

### Phoenix 1 Six Year Comparison Performance Line

No	Criteria	Unit	2011	2009	2006
1	Overall customer satisfaction - Contractors	(1-10)	9.8	10.0	8.7
2	Oldest job surveyed	Years	26	26	26
3	Average age of jobs surveyed	Years	11	26	9
4	Age sum of all projects that never leaked	Years	385	51	213
5	Age sum of all projects that do not leak	Years	598	51	438
6	Percent of customers that would purchase again	%	100%	50%	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%	98%
11	Percent of inspected roofs with less than 1% deterioration	%	92%	96%	90%
12	Percent of inspected roofs with less than 1/4" slope	%	4%	46%	24%
13	Total job area (of job surveyed and inspected)	SF	1,790,515	1,782,268	1,667,921
14	Total number of returned surveys / Number of jobs surveyed	#	55 / 79	2 / 53	47 / 51
15	Total number of jobs inspected	#	25	53	51
16	Total number of different customers surveyed & inspected	#	9	7	5

Date of next roof inspection: 9/27/2013