hazardous Substances Act (FHSA) regulations for toys, rattles, pacifiers, and infant pillows; refuse bins and refrigerators. The plan also supports analysis of epidemiology data to determine if there are patterns of defects that might warrant conducting investigations of hazards, including evaluation of technical reports and in-depth field investigations.

3. Strategic Plan Alignment and Project Summary

Project	Strategic Goal
31100 – Fire Hazards	4
31102 – Fire Hazards Section 15	4
31103 – Fire Hazards Regulated	4
31163 – Fireworks	4
31183 – Lighters	4
31193 – Children's Gasoline Burn Prevention Act (P.L. 110–278)	4
31600 – Electrocution Hazards	4
31602 – Electrocution Hazards Section 15	4
31603 – Electrocution Hazards Regulated	4
32200 – Mechanical Hazards to Children	4
32202 – Mechanical Hazards to Children Section 15	4
32203 – Mechanical Hazards to Children Regulated	4
32213 – Tracking Labels (CPSIA § 103)	4
32223 – Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (P.L. 110-140)	4
32233 – Durable Children's Products/Registration (CPSIA § 104)	4

Compliance Operating Plan Details – Ray Aragon, AED

Project	Strategic Goal
32243 – Certification Enforcement (CPSIA § 102)	4
32252 – Mechanical Child Drowning	4
32253 – All-Terrain Vehicles (ATVs) (CPSIA 232) – Compliance Enforcement	4
32272 – Substantial Product Hazard List and Destruction of Noncompliant Imported Products (CPSIA 223) Section 15(j) Generic Defect Rules	4
32277 – EXC Administration	4
32400 – Mechanical Hazards	4
32402 – Mechanical Hazards Section 15	4
32403 – Mechanical Hazards Regulated	4
33700 – Chemical Hazards	4
33702 – Chemical Hazards Section 15	4
33703 – Chemical Hazards Regulated	4
33713 – Phthalates Compliance (CPSIA § 108)	4
33762 – Carbon Monoxide (CO) Hazards Section 15	4
33763 – Poison Prevention Packaging Act (PPPA) Hazards	4
33777 – CFI Administration	4
33803 – Lead Compliance (CPSIA § 101)	4
34301 – State/Local Programs	4
34380 – Compliance Management	1
34789 – Recall Effectiveness	4

- **Fire Hazards (31100):** This project provides for compliance enforcement and remediation activities to address risks to consumers from fire hazards. Included in this funding are Section 15 resources, resources to address flammable fabrics, and investigation support funds.
- **Fire Hazards Section 15 (31102):** This project supports evaluation and analysis of incoming epidemiology data to determine if there is a pattern of defect that might warrant opening a case. The work involves conducting investigations of hazards, including evaluation of technical reports and in-depth field investigations, and using resources to investigate the case and proceed with the recall. Staff engages management and the Office of the General Counsel (OGC) to assist in final negotiations. The work includes fire hazards not covered by mandatory regulations or standards that may involve a substantial product hazard, such as household furnishings (with no regulations), outdoor furnishings, children's products, candles, furnaces, gasoline cans, grills, gas and oil appliances, smoke detectors, fire extinguishers, kerosene heaters, gasoline-powered tools, power strips, extension cords, holiday lights, batteries, stereo equipment, lamps, phones, televisions, and hot plates. This includes evaluation of articles seized at U.S. ports of entry.
- **Fire Hazards Regulated (31103):** This project involves monitoring compliance with mandatory standards under the Flammable Fabrics Act within the industries that the CPSC regulates. The work involves firm inspections, sample collection, testing products to the mandatory standards, remediation, summarizing overall compliance within industries, trade complaint follow-up, monitoring incident reports to determine additional focus of annual field investigative and import programs, and case development activities. The project includes funds to complete dry cleaning on fabrics tested to the Standard for the Flammability of Clothing Textiles.
- **Fireworks (31163):** This project pertains to compliance enforcement and remediation activities to inspect, collect samples, test, and remediate consumer fireworks that are subject to regulation

under the FHSA. Tasks include import surveillance and monitoring of entries; in-depth investigations; follow-up to trade complaints; firm inspections, sample collection and analysis; and case development activities.

- **Lighters (31183):** This project pertains to compliance enforcement and remediation activities to inspect, collect samples of, test, and remediate multipurpose, disposable, and novelty lighters that are subject to regulation under the CPSA and the FHSA. Tasks include import surveillance and monitoring of entries; in-depth investigations; follow-up to trade complaints; firm inspections, sample collection, and analysis; and case development activities.
- **Children’s Gasoline Burn Prevention Act (P.L. 110-278) (31193):** This project provides resources for compliance, inspection, and remediation activities to reduce the risk of injury and death to children from fire hazards involving portable fuel containers.
- **Electrocution Hazards (31600):** This project supports compliance enforcement and remediation activities to address defective products that present risks of electrocution to consumers. The primary work is in support of Section 15 activities. Resources can be used for collection of consumer/media samples, samples submitted by firms for opinions, or other samples with no analysis/assessments under the following subcategories: 31602 – Electrical Hazards Sec. 15 and 31603 – Electrical Hazards Regulated.
- **Electrocution Hazards Section 15 (31602):** This project provides for electrocution hazards associated with products not covered by mandatory regulations or standards that may involve a substantial product hazard, such as electrocution or shock hazards associated with power strips, extension cords, holiday lights, batteries, stereo equipment, lamps, phones, televisions, and hot plates. It also includes counterfeit products, such as circuit breakers. Efforts are made to hold violators accountable for hazardous consumer products on the market by using enforcement authorities. The project supports evaluation and analysis of incoming epidemiology data to determine if there is a pattern of defect that might warrant opening a case. Resources can be used to conduct investigations of hazards, including evaluation of technical reports and in-depth field investigations, and to investigate a case and proceed with a recall. In addition, the project supports engaging with management and OGC to assist in final negotiations.
- **Electrocution Hazards Regulated (31603):** This project provides resources for electrocution hazards associated with products covered by mandatory regulations, standards, or bans, (e.g., CB stations, electric toys, or metallized polyester kites).
- **Mechanical Hazards to Children (32200):** This project provides resources for compliance enforcement and remediation activities to address risks to children from products that present mechanical hazards. Included in this project are children’s articles regulated under the FHSA and products that may present substantial product hazards (excluding drowning). The project involves evaluation and analysis of incoming epidemiology data to determine if there is a pattern of defect that might warrant opening an investigation under Section 15. Resources can be used to conduct investigations of hazards, including evaluation of technical reports and in-depth field investigations, and to investigate cases and proceed with recalls. In addition, the project supports engaging with management and OGC to assist in final negotiations.
- **Mechanical Hazards to Children Section 15 (32202):** This project provides resources for compliance activities to address mechanical hazards to children not covered by mandatory regulations or standards that may involve a substantial product hazard (excluding head injuries). Examples include: buckets, blind cords, television stands, AV Carts, folding tables, drawstrings, baby carriers, toy chests, bath aids, trampolines, go-karts, air guns, and hammocks. The project supports evaluation and analysis of incoming epidemiology data to determine if there is a pattern

of defect that might warrant opening a case. Resources can be used to conduct investigations of hazards including evaluation of technical reports and in-depth field investigations, and to investigate cases and proceed with recalls. In addition, the project supports engaging with management and OGC to assist in final negotiations.

