

# This is Your City of Muskegon

## A Citizen's Handbook

2007 Edition

Muskegon is a city with a rich history and strong sense of community. You will find that Muskegon's high level of services, recreational opportunities and spectacular shoreline provide a high quality of life. Part of understanding the community means quickly learning about local rules that impact your daily life. This information packet is provided to help you become familiar with our services and to be a good neighbor. Remember, quality neighborhoods benefit everyone by keeping our City an attractive, clean and safe place to visit, work, live and raise families.



West Michigan's Shoreline City

Following is information on some of our most common questions--or sources of complaints. Please become familiar with this booklet and call if you have any questions. City Hall is located downtown at 933 Terrace St, 49440, adjacent to the Police Department and across Terrace St. from the County Building. City Hall is located in the block bounded by Terrace, Apple, Jefferson and Muskegon Avenues. For more information visit City Hall, call any of the City offices listed inside, or get online with one of the City of Muskegon's website addresses:

**[www.ci.muskegon.mi.us](http://www.ci.muskegon.mi.us)** or **[www.shorelinecity.com](http://www.shorelinecity.com)**

**[www.muskegonpolice.com](http://www.muskegonpolice.com)** will connect you directly with the Police Department

Any corrections or recommended changes to this booklet?  
Please call the Planning Department at 231-724-6702 or email your comments to [diane.leafers@postman.org](mailto:diane.leafers@postman.org)

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**City Commissioners** 724-6701 Meetings at City Hall the 2<sup>nd</sup> and 4<sup>th</sup> Tuesdays at 5:30 p.m.

Steve Warmington	Mayor		
Stephen J. Gawron	Vice Mayor	(At Large)	
Chris Carter	Ward I		
Clara Shepherd	Ward II	Kevin Davis	Ward IV
Lawrence O. Spataro	Ward III	Sue Wierengo	At Large

**City Departments:** City Hall, 933 Terrace St, 49440 Public Works, 1350 E. Keating, 49442

<b><u>Department</u></b>	<b><u>Director</u></b>	<b><u>Phone</u></b>
<b>Emergency</b>		<b>911</b>
Affirmative Action		724-6703
Arson Control		1-800-44-ARSON
Assessing Office (Equalization)	Dennis Burns	724-6708
Cemetery & Forestry	Larry Decou	724-6783
Civil Service	Karen Scholle	724-6716
Clerk's Office	Ann Marie Becker	724-6705
Community & Neighborhood Services (housing programs)	Wil Griffin	724-6717
Community & Economic Development (Planning)	Cathy Brubaker-Clarke	724-6702
Engineering	Mohammed Al-Shatel	724-6707
Finance	Tim Paul	724-6713
Income Tax	Kenneth Grant	724-6770
Leisure Services	Lee Slaughter	724-6704
Manager's Office	Bryon Mazade	724-6724
	Lee Slaughter, Asst. Mgr	724-6724
Mayor's Office	Steve Warmington	724-6701
Planning	Cathy Brubaker-Clarke	724-6702
Public Safety		
Fire	Mark Kincaid	724-6792
Inspection Services	Mark Kincaid	724-6715
Police	Tony Kleibecker	724-6955
<b>Silent Observer</b>		<b>722-7463</b>
Public Works	Bob Kuhn	
- streets & alley maintenance		724-4100
- water service and sewer maintenance		724-4100
- plowing		724-4100
- senior transit		724-4150
- recycling & garbage pickup		724-6908
- <b>after-hours emergency</b>		<b>737-2680</b>
Treasurer	Derrick Smith	724-6720
Water/sewer billing	Derrick Smith	724-6718
<b>TDD (for hearing impaired)</b>		<b>724-4172</b>

## **GETTING INVOLVED**

There are many great ways to get involved with your community, such as joining your neighborhood association, coaching, mentoring, volunteering with a human service organization, or serving on a citizen committee or advisory board. Look over the *Human Service* listing on page 13 or call one of the following to get started:

City Advisory Boards (applications available from City Clerk's Office)	724-6705
HOSTS mentoring (Help One Student to Succeed)	720-2208
Institute for Healing Racism	777-7883
Muskegon Area Chamber of Commerce	722-3751
Volunteer Muskegon! (a clearinghouse for organizations in need of volunteers)	722-6600
Youth Recreation Programs (City Leisure Services)	724-6704

### **Active Citizen Boards and Commissions\***

Assessing Board of Review - reviews property assessment rolls.  
Board of Canvassers - publicly verifies election returns in elections.  
Construction Board of Review - assists with interpretations of construction codes in appeals process.  
Cemetery Committee - reviews policy, regulations and fees with respect to public cemetery operations.  
Citizen's Police Review Board - helps investigate complaints about police conduct and procedures.  
Civil Service Commission - sets policy and procedures for City personnel under the Civil Service system.  
Citizen's District Council - reviews and makes recommendations on community block grant resources.  
Downtown Development Authority - administers captured tax increments to reinvest in the downtown.  
Election Commission - examines voting machines prior to elections.  
Enterprise Community Citizen's Council - reviews use of enterprise community incentives.  
Equal Opportunity Committee - monitors hiring practices of the City.  
Historic District Commission - administers design guidelines in designated historic districts.  
Housing Board of Appeals - reviews and recommends demolition of unsafe structures.  
Image Committee - promotes City beautification.  
Income Tax Board of Review - hears appeals on income tax claims.  
Land Reutilization Committee - makes recommendations on the use of City-owned, tax-reverted lands.  
Leisure Services Board - makes recommendations on recreation programs and park improvements.  
Loan Fund Advisory Committee - reviews loan requests from the revolving loan fund.  
Local Development Finance Authority - issue bonds and use tax increments to promote development.  
Local Officer's Compensation Commission - recommends salaries for local elected officials.  
Planning Commission - recommends land use policy and helps implement the zoning ordinance.  
Zoning Board of Appeals - hears appeals regarding the zoning ordinance.

