THE WORKSITE DAILY

OPERATIONS AUDIT

Weekly audit report

Pecos Ridge Pest Control

Apr 13-18

PREPARED BY THE WORKSITE DAILY

CONFIDENTIAL & PROPRIETARY

Where you stand this week

A 60-second read on routing, service, sales and field compliance for the week.

54 Act this week



Five areas, weighted equally: routing, past due work, days from due to done, alert response time and sales compliance. Each scores 100 at a clean week and 0 at the worst we see, straight-line between. An area with no data this week is left out of the average.

Where the score comes from

Five areas, each shown against its own score last week

Score out of 100. The tick in each bar is that same area last week, so a short bar past its tick is still an area that improved.



This week at a glance

AVERAGE ROUTE DURATION
8:13:45
57 routes · 57.89% over 8 hours

PAST DUE STOPS
96
56 days past due, on average

ALERT RESPONSE, AVERAGE
1:28:09
Median 0:10:00

TOTAL SALES
186
37 per day

SIGNED AGREEMENT COMPLIANCE
94.6%
Payment method 95.0%

COLLECTED REVENUE
$40,014.30
$5,716.33 per day

What to act on this week

1 URGENT

57.89% of routes ran over 8 hours

Rebalance the routes that run long, or move their last stop to the next day.
Worth: n/a

2 URGENT

96 stops are past due, 56 days past due on average

Work the past due list oldest first before anything new is booked.
Worth: n/a

3 WATCH

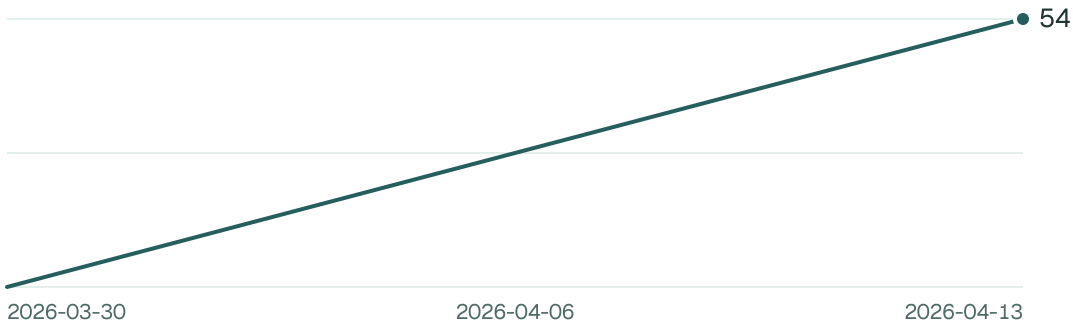
Work is done 6 days after it is due, on average

Book the service closer to the date it is due.
Worth: n/a

Your score over time

The headline score across your audits so far

One point per audit, oldest first. The latest score is printed on the line.



SECTION 01

Routing and scheduling

Route duration, the routes already built, and the stops still waiting.

Average route duration

Last week, a total of 57 routes were completed, with an average route duration of 8 hours and 13 minutes. Route duration is measured from the time a technician checks in to their first stop until they check out of their final stop of the day. Of the total routes, 33 (57.89%) exceeded 8 hours, with these longer routes averaging 9 hours and 38 minutes in duration.

AVERAGE ROUTE	ROUTES OVER 8 HOURS	LONG ROUTE AVERAGE
8:13:45	**33**	**9:38:58**
57 routes	57.89% of all routes	Routes that ran past 8 hours

57.89% of routes ran over eight hours

Share of all 57 routes this period, against the whole week.



Share of routes over eight hours, by location

The office with the highest share is the one to rebuild first.



Route duration by location Apr 13-18

	TOTAL	PECOS RIDGE MIDLAND	PECOS RIDGE ODESSA
Average route duration	8:13:45	8:36:53	7:39:33
Routes over 8 hours	33	23	10
Total routes	57	34	23
Share over 8 hours	57.89%	67.65%	43.48%
Average duration over 8 hours	9:38:58	9:47:41	9:18:55

Future routes

As of the end of last week, routes were built 2 and 4 weeks out for both Pecos Ridge Midland and Pecos Ridge Odessa.

