

Fiscal Year 2015 Annual Performance Report

February 9, 2016



CPSC Stands for Safety

Our Mission: Protecting the Public against unreasonable risks of injury from consumer products through education, safety standards activities, regulation, and enforcement.

An electronic version of this document is available at:

<http://www.CPSC.gov/Performance-and-Budget/>

About this Report

This document is the CPSC's FY 2015 Annual Performance Report (APR). It is submitted in conjunction with the CPSC's FY 2017 Performance Budget Request (PBR) to Congress. An electronic version of this report is available on the agency's website, at: www.cpsc.gov/performance-and-budget.

The FY 2015 APR provides information on results achieved by CPSC programs during FY 2015 and progress made toward performance targets established for key performance measures. The performance measures indicate progress toward Strategic Goals and Strategic Objectives contained in the CPSC's FY 2011–FY 2015 Strategic Plan. Highlights of performance, as well as challenges, are presented.

The FY 2015 APR satisfies the annual performance reporting requirements contained in the GPRA Modernization Act of 2010 (GPRAMA), as well as Office of Management and Budget (OMB) Circular No. A-11 (Preparation, Submission, and Execution of the Budget) and No. A-136 (Financial Reporting Requirements).

Overview of the Agency

The U.S. Consumer Product Safety Commission (CPSC) is an independent federal regulatory agency, created in 1972 by the Consumer Product Safety Act (CPSA). In addition to the CPSA, as amended by the Consumer Product Safety Improvement Act of 2008 (CPSIA), and Public Law No. 112-28, the CPSC also administers other laws, such as the Federal Hazardous Substances Act, the Flammable Fabrics Act, the Poison Prevention Packaging Act, the Refrigerator Safety Act, the Virginia Graeme Baker Pool and Spa Safety Act, and the Children's Gasoline Burn Prevention Act.

The CPSC has jurisdiction over thousands of types of consumer products used in and around the home, in recreation, and in schools, from children's toys to portable gas generators and toasters. Although the CPSC's regulatory purview is quite broad, a number of product categories fall outside the CPSC's jurisdiction.*

*Product categories such as automobiles and boats; alcohol, tobacco, and firearms; foods, drugs, cosmetics, and medical devices; and pesticides are regulated by other federal agencies.

Message from the Chairman



I am pleased to transmit the U.S. Consumer Product Safety Commission's (CPSC) FY 2015 Annual Performance Report (APR). In presenting this document, I am proud to highlight the strong work and mission stewardship of our staff in furtherance of our service to the public. The CPSC's mission to protect the public against unreasonable risks of injury associated with consumer products is carried out in many ways every day by our passionate, safety-focused employees. As Chairman, I am mindful of the remarkable number and types of products for which the agency is responsible. Undoubtedly, it is an outsized responsibility relative to the agency's modest level of funding. The dedication of our staff, strong stakeholder relationships, and cooperation with our partner government agencies allow the CPSC to tackle many consumer product safety issues; however, there is so much more that we want—and really need—to accomplish. In addition to working on individual products that pose real hazards, especially to children, the agency is focusing on some broad areas with the potential to improve significantly consumer product safety.

Chronic Chemical Exposure Hazards

Although there are a number of agencies with jurisdiction over acute and chronic chemical hazards, the CPSC focuses on chemical hazards in consumer products. Chronic hazards related to consumer products are especially insidious. Consumers cannot perceive these hazards, and therefore, consumers cannot make a truly informed decision on the risks associated with them. Furthermore, deaths and injuries are difficult to attribute to chronic chemical exposure because they result from a slow accumulation of these substances in our bodies over time. This year, the CPSC staff renewed critical partnerships with the U.S. Environmental Protection Agency, National Institute of Environmental Health Sciences and other federal health and safety agencies to improve federal coordination in this area and identify key areas of inquiry. Additionally, the CPSC continued limited, interagency work on nanotechnology in consumer products. Consumers, especially parents of young children, deserve to know that chemicals in consumer products are not causing harm.

Import Surveillance

The most effective way to keep dangerous, noncompliant goods out of consumers' hands is to stop these products at our ports of entry, well before they enter our stream of commerce. Currently, most consumer goods under the CPSC's jurisdiction are manufactured in other countries. Additionally, the majority of consumer product recalls are for imported products. Although we are administering a successful, risk-based pilot import surveillance system, we also have proposed a robust port surveillance program that aligns with the "single window" vision described in Executive Order 13659. This year, the CPSC engaged with importers, brokers, and other stakeholders to formulate a pilot program to test electronic filing of targeting/enforcement data at entry. With sufficient funding and related authorities,

the CPSC can be fully integrated into the single window and can transform Congress' vision of a national-scope, risk-based, data-driven screening at the ports into a reality—a reality that would mean faster entry for importers of compliant products and safer products in the hands of American consumers.

Industry Call to Action

We view consumer product manufacturers and retailers as partners in safety. The CPSC staff regularly engages stakeholders through the consensus standards process. Working side-by-side with manufacturers, importers, and consumer advocates, the CPSC staff help to construct consensus standards with direct stakeholder participation.

During the past year, staff has continued to focus on such dangerous products as window coverings, liquid laundry packets, recreational off-road vehicles, and generators, among other products. My office has reached out to manufacturers of many of these products to reinforce my view that we can work together to make consumer products safer. Addressing persistent safety issues from another angle, I am calling on designers, engineers, and inventors to find novel, innovative solutions to consumer safety hazards through the Chairman's Challenge, which can be viewed at: <http://bit.ly/ChairmansChallenge>. With this challenge, we are looking for real-life solutions to real-life hazards.

Beyond looking at just individual product hazards, we also engage industry and consumers on the hazards associated with common, day-to-day activities. We have expended substantial resources to warn consumers of child drowning in pools and spas, furniture and TV tip-overs, and unsafe sleep environments through creative and successful outreach campaigns, including Pool Safely (PoolSafely.gov), AnchorIt! (AnchorIt.gov), and Safe To Sleep® Initiative (CPSC.gov/Cribs). I continue to speak out about finding ways to help children enjoy the many benefits of sports, while promoting meaningful culture change in youth sports, in order to reduce the acute and chronic effects of repetitive hits to the brain.

These initiatives promote a culture of safety. Rather than focusing on a single product or product class in a reactive manner, these initiatives encourage our staff and stakeholders to consider an expansive view of product safety that is active and considers all aspects of the consumer product lifecycle, from design to disposal. Although these efforts require substantial resources and sometimes are not easy to initiate, a longer view shows that this direction will ultimately provide the most protection for the American consumer. We are not undertaking these steps alone. I want to thank our stakeholders and partner government agencies for their input and assistance in improving our effectiveness in protecting consumers. I expect to expand on these partnerships moving forward. We are a tiny agency relative to our mandate, and this support makes us more successful.

In closing, I would like to provide qualified assurance that the performance data contained in the FY 2015 APR are complete, accurate, and reliable. The performance measures in this report have some data limitations. While the agency does have processes and systems to collect, document, and analyze the quality of performance data for performance measures, the completeness of that information is, in some instances, uneven. This limits the ability of the agency to completely verify and validate the

quality of all performance data. The CPSC is committed to improving the completeness, reliability, and accuracy of its performance data and understanding any data limitations for specific performance measures, consistent with Office of Management and Budget (OMB) guidance and where it is cost effective to do so. The CPSC is in the process of implementing policies and procedures to strengthen verification and validation of reported performance data for key measures.

I thank you for your attention to this report and look forward to another productive year for consumer safety.



Elliot F. Kaye
Chairman
February 8, 2016

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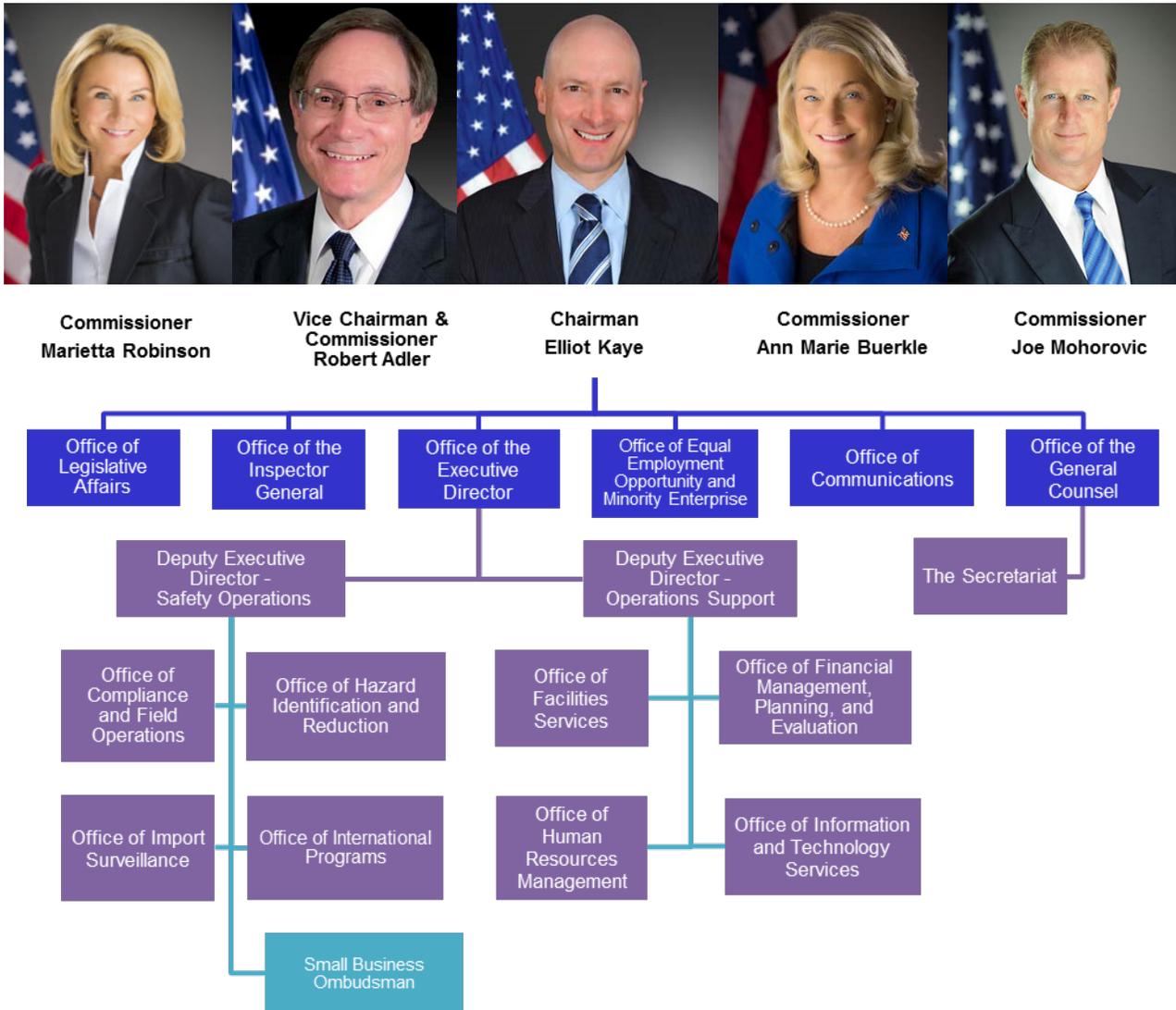
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CPSC Organizational Structure

The CPSC is a bipartisan commission that consists of five members appointed by the President with the advice and consent of the Senate. The Chairman is the principal executive officer of the Commission, which convenes at meetings that are open to the public. The following depicts the organizational structure of the CPSC in FY 2015:



FY 2011 - FY 2016 Strategic Plan Summary

Below is a summary of the CPSC's current Strategic Plan, which lays out the CPSC's approach to achieving the broad mission to help keep consumers safe and prevent hazardous consumer products from entering the marketplace. Within each goal, a range of programmatic objectives outline the actions the agency must carry out to accomplish and measure progress against each strategic goal.

Mission

Protecting the public against unreasonable risks of injury from consumer products through education, safety standards activities, regulations, and enforcement.

Vision

The CPSC is the recognized global leader in consumer product safety.

Goals and Objectives

Strategic Goal 1: Leadership in Safety	Strategic Goal 2: Commitment to Prevention	Strategic Goal 3: Rigorous Hazard Identification	Strategic Goal 4: Decisive Response	Strategic Goal 5: Raising Awareness
<p>Strategic Objectives</p> <ul style="list-style-type: none"> • 1.1 Determine the most critical consumer product hazards and issues to define the Commission's annual priorities consistent with the agency's regulatory requirements. • 1.2 Create and strengthen partnerships with stakeholders aimed at improving product safety throughout the supply chain. • 1.3 Collaborate with partners ranging from state and federal authorities, colleges and universities, and other stakeholders to expand the CPSC's effectiveness and reach. • 1.4 Work towards harmonizing global consumer product standards or developing similar mechanisms to enhance product safety. • 1.5 Promote and recognize innovation and advancements in consumer product safety. • 1.6 Attract, retain, and collaborate with leading experts to address consumer product hazards. 	<p>Strategic Objectives</p> <ul style="list-style-type: none"> • 2.1 Minimize hazardous defects early in the manufacturing process through increased participation in voluntary standards activities. • 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. • 2.3 Facilitate the development of safer products by training industry stakeholders on the CPSC's regulatory requirements and hazard identification best practices. • 2.4 Develop programs that provide incentives for manufacturers and importers to implement preventive actions that enable the safety of their products. • 2.5 Engage foreign product safety regulators and foreign manufacturers to reduce the production of unsafe consumer products that may enter the U.S. market. 	<p>Strategic Objectives</p> <ul style="list-style-type: none"> • 3.1 Improve the quality and comprehensiveness of crucial product hazard data. • 3.2 Reduce the time it takes to identify hazard trends by improving the collection and assessment of hazard data. • 3.3 Establish a transparent, risk-based methodology to consistently identify and prioritize hazards to be addressed. • 3.4 Expand import surveillance efforts to reduce entry of unsafe products at U.S. ports. • 3.5 Scan the marketplace regularly to determine whether previously identified significant hazards exist in similar products. • 3.6 Increase surveillance of used and resale consumer products to identify and remove recalled products and substantial product hazards. 	<p>Strategic Objectives</p> <ul style="list-style-type: none"> • 4.1 Expand the CPSC's ability to conduct a full range of inspections to monitor for noncompliant and defective products. • 4.2 Use a risk-based methodology to prioritize the CPSC's targeted response to addressable product hazards. • 4.3 Increase the effectiveness and speed of recalls of noncompliant and defective products. • 4.4 Reduce the time it takes to inform consumers and other stakeholders of newly identified hazards and the appropriate actions to take. • 4.5 Hold violators accountable for hazardous consumer products on the market by utilizing enforcement authorities. 	<p>Strategic Objectives</p> <ul style="list-style-type: none"> • 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. • 5.2 Provide stakeholders with easily accessible, timely, and useful safety information on consumer product hazards. • 5.3 Deploy targeted outreach campaigns for priority hazards and vulnerable communities. • 5.4 Increase access to consumer product safety information for industry and small businesses.

