

February 17, 2026

Submitted via www.regulations.gov

**Joint Comments of Consumer Federation of America,
Consumer Reports, and Safe Infant Sleep to the
U.S. Consumer Product Safety Commission on: Request for Comment on
“Publicly Available Consumer Product Safety Information Database”
Docket No. CPSC-2010-0041**

Consumer Federation of America, Consumer Reports, and Safe Infant Sleep welcome the opportunity to submit comments to the Consumer Product Safety Commission (CPSC) regarding the agency’s request for comment on its publicly available consumer product safety information database. For 15 years, the CPSC’s database (“Database”), SaferProducts.gov, has been the public’s go-to resource for reporting product safety concerns and reviewing product safety reports submitted by other consumers. It is also useful to organizations like ours, who regularly use the site as a research tool. Statutorily required under the Consumer Product Safety Improvement Act (CPSIA) of 2008, and a resource central to the CPSC’s mission, the importance of this Database to the public cannot be overstated. The practical utility of SaferProducts.gov is demonstrated by how consumers and researchers use the data to detect hazards, sometimes before recalls occur. Without this public-facing database, critical early warnings about potential harms associated with specific products, particularly those sold through online marketplaces, would remain hidden from consumers. Our organizations offer the following comments in response to the CPSC’s notice:

I. The Database is necessary for the proper performance of the Commission’s functions

Perhaps the most visible consequence of the CPSIA, Section 212 amended the Consumer Product Safety Act (CPSA) to require the CPSC to establish and maintain a publicly available, searchable database on the safety of consumer products, and other products or substances regulated by the agency. Prior to the passage of the CPSIA, product-specific safety incident information was not readily available to the public in an easy-to-access platform.¹ Although the CPSC collected product safety consumer complaints, most were concealed from the public, sometimes for long periods of time, until and only if a recall was announced.² In practice, this shielding of information meant that American families unwittingly continued to use products that manufacturers and the CPSC knew posed safety hazards, but which the agency was legally barred from warning the public about.³ By helping to inform consumers of the safety risks posed by specific products and prevent injuries and deaths, SaferProducts.gov is core to the agency’s mission.

¹ SaferProducts.gov: Five Years Live (Nov. 29, 2016), https://consumerfed.org/wp-content/uploads/2016/11/11-29-16-SaferProducts_Report.pdf.

² Rachel Weintraub, Testimony Before the U.S. Consumer Prod. Safety Comm'n, *Possible Improvements to SaferProducts.gov*, Docket No. CPSC-2019-0001 (Feb. 20, 2019)

³ *Id.*

II. The CPSC should take steps to increase public awareness of the Database

The Database is a critical feature of the CPSC's work, but many consumers are unaware of this vital resource. The Commission estimates that there are 6,632 reports of harm submitted through the SaferProducts.gov website annually.⁴ According to the CPSC's 2024 Annual Report, the estimated number of emergency department-treated injuries associated with just nursery equipment and supplies, for children under five years old, is over 70,000.⁵ There are also far fewer reports in SaferProducts.gov than in other similar government databases that accept reports from consumers.⁶

To increase reporting volume and improve database representativeness of real-world product-safety related incident rates, the Commission should promote broader consumer awareness and use of the Database.⁷ Our organizations frequently reference the Database in our work, including publications and media interviews, and will continue to do so, but improvements could increase the Database's utility. We recommend that the agency significantly increase its marketing of the database and request additional resources from Congress to do so.⁸ The CPSC should also consider pursuing voluntary marketing by industries represented in database reports and explore opportunities for public service announcements. In addition to finding ways to increase awareness and submissions by consumers, the Commission should engage with physicians, medical examiners, fire responders, and other healthcare professionals to build awareness, and provide basic training on the use of the database.⁹

III. Add features, optimize the mobile device experience, and simplify the reporting process

To increase site use by consumers, the Commission should prioritize increased integration between CPSC.gov and SaferProducts.gov.¹⁰ Our organizations recommend making a highly prominent hyperlink to SaferProducts.gov with the words "Report Unsafe Products," or similar, displayed on the CPSC.gov homepage. Currently, if visiting CPSC.gov, it is necessary to scroll down to "What We Do," then click on "Consumer Assistance," scroll down to Resources, then select "Report an Unsafe Product" to be directed to SaferProducts.gov. This multi-step process is unintuitive and may even discourage a consumer who is visiting the agency's website from reporting a product safety concern. Accessing the platform from CPSC.gov should be straightforward and no more than one-click-away for consumers attempting to report product safety concerns.

⁴ Agency Info. Collection Activities; Extension of Collection; Comment Request; Publicly Available Consumer Prod. Safety Info. Database, 90 Fed. Reg. 58,232 (Dec. 16, 2025) (Consumer Prod. Safety Comm'n).

