HEALTH

❖ BODY ❖ MIND ❖ FAMILY ❖ COMMUNITY

A Vision for the Carriage Hills Shopping Center

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Project Summary

Carriage Hills Shopping Center is the social and economic heart of the surrounding communities. Many families and individuals moved to the area because of the walkability and convenience of the shopping center. As economic times change and large competitors move into the area, the shopping center has lost much of its vitality and functionality for the community.

The key objective of this design study is to bring vitality back to the shopping center in a way that benefits current and future residents of the surrounding region. Through the incorporation of mixed use retail areas and outdoor engagement spaces, the project site can become a strong social and economic force within the community and throughout the region. After a semester of research and production, a 50-year full site plan, 50-year core site plan, and 5-year core site plan have been completed. Each is supported by research and study details.
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The focus of the project is the revitalization of the Carriage Hills Shopping Center and surrounding residential areas. The current shopping center is largely vacant and is becoming less frequently used by residents of the area. The center that was once at the heart of the community is now being viewed as a negative development risk if not planned appropriately. It is important to observe the current needs of the community, as well as plan for future needs and regional growth. Through community involvement, innovative mixed-use solutions, and best management practice design standards, a new center of community activity can be designed to engage current and future generations.

An 80 acre site has been selected for the 50-year full site master plan production. From this point, the class will continue to a 50-year core plan and a 5-year core plan (approximately 15 acres each.) After collecting initial community feedback and conducting an inventory of the site, the site elements have been analyzed, noting potential areas for change and improvement. With all of this information in mind, a program for the site will be developed and incorporated into a design for the area. Important site aspects to evaluate and improve as needed include;

- Pedestrian, cyclist, and vehicular circulation and interaction
- Public transportation features
- Universal accessibility features and ease of use
- Community spaces and social nodes
- Site sustainability features and impacts
- Current retailers and site atmosphere
- Site vitality and place identity
- Site safety, night and day
Inventory and Analysis

Existing Site Photos
The site is located in Ingham County, Michigan within Meridian Township. There are several key shopping areas and amenities close to the site. Saginaw Highway is less than a mile from the site and I-127 is less than 3 miles, potentially bringing many customers into the site. Competing shopping centers include Eastwood Town Center, Frandor Shopping Center, and Meridian Mall, each less than five miles from the site. The campus of Michigan State University is approximately 2.5 miles away, drawing many students and staff to the area.
The areas surrounding the site are largely residential, consisting of single family homes, apartments, and condominiums. The surrounding commercial enterprises include Beltone Hearing Aid Center, Flagstar Bank, Whitehills Health Care Center (an assisted living facility), Bodwin & Associates: Harkness Cullen (attorney), Dr. Blanche Martin, D.D.S. (cosmetic dentist), and Capital Research Services. Donley Elementary School serves approximately 400 students, kindergarten through fourth grade. Walnut Hills Country Club is to the east of the site, and an open woodlot and farmland extend north of the site.

The surrounding residential communities rely on convenient community facilities, such as a grocery store, pharmacy, dry cleaning service, etc. The shopping center has an opportunity to be a vital heart of the community.
The primary roads with the most traffic are Lake Lansing Rd. (East-West) and Hagadorn Rd. (North-South). These streets have a relatively fast speed limit and can have high traffic flow, especially during peak times. Secondary roads and tertiary roads serve primary residential, with less traffic flow and narrower lanes. The section of Hagadorn at the entrance of the site includes a median for traffic control and pedestrian safety. There are no currently no bike lanes in the area, and biking in the area could be very hazardous.