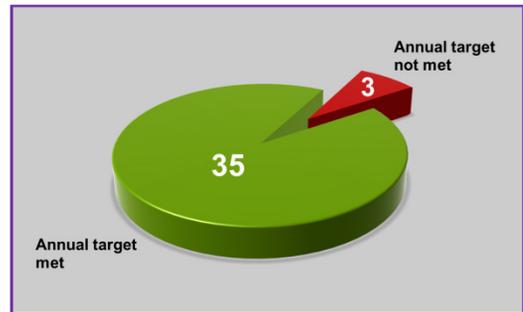
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Performance Summary: An Overview

During FY 2015, the CPSC tracked 38 performance measures. Of those 38 measures with established performance targets for FY 2015, the CPSC met the performance targets for 92 percent (35 performance measures) and did not meet the performance targets for 8 percent (3 performance measures). Overall, these results indicate progress toward achieving the CPSC's Strategic Goals.

The FY 2015 results for the key performance measures are organized by the CPSC Strategic Goals (Figure 2) and are also categorized by CPSC organization (Figure 3).

Figure 1: A snapshot of the CPSC's FY 2015 key performance measures



Key Performance Measures by Strategic Goal

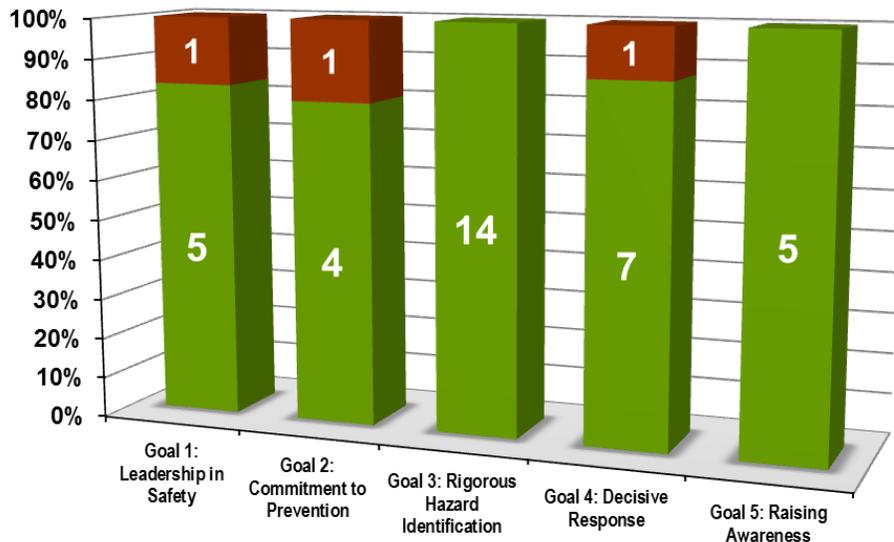
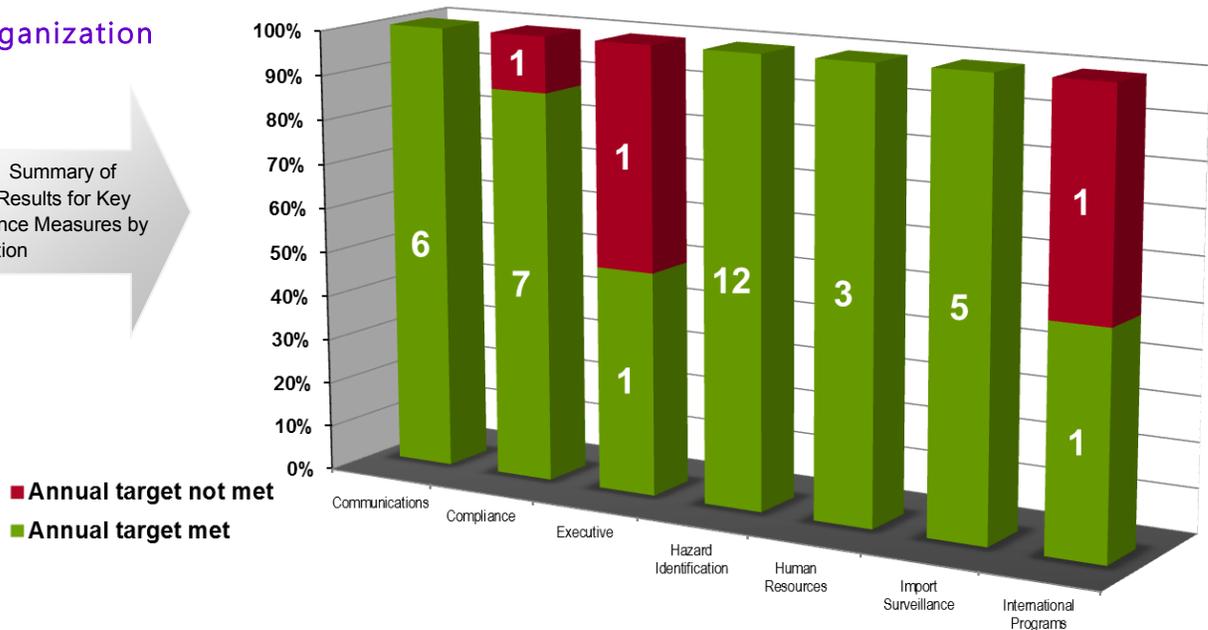


Figure 2: Summary of FY 2015 Results for Key Performance Measures by Strategic Goal

■ Annual target not met
■ Annual target met

Key Performance Measures by Organization

Figure 3: Summary of FY 2015 Results for Key Performance Measures by Organization



■ Annual target not met
■ Annual target met

CPSC Key Performance Measures: Summary Table

The following table summarizes the CPSC's FY 2015 key performance measures.

Measure ID	Program	Performance Measure Statement	2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	2015 Target Met?
Strategic Goal 1: Leadership in Safety									
2015BK1.2.1	International	Number of training or outreach seminars for foreign manufacturers conducted by the CPSC staff	3	8	12	34	6	10	✓
2015BK1.2.2	International	Number of staff exchanges with foreign counterparts undertaken as part of the Extended Training Exchange Program	--	2	2	2	3	2	✗
2015BK1.2.4	Executive	Number of collaborations undertaken with domestic nongovernment organizations such as trade associations, universities, or federations	--	--	--	--	2	2	✓
2015BK1.6.1	Personnel	Employee retention rate	84.9%	85.0%	84.7%	81%	85%	87%	✓
2015BK1.6.2	Personnel	Average hiring time (recruitment time using U.S. Office of Personnel Management's (OPM) End-to-End hiring process) (days)	75	75	73	78	80	74	✓
2015BK1.6.3	Personnel	Training participation rate	71.7%	73.6%	83.0%	93%	88%	90%	✓
Strategic Goal 2: Commitment to Prevention									
2015BK2.1.2	Hazard	Number of collaborations established or maintained with other organizations to work on nanotechnology research or issues affecting consumer products	8	8	4	6	5	7	✓
2015BK2.1.3	Hazard	Number of reports produced on the results of collaboration on nanotechnology issues affecting consumer products	1	9	11	11	5	10	✓
2015BK2.1.4	Hazard	Number of voluntary standards activities that are actively participated in by CPSC staff	--	--	--	--	81	81*	✓
2015BK2.2.1	Hazard	Number of candidates for rulemaking prepared for Commission consideration	22	28	14	10	20	20**	✓
2015BK2.3.1	Executive	Number of domestic training activities made available to industry stakeholders	--	--	14	23	11	7	✗
Strategic Goal 3: Rigorous Hazard Identification									
2015BK3.1.1	Hazard	Percentage of National Electronic Injury Surveillance System (NEISS) member hospitals evaluated at least once a year	100%	98%	99%	100%	98%	100%	✓
2015BK3.1.2	Hazard	Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	94%	92%	92%	91%	90%	91.6%	✓
2015BK3.2.1	Hazard	Time from incident received to integrated team adjudication of incident report (business days)	--	--	6.5	3.4	10	6.4	✓
2015BK3.2.2	Hazard	Percentage of priority import regulated samples (excluding fireworks) tested within 30 days of collection	--	85%	92%	98.8%	85%	98.6%	✓
2015BK3.2.3	Hazard	Percentage of priority import fireworks samples tested within 60 days of collection	92.0%	99.7%	100%	100%	90%	98.6%	✓
2015BK3.2.4	Hazard	Percentage of all regulated non-import product samples that are tested within 90 days of receipt at NPTEC	--	--	--	--	Baseline	93.6%	✓
2015BK3.2.5	Hazard	Percentage of Section 15 Product Safety Assessment requests that are completed within the Hazard Level Completion time assigned	--	--	--	--	Baseline	92%	✓
2015BK3.4.1	Import	Number of import examinations	9,923	18,131	26,523	28,007	25,000	35,122	✓
2015BK3.4.3	Import	Percentage of import shipments processed through the Risk Assessment Methodology (RAM) pilot system that are cleared within one business day	--	--	99.5%	99.7%	99%	99.6%	✓

Measure ID	Program	Performance Measure Statement	2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	2015 Target Met?
2015BK3.4.4	Import	Percentage of the CPSC import entry hold requests acted on by U.S. Customs and Border Protection (CBP)	--	--	86%	87.2%	86%	91.3%	✓
2015BK3.4.6	Import	Percentage of first-time violators who are engaged with an informed compliance inspection within 30 days of violation determination	--	--	--	--	Baseline	79%	✓
2015BK3.4.7	Import	Percentage of entries sampled as identified through the Risk Assessment Methodology (RAM) pilot system	--	--	--	--	Baseline	12.1%	✓
2015BK3.5.3	Hazard	Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	14	11	11	10	10	10	✓
2015BK3.5.4	Compliance	Total number of products screened by the CPSC field staff (excluding imports)	--	--	--	--	200,000	211,364	✓
Strategic Goal 4: Decisive Response									
2015BK4.1.1	Compliance	Number of establishment inspections conducted by the CPSC field staff	1,116	1,184	3,680	3,672	3,000	3,839	✓
2015BK4.1.2	Compliance	Percentage of products screened by the CPSC field staff resulting in violations	--	--	6.9%	6%	6%	5.9%	✓
2015BK4.3.1	Compliance	Percentage of all cases for which the preliminary determination is made within 85 business days of the case opening	--	--	84%	60.6%	70%	65.8%	✗
2015BK4.3.2	Compliance	Percentage of cases for which the corrective action is accepted within 60 business days of the preliminary determination	95%	98%	88%	80.9%	80%	85.8%	✓
2015BK4.3.3	Compliance	Percentage of cases in which the firm is notified of a violation in a timely manner	--	--	94%	97.1%	90%	96.9%	✓
2015BK4.3.4	Compliance	Percentage of Fast-Track cases with corrective actions initiated within 20 business days	95%	99%	98%	100%	90%	97.3%	✓
2015BK4.4.2	Communications	Average number of business days between establishment of first draft and issuance of recall press release for the most timely 90 percent of all recall press releases	--	--	--	--	20	16	✓
2015BK4.5.2	Compliance	Percentage of compliance defect investigation cases referred within 20 business days to Office of the General Counsel (OGC) for review of firms' timely reporting pursuant to Section 15(b)	--	--	--	--	75%	90%	✓
Strategic Goal 5: Raising Awareness									
2015BK5.2.1	Communications	Number of public information campaigns conducted by the CPSC on targeted consumer product safety hazards	24	23	24	24	24	24	✓
2015BK5.2.2	Communications	Number of impressions of the CPSC safety messages received by consumers on targeted consumer product safety hazards (in millions)	1,929	4,209	4,628	9,361	6,245	16,983	✓
2015BK5.2.3	Communications	Number of media or social media events involving collaborations with other federal, state or local governments; consumer advocacy organizations; medical or industry groups; or other stakeholders that focus on a targeted hazard with high public concern	--	--	--	--	5	8	✓
2015BK5.3.1	Communications	Number of impressions of the CPSC safety messages received by consumers on priority hazards in vulnerable communities (in millions)	751	437	1,395	2,408	1,795	3,666	✓
2015BK5.3.4	Communications	Number of media or social media events involving collaborations with other federal, state or local governments; consumer advocacy organizations; medical or industry groups; or other stakeholders that focus on a priority hazard in vulnerable communities	--	--	--	--	15	15	✓

* CPSC staff actively participated in 79 of the originally planned 81 voluntary standards, plus an additional 2 voluntary standards that emerged as priorities during FY 2015.

** CPSC staff prepared, for Commission consideration, 14 of the original 20 planned candidates for rulemaking, plus an additional 6 other candidates for rulemaking.

Performance Summaries by Strategic Goal

Strategic Goal 1: Leadership in Safety

Take a leadership role in identifying and addressing the most pressing consumer product safety priorities and mobilizing action by our partners.

Challenges

Expansion of international trade, increasingly global supply chains, and technological advances have increased the spectrum of consumer products available to U.S. consumers. This has made the challenge more complex for the CPSC to oversee and regulate thousands of product types. The value of U.S. imports under CPSC jurisdiction has increased significantly in recent years. Product safety can suffer in countries where domestic regulation is not effective and quality control systems are lacking. The CPSC, other regulatory agencies, standards organizations, and consumer and industry groups worldwide are working to address consumer product safety across multiple geographies and priorities.



Strategies

The CPSC is at the forefront of advancing the agenda for consumer product safety globally and seeks to mitigate the most pressing product safety hazards by establishing a clearly defined leadership agenda and by working with key global and domestic stakeholders. The CPSC trains and collaborates with domestic and international stakeholders, including

manufacturers and regulators, effectively leveraging its resources to improve product safety. The agency provides education and outreach activities to manufacturers, retailers, resellers, small businesses, and foreign governments. The CPSC also works to align global consumer product standards as a way to improve consumer product safety, and collaborates with leading experts to help accomplish its mission.

Table 1 Strategic Goal 1 Key Performance Measures

Performance Measure	Actuals / Trend line					2015 Target	
	2011	2012	2013	2014	2015	2015 Target	Target Met?
1.2.1 Number of training or outreach seminars for foreign manufacturers conducted by the CPSC staff	3	8	12	34	10	6	✓
1.2.2 Number of staff exchanges with foreign counterparts undertaken as part of the Extended Training Exchange Program	--	2	2	2	2	3	✗
1.2.4 Number of collaborations undertaken with domestic nongovernment organizations such as trade associations, universities, or federations	--	--	--	--	2	2	✓

Table 1 (continued)

Performance Measure	Actuals / Trend line					2015 Target	
	2011	2012	2013	2014	2015	2015 Target	Target met?
1.6.1 Employee retention rate	84.9%	85.0%	84.7%	81%	87%	85%	✓
1.6.2 Average hiring time (recruitment time using U.S. Office of Personnel Management's (OPM) End-to-End hiring process) (days)	75	75	73	78	74	80	✓
1.6.3 Training participation rate	71.7%	73.6%	83.0%	93%	90%	88%	✓

Results

The CPSC met or exceeded FY 2015 targets for five of the six key performance measures for Strategic Goal 1 and did not meet the FY 2015 target for one key performance measure. Additional analysis and explanation for each performance measure is included in Appendix C. Selected FY 2015 achievements include:

- Provided product safety training and in-depth briefings to product safety officials and industries from 15 foreign jurisdictions.
- Conducted international training exchanges with the consumer product safety authorities of Australia and South Korea.
- Participated in the Organization for Economic Cooperation and Development (OECD) *Working Party on Consumer Product Safety's* March 2015 consumer outreach project that conducted an international campaign to alert consumers about the dangers of laundry pod ingestion by children.

Strategic Goal 2: Commitment to Prevention

Engage public and private sector stakeholders to build safety into consumer products.

