

THIS IS YOUR **CITY OF MUSKEGON**

A Citizen's Handbook

2023 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

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

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

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CITY DEPARTMENTS

*Most departments are located at City Hall, 933 Terrace St. unless noted after the name. City Hall hours are 8:00am – 5:30pm, Monday – Thursday. City Hall is closed on Fridays.
Dept. of Public Works (DPW) offices are located at 1350 E. Keating Ave; office hours are M-F from 8:00am – 4:30 pm.*

<u>Department</u>	<u>Department Head</u>	<u>Phone</u>
EEO & Employee Relations	Dwana Thompson	231-724-6703
Assessing Office	(through County Equalization office)	231-724-6386
Cemetery & Forestry (DPW)		231-724-6783
City Clerk's Office	Ann Marie Meisch	231-724-6705
City Manager's Office	Jonathan Seyferth	231-724-6724
Civil Service/Human Resources	(through the County of Muskegon)	231-724-6442
Community & Neighborhood Services	Sharonda Carson	231-724-6717
Development Services	Jake Eckholm	231-724-6702
Economic Development	Jake Eckholm	231-724-6702
Engineering (DPW)	Joel Brookens	231-724-6707
Farmers Market	www.muskegonfarmersmarket.com	231-722-3251
Kitchen 242 @ the Muskegon Farmers Market		231-769-2202
Flea Market (Seasonal, May - October)		231-722-3251
Finance	Ken Grant	231-724-6713
Income Tax	Peggy Thorsen-Straley	231-724-6770
Marina (Seasonal)	Kyle Karcaewski	231-724-4100
920 W. Western Ave. www.hartshornmarina.com		231-724-6785
Marina (DPW office)	Kyle Karczewski	231-724-6908
Mayor's Office	Ken Johnson	231-724-6701
Parks & Recreation	Kyle Karczewski	231-724-4100
Planning & Zoning	Mike Franzak	231-724-6702
Public Safety	Tim Kozal	231-724-6955
Fire		231-724-6795
Police		231-724-6750
Emergencies – Dial 911		
Silent Observer		72-CRIME (722-7463)
Building Safety	Kim Spittler	231-724-6715
Building Permits and Inspections		231-724-6715
Rental Registration and Inspections		231-724-6766
Tenant Complaints		231-724-6766
Dangerous Building		231-724-3900
Code Enforcement		231-724-6748
Public Works (DPW)	Dan VanderHeide	231-724-4100
Streets & Alley Maintenance (DPW)	Dan VanderHeide	231-724-4100
Treasury	Sarah Wilson	231-724-6720
Water Filtration Plant (1900 Beach St)	Joe Buthker	231-724-4104
Water Service & Sewer Maintenance	(DPW)	231-724-4100
Water/Sewer Billing	Sara Hugall	231-724-6718
TTY/TDD (for hearing impaired)		231-724-6705

CITY GOVERNMENT

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 Channel 96 and Facebook <https://www.facebook.com/CityofMuskegon>. You can also view after meetings have concluded on youtube. <https://www.youtube.com/@CityofMuskegonMeetings/streams>

		Term			Term
Ken Johnson ken.johnson@shorelinecity.com	Mayor	Current term expires 12/31/25	Rachel Gorman rachel.gorman@shorelinecity.com	At Large	Current term expires 12/31/25
Rebecca St. Clair rebecca.stclair@shorelinecity.com	Vice Mayor, At Large	Current term expires 12/31/25	Jay Kilgo jay.kilgo@shorelinecity.com	Ward I	Current term expires 12/31/27
Willie German, Jr Willie.germanjr@shorelinecity.com	Ward II	Current term expires 12/31/27	Destinee Keener Destinee.keener@shorelinecity.com	Ward III	Current term expires 12/31/27
Katrina Kochin Katrina.kochin@shorelinecity.com	Ward IV	Current term expires 12/31/27			

You can view the Ward/Precinct map here: <https://muskegon-mi.gov/city-services/finance-administrative/city-clerk/elections/>

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 231-288-1036
- City Advisory Boards (*see list below) 231-724-6705
- Institute for Healing Racism (through MCC) 231-720-2105
- Muskegon Lakeshore Chamber of Commerce 231-722-3751
- United Way of the Lakeshore 231-722-3134

ACTIVE CITIZEN BOARDS AND COMMISSIONS*

Board of Review: Reviews property assessment rolls.