The addition of speed control devices such as pedestrian crossing speed tables, bike lanes, and streetscape elements will improve vehicular activity on site.
Bus route Cata #24 services the center and surrounding areas. It is evident from the diagram that many areas of the site are not walkable and limited sidewalks within the residential neighborhoods could pose hazards to pedestrians. Connectivity within each apartment complex is relatively complete, but connectivity between sites and to the shopping center could be greatly improved. The large number of drives entering and exiting the core site also pose a hazard to pedestrians, creating an excessive amount of crosswalk areas.
BUILDING USES
A. WHITE BIRCH APT.
B. CAR WASH
C. GOODWILL DROP-OFF
D. FRAMES UNLIMITED
E. HONG’S CAFE
F. BUDDIES PUB & GRILL
G. VISION CENTER
H. BEAUTY SALON
I. CHIROPRACTIC
J. WOK AND ROLL
K. OPTION ONE CREDIT UNION
L. FITNESS CENTER
M. PENNZOIL OIL CHANGE
N. TIM HORTON’S
O. MARATHON GAS STATION

TOTAL ACREAGE= 15.8 ACRES

PARKING
--90 DEGREE PARKING
--9’ x 20’ SPACES TYP.
--PARKING ISLAND MIN. WIDTH=10’
--300 S.F. MIN LANDSCAPE AREA PER 10 PARKING SPACES
--MAX 65’ FROM PARKING SPACE TO LANDSCAPED AREA
--MIN 2 CANOPY TREES PER 10 PARKING SPACES
--MIN. 50% OF EACH PLANTING SHALL BE GRASS/GROUND COVER

COMMERCIAL SQUARE FOOTAGE= 96,000 SF

BUILDING SETBACKS
35’ IN FRONT
20’ ON SIDES AND REAR

PARKING=
96000/1000 x 4= 384 MIN
96000/1000 x 4.5= 432 MAX
CURRENT PARKING= 384

LAND COVER
70% HARDSCAPE
30% GREEN SPACE

UTILITIES
WATER: CITY PUBLIC WATER MAIN
SANITARY: CITY PUBLIC SANITARY
STORM: ON-SITE RETENTION BASIN
TRASH: STREET PICK-UP
ELECTRICAL: 3 PHASE - 200 AMP
The current shopping center has four main areas, serviced by various entrances as shown. There is no connectivity within these areas, implying that the uses are designed to be separate. The purple commercial area is home to Option One Credit Union, Spartan Net center, Penzoil Oil Change, a fitness center, Buddies Pub & Grill, Hong’s Café, Frames Unlimited, a Goodwill Drop-off Center, and a large vacant building that recently houses a grocery store.

Proposed uses for the site will encourage increased vehicular connectivity and designed pedestrian paths encourage walking connectivity. It is advantageous to decrease the number of major entry points to the site in an effort to create a safer pedestrian environment.
The majority of the site is impermeable surface, primarily asphalt parking lot. Green spaces are sparsely vegetated and minimal. Structures are placed at a low to medium density, leaving much space open and unoccupied.

It would be beneficial to decrease surface parking on site and increase the density of the buildings. This would not only create a “downtown” shopping atmosphere, but would allow for more open spaces in which to install community green space. The parking areas create the majority of the expansive hardscape, and porous materials should be considered in some low-use areas.
The surrounding land use is primarily residential, making site walkability, attractiveness, and functionality critical. The current roads should be addressed to decrease and prevent pedestrian/cyclist/vehicular conflict. The installation of bike lanes and a more complete sidewalk system would greatly benefit the circulation of the area. The current public transportation service is satisfactory, but waiting facilities should be examined and improved to serve the site traffic that the revitalized shopping center will generate. Facilities within the center should compliment the surrounding commercial enterprises by offering unique experiences. The site should be made child and family friendly based on the nearby elementary school and residential areas. Increased public outdoor space will allow individuals, families, and communities to feel connected to the site.
The following features should be considered to foster healthy individuals through physical and mental wellness;

**Fitness center** - the current fitness center should be evaluated. Updates and expansion could be encouraged, especially if infrastructure changes require relocation of the center.

**Outdoor fitness trails** - connection to regional trails is important to providing healthy options to community members. The installation of several fitness stations either on or off site will encourage a healthy lifestyle. Options such as charging stations are popular in urban settings and could be easily incorporated into a bus stop or other public space.

