United States
Consumer Product Safety Commission

Operating Plan

FISCAL YEAR 2024 | APPROVED NOVEMBER 8, 2023

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Budget Table 1

FY 2024 Operating Plan - Summary of Changes

FY 2024 Op Plan *Debt Ceiling*[1] Level			
	(Dollars in millions)	FY 2024 Dollars	FY 2024 FTE
FY 2023 Enacted Annual Salaries and Expenses (S&E) Appropriation		**$152.5**	**576**
Maintain Current Levels			
1	Pay	$8.0	
Changes to Program			
2	Transfer to ARPA[2] (17 FTEs Total)[3]	-$1.5	-8
3	Rent	-$0.3	
4	Non-Pay Reductions	-$7.7	
FY 2024 Operating Plan: Annual S&E Appropriation – *Debt Ceiling* Level		**$151.0**	**568[4]**

FY 2024 Op Plan *Current Services* Level			
	(Dollars in millions)	FY 2024 Dollars	FY 2024 FTE
FY 2024 Operating Plan: Annual S&E Appropriation – *Debt Ceiling* Level		**$151.0**	**568**
Restorations to Program			
1	Transfer from ARPA (0 FTEs Total)	$3.2	17
2	Restore Vigorous Compliance Enforcement Activities	$0.3	
3	Restore Hazard Identification Projects	$1.7	
4	Restore Agency Management and Operational Support Projects ($3.3M related to IT projects)	$4.9	
5	Restore Communications Efforts	$1.0	
6	Restore Robust Import Surveillance Resources	$0.2	
7	Restore International Programs Activities	$0.2	
8	Restore Inspector General Support	$0.1	
FY 2024 Operating Plan: Annual S&E Appropriation – *Current Services* Level		**$162.6**	**585**

[1] H.R. 3746 - Fiscal Responsibility Act of 2023
[2] ARPA: American Rescue Plan Act of 2021 (Pub. L. No. 117-2)
[3] *Debt Ceiling* Level adds 8 FTEs to current 9 FTEs funded under ARPA.
[4] *Debt Ceiling* Level is a total of 585 FTEs

FY 2024 Operating Plan: Annual Salaries and Expenses Appropriation

Debt Ceiling Level ($151.0 million)

1. Pay (+$8.0 million)

The Operating Plan at the *Debt Ceiling* level allocates $8.0 million above the FY 2023 enacted level to fund personnel salaries and benefits and maintain the original FY 2023 enacted staffing level of 576 full-time equivalents (FTEs). The $8.0 million would fully cover the 5.2% pay raise for FY 2024, 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. Transfer to ARPA (-$1.5 million)

The *Debt Ceiling* level requires a reduction of $1.5 million in personnel salaries and benefits from the FY 2023 enacted level. This Operating Plan funds a total of 17 FTEs under ARPA. In addition to the previously ARPA-funded 9 FTEs approved by the Commission for FY 2024, 8 FTEs will be transferred from personnel salaries and benefits to be funded under ARPA.

3. Rent (-$0.3 million)

The *Debt Ceiling* level reduces $0.3 million in rent costs as the agency will relinquish approximately 10,200 square feet, which represents 8% of its Bethesda Maryland office space to the General Services Administration (GSA) in FY 2024.

4. Non-Pay Reductions (-$7.7 million)

The *Debt Ceiling* level requires a reduction of $7.7 million from the FY 2023 enacted level in non-pay funding. The reduction in funding will limit CPSC's ability to stop hazardous products at U.S. borders and enforce product safety regulations and laws. The agency will be challenged to meet the demands of investigating and addressing new, existing, and hidden product hazards. The reduction will decrease the reach of recall information and safety campaigns to the American public, especially in historically excluded communities. Lastly, the reduction would leave the agency more vulnerable to cybersecurity risks and significantly reduce IT development and technology modernization.

Current Services Level ($162.6 million)[5]

1. Transfer from ARPA (+$3.2 million)

The FY 2024 Operating Plan at the *Current Services* level transfers $3.2 million (17 FTEs) to annual salaries and expenses appropriation for personnel salaries and benefits. There will be 0 FTEs funded by ARPA.

2. Restore Vigorous Compliance Enforcement Activities (+$0.3 million)

The *Current Services* level restores $0.3 million to the FY 2023 enacted level for expert litigation support for administrative proceedings, state and local programs, and travel and training.

3. Restore Hazard Identification Projects (+$1.7 million)

The *Current Services* level restores $1.7 million to return to the FY 2023 enacted level for safety research, product testing and evaluation in support of standards development for Chemical Hazards and Electrical Hazards. It also restores new acquisition and integration of advanced analytic methods to better identify hazards, funding to address emerging hazards, and equipment replacement and modernization projects.

4. Restore Agency Management and Operational Support Projects (+$4.9 million)

The *Current Services* level restores $4.9 million to return to the FY 2023 enacted level for IT support for IT Security, Help Desk, system modernization (Web NEISS), website maintenance, and the Risk Assessment Methodology (RAM). It also restores funding for Financial Management support services, Litigation expert witnesses for administrative proceedings, Facility Property Management, Human Capital Training, and Wellness Activities.

5. Restore Communications Efforts (+$1.0 million)

The *Current Services* level restores $1.0 million to return to the FY 2023 enacted level support for CPSC safety campaigns, including traditional media, paid social media, video media tours or satellite media tours for campaigns, full web support for www.PoolSafely.gov, and restores decreased contract funding for CPSC's Hotline (800-638-2772).

6. Restore Robust Import Surveillance Resources (+$0.2 million)

The *Current Services* level restores $0.2 million to return to the FY 2023 enacted level for the purchase of Port Investigator replacement equipment.

7. Restore International Programs Activities (+0.2 million)

The *Current Services* level restores $0.2 million to return to the FY 2023 enacted level for CPSC's Overseas Office to provide operations of the CPSC's office in Beijing.

8. Restore Inspector General (IG) Support (+$0.1 million)

The *Current Services* level restores $0.1 million to return to the FY 2023 enacted level to support statutory audit contract funding.[6]

[5] If the CPSC is appropriated funds above $151,000,000, CPSC staff shall transfer employees' salaries and expenses for up to 17 FTEs from ARPA to regular agency appropriations. If funds are available following such a transfer, including funds from unexecuted balances assessed through the mid-year evaluation, staff shall seek specific authorization from the Commission for additional expenditures, which may include, but will not be limited to, projects referenced above.

[6] OIG: "Depending on circumstances beyond the OIG's control, a 20% reduction in non-pay (primarily contracting) dollars for our office may prevent us from accomplishing some statutorily required audits. Although some statutorily required audit work that is currently contracted out could be accomplished by CPSC OIG staff, we do not have sufficient staff resources to perform the Financial Statement or FISMA engagements."

Budget Table 2

Funding and FTE by Major Organization

Presented in the table below are the FY 2024 operating budget levels for the *Debt Ceiling* and *Current Services* Levels for each organization and the FY 2024 FTE levels.

Budget Details: FY 2024 S&E Annual Appropriation *(Dollars in Thousands)*	***Debt Ceiling* Level $151.0M**	***Current Services* Level $162.6M**	
	Dollars		**FTE**
Non-Pay			
Commissioners	$126.7	$169.0	21
Office of Hazard Identification & Reduction	$5,943.0	$7,619.0	171
Office of Compliance & Field Operations	$1,287.0	$1,589.0	163
Office of Import Surveillance*	$675.0	$865.0	63
Office of International Programs	$512.0	$721.0	7
Office of Financial Management, Planning & Evaluation	$1,702.3	$2,191.3	27
Office of Information & Technology Services	$13,797.0	$17,033.0	41
Office of Human Resources Management	$422.0	$528.0	13
Office of Facilities Services	$1,616.0	$1,719.0	9
Office of the Executive Director	$67.0	$84.0	7
Office of the General Counsel	$330.0	$440.0	38
Office of the Inspector General	$446.0	$557.0	7
Office of Communications	$1,720.0	$2,730.0	12
Office of Legislative Affairs	$12.0	$15.0	3
Office of EEO, Diversity and Inclusion	$34.0	$43.0	3
Subtotal Non-Pay Less Rent/Util/Security	**$28,690.0**	**$36,303.3**	**585**
Salaries	$108,130.0	$112,116.7	
Rent/Util/Security	$10,180.0	$10,180.0	
VGB Grants	$2,000.0	$2,000.0	
CO Alarm Grants	$2,000.0	$2,000.0	
Total Op Plan	**$151,000.0**	**$162,600.0**	**585**

**Debt Ceiling* Level reflects 8 staff transferred to ARPA funding for a total of 17 staff funded by ARPA. *Current Services* Level reflects all 17 staff funding by ARPA in *Debt Ceiling* Level being transferred to the annual appropriation.

Office of Hazard Identification and Reduction (EXHR)

1. Resource Summary

	FY 2024 Operating Plan (*Debt Ceiling* Level)	
	Dollars (in thousands)	**FTE**
Office of Hazard Identification and Reduction	$2,243	171
Laboratory Operations	$1,100	
NEISS	$2,600	
Total	**$5,943**	**171**

2. Overview and Priority Activities

The Office of Hazard Identification and Reduction (EXHR) is the lead office for Strategic Goal 1 (Prevent) and a contributing office to Strategic Goal 2 (Address). EXHR is responsible for managing CPSC's Hazard Identification and Analysis (HIA) and Hazard Assessment and Reduction (HAR) programs. 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; development of mandatory standards; 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 Economic Analysis, Engineering Sciences, Epidemiology, Health Sciences, and Laboratory Sciences:

- **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 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 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 2024 Priority Activities:

- Prepare for Commission consideration at least 23 rulemaking briefing packages from the mandatory standards table (Mandatory Standards Table, pp. 14 - 15)
- Continue implementation of equity-enhancing mandates in Executive Order 13985, including 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, disability, location, or socioeconomic status; 2) allocate safety work to better address any existing safety disparities among such identified vulnerable populations; 3) work with the Office of Communications (OCM) to enhance safety messaging to identified vulnerable populations addressing applicable safety issues
- Focus on hazards to infants and toddlers by working to develop Final Rules for Infant Support Cushions and Nursing Pillows and Infant Rockers (Mandatory Standards Table, pp. 14 - 15)
- Focus on potential safety issues associated with bicycles, off-highway vehicles, micromobility devices, smoke alarms, and carbon monoxide alarms, and maintain involvement with the multi-federal agency IoT working group
- Work on standards review and improvement efforts on products in the approved Voluntary Standards Table, (Voluntary Standards Table, pp. 16 - 18)
- Provide status report(s) on initial implementation of agency approach to advanced analytics to detect patterns in large data sets (Milestone EXHR-M04)
- Continue implementation of FY 2021 hospital sample modernization plan for the National Electronic Injury Surveillance System (NEISS sample, including a focus on recruiting hospitals in underserved communities (Milestones EXHR-M01, EXHR-M02) *[ARPA]*
- Publish analyses approved in the epidemiological reports table (Epidemiological Reports Table, p. 19)
- Focus on chronic hazards, including continuing progress on per- and polyfluoroalkyl substances (PFAS) and on recommendations of National Academies of Sciences, Engineering, and Medicine (NASEM) to assess toxicity of OFRs (Milestone EXHR-M03)
- Conduct Research on Older Consumer Safety Hazards, including efforts to better address the senior population risks associated with the use of consumer products and an evaluation of whether these risks carry a disproportionate impact with respect to gender (Epidemiological Reports Table, p. 19)

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2024 Milestone Statement
EXHR-M01	Recruit eleven new hospitals to join the National Electronic Injury Surveillance System (NEISS), including a focus on recruiting hospitals in underserved communities
EXHR-M02	Provide status report on NEISS hospital sample modernization which includes a focus on recruiting hospitals in underserved communities *[ARPA]*
EXHR-M03	Provide status report on progress toward executing the staff plan for assessing the risks from OFR subclasses
EXHR-M04	Provide status report on progress on implementation of capabilities for artificial intelligence/machine learning for CPSC analysis for data intake and analysis
EXHR-M05	Deliver Briefing Packages to Commission for the Voluntary Standards Annual Report and for the Mid-Year report
EXHR-M06	Report to Commission on Investigation of Racial and Socioeconomic Safety Differences
EXHR-M07	Continue to implement improved internal controls
EXHR-M08	Revise Playground Handbook
EXHR-M09	Publish report reviewing ASTM and 16 CFR bicycle standards
EXHR-M10	Submit Briefing Package to the Commission with draft Scientific Integrity Plan
EXHR-M11	Submit Briefing Package to the Commission with draft Public Access to Scientific Research Policy
EXHR-M12	Submit Briefing Package to the Commission on Life Safety Valuation Guidance

Control ID	FY 2024 Milestone Statement
EXHR-M13	Submit Briefing Package to the Commission with draft Final Chronic Hazard Guide Supplement
EXHR-M14	Implement any open OIG and GAO recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days.