- **Mechanical Hazards to Children Regulated (32203):** This project provides resources for compliance staff to provide programs for the enforcement of Section 104 of the Consumer Product Safety Improvement Act. The Commission decided on 24 categories of durable infant or toddler products for which it would promulgate rules. This project provides staffing for compliance activities to address mechanical hazards to children associated with household products covered by mandatory regulations or standards (excluding drowning), such as CPSA requirements for toys under ASTM F963, cribs, toddler beds, play yards, walkers, jumpers, bath seats, bunk beds, bed rails, strollers, and swings; FHSA regulations for toys, rattles, pacifiers, and infant pillows; and refuse bins and refrigerators.
- **Tracking Labels (CPSIA § 103) (32213):** This project provides staffing for compliance activities to monitor and assess compliance with the rule prohibiting the sale of children's products that fail to bear the required manufacturer tracking information on their products and packaging.
- **Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (P.L. 110-140) (32223):** This project provides staffing and funding for compliance and remediation activities to address risks of drowning and entrapment hazards in pools and spas. Included are state and local contract resources for investigation support to monitor and assess compliance with the VGB Act at the local level. This includes investigation of secondary vacuum release system devices and other alternative back-ups as they become available.
- **Durable Children's Products/Registration (CPSIA § 104) (32233):** This project supports conducting Commission enforcement activities to monitor and assess compliance with the mandatory rules or standards pertaining to durable infant or toddler products, including full-size cribs, non-full-size cribs, toddler beds, high chairs, booster chairs, hook-on chairs, bath seats, gates, other enclosures for confining a child, play yards, stationary activity centers, infant carriers, strollers, walkers, swings, bassinets, and cradles. It provides support for monitoring the consumer registration forms that enable manufacturers and retailers to contact consumers for the purpose of distributing safety and recall information.
- **Certification (CPSIA § 102) (32243):** This project supports conducting Commission enforcement activities to monitor and assess compliance with the Commission rule or standard pertaining to General Certificates of Conformity, Children's Product Certificates, and third party testing requirements of Section 14 of the CPSA.
- **Mechanical Child Drowning (32252):** This project supports monitoring compliance with mandatory standards within the industries that CPSC regulates and gives a summary of overall compliance in combination with monitoring incident reports to determine additional focus for annual investigative programs. This project provides staffing for compliance enforcement and remediation activities to address risks to children from products that present drowning hazards. Included in this project are children's products that may present a substantial product hazard.
- **All-Terrain Vehicles (ATVs) (CPSIA 232) – Compliance Enforcement (32253):** This project provides staffing for compliance enforcement and remediation activities to address risks associated with violations of the mandatory rules for ATVs. This project also provides resources for dealer monitoring.

- **Substantial Product Hazard List and Destruction of Noncompliant Imported Products (CPSIA 223) Section 15(j) Generic Defect Rules (32272):** This project supports compliance enforcement and remediation activities to monitor and assess products subject to a 15(j) determination under the CPSA (15 U.S.C. § 2064). Enforcement activities may be directed toward products with drawstrings to determine whether their characteristics present a substantial product hazard, as discussed in Section 15(a) (2) (15 U.S.C. § 2064).
- **EXC Administration (32277):** This project provides for travel, transportation, printing, and purchases of supplies, samples, and equipment to support EXC operations.
- **Mechanical Hazards (32400):** This project provides staffing for compliance enforcement and remediation activities to address risks to consumers from mechanical hazards. The project does not include resources to address risks primarily to children from products that present mechanical hazards. The project encompasses sports and recreational equipment, household goods, and power equipment.
- **Mechanical Hazards Section 15 (32402):** This project involves evaluating and analyzing incoming epidemiology data to determine if there is a pattern of defect that might warrant opening a case. It supports conducting investigations of hazards, including evaluation of technical reports and in-depth field investigations. Resources are used to investigate cases and proceed with recalls. Staff engages management and OGC to assist in final negotiations. This project supports compliance activities to address mechanical hazards not covered by mandatory regulations or standards that may involve a substantial product hazard.
- **Mechanical Hazards Regulated (32403):** This project provides staffing for compliance enforcement and remediation activities to address risks to consumers from mechanical hazards. The project does not include resources to address risks primarily to children from products that present mechanical hazards. The project encompasses sports and recreational equipment, household goods, and power equipment that are subject to mandatory regulations or standards, such as architectural glazing products, walk-behind lawn mowers, garage door operators, and pool slides.
- **Chemical Hazards (33700):** This project provides staffing for compliance enforcement and remediation activities to address risks to consumers from chemical hazards. The project does not include resources to address risks primarily to children from products that present chemical hazards. The project encompasses products regulated under the FHSA for cautionary labeling, lead hazards not addressed under the CPSIA, art materials, and other emerging chemical hazards.
- **Chemical Hazards Section 15 (33702):** This project supports evaluating and analyzing incoming epidemiology data to determine if there is a pattern of defect that might warrant opening a case. It involves conducting investigations of hazards, including evaluation of technical reports and in-depth field investigations. Resources are used to investigate cases and proceed with recalls. Staff engages management and OGC to assist in final negotiations. This includes chemical hazards not covered by mandatory regulations or standards that may involve substantial product hazards, such as household chemical packaging defects or formulation problems.
- **Chemical Hazards Regulated (33703):** This project provides resources for conducting inspections, reviewing inspection reports, following up on trade complaints, and providing advice and guidance to industry on complying with the precautionary labeling requirements under the FHSA. The project encompasses products regulated under the FHSA for cautionary labeling, adult art materials, misbranding, packaging violations, asbestos, chlorofluorocarbons, aerosolized products, deceptive disclaimers, and other emerging chemical hazards. The agency will conduct

biological testing or alternatives to biological testing to support relabeling requests for hazardous household products.

