

THIS IS YOUR **CITY OF MUSKEGON**

A Citizen's Handbook



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 for 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.

The following is information about some of our most common questions—or sources of complaints. If you have any questions, feel free to visit the following links below.

www.muskegon-mi.gov

or

www.shorelinecity.com

www.muskegonpolice.com will bring you directly to the Police Department's website

Any corrections or recommended changes to this booklet? Please call the Planning Department at (231) 724-6702

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GETTING INVOLVED IN YOUR COMMUNITY

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. See page 5 for a list of Neighborhood Associations.

- Boys & Girls Club of the Muskegon Lakeshore 231-375-5576
or info@bgclubmuskegon.com
- City Advisory Boards (*see list below) 724-6705
- Institute for Healing Racism (through MCC) 777-0536
- Muskegon Area Chamber of Commerce 722-3751
- United Way of the Lakeshore 722-3134

ACTIVE CITIZEN BOARDS AND COMMISSIONS*

Assessing Board of Review: Reviews property assessment rolls.

Construction Board of Review: Assists with interpretations of construction codes and appeals process.

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 / Brownfield Redevelopment Authority: Administers captured tax increments to reinvest in Muskegon's downtown.

Election Commission: Examines voting machines prior to elections.

Historic District Committee: Administers design guidelines in the City's designated historic districts.

Housing Board of Appeals: Review and recommend demolition of unsafe structures.

Income Tax Board of Review: Hears appeals on income tax claims.

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 time and membership, consult the *Community Relations Index* available from the Clerk's Office, or on the City's website. If you are interested in serving on one of these boards, contact the City Clerk at 724-6705, or visit the City's website and fill out a Talent Bank Application.

NEIGHBORHOOD ASSOCIATION MEETINGS

Below is a list of the City's neighborhood associations and their meeting times. Meeting dates & times are subject to change; please call the number listed to confirm, or check the City's website: www.shorelinecity.com > Community/Visitors > Neighborhoods.

Information current as of July 2017

- Angell:** 2nd Monday @ 6:00pm | Allen Avenue Christian Reformed Church | No meetings in December or January
- Beachwood/Bluffton:** 3rd Tuesday @ 6:30pm | Great Lakes Naval Museum, 3800 Bluff | No June or December meetings | Call Bonnie Witt at 759-0551 for more info.
- Campbell Field:** 1st Tuesday @ 7:00pm | Park Terrace Community Center, 1290 W. Hackley, across from Glenside School | October, January, April meetings and a July picnic at Campbell Field Pavilion
- East Muskegon:** 3rd Monday @ 5:45pm | City DPW Building, 1350 E. Keating Ave. | Meets April – December
- Glenside:** 3rd Wednesday @ 7:00pm | McGraft Park Community Building, 2004 Wickham
- Jackson Hill:** 3rd Tuesday @ 6:00pm | Smith Ryerson Center, Playfield Community Center, 500 Wood St.
- Lakeside:** 1st Tuesday @ 7:00pm | New Day Fellowship Church @ Miner & Moon | September - April.
- Marquette:** 2nd Thursday @ 5:30pm | September - May at Marquette School Library, 480 Bennett | June - August at Central Assembly of God Church, 896 Home St.
- Marsh Field:** 3rd Monday @ 6:30pm | Moon School, 1826 Hoyt St. | August meeting is National Night Out
- McLaughlin:** 3rd Monday. Sept – May @ Bethany Church Center, 1105 Terrace St.
June - Aug: McLaughlin Community Park, corner of Terrace and Isabella
- Nelson:** 3rd Wednesday @ 5:30pm | The Corner Church, 280 W. Muskegon Ave, 1st Floor Library
- Nims:** 4th Monday @ 6:30pm | Fire Station at Laketon/Lakeshore, 1836 Robinson (near Laketon Ave & Lakeshore Dr.)
- Oakview:** 3rd Tuesday @ 7:00pm | First Wesleyan Church, 1040 E. Forest Ave. | Call Mike Schultz, 777-1040 for info
- Sheldon Park:** 3rd Monday @ 7:00pm | Evanston Ave. Baptist Church, 1188 Evanston | meets quarterly

Dumpster Days: Each Neighborhood Association holds two “Dumpster Days” per year – one in the spring and one in the fall – where neighborhood residents may dispose of their household trash, subject to some limitations. Contact your Association for details, or visit the City's website (Community/Visitors > Neighborhoods) for a schedule of dates & times.

SCHOOLS

Muskegon Public Schools

Administration	720-2000
Alternative Education	720-2530
Lakeside Elementary (formerly Bunker Middle School)	720-2300
Head Start	720-2560
M-Tec	720-2530
Marquette Elementary	720-2600
Moon Elementary	720-2700
Muskegon High School	724-2800
Muskegon Middle School	720-3000
Nelson	720-2200
Oakview Elementary	720-2450

Muskegon Catholic Central	755-2201
Western Michigan Christian	799-9644

Colleges

Baker College Main Campus	777-5200
Baker Culinary Institute	777-6642
Ferris Muskegon campus	
GVSU Muskegon campus	777-0505
Muskegon Community College	773-9131

Charter Schools

Three Oaks Public School Academy	767-3365
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Muskegon Area Intermediate School District 777-2637

Summer & after school youth recreation opportunities in the City:

Boys & Girls Club, Nelson School club site, 550 W. Grand Ave.	(231) 375-5576
YMCA, 1115 Third St.	(231) 722-9622
Community enCompass After School Center	(231) 728-3117

SAFETY / YOUTH

Arson Control	1-800-44-ARSON
Big Brothers/Big Sisters	728-2447
Child Abuse Council	728-6410
Children's Resource Network	728-7152
Muskegon Family YMCA	722-9322
National Parent Information Network	1-800-583-4135 or www.npin.org
Neighborhood Watch	724-6750 (Muskegon Police Dept)
Poison Control	800-764-7661
U.S. Department of Justice	www.parentingresources.ncjrs.org
Webster House	759-7909
Youth Crisis Hotline	1-800-HIT-HOME
Youth Employment Program (YEP!) through Community enCompass	728-3117