Pending stops

As of the date of this report, there are 0 stops scheduled for last week that remain pending. These stops were included on past routes but have not been marked as complete or incomplete, leaving them in limbo. Pending stops can delay payment collection for completed stops and postpone the rescheduling of stops that were not completed. There are 0 stops pending for Pecos Ridge Odessa and 0 stops pending for Pecos Ridge Midland.

SECTION 02

Work and money

Past due work, how late the work runs, what came in, and how fast alerts were answered.

Past due appointments

As of the date this report was pulled, there are 96 unscheduled appointments that were due by the end of last week, at an average of 56 days past due. A detailed breakdown by subscription is provided below:

96 stops are past due, by location

Unscheduled stops past their due date, 56 days past due on average across the company.



Past due by subscription Apr 13-18

	PAST DUE STOPS	AVERAGE DAYS PAST DUE
Total	**96**	**56**
Quarterly Plan, Billed Monthly	65	57
Bi-Monthly Plan	9	73
Pest and Mosquito Bundle	16	43
Mosquito Plan	4	38
One-Time Service	1	116
Mosquito Monthly	1	52

Past due by subscription and location Apr 13-18

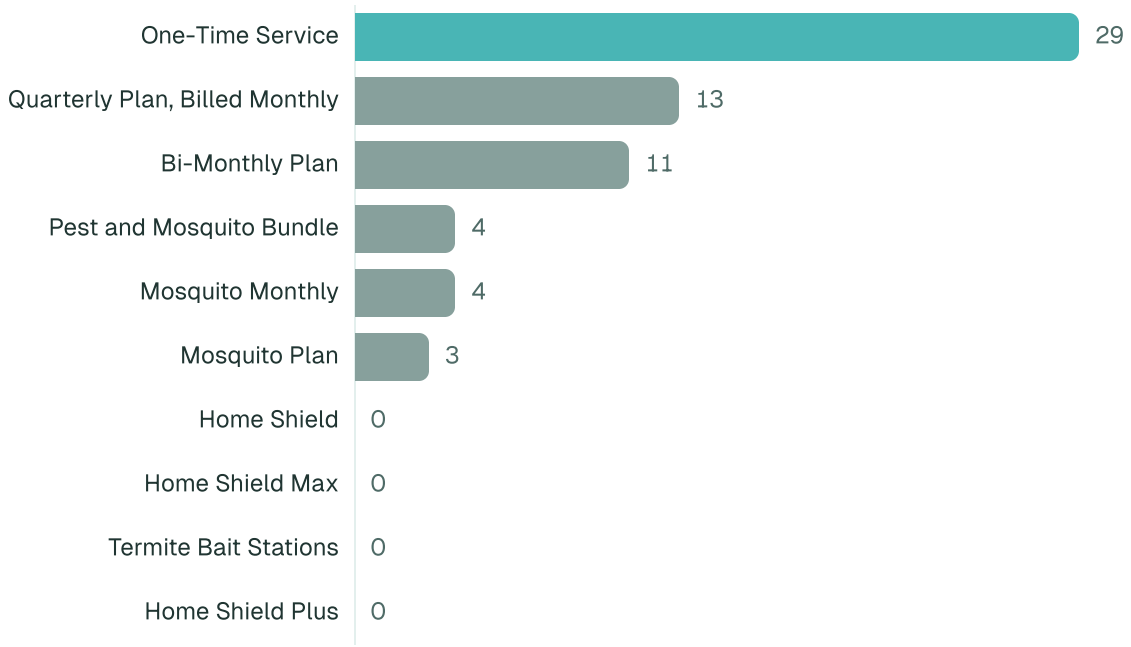
	PECOS RIDGE MIDLAND STOPS	PECOS RIDGE MIDLAND DAYS	PECOS RIDGE ODESSA STOPS	PECOS RIDGE ODESSA DAYS
Total	**38**	**67**	**58**	**48**
Quarterly Plan, Billed Monthly	28	66	37	50
Bi-Monthly Plan	7	85	2	32
Pest and Mosquito Bundle	2	46	14	42
Mosquito Plan	1	12	3	47
One-Time Service	0	0	1	116
Mosquito Monthly	0	0	1	52

