

# Fiscal Year 2022 Operating Plan



Approved: September 24, 2021

Our Mission: *Keeping Consumers Safe*



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# Budget Table 1

## FY 2022 Operating Plan - Summary of Changes

(Dollars in millions)

	Dollars	FTE
<b>FY 2021 Enacted Annual Salaries and Expenses (S&amp;E) Appropriation</b>	<b>\$135.0</b>	<b>539</b>
<i>Maintain Current Levels</i>		
1. Pay	\$3.3	
2. Non-Pay	\$1.2	
<i>Changes to Program</i>		
3. Support Robust Import Surveillance and Targeting	\$8.3	38
4. Expand Hazard Identification Capability	\$16.1	8
5. Expand Vigorous Compliance Through Increased Internet Surveillance	\$1.5	8
6. Enhance Communications	\$1.6	4
7. Bolster Agency Operational Support	\$4.1	
8. Inspector General Support	\$0.2	1
9. VGB Grants	-\$1.3	
<b>FY 2022 Operating Plan: Annual S&amp;E Appropriation</b>	<b>\$170.0</b>	<b>598</b>
<b>FY 2022 One-time ARPA<sup>1</sup> Costs</b>		
10. Enhance Targeting, Surveillance, and Screening Systems	\$6.4	
11. Procure eCommerce Equipment	\$0.3	
12. Enhanced Data Collection	\$2.0	
13. Expand Vigorous Compliance Through Increased Internet Surveillance	\$4.0	
14. Additional Port Inspectors at High-volume Ports	\$1.9	10
<b>FY 2022 Operating Plan: ARPA</b>	<b>\$14.6</b>	<b>10</b>

### 1. **Pay** (\$3.3 million)

The FY 2022 Operating Plan allocates \$3.3 million above the enacted FY 2021 level for personnel salary and benefits to maintain the FY 2021 enacted staffing level of 539 FTEs. The \$3.3 million will cover the 2.7% pay raise for FY 2022, as directed by the Office of Management and Budget (OMB), and other increases in payroll costs, such as within-grade increases (WGI), earned promotions, and locality pay adjustments.

### 2. **Non-Pay** (\$1.2 million)

The FY 2022 Operating Plan allocates \$1.2 million above the enacted FY 2021 level to maintain current levels for non-pay items. The \$1.2 million will fund standard inflation of 2% for existing recurring contract

<sup>1</sup> The American Rescue Plan Act (ARPA), enacted on March 11, 2021, appropriates \$50 million to the CPSC, available until September 30, 2026.

agreements, as well as known escalation amounts for collecting hospital emergency department data and increased lease costs for FY 2022.

**3. Support Robust Import Surveillance and Targeting (\$8.3 million)**

The FY 2022 Operating Plan allocates \$8.3 million and 38 FTEs above the enacted FY 2021 level to provide the CPSC with resources to implement requirements related to CPSC's import surveillance program set forth in the Consolidated Appropriations Act, 2021 (Pub. L. No. 116-260), Division FF, Title XX, and for enhancing targeting, surveillance, and screening of consumer products. The funds are allocated as follows:

- i. Expand eCommerce Presence: \$1.9 million for 10 FTEs
- ii. Expand Presence at Traditional Ports: \$1.1 million for 6 FTEs
- iii. Increase Lab and Compliance Support: \$2.6 million for 14 FTEs
- iv. Enhance Targeting, Surveillance, and Screening Systems: \$1.6 million including 2 FTEs
- v. Increase Operational Support: \$1.1 million for 6 FTEs

**4. Expand Hazard Identification Capability (\$16.1 million)**

The FY 2022 Operating Plan allocates \$16.1 million and 8 FTEs above the enacted FY 2021 level to provide the CPSC with resources for critical research and analysis of hazardous consumer products. The funds are allocated as follows:

- i. Augment Applied Research: \$6.5 million
- ii. Focus on Chronic Hazards: \$4.5 million
- iii. Invest Significantly in Artificial Intelligence (AI): \$3.5 million
- iv. Enhance Data Collection: \$1.6 million for 8 FTEs

**5. Expand Vigorous Compliance Through Increased Internet Surveillance (\$1.5 million)**

The FY 2022 Operating Plan allocates \$1.5 million and 8 FTEs above the enacted FY 2021 level to provide the CPSC with resources to increase its Internet surveillance efforts to address the burgeoning online marketplace. This effort will complement port surveillance activities, at both eCommerce and traditional ports.

**6. Enhance Communications (\$1.6 million)**

The FY 2022 Operating Plan allocates \$1.6 million and 4 FTEs above the enacted FY 2021 level to provide the CPSC with resources to enhance communications efforts alerting consumers, especially those who are disadvantaged and underserved, to the dangers of various high-risk consumer products (*e.g.*, portable fuel containers). Additionally, the CPSC will continue developing significant communications efforts to address COVID-19 product-related risks and expand the development, dissemination, and effectiveness of other consumer product safety information, as directed in the ARPA.

**7. Bolster Agency Operational Support (\$4.1 million)**

The FY 2022 Operating Plan allocates \$4.1 million above the enacted FY 2021 level to provide the CPSC with funding for the following:

- i. Technology (\$2.1 million): To support a multiyear effort to modernize existing IT infrastructure and provide sufficient funds to support mission-facing IT systems.
- ii. Recruitment Initiatives (\$1.5 million): To enhance and support recruitment efforts necessary to reduce skill gaps in new and emerging technologies expertise and mission-support areas.

- iii. Records Efficiency and Transparency Initiative (\$0.5 million): To enhance CPSC's Freedom of Information Act (FOIA) and records management programs and CPSC's ability to comply in a timely and effective manner with all applicable laws and regulations.

**8. *Inspector General Support* (\$0.2 million)**

At the request of the Inspector General, the FY 2022 Operating Plan allocates \$0.2 million and 1 FTE above the enacted FY 2021 level to provide the CPSC with funding to aid the agency's Office of the Inspector General (OIG) in providing oversight commensurate with CPSC's increased funding level for FY 2022.

**9. *VGB Grants* (-\$1.3 million)**

The FY 2022 Operating Plan's operating budget level of \$170 million does not include \$1.3 million of no-year appropriation balances, provided in the FY 2021 and prior enacted appropriations, for Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) grants. The CPSC will continue awarding VGB Act grants using the available \$1.3 million of unobligated no-year appropriation balances until they have been exhausted.

**10. *Enhance Targeting, Surveillance, and Screening Systems [Non-Recurring (ARPA)]* (\$6.4 million)**

The FY 2022 Operating Plan allocates \$6.4 million to invest in enhancements for the Risk Assessment Methodology (RAM) required for eFiling (product registry), and to continue implementation of the Global Data Synchronization Network (GDSN). These efforts will enhance targeting capability at traditional ports and in the emerging eCommerce arena.

**11. *Procure eCommerce Equipment [Non-Recurring (ARPA)]* (\$0.3 million)**

The FY 2022 Operating Plan allocates \$0.3 million to fulfill equipment needs for new port inspectors. The newly established eCommerce Team is slated to establish a physical presence at locations with a high volume of de minimis shipments. As a result, newly hired port inspectors will require equipment to perform mission-critical duties.

**12. *Enhanced Data Collection [Non-Recurring (ARPA)]* (\$2.0 million)**

The FY 2022 Operating Plan allocates \$2.0 million to modernize the NEISS data systems to improve agency capabilities. The system, consisting of several legacy applications and databases, has reached its limits in terms of maintainability and expandability due to its dated architecture and technologies. The modernization effort will make use of modern architecture to reduce the risk of technological obsolescence and improve the ability to manage security risks.

**13. *Expand Vigorous Compliance Through Increased Internet Surveillance [Non-Recurring (ARPA)]* (\$4.0 million)**

The FY 2022 Operating Plan allocates \$2.0 million to develop and implement a Web crawler application to enhance detection of violative products. Additionally, \$2.0 million is allocated to modernize the Integrated Field System (IFS), which is CPSC's database system that contains information about field activities, regulated products compliance, and recalls.

**14. *Additional Port Inspectors at High-volume Ports [Recurring (ARPA)]* (\$1.9 million)**

The FY 2022 Operating Plan allocates \$1.9 million and 10 FTEs to increase CPSC port presence consistent with the Congressional mandates included in P.L. 116-260 and P.L. 117-2. The CPSC will hire, train, and assign ten additional full-time equivalent personnel to be stationed at the highest volume ports of entry.

Funding changes for the annual S&E appropriation described in the table above will be deferred until Congress takes final action on the FY 2022 *Request* and a full-year appropriation is enacted.

For additional information, please see pages 1–5 of CPSC’s FY 2022 Performance Budget Request (*Request*), submitted to Congress on May 28, 2021, available at: [www.cpsc.gov/About-CPSC/Agency-Reports/Performance-and-Budget](http://www.cpsc.gov/About-CPSC/Agency-Reports/Performance-and-Budget).

## Budget Table 2

### Funding and FTE by Major Organization

Presented in the table below are the FY 2022 operating budget levels for each organization (column 1) and the corresponding FY 2022 operating full-time equivalent (FTE) level (column 2).

(Dollars in Thousands)	FY 2022 Operating Plan	
	Column 1 FY 2022 Budget	Column 2 FY 2022 FTE
<b>Budget Details: FY 2022 S&amp;E Annual Appropriation</b>		
Commissioners	\$ 170.00	21
Office of Hazard Identification & Reduction		176
<i>Office of Hazard Identification</i>	\$ 18,688.00	
<i>Laboratory Operations</i>	\$ 1,293.00	
<i>NEISS</i>	\$ 2,800.00	
Office of Compliance & Field Operations		
<i>Compliance – HQ</i>	\$ 425.00	69
<i>Compliance – Field Operations</i>	\$ 1,843.25	99
Office of Import Surveillance	\$ 2,369.00	59
Office of International Programs	\$ 740.00	7
Office of Financial Management, Planning & Evaluation	\$ 2,265.00	28
Office of Information & Technology Services		43
<i>Office of Information Technology</i>	\$ 130.00	
<i>IT Infrastructure</i>	\$ 10,940.00	
<i>CPSC's Information Systems</i>	\$ 6,115.00	
<i>Risk Assessment Methodology – Import</i>	\$ 2,600.00	
Office of Human Resources Management	\$ 2,075.00	13
Office of Facilities Services (excludes Rent/Utilities/Security)	\$ 1,764.00	10
Office of the Executive Director	\$ 86.00	8
Office of the General Counsel	\$ 968.00	38
Office of the Inspector General	\$ 565.00	8
Office of Communications		14
<i>Office of Communications</i>	\$ 1,367.00	
<i>Campaigns</i>	\$ 1,993.75	
Office of Legislative Affairs	\$ 15.00	3
Office of EEO & Minority Enterprise	\$ 44.00	2
<b>Centrally Managed Costs</b>		
Salaries	\$ 100,466.00	
Rent/Util/Security	\$ 10,274.00	
Representation Fund	\$ 4.00	
<b>Total</b>	<b>\$ 170,000.00</b>	<b>598</b>

(Dollars in Thousands)	FY 2022 Operating Plan	
<b>Budget Details: FY 2022 Multi-Year Appropriation ARPA – FY 2021 through FY 2026</b>	<i>Column 1</i> <b>FY 2022 Budget</b>	<i>Column 2</i> <b>FY 2022 FTE</b>
Office of Import Surveillance (includes \$1.7 million for Salaries and Benefits)	\$ 2,200.00	<b>10</b>
Office of Hazard Identification & Reduction		
<i>NEISS</i>	\$ 2,000.00	
Office of Information & Technology Services		
<i>Risk Assessment Methodology – Import</i>	\$ 6,400.00	
<i>CPSC's Information Systems</i>	\$ 4,000.00	
<b>Total</b>	<b>\$ 14,600.00</b>	<b>10</b>

(Dollars in Thousands)	FY 2022 Operating Plan	
<b>Budget Details: FY 2022 VGB Grants Program No-Year Appropriation</b>	<i>Column 1</i> <b>FY 2022 Budget</b>	<i>Column 2</i> <b>FY 2022 FTE</b>
VGB Grants Program <sup>2</sup>	\$ 2,500.00	
<b>Total</b>	<b>\$ 2,500.00</b>	

<sup>2</sup> No-year funds: Amount available based on all obligations incurred through September 8, 2021 and administrative obligations anticipated from September 9-30, 2021. No new grants are expected to be awarded by September 30, 2021.

Office of Hazard Identification and Reduction (EXHR)  
**Duane Boniface, Assistant Executive Director (AED)**

**1. Resource Summary**

	FY 2022 Operating Plan	
	Budget (in thousands)	FTE
Office of Hazard Identification and Reduction	\$ 18,688	176
Laboratory Operations	\$ 1,293	
NEISS	\$ 2,800	
<b>Annual Appropriation Subtotal</b>	<b>\$ 22,781</b>	
NEISS [ARPA]	\$ 2,000	
<b>ARPA Subtotal</b>	<b>\$ 2,000</b>	
<b>Total</b>	<b>\$ 24,781</b>	<b>176</b>

**2. Overview and Priority Activities**

The Office of Hazard Identification and Reduction (EXHR) is a co-Goal Leader for Strategic Goal 2 (Prevention) and Strategic Goal 3 (Response), and it is responsible for managing CPSC’s Hazard Identification and Analysis (HIA) and Hazard Assessment and Reduction (HAR). EXHR executes these efforts through collection and analysis of data to identify hazards and hazard patterns and to evaluate the risks associated with consumer products; collaboration with voluntary standards development organizations (SDOs); technical work and laboratory testing to support HAR, Compliance, and Import Surveillance programs; and technical evaluation of petitions submitted to the Commission.

EXHR has line authority over the Directorates for Epidemiology, Health Sciences, Economic Analysis, Engineering Sciences, and Laboratory Sciences:

- **Directorate for Epidemiology** is responsible for the collection and analysis of data on injuries and deaths associated with consumer products.
- **Directorate of Health Sciences** is responsible for reviewing and evaluating the human health effects and hazards related to consumer products and assessing exposure, uptake, and metabolism, including information on population segments at risk.
- **Directorate of Economic Analysis** is responsible for developing and analyzing information on economic, social, and environmental issues related to Commission action.
- **Directorate of Engineering Sciences** is responsible for implementing the Commission’s engineering programs.
- **Directorate for Laboratory Sciences** is responsible for conducting engineering analyses and testing of consumer products, supporting the development of voluntary and mandatory standards, and supporting the agency’s compliance activities through product safety assessments.

**FY 2022 Priority Activities:**

- Provide status report(s) on initial implementation of agency approach to advanced analytics (Milestones EXHR-M04, EXHR-M08)
- Begin implementation of FY 2021 hospital sample modernization plan for the National Electronic Injury Surveillance System (NEISS) sample (Milestones EXHR-M02, EXHR-M03) *[ARPA]*
- Fully implement Integrated Product Team processes to improve hazard identification capabilities (Milestone EXHR-M14)
- Focus on hazards to children by working with voluntary standards organizations to develop a voluntary standard for infant support pillows and nursing support products, complete NPR addressing battery ingestion, and Final Rules on clothing storage units, window coverings, and hazardous magnet sets (Mandatory Standards Table pages 21–22)
- Focus on potential safety issues associated with portable generators, Internet of Things (IoT)/Connected products, wearable-related products, rechargeable high-energy density batteries, electric scooters, other micromobility devices, Artificial Intelligence (AI), and 3D printing and continued involvement with the multi-federal agency IoT working group (Milestones EXHR-M01, EXHR-M07, EXHR-M12, EXHR-M15, EXHR-M21)
- Work on standards review and improvement efforts on various products in the approved voluntary standards table, including IoT/Connected Products, Micromobility Devices, and Adult Portable Bed Rails (Voluntary Standards Table pages 18–20)
- Submit for Commission consideration rulemaking packages approved in the mandatory standards table (Mandatory Standards Table pages 21–22)
- Publish analyses approved in the epidemiological reports table (Epidemiological Reports Table page 23)
- Continue progress on recommendations of National Academy of Sciences (NAS) to assess toxicity of OFRs (Milestone EXHR-M05)
- Update and publish emerging hazards analysis report (Milestone EXHR-M18)
- Begin implementation of processes identified in FY 2021 to: 1) enhance agency data collection and analysis of product safety incidents, injuries, and deaths to identify vulnerable populations that exist by using such identifiers, including but not limited to: race, age, gender, location or socioeconomic status; 2) allocate safety work to better address any existing safety disparities among such identified vulnerable populations; 3) enhance safety messaging to such newly identified vulnerable populations addressing applicable safety issues (Milestone EXHR-M19)
- Implement statutory direction on portable fuel containers (Milestone EXHR-M22)
- Continue to improve EXHR’s data analytic capabilities by identifying and executing use cases for applying machine learning techniques to unstructured data (automated data classification and anomaly detection) (Milestone EXHR-M24)
- Continue to implement improved internal controls and related procedures based on the results of FY 2020 analyses (Milestone EXHR-M25)
- Conduct review of SaferProducts.gov incident reporting and posting trends and submit report to Commission (Milestone EXHR-M26)

**3. Annual Milestones**

Note: Milestones are monitored and reported internally.

