



United States

Consumer Product Safety Commission



Operating Plan

FISCAL YEAR 2025 | Approved November 6, 2024

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An electronic version of this document is available at:

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Table of Contents

Section I

Budget Tables

Budget Table 1 – FY 2025 Operating Plan Summary of Changes.....	1
Budget Table 2 – Funding and FTE by Major Organization.....	5

Section II

CPSC Organizations – Operating Plan Details

Risk Reduction.....	6
Mandatory Standards Summary	11
Voluntary Standards Summary	13
Compliance.....	16
Import Surveillance.....	20
International Programs	23
Communications.....	26
Information Technology.....	31
Other Offices	34

Appendices

Appendix A: Summary of CPSC's Key Performance Measures for FY 2025 at the Continuing Resolution Level	40
Appendix B: Summary of CPSC's FY 2025 Projects.....	43
Appendix C: CPSC 2023–2026 Strategic Plan – Operating Plan Alignment.....	54

Budget Table 1

Fiscal Year (FY) 2025 Operating Plan – Summary of Changes

FY 2025 Op Plan: Continuing Resolution (CR) Level			
		FY 2025	
		Dollars	FTE
(Dollars in millions)			
FY 2024 Appropriation		\$151.0	545 ¹
<i>Maintain Current Services</i>			
1	Allowance for Pay Increases	\$2.3	
<i>Changes to Program</i>			
2	Full-Time Equivalent (FTE)	-\$2.2	-11
3	Non-Pay Increases to Program Spending	\$1.9	
4	Non-Pay Decreases to Program Spending	-\$2.0	
FY 2025 Operating Plan: CR Level		\$151.0	534

FY 2025 Op Plan: President's Budget (PB) Level			
		FY 2025	
		Dollars	FTE
(Dollars in millions)			
FY 2025 Operating Plan: CR Level		\$151.0	534
<i>Restorations to Program</i>			
1	Compliance Enforcement Activities	\$5.9	25
2	Risk Reduction Projects	\$11.1	22
3	Agency Management and Operational Support Projects (including \$3.5M related to IT)	\$7.35	13
4	Communications	\$2.5	-
5	Import Surveillance	\$3.9	7
6	International Programs	\$0.4	2
7	Inspector General	\$0.9	4
FY 2025 Operating Plan: PB Level		\$183.05	607

¹ Baseline as of July 27, 2024.

FY 2025 Operating Plan: Annual Salaries and Expenses Appropriation

Continuing Resolution (CR) Level (\$151.0 million)

1. Allowance for Pay Increases (+\$2.3 million)

The Operating Plan at the CR level allocates \$2.3 million above the FY 2024 enacted level to accommodate the additional amount that would be needed to fund personnel salaries and benefits if the agency were to maintain its FY 2024 target staffing level of 545 full-time equivalents (FTE). The \$2.3 million would fully cover a 2.0% federal employee pay raise for FY 2025 as directed by the Office of Management and Budget (OMB), and other increases in payroll costs such as within-grade increases, earned promotions, and locality pay adjustments.

2. FTE Reduction (-\$2.2 million)

To address the scenario of higher costs and exhaustion of the American Rescue Plan Act (ARPA) funds with no increase in the agency's annual appropriation, the CR level budget requires a reduction of \$2.2 million in personnel salaries and benefits from the FY 2024 Operating Plan level. At the CR level, this Operating Plan funds a total of 534 FTE, a reduction of 11 from CPSC's FY 2024 Operating Plan level.

3. Non-Pay Increases to Program Spending (+\$1.9 million)

The CR level for the FY 2025 Operating Plan includes \$1.9 million of new requirements, compared to FY 2024, for critical non-pay activities that support the agency's mission, of which \$1.5 million realigns recurring costs from the American Rescue Plan Act (ARPA) into CPSC's annual appropriation. The remaining increases support necessary document redaction services and mandatory GSA planning processes in connection with the expiration in 2028 of CPSC's current occupancy agreement at Bethesda Towers.

4. Non-Pay Decreases to Program Spending (-\$2.0 million)

Given higher costs and exhaustion of ARPA funds, the CR level further requires a reduction of \$2.0 million in non-pay funding from the FY 2024 level. This reduction will limit CPSC's ability to stop hazardous products at U.S. borders, enforce product safety regulations and laws, and identify and address 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 could leave the agency more vulnerable to cybersecurity risks and significantly reduce IT development and technology modernization.

President's Budget (PB) Level (\$183.05 million)²

1. Restore Vigorous Compliance Enforcement Activities (+\$5.9 million)

The President's Budget level for this FY 2025 Operating Plan provides \$5.9 million in additional funding, above the CR level, to include 25 FTE to expand capabilities in defect investigations, civil penalties enforcement, eCommerce enforcement, litigation support for administrative proceedings, state and local partnership programs, travel, and training. In addition, the President's Budget level adds to the annual appropriation for the Case Management System \$0.6 million of recurring costs that previously have been supported by ARPA funds.

2. Restore Risk Reduction Projects (+\$11.1 million)

The President's Budget level would provide an increase of \$11.1 million to include 22 FTE to better ensure hazardous products are quickly identified and do not reach consumers. The increase would also provide support for epidemiology, toxicology, and chronic hazards programs. The President's Budget level would further enable the realignment of \$0.7 million for the Enterprise Analytics Platform (EAP) from ARPA into CPSC's annual appropriation. The additional funds would allow CPSC to continue safety research, product testing, and evaluation in support of standards development for chemical and electrical hazards. It also restores funding for acquisition and integration of advanced analytic methods to better identify hazards; to address emerging hazards; and for equipment replacement and modernization projects.

3. Restore Agency Management and Operational Support Projects (+\$7.35 million)

The President's Budget level provides \$7.35 million to include restoration of 13 support FTE who could not be funded at the CR funding level. In addition, funding would support enhancements to IT Security, Service Desk operations, Web National Electronic Injury Surveillance System (NEISS) maintenance, website content updates, and Import Surveillance's Risk Assessment Methodology (RAM) enhancements. It also restores funding for Financial Management audit remediation and support services, expert witnesses for administrative proceedings, property management, human capital training, and wellness activities.

4. Restore Communications Projects (+\$2.5 million)

The President's Budget level would provide an increase of \$2.5 million to improve communications to consumers regarding chronic and other hazards. \$1.3 million would enable CPSC to stand up a new campaign specifically targeting chronic hazards through paid and earned media across multiple platforms. \$0.3 million would realign into CPSC's annual appropriation a recurring cost that has been supported with ARPA funds, to continue adequate website support. In addition, \$0.3 million would realign costs for ARPA-funded consumer safety outreach into the annual appropriation; this would allow CPSC to target specific demographics, including families, seniors, and others most in need of vital recall and safety information. The remaining \$0.6 million would restore safety campaign funding from the prior year.

5. Restore Robust Import Surveillance Resources (+\$3.9 million)

The President's Budget level would provide an increase of \$3.9 million above the CR level for import surveillance, to include 7 FTE. The additional port inspectors would enhance the agency's ability to target, surveil, and screen consumer products and address evolving needs at ports of entry that receive *de minimis* (valued at \$800 or less) eCommerce shipments of consumer products imported into the United States. \$1.0 million would realign the recurring cost for the continuation of eFiling improvements from ARPA into CPSC's annual appropriation. Lastly the

² If CPSC is appropriated funds above the CR level of \$150,975,000 or there are unexecuted balances assessed through the mid-year evaluation, then staff will seek specific authorization from the Commission for additional expenditures, which may include, but will not necessarily be limited to, the PB level projects referenced in this section. If CPSC's appropriation matches the President's Budget level, then the applicable Key Performance Measures will be those stated in the President's Budget request.

higher funding level of the President's Budget would support a \$1.5 million purchase of modernized equipment to support the work of port investigators including their identification of violative levels of chemicals, including lead and phthalates, in children's products.

6. Restore International Programs Activities (+0.4 million)

The President's Budget level would provide an increase of \$0.4 million for 2 FTE to further outreach and education to international industry stakeholders and foreign governments.

7. Restore Office of the Inspector General (OIG) Support (+\$0.9 million)

The President's Budget level would provide an increase of \$0.9 million for CPSC's OIG, to include additional 4 FTE and additional contract services.

Budget Table 2

Funding and FTE by Major Organization

Presented in the table below are the FY 2025 operating budgets for each CPSC organization, for both the Continuing Resolution level and the President's Budget level, and the associated FTE for each budget level.

Budget Details: FY 2025 S&E Annual Appropriation <i>(Dollars in Thousands)</i>	FY 2025 CR Funding Level	FY 2025 CR FTE Level	FY 2025 PB Funding Level	FY 2025 PB FTE Level
Non-Pay				
Commissioners	\$85	21	\$95	21
Office of Risk Reduction	\$6,135	156	\$12,669	178
Office of Compliance & Field Operations	\$1,154	145	\$2,089	170
Office of Import Surveillance	\$615	57	\$3,165	64
Office of International Programs	\$202	5	\$352	7
Office of Financial Management, Planning & Evaluation	\$2,706	26	\$3,141	26
Office of Information & Technology Services	\$14,729	38	\$17,983	43
Office of Human Resources Management	\$359	11	\$528	13
Office of Facilities Services	\$1,861	7	\$2,019	9
Office of the Executive Director	\$32	7	\$50	8
Office of the General Counsel	\$301	32	\$354	39
Office of the Inspector General	\$445	6	\$557	10
Office of Communications	\$1,628	17	\$3,349	13 ³
Office of Legislative Affairs	\$14	3	\$14	3
Office of EEO and Employee Engagement	\$25	3	\$34	3
Unassigned	\$88	-	850	-
Subtotal Non-Pay Less Rent/Util/Security	\$30,379	534	\$47,249	607³
Salaries	\$105,796	-	\$121,001	-
Rent/Utilities/Security	\$10,800	-	\$10,800	-
VGB Grants	\$2,000	-	\$2,000	-
CO Alarm Grants	\$2,000	-	\$2,000	-
Total Op Plan	\$150,975	534	\$183,050	607³

³ FY 2025 PB FTE Level for these items does not account for the Consumer Ombudsman (CO) and Small Business Ombudsman (SBO), which total 4 FTE.

Office of Risk Reduction (EXRR)

1. Resource Summary

	FY 2025 Operating Plan (Continuing Resolution Level)	
	Dollars (in thousands)	FTE
Office of Risk Reduction	\$2,432	156
<i>Laboratory Operations</i>	\$703	
<i>NEISS</i>	\$3,000	
Total	\$6,135	156

2. Office Overview

EXRR is the lead office for Strategic Goal 1 (Prevent) and a contributing office to Strategic Goal 2 (Address). EXRR is responsible for managing CPSC's Hazard Identification and Analysis (HIA) and Hazard Assessment and Reduction (HAR) programs. EXRR 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.

In FY 2024, CPSC collected and reviewed over 950,000 NEISS cases, an increase of 75,000 cases from FY 2023.

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

- **Directorate for Economic Analysis** is responsible for developing and analyzing information on economic, social, and environmental issues related to Commission action.
- **Directorate for 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 for 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.

