

Supplemental Appendix
to the
Fiscal Year 2014
Performance Budget Request

CPSC Stands for Safety



UNITED STATES OF AMERICA
CONSUMER PRODUCT
SAFETY COMMISSION

April 10, 2013

Supplemental Appendix to the FY 2014 CPSC Performance Budget Request

FY 2014 Budget Key Performance Measures Details

April 2013

1	Control ID		Program			
	1.2.1		Global			
	Strategic Goal					
	Goal 1: Leadership in Safety					
	Strategic Objective					
	1.2: Create and strengthen partnerships with stakeholders aimed at improving product safety throughout the supply chain.					
	Goal Statement					
	Increase training aimed at improving consumer product safety					
	Performance Measure Statement					
	Number of training or outreach seminars for foreign manufacturers conducted by CPSC staff					
	Definition of Performance Measure					
	Number of training events conducted by CPSC staff for foreign manufacturers on selected consumer product safety topics					
	Explanation or Rationale					
	To the extent that unsafe products are not manufactured anywhere in the world, they will not find their way into the hands of U.S. consumers. Foreign manufacturers are key stakeholder partners. Training of foreign manufacturers contributes to improved product safety.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		3	3	8	1	3

2	Control ID		Program			
	1.2.2		Global			
	Strategic Goal					
	Goal 1: Leadership in Safety					
	Strategic Objective					
	1.2: Create and strengthen partnerships with stakeholders aimed at improving product safety throughout the supply chain.					
	Goal Statement					
	Increase training aimed at improving consumer product safety					
	Performance Measure Statement					
	Number of staff exchanges with foreign counterparts undertaken as part of the Extended Training Exchange Program					
	Definition of Performance Measure					
	Number of staff exchanges with foreign consumer product safety regulatory agencies undertaken as part of CPSC's extended Training Exchange Program					
	Explanation or Rationale					
	To the extent that unsafe products are not manufactured anywhere in the world, they will not find their way into the hands of U.S. consumers. Foreign regulators are key stakeholder partners because they regulate manufacturers in their jurisdictions. Exchange programs with foreign officials contribute to improved product safety.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		--	--	2	6	4

3	Control ID		Program			
	1.2.3		Global			
	Strategic Goal					
	Goal 1: Leadership in Safety					
	Strategic Objective					
	1.2: Create and strengthen partnerships with stakeholders aimed at improving product safety throughout the supply chain.					
	Goal Statement					
	Create and strengthen collaborations aimed at improving consumer product safety					
	Performance Measure Statement					
	Number of new collaborations undertaken with domestic nongovernment organizations (NGOs) and universities					
	Definition of Performance Measure					
	A new collaboration is counted when a working relationship has been established with a domestic NGO or university.					
	Explanation or Rationale					
	Increased collaboration with domestic NGOs and universities involved in consumer product safety activities will contribute to improvements in product quality, safety design, and overall consumer safety.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		--	--	--	2	3

4	Control ID		Program			
	1.4.1		Global			
	Strategic Goal					
	Goal 1: Leadership in Safety					
	Strategic Objective					
	1.4: Work towards harmonizing global consumer product standards or developing similar mechanisms to enhance product safety.					
	Goal Statement					
	Increase engagement of foreign counterparts in alignment discussions for consumer product safety standards					
	Performance Measure Statement					
	Number of products on which CPSC had consultations with foreign counterparts					
	Definition of Performance Measure					
	The number of consumer products that are the subject of discussions about potential alignment of safety requirements among CPSC and other jurisdictions					
	Explanation or Rationale					
	CPSC's discussions with regulatory agencies in other jurisdictions regarding potential alignment of safety requirements for specific consumer products demonstrates CPSC's leadership role.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		--	--	3	3	4

5	Control ID		Program				
	1.6.1		Personnel				
	Strategic Goal						
	Goal 1: Leadership in Safety						
	Strategic Objective						
	1.6: Attract, retain, and collaborate with leading experts to address consumer product hazards.						
	Goal Statement						
	Recruit, retain, and develop a high-performing workforce						
	Performance Measure Statement						
	Employee retention rate						
	Definition of Performance Measure						
	Number of new, permanent employees who are still employed by the agency 2 years after being hired, divided by total number of employees who were hired 2 years ago						
	Explanation or Rationale						
	This is a direct measure of workforce retention, which contributes to achieving the goal of having a high-performance workforce. Research shows that employees who are retained for 2 years have completed agency orientation and basic training, fully understand the agency environment, and are vested, engaged employees.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			85.7%	84.9%	85%	85%	85%

6	Control ID		Program				
	1.6.2		Personnel				
	Strategic Goal						
	Goal 1: Leadership in Safety						
	Strategic Objective						
	1.6: Attract, retain, and collaborate with leading experts to address consumer product hazards.						
	Goal Statement						
	Recruit, retain, and develop a high performing workforce						
	Performance Measure Statement						
	Average hiring time (recruitment time using OPM's End-to-End hiring process) (days)						
	Definition of Performance Measure						
	Sum of hiring times for all new employees brought on board in a fiscal year divided by number of new employees brought on board in a fiscal year. Hiring time is defined by OPM in its End-to-End Hiring Plan as the time (in calendar days) from the date a manager identifies the need for a new hire (as indicated by submission of an SF-52 classified position description and necessary information to begin the recruitment process) to the employee's first day on the job.						
	Explanation or Rationale						
	Average hiring time is a measure of how quickly the agency recruits its workforce, which contributes to achieving the goal of having a high-performing workforce.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			92	75	75	80	80

