

Alpha Contracting Services, Inc. Six Year Comparison Performance Line

No	Criteria	Unit	2011	2009	2008
1	Overall customer satisfaction - Contractors	(1-10)	9.5	9.8	9.4
2	Oldest job surveyed	Years	8	5	5
3	Average age of jobs surveyed	Years	5	4	3
4	Age sum of all projects that never leaked	Years	374	173	121
5	Age sum of all projects that do not leak	Years	410	201	149
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	%	100%	98%	100%
12	Percent of inspected roofs with less than 1/4" slope	%	23%	93%	97%
13	Total job area (of job surveyed and inspected)	SF	3,403,225	2,220,707	2,182,769
14	Total number of returned surveys / Number of jobs surveyed	#	85 / 104	53 / 53	48 / 50
15	Total number of jobs inspected	#	31	53	50
16	Total number of different customers surveyed & inspected	#	10	2	2

Date of next roof inspection: 08/09/13