3. Highlights of FY 2024 Achievements and Accomplishments

- Highlights of CPSC's mandatory standards work in FY 2024 include Commission action or consideration of:
 - Final Rules for nursing pillows as well as for infant support cushions;
 - Notices of Proposed Rulemakings for bassinets, button batteries, water beads, neck floats, and dusters;
 - Direct Final Rules for portable fuel containers, infant swings, and toys; and
 - Supplemental Notice of Proposed Rulemaking briefing package for table saws.
- Finalized and published in the *Federal Register* the Final CPSC Guidance for Value per Statistical Life (VSL). VSL is a parameter used in benefit-cost analysis, notable regulatory analysis, to measure changes in fatality risk. The Guidance standardized the source and method to calculate VSL for CPSC. This included the recommendation of a child VSL that is twice that of adults, making CPSC the first agency to develop an official policy establishing a higher VSL for children.
- Finalized and implemented Scientific Integrity Policy for compliance with the 2021 Presidential [Memorandum on Restoring Trust in Government Through Scientific Integrity and Evidence-Based Policymaking](#). Appointed Scientific Integrity Officer and Scientific Integrity Council.
- CPSC used machine learning to assign product and severity codes to certain eCommerce data, overcoming resource limitations that prevent manual coding. These codes particularly help the agency identify emerging hazards that may arise with eCommerce products.
- CPSC successfully piloted the electronic delivery of mortality data using the State and Territorial Exchange of Vital Events (STEVE) system. This accelerates the delivery of mortality data to the agency and creates efficiencies in integrating the data into agency databases.
- Recruitment of NEISS hospitals has become particularly challenging in recent years when hospitals and their emergency departments experienced enormous stress due to the COVID-19 global pandemic. Despite these challenges, CPSC had its greatest recruiting success in FY 2024 in more than 20 years, recruiting nine new hospitals to the system.

4. FY 2025 Priority Activities & Milestones:

Listed below are EXRR's FY 2025 Priority Activities and their associated Milestones. CPSC Milestones are monitored and reported internally. The completion of each Milestone is an indicator of CPSC's progress toward achieving the associated Priority Activity.⁴

- *SO 1.1 – Improve identification and timely assessment of hazards to consumers*
 - Priority Activity: Continue implementation of FY 2021 hospital sample modernization plan for the NEISS sample, including a focus on recruiting hospitals in underserved communities.
 - **EXRR-M01**: Recruit nine new hospitals to join NEISS, including a focus on recruiting hospitals in underserved communities
 - **EXRR-M02**: Provide status report to Commission on NEISS hospital sample modernization which includes a focus on recruiting hospitals in underserved communities
 - Priority Activity: Complete hazard characterization reports on consumer product-related fatalities, injuries, and/or losses for specific hazards.
 - **Key Measure 2025KM1.1.1** (see table on the following page)
 - Priority Activity: Use advanced analytics to detect patterns in large data sets.
 - **EXRR-M03**: Provide status report to Commission on progress on implementation of capabilities for artificial intelligence/machine learning for CPSC analysis for data intake and analysis
 - Priority Activity: Continue implementation of updated Statistical Policy Directive No. 15 (SPD 15): Standards for Maintaining, Collecting and Presenting Federal Data on Race and Ethnicity released by the OMB on March 29, 2024.
 - **EXRR-M04**: Renew NEISS Collection OMB Control Number 3041-0029 to collect data using the updated race and ethnicity standards
 - Priority Activity: 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 sex.
 - **EXRR-M05**: Publish contractor report for bath tub slip research
- *SO 1.2 – Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards*
 - Priority Activity: Work on standards review and improvement efforts on products in the approved Voluntary Standards Table.
 - **EXRR-M06**: Deliver Briefing Packages to Commission for the Voluntary Standards Annual Report and for the Mid-Year report
 - **EXRR-M07**: Revise Playground Handbook
 - Priority Activity: Prepare rulemaking briefing packages for Commission consideration, including Final Rules for bassinets, rockers, button batteries, water beads, and neck floats.
 - **Key Measure 2025KM1.2.2** (see table on the following page)
 - Priority Activity: 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 organohalogen flame retardants (OFRs).
 - **EXRR-M08**: Provide status report on progress toward executing the staff plan for assessing the risks from OFR subclasses
 - **EXRR-M09**: Prepare the PFAS contract report and associated files for public release on the CPSC website

⁴ In cases where Milestone(s) would have been insufficient, achieving annual target(s) of relevant Key Measure(s) and Operating Measure(s) would serve as an acceptable indicator of progress toward the associated Priority Activity.

Risk Reduction Operating Plan Details

- *SO 1.3 – Increase capability to identify and stop imported hazardous consumer products*
 - Priority Activity: Provide recurring reviews of incident data to identify emerging hazard patterns and trends.
 - **Operating Measure 2025OP104** (see table on the following page)
- *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*
 - Priority Activity: Continuously improve programs, including in response to Government Accountability Office (GAO) and OIG recommendations.
 - **EXRR-M11**: Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.
- *Agency-Wide Milestones (unaffiliated with any Strategic Objective):*
 - Priority Activity: N/A
 - **EXRR-M12**: Submit Briefing Package to the Commission with draft Final Public Access to Scientific Research Policy

5. Summary of Key Performance Measures

Note: CPSC externally reports Key Measures in its President's Budget Request documentation and year-end reports.

Control ID	Key Performance Measure Statement	FY 2025 Target
2025KM1.1.1	Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	10
2025KM1.1.2	Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	90%
2025KM1.2.1	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
2025KM1.2.2	Number of rulemaking briefing packages from the Mandatory Standards table prepared for Commission consideration	24

Risk Reduction Operating Plan Details

6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2025 Target
2025OP01	Percentage of NEISS member hospitals evaluated at least once a year	95%
2025OP03	Number of incident reports collected from medical examiners and coroners	2,500
2025OP04	Number of incident reports obtained from news clips	6,000
2025OP05	Percentage of incident report verification requests mailed — either email or postal mail — within two business days	95%
2025OP06	Percentage of reports from eligible sources for which clerical coding is completed within one business day following receipt	95%
2025OP07	Percentage of notifications sent to manufacturers named in all reports eligible for the public database within five business days of eligibility determination	95%
2025OP08	Percentage of cases in which staff reviews or refers comments and claims from manufacturers, importers, and private labelers within one business day	95%
2025OP09	Percentage of business registration requests for www.SaferProducts.gov processed within two business days	85%
2025OP10	Percentage of headquarters telephone investigations of NEISS cases completed in fewer than 60 business days	98%
2025OP11	Percentage of completed product investigation reports provided to manufacturers within 50 business days of receiving the report	75%
2025OP12	Percentage of supporting statements for Paperwork Reduction Act (PRA) renewals submitted to the Office of the General Counsel (OGC) no less than four months before OMB control number expiration date	85%
2025OP15	Number of voluntary standards activities in which CPSC actively participates	92
2025OP18	Percentage of Section 15 Product Safety Assessment requests that are completed within the Hazard Level Completion time assigned	90%
2025OP19	Percentage of priority import regulated samples (excluding fireworks) tested within 30 days of collection	85%
2025OP20	Percentage of import and domestic fireworks samples tested within 60 days of collection	90%
2025OP21	Percentage of all domestic and non-priority import regulated product samples (excluding fireworks) that are tested within 60 days of receipt at National Product Testing and Evaluation Center (NPTEC)	85%
2025OP22	Number of work-related injuries and illnesses per 100 NPTEC employees in a year (incident rate)	≤4
2025OP101	Percentage of independent third-party laboratory application requests completed within 45 days	90%
2025OP104	Number of Integrated Product Team analytic reports based on incident reporting and advance analytics	22

7. Mandatory Standards Summary

Definition: Mandatory regulations are federal rules that define enforceable requirements for consumer products.⁵ 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, 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. 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 2025 Activities: CPSC 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 Consumer Product Safety Act (CPSA), Consumer Product Safety Improvement Act (CPSIA), Federal Hazardous Substances Act (FHSA), and 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
RFI	Request for Information

⁵ In many jurisdictions outside the United States, mandatory regulations are called "technical regulations."

Risk Reduction Operating Plan Details

Mandatory Standards Summary Table

Items by Major Categories		FY 2025 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
	Bassinets	FR
	Cribs (Non-Full-Size)	NOA, DFR
	Infant and Infant/Toddler Products Section 104 – Rockers	FR
	Non-Full Size Cribs	NOA, DFR
	Play Yard	NOA, DFR
	Section 106 Toys (Button Batteries)	FR
	Section 106 Toys (Water Beads)	FR
	Section 106 Toys (Neck Floats)	FR
	Soft Infant and Toddler Carriers	DFR
	Section 104-Rule Updates for Firmness (Bouncers)	DA/TR
	Section 104-Rule Updates for Firmness (Infant Carriers)	DA/TR
	Section 104-Rule Updates for Firmness (Strollers)	DA/TR
	Section 104-Rule Updates for Firmness (Swings)	DA/TR
	Section 104 Infant Bathtubs	DA/TR
	Section 104 Floor Seats	DA/TR
Rule Review		
	Consumer Product Labeling Program Rule Review	NPR
	Disclosure of Interests in Commission Proceedings	FR
	Information Disclosure under Section 6(b)	FR
	Lead Rule Review	RFI
	Mattress 16 CFR 1632, ANPR Follow-up Rule Review (Ticking Substitution, Recordkeeping)	DA/TR
Petitions		
	Aerosol Duster Petition	FR
	Flooring Petition	BP
	Sidewalk Bicycle Coaster Brake Petition	BP
Other Ongoing or Potential Rulemaking-Related Activities		
	E-Bikes	NPR
	Furnaces (CO Hazards)	NOA ⁶ , FR
	Off-Highway Vehicle (OHV) Debris Penetration Hazards	FR
	Off-Highway Vehicle (OHV) Fire Hazards	DA/TR
	Li-Ion Batteries Micromobility Products	NPR, FR
	Organohalogens Petition	DA/TR
	Portable Generators	NOA ⁵ , FR
	Table Saws	NOA ⁶ , FR
	Window Coverings (Custom)	NPR, FR

^{6, 5, 6} Package providing additional data to the public in accordance with *Window Covering Manufacturers Association v. CPSC*, 82 F.4th 1273 (D.C. Cir. 2023).

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,⁷ 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 2025 Activities: CPSC’s 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. Areas of focus include toys, children’s durable nursery products, fire safety, off-highway vehicles, and products associated with senior deaths and injuries (see identified products listed in the table on the pages to follow). To save on costs, CPSC will make every effort to encourage all voluntary standards bodies in which staff participates to provide virtual attendance options and staff will minimize unnecessary travel.

Key to Table

- | | |
|---|--|
| • | Denotes active participation in related voluntary standards activities |
|---|--|

⁷ The CPSIA authorizes 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 available at: www.CPSC.gov/CPSIA.pdf.