7	Control ID		Program				
	1.6.3		Personnel				
	Strategic Goal						
	Goal 1: Leadership in Safety						
	Strategic Objective						
	1.6: Attract, retain, and collaborate with leading experts to address consumer product hazards.						
	Goal Statement						
	Recruit, retain, and develop a high-performing workforce						
	Performance Measure Statement						
	Training participation rate						
	Definition of Performance Measure						
	Number of employees who attend at least one discretionary training during the fiscal year, divided by total number of employees on board at the end of the fiscal year						
	Explanation or Rationale						
	The training participation rate is a measure of the goal of developing a high-performing workforce.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			--	71.7%	73.6%	80%	85%

8	Control ID		Program				
	2.1.1		Hazard				
	Strategic Goal						
	Goal 2: Commitment to Prevention						
	Strategic Objective						
	2.1: Minimize hazardous defects early in the manufacturing process through increased participation in voluntary standards activities.						
	Goal Statement						
	Increase technical support or monitoring for voluntary standards activities						
	Performance Measure Statement						
	Number of voluntary standards activities supported or monitored by CPSC staff						
	Definition of Performance Measure						
	CPSC staff provides technical support or monitors voluntary safety standards activities, which are tracked in the Voluntary Standards Tracking and Access Report (V-STAR).						
	A voluntary standard is a prescribed set of rules, conditions, or requirements relating to the safety of consumer products found in the home, schools, and/or recreation areas, which, by itself, imposes no obligation regarding use. In the case of CPSC staff support, a voluntary consumer product safety standard is generally developed using ASTM International (ASTM), the American National Standards Institute (ANSI), or Underwriters Laboratories Inc. (UL) procedures. These voluntary standards may be incorporated, in whole or in part, into CPSC rules, such as in the case of durable nursery products, as set forth in the Danny Keysar Child Product Safety Notification Act.						
	CPSC staff support may include, among other things, any one or more of the following: providing injury data and hazard analyses, encouraging the development of a voluntary safety standard, identifying specific risks of injury, performing research, developing health science data, performing laboratory technical assistance, and taking other actions that the Commission, in a particular situation, feels appropriate. A listing of these activities is found at 16 CFR §1031.7.						
	Explanation or Rationale						
	Design standards work to minimize design defects in products covered by the standard. By improving the standards to address hazards we identify through our hazard analysis, we can prevent future incidents.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			61	60	70	71	69

9	Control ID		Program				
	2.1.2		Hazard				
	Strategic Goal						
	Goal 2: Commitment to Prevention						
	Strategic Objective						
	2.1: Minimize hazardous defects early in the manufacturing process through increased participation in voluntary standards activities.						
	Goal Statement						
	Increase collaboration on nanotechnology issues affecting consumer products						
	Performance Measure Statement						
	Number of collaborations established or maintained with other organizations to work on nanotechnology research or issues affecting consumer products						
	Definition of Performance Measure						
	Collaborations are the number of signed collaborative agreements established in the reporting period to work on nanotechnology research or issues affecting consumer products. Collaborative agreements include inter-agency agreements (IAG) established with one or more other federal agencies and/or contracts with nonfederal or nongovernmental organizations.						
	Explanation or Rationale						
	Due to the complexity of nanotechnology, Government Accountability Office (GAO) and other entities have advised federal agencies working on these issues to collaborate and monitor their progress. CPSC collaboration with other organizations on nanotechnology research and issues affecting consumer products is expected ultimately to contribute to the responsible development of consumer products containing nanomaterials.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			4	8	8	8	8

10	Control ID	Program				
	2.1.3	Hazard				
	Strategic Goal					
	Goal 2: Commitment to Prevention					
	Strategic Objective					
	2.1: Minimize hazardous defects early in the manufacturing process through increased participation in voluntary standards activities.					
	Goal Statement					
	Increase collaboration on nanotechnology issues affecting consumer products					
	Performance Measure Statement					
	Number of reports produced on the results of collaboration on nanotechnology issues affecting consumer products					
	Definition of Performance Measure					
	Nanotechnology reports can focus on detection, development of methods to quantify releases of, and/or determination of potential human exposure to specific nanomaterials in consumer products. A collaboration may result in more than one report. This measure tracks both interim and final reports, manuscripts, or formal presentations at scientific meetings. Final reports, which are often peer reviewed and/or published, are issued at the conclusion of a collaborative activity. Interim reports, which contain substantive data sufficient for presentation at a scientific meeting, are produced before the conclusion of the collaborative activity.					
	Explanation or Rationale					
	The purpose of these collaborative efforts is to produce reports and manuscripts that provide data on nanomaterials' use in, and release from, consumer products. This information should be made available, when appropriate, to assist stakeholders in addressing nanomaterial safety and should ultimately contribute to improved safety of nanomaterial use in consumer products.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		1	1	9	5	7

