FY 2010 Trademark Performance Measures (Non-Examiner Statistics)

Preserve extandation quantity of racestates as indicated by the compliance rate determined through an in process review evaluation of the amendment centry and publication proofing processes Performance Measure 1: Answer 80% of calls within 20 seconds of receipt Performance Measure 2: Answer 92% of calls received in the TAC queue Performance Measure 3: Answer 95% of E-mails within 3 business days Call Volume E-mail Volume Intent To Use (classes) Extension Requests Divisional Requests Diverall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit (International Applications (classes) Request for Extension of Protection Diverall Quality Success Rate (All International Documents) Pre-Examination Unit (applications)	15.86 14.64 mendments: 94.31% Pub Review: 95.8% 88% 99% 95% 137,761 24,928 222,662 96,622 2,860 99.4% 4,126	Targets 12 12 12 Amendments: 92% Pub Review: 92% 80% 92% 95% 144,470* 26,000* 203,047* 85,388* 3,084* 95%	168,860 / 15.96 330,160 / 17.48 Amendments: 97% Pub Review: 97.4% 89% 99% 96% 105,759 20,167 174,560 70,968 2,392 98%	+16.0% +45.7% +5.4% +5.9% +11.3% +7.1% +1.1%	TBD 7 days N/A N/A N/A 15 days 15 days 15 days	11 days 14 days N/A N/A N/A 24 days 14 days 33 days
Amendments / per hour Publication Review / per hour ESU Quality Improve examination quality of Trademarks as indicated by the compliance rate determined through an in process review evaluation of the amendment entry and publication proofing processes Frademark Assistance Center Performance Measure 1: Answer 80% of calls within 20 seconds of receipt Performance Measure 2: Answer 92% of calls received in the TAC queue Performance Measure 3: Answer 95% of E-mails within 3 business days Call Volume E-mail Volume Intent To Use (classes) Extension Requests Statements of Use Divisional Requests Diverall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Diverall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Diverall Quality Success Rate (Design Search, Mark Drawing Codes & International	14.64 mendments: 94.31% Pub Review: 95.8% 88% 99% 95% 137,761 24,928 222,662 96,622 2,860 99.4% 4,126	12 Amendments: 92% Pub Review: 92% 80% 92% 95% 144,470* 26,000* 203,047* 85,388* 3,084*	330,160 / 17.48 Amendments: 97% Pub Review: 97.4% 89% 99% 96% 105,759 20,167 174,560 70,968 2,392	+45.7% +5.4% +5.9% +11.3% +7.1% +1.1%	7 days N/A N/A N/A 15 days 15 days	N/A N/A N/A 24 days 14 days
ESU Quality Improve examination quality of Trademarks as indicated by the compliance rate determined through an in process review evaluation of the amendment entry and publication proofing processes Frademark Assistance Center Performance Measure 1: Answer 80% of calls within 20 seconds of receipt Performance Measure 2: Answer 92% of calls received in the TAC queue Performance Measure 3: Answer 95% of E-mails within 3 business days Call Volume E-mail Volume E-mail Volume E-mail Volume E-mail Volume Extension Requests Statements of Use Divisional Requests Diverall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit (International Applications (Classes)) Request for Extension of Protection Diverall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Diverall Quality Success Rate (Design Search, Mark Drawing Codes & International	88% 99% 95% 137,761 24,928 222,662 96,622 2,860 99.4%	Amendments: 92% Pub Review: 92% 80% 92% 95% 144,470* 26,000* 203,047* 85,388* 3,084*	Amendments: 97% Pub Review: 97.4% 89% 99% 96% 105,759 20,167 174,560 70,968 2,392	+5.4% +5.9% +11.3% +7.1% +1.1%	N/A N/A N/A 15 days 15 days	N/A N/A N/A 24 days 14 days
ESU Quality Improve examination quality of Trademarks as indicated by the compliance rate determined through an in process review evaluation of the amendment entry and publication proofing processes Frademark Assistance Center Performance Measure 1: Answer 80% of calls within 20 seconds of receipt Performance Measure 2: Answer 92% of calls received in the TAC queue Performance Measure 3: Answer 95% of E-mails within 3 business days Call Volume E-mail Volume E-mail Volume E-mail Volume E-mail Volume Extension Requests Statements of Use Divisional Requests Diverall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit (International Applications (Classes)) Request for Extension of Protection Diverall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Diverall Quality Success Rate (Design Search, Mark Drawing Codes & International	94.31% Pub Review: 95.8% 88% 99% 95% 137,761 24,928 222,662 96,622 2,860 99.4%	92% Pub Review: 92% 80% 92% 95% 144,470* 26,000* 203,047* 85,388* 3,084*	97% Pub Review: 97.4% 89% 99% 96% 105,759 20,167 174,560 70,968 2,392	+5.9% +11.3% +7.1% +1.1%	N/A N/A N/A 15 days 15 days	N/A N/A 24 days 14 days
