

### **RURAL TOURISM ASSESSMENT**

# HOUGHTON LAKE AND PRUDENVILLE COMMUNITY DATA REPORT

Prepared By the MSU Extension RTA Team: Andy Northrop, Will Cronin, and Garrett Ziegler





## Michigan State University Extension Rural Tourism Assessment

#### Phase 1: Planning and Asset Identification Workshop

Phase I serves as the foundational stage of the Rural Tourism Assessment (RTA) process. During this initial phase, held in workshop format facilitated by Michigan State University Extension, stakeholders identify assets and key metrics central to their tourism economy. Identified assets are prioritized by stakeholders which serve to support subsequent Phases. Additional steps are taken to generate specific questions stakeholders would like answered from First Impressions Tourism (FIT) assessment(s) conducted during and central to Phase 2.

#### Phase 2: (Data Collection and Analysis)

Phase 2 centers on gathering data generated through surveys and site visits using MSU Extensions FIT program. FIT provides valuable insights into the tourism experience from both first-time visitors and community perspectives generated in Phase 1. The collected data is then thoroughly analyzed to identify strengths, weaknesses, and opportunities related to rural tourism development in participating communities. Presentations are then generated for the purpose of sharing with community stakeholders offered a community forum setting as part of Phase 3.

#### Phase 3: Results Dissemination and Community Engagement

Approximately six months after completing Phase 2, Phase 3 commences. Results obtained from Phases 1 and 2 are merged and shared with stakeholders participating in the Rural Tourism Assessment. This phase also provides an opportunity for residents and community members to engage in discussions and provide feedback on the first-time visitor perspective, findings, fostering collaboration and shared decision-making.

#### Phase 4: Implementation Strategy Development and Visioning (Optional)

Although optional, Phase 4 consists of facilitated discussions with stakeholders around next steps and implementation strategies for communities participating in the entire Rural Tourism Assessment process. These discussions heavily focus on insights gathered directly from FIT assessments conducted during Phase 2 and shared during Phase 3. Tourism development models are applied, where and when necessary, to help guide discussions. Tailored strategies are developed to enhance the tourism experience based on visitor feedback and community priorities.

#### Rural Tourism Assessment – Roscommon County Summary

The <u>Roscommon County Economic Development Corporation</u> and <u>Michigan State</u> <u>University Extension</u> (MSUE) established a partnership in early 2023 to strengthen rural tourism across the county and three communities by capitalizing on stakeholder knowledge, input, and first-time visitor perspectives to the area.

- Following MSUE's Rural Tourism Assessment format, Roscommon County along with Prudenville/Houghton Lake, St. Helen, and Village of Roscommon participated in the multi-phase effort.
- Phase 1 was conducted April 2023.
- Phase 2 was conducted September October 2023.
- Phase 3 was completed May 2024.
- At the time of drafting this summary, Phase 4 is being planned for Fall 2024.

As part of RTA, Phase 2 consists of a comprehensive FIT assessment in and with participating partners. In this effort, Roscommon County and the three identified communities received five first-time visitors at separate times between September and October 2023.

All five visitors spent three nights, four days visiting various stakeholder identified tourism assets from Phase 1, as well as a wide range of self-identified tourism assets while on site. A total of 15 nights were spent in the county: eight nights in hotels, four nights in motels, two nights camping, and one night in a bed & breakfast.

#### **Visitor Profiles:**

- 1 Female from Generation X visited with her spouse between Friday-Monday.
- 1 Male from Generation X visited alone between Tues-Friday.
- 3 Males from Millennial Generation visited alone between Thurs-Sunday.
- All visitors are married residents of either Upper or Lower Peninsula, MI, and are employees of Michigan State iUniversity Extension with various expertise.

#### **Visitor Diverse Personal Interests:**

• Artists, (Mountain) Bike Rider(s), Birder(s), Camper(s), Foodie, Hiker(s), Paddler(s), Nature and Outdoor Enthusiast(s), Trail Enthusiast(s), Water Lover, Trip Planners, and Avid/World Travelers.