**Pedestrian and bike connections** - the installation of an effective sidewalk system and bike trails/bike lanes will encourage a healthy, active lifestyle while reducing dependence on vehicles.

**Book store or public library branch** - the addition of a niche book store (similar to Curious Book Shop on Grand River) or a branch of the public library could bring activity to the site. If the book store is attached to a coffee shop or café, a new social space could take shape in the community.

**Art gallery** - the addition of an art gallery or art center would bring a cultural attraction to the site. It would be ideal for after school art education programs and adult lessons in the evenings, as well as serving as a social setting for events.

**Music center** - a music center could function similarly to the art gallery, offering lessons to students and adults in the area and providing a cultural center. The installation of a small indoor or outdoor performance space to compliment the music center should be strongly considered.
The surrounding residential areas and elementary schools have the potential to attract families. The addition of the following features will draw families to the area and create a young, vibrant community atmosphere;

**Children’s museum** - the addition of a children’s museum to the site could bring a new vibrancy to the area. It would serve as a destination throughout East Lansing and provide a safe, engaging place for children to interact with each other and their families. Several successful children’s museums, such as the Minnesota Children’s Museum and the Children’s Museum of South Carolina, serve as models for a high-profile, attractive children’s center.

**Child care facility** - the addition of a daycare center, after school programs, child health care, and a family counseling center could be combined into one center or split into several structures within the site. The area could become a central aspect of family life, providing many visitors to the site.

**Family social activities** - the addition of family-oriented restaurants and social venues could bring a new audience to the area. Restaurants that incorporate family themes or children’s play areas, as well as bowling alleys, theatres, arcades, etc. would create a lively site with a lot of activity.
A strong community stems from social interaction between neighbors. The creation of varied, accessible social spaces will allow the community to grow while increasing neighborhood pride and vibrancy. The addition of the following features would positively impact the community:

**Central gathering space**- supplying the surround neighbors hoods with a formal or informal space to gather is critical. Ideal gathering places include;
- An enclosed food court/indoor plaza
- A convention center; this could not only serve for community functions, but local businesses and school could rent the space for various needs.

**Community garden/green space**- the addition of a community garden could have many benefits. Community grown produce could provide an incentive for individuals to get involved. The pride and connection behind a successful project will help to bring the community together. With ADA accessibility in mind and a wellness aspect incorporated, the garden could be therapeutic for residents. The addition of a children’s garden would give local children an area to explore and create, involving them in the community experience.

**Community discussion board**- creating a central place for community gathering could host a community message board, used for community postings, advertisements, and discussion topics within the community. Incorporating this feature into a café or outdoor space could provide a place for people to connect with others and with local news.
Site Visit Findings

The surrounding land use is primarily residential, making site walkability, attractiveness, and functionality critical. The current roads should be addressed to decrease and prevent pedestrian/cyclist/vehicular conflict. The installation of bike lanes and a more complete sidewalk system would greatly benefit the circulation of the area. The current public transportation service is satisfactory, but waiting facilities should be examined and improved to serve the increased site traffic the revitalized shopping center will generate. The current structures on site are not very attractive and would benefit from exterior renovation, if not total overhaul. Facilities within the center should compliment and not compete with the surround commercial enterprises. The site should be made child and family friendly based on the nearby elementary school and residential areas.

Community Forum Summary

Community members appreciate the current walkability of the site and the ease of access to public transportation. For this reason, several disabled persons have selected to live in the area, making ADA awareness critical in all design aspects. The shopping center once had a grocery store, pharmacy, dry cleaners, and daycare center. These amenities were highly prized by community members and would be a welcome reappearance on the site. The community members seem general satisfied with the new gas station, Tim Horton’s, and Option One Credit Union. Buddy’s Tavern is a favorite place and should be maintained or incorporated in the new design. The community has great concern for the types of businesses that are selected for the site as they affect the safety and atmosphere of the site.
In addition to the information gathered at community forums and through site visits, a survey was conducted to answer specific questions and concerns. Twenty-five community members were surveyed and 13 responded.

