

### End of Month Open WO Report (July 2019)

| Trade/Shop                 | 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 |
|----------------------------|-------------------------------|------------------------|--------------|--------------------------------|------------------------------|-------------------------------------|-------------------------------|----------------------------------|---------------------------------------|---------------------------|
| Carpentry                  | 518                           | +4                     | 304          | 135                            | 57                           | 192                                 | 634                           | 26%                              | 19%                                   | +116                      |
| Electrical                 | 237                           | +2                     | 206          | 96                             | 83                           | 179                                 | 266                           | 41%                              | 40%                                   | +29                       |
| Electronics                | 21                            | +1                     | 26           | 12                             | 20                           | 32                                  | 16                            | 57%                              | 77%                                   | -5                        |
| Energy Management          | 5                             | 0                      | 4            | 3                              | 3                            | 6                                   | 3                             | 60%                              | 75%                                   | -2                        |
| Fire Safety                | 40                            | 0                      | 67           | 20                             | 46                           | 66                                  | 41                            | 50%                              | 69%                                   | +1                        |
| Glazing                    | 113                           | 0                      | 20           | 33                             | 4                            | 37                                  | 96                            | 29%                              | 20%                                   | -17                       |
| Grounds                    | 126                           | -1                     | 127          | 40                             | 54                           | 94                                  | 158                           | 32%                              | 43%                                   | +32                       |
| HVAC                       | 383                           | +1                     | 436          | 143                            | 145                          | 288                                 | 532                           | 37%                              | 33%                                   | +149                      |
| Locksmith                  | 44                            | 0                      | 93           | 30                             | 37                           | 67                                  | 70                            | 68%                              | 40%                                   | +26                       |
| Painting / Pressure Washin | 73                            | +2                     | 68           | 17                             | 17                           | 34                                  | 109                           | 23%                              | 25%                                   | +36                       |
| Pest Control               | 50                            | 0                      | 85           | 38                             | 54                           | 92                                  | 43                            | 76%                              | 64%                                   | -7                        |
| Plumbing                   | 118                           | 0                      | 132          | 73                             | 66                           | 139                                 | 111                           | 62%                              | 50%                                   | -7                        |
| Roof                       | 370                           | 0                      | 63           | 85                             | 13                           | 98                                  | 335                           | 23%                              | 21%                                   | -35                       |
| Other - Fac Mgmt           | 131                           | 0                      | 135          | 55                             | 61                           | 116                                 | 150                           | 42%                              | 45%                                   | +19                       |
| <b>Sub-Total</b>           | <b>2,229</b>                  | <b>+9</b>              | <b>1,766</b> | <b>780</b>                     | <b>660</b>                   | <b>1,440</b>                        | <b>2,564</b>                  | <b>35%</b>                       | <b>37%</b>                            | <b>+316</b>               |
| Kitchen Equipment          | 133                           | -1                     | 61           | 41                             | 21                           | 62                                  | 131                           | 31%                              | 34%                                   | -2                        |
| Other - Non Fac Mgmt       | 103                           | 0                      | 54           | 19                             | 8                            | 27                                  | 130                           | 18%                              | 15%                                   | +27                       |
| <b>Total</b>               | <b>2,465</b>                  | <b>+8</b>              | <b>1,881</b> | <b>840</b>                     | <b>689</b>                   | <b>1,529</b>                        | <b>2,825</b>                  | <b>34%</b>                       | <b>37%</b>                            | <b>+341</b>               |