4. Project Descriptions

Listed in this section are EXHR's FY 2024 project descriptions. Resources will be obligated for FY 2024 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 mandatory and voluntary standards development as well as agency information and education campaigns.

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 obtained OMB approval for the new sample and began recruiting hospitals. Recruitment will continue in FY 2024 with a focus on hospitals in underserved communities.

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 actions by the Office of Compliance and Field Operations (EXC) under the Consumer Product Safety Act (CPSA) Section 15.

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 will focus on continuing work initiated in FY 2023 using machine learning to automate the processing of and data extraction from death certificates and medical examiner/coroner reports.

12165 – Investigations
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. Accordingly, follow-up investigations are needed to determine how injuries happen, and to provide more specific information about the products involved, as well as possible missing information about the demographics of the consumer which can help identify areas that impact diverse and/or vulnerable populations. This project covers the assignment, performance, review, and disposition of investigation reports, including providing resources to conduct approximately 2,000 telephone investigations and on-site investigations of product-related hazards.

13327 – Emerging Hazards[7]
This project provides resources for active, systematic identification and evaluation of emerging product-related hazards which are otherwise unplanned in this Operating Plan. The project includes previously contracted 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

[7] This project requires funding above the *Debt Ceiling* Level.

capabilities to strengthen Hazard Assessment and Reduction performance.

13329 – Integrated Teams
This project focuses on the process of coordinating and assigning 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. In FY 2024, each Integrated Team will produce quarterly reports based on the statistical signals they examine and 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. Staff evaluates docketed petitions and provides the Commission with briefing packages that include 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.

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 the 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 the CPSC staff. In FY 2024, this project will support work for rulemaking efforts, such as portable generators and off-highway vehicles (OHV). Staff will focus on completion of work initiated in FY 2023, such as models for valuing the benefits related to saving lives and will submit a draft final guidance document with response to comments for Commission approval.

21518 – Electrical Hazards: Voluntary Standards and Codes
This project provides resources for activities related to electrical voluntary standards and codes. Activities include:

- Complete existing projects to improve electrical voluntary standards, including those for micromobility devices (e-scooters, hoverboards, e-bicycles).
- Complete existing projects to pursue expanded voluntary standards for Wearable products and IoT.
- Supporting revision and implementation of the National Electrical Code (NEC)

❖ **Batteries:** In FY 2024, the CPSC staff will continue to identify factors that lead to thermal injuries and review new technologies that have the potential to improve high-energy battery safety. Staff will also collaborate with stakeholders and SDOs to enhance the safety of high-energy batteries in consumer products, especially for micromobility products.,

As part of staff's engagement with voluntary standards bodies, staff also will engage stakeholders on solutions to address corrosion associated with battery ingestion.

❖ **CO and Smoke Alarm Survey:** 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 FY 2024, the contractor will provide a final report to the CPSC.

21725 – Fire Hazards: Voluntary Codes and Standards
This project provides resources for activities related to fire voluntary standards and codes. Activities include:

- Flammable Refrigerants

- 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 2024 include:

- 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 2024, efforts will include work on testing requirements for ticking and ticking substitution methods.
- Staff is also working on standards for rechargeable lithium-ion batteries for micromobility products, with a goal of developing draft requirements and supporting information to support an FY 2024 NPR.

22560 – Children's/Nursery Product Hazards: Voluntary Standards
This project provides resources for the 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 and toys, including advocating for increased protection from ingestible batteries in toys, addressing the hazards of water beads, batteries and neck floats, and refining requirements for ride-on toys and seated product firmness.
- Preparation of an annual report that identifies and analyzes nursery product injuries and fatalities involving children younger than the age of 5 years

22637 – All-Terrain Vehicles (ATVs): Rulemaking Activities
This project provides resources consistent with the congressional direction of the Consumer Product Safety Improvement Act (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 2024 activity under this project will include continuation of existing projects, technical work, and collaboration with stakeholders on stability/handling, occupant protection, fire hazards, as well as work on OHV fire hazards and finalizing a rule based on the FY 2023 Specialty Vehicle Institute of America (SVIA) voluntary standard update.

22640 – Older Consumer Safety Hazards
This project provides resources for staff to develop ways to better address the senior population risks associated with the use of consumer products and an evaluation of whether these risks carry a disparate impact with respect to gender. In FY 2024, staff will continue to work on voluntary standard improvements for Flooring, and Bathtubs. The Directorate for Epidemiology will also prepare a report on hazards for people 65 and older.

22646 – Table Saws: Rulemaking Activities
This project provides resources for activities associated with post-Supplemental Notice of Proposed Rulemaking (SNPR) work, including data collection based on NEISS incidents, as appropriate, to address table saw blade-contact injuries. In FY 2024, staff will submit a Final Rule briefing package to the Commission.

22666 – Mechanical Hazards: Voluntary Codes and Standards
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 OHV death and injury data update report.

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, including recreation and sports related products. Work will be focused on completion of existing work initiated in FY 2023.

In FY 2024, CPSC will continue data analysis and technical review in support of a future Notice of Proposed Rule (NPR) for OHV Fire Hazards and

will submit an NPR for Window Coverings to the Commission.

22727 – Children's/Nursery Product Hazards: Rulemaking Activities
Staff conducts rulemaking activities to address hazards to children using, among other authorities, CPSA Sections 7 and 9, 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 NPR briefing package for bassinets, an FR briefing package for Infant Rockers, an FR for nursing pillows, and an FR for infant support cushions.

- **Battery Ingestion:** This activity focuses on the risk of battery ingestion by children. In FY 2024, pursuant to Reese's Law (Pub. L. No. 117-171), staff will pursue improvements to the standards for toy devices using these batteries.

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:

- Work on voluntary standards associated with indoor air quality issues and PFAS
- Playground surfaces manufactured from recycled rubber
- Non-Animal Alternative Methods
- Update to the Chronic Hazard Guidelines
- Other chemical hazards
- Interagency coordination

23259 – Chemical Hazards: Rulemaking Activities
This project provides extremely limited resources for rulemaking activities relating to chemical hazards and the Poison Prevention Packaging Act (PPPA). Work will be focused on completion of existing work initiated in FY 2023 in the following areas with limited opportunities for new work in FY 2024:

- **PPPA:** The purpose of the 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 an annual report on unintentional pediatric poisoning injuries and fatalities, and interagency work in the area of poison prevention.
- **Aerosol Dusters:** This activity focuses on the risk of death from huffing aerosol dusters, related to the petition which the Commission granted in FY 2023. Staff will develop an NPR briefing package to address these risks.
- **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 2024, based on previously contracted work, staff will prepare scoping documents for the remaining 10 subclasses. Scoping documents identify the chemicals in the class, health effects, and product types that will be included in the risk assessment. Scoping documents will also help to prioritize the subclasses.

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 product 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 furnace (CO sensors) research in connection with a future Final Rule
- Collaboration with voluntary standards organizations to address fire hazards in off-road vehicles (ROVs, ATVs, and Utility Task Vehicles [UTVs])
- Collaboration with voluntary standards organizations on risks associated with CO and Nitrogen Oxide (NOx) emissions.

In FY 2024, the CPSC staff will continue to work with the ANSI Z21/83 Technical Committee to support the development of voluntary standards for addressing CO hazards from gas burning 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 2023, staff submitted a SNPR for portable generators and an NPR for furnaces to reduce CO deaths and injuries. In FY 2024, staff will prepare and submit Notices of Availability for data as well as Final Rule briefing packages for portable generators as well as for furnaces.

23339 – Chronic Hazards: Rulemaking Activities[8]
No resources provided for technical support for potential regulations to address chronic hazards which are otherwise unplanned in this Operating Plan.

23704 – Nanotechnology
The purpose of this project and its associated activities is to determine potential consumer exposures to, or the health effects of, exposure to nanomaterials during consumer use. It also advances voluntary standards work through the development of methods to characterize and quantify the release of nanomaterials from consumer products.

In FY 2024, staff will continue reviewing reports and publications from CPSC's prior-year funded nanotechnology research and working with other federal agencies under the National Nanotechnology Initiative (NNI).

24013 – Laboratory Equipment and Operations Support
This project provides resources required for safe and efficient operation of the 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. This includes support for operating the Building Safety Management System, Laboratory Information Management System, and implementation of the Radiation Safety program for Lab, Field, and Import Surveillance staff. Funds are also included to support 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
No resources provided to support EXHR activities or needs, which typically 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 the CPSC rulemakings and includes activities such as:

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

25723 – Lab Accreditation (CPSIA § 102)
In FY 2024, staff will continue the following activities:

- Administer the requirements for accreditation of third-party conformity assessment bodies to assess conformity with children's product safety rules
- 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 and ensuring Notice of Requirements are issued in a timely manner with associated regulatory updates.

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 chemicals, children's toys, children's products, fire, combustion, electrical, and mechanical

[8] This project requires funding above the *Debt Ceiling* Level.

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 2024 Target
2024KM1.1.1	Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	11
2024KM1.1.2	Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	90%
2024KM1.2.1	Number of voluntary standards activities in which staff participated that result in a revised standard that reduces the risk of injury associated with products covered by the standard	20
2024KM1.2.2	Number of rulemaking briefing packages from the Mandatory Standards table prepared for Commission consideration	23

6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2024 Target
2024OP01	Percentage of National Electronic Injury Surveillance System (NEISS) member hospitals evaluated at least once a year	95%
2024OP03	Number of incident reports collected from medical examiners and coroners	2,500
2024OP04	Number of incident reports obtained from news clips	6,000
2024OP05	Percentage of incident report verification requests mailed - either email or postal mail - within 2 business days	95%
2024OP06	Percentage of reports from eligible sources for which clerical coding is completed within 1 business day following receipt	95%
2024OP07	Percentage of notifications sent to manufacturers named in all reports eligible for the public database within 5 business days of eligibility determination	95%
2024OP08	Percentage of cases in which staff reviews or refers comments and claims from manufacturers, importers, and private labelers within 1 business day	95%
2024OP09	Percentage of business registration requests for www.SaferProducts.gov processed within 2 business days	85%
2024OP10	Percentage of headquarters telephone investigations of NEISS cases completed in fewer than 60 business days	98%
2024OP11	Percentage of completed product investigation reports provided to manufacturers within 50 business days of receiving the report	75%
2024OP12	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%
2024OP15	Number of voluntary standards activities in which CPSC actively participates	88
2024OP18	Percentage of Section 15 Product Safety Assessment requests that are completed within the Hazard Level Completion time assigned	90%
2024OP19	Percentage of priority import regulated samples (excluding fireworks) tested within 30 days of collection	85%
2024OP20	Percentage of import and domestic fireworks samples tested within 60 days of collection	90%
2024OP21	Percentage of all domestic and non-priority import regulated product samples (excluding fireworks) that are tested within 60 days of receipt at NPTEC	85%
2024OP22	Number of work-related injuries and illnesses per 100 NPTEC employees in a year (incident rate)	≤4
2024OP101	Percentage of independent third-party laboratory application requests completed within 45 days	90%
2024OP104	Number of Integrated Product Team analytic reports based on incident reporting and advance analytics	24

7. Mandatory Standards Summary

Definition: Mandatory regulations are federal rules that define enforceable requirements for consumer products.[9] Typically, the regulations 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: In general, the CPSC may set a mandatory regulation when it determines that compliance with a voluntary standard would not eliminate or adequately reduce a risk of injury or finds that it is unlikely that there will be substantial compliance with a voluntary standard.[10] The Commission may also promulgate a mandatory ban of a hazardous product when it determines that no feasible voluntary standard or mandatory regulation would adequately protect the public from an unreasonable risk of injury.

