THIS IS YOUR

CITY OF MUSKEGON

A Citizen's Handbook

March 2019 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 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, please visit the following links below, or contact our offices.

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

TABLE OF CONTENTS

| City Commissioners— | 3 |
|--|----------|
| City Departments———————————————————————————————————— | 3 |
| Getting Involved — | 4 |
| Active Citizen Boards and Commissions | |
| | |
| Neighborhood Associations — | |
| Schools — | |
| Safety/Youth — | 6 |
| Property Maintenance Standards and Key City Policies | 7 |
| Addragaing | |
| Addressing Alleys | , 7 |
| Animals and Animal Waste | 7 |
| • Appliances | |
| Bicycle Registration | |
| Burning | |
| Garbage Pick-Up | 7 |
| Junk Cars | 8 |
| Launch Ramp Permits | 8 |
| Marina Slips | 8 |
| Mowing and Yard Upkeep | 8 |
| Noise | _ |
| Parking | 8 |
| • Permits | |
| Picnic Shelter/Park building Reservations | |
| Property Maintenance | |
| Rental Units | |
| Sidewalks | · · |
| Spring Clean Up | |
| Street Lights | |
| • Terraces | |
| • Trees | · · |
| Voting Vorde Wests, and Leaves | 10 10 |
| Yards, Yard Waste, and Leaves | 10 |
| Other Useful Contacts | 11 |
| Utility Connections | 11 |
| Misc. State & Federal Government | |
| County of Muskegon | |
| Housing Assistance Programs | |
| Health and Human Services | 13 |
| Emergency Services | 14 |
| Entertainment/Cultural/Recreation | 15 |
| Marina/Boat Launch Facilities | |
| Environmental & Natural Resource Agencies | _ |
| | |
| Public beaches — | |
| Consumer Protection Agencies | |
| Services Index | 18 - 2 |

CITY GOVERNMENT

City Commissioners • • • • (231) 724-6701

City Commission meetings are held at City Hall on the 2nd and 4th Tuesdays of the month at 5:30 p.m. Meetings are televised live on local cable TV.

Stephen J. Gawron, Mayor

Eric L. Hood (Vice Mayor) Byron Turnquist Ward I Ward IV Willie German Jr. Ken Johnson Ward II At Large Debra Warren Ward III Dan Rinsema-Sybenga At Large

CITY DEPARTMENTS

Most departments are located at City Hall, 933 Terrace St. unless noted after the name. City Hall hours are 8:30am -5:00pm, Monday – Friday.

Dept. of Public Works (DPW) offices are located at 1350 E. Keating Ave; office hours are M-F from 8:00am - 4:30 pm.

| Department | Department Head | <u>Phone</u> |
|--|---|--------------|
| Affirmation Action | Dwana Thompson | 724-6703 |
| Assessing Office | (thru County Equalization office) | 724-6386 |
| Cemetery & Forestry (DPW) | , | 724-6783 |
| City Clerk's Office | Ann Marie Meisch | 724-6705 |
| City Manager | Frank Peterson | 724-6724 |
| Civil Service/Human Resources | (thru the County of Muskegon) | 724-6442 |
| Community & Nbhd. Services (housing pro- | ograms) Oneata Bailey | 724-6717 |
| Economic Development | LeighAnn Mikesell | 724-6702 |
| Engineering (DPW) | Leo Evans | 724-6707 |
| Farmers Market www | v.muskegonfarmersmarket.com | 722-3251 |
| Kitchen 242 @ the Muskegon Farn | | 769-2202 |
| Flea Market (Seasonal, May - October) | | 722-3251 |
| Finance | Beth Lewis | 724-6713 |
| Income Tax | Kenneth Grant | 724-6770 |
| Marina (Seasonal) 920 W. Weste | ern Ave. <u>www.hartshornmarina.com</u> | 724-6785 |
| Marina (DPW office) | | 724-6908 |
| Mayor's Office | Stephen J. Gawron | 724-6701 |
| Municipal Services Director | LeighAnn Mikesell | 724-6944 |
| Park Maintenance (DPW) | Bernadette Young | 724-4100 |
| Planning Department | Mike Franzak | 724-6702 |
| Public Safety | Jeffrey Lewis | 724-6955 |
| Fire | | 724-6792 |
| Police | | 724-6750 |
| Emergencies – Dial 911 | | |
| Silent Observer | 72-CRIME | (722-7463) |
| Building Safety Department | Kirk Briggs | |
| Building Permits and Inspections | | 724-6715 |
| Rental Registration and Inspections | | 724-6766 |
| Dangerous Building Department | | 724-3900 |
| Code Enforcement Department | | 724-6748 |
| Public Works (DPW) | Leo Evans | 724-4100 |
| Streets & Alley Maintenance (DPW) | | 724-4100 |
| Treasurer | Sarah Petersen | 724-6907 |
| Water Filtration Plant (1900 Beach St) | Sanjeev Mungarwadi | 724-4106 |
| Water Service & Sewer Maintenance (DP | , | 724-4100 |
| Water/Sewer Billing | Peggy Thorsen-Straley | 724-6791 |
| TTY/TDD (for hearing impaired) | | 724-6705 |

GETTING INVOLVED IN YOUR COMMUNITY

The 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 <u>info</u> | @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.