Reporting Period Between July 1, 2019 to July 31, 2019

## Trade and Region Open WO Count Report FY Cumulative (July 2019)

|                            | Region |       |       |      |       |       |      |      |       |       |
|----------------------------|--------|-------|-------|------|-------|-------|------|------|-------|-------|
| Trade                      | 1      | 2     | 3     | 4    | 5     | 6     | 7    | All  | Total |       |
| Carpentry                  | 73     | 217   | 55    | 33   | 149   | 62    | 45   | 0    | 634   | 22.4% |
| Electrical                 | 59     | 103   | 13    | 21   | 48    | 8     | 14   | 0    | 266   | 9.4%  |
| Electronics                | 2      | 3     | 1     | 0    | 6     | 2     | 2    | 0    | 16    | 0.6%  |
| Energy Management          | 1      | 1     | 0     | 0    | 0     | 1     | 0    | 0    | 3     | 0.1%  |
| Fire Safety                | 8      | 11    | 3     | 5    | 9     | 1     | 4    | 0    | 41    | 1.5%  |
| Glazing                    | 8      | 14    | 15    | 5    | 28    | 20    | 6    | 0    | 96    | 3.4%  |
| Grounds                    | 31     | 40    | 26    | 14   | 27    | 10    | 10   | 0    | 158   | 5.6%  |
| HVAC                       | 77     | 156   | 91    | 19   | 111   | 57    | 21   | 0    | 532   | 18.8% |
| Locksmith                  | 12     | 24    | 9     | 4    | 13    | 1     | 7    | 0    | 70    | 2.5%  |
| Painting / Pressure Washin | 11     | 44    | 14    | 12   | 15    | 5     | 8    | 0    | 109   | 3.9%  |
| Pest Control               | 8      | 12    | 4     | 5    | 5     | 5     | 2    | 2    | 43    | 1.5%  |
| Plumbing                   | 6      | 31    | 14    | 5    | 20    | 24    | 11   | 0    | 111   | 3.9%  |
| Roof                       | 43     | 93    | 26    | 28   | 79    | 43    | 23   | 0    | 335   | 11.9% |
| Other - Fac Mgmt           | 23     | 56    | 16    | 6    | 17    | 17    | 14   | 1    | 150   | 5.3%  |
| Sub-Total                  | 362    | 805   | 287   | 157  | 527   | 256   | 167  | 3    | 2,564 |       |
| Kitchen Equipment          | 16     | 25    | 12    | 14   | 35    | 13    | 16   | 0    | 131   | 4.6%  |
| Other - Non Fac Mgmt       | 25     | 28    | 12    | 9    | 24    | 20    | 12   | 0    | 130   | 4.6%  |
| Total                      | 403    | 858   | 311   | 180  | 586   | 289   | 195  | 3    | 2,825 |       |
|                            | 14.3%  | 30.4% | 11.0% | 6.4% | 20.7% | 10.2% | 6.9% | 0.1% |       |       |

| Size of Facilities | 1         | 2         | 3         | 4         | 5         | 6         | 7         | All        | Total      |
|--------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|
| Square Feet        | 2,265,912 | 2,608,350 | 2,129,153 | 1,909,296 | 2,011,219 | 1,597,943 | 1,801,277 | 14,323,150 | 14,323,150 |
| % of Sq. Ft.       | 15.8%     | 18.2%     | 14.9%     | 13.3%     | 14.0%     | 11.2%     | 12.6%     | 100.0%     | 100.0%     |
| WOs per 100k sq ft | 17.79     | 32.89     | 14.61     | 9.43      | 29.14     | 18.09     | 10.83     | 0.02       | 19.72      |

| Number of Facilities | 1     | 2     | 3     | 4     | 5     | 6     | 7     | All    | Total  |
|----------------------|-------|-------|-------|-------|-------|-------|-------|--------|--------|
| # Facilities         | 27    | 27    | 16    | 18    | 16    | 18    | 19    | 141    | 141    |
| % of Facilities      | 19.1% | 19.1% | 11.3% | 12.8% | 11.3% | 12.8% | 13.5% | 100.0% | 100.0% |
| WOs per facility     | 14.93 | 31.78 | 19.44 | 10.00 | 36.63 | 16.06 | 10.26 | 0.02   | 20.04  |

| Other Facilities Data | 1      | 2      | 3       | 4       | 5       | 6      | 7      | All     | Total   |
|-----------------------|--------|--------|---------|---------|---------|--------|--------|---------|---------|
| Average Age           | 38.2   | 38.6   | 28.2    | 36.0    | 27.1    | 36.6   | 36.7   | 35.6    | 35.6    |
| Portable CR's         | 221    | 85     | 12      | 59      | 32      | 21     | 5      | 435     | 435     |
| Sq Ft per Facility    | 83,923 | 96,606 | 133,072 | 106,072 | 125,701 | 88,775 | 94,804 | 101,583 | 101,583 |