The full survey can be found in the appendix of this report, page 42.

The questions asked of the community include what they felt had improved on the site, what had declined on the site, what they felt was most important on the site, and their current satisfaction with the site as a whole. Feedback was collected on several proposed design ideas as well to answer class questions.

The majority of respondents were fairly dissatisfied with the site, while one was neutral and several were very dissatisfied. Items that had improved on site include the re-opening of the gas station and the new credit union. Items that decreased user satisfaction include the closing of the grocery store and the closing of the drug store. Important features mentioned on site include Buddy’s Pub and Grill, the credit union, Wok and Roll, and the gas station. Several users mentioned the importance of proximity to the surrounding communities and site walkability.

Design options proposed include a community garden, farmer’s market, playground, plaza, water feature, splash park, open green space, and paved trailways/bike paths. The most popular items include the farmer’s market, open green space, and a plaza. Two users had slight negative feedback to a water feature/pond due to breeding of mosquitoes. One user felt that a playground and splash park were not needed on the site due to its proximity to the existing playground at Donley Elementary.

The community feedback was taken into account during all stages of the design development.
The addition of a fitness trail on or near the development site would greatly benefit the members of the community. It would encourage a healthy lifestyle and allow walkers and joggers to easily incorporate other aspects of fitness into their routes. As shown in the figure below, universal fitness exercises make the stations beneficial for people of all ages and abilities. Brail and audio devices would be incorporated for the visually impaired.

The preferred installation area for a fitness trail would be in a park on the north side of the site with a connection to the woodlot. The trail could also serve as a connecting piece to the Northern Tier Trail, allowing a large portion of the surrounding communities to take advantage of the new fitness trail.
A children’s museum can bring life and activity to a site. The museum can start small, but should have plans for growth as the community and popularity grow. The Children’s Museum of South Carolina is a great example of a successful children’s museum. Starting as a small addition to a mall, the museum grew in popularity and now hosts many exhibits and is widely visited.

Successful exhibits in the Children’s Museum of South Carolina include hands-on experiences in the built environment, science, history, and nature. Whether building their own jumbo block house, crawling under sand dunes with sea turtles, hunting for fossils, or wiring their own electric circuits, children engage in learning through experience.

The addition of a children’s museum would serve as an anchor for the rest of the retail in the center. Well designed and properly managed, it could grow to attract users from all over the state.
A community garden would have many benefits for the surrounding residents. In addition to the aesthetic appeal, gardens have intrinsic health benefits and provide opportunities for community engagement. They provide a place to interact with nature for those who may not have the space or capability to create a garden of their own. Community gardens can also yield edible goods which could be used by the community or local restaurants.

Accessibility in community gardens allows all users the ability to participate. Wide isles between plantings, raised planting beds, and solid garden surfaces (such as permeable paving or brick) allow a range of users access to the garden. Sensory gardens, such as aromatherapy and sound, will allow blind users to enjoy the garden as well.

In addition to the productive section of the garden, novelty themed gardens could be installed and maintained by local school or community groups. It is possible that Michigan State University students could remain connected to the site, designing and installing a new themed garden on a semi-yearly basis or on a more permanent basis. It would be an excellent opportunity for exploring children’s gardens, wellness gardens, and other interactive gardens.
The concept behind the revitalized Carriage Hills Shopping Center is wellness of the individual, family, and community. Through enriching retail opportunities, mixed-use development, abundant outdoor space, and space for community events, the 50 year plan for the shopping center allows members of the community to grow as individuals and as a whole.

Anchor establishments, including several high profile restaurants, a grocery store, a children's museum, and a theater generate activity on site and give life to the surrounding retail and office spaces.
The relationship between hard surfaces and green space on a site is important to the feel of the site, as well as the site sustainability. In general, sites with more green space and green space in larger areas are environmentally healthier than those with a greater surface area of hardscape. The majority of the site is green space, for not only aesthetic appeal but for environmental health.
The incorporation of bike lanes and bike trails throughout the site is important to promoting wellness throughout the community. Many residents of the area chose to travel without a car when possible, and the installation of safe bike routes will increase their ability to commute effectively and safely.