Business Improvement District: Defined area Downtown which taxes businesses to fund projects within the district's boundaries.

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.

District Library Board: Establish, maintain, and operate public libraries for the district.

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

Election Commission: Examines voting machines prior to elections.

Equal Opportunity Committee: Reviews equal opportunity action and non-discriminatory activities.

Farmers Market Advisory Board: Advises Commission on all matters with the Farmers Market.

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

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

Housing Commission: Provides and manages housing for low income residents.

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

Lakeside Business Improvement District: Defined area in Lakeside which taxes businesses to fund projects within the district's boundaries.

Local Officer's Compensation Commission: Recommends salaries for local elected officials.

Parks & Recreation Advisory Committee: Examines matters related to the proper conduct of public recreation, programs and park facilities.

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 231-724-6705, 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 April of 2023

- Angell:** 3rd Monday @ 6:00pm | Angel Community Church | No meetings in December or January
- Beachwood/Bluffton:** 3rd Tuesday @ 6:15pm | Great Lakes Naval Museum, 3800 Bluff | No June or December meetings | Call Susan Newton at 557-6438 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 | Sims Ray Community Center, Playfield Community Center, 500 Wood St.
- Lakeside:** 1st Tuesday @ 7:00pm | Currently meeting at Wonderland Distilling Co. 1989 Lakeshore Dr. January-December
- Marquette:** 2nd Thursday @ 6:00pm | May-September-November at Bethany Church 1105 Terrace St. June at Marquette School Library, 480 Bennett | June - August at McLaughlin Community Park, 1278 Terrace St.
- Marsh Field:** 3rd Monday @ 6:30pm | Moon School, 1826 Hoyt St. | August meeting is National Night Out
- McLaughlin:** 3rd Monday. February-May and September-November @ 6:00pm Bethany Church Center, 1105 Terrace St. June - August: McLaughlin Community Park, 1278 Terrace. 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 | All Shores Wesleyan Church 1050 W Southern. No meetings December-February
- 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
- Steele:** 1st Wednesday of the month at 4:00pm at Jericho Road Church 930 Creston St.

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 for a schedule of dates & times.

SCHOOLS

Muskegon Public Schools

Administration (231) 720-2000
Alternative Education(231) 720-2530
Bunker Elementary (231) 720-2300
(formerly Bunker Middle School)
Head Start (231) 720-2560
M-Tec (231) 720-2530
Marquette Elementary(231) 720-2600

Moon Elementary (231) 720-2700
Muskegon High School (231) 724-2800
Muskegon Middle School (231) 720-3000
Oakview Elementary (231) 720-2450

Muskegon Catholic Central (231) 755-2201
Western Michigan Christian (231) 799-9644

Colleges

Baker College Main Campus (855)487-7888
Baker Culinary Institute (855)487-7888
(downtown)
Ferris Muskegon (616)331-6900
campus GVSU
Muskegon campus
Muskegon Community College (231) 773-9131
MCC Downtown Campus (231) 777-0421
Carolyn I. and Peter Sturuss Technology
Center
388 W Clay Ave

Charter Schools

Three Oaks Public School (231) 767-3365
Muskegon Area Intermediate School District, 630 Harvey St. (231) 777-3365

Summer & after school youth recreation opportunities in the City:

Boys & Girls Club (231) 777-3365
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 (231) 728-2447 (888)499-2447
Child Abuse Council (231) 728-6410
Children's Resource Network (231) 728-7152
Muskegon Family YMCA (231) 722-9322
National Parent Education Network
Watch 1-800-583-4135 or www.npen.org Neighborhood
(231) 724-6750 (Muskegon Police Dept)
Poison Control 800-222-1222
U.S. Department of Justice www.justice.gov
Youth Crisis Hotline 1-800-HIT-HOME
Youth Employment Program (YEP!)
through Community enCompass (231) 728-3117
National Clearinghouse for Alcohol and Drug Information www.clearinghouse.fmcsa.dot.gov
(231) 844-955-0207 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.

