

The following data was compiled from the surveys we received back from our 2008 Year End Customer Survey. 47% of the surveys were returned.

Was this purchase for you or for a gift? 91% for self

How often do you drive your electric vehicle: 45% Every Day 27% 2-3 times/wk 18% < 1 time/wk

What factors affect your decision to drive your electric vehicle? (check all that apply)
55% Distance of trip 45% Weather 27% Gas prices 45% # Passengers/Cargo

Please answer the following questions with regards to your experience purchasing from ETA:

The following are the percentage response according to the below questions.	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	N/A
I was able to find ETA easily				9%	91%	
The team at ETA was very helpful in answering my questions				9%	91%	
The showroom was clean and well organized				9%	73%	18%
The vehicle I purchased was in good working order and clean		9%	9%	18%	55%	9%
I would recommend ETA to others					100%	
Overall, I am very satisfied with my experience with ETA					100%	

Please answer the following questions only if you have had service performed on your vehicle by ETA:

The following are the percentage response according to the below questions. 54% of the total returned responded to this section.	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
The team at ETA was understanding and helpful					100%
ETA was able to provide service to my vehicle quickly				33%	67%
ETA fixed all problems that were mentioned				50%	50%
I have not had any further problems of the same nature				33%	67%
Overall, I am satisfied with the service performed on my vehicle				17%	83%

What is the current mileage or hours on your electric vehicle? 36% responded with mileage totaling 2792 miles.

The following are comments we received:

"Everyone I have been in contact with at ETA has been very courteous and helpful. My Zappy is just what I need to get around my neighborhood." –Anon

"We used vehicles during the State Fair for 10 days and they were great...much better than our old gas powered golf carts. Will plan to use again in 2009. Zappy scooters had some problems with the large hills and terrain." –Anon

"The Team at ETA has gone out of their way to help me. I can tell you that I am a disabled Vet. The attention and kindness shown to me was amazing." –Nelson

"Loved renting the car for Halloween. Will rent again!!" – Wendy

"Once the weather gets warmer, I'll be riding the scooter a lot more. ETA is a great company. Great service. Great people. Great products." – Anon

"Car was shipped direct from manufacturer and had loose wires that affected its performance." –Anon