FY 2024 Activities: The 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, SNPR, FR, or DFR indicate that a briefing package with a draft ANPR, draft NPR, draft SNPR, draft FR, or draft DFR was or will be submitted to the Commission. It does not indicate the final action of the Commission.	
ANPR	Advance Notice of Proposed Rulemaking
NPR	Notice of Proposed Rulemaking
SNPR	Supplemental Notice of Proposed Rulemaking
FR	Final Rule
DFR	Direct Final Rule
BP	Briefing Package
DA/TR	Data Analysis and/or Technical Review
NOA	Notice of Availability

[9] In many jurisdictions outside the United States, mandatory regulations are called "technical regulations."

[10] The CPSIA requires the Commission to promulgate mandatory regulations by adopting existing voluntary standards (in whole or in part) for some products, such as durable infant or toddler products, children's toys, and all-terrain vehicles. For additional information, please refer to the CPSIA at: www.CPSC.gov/CPSIA.pdf.

Mandatory Standards Summary Table

Items by Major Categories	FY 2024 *Request*	FY 2024 Op Plan
CPSIA, as amended by Pub. L. No. 112-28, and including Section 104 of the CPSIA		
ATVs (All-Terrain Vehicles) – Other	DA/TR	DA/TR
ATVs (All-Terrain Vehicles) – SVIA Update		FR
Bassinets	FR	NPR
104-Rule Updates for Firmness (Bouncers)		DA/TR
104-Rule Updates for Firmness (Infant Carriers)		NPR
104-Rule Updates for Firmness (Strollers)		DA/TR
104-Rule Updates for Firmness (Swings)		DA/TR
New 104-Rule: Infant Bathers		DA/TR
New 104-Rule: Infant Floor Seats		DA/TR
eFiling	FR	NPR/FR
Infant and Infant/Toddler Products Section 104 – Rockers	FR	FR
Infant Support Cushions (*Previously* "Infant Pillow Ban")	FR	FR
Nursing Pillows	FR	FR
Section 106 Toys (Button Batteries)		NPR
Section 106 Toys (Water Beads)		NPR
Section 106 Toys (Water Floats)		NPR
Toy Standard Update (ASTM F963 Update/Notification)		DFR/NPR[11]
Rule Review		
Consumer Product Labeling Program Rule Review (OGC)		NPR
Garage Door Operator Rule Update		DFR
General Wearing Apparel 16 CFR Part 1610 Rule Amendments		FR
Information Disclosure under Section 6(b)		FR
Mattress 16 CFR 1632, ANPR Follow-up Rule Review (Ticking Substitution, Recordkeeping)	FR	DA/TR
Disclosure of Interests in Commission Proceedings		FR
Small Parts Regulation Updates	FR	
Petitions		
Aerosol Duster Petition	NPR	NPR
PPPA Exemption Petition		DA/TR
Sidewalk Bicycle Coaster Brake Petition and Amended RFI[12] BP		DA/TR
Other Ongoing or Potential Rulemaking-Related Activities		
E-Bikes		ANPR
Firewalled Laboratories	DA/TR	
Furnaces (CO Hazards)	FR	NOA[13], FR
Off-Highway Vehicle (OHV) Debris Penetration Hazards		NOA[14], FR
Off-Highway Vehicle (OHV) Fire Hazards	FR	DA/TR
Li-Ion Batteries Micromobility Products		NPR
Organohalogens Petition	DA/TR	DA/TR
Portable Generators	FR	NOA[15], FR
Table Saws		NOA[16], FR
Window Coverings (Custom)		NPR, FR

[11] If ASTM 112-28 notification not presented by 12/31/23
[12] RFI: Request for Information
[13] Packages resulting from Window Covering Manufacturers Association (WCMA) v. CPSC
[14] Ibid
[15] Ibid
[16] Ibid

8. Voluntary Standards Summary

Definition: A "voluntary standard" is a technical document that provides performance standards and test methods for consumer product safety. Such standards are reached through a consensus process among industry and a variety of stakeholders, including consumer groups.

CPSC's Statutory Requirement: The CPSC's statutory authority under CPSA sections 7 and 9 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: 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 a single 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 2024 Activities: 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 appropriate.

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

Voluntary Standards Summary Table[17]

	Product	FY 2024 *Request*	FY 2024 Op Plan
Voluntary Standards Activities Related to Existing CPSC Regulations			
1	Adult Portable Bed Rails	•	•
2	ATVs (All-Terrain Vehicles)	•	•
3	Bassinets/Cradles	•	•
4	Bedside Sleepers	•	•
5	Bicycles	•	•
6	Booster Seats	•	•
7	Carriages and Strollers	•	•
8	Changing Products	•	•
9	Chemical Test Methods	•	•
10	Child-Resistant Packages	•	•
11	Children's Folding Chairs and Stools	•	•
12	Clothing Storage Units Tip-overs	•	•
13	Commercial Cribs	•	•
14	Crib Bumpers (Infant Bedding)	•	
15	Crib Mattresses (include Supplemental and Aftermarket Mattresses)	•	•
16	Fire Safety of Portable Fuel Containers and Gasoline Cans	•	•
17	Fireworks	•	•
18	Frame Child Carriers	•	•
19	Full-Size Cribs	•	•
20	Gasoline Containers, Child Resistance	•	•
21	Gates and Expandable Enclosures	•	•
22	Handheld Infant Carriers	•	•
23	High Chairs	•	•
24	Infant Bath Seats	•	•
25	Infant Bath Tubs	•	•
26	Infant Bedding		•
27	Infant Bouncer Seats	•	•
28	Infant Sleep Products	•	
29	Infant Swings	•	•
30	Infant Walkers	•	•
31	Magnet Sets	•	•
32	Non-Full-Size Cribs and Play Yards	•	•
33	Portable Bed Rails (Children's)	•	•
34	Portable Hook-on Chairs	•	•
35	Sling Carriers (Infant and Toddler)	•	•
36	Soft Infant and Toddler Carriers	•	•
37	Stationary Activity Centers	•	•
38	Swimming Pools/Spas Drain Entrapment	•	•
39	Swimming Pools/Spas Safety Vacuum Relief System	•	•
40	Toddler Beds	•	•
41	Toys	•	•
42	Window Coverings	•	•
Voluntary Standards Activities Related to Petitions			
43	Candles and Candle Accessories	•	•
44	Flooring (Slips, Trips, and Falls)	•	•
45	Torch Fuel and Lamp Oil		•

[17] Staff may participate in a newly created voluntary standard, and shall notify the Commission when doing so.

	Product	FY 2024 *Request*	FY 2024 Op Plan
Voluntary Standards related to Ongoing or Potential Rulemaking Activities			
46	Gas Appliances – CO Sensors	•	•
47	Infant Bathers		•
48	Infant Rockers	•	•
49	Infant Loungers		•
50	Nursing Support Products		•
51	Portable Generators	•	•
52	Recreational Off-Highway Vehicles (ROVs)	•	•
53	Table Saws	•	•
Other Planned Voluntary Standards Activities			
54	Additive Manufacturing/3D Printing	•	•
55	Amusement Rides, Trampoline Parks, and Adventure Attractions	•	•
56	Artificial Intelligence (AI)	•	•
57	Bath Tubs (Adult)	•	•
58	Batteries, Fire (High-Energy Density)	•	•
59	Batteries, Ingestion (Button)	•	•
60	Building Codes	•	•
61	Carbon Monoxide (CO) Alarms	•	•
62	Electric Heaters	•	•
63	Flammable Refrigerants	•	•
64	Gas Ranges	•	•
65	Indoor Air Quality	•	•
66	Infant Support Pillows and Nursing Support Products[18]	•	
67	Internet of Things (IoT) / Connected Products	•	•
68	Lighters	•	•
69	Liquid Laundry Packets	•	•
70	LP Gas Appliances	•	•
71	Market Umbrellas / Beach Umbrellas	•	•
72	Mowers	•	•
73	Nanotechnology	•	•
74	National Electrical Code	•	•
75	Playground Equipment (Home)	•	•
76	Playground Equipment (Public)	•	•
77	Playground Surfacing	•	•
78	Pools, Portable Unprotected (Child Drowning)	•	•
79	Pressure Cookers	•	•
80	Recliners	•	•
81	Service, Communication, Information, Education, and Entertainment Robots	•	•
82	Self-balancing Scooters and Light Electric Vehicles / Micromobility Devices	•	•
83	Smoke Alarms	•	•
84	Sports/Recreational Head Gear/Helmets and Sensors	•	•
85	Tents	•	•
86	Treadmills	•	•
87	Warnings and Instructions	•	•
88	Washing Machines	•	•
89	Wearables	•	•
90	Wearable Infant Blankets	•	•
91	Weighted Blankets (Ages 3+)		•
Grand Total		**85**	**88**

[18] "Infant Support Pillows and Nursing Support Products" was listed as item 62 in the FY 2024 Performance Budget Request (see p. 29) and was categorized under "Other Planned Voluntary Standards Activities" in the table. In this document, the Voluntary Standards activity has been split into two activities: "Infant Loungers" (item number 49) and "Nursing Support Products" (item number 50). Also, in this document the two activities are categorized under "Voluntary Standards related to Ongoing or Potential Rulemaking Activities."

9. Epidemiological Reports Table

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

FY 2024 Activities: 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 for Assistant Executive Director (AED) clearance in FY 2024:

Epidemiological Report
Annual Nursery Product Report
Annual Toy Report
Carbon Monoxide Fatalities Report
Fireworks Report
Hazards for People 65 and Older Report
Micromobility Products Report
Bicycles Report (excludes e-Bikes)
Off-Road Vehicle Report (includes ATVs, ROVs, and UTVs)
Pool Drowning to Children under 5 Report
PPPA Injury and Fatality Report
Residential Fire Loss Report

Office of Compliance and Field Operations (EXC)

1. Resource Summary

	FY 2024 Operating Plan (*Debt Ceiling* Level)	
	Dollars (in thousands)	**FTE**
Compliance – HQ	$418	73
Compliance – Field	$869	90
Total	**$1,287**	**163**

2. Overview and Priority Activities

The Office of Compliance and Field Operations (EXC) is the lead office for Strategic Goal 2 (Address) and is responsible for conducting product surveillance, as well as enforcing applicable laws and regulations 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, issues public notice and/or 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 laws and regulations.

EXC's work is accomplished by:

- A team of compliance officers and compliance attorneys that enforces applicable laws and rules and works with firms to develop corrective action plans (CAPs) to recall consumer products.;
- Field investigators located across the United States who conduct IDIs on product safety hazards and incidents; conduct on-site inspections and online surveillance of manufacturers, importers, and retailers; and
- A state and local programs team that coordinates with a network of state and local officials to help monitor recall performance, distribute safety materials, and educate consumers on product safety.

FY 2024 Priority Activities:

- Enforce safety requirements and safety standards related to durable children's products, magnet products, clothing storage units, adult portable bedrails, ATVs, and products that require special packaging, including new packaging requirements for button batteries under Reese's law (Milestones EXC-M01, EXC-M02, EXC-M03, EXC-M04)
- Identify hazardous, recalled, and banned products through online surveillance for removal and/or investigation (Milestone EXC-M05)
- Examine mechanisms to improve recall effectiveness by exploring measures of consumer awareness of recall information either by direct contact or secondary means.
- Conduct targeting initiatives, sampling, and evaluating products from retailers in underserved communities to promote safety equity (Milestone EXC-M06)
- Conduct timely initial assessments to determine whether to open a civil penalty investigation following a recall announcement (Milestone EXC-M07)
- Support EXIT's project to modernize EXC's case management systems, prioritizing additional development of a case management system for EXC's Regulatory Enforcement Division's (CRE) regulatory enforcement work (Milestone EXC-M08)
- Monitor company compliance with CAPs and take appropriate follow-up action (Milestone EXC-M09)
- Continue implementation of equity-enhancing mandates in Executive Order 13985, including those identified in CPSC's Equity Action Plan (Milestones EXC-M06 and EXC-M10)

- Conduct timely initial assessments to determine whether EXC cases involve imminently hazardous products as defined under CPSA Section 12. Staff shall report expeditiously to the Commission affirmative findings. Staff shall also keep the Commission reasonably apprised of its efforts under this provision. (Milestone EXC-M12)
- Encourage commitments from recalling firms to communicate recall information to consumers in Spanish and additional languages commonly spoken in the United States. Staff shall report periodically on the results of these efforts.