National Clearinghouse for Alcohol and Drug Information www.health.org or

1-800-729-6686 or en Espanol 877-767-8432

PROPERTY MAINTENANCE STANDARDS & KEY POLICIES

Part of understanding your community and being a good citizen means learning about local rules that impact your quality of life. Quality neighborhoods benefit everyone by keeping our City an attractive, clean, and safe place to live and raise families. The following is information on some of our most common questions and/or sources of complaints and the departments to call. (Area code for all listed phone numbers is 231)

ADDRESSING:

To help friends, neighbors, and emergency vehicles find you, all buildings are required to have address numbers posted on the building so that the 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 refuse to the center of the alley, even if it is outside fenced areas. This includes mowing and keeping them free of garbage and lawn waste. Alleys are graded and plowed if they are on the City's maintenance schedule. You may call the *Department of Public Works (DPW)* about alley maintenance (grading, plowing) at 724-4100.

A code enforcement inspector will send notices and may ticket unkempt areas adjacent to alleys. They may be contacted at 724-6748.

ANIMALS AND ANIMAL WASTE:

You may have up to three adult dogs* and four adult cats in the City. Dogs must be licensed, and animals may not roam. Dogs must be leashed when off your property, and you must clean up after your pet at all times, per the City's "pooper scooper" ordinance. Ownership of livestock, wild and exotic animals is not permitted. For more information, contact the *Police Department* at 724-6750 or the *County Sheriff's Department* at 724-6008. To report excessive dog feces contact a code enforcement inspector at 724-6748.

**Dangerous breed dogs are limited to ONE per household (includes all pit bulls and other dogs deemed dangerous by a police or animal control officer). For additional restrictions on dangerous dogs, contact the Police Department, 724-6750.*

APPLIANCE DISPOSAL:

Appliance disposal requires a separate green sticker, which costs \$25.00*. Acceptable appliances include: refrigerator, stove, dishwasher, microwave oven, washer, dryer, water heater, trash compactor and dehumidifier. The stickers may be purchased at the *Treasurer's Office* in City Hall. *Fees subject to change; contact *Treasurer* at 724-6720.

BICYCLE REGISTRATION:

This is required, and can help locate your bike if it's lost or stolen. Please register your bikes with the *Police Department* (724-6750).

BURNING:

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

DUMPSTER DAYS:

A Dumpster Day for each neighborhood is held in the spring and fall. A dumpster is placed in each neighborhood and residents can bring household items to dispose of, subject to some limitations. Each neighborhood association supervises its Dumpster day. Contact your Association (see page 5) or check the city website for the schedule.

GARBAGE PICK-UP:

To report a problem with garbage pickup, call the *Department of Public Works (DPW)* at 724-4100.

GARBAGE TOTERS:

To keep neighborhoods looking neat and avoid spilling trash, please do not overload your toter and do not put them out before 7:00 p.m. the night before garbage pickup. After toter is emptied, it is to be stored out of public view. If a toter is not taken care of, you may be ticketed or it could be taken away. To replace a broken toter, call the *DPW* at 724-4100. To replace a missing toter, call the *Water Department* at 724-6718. Refuse must be contained in the toter or have a bulk refuse sticker on it, or it will not be picked up.

BULK REFUSE STICKERS:

If you have more garbage than the toter can hold, you must have a bulk refuse garbage sticker on each item (couch, TV, extra garbage bag, etc.). Each extra article must have a sticker. We recommend that you firmly attach the sticker to the item so it does not blow off or get stolen. Stickers may be purchased for \$2.00 each at the *City Treasurer's Office* (724-6720) or *DPW* (724-4100). If you buy five stickers, you get one free (six for \$10.00). A note on **mattresses**: Due to the possibility of bedbugs, all mattresses must be *wrapped in plastic* and have the sticker affixed, or they will not be picked up.

JUNK CARS:

Vehicles must be licensed, operable and in good repair. The Police Department may tow inoperable or unlicensed vehicles. To report unlicensed or junk vehicles, call the *Police Department* at 724-6750.

LAUNCH RAMP PERMITS:

Annual permits available at the *Treasurer's Office*, *Hartshorn Marina* and *DPW*. City boat launch facilities are located at the Jaycees Boat Launch (2912 Lakeshore Dr.), Grand Trunk Boat Launch (2090 Lakeshore Dr.), Hartshorn Marina (920 W. Western Ave), and Fisherman's Landing (501 E. Western Ave). You can also camp at Fisherman's Landing. Call for availability at (231) 726-6100. Launch permit fees are listed at: www.muskegon-mi.gov/departments/parks/boat-launch-ramps/

LEAVES:

"Leaf season" as defined by City ordinance, begins September 1 and ends April 30. Once leaf season has concluded, leaves remaining on a property with a principal structure must be removed. The enforcement period begins **May 1**. Call a *code enforcement inspector* at 724-6748 to report unraked leaves after May 1. Leaves in paper bags or rigid containers (such as a rubber trash can) will be picked up on your regular garbage day. Leaves in plastic bags will not be picked up, and may be ticketed by an inspector if left on the property. Remember, you may not rake leaves into the gutter, street, or alley. It's illegal, clogs storm drains, and makes a mess for the snowplows. To report a violation, contact *DPW* at 724-4100.

MARINA SLIPS:

Available at the *Hartshorn Marina Office*, 724-6785, or *Department of Public Works*, 724-4100. For more information, visit: www.muskegonmi.gov/departments/parks/hartshorn-marina/ or www.hartshornmarina.com.

