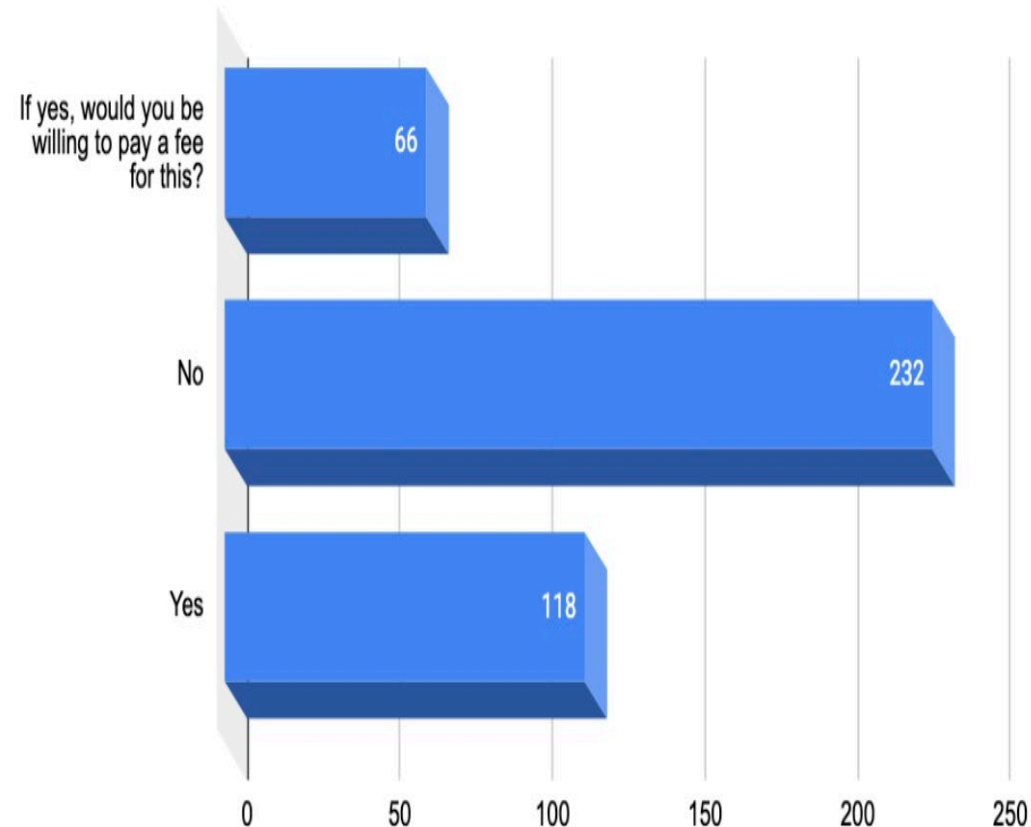


SUMMER 2025 SURVEY SUMMARY REPORT

- The Arrowhead Lake Community Association conducted a survey to better understand the evolving needs and priorities of its members.
 - Members were invited to share feedback on a range of community-focused topics, including:
 - Seasonal services
 - Recreational programming
 - Environmental initiatives
 - Technology use
 - Long-term improvements
 - The goal was to gather actionable input to help guide both short- and long-term planning.
 - 420 Members responded to the survey
-

SUMMER 2025 SURVEY SUMMARY REPORT

1. FALL LEAF PICKUP: Would you be interested in leaf pickup at your home? The homeowner would need to have their leaves piled at the street in front of their home to be picked up.



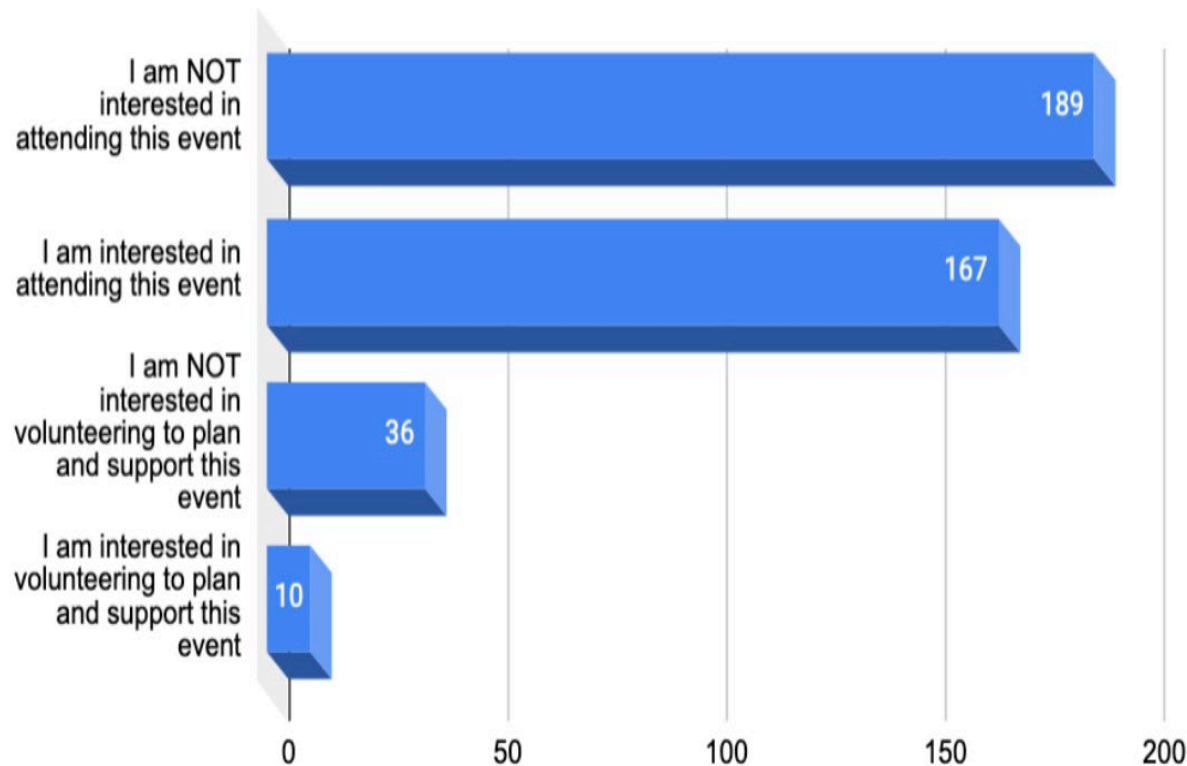
-  **Not Interested:** 232 responses ($\approx 55.8\%$)
-  **Interested (but not willing to pay):** 118 responses ($\approx 28.4\%$).
-  **Interested and Willing to Pay:** 66 responses ($\approx 15.9\%$)

Observations & Takeaways:

- While a majority are not interested (55.8%), there's a substantial number of respondents (around 44.3%) that show some level of support for the service—split between clear interest and conditional willingness tied to a fee.
- These numbers suggest it may be worth exploring a voluntary, opt-in leaf pickup program, possibly with a fee structure to offset costs.

SUMMER 2025 SURVEY SUMMARY REPORT

2. COMMUNITY NIGHT OUT: National Night Out is an annual event where communities across the country connect with law enforcement. The focus on National Night Out is to get neighborhoods actively involved in preventing crime in their community.