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 four 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 231-724-4100.

A code enforcement inspector will send notices and may ticket unkempt areas adjacent to alleys. They may be contacted at 231-724-6748.

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 231-724-6750 or the *County Sheriff's Department* at 724-6008. To report excessive dog feces, contact *a code enforcement inspector* at 231-724-6748.

APPLIANCE DISPOSAL:

Appliance disposal requires a separate sticker. Please contact *DPW* 231-724-4100.

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* 231-724-6750.

BURNING:

Open burning of leaves and waste is not permitted. Call the *Fire Department* at 231-724-6792.

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 231-724-4100.

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 231-724-4100. To replace a missing toter, call the *Water & Sewer Department* at 231-724-6718. 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, 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 \$3.00 each at the *City Treasurer's Office* 231-724-6720 or *DPW* 231-724-4100. Or 4 stickers for \$10.00 and you have the option of receiving a mattress cover or large industrial trash bag. A note on **mattresses**: Any mattress larger than a queen will not be picked up and must be disposed of at the local dump area at owner's expense. Due to the possibility of bedbugs, all mattresses queen size and smaller, must be *wrapped in plastic* and have the sticker affixed, or they will not be picked up. Up to 6 stickered items may be placed at the curb on your garbage day.

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 231-724-6750.

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.muskegonmi.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 231-724-6748 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 231-724-4100.

MARINA SLIPS:

Available at the *Hartshorn Marina Office*, 231-724-6785, or *Department of Public Works*, 231-724-4100. 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 231-24-6748.

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 231-724-4100 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 231-724-6750. 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 231-724-6750. 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 Development Services Department's Code Inspector to report violations at 231-724-6769.
- 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 231-724-6750.
- Handicap parking violations: Contact the Police Department at 231-724-6750.
- Resident Beach Parking passes may be obtained from the Police Department at 231-724-6750.

PASSPORTS: Available through the *City Clerk's Office* 231-724-6705

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 231-724-6715.
- Development Permits are required to construct fences, sheds under 200 square feet, to install paved parking areas, to divide parcels, or to clear land. Contact *Development Services* at 231-724-6702.
- Permits are needed to work in the public right-of-way (ROW). Permits/approval of non-existing driveway or sidewalk must be approved by Development Services 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.* 231-724-6707.
- A *Special Event Permit* is required for a public event held on City property. Contact *DPW* 231-724-4100.

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 *DPW Department* for a Special Event Permit at 231-724-4100.

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 *Building & Inspection Services Department* at 231-724-6715.

RECYCLING:

Sign up to receive a recycling toter on our website or call *DPW* at 231-724-4100. The recycling schedule is available online or at *DPW*.

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 231-724-6766.

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 231-724-6707.

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 *Development Services Department's Code Inspector* at 231-724-6769.

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 231-724-4100 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 231-724-6748 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 Development Services Department's code inspector at 231-724-6769.

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 231-724-6783. 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* 231-724-6705, muskegonvotes.com 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 *Development Services Department* 231-724-6702.

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 231-724-6748 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 231-724-4100. The fee is \$25.00.