MOWING:

During the growing season (typically April 15 – October 15), City rules require that grass and vegetation be maintained so as not to exceed **6 INCHES IN HEIGHT**. The terrace (area between the curb and sidewalk) and alley areas must also be maintained. A *code enforcement inspector* will take action on properties that are not maintained. They may also have weeds/grass cut at the property owner's expense. You will receive only **ONE LETTER PER YEAR** for a tall grass/weeds violation. Subsequent violations will result in the grass being cut at the property owner's expense; it may be cut the same day that a work order is issued. Please keep shrubs and trees trimmed back at corners to prevent traffic hazards, and away from sidewalks for pedestrian safety. For more information call the code enforcement inspector at 724-6748.

Do not put lawn clippings or leaves in the road, alley, or gutters since they may clog storm drains, which can be costly to clear out. Call *DPW* at 724-4100 to report dumping yard waste and/or leaves in the street.

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, barking dogs, and other disruptive noise). Established quiet hours are from 11:00pm to 7:00am. Heavy equipment may not be operated during quiet hours. Call 911 to report a noise problem when the violation is occurring.

PARKING:

Cars may not be parked in the front yard unless on a paved driveway. To report a front yard parking violation, contact the *Police Department* at 724-6750. City ordinance prohibits parking on the terrace except during the winter months, from December 1 to the last day of February. Parking in alleys is not permitted, since a clear path through the alley may be needed for emergency vehicles. To report parking violations, call the *Police Department* at 724-6750.

Other Parking-related Regulations:

- *Size Limit/Screening* – Recreational vehicles must be located behind the front building line of the principal structure (house) on the property and must be fully screened. They may not be stored out of a garage more than (48) hours. Contact the *Planning Department* to report violations at 724-6702.
- *Size Limits* – No vehicle with a rated hauling capacity of (2) tons shall be located on any property within any residential districts, unless the vehicle is engaged in a delivery, pick-up, or service call to the property.
- *Parking Complaints* – Front yards & RVs: Call the *Police Department* at 724-6750.
- *Handicap parking violations*: Contact the *Police Department* at 724-6750

PASSPORTS: Available through the *City Clerk's Office* (724-6705)

PERMITS:

- *Building Permits* are needed to remodel, wire, plumb, change heating and cooling systems, construct buildings over 200 square feet, or install a pool over 24 inches deep. Contact the *Building Safety Department* at 724-6715.
- Development Permits are required to construct fences, sheds, small pools, to install paved parking areas, to divide parcels, or to clear land. Contact *Planning* at 724-6702.
- Permits are needed to work in the public right-of-way (ROW). Permits/approval of non-existing driveway or sidewalk must be approved by Planning prior to the Engineering Department issuing a ROW permit. The terrace area between the sidewalk and street is a public right-of-way. *Engineering Dept.* 724-6707.
- A *Special Event Permit* is required for a public event held on City property. Contact *Planning*, 724-6702.

PICNIC SHELTER / PARK BUILDING RESERVATIONS:

To reserve a picnic shelter for a private event, go to the City's website at: www.shorelinecity.com, or go to the *Department of Public Works* at 1350 E. Keating Ave. Reservations cannot be made by phone.

For more information and to check shelter availability, visit: www.muskegon-mi.gov/departments/parks/picnic-shelters/

For a Special Event at a City park (a public event such as Parties in the Park, Lakeshore Art Festival, etc.), contact the *Planning Department* for a Special Event Permit at 724-6702.

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 *code enforcement inspector* at 724-6748.

RENTAL UNITS:

All rental units require periodic inspection and must have a Certificate of Compliance showing they are up to code. Call the *rental inspector* at 724-6766.

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 $\frac{3}{4}$ inch or more. These present serious hazards to pedestrians. Sidewalks that are not maintained may be cited and the City may have repair done with costs being charged to the property owner. To report sidewalks needing repair, call the *Engineering Department* at 724-6707.

SNOW REMOVAL ON SIDEWALKS:

Property owners, occupants, or those in charge of a property must remove snow from the sidewalks within 24 hours after the cessation of a storm event. See City Code of Ordinances Chapter 74, Section 7 (74-7) for additional information. Violations may be reported to the *Planning Department's Code Inspector* at 724-6769.

STREETLIGHTS:

To report streetlight outages, contact *Consumers Energy* at (800) 477-5050, or visit their website at: www.consumersenergy.com/bdisu/streetLightRepair_start.sap. You may also call the City's *DPW* at 724-4100 and they will report outages to Consumers Energy.

TERRACES (area between the street and sidewalk):

This area is City-owned, but must be maintained by the property owner (mowed, kept free of trash, etc.). Any trash or yard waste on the terrace must be in approved containers and must not be placed out until 7:00pm the night before your scheduled trash pick-up. Loose trash bags will not be picked up, unless you have placed a bulk refuse sticker on each one (stickers for purchase at the Treasurer's Office). Items left on the terrace will be cited by a *code enforcement inspector*, giving the property owner/occupant *24 hours* to remove the item(s). Items not removed may be picked up by the City, with costs and fees charged to the property owner. Call 724-6748 to report a violation.

No **signs** may be placed on the terrace (political signs, yard sale, realtor signs, etc). To report a sign on the terrace, contact the Planning Department's code inspector at 724-6769.

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 diseased trees on the terrace to the *Forestry Department* at 724-6783. Trees on public property may not be removed or trimmed. Limbs from trees on private property that fall onto public areas are the responsibility of the private property owner.

VOTING: Please register at the *City Clerk's Office* (724-6705) or with the Secretary of State.

YARD SIGNS:

Yard signs may not be placed on any City property, including the terrace (the area between the sidewalk and street). This includes realtor signs, election signs, etc. Signs in violation may be removed by a City inspector. Contact the *Planning Department* 724-6702.