#### Introduction to First Impression Tourism Assessments (FIT)

The First Impressions (FI) program was developed in 1991 by the University of Wisconsin Extension to help communities learn about their existing strengths and weaknesses as seen through the eyes of first-time visitors. The FI program has been used to help communities across the U.S. and Canada inform economic initiatives or further develop community goals and has been modified over the years by various Extension services based on different needs. Michigan State University (MSU) Extension adapted this program via a multi-state grant provided by the Northeast Regional Center for Rural Development in 2014. MSU Extension's First Impressions Tourism Assessments (FIT) is a unique version of FI for our state and, since inception in 2016,

#### What is FIT?

FIT is a comprehensive community assessment conducted by unannounced visitors in a host community. FIT involves developing leaders, assessing the host community, sharing results in forum open to all, and providing suggestions to advance community-driven tourism. Overall, FIT helps participating communities learn about their strengths and weaknesses through the eyes of first-time visitors. Since inception, FIT has empowered leaders and stakeholders to develop action plans to improve their communities based on new perspectives and suggestions from first-time visitors. These action plans are proven to be the catalysts needed to launch and expand small town tourism development across Michigan. For more information on FIT, please visit – <a href="https://www.canr.msu.edu/tourism\_first\_impressions/index">https://www.canr.msu.edu/tourism\_first\_impressions/index</a>

#### **Additional FIT Resources**

## Please visit the FIT Resources Below to learn more about the program

FIT - How it Works

FIT - Frequently Asked Questions

FIT - Building a Community Leadership Team for FIT

A Summary of Community Actions

and Success from FIT – <u>Downloadable Report</u>





#### Summary of MSU Extension tourism development programs

The following programs are available statewide to guide decision making around tourism development and implementation.

#### **Understanding Tourism for Michigan Communities (UTMC)**

This interactive workshop highlights tourism industry statistics and exposes communities to trends and travelers' interests, as well as a number of niche tourism markets. UTMC is specifically designed to promote regional synergies, leadership, and tourism product development. <a href="https://www.canr.msu.edu/tourism/programs/understanding-tourism-for-michigan-communities">https://www.canr.msu.edu/tourism/programs/understanding-tourism-for-michigan-communities</a>

#### Planning for Tourism-Preventing Destination Decline

This workshop walks communities through a planning process and uses life-cycle models to explore where communities may be in establishing themselves as tourism destinations. Additional tools will be employed to determine their readiness, identify next steps for action and explore engagement strategies for coalition building within the community. <a href="https://www.canr.msu.edu/tourism/programs/planning-for-tourism">https://www.canr.msu.edu/tourism/programs/planning-for-tourism</a>

#### First Impressions Tourism (FIT) Assessments

FIT is a comprehensive community assessment conducted by unannounced visitors in a host community positioned to lead development based on the program results. FIT involves developing community leadership, assessing the host community, sharing the results in a community forum open to all, and providing suggestions to drive community action. Overall, FIT helps communities learn about their strengths and weaknesses through the eyes of first time visitors.

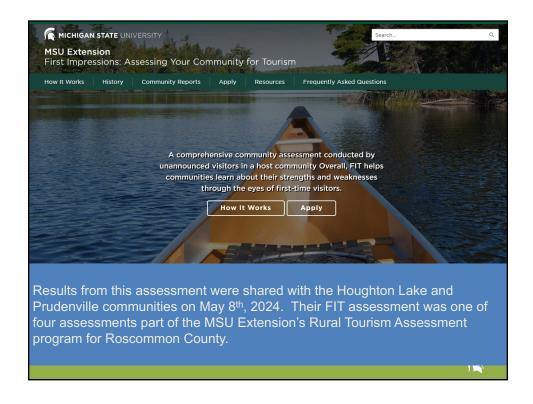
https://www.canr.msu.edu/tourism\_first\_impressions/index

#### **Custom Tourism Programs**

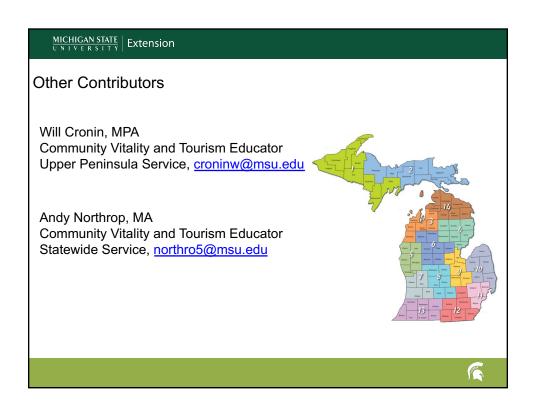
MSU Extension tourism educators are equipped to meet the diverse needs and interests of Michigan communities. Specialized programs are available to communities with a specific interest in agri-tourism, ecotourism and/or cultural/heritage tourism.