11	Control ID	Program				
	2.2.1	Hazard				
	Strategic Goal					
	Goal 2: Commitment to Prevention					
	Strategic Objective					
	2.2: Improve the safety of consumer products by issuing mandatory standards, where necessary and consistent with statutory authority, in response to identified product hazards.					
	Goal Statement					
	Prepare rulemaking candidates for Commission consideration, as required					
	Performance Measure Statement					
	Number of candidates for rulemaking prepared for Commission consideration					
	Definition of Performance Measure					
	The number of rulemaking briefing packages submitted by CPSC staff for the Commission's consideration					
	Explanation or Rationale					
	Safety standards are a management tool used to address hazards associated with the use of consumer products. Consumer products designed and manufactured to safety standards prevent future hazards from occurring.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		26	22	28	25	13

12	Control ID		Program				
	2.3.1		Global				
	Strategic Goal						
	Goal 2: Commitment to Prevention						
	Strategic Objective						
	2.3: Facilitate the development of safer products by training industry stakeholders on the CPSC regulatory requirements and hazard identification best practices.						
	Goal Statement						
	Improve availability of training and guidance for industry stakeholders (domestic and foreign)						
	Performance Measure Statement						
	Number of training activities made available to industry stakeholders						
	Definition of Performance Measure						
	Industry stakeholders are domestic and foreign manufacturers of consumer products. A training activity is described as an in-person training, onsite session, webinar, or live or archived webcast to groups that is offered by CPSC staff. It excludes individual communication.						
	Explanation or Rationale						
	Increasing the number of training activities made available will improve training of domestic and foreign manufacturers of consumer products and ultimately facilitate the development of safer products.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			--	--	--	12	25

13	Control ID		Program				
	3.1.1		Hazard				
	Strategic Goal						
	Goal 3: Rigorous Hazard Identification						
	Strategic Objective						
	3.1: Improve the quality and comprehensiveness of crucial product hazard data.						
	Goal Statement						
	Ensure range and quality of consumer product-related incident data						
	Performance Measure Statement						
	Percentage of National Electronic Injury Surveillance System (NEISS) member hospitals evaluated at least once a year						
	Definition of Performance Measure						
	The number of NEISS hospitals with at least one evaluation visit in a fiscal year divided by the total number of NEISS hospitals in that fiscal year						
	Explanation or Rationale						
	Evaluation visits provide CPSC staff an opportunity to review hospital records and ensure that hospital coders are capturing and coding the highest possible percentage of reportable cases, improving comprehensiveness and quality of data.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			100%	100%	98%	98%	98%

14	Control ID		Program				
	3.1.2		Hazard				
	Strategic Goal						
	Goal 3: Rigorous Hazard Identification						
	Strategic Objective						
	3.1: Improve the quality and comprehensiveness of crucial product hazard data.						
	Goal Statement						
	Ensure range and quality of consumer product-related incident data						
	Performance Measure Statement						
	Percentage of consumer product-related injury cases correctly captured at NEISS hospitals						
	Definition of Performance Measure						
	A weighted average of the percentage of consumer product-related injury cases correctly captured at a sample of hospitals participating in the National Electronic Injury Surveillance System (NEISS) (where the percentage at each sampled hospital is calculated as: the number of product-related injury cases captured by the NEISS coder, divided by the number of product-related cases captured by a CPSC auditor)						
	Explanation or Rationale						
	Evaluation visits are conducted at most NEISS hospitals every year to review hospital records and determine what percentage of the reported consumer product-related cases were captured correctly by the hospital coders, which provides a measure of the quality of consumer product-related incident data from hospitals.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			90%	94%	92%	90%	90%

15	Control ID		Program				
	3.2.1		Hazard				
	Strategic Goal						
	Goal 3: Rigorous Hazard Identification						
	Strategic Objective						
	3.2: Reduce the time it takes to identify hazard trends by improving the collection and assessment of hazard data.						
	Goal Statement						
	Reduce time to identify consumer product hazard trends by improving the collection and assessment of hazard data						
	Performance Measure Statement						
	Time from incident received to adjudication of incident report (days)						
	Definition of Performance Measure						
	The average time it takes from receipt of an incident report to review and determine whether the incident report is actionable (adjudication). This is computed as the sum of the number of business days between receipt in CPSC's Consumer Product Risk Management System (CPSPRM) and adjudication for all incident reports divided by the total number of incident reports received in CPSRMS during the fiscal year.						
	Explanation or Rationale						
	Timely review and assessment of incoming incident reports is critical to identifying emerging hazards associated with the use of consumer products.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			--	--	--	10	10