Practice determined through an in process review evaluation of the amendment centry and publication proofing processes Performance Measure 1: Answer 80% of calls within 20 seconds of receipt Performance Measure 2: Answer 92% of calls received in the TAC queue Performance Measure 3: Answer 95% of E-mails within 3 business days Call Volume E-mail Volume E-mail Volume Ettension Requests Statements of Use Divisional Requests Diverall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit (International Applications (Classes) Request for Extension of Protection Diverall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Diverall Quality Success Rate (Design Search, Mark Drawing Codes & International	94.31% Pub Review: 95.8% 88% 99% 95% 137,761 24,928 222,662 96,622 2,860 99.4%	92% Pub Review: 92% 80% 92% 95% 144,470* 26,000* 203,047* 85,388* 3,084*	97% Pub Review: 97.4% 89% 99% 96% 105,759 20,167 174,560 70,968 2,392	+5.9% +11.3% +7.1% +1.1%	N/A N/A 15 days 15 days	N/A N/A 24 days 14 days
Preference Measure 1: Answer 80% of calls within 20 seconds of receipt Performance Measure 2: Answer 92% of calls received in the TAC queue Performance Measure 3: Answer 95% of E-mails within 3 business days Call Volume E-mail Volume E-mail Volume E-mail Volume E-mail Volume Colorisional Requests Coverall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Coverall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Coverall Quality Success Rate (Design Search, Mark Drawing Codes & International	88% 99% 95% 137,761 24,928 222,662 96,622 2,860 99.4%	80% 92% 92% 95% 144,470* 26,000* 203,047* 85,388* 3,084*	Pub Review: 97.4% 89% 99% 96% 105,759 20,167 174,560 70,968 2,392	+5.9% +11.3% +7.1% +1.1%	N/A N/A 15 days 15 days	N/A N/A 24 days 14 days
Performance Measure 1: Answer 80% of calls within 20 seconds of receipt Performance Measure 2: Answer 92% of calls received in the TAC queue Performance Measure 3: Answer 95% of E-mails within 3 business days Call Volume E-mail Volume E-mail Volume E-mail Volume Entent To Use (classes) Extension Requests Divisional Requests Diverall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Diverall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Diverall Quality Success Rate (Design Search, Mark Drawing Codes & International	95.8% 88% 99% 95% 137,761 24,928 222,662 96,622 2,860 99.4% 4,126	92% 80% 92% 95% 144,470* 26,000* 203,047* 85,388* 3,084*	97.4% 89% 99% 96% 105,759 20,167 174,560 70,968 2,392	+11.3% +7.1% +1.1%	N/A 15 days 15 days	N/A 24 days 14 days
Performance Measure 1: Answer 80% of calls within 20 seconds of receipt Performance Measure 2: Answer 92% of calls received in the TAC queue Performance Measure 3: Answer 95% of E-mails within 3 business days Call Volume E-mail Volume E-mail Volume Extension Requests Extension Requests Divisional Requests Diverall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Diverall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Diverall Quality Success Rate (Design Search, Mark Drawing Codes & International	88% 99% 95% 137,761 24,928 222,662 96,622 2,860 99,4%	80% 92% 95% 144,470* 26,000* 203,047* 85,388* 3,084*	89% 99% 96% 105,759 20,167 174,560 70,968 2,392	+11.3% +7.1% +1.1%	N/A 15 days 15 days	N/A 24 days 14 days
Performance Measure 1: Answer 80% of calls within 20 seconds of receipt Performance Measure 2: Answer 92% of calls received in the TAC queue Performance Measure 3: Answer 95% of E-mails within 3 business days Call Volume E-mail Volume Intent To Use (classes) Extension Requests Overall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Overall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International	99% 95% 137,761 24,928 222,662 96,622 2,860 99.4%	92% 95% 144,470* 26,000* 203,047* 85,388* 3,084*	99% 96% 105,759 20,167 174,560 70,968 2,392	+7.1% +1.1%	15 days 15 days	24 days 14 days
Performance Measure 2: Answer 92% of calls received in the TAC queue Performance Measure 3: Answer 95% of E-mails within 3 business days Call Volume E-mail	99% 95% 137,761 24,928 222,662 96,622 2,860 99.4%	92% 95% 144,470* 26,000* 203,047* 85,388* 3,084*	99% 96% 105,759 20,167 174,560 70,968 2,392	+7.1% +1.1%	15 days 15 days	24 days 14 days