Bike lanes incorporated within the site are typically five feet wide and allow for one-way bike traffic on each side of the road. Bike trails are typically combined with pedestrian walking and jogging trails, but will be clearly marked for two lanes of bike travel. Existing roads that are not wide enough to allow for bike lanes will be expanded or marked with signs to “share the road” with cyclists.

http://cyclemoco.com/2012/09/trail-typology/

http://marilynch.com/blog/tips-for-tourists/personal-safety

http://www.redmond.gov/Transportation/GettingAroundRedmond/Bicycling/21GoodReasonsToMarkBikeLanes/
The core site is designed as a world class built environment that is pedestrian focused. The interior of the site is strictly walking and biking traffic, while cars are allowed convenience parking along the road and parking in one of two ramps on site.

The site is made up of retail, including several restaurants/cafes, a specialty grocery store, a music center, an art gallery, and a book store. Unique paving patterns denote different areas of traffic and varied storefronts.

A bus stop located near the center of the site provides convenient access for pedestrians who prefer to use public transit.

The site is design for accessibility, taking into account users of all abilities including those with limited mobility, those with impair site or hearing, and those with mental disabilities. Conscientious design makes the site enjoyable for all users.

Sprinklers are installed in all buildings for fire safety.
The amphitheater will be used as a public performance space for small concerts and theater productions. It would also make a great location for classes from the Donley or Whitehills Elementary Schools or for community gatherings and meetings. Sections of the amphitheater will be made wheelchair accessible. The amphitheater includes porous paving to minimized hardscaped areas on site. The theater shell is modeled after the band shell that once existed on the campus of Michigan State University (see image.)

The green area to the north of the amphitheater will be gradually sloped up from grade level to provide raised seating in the amphitheater. It will be planted with wildflowers and native vegetation. A section of the hill will be left clear of vegetation for children to play on in the summer and use for sledding in the winter.
The outdoor food court serves as a central social gathering space in the core retail site. Adjacent to the bus stop, it is designed for easy pedestrian access. It will feature a series of small restaurants with take out windows, small covered patios, and open seating.

Seating around tables should be movable for maximum user flexibility. This seating should be stored in a protected place during off hours to prevent vandalism.

Sections of the food court are seasonally covered and heated to allow for all season use.
The community garden is located in the center of a multi-family housing development with direct access to the neighboring communities through a biking/walking trail. The community garden area features four main sections, each with a separate theme.

The garden themes explore different age groups, ranging from a children’s garden to a therapeutic wellness garden for seniors. Each incorporates education aspects and elements of consumable produce, along with pieces of art and beautification measures for the winter season.
The streetscape throughout the site is designed to feel like an old downtown, similar to the Baxter Town Center in South Carolina (see images below.) The incorporation of places to sit and socialize, friendly storefronts, and unique paving patterns and materials provide an experience that feel special and personal. Brick pavement, overhead string lighting, and pedestrian scaled plantings create a comfortable feel on site.

The incorporation of soft, green space into the streetscape through shade trees and perennials minimizes the hard surfacing for ecological and aesthetic reasons. The streets are well lit with creative, efficient lighting solutions and have high visibility to maximize safety and curb appeal.
Sustainability is an important consideration in world class build environments. Features such as porous pavement, storm retention basins, rain gardens, and green roofs can help reduce the negative effects that site development has on the natural environment. Each of these measures exist throughout the site and each area developed is designed to be LEED certified.


The Carriage Hills Shopping Center is designed with health in mind. Providing places for individuals to improve their mind and body, families to spend time together, and the community to gather allows the overall wellness of the community to increase. Through the creation of active and social outdoor areas, site vibrancy and walkability are increased.