16	Control ID		Program			
	3.2.2		Hazard			
	Strategic Goal					
	Goal 3: Rigorous Hazard Identification					
	Strategic Objective					
	3.2: Reduce the time it takes to identify hazard trends by improving the collection and assessment of hazard data.					
	Goal Statement					
	Improve sample processing throughout the CPSC					
	Performance Measure Statement					
	Percentage of priority import regulated samples (excluding fireworks) tested within 30 days of collection					
	Definition of Performance Measure					
	Number of priority import regulated samples (excluding fireworks) that have been tested within 30 calendar days of collection divided by the total number of priority import regulated samples (excluding fireworks) collected					
	Explanation or Rationale					
	This performance measure tracks the timeliness with which CPSC staff collects and ships import samples, first to the Sample Storage Facility (SSF), and then to the National Product Testing and Evaluation Center (NPTEC) or Tech Center, and then processes and tests the samples. It tracks the timeliness of processing from initial collection of the sample at the port, until the Tech Center report is available for CPSC Compliance staff action. This process is critical to the compliance and hazard identification process. It is a proxy measure for staff's value added to the compliance and hazard identification process (e.g., field and import staff's ability to collect and ship samples in a timely manner and SSF staff's ability to process and transfer samples to Tech Center staff, which, in turn, affects the Tech Center staff's ability to test samples in a timely manner).					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		--	--	85%	95%	95%

17	Control ID		Program				
	3.2.3		Hazard				
	Strategic Goal						
	Goal 3: Rigorous Hazard Identification						
	Strategic Objective						
	3.2: Reduce the time it takes to identify hazard trends by improving the collection and assessment of hazard data.						
	Goal Statement						
	Improve sample processing throughout the CPSC						
	Performance Measure Statement						
	Percentage of priority import fireworks samples tested within 60 days of collection						
	Definition of Performance Measure						
	Number of priority import fireworks samples that have been tested within 60 calendar days of collection divided by the total number of priority import fireworks samples collected						
	Explanation or Rationale						
	This performance measure tracks the timeliness with which CPSC staff collects and ships import fireworks samples, first to the Sample Storage Facility (SSF), and then to the National Product Testing and Evaluation Center (NPTEC) or Tech Center, and then processes and tests the samples. It tracks the timeliness of processing from initial collection of the sample at the port, until the Tech Center report is available for CPSC Compliance staff action. This process is critical to the compliance and hazard identification process. It is a proxy measure for staff's value added to the compliance and hazard identification process (e.g., field and import staff's ability to collect and ship samples in a timely manner and SSF staff's ability to process and transfer samples to Tech Center staff, which, in turn, affects the Tech Center staff's ability to test samples in a timely manner).						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			93%	92%	99.7%	90%	90%

18	Control ID		Program				
	3.4.1		Import				
	Strategic Goal						
	Goal 3: Rigorous Hazard Identification						
	Strategic Objective						
	3.4: Expand import surveillance efforts to reduce entry of unsafe products at U.S. ports.						
	Goal Statement						
	Improved surveillance at ports						
	Performance Measure Statement						
	Number of import examinations						
	Definition of Performance Measure						
	Number of examinations conducted by CPSC staff on imported consumer products to verify compliance with CPSC rules, regulations, and bans						
	Explanation or Rationale						
	The total number of import examinations performed by CPSC staff is a measure of surveillance at U.S. ports to reduce entry of unsafe consumer products.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			7,011	9,923	18,131	13,000	20,000

19	Control ID		Program				
	3.4.2		Import				
	Strategic Goal						
	Goal 3: Rigorous Hazard Identification						
	Strategic Objective						
	3.4: Expand import surveillance efforts to reduce entry of unsafe products at U.S. ports.						
	Goal Statement						
	Improve import surveillance targeting effectiveness						
	Performance Measure Statement						
	Sample yield per 100 import entries examined as identified through the Risk Assessment Methodology (RAM) pilot system						
	Definition of Performance Measure						
	(Total number of resulting samples, divided by total number of import entries examined) x 100						
	Explanation or Rationale						
	This is a measure of the effectiveness of targeting import surveillance efforts through the pilot RAM system. If an entry is examined and is suspected of containing a hazard, a sample is taken. The RAM system will result in more samples being collected per entry examined, which is a measure of more effective targeting.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			--	--	26	26	30

20	Control ID		Program				
	3.4.3		Import				
	Strategic Goal						
	Goal 3: Rigorous Hazard Identification						
	Strategic Objective						
	3.4: Expand import surveillance efforts to reduce entry of unsafe products at U.S. ports.						
	Goal Statement						
	Facilitate legitimate trade						
	Performance Measure Statement						
	Percentage of import shipments cleared within 1 business day						
	Definition of Performance Measure						
	Number of shipments (entry lines) cleared within 1 business day, divided by the total number of shipments (entry lines) processed through the RAM pilot system						
	Explanation or Rationale						
	The percentage of import shipments that are cleared within 1 business day is a measure of how successful CPSC is at processing expeditiously compliant imports of consumer products and facilitating legitimate trade.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			--	--	--	Baseline	TBD

