

FY 2014 TTAB Performance Measures	FY 2013 EOY Results	FY 2014 Actual, Targeted or Projected	FY 2014 – Oct to May	FY 2014 Variance
JUDGES and INTERLOCUTORY ATTORNEYS Administrative Trademark Judges – EOY or Current Reporting Period Interlocutory Attorneys – EOY or Current Reporting Period	22 12.5	Actual 21 12.5	20 12.5	On target
FILINGS Notices of Appeal Extensions of Time to Oppose Notices of Opposition Petitions to Cancel	2,685 16,939 5,278 1,513		1,827 11,404 3,691 1,143	+1.5% +0.4% +4.3% +12.7%
TOTAL PENDENCY Average total pendency, commencement to completion, excluding precedents Appeals Trial Cases ACR Trial Cases	49.8 weeks 189.5 weeks 114.2 weeks		46.3 weeks 156.2 weeks 120.3 weeks	-7% -17.6% +5.3%
PENDENCY- Final Decisions (Cancellations, Oppositions, Ex Parte Appeals) Measured from ready for decision date until mailing for final decisions, excluding precedents, in appeals and trial cases during reporting period	17.7 weeks <i>(met target Q3&Q4)</i>	10-12 weeks (target)	8.7 weeks	-13% to -27.5%
PENDENCY- Contested Motions (1) Measured from ready-for decision until mailing; average of orders on contested motions, excluding precedents, issued during reporting period (2) Age of oldest contested motion ready for decision at end of reporting period	13.3 weeks 15.4 weeks	(targets) 8-9 weeks 12 weeks	8.9 weeks 19.7 weeks	on target +64%

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PRODUCTION-DECISIONS Cases Decided on Merits Precedential Decisions Issued Contested Motions Decided Uncontested Motions Processed	676 49 1,167 27,709	 40-45 (target)	309 29 869 (14,365)	-32% on target +11.1% (+3.7%)
INVENTORY—Cases Ready for Final Decision The number of pending appeals and trial cases in which briefing was completed, or in which briefing and arguments were completed, thus becoming ready for decision on the merits, as of the end of the reporting period	Ex Parte Appeals 58 Oppositions 22 Cancellations 6	Total Case Inventory 115-135 (target)	Ex Parte Appeals 98 Oppositions 35 Cancellations 8	141 cases (above target)
INVENTORY—Contested Motions Ready for Decision The number of cases with contested motions in which briefing was completed, becoming ready for decision, as of the end of the reporting period	130	Cases with Motions 130-160 (target)	156	on target
CUSTOMER SERVICE DESK Percentage of Calls Answered Percentage of Calls Answered in 20 seconds or less	 97% 82%	Target 92% 80%	 (97%) (80%)	 >target At target