Control ID	FY 2022 Milestone Statement
EXHR-M01	Provided status update on staff’s and contractor’s efforts on the safety of IoT products
EXHR-M02	Recruited eleven new hospitals to join the National Electronic Injury Surveillance System (NEISS)

## Hazard Identification Operating Plan Details – Duane Boniface, AED

Control ID	FY 2022 Milestone Statement
<b>EXHR-M03</b>	Provided status report update to Executive Director on NEISS hospital sample modernization <i>[ARPA]</i>
<b>EXHR-M04</b>	Submitted a status report to Executive Director on the application of machine learning to retailer reporting data
<b>EXHR-M05</b>	Submitted a status report to Executive Director on progress toward executing the staff plan for assessing the risks from OFR subclasses
<b>EXHR-M06</b>	Provided annual update and staff training on revised Standard Operating Procedures (SOP) for delivery of data to the public to ensure that PII and/or Section 6 information is not transmitted in an unauthorized manner
<b>EXHR-M07</b>	Submitted status report to Executive Director on progress on addressing artificial intelligence/machine learning in consumer products
<b>EXHR-M08</b>	Submitted a status report to Executive Director on progress on capability advancements for artificial intelligence/machine learning for CPSC analytics
<b>EXHR-M09</b>	Delivered briefing packages to Commission for the Voluntary Standards Annual Report and for the Mid-Year report
<b>EXHR-M10</b>	Submitted Adult Portable Bed Rail (APBR) Petition briefing package
<b>EXHR-M11</b>	Finalized Non-Animal Alternative Methods Guidance Document
<b>EXHR-M12</b>	Held stakeholder forum on test and evaluation of consumer products with artificial intelligence
<b>EXHR-M13</b>	Published report on Warning Label Comprehension and Interpretation by Consumers for Children's Sleep Environments
<b>EXHR-M14</b>	Fully implemented Integrated Team processes to improve hazard identification capabilities
<b>EXHR-M15</b>	Published technical report evaluating consumer-grade 3D-printed children's product conformance to regulatory requirements
<b>EXHR-M16</b>	Reported to Executive Director on SaferProducts.gov reports since the implementation of the new website design
<b>EXHR-M17</b>	Submitted Compressed Duster Aerosol Products Petition Briefing Package
<b>EXHR-M18</b>	Published Emerging Hazards Report
<b>EXHR-M19</b>	Reported to Commission on Investigation of Racial and Socioeconomic Safety Differences
<b>EXHR-M20</b>	Submitted Commercially Bred Dogs Petition Briefing Package to the Commission
<b>EXHR-M21</b>	Submitted Briefing Package to the Commission on the effectiveness of UL 2201 and PGMA G300 for reducing CO deaths and injuries from portable generators
<b>EXHR-M22</b>	Submitted Briefing Package to the Commission on Voluntary Standards that may meet the purposes of the Portable Fuel Containers Safety Act of 2020
<b>EXHR-M23</b>	Submitted Briefing Package to the Commission on Phthalates analysis including request for comments
<b>EXHR-M24</b>	Improved EXHR's data analytic capabilities by identifying and executing use cases for applying machine learning techniques to unstructured data (automated data classification and anomaly detection).
<b>EXHR-M25</b>	Implemented improved internal controls and related procedures based on the results of FY 2020 analyses

Control ID	FY 2022 Milestone Statement
EXHR-M26	Conducted review of SaferProducts.gov incident reporting and posting trends and submitted report to Commission
EXHR-M27	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations 180 days from the approval of the FY 2022 Operating Plan and every 90 days thereafter.

#### 4. Project Descriptions

Listed in this section are EXHR’s FY 2022 project descriptions. Resources will be obligated for FY 2022 work to be performed by the program office under each project, as described below.

##### 11179 - National Electronic Injury Surveillance System (NEISS)

This project includes activities associated with NEISS. This project provides technical statistical support to help ensure:

- Capture of quality consumer product hazard/injury incident data
- Statistically sound national injury estimates
- Publicly available incident data and annual reports of injury and hazard patterns

These estimates inform both voluntary and mandatory standards development.

NEISS is also the source of data on incidents for follow-up investigations to identify and document hazard patterns associated with selected products under CPSC’s jurisdiction. This project also includes coordination of NEISS activities that are funded by other federal agencies. A review of the NEISS hospital sample was completed in FY 2020. In FY 2021, staff analyzed the results of the review and prepared an action plan for the NEISS sample modernization, focusing on adding hospitals based on the FY 2020 analysis. In FY 2022, staff will recruit additional hospitals to execute the sample modernization plan.

##### 11282 - Mortality/Incident Data

This project includes collection of anecdotal, mortality, and incident data associated with consumer products. This project covers resources for the identification and coding of:

- Death certificates from each of the 50 states
- Reports from the national network of medical examiners/coroners

Data on deaths associated with specific products and hazards provide important information to

support hazard analysis and Office of Compliance and Field Operations (EXC) Section 15 action.

This project also provides support for collection of injury data from news clips; consumer complaints; federal, state, and local governments; fire departments; burn centers; and other sources.

This work includes efforts to use machine learning to automate the processing of and data extraction from death certificates and medical examiner/coroner reports.

##### 12165 - Investigations

This project provides resources to conduct approximately 2,000 telephone investigations. This project also encompasses on-site investigations of product-related hazards that will take place to the extent such work can proceed in the context of the COVID-19 pandemic. Because initial reports from consumer complaints, news clips, the 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 provide specific information about the products involved.

This project covers the assignment, performance, review, and disposition of investigation reports.

##### 13327 - Emerging Hazards

This project provides resources for active, systematic identification and evaluation of emerging product-related hazards. The project includes work on safety issues related to Artificial Intelligence (AI) in consumer products, including work on voluntary standards as directed by the Commission. The project leverages the Chief Technologist and Chief Analytics Officer to review

and recommend additional emerging hazards and analytic capabilities to strengthen Hazard Assessment and Reduction performance.

#### **13329 - Integrated Teams**

This project focuses on the Integrated Teams' activities to coordinate and to assign incident reports to the relevant subject matter experts (SMEs), who then determine whether follow up actions are warranted. Activities include: initial review of the assigned incident, referral as necessary to an SME for further evaluation, review by the SME and/or assignment of the incident for an in-depth investigation (IDI), product safety assessment, corrective action, standards development, and/or public safety campaign. *Risk of Harm* assessments of reports submitted to SaferProducts.gov are also included in this project. To maximize the efficiency and effectiveness of this work, in FY 2020, the CPSC conducted a pilot program that shifted the work of the Integrated Teams from coding individual incoming reports to analyzing the incident reports, focusing resources on identifying emerging patterns and trends. In FY 2021, this pilot was expanded to all the teams. In FY 2022, each team will be responsible for producing quarterly reports based on the statistical signals examined by each team and to summarize the results of other research into patterns and trends.

#### **13330 - Data Intake**

This project provides resources for the Data Intake and Injury Information branch of CPSC's Directorate for Epidemiology, excluding the Clearinghouse.

#### **13331 - Petitions, OLA Support, and Other Hazard Work**

This project provides resources for activities involving hazard-related work regarding petitions submitted by consumers and other outside parties. CPSC staff evaluates docketed petitions and provides the Commission with briefing packages that includes an initial recommendation to grant, deny, or defer the petition. This project also includes responding to requests for information from the Office of Legislative Affairs (OLA), as well as any other unforeseen hazard work. In FY 2022, staff will prepare briefing packages for the Duster

Aerosol Products petition and the Commercially Bred Dogs petition.

#### **13332 – Clearinghouse**

This project provides resources for the National Injury Information Clearinghouse.

#### **14125 - Economics Studies**

This project provides resources for specialized economic information and reports for hazard project teams, 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 task forces, as needed, and fills other one-time requests. This project provides resources for CPSC staff to develop and maintain economic models and to collect information to provide: injury cost estimates; estimates of product life and the number of products in use; general and small business impacts of CPSC actions (*e.g.*, impacts on production costs, competition); environmental impacts of CPSC actions; labeling and recall costs; and international trade statistics. The project also provides resources for maintaining economic models through periodic review to determine that the methodological approaches are current and adequate for use by CPSC staff. In FY 2022, this project will support work for rulemaking efforts, including portable generators and off-highway vehicles. Staff also will continue the study on the Quality Adjusted Life Years (QALYs).

#### **21518 - Electrical Hazards: Voluntary Standards and Codes**

This project provides resources for activities related to electrical voluntary standards and codes. Activities include:

- Improving electrical voluntary standards, including those for micromobility devices (e-scooters, hoverboards, e-bicycles)
- Pursuing expanded voluntary standards for Wearable products and IoT
- Supporting revision and implementation of the National Electrical Code (NEC)

❖ **Batteries:** In FY 2022, CPSC staff will continue to identify and review new technologies that have the potential to improve battery safety. Staff will also collaborate with stakeholders and

SDOs to enhance the safety of batteries in consumer products.

- ❖ **CO and Smoke Alarm Survey:** CPSC staff has been collaborating with public and private organizations to conduct a National In-Home Smoke and CO Alarm Survey because information from the last survey, conducted in 1992, is largely obsolete. In the initial rollout of the survey in FY 2019, the contractor experienced inadequate response rates necessitating a new survey procedure. The contractor conducted a pilot study of the new door-to-door process in the Washington, D.C. metropolitan area in early 2020 with more success. In early spring of 2021, CPSC staff and the contractor modified the survey methodology to incorporate the door-to-door introduction method and the contractor reinitiated surveying. Response rates from the new methodology are sufficient despite difficulties associated with the COVID-19 pandemic. The contractor is on track to complete, by the end of FY 2021, the survey case numbers required in the FY 2016 contract that was modified to account for the new door-to-door methodology. CPSC staff will continue to work with the contractor to implement the survey using the new door-to-door methodology, fulfilling subsequent contracts.

#### **21725 - Fire Hazards: Voluntary Codes and Standards**

This project provides resources for activities related to fire voluntary standards and codes. Activities include:

- Upholstered furniture flammability
- Candles
- Flame-jetting
- Fire loss estimate annual data update
- Fire voluntary standards
- Fireworks annual data update

#### **21726 - Fire Hazards: Rulemaking Activities**

This project provides resources for rulemaking activities related to keeping the Flammable Fabrics Act (FFA), Federal Hazardous Substances Act (FHSA), and CPSA regulations current and consistent with fire hazard program goals and industry practices. Activities for FY 2022 include:

- Review of certain 16 CFR Part 1610 (General Wearing Apparel) provisions that need updating and review of potential exemption considerations for specific fabric types such as certain fabrics containing certain types of fibers (*e.g.*, Spandex).
- Develop Briefing Package to the Commission on Voluntary Standards that may meet the purposes of the Portable Fuel Containers Safety Act of 2020.
- Review of 16 CFR Part 1632 (Mattress and Mattress Pad Flammability) provisions to address ticking substitution, testing records, and other issues stemming from the 2005 ANPR. During FY 2022, efforts will include review and assessment of related testing requirements for ticking and ticking substitution methods.

#### **22560 - Children's/Nursery Product Hazards: Voluntary Standards**

This project provides resources for CPSC staff's participation in voluntary standards activities related to hazards associated with the use of children's products. Activities covered by this project include:

- Preparation of annual toy injury report
- Research and analysis of products posing hazards primarily to children
- Collaborations with stakeholders to improve safety of children
- Development of voluntary standards for juvenile products
- Participation in voluntary standards meetings for children's products
- Preparation of an annual report that identifies and analyzes nursery product injuries and fatalities involving children younger than the age of 5 years
- Evaluation of consumer 3D printers and materials used for Additive Manufacturing, as they relate to producing children's products, such as toys and rattles, as well as evaluation of the end products related to mechanical, chemical, and flammability provisions
- Research and analysis on warning label comprehension and interpretation by consumers for infants sleep products

- Researching and updating the *Age Determination Guidelines* by incorporating additional toys not currently covered by the guidelines
- Report to the Commission the results of the magnet strength measurement research and magnet testing methodologies and corresponding assessment of the need to update the current test method

**22637 - All-Terrain Vehicles (ATVs): Rulemaking Activities**

This project provides resources consistent with the congressional direction of the CPSIA, as amended by Pub. L. No. 112-28, to complete the ATV rulemaking proceeding that began with issuance of an ANPR in 2006.

FY 2022 activity under this project will include continued technical work and collaboration with stakeholders on stability/handling, occupant protection during rollover, and fire hazards.

**22640 - Older Consumer Safety Hazards**

This project provides resources for Adult Portable Bed Rails Petition follow-on activities (collection and testing of samples to assess compliance with the voluntary standard and subsequent briefing package) and for activities related to senior safety, including ways in which the CPSC can better address the senior population risks associated with the use of consumer products. In FY 2022, staff will prepare an annual report on senior safety hazards, continue work on voluntary standards changes for Adult Portable Bed Rails, Flooring, and Bath Tubs, and, work with Office of Communications (OCM) to develop education campaigns to raise awareness of potential dangers of senior clothing fires and senior trips and falls.

**22646 - Table Saws: Rulemaking Activities**

This project provides resources for activities associated with post-NPR work, including data collection based on NEISS incidents, as appropriate, to address table saw blade-contact injuries. In FY 2022, CPSC staff will develop a final rule briefing package.

**22666 - Mechanical Hazards: Voluntary Codes and Standards**

CPSC staff will participate in activities related to the development and revision of voluntary standards for consumer products under CPSC's

jurisdiction. Among these products are ATVs, recreational head protection gear, bicycles, swimming pools, washing machines, micromobility devices (e-scooters, hoverboards, e-bicycles), market and beach umbrellas, portable amusement rides, and playground surfacing, as well as considerations for potential mechanical hazards from 3D-printed products. Additionally, staff will submit an annual off-highway vehicle (OHV) death and injury data update report, with data on OHV deaths, by state; relative risk of death, by year; injuries distributed, by year; and age grouping and additional information on other OHV incidents.

**22667- Mechanical Hazards: Rulemaking Activities (General Use Products)**

This project is for developing regulations to reduce deaths and injuries from mechanical hazards associated with products not specifically intended for children.

In FY 2022, staff will submit an NPR Briefing Package for Off-Highway Vehicle Debris Penetration and FR Briefing Packages for Clothing Storage Unit tip-over resistance and for Window Coverings.

**22727 - Children's/Nursery Product Hazards: Rulemaking Activities**

Staff conducts rulemaking activities to address hazards to children using CPSA Section 7 and 9 authorities, as well as Section 104 of the CPSIA, the Danny Keysar Child Product Safety Notification Act.

This project includes ongoing work in accordance with Pub. L. No. 112-18 to update existing rules when the voluntary standard organization notifies the CPSC of a new standard. The project includes rulemaking initiatives, such as developing an FR Briefing Package for magnet sets.

**23258 - Chemical Hazards: Voluntary Standards**

This project provides resources for active participation in voluntary standards activities related to spray polyurethane foam insulation and indoor air quality.

This project also includes work on:

- Playground surfaces manufactured from recycled rubber
- Non-Animal Alternative Methods
- Other chemical hazards

- Interagency coordination

**23259 - Chemical Hazards: Rulemaking Activities**

This project provides resources for rulemaking activities relating to organohalogen flame retardants (OFRs) and Poison Prevention Packaging Act (PPPA).

❖ **OFRs:** In response to Petition HP15-1, the Commission voted to grant the petition to ban the use of additive, non-polymeric OFRs in certain children’s products, residential upholstered furniture, mattresses and mattress pads, and the plastic casings of electronic devices. In FY 2019, staff received a scoping and feasibility study of OFRs from the National Academies of Sciences, Engineering, and Medicine (NASEM). The NASEM study provided a plan for identifying and applying accepted scientific methods for assessing the toxicity of OFRs as subclasses, to be used by the CPSC in its rulemaking efforts. The NASEM identified 14 OFR subclasses that would need to be evaluated separately.

- In FY 2020, staff evaluated the NAS study, and developed proposals for methods to collect and analyze data and other information to perform risk assessment.
- In FY 2021, staff began to implement the NAS plan to assess the potential risks of the OFR subclasses. Staff began literature screening on all 14 subclasses and formed a partnership with NIEHS/DNTP<sup>3</sup> for collaboration on hazard identifications.
- In FY 2022, staff will complete literature screening on 14 OFR subclasses, begin drafting scope documents, and begin work on exposure assessment.

❖ **PPPA:** The purpose of the Poison Prevention Packaging Act (PPPA) project is to reduce pediatric injuries and deaths associated with exposure to drugs and other household chemicals. It includes ongoing monitoring of pediatric poisoning data to determine whether any need exists for child resistant packaging; the preparation of annual report on unintentional pediatric poisoning injuries and

fatalities; and interagency work in the area of poison prevention.

❖ **Battery Ingestion:** This activity focuses on the risk of battery ingestion by children. In FY 2022, staff will prepare an NPR recommending requirements for batteries and devices using these batteries.

❖ **Phthalates:** The purpose of this activity is to comply with the decision of the U.S. Court of Appeals for the Fifth Circuit regarding the phthalates Final Rule of 2018. In FY 2022, staff will send a briefing package to the Commission with a draft FR notice requesting comments on the staff’s analysis of biomonitoring data in the Final Rule and publish an economic analysis with a *Request for Comment*.

**23335 - Combustion (Carbon Monoxide) Hazards: Voluntary Standards Activities**

This project provides resources for staff’s active participation in voluntary standards to reduce deaths and injuries associated with carbon monoxide (CO) poisonings and other combustion hazards through:

- Research on CO death estimates for all combustion products
- Determination of CO fatalities associated with engine-driven tools and portable generator use
- CO voluntary standards support, including portable generator voluntary standard development
- Gas appliances (CO sensors) research
- Collaboration with voluntary standards organizations to address fire hazards in off-road vehicles (ROVs, ATVs, and Utility Task Vehicles [UTVs])

In FY 2022, CPSC staff will provide a briefing package on estimate the effectiveness of requirements for CO safety shutdown systems in voluntary standards for portable generators. Staff also will share additional data on CO sensor accelerated life testing (ALT) and CO sensor technology use in other countries with the ANSI Z21/83 Technical Committee to support the

<sup>3</sup> The Division of the National Toxicology Program (DNTP) is an intramural division at the National Institute of the Environmental

Health Sciences (NIEHS).

development of voluntary standards for addressing CO hazards from gas appliances.