\*For more information on roles, meeting times and membership, consult the *Community Relations Index* available from the Clerk's Office.

## **NEIGHBORHOODS**

The City is divided into 15 neighborhoods, each with its own neighborhood association. The associations work with City Hall, have special social functions, and help keep a high quality of life in the City. To find out which neighborhood you're in, contact Denny Powers, Police-Community Coordinator, at 724-6764 or by e-mail at [Denny.Powers@postman.org](mailto:Denny.Powers@postman.org).

<b><u>Neighborhood</u></b>	<b><u>Meeting Place</u></b>	<b><u>Day</u></b>	<b><u>Time</u></b>
Angell	Allen Ave Church, 695 Allen	3 <sup>rd</sup> Monday	7:00 PM
Beachwood/Bluffton	2261 Surfwood	3 <sup>rd</sup> Tuesday	5:30 PM
Campbell Field	Park Terrace Welcome Center 1290 W. Hackley Ave.	3 <sup>rd</sup> Tuesday (Quarterly)	7:00 PM
East Muskegon	COGIC Community Center	2 <sup>nd</sup> Monday	6:00 PM
Glenside	McGraft Park Community Bldg	3 <sup>rd</sup> Wednesday	7:00 PM
Jackson Hill	Bethesda Baptist Church 575 Getty	3 <sup>rd</sup> Tuesday	6:30 PM
Lakeside	Bunker School, 2312 Denmark	3 <sup>rd</sup> Wednesday	7:00 PM
Marquette	Marquette School, 480 Bennett	3 <sup>rd</sup> Tuesday	6:30 PM
Marsh Field	Moon School, 1826 Hoyt	3 <sup>rd</sup> Monday	6:00 PM
McLaughlin	Bethany Church Parish House	3 <sup>rd</sup> Monday	6:00 PM
Nelson	5 <sup>th</sup> /Mason Neighborhood Bldg.	3 <sup>rd</sup> Wednesday	6:00 PM
Nims	Laketon/Lakeshore Fire Station	4 <sup>th</sup> Thursday	7:00 PM
Oakview	Oakview School, 1420 Madison	3 <sup>rd</sup> Tuesday (Bi-monthly)	7:00 PM
Sheldon Park	Evanston Ave Baptist Church	3 <sup>rd</sup> Tuesday	6:30 PM
Steele	Steele School, 1150 Amity	INACTIVE	INACTIVE

## **Schools**

### Muskegon Public Schools

Administration	720-2000	Nims Elementary	720-2660
Alternative Education	720-2530	Oakview Elementary	720-2450
Muskegon High School	720-2800	Steele Middle School	720-3000
Bluffton Elementary	720-2170		
Bunker Middle School	720-2300	Western Michigan Christian	799-9644
Head Start	720-2560	Muskegon Catholic Central	755-2201
Marquette Elementary	720-2600		
McLaughlin Elementary	720-2750	Baker College	777-5232
Moon Elementary	720-2700	M-Tec	720-2530
Nelson Elementary	720-2200	Muskegon Comm. College	773-9131

### **Safety/Youth**

Big Brothers/Big Sisters	728-2447	Youth Crisis Hotline	1-800-HIT-HOME
Poison Control	1-800-764-7661	Neighborhood Watch	724-6750
Children's Resource Network	728-7152	Webster House	759-7909
Child Abuse Council	728-6410	Muskegon Family YMCA	722-9322

U.S. Dept. of Justice [www.parentingresources.ncjrs.org](http://www.parentingresources.ncjrs.org)

National Parent Information Network [www.npin.org](http://www.npin.org) or 1- 800-583-4135

National Clearinghouse for Alcohol and Drug Information [www.health.org](http://www.health.org) 1-800-729-6686 or  
en Espanol 877-767-8432

## **GENERAL INFORMATION AND KEY CITY POLICIES**

**Addressing:** To help friends, neighbors and emergency vehicles find you, all buildings are required to have address numbers posted on the building so that numbers are visible from the street. The numbers should be at least two inches high and set on a contrasting background to make them stand out.

**Alleys:** Residents must help maintain alleys by trimming brush, grass and picking up trash to the center of the alley, even if it is outside fenced areas. This includes mowing and keeping them free of garbage and yard waste. Alleys are graded and plowed if they are on the City's maintenance schedule. You may call the Department of Public Works about alley maintenance (grading, plowing) at **724-4100**. Environmental Inspectors will send notices and may ticket unkempt areas adjacent to alleys. They may be contacted at **724-6702**.

**Animals:** You may have up to three adult dogs and four adult cats in the City. Both dogs and cats must be licensed, and animals may not roam. Dogs must be under your control when off your personal property. You must also clean up after your pet in public. Animal waste is to be cleaned up from yards. Ownership of livestock, wild and exotic animals is not permitted. For more information, call the Planning Department at **724-6702**, the Police Department at **724-6750**, or Animal Control at **724-6007**.

**Bicycle Registration** is required, and it can help locate your bike if its lost or stolen. Please register your bikes with the Police Department for only \$2.00 per bike. **724-6750**

**Burning:** Open burning of leaves and waste is not permitted. Call the Fire Dept. at **724-6792**.

**Junk Cars:** Vehicles must be licensed, operable and in good repair. The Police Department may tow inoperable or unlicensed vehicles. If you have vehicles you need to get rid of, there are salvage yards who will come and get them and sometimes pay you, if you have the title. If you do not have a title, call your local Secretary of State office at 773-8900.