YARD UPKEEP (TRASH & BRUSH):

Items such as building materials, car parts, tires, household items, tools, appliances, dismantled machinery, scattered trash, cardboard, domestic waste, or yard waste may not be openly stored in yards. If items are not disposed of properly or properly stored (i.e. in a garage or shed), a *code enforcement inspector* will initiate a violation notice by mail*. If not taken care of by the property owner, the City may have the property cleaned at the owner's expense and/or ticket the responsible party. Call 724-6748 to report a violation. (*Terrace violation notices are not mailed; a sticker is placed on the item giving the owner/occupant 24 hours to remove).

YARD WASTE*

This is picked up on your regular trash day and may not be placed at the curb until 7:00pm the night before. Yard waste pick-up typically runs from the first week of April through the first week of 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". A *code enforcement inspector* will cite yard waste stored in plastic bags. Branches and sticks must be tied up with twine in manageable bundles no greater than 4 feet in length. Branches can be no more than 4 inches in diameter. Large limbs and trees from residential units may be disposed of by making an appointment with the *DPW* at 724-4100.

***PROPERTY OWNERS:**

To help keep you apprised of code violations issued on your properties, the Building Inspection Department offers a free E-ALERT SERVICE. In addition to mailed notices or terrace trash citations, you will receive an e-mail notification the day your property is written up, notifying you of the violation. This is especially helpful in the case of 24-hour terrace violations. Please call (231) 724-6748 to subscribe or update, or sign up at the City's building inspection department in City Hall, room 201.

OTHER USEFUL CONTACTS

UTILITY CONNECTIONS:

Water and Sewer Services are provided by the City of Muskegon. You can sign up for service by contacting the *Water Department* at City Hall, phone 724-6718. A picture ID is required. If a land contract is involved, you will also need proof of the registered contract.

Electric Service: Provided by Consumers Energy, (231) 727-6100 www.consumersenergy.com

Gas Service: Provided by DTE Energy, (800) 477-4747 www.dteenergy.com

Curbside Recycling: Available for a small fee through Allied Waste, (800) 837-7311

Local news: Muskegon Chronicle newspaper, MLive Media Group www.mlive.com

(231) 722-3161 or (800) 783-3161

STATE & FEDERAL GOVERNMENT CONTACTS

Muskegon Post Office, 800 First St. (231) 722-7292

Department of Environmental Quality (Grand Rapids) (616) 356-0500

Department of Natural Resources (Grand Rapids) (616) 356-0505

FEMA (Federal Emergency Management Agency) (877) FEMA-MAP

Flood Map Information www.fema.gov

Governor's Office (Rick Snyder) www.state.mi.us/migov (517) 373-3400

Internal Revenue Service (800) 829-3676

Secretary of State (Driver's License, Vehicle Registrations, etc.), 1485 East Apple Ave. (888) 767-6424

Social Security Administration, 340 Morris St. (downtown) (231) 759-2525 or (800) 772-1213

Veterans Affairs, www.va.gov (800) 827-1000

MI State Senator: Goeff Hansen (34th District) SenGHansen@senate.michigan.gov (517) 373-1635

MI State Representative: Terry Sabo (92nd District) [Terry Sabo@house.mi.gov](mailto:Terry.Sabo@house.mi.gov) (877) 411-3684

U.S. Congressman: Bill Huizenga (2nd District) Grandville office (616) 570-0917

U.S. Senators: Gary Peters (202-224-6221) and Debbie Stabenow (202-224-4822)

ECONOMIC DEVELOPMENT AGENCIES & INFORMATION

City of Muskegon Planning & Economic Development Department, www.shorelinecity.com, (231) 724-6702. Business development, zoning, site plan approval, Brownfield development, site assessments.

Muskegon Lakeshore Chamber of Commerce, www.muskegon.org, (231) 722-3751
Economic development, Chamber and community events, business directory

Downtown Muskegon Now, www.downtownmuskegon.org, (231) 724-3180

Downtown Muskegon Now is an independent, non-profit corporation dedicated to the economic development, events, promotion and marketing of Downtown Muskegon

West Michigan Shoreline Regional Development Commission, www.wmsrdc.org, (231) 722-7878

Mission is to promote and foster regional development in West Michigan through cooperation amongst local governments and other regional partners. WMSRDC provides services and manages and administers programs in homeland security, transportation planning, economic development, environmental planning, community development, local government services, and other special projects.

COUNTY OF MUSKEGON CONTACTS

Web address: www.co.muskegon.mi.us

Note: Many County offices are now located in the former Baker College complex, now called Muskegon County's South Campus at 173.E. Apple Ave, between Pine and Spring Streets.

<u>Facility</u>	<u>Phone</u>	<u>Location</u>
Airport - Fly Muskegon!	798-4596	99 Sinclair Drive
Animal Control	724-6008	Muskegon County Sheriff Dept.
Assessor/Equalization	724-6386	173 E. Apple, 1st floor
Birth/Marriage/Death Certificates	724-6538	173 E. Apple #210, 2nd floor
Child Protective Services	733-8281	
Circuit Court	724-6251	Kobza Hall of Justice, 990 Terrace St.
County Clerk	724-6221	Kobza Hall of Justice, 990 Terrace St.
County Sheriff / Jail	724-6351	25 W. Walton Ave.
60th District Court	724-6250	Kobza Hall of Justice, 990 Terrace St.
District Court, Traffic Violations	724-6302	Kobza Hall of Justice, 990 Terrace St.
Dog Licenses (Treasurer)	724-6261	173 E Apple Ave, Suite 104
Department of Human Services	733-3700	2700 Baker St. Suite 2
Friend of the Court	724-6421	Kobza Hall of Justice, 3rd Floor
Health Department	724-6208	209 E. Apple Ave.
Heritage Landing rental	724-3100	Muskegon County CVB
Household Hazardous Waste (DPW)	724-6411	Kobza Hall of Justice, 4th Floor
Human Resources	724-6442	316 Morris St, Suite 200
MATS Bus Terminal / Greyhound	724-6420 / 724-6048	351 Morris St.
MSU Cooperative Extension	724-6361	97 E. Apple Ave.
Pound Buddies Animal Shelter	724-6500	1300 E. Keating Ave.
Probate Court	724-6241	Kobza Hall of Justice, 5th Floor
Register of Deeds	724-6271	173 E Apple Ave., Suite 301
Small Claims Court	724-6307	Kobza Hall of Justice, 2nd Floor
<i>Landlord/Tenant Division</i>	724-6499	Kobza Hall of Justice, 2nd Floor
Treasurer	724-6261	173 E. Apple Ave., Suite 104
Veteran's Affairs	725-7143	165 E. Apple Avenue #201
Violations Bureau (traffic citations)	724-6302	Kobza Hall of Justice, 1st Floor

