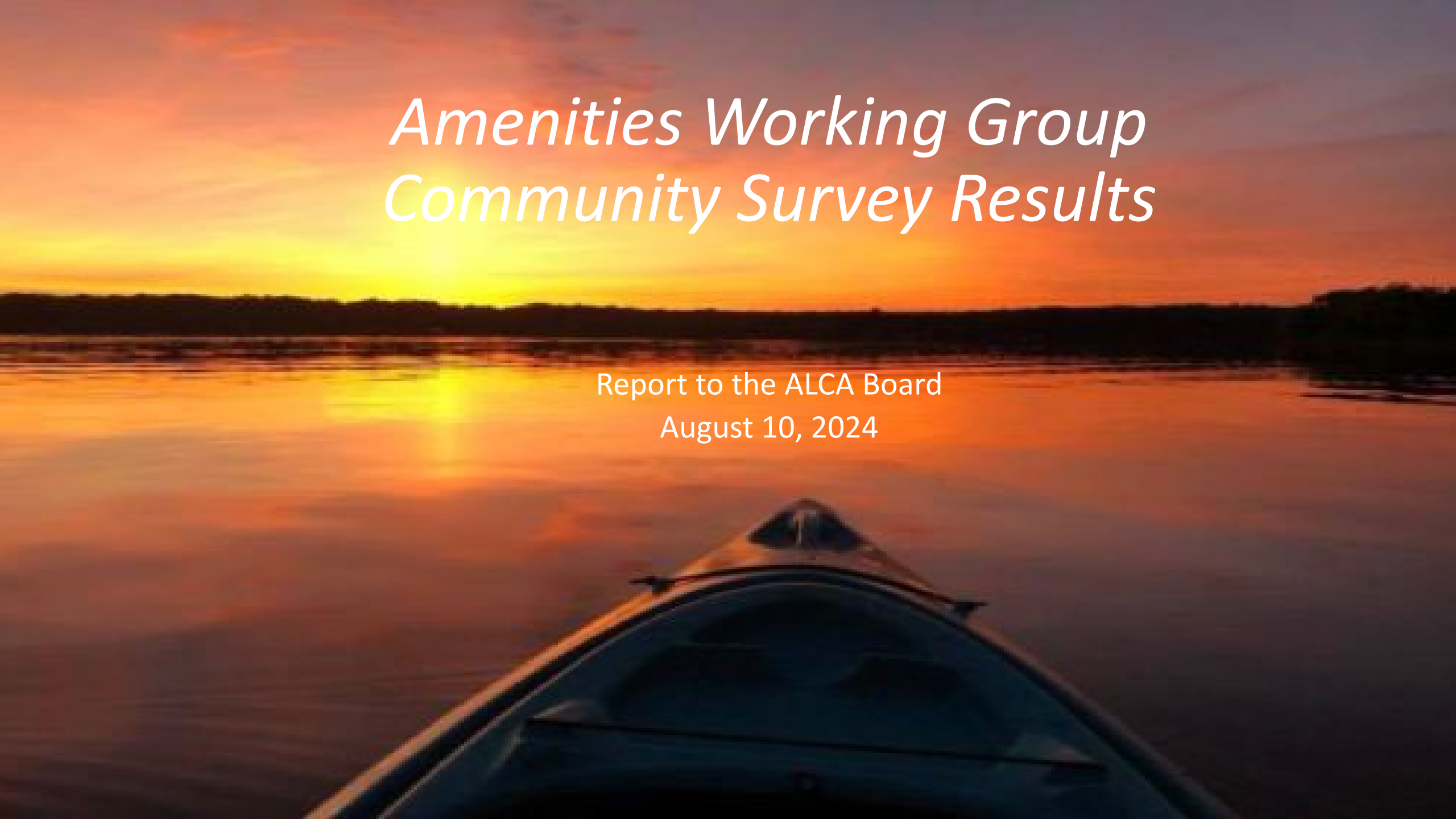




Amenities Working Group Community Survey Results

Report to the ALCA Board
August 10, 2024

Response Rate

- 3321 surveys were sent via Constant Contact
 - The initial email went out on June 18th. A second “reminder” was sent June 23rd. Survey closed July 1st.
 - 2170 of the Constant Contact emails have been opened (65% open rate)
 - 1660 started survey
 - 460 surveys submitted = 21% completion rate for opened emails
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- ***Thank you to everyone who participated and took the time to provide feedback!***

Importance of amenities to survey participants

- **How important are community amenities when choosing a place to live?**
 - 69% selected “Very Important”
 - 27% selected “Important”
- **How important are amenities in influencing your decision to stay long-term in this community?**
 - 66% selected “Very Important”
 - 26% selected “Important”



Overall satisfaction ratings with existing amenities reported by users of the amenity

In general, community members are much more likely to report they are satisfied with the amenities than not.

Overall, on average, 90% of users are “very satisfied” or “satisfied” with the amenities they use!

The amenities with highest levels of satisfaction¹ are:

- Pools (Island Pool had the highest satisfaction report at 96%)
- Beaches (Beach 3 had the highest satisfaction report at 96%)
- Lodge and Banquet Hall (93% and 95%)
- Lakes (93%)

¹ Percentage of amenity users who selected “very satisfied” or “satisfied” with amenity are reported.

Overall satisfaction ratings with existing amenities reported by users of the amenity – Improvement possible

The amenities with lower levels of satisfaction² are:

- Fitness Center (36%)
- Bocce Ball Court (29%)
- Beach Concessions (25%)
- Game Room (22%)

Comments: Fitness center needs upgraded equipment and center is too small; Concession stand needs to provide more options and in more locations; Bocce Ball courts need maintenance; Game room needs rehabbing/upgrading and adding more/newer games.

While players were generally satisfied with the Pickle Ball Courts, there were numerous requests for better maintenance of existing courts and requests for “dedicated” courts and courts in more locations in the community.

² Percentage of amenity users who selected “dissatisfied” or “very dissatisfied” with amenity are reported.

Which potential/new amenities should be a high priority for consideration by ALCA?

Percentage of community members who identified the following amenities as **high priority for consideration**:

- Explore possible usages for former Clubhouse grounds (66%)
- Enhance and expand lodge cafe/food offerings (58%)
- Develop hiking trails in adjacent state-owned land by working with the PA Dept. of Conservation and Natural Resources and construct kiosks at both entrances to trails/Develop hiking trails on ALCA owned property (50%)

Which potential/new amenities should be a low priority or not for consideration by ALCA?

Percentage of community members who identified the following amenities as **low priority or not to be considered/explored**:

- Build a floating marina with electrical service at Beach 1 or lodge area (59%)/Construct hardened boat launches at Beaches 1, 2, 3 and Island area (48%)
- Provide covered ice skating (53%)
- Build a dog park (51%)
 - Ratio of community members identifying a dog park as a low priority vs high priority 1.85:1

Next Steps/Recommendations

- Use the data gathered by the survey to make recommended revisions to ALCA's Master Plan.
- Share findings with appropriate committees.
- Explore various uses and options of The Old Clubhouse Grounds.
- Explore ideas on ways to improve other high priority items identified from the survey.
 - Provide cost estimates to the community for consideration.
- If additional information is needed from membership, potentially creating a follow-up survey.



**Amenities Working Group
Community Survey report will be
available for all members to
review on the ALCA website.**