✓ **Total Interested (attending and/or volunteering):** 177 people (44%)

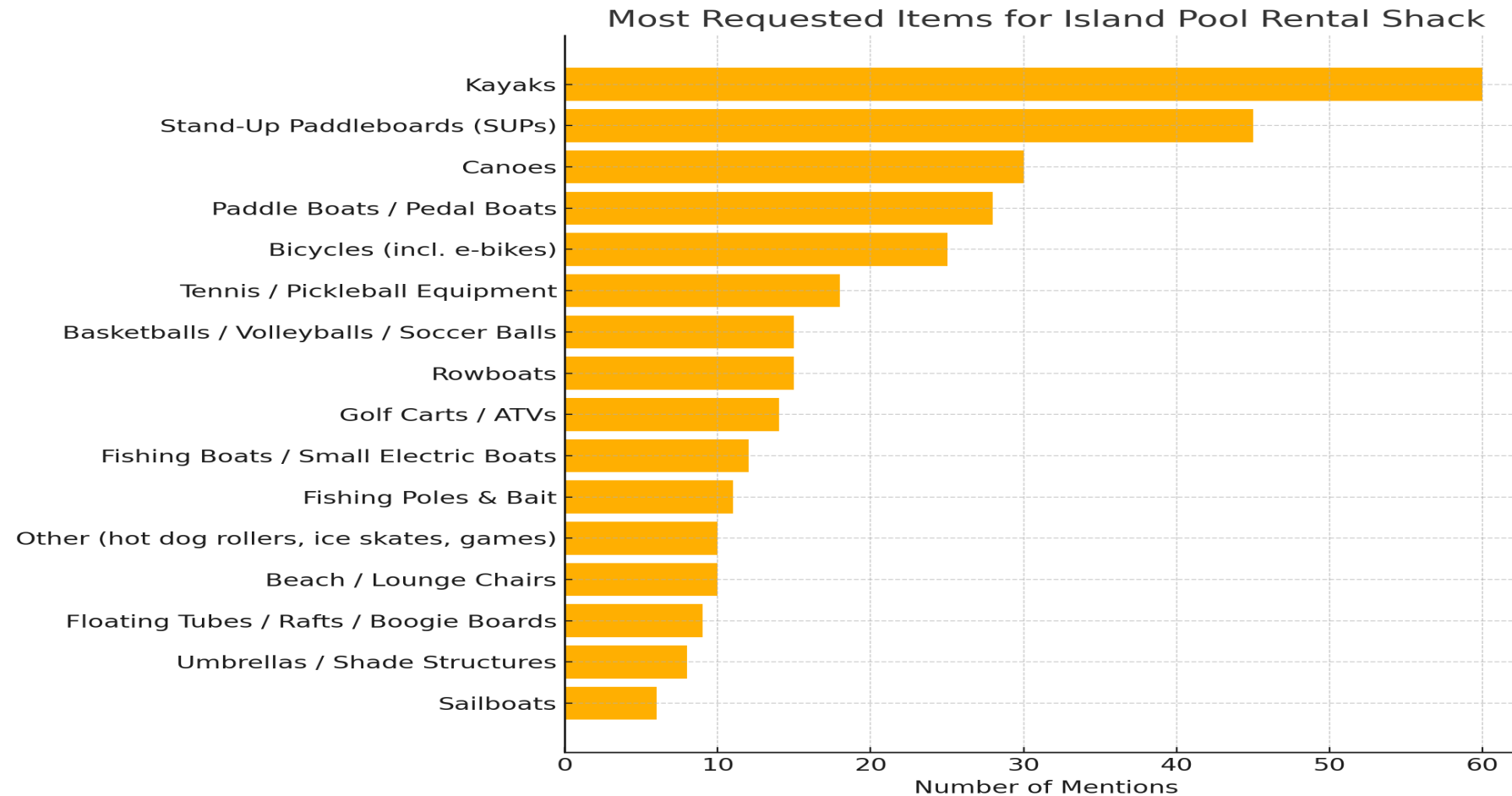
✗ **Total Not Interested (not attending nor volunteering):** 225 people (56%)

Observations & Takeaways:

- Respondent sentiment is split, with a slight majority not interested in attending.
- However, nearly half of respondents expressed interest, indicating potential value if the event is well-marketed, offers family-friendly programming, and includes community-driven elements beyond just crime prevention.
- Willingness to volunteer is low, suggesting the need for staff or committee-led planning.

SUMMER 2025 SURVEY SUMMARY REPORT

3.RENTAL SHACK: What equipment or items would you like to see available for rent at the Island Pool Rental Shack.



SUMMER 2025 SURVEY SUMMARY REPORT

3.RENTAL SHACK. (cont.)

Selected Community Comments:

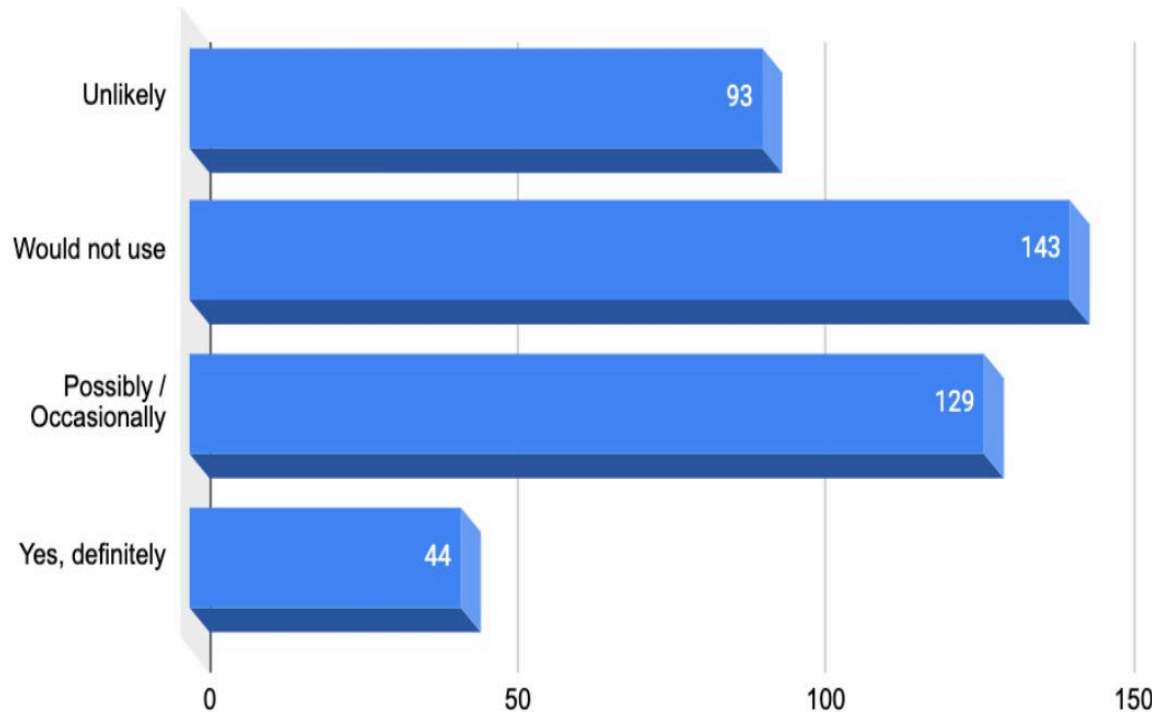
- “Our guests love the kayaks and paddle boards. Maybe add pedal boats?”
- “What is currently available is great, just wish it stayed open longer.”
- “Would love beach umbrellas and lounge chairs—there’s not enough shade.”
- “Please invest in better quality kayaks.”
- “Nice to have options like bikes, fishing gear, and beach games.”
- “A rental shack at Beach 2 would be helpful.”

Observations & Takeaways:

- Many appreciate the current selection and see no need for expansion.
- A few note they bring their own equipment but support options for others.
- A consistent desire for improvements in shade, comfort items, and more durable watercraft was noted.
- Several suggested extending hours or adding another rental location (like Beach 2).

SUMMER 2025 SURVEY SUMMARY REPORT

4. NORTH LAKE BOAT RENTAL OPTION (BEACH 4): If ALCA offered a convenient boat rental option at Beach 4 on North Lake, where members could pick up a boat lock key from the Island Rental Shack for access to a secured boat at that location—would you, your family or your guests be likely to use this service?