- **Phthalates Compliance (CPSIA § 108) (33713):** This project provides resources for conducting inspections, reviewing inspection reports, following up on trade complaints, and providing advice and guidance to industry on complying with the requirements for phthalate content in children's toys and childcare articles.
- **Carbon Monoxide (CO) Hazards Section 15 (33762):** This project provides staffing and funding for compliance enforcement and remediation activities to address risks from carbon monoxide hazards. Funding provides for investigation of defective appliances that can cause carbon monoxide emissions, defective CO detectors, or any other product that poses a substantial product hazard. The project involves evaluating and analyzing incoming epidemiology data to determine if there is a pattern of defect that might warrant opening a case. It supports conducting investigations of hazards including evaluation of technical reports and in-depth field investigations. Resources are used to investigate cases and proceed with recalls.
- **Poison Prevention Packaging Act (PPPA) Hazards (33763):** This project provides staffing and funding for compliance enforcement and remediation activities to stop the sale of drugs, cosmetics, and household chemicals that fail to comply with packaging requirements under the PPPA. Tasks include ongoing enforcement of the packaging of prescription drugs at retail pharmacies; in-depth investigations when there is reason to believe the product involved fails to comply with an applicable requirement; follow-up on consumer and trade complaints; firm inspections; sample collection and analysis; protocol testing; and case development activities.
- **CFI Administration (33777):** This project provides for travel, transportation, printing, and purchases of supplies, samples, and equipment to support CFI operations.
- **Lead Compliance (CPSIA § 101) (33803):** This project supports conducting Commission enforcement activities to monitor and assess compliance with the rule prohibiting the sale of children's products (primarily intended for children 12 years or younger) containing more than specified amounts of lead (100ppm), a banned hazardous substance under the FHSA. The task provides for periodic review of the standard because the Commission, by rule, may exclude certain products and materials, establish more protective standards, and lower the limit if it is technologically feasible.
- **State/Local Programs (34301):** Section 29(a) of the CPSA requires that the Commission shall establish a program to promote federal–state cooperation for the purposes of carrying out the Act. In implementing such a program, the Commission may accept from any state or local authorities engaged in activities relating to health, safety, or consumer protection assistance in such functions as injury data collection, investigation, and educational programs. The project includes time and funding to conduct state and local compliance enforcement programs. States work cooperatively with the CPSC to deliver services to consumers at little cost to the federal government. Activities include recall checks, inspections, and education activities to support CPSC priorities. The project also provides funding for the CPSC-hosted state and local training caucus. The training caucus provides direction for conducting compliance/enforcement and education programs, thus expanding the reach of the CPSC. In addition, training provides states the most current information about the CPSIA, consumer product safety, and CPSC priorities.
- **Compliance Management (34380):** This project provides for the overall direction and proper implementation of the compliance program, as well as the administrative management of the Office of Compliance. A central mission of this project is to assess how well Commission programmatic decisions are implemented.

Compliance Operating Plan Details – Ray Aragon, AED

- **Recall Effectiveness (34789):** This project involves using existing compliance data to review and analyze compliance recall rates in an effort to identify future best practices to assist stakeholders in conducting the most effective recall achievable.

4. Unfunded Work at FY 2014 Request Level – None Identified

5. Summary of Budget Key Performance Measures

Control ID	Performance Measure Statement	FY 2014 Target
2014BK3.5.1	Total number of products screened by CPSC Field staff	<i>Est.</i> 250,000
2014BK3.5.2	Number of consumer products screened by CPSC Field staff through Internet surveillance activities	<i>Est.</i> 25,000
2014BK3.6.1	Number of used/resale consumer products screened by CPSC Field staff	<i>Est.</i> 200,000
2014BK4.1.1	Number of establishment inspections conducted by CPSC Field staff	1,000
2014BK4.1.2	Percentage of products screened by CPSC Field staff resulting in violations	<i>Est.</i> 6%
2014BK4.3.1	Percentage of all cases for which the preliminary determination is made within 85 business days of the case opening	70%
2014BK4.3.2	Percentage of cases for which the corrective action is accepted within 60 business days of the preliminary determination	80%
2014BK4.3.3	Percentage of cases in which the firm is notified of a violation in a timely manner	<i>Est.</i> 90%
2014BK4.3.4	Percentage of Fast-Track cases with corrective actions initiated within 20 business days	90%
2014BK4.5.1	Percentage of compliance defect investigation cases referred within 10 business days to OGC for review of firms' timely reporting pursuant to § 15(b)	<i>Est.</i> 95%

6. Summary of Operating Plan Performance Measures

Control ID	Performance Measure Statement	FY 2014 Target
2014OP11	Percentage of fire-related investigations (not including ATV and pool data collection investigations) completed in fewer than 45 business days	95%
2014OP12	Percentage of all non-fire-related investigations (not including ATV and pool data collection investigations) completed in fewer than 45 business days	93%
2014OP13	Total number of violative products identified (includes retail, resale, Internet, imports)	<i>Est.</i> 15,000
2014OP14	Number of violative new products identified (includes retail, Internet, imports)	<i>Est.</i> 4,000
2014OP15	Number of violative (previously recalled or banned) products identified	8,000

Est. (estimated): For some performance measures newly established for FY 2013, staff estimated tentative target levels for FY 2014. The estimates are subject to change once the actual FY 2013 baseline values are determined.

Compliance Operating Plan Details – Ray Aragon, AED

Control ID	Performance Measure Statement	FY 2014 Target
	as being offered for resale on Internet websites	
2014OP17	Percentage of corrective actions obtained within 35 business days after an LOA is issued (Regulated Products)	85%
2014OP21	Percentage of recall checks conducted in cooperation with state or local partners within 90 calendar days of assignment	90%

7. Annual Milestones

Control ID	Milestone	FY 2014 Target
2014M19	Participated in the ICPHSO 2014 annual meeting	Met
2014M20	Updated Defect Investigation (CDI) Compliance Officer manual	Met
2014M21	Completed drafts of all field enforcement programs by the end of 2 nd quarter	Met

Import Surveillance Operating Plan Details – Carol Cave, AED

1. Resource Summary

	FY 2014 Request	
	Budget (in thousands)	FTE
Import Surveillance*	\$500	34

* Funding for the Import Surveillance Risk Assessment Methodology targeting system is included in the Office of Information and Technology Services' budget.