Challenges

Many consumer product hazards and safety defects arise in the very early stages of the supply chain, including product design and the selection and use of raw materials. Given the large volume and diversity of products under the jurisdiction of domestic and foreign regulatory agencies, enforcement activities alone are unlikely to succeed in preventing product hazards from occurring. Moreover, the CPSC has to determine which addressable hazards present the greatest risk to the consumer to focus the agency's limited resources.



Strategies

Preventing hazards from occurring is one of the most effective ways the CPSC can protect consumers. The CPSC participates in the development of new safety standards, creates regulations, and educates manufacturers on safety requirements to build safety into consumer products. The CPSC works with voluntary standards organizations to create and strengthen voluntary

safety standards for consumer products. Because their development involves the consensus agreement of relevant stakeholders, voluntary standards can be an effective means to address the injuries and deaths associated with the use of consumer products. The CPSC has made significant progress toward creating stronger mandatory standards under the CPSIA. The CPSC provides guidance and educational materials to explain federal safety regulations and conducts training and outreach events. The CPSC develops incentive programs to encourage industry to build safer consumer products and engages with foreign product safety regulators and foreign manufacturers to reduce the production of unsafe consumer products that may enter the U.S. market. By encouraging industry leaders and foreign safety agencies to focus on safety early in the global supply chain, the CPSC helps prevent hazardous products from entering consumer markets.

Table 2 Strategic Goal 2 Key Performance Measures

Performance Measure	Actuals / Trend line					2015 Target	
	2011	2012	2013	2014	2015	2015 Target	Target Met?
2.1.2 Number of collaborations established or maintained with other organizations to work on nanotechnology research or issues affecting consumer products	8	8	4	6	7	5	✓
2.1.3 Number of reports produced on the results of collaboration on nanotechnology issues affecting consumer products	1	9	11	11	10	5	✓

Table 2 (continued)

Performance Measure	Actuals / Trend line					2015 Target	
	2011	2012	2013	2014	2015	2015 Target	Target met?
2.1.4 Number of voluntary standards activities that are actively participated in by CPSC staff	--	--	--	--	81*	81	✓
2.2.1 Number of candidates for rulemaking prepared for Commission consideration	22	28	14	10	20**	20	✓
2.3.1 Number of domestic training activities made available to industry stakeholders	--	--	14	23	7	11	✗

Results

The CPSC met or exceeded FY 2015 targets for four of the five key performance measures for Strategic Goal 2 and did not meet the FY 2015 target for one key performance measure.

Additional analysis and explanation for each performance measure is included in Appendix C.

Selected FY 2015 achievements include:

- Completed three final CPSIA-related rules during FY 2015, which contributed to a cumulative total of 45 final CPSIA-related rules completed between the passage of CPSIA in 2008 and the end of FY 2015.
- Participated in the U.S. government’s National Nanotechnology Initiative (NNI) (Nano.gov), to sponsor research and data collection to identify releases of nanoparticles from selected consumer products to determine the potential health effects from exposure. Efforts included a symposium, Quantifying Exposure to Engineered Nanomaterials (QEEN) from Manufactured Products (<http://www.nano.gov/node/1327>), held in July 2015 that focused on methods to characterize and quantify exposure to nanomaterials. The symposium included approximately 180 attendees from industry, academia, non-governmental organizations, the European Union and scientists across the U.S. federal government. Publications included 10 reports or manuscripts on nanotechnology issues affecting consumer products.
- Participated in 81 voluntary standard activities*, collaborating with industry leaders, consumer advocates, and other stakeholders to improve consensus voluntary standards across a wide range of consumer products.

* CPSC staff actively participated in 79 of the originally planned 81 voluntary standards, plus an additional 2 voluntary standards that emerged as priorities during FY 2015.

** CPSC staff prepared, for Commission consideration, 14 of the original 20 planned candidates for rulemaking, plus an additional 6 other candidates for rulemaking.

Strategic Goal 3: Rigorous Hazard Identification

Ensure timely and accurate detection of consumer product safety risks to inform agency priorities.

Challenges

The value of consumer product imports under CPSC jurisdiction grew from \$411 billion in 2002 to \$741 billion in 2014, an increase of 80 percent over the period. The CPSC must determine quickly and accurately which product hazards represent the greatest risks to consumer safety. Information on injuries, deaths, and other consumer product safety incidents comes from a wide range of sources, including consumers and consumer groups, hospitals and clinics, industry, and the press. The CPSC uses a risk assessment tool to determine the most critical consumer product hazards and suggest priorities for agency work on hazard reduction. Used and resale consumer products must also be monitored to prevent previously identified hazardous products from re-entering the marketplace. A large volume of data must be analyzed to identify patterns and trends that reflect potential emerging hazards.



Strategies

The CPSC uses a systematic approach to enhance the quality of crucial product hazard data and reduce the time needed to identify trends. The agency's approach includes systematic collection and assessment of hazard data, scanning the marketplace regularly, expanding import surveillance efforts, and increasing surveillance of used consumer products offered for resale.

The CPSC has made significant investments in information technology to enhance and streamline hazard detection processes and improve analytic capabilities. This includes development and operation of the CPSIA-mandated public database (www.SaferProducts.gov) that enables consumers and others to submit reports of harm and view publicly reported incident information in a Web-based, searchable format. The CPSC collaborates with U.S. Customs and Border Protection (CBP) to improve import surveillance at ports; and the CPSC developed a pilot Risk Assessment Methodology (RAM) surveillance system that enables the CPSC to analyze systematically import line entries to identify the highest risk shipments for some product categories. The CPSC also monitors the marketplace, including brick and mortar and Web-based businesses, for potentially hazardous consumer products.

Table 3 Strategic Goal 3 Key Performance Measures

Performance Measure	Actuals / Trend line					2015 Target	
	2011	2012	2013	2014	2015	2015 Target	Target met?
3.1.1 Percentage of National Electronic Injury Surveillance System (NEISS) member hospitals evaluated at least once a year	100%	98%	99%	100%	100%	98%	✓
3.1.2 Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	94%	92%	92%	91%	91.6%	90%	✓
3.2.1 Time from incident received to integrated team adjudication of incident report (business days)	--	--	6.5	3.4	6.4	10	✓
3.2.2 Percentage of priority import regulated samples (excluding fireworks) tested within 30 days of collection	--	85%	92%	98.8%	98.6%	85%	✓

Table 3 (continued)

Performance Measure	Actuals / Trend line					2015 Target	
	2011	2012	2013	2014	2015	2015 Target	Target met?
3.2.3 Percentage of priority import fireworks samples tested within 60 days of collection	92.0%	99.7%	100%	100%	98.6%	90%	✓
3.2.4 Percentage of all regulated non-import product samples that are tested within 90 days of receipt at NPTEC	--	--	--	--	93.6%	Baseline	✓
3.2.5 Percentage of Section 15 Product Safety Assessment requests that are completed within the Hazard Level Completion time assigned	--	--	--	--	92%	Baseline	✓
3.4.1 Number of import examinations	9,923	18,131	26,523	28,007	35,122	25,000	✓
3.4.3 Percentage of import shipments processed through the Risk Assessment Methodology (RAM) pilot system that are cleared within one business day	--	--	99.5%	99.7%	99.6%	99%	✓
3.4.4 Percentage of the CPSC import entry hold requests acted on by U.S. Customs and Border Protection (CBP)	--	--	86%	87.2%	91.3%	86%	✓
3.4.6 Percentage of first-time violators who are engaged with an informed compliance inspection within 30 days of violation determination	--	--	--	--	79%	Baseline	✓
3.4.7 Percentage of entries sampled as identified through the Risk Assessment Methodology (RAM) pilot system	--	--	--	--	12.1%	Baseline	✓
3.5.3 Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	14	11	11	10	10	10	✓
3.5.4 Total number of products screened by the CPSC field staff (excluding imports)	--	--	--	--	211,364	200,000	✓

Results

The CPSC met or exceeded FY 2015 targets for all 14 key performance measures for Strategic Goal 3. Additional analysis and explanation for each performance measure is included in Appendix C.

Selected FY 2015 achievements include:

- Screened more than 35,000 different imported consumer products at U.S. ports of entry.
- 99.6 percent of import shipments were cleared within one business day.
- The CPSC's Internet Surveillance unit contacted approximately 9,495 firms and individuals who were offering for sale banned or previously recalled consumer products via Internet websites, halting many sales and keeping dangerous products out of the marketplace.
- Received nearly 67,000 calls to the CPSC Hotline, where consumers can contact the agency directly with product safety hazard information or concerns.

Strategic Goal 4: Decisive Response

Use the CPSC’s full range of authorities to quickly remove hazards from the marketplace.

Challenges

The longer a known hazardous consumer product remains on store shelves or in homes, the greater the potential for that consumer product to cause injuries and deaths. Once hazardous products have been identified, the CPSC takes action to protect consumers, remove the products from the marketplace when necessary, and hold violators accountable. Industry and consumer groups demand that the agency’s response and enforcement efforts be predictable and carried out in a consistent manner.



Strategies

The CPSC takes a multifaceted approach to responding to incidents and injuries. The CPSC’s field staff investigates reports of incidents and injuries; conducts inspections of manufacturers, importers, and retailers; and identifies potential regulatory violations and product defects that could harm the public. The field staff conducts hundreds of establishment inspections every year, screens consumer products, responds to industry-

generated reports, and tests products and component parts for compliance with specific standards and regulations at the National Product Testing and Evaluation Center (NPTEC). The CPSC’s technical staff support the determination of violations and defects that warrant corrective action. When a recall is necessary, the CPSC’s Compliance staff negotiates with the responsible firm to seek a voluntary recall, whenever possible. The CPSC strives to reduce the time needed to conduct investigations and negotiate corrective actions, as well as to notify firms about violative or potentially hazardous products. Industry can participate in a streamlined recall process through the CPSC’s Fast-Track Recall Program. This expedited recall process aims to remove potentially dangerous products from the marketplace more quickly, saving the company and the CPSC time and resources. The CPSC holds violators accountable for hazardous consumer products. When companies fail to report potentially hazardous products as required, the CPSC uses its enforcement authority to seek civil, and in some cases, criminal penalties, as appropriate.

Table 4 Strategic Goal 4 Key Performance Measures

Performance Measure	Actuals / Trend line					2015 Target	
	2011	2012	2013	2014	2015	2015 Target	Target met?
4.1.1 Number of establishment inspections conducted by the CPSC field staff	1,116	1,184	3,680	3,672	3,839	3,000	✓
4.1.2 Percentage of products screened by the CPSC field staff resulting in violations	--	--	6.9%	6%	5.9%	6%	✓

Table 4 (continued)

Performance Measure	Actuals / Trend line					2015 Target	
	2011	2012	2013	2014	2015	2015 Target	Target met?
4.3.1 Percentage of all cases for which the preliminary determination is made within 85 business days of the case opening	--	--	84%	60.6%	65.8%	70%	✗
4.3.2 Percentage of cases for which the corrective action is accepted within 60 business days of the preliminary determination	95%	98%	88%	80.9%	85.8%	80%	✓
4.3.3 Percentage of cases in which the firm is notified of a violation in a timely manner	--	--	94%	97.1%	96.9%	90%	✓
4.3.4 Percentage of Fast-Track cases with corrective actions initiated within 20 business days	95%	99%	98%	100%	97.3%	90%	✓
4.4.2 Average number of business days between establishment of first draft and issuance of recall press release for the most timely 90 percent of all recall press releases	--	--	--	--	16	20	✓
4.5.2 Percentage of compliance defect investigation cases referred within 20 business days to Office of the General Counsel (OGC) for review of firms' timely reporting pursuant to Section 15(b)	--	--	--	--	90%	75%	✓

Results

The CPSC met or exceeded FY 2015 targets for seven of the eight key performance measures for Strategic Goal 4 and did not meet the FY 2015 target for one key performance measure. Additional analysis and explanation for each performance measure is included in Appendix C. Selected FY 2015 achievements include:

- Completed nearly 3,840 establishment inspections of firms for compliance with the CPSC's laws and regulations.
- Sent nearly 2,960 Notices of Non-Compliance and negotiated nearly 365 corrective action plans (CAPs) to address safety in consumer products.
- Conducted nearly 415 recalls, involving approximately 68 million units.
- Negotiated nearly \$26 million in civil penalties through out-of-court settlements.

Strategic Goal 5: Raising Awareness

Promote a public understanding of product risks and CPSC capabilities.

Challenges

Raising awareness through timely communication of product risks and safety practices is crucial to empowering consumers to make informed safety choices. Useful, timely information helps make consumers aware of hazardous products in the marketplace and can instruct them to act quickly if they own recalled products, or to change their behavior in using products that have inherent safety risks. Minority, vulnerable, and underserved groups who might not otherwise receive safety messages, or who may be affected disproportionately by particular product-related hazards, are a challenging demographic to reach. Industry, safety advocates, and partner government agencies also need high-quality information about consumer product safety issues. However, diverse audiences have different information needs and respond best to different methods of communicating information.



Strategies

The CPSC uses a wide array of communication channels and strategies to provide the public with timely and targeted information about safety issues and CPSC capabilities. The CPSC disseminates safety messages through press releases, social media, satellite and radio media tours, TV appearances, public appearances, and videos. The CPSC has significantly increased its presence on the Internet and uses a variety of social media platforms to disseminate information, including an *OnSafety* blog, Twitter, Google+, YouTube, Flickr, and Widgets. The CPSC conducts public information campaigns on a wide variety of consumer product-related hazards, as well as outreach on specific high-profile topics, such as drowning and drain entrapment prevention, and Safe to Sleep® environments for babies. CPSC public information efforts entail working with a variety of partners, including collaborations with other government agencies.

Table 5 Strategic 5 Key Performance Measures

Performance Measure	Actuals / Trend line					2015 Target	
	2011	2012	2013	2014	2015	2015 Target	Target met?
5.2.1 Number of public information campaigns conducted by the CPSC on targeted consumer product safety hazards	24	23	24	24	24	24	✓
5.2.2 Number of impressions of the CPSC safety messages received by consumers on targeted consumer product safety hazards (in millions)	1,929	4,209	4,628	9,361	16,983	6,245	✓

Table 5 (continued)

Performance Measure	Actuals / Trend line					2015 Target	
5.2.3 Number of media or social media events involving collaborations with other federal, state or local governments; consumer advocacy organizations; medical or industry groups; or other stakeholders that focus on a targeted hazard with high public concern	2011	2012	2013	2014	2015	2015 Target	Target met?
	--	--	--	--	8	5	✓
5.3.1 Number of impressions of the CPSC safety messages received by consumers on priority hazards in vulnerable communities (in millions)	2011	2012	2013	2014	2015	2015 Target	Target met?
	751	437	1,395	2,408	3,666	1795	✓
5.3.4 Number of media or social media events involving collaborations with other federal, state or local governments; consumer advocacy organizations; medical or industry groups; or other stakeholders that focus on a priority hazard in vulnerable communities	2011	2012	2013	2014	2015	2015 Target	Target met?
	--	--	--	--	15	15	✓

Results

The CPSC met or exceeded FY 2015 targets for all five key performance measures for Strategic Goal 5. Additional analysis and explanation for each performance measure is included in Appendix C. Selected FY 2015 achievements include:

- More than 16 billion impressions of the CPSC safety messages were received by consumers, including about 519 million impressions for the CPSC’s crib safety education program (Safe to Sleep®); more than 81 million impressions for minority outreach efforts; and nearly 1.2 billion impressions for the pool drowning and drain entrapment prevention program.
- Increased the number of members of the Neighborhood Safety Network (NSN) from approximately 3,000 in 2009 to 9,200 in FY 2015. The NSN is a grassroots outreach program that provides timely information to member organizations and individuals, who in turn, share the CPSC safety messages with underserved consumers who might otherwise never hear of or receive information from the CPSC.
- More than 37,000 followers received the CPSC safety messages on Twitter in FY 2015. More than 24 million impressions were received by consumers from Hispanic media and media interviews in Spanish for all major media events.
- Conducted an award-winning CO Poster Contest for middle-school students; the CPSC received about 700 submissions from across the country.

