

Dallas Urethane Six Year Comparison Performance Line

| No | Criteria | Unit | 2011 | 2009 | 2006 |
|----|--|--------|-----------|-----------|-----------|
| 1 | Overall customer satisfaction - Contractors | (1-10) | 9.8 | 9.8 | 9.8 |
| 2 | Oldest job surveyed | Years | 25 | 23 | 20 |
| 3 | Average age of jobs surveyed | Years | 10 | 12 | 9 |
| 4 | Age sum of all projects that never leaked | Years | 397 | 303 | 241 |
| 5 | Age sum of all projects that do not leak | Years | 523 | 425 | 284 |
| 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% | 100% | 98% |
| 12 | Percent of inspected roofs with less than 1/4" slope | % | 33% | 100% | 18% |
| 13 | Total job area (of job surveyed and inspected) | SF | 2,374,091 | 2,837,863 | 2,898,220 |
| 14 | Total number of returned surveys / Number of jobs surveyed | # | 50 / 115 | 35 / 50 | 32 / 50 |
| 15 | Total number of jobs inspected | # | 26 | 17 | 50 |
| 16 | Total number of different customers surveyed & inspected | # | 37 | 25 | 34 |

Date of next roof inspection: 9/27/2013