Risk Reduction Operating Plan Details

Voluntary Standards Summary Table

Product		FY 2025 Op Plan
Voluntary Standards Activities Related to Existing CPSC Regulations		
1	Adult Portable Bed Rails	•
2	Architectural Glazing	•
3	ATVs (All-Terrain Vehicles)	•
4	Bassinets/Cradles	•
5	Batteries, Ingestion (Button)	•
6	Bedside Sleepers	•
7	Bicycles	•
8	Booster Seats	•
9	Carriages and Strollers	•
10	Changing Products	•
11	Chemical Test Methods	•
12	Child-Resistant Packages	•
13	Children's Folding Chairs and Stools	•
14	Clothing Storage Units Tip-overs	•
15	Commercial Cribs	•
16	Crib Mattresses (include Supplemental and Aftermarket Mattresses)	•
17	Fireworks	•
18	Frame Child Carriers	•
19	Full-Size Cribs	•
20	Garage Door Operators	•
21	Gates and Expandable Enclosures	•
22	Handheld Infant Carriers	•
23	High Chairs	•
24	Hydrogel projectiles/non-powdered guns	•
25	Infant Bath Seats	•
26	Infant Bath Tubs	•
27	Infant Bedding	•
28	Infant Bouncer Seats	•
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 Fuel Containers	•
35	Portable Hook-on Chairs	•
36	Sling Carriers (Infant and Toddler)	•
37	Soft Infant and Toddler Carriers	•
38	Sports/Recreational Head Gear/Helmets and Sensors	•
39	Stationary Activity Centers	•
40	Swimming Pools/Spas Drain Entrapment and Safety Vacuum Relief System	•
41	Toddler Beds	•
42	Toys	•
43	Window Coverings	•
44	15(j) Rules (Hairdryers, holiday lights, drawstrings, window blinds, extension cords)	•
Voluntary Standards Activities Related to Petitions		
45	Candles and Candle Accessories	•
46	Flooring (Slips, Trips, and Falls)	•
47	Torch Fuel and Lamp Oil	•

Risk Reduction Operating Plan Details

Product		FY 2025 Op Plan
Voluntary Standards Activities Related to Ongoing or Potential Rulemaking Activities		
48	Gas Appliances – Carbon Monoxide (CO) Sensors	•
49	Infant Bathtubs	•
50	Infant Loungers	•
51	Infant Rockers	•
52	Nursing Support Products	•
53	Portable Generators	•
54	Recreational Off-Highway Vehicles (ROVs)	•
55	Table Saws	•
Other Planned Voluntary Standards Activities		
56	Additive Manufacturing/3D Printing	•
57	Artificial Intelligence (AI) and Internet of Things (IOT)	•
58	Bath Tubs (Adult)	•
59	Batteries, Fire (High-Energy Density)	•
60	Building Codes	•
61	Carbon Monoxide (CO) Alarms	•
62	Countertop Kitchen Appliances	•
63	Electric Heaters	•
64	Fire Extinguishing Technology	•
65	Furniture Tipover	•
66	Flammable Refrigerants	•
67	Grill Brushes	•
68	Indoor Air Quality	•
69	Lighters	•
70	Liquid Laundry Packets	•
71	LP Gas Appliances	•
72	Market Umbrellas/Beach Umbrellas	•
73	Mowers	•
74	Nanotechnology	•
75	National Electrical Code	•
76	Playground Equipment (Home)	•
77	Playground Equipment (Public)	•
78	Playground Surfacing	•
79	Pools, Portable Unprotected (Child Drowning)	•
80	Products that Affect Wildfire	•
81	Ranges (Gas and Electric)	•
82	Recliners and Other Motion Furniture	•
83	Self-balancing Scooters and Light Electric Vehicles/Micromobility Devices	•
84	Service, Communication, Information, Education and Entertainment Robots (SCIEE) Robots	•
85	Smoke Alarms	•
86	Tents	•
87	Treadmills	•
88	Warnings and Instructions	•
89	Washing Machines	•
90	Wearable Infant Blankets	•
91	Wearable Technology (Previously Wearables)	•
92	Weighted Blankets (Ages 3+)	•
Grand Total		92

Office of Compliance and Field Operations (EXC)

1. Resource Summary

	FY 2025 Operating Plan (Continuing Resolution Level)	
	Dollars (in thousands)	FTE
Compliance – HQ	\$266	61
Compliance – Field	\$888	84
Total	\$1,154	145

2. Office Overview

EXC is the lead office for Strategic Goal 2 (Address) and is responsible for conducting online and in-person 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 educates stakeholders about product safety requirements. EXC also supports ongoing rulemaking and hazard analysis activities.

In FY 2024, CPSC's eSAFE team caused over 53,000 recalled or banned products to be removed from eCommerce.

EXC's work is accomplished by:

- A team of compliance officers and 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 in-depth investigations (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 educate consumers about product safety and conduct post-recall verification.

3. Highlights of FY 2024 Accomplishments and Achievements

- EXC assessed \$25 million in civil penalties.
- Over 333 recalls were announced to remove unsafe products from the consumer marketplace.
- Over 3,800 IDIs were performed by Field Staff across the country.
- Compliance issued 63 unilateral warning notices; of these, 51, or about 81 percent, were issued to foreign manufacturers.

4. FY 2025 Priority Activities & Milestones:

Listed below are EXC's FY 2025 Priority Activities and their associated Milestones. CPSC Milestones are monitored and reported internally. The completion of each Milestone is an indicator of CPSC's progress toward achieving the associated Priority Activity.

- *SO 2.1 – Rapidly identify and prioritize hazardous consumer products for enforcement action*
 - Priority Activity: Identify hazardous, recalled, and banned products through online surveillance for removal and/or investigation.

Compliance Operating Plan Details

- **EXC-M01:** Screen and request more than 50,000 product listing takedowns on third-party Internet platforms
- Priority Activity: Conduct targeting initiatives, sampling, and evaluating products from retailers in underserved communities to promote safety equity.
 - **EXC-M02:** Screen children's products for potential violations at 75 establishments in underserved communities to promote safety equity
- Priority Activity: Conduct targeting initiatives, sampling, and evaluating of products from international eCommerce platforms that import, distribute, retail, or manufacture consumer products to identify hazardous, recalled, and banned products for enforcement action.
 - **EXC-M03:** Staff shall submit for Commission consideration additional associated milestones for these activities, as appropriate.
- *SO 2.2 –Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions*
 - Priority Activity: Establish screening criteria and initial surveillance related to infant support cushions, nursing pillows and toys containing button cell and coin batteries, and enforce safety requirements and safety standards related to clothing storage units, adult portable bedrails, ATVs, and products with button batteries under Reese's law.
 - **EXC-M04:** Establish screening criteria and conduct industry surveillance for new authorities, including infant support cushions, nursing pillows, and toys containing button cell and coin batteries
 - **EXC-M05:** Enforce safety standards for clothing storage units and adult portable bedrails
 - **EXC-M06:** Enforce safety standards for ATVs and hazardous substance packaging that is not child resistant, including packaging requirements for button batteries
 - Priority Activity: 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.
 - **EXC-M07:** Conduct timely assessments of all EXC cases to determine whether an action under CPSA Section 12 is appropriate
 - Priority Activity: Conduct assessments of business operations of eCommerce platforms to assure compliance with CPSC statutory and regulatory obligations.
 - **EXC-M08:** Staff shall submit for Commission consideration additional associated milestones for these activities, as appropriate.
 - Priority Activity: Monitor company compliance with CAPs and take appropriate follow-up action.
 - **EXC-M09:** Take appropriate follow-up action when companies are not in compliance with their CAPs
 - Priority Activity: Support Office of Information and Technology Services (EXIT)'s project to modernize the agency's regulatory enforcement case management systems.
 - **EXC-M10:** Support continued deployment of EXIT's regulatory case management system modernization
 - Priority Activity: Staff is directed to formalize for Commission consideration a procedure for recalling firms to bear the financial costs of translating accurately recall announcements and

Compliance Operating Plan Details

related documents into: (1) Spanish; and (2) additional languages other than English, to the extent a subject product was marketed in such additional languages.

- **EXC-M11:** Formalize for Commission consideration a procedure for recalling firms to bear the financial costs of translating accurately recall announcements and related documents into Spanish and any additional languages used to market the product.
- *SO 2.4 – Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication*
 - Priority Activity: Conduct timely initial assessments to determine whether to open a civil penalty investigation following a recall announcement.
 - **EXC-M12:** Conduct timely initial assessments to determine whether to open a civil penalty investigation following recall announcements
 - Priority Activity: Continue implementation of outreach.
 - **EXC-M13:** Conduct 30 fire safety outreach activities with consumers, fire departments, and safety officials, including in underserved communities, to raise awareness about fire hazards
- *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*
 - Priority Activity Continuously improve programs, including in response to GAO and OIG recommendations.
 - **EXC-M14:** Implement any open GAO and OIG recommendations. Report on the status of unimplemented OIG and GAO recommendations every 180 days.

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 2025 Target
2025KM2.1.1	Percentage of cases for which a Preliminary Determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	70%
2025KM2.1.2	Percentage of cases for which a compliance determination is made within five business days of completed sample evaluation	85%
2025KM2.2.1	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%
2025KM2.2.2	Percentage of cases for which a firm is notified of a violation within 10 business days of compliance violation determination	80%
2025KM2.2.3	Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening	90%
2025KM2.2.4	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%
2025KM2.2.5	Percentage of cases open 90 business days for which a public safety assessment (PSA) planning discussion is held with technical staff	95%
2025KM2.3.1	Recall response rate for all consumer product recalls	43%
2025KM2.4.1	Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm’s monthly progress report is overdue	95%

Compliance Operating Plan Details

6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2025 Target
2025OP23	Percentage of non-HAZMAT (hazardous materials) samples collected for evaluation that are shipped within five business days of collection	85%
2025OP24	Percentage of field investigations for Compliance completed in fewer than 45 business days	95%
2025OP27	Percentage of cases where a Full Report request is initiated within five business days of case opening	90%
2025OP29	Percentage of recall effectiveness checks assigned within 10 business days of CAP acceptance	85%
2025OP105	Percentage of recalls in which the firm agrees to use social media to communicate a recall	70%
2025OP107	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%

Office of Import Surveillance (EXIS)

1. Resource Summary

	FY 2025 Operating Plan (Continuing Resolution Level)	
	Dollars (in thousands)	FTE
Import Surveillance	\$615	57
Total	\$615	57

2. Office Overview

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 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.

In FY 2024, EXIS exceeded its targets for product examinations by screening over 65,000 products from both commercial and *de minimis* shipments.

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. 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.

3. Highlights of FY 2024 Achievements and Accomplishments

- EXIS made significant progress on the project to require the electronic filing (eFiling) of certificate of compliance data at the time products enter the country. During the Beta Pilot, over 30 volunteers participants filed over 3,500 data sets, setting a solid foundation for full eFiling implementation, and demonstrating the system's capacity and resilience.
- In coordination with CBP, EXIS conducted two special operations at express carrier facilities where large volumes of *de minimis* eCommerce shipments make entry into the United States.
- EXIS worked closely with EXC to assume responsibility of processing compliance work for certain shipments and regulatory violations. The processes in place under this program allow for expedited enforcement of noncompliant products, including those from *de minimis* shipments.
- EXIS exceeded performance metrics related to examinations of imported products by screening over 51,000 products at traditional commercial ports and nearly 14,000 *de minimis* shipments.
- In partnership with EXIT, EXIS developed and implemented an Import Shipment Tracking Tool, which allows importers and customs brokers to get real-time updates on the status of their shipment. This increased transparency for the trade community and reduced the amount of staff time dedicated to fielding questions by approximately 50%.