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Agency Priorities & Management Challenges

Priority 1: Improving U.S. effectiveness at ports of entry in identifying and interdicting products that do not meet U.S. laws.

Import Surveillance: The Consumer Product Safety Improvement Act of 2008 (CPSIA) was enacted, in part, in reaction to identification of a large number of noncompliant imported products targeted at children. One of CPSIA's congressional requirements for the CPSC was to develop a Risk Assessment Methodology (RAM) to address these products. During FY 2014, more than 232,000 importers brought into the United States imports of consumer products under CPSC jurisdiction, having a total estimated value of approximately \$741 billion. That averages to more than \$2 billion per day in imports of consumer products under CPSC jurisdiction. Nearly 80 percent of consumer product recalls in FY 2014 involved an imported product. To address this priority, the CPSC has included a proposal to further expand port coverage in the CPSC's FY 2017 Performance Budget Request (PBR), which is submitted concurrently with this report.

Priority 2: Identifying emerging technology and consumer safety issues in nanotechnology.

Nanotechnology: Nanotechnology research and development is rapidly being commercialized into consumer products, including products for children. In a 2011 report, the National Science Foundation (NSF) estimated a \$3 trillion worldwide market for final products incorporating nanotechnology by the year 2020, with more than a third of that total contributed by the United States; this represents an increase of 10 times the level reported in 2009. Global trading partners are investing in the manufacturing infrastructure to produce and export new products to the United States, including the Chinese nanotechnology commercialization hub called Nanopolis Suzhou. To help facilitate the safe commercialization of

this game-changing technology, it is important that the requisite testing methods for characterizing and quantifying nanotechnology materials in consumer products, identifying and quantifying consumer exposures, and assessing the potential health risks are developed. The CPSC has included in the FY 2017 PBR its proposal to participate in the National Institute of Environmental Health Sciences-(NIEHS) led nanotechnology center to gather the needed consumer product safety data.

Priority 3: Empowering stakeholders and the public through education and information.

Public Outreach: Communicating safety responsibilities to industry and educating the public on best safety practices and recalled products continue to be regarded as cost-effective methods of reducing injuries and deaths. Useful, timely information helps make consumers aware of hazardous products in the marketplace and can instruct consumers to act quickly if they own recalled products. Continuing to reach consumers and businesses, including at-risk communities and constituents, is an ongoing priority.

Priority 4: Implementing congressional requirements in a prudent and timely manner.

CPSIA: The CPSIA increased the mission requirements of the CPSC, requiring new regulations and mandates to improve consumer product safety. The Danny Keysar Child Product Safety Notification Act (Section 104 of the CPSIA) requires the Commission to study and develop safety standards for at least two durable infant or toddler products every six months.

Management Challenges

Management challenges identified by the CPSC's Inspector General are found on pages 50–52 of the *FY 2015 Agency Financial Report (AFR)*, which can be found at: www.cpsc.gov/performance-and-budget.

Cross-Agency Collaborations

Collaboration with CBP on Import Surveillance

The CPSIA directed the CPSC to create a RAM to identify products imported into the United States that are most likely to violate consumer product safety statutes and regulations or contain defects. In October 2011, the CPSC launched a pilot RAM system, which integrates data collected by CBP with data used in CPSC systems to identify high risk imports that might have a violation or defect.

E.O. 13659 - Streamlining the Export/Import Process for America's Businesses: The CPSC has proposed a full-scale national program to address the risks posed by noncompliant imports. The CPSC program is aligned with the International Trade Data System (ITDS) Single Window, and the fully implemented RAM system would rely upon data collected within ITDS by CBP. The OMB-directed "Shared-First" approach increases communication among partnering government agencies and the trade community to avoid unnecessary entry delays for compliant cargo. In addition, this approach is designed to improve notification of responsible agencies when noncompliant cargo is identified. The CPSC is a member of the 10-agency Border Interagency Executive Council (BIEC) led by the Department of Homeland Security (DHS), the parent agency of CBP.

Collaboration with NIEHS on the National Nanotechnology Initiative (NNI)

Results from nanotechnology research and development (R&D) are rapidly being commercialized into consumer products, including products for children. Global trading partners are investing in the manufacturing

infrastructure to produce and export these new products to the United States.

NNI: Since 2003, the CPSC has participated in the National Nanotechnology Initiative (NNI), a U.S. government R&D initiative involving the nanotechnology-related activities of 25 departments and independent agencies (see: www.nano.gov). The multiyear, multibillion dollar global R&D effort is rapidly maturing, and there is increased emphasis on promoting the commercialization of products containing nanoscale materials (*i.e.*, nanomaterials). The CPSC has a special focus on health and safety issues associated with nanomaterial use in such products, a role that is expected to become more prevalent as the use of nanomaterials in consumer products increases. The CPSC is involved in a number of specific collaborative activities with NNI members, including research agencies, such as the National Science Foundation (NSF), the National Institute for Occupational Safety and Health (NIOSH), and regulatory agencies, such as the U.S. Environmental Protection Agency (EPA) and the U.S. Food and Drug Administration (FDA). These collaborative activities provide support for studies on the releases of nanomaterials from consumer products and potential exposures to humans, collection of information on products reported to contain nanomaterials, and working towards identifying incidents of harm involving consumer products that contain nanomaterials.

Collaboration with CDC on Data Collection through the NEISS

NEISS System: The CPSC collects information about consumer product-related injuries treated in hospital emergency rooms. This unique system provides statistically valid

national estimates of product-related injuries from a probability sample of hospital emergency rooms. The National Electronic Injury Surveillance System (NEISS) data are available to anyone with an Internet connection at: <http://www.cpsc.gov/en/Research--Statistics/NEISS-Injury-Data/>.

CDC & NEISS: The NEISS data are a critically important component of the CPSC's data-driven approach to identifying emerging trends and consumer product hazards. The Centers for Disease Control and Prevention (CDC) provides funding to the CPSC to support the collection of additional, CDC-defined data through the NEISS system on non-consumer product-related injuries. These comprehensive data on all trauma-related injuries (not just consumer product-related injuries) are available to other federal agencies, researchers, and the public.

Collaborations with Various Federal Agencies on Shared Services

Shared Services: The CPSC supports, and has designed its operating model around, the use of shared services to lower costs, improve

service delivery, and benefit from economies of scale not necessarily available to a small agency. The CPSC already leverages shared services for the following:

- **Financial Management System and Operations:** Financial Accounting System (Oracle) and Accounting Services provided by the Enterprise Service Center (ESC), Department of Transportation (DOT).
- **Payroll:** Payroll and related human resource (HR) system services through the U.S. Department of Interior (DOI).
- **Acquisition:** Program Support Center (PSC) of the U.S. Department of Health and Human Services (HHS) to supplement procurement operating capacity.
- **www.GrantSolutions.gov:** The Grants Center of Excellence (COE) of HHS data capture and workflow capabilities to support the CPSC's Virginia Graeme Baker (VGB) Act grant program.

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Evaluation & Research

Key Performance Measures

During fiscal years 2012–2013, the CPSC extensively reviewed the more than 180 existing annual goals and measures reported in the FY 2013 PBR and identified a core set of 40 key performance measures that quantitatively describe progress in implementing the strategic plan. The key performance measures form a manageable set of tools for monitoring and reporting progress toward the agency's strategic goals and strategic objectives and facilitate using evidence in management and resource decisions across the agency. The key performance measures continue to form the foundation of the performance information in the FY 2017 PBR.

Strategic Data Review Meetings

The CPSC implements a number of different mechanisms to review financial and performance data and manage programs during the course of the fiscal year. The Chief Financial Officer's (CFO) office produces a monthly Resource Summary Report (RSR) for senior managers' use, which summarizes the status of the agency's financial and human resources. Financial data presented in the report include the current fiscal year's annual funding level, cumulative allowances, cumulative funds obligated, and expended obligations, as well as information on onboard staffing levels. Another helpful agency practice has been conducting a midyear review process, during which the fiscal year budget request and corresponding planned programs are reviewed for potential midyear adjustments based on new information or emerging priorities of the agency. The agency also conducts periodic

Strategic Data Review (SDR) meetings. These are data-driven, interim progress reviews to determine agency performance toward meeting the strategic objectives and priorities of the agency. Performance information is analyzed in the meeting, and managers report to their peers on progress toward goals. Managers also identify constraints or problems for discussion by the group, and follow-up actions are assigned.

Evaluation and Research

The CPSC is in the process of identifying evaluation and research topics. The CPSC plans to conduct evaluation and research on the effectiveness of particular strategies and programs in pursuit of strategic goals, subject to availability of resources for evaluation. As part of this process, the agency plans to identify critical questions about implementation, efficiency, or impact of programs, and develop a priority list of evaluation/research topics.

Importance of Data and Evidence in Determining Program Priorities

The CPSC is a data-driven agency. The agency regularly collects and analyzes a wide range of data from multiple sources (e.g., NEISS) that are relevant to its mission and uses that information to shape program strategies and select priorities. For example, the CPSC systematically reviews and analyzes data on injury and death incidents related to consumer products to develop the CPSC's hazard mitigation strategies. The CPSC receives data from NEISS, as well as from death certificates, Medical Examiner and Coroners Alert Project (MECAP) reports, incident reports, and www.SaferProducts.gov.

Appendix A

CPSC Performance: Data Limitations, Validation & Verification

Verification & Validation of Performance Data

The CPSC requires accurate data to assess agency progress toward its strategic and performance goals, and to make good management decisions. The CPSC's approach to verification and validation of performance data, which is intended to increase the completeness, accuracy, and reliability of the reported performance results, is based upon the following process:

- (1) The agency develops performance measures through its strategic planning and annual performance planning processes.
- (2) The CPSC's component organizations follow a standard reporting procedure to document the required *performance measure attributes**, in the Performance Management Database (PMD). These include, but are not limited to:
 - the performance measure definition;
 - the source of the data;
 - the data collection methods;
 - the calculation procedure; and
 - data limitations.
- (3) The CPSC component organizations calculate and report data for the performance measures on a quarterly basis to the Office of Financial Management, Planning, and Evaluation (EXFM) using the PMD. Results are discussed in detail by senior management at the agency's Strategic Data Review (SDR) sessions. The final reported results are reviewed and approved before publication.

* Detailed information on the attributes of each performance measure can be found in Appendix C of this report.

(4) Managers of major organizational units within the CPSC submit annual statements of assurance on the operating effectiveness of general- and program-level internal controls for their areas of responsibility. Those statements of assurance identify any known deficiencies or weaknesses in program-level internal controls where they exist, including program performance.

(5) Managers of major organizational units perform a self-assessment of the quality of the performance data for each measure. In FY 2015, the CPSC developed a process to perform independent verification of reported performance measures on a two-year cycle, and that new verification process will be implemented in FY 2016.

These procedures help to provide reasonable assurance that performance data reported are accurate and reliable and that internal controls are maintained and functioning, as intended.

Data Limitations

While the agency does have reasonably reliable processes, procedures, and systems to collect performance data and their supporting attributes, there are inherent limitations to the completeness and reliability of performance information. Appendix C describes the known data limitations, where applicable, for each performance measure.

FY 2015 Progress on the Performance Audit Recommendation

Background: During calendar year 2014, the CPSC's Office of Inspector General (OIG) retained the services of an independent certified public accounting firm to assess the CPSC's compliance with GPRA and GPRAMA, and to determine whether the performance

data published in the CPSC's FY 2013 APR complied with established guidance and was reliable. The firm conducted audit field work from April to September, and completed the audit in November 2014. The OIG issued a report in December 2014 detailing the results of the performance audit.**

Audit Conclusion & Recommendation: The audit report stated, "Without adequate, fully implemented procedures to verify and validate performance data in compliance with GPRAMA, the agency cannot ensure the completeness and reliability of the information being reported."

The auditors recommended that EXFM works with CPSC component organizations to put in place verification and validation techniques that

will ensure the completeness and reliability of all performance data included in the CPSC's Annual Performance Plans and Reports as appropriate to the intended use of the data.

CPSC Corrective Action Plan: The CPSC has taken action to address the audit recommendation by developing the Performance Data Verification and Validation (V&V) Standard Operating Procedures (SOPs) that will be implemented in FY 2016. In addition, the CPSC is including in this report, Appendix C, which provides detailed information on the performance measure attributes, as well as data limitations.

** The OIG-issued audit report can be viewed at: <https://www.cpsc.gov/Global/About-CPSC/OIG/GPRA-Final-Audit-Report-2014.pdf>.

Appendix B

Changes to FY 2015 Performance Measures

In accordance with OMB Circular A-11, this section of the FY 2015 APR summarizes changes to the FY 2015 key performance measures that occurred between the publications of the FY 2015 PBR (March 2014) and this document, the FY 2015 APR (February 2016). The changes consist of: (1) FY 2015 performance measures that were discontinued or were newly added after the FY 2015 PBR publication; and (2) Revisions made to the FY 2015 performance measures since the FY 2015 PBR publication. Changes to the performance measures were a result of the enactment of the CPSC FY 2015 annual appropriations and approval of the FY 2015 CPSC Operating Plan.

In the table below, the first column indicates whether the FY 2015 measure was discontinued, newly added, or revised since the FY 2015 PBR publication. For FY 2015 performance measures that were revised, the table shows changes that occurred since the FY 2015 PBR publication for the following performance measure attributes: Measure ID, Performance Measure Statement, and/or annual target.