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2024 Milestone Statement
EXC-M01	Enforce safety requirements related to durable children's products, including infant sleep products, crib bumpers, and mattresses.
EXC-M02	Enforce safety standards related to magnets
EXC-M03	Establish new enforcement program regimens for clothing storage units and adult portable bedrails
EXC-M04	Enforce safety standards for ATVs and hazardous substance packaging that is not child resistant, including new packaging requirements for button batteries
EXC-M05	Screen and request more than 50,000 product listing takedowns on third-party Internet platforms
EXC-M06	Screen children's products for potential violations at 100 establishments in underserved communities to promote safety equity
EXC-M07	Conduct timely initial assessments of all new recalls to determine whether to open a civil penalty investigation following a recall announcement
EXC-M08	Support deployment of phase two of EXIT's project to modernize EXC's case management system
EXC-M09	Monitor company compliance with CAPs and take appropriate follow-up action
EXC-M10	Conduct 37 outreach initiatives in underserved communities in at least seven states to promote safety equity, aligning messaging with local needs as well as responding to emerging safety issues
EXC-M11	Implement any open OIG and GAO recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days.
EXC-M12	Conduct timely assessments of all EXC cases to determine whether an action under CPSA Section 12 is appropriate

4. Project Descriptions

Listed in this section are EXC's FY 2024 project descriptions. Resources will be obligated for FY 2024 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.

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 CPSA section 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[19]
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. Education and outreach activities shall align with local needs as well as respond to emerging safety issues; however, only limited resources will be available for activities conducted with state and local governments under contract, which include recall effectiveness checks and inspections.

34381 – Internet Surveillance Program Support
This project provides resources for activities by the eSAFE Team 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.

34382 – Fast-Track Program
This project provides resources for activities related to the Fast-Track Recall Program through the agency's use of an online portal. 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.

34789 – Recall Monitoring
This project provides resources to ensure company compliance with CAPs.

34792 – Case Management Modernization
This project provides resources to support EXIT's multiyear project to modernize EXC's case management systems, prioritizing a case management system for regulated product work.

34351/34352 – Import Activities: Regulated/ Defects
In coordination with EXIS, EXC provides technical review of hazards identified at ports of entry and negotiates 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 prohibited acts set forth in CPSA, FHSA, and FFA and other statutes administered by the CPSC.

[19] This project requires funding above the *Debt Ceiling* Level to be fulfilled at intended activity levels.

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 2024 Target
2024KM2.1.1	Percentage of cases for which a Preliminary Determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	70%
2024KM2.1.2	Percentage of cases for which a compliance determination is made within five business days of completed sample evaluation	85%
2024KM2.2.1	Percentage of cases for which a CAP is accepted or public notice process initiated within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)	60%
2024KM2.2.2	Percentage of cases for which a firm is notified of a violation within 10[20] business days of compliance violation determination	80%
2024KM2.2.3	Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening	90%
2024KM2.2.4	Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 business days of the recall announcement	95%
2024KM2.2.5	Percentage of cases open 90 business days for which a public safety assessment (PSA) planning discussion is held with technical staff	95%
2024KM2.3.1	Recall response rate for all consumer product recalls	33%
2024KM2.4.1	Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	95%

6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2024 Target
2024OP23	Percentage of non-HAZMAT samples collected for evaluation that are shipped within five business days of collection	85%
2024OP24	Percentage of field investigations for Compliance completed in fewer than 45 business days	95%
2024OP27	Percentage of cases where a Full Report request is initiated within five business days of case opening	90%
2024OP29	Percentage of recall effectiveness checks assigned within 10 business days of CAP acceptance	85%
2024OP105	Percentage of recalls in which the firm agrees to use social media to communicate a recall	70%
2024OP107	Percentage of CAPs in cases with a Preliminary Determination (Hazard Priorities A, B, and C), that include direct notice to known consumers and a request for direct notice and follow-up with distributors and retailers	90%

[20] Starting in FY 2024, the number of business days changed from 5 in FY 2023 to 10.

Office of Import Surveillance (EXIS)

1. Resource Summary

	FY 2024 Operating Plan (*Debt Ceiling* Level)	
	Dollars (in thousands)	**FTE**
Import Surveillance	$675	46
Annual Appropriation Subtotal	**$675**	**46**
Staff *[ARPA]*		**17**
eFiling Project Support *[ARPA]*	$1,000	
ARPA Subtotal	**$1,000**	**17**
Total	**$1,675**	**63**

2. Overview and Priority Activities

EXIS is a contributing office for Strategic Goal 1 (Prevent) 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 RAM system to identify products imported into the United States that are most likely to violate consumer product safety statutes and regulations. Since 2018, nearly three out of four product recalls in the United States have involved an imported product. When product imports do not comply with federal 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 2024 Priority Activities:

- Implement the requirements of the ARPA by interdicting high-risk eCommerce shipments at ports of entry, including ports where large volumes of *de minimis* eCommerce shipments arrive (Milestone EXIS-M03) *[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 through maximization of port presence. (Milestones EXIS-M02, EXIS-M04)
- Coordinate with CBP, other CPSC offices, and the trade on the development of an eFiling program that will ultimately require importers of certain regulated consumer products to electronically file certificate of compliance data at the time of importation (Milestones EXIS-M08, EXIS-M09)
- Train partner federal agencies on CPSC's requirements and priorities to maximize collaboration on enforcement at ports of entry (Operating Measure 2023OP33)
- Support the Border Interagency Executive Council (BIEC) in enhancing coordination across federal agencies with border management authorities to improve supply chain processes and the identification of illicit and noncompliant shipments (Milestone EXIS-M07)
- Continue to expedite enforcement actions on certain noncompliant imported products at ports of entry (Milestone EXIS-M10, Operating Measures 2024OP109, 2024OP112, and 2024OP113)

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2024 Milestone Statement
EXIS-M01	Provide import surveillance training jointly with CPSC's Small Business Ombudsman (SBO) to importers, including those identified as first-time violators
EXIS-M02	Continue to implement a national program to target all 15(j) rules through CPSC's co-location at CTAC
EXIS-M03	In coordination with CBP, conduct two special operations at ports of entry where large volumes of *de minimis* eCommerce shipments arrive
EXIS-M04	Continue to implement an exam screening program for identified priority Section 104 products
EXIS-M05	Coordinate 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
EXIS-M06	Support enhancing coordination across agencies with border management authorities to improve supply chain processes and the identification of illicit and noncompliant shipments through participation in Border Interagency Executive Council (BIEC) working group and Principals' meetings
EXIS-M07	Deploy and administer the eFiling Beta Pilot and identified necessary changes needed for full implementation of the eFiling program
EXIS-M08	In consultation with EXIT, complete final development on eFiling systems (PGA Message Set and Product Registry) to prepare for full implementation of eFiling in 2025
EXIS-M09	Continue to expedite enforcement actions on certain noncompliant imported products at ports of entry
EXIS-M10	Implement any open OIG and GAO recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days.

4. Project Descriptions

Listed in this section are EXIS's FY 2024 project descriptions. Resources will be obligated for FY 2024 work to be performed by the program office under each project, as described below.

34340 – eFiling of Certificate of Compliance Data for Import Targeting
This project provides resources for activities to support a program to electronically collect and risk assess Certificate of Compliance data from the trade and manage the exchange of such data with CBP for targeting purposes.

34341 – Import: *de minimis* (eCommerce)
This project provides resources for import surveillance activities at ports of entry where large volumes of *de minimis* eCommerce shipments arrive, product examination activities for *de minimis* importations, which 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.

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 office management, travel, transportation, printing, 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 2024 Target
2024KM1.2.3	Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	83%
2024KM1.3.1	Percentage of consumer product imports, identified as high-risk, examined at import	85%
2024KM1.3.2	Percentage of import shipments processed through the RAM system that are cleared within one business day	99%
2024KM1.3.3	Number of import examinations completed	45,000
2024KM1.3.4	Number of *de minimis* shipment examinations completed	12,000

6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2024 Target
2024OP32	Percentage of first-time violators who are engaged with a timely informed compliance inspection after violation determination	80%
2024OP33	Number of ports at which CPSC will cross-train other federal agencies' staff to identify hazardous imported products	25
2024OP109	Percentage of import samples shipped for analysis within three business days of collection date	90%
2024OP112	Percentage of cases for which a firm is notified of a determination for certificate and/or tracking label compliance within 45 days from sample collection at import	90%
2024OP113	Percentage of cases for which a firm is notified of a determination for certificate and/or tracking label compliance within 30 days from sample collection of *de minimis* shipments	90%

Office of International Programs (EXIP)

1. Resource Summary

	FY 2024 Operating Plan (*Debt Ceiling* Level)	
	Dollars (in thousands)	**FTE**
Total	**$512**	**7**

2. Overview and Priority Activities

The Office of International Programs (EXIP) is a contributing office for Strategic Goal 1 (Prevent) and Strategic Goal 3 (Communicate) and 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) with CPSC's closest trading partners Canada and Mexico; 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 2024 Priority Activities:

- Improve cooperation with foreign government product safety officials on product safety policy and support the exchange of information on consumer product hazards and risks, as well as CPSC policies, with those officials to reduce the manufacture and international trade of hazardous products (Operating Measure 2024OP116)
- 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-M02)
- Continue production of product safety video series for Chinese manufacturers, in Chinese language, — topics selected through annual data analysis (Milestone EXIP-M03)
- Provide timely information about recalls directly to foreign regulators and other stakeholders via the OECD's *GlobalRecalls* portal (Milestone EXIP-M04)
- Coordinate with other federal agencies and international partners to monitor relevant international rulemakings regarding consumer product safety and hazardous substances. In a timely fashion provide information to the Commission regarding such rulemaking proceedings

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2024 Milestone Statement
EXIP-M01	Update program plans for FY 2024 with outcomes for each program area
EXIP-M02	Participate 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-M03	Produce two new episodes of product safety video series in Chinese language and posted videos on the web
EXIP-M04	Provide timely information about recalls directly to foreign regulators and other stakeholders via the OECD's *GlobalRecalls* portal
EXIP-M05	Implement any open OIG and GAO recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days.

4. Project Descriptions

Listed in this section are EXIP's FY 2024 project descriptions. Resources will be obligated for FY 2024 work to be performed by the program office under each project, as described below.

53148 – Overseas Office[21]
No resources are provided for funding CPSC's office in Beijing, China at the FY 2024 *Debt – Ceiling* Level.

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. In FY 2024, this project includes resources for governmental meetings and industry training.

53153 – European / International Organizations Program
The CPSC works with counterpart agencies of the 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 UN's Working Group on Consumer Product Safety (WGCPS) to increase as the CPSC advocates for the prevention of cross-border distribution of known hazardous consumer products.

53154 – Selected Asia Pacific Program
This program covers the 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.

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

[21] For FY 2024, this project requires funding above the *Debt Ceiling* Level.

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.

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 – None

6. Summary of Operating Performance Measures

Control ID	Operating Performance Measure Statement	FY 2024 Target
2024OP116	Number of events (in-person or virtual) conducted on CPSC safety requirements, best practices, and regulatory policies for foreign government officials	10
2024OP117	Number of Buyer's Training seminars (in-person or virtual) conducted for industry-purchasing managers with topics selected through annual data analysis	2
2024OP118	Number of training events (in-person or virtual) conducted on CPSC product safety requirements for foreign-based industry representatives	13
2024OP119	Number of special projects completed based on mutual interest with a foreign regulatory partner, aimed at reducing manufacture and trade of hazardous consumer products	1

Office of Communications (OCM)

1. Resource Summary

	FY 2024 Operating Plan (*Debt Ceiling* Level)	
	Dollars (in thousands)	**FTE**
Office of Communications	$1,060	12
Campaigns	$660	
Total	**$1,720**	**12**

2. Overview and Priority Activities

The Office of Communications (OCM) is the lead office for Strategic Goal 3 (Communicate) 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 and activities. OCM also uses syndicating tools to ensure that recalls and safety messages are widely distributed in a timely fashion to the media, to email subscribers and other communication platforms.