4. FY 2025 Priority Activities & Milestones:

Listed below are EXIS's FY 2025 Priority Activities and their associated Milestones. CPSC Milestones are monitored and reported internally. The completion of each Milestone is an indicator of CPSC's progress toward achieving the associated Priority Activity.⁸

- *SO 1.2 – Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards*
 - Priority Activity: Train partner federal agencies on CPSC's requirements and priorities to maximize collaboration on enforcement at ports of entry.
 - **Operating Measure 2025OP33** (see table on next page)
 - Priority Activity: 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.
 - **EXIS-M01**: 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
- *SO 1.3 – Increase capability to identify and stop imported hazardous consumer products*
 - Priority Activity: Continue coordinating with other CPSC offices and relevant federal agencies to conduct operations and streamline enforcement in the eCommerce environment.
 - **EXIS-M02**: 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-M03**: Provide import surveillance training jointly with CPSC's Small Business Ombudsman (SBO) to importers, including those identified as first-time violators
 - Priority Activity: Identify and examine potentially noncompliant consumer products through maximization of port presence.
 - **EXIS-M04**: Continue to implement a national program to target all 15(j) rules through CPSC's co-location at CTAC
 - **EXIS-M05**: Continue to implement an exam screening program for identified priority Section 104 products
 - Priority Activity: 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.
 - **EXIS-M06**: Onboard importers into the expanded eFiling Beta Pilot throughout FY 2025 in preparation for full implementation of the Final Rule
 - **EXIS-M07**: In consultation with EXIT, complete final development on eFiling systems (PGA Message Set and Product Registry) to prepare for full implementation of eFiling
 - Priority Activity: Streamline and accelerate compliance determinations and firm notifications for noncompliant shipments under the *de minimis* threshold and/or with administrative only violations.
 - **EXIS-M08**: Continue to expedite enforcement actions on certain noncompliant imported products at ports of entry
 - **Operating Measures 2025OP109, 2025OP112, and 2025OP113** (see table on next page)
 - Priority Activity: Interdict high-risk eCommerce shipments at ports of entry, including ports where large volumes of *de minimis* eCommerce shipments arrive.
 - **EXIS-M09**: In coordination with CBP, conduct special operations at select ports of entry and International Mail Facilities where large volumes of *de minimis* eCommerce shipments arrive

⁸ In cases where a Milestone would have been an insufficient, achieving the annual target(s) of relevant Operating Measures would serve as an acceptable indicator of progress toward the associated Priority Activity.

Import Surveillance Operating Plan Details

- 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
 - Priority Activity: Continuously improve programs, including in response to GAO and OIG recommendations.
 - **EXIS-M10**: Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.

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 2025 Target
2025KM1.2.3	Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	83%
2025KM1.3.1	Percentage of consumer product imports, identified as high-risk, examined at import	85%
2025KM1.3.2	Percentage of import shipments processed through the RAM system that are cleared within one business day	99%
2025KM1.3.3	Number of import examinations completed	38,500
2025KM1.3.4	Number of <i>de minimis</i> shipment examinations completed	10,500

6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2025 Target
2025OP32	Percentage of first-time violators who are engaged with a timely informed compliance inspection after violation determination	80%
2025OP33	Number of ports at which CPSC will cross-train other federal agencies' staff to identify hazardous imported products	23
2025OP109	Percentage of import samples shipped for analysis within three business days of collection date	90%
2025OP112	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%
2025OP113	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 <i>de minimis</i> shipments	90%

Office of International Programs (EXIP)

1. Resource Summary

	FY 2025 Operating Plan (Continuing Resolution Level)	
	Dollars (in thousands)	FTE
Office of International Programs	\$202	5
Total	\$202	5

2. Office Overview

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's activities are focused on improving product safety compliance by industry stakeholders abroad and on cooperating with foreign governments to improve product safety. Activities include conducting cooperative programs, training, and informational activities in foreign jurisdictions in the interest of American consumers.

EXIP will continue emphasizing product safety cooperation with counterpart agencies in key jurisdictions and regions as well as with relevant multilateral organizations, such as the Organization of American States (OAS), the Organization for Economic Cooperation and Development (OECD), and the United Nations (UN) International Group of Experts (IGE) on Consumer Protection Law and Policy.

3. Highlights of FY 2024 Accomplishments and Achievements

- Participated in Trilateral Consumer Product Safety Summit in China with the European Commission and China Customs. Collateral industry training done during that visit resulted in training 3,500 Chinese industry representatives.
- Collaborated on model law project at the UN Trade & Development (UNCTAD) for the implementation of the recommendation on preventing the cross-border distribution of known unsafe consumer products.
- Participated in the UN annual meeting of the Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy and in the IGE's Working Group on Consumer Product Safety.

In FY 2024, trained 210 Latin American consumer protection officials on detection and management of unsafe products via an Organization of American States sponsored webinar.

4. FY 2025 Priority Activities & Milestones:

Listed below are EXIP's FY 2025 Priority Activities and their associated Milestones. CPSC Milestones are monitored and reported internally. The completion of each Milestone is an indicator of CPSC's progress toward achieving the associated Priority Activity.⁹

- **SO 1. 2:** *Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards.*
 - Priority Activity: 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.
 - **EXIP-M01:** Update program plans for FY 2025 and propose outcomes for each program area
 - **EXIP-M02:** Ensure product safety is included in the core themes of the first ever OECD Ministerial Level Meeting on Consumer Policy
 - **Operating Measure 2025OP116**⁸
 - Priority Activity: 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.
 - **EXIP-M03:** Participate in the UN 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
 - Priority Activity: Production of product safety video series for foreign manufacturers, in a foreign language, topics selected through annual data analysis.
 - **EXIP-M04:** Produce two new episodes of product safety video series in a foreign language and posted videos on the web
 - Priority Activity: Provide timely information about recalls directly to foreign regulators and other stakeholders via the OECD's *GlobalRecalls* portal.
 - **EXIP-M05:** Share timely information about consumer safety recalls in the United States to global stakeholders via OECD's *GlobalRecalls* portal as a mechanism for reducing global manufacture and trade in unsafe consumer products.
 - Priority Activity: 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.
 - **EXIP-M06:** Provide timely information to the Commission regarding development of international rulemaking
- **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.*
 - Priority Activity: Continuously improve programs, including in response to GAO and OIG recommendations.

⁹ In cases where Milestone(s) would have been insufficient, achieving annual target(s) of relevant Operating Measure(s) would serve as an acceptable indicator of progress toward the associated Priority Activity.

International Programs Operating Plan Details

- **EXIP-M07:** Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.

5. Summary of Key Performance Measures – None

6. Summary of Operating Performance Measures

Control ID	Operating Performance Measure Statement	FY 2025 Target
2025OP116	Number of events (in-person or virtual) conducted on CPSC safety requirements, best practices, and regulatory policies for foreign government officials	8
2025OP117	Number of Buyer's Training seminars (virtual) conducted for industry-purchasing managers with topics selected through annual data analysis	2
2025OP118	Number of training events (virtual) conducted on CPSC product safety requirements for foreign-based industry representatives	10
2025OP119	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 2025 Operating Plan (Continuing Resolution Level)	
	Dollars (in thousands)	FTE
Office of Communications	\$1,028	17
Campaigns	\$600	
Total	\$1,628	17

2. Office Overview

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.

3. Highlights of FY 2024 Accomplishments and Achievements

- Significant increase in public engagement:
Achieved more than 57 billion print and online impressions in national and local news media, 180 million broadcast impressions in national and local news outlets, and nearly 18 million CPSC.gov website pageviews related to recalls and safety information.
- Effective Safety Campaigns:
Launched successful safety education campaigns, including Pool Safety, Anchor It!, Carbon Monoxide Safety, and Baby Safety, which generated more than 7 billion print and online impressions in national and local news media.
- Expanded Video Content:
Produced 11 in-house videos on safety topics, such as water beads and Pool Safety, contributing to wider consumer education.
- High Social Media Impact:
Garnered more than 19 million engagements across major social media platforms, amplifying the reach of safety and recall messaging.

In FY 2024, CPSC had 25 national media story placements, including on ABC's Good Morning America, CBS Evening News, CBS MoneyWatch, CNN.com, Fox Business, NBC's Today Show, NBCnews.com, Univision, USA Today and the Washington Post.

4. Additional Overview

In early FY 2025, as part of an organizational change, the Small Business Ombudsman (SBO) team and the Consumer Ombudsman moved from the Office of the Executive Director to the Office of Communications (OCM).

Consumer Ombudsman (CO):

Created in 2020, the Consumer Ombudsman performs preventative consumer outreach and education to prevent deaths, injuries, and incidents associated with all of the hazard patterns and products in the Commission's jurisdiction.

Communications Operating Plan Details

The Consumer Ombudsman responds to complex and/or emotionally charged questions from external stakeholders. Staff from all branches of the Commission collaborate with the Ombudsman to provide plain language answers and timely resolution of issues raised by consumers with within one touchpoint for the public. Among its specific activities, the Consumer Ombudsman:

- Acts as a liaison between consumers and the CPSC, providing transparency about the regulatory process.
- Educates consumers wanting to become more involved in the regulatory process.
- Guides victims of hazardous consumer products or their surviving family wanting to collaborate with the agency on specific product concerns.
- Works closely with consensus standards development organizations and the American National Standards Institute (ANSI) to identify and educate consumers who want to contribute to voluntary consensus standards. Consumer involvement improves the development of the nation's voluntary consensus standards which saves the government time and resources from needing to promulgate mandatory rules.
- Engages in outreach with external stakeholders through lectures, classes, conferences, webinars, projects, committees, press events, and campaigns focused on any hazard pattern or regulatory activity within the scope of the Commission's priorities.

In FY 2024, the office responded to about 500 consumers and consumer organizations who wanted to learn more about CPSC, get help understanding CPSC's scientific research or safety requirements, or otherwise interact with the agency. Of these inquiries, the Consumer Ombudsman provided a response to 96% within 3 business days.

Small Business Ombudsman (SBO):

The SBO team is the agency's main point of contact for business education and outreach activities. CPSC depends on SBO to ensure business stakeholders are well informed about CPSC's product safety requirements. With an increasingly active Commission, SBO's work is more important than ever to help the business community understand and comply with new regulatory requirements. The overriding goal of the SBO is prevention of consumer product hazards - the greater SBO's impact, the fewer dangerous or noncompliant products end up in the stream of commerce.

SBO's accomplishments in FY 2024 included:

- SBO's outreach activities surged in FY 2024, reaching the highest level in a single fiscal year since the start of the COVID-19 pandemic with 19 events. In FY 2024, SBO's outreach events and multimedia content reached 37,000 people worldwide: 25% more than FY 2023's 29,500.
- SBO proactively manages the business guidance content on CPSC's website. To that end, 53 pages were added and/or updated in FY 2024 to help stakeholders navigate the complexities of CPSC rules.
- SBO has a 100% response rate to business inquiries. In FY 2024, SBO saw a 50% increase in inquiries over FY 2023, from 3,988 to about 6,000. Over the last five fiscal years, SBO has responded to more 17,000 domestic and international stakeholders.