FY 2015 Measure Status	Measure ID (from FY 2015 PBR to FY 2015 APR)	FY 2015 Performance Measure Statement (from FY 2015 PBR to FY 2015 APR)	FY 2015 Target	
			FY 2015 PBR	FY 2015 APR
Revised	2015BK1.2.3	<u>PBR</u> : Number of new collaborations undertaken with domestic nongovernment organizations (NGOs) such as trade associations, universities, or federations	3	2
	2015BK1.2.4	<u>APR (revised)</u> : Number of collaborations undertaken with domestic nongovernment organizations such as trade associations, universities, or federations		
Discontinued	2015BK1.4.1	<u>PBR</u> : Number of products on which CPSC had consultations with foreign counterparts	2	
Revised	2015BK2.1.1	<u>PBR</u> : Number of voluntary standards activities supported or monitored by CPSC staff	83	81
	2015BK2.1.4	<u>APR (revised)</u> : Number of voluntary standards activities that are actively participated in by CPSC staff		
Revised	2015BK2.1.2	Number of collaborations established or maintained with other organizations to work on nanotechnology research or issues affecting consumer products	8	5
Revised	2015BK2.1.3	Number of reports produced on the results of collaboration on nanotechnology issues affecting consumer products	8	5
Revised	2015BK2.2.1	Number of candidates for rulemaking prepared for Commission consideration	19	20
New	2015BK3.2.4	<u>APR (newly added)</u> : Percentage of all regulated non-import product samples that are tested within 90 days of receipt at NPTEC		Baseline
New	2015BK3.2.5	<u>APR (newly added)</u> : Percentage of Section 15 Product Safety Assessment requests that are completed within the Hazard Level Completion time assigned		Baseline
Revised	2015BK3.4.2	<u>PBR</u> : Sample yield per 100 import entries examined as identified through the Risk Assessment Methodology (RAM) pilot system	28	Baseline
	2015BK3.4.7	<u>APR (revised)</u> : Percentage of entries sampled as identified through the Risk Assessment Methodology (RAM) pilot system		

FY 2015 Measure Status	Measure ID (from FY 2015 PBR to FY 2015 APR)	FY 2015 Performance Measure Statement (from FY 2015 PBR to FY 2015 APR)	FY 2015 Target	
			FY 2015 PBR	FY 2015 APR
New	2015BK3.4.6	<u>APR (newly added)</u> : Percentage of first-time violators who are engaged with an informed compliance inspection within 30 days of violation determination		Baseline
Revised	2015BK3.5.1	<u>PBR</u> : Total number of products screened by CPSC Field staff	225,000	200,000
	2015BK3.5.4	<u>APR (revised)</u> : Total number of products screened by the CPSC Field staff (excluding imports)		
Discontinued	2015BK3.5.2	<u>PBR</u> : Number of consumer products screened by CPSC field staff through Internet surveillance activities	23,000	
Revised	2015BK3.5.3	<u>PBR</u> : Number of annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards <u>APR (revised)</u> : Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	10	
Discontinued	2015BK3.6.1	<u>PBR</u> : Number of used/resale consumer products screened by CPSC Field staff	170,000	
Discontinued	2015BK4.1.3	<u>PBR</u> : Total number of items/component parts from samples tested at NPTEC for specific standards and regulations	36,000	
Revised	2015BK4.4.1	<u>PBR</u> : Average number of days from an established first draft of recall press release to the date the press released is issued (in business days)	20	
	2015BK4.4.2	<u>APR (revised)</u> : Average number of business days between establishment of first draft and issuance of recall press release for the most timely 90 percent of all recall press releases		
Revised	2015BK4.5.1	<u>PBR</u> : Percentage of compliance defect investigation cases referred within 10 business days to OGC for review of firms' timely reporting pursuant to §15(b)	80%	75%
	2015BK4.5.2	<u>APR (revised)</u> : Percentage of compliance defect investigation cases referred within 20 business days to Office of the General Counsel (OGC) for review of firms' timely reporting pursuant to §Section 15(b)		
Discontinued	2015BK5.1.1	<u>PBR</u> : Percentage of the U.S. population that reports awareness of the CPSC	Baseline	
Discontinued	2015BK5.1.2	<u>PBR</u> : Percentage of U.S. consumers who report acting on a CPSC safety message	Baseline	
Revised	2015BK5.2.2	Number of impressions of the CPSC safety messages received by consumers on targeted consumer product safety hazards (in millions)	3,520	6,245
New	2015BK5.2.3	<u>APR (newly added)</u> : Number of media or social media events involving collaborations with other federal, state or local governments; consumer advocacy organizations; medical or industry groups; or other stakeholders that focus on a targeted hazard with high public concern		5
Revised	2015BK5.3.1	Number of impressions of the CPSC safety messages received by consumers on priority hazards in vulnerable communities (in millions)	460	1,795
New	2015BK5.3.4	<u>APR (newly added)</u> : Number of media or social media events involving collaborations with other federal, state or local governments; consumer advocacy organizations; medical or industry groups; or other stakeholders that focus on a priority hazard in vulnerable communities		15

Appendix C Performance Measure Attributes

Presented in this section are the performance measure attributes of all 38 of the CPSC’s FY 2015 key performance measures. Each fiscal year, the agency submits its annual key performance measures as part of the CPSC’s Performance Budget Request (PBR) to Congress.

Navigation: The performance measures are organized by Strategic Goal. For each performance measure, key information from the data fields in the CPSC’s Performance Management Database (PMD) is displayed. The following are the data fields listed under each performance measure in this appendix:

Name of Data Field	Description
Control ID	A unique identifier assigned to each performance measure.
Program	The CPSC component organization that is responsible for the performance measure.
Strategic Goal	The strategic goal from the CPSC’s FY 2011 - 2016 Strategic Plan* with which this performance measure is associated.
Strategic Objective	The strategic objective from the CPSC’s FY 2011 - 2016 Strategic Plan* with which this performance measure is associated.
Goal Statement	A performance result or outcome (this performance measure tracks progress toward the goal.)
Performance Measure Statement:	A measurable value that indicates the state or level of the targeted result.
Definition of Performance Measure	A clear description of the indicator, with enough specificity so that different individuals would collect and report the same information for the measure.
Rationale for Performance Measure	A description of why the performance measure was selected; how it tracks progress toward the associated goal statement or strategic objective and how the information will be useful for management.
2011 - 2015 Actuals; Target met?	Targets and actual values for the performance measure and indication of whether the FY 2015 Target was met.

* To view the CPSC Strategic Plan summary, please refer to p. 2 of this document. To view the full CPSC Strategic Plan, please visit <http://www.cpsc.gov/performance-and-budget>.

Name of Data Field	Description
Analysis	<p>This field may include:</p> <ul style="list-style-type: none">• An explanation of how progress toward meeting the target for this performance measure contributes to progress toward meeting the strategic objective;• Annual Target:<ul style="list-style-type: none">○ If the FY 2015 target was met, a description of the key elements that contributed to success in meeting the target;○ If the FY 2015 target was not met, a description of the issues/obstacles that impeded success in meeting the target;○ If data from FY 2015 results are not available, the reason(s) for the unavailability and the expected date that the data will become available;• Trend discussion of the results: positive, negative, or steady; expectations for trends over time.
Plan(s) for Improving Performance Measure	<p>If applicable, a description of actions to be implemented to improve performance and achieve the result in future years.</p>
Data Source	<p>Identification of data source(s) with enough specificity, so that the same source can be used for the performance measure over time.</p>
Data Collection Method and Computation	<p>Detailed description of the collection and computation method, so that it can be replicated consistently over time and by different staff.</p>
Data Limitations & Implications of the Reported Results	<p>Identification of any known data limitations, which includes a description of the limitations, the impact limitations may have on measuring progress toward the annual target and/or the related performance goal, and the actions that will be taken to correct the limitations.</p>

Control ID		Program				
2015BK1.2.1		International				
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						
Rationale for Performance Measure						
The CPSC conducts training and outreach seminars for foreign manufacturers of imported consumer products to help them comply with U.S. safety requirements. This approach is intended to reduce the need for subsequent remedial action or recalls.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
3	8	12	34	6	10	✓
Analysis						
The CPSC exceeded the target of six planned seminars from several different countries around the world, including China, Indonesia, and Malaysia.						
Plan(s) for Improving Performance Measure						
In 2016, this measure will be expanded to include overseas U.S. importer representatives.						
Data Source						
EXIP International Training Log						
Data Collection Method and Computation						
As each training event is accomplished, entries will be made in a spreadsheet noting the date, type of event, number of attendees, staffing required, and location. Count the number of training or outreach events conducted for foreign manufacturers						
Data Limitations and Implications of the Reported Results						
Surveys conducted by the host at the end of the training indicate value and relevance for the participants and help improve the quality of future training. However, the consequential behavior of any single participant is beyond our ability to measure.						

Control ID		Program				
2015BK1.2.2		International				
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						
Rationale for Performance Measure						
Foreign regulators are key stakeholders because they regulate manufacturers in their jurisdictions. Exchange programs with foreign officials contribute to improved product safety. 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.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	2	2	2	3	2	X
Analysis						
The CPSC's International Training Exchange Program completed two exchanges out of the three that were planned for this fiscal year: an outbound exchange to our counterpart Australian agency, the Australian Competition and Consumer Commission, and an inbound exchange fellow from the Korea Consumer Agency in the Republic of Korea. The program's goal is to strengthen the safety of consumer products in the United States through sharing best practices with partner regulators.						
Plan(s) for Improving Performance Measure						
The other planned inbound exchange from South Korea did not take place due to cancellation by the foreign government.						
Data Source						
EXIP annual report on exchange program accomplishments						
Data Collection Method and Computation						
Count the number of inbound and outbound foreign exchanges.						
Data Limitations and Implications of the Reported Results						
Planned exchange programs are based on International's annual business plans. At the conclusion of each exchange, trained officials share firsthand knowledge on similarities and differences among our respective organizations via webinars. These planned programs with foreign officials for the fiscal year may change as policies and circumstances change. The consequential behavior of a foreign regulator after an exchange is beyond our ability to measure.						

Control ID		Program				
2015BK1.2.4		Executive				
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 collaborations undertaken with domestic nongovernment organizations such as trade associations, universities, or federations						
Definition of Performance Measure						
A new collaboration is counted when a working relationship has been established with a domestic nongovernment organizations, such as a trade association, university, federation or other organization involved in consumer product safety activities. This can be in the form of public/private partnerships.						
Rationale for Performance Measure						
Increased collaboration with domestic nongovernment organizations, such as trade associations, universities, federations, or other organizations that are involved in consumer product safety activities, will contribute to improvements in product quality, safety design, and overall consumer safety.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	2	4	2	2	✓
Analysis						
Positive relationships were secured with two small trade associations, both of whom are new or fairly new to the CPSC stakeholder group. The relationships allowed CPSC staff to share information about regulatory requirements and also to learn information about a regulated industry that we did not previously have. These relationships allow us to better identify emerging technologies and to mobilize action by CPSC and these groups, if necessary.						
Plan(s) for Improving Performance Measure						
This measure was revised in FY 2015 to include existing, established relationships so that existing collaboration will continue to be monitored and counted.						
Data Source						
Deputy Executive Director for Safety Operations' list of those with whom CPSC has established working relationships, which are supported by trip reports and relevant SBO documentation						
Data Collection Method and Computation						
Count of the number of organizations listed in the OEX file "Stakeholder List" associated with the fiscal year						
Data Limitations and Implications of the Reported Results						
The extent of and definition of what constitutes a collaboration or working relationship with an organization vary, and each organization is counted as one.						

Control ID		Program				
2015BK1.6.1		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 (excluding any employee whose departure was initiated by the agency)						
Rationale for Performance Measure						
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 at least 2 years have completed agency orientation and basic training, fully understand the agency environment, and are vested, engaged employees.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
84.9%	85%	84.7%	81%	85%	87%	✓
Analysis						
The CPSC's employee retention rate was 87 percent, exceeding the target of 85 percent.						
Plan(s) for Improving Performance Measure						
This measure was revised this year to exclude involuntary separations to give a more accurate analysis of agency retention rate.						
Data Source						
Employment records						
Data Collection Method and Computation						
Reports on permanent hires and separations are from the Federal Personnel Payroll System (FPPS). The new hire employee retention rate for the current fiscal year is computed as follows: total number of new, permanent hires in FY(Y-2) minus departures by this cohort from the agency, divided by total number of new, permanent hires in FY(Y-2), where Y is the current fiscal year (excluding departures initiated by the agency).						
Data Limitations and Implications of the Reported Results						
No known limitations						

Control ID		Program				
2015BK1.6.2		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 U.S. Office of Personnel Management's (OPM) End-to-End hiring process) (days)						
Definition of Performance Measure						
"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.						
Rationale for Performance Measure						
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.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
75	75	73	78	80	74	✓
Analysis						
The CPSC continues to exceed the target of 80 calendar days since 2011 and the agency utilized many different recruitment flexibilities this fiscal year to recruit top talent, including the recent graduates program, veteran's hiring authorities, returning former employees, and student interns.						
Plan(s) for Improving Performance Measure						
The CPSC plans to provide training for managers, additional outreach for targeted skills, and additional student opportunities.						
Data Source						
Career Connection, FPPS						
Data Collection Method and Computation						
EXRM E2E Spreadsheet, which pulls data from Career Connection and FPPS, computes the 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.						
Data Limitations and Implications of the Reported Results						
Possibility of error relating to manual entry.						

Control ID		Program				
2015BK1.6.3		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						
Rationale for Performance Measure						
The training participation rate is a measure of the goal of developing a high-performing workforce.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
71.7%	73.6%	83%	93%	88%	90%	✓
Analysis						
A training needs assessment was conducted prior to the start of FY 2015 to ensure that the agency training and developmental sessions being offered were targeted to employee needs. Courses were given at both Headquarters and Rockville, and through the web when possible.						
Plan(s) for Improving Performance Measure						
The CPSC will continue to conduct a training assessment prior to the start of the new fiscal year to target employee training needs.						
Data Source						
Training records from TMS, which includes online or web-based courses, on-site courses, and off-site courses.						
Data Collection Method and Computation						
Pull data from TMS records for employees who have one or more trainings (excluding mandatory trainings). Calculate the number of employees in TMS as of fiscal year end whose attendance at one or more trainings is reflected in TMS divided by the total number of employees as of fiscal year end.						
Data Limitations and Implications of the Reported Results						
No known limitations						

Control ID				Program		
2015BK2.1.2				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 (IAGs) established with one or more other federal agencies and/or contracts with nonfederal or non-governmental organizations.						
Rationale for Performance Measure						
Due to the complexity of nanotechnology, the Government Accountability Office (GAO) and other entities have advised federal agencies working on nanotechnology to collaborate and monitor progress. The CPSC's collaboration with other organizations on nanotechnology research and issues affecting consumer products is expected to contribute to the responsible development of consumer products containing nanomaterials.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
8	8	4	6	5	7	✓
Analysis						
Interagency agreements were established with several agencies, including the Environmental Protection Agency (EPA), the Food and Drug Administration (FDA), the National Institute of Occupational Safety and Health (NIOSH), the National Institute of Standards and Technology (NIST), and the National Science Foundation (NSF).						
Plan(s) for Improving Performance Measure						
CPSC will continue to identify key research needs and partners to advance the understanding of nanotechnology issues affecting consumer products, with particular focus on developing methods for consumer exposures. This will build upon the relationships and understandings developed during the 2015 Quantifying Exposure to Engineered Nanomaterials (QEEN) conference.						
Data Source						
The CPSC nanotechnology team will maintain a list of CPSC's collaborative agreements and EXFM will continue to hold the official records for the IAGs and/or funding documents.						
Data Collection Method and Computation						
Count the number of collaborative agreements signed during the period.						
Data Limitations and Implications of the Reported Results						
This measure is effective at measuring collaboration. However, the measure is an indirect indicator of the overall strategic objective of minimizing hazardous defects earlier in the process						