Days between the due date and the service date

Last week, appointments were serviced an average of 6 days after their due date. A detailed breakdown by service type and location is provided below:

Work is done 6 days after it is due, on average

Average days from due date to service date, by service type.



Days from due to done Apr 13-18

	TOTAL	PECOS RIDGE MIDLAND	PECOS RIDGE ODESSA
Total	**6**	**8**	**2**
Mosquito Plan	3	0	5
Quarterly Plan, Billed Monthly	13	13	10
Pest and Mosquito Bundle	4	10	2
Mosquito Monthly	4	0	4
Bi-Monthly Plan	11	11	3
Home Shield	0	1	0
Home Shield Max	0	0	0
One-Time Service	29	29	0
Termite Bait Stations	0	0	0
Home Shield Plus	0	0	0

Collected revenue

Last week, $40,014.30 in revenue was collected, averaging $5,716.33 per working day. Credit Card was the dominant payment method at $26,078.60 across 508 payments. By location, Pecos Ridge Midland collected $22,028.20, while Pecos Ridge Odessa collected $17,986.10. A detailed breakdown by location and payment method is provided below:

TOTAL COLLECTED

$40,014.30

Payments received this period

AVERAGE PER DAY

$5,716.33

Across the reporting window

$40,014.30 collected, by location

Payments received in this period. The largest collector is the coloured bar.



Collected revenue by location Apr 13-18

	TOTAL COLLECTED	AVERAGE PER DAY
Total	**$40,014.30**	**$5,716.33**
Pecos Ridge Midland	$22,028.20	$3,146.89
Pecos Ridge Odessa	$17,986.10	$2,569.44

Collected revenue by payment method Apr 13-18

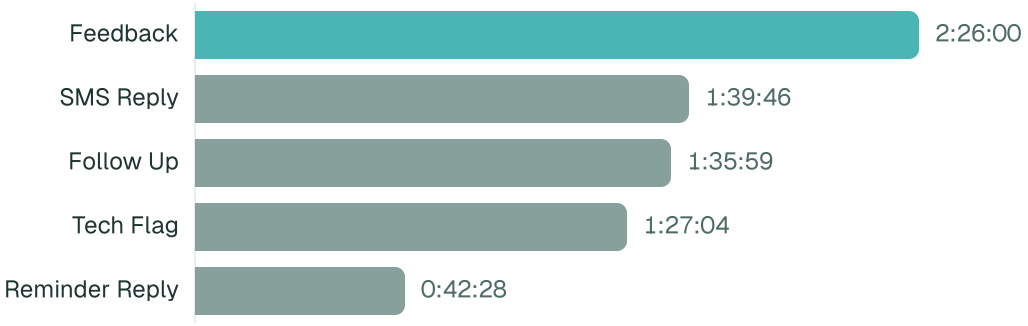
PAYMENT METHOD	TOTAL COLLECTED	PAYMENTS
Credit Card	$26,078.60	508
ACH	$10,209.00	120
Check	$3,726.70	32

Alert response time

Last week, the average response time to alerts in FieldRoutes was 1 hour and 28 minutes, while the median response time was 10 minutes. This indicates that more than half of alerts were resolved within 10 minutes of being created. A detailed breakdown by alert category is provided below:

Alerts are answered in 0:10:00 at the median, 1:28:09 on average

Average response time by alert category. The gap between the median and the average is where the slow ones hide.