This fiscal year saw a surge of approximately 50% in subscribers to SBO's monthly Business Education Newsletter, rising from 121,837 in FY 2023 to approximately 181,000 in FY 2024.

5. FY 2025 Priority Activities & Milestones:

Listed below are OCM's FY 2025 Priority Activities and their associated Milestones. CPSC Milestones are monitored and reported internally. The completion of each Milestone is an indicator of CPSC's progress toward achieving the associated Priority Activity.

- SO 3.1 – *Improve accessibility, usefulness, and actionability of consumer product safety information*
 - Priority Activity: Review findings from the study on consumer behavior in response to product recalls and implement the study's recommendations.
 - **OCM-M01**: Partner with Epidemiology and EXIT to explore ways to improve the user experience with [SaferProducts.gov](https://www.saferproducts.gov).
 - Priority Activity: Engage the public on CPSC safety messaging and recalls through digital content and platforms.
 - **OCM-M02**: Socialize recall roundup and other digital product safety messaging via CPSC enterprise social media platforms
- SO 3.2 – *Increase dissemination of actionable consumer product safety information*
 - Priority Activity: Promote consumer reporting of hazards through [SaferProducts.gov](https://www.saferproducts.gov).
 - **OCM-M03**: Continue to promote [SaferProducts.gov](https://www.saferproducts.gov) through ongoing product safety education activities, core safety campaigns, and other communications vehicles, such as social media and community outreach activities
 - Priority Activity: Continue to make agency translation and dissemination of recalls notices 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.
 - **OCM-M04**: Continue to implement Spanish language translations of recall notices, campaign materials and other safety messaging, and promote the availability of this content via social and digital platforms
 - Priority Activity: 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. Additionally, incorporate safety messaging on recently identified 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.
 - **OCM-M06**: Develop and execute integrated strategies to socialize safety messaging, including engaging with communities through in-person and grassroots activities
 - Priority Activity: Conduct community outreach events/activities (which may include virtual or digital events as necessary as well as outdoor advertising campaigns), especially to underserved communities, to raise awareness of and prevent injuries and deaths associated with consumer products, aligning messaging with local needs as well as responding to emerging safety issues.
 - **OCM-M07**: Develop and execute at least two activities that incorporate the recommendations of the FY 2024 grassroots campaign project
 - Priority Activity: Publicize import and enforcement activities, including through the increased use of social media, press releases, and other CPSC media channels.
 - **OCM-M08**: Develop one (1) social media post per month for all CPSC social media platforms and produce one (1) video highlighting seizure activity and the work of inspectors and CBP officers at U.S. ports.
- 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*

Communications Operating Plan Details

- **Priority Activity:** Continuously improve programs, including in response to GAO and OIG recommendations
 - **OCM-M09:** Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.
 - **CO-M01:** Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.
 - **SBO-M01:** Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.

6. 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 2025 Target
2025KM3.1.1	Number of engagements ¹⁰ with CPSC safety messaging on social media channels by stakeholders (in millions)	16
2025KM3.2.1	Number of national media placements of CPSC stories	25
2025KM3.2.3	Unique open rate for email subscribers to CPSC's recall announcements	28%
2025KM3.3.1	Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	15

7. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2025 Target
2025OP43	Number of visits to CPSC websites (in millions)	21
2025OP44	Number of followers on CPSC social media accounts signed up to receive CPSC safety messages in English and Spanish	300,000
2025OP45	Number of community outreach activities (including virtual or digital) conducted	10
2025OP46	Number of pool and spa safety information and education activities (including virtual or digital) conducted	4
2025OP48	Number of furniture and television tip-over prevention activities (including virtual or digital) conducted	4
2025OP51	Percentage of voicemail messages responded to by Hotline staff by the next business day	98%
2025OP52	Percentage of incoming calls to Hotline operators that are abandoned	< 5%
2025OP53	Percentage of incoming calls sent to Hotline operators that are answered within 30 seconds	80%
2025OP88	Number of domestic training and outreach activities delivered to industry stakeholders by the SBO	15
2025OP106	Percentage of inquiries to the Consumer Ombudsman resolved within three business days	90%
2025OP110	Number of email subscribers to CPSC's public announcements, including recalls, safety updates, business education, and public calendar	350,000
2025OP111	Number of educational materials created for the eCommerce community about product safety and compliance, produced by the SBO in collaboration with other CPSC offices	2

¹⁰ Engagement refers to the number of interactions (likes, shares, comments) with CPSC social media content.

Communications Operating Plan Details

Control ID	Operating Performance Measure Statement	FY 2025 Target
2025OP126	Number of subscribers to Neighborhood Safety Network (NSN)	120,000
2025OP128	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%

Office of Information & Technology Services (EXIT)

1. Resource Summary

	FY 2025 Operating Plan (Continuing Resolution Level)	
	Dollars (in thousands)	FTE
Office of Information Technology		38
<i>IT Infrastructure</i>	\$6,915	
<i>CPSC's Information Systems</i>	\$5,928	
<i>Risk Assessment Methodology – Import</i>	\$1,886	
Total	\$14,729	38

2. Office Overview

EXIT is one of the lead offices for Strategic Goal 4 (Support) and provides comprehensive information resource management products and services that underpin all agency programs. EXIT is tasked with the design, implementation, development, operation, maintenance, protection, and modernization of the agency's IT systems, networks, and services. This ensures alignment with the agency's strategic goals, objectives, and risk management strategies, while enhancing security, privacy, and the digital experience. Additionally, EXIT oversees policy, planning, and compliance activities to ensure effective IT management. This includes adherence to key laws and regulations such as 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, the 21st Century Integrated Digital Experience Act (IDEA), and the OMB Cloud Smart policy.

Developed and delivered modernized mission applications, including Web NEISS, Epidemiology Management Application (EMA), Compliance Regulatory Enforcement (CRE) Phase II, Compliance Enforcement Litigation (CEL) Tracker, and EXIS's Import Shipment Tracking Tool

3. Highlights of FY 2024 Achievements and Accomplishments

- Developed a Zero Trust Architecture (ZTA) gap analysis and three-year roadmap to establish alignment with the Cybersecurity and Infrastructure Security Agency's (CISA) ZTA maturity levels and develop policies that meet OMB Memorandum M-22-09 requirements
- Achieved significant advancements in the agency's ZTA by configuring, testing, and deploying Zscaler for both staff and contractors.
- Partnered with OCM to enhance seven key areas of CPSC.gov – the homepage, global search, archive search, data visualization, mobile user experience, Safety Education Centers, and the Public Calendar.
- Implemented Box as the agency's secure file transfer platform to ensure the safe and efficient exchange of sensitive information.
- Conducted table-top contingency exercises for all eight of the agency's major systems and produced after-action reports for each, for the first time within an audit period, and held the annual tabletop exercise for the Breach Response Team.
- Delivered 465 new laptops, deploying and using OneDrive for the data migration, and updated mobile devices for field staff, supervised over \$21 million in funding, conducted 105 requisitions,

processed over 100 purchase card orders, and managed ten Interagency Agreement (IAA) for technology goods and services.

4. FY 2025 Priority Activities & Milestones:

Listed below are EXIT's FY 2025 Priority Activities and their associated Milestones. CPSC Milestones are monitored and reported internally. The completion of each Milestone is an indicator of CPSC's progress toward achieving the associated Priority Activity.

- *SO 1.1: Improve identification and timely assessment of hazards to consumers*
 - Priority Activity: Continue modernization of Epidemiology/NEISS legacy applications.
 - **EXIT-M01**: Support the migration from SAS 9.4 to Viya and decommission SAS 9.4 by the end of the current contract (September 29, 2025)
 - **EXIT-M02**: Complete the deployment of Web NEISS to all coders and hospitals and decommission PC-NEISS
 - **EXIT-M03**: Successfully complete user acceptance testing and move the Epidemiology Management Application (EMA) to production
 - **EXIT-M04**: Support Statistical Policy Directive No. 15 (SPD 15) with required updates to both Web NEISS and EPI DB Systems
- *SO 1.3: Increase capability to identify and stop imported hazardous consumer products*
 - Priority Activity: Develop plans for migrating ITDS/RAM, and the eFiling Product Registry, to a cloud platform.
 - **EXIT-M05**: Prepare a business case and risk-based decision model for migrating ITDS/RAM to the cloud
- *SO 2.1: Rapidly identify and prioritize hazardous consumer products for enforcement action*
 - Priority Activity: Complete development of case management system for EXC's regulatory enhancement work and enhance the efficiency and productivity of the eSAFE processes.
 - **EXIT-M06**: Finalize the implementation of the CRE Case Management System with support for the recalls process
 - **EXIT-M07**: Incrementally enhance the efficiency and productivity of the eSAFE processes by integrating innovative technology solutions
- *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*
 - Priority Activity: Continuously improve programs, including in response to GAO and OIG recommendations.
 - **EXIT-M08**: Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.
- *SO 4.4: Deliver high-quality effective mission-oriented information and technology solutions*
 - Priority Activity: Continue to modernize CPSC's network, communications, and applications.
 - **EXIT-M09**: Complete the migration from Webex to Microsoft Teams by the end of the current contract (January 26, 2025)
 - **EXIT-M10**: Complete the migrations from the current home directory to OneDrive and from the shared drive platform to the upgraded internal file storage platform
 - **EXIT-M11**: Integrate the agency's Continuity of Operations Plan (COOP) and organizational-level Business Impact Analysis (BIAs) with EXIT's system-level BIAs and Information System Contingency Plans (ISCPs)
 - Priority Activity: Staff is directed to conduct a pilot to test and evaluate the capabilities of artificial intelligence/machine (AI/ML) learning tools to meet the agency's needs for translating

recalls into Spanish. The goal of the pilot will be to determine whether use of AI/ML to publish recall and unilateral notices in Spanish can improve timeliness, eliminating the current time lag between publication in English and publication in Spanish, provide acceptable quality, and reduce costs. As part of this process, staff is also encouraged to explore the potential for AI/ML to improve access to SaferProducts.gov in Spanish.