HOUSING ASSISTANCE PROGRAMS:

See page 14 for additional emergency resources

City of Muskegon Community & Neighborhood Services	724-6717
Bethany Housing Ministries / Community enCompass (1105 Terrace St.)	728-3117
Trinity Village Non-Profit Housing Corporation	728-5303
Muskegon Housing Commission	722-2647
<i>Provides housing for disabled, elderly, and low-income families, under HUD guidelines</i>	
MO-CAP	725-9499
<i>a county program that helps with weatherization</i>	
U.S. Housing & Urban Development Housing Discrimination Hotline	(800) 669-9777

The Michigan State Housing Development Authority (MSHDA) 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.
- Down payment assistance program.

Call (517) 373-8017 or (800) 327-9158; (TTY) (800) 382-4568 or visit www.mshda.org.

HEALTH & HUMAN SERVICES

United Way Community Access Line • Dial 2-1-1 or visit www.CALL-211.org

<u>Facility</u>	<u>Phone</u>
Addiction Services	(800) 981-2481
Catholic Charities of West MI	726-4735
Children’s Resource Network	728-7152
Community Mental Health Services	724-1111
Every Woman’s Place 24-Hour Crisis Hotline	759-7909
Food mobile	call 2-1-1
Gambling problem	(800) 270-7117
Goodwill Industries	722-7871
www.goodwillwestmich.org	
Hospice services	
Harbor Hospice/Poppen House	728-3442
Mercy VNS	672-4663
Legal Aid of West Michigan	726-4887
Love, Inc. of Muskegon	777-3905
Meals on Wheels (AgeWell Services)	755-0434
Mediation & Restorative Services	727-6001
Mercy Health Partners – Sherman campus	672-2000
Mercy Health Partners – General campus	672-2000
Mercy Health Partners – Hackley campus	726-3511
Mercy Health Partners Life Counseling	726-3582
www.mghp.com/services/counselingservices.shtml	
Michigan Online Health Directory	
www.mchp.org	
www.ihelp-westmi.info	
Mission for Area People	733-9672
MOKA Corporation	830-9376
www.moka.org	
Muskegon Community Health Project	672-3201
Muskegon County Health Department	724-6208
Muskegon County Lions Helpline	744-8924
Muskegon Pregnancy Services	726-2677
Muskegon Rescue Mission	727-6090
www.muskegonmission.org	
NAACP	894-5700
Nutritional Services	755-0434
Planned Parenthood Center	724-4415
www.plannedparenthood.org	
Red Cross	726-3555
www.redcross.org	
Salvation Army	773-3284
www.tsa-wmni.org	
Sacred Suds (McLaughlin Neighborhood)	728-3117
Senior Resources, an Area Agency on Aging	739-5858
Tanglewood Senior Resources	733-8699
Women’s Medical Service	773-7666

EMERGENCY SERVICES

<u>Services</u>	<u>Organization</u>	<u>Phone</u>
Rent & Utility Assistance:	MOCAP	725-9499
	Rescue Mission	727-6090
	Mission for Area People	733-9672
	Salvation Army	773-3284
	Red Cross: Heat Bank only	726-3555
	West Michigan's Veterans Center Love Inc.	724-7143 777-3905
Shelter:	Every Woman's Place / Webster House	759-7909
	Rescue Mission	727-6090
	Community enCompass	728-3117
	Family Promise of the Lakeshore	747-8855
	West Michigan Veteran's Center	724-7143
Food Pantries & Clothing:	Love Inc., 2735 Apple Ave.	777-3905
	Loaves & Fishes Food Pantry	722-9352
	Mission for Area People	733-9672
	Rescue Mission – 400 W. Laketon	727-6090
	Salvation Army – 1221 Shonat	773-3284
	Christ Temple Church	733-4745
	West Michigan's Veterans Center	724-7143
Transportation:	Love Inc.	777-3905
	Red Cross	726-3555
Hot Meals:	Rescue Mission	727-6090
	Mission for Area People	733-9672
	AgeWell Services (Meals on Wheels)	755-0434
Other:	Dept of Human Services	733-3700
	Goodwill	722-7871
	Veteran's Affairs	724-6121
	Disability Connection	722-0088
	Legal Aid	(888) 783-8191
Community Help:	Arson Control	1-800-44-ARSON
	Silent Observer (report a crime)	722-7463
	Community Access Hotline (2-1-1)	733-1155
		or (877) 211-5253
Veterans Assistance	Muskegon County Department of Veterans Affairs va@co.muskegon.mi.us	724-7143