Learn more Learn more about MSU Extension tourism programs by visiting: <a href="https://www.canr.msu.edu/tourism/">https://www.canr.msu.edu/tourism/</a>









#### **MSU Extension's Mission**

Helping people to improve their lives through an educational process that applies knowledge to critical issues, needs and opportunities.



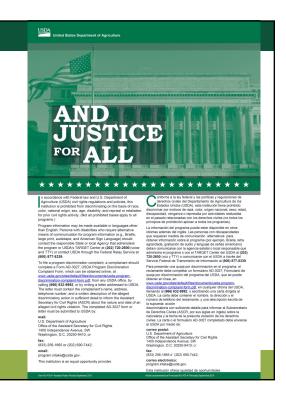






#### MICHIGAN STATE | Extension

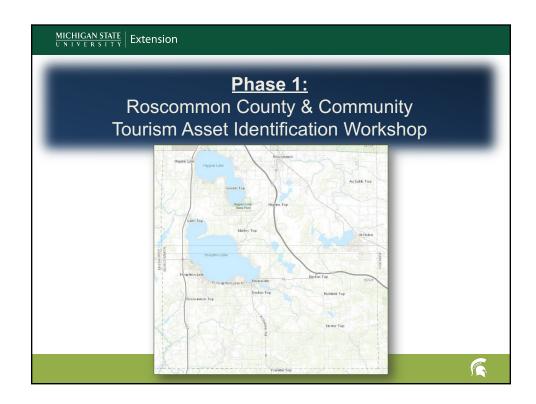
MSU is an affirmativeaction, equal-opportunity employer. Michigan State University Extension programs and materials are open to all without regard to race, color, national origin, sex, gender, gender identity, religion, age, height, weight, disability, political beliefs, sexual orientation, marital status, family status or veteran status.



#### **Rural Tourism Assessment**

- Phase 1 Q2-2023
  - Tourism Asset ID Workshop / April 12, 2023
- Phase 2 Q3-Q4 2023
  - FIT Assessment
    - · Roscommon County,
    - Prudenville/Houghton, St. Helen, and Village of Roscommon
  - Aggregating results and reports
- Phase 3 Q1-Q2 2024
  - Roscommon County Forum Held on May 1st
  - Zoom-based Community Forums May 8<sup>th</sup>, 15<sup>th</sup> and 22<sup>nd</sup>





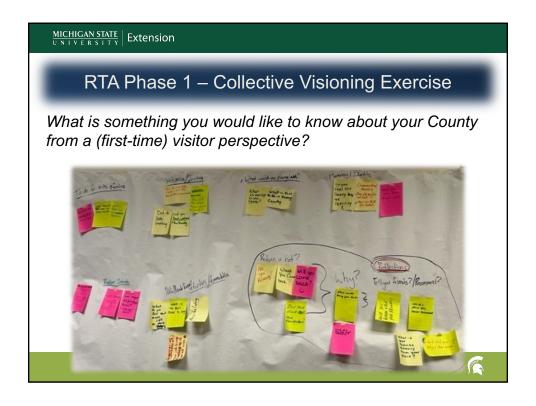
# Phase 1: Tourism Asset Identification Workshop

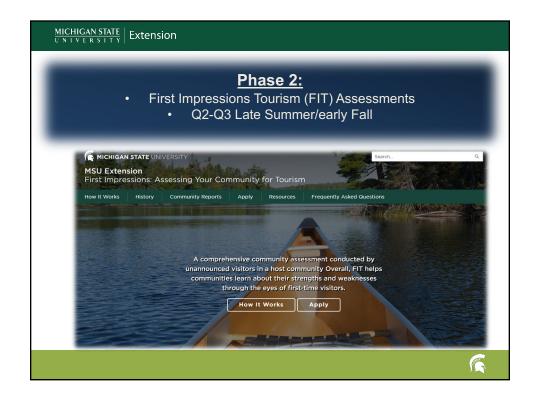
#### **Phase 1 Objectives:**

- Bring stakeholders across county/communities into a collective asset identification process
- To provide leaders/stakeholders the opportunity to pre-select and prioritize their tourism assets
- To collect additional stakeholder input for the purpose of generating county visioning questions for First Impressions Tourism (FIT) assessment