Control ID				Program		
2015BK2.1.3				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.						
Rationale for Performance Measure						
The purpose of the CPSC's collaborative efforts on nanotechnology issues is to produce reports and manuscripts that provide data on nanomaterials used in or released from consumer products. The data should be made available, when appropriate, to assist stakeholders in addressing nanomaterial safety and ultimately should contribute to improved safety of nanomaterial use in consumer products.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
1	9	11	11	5	10	✓
Analysis						
Reports and manuscripts are submitted to CPSC staff by interagency research collaborators. The collaborations are resulting in significant findings and methods development, some of which are manuscripts published in scientific journals. Results from these studies demonstrate that testing for consumer exposure to nanomaterials is challenging, yet small gains have been made in developing robust test methods for measuring consumer exposure to nanomaterials. The pace of development of test methods has not kept up with the pace of usage of nanomaterials in consumer products in the marketplace. Furthermore, the number of reports are not indicative of action taken to address the risks associated with nanotechnology						
Plan(s) for Improving Performance Measure						
The CPSC will continue to identify key research needs and partners to advance the understanding of nanotechnology issues affecting consumer products, with particular focus on developing methods for consumer exposures and publish results of agency-sponsored research. This will build upon the relationships and understandings developed during the 2015 Quantifying Exposure to Engineered Nanomaterials (QEEN) conference.						
Data Source						
CPSC Nanotechnology Team Intranet Site						
Data Collection Method and Computation						
Count of the number of reports/manuscripts collected and posted to CPSC Nanotechnology Team site.						
Data Limitations and Implications of the Reported Results						
This measure is effective at measuring the results collaboration. However, the measure is an indirect indicator of the overall strategic objective of minimizing hazardous defects earlier in the process						

Control ID				Program		
2015BK2.1.4				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 that are actively participated in by CPSC staff						
Definition of Performance Measure						
<p>CPSC staff provides technical support or monitors voluntary safety standards activities, which are tracked in the Voluntary Standards Tracking and Access Report (V-STAR).</p> <p>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.</p> <p>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 can be found at 16 CFR §1031.7.</p>						
Rationale for Performance Measure						
The CPSC works to minimize hazardous defects through increased participation in voluntary standards activities. The CPSC's statutory authority requires the agency to rely on voluntary standards rather than promulgate mandatory standards, if compliance with a voluntary standard would eliminate or adequately reduce the risk of injury identified and it is likely that there will be substantial compliance with the voluntary standards.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	--	--	81	81	✓
Analysis						
The CPSC was active in 79 of the originally planned 81 voluntary standards, plus an additional 2 voluntary standards that emerged as priorities during FY2015.						
Plan(s) for Improving Performance Measure						
The program office will increase efficiency and accountability, and better utilize technical expertise by explicitly delineating Directorate responsibilities for individual voluntary standards						
Data Source						
Voluntary Standards Tracking and Access Report (V-STAR)						
Data Collection Method and Computation						
The data are collected biannually by the Voluntary Standards Coordinator from the responsible individuals participating in the standards work. It is a simple count of standards activities as communicated to the Voluntary Standards Coordinator.						
Data Limitations and Implications of the Reported Results						
This measure is effective at measuring activity, but is an indirect indicator of the overall strategic objective of minimizing hazardous defects earlier in the process.						

Control ID		Program				
2015BK2.2.1		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						
Rationale for Performance Measure						
Safety standards address hazards associated with the use of consumer products. Consumer products that have been designed and manufactured to mandatory safety standards help prevent future hazards from occurring.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
22	28	14	10	20	20	✓
Analysis						
The CPSC completed 20 rulemakings to Commission; 14 of the original 20 planned, plus an additional 6. Of the six originally planned but not completed, three (portable generators, phthalates and recreational off-highway vehicles) were delayed by Commission action (extended comment periods, additional research direction), one (High Chairs NPR) went to the Commission on October 7, 2015, and the remaining two (Voluntary Recall FR, Information Disclosure Under Section 6b of the CPSA - 1101 FR) that were not completed will be carried over into FY 2016.						
Plan(s) for Improving Performance Measure						
The program will improve planning and execution management by providing better tools and training to staff.						
Data Source						
Postings on www.CPSC.gov at http://cpsc.gov/Newsroom/FOIA/Commission-Briefing-Packages/ .						
Data Collection Method and Computation						
Count the number of rulemaking briefing packages (ANPR, NPR, and final rule) that are posted on www.CPSC.gov .						
Data Limitations and Implications of the Reported Results						
The data show the number of rulemaking candidates prepared for the Commission. Data on projected improvements to safety are captured elsewhere.						

Control ID		Program				
2015BK2.3.1		Executive				
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 domestic 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.						
Rationale for Performance Measure						
Increasing the number of training activities made available to industry stakeholders on CPSC regulatory requirements and hazard identification best practices will ultimately facilitate development of safer products.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	14	23	11	7	X
Analysis						
The target of 11 training activities was not met in FY 2015; this shortfall was due to personnel issues and an unplanned initiative. The initiative is a long-term project, the Regulatory Robot, which the agency believes will provide more efficient, effective, and on-demand information for small businesses in FY2016.						
Plan(s) for Improving Performance Measure						
[The work of the Regulatory Robot will take precedence], and so the target for FY 2016 has been reduced to seven training activities at this time.						
Data Source						
Small Business Ombudsman Outreach, Presentation, & Training Log in Excel						
Data Collection Method and Computation						
Count the number of training activities from the spreadsheet used for tracking the number of trainings to external stakeholders on CPSC regulatory requirements and hazard identification best practices						
Data Limitations and Implications of the Reported Results						
Manual tracking of training may involve error.						

Control ID				Program		
2015BK3.1.1				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						
Rationale for Performance Measure						
Evaluation visits are conducted at most NEISS hospitals every year to provide CPSC staff the opportunity to review hospital records and to ensure that hospital coders are capturing and correctly coding reportable cases, thus improving the comprehensiveness and quality of data.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
100%	98%	99%	100%	98%	100%	✓
Analysis						
Capture rate is assessed during each visit. CPSC provided evaluation reports to suggest coding improvements. These actions help ensure accuracy of consumer product-related injury statistics.						
Plan(s) for Improving Performance Measure						
The CPSC will continue to maintain focus on the importance of NEISS hospital visits and maintain accountability within the Directorate for Epidemiology.						
Data Source						
NEISS Administrative Records System (NARS)						
Data Collection Method and Computation						
Data from each hospital visit is captured in NARS. Calculate percentage of NEISS hospitals with at least one evaluation visit in the fiscal year based on the total number of all the NEISS hospitals in that fiscal year. The percentage is calculated once at the end of the fiscal year.						
Data Limitations and Implications of the Reported Results						
Data show CPSC visits to and reviews of NEISS hospitals to ensure quality, but do not address quality of coding itself, which is captured in BK3.1.2.						

Control ID				Program		
2015BK3.1.2				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.						
Rationale for Performance Measure						
Evaluation visits are conducted at NEISS hospitals to determine the percentage of reported consumer product-related cases captured correctly by hospital coders, indicating the quality of consumer product-related incident data from the hospitals.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
94%	92%	92%	91%	90%	91.6%	✓
Analysis						
The target was achieved through combination of efforts, including NEISS Coder Meeting, outreach and training, and NEISS reviews.						
Plan(s) for Improving Performance Measure						
The CPSC will continue monitoring and feedback, and continue to host NEISS Coder Meeting						
Data Source						
NEISS Administrative Records System (NARS)						
Data Collection Method and Computation						
<p>Calculate one percentage (p) across all the NEISS hospitals that were evaluated during the fiscal year as: $p = \frac{\sum_i (N_i * (n_i(\text{coder}) / (s_i)))}{\sum_i (N_i * (n_i(\text{cpsc}) / (s_i)))}$ where N_i is the annual number of emergency department treated cases at the ith NEISS hospital; (s_i) is the number of cases in sample drawn by the CPSC auditor at the ith NEISS hospital and $n_i(\text{coder})$ and $n_i(\text{cpsc})$ are as defined below.</p> <p>During a hospital audit, CPSC staff sample between 200 and 300 emergency department records and determine the number of product-related cases in the sample. These cases are then compared to the number of product-related cases in the sample as captured by the NEISS coder. The hospital's capture metric is estimated as:</p> $(n_i(\text{coder}) / (n_i(\text{cpsc})))$ <p>where $n_i(\text{coder})$ is the number of product-related cases in the sample of cases (s_i) as determined by the coder for the ith NEISS hospital; and $n_i(\text{cpsc})$ is the number of product-related cases in the sample (s_i), as determined by the CPSC auditor. The performance metric is then estimated across audited NEISS hospitals as a weighted estimate of the individual hospital metrics.</p>						
Data Limitations and Implications of the Reported Results						
Results represent an estimate as described above.						

Control ID				Program		
2015BK3.2.1				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 integrated team adjudication of incident report (business 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 Safety Risk Management System (CPSRMS) and adjudication for all incident reports divided by the total number of incident reports received in CPSRMS during the fiscal year.						
Rationale for Performance Measure						
Timely review of incoming incident reports is critical to identification of emerging hazards associated with the use of consumer products. The CPSC measures the average number of business days from receipt of an incident report to determination of whether the incident report is actionable.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	6.5	3.4	10	6.4	✓
Analysis						
The target was met by placing priority on integrated team reviews of incident data and ensuring accountability for timeliness.						
Plan(s) for Improving Performance Measure						
The program office is working on methods to automate and otherwise improve screening of incidents requiring manual review.						
Data Source						
Date of incident receipt are electronically generated by CPSRMS and date of staff's determination regarding whether action is required are entered into CPSRMS by the integrated project team.						
Data Collection Method and Computation						
Sum of (terminal status date minus start date) in CPSRMS, with correction for weekends and days the government is closed, across incident reports received during a specified time interval, divided by the number of incident reports received during the time interval.						
Data Limitations and Implications of the Reported Results						
Measure is effective at measuring timeliness of hazard identification, but not necessarily accuracy of hazard identification.						

Control ID		Program				
2015BK3.2.2		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						
Priority imports are samples collected at the ports of entry by CPSC import surveillance and field staff working in concert with U.S. Customs and Border Protection (CBP) staff. Such products include children's products, toys, household chemical products, cigarette lighters, mattresses, children's sleepwear, and general wearing apparel. A regulated product is one that is covered by a federal rule that CPSC administers. 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.						
Rationale for Performance Measure						
This performance measure tracks the timeliness with which CPSC staff processes imported non-fireworks samples, from initial collection at U.S. ports, through processing and testing of samples, until the NPTEC report is available for case compliance staff action. Processing and testing samples are critical to the compliance and hazard identification process.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	85%	92%	98.8%	85%	98.6%	✓
Analysis						
Results are a reflection of high priority placed by EXHR staff and management on this program.						
Plan(s) for Improving Performance Measure						
Program office is seeking to reduce the manual processing of samples by better using technological solutions, including scanning and use of a Laboratory Information Management System						
Data Source						
Sample Tracking database, Test reporting databases, Integrated Field System (IFS), Product Testing Database (PRODTEST), and LSC FHSA Access Database						
Data Collection Method and Computation						
As samples are collected by port and field staff and tested at the lab, staffs enter the collection dates and testing dates, respectively, into IFS. The denominator includes all samples (excluding fireworks) collected during the reporting period. The numerator includes those samples from the denominator that were tested within 30 calendar days of the date of collection.						
Data Limitations and Implications of the Reported Results						
Manual processing of data may involve error.						

Control ID		Program				
2015BK3.2.3		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						
Priority import fireworks are samples collected at the ports of entry by CPSC import surveillance and field staff working in concert with U.S. Customs and Border Protection (CBP) staff. Fireworks are covered through CPSC's administration of the Federal Hazardous Substances Act. 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.						
Rationale for Performance Measure						
This performance measure tracks the timeliness with which CPSC staff processes imported fireworks samples, from initial collection at U.S. ports, through processing and testing of samples until the NPTEC report is available for case compliance staff action. Processing and testing fireworks samples are critical to the compliance and hazard identification process.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
92%	99.7%	100%	100%	90%	98.6%	✓
Analysis						
Results are a reflection of high priority placed by EXHR staff and management on this program.						
Plan(s) for Improving Performance Measure						
Program office is seeking to reduce the manual processing of samples by better using technological solutions, including scanning and use of a Laboratory Information Management System						
Data Source						
Fireworks report in Integrated Field System (IFS), which also pulls report dates out of the Product Testing Database (PRODTEST) Fireworks database.						
Data Collection Method and Computation						
As samples are collected by port and field staff and then tested at the lab, staffs enter the collection dates and testing dates, respectively, into IFS. The denominator includes all firework samples collected during the reporting period. The numerator includes those samples from the denominator that were tested within 60 calendar days of the date of collection.						
Data Limitations and Implications of the Reported Results						
Manual processing of data may involve error.						

Control ID				Program		
2015BK3.2.4				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						
Performance Goal to be established from FY15 data being collected as baseline year for measure.						
Performance Measure Statement						
Percentage of all regulated non-import product samples that are tested within 90 days of receipt at NPTEC						
Definition of Performance Measure						
A regulated product is one that is covered by a federal rule that CPSC administers. Number of regulated non-import samples, including non-import fireworks and ATVs, that have been tested within 90 calendar days of collection, divided by the total number of all regulated non-import samples collected.						
Rationale for Performance Measure						
This measure was selected to complement Key Measures 3.2.2 and 3.2.3, the priority import measures, to make sure domestic and non-priority import samples are completed in a timely manner. This performance measure tracks the timeliness with which CPSC staff processes regulated non-import product samples, from receipt at NPTEC, until the NPTEC report is available for case compliance staff action. Processing and testing samples are critical to the compliance and hazard identification process.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	--	--	Baseline	93.6%	✓
Analysis						
Results are a reflection of high priority placed by EXHR staff and management on this program.						
Plan(s) for Improving Performance Measure						
Program office is seeking to reduce the manual processing of samples by better using technological solutions, including scanning and use of a Laboratory Information Management System						
Data Source						
Sample Tracking database, Integrated Field System (IFS), Product Testing Database (PRODTEST), and LSC, LSE, and LSM Databases for non-import regulated product samples						
Data Collection Method and Computation						
As samples are collected by field staff and then tested at the lab, staffs enter the collection dates and testing dates, respectively, into IFS. The denominator includes all regulated non-import products collected during the reporting period. The numerator includes those products from the denominator that were tested within 90 calendar days of the date of collection.						
Data Limitations and Implications of the Reported Results						
Manual processing of data may involve error.						

Control ID				Program		
2015BK3.2.5				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						
Provide timely Product Safety Assessment reports to the Office of Compliance						
Performance Measure Statement						
Percentage of Section 15 Product Safety Assessment requests that are completed within the Hazard Level Completion time assigned						
Definition of Performance Measure						
The percentage of Product Safety Assessment (PSA) reports completed by the due date established jointly by CPSC's Office of Compliance (EXC) and Office of Hazard Identification and Reduction (EXHR) based upon the Hazard Level Completion time assigned. This is computed by totaling the number of completed PSA reports submitted for approval on or before the due date and dividing by the total number of completed reports.						
Rationale for Performance Measure						
Providing timely PSA reports to the EXC shortens the time between being notified of a potentially hazardous product and having that product removed from the market, if necessary.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	--	--	Baseline	92%	✓
Analysis						
Based on experiences in FY 2015, recommend setting target of 90 percent using definition adjustments established previously. Final recommended target will depend on results of discussions on PSAs by multiple program offices.						
Plan(s) for Improving Performance Measure						
Program office will continue to reinforce timeliness, monitor, and manage execution.						
Data Source						
PSA report due dates and completion dates are electronically stored in CPSC's Dynamic Case Management system (DCM)						
Data Collection Method and Computation						
Sum of reports submitted for approval on or before the due date, divided by the total number of reports completed.						
Data Limitations and Implications of the Reported Results						
Data capture timeliness of PSA support to EXC, but not necessarily the timeliness of hazard identification						

Control ID				Program		
2015BK3.4.1				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. Each exam is for one product.						
Rationale for Performance Measure						
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.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
9,923	18,131	26,523	28,007	25,000	35,122	✓
Analysis						
In FY 2015, the CPSC screened more than 35,000 imported products, exceeding the target of 25,000 screenings. Additional co-located staff contributed to achieving the results.						
Plan(s) for Improving Performance Measure						
None						
Data Source						
Import Exam Logbook						
Data Collection Method and Computation						
The Import Exam Logbook, integrated into the RAM application, utilizes data feed received from CBP when completing an exam logbook entry. All import examinations performed by CPSC staff are recorded in the Import Exam Logbook. The computation is captured in an Excel file.						
Data Limitations and Implications of the Reported Results						
EXIS staff conduct data quality checks to ensure import exams are recorded in the Import Exam Logbook. There may be a lag in the reporting of data. Year-end results may be impacted because of real-time updates.						