Alert response by category Apr 13-18

	AVERAGE	MEDIAN	PECOS RIDGE MIDLAND AVERAGE	PECOS RIDGE MIDLAND MEDIAN	PECOS RIDGE ODESSA AVERAGE	PECOS RIDGE ODESSA MEDIAN
Total	**1:28:09**	**0:10:00**	**1:17:04**	**0:08:00**	**1:59:27**	**0:18:00**
Tech Flag	1:27:04	0:10:00	1:34:07	0:10:00	1:20:00	1:20:00
Reminder Reply	0:42:28	0:14:00	0:58:45	0:10:00	0:26:11	0:22:00
Feedback	2:26:00	0:08:30	2:26:00	0:08:30	0:00:00	0:00:00
SMS Reply	1:39:46	0:13:00	0:55:42	0:10:00	2:23:51	0:20:00
Follow Up	1:35:59	0:07:00	1:23:08	0:07:00	1:48:49	0:09:00

SECTION 03

Sales and compliance

New sales, the paperwork behind them, what is still unpaid, and who is closing without it.

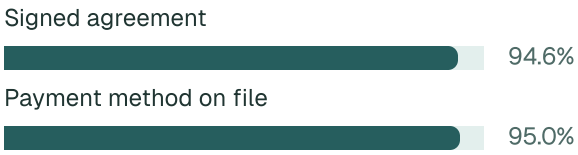
Sales

Last week, a total of 186 new subscriptions were sold, averaging 37 sales per working day. Of these sales, 94.6% had signed agreements and 95.0% had a payment method collected. All sales with missing payment methods or signed agreements were audited to verify whether these items were truly missing. For cases where they were confirmed missing, it was determined whether the omission occurred due to the salesperson or the servicing technician. A detailed breakdown by location is provided below:

TOTAL SALES	SIGNED AGREEMENT	PAYMENT METHOD ON FILE
186	**94.6%**	**95.0%**
37 per day	Of new sales this period	Of new sales this period

Signed agreements sit at 94.6%, payment method at 95.0%

Each against a 100 percent target.



Sales by location Apr 13–18

	TOTAL	PECOS RIDGE MIDLAND	PECOS RIDGE ODESSA
Signed agreement compliance	94.6%	91.9%	98.0%
Payment method compliance	95.0%	91.9%	99.0%
Total sales	**186**	**103**	**83**
Average sales per day	37	21	17

Sales by representative · Pecos Ridge Midland Apr 13–18

SALES REP	SIGNED AGREEMENT	PAYMENT METHOD	TOTAL SALES	AVERAGE PER DAY
Travis Holloway	**0.0%**	**0.0%**	2	0
Marisol Vega	**94.1%**	100.0%	18	4
Brady Kincaid	**97.1%**	**97.1%**	29	6
Wyatt Delgado	100.0%	100.0%	12	2
Colton Reyes	100.0%	**85.7%**	7	1
Hector Salinas	100.0%	100.0%	13	3
Dana Whitfield	100.0%	100.0%	1	0
Ruben Ochoa	100.0%	100.0%	6	1
Garrett Pruitt	100.0%	100.0%	5	1
Lupe Castillo	100.0%	100.0%	3	1
Caleb Rios	100.0%	100.0%	2	0
Jesse Villanueva	100.0%	100.0%	3	1
Beau Harlan	100.0%	100.0%	1	0
Tessa McCall	100.0%	100.0%	1	0

Sales by representative · Pecos Ridge Odessa Apr 13-18

SALES REP	SIGNED AGREEMENT	PAYMENT METHOD	TOTAL SALES	AVERAGE PER DAY
Cody Barrera	**0.0%**	100.0%	2	0
Nolan Tate	100.0%	**94.7%**	16	3
Grady Tate	100.0%	100.0%	30	6
Reid Lawson	100.0%	100.0%	18	4
Travis Holloway	100.0%	100.0%	1	0
Mateo Serrano	100.0%	100.0%	6	1
Shane Buckley	100.0%	100.0%	1	0
Omar Fuentes	100.0%	100.0%	1	0
Darla Kemp	100.0%	100.0%	2	0
Luis Arredondo	100.0%	100.0%	1	0
Kyle Brandt	100.0%	100.0%	1	0
Dana Whitfield	100.0%	100.0%	1	0
Colton Reyes	100.0%	100.0%	2	0
Lupe Castillo	100.0%	100.0%	1	0

