

Tillotson Six Year Comparison Performance Line

No	Criteria	Unit	2010	2007
1	Overall customer satisfaction - Contractors	(1-10)	9.5	9.7
2	Oldest job surveyed	Years	14	6
3	Average age of jobs surveyed	Years	6	3
4	Age sum of all projects that never leaked	Years	259	99
5	Age sum of all projects that do not leak	Years	278	116
6	Percent of customers that would purchase again	%	100%	100%
7	Percent of jobs that do not leak	%	100%	100%
8	Percent of jobs completed on time	%	100%	100%
9	Percent of satisfied customers	%	100%	100%
10	Percent of inspected roofs with less than 5% ponded water	%	96%	100%
11	Percent of inspected roofs with less than 1% deterioration	%	98%	91%
12	Percent of inspected roofs with less than 1/4" slope	%	74%	85%
13	Total job area (of job surveyed and inspected)	SF	624,948	318,827
14	Total number of returned surveys / Number of jobs surveyed	#	50 / 55	41 / 55
15	Total number of jobs inspected	#	47	55
16	Total number of different customers surveyed & inspected	#	41	48

Date of next roof inspection: 5/24/2012