

Rural Destination Self-Assessment

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The Rural Destination Management Self-Assessment will help to identify and assess local assets as part of a destination management planning process. Emphasis is on helping to identify opportunities to develop and enhance assets for recreation and tourism. Expanding assets helps attract more visitors and keep visitors longer in the region. This program seeks to satisfy community recreation and tourism needs, protect natural and cultural resource attractions, and identify sustainable development opportunities for future generations.

Destinations participating in this project will gain a deeper understanding of their recreation and tourism potential and ways to develop these opportunities. The program provides a unique view of the current state of recreation and tourism and tourism development potential. Using this information, communities consider development of these opportunities and create action steps to move forward.

Tourism development is a comprehensive effort involving many aspects of your destination. To help you and your destination team think about aspects of community life that can potentially impact the quality of tourism products and services; and to better gauge how a destination management program would be of benefit to your community, please complete the destination management self-assessment by determining how you feel your current tourism development efforts are achieving these aspects of community-oriented recreation and tourism development.

This manual is divided into 15 Best Practice Benchmark Areas:

- 1. Tourism Team
- 2. Tourism Management
- 3. Community Interaction
- 4. Transportation and Signage
- 5. Community Information
- 6. Hospitality
- 7. Aesthetics
- 8. Tourism Assets
- 9. Environment
- 10. Tourist Education
- 11. Services
- 12. Accessibility
- 13. Visitor Motives
- 14. Target Markets
- 15. Strengths, Challenges, Opportunities, and Goals

Tourism Team

Primary Contact Information:

Destination:	County(s):	
Primary Contact:	Organization:	
Street Address:		
City:	Zip Code:	
Telephone:	Email:	
Potential team members to consider: p	please check the organizations part	icipating.
☐ Chamber/CVB	☐ Lodging	☐ Natural Resources Specialist
☐ Town Council member	☐ Attraction manager	☐ Museum staff
☐ County Commissioner☐ Parks & Recreation☐ City/county planning or economic development staff	☐ Retailer ☐ Restauranteur ☐ Youth representative ☐ Concerned citizen	☐ Historical Society staff / volunteers☐ Arts / theater Organization☐ Others as appropriate (please list)

Please provide contact information for additional members of your tourism development team

Name	Organization	Title	Email	Phone

Tourism Management

Do you agree or disagree with the following statements? For each statement please "X" the box that best represents your answer.

То	urism Management:	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1.	Our destination has a shared vision for tourism						
2.	An organization exists with a primary mission to market tourism						
3.	Our destination effectively markets its tourism assets						
4.	An organization exists with a primary mission to manage tourism development						
5.	Our destination has a strategic tourism development plan in place						
6.	Our destination understands its visitors' needs and preferences						
7.	Our destination understands its local resident attitudes toward tourism development						
8.	Partnerships exist in the destination to support tourism development strategies						
9.	Our destination partners with organizations outside of our community to develop regional tourism opportunities						
10	. Our destination supports entrepreneurship and small business development						

Community Interaction

Do you agree or disagree with the following statements? For each statement please "X" the box that best represents your answer.

Co	mmunity Interaction	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1.	Local residents support tourism						
2.	There is a segment of the local population that doesn't support tourism						
3.	Local residents are actively involved in tourism						
4.	Tourism benefits the community						
5.	Local residents value and want to preserve their unique identity						
6.	Sites of local importance are preserved for locals and not overrun with visitors						
7.	Local craftspeople produce and sell items						
8.	Local craftspeople teach their skills to interested visitors						
9.	Resorts support local businesses						

Transportation and Signage

Do you agree or disagree with the following statements? For each statement please "X" the box that best represents your answer.

Initial Impression:	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
The area destinations are easily accessible						
2. A community gateway exists						
3. Directional signs are properly located to get you to points of interest						
4. Wayfinding signage exists						
5. Street signs are well placed						
6. Visitors would feel compelled to stop if they were randomly passing through a community						
7. GPS and online directions are accurate						
8. Public transportation or shuttle service options are available to get to activities/services						
Pedestrian travel (walking & biking) is encouraged						

Community Information

Do you agree or disagree with the following statements? For each statement please "X" the box that best represents your answer.

Co	mmunity Information:	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1.	It is easy to find a visitor center						
2.	Visitor center hours are conducive to visitors						
3.	It is easy to find a community/regional tourist brochure						
4.	It is easy to find a map of the town or community						
5.	Information booths/kiosks exist to help tourists locate attractions and services						
6.	A community/regional tourism website exists to help visitors find information						
7.	Social media is utilized to help visitors find information about attractions and services						
8.	The destination has a mobile application that is downloadable to help travelers navigate the area						
9.	The destination has a strong brand						

Hospitality

Do you agree or disagree with the following statements? For each statement please "X" the box that best represents your answer.

Hospitality:	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
Local residents are friendly						
Tourists are treated as valued visitors						
Frontline employees are trained in hospitality						

Aesthetics

Do you agree or disagree with the following statements? For each statement please "X" the box that best represents your answer.

Aes	thetics:	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
	Architecture reflects local tradition						
	Historical buildings and sites are preserved						
	New development does not compromise the authenticity of the community						
4.	Public art exists						
	There are few empty storefronts						
	Sprawl is well managed to preserve authenticity and aesthetic appeal						
	Large billboards and signs do not distract from the scenic beauty of the area						
	Parks, visitor centers, and other public areas are well maintained						
	Noise levels are minimized in tourist areas						
	Bright lights at night are minimized to preserve dark skies						
	Residential areas are well maintained						

Tourism Assets

Do you agree or disagree with the following statements? For each statement please "X" the box that best represents your answer.