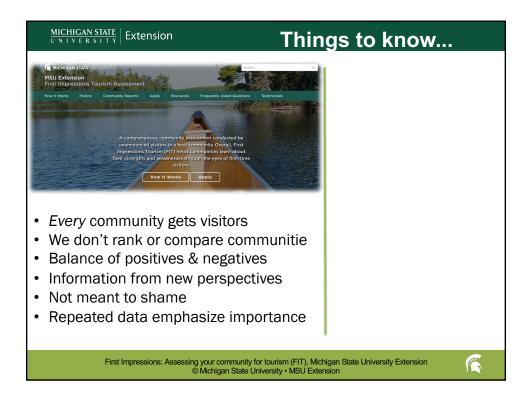


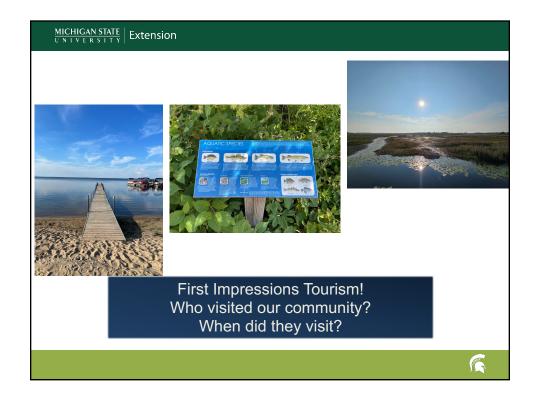


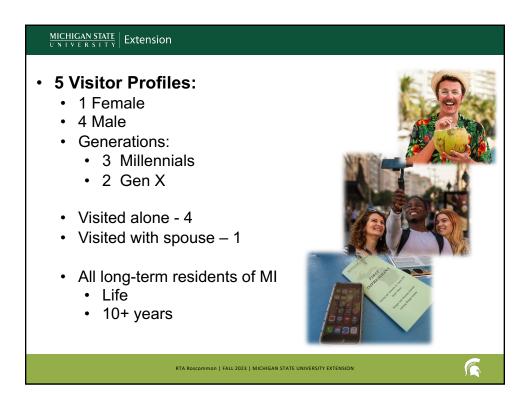


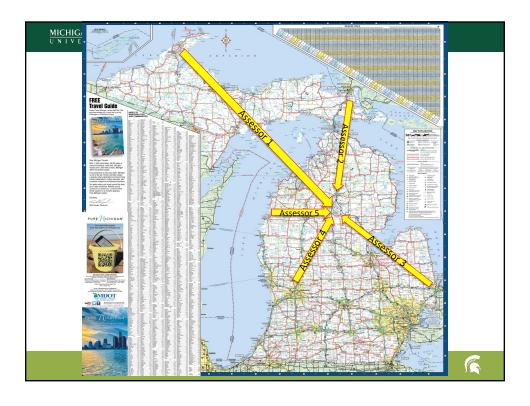












- · Assessors also identified as-
  - Non-parents, Parents
  - · Artists, Bike riders, Birder, Campers,
  - · Foodies, Local Food Fan,
  - · Hikers, Paddlers
  - Nature & Outdoor Enthusiasts,
  - All Trails Enthusiasts
  - · Water Lovers
  - Map readers, Trip planners, Avid travelers
  - Planners, Arts Executive, Tourism Faculty, Community Development Faculty





#### MICHIGAN STATE | Extension



#### The Visit (aka Assessments

- Pre-research 2-4+ Hours
- 3 nights / 4 days in September
  - 1 Tues Friday
  - 3 Thurs Sunday
  - 1 Friday Monday

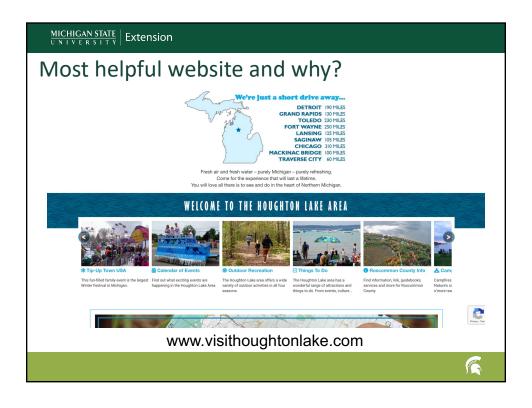
Accommodation – 15 nights

- · 8 nights Hotels
- · 4 nights Motels
- · 2 nights Camping
- 1 night B&B

RTA Roscommon | FALL 2023 | MICHIGAN STATE UNIVERSITY EXTENSION







#### Houghton Lake CVB Website

#### What made it helpful?

- Included the most comprehensive list of things to do in the community
- A nice organized layout of things to do in the area and places to stay. Familiar to other CVB / Chamber layouts
- Short videos provided decent information on the area
- Comprehensive list of hotels
- Good overview of the area