**23336 - Combustion (Carbon Monoxide) Hazards: Rulemaking Activities**

This project provides resources for addressing the hazards of CO poisoning associated with portable generators. In FY 2022, CPSC staff will continue to execute the simulation and analysis plan in partnership with the National Institute of Standards and Technology (NIST) to evaluate the adequacy of the voluntary standards for portable generators. Staff will submit a briefing package to the Commission on the effectiveness of voluntary standards requirements in reducing CO deaths and injuries from portable generators based on the findings from NIST simulations. In FY 2022, staff will begin to assess compliance to the voluntary standard, and results will be reported in FY 2023. For gas appliances (CO sensors), CPSC staff will conduct data analysis and technical review.

**23704 - Nanotechnology**

The purpose of this project and its associated activities is to advance voluntary standards work through the development of methods to characterize and quantify the release of nanomaterials from consumer products. In addition, activities focus on determining potential consumer exposures to, or the health effects of, exposure to nanomaterials during consumer use.

In FY 2022, CPSC staff will continue reviewing reports and publications from CPSC-funded nanotechnology research and working with other federal agencies under the National Nanotechnology Initiative (NNI).

Research activities will include: (1) continuing the collaborations to characterize the use/release of nanomaterials during the lifecycle of additive manufacturing (AM) systems; (2) a risk assessment of silver nanoparticles; (3) development of a U.S. federal interagency harmonized nanotechnology toxicology database; (4) development of an ISO voluntary standard for characterizing and quantifying the release of nanomaterials from wood products; and (5) production of a white paper that provides a risk management framework for assessing the safety of products, including evaluations unique to nanoscale properties of materials.

**24013 - Laboratory Equipment and Operations Support**

This project provides resources required for safe and efficient operation of CPSC laboratories within the National Product Testing and Evaluation Center (NPTEC) and supporting test equipment and instrumentation deployed to CPSC's Field staff and Import Surveillance staff throughout the United States. This includes staff time and resources for upgrading and purchasing new equipment, and replacement of testing and lab support equipment that is nearing the end of its useful life cycle. Resources are also used for the calibration and maintenance of equipment/test instruments, services and equipment for hazardous waste management, operational safety and compliance with applicable environmental and occupational safety and health requirements, support for facility maintenance and modifications to address new equipment and/or testing capabilities, materials associated with the construction of test fixtures, and consumables and supplies to support sample and product testing for ongoing programs and projects under EXHR, EXC, OCM, and Office of Import Surveillance (EXIS).

**24505 - EXHR Project Support**

This project provides resources to support EXHR activities or needs, which may include outside experts, peer review of technical reports, specialized testing, test equipment, supplies, and samples.

**25720 - Regulatory Management**

This project provides resources for activities related to CPSC rulemakings and includes activities such as:

- Paperwork Reduction Act (PRA) support
- eFiling of Certificates support
- HAR legal/Regulatory Flexibility Act (RFA) support

**25723 - Lab Accreditation (CPSIA § 102)**

In FY 2022, staff will continue the following activities:

- Administer the requirements for accreditation of third party conformity assessment bodies to assess conformity with a children's product safety rule
- Manage the application review process and the periodic audit of third party conformity

assessment bodies as a condition for continuing accreditation by the CPSC

This project also includes developing certification requirements for certain durable infant and toddler products and/or other children’s products, as directed by the Commission.

**25727 - Burden Reduction**

This project provides funding for ongoing efforts toward potentially meaningful reduction of third party testing costs of children’s products, among other things, consistent with ensuring statutory compliance.

In FY 2022, CPSC staff will continue to explore recommendations for potential determinations on testing exemptions for spandex fibers for Commission consideration.

**25777 - EXHR Leadership and Administration**

This project provides resources for EXHR directorate leadership, travel, transportation, printing, and purchases of supplies to support EXHR operation. This includes efforts to review and refine internal controls across EXHR lines of operation.

**31000-33000 – Compliance Support Activities – Regulated and Defect Investigations**

In coordination with EXC, under this series, EXHR provides staff time and resources for lab operations to support ongoing EXC programs related to regulated product testing and defect investigations. This includes resources for testing for chemical, children’s toys, children’s products, fire, combustion, electrical, and mechanical hazards of both regulated products and products not directly tied to a specific CPSC product regulation.

**34351/34352 - Import Activities: Regulated/ Defects**

In coordination with EXIS, EXHR provides program support and resources for lab operations, including the routine testing of import samples; training EXIS staff on conducting product screening, using template kits and portable analytical devices; and managing/coordinating procurement, delivery, user training, and repairs of x-ray fluorescence (XRF) and Fourier-Transform Infrared (FTIR) spectroscopy devices used for high-volume screening at the ports.

**5. Summary of Key Performance Measures**

Note: Key Measures are reported externally in the agency’s *Request* and year-end reports.

Control ID	Key Performance Measure Statement	FY 2022 Target
2022KM2.1.02	Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	12
2022KM2.1.03	Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	90%
2022KM2.2.01	Number of voluntary standards activities in which CPSC actively participates	83
2022KM2.2.02	Number of candidates for rulemaking prepared for Commission consideration	8

## 6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2022 Target
2022OP01	Percentage of National Electronic Injury Surveillance System (NEISS) member hospitals evaluated at least once a year	98%
2022OP03	Number of incident reports collected from medical examiners and coroners	2,500
2022OP04	Number of incident reports obtained from news clips	6,000
2022OP05	Percentage of incident report verification requests mailed - either email or postal mail - within 2 business days	95%
2022OP06	Percentage of reports from eligible sources for which clerical coding is completed within 1 business day following receipt	95%
2022OP07	Percentage of notifications sent to manufacturers named in all reports eligible for the public database within 5 business days of eligibility determination	95%
2022OP08	Percentage of cases in which staff reviews or refers comments and claims from manufacturers, importers, and private labelers within 1 business day	95%
2022OP09	Percentage of business registration requests for www.SaferProducts.gov processed within 2 business days	85%
2022OP10	Percentage of headquarters telephone investigations of NEISS cases completed in fewer than 45 business days	98%
2022OP11	Percentage of completed product investigation reports provided to manufacturers within 50 business days of receiving the report	75%
2022OP12	Percentage of supporting statements for Paperwork Reduction Act (PRA) renewals submitted to the Office of the General Counsel (OGC) no less than 4 months before OMB control number expiration date	85%
2022OP15	Number of voluntary standards activities, in which CPSC staff participated, that result in a revised standard that reduces the risk of injury associated with products covered by the standard	10
2022OP18	Percentage of Section 15 Product Safety Assessment requests that are completed within the Hazard Level Completion time assigned	90%
2022OP19	Percentage of priority import regulated samples (excluding fireworks) tested within 30 days of collection	85%
2022OP20	Percentage of import and domestic fireworks samples tested within 60 days of collection	90%
2022OP21	Percentage of all domestic and non-priority import regulated product samples (excluding fireworks) that are tested within 60 days of receipt at NPTEC	85%
2022OP22	Number of work-related injuries and illnesses per 100 NPTEC employees in a year (incident rate)	4
2022OP101	Percentage of independent third party laboratory application requests completed within 45 days	90%
2022OP104	Number of Integrated Product Team analytic reports based on incident reporting and advance analytics	18

## 7. Voluntary Standards Summary

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**Definition:** A voluntary standard is a set of requirements arrived at a consensus process among a variety of stakeholders, including industry, consumer groups, and other interested parties.

**CPSC's Statutory Requirement:** In many cases, the CPSC's statutory authority requires the agency to rely on voluntary standards, rather than promulgate mandatory regulations, if compliance with a voluntary standard would eliminate or adequately reduce the risk of injury identified, and it is likely that there will be substantial compliance with the voluntary standard.

**Voluntary Standards Process & CPSC Participation:** 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 1 year, or over multiple years; and staff participation may continue in subsequent years, depending on the activities of the voluntary standards committees and priorities of the Commission.

**FY 2022 Activities:** CPSC staff participates actively in voluntary standards activities for identified products listed in the table on the pages to follow. Active participation extends beyond attendance at meetings and may include, among other activities, providing injury data and hazard analyses; encouraging development or revision of voluntary standards; 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.

Key to Table	
•	Denotes active participation in related voluntary standards activities

**Voluntary Standards Summary Table**

Product		FY 2022 Request	FY 2022 Op Plan
<b>Voluntary Standards Activities Related to Existing CPSC Regulations</b>			
1	ATVs (All-Terrain Vehicles)	•	•
2	Bassinets/Cradles	•	•
3	Bedside Sleepers	•	•
4	Bicycles	•	•
5	Booster Seats	•	•
6	Carriages and Strollers	•	•
7	Changing Products	•	•
8	Chemical Test Methods	•	•
9	Child-Resistant Packages	•	•
10	Children’s Folding Chairs and Stools	•	•
11	Commercial Cribs	•	•
12	Fireworks	•	•
13	Frame Child Carriers	•	•
14	Full-Size Cribs	•	•
15	Gasoline Containers, Child Resistance	•	•
16	Gates and Expandable Enclosures	•	•
17	Handheld Infant Carriers	•	•
18	High Chairs	•	•
19	Infant Bath Seats	•	•
20	Infant Bath Tubs	•	•
21	Infant Bouncer Seats	•	•
22	Infant Swings	•	•
23	Infant Walkers	•	•
24	Non-Full-Size Cribs and Play Yards	•	•
25	Portable Bed Rails (Children’s)	•	•
26	Portable Hook-on Chairs	•	•
27	Sling Carriers (Infant and Toddler)	•	•
28	Soft Infant and Toddler Carriers	•	•
29	Stationary Activity Centers	•	•
30	Swimming Pools/Spas Drain Entrapment	•	•
31	Swimming Pools/Spas Safety Vacuum Relief System	•	•
32	Toddler Beds	•	•
33	Toys	•	•
<b>Voluntary Standards Activities Related to Petitions</b>			
34	Adult Portable Bed Rails	•	•
35	Candles and Candle Accessories	•	•
36	Flooring (Slips, Trips, and Falls)	•	•
37	Magnet Sets	•	•
38	Torch Fuel and Lamp Oil	•	•
39	Clothing Storage Units Tip-overs	•	•
40	Crib Bumpers (Infant Bedding)	•	•
41	Crib Mattresses (include Supplemental and Aftermarket Mattresses)	•	•
42	Fire Safety of Portable Fuel Containers and Gasoline Cans	•	•
43	Gas Appliances – CO Sensors	•	•
44	Infant Sleep Products	•	•
45	Portable Generators	•	•
46	Recreational Off-Highway Vehicles (ROVs)	•	•
47	Table Saws	•	•

Hazard Identification Operating Plan Details – Duane Boniface, AED

Product		FY 2022 Request	FY 2022 Op Plan
48	Upholstered Furniture	•	•
49	Window Coverings	•	•
<b>Other Planned Voluntary Standards Activities</b>			
50	Additive Manufacturing/3D Printing	•	•
51	Amusement Rides, Trampoline Parks, and Adventure Attractions	•	•
52	Artificial Intelligence (AI)	•	•
53	Bath Tubs (Adult)	•	•
54	Batteries, Fire (High-Energy Density)	•	•
55	Batteries, Ingestion (Button)	•	•
56	Building Codes	•	•
57	Carbon Monoxide (CO) Alarms	•	•
58	Clothes Dryers	•	
59	Electric Heaters	•	•
60	Flammable Refrigerants	•	•
61	Gas Ranges	•	•
62	Indoor Air Quality	•	•
63	Internet of Things (IoT) / Connected Products	•	•
64	Liquid Laundry Packets	•	•
65	LP Gas Appliances	•	•
66	Market Umbrellas / Beach Umbrellas		•
67	Mowers	•	•
68	Nanotechnology	•	•
69	National Electrical Code	•	•
70	Infant Support Pillows and Nursing Support Products		•
71	Playground Equipment (Home)	•	•
72	Playground Equipment (Public)	•	•
73	Playground Surfacing	•	•
74	Pools, Portable Unprotected (Child Drowning)	•	•
75	Pressure Cookers	•	•
76	SCIEE Robots		•
77	Self-balancing Scooters and Light Electric Vehicles / Micromobility Devices	•	•
78	Smoke Alarms	•	•
79	Sports/Recreational Head Gear/Helmets and Sensors	•	•
80	Tents	•	•
81	Treadmills	•	•
82	Warnings and Instructions		•
83	Washing Machines	•	•
84	Wearables	•	•
<b>Grand Total</b>		<b>80</b>	<b>83</b>

## 8. Mandatory Standards Summary

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*Definition:* Mandatory regulations, established by statute or promulgated by the Commission, set forth requirements for consumer products. The requirements typically take the form of performance requirements that consumer products must meet, or warnings they must display, to be imported, distributed, or sold in the United States.

*CPSC’s Statutory Requirement:* When CPSC can make the required statutory determinations, the agency may establish mandatory regulations. The Commission may also ban a hazardous product when it determines that no feasible mandatory standard would adequately protect the public from an unreasonable risk of injury.

**FY 2022 Activities:** CPSC staff plans to work on the projects listed in the table on the next page. 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 activities supporting ongoing or potential future rulemaking activities.

Key to Table	
The terms ANPR, NPR, FR, or DFR indicate that a briefing package with a draft ANPR, draft NPR, draft FR, or draft DFR was or will be submitted to the Commission. It does not indicate the final action of the Commission.	
<b>ANPR</b>	Advance Notice of Proposed Rulemaking
<b>NPR</b>	Notice of Proposed Rulemaking
<b>FR</b>	Final Rule
<b>DFR</b>	Direct Final Rule
<b>BP</b>	Briefing Package
<b>DA/TR</b>	Data Analysis and/or Technical Review

**Mandatory Standards Summary Table**

Items by Major Categories		FY 2022 Request	FY 2022 Op Plan
<b>CPSIA, as amended by Pub. L. No. 112-28, and including Section 104 of the CPSIA</b>			
	ATVs (All-Terrain Vehicles) – Other	DA/TR	DA/TR
<b>Rule Review</b>			
	General Wearing Apparel 16 CFR Part 1610 Rule Amendments	NPR	NPR
	Lead	DA/TR	DA/TR
	Mattress 16 CFR 1632, ANPR Follow-up Rule Review (Ticking Substitution, Recordkeeping)	DA/TR	DA/TR
	Rule Review of 16 CFR Parts 1107 and 1109	DA/TR	
<b>Petitions</b>			
	Adult Portable Bed Rails Petition	BP	BP
	Aerosol Duster Petition		BP
	Commercially Bred Dogs Campylobacter Infection Warning Petition		BP
	PPPA Exemption Petition		FR
<b>Other Ongoing or Potential Rulemaking-Related Activities</b>			
	Battery Ingestion		NPR
	Clothing Storage Units Tip-Over	FR	FR*
	Furnaces (CO Hazards)	NPR	DA/TR
	Magnet Sets	FR	FR*
	Off-Highway Vehicle (OHV) Debris Penetration Hazards	DA/TR	NPR
	Off-Highway Vehicle (OHV) Fire Hazards		DA/TR
	Organohalogens Petition	DA/TR	DA/TR
	Phthalates Additional Analysis		BP
	Portable Fuel Container Safety Act	BP	BP
	Portable Generators	DA/TR	BP
	Table Saws		FR
	Window Coverings	FR	FR*
<b>Number of candidates for rulemaking (ANPR, NPR, FR, and DFR)</b>		<b>5</b>	<b>8</b>

\*CPSC staff has submitted/expects to submit Briefing Packages for the following rulemaking activities for Commission consideration in FY 2021— Clothing Storage Units – NPR; Magnet Sets – NPR; and Window Coverings – NPR. Depending on Commission action for those activities in FY 2021, FR Briefing Packages for those activities are expected to be submitted in FY 2022.

## 9. Epidemiological Reports Table

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**Definition:** Hazard characterization reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards.

**FY 2022 Activities:** CPSC staff plans to work on the reports listed in the table below. This work will involve analysis of incident data to characterize risk to inform a range of CPSC projects and initiatives. Draft reports for each of the following will be submitted into Assistant Executive Director (AED) clearance in FY 2022:

Report
Carbon Monoxide Fatalities Report
Annual Residential Fire Loss Report
Annual Pool Drowning to Children under 5 Report
Micromobility Products Report
Annual Fireworks Report
Generators and Engine Driven Tools – CO Incident Summary Report
Annual Toy Report
Senior Safety Report
Tip-over Injuries and Fatalities
Annual Nursery Product Report
Off-Road Vehicle Report (includes ATVs, ROVs, and UTVs)
PPPA Injury and Fatality

## Office of Compliance and Field Operations (EXC) Robert Kaye, Assistant Executive Director (AED)

### 1. Resource Summary

	FY 2022 Operating Plan	
	Budget (in thousands)	FTE
Compliance – HQ	\$ 425	69
Compliance – Field	\$ 1,843	99
<b>Total</b>	<b>\$ 2,268</b>	<b>168</b>

### 2. Overview and Priority Activities

The Office of Compliance and Field Operations (EXC) is a co-Goal Leader for Strategic Goal 3 (Response) and is responsible for conducting product surveillance, as well as enforcing applicable laws and rules to ensure that hazardous products are removed from commerce. EXC field investigators, Compliance officers, and attorneys work with the agency's technical experts to identify and evaluate potentially hazardous products. If EXC determines that a product violates a mandatory standard or presents a substantial product hazard, it seeks voluntary corrective action from firms to protect consumers and remove the product from the marketplace, and if necessary, pursues mandatory recalls through litigation. EXC also enforces firms' compliance with mandatory reporting requirements, including through civil penalty enforcement. EXC plays a role in educating companies to help inform stakeholders of product safety requirements. EXC also supports ongoing regulatory compliance activities, including through data analysis, investigations, and by assessing compliance with new regulations.