5. Summary of Key Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Key Performance Measure Statement	FY 2025 Target
2025KM4.4.1	Percentage of operating uptime for IT systems	98%
2025KM4.4.2	Percentage of operating uptime for IT networks	99%
2025KM4.4.3	Percentage of critical vulnerabilities addressed from United States Computer Emergency Readiness Team (U.S. CERT) within three business days	100%
2025KM4.4.4	Percentage of prioritized IT projects delivered on time, on budget, and with intended performance	85%
2025KM4.4.5	Percentage of prioritized high-risk IT security audit findings addressed	95%

6. Summary of Operating Performance Measures

Control ID	Operating Performance Measure Statement	FY 2025 Target
2025OP129	Number of recommendations from penetration tests and FISMA, Financial, and OIG audits submitted for closure	50

Other Offices

1. Resource Summary

	FY 2025 Operating Plan (Continuing Resolution Level)	
	Dollars (in thousands)	FTE
Office of Financial Management, Planning, & Evaluation (EXFM)	\$2,706	26
Office of Human Resources Management (EXHR)	\$359	11
Office of Facilities Services (EXFS)	\$1,861	7
Office of the Executive Director (OEX)	\$32	7
Office of the General Counsel (OGC)	\$301	32
Office of the Inspector General (OIG)	\$445	6
Office of Legislative Affairs (OLA)	\$14	3
Office of Equal Employment Opportunity and Employee Engagement (OEEOE)	\$25	3
Total	\$5,743	99

Performance measures for the following offices are discussed in this section: Office of Financial Management, Planning, & Evaluation (EXFM); Office of Human Resources Management (EXHR); Office of the Executive Director (OEX); Office of Facilities Services (EXFS); Office of the General Counsel (OGC); Office of Legislative Affairs (OLA); and Office of Equal Employment Opportunity and Employee Engagement (OEEOE).

2. Office Overview and Achievements

Office of Financial Management, Planning, and Evaluation (EXFM):

EXFM comprises three divisions: Budget, Planning, and Evaluation, Financial Management, and Procurement. EXFM is led by the Commission's CFO and provides comprehensive services to our internal and external stakeholders, including managing and reporting on the state of the organization.

EXFM's accomplishments in FY 2024 included:

- EXFM managed an enterprise-wide budget of \$151 million supporting 545 employees spanning three locations in addition to staff in the field or at ports across the country. In addition, EXFM also manages performance, planning, and evaluation work, internal controls, and enterprise risk management for the agency.
- EXFM carried out more than 1025 procurement actions in FY 2024, which is a 13% increase from FY 2023.
- CPSC awarded \$3.3 million to 22 Carbon Monoxide (CO) Grant awardees.
- CPSC awarded \$2.5 million to 10 Virginia Graeme Baker Pool & Spa Safety Act (VGB) Grant awardees.

Office of Human Resources Management (EXHR):

EXHR manages and provides leadership and direction in the formulation and implementation of human resources programs to support the agency's valuable employees. Through proactive partnerships, EXHR supports the Commission by creating a healthy work environment that fosters employee engagement, effective and efficient recruitment processes, retention, performance, formal training, compliance with labor laws and regulations, as well as maintaining personnel records. Human Resources manages staffing goals to aligned with the Agency's objectives, while supporting the mission of the Agency by upholding a positive image amongst its stakeholders and attracting talented individuals to join the organization.

CPSC was recognized as the most improved agency in the small agency category, with a 9.8-point increase in its engagement and satisfaction index score from 63.2 in 2022 to 73.0 in 2023. The agency was honored at the Partnership for Public Service's 2023 Best Places to Work in the Federal Government Awards.

EXHR's accomplishments in FY 2024 included:

- EXHR, in partnership with EXIT, implemented an enhancement to the Employee Departure System that upgraded the automation capability and accountability of the system.
- EXHR supported the Agency's Employee Engagement Plan with featured articles in each quarter of FY 2024 to educate employees on the Merit System Principles (MSPs). The positive response rate for the MSP questions in the Federal Employee Viewpoint Survey (Questions #8 and #45) increased by 5% and 7%, respectively, from CPSC's FY 2023 results.
- In collaboration with CPSC's employee union, EXHR established the CPSC Labor Management Council (LMC) and implementation plan, which OPM has since certified. Through the Council, CPSC recommits to supporting a cooperative labor-management group that will work together to resolve issues at the lowest level and allow the CPSC to meet our strategic goals while establishing a cooperative and productive forum for labor-management partnership.
- In partnership with the Office of the General Counsel, EXHR developed training for all employees as required by Pub. L. No 117-348, the Trafficking Victims Prevention and Protection Reauthorization Act of 2022. The law requires that executive branch employees receive human trafficking training and provides requirements on when and how such training should be conducted. The training is now part of the agency's annual mandatory training program and is incorporated into CPSC's orientation package.
- Completed the development of the CPSC Succession Plan. The plan includes organizational workforce data, staffing needs for strategic alignment, analysis of the talent pool for future staffing needs, required critical competencies, developmental activities to close skill gaps, and templates for knowledge transfer activities to ensure organizational continuity.

Office of Executive Director (OEX):

The Executive Director with the assistance of the Deputy Executive Directors for Safety Operations and Operations Support, under the broad direction of the Chair and in accordance with Commission policy, acts as the chief operating manager of the agency, supporting the development of the agency's budget, performance plan and operating plan before and after Commission approval, and managing the execution of those plans. The Executive Director has direct line authority over eight offices.

Priority Activity: The Executive Director shall appoint and coordinate an appropriate intra-agency team aligned with the goal of the Spanish translation AI/ML pilot (see EXIT SO 4.4 and OCM SO 3.2) and shall provide to the Commission a written report in advance of the FY 2025 Midyear Review, so that the Commission can assess the funding required to sustain the agency's commitment to Spanish translation.

Office of Facilities Services (EXFS):

EXFS supports the agency with the following programs: General Services Administration rent for all leased space, Federal Protective Services building security and security equipment, Personal Property Management, HSPD-12 Personal Identification Verification (PIV) production and certificate updates, transit subsidy for commuters, Occupational Safety and Health Administration (OSHA) safety reporting, Agency leased vehicle fleet management, Continuity of Operations planning, occupant emergency planning, Government Publishing Office (GPO) and on-site printing, mail management (USPS, FedEx), real property management, facility management (remodeling and construction projects, and fulfillment of Agency's reasonable accommodations requests), sample system management and hazardous material destruction.

CPSC's Office of Facilities Services prepared and returned 15,400 square feet of office space, saving \$500K in FY 2025 to support the CPSC's Real Property Capital Plan.

Office of the General Counsel (OGC)

OGC provides legal advice to the Commission on rulemakings, jurisdictional issues, legislation, administrative litigation, statutory and regulatory interpretation, information disclosure, privacy and records, contracts, grants, appropriations, recalls, unilateral notices, and public health and safety warnings. In FY 2024, OGC:

- Ensured program integrity by certifying financial disclosure reports in a timely manner, meeting timeliness goals for the Freedom of Information Act (FOIA) program and publishing new and revised agency directives.
- Ensured public access to historical Commission materials by publishing online a comprehensive set of Commission records on a new Archives page in the Office of the Secretary section, including historical documentation of Commission actions since the Commission's inception.
- Represented CPSC in litigation victories including:
 - *Jake's Fireworks Inc. v. Consumer Prod. Safety Comm'n*, 105 F.4th 627 (4th Cir. 2024)
 - *Consumers' Research v. Consumer Prod. Safety Comm'n*, 91 F.4th 342 (5th Cir. 2024), *reh'g en banc, reh'g denied*, 98 F.4th 646 (5th Cir. 2024), *petition for cert. filed*, No. 23-1323 (U.S. June 18, 2024)
 - *Leachco, Inc. v. Consumer Prod. Safety Comm'n*, 103 F.4th 748 (10th Cir. 2024), *petition for cert. filed*, No. 24-156 (U.S. Aug. 13, 2024)
 - Criminal violations of the Consumer Product Safety Act (CPSA)

Office of Legislative Affairs (OLA):

OLA is the principal liaison between the Commission and members and committees of Congress. It provides information and assistance to Congress on matters of Commission policy and coordinates testimony and appearances by Commissioners and agency personnel before Congress. OLA's FY 2024 achievements include:

- Responded to 53 congressional casework inquiries and provided numerous briefings to congressional staffs on consumer product safety issues.
- Provided congressional staff tours for both CPSC's U.S. CPSC National Product Testing and Evaluation Center and CPSC's import work at the Port of Baltimore.
- Responded to 11 letters from Congress, prepared staff for hearing in front of U.S. China-Economic and Security Review Commission and sent 12 newsletters to Congress on CPSC work and safety tips.

Office of Equal Employment Opportunity and Employee Engagement (OEEOOE):

OEEOOE strives to ensure that every CPSC employee is valued, respected, and supported, empowering them to contribute fully to the agency's mission. OEEOOE's FY 2024 achievements include:

- Providing 14 reasonable accommodations
- Hosting four special emphasis programs
- Distributing eight educational newsletters
- Administering five mandatory trainings
- Completing annual reports for the Equal Employment Opportunity Commission, Office of Personnel Management, Office of Management and Budget, and Congress

3. 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 2025 Target
EXHR	2025KM4.1.1	Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	72%
EXHR	2025KM4.1.2	Percentage of hiring managers trained on recruitment	95%
EXHR	2025KM4.1.3	High-performing Federal Workforce – Employee Engagement Index Score	71%
EXFM	2025KM4.2.1	Achieved unqualified opinion on independent financial audit	1
OGC	2025KM4.3.1	Percentage of financial disclosure forms reviewed and certified timely by OGC	100%
OGC	2025KM4.3.2	Percentage of FOIA responses to the public that meet timeliness benchmarks	75%

4. Summary of Operating Performance Measures

Note: Operating Plan Measures are monitored and reported internally.

Office	Control ID	Operating Performance Measure Statement	FY 2025 Target
EXHR	2025OP69	Percentage of employees who agree that the work unit has the job relevant knowledge and skills necessary to accomplish organizational goals	74%
EXHR	2025OP73	Percentage of new managers and employees trained on Management Information System (MIS) reporting	95%
EXHR	2025OP75	Percentage of employees with Individual Development Plans (IDPs) in place	25%
EXHR	2025OP76	Number of developmental opportunities available to employees through the Agency Training plan	25
EXHR	2025OP80	Percentage of vacancies filled through first announcement	75%
EXHR	2025OP83	Number of informational opportunities on work-life balance provided to employees and managers	32
EXHR	2025OP84	Number of wellness events offered	22
EXHR	2025OP92	Average score of hiring managers satisfied with applicant listing	7.5
EXHR	2025OP93	Percentage of vacancies that use Listservs for targeted recruitment	60%
EXHR	2025OP121	Percentage of full-time FTE utilized (FTE on-board / FTE ceiling)	96%
OEEEEE	2025OP87	Percentage of annual EEO complaints closed within required timeframes	100%
OLA	2025OP114	Percentage of formal, written congressional letters acknowledged within three business days of receipt	100%
OLA	2025OP115	Number of monthly newsletters sent to Congress about the workings of CPSC	12
OLA	2025OP127	Number of meetings offered to office staff of members of congressional authorizing and appropriations subcommittees that oversee CPSC	65
OGC	2025OP122	Percentage of new employees who complete initial ethics training	100%
OGC	2025OP123	Percentage of simple FOIA requests processed in 70 days or fewer	75%
OGC	2025OP124	Percentage of complex FOIA requests processed in 107 days or fewer	75%
OGC	2025OP125	Percentage of requests for expedited processing of a FOIA request adjudicated in 14 days or fewer	75%

Other Offices Performance Measures and Milestones

5. Annual Milestones

Note: Milestones are monitored and reported internally.

