

CAW Six Year Comparison Performance Line

No	Criteria	Unit	2011	2009	2006
1	Overall customer satisfaction - Contractors	(1-10)	9.4	9.3	9.4
2	Oldest job surveyed	Years	25	23	20
3	Average age of jobs surveyed	Years	10	10	7
4	Age sum of all projects that never leaked	Years	139	150	58
5	Age sum of all projects that do not leak	Years	477	374	237
6	Percent of customers that would purchase again	%	100%	100%	97%
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	%	96%	100%	100%
11	Percent of inspected roofs with less than 1% deterioration	%	96%	96%	98%
12	Percent of inspected roofs with less than 1/4" slope	%	25%	89%	100%
13	Total job area (of job surveyed and inspected)	SF	4,678,519	2,412,387	3,191,061
14	Total number of returned surveys / Number of jobs surveyed	#	50/154	38 / 53	33 / 54
15	Total number of jobs inspected	#	27	53	54
16	Total number of different customers surveyed & inspected	#	27	31	36

Date of next roof inspection: 9/26/2013