EXC's work is accomplished by:

- A headquarters team that enforces applicable laws and rules and works cooperatively with firms to develop corrective action plans to recall consumer products, and prevent them from entering the United States through ports of entry;
- Field investigators located across the United States who conduct in-depth investigations (IDI) on product safety hazards and incidents; and
- A state and local programs team that coordinates with a network of state and local officials to help monitor recall performance, conduct public pool inspections, distribute safety materials, and educate consumers on product safety.

#### FY 2022 Priority Activities:

- Continue to allocate resources to provide training and implement workflow processes within EXC's Enforcement and Litigation Division (CEL), including furtherance of administrative litigation matters initiated by the Commission (Milestone EXC-M06)
- The eCommerce, Surveillance, Analysis, Field & Enforcement (eSAFE) Team (formerly Internet Surveillance Unit [ISU]) to identify via eCommerce regulatory violations or product defects for follow-up investigation (Milestone EXC-M07)
- Develop two additional internal regulatory enforcement guides (Milestone EXC-M01)
- Support EXIT's multiyear project to modernize EXC's case management systems for regulated, unregulated, and field work (Milestone EXC-M02)

## Compliance Operating Plan Details – Robert Kaye, AED

- Complete and implement a new, user-friendly online Fast-Track reporting portal to improve the user experience and ensure the agency receives necessary and consistent information at the outset (Milestone EXC-M03)
- Working with EXIS and EXHR, identify high-risk FY 2022 holiday seasonal products and their manufacturers, importers, and retail or online sellers (Milestone EXC-M05)
- Assess industry compliance with safety standards for gates and enclosures, upholstered furniture, soft infant/toddler carriers and sling carriers, and youth and adult ATVs (Milestone EXC-M08)
- Conduct two safety outreach initiatives targeting underserved consumers to enhance consumer product safety in the communities and to promote equity (Milestone EXC-M04)
- Hire staff and realign resources to support enforcement focused on violative products (Milestone EXC-M09)
- Draft and transmit to the Commission for consideration and approval a plan to reconstitute a children’s product defect team within the Office of Compliance (Milestone EXC-M10)
- Enforce the Child Nicotine Poisoning Prevention Act, including removal of noncompliant liquid nicotine containers from commerce (Milestone EXC-M11)

### 3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2022 Milestone Statement
<b>EXC-M01</b>	Developed two additional internal regulatory enforcement guides
<b>EXC-M02</b>	Supported multiyear modernization of case management systems for all portions of Compliance.
<b>EXC-M03</b>	Finalized and implemented new, user-friendly online Fast-Track reporting system
<b>EXC-M04</b>	EXC and OCM conducted two safety education outreach initiatives in cooperation with State and local officials targeting underserved consumers to enhance consumer product safety for communities and promote equity
<b>EXC-M05</b>	EXC and EXIS, with input from EXHR, developed a list of high-risk FY 2022 holiday season products, along with their associated manufacturers, importers, and retail or online sellers
<b>EXC-M06</b>	Continued to allocate resources to provide five trainings and implemented workflow processes within CEL, including supporting administrative litigation matters initiated by the Commission
<b>EXC-M07</b>	eSAFE Team identified products with possible regulatory violations or product defects for potential investigation
<b>EXC-M08</b>	Assessed industry compliance with safety standards for gates and enclosures, upholstered furniture, soft infant/toddler carriers and sling carriers, and youth and adult ATVs
<b>EXC-M09</b>	Realigned existing resources and conducted hiring actions for up to 4 additional FTEs to support enforcement focus on violative products
<b>EXC-M10</b>	Drafted and transmitted to the Commission for consideration and approval a plan to reconstitute a children’s product defect team within the Office of Compliance
<b>EXC-M11</b>	Enforced the Child Nicotine Poisoning Prevention Act, including removal of noncompliant liquid nicotine containers from commerce
<b>EXC-M12</b>	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations 180 days from the approval of the FY 2022 Operating Plan and every 90 days thereafter.

#### 4. Project Descriptions

Listed in this section are EXC's FY 2022 project descriptions. Resources will be obligated for FY 2022 work to be performed by the program office under each project, as described below.

##### **31100 - Fire Hazards**

This project provides resources for compliance enforcement and remediation activities to address risks to consumers from fire hazards associated with consumer products.

##### **31102 - Fire Hazards: Non-regulated**

This project provides resources for evaluating and analyzing epidemiology data to determine if there is a pattern of defect to warrant opening a case; conducting investigations of hazards, including evaluation of technical reports and in-depth field investigations; and executing consumer product recalls.

##### **31103 - Fire Hazards: Regulated**

This project provides resources for monitoring compliance with mandatory standards for products that the CPSC regulates. Additionally, the project provides resources for determining potential products of focus for the annual investigative program agenda.

##### **31163 – Fireworks: Regulated**

This project provides resources for compliance enforcement and remediation activities to stop the sale of fireworks that fail to comply with applicable FHSA requirements.

##### **31183 – Lighters: Regulated**

This project provides resources for compliance enforcement and remediation activities to stop the sale of cigarette lighters and multipurpose lighters that fail to comply with applicable CPSA and FHSA requirements.

##### **31600 - Electrocution Hazards**

This project provides resources for compliance enforcement and remediation activities that address defective products that present risks of electrocution.

##### **31602 - Electrocution Hazards: Non-Regulated**

This project provides resources for electrocution hazards associated with products not covered by mandatory regulations or standards that may involve a substantial product hazard.

##### **31603 - Electrocution Hazards: Regulated**

This project provides resources for electrocution hazards associated with products covered by mandatory regulations or standards.

##### **32200 - Mechanical Hazards to Children**

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 (excludes drowning).

##### **32202 - Mechanical Hazards to Children: Non-Regulated**

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 (excludes head injuries).

##### **32203 - Mechanical Hazards to Children: Regulated**

This project provides resources for compliance activities to address mechanical hazards to children associated with household products covered by mandatory regulations or standards (excludes drowning).

##### **32223 - Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub. L. No. 110-140)**

This project provides resources for compliance and remediation and state and local educational activities to address risks of drowning and entrapment hazards in pools and spas.

##### **32253 - All-Terrain Vehicles (ATVs) (CPSIA § 232): Compliance Enforcement**

This project provides resources for monitoring compliance with mandatory standards for ATVs. Additionally, the project provides resources for processing applications for ATV Action Plans, and the monitoring of compliance with Commission-approved ATV Action Plans.

In FY 2022, the CPSC will continue developing a database to store information on ATV Action Plan holders. This will enhance the agency's

enforcement of ATV regulations by streamlining the process of monitoring the ATV Action Plan holders.

**32272 - Substantial Product Hazard List and Destruction of Noncompliant Imported Products (CPSIA § 223): Section 15(j) Generic Defect Rules**

This project provides resources for compliance enforcement and remediation activities to monitor and assess products subject to a 15(j) determination. Section 15 (15 U.S.C. § 223).

**32277 - EXC Leadership and Administration**

This project provides resources for EXC leadership and management travel, transportation, printing, and purchases of supplies, samples, and equipment to support EXC operations.

**32400 - Mechanical Hazards**

This project provides resources for compliance enforcement and remediation activities to address risks to consumers from mechanical hazards. The project encompasses sports and recreational equipment, household goods, residential elevators, and power equipment.

**32402 - Mechanical Hazards: Non-Regulated**

This project provides resources for compliance activities to address mechanical hazards not covered by mandatory regulations or standards which may involve a substantial product hazard.

**32403 - Mechanical Hazards: Regulated**

This project provides resources to address mechanical hazards covered by mandatory regulations or standards.

**33700 - Chemical Hazards**

This project provides resources for compliance enforcement and remediation activities to address risks to consumers from chemical hazards. Areas covered include FHSA labeling enforcement, lead hazards not addressed under the CPSIA, art materials, and emerging chemical hazard investigation.

**33702 - Chemical Hazards: Non-Regulated**

This project provides resources to address chemical hazards not covered by mandatory regulations or standards that may involve a substantial product hazard.

**33703 - Chemical Hazards: Regulated**

This project provides resources for conducting inspections, reviewing inspection reports, following up on trade complaints, and providing advice and guidance to the industry on complying with the precautionary labeling requirements under the FHSA.

**33777 – Compliance Field Investigation (CFI) Leadership and Administration**

This project provides resources for CFI leadership and management travel to conduct investigations of incidents, training, printing, and purchases of supplies, samples, equipment, and other administrative costs to support CFI operations.

**34301 - State/Local Programs**

States work cooperatively with the CPSC to deliver services to consumers at little cost to the federal government, in accordance with Section 29 of the CPSA. This project provides resources for activities conducted with state and local governments under contract, which include recall effectiveness checks, inspections, education, and outreach activities to support CPSC priorities and expand the reach of the CPSC nationwide.

**34381 - Internet Surveillance Program Support**

This project provides resources for activities by the eSAFE Team (formerly known as Internet Surveillance Unit [ISU]) to conduct undercover Internet surveillance and monitoring of products sold online to consumers via the Internet that have been recalled or that may otherwise violate a Commission rule or standard. Tasks include conducting Internet surveillance to review products sold by various retailers, manufacturers, importers online, and/or third-party platform providers, and following up on consumer/trade complaints. In FY 2022, the CPSC will augment staffing and other resources to address the increase in eCommerce-related compliance activities.

**34382 – Fast-Track Program**

This project provides resources for activities related to the Fast-Track Recall Program. The Fast-Track Program promotes quicker recalls and more effective use of staff resources by incentivizing firms to take corrective action and recall the product instead of investigating the defect.

In FY 2022, with stakeholder input, the agency will implement a new online portal to improve the user experience for businesses or other stakeholders in reporting and submitting Fast-Track recall cases.

**34789 – Recall Effectiveness**

This project provides resources to evaluate means for increasing effectiveness of product safety recalls at the consumer level.

**34792 – Business Process Review (BPR)**

This project provides resources to review our business processes for a full rebuild of the Integrated Field System (IFS), which is CPSC’s database system that contains information about field activities, regulated products compliance, and recalls. This includes a review of regulatory case files, the defect case management system, sample assignment and retention, export notification procedures, and testing results of samples. In FY 2022, EXC will support EXIT’s multiyear project to

modernize EXC’s case management systems for regulated, unregulated, and field work.

**34351/34352 - Import Activities: Regulated/ Defects**

In coordination with EXIS, EXC provides technical review of hazards identified at ports of entry and negotiates Corrective Action Plans (CAPs) with firms on products that have a violation at time of import. The Field currently monitors ports of entry where EXIS teams do not have a full-time presence; these are ports that have a lower volume of imported goods under CPSC’s jurisdiction.

**52679 – Prohibited Acts (CPSA §§ 19 and 20)**

This project provides resources to review cases for potential civil and criminal penalties based on firms’ commission of prohibited acts set forth in CPSA, FHSA, and FFA and other statutes administered by the CPSC.

**5. Summary of Key Performance Measures**

Note: Key Measures are reported externally in the agency’s *Request* and year-end reports.

Control ID	Key Performance Measure Statement	FY 2022 Target
2022KM3.1.01	Percentage of cases for which a preliminary determination is made within 85 business days of the case opening (Hazard Priorities A, B, and C)	70%
2022KM3.1.02	Percentage of cases for which a compliance determination of a regulatory violation is made within 35 business days of sample collection (excludes fireworks)	85%
2022KM3.1.03	Percentage of fireworks cases for which a compliance determination of a regulatory violation is made within 70 business days of sample collection	85%
2022KM3.2.02	Percentage of cases for which a firm is notified of a regulatory violation within 40 business days from sample collection (excludes fireworks)	85%
2022KM3.2.03	Percentage of Fast-Track cases with corrective actions initiated within 20 business days of the case opening	90%
2022KM3.2.05	Percentage of fireworks cases for which a firm is notified of a regulatory violation within 75 business days from sample collection	85%
2022KM3.2.06	Percentage of cases for which a corrective action plan (CAP) is accepted or public notice of hazard is issued within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)	60%
2022KM3.3.01	Recall effectiveness rate for all consumer product recalls	25%

## 6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2022 Target
<b>2022OP23</b>	Percentage of non-HAZMAT samples collected for evaluation that are shipped within 5 business days of collection	85%
<b>2022OP24</b>	Percentage of field investigations for Compliance completed in fewer than 45 business days	95%
<b>2022OP27</b>	Percentage of cases where a Full Report request is initiated within 5 business days of case opening	90%
<b>2022OP28</b>	Percentage of cases for which a firm is first notified of a regulatory violation within 30 business days from compliance determination of a violation	90%
<b>2022OP29</b>	Percentage of recall effectiveness checks assigned within 10 business days of CAP acceptance	85%
<b>2022OP105</b>	Percentage of recalls in which the firm agrees to use social media to communicate a recall	70%
<b>2022OP107</b>	Percentage of correction action plans (CAPs) in cases with a Preliminary Determination (Hazard Priorities A, B, and C), including direct notice to known consumers and a request for direct notice and follow-up with distributors and retailers	90%

**Office of Import Surveillance (EXIS)**  
**James Joholske, Assistant Executive Director (AED)**

**1. Resource Summary**

	FY 2022 Operating Plan	
	Budget (in thousands)	FTE
Import Surveillance <sup>4</sup>	\$ 2,369	59
<b>Annual Appropriation Subtotal</b>	<b>\$ 2,369</b>	<b>59</b>
Procure eCommerce Equipment [ARPA]	\$ 300	
Additional Port Inspectors at High-volume Ports [ARPA] (includes \$1.7 million for Salaries and Benefits)	\$ 1,900	10
<b>ARPA Subtotal</b>	<b>\$ 2,200</b>	<b>10</b>
<b>Total</b>	<b>\$ 4,569</b>	<b>69</b>

**2. Overview and Priority Activities**

The Office of Import Surveillance (EXIS) is a co-Goal Leader for Strategic Goal 2 (Prevention) and is responsible for coordinating with the U.S. Department of Homeland Security’s (DHS) U.S. Customs and Border Protection (CBP) to prevent violative or hazardous products from entering the United States. EXIS co-locates investigators at select high-volume ports of entry to work side-by-side with CBP to identify and interdict shipments that are at high risk of not complying with CPSC requirements. The CPSC also collaborates with CBP at the Commercial Targeting and Analysis Center (CTAC) to implement national operations designed to coordinate and optimize the federal government’s response to product risk at importation.

The CPSC uses the Risk Assessment Methodology (RAM) system to identify products imported into the United States that are most likely to violate consumer product safety statutes and regulations. Since 2008, nearly four out of five product recalls in the United States have involved an imported product. When product imports do not comply with federal or consensus safety standards, they pose health and safety risks to American consumers. The RAM system helps to target and identify consumer products that pose a risk prior to importation.

**FY 2022 Priority Activities:**

- Implement the requirements of the ARPA by expanding CPSC’s work to interdict high-risk eCommerce shipments by co-locating EXIS investigators at additional ports of entry, building upon the establishment of the eCommerce team in FY 2021 (Milestone EXIS-M03, Milestone EXIS-M09) [ARPA]
- Coordinate with other CPSC offices regarding eCommerce, focusing on possible data sources, to risk-assess large volumes of small shipments, staffing requirements to support exams of eCommerce shipments at their corresponding ports of entry, and potential partnership opportunities with the trade and other government entities to facilitate eCommerce enforcement (Milestone EXIS-M05)
- Identify and examine potentially noncompliant consumer products, including counterfeit products that also pose a safety risk, through maximization of port presence. (Milestone EXIS-M02, Milestone EXIS-M04)
- Provide training to the import community on CPSC’s requirements through participation in trade events (Milestone EXIS-M01)
- Conduct individual education outreach to importers after their first violation of a CPSC requirement in an effort to avoid future violation (Operating Measure 2021OP32)
- Train partner federal agencies on CPSC’s requirements and priorities to maximize collaboration on enforcement at ports of entry (Operating Measure 2021OP33)

<sup>4</sup> Funding for the information technology (IT) elements of the eCommerce assessment and the Import Surveillance Risk Assessment Methodology (RAM) targeting system is included in the Office of Information and Technology Services’ (EXIT) budget.

