

## FY 2010 Trademark Performance Measures (Non-Examiner Statistics)

<i>FY 2010 – Trademark Performance Measures</i>	<b>FY 2009 Results</b>	<b>FY 2010 Targets</b>	<b>FY 2010 Oct. 1 – Jul. 30</b>	<b>FY 2010 Variance</b>	<b>Pendency** Target</b>	<b>Current Pendency**</b>
<b>ESU Productivity (classes)</b> Amendments / per hour Publication Review / per hour	15.86 14.64	12 12	168,860 / 15.96 330,160 / 17.48	+16.0% +45.7%	TBD 7 days	11 days 14 days
<b>ESU Quality</b> 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	Amendments: 94.31% Pub Review: 95.8%	Amendments: 92% Pub Review: 92%	Amendments: 97% Pub Review: 97.4%	+5.4% + 5.9%	N/A N/A	N/A N/A
<b>Trademark Assistance Center</b> 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	88% 99% 95% 137,761 24,928	80% 92% 95% 144,470* 26,000*	89% 99% 96% 105,759 20,167	+11.3% +7.1% +1.1%	N/A	N/A
<b>Intent To Use (classes)</b> Extension Requests Statements of Use Divisional Requests Overall Quality Success Rate (Ext Req, SOU & Divisionals)	222,662 96,622 2,860 99.4%	203,047* 85,388* 3,084* 95%	174,560 70,968 2,392 98%	3%	15 days 15 days 15 days	24 days 14 days 33 days
<b>Madrid Processing Unit</b> International Applications (classes) Request for Extension of Protection Overall Quality Success Rate (All International Documents)	4,126 N/A 97.8%	4,578* N/A 95%	4,170 12,555 97%	2%	2 days	2 days
<b>Pre-Examination Unit (applications)</b> Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International Classes)	230,169 99.5%	246,071* 95%	198,545 96%	1%	2 days	1 days
<b>Post Registration (classes)</b> Affidavits Renewals Amendments and Corrections Overall Quality Success Rate (Affidavits, Renewals & Amendments)	126,399 48,895 3,073 95.3%	123,265* 50,463* 3,538* 95%	92,807 40,063 2,608 96%	1%	15 days 15 days 15 days	16 days 13 days 10 days
<b>Petitions Office</b> 2.66 Petitions to Revive 2.66 Petition to Revive Quality Success Rate	21,493 98.6%	20,000* TBD	16,335 98%		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.

N/A – Not Applicable.