Response Summary:

- **Yes, definitely:** 44 respondents (10.8%)
- **Possibly / Occasionally:** 129 respondents (31.5%)
- **Unlikely:** 93 respondents (22.7%)
- **Would not use:** 143 respondents (35.0%)

SUMMER 2025 SURVEY SUMMARY REPORT

3. NORTH LAKE RENTAL OPTION AT BEACH 4 (cont.)

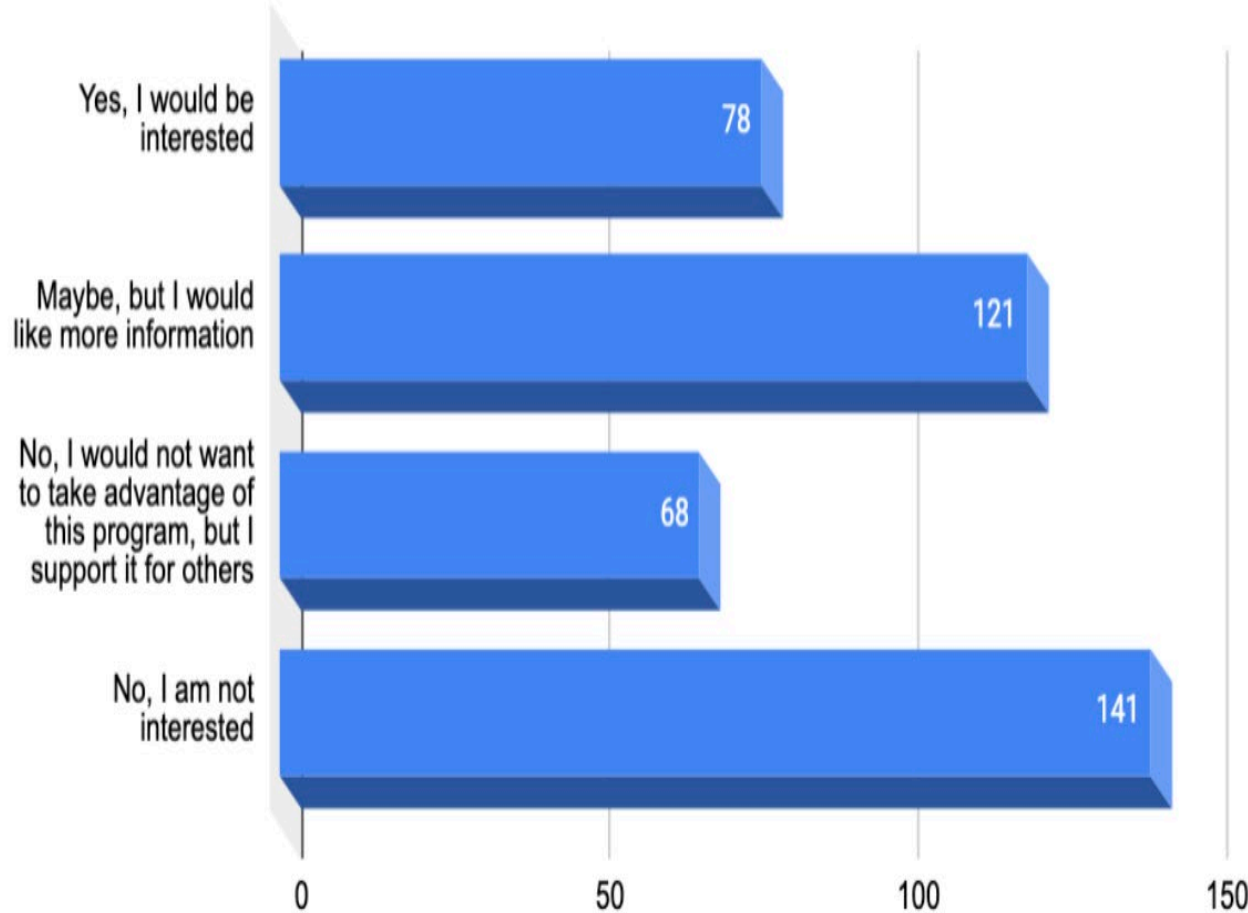
Observations & Takeaways:

Common Suggestions & Concerns:

- Space limitations at Beach 4 were the most common concern (e.g., "Beach 4 is already very crowded").
 - Supporters highlighted convenience and reducing congestion at the Island Pool shack.
 - A few requested electric pontoon boats, paddle boards, and bike racks.
 - Others recommended using ALCA-owned land adjacent to Beach 4 for better layout or expanding the area.
- Interest Exists: Over 42% of respondents (Yes + Possibly) would consider using the service.
 - The largest single group (35%) says they would not use it at all.
 - Potential Occasional Users (31.5%) make up the largest individual “positive-leaning” group, suggesting that the service might be more viable seasonally or during peak times.
 - With only 10.8% strongly committed, it's important to assess costs and logistics carefully before any potential test rollout.

SUMMER 2025 SURVEY SUMMARY REPORT

5. MEMORIAL TREE PROGRAM: Would you take advantage of a Memorial Tree Program at Arrowhead?



Response Summary:

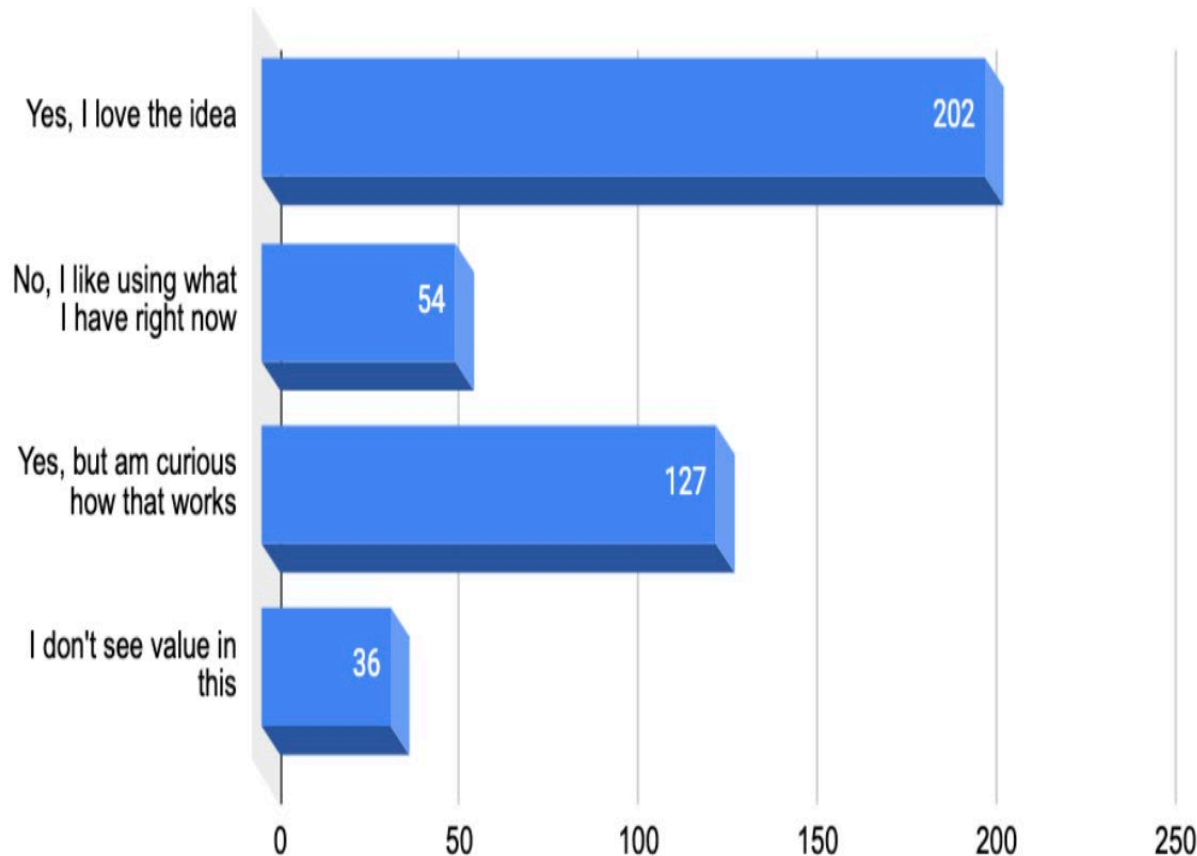
- Yes, interested: 78 respondents (19.1%)
- Maybe, with more information: 121 respondents (29.7%)
- No for me, but I support it for others: 68 respondents (16.7%)
- No, I am not interested: 141 respondents (34.6%)

Observations & Takeaways:

- A majority (65.5%) are either interested, open to the idea, or supportive of it.
- 34.6% of respondents are not interested at all.
- The largest single group is the "Maybe" category, indicating a need for clearer communication and program details to potentially increase interest.

SUMMER 2025 SURVEY SUMMARY REPORT

6. VEHICLE STICKER GATE ACCESS: If you could access the gate using a vehicle sticker as an alternative to the member ID and key fob, would you be interested?