## Import Surveillance Operating Plan Details – James Joholske, AED

- Support the Border Interagency Executive Council (BIEC) in implementing the International Trade Data System (ITDS) (Milestone EXIS-M07)
- Coordinate with CBP and other CPSC offices on the development of an eFiling program that will ultimately require importers of certain regulated consumer products to electronically file targeting/enforcement data at the time of importation (Milestone EXIS-M07)
- Support the agency’s enterprise data strategy development and implementation (Milestone EXIS-M08)
- Continue to expedite enforcement actions on certain noncompliant imported products at ports of entry (Milestone EXIS-M10)

### 3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2022 Milestone Statement
<b>EXIS-M01</b>	Provided import surveillance training jointly with CPSC’s Small Business Ombudsman (SBO) to importers, including those identified as first-time violators
<b>EXIS-M02</b>	Continued to implement a national program to target all 15(j) rules through CPSC’s co-location at CTAC
<b>EXIS-M03</b>	Co-locate EXIS investigators at two additional major express carrier facilities to implement the requirements of the ARPA by addressing high-risk e-commerce shipments
<b>EXIS-M04</b>	Continued to implement an exam screening program for identified priority Section 104 products
<b>EXIS-M05</b>	Coordinated with other CPSC offices regarding eCommerce, including data sources available for risk assessment, staffing needs to support examinations, and potential partnership opportunities with the trade and other government entities
<b>EXIS-M06</b>	Implemented the import surveillance component for FY 2022 compliance enforcement programs
<b>EXIS-M07</b>	Supported implementation of the International Trade Data System (ITDS) through participation in Border Interagency Executive Council (BIEC) working group and Principals’ meetings
<b>EXIS-M08</b>	Coordinated with CBP and other CPSC offices on the development of a detailed project plan for eFiling
<b>EXIS-M09</b>	Finalized plans for further expansion of eCommerce enforcement at ports of entry in FY 2023
<b>EXIS-M10</b>	Continued to expedite enforcement actions on certain noncompliant imported products at ports of entry
<b>EXIS-M11</b>	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations 180 days from the approval of the FY 2022 Operating Plan and every 90 days thereafter.

### 4. Project Descriptions

Listed in this section are EXIS’s FY 2022 project descriptions. Resources will be obligated for FY 2022 work to be performed by the program office under each project, as described below.

**34340– eFiling of Import Targeting Data**

This project provides resources for activities to develop a platform to manage the exchange of electronic data with CBP for targeting purposes.

reviewing documents, and any other activity associated with products in import status. In FY 2022, work will include activities to evaluate, assess, and share information with CBP and other federal government agencies about risks associated with *de minimis* shipments of consumer products and will also include implementation of eCommerce pilot(s), as needed, in coordination with CBP, the U.S. Postal Service,

**34341 – Import: *de minimis* (eCommerce)**

This project provides resources for import surveillance activities related to product examination activities for *de minimis* importations, which include surveillance, screening, sampling,

and at express carriers in advance of co-location of staff.

In addition, this project will support efforts to identify possible process improvements related to product sampling and testing that will lead to more timely removal of violative products.

**34351 - Import: Regulated**

This project provides resources for import surveillance activities related to products covered by mandatory regulations or standards. These activities include surveillance, screening, sampling, reviewing documents, and any other activity associated with products in import status. In addition, this project will support efforts to identify possible process improvements related to product sampling and testing that will lead to more timely removal of violative products.

**34352 - Import: Defects**

This project provides resources for import surveillance activities related to products not covered by mandatory regulations or standards. These activities include surveillance, screening,

sampling, reviewing documents, and any other activity associated with products in import status.

**34353 - Import: Mission Support Activities**

This project provides resources to support the agency’s import surveillance mission and includes activities performed by CPSC’s operations support staff.

**34360 - Commercial Targeting and Analysis Center (CTAC) Support**

This project provides resources to support CTAC, which is the agency’s mechanism for conducting joint import enforcement programs with CBP. Along with the RAM 2.0 system, the CTAC serves as a central location for coordinating targeting efforts with CBP and other government agencies in support of agency enforcement plans.

**34377 - EXIS Leadership and Administration**

This project provides resources for EXIS travel, transportation, printing, and purchases of supplies, samples, and equipment to support EXIS operations.

**5. Summary of Key Performance Measures**

Note: Key Measures are reported externally in the agency’s *Request* and year-end reports.

Control ID	Key Performance Measure Statement	FY 2022 Target
2022KM2.2.07	Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	75%
2022KM2.3.01	Percentage of consumer product imports, identified as high-risk, examined at import	80%
2022KM2.3.02	Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day	99%
2022KM2.3.04	Number of import examinations completed	40,000

**6. Summary of Operating Performance Measures**

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2022 Target
2022OP32	Percentage of first-time violators who are engaged with a timely informed compliance inspection after violation determination	80%
2022OP33	Number of ports at which CPSC will cross-train other federal agencies' staff to identify hazardous imported products	25
2022OP109	Percentage of import samples shipped for analysis within 3 days of collection date	TBD

## Office of International Programs (EXIP) Richard O'Brien, Director

### 1. Resource Summary

	FY 2022 Operating Plan	
	Budget (in thousands)	FTE
Office of International Programs	\$ 740	7

### 2. Overview and Priority Activities

The Office of International Programs (EXIP) is responsible for carrying out educational and outreach activities to international stakeholders. EXIP activities are focused on industry stakeholders abroad and on foreign governments, as well as conducting cooperative programs, training, and informational activities in foreign jurisdictions in the interest of American consumers. EXIP will continue emphasizing cooperation with key jurisdictions and regions, particularly with China as the largest source of U.S. consumer products (by dollar value), as well as with relevant multilateral organizations, such as the Organization of American States (OAS) and the Organisation for Economic Cooperation and Development (OECD), and the United Nations (UN) International Group of Experts (IGE) on Consumer Protection Law and Policy.

#### FY 2022 Priority Activities:

- Train foreign-based industry representatives on U.S. product safety requirements and train foreign government product safety officials on CPSC policies, procedures, and best practices based on priority topics, as indicated by annual data analysis (Milestone EXIP-M02)
- Improve cooperation with international partners on product safety policy to reduce the manufacture and international trade in hazardous products (Milestone EXIP-M03)
- As a backstop to COVID-19 restrictions, focus on using every means at its disposal to deliver electronically, to suppliers in China and other exporting countries, a range of training and informational material useful for meeting U.S. product safety requirements until CPSC's presence at the Beijing office resumes (Milestone EXIP-M04)
- Present the agency's product safety messaging at international forums in which the CPSC represents the U.S. government, with the aim of reducing the manufacture and international trade in hazardous products (Milestone EXIP-M05)
- Continue production of product safety video series for Chinese manufacturers – Topics selected through annual data analysis (Milestone EXIP-M06)
- Provide timely information about recalls directly to foreign regulators and other stakeholders via the OECD's *GlobalRecalls* portal (Milestone EXIP-M07)
- Work with a foreign partner agency to define a specific project of mutual interest that can be accomplished by collaborating remotely, via scheduled video meetings and email consultations, over a period of several months (Milestone EXIP-M08)

### 3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2022 Milestone Statement
EXIP-M01	Updated program plans for FY 2022 with outcomes for each program area
EXIP-M02	Produced 10 events (in-person or virtual), explaining CPSC safety requirements, best practices, and regulatory policies to foreign government officials
EXIP-M03	Conducted two Annual Buyer's Training Seminars for industry-purchasing managers in China and another major source country (one each) on topics selected through annual data analysis
EXIP-M04	Produced 13 (in-person or virtual) training events on CPSC product safety requirements for foreign-based industry representatives
EXIP-M05	Participated in the United Nations' annual meeting of the Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy, as well as in the IGE's Working Group on Consumer Product Safety
EXIP-M06	Produced two new episodes of product safety video series in Chinese language and posted videos on the Web
EXIP-M07	Provided timely information about recalls directly to foreign regulators and other stakeholders via the OECD's <i>GlobalRecalls</i> portal
EXIP-M08	Completed one special project of mutual interest with a foreign regulatory partner, aimed at reducing manufacture and trade of hazardous consumer products
EXIP-M09	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations 180 days from the approval of the FY 2022 Operating Plan and every 90 days thereafter.

### 4. Project Descriptions

Listed in this section are EXIP's FY 2022 project descriptions. Resources will be obligated for FY 2022 work to be performed by the program office under each project, as described below.

#### 53148 - Overseas Office

This project provides resources for operations of CPSC's office in Beijing, China to promote compliance with U.S. product safety requirements among exporters in Asia, especially China, and to coordinate with product safety regulators in the region. EXIP expects that resources will be required for locating a new Regional Product Safety Officer at the Beijing post in early FY 2022.

#### 53149 - International Program

This project provides resources for supervising the work of CPSC's international programs.

#### 53152 - China Program

China is the largest supplier of consumer product imports to the United States. EXIP's China Program is focused on outreach to consumer product

suppliers in China and engagement with CPSC's government counterparts in China. The program provides training and guidance for Chinese and American manufacturing professionals, as well as resources for encouraging manufacturing practices that result in safer consumer products. This project includes resources for intergovernmental meetings and industry training events. COVID-19 recovery permitting, EXIP will resume participation in the Hong Kong Toys and Games Fair as a training and supplier advisory event.

#### 53153 - European / International Organizations Program

The CPSC works with counterpart agencies of the European Union (EU) and participates in product safety groups within international organizations,

such as the OECD. The CPSC's work with the EU consists of joint efforts to improve the safety of consumer products imported from common supplier jurisdictions. EXIP also expects its engagement in the U.N.'s Working Group on Consumer Product Safety (WGPCS) to increase as the CPSC presses for prevention of cross-border distribution of known unsafe consumer products.

**53154 - Selected Asia Pacific Program**

This program covers CPSC's work with Australia, New Zealand, Japan, South Korea, and Taiwan. Resources are used for developing closer relations with these jurisdictions. The program is aimed at improving the safety of products from the region's manufacturers and partnering with key governments to cooperate on product safety policies. This project includes resources for intergovernmental meetings and industry training events.

**53155 - Southeast Asia Program**

The Southeast Asia Program consists of field training in the region conducted for manufacturers and cooperative activities with governments, especially in the following countries: Vietnam, Singapore, Malaysia, and Indonesia. The agency conducts specific training programs targeted toward

consumer product export industries in furniture construction, textiles, and shoe manufacturing. This project includes resources for intergovernmental meetings and industry training events. COVID-19 recovery permitting, EXIP expects to resume annual buyers training in Vietnam during FY 2022.

**53156 – Western Hemisphere Program**

This program is targeted toward all CPSC international activities in North, Central, and South America. The program's primary focus is on Canada and Mexico and the Consumer Safety and Health Network (CSHN) of the OAS. This project includes resources for industry training events and cooperative activities with regional governments. The CPSC provides significant input on best practices in product safety policy to the member states in the CSHN at special events and the annual meetings. During FY 2022, the annual meeting will be held in-person in Uruguay, COVID-19 recovery permitting.

**53177- EXIP Leadership and Administration**

This project provides resources for EXIP travel to carry out the international programs described above, transportation, printing, and purchases of supplies to support EXIP operations.

**5. Summary of Key Performance Measures**

Note: Key Measures are reported externally in the agency's *Request* and year-end reports.

Control ID	Key Performance Measure Statement	FY 2022 Target
<b>2022KM2.2.08</b>	Recalls per Billion Dollars in Consumer Product Imports for Top 50 Import Sources Countries or Administrative Areas	< 0.33

## Office of Communications (OCM)

### Joseph Martyak, Director

#### 1. Resource Summary

	FY 2022 Operating Plan	
	Budget (in thousands)	FTE
Office of Communications	\$ 1,367	14
Campaigns <sup>5</sup>	\$ 1,994	
<b>Total</b>	<b>\$ 3,361</b>	<b>14</b>

#### 2. Overview and Priority Activities

The Office of Communications (OCM) is the Goal Leader for Strategic Goal 4 (Communications) and is responsible for raising public awareness through timely and targeted information about consumer product safety issues and helping to empower individual citizens with information. This includes outreach on product safety hazards associated with deaths or injuries, and notifying the public about recalls and new Commission-implemented safety requirements. OCM uses a variety of channels to reach the public, including traditional, digital, and social media, as well as events or activities. OCM also uses syndicating tools to ensure that recalls and safety messages are widely distributed within seconds to the media and other communication channels.

##### FY 2022 Priority Activities:

- Explore innovative avenues for raising awareness of safety issues, including new online and social media communication (Milestone OCM-M03)
- Conduct outreach campaigns in the following areas to prevent injuries and deaths with consumer products: emerging/unexpected hazards, CPSC branding, senior safety, pool safety, furniture and TV tip-over prevention, baby safety, portable fuel containers, carbon monoxide, and youth outreach. Cross-cultural emphasis will apply to provide authenticity and representation in safety education materials for vulnerable populations. (Milestone OCM-M02)
- Expand social media engagement with CPSC safety messages and recalls (Milestone OCM-M01)
- Conduct community outreach events/activities (including virtual or digital events as necessary) to reach at-risk consumers, especially to underserved communities, aimed at raising awareness of and preventing injuries and deaths from hazards associated with consumer products (Milestone OCM-M04)
- Increase the number of subscribers to CPSC’s safety campaign outreach and recall announcements (Milestone OCM-M05)
- Upon request by any Commissioner, provide timely updates to the Commission including information to support any safety claim made in OCM press releases, social media posts, safety campaigns, and other external communications

<sup>5</sup> The Commission is prohibited from using compensated outside influencers and spokespeople in agency campaigns, except where—(1) OCM has circulated a memo outlining reasons, objectives, benefits, costs, and performance metrics and targets associated the use of a proposed influencer or spokesperson in a particular campaign; (2) staff has exhausted all non-compensated options; (3) such use is supported by a majority of the Commission; and (4) such influencer or spokesperson has been vetted pursuant to industry standards to avoid embarrassment or reputational harm to the agency.

### 3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2022 Milestone Statement
<b>OCM-M01</b>	Conducted streaming advertising (OTT) <sup>6</sup> tactic for two campaigns
<b>OCM-M02</b>	Demonstrated diversity and inclusion in campaign assets and tactics
<b>OCM-M03</b>	Expanded digital advertising to a minimum of two new digital platforms, such as Nextdoor
<b>OCM-M04</b>	Conducted at least one out-of-home advertising, such as bus shelter or public transportation ads, focusing on underserved communities
<b>OCM-M05</b>	Identified and engaged a contractor with access to an established and targeted list of email subscribers
<b>OCM-M06</b>	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations 180 days from the approval of the FY 2022 Operating Plan and every 90 days thereafter.

### 4. Project Descriptions

Listed in this section are OCM’s FY 2022 project descriptions. Resources will be obligated for FY 2022 work to be performed by the program office under each project, as described below.

#### 42286 - Distribution Services

This project provides resources for contracting services for storage and distribution of all of CPSC’s print publications.

#### 42549 – Information and Education (I&E) Outreach Campaigns

This project provides resources for the following I&E campaigns: emerging/unexpected hazards, CPSC branding, senior safety, *Pool Safely*, Anchor It!, Carbon Monoxide poisoning, COVID-19, holiday safety, fireworks, youth outreach, baby safety, and portable fuel container safety.

#### 42616 - Seasonal Programs

This project provides resources to conduct work on safety messaging for programs for seasonal issues, including weather-related issues and various time-of-year safety issues.

#### 44201 - Hotline

This project provides resources for contracting services to manage and operate the CPSC Hotline, including the intake and processing or reporting of calls, emails, and consumer incident reports.

#### 44563 - Recalls/Alerts

This project provides resources to announce and raise consumer awareness about product safety recalls.

#### 44565 - Media Relations

This project provides resources for newswire distribution of CPSC news releases and announcements, including Spanish translation and distribution services.

#### 44577 - Communications Administration

This project provides resources for OCM travel, transportation, printing, and purchases of supplies, samples, and equipment to support OCM operations.

#### 44699 - Video Communication

This project provides resources for contracting video production services. The contractor will create, record, edit, and distribute public service announcements, video news releases, and satellite and radio media tours to broadcast stations nationwide.

#### 44792 - Hearing Room Operations and Maintenance

<sup>6</sup> OTT stands for “Over the Top,” which is a form of advertising that delivers TV content via the internet, without requiring users to subscribe to cable or satellite services.

This project provides resources for use and maintenance of the CPSC headquarters’ hearing room equipment and materials. Additionally, the project provides resources for contracting captioning and transcription services for conferences, meetings, and other activities held in the Commission hearing room (that are not otherwise handled by the Division of the Secretariat [OS]).

**44793 - Digital Communications**

This project provides resources for the development, production, and distribution of CPSC product safety messages via online platforms.

**44795 - Media Monitoring**

This project provides resources for contracting news monitoring services, including reports of news coverage involving CPSC actions, as well as news from TV, radio, print, and online sources.

**5. Summary of Key Performance Measures**

Note: Key Measures are reported externally in the agency’s *Request* and year-end reports.