You may also donate your car for a tax write-off. Again, you need the title. Call:

Cars for a Cause 1-888-448-5277

Kidney Cars Program 1- 800-488-2277

Lung Association Car Donation 1-800-577-5864 (cars must be 1990 or newer)

**Mowing and yard upkeep:** During the growing season (typically April 15<sup>th</sup> – October 15<sup>th</sup>), City rules require that grass and vegetation be maintained so as not to exceed eight inches in height, and grass clippings may not be in the roadway or gutter. Terraces (the area between the sidewalk and street) and alley areas must also be maintained. An Environmental Inspector will take action on properties that are not maintained. The City may also have weeds, grass, etc., cut at the property owner's expense.

Please, also keep shrubs and trees trimmed back at corners to prevent traffic hazards, and away from sidewalks for pedestrian safety. For more information contact Environmental Services at **724-6702**. Please do not put lawn clippings or leaves in the road, alley or gutter since they may clog storm drains, which can be costly to clear out. Call the Highway Department at **724-4100** to report dumping in the street.

**Leaves:** The City has a new leaf ordinance, effective in 2007. Leaf season begins September 1<sup>st</sup> and ends April 30<sup>th</sup>. Once leaf season has concluded (May 1), unbagged leaves on a property with a principal structure must be removed. Call Environmental Inspectors at 724-6702 to report violations.

**Noise:** The City has a noise ordinance enforced by the Police Department. The ordinance deals with excessive noise at any time of day (i.e. loud car stereos and other disruptive noise). Established quiet hours are from 11:00 p.m. to 7:00 a.m. Heavy equipment may not be operated during quiet hours. **Call 911** to report a noise problem when the violation is occurring.

**Parking:** To keep streets clear for snowplows, City ordinance prohibits parking on all City streets from 2:00 a.m. to 6:00 a.m. from November 15<sup>th</sup> through April 15<sup>th</sup>. Vehicles parked on the street during this period may be ticketed and/or towed at the owner's expense. Parking is permitted in the winter on City terraces (the area between the sidewalk and street), but please use your driveway space if you have it. Parking in alleys is not permitted, since a clear path through the alley may be needed for emergency access. To report a vehicle in violation call the Police Department at **724-6750**. Cars may not be parked in the front yard unless on a paved driveway, or unless it is on the terrace in the winter months. To report front yard parking, call 724-6702.

**Permits:**

- Permits are needed in the City to divide parcels, clear land, and construct fences, sheds, pools, or decks. Contact the Zoning Administrator or Code Coordinator at **724-6702**.
- Permits are needed to remodel, wire, plumb, change heating or cooling systems or to construct buildings. Contact the Inspection Services Department at **724-6715**.
- Permits are needed to change or put in new driveway openings and public sidewalks. Contact the Engineering Department at **724-6707**.

**Property Maintenance:** Continued maintenance of buildings (roof, paint, siding, porches, etc.) is the responsibility of the property owner. Fences and walls must also be kept in good repair. For information on the property maintenance code, call the Inspection Services Department at **724-6715**.

**Rental Units:** Must be licensed and have a certificate of occupancy with the City. Call the Inspection Services Department at **724-6715**.

**Sidewalks:** Sidewalk maintenance and repair is the responsibility of the property owner. Sidewalks should be shoveled, free of overhanging shrubs or branches and not blocked by vehicles. Of particular concern are uneven sidewalk slabs having a height difference of 3/4 inch or more. These present serious hazards to pedestrians. Sidewalks that are not maintained may be cited and the City may have repair work done with costs being charged to the property owner. Call the Engineering Department at **724-6707**.

**Street Lights:** The Department of Public Works alerts Consumers Energy of street light outages. To report a streetlight out call the Department of Public Works at **724-4100**. You may also contact Consumer's Energy directly at **1-800-477-5050** (select option 2) or at [www.consumersenergy.com](http://www.consumersenergy.com)

## **Taxes and Payments:**

City Income Tax Residents (as well as non-residents who work in the City) are required to file a City income tax return annually by April 30. The tax rate for residents is 1% of taxable income. For forms or information, contact the Income Tax Department at **724-6770**.

Property Taxes Winter Property tax bills are sent out each December 1<sup>st</sup> and are due February 14<sup>th</sup>. The amount of your taxes depends on 1) the taxable value of your property, and 2) the tax rates set by the City, County, Schools and other taxing units that provide services in your area. Questions about the taxable value of your property should be directed to the Muskegon County Equalization Department at **724-6708**. *Please Note:* County Equalization has an office in City Hall on the 1st floor. Questions about your tax bill should be directed to the City Treasurer's Office at **724-6720**. Summer property tax bills are paid at the Muskegon County Treasurer's Office, 990 Terrace St., 2<sup>nd</sup> floor of the County Building.

If you are looking for a list of houses up for tax sale, please call the Muskegon County Treasurer's Office at **724-6261** or visit their website at [www.tax-sale.info](http://www.tax-sale.info)

Payments: All payments for winter taxes, water and sewer charges, or other City charges may be made in person or by mail at the Treasurer's Office, City Hall, P.O. Box 536, 933 Terrace Street, Muskegon, MI 49443-0536. After hours payments can be made at the drop box located in front of the Police Department (which is in City Hall), 980 Jefferson Street or the drop box in City Hall between the doors facing the Fire Department. The City accepts MasterCard, VISA and Discover for all payments *except* taxes. Parking tickets or water/sewer payments using a debit or credit card may be made via the Internet at [www.shorelinecity.com](http://www.shorelinecity.com) and selecting "Muskegon E-government" then "Online Payment Services."