FY 2024 Priority Activities:

- Engage the public on CPSC safety messaging and recalls through digital content and platforms. (Milestone OCM-M01)
- Conduct outreach campaigns in four categories to prevent injuries and deaths from consumer products: pool safety; furniture tip-over prevention; baby safety; and carbon monoxide. The outreach efforts shall respond to needs and interests identified through CPSC's work with community organizations representing diverse populations. Staff will incorporate safety messaging on emerging hazards, which may include button battery ingestion, micromobility devices, water beads, or other safety issues in seasonal earned media outreach, organic social media, and event-driven news associated with these safety issues to drive interest. (Milestone OCM-M02)
- Continue implementation of equity-enhancing mandates in Executive Order 13985, including those identified in CPSC's Equity Action Plan. (Milestone OCM-M02)
- Conduct community outreach events/activities (which may include virtual or digital events as necessary as well as outdoor advertising campaigns), especially to underserved communities, aimed at raising awareness of and preventing injuries and deaths associated with consumer products, aligning messaging with local needs as well as responding to emerging safety issues. (Milestone OCM-M02, Operating Measure 2024OP45)
- Promote consumer reporting of hazards through SaferProducts.gov. (Milestone OCM-M03)
- Publicize import and enforcement activities, including through the increased use of social media, press releases, and other CPSC media channels.
- Review findings from the study on consumer behavior in response to product recalls and implement the study's recommendations. (Milestone OCM-M04)
- Continue to make agency translation and dissemination of recalls and recall alerts in Spanish a priority, while evaluating cost-effective and timely translation service options that will enable the agency to sustain and expand outreach in languages other than English. (Milestone OCM-M06)

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2024 Milestone Statement
OCM-M01	Conducted streaming advertising (OTT) tactic for one campaign
OCM-M02	Demonstrate diversity and inclusion in campaign assets, tactics, and platforms
OCM-M03	Conduct email marketing campaign to encourage consumers to report hazards to CPSC at SaferProducts.gov and increase awareness of the website and of recall announcements
OCM-M04	Implement recommendations from study of consumer behavior regarding recalls
OCM-M05	Implement any open OIG and GAO recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days
OCM-M06	Identify and implement cost-effective and timely translation service options to reach speakers of Spanish, while still observing best practices for translations. Explore processes to sustain and expand agency outreach in languages other than English.

4. Project Descriptions

Listed in this section are OCM's FY 2024 project descriptions. Resources will be obligated for FY 2024 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 CPSC-printed publications and CPSC-branded campaign collateral items, such as Pool Safely mini beach balls and laminated fliers.

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, 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 awareness about consumer 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
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 Office of the Secretary).

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 2024 Target
2024KM3.1.1	Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	15
2024KM3.2.1	Number of national media placements of CPSC stories	25
2024KM3.2.2	Percentage of recall press releases cycled through the OCM in two business days or less once received from the Office of Compliance & Field Operations	90%
2024KM3.2.3	Unique open rate for email subscribers to CPSC's recall announcements	30%
2024KM3.3.1	Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	13

6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2024 Target
2024OP43	Number of visits to CPSC websites (in millions)	21
2024OP44	Number of followers on Twitter and other CPSC social media accounts signed up to receive CPSC safety messages in English and Spanish	295,000
2024OP45	Number of community outreach activities (including virtual or digital) conducted	10
2024OP46	Number of pool and spa safety information and education activities (including virtual or digital) conducted	4
2024OP48	Number of furniture and television tip-over prevention activities (including virtual or digital) conducted	4
2024OP51	Percentage of voicemail messages responded to by Hotline staff by the next business day	98%
2024OP52	Percentage of incoming calls to Hotline operators that are abandoned	< 5%
2024OP53	Percentage of incoming calls sent to Hotline operators that are answered within 30 seconds	80%
2024OP110	Number of email subscribers to CPSC's public announcements including recalls, safety updates, business education and public calendar	350,000
2024OP126	Number of subscribers to Neighborhood Safety Network (NSN)	120,000

Office of Information & Technology Services (EXIT)

1. Resource Summary

	FY 2024 Operating Plan (*Debt Ceiling* Level)	
	Dollars (in thousands)	**FTE**
Office of Information Technology	$54	41
IT Infrastructure	$6,611	
CPSC's Information Systems	$5,349	
Risk Assessment Methodology – Import	$1,783	
Total	**$13,797**	**41**

2. Overview and Priority Activities

The Office of Information & Technology Services (EXIT) is one of the lead offices for Strategic Goal 4 (Support) and 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, operation, maintenance, and protection of all information technology, networks, and systems for 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, 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 Policymaking Act of 2018.

FY 2024 Priority Activities:

- Continue modernization of Epidemiology/NEISS legacy applications (Milestone EXIT-M04) *[ARPA]*
- Finalize development of the eFiling Product Registry where importers will file Certificate of Compliance data with CPSC prior to importation (Milestone EXIT-M02) *[ARPA]*
- Deploy second phase of case management system for EXC's regulatory enhancement work and validate requirements for and begin modernization of IFS (Milestone EXIT-M03) *[ARPA]*
- Modernize agency's public website (CPSC.gov) with key improvements (Milestone EXIT-M05) *[ARPA]*
- Complete a Zero Trust gap analysis to develop a roadmap to align with Cybersecurity and Infrastructure Security Agency's (CISA) maturity levels and develop policies that meet OMB Memorandum M-22-09 requirements (Milestone EXIT-M06)
- Implement secure Internet and private application access to Zero Trust services, which will simplify and improve the security of CPSC's network and applications (Milestone EXIT-M07)

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2024 Milestone Statement
EXIT-M01	Complete integration of the Global Data Synchronization Network (GDSN) into CPSC's Risk Assessment Methodology surveillance system *[ARPA]*
EXIT-M02	Finalize development of the eFiling Product Registry *[ARPA]*
EXIT-M03	Deploy 2nd phase of upgraded case management system for EXC's regulatory enforcement work and validate requirements for and began modernization of IFS *[ARPA]*
EXIT-M04	Continue development to modernize Epidemiology/NEISS legacy applications *[ARPA]*
EXIT-M05	Modernize the agency's public website (CPSC.gov) by enhancing the search functionality and updating the design
EXIT-M06	Complete a Zero Trust gap analysis to develop a roadmap to align with CISA's maturity levels and developed policies that meet OMB Memorandum M-22-09 requirements
EXIT-M07	Implement secure Internet and private application access Zero Trust services
EXIT-M08	Implement any open OIG and GAO recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days.

4. Project Descriptions

Listed in this section are EXIT's FY 2024 project descriptions. Resources will be obligated for FY 2024 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 CPSRMS. The CPSRMS is a comprehensive system consisting of the following core components:

- Public and business portals (www.SaferProducts.gov)
- Review, analysis, and decision support system (CPSC360)
- Dynamic Case Management System (DCM)
- Monthly Progress Reports (MPR)
- Regulatory Robot
- Fast-Track Portal

In FY 2024, EXIT will continue to operate and maintain current system components and upgrade Appian to the latest version. EXIT will also emphasize upgrading the underlying infrastructure to validate the security findings.

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 or regulations.

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 2024, EXIT will:

(1) Provide ongoing support to the ITDS/RAM system, to ensure that it is correctly functioning according to system requirements and that it is available to EXIS staff;
(2) Provide integration and support for eFiling functionality within the ITDS/RAM system; and
(3) Provide updates, as needed, to document the technical and functional aspects of the ITDS/RAM system.

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 CPSC and ensuring information system confidentiality, integrity, and availability.

In FY 2024, EXIT will enhance its security logging, log retention, and log management capabilities by

expanding its security log-in processes, in accordance with requirements specified in OMB Memorandum M-21-31. EXIT will also upgrade its security policies to comply with updated security control implementation guidance specified in NIST SP 800-53, Rev. 5, *Security and Privacy Controls for Information Systems and Organizations.* In addition, EXIT plans to execute the Zero Trust support contract, which will deliver a gap analysis, develop a roadmap to align with CISA's maturity levels, and develop policies that meet OMB Memorandum M-22-09 requirements. The results will guide the agency as it makes digital workplace, infrastructure, and application modernization decisions. Also in FY 2024, EXIT will implement the security Internet and private application access Zero Trust services, which will simplify and improve the security of CPSC's network and applications.

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 2024, EXIT will complete the upgrade of cellular phones to current models. This upgrade will provide a larger screen size, better camera quality for EXC and EXIS investigators, and access to OneDrive and an improved secure file sharing application.

99945 – Capital Replacement
This project provides resources for 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. In FY 2024, EXIT will complete firewall and switch upgrades, replace aging laptops, and work to remove outdated Open Enterprise Servers and NetWare products from the infrastructure.

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 2024, EXIT will: (1) continue to develop a new data management system to be utilized by EXHR's Directorate for Epidemiology (EPI); and (2) continue to develop an upgraded case management system for EXC's regulatory enforcement work.

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 2024, EXIT will create a service catalog portal for common IT requests, and offer access and training to new services (*e.g.* Box, OneDrive, and Zscaler Private Access).

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 2024, EXIT will replace all agency firewalls and switches with updated hardware and software, improving performance and security. In addition, EXIT will be working to create an environment that continues to embrace the hybrid workplace and protects people, devices, apps, and data with our Zero Trust implementation.

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. In FY 2024, EXIT will continue to operate and maintain agency websites. A modernization effort will provide enhancements to the public website (CPSC.gov) which OCM has prioritized as key improvements, including targeted efforts to improve basic functionality, such as search functionality.

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 2024, EXIT will continue migrating CPSC's 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 the data lake storage; implementing data quality measures for each data set; and building reports, dashboards, and visualizations for streamlined data analysis. Agency staff will also be trained on how to develop reports utilizing the Power BI application. 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

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Key Performance Measure Statement	FY 2024 Target
2024KM4.4.1	Percentage of operating uptime for IT systems	97%
2024KM4.4.2	Percentage of operating uptime for IT networks	98%
2024KM4.4.3	Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within three business days	100%
2024KM4.4.4	Percentage of prioritized IT projects delivered on time, on budget, and with intended performance	Baseline
2024KM4.4.5	Percentage of prioritized high-risk IT security audit findings addressed	93%

6. Summary of Operating Performance Measures – None

Other Offices

(Milestones and measures only)

Office of Equal Employment Opportunity (EEO), Diversity, and Inclusion (OEEODI), Office of the Executive Director (OEX), Office of the General Counsel (OGC), Office of Legislative Affairs (OLA), Office of Financial Management, Planning, and Evaluation (EXFM), and Office of Human Resources Management (EXRM), also have key measures, operating performance measures, and/or 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 2024 Target
EXRM	**2024KM4.1.1**	Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	70%
EXRM	**2024KM4.1.2**	Percentage of hiring managers trained on recruitment	93%
EXRM	**2024KM4.1.3**	High-performing Federal Workforce – Employee Engagement Index Score	70%
EXFM	**2024KM4.2.1**	Achieved unqualified opinion on independent financial audit	1
EXFM	**2024KM4.2.2**	Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum	13%
EXFM	**2024KM4.2.3**	Number of program evaluations conducted	Baseline
OGC	**2024KM4.3.1**	Percentage of financial disclosure forms reviewed and certified timely by OGC	100%
OGC	**2024KM4.3.2**	Percentage of FOIA responses to the public that meet timeliness benchmarks	75%

2. Summary of Operating Performance Measures

Note: Operating Plan Measures are monitored and reported internally.