2. Overview and Key Priorities

Over the course of calendar year 2012, more than 800,000 importers brought in \$706.6 billion in imports of consumer products under the CPSC's jurisdiction. That averages to nearly \$2 billion per day. Since 2008, four out of five product recalls in the United States involve an imported product. Increasingly, American consumers run a higher risk of injury and death, and domestic manufacturers are at a competitive disadvantage due, in part, to product imports entering the United States that do not comply with federal safety standards or intellectual property laws affecting health and safety. In facing this immense and growing challenge, the CPSC's Office of Import Surveillance (EXIS) coordinates with the U.S. Department of Homeland Security's Customs and Border Protection (CBP) to prevent violative or hazardous products from entering the United States. CPSC investigators are colocated at select ports of entry to target and screen incoming shipments of consumer products. The CPSC also collaborates with CBP at the Commercial Targeting and Analysis Center (CTAC) to implement national operations designed to optimize the federal government's response to product risk at importation.

The CPSC is currently running a highly innovative International Trade Data System/Risk Assessment Methodology (ITDS/RAM) pilot system, which uses the CPSC's unique data along with data from CBP to quickly target hazardous consumer products arriving at U.S. ports of entry. This system is proving to benefit both American consumers and importers of compliant consumer products by more effectively and efficiently identifying hazardous imports, many of which also violate intellectual property rights.

Key priorities in FY 2014 will be to monitor the improvement in targeting effectiveness associated with the ITDS/RAM pilot system, to establish baseline values for performance measures for improving the CPSC's working effectiveness with CBP, and to facilitate legitimate trade. The CPSC also will continue to provide support to CBP's Automated Commercial Environment (ACE), which is an interface connecting CBP, the trade community, and other federal government agencies to manage the admissibility of goods entering the country.

3. Strategic Plan Alignment and Project Summary

Project	Strategic Goal
31110 – Import Activities Fire Hazards	3
31610 – Import Activities Electrocutation Hazards	3
32210 – Import Activities Mechanical Hazards (Child)	3
33710 – Import Activities Chemical Hazards	3
34310 – Risk Assessment Methodology (CPSIA § 222)	3
34350 – Import Surveillance	3
34360 – Commercial Targeting and Analysis Center (CTAC) Support	3

Import Surveillance Operating Plan Details – Carol Cave, AED

Project	Strategic Goal
34370 – Import Self-Assessment Product Safety Program	3
34377 – EXIS Administration	3
34390 – Import Surveillance Management	3

- **Import Activities Fire Hazards (31110):** This project provides for import activities involving fire hazards. These activities will include surveillance, screening, sampling, reviewing documents, and any other activity associated with products in import status.
- **Import Activities Electrocution Hazards (31610):** This project provides for import activities involving electrocution hazards. These activities will include surveillance, screening, sampling, reviewing documents, and any other activity associated with products in import status.
- **Import Activities Mechanical Hazards (Child) (32210):** This project provides for import activities involving mechanical hazards to children. These activities will include surveillance, screening, sampling, reviewing documents, and any other activity associated with products in import status.
- **Import Activities Chemical Hazards (33710):** This project provides for import activities involving chemical hazards. These activities will include surveillance, screening, sampling, reviewing documents, and any other activity associated with products in import status.
- **Risk Assessment Methodology (CPSIA § 222) (34310):** The CPSIA directed the CPSC to create an ITDS/RAM to identify products imported into the United States that are most likely to violate consumer product safety statutes and regulations. As a part of this effort, a pilot ITDS/RAM targeting system uses data collected by CBP and provided to the CPSC, and then integrates the data with CPSC surveillance systems, resulting in the potential (upon full implementation) for the CPSC to analyze 100 percent of incoming import line entries designated as high priority. High-risk imports are targeted based on a predetermined rule set and stopped at the port for inspection. If a violation is found, the shipment is denied entry into the United States, eliminating a potential public health and safety concern before the product enters the marketplace. This project supports Commission activities to develop an ITDS/RAM for the identification of shipments of consumer products that are: (1) intended for import into the United States, and (2) likely to include consumer products in violation of Section 17(a) of the Consumer Product Safety Act (15 U.S.C. 2066(a)) or other import provisions enforced by the Commission. Isolating the most serious of violators through the ITDS/RAM enables CPSC staff to take action against importers who do not comply with U.S. laws.
- **Import Surveillance (34350):** This project provides for coordination with CBP officials on integration of the Automated Commercial Environment (ACE).
- **Commercial Targeting and Analysis Center (CTAC) Support (34360):** The CTAC is the CPSC's mechanism for conducting the majority of the agency's joint import enforcement programs with CBP. It serves as the central location for the agency's targeting efforts in support of enforcement plans and the ITDS/RAM required under Section 222 of the CPSIA.
- **Import Self-Assessment Product Safety Program (34370):** This project provides for coordination with CBP officials on applications related to the Importer Self-Assessment Program. This includes all time to meet with companies that apply to the program; to conduct both domestic and foreign visits of firms, manufacturers, and suppliers; and to attend conferences to educate importers on this program.

Import Surveillance Operating Plan Details – Carol Cave, AED

- **EXIS Administration (34377):** This project provides for travel, transportation, printing, and purchases of supplies, samples, and equipment to support EXIS operations.
- **Import Surveillance Management (34390):** This project provides for the overall direction, management and proper implementation of the Import Surveillance program. It provides support to expand import surveillance efforts to reduce entry of unsafe products at U.S. ports and the use of a risk-based methodology to prioritize the CPSC's targeted response to addressable product hazards. This project includes work performed by import surveillance to manage and coordinate all EXIS activities, as well as interagency work and liaison activities not related to ACE/ITDS or RAM.

4. Unfunded Work at FY 2014 Request Level – None identified

5. Summary of Budget Key Performance Measures

Control ID	Performance Measure Statement	FY 2014 Target
2014BK3.4.1	Number of import examinations	20,000
2014BK3.4.2	Sample yield per 100 import entries examined as identified through the Risk Assessment Methodology (RAM) pilot system	26
2014BK3.4.3	Percentage of import shipments processed through the Risk Assessment Methodology (RAM) pilot system that are cleared within 1 business day	TBD
2014BK3.4.4	Percentage of CPSC import entry hold requests acted on by CBP	TBD
2014BK3.4.5	Establish an ITDS/RAM rule set to target intellectual property violations where a health and safety hazard is suspected in consumer product imports	Rule set established

6. Summary of Operating Performance Measures

Control ID	Performance Measure Statement	FY 2014 Target
2014OP22	Number of ports at which CPSC will cross-train other federal agencies' staff to identify hazardous imported products	11
2014OP23	Number of informed compliance inspections performed by CPSC staff of children's product importers with a history of noncompliance	20

7. Annual Milestones

Control ID	Milestone	FY 2014 Target
2014M22	Evaluation conducted of pilot RAM risk assessment rules	Met
2014M23	Training conducted for Import Surveillance operations at a port location	Met
2014M24	Functional requirements completed for ITDS/Participating Government Agency message set	Met
2014M25	Evaluation conducted for Harmonized Tariff Schedule (HTS) breakouts	Met

TBD (to be determined): For performance measures newly established for FY 2013, performance data are being collected and analyzed to establish a Baseline for FY 2013. In some cases, TBD has been indicated for the performance targets for FY 2014 for these measures.

