

IRC Six Year Comparison Performance Line

No	Criteria	Unit	2011	2009	2007
1	Overall customer satisfaction - Contractors	(1-10)	9.7	9.8	9.9
2	Oldest job surveyed	Years	29	33	26
3	Average age of jobs surveyed	Years	11	19	16
4	Age sum of all projects that never leaked	Years	376	388	366
5	Age sum of all projects that do not leak	Years	493	800	598
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	%	97%	100%	100%
11	Percent of inspected roofs with less than 1% deterioration	%	100%	92%	100%
12	Percent of inspected roofs with less than 1/4" slope	%	92%	94%	95%
13	Total job area (of job surveyed and inspected)	SF	5,574,411	3,889,887	3,929,973
14	Total number of returned surveys / Number of jobs surveyed	#	50 / 52	44 / 51	37 / 57
15	Total number of jobs inspected	#	30	51	57
16	Total number of different customers surveyed & inspected	#	11	19	22

Date of next roof inspection: 5/9/2013