Control ID	Key Performance Measure Statement	FY 2022 Target
2022KM4.1.02	Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	3.7
2022KM4.2.04	Number of national media placements of CPSC stories	15
2022KM4.2.06	Percentage of recall press releases cycled through the Office of Communications in 2 business days or less once received from the Office of Compliance & Field Operations	80%

**6. Summary of Operating Performance Measures**

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2022 Target
2022OP41	Number of messages sent to Neighborhood Safety Network (NSN)	24
2022OP43	Number of visits to CPSC websites (in millions)	16
2022OP44	Number of followers on Twitter and other CPSC social media accounts signed up to receive CPSC safety messages in English and Spanish	200,000
2022OP45	Number of community outreach activities (including virtual or digital) conducted	10
2022OP46	Number of pool and spa safety information and education activities (including virtual or digital) conducted	4
2022OP48	Number of furniture and television tip-over prevention activities (including virtual or digital) conducted	4
2022OP49	Number of Safe to Sleep® activities (including virtual or digital) conducted	7
2022OP51	Percentage of voicemail messages responded to by Hotline staff by the next business day	98%
2022OP52	Percentage of incoming calls to Hotline operators that are abandoned	< 5%
2022OP53	Percentage of incoming calls sent to Hotline operators that are answered within 30 seconds	95%
2022OP110	Number of email subscribers to CPSC’s outreach campaigns and recall announcements	300,000

## Office of Information & Technology Services (EXIT)

James Rolfes, Chief Information Officer (CIO) and Chief Data Officer (CDO)

### 1. Resource Summary

	FY 2022 Operating Plan	
	Budget (in thousands)	FTE
Office of Information Technology	\$ 130	43
IT Infrastructure	\$ 10,940	
CPSC's Information Systems	\$ 6,115	
Risk Assessment Methodology – Import	\$ 2,600	
<b>Annual Appropriation Subtotal</b>	<b>\$ 19,785</b>	<b>43</b>
Enhance Targeting, Surveillance, and Screening Systems [ARPA]	\$ 6,400	
Expand Vigorous Compliance Through Increased Internet Surveillance [ARPA]	\$ 4,000	
<b>ARPA Appropriation Subtotal</b>	<b>\$ 10,400</b>	
<b>Total</b>	<b>\$ 30,185</b>	<b>43</b>

### 2. Overview and Priority Activities

The Office of Information & Technology Services (EXIT) provides information resource management products and services to support directly and indirectly all agency programs for overall mission achievement. EXIT is responsible for the development, implementation, operations, maintenance, and protection of all information technology, networks, and systems for the CPSC. EXIT is also responsible for policy, planning, and compliance activities related to the effective management of information and technology, as required by law, regulation, and policy, including, but not limited to, Office of Management and Budget (OMB) Circulars No. A-11 and No. A-130, Clinger Cohen Act of 1996 (CCA), Federal Information Technology Acquisition Reform Act (FITARA), Federal Information Security Management Act (FISMA), Government Paperwork Elimination Act (GPEA), Section 508 of the Rehabilitation Act, the E-Government Act of 2002, and the Foundations of Evidence-Based Policy Making Act of 2018.

#### FY 2022 Priority Activities:

- Continue to establish a data lake and implement data governance and enhanced data reporting and visualization capabilities (Milestone EXIT-M01)
- Import data to assist imputation analyses to fill race, ethnicity, and other demographic variables that are missing from incident reports as outlined in EXHR FY20 report. Maintain focus on protection of CPSC data and systems by continuing improvements on security management practices: specific initiatives include review of System of Records Notices (SORN) practices and processes, cloud back up, and vulnerability scanning in support of continuous diagnostics and monitoring (CDM) (Milestone EXIT-M02)
- Continue expansion of the use of shared services and cloud-based service offerings (Milestone EXIT-M03)
- Support the agency's transition from maximum telework to hybrid work to include space sharing, hoteling, and collaborative work solutions (Milestone EXIT-M04)
- Begin development of the Global Data Synchronization Network (GDSN) integration into the CPSC's RAM (Milestone EXIT-M05)

- Establish RAM requirements for enhanced identification and targeting capabilities in support of eFiling. (Milestone EXIT-M06) *[ARPA]*
- Develop plans and requirements for a Web crawler application to enhance detection of violative products. (Milestone EXIT-M07) *[ARPA]*
- Consolidate developed requirements and facilitate cross-program stakeholder review to establish an integrated migration plan for the phased modernization of the Integrated Field System (IFS). Initial capabilities for the platform will include initial case management capabilities for the Regulatory Enforcement Division (CRE) with features and scalability sufficient to serve as a common case management platform for the agency. (Milestone EXIT-M08) *[ARPA]*

### 3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2022 Milestone Statement
EXIT-M01	Continued establishment of an agency data lake to store and provide access to agency data assets for analytical and reporting purposes by populating the data lake with CPSRMS data sets
EXIT-M02	Implemented a new web application scanning tool to identify vulnerabilities
EXIT-M03	Implemented cloud-based replacement for mobile device management
EXIT-M04	Upgraded and installed hardware in office spaces and select conference rooms to accommodate a hybrid workforce
EXIT-M05	Implemented RAM Enhancement of GDSN Phase I <i>[ARPA]</i>
EXIT-M06	Established requirements for RAM Enhancements for eFiling <i>[ARPA]</i>
EXIT-M07	Developed plans and requirements for Web crawler application <i>[ARPA]</i>
EXIT-M08	Developed plans and requirements to modernize Compliance’s case management systems for regulated, unregulated, and field work, including enhancement of the Integrated Field System (IFS) <i>[ARPA]</i>
EXIT-M09	Implemented an enterprise analytic system
EXIT-M10	Implemented a new system to replace the existing CPSC listserv service and obtain new listserv technology
EXIT-M11	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations 180 days from the approval of the FY 2022 Operating Plan and every 90 days thereafter.

### 4. Project Descriptions

Listed in this section are EXIT’s FY 2022 project descriptions. Resources will be obligated for FY 2022 work to be performed by the program office under each project, as described below:

**13328 - Consumer Product Safety Risk Management System (CPSRMS)**

This project provides resources for activities associated with operations and maintenance (O&M) of the Consumer Product Safety Risk Management System (CPSRMS). The CPSRMS is a

comprehensive system consisting of the following core components:

- Public and business portals ([www.SaferProducts.gov](http://www.SaferProducts.gov))
- Review, analysis, and decision support system (CPSC360)
- Dynamic Case Management System (DCM)

- Monthly Progress Reports (MPR)
- Regulatory Robot

In FY 2022, EXIT will continue to operate and maintain current system components and upgrade the underlying business process management software.

#### **34310 - Risk Assessment Methodology (RAM) (CPSIA § 222)**

This project provides resources for activities to operate, maintain, and develop CPSC's RAM surveillance system for the identification of shipments of consumer products that are:

- Intended for import into the United States
- Likely to include consumer products in violation of CPSC statutes

This project includes activities to evaluate, assess, and share information with CBP about shipments of consumer products intended for import into the customs territory of the United States. In FY 2022, EXIT will continue to maintain existing functionality in RAM 2.0, as well as expand incrementally RAM functionality. Enhancements include:

- (1) Implement updates to the Data Manager and Two-Way Messaging Services with respect to data format and content changes initiated by CBP
- (2) Capture and include changes to the Data Manager and Two-Way Messaging Services in approved and scheduled maintenance
- (3) Ensure proper functioning of the ITDS/RAM 2.0 system – The system uses business rules to receive entry data from and process event changes with CBP; provides risk scores for shipments based on a blend of expert rules and statistical models; and manages and tracks entry and exam progress.

#### **54174 - EXIT Leadership and Administration**

This project provides resources for EXIT travel, transportation, printing, and purchases of supplies, samples, and equipment to support EXIT operations.

#### **54575 - IT Security**

This project provides resources for implementation and management of CPSC's IT Security program, which involves maintaining a secure information

environment throughout the CPSC and ensuring information system confidentiality, integrity, and availability.

In FY 2022, EXIT will enhance its system vulnerability identification capabilities by improving the scanning process for the agency's public websites. EXIT will also implement enhanced security for the agency's publicly accessible applications, using web application firewall technology. This technology will help protect agency applications from common web application and denial of service attacks. Privacy improvements for FY 2022 will include a focus on providing targeted privacy training for employees who regularly handle sensitive agency information.

#### **99933 - Voice/Data Telecommunications**

This project provides resources for services, including: voice (local and long distance), cellular, wide area network (WAN), local dedicated data lines, domain, and Web streaming; telecom equipment; and maintenance and repairs, which are administered by EXIT. In FY 2022, EXIT will continue to expand its modernized phone capabilities by upgrading all cellular phones to a current model and migrating to a new management suite.

#### **99945 - Capital Replacement**

This project provides resources for annual investment and maintenance costs of IT-based systems. This includes upgrading hardware and software assets and replacing aging systems, such as user laptops and computer monitors, server hardware, routers, switches, desktop telephones, and Network Attached Storage systems.

#### **99947 - Programming Support**

This project provides resources for contract programmers, database administrator services, and services associated with system design and requirements development to support the agency's IT applications. In FY 2022, EXIT will perform requirements to gather and design for modernization of EXHR's Directorate for Epidemiology (EPI) systems and begin to modernize EPI's systems to address technology obsolescence and ongoing support risks and provide improved usability. In addition, EXIT will begin to modernize the case management system.

**99951 - User Support**

This project provides resources for supporting end users of the agency’s equipment, software, systems, and services (e.g., Help Desk support, software licensing, and printer maintenance). In FY 2022, EXIT will update end user capabilities by providing mobile thin-client technology. This will also improve endpoint security and hardware support.

**99952 - Network Management**

This project provides resources for supporting management of the agency’s IT infrastructure, which includes operations and maintenance of networks, servers, and other IT equipment and systems. In FY 2022, EXIT will continue its migration to the cloud by implementing data replication between on-premise network storage and cloud storage.

**99953 - Website Management**

This project provides resources for operating and maintaining CPSC’s websites to meet the needs of the agency, consumers, businesses, and other stakeholders who seek relevant information about CPSC activities.

In FY 2022, EXIT will continue to operate and maintain agency websites.

**99954 - IT Business Applications**

This project provides resources for systems, including those from shared services providers that support CPSC’s Office of Human Resources Management (EXRM) business area (e.g., personnel and payroll).

**99955 – Enterprise and Data Architecture**

This project provides resources associated with developing an enterprise-wide framework for software, hardware, and data. This would include cataloging and maintaining an inventory of software and hardware assets, capabilities, and data elements. In FY 2022, EXIT will continue implementing CPSC’s data lake by reviewing, preparing, and migrating agency data to the cloud. Data migration includes analyzing source data sets; updating the data inventory with data descriptions and definitions; building pipelines to extract, transform, and load data into Azure Data Lake storage; implementing data quality measures for each data set; and building reports, dashboards, and visualizations for streamlined data analysis. The effort will also improve ongoing data governance and data quality activities and identify opportunities for incorporating data quality improvements into the master reference data set.

**5. Summary of Key Performance Measures - None**

**6. Summary of Operating Performance Measures**

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2022 Target
2022OP65	Percentage of operating uptime for IT systems	97%
2022OP66	Percentage of operating uptime for IT networks	98%
2022OP91	Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days	100%

## Other Offices

(Milestones and measures only)

The Office of Human Resources Management (EXRM), the Office of Equal Employment Opportunity and Minority Enterprise (OEEO), and the Office of the Executive Director (OEX), also have key and operating performance measures and annual milestones, which are listed below:

### 1. Summary of Key Performance Measures

Note: Key Measures are reported externally in the agency's *Request* and year-end reports.

Office	Control ID	Key Performance Measure Statement	FY 2022 Target
EXRM	2022KM1.1.02	Percentage of full-time equivalents (FTEs) utilized	96%
EXRM	2022KM1.2.01	Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	70%
EXRM	2022KM1.3.01	Percentage of hiring managers trained on recruitment	85%
EXRM	2022KM1.4.01	High-performing Federal Workforce - Employee Engagement Index Score	70%

### 2. Summary of Operating Performance Measures

Note: Operating Plan Measures are monitored and reported internally.

Office	Control ID	Operating Performance Measure Statement	FY 2022 Target
EXRM	2022OP69	Percentage of employees who agree that the work unit has the job relevant knowledge and skills necessary to accomplish organizational goals	77%
EXRM	2022OP71	Percentage of managers and administrative personnel who have been trained on human capital analytics and reporting	90%
EXRM	2022OP72	Percentage of managers and administrative personnel granted access to human capital reporting	85%
EXRM	2022OP73	Percentage of managers and employees trained on MIS reporting through WebTA	95%
EXRM	2022OP75	Percentage of employees with Individual Development Plans (IDPs) in place	50%
EXRM	2022OP76	Number of developmental opportunities available to employees through the Agency Training plan	30
EXRM	2022OP77	Cumulative percentage of employees that participate in the Agency Coaching Program	20%
EXRM	2022OP78	Percentage of Pathways Recent Grad appointments converted to permanent status	70%
EXRM	2022OP80	Percentage of vacancies filled through first announcement	75%
EXRM/OEEO	2022OP81	Number of diversity outreach activities conducted	30
EXRM	2022OP82	Percentage of employees who agree that creativity and innovation are rewarded	50%
EXRM	2022OP83	Number of informational opportunities on work-life balance provided to employees and managers	30

## Other Offices' Performance Measures and Milestones

Office	Control ID	Operating Performance Measure Statement	FY 2022 Target
EXRM	2022OP84	Number of wellness events offered	30
EXRM	2022OP85	Percentage of employees who are satisfied with the health and wellness programs in CPSC	88%
EXRM	2022OP92	Average score of hiring managers satisfied with applicant listing	7.5
EXRM	2022OP93	Percentage of vacancies that use Listservs for targeted recruitment	50%
EXRM	2022OP94	Percentage of managers trained on effective performance management	80%
EXRM	2022OP95	Percentage of employees trained on performance policy	80%
OEE0	2022OP87	Percentage of annual Equal Employment Opportunity (EEO) complaints closed within required timeframes	100%
OEE0	2022OP96	Percentage of employees trained in diversity and inclusion	75%
OEX	2022OP88	Number of domestic training and outreach activities delivered to industry stakeholders by the Small Business Ombudsman (SBO)	12
OEX	2022OP106	Percentage of inquiries to the Consumer Ombudsman resolved within 3 business days	90%
OEX	2022OP111	Number of educational materials created for the eCommerce community about product safety and compliance, produced by the Small Business Ombudsman (SBO) in collaboration with other CPSC offices	1

### 3. Annual Milestones

Note: Milestones are monitored and reported internally.

Office	Control ID	FY 2022 Milestone Statement
EXRM	EXRM-M01	Continued to implement Agency Coaching Program
EXRM	EXRM-M02	FY 2022 Human Capital activities completed
EXRM	EXRM-M03	Held quarterly meetings for CPSC user group to assess user needs, share best practices, and communicate system changes
EXRM	EXRM-M04	Continued to provide training to employees and managers on IDPs with increased participation
EXRM	EXRM-M05	Continued implemented of plan to increase hiring managers' participation in the hiring process
EXRM	EXRM-M06	Continued utilization of CPSC recruitment video for outreach and marketing
EXRM	EXRM-M07	Continued to implement action plan from the Employee Engagement Initiative
EXRM/ OEE0	EXRM-M08	Annual plan for attending career fairs implemented
EXRM	EXRM-M09	Updated telework policy and provided training for employees and supervisors on the telework program
EXRM	EXRM-M10	FY 2022 Plan for informational opportunities for work-life issues developed
EXRM	EXRM-M11	Annual plan for wellness activities developed

## Other Offices' Performance Measures and Milestones

Office	Control ID	FY 2022 Milestone Statement
<b>OEX</b>	<b>OEX-M01</b>	Implemented CPSC's Language Access Program to provide staff with access to telephonic interpretation services for communicating with consumers with limited English proficiency
<b>OEX</b>	<b>OEX-M02</b>	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations 180 days from the approval of the FY 2022 Operating Plan and every 90 days thereafter.

### 4. VGB Act Grants

Office	FY 2022 Project	
<b>EXFM</b>	<b>22662</b>	Administered the Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub L. No.110-140) Grants program

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### Appendix A

### Summary of CPSC's FY 2022 Key Performance Measures

The table below presents CPSC's FY 2022 Key Performance Measures (KMs), comparing KMs that were submitted as part of the FY 2022 *Request* (May 2021) with KMs that are included in this document, the FY 2022 Operating Plan (October 2021). The rightmost column indicates KM change(s) that occurred between publications of the FY 2022 *Request* and the FY 2022 Operating Plan—discontinuation, replacement, or revision to the KM's measure statement and/or annual target.

Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2022 Request	FY 2022 Op Plan	Changes from Request to Operating Plan	
<b>Goal 1: Workforce</b> Cultivate the most effective consumer product safety workforce						
<b>SO 1.1</b> Enhance effective strategic human capital planning and alignment	<b>2022KM1.1.02</b> Percentage of full-time equivalents (FTEs) utilized	EXRM	96%	96%	N/A	
	<b>SO 1.2</b> Foster a culture of continuous development		<b>2022KM1.2.01</b> Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	70%	70%	N/A
	<b>SO 1.3</b> Attract and recruit a talented and diverse workforce		<b>2022KM1.3.01</b> Percentage of hiring managers trained on recruitment	85%	85%	N/A
	<b>SO 1.4</b> Increase employee engagement		<b>2022KM1.4.01</b> High-performing Federal Workforce – Employee Engagement Index Score	70%	70%	N/A
<b>Goal 2: Prevention</b> Prevent hazardous products from reaching consumers						
<b>SO 2.1</b> Improve identification and assessment of hazards to consumers	<b>2022KM2.1.02</b> Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	EXHR	12	12	N/A	
	<b>2022KM2.1.03</b> Percentage of consumer product-related injury cases correctly captured at NEISS hospitals		90%	90%	N/A	
<b>SO 2.2</b> Lead efforts to improve the safety of consumer products before they reach the marketplace	<b>2022KM2.2.01</b> Number of voluntary standards activities in which CPSC actively participates	EXHR	80	83	Revised Target	
	<b>2022KM2.2.02</b> Number of candidates for rulemaking prepared for Commission consideration		5	8	Revised Target	
	<b>2022KM2.2.07</b> Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	EXIS	75%	75%	N/A	
	<b>2022KM2.2.08</b> Recalls per Billion Dollars in Consumer Product Imports for Top 50 Import Sources Countries or Administrative Areas	EXIP	< 0.33	< 0.33	N/A	
<b>SO 2.3</b> Increase capability to identify and stop imported hazardous consumer products	<b>2022KM2.3.01</b> Percentage of consumer product imports, identified as high-risk, examined at import	EXIS	80%	80%	N/A	
	<b>2022KM2.3.02</b> Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day		99%	99%	N/A	

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Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2022 Request	FY 2022 Op Plan	Changes from Request to Operating Plan
	<b>2022KM2.3.04</b> Number of import examinations completed		36,000	40,000	Revised Target
<b>Goal 3: Response</b> Respond quickly to address hazardous consumer products both in the marketplace and with consumers					
<b>SO 3.1</b> Rapidly identify hazardous consumer products for enforcement action	<b>2022KM3.1.01</b> Percentage of cases for which a preliminary determination is made within 85 business days of the case opening (Hazard Priorities A, B, and C)	EXC	65%	70%	Revised Target
	<b>2022KM3.1.02</b> Percentage of cases for which a compliance determination of a regulatory violation is made within 35 business days of sample collection (excludes fireworks)		85%	85%	N/A
	<b>2022KM3.1.03</b> Percentage of fireworks cases for which a compliance determination of a regulatory violation is made within 70 business days of sample collection		85%	85%	N/A
<b>SO 3.2</b> Minimize further exposure to hazardous consumer products	<b>2022KM3.2.02</b> Percentage of cases for which a firm is notified of a regulatory violation within 40 business days from sample collection (excludes fireworks)	EXC	85%	85%	N/A
	<b>2022KM3.2.03</b> Percentage of Fast-Track cases with corrective actions initiated within 20 business days of the case opening		90%	90%	N/A
	<b>2022KM3.2.05</b> Percentage of fireworks cases for which a firm is notified of a regulatory violation within 75 business days from sample collection		85%	85%	N/A
	<b>2022KM3.2.06</b> Percentage of cases for which a corrective action plan (CAP) is accepted or public notice of hazard is issued within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)		TBD	60%	Revised Target
<b>SO 3.3</b> Improve consumer response to consumer product recalls	<b>2022KM3.3.01</b> Recall effectiveness rate for all consumer product recalls	EXC	25%	25%	N/A
<b>Goal 4: Communication</b> Communicate useful information quickly and effectively to better inform decisions					
<b>SO 4.1</b> Improve usefulness and availability of consumer product safety information	<b>2022KM4.1.02</b> Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	OCM	3.7	3.7	N/A
<b>SO 4.2</b> Increase dissemination of useful consumer product safety information	<b>2022KM4.2.04</b> Number of national media placements of CPSC stories	OCM	15	15	N/A
	<b>2022KM4.2.06</b> Percentage of recall press releases cycled through OCM in 2 business days or less once received from EXC		80%	80%	N/A
<b>SO 4.3</b> Increase and enhance collaboration with stakeholders					

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### Appendix B

#### Summary of CPSC's FY 2022 Projects

Numerically listed in the table below are FY 2022 projects of the following CPSC organizations: EXHR, EXC, EXIS, EXIP, OCM, EXIT, and EXFM. Resources will be obligated for FY 2022 work to be performed by the lead program office (and contributing program offices, if applicable) under each project below.

FY 2022 Project		Strategic Goal	Office
11179	National Electronic Injury Surveillance System (NEISS)	2	EXHR
11282	Mortality/Incident Data	2	EXHR
12165	Investigations	2	EXHR
13327	Emerging Hazards	2	EXHR
13328	Consumer Product Safety Risk Management System (CPSRMS)	2	EXIT
13329	Integrated Teams	2	EXHR
13330	Data Intake	2	EXHR
13331	Petitions, OLA Support, and Other Hazard Work	2	EXHR
13332	Clearinghouse	2	EXHR
14125	Economics Studies	2	EXHR
21518	Electrical Hazards: Voluntary Standards and Codes	2	EXHR
21725	Fire Hazards: Voluntary Codes and Standards	2	EXHR
21726	Fire Hazards: Rulemaking Activities	2	EXHR
22560	Children's/Nursery Product Hazards: Voluntary Standards	2	EXHR
22637	All-Terrain Vehicles (ATVs): Rulemaking Activities	2	EXHR
22640	Older Consumer Safety Hazards	2	EXHR
22646	Table Saws: Rulemaking Activities	2	EXHR
22666	Mechanical Hazards: Voluntary Codes and Standards	2	EXHR
22667	Mechanical Hazards: Rulemaking Activities (General Use Products)	2	EXHR
22727	Children's/Nursery Product Hazards: Rulemaking Activities	2	EXHR
23258	Chemical Hazards: Voluntary Standards	2	EXHR
23259	Chemical Hazards: Rulemaking Activities	2	EXHR
23335	Combustion (Carbon Monoxide) Hazards: Voluntary Standards Activities	2	EXHR
23336	Combustion (Carbon Monoxide) Hazards: Rulemaking Activities	2	EXHR
23704	Nanotechnology	2	EXHR
24013	Laboratory Equipment and Operations Support	2	EXHR
24505	EXHR Project Support	2	EXHR
25720	Regulatory Management	2	EXHR
25723	Lab Accreditation (CPSIA § 102)	2	EXHR

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FY 2022 Project		Strategic Goal	Office
25727	Burden Reduction	2	EXHR
25777	EXHR Leadership and Administration	2	EXHR
22662	Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub L. No. 110-140) – Grants Administration	4	EXFM
31000 through 33000	Compliance Support Activities – Regulated and Defect Investigations	3	EXC (Lead) EXHR (Contributing)
31100	Fire Hazards	3	EXC
31102	Fire Hazards: Non-regulated	3	EXC
31103	Fire Hazards: Regulated	3	EXC
31163	Fireworks: Regulated	3	EXC
31183	Lighters: Regulated	3	EXC
31600	Electrocution Hazards	3	EXC
31602	Electrocution Hazards: Non-regulated	3	EXC
31603	Electrocution Hazards: Regulated	3	EXC
32200	Mechanical Hazards to Children	3	EXC
32202	Mechanical Hazards to Children: Non-regulated	3	EXC
32203	Mechanical Hazards to Children: Regulated	3	EXC
32223	Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub. L. No. 110-140)	3	EXC
32253	All-Terrain Vehicles (ATVs) (CPSIA § 232): Compliance Enforcement	3	EXC
32272	Substantial Product Hazard List and Destruction of Noncompliant Imported Products (CPSIA § 223): Section 15(j) Generic Defect Rules	3	EXC
32277	EXC Leadership and Administration	3	EXC
32400	Mechanical Hazards	3	EXC
32402	Mechanical Hazards: Non-regulated	3	EXC
32403	Mechanical Hazards: Regulated	3	EXC
33700	Chemical Hazards	3	EXC
33702	Chemical Hazards: Non-regulated	3	EXC
33703	Chemical Hazards: Regulated	3	EXC
33777	Compliance Field Investigation (CFI) Leadership and Administration	3	EXC
34310	Risk Assessment Methodology (RAM) (CPSIA § 222)	2	EXIT
34301	State/Local Programs	3	EXC
34381	Internet Surveillance Program Support	3	EXC
34382	Fast-Track Program	3	EXC
34789	Recall Effectiveness	3	EXC
34792	Business Process Review (BPR)	3	EXC

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FY 2022 Project		Strategic Goal	Office
34340	eFiling of Import Targeting Data	2	EXIS
34341	Import: <i>de minimis</i> (eCommerce)	2	EXIS
34351	Import: Regulated	2	EXIS (Lead) EXHR, EXC (Contributing)
34352	Import: Defects	2	EXIS (Lead) EXHR, EXC (Contributing)
34353	Import: Mission Support Activities	2	EXIS
34360	Commercial Targeting and Analysis Center (CTAC) Support	2	EXIS
34377	EXIS Leadership and Administration	2	EXIS
42286	Distribution Services	4	OCM
42549	Information and Education (I&E) Outreach Campaigns	4	OCM
42616	Seasonal Programs	4	OCM
44201	Hotline	4	OCM
44563	Recalls/Alerts	4	OCM
44565	Media Relations	4	OCM
44577	Communications Administration	4	OCM
44699	Video Communication	4	OCM
44792	Hearing Room Operations and Maintenance	4	OCM
44793	Digital Communications	4	OCM
44795	Media Monitoring	4	OCM
44796	Innovative Strategies	4	OCM
52679	Prohibited Acts (CPSA §§ 19 and 20)	3	EXC
53148	Overseas Office	2	EXIP
53149	International Program	2	EXIP
53152	China Program	2	EXIP
53153	European/International Organizations Program	2	EXIP
53154	Selected Asia Pacific Program	2	EXIP
53155	Southeast Asia Program	2	EXIP
53156	Western Hemisphere Program	2	EXIP
53177	EXIP Leadership and Administration	2	EXIP
54174	EXIT Leadership and Administration	All	EXIT
54575	IT Security	All	EXIT
99933	Voice/Data Telecommunications	All	EXIT
99945	Capital Replacement	All	EXIT
99947	Programming Support	All	EXIT
99951	User Support	All	EXIT

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FY 2022 Project		Strategic Goal	Office
99952	Network Management	All	EXIT
99953	Website Management	All	EXIT
99954	IT Business Applications	All	EXIT
99955	Enterprise and Data Architecture	All	EXIT

Appendix C

CPSC 2018–2022 Strategic Plan: Operating Plan Alignment

The CPSC’s mission of “Keeping Consumers Safe” is grounded in the statutes that authorize the work of the agency. The agency’s overarching vision is “A nation free from unreasonable risks of injury and death from consumer products.” In FY 2022, the CPSC will work to achieve four strategic goals that will contribute to realizing the vision and achieving the mission. The CPSC’s programs will align with the strategic goals, and staff will implement strategies to achieve the four strategic goals, which are described in more detail on the pages that follow: Workforce, Prevention, Response, and Communication. The information in this appendix shows the alignment of strategic initiatives and priority activities corresponding to the preceding sections of this Operating Plan with the *2018–2022 Strategic Plan*.

The CPSC’s Strategic Plan contains strategic objectives that reflect the key component outcomes necessary to achieve each of the strategic goals. The strategic objectives are underpinned by performance goals and strategic initiatives, which define additional outcomes, outputs, and activities that the CPSC will implement and pursue within each strategic objective. Proposed FY 2022 key performance measures are identified for monitoring and reporting on FY 2022 progress toward achieving the strategic objectives.

The CPSC’s Strategic Plan sets the framework for all subsequent agency planning, communication, management, and reporting. The Strategic Plan provides direction for resource allocation, program design, and management decisions and defines the evidence and performance data that will be used to monitor and assess program effectiveness.



# Operating Plan Details by Strategic Goal

## Strategic Goal 1: Workforce

*Cultivate the most effective consumer product safety workforce*

Having a highly trained, diverse, and engaged workforce is critical to meeting the dynamic challenges of the consumer product safety landscape and achieving the CPSC’s life-saving mission. Agency staff’s knowledge about product safety, commitment to the agency’s mission, and “can-do” attitude make achieving the CPSC’s mission possible. The Office of Human Resources Management (EXRM) is the CPSC mission organization that has been tasked as the Goal Leader for addressing the following key *Workforce* challenges:

- **Having a workforce with the knowledge, skills, and abilities to meet new, innovative, and emerging product safety challenges;**
- **Aligning personnel resources to agency priorities;**
- **Maintaining a global presence to address global marketplace issues;**
- **Increasing employee engagement; and**
- **Strengthening knowledge transfer through succession planning.**

<p><b>STRATEGIC OBJECTIVE 1.1</b> Enhance effective strategic human capital planning and alignment</p>
<p><b>STRATEGIC OBJECTIVE 1.2</b> Foster a culture of continuous development</p>
<p><b>STRATEGIC OBJECTIVE 1.3</b> Attract and recruit a talented and diverse workforce</p>
<p><b>STRATEGIC OBJECTIVE 1.4</b> Increase employee engagement</p>

### Strategic Objective 1.1

Enhance effective strategic human capital planning and alignment

<p><b>PG1.1.1</b> Improve human capital infrastructure</p>	<p><b>SI1:</b> Implement change management in human capital infrastructure</p>	<p><b>FY 2022 Priority Activities</b></p> <p><b>EXRM</b></p> <ul style="list-style-type: none"> <li>• Implement the human capital strategic plan</li> <li>• Coordinate a human capital reporting users group for best practices</li> <li>• Train managers and administrative personnel on human capital reporting</li> </ul>
<p><b>PG1.1.2</b> Enhance human capital resource allocation reporting</p>	<p><b>SI2:</b> Train supervisors on making a business case for position management</p>	
	<p><b>SI3:</b> Improve human capital resource tracking and reporting</p>	

### Strategic Objective 1.2

Foster a culture of continuous development

<p><b>PG1.2.1</b> Encourage and support professional development</p>	<p><b>SI4:</b> Implement individual development plans</p>	<p><b>FY 2022 Priority Activities</b></p> <p><b>EXRM</b></p> <ul style="list-style-type: none"> <li>• Execute agency-wide training plan based on assessment and focus groups</li> </ul>
	<p><b>SI5:</b> Implement coaching and mentoring programs</p>	

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<b>PG1.2.2</b> Deliver high quality, targeted development opportunities	<b>SI6:</b> Conduct training needs assessment	<ul style="list-style-type: none"> <li>Continue implementation of Individual Development Plans (IDPs) for employees</li> <li>Continue agency coaching program</li> </ul>
	<b>SI7:</b> Develop and implement agency-wide training plan	
	<b>SI8:</b> Develop and implement plan to strengthen leadership competencies through training on accountability, decision making, and maximizing workforce performance	

### Strategic Objective 1.3

Attract and recruit a talented and diverse workforce

<b>PG1.3.1</b> Improve targeted assessments to recruit talent		<b>FY 2022 Priority Activities</b> <b>EXRM</b> <ul style="list-style-type: none"> <li>Increase hiring managers' participation in hiring process</li> <li>Provide hiring managers with highly qualified applicants</li> <li>Provide hiring managers with a diverse applicant pool</li> <li>Provide successful Pathways Recent Graduates Program</li> <li>Improve targeted recruitment</li> <li>Initiate diversity targeted recruitment programs</li> <li>Provide critical training to assist selecting officials to reduce skills gaps in new emerging technologies expertise and mission-support areas</li> <li>Provide critical training to assist selecting officials to foster inclusion, equity, and diversity in the CPSC's workforce</li> </ul>
<b>PG1.3.2</b> Increase targeted outreach to increase diversity	<b>SI10:</b> Implement a new and enhanced marketing/outreach strategy	
	<b>SI11:</b> Advance relationships with colleges and universities and other recruitment sources	

### Strategic Objective 1.4

Increase employee engagement

<b>PG1.4.1</b> Promote and recognize performance excellence	<b>SI13:</b> Train supervisors and Human Resources staff on managing employee performance and conduct	<b>FY 2022 Priority Activities</b> <b>EXRM</b> <ul style="list-style-type: none"> <li>Maintain effective performance management by supervisors</li> <li>Train employees to be knowledgeable and proactive on performance management principles</li> <li>Increase work-life employee satisfaction</li> <li>Provide a robust agency wellness program</li> <li>Assess performance management results</li> <li>Implement the agency's FEVS Actions Plan to improve the bottom 20%</li> </ul> <b>EEO</b> <ul style="list-style-type: none"> <li>Continue providing opportunities for training on diversity and inclusion</li> </ul>
<b>PG1.4.2</b> Build commitment to employee engagement	<b>SI16:</b> Implement agency employee engagement initiative	
<b>PG1.4.3</b> Promote work life balance	<b>SI17:</b> Provide diversity and inclusion training to the workforce	
	<b>SI18:</b> Develop and provide training and informational opportunities on work-life balance to the workforce	

## Strategic Goal 2: Prevention

### *Prevent hazardous products from reaching consumers*

The CPSC is charged with protecting the public from unreasonable risks of injury and death from a vast array of consumer products supplied through expanding global markets. Efforts to increase manufacturing of safe consumer products, combined with improved mechanisms to identify hazardous products before they enter the marketplace, are the most effective ways to prevent hazardous products from reaching consumers.