Office	Control ID	Operating Performance Measure Statement	FY 2024 Target
EXRM	**2024OP69**	Percentage of employees who agree that the work unit has the job relevant knowledge and skills necessary to accomplish organizational goals	70%
EXRM	**2024OP73**	Percentage of new managers and employees trained on MIS reporting	95%
EXRM	**2024OP75**	Percentage of employees with Individual Development Plans (IDPs) in place	25%
EXRM	**2024OP76**	Number of developmental opportunities available to employees through the Agency Training plan	25
EXRM	**2024OP80**	Percentage of vacancies filled through first announcement	75%
EXRM	**2024OP81**	Number of diversity outreach and recruitment activities conducted	20
EXRM	**2024OP83**	Number of informational opportunities on work-life balance provided to employees and managers	30
EXRM	**2024OP84**	Number of wellness events offered	20
EXRM	**2024OP92**	Average score of hiring managers satisfied with applicant listing	7.5
EXRM	**2024OP93**	Percentage of vacancies that use Listservs for targeted recruitment	55%
EXRM	**2024OP121**	Percentage of full-time FTEs utilized	96%
OEEODI	**2024OP87**	Percentage of annual EEO complaints closed within required timeframes	100%

Office	Control ID	Operating Performance Measure Statement	FY 2024 Target
OEEODI	**2024OP96**	Percentage of employees trained in diversity and inclusion	100%
OEX	**2024OP88**	Number of domestic training and outreach activities delivered to industry stakeholders by the SBO	13
OEX	**2024OP106**	Percentage of inquiries to the Consumer Ombudsman resolved within three business days	90%
OEX	**2024OP111**	Number of educational materials created for the eCommerce community about product safety and compliance, produced by the SBO in collaboration with other CPSC offices	1
OLA	**2024OP114**	Percentage of formal, written congressional letters acknowledged within three business days of receipt	100%
OLA	**2024OP115**	Number of monthly newsletters sent to Congress about the workings of CPSC	12
OLA	**2024OP127**	Number of meetings offered to office staff of members of congressional authorizing and appropriations subcommittees that oversee CPSC	65
OGC	**2024OP122**	Percentage of new employees who complete initial ethics training	100%
OGC	**2024OP123**	Percentage of simple FOIA requests processed in 70 days or fewer	75%
OGC	**2024OP124**	Percentage of complex FOIA requests processed in 107 days or fewer	75%
OGC	**2024OP125**	Percentage of requests for expedited processing of a FOIA request adjudicated in 14 days or fewer	90%

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Office	Control ID	FY 2024 Milestone Statement
EXRM	**EXRM-M01**	Complete FY 2024 Human Capital activities
EXRM	**EXRM-M02**	Implement FY 2024 Action plan from the Employee Engagement Initiative
EXRM	**EXRM-M03**	Develop Annual plan for Diversity, Equity, and Inclusion (DEI) recruitment and outreach activities
EXRM	**EXRM-M04**	Develop FY 2024 Plan for informational opportunities for work-life issues
EXRM	**EXRM-M05**	Develop Annual plan for wellness activities
EXRM	**EXRM-M06**	Complete a review of Agency Recognition and Awards Program
EXRM	**EXRM-M07**	Develop marketing plan for Leadership Development opportunities
EXRM	**EXRM-M08**	Update Agency Succession Plan
EXRM	**EXRM-M09**	Develop Annual agency training plan based on Training Needs Assessment
EXRM	**EXRM-M10**	Implement any open OIG and GAO recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days.
OEEODI	**OEEODI-M01**	Update CPSC's Racial Equity Action Plan
OEEODI	**OEEODI-M02**	Implement any open OIG and GAO recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days.
OLA	**OLA-M01**	Guide Congressional staff on a trip to CPSC's National Product Testing and Evaluation Center (NPTEC) and a U.S. port of entry where CPSC is co-located with the CBP
OLA	**OLA-M02**	Implement any open OIG and GAO recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days.

Office	Control ID	FY 2024 Milestone Statement
OEX	**OEX-M01**	Implement any open OIG and GAO recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days
EXFM	**EXFM-M01**	Implement any open OIG and GAO recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days.

4. VGB Act & Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act Grants

Office	FY 2024 Project	
EXFM	**70002**	Administer the Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub L. No.110-140) Grants program
EXFM	**71001**	Administer the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act (NZB Act) (Pub L. No. 117-103) Grants program

Appendix A

Summary of CPSC's FY 2024 Key Performance Measures

Below is an overview of CPSC's FY 2024 Key Performance Measures

Strategic Objective (SO)	**Key Performance Measure** (KM)	**Lead Office**	**FY 2024 Target**
Goal 1: Prevent | Prevent hazardous products from reaching consumers			
SO 1.1 Improve identification and timely assessment of hazards to consumers	**KM1.1.1** Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	EXHR	11
	KM1.1.2 Percentage of consumer product-related injury cases correctly captured at NEISS hospitals		90%
SO 1.2 Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards	**KM1.2.1** Number of voluntary standards activities in which staff participated that result in a revised standard that reduces the risk of injury associated with products covered by the standard	EXHR	20
	KM1.2.2 Number of rulemaking briefing packages from the Mandatory Standards table prepared for Commission consideration		23
	KM1.2.3 Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	EXIS	83%
SO 1.3 Increase capability to identify and stop imported hazardous consumer products	**KM1.3.1** Percentage of consumer product imports, identified as high-risk, examined at import	EXIS	85%
	KM1.3.2 Percentage of import shipments processed through the RAM system that are cleared within one business day		99%
	KM1.3.3 Number of import examinations completed		45,000
	KM1.3.4 Number of *de minimis* shipment examinations completed		12,000
Goal 2: Address | Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner			
SO 2.1 Rapidly identify and prioritize hazardous consumer products for enforcement action	**KM2.1.1** Percentage of cases for which a Preliminary Determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	EXC	70%
	KM2.1.2 Percentage of cases for which a compliance determination is made within five business days of completed sample evaluation		85%
SO 2.2 Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions	**KM2.2.1** Percentage of cases for which a CAP is accepted or public notice process initiated within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)	EXC	60%
	KM2.2.2 Percentage of cases for which a firm is notified of a violation within 10 business days of compliance violation determination		80%
	KM2.2.3 Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening		90%
	KM2.2.4 Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 business days of the recall announcement		95%

Strategic Objective (SO)	**Key Performance Measure** (KM)	**Lead Office**	**FY 2024 Target**
SO 2.2 (continued)	**KM2.2.5** Percentage of cases open 90 business days for which a public safety assessment (PSA) planning discussion is held with technical staff	EXC	95%
SO 2.3 Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products	**KM2.3.1** Recall response rate for all consumer product recalls	EXC	33%
SO 2.4 Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities	**KM2.4.1** Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	EXC	95%
Goal 3: Communicate | Communicate actionable information about consumer product safety quickly and effectively			
SO 3.1 Improve accessibility, usefulness, and actionability of consumer product safety information for diverse audiences	**KM3.1.1** Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	OCM	15
SO 3.2 Increase dissemination of actionable consumer product safety information to a variety of diverse audiences	**KM3.2.1** Number of national media placements of CPSC stories	OCM	25
	KM3.2.2 Percentage of recall press releases cycled through the OCM in two business days or less once received from the Office of Compliance & Field Operations		90%
	KM3.2.3 Unique open rate for email subscribers to CPSC's recall announcements		30%
SO 3.3 Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities	**KM3.3.1** Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	OCM	13
Goal 4: Support | Efficiently and effectively support the CPSC's mission			
SO 4.1 Attract, recruit, and cultivate a high-performing, diverse, inclusive, and engaged workforce	**KM4.1.1** Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	EXRM	70%
	KM4.1.2 Percentage of hiring managers trained on recruitment		93%
	KM4.1.3 High-performing Federal Workforce – Employee Engagement Index Score		70%
SO 4.2 Ensure strong stewardship and effective use of agency resources	**KM4.2.1** Achieved unqualified opinion on independent financial audit	EXFM	1
	KM4.2.2 Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03		13%
	KM 4.2.3 Number of program evaluations conducted		Baseline

Strategic Objective (SO)	**Key Performance Measure** (KM)	**Lead Office**	**FY 2024 Target**
SO 4.3 Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; and promoting transparency in agency operations	**KM4.3.1** Percentage of financial disclosure forms reviewed and certified timely by OGC	OGC	100%
	KM4.3.2 Percentage of FOIA responses to the public that meet timeliness benchmarks		75%
SO 4.4 Deliver high-quality effective mission-oriented information and technology solutions	**KM4.4.1** Percentage of operating uptime for IT systems	EXIT	97%
	KM4.4.2 Percentage of operating uptime for IT networks		98%
	KM4.4.3 Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within three business days		100%
	KM4.4.4 Percentage of prioritized IT projects delivered on time, on budget, and with intended performance		Baseline
	KM4.4.5 Percentage of prioritized high-risk IT security audit findings addressed		93%

Appendix B

Summary of CPSC's FY 2024 Projects

Numerically listed in the table below are FY 2024 projects of the following CPSC organizations: EXHR, EXC, EXIS, EXIP, OCM, EXIT, and EXFM. Resources will be obligated for FY 2024 work to be performed by the lead program office and, if applicable, contributing program office(s), under each project below.

FY 2024 Project		Strategic Goal	Office
11179	National Electronic Injury Surveillance System (NEISS)	1	EXHR
11282	Mortality/Incident Data	1	EXHR
12165	Investigations	1	EXHR
13327	Emerging Hazards	1	EXHR
13328	Consumer Product Safety Risk Management System (CPSRMS)	1	EXIT
13329	Integrated Teams	1	EXHR
13330	Data Intake	1	EXHR
13331	Petitions, OLA Support, and Other Hazard Work	1	EXHR
13332	Clearinghouse	1	EXHR
14125	Economics Studies	1	EXHR
21518	Electrical Hazards: Voluntary Standards and Codes	1	EXHR
21725	Fire Hazards: Voluntary Codes and Standards	1	EXHR
21726	Fire Hazards: Rulemaking Activities	1	EXHR
22560	Children's/Nursery Product Hazards: Voluntary Standards	1	EXHR
22637	All-Terrain Vehicles (ATVs): Rulemaking Activities	1	EXHR
22640	Older Consumer Safety Hazards	1	EXHR
22646	Table Saws: Rulemaking Activities	1	EXHR
22666	Mechanical Hazards: Voluntary Codes and Standards	1	EXHR
22667	Mechanical Hazards: Rulemaking Activities (General Use Products)	1	EXHR
22727	Children's/Nursery Product Hazards: Rulemaking Activities	1	EXHR
23258	Chemical Hazards: Voluntary Standards	1	EXHR
23259	Chemical Hazards: Rulemaking Activities	1	EXHR
23335	Combustion (Carbon Monoxide) Hazards: Voluntary Standards Activities	1	EXHR
23336	Combustion (Carbon Monoxide) Hazards: Rulemaking Activities	1	EXHR
23339	Chronic Hazards: Rulemaking Activities	1	EXHR
23704	Nanotechnology	1	EXHR
24013	Laboratory Equipment and Operations Support	1	EXHR
24505	EXHR Project Support	1	EXHR
25720	Regulatory Management	1	EXHR
25723	Lab Accreditation (CPSIA § 102)	1	EXHR
25777	EXHR Leadership and Administration	1	EXHR
31000 through 33000	Compliance Support Activities – Regulated and Defect Investigations	2	EXC (Lead); EXHR (Contributing)

FY 2024 Project		Strategic Goal	Office
31100	Fire Hazards	2	EXC
31102	Fire Hazards: Non-regulated	2	EXC
31103	Fire Hazards: Regulated	2	EXC
31163	Fireworks: Regulated	2	EXC
31183	Lighters: Regulated	2	EXC
31600	Electrocution Hazards	2	EXC
31602	Electrocution Hazards: Non-regulated	2	EXC
31603	Electrocution Hazards: Regulated	2	EXC
32200	Mechanical Hazards to Children	2	EXC
32202	Mechanical Hazards to Children: Non-regulated	2	EXC
32203	Mechanical Hazards to Children: Regulated	2	EXC
32223	Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub. L. No. 110-140)	2	EXC
32253	All-Terrain Vehicles (ATVs) (CPSIA § 232): Compliance Enforcement	2	EXC
32272	Substantial Product Hazard List and Destruction of Noncompliant Imported Products (CPSIA § 223): Section 15(j) Generic Defect Rules	2	EXC
32277	EXC Leadership and Administration	2	EXC
32400	Mechanical Hazards	2	EXC
32402	Mechanical Hazards: Non-regulated	2	EXC
32403	Mechanical Hazards: Regulated	2	EXC
33700	Chemical Hazards	2	EXC
33702	Chemical Hazards: Non-regulated	2	EXC
33703	Chemical Hazards: Regulated	2	EXC
33777	Compliance Field Investigation (CFI) Leadership and Administration	2	EXC
34310	Risk Assessment Methodology (RAM) (CPSIA § 222)	4	EXIT
34301	State/Local Programs	2	EXC
34381	Internet Surveillance Program Support	2	EXC
34382	Fast-Track Program	2	EXC
34789	Recall Monitoring	2	EXC
34792	Case Management Modernization	2	EXC
34340	eFiling of Certificate of Compliance for Import Targeting Data	1	EXIS
34341	Import: *de minimis* (eCommerce)	1	EXIS
34351	Import: Regulated	1	EXIS (Lead) EXHR, EXC (Contributing)
34352	Import: Defects	1	EXIS (Lead) EXHR, EXC (Contributing)
34353	Import: Mission Support Activities	1	EXIS
34360	Commercial Targeting and Analysis Center (CTAC) Support	1	EXIS
34377	EXIS Leadership and Administration	1	EXIS