***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 231-724-6718. 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, (800) 477-5050 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, (877) 698-7274
Local news: Muskegon Chronicle newspaper, MLive Media Group www.mlive.com

STATE & FEDERAL GOVERNMENT CONTACTS

Muskegon Post Office, 800 First St. (231) 722-7292
Environmental Great Lakes & Energy (EGLE) (800) 662-9278
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) 335-7858
Internal Revenue Service www.irs.gov (800) 829-1040
Secretary of State (Driver's License, Vehicle Registrations, etc.), 1485 East Apple Ave. (888) 767-6424
Social Security Administration, 340 Morris St. (downtown) (800) 772-1213
Veterans Affairs, www.va.gov (800) 698-2411

MI State Senator: Jon Bumstead (32nd District) SenJBumstead@senate.michigan.gov (517) 373-1635
MI State Representative: Will Snyder (87th District) WillSnyder@house.mi.gov (517) 373-0842

U.S. Congresswoman: Hillary Scholten Grand Rapids office (616) 451-8383
U.S. Senators: Gary Peters (202-224-6221) and Debbie Stabenow (202-224-4822)

ECONOMIC DEVELOPMENT AGENCIES & INFORMATION

City of Muskegon Development Services Department, www.shorelinecity.com, 231-724-6702.
Business services, business directory

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

<u>Facility</u>	<u>Phone</u>	<u>Location</u>
Airport - Fly Muskegon!	231-798-4596	99 Sinclair Drive
Animal Control	231-724-6008	Muskegon County Sheriff Dept.
Assessor/Equalization	231-724-6386	173 E. Apple, 1st floor
Birth/Marriage/Death Certificates	231-724-6538	173 E. Apple #210, 2nd floor
Child Protective Services	231-733-8281	
Circuit Court	231-724-6251	Kobza Hall of Justice, 990 Terrace St.
County Clerk	231-724-6221	Kobza Hall of Justice, 990 Terrace St.
County Sheriff / Jail	231-724-6351	25 W. Walton Ave.
60th District Court	231-724-6250	Kobza Hall of Justice, 990 Terrace St.
District Court, Traffic Violations	231-724-6302	Kobza Hall of Justice, 990 Terrace St.
Dog Licenses (Treasurer)	231-724-6261	173 E Apple Ave, Suite 104
Department of Human Services	231-733-3700	2700 Baker St. Suite 2
Friend of the Court	231-724-6421	Kobza Hall of Justice, 3rd Floor
Health Department	231-724-6246	1903 Marquette Ave
HealthWest (formerly Community Mental Health)	231-724-1111	376 E Apple Ave.
Heritage Landing rental	231-724-3100	Muskegon County CVB
Household Hazardous Waste (DPW)	231-724-6411	Kobza Hall of Justice, 4th Floor
Human Resources	231-724-6442	316 Morris St, Suite 200
MATS Bus Terminal / Greyhound	231-724-6420 / 724-6048	351 Morris
St. MSU Cooperative Extension	231-724-6361	97 E. Apple Ave.
Pound Buddies Animal Shelter	231-724-6500	3279 E Laketon
Probate Court	231-724-6241	Kobza Hall of Justice, 5th Floor
Register of Deeds	231-724-6271	173 E Apple Ave., Suite 301
Small Claims Court	231-724-6307	Kobza Hall of Justice, 2nd Floor
<i>Landlord/Tenant Division</i>	231-724-6499	Kobza Hall of Justice, 2nd Floor
Treasurer	231-724-6261	173 E. Apple Ave., Suite 104
Veteran's Affairs	231-725-7143	165 E. Apple Avenue #201
Violations Bureau (traffic citations)	231-724-6302	Kobza Hall of Justice, 1st Floor

