

ProCo Six Year Comparison Performance Line

No	Criteria	Unit	2010	2007	2005
1	Overall customer satisfaction - Contractors	(1-10)	10.0	9.7	9.5
2	Oldest job surveyed	Years	23	19	16
3	Average age of jobs surveyed	Years	13	12	9
4	Age sum of all projects that never leaked	Years	614	119	202
5	Age sum of all projects that do not leak	Years	655	144	216
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	%	93%	100%	100%
11	Percent of inspected roofs with less than 1% deterioration	%	100%	96%	100%
12	Percent of inspected roofs with less than 1/4" slope	%	37%	89%	89%
13	Total job area (of job surveyed and inspected)	SF	926,414	330,020	552,820
14	Total number of returned surveys / Number of jobs surveyed	#	50 / 80	12 / 27	23 / 38
15	Total number of jobs inspected	#	27	27	38
16	Total number of different customers surveyed & inspected	#	28	15	16

Date of next roof inspection: 5/19/2012