

Wattle & Daub Six Year Comparison Performance Line

No	Criteria	Unit	2009	2006	2003
1	Overall customer satisfaction - Contractors	(1-10)	9.8	9.8	9.9
2	Oldest job surveyed	Years	27	24	24
3	Average age of jobs surveyed	Years	18	16	14
4	Age sum of all projects that never leaked	Years	785	518	447
5	Age sum of all projects that do not leak	Years	863	584	549
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	%	100%	100%	100%
11	Percent of inspected roofs with less than 1% deterioration	%	98%	100%	98%
12	Percent of inspected roofs with less than 1/4" slope	%	88%	98%	38%
13	Total job area (of job surveyed and inspected)	SF	993,953	862,471	768,945
14	Total number of returned surveys / Number of jobs surveyed	#	49 / 51	49 / 53	41 / 53
15	Total number of jobs inspected	#	51	53	53
16	Total number of different customers surveyed & inspected	#	6	6	10

Date of next roof inspection: 8/25/2011