Import Surveillance Operating Plan Details – Carol Cave, AED

Control ID	Milestone	FY 2014 Target
	to further define CPSC regulated commodities	
2014M26	Completed five case referral memorandums to CPSC’s Office of General Counsel to support processing of legal casework against violating entities	Met

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1. Resource Summary

	FY 2014 Request	
	Budget (in thousands)	FTE
Global Outreach	\$ 826	10

2. Overview and Key Priorities

The CPSC’s Office of Education, Global Outreach, and Small Business Ombudsman (EXGO) was established to carry out educational and outreach activities to domestic and international stakeholders, including foreign governments, academic institutions, manufacturers, small businesses, retailers, and resellers. EXGO is a coordinated business unit composed principally of four main areas: education, international programs, small business, and intergovernmental relations.

The office’s focus on education will shift to develop more public/private collaborations to identify training and messaging efforts around the globe. The office also will work closely with academic colleagues, such as Duke-Kunshan, St. Louis University, and other academic institutions. Focused social media, such as SlideShare, Etsy.com, and Twitter will be employed to deliver agency training and messaging. After the great success of the CPSC Safety Academies in Seattle and Bethesda, the office will continue the program in the Midwestern United States.

The International Program will place continued emphasis on cooperation with multilateral organizations in the Western Hemisphere and on the China Program. One of the highest priorities for this year is to achieve full staffing of the CPSC Beijing Office. The team will maintain ties and work with all overseas colleagues, including increasing the use of digital video conferencing (DVC) and webinars, and maximizing the use of funds from other U.S. government agencies, such as the U.S. Agency for International Development (USAID).

The Small Business Ombudsman (SBO) will continue outreach through webinars, presentations at trade shows and other events, and through further development of business guidance documents and other “plain English” online guidance. The focus this year is a targeted response to reach more business people while limiting travel. The SBO will do presentations from the desktop through the use of new software and webcasting cameras being deployed at the agency and other software that will professionalize SBO webinars. If the technology functions properly, it will increase the available library of archived trainings available on the CPSC’s website for businesses to reference.

The Intergovernmental Affairs program will focus on creating and strengthening partnerships with local academic institutions and other government agencies. Another area of focus is the agency’s work with resellers and providing them with the tools to help remove recalled products from their inventories. The program will support the SBO and director in their efforts in education and outreach activities.

3. Strategic Plan Alignment and Project Summary

Project	Strategic Goal
53146 – Education and Global Outreach	1
53147 – Small Business Ombudsman (SBO)	1
53148 – Overseas Office	1
53149 – International Program	1

Project	Strategic Goal
53152 – China Program	1
53153 – European/International Organizations Program	1
53154 – Asia Pacific Program	1
53155 – SE Asia Program	1
53156 – Western Hemisphere Program	1

- **Education and Global Outreach (53146):** This program supports educational outreach activities (including the Safety Academy), such as graphic design and publications, speaking engagements, retailer/manufacturer training, and coordination with academic institutions. It includes travel of the director and intergovernmental relations specialist.
- **Small Business Ombudsman (SBO) (53147):** This project provides resources for the SBO's travel and support requirements.
- **Overseas Office (53148):** This project provides support for the CPSC's Beijing office. The project includes the following costs: State Department overhead, Foreign Service National salary and retirement, travel, and office expenses.
- **International Programs (53149):** This project includes related program activities of EXGO's International Programs. Activities include international travel of the Chairman, plus one additional person; outreach work in the Americas, Oceania, and Asia; and coordination with other regulatory agencies.
- **China Program (53152):** The largest of EXGO's programs, the China Program is focused on engagement with the agency's regulatory colleagues at the General Administration of Quality Supervision, Inspection and Quarantine (AQSIQ), providing training and guidance for Chinese and American manufacturing staff, and seeking remedial action from Chinese factories in cases of recalls or when products have been stopped at the ports.
- **European/International Organizations Program (53153):** The CPSC, working alongside the European Union (EU) counterpart agencies, blends into international organizations such as the Organization for Economic Cooperation and Development (OECD) and the International Consumer Product Safety Caucus (ICPSC). By working with the EU, the CPSC hopes to help developing countries craft a regulatory framework that will enable them to export goods that are safe for all consumers.
- **Asia Pacific Program (53154):** This program covers work with Australia, New Zealand, Japan, South Korea, and Taiwan. Resources are focused on developing closer relations with all of these nations but particular emphasis has been placed on Australia. The program intends to align standards and other regulations in furtherance of consumer product safety.
- **SE Asia Program (53155):** The Southeast (SE) Asia Program encompasses agency field training and negotiations with Thailand, Vietnam, Singapore, Malaysia, and Indonesia. The program has focused on specific training programs targeted to industries that are prevalent in each of these states. In particular, furniture construction, textiles, and shoe manufacturing are common enterprises.
- **Western Hemisphere Program (53156):** This program is targeted toward all of CPSC international activities in the North, Central, and South Americas. Primary emphasis is directed toward Canada and Mexico.