21	Control ID		Program				
	3.4.4		Import				
	Strategic Goal						
	Goal 3: Rigorous Hazard Identification						
	Strategic Objective						
	3.4: Expand import surveillance efforts to reduce entry of unsafe products at U.S. ports.						
	Goal Statement						
	Improve working effectiveness with the U.S. Customs and Border Protection (CBP) to harness existing federal port resources in the interdiction of noncompliant consumer product imports						
	Performance Measure Statement						
	Percentage of CPSC import entry hold requests acted on by CBP						
	Definition of Performance Measure						
	Number of CPSC entry hold requests acted on by CBP, divided by number of CPSC entry hold requests made to CBP						
	Explanation or Rationale						
	When CPSC identifies a specific import entry that is likely to contain noncompliant consumer products, it issues a request to CBP to place a hold on the shipment in question. CBP may act by holding the entry for CPSC examination. The percentage of CPSC import entry hold requests on which CBP acts reflects CBP's perception of the effectiveness of the CPSC's efforts and is expected to increase with implementation of the RAM. This goal measures the effectiveness of the CPSC's working relationship with CBP and success in harnessing other federal resources to interdict noncompliant consumer product imports.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			--	--	--	Baseline	TBD

22	Control ID		Program				
	3.4.5		Import				
	Strategic Goal						
	Goal 3: Rigorous Hazard Identification						
	Strategic Objective						
	3.4: Expand import surveillance efforts to reduce entry of unsafe products at U.S. ports.						
	Goal Statement						
	Protect U.S. intellectual property consistent with CPSC's mission						
	Performance Measure Statement						
	Establish an ITDS/RAM rule set to target intellectual property violations where a health and safety hazard is suspected in consumer product imports						
	Definition of Performance Measure						
	The ITDS/RAM targeting rule set will be expanded to include rules to identify intellectual property violations in support of U.S. domestic competitiveness.						
	Explanation or Rationale						
	By expanding the ITDS/RAM rule set, which targets suspected noncompliant consumer products, to include Intellectual Property Rights targeting rules, the CPSC will contribute to protecting U.S. intellectual property, consistent with the CPSC's safety mission and in support of U.S. domestic competitiveness.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			--	--	--	--	Rule set established

23	Control ID		Program			
	3.5.1		Compliance			
	Strategic Goal					
	Goal 3: Rigorous Hazard Identification					
	Strategic Objective					
	3.5: Scan the marketplace regularly to determine whether previously identified significant hazards exist in similar products.					
	Goal Statement					
	Increase market surveillance throughout the consumer product supply chain					
	Performance Measure Statement					
	Total number of products screened by CPSC Field staff					
	Definition of Performance Measure					
	This performance measure includes the total number of consumer products screened by CPSC Field staff through surveillance activities at traditional retail and secondhand stores, and over the Internet. It also includes imported consumer products screened by CPSC Field staff (but does not include additional imports screened by CPSC Import Surveillance staff). A product is counted as "screened" when it has been examined by a Field staff person.					
	Explanation or Rationale					
	The number of products screened is a measure of the extent of CPSC surveillance activities.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		--	--	--	Baseline	TBD

24	Control ID		Program			
	3.5.2		Compliance			
	Strategic Goal					
	Goal 3: Rigorous Hazard Identification					
	Strategic Objective					
	3.5: Scan the marketplace regularly to determine whether previously identified significant hazards exist in similar products.					
	Goal Statement					
	Improve surveillance of the Internet marketplace for hazardous consumer products					
	Performance Measure Statement					
	Number of consumer products screened by CPSC Field staff through Internet surveillance activities					
	Definition of Performance Measure					
	This performance measure includes the total number of consumer products screened by CPSC Field staff through surveillance activities of consumer products sold over the Internet. This includes both new and used/resale products sold over the Internet.					
	Explanation or Rationale					
	The number of products screened over the Internet is a measure of the extent of CPSC surveillance of Internet sales of consumer products.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		--	--	--	Baseline	TBD

25	Control ID		Program			
	3.5.3		Hazard			
	Strategic Goal					
	Goal 3: Rigorous Hazard Identification					
	Strategic Objective					
	3.5: Scan the marketplace regularly to determine whether previously identified significant hazards exist in similar products.					
	Goal Statement					
	Complete annual statistical reports characterizing injuries and fatalities associated with specific consumer product categories or hazards					
	Performance Measure Statement					
	Number of annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards					
	Definition of Performance Measure					
	The number of milestone statistical reports produced for specified product-related hazards or categories. These reports characterize the number of reported fatalities and estimated injuries and trends.					
	Explanation or Rationale					
	Annual reports presenting statistics of the numbers of reported deaths and estimates of emergency department-treated, product-related injuries for specified product-related hazards or categories allow for trend assessments and inform management decisions and information and education campaigns.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		13	14	11	11	11

26	Control ID		Program			
	3.6.1		Compliance			
	Strategic Goal					
	Goal 3: Rigorous Hazard Identification					
	Strategic Objective					
	3.6: Increase surveillance of used and resale consumer products to identify and remove recalled products and substantial product hazards.					
	Goal Statement					
	Increase surveillance of the marketplace for hazardous used or resale consumer products					
	Performance Measure Statement					
	Number of used/resale consumer products screened by CPSC Field staff					
	Definition of Performance Measure					
	This performance measure includes the number of used/resale products screened by CPSC Field staff through surveillance activities at secondhand stores.					
	Explanation or Rationale					
	The number of used/resale consumer products screened is a measure of the extent of CPSC surveillance of used or resale consumer products. The purpose of this performance measure is to track the results of efforts to educate the secondhand/used consumer product retail industry on the importance of ensuring that previously recalled and banned products are not being reintroduced into the consumer market.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		--	--	--	Baseline	TBD

