

### Washington Six Year Comparison Performance Line

<b>No</b>	<b>Criteria</b>	<b>Unit</b>	<b>2010</b>	<b>2007</b>	<b>2005</b>
1	Overall customer satisfaction - Contractors	(1-10)	<b>9.8</b>	<b>10.0</b>	<b>9.9</b>
2	Oldest job surveyed	Years	<b>26</b>	<b>23</b>	<b>21</b>
3	Average age of jobs surveyed	Years	<b>6</b>	<b>8</b>	<b>7</b>
4	Age sum of all projects that never leaked	Years	<b>244</b>	<b>77</b>	<b>116</b>
5	Age sum of all projects that do not leak	Years	<b>258</b>	<b>145</b>	<b>162</b>
6	Percent of customers that would purchase again	%	<b>100%</b>	<b>100%</b>	<b>100%</b>
7	Percent of jobs that do not leak	%	<b>100%</b>	<b>100%</b>	<b>100%</b>
8	Percent of jobs completed on time	%	<b>100%</b>	<b>100%</b>	<b>100%</b>
9	Percent of satisfied customers	%	<b>100%</b>	<b>100%</b>	<b>100%</b>
10	Percent of inspected roofs with less than 5% ponded water	%	<b>41%</b>	<b>100%</b>	<b>100%</b>
11	Percent of inspected roofs with less than 1% deterioration	%	<b>79%</b>	<b>100%</b>	<b>100%</b>
12	Percent of inspected roofs with less than 1/4" slope	%	<b>62%</b>	<b>100%</b>	<b>100%</b>
13	Total job area (of job surveyed and inspected)	SF	<b>1,061,823</b>	<b>584,536</b>	<b>612,687</b>
14	Total number of returned surveys / Number of jobs surveyed	#	<b>54 / 71</b>	<b>18 / 26</b>	<b>22 / 24</b>
15	Total number of jobs inspected	#	<b>29</b>	<b>26</b>	<b>24</b>
16	Total number of different customers surveyed & inspected	#	<b>21</b>	<b>11</b>	<b>8</b>

Date of next roof inspection: 7/12/2012