4. Unfunded Work at FY 2014 Request Level – None identified

5. Summary of Budget Key Performance Measures

Control ID	Performance Measure Statement	FY 2014 Target
2014BK1.2.1	Number of training or outreach seminars for foreign manufacturers conducted by CPSC staff	3
2014BK1.2.2	Number of staff exchanges with foreign counterparts undertaken as part of the Extended Training Exchange Program	4
2014BK1.2.3	Number of new collaborations undertaken with domestic nongovernment organizations (NGOs) such as trade associations, universities, or federations	3
2014BK1.4.1	Number of products on which CPSC had consultations with foreign counterparts	4
2014BK2.3.1	Number of domestic training activities made available to industry stakeholders	7

6. Summary of Operating Plan Performance Measures

Control ID	Performance Measure Statement	FY 2014 Target
2014OP24	Number of collaborations to train and build capacity of foreign jurisdictions	4

7. Annual Milestones

Control ID	Milestone	FY 2014 Target
2014M27	Six international cooperation business plans reviewed and updated. The program plans are for: (1) the Western Hemisphere, (2) Beijing Regional Office, (3) China, (4) East Asia-Pacific, (5) Europe and International Organizations, and (6) Internet Foreign Language.	Met
2014M28	Leadership positions in international organizations held in the Organization for Economic Cooperation and Development Working Party on Consumer Product Safety, and in the International Consumer Product Safety Caucus	Met
2014M29	Written progress report on CPSC initiatives in working toward aligning global product safety requirements.	Met
2014M30	Focused outreach on safety regulations conducted (including attending and presenting at trade shows and producing written materials) to target small businesses in two industries	Met
2014M31	Training for foreign consumer product safety regulators conducted or facilitated	Met
2014M32	Import Stoppage Data Reporting System finalized and fully developed	Met
2014M33	Develop and present a Regional Safety Academy in the Midwestern United States	Met

1. Resource Summary

	FY 2014 Request	
	Budget (in thousands)	FTE
Office of Communications	\$ 2,220	10
VGB PSSA Information & Education	\$ 1,000	
Total	\$ 3,220	10

2. Overview and Key Priorities

The Office of Communications' (OCM) work is linked most directly to Strategic Goal 5—Raising Awareness. Two major efforts include implementing safety education and prevention programs and announcing product recalls. Priority programs include implementing the Information and Education elements in Section 1407 of the Virginia Graeme Baker Pool and Spa Safety Act (VGB Act); coordinating a national Safe to Sleep campaign; and conducting a robust Minority Outreach campaign, which includes the Neighborhood Safety Network (NSN) program reaching 7,000 members. OCM staff conducts an additional 24 targeted public information efforts each year covering a variety of product hazards: from hidden home dangers to holiday safety, from import surveillance to back-to-school safety. To support these programs and other agency offices, OCM creates, manages, and distributes materials from a library of more than 200 safety publications; and produces, records, and webcasts about 100 video presentations, media events, and meetings each year. In addition, the office is responsible for content, development, and management of numerous CPSC websites, disseminates information via several social media platforms and listservs, translates materials into Spanish, and captions videos. In the second major effort, OCM issues more than 400 recall announcements each year with many announcements amplified by media interviews, news events, recall round-up videos, and social media. The office provides graphics support for agency programs and events, like NSN posters and Safety Summit announcement materials, monitors media and social media coverage of agency-related announcements; and manages the contract for the agency's customer service Hotline. In 2014, OCM will pursue new opportunities to raise awareness for the three priority programs – Drowning and Drain Entrapment Prevention, Safe Sleep for Babies, and Minority Outreach – while developing new messages and events surrounding the 24 targeted programs. New measures are planned to work toward reducing the time between recall news release first drafts and the issuance date, and new processes to streamline operations of agency websites and expand content visibility.

3. Strategic Plan Alignment and Project Summary

Project	Strategic Goal
42286 – Distribution Services	5
42549 – Child Safety	5
42616 – Ongoing/Seasonal Programs	5
44201 – Hotline	3
44522 – Special Projects	5
44563 – Recalls/Alerts	5
44565 – Media Relations	5
44577 – Communications Operations	5
44699 – Video Communication	5
44790 – Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (P.L. 110-140)	5

Project	Strategic Goal
44791 – Website Development and Content Management	5
44792 – Hearing Room Operations and Maintenance	5
44793 – Digital Communications	5
44794 – Minority Outreach	5
44795 – Media Monitoring	5

- **Distribution Services (42286):** The project maintains inventory of CPSC materials, intake orders, prepare mailings, and cost-effective distribution of materials. It also includes publication design, development update, and production efforts to meet operational goals, and the fulfillment of thousands of requests received each year from health care professionals, safety advocates, and consumers for the agency’s free publications.
- **Child Safety (42549):** This project provides for the development, production, and distribution of communication products and conduct activities related to juvenile product safety and the Safe to Sleep program, which is one of three targeted outreach campaigns for priority hazards and vulnerable communities. It also includes conducting yearly safety programs related to the protection of children, such as toy safety, television/furniture tip overs, and Safe to Sleep.
- **Ongoing/Seasonal Programs (42616):** This project provides for compilation of public information efforts and partnerships focusing on about 24 hazards areas. It also allows OCM to conduct yearly safety programs related to specific hazard and seasonal safety hazards, such as fireworks, window covering strangulations, back-to-school hazards, and more.
- **Hotline (44201):** This project includes management of a full-service call center for handling calls and e-mails to the agency for information about recalls, agency actions, publication orders, questions, and other customer service requirements specified in operational goals and the filing of reports of harm or potential harm.
- **Special Projects (44522):** This provides for projects such as the Neighborhood Safety Network and projects aimed at addressing emerging hazards, such as gel fuels, high-powered magnets, and adult bed rails.
- **Recalls/Alert (44563):** This project supports development and distribution of press releases and related activities to publicize enforcement actions. It also includes carrying out the responsibility of working with the Office of Compliance and Field Operations to develop press releases for more than 400 recalls and recall alerts each year.
- **Media Relations (44565):** This includes all activities that involve development, distribution, support, and response to media covering agency activities. It also includes conducting local and national television, radio, print, digital, and wire service interviews on recall announcements, emerging hazards, and safety campaigns.
- **Communications Operations (44577):** This project provides for the coordination and execution of all communications activities in support of CPSC’s annual safety messages and notifications on new and emerging hazards. This includes conducting press and public events, production and distribution of safety materials, local and long distance travel, and all day-to-day operations.
- **Video Communication (44699):** This project provides for the development, production, and distribution of visual communications products used to support agency messages. It also includes the production and editing of video news releases and public service announcements for broadcast media and the agency’s YouTube channel to meet the goal of informing the public about a variety of safety hazards.