HOUSING ASSISTANCE PROGRAMS: *See page 14 for additional emergency resources*

City of Muskegon Community & Neighborhood Services	231-724-6717
Bethany Housing Ministries / Community enCompass (1105 Terrace St.)	231-728-3117
Trinity Village Non-Profit Housing Corporation	231-728-5303
Muskegon Housing Commission	231-722-2647
<i>Provides housing for disabled, elderly, and low-income families, under HUD guidelines</i>	
MO-CAP	231-725-9499
<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) 662-4357
Catholic Charities of West MI	(231) 726-4735
Children’s Abuse Council	(231) 728-6410
Community Mental Health Services	(231) 724-1111
Every Woman’s Place 24-Hour Crisis Hotline	(231) 759-7909
Food mobile	call 2-1-1
Gambling problem	(800) 270-7117
Goodwill Industries	(231) 722-7871
www.goodwillwestmich.org	
HealthWest Behavioral Health Services	(231) 724-1111
Hospice services	
Harbor Hospice/Poppen House	(231) 728-3442
Mercy VNS	(231) 672-4663
Legal Aid of West Michigan	(231) 726-4887
Love, Inc. of Muskegon	(231) 773-3448
Meals on Wheels (AgeWell Services)	(231) 755-0434
Mediation & Restorative Services	(231) 727-6001
Mercy Health Partners – Sherman campus	(231) 672-2000
Mercy Health Partners – General campus	(231) 672-2000
Mercy Health Partners Life Counseling	(231) 672-3582
www.mghp.com/services/counselingservices.shtml	
Michigan Online Health Directory	
www.mchp.org	
www.ihelp-westmi.info	
Mission for Area People	(231) 733-9672
MOKA Corporation	(231) 830-9376
www.moka.org	
Muskegon Community Health Project	(231) 672-3201
Muskegon County Health Department	(231) 724-6246
Muskegon County Lions Helpline	(231) 744-8924
Muskegon Pregnancy Services	(231) 726-2677
Muskegon Rescue Mission	(231) 727-6090
www.muskegonmission.org	
NAACP	(231) 894-5700
Nutritional Services	(231) 755-0434
Red Cross	(800)733-2767
www.redcross.org	
Salvation Army	(231) 773-3284
www.tsa-wmni.org	
Sacred Suds (McLaughlin Neighborhood)	(231) 726-4161
Senior Resources, an Area Agency on Aging	(231) 739-5858
Tanglewood Senior Resources	(231) 733-8699
Women’s Medical Service	(231) 739-9315

EMERGENCY SERVICES

<u>Services</u>	<u>Organization</u>	<u>Phone</u>
Rent & Utility Assistance:	MOCAP	231-725-9499
	Rescue Mission	231-727-6090
	Mission for Area People	231-733-9672
	Salvation Army	231-773-3284
	Red Cross: Heat Bank only	231-726-3555
	West Michigan's Veterans Center	231-724-7143
	Love Inc.	231-773-3448
Shelter:	Every Woman's Place / Webster House	231-759-7909
	Rescue Mission	231-727-6090
	Community encompass	231-728-3117
	Family Promise of the Lakeshore	231-747-8855
	West Michigan Veteran's Center	231-724-7143
Food Pantries & Clothing:	Love Inc., 2735 Apple Ave.	231-773-3448
	Loaves & Fishes Food Pantry	231-726-5341
	Mission for Area People	231-733-9672
	Rescue Mission – 400 W. Laketon	231-727-6090
	Salvation Army – 1221 Shonat	231-773-3284
	Christ Temple Church	231-733-4745
	West Michigan's Veterans Center	231-724-7143
Transportation:	Love Inc.	231-773-3448
	Red Cross	231-726-3555
Hot Meals:	Rescue Mission	231-727-6090
	Mission for Area People	231-733-9672
	AgeWell Services (Meals on Wheels)	231-755-0434
Other:	Dept of Human Services	231-733-3700
	Goodwill	231-722-7871
	Veteran's Affairs	231-724-6384
	Disability Connection	231-722-0088
	Legal Aid	(888) 783-8191 or 726-4887
Community Help:	Arson Control	1-800-44-ARSON
	Silent Observer (report a crime)	231-722-7463
	Community Access Hotline (2-1-1)	231-733-1155 or (877) 211-5253
Mental Health 24-hour Crisis Hotline (HealthWest)		231-722-HELP (4357)
Veterans Assistance	Muskegon County Department of Veterans Affairs va@co.muskegon.mi.us	231-724-7143

