

Leasing Presentation: Time vs. Quality

<i>Phone Calls - EPMS</i>			<i>Average Call Length: 5.37 Minutes</i>	
Call Length	Number of Shops	% of Total Shops	# Would Visit	% Would Visit
0 - 3 minutes	12066	27.9%	7490	62.1%
4 - 6 minutes	19519	45.1%	16991	87.1%
7 -10 minutes	9378	21.7%	8881	94.7%
11+ minutes	2321	5.4%	2221	95.7%
Total Shops	43284	100.0%	35583	82.2%
<i>On-Site Visits - EPMS</i>			<i>Average Visit Length: 31.25 Minutes</i>	
Visit Length	Number of Shops	% of Total Shops	# Would Lease	% Would Lease
0 - 15 minutes	4129	9.5%	2348	56.9%
16 - 30 minutes	21307	49.2%	18457	86.6%
31 - 45 minutes	12824	29.6%	11944	93.1%
46+ minutes	5024	11.6%	4728	94.1%
Total Shops	43284	100.0%	37477	86.6%

Based on 43,284 EPMS Shops