

FY 2014 Trademark Performance Measures and Results	FY 2013 Results	FY 2014 Target*	FY 2014 (Oct. 1 – May 31)	FY 2014 Variance	Pendency Target	Current Pendency
ESU Amendment and Publication Productivity (<i>classes</i>) Amendments Publication Review	15.69 4 days 10 days	12	15.28	+27.3%	14 days 14 days	14 days** 13 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: 97.53% Pub Review: 97.38%	Amendments: 95% Pub Review: 95%	Amendments: 96.69% Pub Review: 96.41%	+1.78% +1.48%	N/A N/A	N/A N/A
TRADEMARK ASSISTANCE CENTER Performance Measure 1: 85% of calls answered within 20 seconds of receipt Performance Measure 2: 92% of calls received in the TAC queue Performance Measure 3: 95% of First-Contact E-mails in 1 business day Performance Measure 4: 95% of Non-First-Contact E-mails in 3 business days Call Volume E-mail Volume	92% 99% 95% 95% 102,236 21,267	85% 92% 95% 95%	91% 99% 93% 95% 68,074 12,509	+7.05% +7.60% -2.10% On Target	N/A	N/A
INTENT TO USE (<i>cases processed</i>) Extension Requests Statements of Use Divisional Requests Overall Quality Success Rate (Ext. Req., SOU & Divisionals)	213,086 92,802 2,979 98.8%	236,500 94,600 3,100 95%	73,963 50,910 1,929 100%	+5.26%	15 days 15 days 15 days	12 days*** 12 days*** 12 days***
MADRID PROCESSING UNIT (<i>cases processed</i>) International Applications (<i>classes</i>) Request for Extension of Protection Overall Quality Success Rate (All International Documents)	7,835 16,711 97%	9,618 N/A 95%	4,377 11,198 95%	On Target	2 days	1 day***
PRE-EXAMINATION UNIT (<i>applications uploaded</i>) Quality Review Tagged and Uploaded Applications Overall Quality Success Rate (Design Search, Mark Drawing Codes & International Classes)	263,210 96.8%	276,214 95%	227,303 98.3%	+3.47%	2 days	10 days***
POST REGISTRATION (<i>cases processed</i>) Affidavits Renewals Amendments and Corrections Overall Quality Success Rate (Affidavits, Renewals & Amendments)	173,014 84,470 4,040 95.7%	201,300 69,000 4,000 95%	59,594 35,750 3,204 96%	+1.05%	15 days 15 days 15 days	24 days*** 21 days*** 12 days***
PETITIONS OFFICE 2.66 Petitions to Revive 2.66 Petition to Revive Quality Success Rate	18,489 98%	20,000 98%	13,878 98.7%	+0.71%	4 days	3.5 days**

* Targets are projections based on analysis of historical workloads and filings.

** This pendency is the number of calendar days it takes the office to process a document once it is received in the mailroom. For Publication Review, pendency is the number of calendar days it takes the LIE to process the case once it has been approved for publication.

*** This pendency is the number of business days it takes the office to process a document once it is received in the mailroom. N/A – Not Applicable