

Phoenix Coatings Six Year Comparison Performance Line

No	Criteria	Unit	2010	2007	2005
1	Overall customer satisfaction - Contractors	(1-10)	9.5	9.8	9.6
2	Oldest job surveyed	Years	17	17	12
3	Average age of jobs surveyed	Years	9	10	7
4	Age sum of all projects that never leaked	Years	193	194	139
5	Age sum of all projects that do not leak	Years	316	287	266
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	%	98%	100%	100%
11	Percent of inspected roofs with less than 1% deterioration	%	98%	98%	98%
12	Percent of inspected roofs with less than 1/4" slope	%	58%	100%	100%
13	Total job area (of job surveyed and inspected)	SF	1,318,650	1,490,708	1,379,632
14	Total number of returned surveys / Number of jobs surveyed	#	37 / 53	30 / 60	38 / 56
15	Total number of jobs inspected	#	53	60	56
16	Total number of different customers surveyed & inspected	#	43	48	46

Date of next roof inspection: 1/4/2012