

FY 2014 Trademark Performance Measures and Results	FY 2013 Results	FY 2014 Target	FY 2014 January	FY 2014 Variance
<b>QUALITY</b> 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.  "Exceptional Office Action" indicates comprehensive quality of the first office action search strategy, evidence, writing and decision making.	First Office Action: 96.3%  Final Compliance: 97.1%  Exceptional Office Action: 35.1%	First Office Action: 95.5%  Final Compliance: 97%  Exceptional Office Action: 28%	First Office Action: 96.0%  Final Compliance: 97.3%  Exceptional Office Action: 41.3%	First Office Action: +5%  Final Compliance: +3%  Exceptional Office Action: +48%
<b>E-GOV</b> 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.	79%	78%	80%	2.2%
<b>APPLICATION FILINGS</b> Classes Increase/Decrease from the prior year to date	433,654 4.5%	455,000 4.9%	140,650 3.9%	On target
<b>EXAMINER PRODUCTION</b> Initial Exam First Actions Examiner Disposals – abandonments and approval for publication Examiner Balanced Disposals – first actions plus disposals	441,615 433,659 875,274	463,150 450,350 913,500	144,292 147,714 292,004	+8.6% +11.3% +10%
<b>EXAMINERS</b> Examiner FTE annual basis Examiner Positions – EOY or Current Month	389 409	412 429	406.7 406	On target
<b>OFFICE DISPOSALS</b> Abandonments and registrations Registrations Total Active Registrations	405,412 259,681 1.9 million	451,400 265,200 1.9 million	139,423 91,813 1.9 million	-7.3% 3.9%
<b>PENDENCY to FIRST ACTION</b> First action pendency from date of filing to first office action in months.	3.1	2.5 – 3.5	3.0	On target
<b>PENDENCY to DISPOSAL</b> Disposal pendency from date of filing to issuance of a notice of allowance, registration, or abandonment – including suspended and inter partes proceedings.	11.7	14.5	11.5	On target
<b>PENDENCY to DISPOSAL</b> Disposal pendency from date of filing to issuance of a notice of allowance, registration, or abandonment – excluding suspended and inter partes proceedings.	10.0	12	10.0	On target
<b>EFFICIENCY</b> 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.	\$552	\$650	\$546 Q1	-16%