The Office of Hazard Identification & Reduction (EXHR) and the Office of Import Surveillance (EXIS) are the CPSC mission organizations that have been tasked as the co-Goal Leaders for addressing key challenges to *Prevention* of consumer product-related injuries, including:

- **Providing surveillance for the myriad of consumer products imported and domestically manufactured under CPSC’s jurisdiction;**
- **Advancing data analysis and research capabilities to identify the consumer product hazards that pose the greatest risks;**
- **Addressing changes in traditional manufacturing methods, such as additive manufacturing (AM) using 3D printers, and eCommerce sales and distribution options;**
- **Working with affected stakeholders to address existing product hazards and product hazards resulting from new technologies;**
- **Helping develop voluntary standards and adopting mandatory regulations; and**
- **Identifying, researching, and informing the public about chemical or chronic hazards in consumer products.**

**STRATEGIC OBJECTIVE 2.1**  
Improve identification and assessment of hazards to consumers

**STRATEGIC OBJECTIVE 2.2**  
Lead efforts to improve the safety of consumer products before they reach the marketplace

**STRATEGIC OBJECTIVE 2.3**  
Increase capability to identify and stop imported hazardous consumer products

### Strategic Objective 2.1

Improve identification and assessment of hazards to consumers

<b>PG2.1.1</b> Increase agency capacity to analyze hazard data	<p><b>SI1:</b> Enhance IT solutions and data-mining techniques to improve data collection and analysis</p> <p><b>SI2:</b> Identify alternative sources of data that will assist in hazard analysis and monitoring</p>	<p><b>FY 2022 Priority Activities</b></p> <p><b>EXHR</b></p> <ul style="list-style-type: none"> <li>• Continue to implement agency approach to advanced analytics, including application to retailer reporting data.</li> <li>• Begin to implement hospital sample modernization plan for the NEISS</li> <li>• Fully implement IPT processes to improve hazard identification capabilities</li> <li>• Publish analyses approved in the epidemiological reports table</li> <li>• Update and publish emerging hazards analysis report</li> <li>• Begin implementation of processes identified in FY 2021 to: 1) enhance agency data collection and analysis of product safety incidents, injuries, and deaths to identify vulnerable populations that exist by using such identifiers, including but not limited to: race, age, gender, location or socioeconomic status; 2) allocate safety work to better address any existing</li> </ul>
<b>PG2.1.2</b> Improve quality and specificity of hazard information	<p><b>SI3:</b> Research and implement methods for improving completeness of data submitted to the CPSC</p> <p><b>SI4:</b> Research and implement methods to increase the number of incident samples available for analysis</p> <p><b>SI5:</b> Promote a universal product identifier to improve product traceability</p>	

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<b>PG2.1.3</b> Improve agency capacity to identify and assess emerging hazards	<b>SI6:</b> Develop a plan to enhance the identification and characterization of emerging hazards	<b>SI7:</b> Enhance coordination with relevant federal agencies, standards development organizations, and other stakeholders working on emerging hazards	safety disparities among such identified vulnerable populations; 3) enhance safety messaging to such newly identified vulnerable populations addressing applicable safety issues
<b>PG2.1.4</b> Improve agency capacity to identify and assess chronic hazards			<b>EXIT</b> <ul style="list-style-type: none"> <li>Continue to establish a data lake and implement data governance and enhanced data reporting and visualization capabilities</li> <li>Import data to assist imputation analyses to fill race, ethnicity, and other demographic variables that are missing from incident reports as outlined in EXHR FY20 report</li> </ul>

### Strategic Objective 2.2

Lead efforts to improve the safety of consumer products before they reach the marketplace

<b>PG2.2.1</b> Increase manufacturers , importers , and retailers use of consumer product safety best practices	<b>SI8:</b> Work to align CPSC’s Trusted Trader Program with CBP’s One U.S. Government Trusted Trader Program	<b>FY 2022 Priority Activities</b>
	<b>SI9:</b> Deliver training events and collaborate on consumer product safety best practices with foreign manufacturers and domestic manufacturers, importers, and retailers	
	<b>SI10:</b> Identify and target top consumer product hazards, based on risk and addressability	
<b>PG2.2.2</b> Participate actively in the development of consumer product voluntary standards and develop mandatory regulations for products that pose an unreasonable risk of injury	<b>SI11:</b> Develop a process to facilitate the frequent monitoring and assessment of the effectiveness of standards and mandatory regulations	<b>EXHR</b> <ul style="list-style-type: none"> <li>Focus on hazards to children by working with voluntary standards organizations to gather data and develop a voluntary standard for infant support pillows and nursing support products, complete NPR addressing battery ingestion, and FRs on clothing storage units, window coverings, and hazardous magnet sets.</li> <li>Work on standards review and improvement efforts on various products in the approved voluntary standards table, including IoT/Connected Products, Micromobility Devices, and Adult Portable Bed Rails</li> <li>Submit for Commission consideration rulemaking packages approved in the mandatory standards table</li> <li>Focus on potential safety issues associated with portable generators, IoT/Connected Products, wearable-related products, rechargeable high-energy density batteries, electric scooters, other micromobility devices, Artificial Intelligence (AI), and 3D printing and continued involvement with the multi-federal agency IoT working group</li> <li>Continue progress on recommendations of NAS to assess toxicity of OFRs</li> <li>Implement statutory direction on portable fuel containers</li> </ul>
	<b>SI12:</b> Conduct research, as appropriate, to enable development and improvement of consumer product voluntary standards and mandatory regulations	
	<b>SI13:</b> Enhance training and internal operations to improve the voluntary consensus standards development process	
<b>PG2.2.3</b> Engage federal, state and foreign governments on product safety	<b>SI14:</b> Deliver targeted federal, state, and foreign government outreach, (e.g., summits, trainings, staff exchanges, and best practice exchanges)	<b>EXIS</b> <ul style="list-style-type: none"> <li>Provide training to the import community on CPSC’s requirements through participation in trade events</li> <li>Conduct individual education outreach to importers after their first violation of a CPSC requirement in an effort to avoid future violation</li> <li>Train partner federal agencies on CPSC’s requirements and priorities to maximize collaboration on enforcement at ports of entry</li> </ul>
	<b>SI15:</b> Improve international information-sharing capability	
		<b>EXIP</b> <ul style="list-style-type: none"> <li>Train foreign-based industry representatives on U.S. product safety requirements and train foreign government product safety officials on CPSC policies, procedures, and best practices based on priority topics, as indicated by annual data analysis</li> <li>Improve cooperation with international partners on product safety policy to reduce the manufacture and international trade in hazardous products</li> <li>Focus on using every means at its disposal to deliver electronically, to suppliers in China and other exporting</li> </ul>

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<b>PG2.2.4</b> Increase efforts to drive the discovery and innovation of safety solutions	<b>SI16:</b> Develop initiatives to drive the discovery and innovation of safety solutions for hazards, emerging technologies, and product trends with potential to affect consumer product safety	<p>countries, a range of training and informational material useful for meeting U.S. product safety requirements until CPSC presence at the Beijing office resumes</p> <ul style="list-style-type: none"> <li>Present the agency's product safety messaging at international forums in which the CPSC represents the U.S. government, with the aim of reducing the manufacture and international trade in hazardous products</li> <li>Continue production of product safety video series for Chinese manufacturers – Topics selected through annual data analysis</li> </ul>
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### Strategic Objective 2.3

Increase capability to identify and stop imported hazardous consumer products

<b>PG2.3.1</b> Fully implement the CPSC's risk assessment methodology	<b>SI17:</b> Incrementally develop the RAM surveillance system to align with the U.S. government's "Single Window" initiative	<p><b>FY 2022 Priority Activities</b></p> <p><b>EXIS</b></p> <ul style="list-style-type: none"> <li>Identify and examine potentially noncompliant consumer products, including counterfeit products that also pose a safety risk, through maximization of port presence</li> <li>Coordinate with other CPSC offices regarding eCommerce, focusing on possible data sources, to risk-assess large volumes of small shipments, staffing requirements to support exams of eCommerce shipments at their corresponding ports of entry, and potential partnership opportunities with the trade and other government entities to facilitate eCommerce enforcement</li> <li>Support the BIEC in implementing the ITDS</li> <li>Expand CPSC's work to interdict high-risk eCommerce shipments by co-locating EXIS investigators at additional ports of entry, building upon the establishment of the eCommerce team in FY 2021</li> <li>Coordinate with CBP and other CPSC offices on the development of an eFiling program that will ultimately require importers of certain regulated consumer products to electronically file targeting/enforcement data at the time of importation</li> <li>Support the agency's enterprise data strategy development and implementation</li> <li>Continue to expedite enforcement actions on certain noncompliant imported products at ports of entry</li> </ul> <p><b>EXIT</b></p> <ul style="list-style-type: none"> <li>Begin development of the Global Data Synchronization Network (GDSN) integration into the CPSC's RAM</li> <li>Establish RAM requirements for enhanced identification and targeting capabilities in support of eFiling</li> <li>Develop plans and requirements for a Web crawler application to enhance detection of violative products</li> </ul>
<b>PG2.3.2</b> Decrease time required to process imported products subject to inspection	<b>SI18:</b> Incrementally develop and improve the RAM targeting system to identify noncompliant and defective products at ports of entry	
<b>PG2.3.2</b> Decrease time required to process imported products subject to inspection	<b>SI19:</b> Develop and uniformly implement enforcement guidelines for admissibility determinations for imported products	

## Strategic Goal 3: Response

*Respond quickly to address hazardous consumer products both in the marketplace and with consumers*

The CPSC learns about potential consumer product hazards from many sources, including incident reports, consumer complaints, the agency’s Hotline (1-800-638-2772), [www.SaferProducts.gov](http://www.SaferProducts.gov), Internet reports, and company reports. Additionally, field staff investigates reports of incidents and injuries; conducts inspections of manufacturers, importers, and retailers; and identifies potential regulatory violations and product hazards. When potential product defects are identified, the CPSC must act quickly to address the most hazardous consumer products that have made their way into the marketplace or into the hands of consumers.

The Office of Hazard Identification & Reduction (EXHR) and the Office of Compliance & Field Operations (EXC) are the CPSC mission organizations that have been tasked as the co-Goal Leaders for addressing key *Response* challenges, including:

- **Addressing trends in retailing and eCommerce, such as the prevalence of online sellers or other direct manufacturer-to-consumer marketing, as well as sales through third party platform providers;**
- **Working within a global supply chain, which creates complex monitoring challenges;**
- **Collecting, integrating, and analyzing data to identify high-risk hazards for appropriate action; and**
- **Improving the monitoring and effectiveness of consumer product recalls.**

**STRATEGIC OBJECTIVE 3.1**  
Rapidly identify hazardous consumer products for enforcement action

**STRATEGIC OBJECTIVE 3.2**  
Minimize further exposure to hazardous consumer products

**STRATEGIC OBJECTIVE 3.3**  
Improve consumer response to consumer product recalls

### Strategic Objective 3.1

Rapidly identify hazardous consumer products for enforcement action

<p><b>PG3.1.1</b> Improve collection, prioritization, and assessment of data on potential consumer product hazards</p>	<p><b>SI1:</b> Review current processes and identify opportunities to refine sample analysis priorities and reduce processing time</p>	<p><b>FY 2022 Priority Activities</b> <b>EXC</b></p> <ul style="list-style-type: none"> <li>• Continue to allocate resources to provide training and implement workflow processes within EXC’s CEL, including furtherance of administrative litigation matters initiated by the Commission</li> <li>• The eSAFE Team to identify via eCommerce regulatory violations or product defects for follow-up investigation</li> <li>• Assess industry compliance with safety standards for gates and enclosures, upholstered furniture, soft infant/toddler carriers and sling carriers, and youth and adult ATVs</li> <li>• Hire staff and realign resources to support enforcement focused on violative products</li> </ul>
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	<p><b>SI2:</b> Determine the feasibility of implementing an eFiling process for manufacturers, importers, retailers, distributors, and third party platform providers to submit incident data and/or Section 15(b) reports</p>	<ul style="list-style-type: none"> <li>Support EXIT's multiyear project to modernize EXC's case management systems for regulated, unregulated, and field work</li> </ul> <p><b>EXIT</b></p> <ul style="list-style-type: none"> <li>Consolidate developed requirements and facilitate cross-program stakeholder review to establish an integrated migration plan for the phased modernization of the IFS</li> </ul>
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### Strategic Objective 3.2

Minimize further exposure to hazardous consumer products

<p><b>PG3.2.1</b> Increase speed of corrective actions</p>	<p><b>SI3:</b> Explore the feasibility of an expedited approach to CAPs for lower-level consumer product hazards</p>	<p><b>FY 2022 Priority Activities</b></p> <p><b>EXC</b></p> <ul style="list-style-type: none"> <li>Develop two additional internal enforcement guides</li> <li>Complete and implement a new, user-friendly online Fast-Track reporting portal to improve the user experience and ensure the agency receives necessary and consistent information at the outset</li> <li>Working with EXIS and EXHR, identify high-risk FY 2022 holiday seasonal products and their manufacturers, importers, and retail or online sellers</li> <li>Conduct two safety outreach initiatives targeting underserved consumers to enhance consumer product safety in the communities and to promote equity</li> <li>Draft and transmit to the Commission for consideration and approval a plan to reconstitute a children's product defect team within the Office of Compliance</li> <li>Enforce the Child Nicotine Poisoning Prevention Act, including removal of noncompliant liquid nicotine containers from commerce</li> </ul>
<p><b>PG3.2.2</b> Improve effectiveness of corrective actions</p>	<p><b>SI5:</b> Review the CPSC corrective action monitoring process to address priority recalls and achieve operational efficiencies</p>	
<p><b>PG3.2.2</b> Improve effectiveness of corrective actions</p>	<p><b>SI6:</b> To the limits of the CPSC's authorities, inform foreign product safety regulators about interventions undertaken in the United States and encourage them to take appropriate steps</p>	

### Strategic Objective 3.3

Improve consumer response to consumer product recalls

<p><b>PG3.3.1</b> Increase consumer motivation</p>	<p>and an effectiveness evaluation as part of a CAP</p>	<p><b>FY 2022 Priority Activities</b></p> <p><b>EXIP</b></p> <ul style="list-style-type: none"> <li>Provide timely information about recalls directly to foreign regulators and other stakeholders via the OECD's <i>GlobalRecalls</i> portal</li> </ul>
<p><b>PG3.3.2</b> Improve direct contact with consumers</p>		
<p><b>PG3.3.3</b> Improve understanding of consumer response</p>	<p><b>SI9:</b> Meet with industry, consumer groups, and other government agency stakeholders to discuss how to increase response rates</p> <p><b>SI10:</b> Enhance domestic interagency collaboration on best practices to increase consumer response</p>	

## Strategic Goal 4: Communication

*Communicate useful information quickly and effectively to better inform decisions*

Consumers, safety advocates, industry, and government regulators need high-quality information about consumer product safety. Consumers need safety information to make more informed decisions for themselves and their families. Safety advocates rely on accurate data to shape their policy recommendations. Industry needs information to stay in compliance with safety requirements. Foreign regulators and state and local government agencies also need high-quality information to establish new safety requirements that advance consumer safety. These diverse audiences have different information needs and respond to different methods of communication.

The Office of Communications (OCM) is the CPSC mission organization that has been tasked as the Goal Leader for addressing the following key challenges to the agency's *Communication* strategy:

- **Strengthening the CPSC's collaboration with all stakeholders to improve communication;**
- **Updating knowledge management strategies and adopting advanced communication tools and channels to improve consistency, reliability, accessibility, and timeliness of information provided to stakeholders and internally among CPSC staff; and**
- **Improving CPSC messaging and outreach to affected populations, including underserved, low-income, and minority communities and families.**

### STRATEGIC OBJECTIVE 4.1

Improve usefulness and availability of consumer product safety information

### STRATEGIC OBJECTIVE 4.2

Increase dissemination of useful consumer product safety information

### STRATEGIC OBJECTIVE 4.3

Increase and enhance collaboration with stakeholders

### Strategic Objective 4.1

Improve usefulness and availability of consumer product safety information

**PG4.1.1** Implement evaluation tools to measure message usefulness

**SI1:** Identify best practices from federal and private sectors for assessing the utility of safety information

**SI2:** Assess the utility of CPSC safety messages using best practices from federal and private sectors

**PG4.1.2** Implement enhanced tools to increase availability of safety information

**SI3:** Design and develop new communication materials

#### FY 2022 Priority Activities

##### OCM

- Explore innovative avenues for raising awareness of safety issues, including new online and social media communication

##### OEX

- Implement CPSC's Language Access program, to provide staff with access to telephonic interpretation services for communicating with consumers with limited English proficiency

**Strategic Objective 4.2**

Increase dissemination of useful consumer product safety information

<p><b>PG4.2.1</b> Expand and enhance the CPSC brand"</p>	<p><b>SI4:</b> Identify and implement specific strategies to enhance the CPSC "brand"</p>	<p><b>FY 2022 Priority Activities</b></p> <p><b>OCM</b></p> <ul style="list-style-type: none"> <li>• Conduct outreach campaigns in the following areas to prevent injuries and deaths with consumer products: emerging/unexpected hazards, CPSC branding, senior safety, pool safety, furniture and TV tip-over prevention, baby safety, portable fuel containers, carbon monoxide, and youth outreach. Cross-cultural emphasis will apply to provide authenticity and representation in safety education materials for vulnerable populations</li> <li>• Expand social media engagement with CPSC safety messages and recalls</li> <li>• Conduct community outreach events/activities (including virtual or digital events as necessary) to reach at-risk consumers, especially to unserved communities, aimed at raising awareness of and preventing injuries and deaths from hazards associated with consumer products</li> <li>• Increase the number of subscribers to CPSC's safety campaign outreach and recall announcements</li> <li>• Upon request by any Commissioner, provide timely updates to the Commission including information to support any safety claim made in OCM press releases, social media posts, safety campaigns, and other external communications</li> </ul>
<p><b>PG4.2.2</b> Expand communications with targeted audiences</p>	<p><b>SI5:</b> Explore strategies to communicate and interact directly with the most at-risk consumers (micro-targeting strategies)</p>	
<p><b>PG4.2.3</b> Increase use of enhanced communication technology to advance consumer safety</p>		
<p><b>PG4.2.4</b> Increase timeliness of CPSC information dissemination</p>	<p><b>SI7:</b> Develop new and enhanced safety alerts, posters, blogs, and toolkits that can be disseminated quickly to respond to known and emerging consumer product hazards</p>	

**Strategic Objective 4.3**

Increase and enhance collaborations with stakeholders

<p><b>PG4.3.1</b> Increase agency wide collaboration capacity</p>	<p><b>SI8:</b> Increase the number of collaborations</p>	<p><b>FY 2022 Priority Activities</b></p> <p><b>EXIP</b></p> <ul style="list-style-type: none"> <li>• Work with a foreign partner agency to define a specific project of mutual interest that can be accomplished by collaborating remotely, via scheduled video meetings and email consultations, over a period of several months</li> </ul>
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**U.S. Consumer Product Safety Commission**

Bethesda, Maryland 20814