ENTERTAINMENT • CULTURE • RECREATION

<u>Facility</u>	<u>Phone</u>
Muskegon County Convention & Visitor's Bureau, 610 W. Western Ave. www.visitmuskegon.org	(231) 724-3100
Farmers Market, 242 W. Western Ave @ Market St. Flea Market (Wednesdays, May thru October) www.muskegonfarmersmarket.com	(231) 722-3251
Fisherman's Landing (Camping/Boat launch)	(231) 726-6100
Frauenthal Center for the Performing Arts www.frauenthal.org	(231) 722-9750 Tickets: (231) 727-8001
Great Lakes Naval Memorial & Museum, 3548 Fulton Ave. Home of the USS Silversides WWII submarine USS LST 393 Veterans museum, 560 Mart St.	(231) 755-1230 www.silversidesmuseum.org www.lst393.org
Hackley Public Library, 316 W. Webster Ave. www.hackleylibrary.org	(231) 722-8000
Hackley & Hume Historic Sites	(231) 722-7578
Kitchen 242 @ the Farmers Market, 242 W. Western Ave. http://kitchen242.com/	(231) 769-2202
Mercy Health (LC Walker) Arena, 955 4 th St. Home of Muskegon Lumberjacks hockey	(231) 726-2939 www.lcwalkerarena.com
Lake Express High-Speed Ferry www.lake-express.com	(866) 914-1010
Lakeshore Museum Center www.lakeshoremuseum.org	(231) 722-0278
Milwaukee Clipper ship www.milwaukeeclipper.com	(231) 299-0784
Muskegon County Chamber of Commerce	(231) 722-3751
Muskegon Civic Theater www.muskegoncivictheatre.org	(231) 722-3852
Muskegon Heritage Museum, 561 W Western Ave. www.muskegonheritage.org	(231) 722-1363
Muskegon Museum of Art www.muskegon.k12.mi.us/mma	(231) 720-2570
Parties in the Park (most summer Friday evenings 5:00 – 9:00 in Hackley Park) www.partiesinthepark.com	
State Park Camping Reservations www.michigan.gov/dnr	(800) 447-2757
West Michigan Symphony Orchestra www.westmichigansymphony.org	(231) 726-3231
Aquastar Lake Cruises (formerly the Port City Princess)	(231) 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)

Visit the website for further information and fees:

<https://muskegon-mi.gov/city-services/public-works/launch-ramps-and-marina/>

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 231-724-4100. 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 Parks & Recreation 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: 517-284-6367 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 231-828-5097.

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 130 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. 231-591-2334

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. Ph 800-292-4204

Better Business Bureau of West Michigan: 616-774-8236 or www.bbb.org/us/mi/muskegon

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. www.michigan.gov/lara

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: (844) USA-GOV1 or via the Internet at www.publications.usa.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) 241-6470. www.michigan.gov/lara

Insurance: Michigan Office of Financial & Insurance Regulation, 611 West Ottawa St. 2nd Floor North, P.O. Box 30220, Lansing, MI 48933. 877-999-6442.

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. www.michigan.gov/lara

Securities: Corporate, Securities & Land Development Bureau, P.O. Box 30222, 6546 Mercantile Way, Lansing, MI 48909 517-241-6470.