27	Control ID		Program				
	4.1.1		Compliance				
	Strategic Goal						
	Goal 4: Decisive Response						
	Strategic Objective						
	4.1: Expand the CPSC's ability to conduct a full range of inspections to monitor for noncompliant and defective products.						
	Goal Statement						
	Increase market surveillance throughout the consumer product supply chain						
	Performance Measure Statement						
	Number of establishment inspections conducted by CPSC Field staff						
	Definition of Performance Measure						
	The total number of establishment inspections, including inspections of importers, manufacturers, wholesalers, and retailers, conducted by CPSC Field staff						
	Explanation or Rationale						
	The number of establishment inspections conducted is a measure of CPSC surveillance of the consumer product supply chain. Establishment inspections are one of the key enforcement tools used by the CPSC to ensure industry is manufacturing, importing, and distributing consumer products that meet federal regulations. Inspections are also the primary method the CPSC uses to conduct defect investigations involving products that may pose an unforeseen risk of serious injury or death to consumers.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			616	1,116	1,252	1,000	1,000

28	Control ID		Program				
	4.1.2		Compliance				
	Strategic Goal						
	Goal 4: Decisive Response						
	Strategic Objective						
	4.1: Expand the CPSC's ability to conduct a full range of inspections to monitor for noncompliant and defective products.						
	Goal Statement						
	Increase market surveillance throughout the consumer product supply chain						
	Performance Measure Statement						
	Percentage of products screened by CPSC Field staff resulting in violations						
	Definition of Performance Measure						
	Number of products screened by CPSC Field staff resulting in a violation, divided by total number of products screened by CPSC Field staff						
	Explanation or Rationale						
	The percentage of products screened is a measure of CPSC surveillance throughout the consumer product supply chain. The measure includes all consumer product screening performed by CPSC Field staff. This performance measure contributes to CPSC success by identifying previously recalled or banned products being offered for sale throughout the consumer product supply chain and by stopping such sales through appropriate compliance enforcement.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			--	--	--	Baseline	TBD

29	Control ID		Program				
	4.1.3		Hazard				
	Strategic Goal						
	Goal 4: Decisive Response						
	Strategic Objective						
	4.1: Expand the CPSC's ability to conduct a full range of inspections to monitor for noncompliant and defective products.						
	Goal Statement						
	Maintain and enhance capabilities for increased sample processing at the NPTEC by Laboratory Sciences						
	Performance Measure Statement						
	Total number of items/component parts from samples tested at NPTEC for specific standards and regulations						
	Definition of Performance Measure						
	The total number of items and component parts from samples that are tested to various standards at the CPSC's National Product Testing and Evaluation Center (NPTEC) by Laboratory Sciences (LS) staff during the reporting period						
	Explanation or Rationale						
	This provides an indirect measure for LS's value added to the compliance and hazard reduction process (e.g. LS's ability to evaluate a wide range and large quantity of products allows for enforcement activity based on finding noncompliant and defective products).						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			30,845	32,705	40,066	36,000	37,000

30	Control ID		Program				
	4.3.1		Compliance				
	Strategic Goal						
	Goal 4: Decisive Response						
	Strategic Objective						
	4.3: Increase the efficiency and speed of recalls of noncompliant and defective products.						
	Goal Statement						
	Improve timeliness of investigating potential unregulated hazards and negotiating corrective actions						
	Performance Measure Statement						
	Percentage of all cases for which the preliminary determination is made within 85 business days of the case opening						
	Definition of Performance Measure						
	The number of cases for which the Preliminary Determination (PD) has been made within the fiscal year or reporting period and it was made within 85 business days of the case opening divided by the number of cases for which a PD has been made within the fiscal year or reporting period						
	Explanation or Rationale						
	The percentage of cases that result in PDs within 85 business days of the case opening is a measure of the timeliness of CPSC case work, and it contributes to the efficiency and speed of recalls for noncompliant and defective products.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			--	--	--	70%	70%

31	Control ID		Program				
	4.3.2		Compliance				
	Strategic Goal						
	Goal 4: Decisive Response						
	Strategic Objective						
	4.3: Increase the efficiency and speed of recalls of noncompliant and defective products.						
	Goal Statement						
	Improve timeliness of investigating potential unregulated hazards and negotiating corrective actions						
	Performance Measure Statement						
	Percentage of cases for which the corrective action is accepted within 60 business days of the preliminary determination						
	Definition of Performance Measure						
	The number of cases for which the Corrective Action Plan (CAP) is accepted within the fiscal year or reporting period and it was accepted within 60 business days of the Preliminary Determination (PD) divided by the number of cases for which a CAP has been accepted within the fiscal year or reporting period where a PD is made						
	Explanation or Rationale						
	The percentage of cases that result in a CAP within 60 business days of the PD is a measure of the timeliness of the CPSC's negotiations of CAPs with companies, and it contributes to the efficiency and speed of recalls for noncompliant and defective products.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			96%	95%	98%	80%	80%