**Trees:** Trees in the City right-of-way (generally the terrace area between the sidewalk and curb) are planted and maintained by the City Forestry Department. Please report dangerous trees, downed limbs or dead or diseased trees on the terrace to City Forestry at **724-6783**. Trees on public property *may not* be removed or trimmed without the consent of the City Forester. Please note: Limbs falling off private trees onto the terrace or other public land are the responsibility of the property owner.

**Voting:** Please register to vote at the Clerk's Office, **724-6705**, or with the Secretary of State.

**Yards:** Items like building materials, car parts, tires, household items, tools, appliances, dismantled machinery, scattered trash, cardboard, or domestic waste may not be openly stored in yards. If such items are not disposed of properly or stored in a suitable manner (i.e. in a garage or shed) an Environmental Inspector will take action to initiate clean-up. Action may include the City cleaning the property at the property owner's expense and/or ticketing responsible parties. Call **724-6702** for more information.

**Waste Pickup:** Call the Department of Public Works at **724-4100** or **724-6908**. The Public Service Building is located at 1350 East Keating.

Garbage Pick-up: Curbside garbage pick-up is provided each week at no charge. Your garbage day depends on your location in the City. In general:

There is no garbage service on: New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. Garbage service is delayed one day across the City. Friday's scheduled collection will be on Saturday of the same week.

Garbage must be contained in the green plastic toter, which must be obtained from the City. Toters have a 64-gallon capacity. They must stay with the property and can be replaced for a fee if lost or stolen. **Any refuse not in a toter is not picked up unless it has a bulk refuse sticker** (see below). If trash accumulates on a property it will result in a clean-up and billing and/or ticket to the property owner. Additional toters are available for an additional cost. New construction will need to purchase a toter. Call the Department of Public Works at 724-4100 for fees.

Items that **cannot** be in the curbside trash pick-up include: appliances without appliance stickers, hazardous waste, car parts, building materials, plastic bags of grass or leaves, batteries, tires, and items over 30 lbs.

Items that **can** be in the trash (with a *hot pink* bulk refuse sticker): mattress, metal and wood furniture, storm door, toilet, sink, household furniture, bed springs, windows, bathtubs, cardboard boxes (if flattened and tied), and televisions.

**Please be careful not to put items out that may be too large to handle.** For example, rolls of carpet must be cut down and rolled up in 4-foot lengths so the carriers and the equipment can handle it. Individual loose items should not weigh more than 30 pounds.

Appliances: Appliances require a different *neon green* sticker, which costs \$25.00. Acceptable appliances include: refrigerator, stove, dishwasher, microwave oven, washer, dryer, water heater, trash compactor and dehumidifier.

Stickers: If you have more garbage than the toter can hold, you must have a *hot pink* bulk refuse sticker on each item (couch, extra garbage bag, etc.). If loose items do not have a sticker, you will get a 24-hour violation notice, which could result in a clean-up bill. We recommend that you staple the sticker on the item if there is a chance it will blow off. The stickers may be purchased for \$2.00 each at the City Treasurer's Office in City Hall or at the Public Works Building at 1350 E. Keating Ave. If you buy five garbage stickers, you get one free (six for \$10.00). Remember that an appliance sticker is *neon green* and costs \$25.00. Stickers can also be purchased by phone at **724-6720** using your credit card.

Toters: To keep neighborhoods looking neat and avoid spilling trash, please do not overload your toter or recycling bin or put them out before 7:00 p.m. the night before garbage pick-up. After toter and recycling bins are emptied, they are to be stored out of public view. If a toter or recycling bin is not taken care of, you may be ticketed or it could be taken away.

Spring Clean up: A Dumpster Day for each neighborhood is announced for both spring and fall. A dumpster is placed in each neighborhood and residents can bring household items for disposal. Each neighborhood supervises its Dumpster Day.

Leaves and yard waste: Yard waste is picked up on your garbage day and should not be set by the curb until 7:00 p.m. the night before. The yard waste service runs from April through December, weather permitting. Yard waste (grass, leaves and twigs) must be in **paper bags or rigid containers only** or the waste hauler will not pick it up. Rigid containers should be labeled "yard waste". The Department of Public Works sells paper leaf bags, as do most area stores. An Environmental Inspector will cite yard waste stored in plastic bags.

**Branches and sticks** must be tied up with twine in manageable bundles no greater than four feet in length. Branches can be no more than 4 inches in diameter. Large limbs and trees coming from residential units may be disposed of by making an appointment with the City's Solid Waste Coordinator at the Department of Public Works at **724-6908**.

**Leaves:** Leaf season runs September 1<sup>st</sup> through April 30<sup>th</sup>. Once leaf season has concluded (May 1), unbagged leaves on a property with a principal structure must be removed. Call Environmental Inspectors at **724-6702** to report violations.

**Please keep leaves and other yard waste out of the gutter.** It's illegal, it clogs storm drains, and makes a huge mess when plows go through. You may not rake leaves into the gutter, road or alley. Call 724-4100 to report violations.

Christmas Trees: natural trees are picked up curbside through the second week of January.

Recycling: The City has curbside recycling at no cost to residents. The schedule depends on where you live. Recycling bins can be obtained from the Department of Public Works **724-4100** for a fee. The program accepts clear glass, metal, plastic (#1 and #2 only), cardboard and paper (cereal boxes, office paper, magazines, etc.). Please tie or tape cardboard in bundles no more than a foot thick and in lengths no longer than a standard newspaper. Please secure household batteries in a clear plastic bag. **Sorry, no styrofoam, plastic grocery bags or colored glass.** Please remember that labels must be peeled and containers rinsed before being placed in recycling bins.