<u>Construction Board of Review</u>: Assists with interpretations of construction codes and appeals process.

<u>Citizen's Police Review Board</u>: Helps investigate complaints about police conduct and procedures.

<u>Civil Service Commission</u>: Sets policy and procedures for City personnel under the Civil Service system.

<u>Citizen's District Council</u>: Reviews and makes recommendations on community block grant resources.

<u>Downtown Development Authority / Brownfield Redevelopment Authority</u>: 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.

<u>Local Development Finance Authority</u>: 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.

<u>Campbell Field:</u> 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

| Administration | 720-2000 | Muskegon Catholic Central | 755-2201 |
|------------------------|-------------|--|------------|
| Alternative Education | 720-2530 | Western Michigan Christian | 799-9644 |
| Lakeside Elementary | 720-2300 | - | |
| (formerly Bunker Mid | dle School) | Colleges | |
| Head Start | 720-2560 | Baker College Main Campus | 777-5200 |
| M-Tec | 720-2530 | Baker Culinary Institute (downtown) | 777-6642 |
| Marquette Elementary | 720-2600 | Ferris Muskegon campus | |
| | | GVSU Muskegon campus | 777-0505 |
| Moon Elementary | 720-2700 | Muskegon Community College | 773-9131 |
| Muskegon High School | 724-2800 | MCC Downtown Campus | 777-0421 |
| Muskegon Middle School | 720-3000 | Carolyn I. and Peter Sturrus Technological | ogy Center |
| Nelson Elementary | 720-2200 | 388 W Clay Ave | |
| Oakview Elementary | 720-2450 | | |
| | | Objection Oak and a | |

<u>Charter Schools</u>
Three Oaks Public School Academy 767-3365

Muskegon Area Intermediate School District, 630 Harvey St, 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 MAINTENACE 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 <u>a code enforcement inspector</u> 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, <u>all</u> 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 <u>ONE</u> 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 at any time. 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. Winter parking regulations (December 1 to March 1) vary according to location. Consult the Public Safety area of the City's website for specifics.

Other Parking-related Regulations:

- Size Limit/Screening Stored recreational vehicles must be located behind the front building line of the principal structure (house) on the property, and must be screened from side and rear property owners with a screen (such as shrubbery or a fence) of at least five feet in height. Contact the Planning Department's Code Inspector 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, install decks and porches, or install a pool over 24 inches deep. Contact the Building Safety Department at 724-6715.
- Development Permits are required to construct fences, sheds under 200 square feet, 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/picnicshelters/

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 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 email 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.

<u>Electric Service:</u> 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 (Gretchen Whitmer) 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 (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.

| Facility | Phone | Location | |
|---|---------------------|----------------------------|-------------|
| 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 flo | oor |
| 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 10 |)4 |
| 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. | |
| HealthWest (formerly Community Mental H | ealth) 724-1111 | 276 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 3 | 01 |
| Small Claims Court | 724-6307 | Kobza Hall of Justice, 2nd | l Floor |
| Landlord/Tenant Division | 724-6499 | Kobza Hall of Justice, 2nd | l Floor |
| Treasurer | 724-6261 | 173 E. Apple Ave., Suite 1 | 104 |
| Veteran's Affairs | 725-7143 | 165 E. Apple Avenue #20 | 1 |
| Violations Bureau (traffic citations) | 724-6302 | Kobza Hall of Justice, 1st | Floor |
| HOUSING ASSISTANCE PROCESM | Coo nogo 14 | l for additional amarganau | rocouroco |
| HOUSING ASSISTANCE PROGRAM City of Muskegon Community & Neigh | | for additional emergency i | 724-6717 |
| | | Towns on Ct) | |
| Bethany Housing Ministries / Commur | . , | remace St.) | 728-3117 |
| Trinity Village Non-Profit Housing Corp | poration | | 728-5303 |

a county program that helps with weatherization

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.

Provides housing for disabled, elderly, and low-income families, under HUD guidelines

- Single family affordable mortgage program.
- Mortgage credit certificate.

