

FY 2011 Trademark Performance Measures (Non-Examiner Statistics)

<i>Q1 FY 2011 – Trademark Performance Measures</i>	FY 2010 Results	FY 2011 Targets	FY 2011 (Oct. 1 – Dec. 31)	FY 2011 Variance	Pendency** Target	Current Pendency**
ESU Productivity (classes) Amendments / per hour Publication Review / per hour	16.5 16.6	12 12	16.16 16.44	+35% +37%	14 days 14 days	30 days 30 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	Amendments: 97.2% Pub Review: 97.5%	Amendments: 92% Pub Review: 92%	Amendments: 97.6% Pub Review: 97.9%	+6.1% +6.4%	N/A N/A	N/A N/A
Trademark 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	91% 99% 95% 126,572 23,872	80% 92% 95% 126,500* 23,000*	93% 99% 90% 28566 5,537	+16.25% +7.6% -5.26%	N/A	N/A
Intent To Use (classes) Extension Requests Statements of Use Divisional Requests Overall Quality Success Rate (Ext Req, SOU & Divisionals)	205,196 84,416 2,834 98.7%	197,248 89,958 2,623 95%	53,720 22,331 680 99%	+4.21%	15 days 15 days 15 days	17 days 18 days 22 days
Madrid Processing Unit International Applications (classes) Request for Extension of Protection Overall Quality Success Rate (All International Documents)	5,067 14,243 96.7%	6,426 N/A 95%	1,563 4,000 96.7%	+1.78%	2 days	2 days
Pre-Examination Unit (applications) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International Classes)	237,296 97.4%	250,166 95%	58,283 98.3%	+3.47%	2 days	3 days
Post Registration (classes) Affidavits Renewals Amendments and Corrections Overall Quality Success Rate (Affidavits, Renewals & Amendments)	123,055 52,535 3,387 95.6%	120,518 52,898 3,427 95%	27,463 12,291 854 96%	+1.05%	15 days 15 days 15 days	18 days 22 days 12 days
Petitions Office 2.66 Petitions to Revive 2.66 Petition to Revive Quality Success Rate	19,439 98%	20,000* TBD	4,410 98%	On Target	7 days	8 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. For 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.