#### What could be improved?

- Website would benefit from an interactive map showing different listed assets
- The area is so large that organizing things by location would be helpful.
   Even having a map that layout the major communities and attractions / lakes would be helpful.
- Positioning the app to be central on the website so it is noticeable at first



Most helpful website assessment:				
Question	Strongly Disagree	Disagree	Agree	Strongly Agree
The information was well presented.	0	0	3	2
Web pages were visually appealing.	0	1	1	3
I noticed typographical errors.	2	3	0	(
It was easy to find information on the website	0	0	4	1
The information was useful.	0	0	4	:
More information is needed on this site.	0	2	1	2

#### First 5-minute impressions:

As I drove into the destination, I wasn't sure where the community started and ended. It felt very much like I was still on a busy main road, flanked by a lot of things to see and do, but it didn't seem like a very inviting place. I noticed the lake in places, but it also felt like the lake was divided from the main business are of the community. It didn't seem like a good place to get out and walk around and only accessible by car.

I found it to be congested, overwhelming with tight-narrow roads and not walkable and bikeable like I had hoped it to be. Even though there was construction limiting my mobility even by car, I was immediately uneasy driving alone on account of not being able to drive, look around, understand the area, etc.





MICHIGAN STATE | Extension

#### First 5 minute impressions continued:

It's hard to have a first impression because the area is so spread out. It's a long commercial strip with rentals and very little lake access for someone who doesn't have a cabin that they're going to. Also traffic on 55 is so fast it's hard to feel like this is a place to stop. You don't encounter anything that feels like a real community node maybe aside from the 18 and 55 intersection.

Why is everything so spread out? This is clearly a vacation town that was popular back in the day. There is a sad amount of blight, but also some interesting and appealing things along the way. My main impression is shaped by the south end of the lake and Prudenville.











#### **Community Attributes**

Many restaurants in the area but they were all very similar and catered to a more basic taste in food without any international or more healthy options. Most of the shopping establishments seemed to be selling similar touristy type knick-knacks and t-shirts. Area of the community seemed to be very car-centric and not a place I would want to get out and walk around

Generally poor signage, I noticed a nice lakeside park (across from the Backdoor Saloon) had not signage from the road. Shopping is elusive as there are no distinct shopping centers that are interesting. I was referred by one gift shop to another gift shop about 2 miles away. Without that referral, I would have never stopped.





#### MICHIGAN STATE | Extension

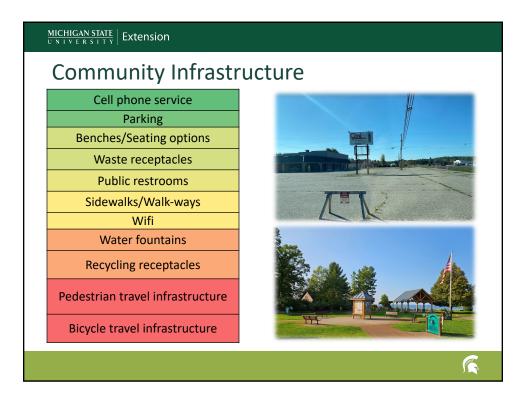
#### **Community Attributes**

Restaurants are all bar food or family restaurants very little variety beyond that this doesn't feel like a community it's an expansive strip of commercial establishments that don't really have anything tying them together other than a four lane highway



I just found the quality of restaurants to be average with nothing all that good or different. I also thought this area has so much signage that there very well could have been directional signage in many places, but the overwhelming and in your face signage restricted my ability to find proper navigational signage





#### $\frac{\text{MICHIGAN STATE}}{\text{U N I V E R S I T Y}} \, \big| \, \text{Extension}$

#### Community Infrastructure

As I've already mentioned there was very limited non-car mobility infrastructure. Not a place that I would want to walk around or ride my bike through without better/safer side walks and bike paths.