Control ID				Program		
2015BK3.4.3				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 processed through the Risk Assessment Methodology (RAM) pilot system that are cleared within one business day						
Definition of Performance Measure						
Import shipments processed through the RAM are received at all ports and are scored electronically by the rules engine automatically into the ITDS/RAM pilot system. Number of shipments (entry lines) cleared within one business day, divided by the total number of shipments (entry lines) processed through the RAM pilot system						
Rationale for Performance Measure						
The percentage of import shipments that are cleared within one business day is a measure of how successful the CPSC is at expeditiously processing compliant imports of consumer products and facilitating legitimate trade.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	99.5%	99.7%	99%	99.6%	✓
Analysis						
The FY 2015 target of 99 percent was exceeded; the actual result was 99.6 percent of import shipments cleared within one business day. This indicates that the CPSC's import surveillance work is conducted efficiently and compliant imports are released quickly.						
Plan(s) for Improving Performance Measure						
None						
Data Source						
ITDS/RAM						
Data Collection Method and Computation						
The status of each entry acted upon by CPSC is recorded in the pilot system by investigators based on the scored risk. "Scored" shipments that CPSC staff took no action to stop the cargo from entering commerce are considered cleared within one business day. The percentage is calculated by the number of shipments (entry lines) during the applicable time period cleared within one business day, divided by the total number of shipments (entry lines) processed through the RAM pilot system.						
Data Limitations and Implications of the Reported Results						
Those shipments that are considered low risk often remain in "Scored" status, which indicates no action was taken to delay entry of those shipments.						

Control ID				Program		
2015BK3.4.4				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						
Rationale for Performance Measure						
The percentage of CPSC import entry hold requests on which CBP acts reflects CBP cooperation with the CPSC's targeting of specific import entries likely to contain noncompliant products. The percentage is expected to increase with implementation of the RAM.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	86%	87.2%	86%	91.3%	✓
Analysis						
In FY 2015, the agency exceeded the target with a result of 91.3 percent of CPSC import entry hold requests acted on by CBP.						
Plan(s) for Improving Performance Measure						
None						
Data Source						
ITDS/RAM						
Data Collection Method and Computation						
Hold requests and hold acceptances are currently tracked in the workflow of the pilot ITDS/RAM system. The percentage is calculated as hold acceptance volume for the period, divided by hold requested volume for the period.						
Data Limitations and Implications of the Reported Results						
The basis for hold requests and acceptances are workflow actions inputted into the system.						

Control ID				Program		
2015BK3.4.6				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						
Strengthen first-time Importer compliance						
Performance Measure Statement						
Percentage of first-time violators who are engaged with an informed compliance inspection within 30 days of violation determination						
Definition of Performance Measure						
Periodic determination of firms with a first-time violation are identified as candidates for Informed Compliance Inspection assignments.						
Rationale for Performance Measure						
Engaging first time violators includes importers/brokers in the process of importing compliant cargo by informing them of why the violations occurred. Entities engaged have less probability to have future violations. Management can concentrate efforts elsewhere to identify hazardous or non compliant imports						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	--	--	Baseline	79%	✓
Analysis						
Baseline data were collected for this measure during FY 2015 and were used to set the FY 2016 target for this key measure.						
Plan(s) for Improving Performance Measure						
None						
Data Source						
IFS Tables						
Data Collection Method and Computation						
Firms with compliance violations within each fiscal year are identified for inclusion. The data then need to be screened for prior violations in past fiscal years. Due to analysis required to identify and disseminate candidates, the violation determination date is set to the date the analysis is completed, currently once a week. The reference table of candidates is disseminated for informed compliance inspections to be assigned within IFS. Data from IFS are joined with the candidate list to track assignment completion date.						
Data Limitations and Implications of the Reported Results						
Firm names are alpha numeric and are subject to data issues.						

Control ID		Program				
2015BK3.4.7		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						
Percentage of entries sampled as identified through the Risk Assessment Methodology (RAM) pilot system						
Definition of Performance Measure						
Total number of entries that resulted in at least one sample, divided by the total number of entries examined multiplied by 100						
Rationale for Performance Measure						
This measure is an indicator of the effectiveness of import surveillance targeting efforts using the pilot RAM surveillance system. If an entry is examined and suspected of containing a hazard, a sample is taken. The pilot system, which involves risk analysis, is expected to result in more violative samples being collected per entry examined, which in turn, measures the effectiveness of the targeting system.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	--	--	Baseline	12.1%	✓
Analysis						
Baseline data were collected for this measure during FY 2015 and was used to set the FY 2016 target for this key measure.						
Plan(s) for Improving Performance Measure						
None						
Data Source						
Import Exam Logbook and IFS						
Data Collection Method and Computation						
Determine the distinct list of entries examined and determine the number of exams in the logbook corresponding to the entries. Determine the distinct number of entries with samples collected. The percentage is calculated by dividing the number of entries sampled by number of entries examined.						
Data Limitations and Implications of the Reported Results						
The basis for inclusion is an exam record in the Import Exam Logbook						

Control ID				Program		
2015BK3.5.3				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 hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards						
Definition of Performance Measure						
The number of milestone hazard characterization statistical reports produced for specified product-related hazards or categories are defined as part of the budget development process. These reports characterize the number of reported fatalities and estimated injuries and trends.						
Rationale for Performance Measure						
This key measure is an element of the CPSC's strategy for hazard identification by scanning the marketplace to determine whether previously identified significant hazards exist in similar products. Annual hazard presenting statistics on the numbers of reported deaths and estimates of emergency department-treated, product-related injuries for specific product-related hazards or categories allow for trend assessments and inform management decisions and information and education campaigns.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
14	11	11	10	10	10	✓
Analysis						
Annual reports characterize the number and types of injuries and fatalities associated with consumer products. These reports comprise of component of the rigorous identification of hazards.						
Plan(s) for Improving Performance Measure						
Annual updates complete with trend analyses.						
Data Source						
Report postings for AED review (Form 122) on SharePoint.						
Data Collection Method and Computation						
Staff prepares reports on consumer product-related fatalities, injuries, and/or losses' on an annual basis. Count of the number of hazard characterization reports posted for AED review (Form 122) on SharePoint during the fiscal year.						
Data Limitations and Implications of the Reported Results						
None—Performance can be verified by counting the number of hazard characterization reports posted for management review (AED review - Form 122) on the agency's SharePoint system.						

Control ID				Program		
2015BK3.5.4				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 (excluding imports)						
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, secondhand stores, and over the Internet, but does not include additional imports screened by CPSC Import Surveillance staff. A product is counted as "screened" when it has been examined by field staff.						
Rationale for Performance Measure						
The CPSC tracks the total number of product units screened to measure the extent of CPSC field staff surveillance activities at traditional retail and secondhand stores, and over the Internet to verify compliance with C{SC rules, regulations, and bans.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	--	--	200,000	211,364	✓
Analysis						
Steady emphasis on marketplace surveillance ensured that this goal was met and exceeded. This goal was changed to eliminate the inclusion of import screenings which is now counted separately, yet the field exceeded the FY 2015 goals for both categories.						
Plan(s) for Improving Performance Measure						
This goal will continue to be a priority in FY 2016.						
Data Source						
Integrated Field System (IFS)						
Data Collection Method and Computation						
Pull data from IFS on traditional retail store, secondhand store, and Internet that were completed within the fiscal year. Count of the total number of consumer products screened by field staff as identified in the assignments.						
Data Limitations and Implications of the Reported Results						
Data are regularly reviewed during various stages of the case; however, results may differ slightly due to updates, edits, or corrections to case data that may occur after fiscal year end run.						

Control ID				Program		
2015BK4.1.1				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. Each inspection would be documented as a separate assignment in IFS.						
Rationale for Performance Measure						
The number of establishment inspections conducted is a measure of CPSC surveillance of the domestic consumer product supply chain to verify firm's compliance with CPSC rules, regulations, and bans. 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 unreasonable risk of serious injury or death to consumers.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
1,116	1,184	3,680	3,672	3,000	3,839	✓
Analysis						
Inspection activity can vary based on the types of compliance enforcement programs introduced during the fiscal year. While the goal was ambitious, staff made steady quarterly progress and the goal was surpassed.						
Plan(s) for Improving Performance Measure						
The target of 3,000 inspections in FY 2015 was ambitious, and will aim to reach that goal in FY 2016.						
Data Source						
Integrated Field System (IFS)						
Data Collection Method and Computation						
Pull data from IFS on establishment inspections that were completed within the fiscal year. Count the total number of establishment inspections.						
Data Limitations and Implications of the Reported Results						
Data are regularly reviewed during various stages of the case; however, results may differ slightly due to any updates, edits, or corrections to case data that occur after fiscal year end run.						

Control ID				Program		
2015BK4.1.2				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						
A product is counted as "screened" when it has been examined by field staff. The number of products screened by CPSC field staff resulting in identification of a violation, divided by the total number of products screened.						
Rationale for Performance Measure						
This measures CPSC success in identifying previously recalled or banned products being offered for sale throughout the domestic consumer product supply chain, so that such sales can be stopped through appropriate compliance activities.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	6.9%	6%	6%	5.9%	✓
Analysis						
The 6 percent violation rate was based on previous years' averages. It has remained consistent or fallen each year. Performance is not easily related to the number of violations identified.						
Plan(s) for Improving Performance Measure						
This performance measure is being eliminated for FY 2016.						
Data Source						
Integrated Field System (IFS)						
Data Collection Method and Computation						
The total number of products screened is obtained by adding up all traditional retail store, secondhand store, and Internet that were completed within the fiscal year. The number of violations is obtained from the Status field in the Comply table in IFS. The number of products screened that resulted in identification of a violation during the period, divided by the total number of products screened by CPSC field staff during the period.						
Data Limitations and Implications of the Reported Results						
Results may differ slightly due to updates, edits, or corrections to case data that may occur after fiscal year end run.						

Control ID				Program		
2015BK4.3.1				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						
For cases where a Preliminary Determination (PD) is made within the fiscal year, the percentage of cases where the PD date is within 85 business days of the case opening (Case Creation date). A Case Creation date is a system generated date when a case is entered into DCM and Section 15						
Rationale for Performance Measure						
This performance measure is an indicator of the timeliness of CPSC case work (excludes Fast-Track cases). Making preliminary determinations more quickly contributes to the efficiency and speed of recalls for noncompliant and defective products.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	84%	60.6%	70%	65.8%	X
Analysis						
The amount of time it takes to process Product Safety Assessments (PSAs), which are the technical evaluations used as support for the PDs, is a contributing factor to this result. There has been an improvement in the process and timeframes throughout the year since working with EXHR.						
Plan(s) for Improving Performance Measure						
Target was based on a prior goal that covered only fire-related cases instead of all cases, and the target will be reevaluated to see whether it is still appropriate.						
Data Source						
Dynamic Case Management (DCM) and Section 15						
Data Collection Method and Computation						
DCM and Section 15 feed data into the Data Repository (DR). Pull data from the DR into the spreadsheet of all cases where the PD date is within the fiscal year. Calculate the number of business days between the Case Creation date and the PD date for each case. Calculate the total number of cases where the PD date is made within 85 business days of the Case Creation date, divided by the total number cases where the PD date is within the fiscal year.						
Data Limitations and Implications of the Reported Results						
All cases reviewed by Team Lead to ensure accuracy of available information. DCM have built in validation checks. Results may differ slightly due to updates, edits, or corrections to case data that may occur after fiscal year end run.						

Control ID				Program		
2015BK4.3.2				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						
For cases where a Corrective Action Plan (CAP) is made within the fiscal year, the percentage of cases where the CAP date is within 60 business days of the Preliminary Determination (PD) date.						
Rationale for Performance Measure						
This performance measure tracks the timeliness of the CPSC's negotiations of Corrective Action Plans (CAPs) with companies (excludes Fast-Track cases). More timely negotiations of CAPs contribute to the efficiency and speed of recalls for noncompliant and defective products.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
95%	98%	88%	80.9%	80%	85.8%	✓
Analysis						
Ability to work with firms and their cooperation in negotiating an acceptable CAP is a major factor.						
Plan(s) for Improving Performance Measure						
Results are as expected, and is planning to maintain the target for FY 2016.						
Data Source						
Dynamic Case Management (DCM) and Section 15						
Data Collection Method and Computation						
DCM and Section 15 feed data into the Data Repository (DR). Pull data from the DR into spreadsheet of all cases where the CAP date is within the fiscal year. Calculate the number of business days between the PD date and CAP date for each case. Calculate the total number of cases where the CAP date is made within 60 business days of the PD date, divided by the total number of cases where the CAP date is within the fiscal year.						
Data Limitations and Implications of the Reported Results						
All cases reviewed by Team Lead to ensure accuracy of available information. DCM have built in validation checks. Results may differ slightly due to updates, edits, or corrections to case data that may occur after fiscal year end run.						

Control ID				Program		
2015BK4.3.3				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 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.						
Rationale for Performance Measure						
This performance measure is an indicator of the timeliness of CPSC notice to firms of violations. "Timely" is defined as notification occurring within 30 business days after the violation was determined.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	94%	97.1%	90%	96.9%	✓
Analysis						
Positive results are attributed to staff's ability to quickly contact the firm after assessing the violation.						
Plan(s) for Improving Performance Measure						
Results are as expected; and is planning to maintain the target for FY 2016.						
Data Source						
Integrated Field System (IFS)						
Data Collection Method and Computation						
Pull data from Comply table into spreadsheet for calculations. Violative cases where the firm was notified within 30 calendar days, divided by the total number of violative cases where the firm was notified within the fiscal year. The date of violation is the compliance decision date. The firm is initially notified via phone or email and written confirmation is obtained and the date is entered into IFS under Notify date. However, if written confirmation is not obtained, the Letter of Advice (LOA) date will serve as the first form of notification.						
Data Limitations and Implications of the Reported Results						
All cases are reviewed by the Team Lead to ensure accuracy of information available. Additional data checks are conducted to ensure the counts are accurate. Results may differ slightly due to updates, edits, or corrections to case data that may occur after fiscal year end run.						