Special disposal needs Note: Some places do have a small disposal fee, so we recommend you call first. For larger disposal needs you may go to Muskegon County Landfill 9366 Apple Ave., phone: **724-6001**. Please contact them for their hours of operation and fee schedule.

Automobile batteries may be disposed of at D Auto Parts, 1450 East Bard Road, Phone: **766-3094**.

Cement and brick may be disposed of locally at Verplank, 102 S. Getty (this is an unmanned dumping site).

Household Hazardous Waste - Muskegon County For information on hazardous wastes and the next disposal time, call the county at **724-6525**.

Metals such as tin cans, aluminum, copper, brass, bronze, iron, steel, stainless steel, zinc, etc., may be disposed of at:

Shoreline Recycling, 259 Ottawa Street, Phone: **722-6081** (will also accept refrigerators with freon in them for a fee).

West Michigan Recycling Center, 40 Harvey Street, Phone: **773-7582**

Beacon Recycling, 1241 E Keating, Phone: **727-0722**

Depending on the metal, you may get cash for scrap!

Oil - Most "quick change" oil service stations will take used motor oil. You may also call the Department of Public Works Solid Waste Coordinator at **724-6908** for disposal locations.

Tires - Thrifty Tire & Wheel, 25 W. Apple Ave. will take old tires **722-6041**. (There is a charge for the tire disposal)

Misc. recycling: clear glass, paper, cardboard, tin, aluminum and no. 2 plastic may be disposed of at Community Recycling, 1970 Port City Blvd, **773-8407**.

## **OTHER USEFUL CONTACTS**

### **Utility Connections:**

Water & Sewer service: Provided by the City of Muskegon. You can sign up for water service by Faxing 724-6768 (include identification) or in person at City Hall which is located in downtown Muskegon at 933 Terrace Street. You will need to have a picture ID. If a land contract is involved, you will also need proof of the registered contract.

Electric service: Provided by Consumers Energy (1-800-477-5050)

[www.consumersenergy.com](http://www.consumersenergy.com)

Gas service: Provided by DTE Energy (1-800-477-4747). [www.dteenergy.com](http://www.dteenergy.com)

Telephone service: Provided by Verizon (1-800-483-5600). [www.verizon.com](http://www.verizon.com)

Cable television: Provided by Comcast (1-800-577-2345) [www.comcast.com](http://www.comcast.com)

### **Misc. Governmental**

60<sup>th</sup> District Court, County Building, 990 Terrace St. 724-6250

Muskegon County Sheriff, 25 Walton Ave. 724-6351

Muskegon Post Office, 880 First St. 722-7292

Federal Citizen Information Center 1-800-333-4636

FEMA (Federal Emergency Management Agency)

Flood Map information [www.fema.gov](http://www.fema.gov) or 1-877-FEMA-MAP

Internal Revenue Service 1-800-829-3676

Secretary of State (drivers license, registrations, etc.) 773-8900 (Apple Ave.)

Social Security Administration 1-800-772-1213 or

Local office: 2585 Barclay, Suite A, 759-2525

State Department of Natural Resources  
U. S. Coast Guard (search and rescue)  
Veterans Affairs ([www.va.gov](http://www.va.gov))

1-616-356-0500 (Gr. Rapids)  
1-800-492-5983  
1-800-827-1000

State Senator Gerald VanWoerkom  
[sengvanwoerkom@sentate.michigan.gov](mailto:sengvanwoerkom@sentate.michigan.gov)

District office 722-6590  
State office 1-866-305-2134

State Rep. Doug Bennett 1-877-411-3684 toll free, or [dougbennett@house.mi.gov](mailto:dougbennett@house.mi.gov)

## **County of Muskegon**

Website address: [www.co.muskegon.mi.us](http://www.co.muskegon.mi.us)

### **Facility**

### **Phone**

### **Location**

Airport	798-4596	99 Sinclair Drive, Muskegon, MI 49441
Animal Shelter	724-6007	1300 East Keating, Muskegon, MI 49442
Birth/Marriage/Death Certificates	724-6538	990 Terrace, 2 <sup>nd</sup> Floor, Muskegon, MI
Child Protective Services	733-8281	
Cooperative Extension	724-6361	635 Ottawa Ave., Muskegon, MI 49442
County Clerk's Office	724-6221	990 Terrace, 2 <sup>nd</sup> Floor, Muskegon, MI
District Court, Clerk	724-6294	990 Terrace, Muskegon, MI 49442
District Court, Traffic Violations	724-6302	990 Terrace, Muskegon, MI 49442
MTEC Employment & Training	720-2530	1580 Park, Muskegon, MI 49441
Dog Licenses	724-6007	1300 East Keating, Muskegon, MI 49442
Department of Human Services (formerly the Family Independence Agency)	733-3700	2700 Baker, Muskegon, MI 49444
Friend of the Court	724-6421	990 Terrace, Suite 300, Muskegon, MI
Health Department	724-6311	209 E. Apple Ave. Muskegon, MI 49442
Household Hazardous Waste (DPW)	724-6411	990 Terrace 4 <sup>th</sup> Floor, Muskegon, MI 49442
MATS Bus Terminal	724-6420	351 Morris, Muskegon MI 49440
Probate Court	724-6241	990 Terrace, 5 <sup>th</sup> Floor, Muskegon, MI 49442
Register of Deeds	724-6271	990 Terrace 2 <sup>nd</sup> Floor, Muskegon, MI
Small Claims Court	724-6307	990 Terrace, 1 <sup>st</sup> Floor, Muskegon, MI 49442
Treasurer	724-6261	990 Terrace 2 <sup>nd</sup> Floor, Muskegon, MI
Transit (bus lines & curb to curb)	724-6420	2624 6 <sup>th</sup> Muskegon Heights, MI 49444
Veteran's Affairs	722-3499	165 E. Apple Ave. #201 Muskegon, MI