There are some parks here and there but it's easy to miss them. Sidewalks do exist but they're in pretty bad shape and clearly not used much. I didn't encounter any benches or street furniture outside of parks I did find a few restrooms associated with parks but other than that it's pretty spare.



#### Community Infrastructure

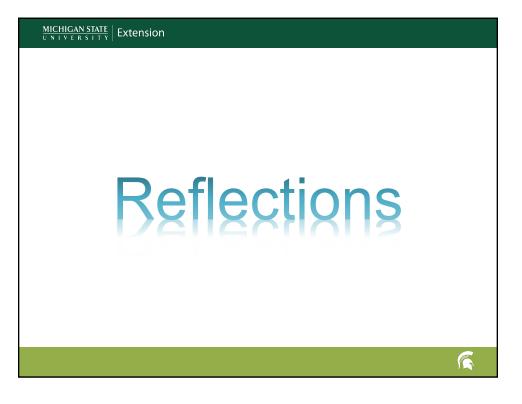
Overall this is a highly dispersed community lacking any coherent downtown area, but with a large plethora of shopping and outdoor recreation assets. Overall pedestrian and bicycle traveling in the southern section of the lake is really not something I would recommend. The 4-5 lane road M-55 is busy at most times, lacks sidewalks in many places, and often has sidewalks so close to road without a buffer it would not be very safe for a family or the elderly to walk. With the lack of public lands along the lake shore it would be hard to envision lakeshore access for walking. Also most of the businesses are not directly on the lake shore but further back so it might not even make sense. I think it's an important thing for the community to recognize they are so dispersed, but to find ways to highlight the area.

Lakefront is primarily privately ownedlimited public access to prime swimming sites. There is very little connectivity, biking was not an option so close to the road. There was no sense of "where to go" other than private beaches (such as hotel). I found Trestle Park and Sullivan Park and enjoyed those waterfront destinations, in addition to my hotel.





#### MICHIGAN STATE | Extension Downtown Business Area Parking charges are reasonable Parking is secure Customers are greeted warmly when they walk through the door 11 There are areas of green space Parking is centrally located Flags/banners are displayed on the exterior of businesses There is a gateway point to enter/leave town (piece of art, mural, sign, etc.) This is a welcoming place The grounds have been landscaped with flowers, trees, shrubs, and bushes The downtown business area is handicapped accessible There is a mix of ages Walking sidewalks are well maintained The main downtown business area is a major tourist draw for the Hanging baskets are displayed on the exterior of businesses The main downtown business area feels distinct or special Vehicle traffic is managed to encourage pedestrian movement, via foot or bike There is pedestrian traffic (foot and bike) There are walker/biker friendly signs Bike lanes exist on roadways There is a mix of ethnic groups





#### MICHIGAN STATE | Extension Assets Visited – Prudenville/Houghton Lake Home Depot Lake House Meat and Deli and the Sully's on the Lake BBQ takeout only Side Shack Bookworm **Beachfront Hotel Detroit Rustic** Joe's Coney Island **Knitty Gritty Treasures** Pawn Shop M55 Pour House Sullivan Beach Park Kiss Me Coffee **Houghton Lake Provisioning Center** Walmart **Navajo Trading Post** Lakeview Waterfront Park Beachfront hotel TJ Loopies Sips and Sweets Spicer's Boat City **Backus Township Park** Assets highlighted orange were identified by community stakeholders as "points of interest" before FIT 16

#### MICHIGAN STATE | Extension

#### What will you remember most six months from now?

- Just the amount of things that are along the main road and how it feels like a place that you can only drive through and not walk around. The lack of a distinctive town with any character.
- How hard it was to access the lake.
- The driving to get from one place to another, lack of downtown. Really friendly people... especially after they've played 18-holes of golf and are a little tipsy.
- How it was spread out and run down in many places, but also had some wonderful
  assets that I liked enough to come back especially given how convenient it is off
  the expressways.
- Overwhelming main road with far too much along it to be comfortable walking or riding my bike. It really needs a significant facelift.



#### Feeling of being welcomed – 100% said Yes!

- Overall felt welcome at most businesses but felt a little out of place as a solo traveler.
- In general folks were all friendly and welcoming
- Everyone was just so nice, greeted in every business, friendly customers and staff everywhere I went. It was the people for sure that made me feel welcome.
- Surprisingly, I felt this place/location is open to visitors.