**Building Uses**
1. Fitness Center
2. Childcare Center
3. Music Center
4. Marathon/Tim Horton’s
5. Children’s Museum
6. Book Store/Café
7. Restaurant
8. Credit Union
9. Buddy’s
10. Retail
11. Retail
12. Pharmacy
13. Small Retail Arcade
14. Grocery Store
15. Retail
16. Condominiums
To create a cost effective plan, the majority of existing buildings were preserved. The car wash in the northeast corner of the site is the only structure which has been removed. A small section of the current grocery store and retail strip in the northern half of the site has been removed to create a strong pedestrian connection to the surrounding neighborhoods.

The previous retail space was approximately 96,000 SF. The proposed design provides 93,895 SF and greatly improved outdoor facilities. New structures include an amphitheater, a children’s museum, restaurant additions, two small retail stores, and a retail arcade of small businesses. The arcade, discussed further on page 35, features residential units on a new second level.
The addition of community green space is an important part of the design vision for the Carriage Hills Site.

By breaking up hardscape areas with vegetation and decorative plantings, the site aesthetics are improved and the negative environmental impacts of the development are decreased. When compared to the existing site conditions (shown below), the increase in permeable surface area is evident.

Ecological improvements, including supported turf parking in the northeast corner, rain gardens, and green roofs, have a positive impact of the environment.
The site parking has been streamlined and spaced throughout the site, but much of the original infrastructure remains. The only entrances that have been removed are the two gas station entrances in the southeast corner of the site, considered to be a safety hazard. Entrances are more effectively defined by streetscape and signage elements (see page 35 for entrance sign locations.) Parking on the site previously totaled 384. In the proposed design, 375 spaces are required and 388 are provided. This calculation is based on 4 spaces per 1000 SF of retail space.

Pedestrian circulation is a strong element in the community focused site design. A pedestrian core runs through the center of the site on a north-south axis and connects the neighborhoods in the north with site amenities and Lake Lansing Road. An east-west axis connects the site to the CATA #24 Bus Stop and to the communities east of the site. Sidewalks along Hagadorn and Birch Row have been widened and improved. The sidewalk along the north side of Lake Lansing Road has been mirrored to the south side to improve circulation.

Previously, no pedestrian connection existed on the south side of Lake Lansing Road. Internal networks connect all site elements in a safe and engaging manner.
Clear and attractive entrance signage is important to the success of any shopping center. Site signage is proposed at each location shown in red. Signage on each side of major site entrances and along Lake Lansing Road improve site visibility.

A tasteful yet durable sign, such as the metal on pictured below, creates a pleasant site atmosphere while defining the space.

Patterns of street trees and lighting elements, paving changes, and cloth banners also define the site and draw attention to the attractions within.
Previously, the grocery store and adjacent retail created a boundary between the surrounding communities to the north and the rest of the site. With an open arcade cut through this building, the community is drawn into the site. The arcade features a small business incubator on the first level and residential units with rooftop garden access on the second level. The small retail shops allow new business owners to test a retail model without investing in a large store. This will bring new activity to the site and create a changing point of interest for locals that frequent the site. The residential units are targeted towards seniors, site employees, and those interested in living in a walkable community with no need for a vehicle.
A new social space has been created adjacent to the existing grocery store. An alcove of ground level jumping fountains provides children a place to play while waiting for a shopping parent. The seat wall on the east side of the plaza provides parents a place to sit while separating playing children from the adjacent traffic. In the cold seasons, this space can host a community fireplace or a small skating rink. The next alcove features a food vendor and pergola covered cafe space. The presence of a vendor encourages people to use the space, while the sound of the nearby water and screening from the adjacent traffic creates a pleasant atmosphere. The activity on site is visible from Hagadorn Rd. and will attract new visitors to the site.
The series of small plazas pictured below is envisioned as an area for a farmers market and other seasonal vendors. Each brick plaza features movable tables and chairs, textured brick paving, and framing plantings to create some separation. The core linkage running from east to west connects Buddy’s and the north/south corridor to the bus stop and surrounding neighborhoods to the east. The central pedestrian spine running north and south provides connection to the arcade and surrounding neighborhoods to the north, as well as the amphitheater and large plaza to the south.
5 Year Site Details