Office	Control ID	FY 2025 Milestone Statement
EXHR	EXHR-M01	Complete FY 2025 Human Capital activities
EXHR	EXHR-M02	Implement FY 2025 action plan for Employee Engagement Initiatives
EXHR	EXHR-M04	Complete a review of Agency Recognition and Awards Program
EXHR	EXHR-M05	Complete actions addressing the Supervisor and Employee Customer Survey recommendations
EXHR	EXHR-M06	Transition to Trusted Workforce 2.0
EXHR	EXHR-M07	Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.
OEE0EE	OEE0EE-M02	Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.
OLA	OLA-M01	Offer Congressional staff a trip to CPSC's NPTEC and a U.S. port of entry where CPSC is co-located with the CBP
OLA	OLA-M02	Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.
EXFM	EXFM-M01	Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.
OGC	OGC-M01	Implement any open GAO and OIG recommendations. Report on the status of unimplemented GAO and OIG recommendations every 180 days.

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

Office	FY 2025 Project	
EXFM	70001	Administered the Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub L. No.110-140) Grants program
EXFM	71001	Administered the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act (Pub L. No. 117-103) Grants program

Appendix A

Summary of CPSC's Key Performance Measures for FY 2025 at the Continuing Resolution Level

Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2025 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	EXRR	10
	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	EXRR	20
	KM1.2.2 Number of rulemaking briefing packages prepared for Commission consideration		24
	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		38,500
	KM1.3.4 Number of <i>de minimis</i> shipment examinations at eCommerce ports completed		10,500
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%

Appendices

Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2025 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	43%
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	KM3.1.1 Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	OCM	16
SO 3.2 Increase dissemination of actionable consumer product safety information	KM3.2.1 Number of national media placements of CPSC stories	OCM	25
	KM3.2.3 Unique open rate for email subscribers to CPSC's recall announcements		28%
SO 3.3 Increase and enhance CPSC collaborations to reach consumers, 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	15
Goal 4: Support Efficiently and effectively support the CPSC's mission			
SO 4.1 Attract, recruit, and cultivate a high-performing and engaged workforce	KM4.1.1 Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	EXHR	72%
	KM4.1.2 Percentage of hiring managers trained on recruitment		95%
	KM4.1.3 High-performing Federal Workforce – Employee Engagement Index Score		71%
SO 4.2¹¹ Ensure strong stewardship and effective use of agency resources	KM4.2.1 Achieved unqualified opinion on independent financial audit	EXFM	1
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	98%
	KM4.4.2 Percentage of operating uptime for IT networks		99%

¹¹ KM 4.2.3 has been removed from the FY25 Operating Plan due to a shortfall in budget resources

Appendices

Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2025 Target
SO 4.4 (continued)	KM4.4.3 Percentage of critical vulnerabilities addressed from United States Computer Emergency Readiness Team (U.S. CERT) within three business days	EXIT	100%
	KM4.4.4 Percentage of prioritized IT projects delivered on time, on budget, and with intended performance		85%
	KM4.4.5 Percentage of prioritized high-risk IT security audit findings addressed		95%

Appendix B

Summary of CPSC's FY 2025 Projects

Numerically listed in this section are FY 2025 projects, as well as their Strategic Goal alignment, of the following CPSC organizations: EXRR, EXC, EXIS, EXIP, OCM, EXIT, and EXFM. Resources will be obligated under each project for FY 2025 work to be performed by the lead program office and, if applicable, contributing program office(s).

11179 – National Electronic Injury Surveillance System (NEISS)

Goal 1 | EXRR

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 2025 as staff fully implements the new sample. PRA renewal will also be sought from OMB, and updated demographic categories to align with Statistical Policy Directive No. 15 (SPD 15) implemented.

11282 – Mortality/Incident Data

Goal 1 | EXRR

This project includes collection of anecdotal data, as well as 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 includes efforts to use machine learning to automate the processing of and data extraction from death certificates and medical examiner/coroner reports.

12165 – Investigations

Goal 1 | EXRR

This project provides resources to conduct approximately 2,000 telephone investigations. This project also encompasses on-site investigations of product-related hazards. Because initial reports come from consumer complaints, news clips, the Medical Examiners and Coroners Alert Project (MECAP), NEISS, and death certificates, they 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 vulnerable populations.

13327 – Emerging Hazards

Goal 1 | EXRR

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. It leverages expert reviews and recommendations on additional emerging hazards and analytic capabilities to strengthen Hazard Assessment and Reduction performance.

13328 – Consumer Product Safety Risk Management System (CPSRMS)

Goal 1 | EXIT

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 2025, EXIT will continue to operate and maintain the current system components while upgrading their underlying infrastructure and third-party modules. These upgrades will ensure the latest versions are in place to address security findings and Plans of Action and Milestones (POAMs).

13329 – Integrated Teams

Goal 1 | EXRR

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 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 2025, each Integrated Team will produce periodic reports based on the statistical signals they examine and summarize the results of other research into patterns and trends.

13330 – Data Intake

Goal 1 | EXRR

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

Goal 1 | EXRR

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 OLA, as well as any other unforeseen hazard work. In FY 2025, staff will prepare briefing packages for flooring petition and for sidewalk bike petition.

13332 – Clearinghouse

Goal 1 | EXRR

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 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 staff. In FY 2025, this project will support work for rulemaking efforts generally.

21518 – Electrical Hazards: Voluntary Standards and Codes

Goal 1 | EXRR

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 2025, CPSC 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:** CPSC collaborated with public and private organizations to conduct a National In-Home Smoke and CO Alarm Survey because information from the last survey, conducted in

Appendices

1992, is largely obsolete. In FY 2024, the contractor completed the survey and provided a report to the CPSC. In FY 2025, staff will build on this work by publicizing the results and working with voluntary standards and other stakeholders to address areas of potential improvement identified by the survey.

21725 – Fire Hazards: Voluntary Codes and Standards

Goal 1 | EXRR

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

Goal 1 | EXRR

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 2025 include:

- Develop NPR and FR briefing packages for rechargeable lithium-ion batteries for micromobility products.
- 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 2025, efforts will include data analysis and technical review of related testing requirements for ticking and ticking substitution methods.

22560 – Children’s/Nursery Product Hazards: Voluntary Standards

Goal 1 | EXRR

This project provides resources for CPSC’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, including research and analysis regarding the safety and risks of products associated with infant sleep deaths
- 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
- Researching and considering updates to the *Age Determination Guidelines* relating to additional toys not currently covered by the guidelines

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

Goal 1 | EXRR

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 2025 activity under this project will include continuation of existing projects, technical work, and collaboration with stakeholders on stability/handling, occupant protection, fire hazards.

22640 – Older Consumer Safety Hazards

Goal 1 | EXRR

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 sex. In FY 2025, staff will continue to work on voluntary standard improvements for Flooring and Bathtubs.

22646 – Table Saws: Rulemaking Activities

Goal 1 | EXRR

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 2025, staff will submit a NOA briefing package to the Commission providing data relied on in the rulemaking and will submit a Final Rule briefing package to the Commission.

22666 – Mechanical Hazards: Voluntary Codes and Standards

Goal 1 | EXRR

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, with data on OHV deaths by state; relative risk of death, by year; injuries distributed, by year; and age grouping and additional information on other OHV incidents.

22667– Mechanical Hazards: Rulemaking Activities (General Use Products)

Goal 1 | EXRR

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.

In FY 2025, CPSC staff will submit NPR and Federal Register (FR) briefing packages for Window Coverings as well as and NPR for e-bikes (mechanical and conspicuity issues).

22727 – Children's/Nursery Product Hazards: Rulemaking Activities

Goal 1 | EXRR

Staff conduct rulemaking activities to address hazards to children using, among other authorities, CPSA Sections 7 and 9, as well as Section 104 and Section 106 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 CPSC of a new standard. The project includes rulemaking initiatives such as developing FR briefing packages for bassinets, Infant Rockers, and three Toy rules (Button Batteries, Water Beads, and Water Floats), and DFR briefing packages for Soft Infant and Toddler Carriers, Non-Full Size Cribs, and Play Yards

23258 – Chemical Hazards: Voluntary Standards

Goal 1 | EXRR

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
- Other chemical hazards
- Interagency coordination

23259 – Chemical Hazards: Rulemaking Activities

Goal 1 | EXRR

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

- **OFRs:** In response to Petition HP15-1, the Commission voted to grant the petition to ban the use of additive, non-polymeric OFRs in certain children's products, residential upholstered furniture, mattresses and mattress pads, and the plastic casings of electronic devices. In FY 2019, staff received a scoping and feasibility study of OFRs from the National Academies of Sciences, Engineering, and Medicine (NASEM). The NASEM study provided a plan for identifying and applying accepted scientific methods for assessing the toxicity of OFRs as subclasses, to be used by CPSC in its rulemaking efforts. The NASEM study identified 14 OFR subclasses that would need to be evaluated separately.
- **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.
- **FHSA:** In FY 2025, staff will develop a FR briefing package for Aerosol Dusters.
- **Lead:** In FY 2025, staff will develop a RFI briefing package requesting data, information and comments on reduced lead levels in children's products and paint.

23335 – Combustion (Carbon Monoxide) Hazards: Voluntary Standards Activities

Goal 1 | EXRR

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:

Appendices

- 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
- 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 2025, 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 **Goal 1 | EXRR**

This project provides resources for addressing the hazards of CO poisoning associated with portable generators. In FY 2025, staff will prepare and submit Notices of Availability (NOA) and Final Rule briefing packages for portable generators and furnaces.

23339 – Chronic Hazards: Rulemaking Activities **Goal 1 | EXRR**

No resources provided for technical support for potential regulations to address chronic hazards which are otherwise unplanned in this Operating Plan, which would require funds above the Continuing Resolution (CR) level.

23704 – Nanotechnology **Goal 1 | EXRR**

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 2025, CPSC 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). However, no funds are available for support of the NNI.

24013 – Laboratory Equipment and Operations Support **Goal 1 | EXRR**

This project provides limited resources for safe and efficient operation of CPSC laboratories within the National Product Testing and Evaluation Center (NPTEC) and supporting test equipment and instrumentation deployed to CPSC's Field staff and Import Surveillance staff throughout the United States. This includes staff time and resources for upgrading and purchasing new equipment, and replacement of testing and lab support equipment that is nearing the end of its useful life cycle. Resources are also used for the calibration and maintenance of equipment/test instruments, services and equipment for hazardous waste management, operational safety and compliance with applicable environmental and occupational safety and health requirements. 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 EXRR, EXC, EXIS, and OCM.

24505 – EXRR Project Support **Goal 1 | EXRR**

No resources provided to support EXRR activities or needs, which typically include outside experts, peer review of technical reports, specialized testing, test equipment, supplies, and samples.

25720 – Regulatory Management **Goal 1 | EXRR**

This project provides resources for activities related to 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) **Goal 1 | EXRR**

In FY 2025, 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 CPSC

Appendices

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 – EXRR Leadership and Administration

Goal 1 | EXRR

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

31000-33000 – Compliance Support Activities – Regulated and Defect Investigation

Goal 2 | EXC; EXRR

In coordination with EXC (Goal 2 lead office), under this series, EXRR (Goal 2 contributing office) 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 hazards of both regulated products and products not directly tied to a specific CPSC product regulation.