- **Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (P.L. 110-140) (44790):** Branded as the *Pool Safely* information and education program, it is one of three targeted outreach campaigns for priority hazards and vulnerable communities. This project provides resources for the CPSC to carry out its responsibilities under Section 1407 of the VGB Act by operating a national and grassroots information and education campaign for the pool industry, homeowners, and public pool and spa operators (via the *Pool Safely* initiative).
- **Website Development and Content Management (44791):** This project provides resources for development, operations and maintenance of www.CPSC.gov and other CPSC related websites.
- **Hearing Room Operations and Maintenance (44792):** Hearing Room maintenance and operations will support technical resources needed to stage, record and distribute audio and video content of agency activities conducted both from the Hearing Room and other conference and event locations hosted by the agency.
- **Digital Communications (44793):** This project provides for the development, production, and distribution of safety messages via online platforms. It also provides resources to maintain current layout and display requirements for platforms which include Google+, Twitter, YouTube, Foursquare, Flickr, SlideShare, and OnSafety blog.
- **Minority Outreach (44794):** This is one of three targeted outreach campaigns for priority hazards and vulnerable communities according to operational goals. It raises awareness about product safety issues in and about vulnerable and underserved communities focusing on four safety topics: safe sleep for babies, drowning prevention, television/furniture tip overs, and poison prevention.
- **Media Monitoring (44795):** This project provides for the compilation and distribution of media reports of agency actions and product safety news to help keep all agency staff and Commissioners informed. This includes compiling media impression counts for OCM products and efforts used to measure specific hazard-awareness topics that meet operational goals.

4. Unfunded Work at FY 2014 Request Level

Unfunded Work includes projects, products, or services that were not identified during the original FY 2014 budget formulation phase. These needs have emerged in the intervening time. Should additional funds become available during FY 2014, the listed project may receive priority consideration for potential funding.

Project	Strategic Goal
44699 – Video Communication	5

- **Video Communication (44699):** This project includes the development, production and distribution of visual communications products used to support agency messages. This request is for an additional video production communicating product safety information.

5. Summary of Budget Key Performance Measures

Control ID	Performance Measure Statement	FY 2014 Target
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Control ID	Performance Measure Statement	FY 2014 Target
2014BK4.4.1	Average number of days from first draft of recall press release completed to recall press release issued (in days)	Est. 22
2014BK5.1.1	Percentage of the population that reports awareness of the CPSC	TBD
2014BK5.1.2	Percentage of consumers who report acting on a CPSC safety message	TBD
2014BK5.2.1	Number of public information campaigns conducted by CPSC on targeted consumer product safety hazards	24
2014BK5.2.2	Number of impressions of CPSC safety messages received by consumers on targeted consumer product safety hazards (in millions)	3,215
2014BK5.3.1	Number of impressions of CPSC safety messages received by consumers on priority hazards in vulnerable communities (in millions)	425

6. Summary of Operating Plan Performance Measures

Control ID	Performance Measure Statement	FY 2014 Target
2014OP27	Percentage of product incident reports processed by Hotline staff within 8 working hours	99%
2014OP28	Percentage of voicemail messages responded to by Hotline staff the next business day	98%
2014OP30	Number of new social media platforms for which CPSC established a presence to promote CPSC programs, recalls, and alerts	2
2014OP31	Number of followers on Twitter signed up to receive CPSC safety messages	32,000
2014OP32	Number of impressions of messages related to import safety campaigns and recalls received by consumers (millions)	1,250
2014OP33	Number of impressions of fire safety messages received by consumers (millions)	475
2014OP34	Number of impressions of carbon monoxide safety messages received by consumers (millions)	90
2014OP35	Number of impressions of safety messages related to children's products and other hazards received by consumers (millions)	1,400
2014OP38	Number of impressions of safety messages focused on effects of safety hazards on minority audiences in print, broadcast and social media (millions)	25
2014OP39	Number of impressions of CPSC safety messages related to pool and spa safety received by consumers (millions)	250
2014OP41	Number of impressions of CPSC safety messages related to Safe to Sleep received by consumers through information and education activities (millions).	150
2014OP42	Number of submissions for contest in which students submit posters recognizing the dangers of carbon monoxide	300
2014OP43	Number of visits to CPSC's websites (millions)	55
2014OP54	Number of messages sent to Neighborhood Safety Network (NSN)	12

Est. (estimated): For some performance measures newly established for FY 2013, staff estimated tentative target levels for FY 2014. The estimates are subject to change once the actual FY 2013 baseline values are determined.

Office of Communications Operating Plan Details – Scott Wolfson, Director

Control ID	Performance Measure Statement	FY 2014 Target
2014OP55	Number of events at which CPSC delivers safety messages to consumers about priority hazards in vulnerable communities	12
2014OP56	Number of events at which CPSC conducted minority outreach activities related to drowning prevention, poison prevention, television/furniture tip overs, and Safe Sleep for babies	5
2014OP57	Number of pool and spa safety information and education activities conducted	6
2014OP58	Number of events at which CPSC promoted “Safe Sleep for Babies” messages	3

7. Annual Milestones

Control ID	Milestone	FY 2014 Target
2014M34	Biannual field survey of consumer awareness of the CPSC conducted	Met
2014M35	Replaced events or upgraded participation at events planned for priority hazards to increase participation and awareness	Met
2014M36	Developed best practice protocols for updating and managing www.CPSC.gov , www.PoolSafely.gov , and www.Recalls.gov websites	Met
2014M37	Established new ticketing system to manage and direct www.CPSC.gov website content and maintenance requests from within the agency	Met
2014M38	Conducted a review of listservs, including State officials, child care centers and resale stores to update contact information	Met

1. Resource Summary

	FY 2014 Request	
	Budget (in thousands)	FTE
Office of Information Technology	\$ 78.0	41
IT Infrastructure	\$ 6,082.8	
Commission's Information System	\$ 1,461.0	
CPS Risk Management System	\$ 2,715.0	
Risk Assessment Methodology - ITDS	\$ 1,870.0	
Total	\$ 12,206.8	41

2. Overview and Key Priorities

The Office of Information and Technology Services (EXIT) is responsible for general policy and planning issues related to the dissemination of information by the Commission, including, but not limited to OMB Circular A-130, the Federal Information Security Management Act, the Government Paperwork Elimination Act, Section 508 of the Americans with Disabilities Act, and the E-Government Act; the design, implementation, and support of the Commission's information technology system needs; maintaining and/or providing access to administrative applications for the Commission's business processes, such as payroll, procurement, personnel, budget, information management, and work tracking; and administration of the network, telephone systems, and Help Desk. EXIT's key priorities are to provide secure access to Commission data, provide tools to analyze the data, and to protect Commission data. In FY 2014, EXIT will ensure access to Commission data by continuing to virtualize information technology (IT) systems such as desktop environment with Virtual Desktop Infrastructure (VDI) and will increase the WAN link speed between Bethesda headquarters and the National Product Testing and Evaluation Center (NPTEC) through which Commission data is replicated. EXIT will protect Commission data by continuing to implement mandated IT security requirement such as continuous monitoring, improving the agency's security incident response capabilities, and leveraging the latest technologies such as rogue device detection.

