

Brazos Urethane Six Year Comparison Performance Line

No	Criteria	Unit	2010	2008
1	Overall customer satisfaction - Contractors	(1-10)	9.7	10.0
2	Oldest job surveyed	Years	13	3
3	Average age of jobs surveyed	Years	4	1
4	Age sum of all projects that never leaked	Years	161	14
5	Age sum of all projects that do not leak	Years	171	19
6	Percent of customers that would purchase again	%	98%	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	%	98%	100%
10	Percent of inspected roofs with less than 5% ponded water	%	96%	100%
11	Percent of inspected roofs with less than 1% deterioration	%	100%	100%
12	Percent of inspected roofs with less than 1/4" slope	%	70%	93%
13	Total job area (of job surveyed and inspected)	SF	2,025,887	852,918
14	Total number of returned surveys / Number of jobs surveyed	#	50 / 74	14 / 15
15	Total number of jobs inspected	#	52	15
16	Total number of different customers surveyed & inspected	#	36	5

Date of next roof inspection: 11/15/2012