⁵ U.S. Consumer Prod. Safety Comm'n, 2024 Report to the President and Congress (FY 2024), https://www.cpsc.gov/s3fs-public/CPSC-FY24-Annual-Report_0.pdf.

⁶ William Wallace, Testimony Before the U.S. Consumer Prod. Safety Comm'n, *Possible Improvements to SaferProducts.gov*, Docket No. CPSC-2019-0001 (Mar. 6, 2019). See also Consumer Fin. Protection Bureau, Consumer Complaint Database, <https://www.consumerfinance.gov/data-research/consumer-complaints/>; Fed. Trade Comm'n, Consumer Sentinel Network, <https://www.ftc.gov/enforcement/consumer-sentinel-network>

⁷ Weintraub, *supra* note 2.

⁸ Wallace, *supra* note 6.

⁹ Id.

¹⁰ Id.

To further increase the Database's engagement, the Commission should improve the search features of the database. More specifically, SaferProducts.gov should add features that would allow non-technical users to see and understand patterns at a glance. For example, the Database should provide built-in charts and trend tools that allow users to visualize reports over time, by product or company, geography, age, or other pertinent factors. There are other well-structured, open government databases with frequently updated data, charts, and trend tools that the Commission can look to to develop best practices.¹¹

To ease the reporting process on SaferProducts.gov, the CPSC should add the capacity to suggest, auto-populate, or autocorrect key fields for items such as brands, models, injuries, and body parts.¹² The Commission should also explore ways to create a more user-friendly experience interface in order to reduce reporting friction; for example, the creation of mobile-optimized forms, embedded reporting tools on online retailer and online marketplace websites and providing multilingual support.¹³ We also encourage the creation of a CPSC app that prioritizes reporting of harm in SaferProducts.gov in addition to providing information about recalls. The app could include barcode or QR code scanning, and image recognition capabilities that would enable consumers to take a picture of a product and include a product look-up feature (by model, brand, or URL). We also suggest developing a simple, intuitive process for uploading photos to help increase the number of photos submitted with reports and, therefore, in the identification of potentially hazardous products.

The Database should include optional check-boxes for important contextual factors, such as whether the product was used by or intended for children, older adults, or people with disabilities, whether it was purchased online or overseas, whether it was refurbished, resold, or part of a subscription or rental service. Optional checkboxes can speed up the process, while also allowing the collection of vital information that can demonstrate trends over time.

IV. The estimated burden is modest and reasonable

The estimated reporting burden and associated costs for consumers and manufacturers is modest and reasonable when weighed against the significant safety value of the information collected. Most reports to the database are completed quickly, but the estimated burden on consumers could be further reduced through the implementation of our included recommendations.

V. Recommendations to further increase the Database's utility

In addition to our recommendations above, we also provide the following recommendations to further increase the Database's utility to the Commission, consumers, researchers, and regulated industry. To mirror best practices in other complaint systems, the Commission should establish clear, public publication timelines for reports, with a presumptive outer limit, for example publication after a fixed

¹¹ See Consumer Fin. Protection Bureau, Consumer Complaint Database, <https://www.consumerfinance.gov/data-research/consumer-complaints/>

¹² Wallace, *supra* note 6.

¹³ *Id.*

number of days absent specified statutory reasons for withholding.¹⁴ The Commission should also publish periodic public reports summarizing key trends in SaferProducts.gov data, for example by product, company, hazard, and population.¹⁵ Finally, the Commission should fold in data from existing injury surveillance systems, such as NEISS or poison control reporting, to enhance data collection and its use to the Commission.¹⁶

VI. Conclusion

Saferproducts.gov is a critical feature of the CPSC's work, and it is one of the most successful components of the CPSIA. The Database empowers consumers to take control of their safety, while also helping regulators discover trends in unsafe products so risks can be dealt with quickly. The more the public utilizes it, the more valuable it will become. We strongly support the continuation and improvement of this vital consumer protection database, and we support all efforts to increase its reach and usability.

Respectfully Submitted,

Consumer Federation of America
Consumer Reports
Safe Infant Sleep

¹⁴ Consumer Federation of America, SaferProducts.gov Puts Power into the Hands of the Consumer (Aug. 19, 2018), <https://consumerfed.org/saferproducts-gov-puts-power-into-the-hands-of-the-consumer/>.

¹⁵ Weintraub, *supra* note 2.

¹⁶ Consumer Federation of America, SaferProducts.gov Puts Power into the Hands of the Consumer (Aug. 19, 2018), <https://consumerfed.org/saferproducts-gov-puts-power-into-the-hands-of-the-consumer/>; Weintraub, *supra* note 2.