FY 2024 Project		Strategic Goal	Office
42286	Distribution Services	3	OCM
42549	Information and Education (I&E) Outreach Campaigns	3	OCM
42616	Seasonal Programs	3	OCM
44201	Hotline	3	OCM
44563	Recalls/Alerts	3	OCM
44565	Media Relations	3	OCM
44577	Communications Administration	3	OCM
44699	Video Communication	3	OCM
44792	Hearing Room Operations and Maintenance	3	OCM
44793	Digital Communications	3	OCM
44795	Media Monitoring	3	OCM
44796	Innovative Strategies	3	OCM
52679	Prohibited Acts (CPSA §§ 19 and 20)	2	EXC
53148	Overseas Office	1	EXIP
53149	International Program	1	EXIP
53152	China Program	1	EXIP
53153	European/International Organizations Program	1	EXIP
53154	Selected Asia Pacific Program	1	EXIP
53155	Southeast Asia Program	1	EXIP
53156	Western Hemisphere Program	1	EXIP
53177	EXIP Leadership and Administration	1	EXIP
54174	EXIT Leadership and Administration	4	EXIT
54575	IT Security	4	EXIT
70002	Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub L. No. 110-140) Grants Program	4	EXFM
71001	Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoining Prevention Act (Pub L. No. 117-103) Grants Program	4	EXFM
99933	Voice/Data Telecommunications	4	EXIT
99945	Capital Replacement	4	EXIT
99947	Programming Support	4	EXIT
99951	User Support	4	EXIT
99952	Network Management	4	EXIT
99953	Website Management	4	EXIT
99954	IT Business Applications	4	EXIT
99955	Enterprise and Data Architecture	4	EXIT

Appendix C

CPSC 2023–2026 Strategic Plan: Operating Plan Alignment

The CPSC's mission of "protecting the public from hazardous consumer products" 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 2024, CPSC will work to achieve four strategic goals that will contribute to realizing the vision and achieving the mission. CPSC's programs will align with the strategic goals, and the agency will implement strategies through initiatives and priority activities to achieve the strategic goals, which are described in more detail on the pages that follow: Prevent, Address, Communicate, and Support. 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 *2023–2026 Strategic Plan*, which was published in March 2023 concurrently with CPSC's FY 2024 Performance Budget to Congress.

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 strategies and initiatives, which define additional outcomes, outputs, and activities that CPSC will implement and pursue within each strategic objective. CPSC has identified the FY 2024 key performance measures for monitoring and reporting on 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 a general 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.

MISSION

Protecting the public from hazardous consumer products

VISION

A nation free from unreasonable risks of injury and death from consumer products

STRATEGIC GOAL 1: PREVENT

Prevent hazardous products from reaching consumers

- **Strategic Objective 1.1**
  Improve identification and timely assessment of hazards to consumers
- **Strategic Objective 1.2**
  Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards
- **Strategic Objective 1.3**
  Increase capability to identify and stop imported hazardous consumer products

STRATEGIC GOAL 2: ADDRESS

Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner

- **Strategic Objective 2.1**
  Rapidly identify and prioritize hazardous consumer products for enforcement action
- **Strategic Objective 2.2**
  Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions
- **Strategic Objective 2.3**
  Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products
- **Strategic Objective 2.4**
  Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities

STRATEGIC GOAL 3: COMMUNICATE

Communicate actionable information about consumer product safety quickly and effectively

- **Strategic Objective 3.1**
  Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences
- **Strategic Objective 3.2**
  Increase dissemination of actionable consumer product safety information to a variety of diverse audiences
- **Strategic Objective 3.3**
  Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities

STRATEGIC GOAL 4: SUPPORT

Efficiently and effectively support the CPSC's mission

- **Strategic Objective 4.1**
  Attract, recruit, cultivate, and retain a high performing, diverse, inclusive, and engaged workforce
- **Strategic Objective 4.2**
  Ensure strong stewardship and effective use of agency resources
- **Strategic Objective 4.3**
  Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; and promoting transparency in agency operations
- **Strategic Objective 4.4**
  Deliver high quality effective mission-oriented information and technology solutions

Operating Plan Details by Strategic Goal

Strategic Goal 1: Prevent

Prevent hazardous products from reaching consumers

Overview

The CPSC is charged with protecting the public from unreasonable risks of injury and death from a vast array of consumer products increasingly supplied through expanding global markets. Efforts to ensure the manufacture 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. CPSC will address key challenges to *Prevent* consumer product-related injuries, including:

STRATEGIC GOAL 1: PREVENT

Prevent hazardous products from reaching consumers

- **Strategic Objective 1.1**
  Improve identification and timely assessment of hazards to consumers
- **Strategic Objective 1.2**
  Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards
- **Strategic Objective 1.3**
  Increase capability to identify and stop imported hazardous consumer products

- Providing surveillance for the myriad consumer products under CPSC's jurisdiction;
- Advancing data analysis and research capabilities to identify existing and potential emerging consumer product hazards that pose the greatest risks;
- Addressing product hazards associated with change in traditional manufacturing methods, such as additive manufacturing using 3-D printers;
- Keeping pace with evolving consumer practices and preferences, manufacturing practices, and consumer product technologies;
- Evaluating safety implications of eCommerce sales and distribution options;
- Working with affected stakeholders to address product hazards and product hazards resulting from new technologies;
- Helping develop voluntary standards and adopting mandatory regulations;
- Identifying, researching, and informing the public about chemical and chronic hazards in consumer products; and
- Increasing the ability to interdict potentially noncompliant *de minimis* shipments of eCommerce products.

CPSC's Approach to Goal 1: *Prevent*

The CPSC uses several means to try to prevent injury or harm from consumer products. The overall approach is to: (1) work at the national and international level to help ensure that hazards are appropriately addressed by voluntary standards or mandatory regulations; (2) provide technical information and other support for voluntary standards development; (3) allocate inspection, surveillance, and enforcement resources effectively to identify and remove hazardous products from the marketplace; and (4) educate manufacturers on safety requirements and collaborate with foreign regulatory counterparts to help build safety into consumer products.

Another major component of CPSC's approach to this goal is identification and interception of hazardous consumer products through import surveillance and inspection programs. The agency conducts establishment inspections of manufacturers, importers, and retailers; monitors Internet and resale markets; responds to industry-generated reports about potentially hazardous products; and tests products for compliance with specific standards and mandatory regulations.

Strategies and Initiatives

Strategic Objective 1.1
Improve identification and timely assessment of hazards to consumers

Strategy 1.1.1 Improve quality and specificity of hazard data	**1** Research and implement methods for improving completeness of data submitted to the CPSC
	2 Research and implement methods to increase the use of automated data quality assurance
	3 Identify alternative sources of data that will assist in hazard analysis and monitoring, including data relating to vulnerable subgroups
Strategy 1.1.2 Increase agency capacity to analyze hazard data	**4** Enhance IT solutions and techniques to improve data collection and analysis
	5 Strengthen staff capacity and capability to utilize data science and artificial intelligence/machine learning
Strategy 1.1.3 Improve agency capacity to identify and assess emerging hazards	**6** Implement a plan to enhance the identification and characterization of emerging hazards
	7 Enhance coordination with relevant federal agencies, standards development organizations, and other stakeholders working on emerging hazards
Strategy 1.1.4 Improve agency capacity to identify and assess chronic hazards	**8** Identify, evaluate, acquire, and integrate data sources pertaining to chronic hazards
	9 Enhance coordination with relevant federal agencies that are working to address chronic hazards
	10 Develop and implement plans to protect consumers from chronic hazards in their homes, including through regulatory action, where appropriate

Strategic Objective 1.2

Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards

Strategy 1.2.1 Increase manufacturers', importers', and retailers' use of consumer product safety best practices	**11** Deliver training events and collaborate on consumer product safety best practices with foreign manufacturers and domestic manufacturers, importers, and retailers
	12 Provide individual outreach and education to the import community to improve safety of imported products
Strategy 1.2.2 Actively participate in the development of consumer product voluntary standards and develop mandatory regulations for products that pose an unreasonable risk of injury	**13** Identify and target top consumer product hazards, based on risk, and the ability to address through standards and regulations
	14 Develop a process to facilitate the frequent monitoring and assessment of the effectiveness of standards and mandatory regulations
	15 Conduct research, as appropriate, to enable development and improvement of consumer product voluntary standards and mandatory regulations
	16 Enhance CPSC's training and internal operations to improve the voluntary consensus standards development process
Strategy 1.2.3 Engage federal, state, and foreign governments on product safety	**17** Deliver targeted federal, state, and foreign government outreach, (*e.g.,* summits, trainings, staff exchanges, and best practice exchanges)
	18 Improve international information-sharing capability
Strategy 1.2.4 Increase efforts to drive the discovery and innovation of safety solutions	**19** Implement initiatives to incentivize and drive the discovery and innovation of safety solutions for hazards, emerging technologies, and product trends with potential to affect consumer product safety

Strategic Objective 1.3

Increase capability to identify and stop imported hazardous consumer products

Strategy 1.3.1 Bolster CPSC's risk assessment methodology	**20** Modernize the RAM surveillance system to align with CPSC's enforcement initiatives and updates to the U.S. government's overall trade enforcement posture
	21 Enhance the RAM targeting system to identify noncompliant and hazardous products at ports of entry while continuing to facilitate legitimate trade
Strategy 1.3.2 Expedite processing of imported products subject to inspection	**22** Implement CPSC's eFiling program to electronically collect certificate of compliance data in advance of importation, which will allow companies to proactively demonstrate compliance with CPSC requirements
	23 Improve efficiency of notification to importers, and interdiction, of noncompliant products
Strategy 1.3.3 Expand CPSC's capability to interdict noncompliant *de minimis* eCommerce products	**24** Co-locate CPSC staff at additional ports of entry where large volume of *de minimis* eCommerce product shipments arrive
	25 Improve CPSC's ability to risk assess *de minimis* eCommerce shipments prior to arrival in the U.S. and interdict noncompliant products

Strategic Goal 2: Address

Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner

Overview

The CPSC learns about potential consumer product hazards from many sources, including incident reports, consumer complaints, death certificates, the agency's Consumer Hotline (800-638-2772), www.SaferProducts.gov, Internet reports, company reports, and referrals from state and local agencies. When potential product defects are identified, 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 longer a hazardous consumer product remains available for sale or in homes, the longer the risk of exposure to the hazard remains. Moreover, investigation and enforcement efforts should be predictable and carried out in a consistent manner. The CPSC will address the following key *Address* challenges:

- Addressing trends in retailing and eCommerce, including sales through third-party platform providers;
- Ensuring CPSC's product test and evaluation capabilities are adequate to meet current and anticipated demands;
- Working within a global supply chain, which creates complex investigatory, communication, and monitoring challenges;
- Identifying, collecting, integrating, and analyzing data to provide the factual and analytical support needed for appropriate action;
- Ensuring CPSC investigative and legal capabilities are adequate to promptly and effectively seek enforcement; and
- Improving consumer product recall monitoring and understanding consumer recall response.