## **Housing Assistance Programs**

City of Muskegon Community & Neighborhood Services (housing rehab and other services)	724-6717
Neighborhood Investment Corporation (home ownership)	727-0809
Trinity Housing Corporation (low and moderate income)	728-5303
Muskegon Housing Commission Provides housing for the disabled, elderly, and low-income families, under HUD guidelines	722-2647
MO-CAPP is a county program that helps with weatherization	725-9499
U.S. Housing & Urban Development Housing Discrimination Hotline	1-800-669-9777

The State of Michigan Housing Development Authority has several programs through local banks including:

- Low cost property improvement loan for homes and rental properties
- Single family affordable mortgage program
- Mortgage credit certificate
- Downpayment assistance program

Call **(517) 373-8017** or **1-800-327-9158**; (TTY) 1-800-382-4568 or visit [www.mshda.org](http://www.mshda.org)

**Health & Human Services**

United Way Community Access Line Dial **2-1-1** or [www.CALL-211.org](http://www.CALL-211.org)

Addiction Services	1-800-252-6465	MOKA Corporation	728-3444
Catholic Social Services	726-4735	(Muskegon, Oceana, Kent & Allegan)	
Child & Family Services	726-3582	<a href="http://www.moka.org">www.moka.org</a>	
<a href="http://www.cfsofmuskegon.org">www.cfsofmuskegon.org</a>		Muskegon Community Health Proj	728-3201
Children’s Resource Network	728-7152	Muskegon Co. Lions Helpline	744-8924
<a href="http://www.crn.nu">www.crn.nu</a>		Muskegon Pregnancy Services	726-2677
Christian Community Center	725-7579	Muskegon Rescue Mission	727-6090
Comm. Mental Health Services	720-3200	<a href="http://www.muskegonmission.org">www.muskegonmission.org</a>	
<b>24-Hour Mental Health Emergency</b>	<b>722-4357</b>	Nutritional Services	755-0434
Every Woman’s Place	759-7909	Planned Parenthood Center	722-2928
<b>24-Hour Crisis Hotline</b>	<b>722-3333</b>	<a href="http://www.plannedparenthood.org">www.plannedparenthood.org</a>	
Goodwill Industries	722-7871	Problem Gambling	1-800-522-4700
<a href="http://www.goodwillwestmich.org">www.goodwillwestmich.org</a>		Red Cross	<a href="http://www.redcross.org">www.redcross.org</a> 726-3555
Hackley Hospital	726-3511	Salvation Army	773-3284
Hospice of Michigan	777-5509	<a href="http://www.tsa-wmni.org">www.tsa-wmni.org</a>	
Hospice of Muskegon-Oceana	728-3442	Senior Services of Muskegon	739-5858
<a href="http://www.yourhospice.org">www.yourhospice.org</a>		Urban League of Greater Musk.	726-6019
Legal Aid of West Michigan	726-4887	<a href="http://www.nul.org">www.nul.org</a>	
Love, Inc.	777-3905	Visiting Nurses/Hospice	726-5025
Mercy-General Health Partners	739-9341	<a href="http://www.vns-muskegon.org">www.vns-muskegon.org</a>	
Michigan Online Health Directory		Westshore Dispute Resolution	727-6001
<a href="http://www.mchp.org">www.mchp.org</a> or <a href="http://www.ihelp-westmi.info">www.ihelp-westmi.info</a>		Women’s Medical Service	773-7666
Mission for Area People	733-1792		

**NOTES:**

**Entertainment/Cultural/Recreation** (also see *Muskegon Events and Attractions* brochure)

Muskegon County Convention & Visitor's Bureau: 724-3100 [www.visitmuskegon.org](http://www.visitmuskegon.org)  
Muskegon County Chamber of Commerce 722-3751

Farmers Market & Flea Market 722-3251  
700 Yuba (Tues/Thurs/Sat - flea market on Wed.)  
Frauenthal Center for the Performing Arts 722-9750 (or 1-800-585-3737 for tickets)  
FUN, Inc. P.O. Box 232, Muskegon, MI 49443  
Hackley Public Library 722-7276  
Hackley & Hume Historic Site 722-7578  
Lake Express High Speed Ferry 755-0308 [www.lake-express.com](http://www.lake-express.com)  
Milwaukee Clipper 755-0990 [www.milwaukeeclipper.com](http://www.milwaukeeclipper.com)  
*Muskegon Chronicle* newspaper 722-3161 [www.mu.mlive.com](http://www.mu.mlive.com)  
Muskegon Civic Theater 722-3852  
Muskegon County Air Fair 800-652-4774 [www.muskegonairfair.com](http://www.muskegonairfair.com)  
Muskegon County Museum 722-0278 [www.muskegonmuseum.org](http://www.muskegonmuseum.org)  
Muskegon Museum of Art 720-2570 [www.muskegon.k12.mi.us/mma](http://www.muskegon.k12.mi.us/mma)  
Muskegon Summer Celebration 722-6520 [www.summercelebration.com](http://www.summercelebration.com)  
Parties in the Park [www.partiesinthepark.com](http://www.partiesinthepark.com)  
Port City Princess lake cruises 728-8387  
State Park camping reservations 1-800-447-2757 [www.michigan.gov/dnr](http://www.michigan.gov/dnr)  
Ticket Master Tickets 1-616-456-3333  
Tickets Plus 1-800-585-3737  
USS Silversides 755-1230  
Volleyball (AVP) 1-800-250-9283  
Volleyball (Inside Out) 739-3311  
Walker Arena Box Office 726-2400  
West Shore Symphony Orchestra 726-3231 [www.wssso.org](http://www.wssso.org)