ENTERTAINMENT • CULTURE • RECREATION

<u>Facility</u>	<u>Phone</u>
Muskegon County Convention & Visitor's Bureau, 610 W. Western Ave. www.visitmuskegon.org	724-3100
Farmers Market, 242 W. Western Ave @ Market St. Flea Market (Wednesdays, May thru October) www.muskegonfarmersmarket.com	722-3251
Fisherman's Landing (Camping/Boat launch)	726-6100
Frauenthal Center for the Performing Arts www.frauenthal.org	722-9750 Tickets: (800) 585-3737
Great Lakes Naval Memorial & Museum, 3548 Fulton Ave. Home of the USS Silversides WWII submarine www.silversidesmuseum.org USS LST 393 Veterans museum, 560 Mart St. www.lst393.org	755-1230
Hackley Public Library, 316 W. Webster Ave. www.hackleylibrary.org	722-7276
Hackley & Hume Historic Site	722-7578
Kitchen 242 @ the Farmers Market, 242 W. Western Ave. http://kitchen242.com/	769-2202
L.C. Walker Arena, 955 4 th St. Home of Muskegon Lumberjacks hockey www.lcwalkerarena.com	726-2939
Lake Express High Speed Ferry www.lake-express.com	755-0308
Lakeshore Museum Center www.lakeshoremuseum.org	726-6908
Milwaukee Clipper ship www.milwaukeeclipper.com	755-8066
Muskegon County Chamber of Commerce	722-3751
Muskegon Civic Theater www.muskegoncivictheater.org	722-3852
Muskegon Heritage Museum, 561 W Western Ave. www.muskegonheritage.org	722-1363
Muskegon Museum of Art www.muskegon.k12.mi.us/mma	720-2570
Parties in the Park (most summer Friday evenings 5:00 – 9:00 in Hackley Park) www.partiesinthepark.com	
Port City Princess Lake Cruises	728-8387
State Park Camping Reservations www.michigan.gov/dnr	(800) 447-2757
West Shore Symphony Orchestra www.wssso.org	726-3231

MARINA & BOAT LAUNCH FACILITIES:

City of Muskegon Marina Department (DPW) (231) 724-6908
Fisherman's Landing, Launch & Campground (231) 726-6100
538 E. Western Ave. (near Giddings & Ottawa, just off BR US-31 (downtown area)
Grand Trunk boat launch -- McCracken & Lakeshore Dr. (Lakeside area)
Hartshorn Marina/launch -- 920 W. Western Ave. (downtown area)
Marina office (seasonal) (231) 724-6785
Jaycee's boat launch -- Cottage Grove & Lakeshore Dr. (Lakeside area)

PUBLIC BEACHES:

Public beaches are open from 6:00am – until 11:00pm daily.

Pere Marquette Park (Lake Michigan)

Beautiful, vast sandy beach, play equipment, pier, and lighthouses. Home of Inside Out beach volleyball ~ Popular kite surfing destination ~ Great fishing off the pier. Picnic facilities located at Margaret Drake Elliott Park near the Muskegon Lake channel.

Kruse Park (Lake Michigan)

Accessible dune walkways, playground, restrooms, and a nice sandy beach. Pavilions are available to rent for family get-togethers (call 724-4100). Bring your dog and enjoy West Michigan's popular **dog beach** located at the north end of the park!

Harbour Towne Beach (Muskegon Lake) The City's only public beach on Muskegon Lake, located adjacent to the Harbour Towne (private) Marina.

For more information on the City's beaches, parks, and event facilities, check the City Parks section of our website, www.shorelinecity.com.

ENVIRONMENTAL & NATURAL RESOURCE INFORMATION

Grand Valley Annis Water Resources Institute (AWRI) 740 W. Shoreline Dr, (231) 728-3601 • AWRI's mission is to integrate research, education, and outreach to enhance and preserve freshwater resources.

Michigan Department of Environmental Quality • Grand Rapids district office: (616) 356-0500

Michigan Department of Natural Resources • Grand Rapids office: (616) 356-0505 www.michigan.gov/dnr

Michigan State University Cooperative Extension Service Useful educational brochures on such topics as child development, family financial planning, gardening, and youth career development and much more. Order a catalog by calling (231) 724-6361.

Muskegon County Conservation District 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 (231) 773-0008.

Muskegon Lake Watershed Partnership (MLWP) The local, volunteer group holds informative, monthly public meetings and maintains a Facebook page with up-to-date information about Muskegon Lake water quality and fish and wildlife habitat restoration projects. Call the WMSRDC at 231 722-7878 x 17 to be placed on the e-mail distribution list for public meeting notices and information about conservation education and hands-on stewardship opportunities. The website address is www.muskegonlake.org.

Muskegon River Watershed Assembly (www.mrwa.org) Dedicated to the preservation, protection, restoration, and sustainable use of the Muskegon River, the land it drains, and the life it supports, through educational, scientific and conservation initiatives.

West Michigan Shoreline Regional Development Commission (WMSRDC) WMSRDC provides services and manages and administers programs in homeland security, transportation planning, economic development, environmental planning, community development, local government services, and other special projects. (231) 722-7878 or www.wmsrdc.org

CONSUMER PROTECTION AGENCIES

Automobiles: The State Bureau of Automotive Regulation, Michigan Department of State, Lansing, MI 48918 - (800) 292-4204

Better Business Bureau of West Michigan: (616) 774-8236 or 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.

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: (888) 878-3256 or via the Internet at www.publications.gsa.gov.

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.michigan.gov/lara/0,4601,7-154-10555---,00.html

Insurance: Michigan Office of Financial & Insurance Regulation, 611 West Ottawa St. 2nd Floor North, P.O. Box 30220, Lansing, MI 48933. (877) 999-6442. www.michigan.gov/lara/0,4601,7-154-10555---,00.html

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.

Seniors: Legal Hotline for Older Michiganians (800) 347-5297.

Tenant rights: The State of Michigan has made available a handy booklet called "A Practical Guide for Tenants and Landlords" which can be found online at <http://www.legislature.mi.gov/Publications/tenantlandlord.pdf>. Copies may also be available from the Building Safety Department in City Hall (room 201). In addition, Muskegon's 60th District Court has a Tenant/Landlord division, phone 724-6499.