Bus Stop

The bus stop has been relocated to abut the major pedestrian access between the site and the community. A chain of plazas and social nodes, with seasonal vendors and cafe spaces, connect the stop and surrounding community to the major pedestrian corridor and retail/social area. Accessibility is built into the design with tactile and audible cross walks and spaces large enough to maneuver in. The bus stop itself features a covered waiting area with a green roof.

The streetscape shown at the bottom of the page cuts through the pergola and cafe space near the grocery store and across Hagadorn Rd.
The new Carriage Hills site incorporates many public plazas. The large central plaza, shown above, provides space for larger community gatherings and events while giving the area a “town square” feel that is often found in Europe. With a fountain in the center and gateway arches on the west and east, the site provides many spaces for people to socialize.

Building uses around the plaza encourage pedestrian traffic and use of the plaza. These uses include a children’s museum to attract local families, a book store and café, and several restaurants with outdoor patios.
The amphitheater features a band shell modeled from the one that once existed on the campus of Michigan State University. It has tiered seating with accessible options and poured rubber paving to limit the hardscape on the site. The adjacent music center, ice cream stand, outdoor café space, plaza, and swing set provide vibrant activity on and around the site. In winter, the grassy hill can be used for sledding. Just off of Lake Lansing road, the space is sure to draw the attention of those who are driving by.
Appendix
Survey

How satisfied are you with the current Carriage Hills Shopping Center?

Answered: 13  Skipped: 0

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<th>Answer Choices</th>
<th>Responses</th>
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<td></td>
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<td>Fairly Satisfied</td>
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If the following features were introduced, how do you feel they would impact your enjoyment and use of the site?

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<td>63.64%</td>
<td>27.27%</td>
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<td>Open Greenspace / Park</td>
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<td>0%</td>
<td>11.11%</td>
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<td>Paved Trailways / Bike</td>
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<td>0%</td>
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Survey Continued

What has changed during your time in the area that has increased your satisfaction?

Nothing, it has all gone down hill.

The gas station was closed for some time, that is re-opened now which is great!

New service station w/convenience store, Tim Horton's.

Nothing (but I've only been here since July 2013).

Buddies is fine

At least we now have a Tim Horton's there instead of the abandoned looking gas station that used to be there with grass up to our hips and graffiti on the building so often.

The gas station has be reoccupied. I like the the quality of food at Buddies.

Option 1 Credit Union has opened up.

Nothing

They remodeled the credit union. The salvation army dropoff and the spartan internet seem to have staying power.

The gas station reopening with a convenience store and a mini Tim Hortons, the opening of the new credit union. As for Hong's Cafe, the jury is still out. It may prove to be positive or not. Nothing negative in my personal experience so far.
What has changed during your time in the area that has decreased your satisfaction?

Loss of businesses in the area.

Loss of drug store, grocery, hair stylists, facility appears run down and abandoned.

The grocery store went out of business.

Loss of the grocery store, pharmacy, dry cleaners, travel agency,

Nothing (but I've only been here since July 2013).

No grocery store

No grocery or place to buy fresh meat and produce, and there are many empty store fronts which still need to be filled after others left. I think the rent might be too high there. Signage is poor, so even when the area had lots of stores people driving by may not have noticed it because of its distance set back from Lake Lansing Rd.

I've only been here four years. We selected this location because of the grocery store, L&L. I work downtown East Lansing. There is no grocery store between downtown EL and home. I prefer smaller stores, so that means Krogers in Frandor or on Lake Lansing or on Saginaw to go to Montecello's.

Loss of Shop Rite, then C&H. Rarely go to Carriage Hills anymore.

shutdown grocery store- BUT the grocery store had a terrible business model. They charged at least $1.30 more for everything than Kroger and Meijer. It was never going to work.