Seniors: Legal Hotline for Older Michigianians 616-454-9493 www.hud.gov

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 231-724- 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, 231-724-6750

Absentee ballots – City Clerk, 231-724-6705

Accounts payable – Finance, 231-724-6713

Accounts receivable – Treasurer, 231-724-6720

Alleys, plowing/grading/dust control – Department of Public Works, 231-724-4100

Animals

- Animal Control, 231-724-6500 (thru Muskegon County)
- Dead animal in the street – Department of Public Works, 231-724-4100
- Dog feces (excessive) – Code Enforcement, 231-724-6748
- Noise/barking – Police, 231-724-6750

Bankruptcy claims filed for the city – Treasurer/Income Tax, 231-724-6720

Bicycle registrations – Police Department, 231-724-6750

Bid openings – City Clerk, 231-724-6705

Birth Certificate – County Clerk, 231-724-6538

Board-up of dangerous buildings – Development Services, 231-724-6702

Brush, limbs disposal (from private property) – Department of Public Works, 231-724-4100

Budget – Finance, 231-724-6713

Budget administration – Manager's Office, 231-724-6724

Building permits – Building Inspection Services, 231-724-6715

Burning regulations – Fire Department, 231-724-6955

Business registration – City Clerk, 231-724-6705

Cemetery maintenance – Department of Public Works, 231-724-6783

Census – Development Services/Community & Economic Development, 231-724-6702

Child support – County Friend of the Court, 231-724-6421

Citizen insurance claims – Finance, 231-724-6713

Citizens Police Academy – Police Department, 231-724-6750

City bond issue information – Finance, 231-724-6713

City meetings calendar – City Clerk, 231-724-6705

City Commission contacts – Manager's Office, 231-724-6724

City Commission meeting schedules & agendas – City Clerk, 231-724-6705

City Employee training & development – City Mgr. / Civil Service / EEO/Employee Relations, 231-724-6703

City Ordinances – City Clerk, 231-724-6705

City Policy – City Clerk, 231-724-6705

City/state/federal relations – Manager's Office, 231-724-6724

Civil Service rules and regulations – Civil Service (Muskegon County), 231-724-6442

Community based organization grants – Community & Neighborhood Services, 231-724-6717

Community policing program – Police Department, 231-724-6750

Contract compliance/wage rates for contracts – EEO & Employee Relations, 231-724-6703

Damage claim (City-related) – Finance, 231-724-6713

Deeds – Muskegon County Register of Deeds, 231-724-6271

Debris/glass in street – Department of Public Works, 231-724-4100

Development plan review – Development Services, 231-724-6702

Downtown development – Development Services, 231-724-6702

Downtown Development Authority, 724-3180

SERVICES INDEX CONTINUED

Driveway changes (new drives) – Development Services /Engineering, 231-724-6702 / 724-6707

Driveway approach permits – Engineering, 231-724-6707

Dump facility – Muskegon County Solid Waste, 231-724-6001

Economic and industrial development – Development Services, 231-724-6702

Elderly/Disabled public housing – Muskegon Housing Commission, 231-722-2647

Elections – City Clerk, 231-724-6705

Electrical permits – Building Inspection Services, 231-724-6715

Employer income tax withholding registration – Income Tax, 231-724-6770

Employment services – Muskegon County Human Resources, 231- 724-6442

Encroachments (in the City Right-of-way) – City Clerk and Engineering, 231-724-6705 / 724-6707

Environmental resources – see page 15

Event information on City property – Development Services, 231-724-6702

Family public housing – Muskegon Housing Commission, 231-722-2647

Farmers Market – City Clerk, 231-722-3251 or 724-6705

Fence regulations – Development Services, 231-724-6702

Firearms registration – Police Department, 231-724-6750

Flea Market – City Clerk, 231-722-3251 or 724-6705

Flooding (Basement/Street) – Department of Public Works, 231-724-4100 after hours, 231-737-2680

Garbage collection – Department of Public Works, 231-724-4100

Garbage collection, missed pick-ups – Department of Public Works, 231-724-4100

General city administration – Manager's Office, 231-724-6724

Graffiti – Department of Public Works, 231-724-4100

Grass (not being mowed) – Code Enforcement, 231-724-6748

Gun Permits -- Police Department, 231-724-6750

Hazardous material leaks & spills – Fire Marshall, 231-724-6793 (call 911 in an emergency)