Muskegon Housing Commission

MO-CAP

Down payment assistance program.

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

722-2647

725-9499

HEALTH & HUMAN SERVICES

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

| Facility | | Phone |
|--|---------|--------------|
| 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 | | |
| HealthWest Behavioral Health Services | | 724-1111 |
| 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/counselingserv | ices.sl | <u>ntml</u> |
| Michigan Online Health Directory | | |
| www.mchp.org | | |
| www.ihelp-westmi.info | | |
| Mission for Area People | | 733-9672 |
| MOKA Corporation | | 830-9376 |
| <u>www.moka.org</u> | | |
| 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 |
| <u>www.tsa-wmni.org</u> | | |
| 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 Rescue Mission Mission for Area People Salvation Army Red Cross: Heat Bank only West Michigan's Veterans Center Love Inc. | 725-9499 727-6090 733-9672 773-3284 726-3555 724-7143 777-3905 |
| Shelter: | Every Woman's Place / Webster House Rescue Mission Community enCompass Family Promise of the Lakeshore West Michigan Veteran's Center | 759-7909 727-6090 728-3117 747-8855 724-7143 |
| Food Pantries & Clothing: | Love Inc., 2735 Apple Ave. Loaves & Fishes Food Pantry Mission for Area People Rescue Mission – 400 W. Laketon Salvation Army – 1221 Shonat Christ Temple Church West Michigan's Veterans Center | 777-3905 722-9352 733-9672 727-6090 773-3284 733-4745 724-7143 |
| Transportation: | Love Inc. Red Cross | 777-3905 726-3555 |
| Hot Meals: | Rescue Mission Mission for Area People AgeWell Services (Meals on Wheels) | 727-6090 733-9672 755-0434 |
| Other: | Dept of Human Services Goodwill Veteran's Affairs Disability Connection Legal Aid (888) | 733-3700 722-7871 724-6121 722-0088) 783-8191 |
| Community Help: | Silent Observer (report a crime) Community Access Hotline (2-1-1) | 14-ARSON 722-7463 733-1155 211-5253 |
| Mental Health 24-hour Crisis Hot | line (HealthWest) 231-722-HE | ELP (4357) |
| Veterans Assistance | Muskegon County Department of Veterava@co.muskegon.mi.us | ans Affairs 724-7143 |

ENTERTAINMENT • CULTURE • RECREATION

| Facility Muskegon County Convention & Visitor's Bureau, 610 W. Western www.visitmuskegon.org | Phone Ave. 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 Tickets: (800) | 722-9750 0) 585-3737 |
| Great Lakes Naval Memorial & Museum, 3548 Fulton Ave. Home of the USS Silversides WWII submarine www.silversides USS LST 393 Veterans museum, 560 Mart St. | 755-1230 esmuseum.org ww.lst393.org |
| Hackley Public Library, 316 W. Webster Ave. www.hackleylibrary.org | 722-7276 |
| Hackley & Hume Historic Sites | 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 <u>www.lcwalke</u> | 726-2939 erarena.com |
| 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 F www.partiesinthepark.com | Hackley Park) |
| State Park Camping Reservations (800 www.michigan.gov/dnr |)) 447-2757 |
| West Shore Symphony Orchestra www.wsso.org | 726-3231 |
| Aquastar Lake Cruises (formerly the Port City Princess) (23) | 1) 903-0669 |

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, pier, lighthouses, accessible play equipment. 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!

<u>Harbour Towne Beach (Muskegon Lake)</u> 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, <u>www.shorelinecity.com</u>.

ENVIRONMENTAL & NATURAL RESOURCE INFORMATION

<u>Grand Valley Annis Water Resources Institute (AWRI)</u> 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

<u>Michigan State University Cooperative Extension Service</u> 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.

<u>Muskegon County Conservation District</u> 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.

<u>Muskegon Lake Watershed Partnership (MLWP)</u> 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.

<u>Muskegon River Watershed Assembly</u> (<u>www.mrwa.org</u>) 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.

<u>West Michigan Shoreline Regional Development Commission (WMSRDC)</u> 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 <u>www.wmsrdc.org</u>

CONSUMER PROTECTION AGENCIES

Automobiles: The State Bureau of Automotive Regulation, Michigan Department of State, Lansing, MI 48918. Ph (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 meetings 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 Development Authority, 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 - Muskegon 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

Mental health – HealthWest (County office), 724-1111

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

Smoke Detector Program – Fire Department

Snow removal on sidewalks – Planning Department (to report violations), 724-6702

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

SERVICES INDEX CONTINUED

Special Use Permits (zoning-related) – Planning, 724-6702

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