Current Open Work Orders as of July 31, 2019

### Trade and Region Average Days Open WO Report FY Cumulative (July 2019)

|                            | Region |       |       |       |       |       |       |      |       |
|----------------------------|--------|-------|-------|-------|-------|-------|-------|------|-------|
| Trade                      | 1      | 2     | 3     | 4     | 5     | 6     | 7     | All  | Total |
| Carpentry                  | 67.7   | 100.5 | 81.7  | 68.5  | 131.8 | 90.5  | 55.2  | 0.0  | 96.6  |
| Electrical                 | 38.9   | 123.3 | 107.2 | 66.3  | 41.5  | 49.8  | 37.2  | 0.0  | 77.8  |
| Electronics                | 3.8    | 213.9 | 14.5  | 0.0   | 154.0 | 211.0 | 42.7  | 0.0  | 131.0 |
| Energy Management          | 100.3  | 2.8   | 0.0   | 0.0   | 0.0   | 100.3 | 0.0   | 0.0  | 67.8  |
| Fire Safety                | 16.4   | 83.3  | 45.0  | 14.1  | 138.8 | 79.7  | 34.5  | 0.0  | 66.3  |
| Glazing                    | 58.7   | 158.9 | 113.6 | 99.8  | 206.9 | 226.2 | 173.1 | 0.0  | 169.3 |
| Grounds                    | 48.5   | 66.9  | 42.4  | 83.3  | 58.2  | 43.4  | 23.5  | 0.0  | 55.0  |
| HVAC                       | 23.2   | 79.6  | 33.1  | 14.1  | 55.5  | 46.2  | 36.5  | 0.0  | 50.8  |
| Locksmith                  | 26.4   | 67.3  | 3.6   | 10.1  | 10.9  | 2.8   | 5.7   | 0.0  | 31.3  |
| Painting / Pressure Washin | 88.5   | 85.0  | 86.7  | 51.7  | 63.0  | 134.6 | 129.1 | 0.0  | 84.4  |
| Pest Control               | 12.0   | 31.0  | 51.2  | 31.8  | 55.1  | 40.3  | 3.6   | 11.9 | 31.1  |
| Plumbing                   | 7.3    | 59.3  | 68.8  | 25.1  | 41.6  | 77.1  | 105.4 | 0.0  | 61.4  |
| Roof                       | 116.9  | 140.1 | 154.1 | 171.1 | 226.3 | 188.9 | 155.4 | 0.0  | 168.5 |
| Other - Fac Mgmt           | 51.1   | 90.0  | 67.4  | 74.6  | 46.0  | 87.6  | 28.3  | 9.7  | 69.4  |
| Sub-Total                  | 47.1   | 93.0  | 62.1  | 50.8  | 87.8  | 98.5  | 59.3  | 1.5  | 62.5  |
| Kitchen Equipment          | 56.8   | 59.0  | 67.3  | 111.5 | 136.2 | 110.1 | 101.1 | 0.0  | 96.0  |
| Other - Non Fac Mgmt       | 44.8   | 103.8 | 68.3  | 34.6  | 49.8  | 68.4  | 52.1  | 0.0  | 64.2  |
| Total                      | 47.6   | 91.6  | 62.8  | 53.5  | 88.5  | 97.3  | 61.5  | 1.3  | 87.2  |

Current Open Work Orders as of July 31, 2019