**Boat Launch Facilities** (Permits available through Leisure Services, 724-6704)

Fisherman's Landing Giddings & Ottawa, just off BR US-31 (downtown area)  
Grand Trunk McCracken & Lakeshore Dr. (Lakeside area)  
Hartshorn Marina 920 W Western Ave. next to the YMCA (downtown area)  
Jaycees Cottage Grove & Lakeshore Dr. (Lakeside area)

**Notes:**

## **Consumer Protection**

**Educational Materials:** The federal *Consumer Information Catalog* offers many low or no cost educational materials for consumers. The *Consumer Action Handbook* provides several useful consumer contacts. Both documents can be ordered by calling toll-free **1-888-878-3256** or via the Internet at [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

**Automobiles:** The State Bureau of Automotive Regulation, Michigan Department of State, Lansing, MI 48918. Toll-free: 1-800-292-4204.

**Better Business Bureau** of West Michigan (616) 774-8236 or [www.muskegon.bbb.org](http://www.muskegon.bbb.org)

**Contractors:** Contractors must be licensed by the State of Michigan. The State Commercial Enforcement Division handles complaints. For information on the process call (517) 241-9202.

**Finance:** State Banking Authority, Financial Institutions Bureau, Office of the Commissioner, 333 S. Capitol Avenue, Suite A, P.O. Box 30224, Lansing, MI 48909. (517) 373-3460. [www.cis.state.mi.us/fib](http://www.cis.state.mi.us/fib)

**Insurance:** Michigan Insurance Bureau, 611 West Ottawa St. 2<sup>nd</sup> Floor North, P.O. Box 30220, Lansing, MI 48933. Toll-free; 1-877-999-6442. [www.cis.state.mi.us/ins](http://www.cis.state.mi.us/ins)

**Realtors:** Realtors must be licensed by the State of Michigan. The State Commercial Enforcement Division handles complaints regarding Realtors. For information on the process call (517) 241-9202.

**Securities:** Corporate, Securities & Land Development Bureau. P.O. Box 30222, 6546 Mercantile Way, Lansing, MI 48909 (517) 241-6370. [www.cis.state.mi.us/corp/](http://www.cis.state.mi.us/corp/)

**Seniors:** Legal Hotline for Older Michigianians 1-800-347-5297. The state also has a booklet called "*Services for Seniors; Laws and Programs for Senior Adults*" which is available from the City Planning Department, or call your state representative.

**Tenant rights:** The State of Michigan wrote a handy booklet *called "A Practical Guide for Tenants and Landlords"* some copies are available from the City Inspections Department or call your state representative for a copy.

**Utilities:** Public Service Commission, 6545 Mercantile Way, Suite 7, P.O. Box 30221. Lansing, MI 48909. Toll-free: 1-800-292-9555. [www.cis.state.mi.us/mpsc](http://www.cis.state.mi.us/mpsc)

**Weights and Measures:** Department of Agriculture, Food and Dairy Division, Ottawa Bldg., 4<sup>th</sup> Floor, P.O. Box 30017, Lansing, MI 48909. (517) 373-3333. [www.mds.state.mi.us](http://www.mds.state.mi.us)

**The State Attorney General's Office,** Consumer Protection Division, has a summary of where to complain. P.O. Box 30212, Lansing, 48909. Toll free: 877-765-8388. [www.ag.state.mi.us](http://www.ag.state.mi.us)

## **General Educational Materials**

Michigan State University, Cooperative Extension Service has a catalog of useful educational brochures on such topics as child development, family financial planning, gardening and youth career development and much, much more. Order a catalog by calling **724-6361**.

Muskegon County Public Health provides many informational brochures on health issues addressing such things as keeping bugs out of your home, lead poisoning prevention, rats, and information on rabies. Call the County Health Department for more information at **724-6311**.

Muskegon County Conservation District: Is a good resource for information on natural resource issues including the use of natural vegetation in landscaping, control of soil erosion and protecting water quality. For more information call **773-0008**.

Your own City of Muskegon has several useful brochures from various City departments including:

- *A Safe Neighborhood is Everyone's Concern* (Police)
- *Abandoned Motor Vehicles* (Police)
- *Are you Ready for a Fire?* (Fire)
- *Automatic Payment Plans for Water & Sewer Bills* (Treasurer)
- *Because Kids Don't Come With Instructions!* (Police)
- *Burn Prevention Tips* (Fire)
- *Business Registration Procedure* (Clerk)
- *Citizen Summary Financial Report, Fiscal Year* (Finance)
- *Community Crime Prevention--There's a Lot You Can Do* (Police)
- *Curbside Recycling Schedule* (Dept. of Public Works)
- *Decks in Residential Zones* (Planning)
- *Disaster Preparedness for Seniors* (Fire)
- *Falls Prevention* (Fire)
- *Fences in Residential Zones* (Planning)
- *Fire Extinguishers* (Fire)
- *Fire Safety Tips* (Fire)
- *Historic District Building Improvements* (Planning)
- *How Can I Help to get a Neighborhood Watch Started?* (Police)
- *How Can we Help You?* (Clerk)
- *How Your Sidewalk was Chosen for Replacement* (Engineering)
- *How Senior Citizens Can Prevent Crime* (Police)
- *Human Service Resources* (Planning)
- *Important Information Regarding the New Property Tax Laws* (County Treasurer)
- *Keeping Animals in the City* (Planning)
- *Millage Rate Report* (Treasurer)
- *Muskegon Events and Attractions* (Planning)
- *Parking in Residential Zones* (Planning)
- *Pools in Residential Zones* (Planning)
- *Protect Your Kids with Safety Seats* (Police)
- *Preventing Home Fires* (Fire)
- *Purchase of City-owned Residential Property* (Planning)
- *Recreation Programs & Facilities* (Leisure Services)
- *Register to Vote and Voting* (Clerk)
- *Safe Families, Ready for Anything* (Fire)
- *Services for Seniors; Laws and Programs for Senior Adults* (Planning)
- *Sheds & Garages in Residential Zones* (Planning)
- *Take Steps for Personal Safety* (Police)
- *Tenants and Landlords, a Practical Guide* (Planning)
- *This is Your City for Business*
- *Victim-Witness Services* (Police)
- *Watch out for Rape Drugs* (Police)
- *What are the Specs for Sidewalk Replacement?* (Engineering)

