

Longhorn Six Year Comparison Performance Line

No	Criteria	Unit	2010	2007	2005
1	Overall customer satisfaction - Contractors	(1-10)	9.6	9.8	9.8
2	Oldest job surveyed	Years	12	13	11
3	Average age of jobs surveyed	Years	5	5	3
4	Age sum of all projects that never leaked	Years	160	70	106
5	Age sum of all projects that do not leak	Years	232	116	141
6	Percent of customers that would purchase again	%	100%	100%	100%
7	Percent of jobs that do not leak	%	100%	100%	100%
8	Percent of jobs completed on time	%	100%	100%	100%
9	Percent of satisfied customers	%	100%	100%	100%
10	Percent of inspected roofs with less than 5% ponded water	%	72%	56%	100%
11	Percent of inspected roofs with less than 1% deterioration	%	86%	63%	92%
12	Percent of inspected roofs with less than 1/4" slope	%	76%	60%	100%
13	Total job area (of job surveyed and inspected)	SF	1,675,477	821,295	1,095,227
14	Total number of returned surveys / Number of jobs surveyed	#	50 / 73	22 / 42	43 / 52
15	Total number of jobs inspected	#	29	16	52
16	Total number of different customers surveyed & inspected	#	38	27	45

Date of next roof inspection: 11/10/2012