Response Summary:

- **Yes, I love the idea:** 202 respondents (44.5%)
- **Yes, but am curious how that works:** 127 respondents (28.0%)
- **No, I like using what I have right now:** 54 respondents (11.9%)
- **I don't see value in this:** 36 respondents (7.9%)

Observations & Takeaways:

- A strong 72.5% of respondents expressed interest in the vehicle sticker system (combining both "Yes" and "Yes, but curious").
- Only 19.8% are not in favor of switching from the current method.
- The data suggests broad support for exploring or implementing a vehicle sticker option, with some members requesting more information.

SUMMER 2025 SURVEY SUMMARY REPORT

~~What changes or improvements would you most like to see in our community over the next year, and why?~~

Total Responses: 420+

The feedback reflected a broad and passionate range of viewpoints, with recurring themes around infrastructure, access systems, rental policy, amenities, environmental preservation, and community cohesion.

Key Themes Identified:

I. Road Maintenance & Drainage (Most Frequently Cited)

- **Concern:**

- Extensive dissatisfaction with washouts, potholes, inadequate grading, poor drainage and temporary fixes.
- Frequent mentions of unsafe driving conditions and vehicle damage.
- High frustration with the longevity of issues on specific roads (e.g., Paxinos, Wyomissing, Maxatawny, Chippewa, Comanche).

- **Recommendations & Requests:**

- Prioritize paving roads where full-time residents live.
 - Apply longer-lasting road solutions vs short-term gravel fixes.
 - Improve drainage systems, swales, and culverts to prevent washouts and runoff damage.
 - ~~More consistent dust control during dry seasons.~~
-

SUMMER 2025 SURVEY SUMMARY REPORT

~~What changes or improvements would you most like to see in our community over the next year, and why?~~

II. Gate Access & ABDi System

- **Concern:** Inefficient guest registration, QR codes not scanning, key fob failures.
 - Widespread dissatisfaction with QR code reliability, particularly at Orono gate.
 - Strong support for RFID window stickers or reverting to key fobs.
 - Confusion and tech burden for older residents and guests.
 - Concerns about spending on a system that doesn't function well or adds complexity.
- **Examples:** "QR system doesn't work in rain" and "It's too complicated."
- **Recommendations & Requests:**
 - Provide car stickers.
 - Provide 24/7 gate staffing, especially at Orono during weekends/summer.
 - Increase training and education for members on the current system.

SUMMER 2025 SURVEY SUMMARY REPORT

~~What changes or improvements would you most like to see in our community over the next year, and why?~~

III. Short-Term Rentals (STRs)

- **Concern:** Community division, guest behavior, overcrowding, outdated fee structure, eliminate 3-Day Registration Rule.
- **Diverse Opinions:**
 - Overwhelming push to eliminate or revise the 3-day advance registration requirement for STRs.
 - Multiple calls to allow same-day rental registration and edits to guest lists/vehicle info.
 - Fee structure (including \$100 late registration fee) seen as punitive by many.
 - Some want stricter rental limitations; others urge acceptance that renting is part of ALCA's culture.
- **Process Complaints:**
 - Remove 3-day advance rule, simplify form, eliminate late fee.

SUMMER 2025 SURVEY SUMMARY REPORT

~~What changes or improvements would you most like to see in our community over the next year, and why?~~

IV. Environmental & Beautification Efforts

- **Recurring Requests:**

- Tree replacement policy
- Less lawn/chemical use
- More native landscaping
- Restoration of green space.
- Limits on clearing for construction.
- Concern over light pollution and suburbanization of the lakefront.
- Lake quality improvements
 - Dredging
 - floating islands
- Trash enforcement

SUMMER 2025 SURVEY SUMMARY REPORT

~~What changes or improvements would you most like to see in our community over the next year, and why?~~

V. Amenities & Recreation

- **Indoor Pool:** Widely requested for year-round use, especially families and seniors.
- **Dog Park & Dog Beach:** Repeated suggestion for off-leash space.
- **More Programming for Kids/Teens:** Summer camp revival, youth sports, pop-up events.
- **Additional Ideas:**
 - Expanded gym, pickleball courts, sledding hill revival, shaded pool seating, new arcade, or convenience store/snack bar on site.
 - More varied entertainment (comedians, carnivals, family nights, movies).
 - Bring back 4th of July carnival, horse-drawn carriage rides, and 5Ks for charity.
 - Meet & greets for new members, Kindness Movement between renters and owners.
 - Suggestions for use of old MSB/Clubhouse property as a recreation hub.

SUMMER 2025 SURVEY SUMMARY REPORT

~~What changes or improvements would you most like to see in our community over the next year, and why?~~

VI. Governance & Communication

- **Members wants/concerns:**

- Detailed reports on contracts, lake vendors, and large expenditures.
- Justifications for changes (e.g., ABDi) and breakdown of costs.
- Survey results to be shared and reflected in board action.
- Frustrated with Board infighting and social media drama.
- Requests for member services staff to receive training in customer service and professionalism in communication.
- Concerns about high turnover and loss of long-term employees.
- Publish Q&A from meetings.

SUMMER 2025 SURVEY SUMMARY REPORT

~~What changes or improvements would you most like to see in our community over the next year, and why?~~

VII. Property Maintenance & Compliance

- **Top Issues:**

- Blighted/vacant homes
- Derelict vehicles
- Uncut grass
- Inconsistent enforcement of rules (e.g., light pollution, speed limits)
- Desire for increased fines and citations

SUMMER 2025 SURVEY SUMMARY REPORT

~~What changes or improvements would you most like to see in our community over the next year, and why?~~

VIII. Trash & Maintenance Services

- Consistent complaints about trash center overflows on peak weekends.
- **Requests:**
 - Expanded hours or second location on Orono side.
 - Gated/scanned trash access to limit unauthorized dumping.
 - Return of roadside pickup with bear-safe bins.
 - More frequent branch/leaf pickup.
 - Permanent cleanup crews for storm debris and roadside mess.

SUMMER 2025 SURVEY SUMMARY REPORT

~~What changes or improvements would you most like to see in our community over the next year, and why?~~

IX. Infrastructure Projects & "Moonshot" Ideas

- **Walking/Golf Cart Bridge over the Dam:** Multiple mentions as high priority.
- **Improved Trail Network:** Gamelands connector, Maxatawny path, around lakes.
- **Roadside Mailbox Access**
- **More Trash Center Capacity**

X. Community Culture & Tone

- **Frequent Appeal:** Less hostility, more unity between full-timers and STR owners.
- **Suggestions:** Kindness movement, community-building events, respect and empathy emphasized.

SUMMER 2025 SURVEY SUMMARY REPORT

~~What changes or improvements would you most like to see in our community over the next year, and why?~~

XI. Notable One-Offs & Unique Suggestions:

- Arcade / game room for kids
 - Memorial benches & tree programs
 - Snow tubing hill
 - Community wood chipper
 - Nighttime pool hours or senior-only swim times
 - More frequent surveys (2x/year)
 - Mailboxes for part-time residents.
 - Water fountain at Beach 2 for runners.
 - Encourage cross-generational engagement (e.g., Jr. Recreation Leaders)
-

SUMMER 2025 SURVEY SUMMARY REPORT

~~What changes or improvements would you most like to see in our community over the next year, and why?~~

Conclusion

The member feedback paints a clear picture of a community invested in preserving the rustic, natural charm of Arrowhead while embracing practical infrastructure upgrades and improved access systems.

Roads, rentals, and access dominate concerns, but there is equal passion for preserving environmental integrity, supporting recreation expansion, and fostering a more communicative, connected, and kind community.

Thank you to all who took the time to complete this survey. Your feedback is greatly appreciated and will help guide our decisions as we work to improve and enhance our community.

SUMMER 2025 SURVEY SUMMARY REPORT—TECHNOLOGY

7. Which of these digital tools would you like more help with (select all that apply)?

Observations & Takeaways:

- Over 71% of respondents said “None of these,” suggesting many feel confident with their current digital skills.
- The most requested help topics among those who indicated a need:
 - **Home Security Camera Setup** (66 responses)
 - **Organizing Photos and Files Digitally** (55)
 - **Smart TV Setup** (46)
 - **Online Safety and Avoiding Scams** (44)
 - **Managing Passwords and Online Accounts** (39)

Other areas like smartphone basics, health apps, and video calling were also noted, indicating a range of tech education needs.