Utilities: Public Service Commission, 6545 Mercantile Way, Suite 7, P.O. Box 30221. Lansing, MI 48909, Phone (800) 292-9555 www.michigan.gov/mpsc

Weights and Measures: Department of Agriculture, Food and Dairy Division, Ottawa Building, 4th Floor, P.O. Box 30212, Lansing, MI 48909 Toll-free: (877) 765-8388

SERVICES INDEX

Abandoned/Unlicensed automobiles/boats – Police Department, 724-6750

Absentee ballots – City Clerk, 724-6705

Accounts payable – Finance, 724-6713

Accounts receivable – Treasurer, 724-6720

Affirmative Action – housed in the City Manager's office, 724-6703

Alleys, plowing/grading/dust control – Department of Public Works, 724-4100

Animals

- Animal Control, 724-6008 (thru Muskegon County)
- Dead animal in the street – Department of Public Works, 724-4100
- Dog feces (excessive) –Code Enforcement, 724-6748
- Noise/barking – Police, 724-6750

Bankruptcy claims filed for the city – Treasurer/Income Tax, 724-6720

Bicycle registrations – Police Department, 724-6750

Bid openings – City Clerk, 724-6705

Birth Certificate – County Clerk, 724-6538

Board-up of dangerous buildings – Planning, 724-6702

Brush, limbs disposal (from private property) – Department of Public Works, 724-4100

Budget – Finance, 724-6713

Budget administration – Manager's Office, 724-6724

Building permits– Building Inspection Services, 724-6715

Burning regulations – Fire Department, 724-6955

Business registration – City Clerk, 724-6705

Cemetery maintenance – Department of Public Works, 724-6783

Census – Planning/Community & Economic Development, 724-6702

Child support – County Friend of the Court, 724-6421

Citizen insurance claims – Finance, 724-6713

Citizens Police Academy – Police Department, 724-6750

City bond issue information – Finance, 724-6713

City calendar – City Clerk, 724-6705

City Commission contacts – Manager's Office, 724-6724

City Commission meeting schedules & agendas – City Clerk, 724-6705

City Employee training & development – City Mgr. / Civil Service / Affirmation Action

City Ordinances – City Clerk, 724-6705

City Policy – City Clerk, 724-6705

City/state/federal relations – Manager's Office, 724-6724

Civil Service rules and regulations – Civil Service (Muskegon County), 724-6442

Community based organization grants – Community & Neighborhood Services, 724-6717

Community policing program – Police Department, 724-6750

Contract compliance/wage rates for contracts – Affirmative Action, 724-6703

Damage claim (City-related) – Finance, 724-6713

Deeds – Muskegon County Register of Deeds, 724-6271

Debris/glass in street – Department of Public Works, 724-4100

Development plan review – Planning/Community & Economic Development, 724-6702

Downtown development – Planning/Community & Economic Development, 724-6702
Downtown Muskegon Now, 724-3180

SERVICES INDEX CONTINUED

Driveway changes (new drives) – Planning/Engineering, 724-6702 / 724-6707

Driveway approach permits – Engineering, 724-6707

Dump facility – Muskegon County Solid Waste, 724-6001

Economic and industrial development – Community & Economic Development, 724-6702

Elderly/Disabled public housing – Housing Commission, 722-2647

Elections – City Clerk, 724-6705

Electrical permits – Building Inspection Services, 724-6715

Employer income tax withholding registration – Income Tax, 724-6770

Employment services – Muskegon County Human Resources, 724-6442

Encroachments (in the City Right-of-way) – City Clerk and Engineering, 724-6705 / 724-6707

Environmental resources – see page 15

Event information on City property – Planning, 724-6702

Family public housing – Muskegon Housing Commission, 722-2647

Farmers Market – City Clerk, 722-3251 or 724-6705

Fence regulations – Planning, 724-6702

Firearms registration – Police Department, 724-6750

Flea Market – City Clerk, 722-3251 or 724-6705

Flooding (Basement/Street) – Department of Public Works, 724-4100 after hours, 737-2680

Garbage collection – Department of Public Works, 724-4100

Garbage collection, missed pick-ups – Department of Public Works, 724-4100

General city administration – Manager's Office, 724-6724

Graffiti – Department of Public Works, 724-4100

Grass (not being mowed) – Code Enforcement, 724-6748

Gun Permits -- Police Department, 724-6750

Hazardous material leaks & spills – Fire Marshall, 724-6793 (call 911 in an emergency)

Health & Human Services – see pages 13 & 14

Heritage Landing Park Rental – Muskegon County, 724-3100

Hiring for City jobs – Muskegon County Human Resources, 724-6442 or 1-877-521-JOBS

Historic districts – Planning, 724-6702

Historic city records – City Clerk or Planning (for Historic Districts)

Homeownership Opportunity Program – Housing Commission, 722-2647

House moves – Building Inspection Services, 724-6715

Household Hazardous Waste Disposal – Muskegon County, 724-6001

Housing & building inspections – Building Inspection Services, 724-6715

Housing Board of Appeals – Planning, 724-6702

Housing rehabilitation (single family & rental) – Community & Neighborhood Services, 724-6717

Income tax forms, info and payments – Income Tax, 724-6770

Industrial facilities certificates – Planning/Community & Economic Development, 724-6702

Infrastructure building (streets, water, sewer construction) – Engineering, 724-6707

Infrastructure maintenance (streets, water, sewer) – Department of Public Works, 724-4100

