

**Dallas Urethane**  
 Performance Lines

**Biennial Roof Inspection**

<b>No</b>	<b>Criteria</b>	<b>Average</b>
1	Average square feet installed	57,964
2	Average square foot of roof per penetration	1,645
3	Percent of roofs with slope less than 1/4"	18%
4	Percent of roofs with traffic greater than 12 times/year	19%
5	Maximum service period	20 years
6	Adjusted service period	18 years
7	Average service period	10 years
8	Percent of roofs that never leaked	74%
9	Percent of roofs that leaked and were fixed	26%
10	Percent of roofs that still leak	0%
11	Age sum of all roofs that never leaked	142 years
12	Age sum of all roofs that do not leak	181 years
13	Percent of roofs not requiring maintenance	36%
14	Percent of roofs with more than 5% ponded water	0%
15	Percent of roofs with less than 1% deterioration	98%
16	Percent of satisfied customers	100%
17	Percent of jobs completed on time	100%
18	Number of roofs inspected	50
19	Number of roof evaluations	32
20	Average response time to emergencies	9.72
21	Contractor's ability to communicate	9.71
22	Contractor's management abilities	9.62
23	Professionalism of contractor	9.62
24	Contractor's level of honesty	9.76
25	Overall performance of contractor	9.70
26	Comfort level in hiring contractor again	9.81
27	Number of different customer responses	21

*Information Valid Thru: 7/27/2008*  
 Performance Based Studies Research Group