Performance Measure 3: Answer 95% of E-mails within 3 business days Call Volume E-mail	95% 137,761 24,928 222,662 96,622 2,860 99.4% 4,126	95% 144,470* 26,000* 203,047* 85,388* 3,084*	96% 105,759 20,167 174,560 70,968 2,392	+1.1%	15 days	14 days
Call Volume E-mail Volume E-mail Volume Ether To Use (classes) Extension Requests Statements of Use Divisional Requests Overall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Overall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International	137,761 24,928 222,662 96,622 2,860 99.4% 4,126	144,470* 26,000* 203,047* 85,388* 3,084*	105,759 20,167 174,560 70,968 2,392		15 days	14 days
E-mail Volume Intent To Use (classes) Extension Requests Statements of Use Divisional Requests Overall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Overall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International	24,928 222,662 96,622 2,860 99.4% 4,126	26,000* 203,047* 85,388* 3,084*	20,167 174,560 70,968 2,392	22.4	15 days	14 days
Extension Requests Statements of Use Divisional Requests Diverall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Diverall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Diverall Quality Success Rate (Design Search, Mark Drawing Codes & International	222,662 96,622 2,860 99.4% 4,126	203,047* 85,388* 3,084*	174,560 70,968 2,392	224	15 days	14 days
Extension Requests Statements of Use Divisional Requests Overall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Overall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International	96,622 2,860 99.4% 4,126	85,388* 3,084*	70,968 2,392		15 days	14 days
Statements of Use Divisional Requests Diverall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Diverall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Diverall Quality Success Rate (Design Search, Mark Drawing Codes & International	96,622 2,860 99.4% 4,126	85,388* 3,084*	70,968 2,392	224	15 days	14 days
Divisional Requests Diverall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Diverall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Diverall Quality Success Rate (Design Search, Mark Drawing Codes & International	2,860 99.4% 4,126	3,084*	2,392	22.4	-	-
Overall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Overall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International	99.4% 4,126	,		221	15 days	33 days
Overall Quality Success Rate (Ext Req, SOU & Divisionals) Madrid Processing Unit International Applications (classes) Request for Extension of Protection Overall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International	99.4% 4,126	95%		201	_	-
International Applications (classes) Request for Extension of Protection Overall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International				3%		
Request for Extension of Protection Overall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International						
Request for Extension of Protection Overall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International		4,578*	4,170		2 days	2 days
Overall Quality Success Rate (All International Documents) Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International	N/A	N/A	12,555			
Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International	97.8%	95%	97%	2%		
Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International						
Overall Quality Success Rate (Design Search, Mark Drawing Codes & International	230,169	246,071*	198,545		2 days	1 days
Classes)	99.5%	95%	96%	1%		J
Post Registration (classes)						
Affidavits	126,399	123,265*	92,807		15 days	16 days
Renewals	48,895	50,463*	40,063		15 days	13 days
Amendments and Corrections	3,073	3,538*	2,608		15 days	10 days
Overall Quality Success Rate (Affidavits, Renewals & Amendments)	95.3%	95%	96%	1%	15 days	10 days
Petitions Office	73.3/0	93/0	2070	1 / 0		
	21,493		I	l	1	
2.66 Petition to Revive Quality Success Rate	/ I /IU4	20,000*	16,335		TBD	6 days

^{*} These figures are projections based on analysis of historical workloads and filings.

^{**} Pendency is the number of days it takes the office to process a document once it is received in the mailroom. In the case of Publication review, pendency is the number of days it takes the LIE to process the case once it has been approved for publication.

TBD – Targets to Be Determined.