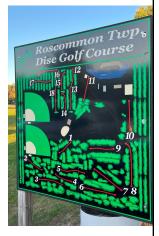




#### MICHIGAN STATE | Extension

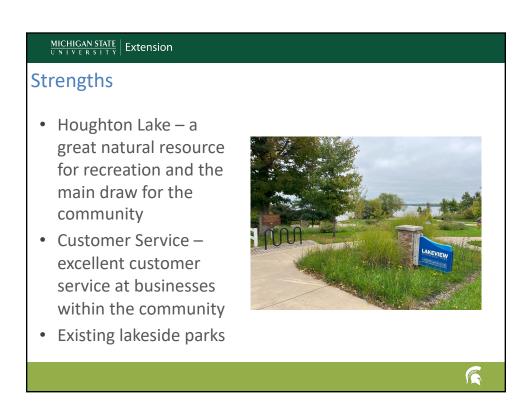
Are there specialty shops, attractions, and/or assets that would bring you back to visit? If yes, which one(s):

- I think the Frog Tiki Bar would be a cool place to visit again
- I could see myself renting a cabin here someday perhaps, but I don't feel compelled to come back.
- Morning Glory and Backdoor Saloon with park across the street.
- Springbrook Inn would be a great place for a get away with my wife. Staying there for comfort and food and relaxing, with nice day outings to outdoor rec nearby. Also, I loved the disc golf course and might stop by just for that.
- · Houghton Lake









#### Weaknesses

- The M55 Corridor
  - Walkability
  - Traffic patterns
  - Bike Path/Sidewalk maintenance
- Public access to the lake

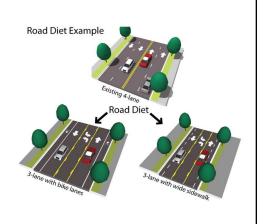




### MICHIGAN STATE | Extension

#### **Opportunities**

- The M55 Corridor –
  working with other
  stakeholders to
  envision a different
  structure and traffic
  patterns
- Enhancement of public access and public spaces





## What additional activities/facilities/services would you suggest to be offered in this community?

- I think they could do something to increase the ability to walk and travel by bike along M-55. There could also be a more public lake access site within the community. Somewhere that provides better beach access and a space for community events and gathering would provide additional connections to the communities best asset, the lake.
- As I said for a place called Houghton Lake, lake access is terrible. I think
  going forward it is imperative that the local government and nonprofit sector
  do anything possible to expand lake access for new audiences. Unless you
  have a rental in the community you have a very hard time getting on the
  lake and enjoying it and that's very unfortunate particularly because many of
  Houghton lakes competing communities don't have that problem. Would
  also like to see more for families thinking of a children's museum for
  example just a thought.
- More wayfinding signage for parks along the main road. I was able to find them easier through Google maps than through signage.



#### MICHIGAN STATE | Extension

## What additional activities/facilities/services would you suggest to be offered in this community?

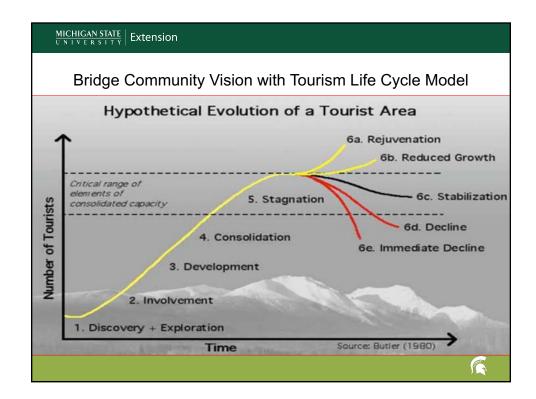
- 1) Offering more ways to navigate the dispersed area, be it maps, websites, or signs. It's so dispersed and road is busy so it's hard to get a sense of where to go. 2) Fix up existing sidewalks and add a bit of beautification (flowers, signs, fences, etc). Blight is bad here, needs some help
- I feel like it should be made obviously clear where to fish, access the lake (not on private land), and how anyone can enjoy the lake that isn't staying on it. It seemed really hard to find that kind of info as I was bound to the car most of the time.