Loss of drug store and grocery. more vacant stores than occupied

Two groceries—both failed. Other businesses leaving, i.e. the dry cleaner, daycare, paint store, hair salon, etc.
What do you feel is the most important feature of the current Carriage Hills Shopping Center?

Neighborhood accessibility

If designed with the surrounding neighborhood in mind the shopping center can be a great community resource.

It used to be a nice 1-stop location with the Grocery store and the drug store there. Now there is really no reason to go there, to the Shopping Center. I do get my gas at the Marathon and I do eat out Buddies 3-5 times per month and I do get take out from Wok and Roll 1 or 2 time per month.

Buddies

Good location for businesses that would be directly useful to people from the local neighborhood (grocer, barber, credit union, gas station).

close to the neighborhood it should be serving

Buddy's Restaurant

I like that it's small (not a large big box store). I like that it has some locally owned stores.

The credit union and Buddy's.

Buddies seems to be popular, but we don't frequent it, nor the other businesses.

Buddies and the gas station. That is why people in the area go over there. People need a reason to be there.

It's walkability,

Right now, it is a toss-up between the new July 2012 opening) gas station and Buddies, although, the new credit union may also be good for attracting people. If the grocery store was opened again, that would rise to the top.
Survey Continued

Other comments, design ideas, or concerns?

Reduce pavement, increase interaction zones for people, greatly increase greenspace, mini park would be great.

Need a place for community neighborhood to meet and interact.

Thank you for your work on this, it is nice to see the University and the community working to improve our greater communities.

The goal is to get people to use the area. That means functionality and services first, then landscaping features.

We need a good specialty grocer and a barber shop. A pond would just attract mosquitoes.

Grocery store or nice restaurant would be helpful. Playground, plaza, water feature, park of no value to us and close-by neighbors. Schools have parks.

It isn't probably necessary to put a water feature in our shopping center because we already have too many mosquitos around and Buddy's has an outdoor patio which usually has none of them. A community garden probably wouldn't work well there because what if the community didn't take care of it. It could become an eyesore. The area already has paved areas for biking and walking, but could use more bike racks maybe. There is a children's playground at the elementary school across the street, so maybe it might be too repetitive for that too. I think the best idea listed would be a farmers market. The city market in downtown Lansing is teetering on extinction and we could really use such a market if a grocery store cannot be accessed to move into one of the spots there. Why couldn't the old grocery store area be used inside for different vendors so they could be open all of the time, even winter, unlike our local seasonal outside markets? A number of diverse vendors could rent spots in the store. For example there could be a meat vendor, a produce vendor, a chicken vendor a fresh fish place and so on. The store could probably be divided up to have five or six different vendors. I would suggest that it be open on Sunday, but closed on Mondays for the best customer accessibility. I also think it should only have a grand opening in the spring and summer so as to bring in the most awareness for the surrounding community. In this way, customers will get to know the vendors prior to the fall and winter months and will shop there then too. How about in the warmer months a hot dog vendor? L&L used to do that and it was a great place to gather and share a word or two, while eating a hot dog and sipping on a soft drink, especially on the weekends. Oh, and add a specialty wine and beer store! We don't have anything like that near by. How about a florist? Otherwise a children's play place isn't a bad idea, but will only serve those with kids and we do have a lot of seniors and students living in this area who wouldn't use it. I think it might be nice to improve the green space there, but not if it makes it more difficult to notice shops or stores. Also, if the center had more business the parking lot might be used to capacity.

update the building itself.

I just want something that will last and will benefit everyone, students and homeowners.

I think you need to figure out how to ATTRACT business to the area. Greenspace is nice, but no one is going to go there just for a patch of grass. The major problem is that you cannot see what is in the shopping center. The view is blocked from the street. The signage is too small. I realize Meridian Township has signage rules, but perhaps there can be a special permit or something to raise the signage higher? or increase the font size on the signs?

Lighting, wider connecting walkways, trees