

### FY 2012 Trademark Performance Measures (Non-Examiner Statistics)

<i>January FY 2012 – Trademark Performance Measures</i>	<b>FY 2011 Results</b>	<b>FY 2012 Targets</b>	<b>FY 2012 (Oct. 1 – Jan. 31)</b>	<b>FY 2012 Variance</b>	<b>Pendency Target**</b>	<b>Current Pendency**</b>
<b>ESU</b> <b>Amendment and Publication Productivity</b> ( <i>classes</i> ) Amendments Publication Review	16.7 10 days 18 days	12	15.75	+31%	14 days 14 days	12 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: 97.2% Pub Review: 97.5%	Amendments: 95% Pub Review: 95%	Amendments: 97.6% Pub Review: 98.2%	+2.7%  +3.4%	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	93% 99% 95% 124,511 24,060	85% 92% 95% 126,500* 23,000*	92% 99% 94% 37,141 8,126	+8% +7.6% -1%	N/A	N/A
<b>Intent To Use</b> ( <i>classes</i> ) Extension Requests Statements of Use Divisional Requests Overall Quality Success Rate (Ext Req, SOU & Divisionals)	202,303 86,372 2,824 99.3%	216,075* 92,125* 447* 95%	71,262 29,531 952 99.7%	   +4.94%	15 days 15 days 15 days	15 days 15 days 12 days
<b>Madrid Processing Unit</b> International Applications ( <i>classes</i> ) Request for Extension of Protection Overall Quality Success Rate (All International Documents)	6,302 14,380 97%	6,806* N/A 95%	2,067 4,762 93%	  -2.10%	2 days	2 days
<b>Pre-Examination Unit</b> ( <i>applications</i> ) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International Classes)	253,778 96.2%	256,331* 95%	81,475 92.7%	 -2.42%	2 days	1 day
<b>Post Registration</b> ( <i>classes</i> ) Affidavits Renewals Amendments and Corrections Overall Quality Success Rate (Affidavits, Renewals & Amendments)	127,305 54,020 3,640 95.6%	146,556* 52,113* 3,965* 95%	49,913 20,664 1,270 95%	   On Target	15 days 15 days 15 days	35 days 54 days 10 days
<b>Petitions Office</b> 2.66 Petitions to Revive 2.66 Petition to Revive Quality Success Rate	20,078 98%	20,000* 98%	5,725 99.2%	 +1.2%	7 days	4 days

\* These 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.

N/A – Not Applicable