32	Control ID		Program				
	4.3.3		Compliance				
	Strategic Goal						
	Goal 4: Decisive Response						
	Strategic Objective						
	4.3: Increase the efficiency and speed of recalls of noncompliant and defective products.						
	Goal Statement						
	Improve timeliness of notifying firms of violative products						
	Performance Measure Statement						
	Percentage of cases in which the firm is notified of a violation in a timely manner						
	Definition of Performance Measure						
	The number of cases for which a firm was first notified of a violation within the fiscal year or reporting period and was notified within 30 business days of the date a violation was determined divided by the number of cases for which a firm was first notified of a violation within the fiscal year or reporting period						
	Explanation or Rationale						
	Increasing the percentage of cases in which firms receive CPSC notification within 30 business days is a measure of increased timeliness of processing violations and contributes to increasing the speed and efficiency of reconditioning and/or recall of violative products.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			--	--	--	Baseline	TBD

33	Control ID		Program				
	4.3.4		Compliance				
	Strategic Goal						
	Goal 4: Decisive Response						
	Strategic Objective						
	4.3: Increase the efficiency and speed of recalls of noncompliant and defective products.						
	Goal Statement						
	Reduce time to initiate Fast-Track recalls						
	Performance Measure Statement						
	Percentage of Fast-Track cases with corrective actions initiated within 20 business days						
	Definition of Performance Measure						
	The number of Fast-Track cases within the fiscal year or reporting period for which a firm initiated a Corrective Action Plan (CAP) within 20 business days of the case opening, divided by the number of Fast-Track cases opened within the fiscal year or reporting period						
	Explanation or Rationale						
	The percentage of Fast-Track cases opened that result in a CAP within 20 business days of the case opening is a measure of the timeliness with which these expedited cases move from report to resolution, and contributes to the efficiency and speed of recalls for noncompliant and defective products.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			95%	95%	99%	90%	90%

34	Control ID		Program				
	4.4.1		Communications				
	Strategic Goal						
	Goal 4: Decisive Response						
	Strategic Objective						
	4.4: Reduce the time it takes to inform consumers and other stakeholders of newly identified hazards and the appropriate actions to take.						
	Goal Statement						
	Timely release of press releases announcing product recalls						
	Performance Measure Statement						
	Average number of days from first draft of recall press release completed to recall press release issued						
	Definition of Performance Measure						
	Sum of number of business days it takes to issue each recall press release divided by number of press releases						
	Explanation or Rationale						
	Reducing the average time it takes to issue press releases announcing product recalls gets product hazard information to consumers more quickly, thereby reducing the risk of further injuries or deaths.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			--	--	--	Baseline	TBD

35	Control ID		Program			
	4.5.1		Compliance			
	Strategic Goal					
	Goal 4: Decisive Response					
	Strategic Objective					
	4.5: Hold violators accountable for hazardous consumer products on the market by utilizing enforcement authorities.					
	Goal Statement					
	Improve timeliness of referral to the CPSC's OGC for review of firm's timely reporting pursuant to section 15 (b)					
	Performance Measure Statement					
	The percentage of compliance defect investigation cases referred within 10 business days to OGC for review of firms' timely reporting pursuant to Section 15(b)					
	Definition of Performance Measure					
	The number of Compliance Defect Investigation cases that are referred to the Office of the General Counsel (OGC) within 10 business days of acceptance of an adequate Corrective Action Plan (CAP) divided by the total number of Compliance Defect Investigation cases referred to the OGC for review. This measure tracks data on Compliance Defect Investigation cases only, and not Compliance Regulatory Enforcement cases.					
	Explanation or Rationale					
	Under the Consumer Product Safety Act, stakeholders have certain statutory reporting obligations when a product they produce or distribute contains a defect that presents or could present a significant risk of injury. CPSC Compliance Officers, during the investigation of those reports as well during investigations initiated by staff where there is no report, review the firm's report or non-report. When a CAP is negotiated and accepted, Compliance staff formally refers the case to the OGC when there is reason to believe that a failure by the stakeholder to report in a timely manner has occurred. Compliance Officers refer a Compliance Defect Investigation case to the OGC so that they can review the file and determine whether the firm reported under Section 15(b) as required. Referring cases to the OGC for follow up review in a timely manner contributes to the CPSC's ability to hold violators accountable for hazardous consumer products in the market.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		--	--	--	Baseline	TBD