STRATEGIC GOAL 2: ADDRESS

Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner

- **Strategic Objective 2.1**
  Rapidly identify and prioritize hazardous consumer products for enforcement action
- **Strategic Objective 2.2**
  Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions
- **Strategic Objective 2.3**
  Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products
- **Strategic Objective 2.4**
  Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities

CPSC's Approach to Goal 2: *Address*

To better identify potentially hazardous products, CPSC will monitor internal and external information sources, leverage online surveillance activities, and improve methods for integrating information from multiple sources. To advance the agency's ability to act upon the information and quickly remove the most hazardous products from the marketplace, CPSC will review incident profiles and other information to improve its prioritization of products for investigation. CPSC will also seek to enhance resources to investigate hazardous products promptly, seek timely voluntary corrective actions from firms, seek mandatory corrective action and notices to the public for non-cooperating firms, and pursue civil penalties to deter law violations. CPSC will also work with firms to maximize communications about recalls through multiple communication channels and the use of technology. CPSC will prioritize resources to improve its recall monitoring process and conduct follow-up activities with firms, as appropriate. CPSC will work with a variety of stakeholders to be able to understand consumer behavior better in the recall context and to increase recall response rates.

Strategies and Initiatives

Strategic Objective 2.1
Rapidly identify and prioritize hazardous consumer products for enforcement action

Strategy 2.1.1 Improve methods for identifying potentially hazardous products and for prioritizing hazardous products for investigation	**1** Identify and monitor internal and external information sources of potentially hazardous products **2** Leverage online and other surveillance activities to identify potentially hazardous products
	3 Identify those consumer products of highest risk level based on incident profiles
	4 Improve methods for integrating information from multiple sources to support hazardous product identification activities
	5 Improve prioritization of products for investigation

Strategic Objective 2.2

Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions

Strategy 2.2.1 Efficiently investigate potentially hazardous products to determine violations of consumer product safety law	**6** Promptly assign well-defined in-depth investigations and inspections to gather factual information
	7 Perform technical assessments of potentially hazardous products to support legal determinations
	8 Develop and analyze investigative information to make prompt enforcement decisions
Strategy 2.2.2 Promptly take action to address hazardous products	**9** Seek timely voluntary corrective actions from firms
	10 Pursue prompt notices to the public where firms will not take corrective actions voluntarily
	11 Seek mandatory recalls where firms will not take corrective actions voluntarily
Strategy 2.2.3 Investigate possible failures of firms to report product safety hazards and other prohibited acts, and seek appropriate civil penalties and make appropriate criminal referrals	**12** Analyze facts and law to achieve appropriate civil penalty and assessments and demands
	13 Ensure civil penalty demands are tailored, meaningful, and provide for effective vindication of the public interest and deterrence of future violations
	14 Make criminal referrals of civil monetary penalty matters to the U.S. Department of Justice, where appropriate

Strategic Objective 2.3

Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products

Strategy 2.3.1 Maximize recall communications	**15** Leverage all communication channels available to firms
	16 Encourage broader utilization of technology by firms to maximize direct notice to consumers
	17 Expand digital forms of communication by firms to publicize recalls
Strategy 2.3.2 Improve consumer recall response	**18** Collaborate with consumer safety groups, industry, and other government agency stakeholders to increase recall response rates
	19 Enhance domestic interagency collaboration on best practices to increase consumer recall response

Strategic Objective 2.4

Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication

Strategy 2.4.1 Effectively monitor recalls	**20** Expand recall monitoring program to identify recalling firms that are appropriate targets for an expanded recall announcement, a renewed investigation, or enforcement action
	21 Incorporate problematic post-recall activities by firms into civil penalty program
Strategy 2.4.2 Take follow-up action to address recall deficiencies or unlawful behavior	**22** Expand recall monitoring program to identify recalling firms that are appropriate targets for an expanded recall announcement, a renewed investigation, or enforcement action
	23 Incorporate improved information about firms' recall activities into civil penalty program

Strategic Goal 3: Communicate

Communicate actionable information about consumer product safety quickly and effectively

Overview

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. Within CPSC, technical staff, management, and Commissioners need high-quality information to make better decisions more quickly to help the agency maintain its standing as a leader in consumer product safety in an ever-expanding global marketplace. The CPSC will address key challenges to the agency's *Communication* strategy, which includes:

- Strengthening CPSC's collaboration with all stakeholders across a variety of platforms to improve communication and awareness of our mission, impact, and relevance;
- Updating communication and engagement strategies and leveraging advanced communication tools and channels to improve consistency, reliability, accessibility, and timeliness of information provided to stakeholders and internally among CPSC staff;
- Improving CPSC messaging and outreach to affected populations, including historically excluded communities and those disproportionately impacted by safety hazards; and
- Maintaining a robust digital presence to enhance communications with consumers, industry stakeholders, and others.

STRATEGIC GOAL 3: COMMUNICATE

Communicate actionable information about consumer product safety quickly and effectively

- **Strategic Objective 3.1**
  Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences
- **Strategic Objective 3.2**
  Increase dissemination of actionable consumer product safety information to a variety of diverse audiences
- **Strategic Objective 3.3**
  Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities

CPSC's Approach to Goal 3: ***Communicate***

The CPSC uses a wide array of communication channels and strategies to provide timely, targeted information about consumer product safety to the public, industry, and other stakeholders. The agency disseminates safety messages through workshops and training sessions; listserv messages; press releases; newspaper, radio, and TV interviews; public service announcements and paid advertising; and, increasingly, through social media, including blogs and Twitter; special outreach staff tasked with responding to inquiries from special groups (international stakeholders, small business, and consumers). CPSC will improve the accessibility, usefulness, and utility of its safety messages by collecting and analyzing data; and designing and applying new and innovative communication tools. An additional element of CPSC's strategy involves strengthening collaborations with stakeholders, including other government agencies, nonprofit organizations, and those with an interest in amplifying our safety messaging. This may include collaboration on information and education campaigns on product safety, foreign and domestic conferences addressing federal regulations, or online educational resources for industry and consumers.

Strategies and Initiatives

Strategic Objective 3.1

Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences

Strategy 3.1.1 Evaluate and measure message usefulness	**1** Conduct study of consumer behavior regarding recalls and factors relating to consumers' willingness to report consumer product injuries
	2 Increase the number of consumer subscribers signed up for CPSC's communications, including recalls
	3 Assess consumer engagement with CPSC's digital and other contents
Strategy 3.1.2 Implement enhanced tools to increase availability and accessibility of safety information	**4** Design and develop new online content, including for disproportionately impacted communities

Strategic Objective 3.2

Increase dissemination of actionable consumer product safety information to a variety of diverse audiences

Strategy 3.2.1 Expand awareness of the CPSC	**5** Increase awareness of the CPSC's mission and relevance, to enhance its effectiveness in furthering consumer product safety
Strategy 3.2.2 Expand communications with targeted audiences	**6** Drive communications and engagement with communities disproportionally impacted by hazards (micro-targeting strategies)
	7 Increase and enhance collaboration with state and local governments through joint safety initiatives
Strategy 3.2.3 Increase use of enhanced communication technology to advance consumer safety	**8** Explore new technology to create deeper engagement with the public
Strategy 3.2.4 Increase timeliness of CPSC information dissemination	**9** Develop new and enhanced safety content that can be disseminated quickly to respond to known and emerging consumer product hazards

Strategic Objective 3.3

Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities

Strategy 3.3.1 Support agency-wide collaboration with external audiences/groups	**10** Increase the number and types of collaborators
	11 Increase the number of collaborations with external audiences on outreach efforts

Strategic Goal 4: Support

Efficiently and effectively *support* the CPSC's mission

Overview

The U.S. consumer's interest and CPSC's mission are best served when CPSC operates in an efficient, responsive, and transparent manner. Excellence in areas including information technology, financial management, human capital, diversity and inclusion, and legal affairs is vital to agency effectiveness. The CPSC will support its mission efficiently and effectively and ensure that the agency:

STRATEGIC GOAL 4: SUPPORT

Efficiently and effectively support the CPSC's mission

- **Strategic Objective 4.1**
  Attract, recruit, cultivate, and retain a high performing, diverse, inclusive, and engaged workforce
- **Strategic Objective 4.2**
  Ensure strong stewardship and effective use of agency resources
- **Strategic Objective 4.3**
  Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; and promoting transparency in agency operations
- **Strategic Objective 4.4**
  Deliver high quality effective mission-oriented information and technology solutions

- Recruits and retains highly qualified and motivated individuals with the education, expertise, and potential to effectively fulfill the depth and breadth of agency responsibilities;
- Recruits and retains a talented and diverse staff with a wide range of specialized skills and provides employees with the training and professional development opportunities that enable them to develop expertise and expand their skills;
- Performs with the highest integrity in the areas of financial management and in the allocation of resources;
- Serves as an effective steward of the funds appropriated to the CPSC by Congress;
- Operates with the highest level of ethical standards so that the public will have confidence that CPSC employees are acting on behalf of the public;
- Provides a strong system of guidance for agency employees to ensure consistent and clear direction for their work;
- Increases the transparency of CPSC activities by improving the FOIA program's timeliness and providing proactive disclosures to the public; and
- Uses technology efficiently not only to accomplish daily tasks, but also to increase capacity and use artificial intelligence and machine learning to become more efficient in achieving the mission.

CPSC's Approach to Goal 4: ***Support***

The CPSC's approach to this goal involves attracting, recruiting, cultivating, and retaining a high-performing, diverse, inclusive, and engaged workforce; ensuring strong stewardship and effective use of agency resources; fostering public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; promoting transparency in agency operations; and delivering high-quality, effective mission-oriented information and technology solutions.

Strategies and Initiatives

Strategic Objective 4.1
Attract, recruit, cultivate, and retain a high-performing, diverse, inclusive, and engaged workforce

Strategy 4.1.1 Attract and recruit a talented and diverse workforce	**1** Improve targeted assessments to recruit talent **2** Increase targeted outreach to increase diversity **3** Advance relationships with colleges and universities, disability organizations, diversity groups and other recruitment sources **4** Increase utilization of special hiring authorities
Strategy 4.1.2 Cultivate a culture of continuous learning	**5** Deliver high-quality, targeted career development opportunities **6** Develop and implement agency-wide training plan annually **7** Establish Agency Diversity Council **8** Develop individual development plans for entry level employees **9** Implement coaching program
Strategy 4.1.3 Increase employee engagement and workplace inclusion	**10** Promote and recognize performance excellence **11** Develop and implement agency diversity, equity, inclusion, and accessibility (DEIA) Plan initiatives **12** Promote work-life balance **13** Develop and implement agency employee engagement plan initiatives

Strategic Objective 4.2
Ensure strong stewardship and effective use of agency resources

Strategy 4.2.1 Maintain and enhance overall agency financial management	**14** Achieve annual unqualified financial audit opinion **15** Maintain strong internal controls over financial reporting
Strategy 4.2.2 Promote transparent and effective use of resources	**16** Develop and implement annual Operating Plans that align budget resources to CPSC's strategic initiatives and priorities **17** Meet contracting goals through strengthened acquisition planning **18** Increase integration of risk management and internal control activities into program operations and decision making **19** Increase program evaluation and evidence building capabilities and capacity

Strategic Objective 4.3

Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; and promoting transparency in agency operations

Strategy 4.3.1 Support and maintain an ethical culture	**20** Complete all financial disclosure reviews within applicable deadlines
	21 Provide ethics training to new employees and employees required to receive annual ethics training
Strategy 4.3.2 Update and maintain the documentation of operating procedures	**22** Revise obsolete and insufficient directive documents, leading to better guidance for employees and an increase in employee efficiency
	23 Establish a schedule for review of directives documents no less often than every five years, and update directive documents as appropriate
Strategy 4.3.3 Promote transparency in agency operations through improvements to the FOIA Program	**24** Resolve substantial backlog of FOIA requests awaiting completion of processing
	25 Improve timeliness of FOIA processing
	26 Implement additional proactive disclosures of information of substantial interest to the public

Strategic Objective 4.4

Deliver high-quality effective mission-oriented information and technology solutions

Strategy 4.4.1 Sustain and enhance agency IT infrastructure and core services	**27** Identify, prioritize, and plan IT infrastructure activities to improve performance, reduce cost, and/or enhance resiliency of agency networks, systems, and information
Strategy 4.4.2 Enhance, reengineer, and modernize mission facing IT systems and capabilities	**28** Assess and plan IT system enhancement and modernization activities to improve performance, usability, and support of agency mission
Strategy 4.4.3 Leverage data as a strategic asset	**29** Support enterprise data management and analytical improvement including activities involving data collection and use
Strategy 4.4.4 Protect agency systems and information resources	**30** Identify, monitor, and address evolving cybersecurity risks, Government-wide direction, and best practices to protect agency systems and information

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