Control ID		Program				
2015BK4.3.4		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						
For cases where a stop sale occurred within the fiscal year, the percentage of cases where the Stop Sale date is within 20 business day of the Case Creation date.						
Rationale for Performance Measure						
Industry has an opportunity to participate in a streamlined recall process through the Fast-Track Product Recall Program, which can remove potentially dangerous products from the marketplace more quickly and save the company and the CPSC time and resources. To potentially take advantage of the Fast-Track program, a firm must, among other steps, commit to implementing a sufficient consumer-level voluntary recall within 20 business days of the case opening. 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. Increased timeliness of processing these cases contributes to the efficiency and speed of recalls for noncompliant and defective consumer products.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
95%	99%	98%	100%	90%	97.3%	✓
Analysis						
Clear understanding of the Fast Track program and our expectations for participating in the program contribute to the success.						
Plan(s) for Improving Performance Measure						
Results are as expected; target is appropriate.						
Data Source						
Dynamic Case Management (DCM) and Section 15						
Data Collection Method and Computation						
DCM and Section 15 feed data into the Data Repository (DR). Pull data from the DR into spreadsheet of all cases where the Stop Sale date is within the fiscal year. Calculate the number of business days between the Case Creation date and the Stop Sale date for each case. Calculate the total number of case where the Stop Sale date is made within 20 business days of the Case Creation date, divided by the total number cases where the Stop Sale date is within the fiscal year.						
Data Limitations and Implications of the Reported Results						
All cases reviewed by Team Lead to ensure accuracy of available information. DCM have built in validation checks. Results may differ slightly due to updates, edits, or corrections to case data that may occur after fiscal year end run.						

Control ID		Program				
2015BK4.4.2		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 business days between establishment of first draft and issuance of recall press release for the most timely 90 percent of all recall press releases						
Definition of Performance Measure						
The total number of business days between establishment of first draft and issuance of recall press release for the most timely 90 percent of all recall press releases, divided by the total number of those recall press releases.						
Rationale for Performance Measure						
This performance measure monitors progress toward reducing the time it takes to inform consumers and stakeholders of product-specific hazards and the actions consumers should take to receive a free remedy. Reducing the average time it takes the CPSC to issue press releases announcing product recalls will get product hazard information to consumers more quickly and reduce the risk of harm.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	--	--	20	16	✓
Analysis						
Final year end figures indicate a significant improvement over FY 2014's result of an average of 20 business days.						
Plan(s) for Improving Performance Measure						
OCM will continue to work with the Office of Compliance and recalling firms to reach consensus in a timely manner on recall notices, while adhering to our principles for effective consumer level communication.						
Data Source						
News Release Update (Tracking) Log						
Data Collection Method and Computation						
Data on the recall announcements are tracked and transferred to a Performance Log that compiles OCM's dates for First Draft and Date Issued for a recall and calculates the average number of days for all releases, Fast-Track, and Non-Fast-Track.						
Data Limitations and Implications of the Reported Results						
There is high variability with this goal due to logistical challenges that recalling firms may face prior to the announcement of the recall.						

Control ID		Program				
2015BK4.5.2		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 Office of General Counsel (OGC) for review of firm's timely reporting pursuant to Section 15 (b)						
Performance Measure Statement						
Percentage of compliance defect investigation cases referred within 20 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 OGC within 20 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. The CAP date is the date that terms are agreed to with firm on a recall. This measure tracks data on Compliance Defect Investigation cases only, and not Compliance Regulatory Enforcement cases.						
Rationale for Performance Measure						
Under the Consumer Product Safety Act, stakeholders have statutory reporting obligations that include 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 as during investigations initiated by staff where there is no report, review the firm's report or failure to report. When a CAP is negotiated and accepted, Compliance Officers formally refer the case to the OGC, when there is reason to believe that a stakeholder has failed to report in a timely manner. Compliance Officers refer a Compliance Defect Investigation (CDI) case to the OGC so that OGC 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.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	--	--	75%	90%	✓
Analysis						
Better coordination with OGC and improved controls in DCM contributed to the success.						
Plan(s) for Improving Performance Measure						
Program office will continue to monitor since the measure was adjusted last year.						
Data Source						
Dynamic Case Management (DCM) and Section 15.						
Data Collection Method and Computation						
DCM and Section 15 feed data into the DR. Pull data from the DR into spreadsheet for all timeliness cases where the Refer to Legal date is within the fiscal year. Calculate the number of business days between the CAP date and the Refer to Legal date for each case. Calculate the total number of cases where the Refer to Legal date is made within 20 business days of the CAP date, divided by the total number cases where the Refer to Legal date is within the fiscal year.						
Data Limitations and Implications of the Reported Results						
All cases reviewed by Team Lead to ensure accuracy of available information. DCM have built in validation checks. Results may differ slightly due to updates, edits, or corrections to case data that may occur after fiscal year end run.						

Control ID				Program		
2015BK5.2.1				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 targeted 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. Collaborations at this level involve no-cost, coordinated efforts with other agencies, nonprofit organizations, and/or associations to increase awareness and impressions.						
Rationale for Performance Measure						
The CPSC conducts public information campaigns on high-concern consumer product safety issues. A campaign, which may be conducted by the CPSC alone, or may involve collaborations, consists of multiple communications products on a single issue that are distributed to audiences using an assortment of traditional and new media.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
24	23	24	24	24	24	✓
Analysis						
These ongoing campaigns keep current product hazards visible to consumers with current information from CPSC until funding or increased attention calls for elevating a campaign. This occurred with the elevation of OCM's tip over efforts into the Anchor-It campaign. We also received significant coverage for holiday cooking fires when we added a special media event for this hazard. Success in this objective comes from two things: The consistency of addressing chronic hazards annually gives OCM the capability of ramping up existing, planned efforts (e.g., Anchor-It!) when conditions call for it. Also, the ability to addressing emerging hazard (e.g., Holiday cooking fires) quickly when it happens, while managing the necessary resources for the unplanned effort.						
Plan(s) for Improving Performance Measure						
Consistent success in meeting this goal leaves few opportunities for improvement. Imbedding each of the 24 campaigns into our annual calendar allows better advance planning without overlap or rush to complete all campaigns by the end of the year.						
Data Source						
Targeted hazards addressed using a variety of communications products, events and activities that raise awareness of the hazard.						
Data Collection Method and Computation						
Communications products, events and activities are planned and produced, and media impressions are counted for all campaigns.						
Data Limitations and Implications of the Reported Results						
Consistent success in meeting this measure year after year; however, it does not measure the effectiveness of the campaigns. The list of "high concern" product safety hazards may be subject to change from year to year.						

Control ID				Program		
2015BK5.2.2				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 of CPSC safety messages received by consumers on targeted consumer product safety hazards (in millions)						
Definition of Performance Measure						
The number of impressions is an estimate of the number of times the public is 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, and other media. CPSC safety messages are statements in traditional and new media about CPSC product safety efforts.						
Rationale for Performance Measure						
This performance indicator tracks the number of impressions received by consumers of CPSC safety messages. The number of impressions is an estimate of the number of times people who have been exposed to particular safety messages from CPSC. There is a direct relationship between the number of times people are exposed to a safety message and the level of awareness of the message in the general population. The number of impressions may provide a benchmark of the extent of consumer awareness.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
1,929	4,209	4,628	9,361	6,245	16,983	✓
Analysis						
In FY 2015, there were more than 17 billion impressions of CPSC safety messages exceeding the target of 6.2 billion impressions. Recall announcements and new releases relating to children's and imported products generated 74 percent of the total impressions, while the remaining 26 percent relate to fire and carbon monoxide hazards, and ATV/ROVs.						
Plan(s) for Improving Performance Measure						
Performance measure will change in FY2016 to improve the assessment of the effectiveness of our campaign activities by isolating the number of impressions for related recalls.						
Data Source						
A variety of contracted and respected media measurement tools are used by OCM to compile impressions on specified CPSC messages.						
Data Collection Method and Computation						
Data provided by contracted media monitoring companies that subscribe to media measurement tools are used by a broad spectrum of companies, such as advertisers, agencies, and research firms that need reliable audience data. Sum the number of views, reads, and listens of CPSC communications related to consumer product hazards of high-concern during the fiscal year.						
Data Limitations and Implications of the Reported Results						
Impressions are reasonable estimates of the size of a medium's audience when the message was delivered, but not necessarily an indicator of how effective the message was at influencing audience behavior. Compiling total impressions from messages that cross multiple categories (e.g., imported toy, Safe to Sleep®, fire hazard) results in impression numbers that exceeded the potential audience reached with the single message.						

Control ID				Program		
2015BK5.2.3				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 media or social media events involving collaborations with other federal, state or local governments; consumer advocacy organizations; medical or industry groups; or other stakeholders that focus on a targeted hazard with high public concern						
Definition of Performance Measure						
This measure tracks the number of media or social media events conducted by CPSC as part of the agency's 24 targeted safety campaigns. An event can include a press conference, media availability, Twitter chat, Google+ hangout, and more.						
Rationale for Performance Measure						
These events often provide exposure for the agency that contributes to increased awareness of what CPSC does and what consumers can do to protect against a particular hazard.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	--	--	5	8	✓
Analysis						
The CPSC exceeded the FY 2015 target of five media or social media events involving collaborations with other federal, state or local governments; consumer advocacy organizations; medical or industry groups; or other stakeholders that focus on a targeted hazard with high public concern. Examples include Toy Safety Press Event and Satellite Media Tour; Home Cooking Fire Press Event; Chairman in Hong Kong Press Event on Import Safety; and Lumber Liquidators Press Call.						
Plan(s) for Improving Performance Measure						
CPSC will explore opportunities to conduct a greater number of social media-based events.						
Data Source						
An Office of Communications' (OCM) developed and managed spreadsheet of events and activities.						
Data Collection Method and Computation						
Aggregate count of events conducted by OCM staff involved in targeted campaigns.						
Data Limitations and Implications of the Reported Results						
No known limitations						

Control ID				Program		
2015BK5.3.1				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 received by consumers on priority hazards in vulnerable communities (in millions)						
Definition of Performance Measure						
“Priority hazards” that the agency is working to address in vulnerable communities include pool and spa safety, Safe to 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.						
Rationale for Performance Measure						
The CPSC’s communications strategy includes a focus on deploying targeted outreach campaigns that aim to prevent deaths and injuries from hazards that disproportionately impact vulnerable communities.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
751	437	1,395	2,408	1,795	3,666	✓
Analysis						
In FY 2015, there were more than 3.6 billion impressions for this measure, which significantly exceeded the target of 1.8 billion impressions. The agency worked on 15 media or social media events that received major media coverage resulting in an unexpected large number of audience impressions. In particular, pool and spa safety messages received more than 2.8 billion impressions from May to August of 2015.						
Plan(s) for Improving Performance Measure						
Lessons learned from the Ohio Project will be applied to increase engagement of groups and impressions.						
Data Source						
A variety of media measurement tools are available that media monitoring companies under contract can use to compile impressions on specified CPSC messages.						
Data Collection Method and Computation						
Data provided by contracted media monitoring companies that subscribe to media measurement tools used by a broad spectrum of companies such as advertisers, agencies and research firms that need reliable audience data. Sum the number of views, reads, and listens of activities carried out by the agency’s Community Outreach Team that generated media coverage.						
Data Limitations and Implications of the Reported Results						
While impressions could be much greater or less than the impression counts, using consistent measurement tools results in consistent measures from year to year. Impressions are reasonable estimates of the size of a medium’s audience when the message was delivered, but not necessarily an indicator of how effective the message was at influencing audience behavior.						

Control ID		Program				
2015BK5.3.4		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 media or social media events involving collaborations with other federal, state or local governments; consumer advocacy organizations; medical or industry groups; or other stakeholders that focus on a priority hazard in vulnerable communities.						
Definition of Performance Measure						
"Priority hazards" that the agency is working to address in vulnerable communities include pool and spa safety, Safe to 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.						
Rationale for Performance Measure						
These events often provide exposure for the agency that contributes to increased awareness of what CPSC does and what consumers can do to protect against a particular priority hazard.						
2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Target	2015 Actual	Target Met?
--	--	--	--	15	15	✓
Analysis						
The CPSC met the FY 2015 target of 15 media or social media events involving collaborations with other federal, state or local governments; consumer advocacy organizations; medical or industry groups; or other stakeholders that focus on a priority hazard in vulnerable communities. Examples include Phoenix Children's Hospital Drowning Intervention Alliance event; Summer Safety Day Cincinnati Children's Hospital/Boys & Girls Club on Safe to Sleep®, drowning prevention, and helmet safety; Major League Baseball All Star Game, Cincinnati Press Conference with Chairman; National Radio Media Tour with American Red Cross on Pool Safety, and Baby Safety Month tweets and website carousel feature.						
Plan(s) for Improving Performance Measure						
CPSC will explore opportunities to conduct a greater number of social media-based events.						
Data Source						
An Office of Communications' (OCM) developed and managed spreadsheet of events and activities.						
Data Collection Method and Computation						
Aggregate count of events conducted by OCM staff involved in priority campaigns.						
Data Limitations and Implications of the Reported Results						
No known limitations.						

Appendix D: Acronyms

AED	Assistant Executive Director
AFR	Agency Financial Report
ANSI	American National Standards Institute
ANPR	Advance Notice of Proposed Rulemaking
APR	Annual Performance Report
ASTM	American Society for Testing and Materials
ATV	All-Terrain Vehicle
BIEC	Border Interagency Executive Council
CAP	Corrective Action Plan
CBP	U.S. Customs and Border Protection
CDC	U.S. Centers for Disease Control and Prevention
CDI	Compliance Defect Investigation
CO	Carbon Monoxide
CPSA	Consumer Product Safety Act
CPSC	U.S. Consumer Product Safety Commission
CPSIA	Consumer Product Safety Improvement Act
CPSRMS	Consumer Product Safety Risk Assessment Management System
DCM	Dynamic Case Management System
DHS	U.S. Department of Homeland Security
DOT	U.S. Department of Transportation
DR	Data Repository
EPA	U.S. Environmental Protection Agency
EXC	Office of Compliance
EXFM	Office of Financial Management, Planning, and Evaluation
EXHR	Office of Hazard Identification
EXIP	Office of International Programs
EXIS	Office of Import Surveillance
FDA	U.S. Food and Drug Administration
FHSA	Federal Hazardous Substances Act
FPPS	Federal Personnel Payroll System
FR	Final Rule
FTE	Full-Time Equivalent
FY	Fiscal Year
GPRA	Government Performance and Results Act of 1993
GPRAMA	GPRA Modernization Act of 2010
HHS	U.S. Department of Health and Human Services
IAG	Interagency Agreement
IFS	Integrated Field System
ITDS	International Trade Data System
LOA	Letter of Advice
LS	Directorate of Laboratory Sciences

NARS	NEISS Administrative Records System
NEISS	National Electronic Injury Surveillance System
NIEHS	National Institute of Environmental Health Sciences
NIOSH	National Institute for Occupational Safety and Health
NIST	National Institute of Standards and Technology
NNI	National Nanotechnology Initiative
NPR	Notice of Proposed Rulemaking
NPTEC	National Product Testing and Evaluation Center
NSF	National Science Foundation
OCM	Office of Communications
OEX	Office of Executive Director
OGC	Office of the General Counsel
OMB	Office of Management and Budget
PBR	Performance Budget Request
PD	Preliminary Determination
PMD	Performance Management Database
PRODTEST	Product Testing Database
PSA	Product Safety Assessment
QEEN	Quantifying Exposure to Engineered Nanomaterials
R&D	Research & Development
RAM	Risk Assessment Methodology
ROV	Recreational Off-Highway Vehicle
SBO	Small Business Ombudsman
SDR	Strategic Data Review
TMS	Talent Management System
UL	Underwriters Laboratories
V-STAR	Voluntary Standards Tracking and Access Report

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