3. Strategic Plan Alignment and Project Summary

Project	Strategic Goal
13328 – Consumer Product Safety Risk Management System	3
54174 – EXIT Administration	All
54575 – Information Technology (IT) Security	All
54576 – Information Technology (IT) Infrastructure	All
54577 – Commission Information Systems	All
99933 – Common Cost - Telecommunications (Voice)	All
99945 – Common Cost - Capital Replacement	All
99947 – Common Cost - Programming Support	All
99948 – Common Cost - Information Systems Support	All
99949 – Common Cost - Telecommunications (Data)	All

- Consumer Product Safety Risk Management System (CPSRMS) (13328):** This project provides for activities associated with the development of the Consumer Product Safety Risk Management System (CPSRMS). CPSRMS is a comprehensive system consisting of three core components: the Public Portal; the Review, Analysis, and Decision Support (RADS) System; and the Data Warehouse. CPSRMS will improve the management of investigations and give the

CPSC the capability to assess, predict, and act on product risks. CPSRMS will allow instant communication between the Commission and the public.

- **EXIT Administration (54174):** This project provides for the travel, transportation, printing, and purchases of supplies, samples, and equipment to support EXIT operations.
- **Information Technology (IT) Security (54575):** This project provides for the implementation and management of the CPSC's IT Security Program, which includes maintaining a secure information environment throughout the CPSC and ensuring information systems' confidentiality, integrity, and availability.
- **Information Technology (IT) Infrastructure (54576):** The CPSC's IT Infrastructure environments include: telecommunications, hardware/software and licensing, the Help Desk, security, and other general operations and maintenance activities.
- **Commission Information Systems (54577):** This project provides for the personnel resources involved in the planning, implementing, operating, and maintaining of the Commission's database applications. A list of 50 systems can be located on the CPSC's intranet at: <https://cpscnet.cpsc.gov/cgibin/myapps/allappsin.asp>.
- **Telecommunications (Voice) (99933):** This project provides for the essential telephonic voice communication, including agency-wide long-distance service; local Washington D.C. area service for headquarters, NPTEC and the warehouse; as well as cellular phones and Blackberries. Also included are installation, repair, and maintenance services.
- **Capital Replacement (99945):** This includes funds for EXIT's annual investment costs for hardware and software. This allows the CPSC to replace aging and outdated equipment on a regular, systematic replacement cycle in order to keep pace with changing technology and increasing network traffic and to maintain compatibility between equipment, operating systems and software applications.
- **Programming Support (99947):** This provides resources for contract programmers and database administrators' service contracts needed to support Information System applications and websites.
- **Information Systems Support (99948):** This supports existing hardware/software maintenance and license agreements, the Help Desk contract, network consultant services, and printer and miscellaneous IT supplies.
- **Telecommunications (Data) (99949):** This provides for Network WAN and data telecom charges and domain registrations for the agency.

4. Unfunded Work at FY 2014 Request Level

Unfunded Work includes projects, products, or services that were not identified during the original FY 2014 budget formulation phase. These needs have emerged in the intervening time. Should additional funds become available during FY 2014, the listed project may receive priority consideration for potential funding.

Project	Strategic Goal
99948 – Common Cost - Information Systems Support	All

- **Information Systems Support (99948):**

- o FISMA COOP Development – This project supports development of an agency-wide disaster recovery continuity of operations (COOP) plan to ensure that the agency can perform essential functions in the event of a government emergency.
- o FOIAXpress – The Commission’s FY 2013 Midyear Review and Operating Plan Adjustments directed OGC and the Secretariat to review its existing internal practices and procedures within the Secretariat and, as necessary and appropriate, implement new practices and procedures to increase efficiencies and transparency in the disclosure of information outside of the agency. In addition, the U.S. Department of Justice encourages agencies to have a system on their websites where requesters can obtain the status of their Freedom of Information Act requests.

5. Summary of Budget Key Performance Measures – None

6. Summary of Operating Plan Performance Measures

Control ID	Performance Measure Statement	FY 2014 Target
2014OP59	Percentage of the time during business hours that major systems managed by CPSC are functioning	95%

7. Annual Milestones

Control ID	Milestone	FY 2014 Target
2014M39	Completed major development of CPSRMS by reengineering core functionalities of the Integrated Field System (IFS) and retiring those functionalities in the legacy application	Met
2014M40	Deployed the Mobile Device Management (MDM) solution to provide secure access to CPSC data, such as e-mails and documents, using CPSC- and employee-owned mobile devices	Met

Other Offices Operating Plan Performance Measures and Milestones

The Office of Human Resources Management (EXRM), the Office of EEO and Minority Enterprise (OEEO), and the Office of the General Counsel (OGC) also have some budget key and operating performance measures, and annual milestones, which are listed below:

1. Summary of Budget Key Performance Measures

Office	Control ID	Performance Measure Statement	FY 2014 Target
EXRM	2014BK1.6.1	Employee retention rate	85%
EXRM	2014BK1.6.2	Average hiring time (recruitment time using OPM's End-to-End hiring process) (days)	80
EXRM	2014BK1.6.3	Training participation rate	85%

2. Summary of Operating Plan Performance Measures

Office	Control ID	Performance Measure Statement	FY 2014 Target
EXRM	2014OP44	Number of focus groups conducted for new employees on the recruitment and orientation processes	2
EXRM	2014OP45	Percentage of vacancies for which staff meet the standard of vacancy applicants receiving at least four notifications	95%
EXRM	2014OP46	Number of focus groups conducted to explore results of Employee Viewpoint Survey	6
EXRM	2014OP47	Number of on-site wellness activities conducted	30
OEEO	2014OP48	Percentage of Equal Employment Opportunity (EEO) informal complaints resolved during the fiscal year	60%
OEEO	2014OP49	Percentage of recruitment efforts targeted to organizations serving underrepresented populations	20%
OEEO	2014OP50	Percentage of supervisors/employees who received voluntary Equal Employment Opportunity and diversity-related training	20%
OEEO	2014OP51	Number of initiatives offered to managers, supervisors, and employees to promote representation of underrepresented groups	6
OGC	2014OP52	Percentage of cases referred to Division of Compliance for a civil penalty or other appropriate legal action that are evaluated within one year of referral	90%

3. Annual Milestones

Office	Control ID	Milestone	FY 2014 Target
EXRM	2014M41	Action plan to address employee satisfaction results of Employee Viewpoint Survey developed and implemented	Met