

FY 2013 Trademark Performance Measures – through end of May	FY 2012 Results	FY 2013 Target	FY 2013 May Results (FYTD)	FY 2013 Variance
<p>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.</p> <p>“Exceptional Office Action” indicates comprehensive quality of the first office action search strategy, evidence, writing and decision making.</p>	<p>First Office Action: 96.2%</p> <p>Final Compliance: 97.1%</p> <p>Exceptional Office Action: 26.1%</p>	<p>First Office Action: 95.5%</p> <p>Final Compliance: 97%</p> <p>Exceptional Office Action: 23%</p>	<p>First Office Action: 95.6%</p> <p>Final Compliance: 96.4%</p> <p>Exceptional Office Action: 32.4%</p>	<p>First Office Action: +0.10%</p> <p>Final Compliance: -0.62%</p> <p>Exceptional Office Action: +40.9%</p>
<p>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.</p>	77%	76%	79%	6%
<p>APPLICATION FILINGS Classes Increase/Decrease from the prior year</p>	415,026 4.1%	433,000 4.3%	285,509 3.5%	On target
<p>EXAMINER PRODUCTION Initial Exam First Actions Examiner Disposals – abandonments and approval for publication Examiner Balanced Disposals – first actions plus disposals</p>	420,621 415,815 836,436	434,800 434,800 869,600	281,298 282,822 564,120	-0.4% 2.3% 0.9%
<p>EXAMINERS Examiner FTE Examiner Positions – EOY or Current Month</p>	376.4 386	387 407	382.3 412	-1.2% 1.2%
<p>OFFICE DISPOSALS Abandonments and registrations Registrations Total Active Registrations</p>	383,291 243,459 1.8 million	443,900 253,000 1.9 million	269,187 173,321 1.9 million	-7.5% 2.2%
<p>PENDENCY to FIRST ACTION First action pendency from date of filing to first office action in months.</p>	3.2	2.5 – 3.5	3.0	On target
<p>PENDENCY to DISPOSAL Disposal pendency from date of filing to issuance of a notice of allowance, registration, or abandonment – including suspended and inter partes proceedings.</p>	12.0	14.5	12.3	On target
<p>PENDENCY to DISPOSAL Disposal pendency from date of filing to issuance of a notice of allowance, registration, or abandonment – excluding suspended and inter partes proceedings.</p>	10.2	12	10.5	On target
<p>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.</p>	\$560	\$621	\$543	-12.6%