

<i>FY 2012 – Trademark Performance Measures thru January</i>	FY 2011 Actual	FY 2012 Target	FY 2012 January Results	Variance from Plan
QUALITY Improve trademark examination quality as indicated by the compliance rate which is determined through an in-process review evaluation of the statutory bases for which the Office raises issues and or refuses marks for registration based on the first office action and the examiner’s approval or denial of the application. Results are cumulative fiscal year-to-date. “Excellent Office Action” indicates comprehensive quality of the first office action search strategy, evidence, writing and decision making.	First Office Action: 96.5% Final Compliance: 97 % Excellent Office Action: 23.6 %	First Office Action: 95.5% Final Compliance: 97% Excellent Office Action: 20%	First Office Action: 95.6 % Final Compliance: 96.6 % Excellent Office Action: 21%	First Office Action: +.10% Final Compliance: -.41% Excellent Office Action: +10%
E-GOV Increase the use of electronic filing and processing as measured by the percent of applications for the registration of a trademark that are processed electronically.	73%	74%	75%	+1%
APPLICATION FILINGS – Classes Increase/Decrease from the prior year	398,667 8.1%	413,000 3.6%	128,237 7.5%	-6.8 %
Examiner PRODUCTION Initial Exam First Actions Examiner Disposals – abandonments and approval for publication Examiner Balanced Disposals – first actions plus disposals	389,084 391,737 780,821	409,300 409,300 818,600	132,246 130,865 263,111	+3.9% +1.1 % +2.5%
Examiner FTE Examiner Positions – EOY Actual/Target/Current	362.3 378	378 396	369 377	-2.4% -4.8 %
Office Disposals – abandonments and registrations Registrations Total Active Registrations	379,494 237,586 1.7 million	417,600 238,300	128,386 81,920 1.7 million	-7.8% +7.9%
PENDENCY First action pendency from date of filing to first office action in months.	3.1	2.5 – 3.5	3.2	On target
PENDENCY Disposal pendency from date of filing to issuance of a notice of allowance, registration, or abandonment – including suspended and inter partes proceedings.	12.6	14.5	12.2	-15.9%
PENDENCY Disposal pendency from date of filing to issuance of a notice of allowance, registration, or abandonment – excluding suspended and inter partes proceedings.	10.5	12.0	10.3	-14.2%
EFFICIENCY Improve the efficiency of the trademark process as measured by the average cost of a trademark disposal compared to trademark direct and indirect costs. Actual results are based on total trademark related expenditures compared to office disposals.	\$541	\$621	\$561 Q1	-13%