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|------------------------------------------|
| End of Month Open WO Report (March 2021) |
|------------------------------------------|

|                            | Month<br>Beginning<br>Open WO | Assigned<br>Diff Trade | New<br>WO    | Closed<br>from Prior<br>Months | Closed<br>from this<br>Month | Total WO<br>Closed<br>this<br>Month | Month<br>Ending<br>Open<br>WO | % of<br>Previous<br>WO<br>Closed | % of<br>Current<br>Month WO<br>Closed | Change<br>during<br>month |
|----------------------------|-------------------------------|------------------------|--------------|--------------------------------|------------------------------|-------------------------------------|-------------------------------|----------------------------------|---------------------------------------|---------------------------|
| Trade/Shop                 |                               |                        |              |                                |                              |                                     |                               |                                  |                                       |                           |
| Carpentry                  | 592                           | +1                     | 254          | 271                            | 73                           | 344                                 | 503                           | 46%                              | 29%                                   | -89                       |
| Electrical                 | 401                           | +4                     | 278          | 158                            | 129                          | 287                                 | 396                           | 39%                              | 46%                                   | -5                        |
| Electronics                | 3                             | 0                      | 0            | 3                              | 0                            | 3                                   | 0                             | 100%                             | -                                     | -3                        |
| Energy Management          | 4                             | 0                      | 1            | 2                              | 0                            | 2                                   | 3                             | 50%                              | 0%                                    | -1                        |
| Fire Safety                | 53                            | 0                      | 70           | 17                             | 31                           | 48                                  | 75                            | 32%                              | 44%                                   | +22                       |
| Glazing                    | 78                            | 0                      | 28           | 41                             | 10                           | 51                                  | 55                            | 53%                              | 36%                                   | -23                       |
| Grounds                    | 167                           | +1                     | 121          | 58                             | 29                           | 87                                  | 202                           | 35%                              | 24%                                   | +35                       |
| HVAC                       | 462                           | -4                     | 176          | 174                            | 61                           | 235                                 | 399                           | 38%                              | 35%                                   | -63                       |
| Locksmith                  | 192                           | +1                     | 140          | 148                            | 63                           | 211                                 | 122                           | 77%                              | 45%                                   | -70                       |
| Painting / Pressure Washin | 42                            | +1                     | 46           | 20                             | 22                           | 42                                  | 47                            | 48%                              | 48%                                   | +5                        |
| Pest Control               | 37                            | 0                      | 102          | 28                             | 68                           | 96                                  | 43                            | 76%                              | 67%                                   | +6                        |
| Plumbing                   | 229                           | +3                     | 300          | 154                            | 136                          | 290                                 | 242                           | 67%                              | 45%                                   | +13                       |
| Roof                       | 285                           | -1                     | 84           | 42                             | 11                           | 53                                  | 315                           | 15%                              | 13%                                   | +30                       |
| Other - Fac Mgmt           | 150                           | -2                     | 153          | 45                             | 92                           | 137                                 | 164                           | 30%                              | 60%                                   | +14                       |
| <b>Sub-Total</b>           | <b>2,695</b>                  | <b>+4</b>              | <b>1,753</b> | <b>1,161</b>                   | <b>725</b>                   | <b>1,886</b>                        | <b>2,566</b>                  | <b>43%</b>                       | <b>41%</b>                            | <b>-143</b>               |
| Kitchen Equipment          | 137                           | +1                     | 152          | 29                             | 62                           | 91                                  | 199                           | 21%                              | 41%                                   | +62                       |
| Other - Non Fac Mgmt       | 85                            | 0                      | 66           | 49                             | 46                           | 95                                  | 56                            | 58%                              | 70%                                   | -29                       |
| <b>Total</b>               | <b>2,917</b>                  | <b>+5</b>              | <b>1,971</b> | <b>1,239</b>                   | <b>833</b>                   | <b>2,072</b>                        | <b>2,821</b>                  | <b>42%</b>                       | <b>42%</b>                            | <b>-110</b>               |

Reporting Period Between March 1, 2021 to March 31, 2021

## Trade and Region Open Work Order Report (March 2021)

|                           | Region |       |      |       |       |      |      |      |       |
|---------------------------|--------|-------|------|-------|-------|------|------|------|-------|
| Trade                     | 1      | 2     | 3    | 4     | 5     | 6    | 7    | All  | Total |
| Carpentry                 | 132    | 105   | 55   | 55    | 82    | 43   | 29   | 2    | 503   |
| Electrical                | 151    | 83    | 19   | 54    | 55    | 17   | 16   | 1    | 396   |
| Electronics               | 0      | 0     | 0    | 0     | 0     | 0    | 0    | 0    | 0     |
| Energy Management         | 2      | 0     | 0    | 0     | 0     | 0    | 1    | 0    | 3     |
| Fire Safety               | 15     | 13    | 4    | 12    | 10    | 13   | 7    | 1    | 75    |
| Glazing                   | 9      | 13    | 3    | 8     | 11    | 3    | 8    | 0    | 55    |
| Grounds                   | 36     | 55    | 20   | 37    | 33    | 5    | 14   | 2    | 202   |
| HVAC                      | 113    | 151   | 18   | 16    | 76    | 14   | 8    | 3    | 399   |
| Locksmith                 | 29     | 19    | 5    | 26    | 26    | 14   | 2    | 1    | 122   |
| Painting / Pressure Washi | 6      | 20    | 7    | 2     | 8     | 1    | 3    | 0    | 47    |
| Pest Control              | 13     | 4     | 6    | 8     | 10    | 1    | 1    | 0    | 43    |
| Plumbing                  | 52     | 66    | 7    | 33    | 34    | 23   | 26   | 1    | 242   |
| Roof                      | 59     | 54    | 51   | 41    | 50    | 22   | 38   | 0    | 315   |
| Other - Fac Mgmt          | 40     | 37    | 14   | 20    | 21    | 20   | 11   | 1    | 164   |
| Sub-Total                 | 657    | 620   | 209  | 312   | 416   | 176  | 164  | 12   | 2,566 |
| Kitchen Equipment         | 19     | 31    | 29   | 10    | 49    | 28   | 32   | 1    | 199   |
| Other - Non Fac Mgmt      | 9      | 25    | 5    | 5     | 7     | 1    | 4    | 0    | 56    |
| Total                     | 685    | 676   | 243  | 327   | 472   | 205  | 200  | 13   | 2,821 |
|                           | 24.3%  | 24.0% | 8.6% | 11.6% | 16.7% | 7.3% | 7.1% | 0.5% |       |