## Services Index

### \*Phone numbers found on page 3\*

**Abandoned automobiles** -- Police Department  
**Absentee ballots** -- City Clerk  
**Accounts payable** -- Finance  
**Accounts receivable** -- Treasurer  
**Affirmative Action** -- hiring issues for the City of Muskegon  
    Affirmative Action (Housed in City Mgr's. Office)  
**Alleys, plowing/grading/dust control** -- Public Works  
**Animals**  
    Abuse --County Animal Control  
    Dead in street -- Public Works  
    Dog feces (excessive) – Inspection Services  
    Noise -- Police  
**Arena (Walker)**-- Leisure Services  
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**Brush, limbs disposal—(from private property)** -- Public Works  
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**Budget administration** -- Manager's Office  
**Building permits**-- Inspection Services  
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**Cat licensing** -- Planning  
**Cemetery maintenance** -- Cemetery  
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**Community based organization grants** -- Community & Neighborhood Services  
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**Divorce decree** -- County Clerk  
**Dog tags** (December 1<sup>st</sup> through March 1<sup>st</sup>)-- City Treasurer or Muskegon County Animal Control  
**Dog tags** (year round) -- Muskegon County Animal Control  
**Downtown development** -- Community & Economic Dev.  
**Driveway changes** (new drives)-- Engineering  
**Driveway permits** -- Engineering  
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**Economic and industrial development** -- Community & Economic Development  
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     Basement -- DPW, 724-4100 after hours, 737-2680  
     Street -- DPW, 724-4100 after hours, 737-2680  
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**Garbage collection** -- Department of Public Works  
**Garbage collection, missed pick-ups** -- 724-6908  
**Garbage on the property** -- Community & Economic Dev.  
**General city administration** -- Manager's Office  
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**Low income rental assistance, Section 8** -- Housing Commission

**Low water pressure** -- Department of Public Works  
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**Maps, county**, Chamber of Commerce  
**Marinas** -- Leisure Services  
**Master Plan** -- Community & Economic Dev.  
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**Moving traffic violations** - Muskegon County Traffic Violations  
**Neighborhood land use planning** -- Community & Economic Dev.  
**Notary public** -- City Clerk  
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**Parking tickets, collection** -- Treasurer  
**Parking tickets, complaints** -- Police Department  
**Parking ramp** -- Leisure Services  
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**Payment assistance for sidewalk and street assessments** -- Community & Neighborhood Services  
**Permits** (building: remodeling & new) -- Inspection Services  
**Permits** (dances, transient vendors) -- City Clerk  
**Permits** (fence, shed, pool, deck) -- Community & Economic Dev.  
**Petitions** (e.g., nominating, initiative & referendum) -- City Clerk  
**Picnic shelters/Community building rental** -- Leisure Services  
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**Property sales and acquisition (City land)** -- Community & Economic Dev.  
**Property values** -- Assessor (County Equalization)  
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**Recycling information** -- Department of Public Works  
**Rehab grants (emergency, vinyl, outside paint for homeowners)** - Community & Neigh. Services  
**Rental unit registration** -- Inspection Services  
**Senior transit information** -- Department of Public Works  
**Sewer back-up** -- Department of Public Works  
**Sidewalk permits** -- Engineering  
**Sidewalk plowing** (major routes only) -- Leisure Services  
**Sidewalk replacement permits** (public)-- Engineering  
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**Soil erosion or excavating permits** -- Engineering  
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**Special events** (on City property) -- Leisure Services  
**Special use permits** -- Community & Economic Dev.  
**Sports leagues** -- Leisure Services  
**Storm drain repair & cleaning** -- Public Works  
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**Summer concert series** -- Leisure Services  
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**Taxes** ( real/personal/specific) – Treasurer  
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**Traffic complaints** and accident reports -- Police Department  
**Traffic control** devices/barricades -- Public Works  
**Traffic counts** -- West MI Shoreline Regional Development Comm.  
**Traffic lights/signals** -- Public Works  
**Transportation Service** (seniors only) -- Public Works  
**Trash in yards** -- Community & Economic Development  
**Trash on porches** -- Inspection Services  
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**Utility information** (water and sewer lines) -- Engineering  
**Utility payment agreements** -- Treasurer  
**Vacating streets & alleys** -- Community & Economic Dev.  
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**Voter registration** -- City Clerk  
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Sewer Billing  
**Water & sewer** connection permits -- Water & Sewer Billing  
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**Water main break** -- Public Works  
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**Weapons (permits)** -- Police Department  
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Engineering  
**Yard Waste Collection (leaves, brush)** -- Public Works  
**Youth recreation** programs -- Leisure Services  
**Zoning ordinance** & amendments -- Community & Economic Dev.