Seniors Group:

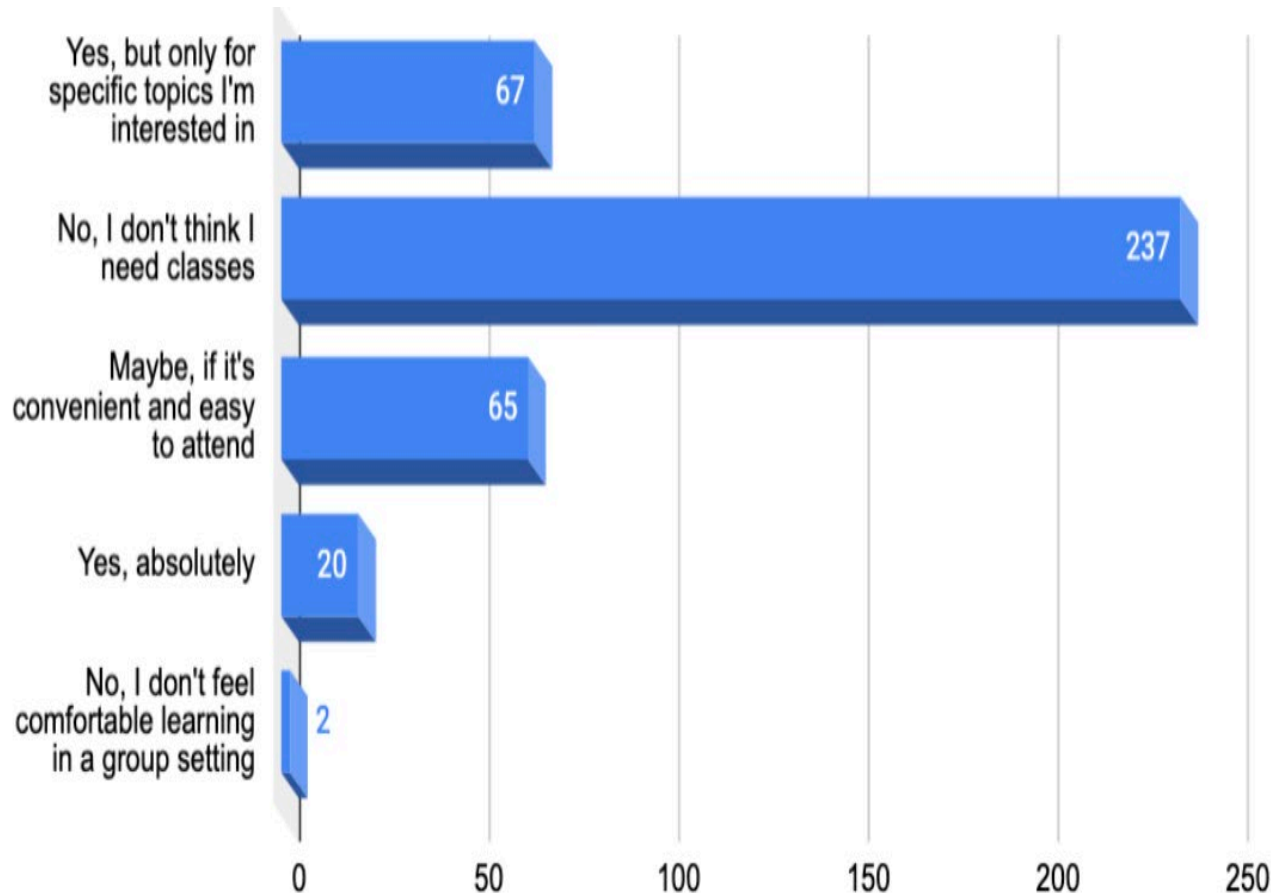
The Seniors group polled 23 Members at one of their meetings. From that group the most requested help topics were:

- **Home Security Camera Setup** (16)
- **Online Safety and Avoiding Scams** (10)
- **Smart TV Setup** (8)
- **Organizing Photos and Files Digitally** (7)

SUMMER 2025 SURVEY SUMMARY REPORT--TECHNOLOGY

8. Would you attend free workshops or classes on using technology? (Select all that apply)

Observations & Takeaways:



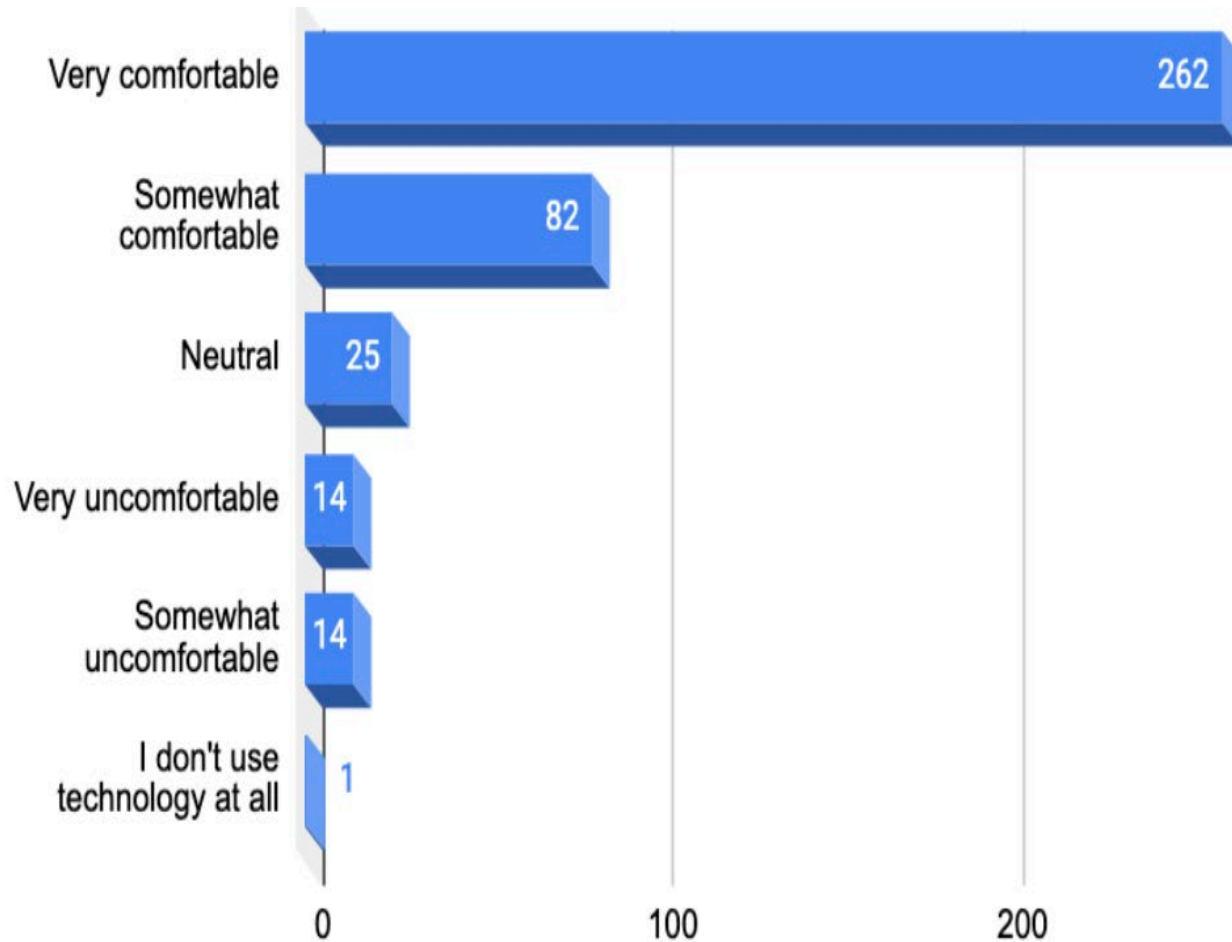
- A majority (60.6%) of respondents are not interested in tech classes—mostly because they feel they don't need them.
- However, 38% are at least somewhat open to attending, especially for specific topics or if the workshop is convenient.
- There's a small core (5%) who are fully enthusiastic about the idea
- These results suggest that while general tech workshops may have limited appeal, targeted, well-marketed sessions (e.g., smartphone basics, online safety) could still attract a meaningful audience.

Seniors Group:

Of the 23 Members of the Seniors Group who filled out the survey, 14 of them replied that **“Yes, absolutely”** they would be interested in attending free workshops or classes on using technology.