36	Control ID		Program			
	5.1.1		Communications			
	Strategic Goal					
	Goal 5: Raising Awareness					
	Strategic Objective					
	5.1: Increase awareness of the CPSC to ensure the public knows where to turn for information on consumer product safety, where to report hazardous incidents, and knows about the enforcement capabilities used to address product dangers.					
	Goal Statement					
	Increase awareness of the CPSC and its work in improving consumer product safety					
	Performance Measure Statement					
	Percentage of the population that reports awareness of the CPSC					
	Definition of Performance Measure					
	The National Awareness Survey (NAS) will collect information about different aspects of consumer awareness of the CPSC and its work. Specific types of awareness will be selected for this performance measure, and respondents who indicate one or more of those types of awareness in their questionnaire responses will be identified as “aware.”					
	Explanation or Rationale					
	This is a direct measure of consumer awareness of the CPSC and its work in improving consumer product safety. The NAS will be used to gather information about consumer awareness of CPSC messages. Consumer awareness of consumer product safety issues is assumed to have a direct, positive relationship on consumer safety.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		--	--	--	Baseline	TBD

37	Control ID		Program			
	5.1.2		Communications			
	Strategic Goal					
	Goal 5: Raising Awareness					
	Strategic Objective					
	5.1: Increase awareness of the CPSC to ensure the public knows where to turn for information on consumer product safety, where to report hazardous incidents, and knows about the enforcement capabilities used to address product dangers.					
	Goal Statement					
	Increase the number of consumers who have acted on a CPSC safety message					
	Performance Measure Statement					
	Percentage of consumers who report acting on a CPSC safety message					
	Definition of Performance Measure					
	Number of respondents who report action based on a CPSC safety message, divided by number of respondents. The National Awareness Survey (NAS) will collect information about consumers who have acted on a CPSC safety message.					
	Explanation or Rationale					
	This is a measure of the extent to which consumers take actions based on their awareness of the CPSC and its safety messages. The assumption is that increased consumer awareness leads to increased consumer actions, which, in turn, contributes to improvements in consumer safety.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		--	--	--	Baseline	TBD

38	Control ID		Program			
	5.2.1		Communications			
	Strategic Goal					
	Goal 5: Raising Awareness					
	Strategic Objective					
	5.2: Provide stakeholders with easily accessible, timely, and useful safety information on consumer product hazards.					
	Goal Statement					
	Increase access to timely, useful safety information on consumer product hazards					
	Performance Measure Statement					
	Number of public information campaigns conducted by CPSC on specifically identified consumer product safety hazards					
	Definition of Performance Measure					
	Number of public information campaigns conducted by the CPSC on high concern product safety hazards. Awareness is raised on these issues with either a singular effort or a campaign involving partnerships. "Campaign" refers to multiple communications products distributed to various audiences using an assortment of media on a single issue. "Partnerships" at this level involve no-cost, coordinated efforts with other agencies, non-profit organizations, and/or associations to increase awareness and impressions.					
	Explanation or Rationale					
	Increasing the impressions of our public information campaigns by providing timely, useful safety information on consumer product hazards will increase the number of people exposed to potentially lifesaving consumer product safety messages. There is a direct relationship between the number of people who are exposed to a safety message and the level of awareness in the general population of the message.					
Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
		23	24	23	24	24

39	Control ID		Program				
	5.2.2		Communications				
	Strategic Goal						
	Goal 5: Raising Awareness						
	Strategic Objective						
	5.2: Provide stakeholders with easily accessible, timely, and useful safety information on consumer product hazards.						
	Goal Statement						
	Increase access to timely, useful safety information on consumer product hazards						
	Performance Measure Statement						
	Number of impressions received by consumers of CPSC safety messages (in millions)						
	Definition of Performance Measure						
	The number of impressions is an estimate of the number of people who are exposed to a particular CPSC safety message. This is tracked for TV viewers, newspaper readers, online and social media viewers, as well as radio listeners, billboards, area traffic, and public event attendees. CPSC safety messages are statements in traditional and new media about CPSC product safety efforts.						
	Explanation or Rationale						
	Increasing the number of impressions of consumer product safety messages is a measure of consumer awareness. There is a direct relationship between the number of people who are exposed to a safety message and the level of awareness in the general population of the message.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			3,903	1,929	4,209	2,635	3,030

40	Control ID		Program				
	5.3.1		Communications				
	Strategic Goal						
	Goal 5: Raising Awareness						
	Strategic Objective						
	5.3: Deploy targeted outreach campaigns for priority hazards and vulnerable communities.						
	Goal Statement						
	Improve targeted outreach campaigns conducted for priority hazards and/or vulnerable population groups						
	Performance Measure Statement						
	Number of impressions of CPSC safety messages on priority hazards received by consumers in vulnerable communities (in millions)						
	Definition of Performance Measure						
	Number of impressions received by vulnerable communities on priority hazards. "Priority hazards" include pool and spa safety, safe sleep, TV/furniture tip overs, and poison prevention. "Vulnerable communities" include minority and underrepresented population groups, such as low-income and limited English speaking audiences, and "vulnerable groups" such as children.						
	Explanation or Rationale						
	Increasing the number of impressions of consumer product safety messages is a measure of consumer awareness, and this measure tracks the CPSC's work with vulnerable communities that might not otherwise receive safety messages. There is a direct relationship between the number of people who are exposed to a safety message and the level of awareness in the general population of the message.						
	Measure Targets and Prior Year Actuals		2010 Actual	2011 Actual	2012 Actual	2013 Target	2014 Target
			206	751	437	210	220

U.S. CONSUMER PRODUCT SAFETY COMMISSION
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