

Trademark Trial and Appeal Board
Balanced Scorecard FY2000

Financial Perspective

Objective	Measure
Meet Budgeted Plan	Actual Expenditures at 90%-100% of Budgeted Plan

Customer Perspective

Objective	Measure
Increase Customer Satisfaction With TTAB Processes	Percent Customer Satisfaction

Internal Business Perspective

Objective	Measure
Maintain optimal processing time for extensions of time to oppose (granted or denied)	Avg. of 25 days to process
Maintain optimal processing time for instituting new oppositions and cancellation proceedings	Avg. of 30 days to process
Maintain optimal processing time for instituting new ex parte appeals	Avg. of 30 days to process
Maintain optimal processing time for stipulated extensions of discovery and/or trial dates	Avg. of 30 days to process
Maintain optimal processing time for uncontested motions	Avg. of 60 days to process
Decrease decision time on contested motions (other than summary judgment motions)	Avg. of 90 days to process
Decrease decision time on summary judgment motions	Avg. of 52 weeks to process
Decrease decision time on cases ready for decision on the merits after oral hearing or designation "on brief"	Avg. of 24 weeks to process

Innovation and Learning Perspective

Objective	Measure
Ensure TTAB Staff Remain Up-to-Date on Laws, Policies, and other Issues Related to TTAB	CLE Seminars per Judge and Interlocutory Attorney Policy and Practice Meetings per Paralegal and Legal Assistant
Ensure staff acquire automation skills necessary to utilize the new TTAB Automated System	Percent of pilot team trained in new system

Trademark Trial and Appeal Board – Summary

Performance Measures	FY-99 Baseline	FY-00 Target	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
Financial Perspective						
Meet Budgeted Plan		90-100%	94%	95%	81.5%	99.4%
Customer Perspective						
Increase Customer Satisfaction with TTAB processes	N/A	TBD		<i>Customer survey in development</i>	Survey mailed to customers the week of July 17.	Overall Customer Satisfaction- 56%
Internal Business Perspective						
Avg. days to decide cases on the merits after oral hearing or designation “on brief”	31 weeks	24 weeks	29.5 weeks	26.5 weeks	24.4 weeks	22.7 weeks
Avg. days to decide on summary judgment motions	104 weeks	52 weeks	94 weeks	78.24 weeks	62.9 weeks	50.12 weeks
Avg. days to decide on contested motions (other than summary judgment)	120+ days	90 days	120 days	168 days	127 days	117 days
Avg. days to process uncontested motions	60 days	60 days	60 days	57 days	57 days	56 days
Avg. days to institute new ex parte appeals instituted	30 days	30 days	30 days	30 days	30 days	29 days
Avg. days to institute new oppositions and cancellation proceedings	30 days	30 days	30 days	35 days	34 days	34 days

Performance Measures, cont'e	FY-99 Baseline	FY-00 Target	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
Innovation & Learning Perspective						
Ensure TTAB Staff Remain Up-to-Date on Laws, Policies, and other Issues Related to TTAB <ul style="list-style-type: none"> ▪ CLE Seminars per Judge and Interlocutory Attorney ▪ Policy and Practice Meetings per Paralegal and Legal Assistant 	N/A	1 CLE Seminar per year per judge or attorney 1 policy and practice meeting per quarter per employee	N/A	60% of Judges and 30% of Interlocutory Attys. have attended 1 CLE Seminar 2 meetings per legal assistant; 3 meetings per paralegal .	70% of Judges and 45% of Interlocutory Attys. have attended at 1 CLE Seminar. 2 meetings per legal assistant; 2 per paralegal.	100% of Judges and 100% of attorneys have received legal training in FY 2000. 2 meetings per legal assistant; 2 per paralegal.
Ensure staff acquire automation skills necessary to utilize the new TTAB Automated System	N/A	100% of TTAB Pilot Team trained		<i>Awaiting deployment of system</i>	Testing ongoing by 2 TTAB employees. Training will be scheduled after identified system problems are corrected and testing is completed.	TTABIS pilot delayed due to system development delays. Training will be scheduled when deployment is scheduled.

TTAB Resources	FY-99 Actual	FY-2000 Plan	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
Funding (\$000)	5,132	6,294				
Quarterly – Allocation		1,675	1,623	1,553	1,918	1,700
Funding Used – Actual			1,528	1,368	1,565	1,689
% Used – Quarterly Plan			94%	95%	81.5%	99.4%
Positions	72	84				

(On-Board)	71		71	74	81	80
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