SUMMER 2025 SURVEY SUMMARY REPORT--TECHNOLOGY

9. How comfortable are you with using technology (smartphones, computers, or tablets)?



Observations & Takeaways:

- A large majority (87.3%) feel at least somewhat comfortable using technology.
- Only 4% of respondents express significant discomfort or abstain from using technology.
- This suggests that offering digital communications, online services, or tech-based community tools is likely to be accessible for most members.

Seniors Group:

Of the 23 Members of the Seniors Group who filled out the survey, the highest number of responses were for **Somewhat Comfortable** (6) and **Neutral** (6).

SUMMER 2025 SURVEY SUMMARY REPORT—TECHNOLOGY

10. Which device(s) do you use most often (select all that apply)?

- **Smartphone:** 438 respondents
- **Laptop:** 416 respondents
- **Tablet (iPad, etc.):** 268 respondents
- **Desktop Computer:** 225 respondents
- **Smart Home Devices (Alexa, Google Home, etc.):** 184 respondents
- **Basic Cell Phone (non-smartphone):** 32 respondents

Observations & Takeaways:

The data clearly shows that smartphones and laptops are the dominant devices used, with a strong presence of tablets and desktops as well. Smart home devices are also becoming more common, while basic cell phones are used by a small minority.

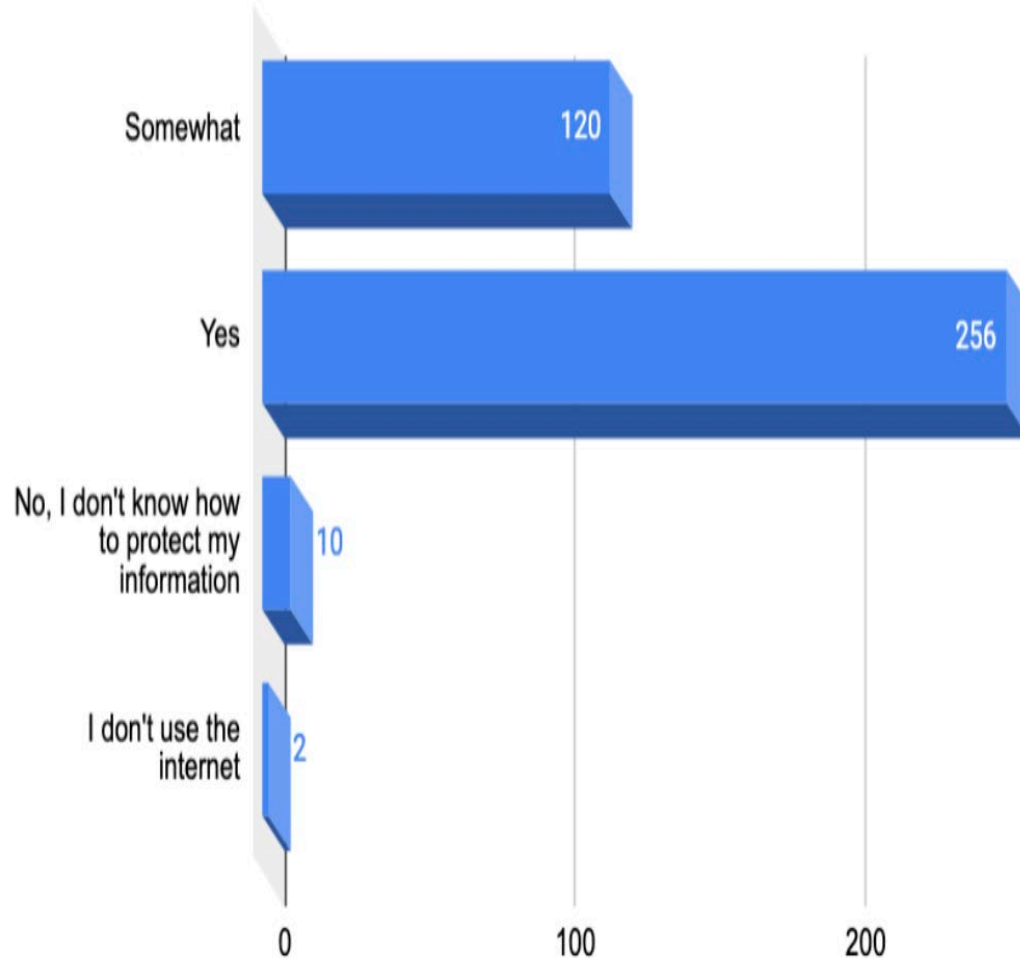
Seniors Group:

Of the 23 Members of the Seniors Group who filled out the survey responded their most often used devices are:

- **Smartphone:** 16 respondents
- **Tablet (iPad, Fire, etc.):** 11 respondents
- **Laptop:** 7 respondents

SUMMER 2025 SURVEY SUMMARY REPORT--TECHNOLOGY

11. Do you know how to protect your personal information online?



Observations & Takeaways:

This indicates a generally high level of awareness, but there's still a significant portion (over 30%) who could benefit from additional resources or education on digital security and increase awareness and safety practices.

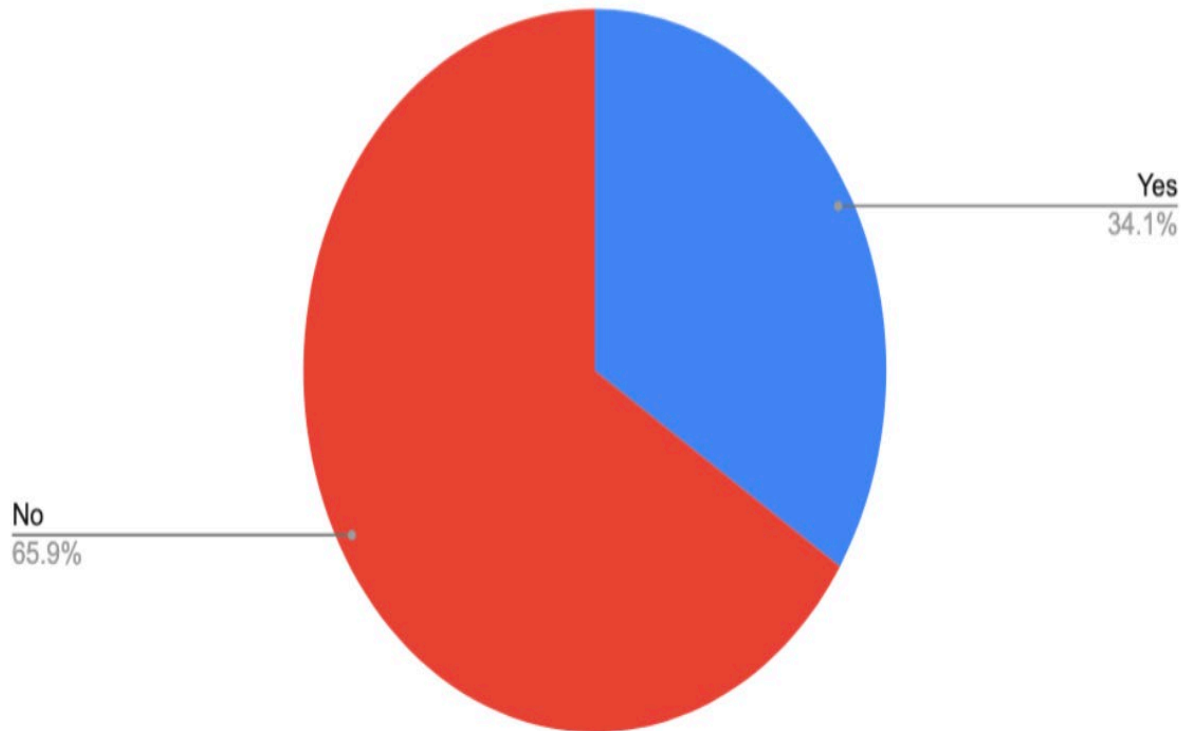
Seniors Group:

Of the 23 Members of the Seniors Group who filled out the survey, they responded:

- **Somewhat (14)**
- **✗ No, I don't know how to protect my information (5)**
- **Don't use internet (2)**
- **Yes (1)**

SUMMER 2025 SURVEY SUMMARY REPORT--TECHNOLOGY

12 Would you be interested in participating in cyber security training to protect your personal information?



Observations & Takeaways:

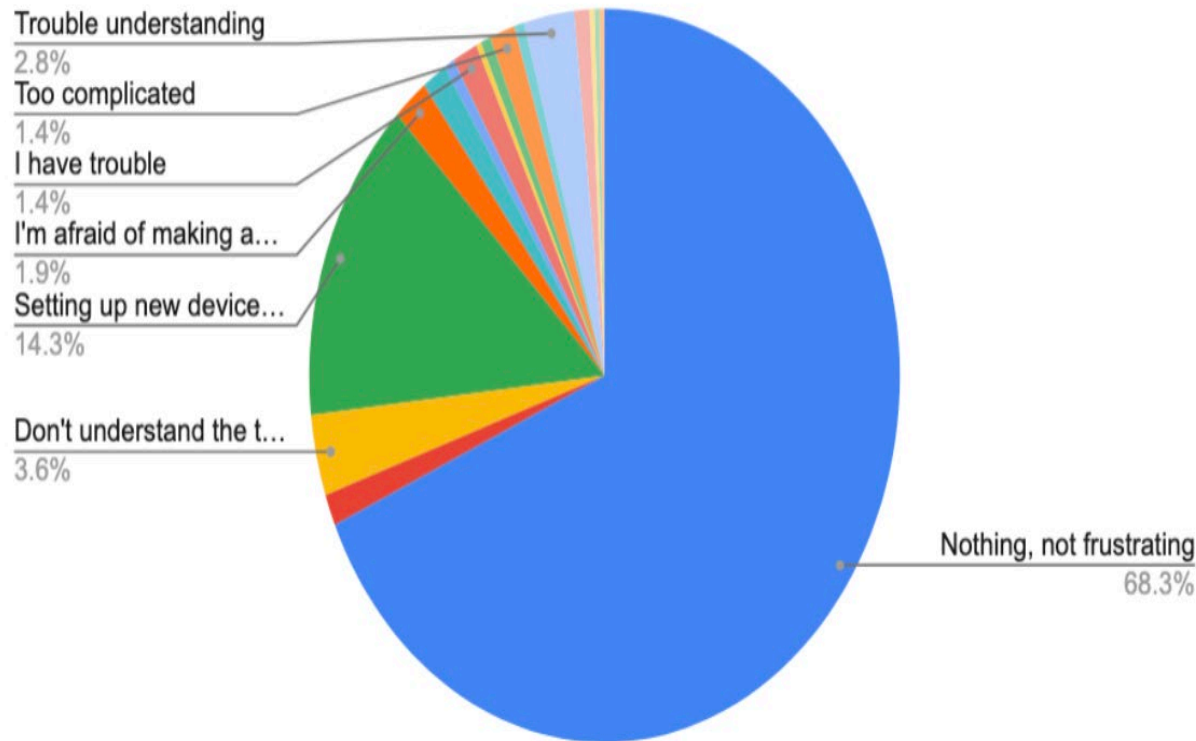
A clear majority (nearly two-thirds) of respondents are not interested in cybersecurity training. However, about one-third are interested, which represents a meaningful portion of the respondents that may benefit from optional or on-demand cybersecurity education. Programs could be designed with low-commitment formats (like short webinars or newsletters) to serve those interested without broader offerings.

Seniors Group:

Of the 23 Members of the Seniors Group who filled out the survey, 14 responded **YES** while four responded **NO**.

SUMMER 2025 SURVEY SUMMARY REPORT--TECHNOLOGY

13. What do you find most frustrating about using technology? (select all that apply)



Observations & Takeaways:

Most participants reported no frustration, but among those who did, setting up devices and understanding terminology were the top challenges.

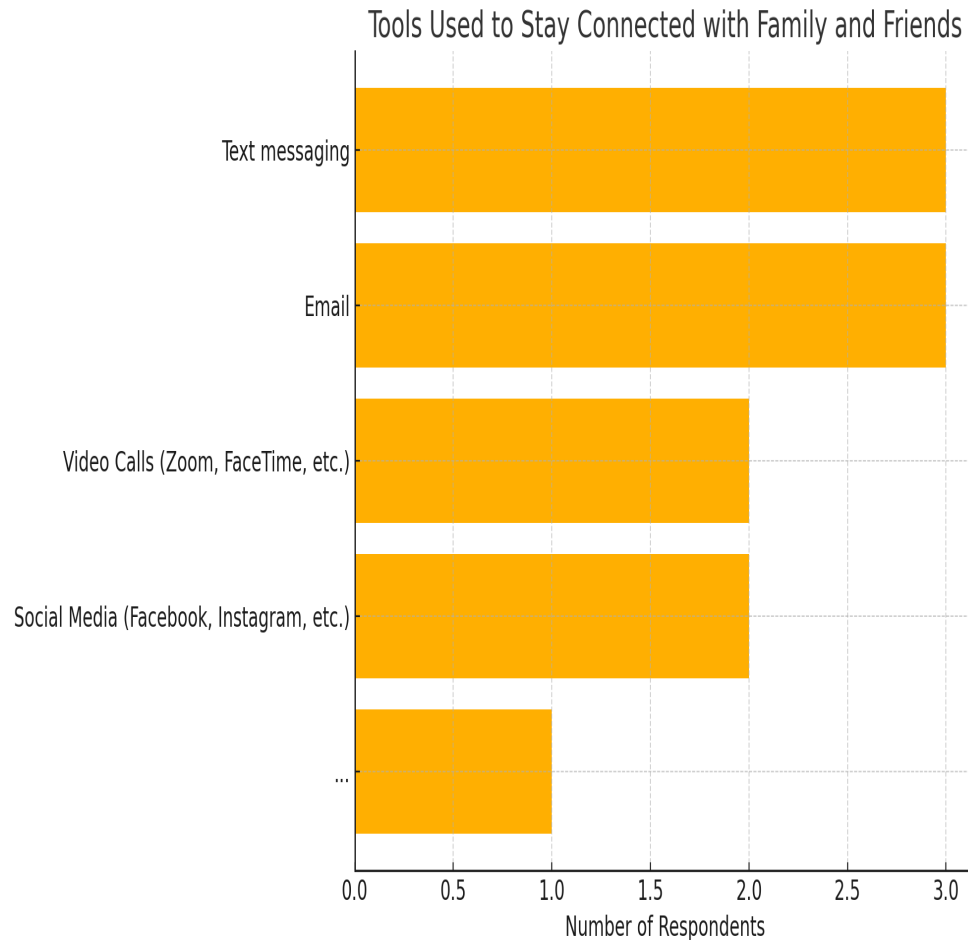
Seniors Group:

Of the 23 Members of the Seniors Group who filled out the survey, they responded:

- Setting up new devices is too complicated (10)
- I'm afraid of making a mistake and breaking something (7)
- I have trouble understanding how things work (7)
- I don't understand the terminology (6)
- Nothing, I don't find it frustrating (3)
- I don't see the point of using technology (2)

SUMMER 2025 SURVEY SUMMARY REPORT--TECHNOLOGY

14. Do you currently use any of these tools to stay connected with family and friends?



Summary:

- **Text messaging** and **Email** were the most commonly used tools.
- **Video calls** (Zoom, FaceTime, etc.) were also widely used, though slightly less frequent.
- **Social media** (Facebook, Instagram, etc.) was used by many but not universally.
- A small number of respondents selected “**None of these, and I'm not interested.**”

Observations & Takeaways:

This suggests that most community members are engaged across multiple digital communication platforms, with text and email being foundational tools.