31100 – Fire Hazards

Goal 2 | EXC

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

Goal 2 | EXC

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

Goal 2 | EXC

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

31163 – Fireworks: Regulated

Goal 2 | EXC

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

Goal 2 | EXC

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

Goal 2 | EXC

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

31602 – Electrocution Hazards: Non-Regulated

Goal 2 | EXC

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

Goal 2 | EXC

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

32200 – Mechanical Hazards to Children

Goal 2 | EXC

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

Goal 2 | EXC

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

Goal 2 | EXC

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)

Goal 2 | EXC

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 **Goal 2 | EXC**

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 **Goal 2 | EXC**

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 **Goal 2 | EXC**

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 **Goal 2 | EXC**

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 **Goal 2 | EXC**

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 **Goal 2 | EXC**

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

33700 – Chemical Hazards **Goal 2 | EXC**

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 **Goal 2 | EXC**

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 **Goal 2 | EXC**

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 **Goal 2 | EXC**

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 **Goal 2 | EXC**

States work cooperatively with 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.

34351/34352 – Import Activities: Regulated/ Defects **Goal 1 | EXIS; EXRR and EXC**

In coordination with EXIS (lead office), EXRR (contributing office) 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.

Additionally, in coordination with EXIS (lead office), EXC (contributing office) 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.

34377 – EXIS Leadership and Administration **Goal 1 | EXIS**

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

34381 – Internet Surveillance Program Support

Goal 2 | EXC

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

Goal 2 | EXC

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

Goal 2 | EXC

This project provides resources to ensure company compliance with CAPs.

34792 – Case Management System (CMS) Development and Deployment

Goal 2 | EXC

This project provides resources to develop a new case management system for the Regulatory Enforcement Division. EXC will continue to support EXIT's multiyear project to modernize the agency's case management systems, prioritizing a case management system for regulated product work.

34340 – eFiling of Certificate of Compliance Data for Import Targeting

Goal 1 | EXIS

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)

Goal 1 | EXIS

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

Goal 1 | EXIS; EXRR and EXC

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

Goal 1 | EXIS; EXRR and EXC

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

Goal 1 | EXIS

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

Goal 1 | EXIS

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.

42286 – Distribution Services

Goal 3 | OCM

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

Goal 3 | OCM

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

Goal 3 | OCM

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

Goal 3 | OCM

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

Goal 3 | OCM

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

44565 – Media Relations

Goal 3 | OCM

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

44577 – Communications Administration

Goal 3 | OCM

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

44699 – Video Communication

Goal 3 | OCM

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

Goal 3 | OCM

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

Goal 3 | OCM

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

44795 – Media Monitoring

Goal 3 | OCM

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.

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

Goal 2 | EXC

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 CPSC.

53149 – International Program

Goal 1 | EXIP

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

53152 – China Program

Goal 1 | EXIP

China is the largest supplier of consumer product imports to the United States. EXIP's China Program is focused on outreach to consumer product suppliers in China and engagement with CPSC's government counterparts in China. The program provides training and guidance for Chinese and American manufacturing professionals, as well as resources for encouraging manufacturing practices that result in safer consumer products. This project includes resources for governmental meetings and industry training.

53153 – European / International Organizations Program

Goal 1 | EXIP

CPSC works with counterpart agencies of the European Union (EU) and participates in product safety groups within international organizations, such as the OECD. 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 CPSC advocates for the prevention of cross-border distribution of known hazardous consumer products.

53154 – Selected Asia Pacific Program

Goal 1 | EXIP

This program covers CPSC's work with Australia, New Zealand, Japan, South Korea, and Taiwan. Resources are used for developing closer relations with these jurisdictions. The program is aimed at improving the safety of

Appendices

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

Goal 1 | EXIP

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

Goal 1 | EXIP

This program is targeted toward all CPSC international activities in North, Central, and South America. The program's primary focus is on Canada and Mexico and the Consumer Safety and Health Network (CSHN) of the OAS. This project includes resources for industry training events and cooperative activities with regional governments. 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

Goal 1 | EXIP

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.

34310 – Risk Assessment Methodology (RAM) (CPSIA § 222)

Goal 4 | EXIT

This project provides resources for activities to operate, maintain, and enhance 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 also includes activities to evaluate, assess, and share information with CBP regarding shipments of consumer products intended for import into the customs territory of the United States. In FY 2025, EXIT will:

- Provide ongoing support to the ITDS/RAM system, ensuring that it is correctly functioning according to system requirements and that it is available to EXIS staff;
- Provide ongoing support for eFiling functionality within the ITDS/RAM system; and
- Provide updates, as needed, to documentation of the technical and functional aspects of the ITDS/RAM system.

54174 – EXIT Leadership and Administration

Goal 4 | EXIT

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

54575 – IT Security

Goal 4 | EXIT

This project provides resources for the implementation and management of CPSC's IT Security program, which involves creating and maintaining a secure information environment throughout CPSC and ensuring information system confidentiality, integrity, and availability.

In FY 2025, EXIT will:

- Improve the vulnerability management process and collaborate with CISA to improve the quality of data submitted to the federal Continuous Diagnostic and Mitigation (CDM) dashboard;
- Achieve full compliance with OMB's Enterprise Logging requirements (OMB Memorandum M-21-31);
- Execute a contract to migrate three major systems from NIST Revision 4 to Revision 5 controls;
- Provide individualized security training to CPSC employees with significant security roles; and
- Improve the assessment and authorization of minor applications

70001 – Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub L. No. 110-140) Grants Program

Goal 4 | EXFM

This project provides resources for activities related to implementation of section 1405 of Pub. L. No. 110-140 (State Swimming Pool Grant Program), including issuing funding opportunity announcements, making grant awards to eligible applicants, and evaluating progress of grant awardees.

71001 – Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act (Pub L. No. 117-103) Grants Program **Goal 4 | EXFM**

This project provides for activities related to implementation of section 204 of Pub. L. No. 117-103 (Grant Program for Carbon Monoxide Poisoning Prevention), including issuing funding opportunity announcements, making grant awards to eligible applicants, and evaluating progress of grant awardees.

99933 – Voice/Data Telecommunications **Goal 4 | EXIT**

This project provides resources for services including local and wide area network (WAN) communication and local, long distance, and cellular voice communications. In FY 2025, EXIT will complete its migration to a new collaboration platform and phone service and upgrade mobile devices for users in Bethesda and Rockville to current models.

99945 – Capital Replacement **Goal 4 | EXIT**

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 and storage, routers, and switches. In FY 2025, EXIT will upgrade the agency's in-office Wi-Fi services.

99947 – Programming Support **Goal 4 | EXIT**

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 systems. In FY 2025, EXIT will focus on enhancing the productivity of the agency's eSAFE program and update two agency systems to comply with SPD 15.

99951 – User Support **Goal 4 | EXIT**

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 2025, EXIT focus on obtaining user feedback from surveys within the IT service management tool and offer training for recently introduced technology tools and services.

99952 – Network Management **Goal 4 | EXIT**

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 2025, EXIT will migrate files and folders from its legacy shared drives to a new storage solution and move personal folders to OneDrive. EXIT will continue to support a hybrid workplace environment, ensuring the protection of devices, apps, and data through our Zero Trust efforts.

99953 – Website Management **Goal 4 | EXIT**

This project provides resources for operating and maintaining CPSC's websites to meet the needs of the agency, consumers, businesses, and other stakeholders.

99954 – IT Business Applications **Goal 4 | EXIT**

This project provides resources for systems, including those from shared services providers that support CPSC's Office of Human Resources Management (EXHR) and Office of Financial Management, Planning and Evaluation (EXFM).

99955 – Enterprise and Data Architecture **Goal 4 | EXIT**

This project focuses on developing, recommending, and implementing policies and processes which govern the creation, collection, management, use, and disclosure of CPSC data. Specific efforts for FY 2025 include encouraging and facilitating the internal sharing of knowledge regarding CPSC data and tools; promoting collaboration and communication regarding data-related methods, efforts, and issues; establishing data management principles, policies, and best practices in alignment with agency privacy and security practices.

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 2025, CPSC will work to achieve four strategic goals that will contribute to realizing the vision and achieving the agency’s 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 2025 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Strategic Objective 3.1 Improve accessibility, usefulness, and actionability of consumer product safety information Strategic Objective 3.2 Increase dissemination of actionable consumer product safety information Strategic Objective 3.3 Increase and enhance CPSC collaborations to reach consumers, including vulnerable and underserved communities 	STRATEGIC GOAL 4: SUPPORT Efficiently and effectively support the CPSC’s mission <ul style="list-style-type: none"> Strategic Objective 4.1 Attract, recruit, cultivate, and retain a high-performing 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

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:

- 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.

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

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

Appendices

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 <i>de minimis</i> eCommerce products	24 Co-locate CPSC staff at additional ports of entry where large volume of <i>de minimis</i> eCommerce product shipments arrive 25 Improve CPSC's ability to risk assess <i>de minimis</i> 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. 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

Appendices

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 various 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 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
- **Strategic Objective 3.2**
Increase dissemination of actionable consumer product safety information
- **Strategic Objective 3.3**
Increase and enhance CPSC collaborations to reach consumers, including vulnerable and underserved communities

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

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

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

Strategy 3.2.1
Expand awareness of CPSC

5 Increase awareness of 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 disproportionately 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 consumers, 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, and legal affairs is vital to agency effectiveness. CPSC will support its mission efficiently and effectively and ensure that the agency:

- 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 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.

STRATEGIC GOAL 4: SUPPORT

Efficiently and effectively support the CPSC's mission

- **Strategic Objective 4.1**
Attract, recruit, cultivate, and retain a high-performing 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

CPSC's Approach to Goal 4: *Support*

CPSC's approach to this goal involves attracting, recruiting, cultivating, and retaining a high-performing 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 and engaged workforce

Strategy 4.1.1 Attract and recruit a talented workforce	1 Improve targeted assessments to recruit talent
	2 Increase targeted outreach
	3 Advance relationships with colleges and universities, disability organizations, 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 Develop individual development plans for entry level employees
	8 Implement coaching program
Strategy 4.1.3 Increase employee engagement	9 Promote and recognize performance excellence
	10 Promote work-life balance
	11 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	12 Achieve annual unqualified financial audit opinion
	13 Maintain strong internal controls over financial reporting
Strategy 4.2.2 Promote transparent and effective use of resources	14 Develop and implement annual Operating Plans that align budget resources to CPSC's strategic initiatives and priorities
	15 Meet contracting goals through strengthened acquisition planning
	16 Increase integration of risk management and internal control activities into program operations and decision making
	17 Increase program evaluation and evidence building capabilities and capacity

Appendices

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	18 Complete all financial disclosure reviews within applicable deadlines
	19 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	20 Revise obsolete and insufficient directive documents, leading to better guidance for employees and an increase in employee efficiency
	21 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	22 Resolve substantial backlog of FOIA requests awaiting completion of processing
	23 Improve timeliness of FOIA processing
	24 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	25 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	26 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	27 Support enterprise data management and analytical improvement including activities involving data collection and use
Strategy 4.4.4 Protect agency systems and information resources	28 Identify, monitor, and address evolving cybersecurity risks, Government-wide direction, and best practices to protect agency systems and information



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