| Size of Facilities    | 1         | 2         | 3         | 4         | 5         | 6         | 7         |  | Total      |
|-----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--|------------|
| Square Feet           | 2,543,802 | 2,662,322 | 2,246,929 | 1,708,061 | 2,011,219 | 1,743,646 | 1,804,898 |  | 14,720,877 |
| % of Sq. Ft.          | 17.3%     | 18.1%     | 15.3%     | 11.6%     | 13.7%     | 11.8%     | 12.3%     |  | 100.0%     |
| WOs per 100k sq ft    | 26.93     | 25.39     | 10.81     | 19.14     | 23.47     | 11.76     | 11.08     |  | 19.16      |
| Number of Facilities  | 1         | 2         | 3         | 4         | 5         | 6         | 7         |  | Total      |
| # Facilities          | 27        | 27        | 16        | 16        | 16        | 16        | 16        |  | 134        |
| % of Facilities       | 20.1%     | 20.1%     | 11.9%     | 11.9%     | 11.9%     | 11.9%     | 11.9%     |  | 100.0%     |
| WOs per facility      | 25.37     | 25.04     | 15.19     | 20.44     | 29.50     | 12.81     | 12.50     |  | 21.05      |
| Other Facilities Data | 1         | 2         | 3         | 4         | 5         | 6         | 7         |  | Total      |
| Average Age           | 33.8      | 39.8      | 29.1      | 36.4      | 29.7      | 38.6      | 30.4      |  | 35.6       |
| Portable CR's         | 183       | 69        | 14        | 48        | 18        | 18        | 5         |  | 355        |
| Sq Ft per Facility    | 94,215    | 98,605    | 140,433   | 106,754   | 125,701   | 108,978   | 112,806   |  | 109,857    |

Current Open Work Orders as of March 31, 2021

### Trade and Region Average Days Open WO Report (March 2021)

|                            | Region |       |       |       |       |       |       |       |       |
|----------------------------|--------|-------|-------|-------|-------|-------|-------|-------|-------|
| Trade                      | 1      | 2     | 3     | 4     | 5     | 6     | 7     | All   | Total |
| Carpentry                  | 81.4   | 75.4  | 79.5  | 67.7  | 79.4  | 55.4  | 61.1  | 118.7 | 74.9  |
| Electrical                 | 71.4   | 104.4 | 55.2  | 66.2  | 56.6  | 64.5  | 40.8  | 76.6  | 73.2  |
| Electronics                | 0.0    | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   |
| Energy Management          | 84.3   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 14.5  | 0.0   | 61.0  |
| Fire Safety                | 62.6   | 131.4 | 64.2  | 76.4  | 82.0  | 65.6  | 35.2  | 184.2 | 79.0  |
| Glazing                    | 94.7   | 83.6  | 55.7  | 89.5  | 131.3 | 141.7 | 46.6  | 0.0   | 92.1  |
| Grounds                    | 65.6   | 85.4  | 122.4 | 79.7  | 68.9  | 93.5  | 81.3  | 223.6 | 83.1  |
| HVAC                       | 64.9   | 68.8  | 31.8  | 43.9  | 55.5  | 68.0  | 60.0  | 41.7  | 62.1  |
| Locksmith                  | 55.2   | 34.1  | 14.3  | 35.3  | 38.0  | 44.0  | 2.3   | 8.7   | 39.8  |
| Painting / Pressure Washin | 82.6   | 131.0 | 53.7  | 14.7  | 56.6  | 5.6   | 77.0  | 0.0   | 89.6  |
| Pest Control               | 13.2   | 32.3  | 40.8  | 18.3  | 24.8  | 6.7   | 1.8   | 0.0   | 22.1  |
| Plumbing                   | 47.6   | 50.7  | 86.3  | 29.0  | 25.0  | 23.9  | 32.1  | 7.5   | 39.8  |
| Roof                       | 87.4   | 82.5  | 135.6 | 112.2 | 86.7  | 103.3 | 155.2 | 0.0   | 106.8 |
| Other - Fac Mgmt           | 71.5   | 64.8  | 102.3 | 82.8  | 88.6  | 104.0 | 153.9 | 21.6  | 85.4  |
| Sub-Total                  | 63.0   | 67.5  | 60.1  | 51.1  | 56.7  | 55.4  | 54.4  | 48.7  | 64.9  |
| Kitchen Equipment          | 35.3   | 85.5  | 35.6  | 64.1  | 66.7  | 48.6  | 41.1  | 5.7   | 55.0  |
| Other - Non Fac Mgmt       | 65.4   | 120.0 | 103.5 | 81.0  | 77.1  | 65.7  | 70.5  | 0.0   | 96.4  |
| Total                      | 61.4   | 71.9  | 61.3  | 53.8  | 58.6  | 55.7  | 54.6  | 43.0  | 66.3  |

Current Open Work Orders as of March 31, 2021