SUMMER 2025 SURVEY SUMMARY REPORT--TECHNOLOGY

14. Do you currently use any of these tools to stay connected with family and friends? (continued)

Seniors Group:

Of the 23 Members of the Seniors Group who filled out the survey, they responded:

- Text Messaging (19)
- Email (16)
- Social Media (12)
- Video Calls (10)
- None of these, but I'd like to learn (3)

SUMMER 2025 SURVEY SUMMARY REPORT--TECHNOLOGY

15. What concerns do you have about using technology? (Select up to 2 options)

Summary:

- A large number of respondents said “**I don't have any concerns.**” (46.3%)
- **Privacy and security risks** (e.g., identity theft, scams) was by far the most frequently cited concern. (24.7%)
- Other notable concerns included:
 - **Cost of devices or internet service**
 - **Difficulty understanding how to use devices or apps**
 - **Technology changing too fast to keep up**
 - **Fear of making mistakes or breaking something**

Observations & Takeaways:

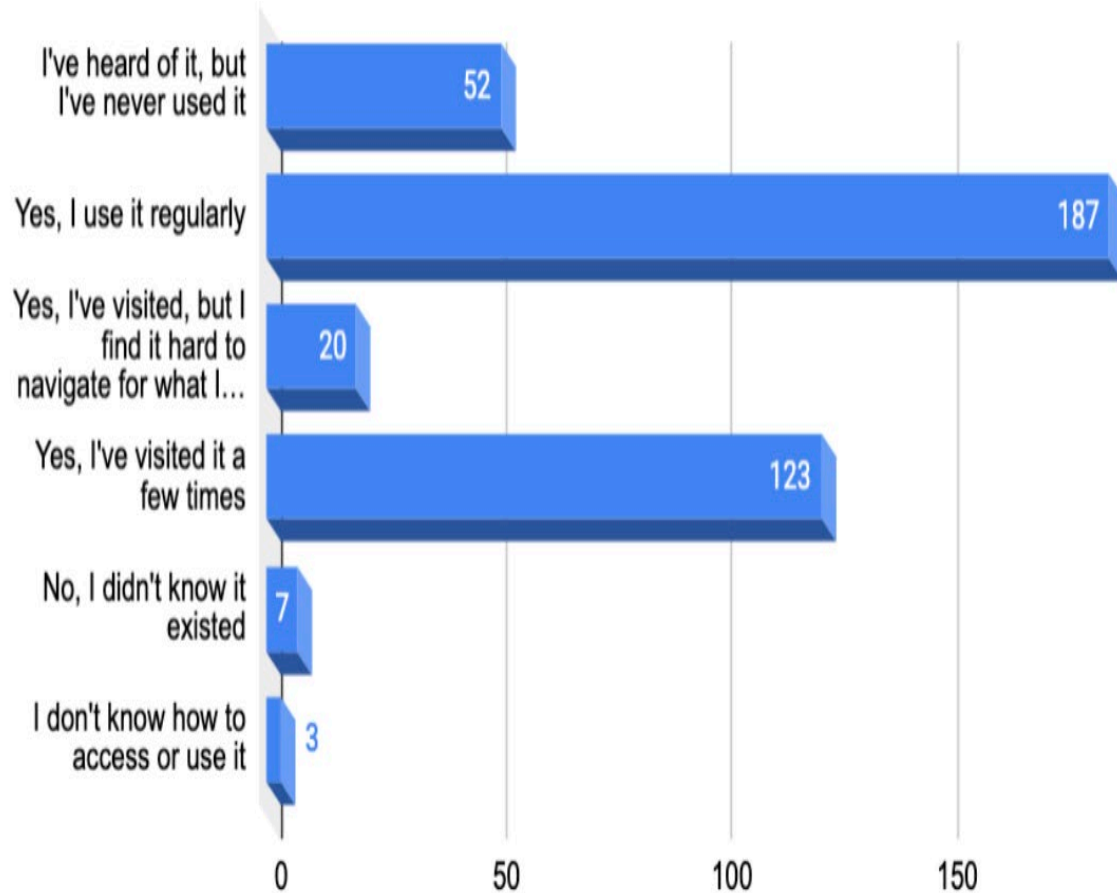
This indicates a primary focus on **digital safety**, while a substantial portion of the community feels comfortable using technology.

Seniors Group:

Of the 23 Members of the Seniors Group who filled out the survey, they responded:

- Privacy and security risks (e.g., identity theft, scams) (16)
- Difficulty understanding how to use devices or apps (9)
- Technology changing too fast to keep up (6)
- Fear of making mistakes or breaking something (4)
- Technology changing too fast to keep up (3)
- Cost of devices or internet service (2)

16. Are you aware that you can make payments, view community documents and committee meetings, and submit suggestions to the various departments via the Arrowhead Lake Association website?



Observations & Takeaways:

This suggests that while many members are active users of the website, a significant portion is either unfamiliar with it or underutilizing its features. Improved outreach and website usability could help engage more members.

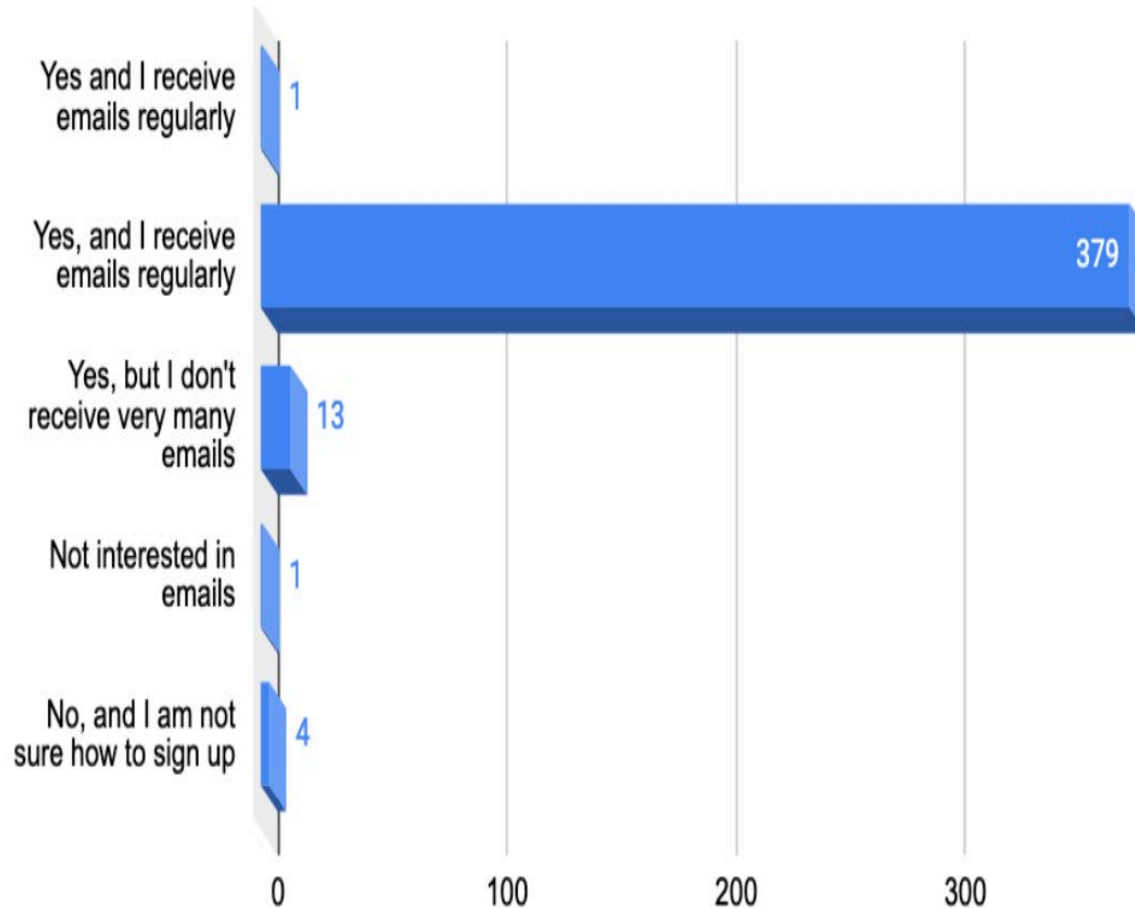
Seniors Group:

Of the 23 Members of the Seniors Group who filled out the survey, they responded:

- I've heard of it, but I've never used it (12)
- Yes, I've visited, but I find it hard to navigate for what i want (6)
- Yes, I've visited it a few times (3)
- Yes, I use it regularly (2)

SUMMER 2025 SURVEY SUMMARY REPORT--TECHNOLOGY

17. Have you signed up to receive emails from Arrowhead Lake regarding news, events, committee information, etc.?



Summary:

The overwhelming majority of respondents answered:

✅ **"Yes, and I receive emails regularly." (380)**

A small number of participants noted:

- "Yes, but I don't receive very many emails" (13)
- "No, and I am not sure how to sign up" (4)
- "Not interested in emails" (1)

Observations & Takeaways:

Most members are successfully receiving Arrowhead Lake emails, indicating strong engagement with digital communications. A few may benefit from additional support or clearer instructions on managing email preferences.

*(Seniors were not asked this question in their survey)