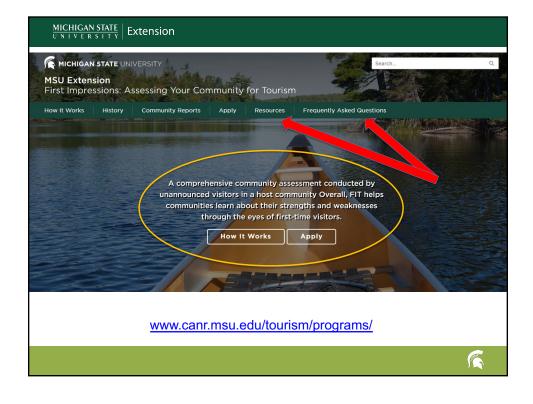
## If you could change one or two reasonable things about this particular community what would it be?

- I think they could really benefit from a few more diverse food options.
   Something that provides a space for food trucks or a community gathering place. Anything they could do to slow down traffic on M-55 and create more pedestrian and bike traffic is welcome.
- Slow traffic on 55 where possible, expand public lake access, upgrade and maintain pedestrian infrastructure.
- Within zoning, reduce "required parking" and setbacks between businesses.
   Integrate mixed uses (residential) into the commercial strip. Need to mix uses and density to break up the miles of commercial strip and parking lots.
   Excessive amounts of land in unused or under utilized parking lots.
- 1) Create a more visually appealing community. Create a Blight Squad dedicated to cleaning up run down or abandoned areas and helping to beautify public assets 2) Add more sidewalks like everywhere and slow down traffic possibly (divided highway?)
- Slow traffic on the road, increase safety for walkers and cross-walks, and clean up the face of the community.

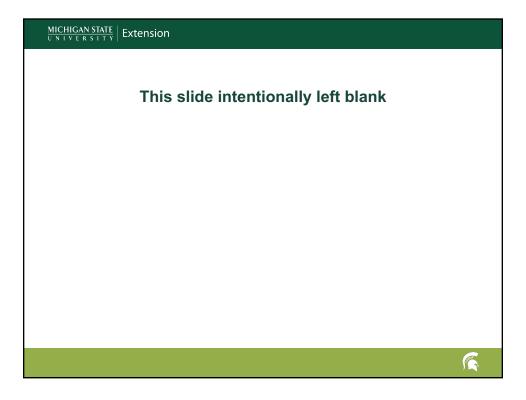












#### **Next Steps for FIT Communities**

- Consult the FIT Community Next Steps manual provided to your Community Leadership Team (CLT).
- Learn from other FIT communities as to what is achievable by reviewing "FIT Successes Report-April 2021 Edition" https://www.canr.msu.edu/resources/fit-successes-report-april-2021-edition
- Consider exploring the raw data further and identifying parts of the results to act.
- Facilitate discussions with private sector assets visited during the assessment and share asset reviews with each stakeholder and/or department.
- Schedule a public discussion meeting between the CLT, local leaders, and active citizens of all ages, abilities, and backgrounds.
- Review your community's result and discuss strategies to work together.
- Search out low-hanging tourism-related projects from list of results, picking one or two items that can be accomplished immediately and ensure their completion.
- Schedule a follow-up discussion with MSU Extension Government and Community Vitality/Tourism educators to facilitate your next steps if you need assistance.
   Contact MSU Extension Statewide Tourism Educator, Andy Northrop – northro5@msu.edu

#### **Available Funding and Grants**

- MI Economic Development Corporation Public Spaces Community Places <a href="https://www.miplace.org/programs/public-spaces-community-places/">https://www.miplace.org/programs/public-spaces-community-places/</a>
- Match on Main <a href="https://www.miplace.org/small-business/match-on-main/">https://www.miplace.org/small-business/match-on-main/</a>
- United States Department of Agriculture-Rural Development Grants <a href="https://www.rd.usda.gov/programs-services/all-programs">https://www.rd.usda.gov/programs-services/all-programs</a>
- Michigan Arts and Humanities, Michigan Council for Arts and Cultural Affairs (MCACA)
- Arts Midwest (Touring Gig Fund), National Endowment for the Arts
- Community Foundations and/or individual Foundation funds (example: Dow in Midland)
- Business/Corporate sponsorships (example: MI Sugar Trails <a href="http://www.sblc-mi.org/michigan-sugartrails.html">http://www.sblc-mi.org/michigan-sugartrails.html</a>)
- Crowd Funding, Individual donations / sponsorships (Lions Club, Rotary Club, etc.)