Kitchen 242 (@ the Farmers Market) – 769-2202

Labor relations, city policy – Manager's Office, 724-6724

Land use policy – Planning/Community & Economic Development, 724-6702

Leaf collection – Department of Public Works, 724-4100

Leaf complaints (unraked leaves in yards) –Code Enforcement, 724-6748

SERVICES INDEX CONTINUED

- Legal descriptions of property** – County Equalization, 724-6386
- Licensing (e.g., business, liquor)** – City Clerk, 724-6705
- Liquor Licenses (in the City limits)** – Police Department or Michigan Liquor Control Commission
724-6750 or www.michigan.gov/lara
- Lot sizes & dimensions of lots** – Planning, 724-6702 or County Equalization, 724-6386
- Lot split approval** – Planning, 724-6702
- Low income rental assistance, Section 8** – Housing Commission, 722-2647
- Maps and aerial photos, city** – Planning, 724-6702
- Maps, county** – Chamber of Commerce, 722-3751
- Master Plan** – Planning/Community & Economic Development, 724-6702
- Mechanical permits** – Building Inspection Services, 724-6715
- Moving (traffic) violations** – Muskegon County Traffic Violations, 724-6302
- Neighborhood land use planning** – Planning, 724-6702
- Notary public** – City Clerk, 724-6705
- Ownership information (property)** – County Equalization, 724-6386
- Park shelter rental** - DPW, 724-4100
- Parking complaints** – Police Department, 724-6750
- Parking tickets** -- Police Department, 724-6750
- Passports** – City Clerk, 724-6705
- Permits (building: remodeling & new)** – Building Inspection Services, 724-6715
- Permits (dances, transient vendors)** – City Clerk, 724-6705
- Permits (fence, shed, pool, paved parking areas)** – Planning, 724-6702
- Petitions (e.g., nominating, initiative & referendum)** – City Clerk, 724-6705
- Picnic shelter reservations (private parties)** – DPW, 724-4100
- Plumbing permits** – Building Inspection Services, 724-6715
- Pothole and road shoulder repair** – Department of Public Works, 724-4100
- Property sales and acquisition (City land)** – Planning, 724-6702
- Property values** – Assessor (County Equalization, 724-6386)
- Recycling:**
- Shoreline Recycling – (231) 724-6081
 - Allied Waste – (877) 698-9274
- Rehab grants** – Community and Neighborhood Services, 724-6717
- Rental unit registration** – Rental Department, 724-6766
- Senior Resources** – see page 13, or call 2-1-1
- Sewer back-up** – Department of Public Works, 724-4100
- Shoveling Complaints (snow):** Shoveling/snowblowing snow into street, DPW 724-4100
Sidewalks not shoveled, Planning 724-6702
- Sidewalk permits** – Engineering, 724-6707
- Snowplowing and salting** – Department of Public Works, 724-4100
- Soil erosion or excavating permits** – Engineering, 724-6707
- Special assessments (development)** – Engineering, 724-6707
- Special assessments (payments)** – Treasurer, 724-6720
- Special Event Permits (public events)** – Planning, 724-6702
- Special Use Permits (zoning-related)** – Planning, 724-6702

SERVICES INDEX CONTINUED

- Storm drain repair & cleaning** – Department of Public Works, 724-4100
- Street lights out** – Consumer's Energy, (800) 477-5050
- Street signs** – Department of Public Works, 724-4100
- Street sweeping** – Department of Public Works, 724-4100
- Streets grading/dust control** – Department of Public Works, 724-4100
- Stump removal (public property)** – Forestry, 724-6783
- Tax abatements for industries** – Planning/Community & Economic Development, 724-6702
- Taxes (real/personal/specific)** – Treasurer, 724-6720
- Taxes (delinquent real property)** – Muskegon County Treasurer, 724-6261
- Tree limbs on city property** – Forestry, 724-6783
- Traffic complaints and accident reports** – Police Department, 724-6750
- Traffic control devices/barricades** – Department of Public Works, 724-4100
- Traffic counts** – West MI Shoreline Regional Development Commission, www.wmsrdc.org
- Traffic lights/signals** – Department of Public Works, 724-4100
- Transportation Service (seniors only)** – Department of Public Works, 724-4100
- Trash on porches** – Code Enforcement, 724-6766
- Tree removal/trimming (on public lands)** – Forestry, 724-6783
- Turn-off (water) for repairs** – Department of Public Works, 724-4100
- Utility location information (water and sewer lines)** – Engineering, 724-6707
- Utility payments (water)** – Treasurer, 724-6720
- Vacant Building Registration** – Planning, 724-6702
- Vacating streets & alleys** – Planning, 724-6702
- Veterans Assistance** – Muskegon County Veterans Center, 724-7143
- Vinyl siding program** – Community & Neighborhood Services, 724-6717
- Voter poll training of workers** – City Clerk, 724-6705
- Voter registration** – City Clerk, 724-6705
- Water & sewer bill non-payment shut-off & turn-on** – Water & Sewer Billing, 724-6718
- Water & sewer connection permits** – Water & Sewer Billing, 724-6718
- Water & sewer service initiation & discontinuation** – Water & Sewer Billing, 724-6718
- Water main break** – Department of Public Works, 724-4100
- Water meter installation/problems** – Department of Public Works, 724-4100
- Water pressure issues** – Department of Public Works, 724-4100
- Water quality** – Water Filtration, 724-4106
- Water treatment** – Water Filtration, 724-4106
- Water/sewer bills** – Treasurer, 724-6720
- Water/sewer main & service locations** – Department of Public Works, 724-4100
- Water/sewer service installation** – Department of Public Works, 724-4100
- Weapons (permits)** – Police Department, 724-6750
- West Michigan Shoreline Regional Development Commission (WMSRDC)**, 722-7878
- Work within City right-of-way, including sidewalks & drive approaches** – Engineering, 724-6707
- Yard Maintenance (grass, leaves, trash)** – Code Enforcement, 724-6748
- Yard Signs** – Planning, 724-6702 (see page 10)
- Yard Waste Collection (leaves, brush)** – Department of Public Works, 724-4100
- Zoning ordinance & amendments** – Planning, 724-6702

November 2017 Edition