Tourism Assets:	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
A variety of nature-based activities exist						
A variety of outdoor recreation activities exist						
A variety of cultural/heritage activities exist						
4. A variety of activities are available for children						
5. A variety of lodging options exist						
A variety of dining options exist						
7. A variety of retail/shopping options exist						
A variety of entertainment options exist						
A variety of festivals and events exist						
10. Activities exist for inclement weather						
11. Facilities exist for disabled or mentally and physically challenged people						
12. Business hours are conducive to visitors						

Environment

Do you agree or disagree with the following statements? For each statement please "X" the box that best represents your answer.

En	vironment	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1.	Rivers, lakes, and streams appear clean and safe for swimming and other forms of recreation						
2.	Air quality is good						
3.	Conservation measures are promoted.						
4.	Wildness is preserved						

Tourist Education

Do you agree or disagree with the following statements? For each statement please "X" the box that best represents your answer.

То	urist Education	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1.	Interpretive signs are provided at tourism sites						
2.	Visitor centers offer informative brochures (not just advertising)						
3.	Tours of natural, cultural, and historic sites are available						
4.	Tourism providers are knowledgeable of their natural, cultural, and historic assets						
5.	Local residents are knowledgeable of their natural, cultural, and historic assets						

Services

Please rate the availability of the following services. (Circle one)

Item	Not Ava	ilable		Widely Availabl			
ATM Machine	1	2	3	4	5	6	
Emergency Auto Repair	1	2	3	4	5	6	
Emergency Medical Care	1	2	3	4	5	6	
Fire Station	1	2	3	4	5	6	
Police Station	1	2	3	4	5	6	
Post office	1	2	3	4	5	6	
Public Restrooms	1	2	3	4	5	6	
Waste receptacles	1	2	3	4	5	6	
Recycling receptacles	1	2	3	4	5	6	

Accessibility

Please rate the **overall quality**. (Circle one)

Item	Poor				I	Excellent
Accessibility for people with physical disability	1	2	3	4	5	6
Cell phone reception	1	2	3	4	5	6
GPS directions	1	2	3	4	5	6
Internet/WIFI availability	1	2	3	4	5	6
Lighting of public spaces	1	2	3	4	5	6
Public parking	1	2	3	4	5	6
Roads	1	2	3	4	5	6
Sidewalks	1	2	3	4	5	6
Traffic flow	1	2	3	4	5	6
Access from town to recreation resources (trails, etc.)	1	2	3	4	5	6

Visitor Motives

Please indicate how much you agree or disagree with the following:

In your opinion, visitors come to the destination to:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. Relax					
2. Enjoy the weather					
3. Seek adventure					
4. Engage in sport activities					
5. Be in nature					
6. Get away from people					
7. Visit historical sites					
8. Visit friends and family					
9. Experience a unique culture					
10. Shop					
11. Experience the nightlife					
12. Engage in business activities					
13. In transit to somewhere else					
14. Engage in religious activities					

Target Market(s)

1.	What age cohort is your community's current market? (check all that apply) Gen Z (age 9-24) Millenials (age 25-40) Gen X (age 41-56) Baby Boomers II (age 57-66) Baby Boomers I (age 67-75) Silent Gen (age 76+) Please explain:
2.	Describe the current market audience for the assets, activities, and attractions in your destination. (Examples: business travelers, outdoor enthusiasts, ethnic groups, cultural-heritage travelers, families, locals (within 50 miles), visitors (outside of 50 miles), etc.)
3.	Are there new age cohorts you would like to be able to attract? (check all that apply) Gen Z (age 9-24) Millenials (age 25-40) Gen X (age 41-56) Baby Boomers II (age 57-66) Baby Boomers I (age 67-75) Silent Gen (age 76+) Please explain:
4.	What new market audiences (if any) would you like to attract for the assets, activities, and attractions in your destination? (Examples: business travelers, outdoor enthusiasts, ethnic groups, cultural-heritage travelers, families, locals (within 50 miles), visitors (outside of 50 miles), etc.)
5.	What stage of the Tourism Area Lifecycle Model is your destination currently in? Exploration Involvement Development Consolidation

1.	Is your destination known for any particular tourist attractions?
	☐ Yes ☐ No If yes, please list:
	ii yes, piease list.
2.	Is your destination known for any special events?
	☐ Yes ☐ No If yes, please list:
3.	Do local residents visit these attractions/events?
	☐ Yes ☐ No Comments:
4.	Do these attractions and events draw visitors from outside of 50 miles to your community?
	☐ Yes - <u>if yes, please skip to question 6</u>☐ NoComments:
5.	If no, could these attractions and events be of interest to travelers?
	☐ Yes ☐ No Comments:
6.	Are there specialty shops that would bring visitors back to visit?
	☐ Yes ☐ No
	If yes, which one(s)?
7.	Are there other places you feel visitors would be compelled to visit in the area outside of your community?
	☐ Yes ☐ No
	If yes, please list:

Strengths, Challenges, Opportunities, and Goals

R	EFERENCES
4.	What additional activities/facilities/services do you feel should be offered in this destination that are not already?
3.	What are the biggest challenges facing the destination?
2.	What are the destination's top strengths?
1.	What makes your destination unique?

The Rural Destination Management Self-Assessment Tool is adapted from:

- Arbogast, D. and Eades, D. (2012) Tourism First Impressions Program. University of West Virginia Extension Service.
- Bruin, M., Gahring, S., Martinson, B. and Pitt, D. (2008) Designing the Future: Community Strategies. University of Minnesota Extension.
- Lewis, A. and Schneider, J. (1991, 2007) First Impressions Program, University of Wisconsin Extension.http://www.uwex.edu/ces/cced/communities/firstimpressions
- Messer, C.C. (2012) Visitors' First Impressions Community Assessment Tool. University of Minnesota Extension.

Trail Town Assessment. The Trail Town Program. The Progress Fund.