Unpaid initials

Last week, 14 initial services were completed but remain unpaid, representing 8.2% of all initial services. The total outstanding balance is $1,975.40, or 3.1% of weekly revenue. A detailed breakdown by location and account is provided below:

$1,975.40 is outstanding on unpaid initial services

Balance outstanding by location, across 14 accounts.



Unpaid initial services Apr 13-18

	COUNT	BALANCE
Total	**14**	**$1,975.40**
Share of initials	8.2%	n/a
Share of revenue	n/a	3.1%
Pecos Ridge Midland	9	$1,269.90
Pecos Ridge Odessa	5	$705.50

Unpaid initials · Pecos Ridge Midland Apr 13-18

CUSTOMER	SUBSCRIPTION	SALES REP	TECHNICIAN	BALANCE
ACCT-41000	Quarterly Plan, Billed Monthly	Brady Kincaid	Beau Harlan	$186.75
ACCT-41053	Pest and Mosquito Bundle	Marisol Vega	Jesse Villanueva	$149.40
ACCT-41106	Quarterly Plan, Billed Monthly	Wyatt Delgado	Garrett Pruitt	$145.25
ACCT-41159	Bi-Monthly Plan	Hector Salinas	Caleb Rios	$124.50
ACCT-41212	Quarterly Plan, Billed Monthly	Colton Reyes	Lupe Castillo	$166.00
ACCT-41265	Pest and Mosquito Bundle	Brady Kincaid	Ruben Ochoa	$132.80
ACCT-41318	Quarterly Plan, Billed Monthly	Marisol Vega	Beau Harlan	$116.20
ACCT-41371	Mosquito Plan	Travis Holloway	Jesse Villanueva	$103.75
ACCT-41424	Quarterly Plan, Billed Monthly	Wyatt Delgado	Garrett Pruitt	$145.25

Unpaid initials · Pecos Ridge Odessa Apr 13–18

CUSTOMER	SUBSCRIPTION	SALES REP	TECHNICIAN	BALANCE
ACCT-51000	Quarterly Plan, Billed Monthly	Nolan Tate	Mateo Serrano	$166.00
ACCT-51053	Pest and Mosquito Bundle	Grady Tate	Darla Kemp	$145.25
ACCT-51106	Quarterly Plan, Billed Monthly	Reid Lawson	Luis Arredondo	$124.50
ACCT-51159	Bi-Monthly Plan	Nolan Tate	Shane Buckley	$145.25
ACCT-51212	Quarterly Plan, Billed Monthly	Grady Tate	Omar Fuentes	$124.50

Agreement and payment compliance

Last week, technicians were audited for signed agreement and payment method compliance on all serviced accounts. A breakdown by location is provided below:

Technician compliance · Pecos Ridge Midland Apr 13–18

TECHNICIAN	NO SIGNED AGREEMENT	SIGNED	NO PAYMENT METHOD	CAPTURED
Total	**10**	**91.9%**	**9**	**92.6%**
Beau Harlan	3	85.7%	2	89.3%
Jesse Villanueva	2	90.0%	2	93.3%
Garrett Pruitt	2	93.3%	2	90.0%
Caleb Rios	2	90.9%	1	95.5%
Lupe Castillo	1	96.0%	2	92.0%

Technician compliance · Pecos Ridge Odessa Apr 13-18

TECHNICIAN	NO SIGNED AGREEMENT	SIGNED	NO PAYMENT METHOD	CAPTURED
Total	**3**	**98.0%**	**2**	**98.7%**
Mateo Serrano	1	97.1%	1	97.1%
Darla Kemp	1	96.7%	1	96.7%
Luis Arredondo	1	97.4%	0	100.0%