Health & Human Services – see pages 13 & 14

Heritage Landing Park Rental – Muskegon County, 231-724-3100

Hiring for City jobs – Muskegon County Human Resources, 231-724-6442 or 1-877-521-JOBS

Historic districts – Development Services, 231-724-6702

Historic city records – City Clerk 231-724-6705 or Development Services 231-724-6702 (for Historic Districts)

Homeownership Opportunity Program – Housing Commission, 231-722-2647

House moves – Building Inspection Services, 231-724-6715

Household Hazardous Waste Disposal – Muskegon County, 231-724-6001

Housing & building inspections – Building Inspection Services, 231-724-6715

Housing Board of Appeals – Development Services, 231-724-6702

Housing rehabilitation (single family & rental) – Community & Neighborhood Services, 231-724-6717

Income tax forms, info and payments – Income Tax, 231-724-6770

Industrial facilities certificates – Development Services, 231-724-6702

Infrastructure building (streets, water, sewer construction) – Engineering, 231-724-6707

Infrastructure maintenance (streets, water, sewer) – Department of Public Works, 231-724-4100

Kitchen 242 (@ the Farmers Market) – 231-769-2202

Labor relations, city policy – Manager's Office, 231-724-6724

Land use policy – Development Services, 231-724-6702

Leaf collection – Department of Public Works, 231-24-4100

Leaf complaints (unraked leaves in yards) –Code Enforcement, 231-724-6748

SERVICES INDEX CONTINUED

- Legal descriptions of property** – County Equalization, 231-724-6386
- Licensing (e.g., business, liquor)** – City Clerk, 231-724-6705
- Liquor Licenses (in the City limits)** – Police Department or Michigan Liquor Control Commission
231-724-6750 or www.michigan.gov/lara
- Lot sizes & dimensions of lots** – Development Services, 231-724-6702 or County Equalization, 231-724-6386
- Lot split approval** – Development Services, 231-724-6702
- Low income rental assistance, Section 8** – Housing Commission, 231-722-2647
- Maps and aerial photos, city** – Development Services, 231-724-6702
- Maps, county** – Chamber of Commerce, 231-722-3751
- Master Plan** – Development Services, 231-724-6702
- Mechanical permits** – Building Inspection Services, 231-724-6715
- Mental health** – HealthWest (County office), 231-724-1111
- Moving (traffic) violations** – Muskegon County Traffic Violations, 231-724-6302
- Neighborhood land use planning** – Development Services, 231-724-6702
- Notary public** – City Clerk, 231-724-6705
- Ownership information (property)** – County Equalization, 231-724-6386
- Park shelter rental** - DPW, 231-724-4100
- Parking complaints** – Police Department, 231-724-6750
- Parking tickets** -- Police Department, 231-724-6750
- Passports** – City Clerk, 231-724-6705
- Permits (building: remodeling & new)** – Building Inspection Services, 231-724-6715
- Permits (dances, transient vendors)** – City Clerk, 231-724-6705
- Permits (fence, shed, pool, paved parking areas)** – Development Services, 231-724-6702
- Petitions (e.g., nominating, initiative & referendum)** – City Clerk, 231-724-6705
- Picnic shelter reservations (private parties)** – DPW, 231-724-4100
- Plumbing permits** – Building Inspection Services, 231-724-6715
- Pothole and road shoulder repair** – Department of Public Works, 231-724-4100
- Property sales and acquisition (City land)** – Development Services, 231-724-6702
- Property values** – Assessor (County Equalization, 231-724-6386
- Recycling:** DPW – 231-724-4100
Shoreline Recycling – 231-724-6081
Allied Waste – 877-698-9274
- Rehab grants** – Community and Neighborhood Services, 231-724-6717
- Rental unit registration** – Rental Department, 231-724-6766
- Senior Resources** – see page 13, or call 2-1-1
- Sewer back-up** – Department of Public Works, 231-724-4100 After regular business hours 231-737-2680
- Shoveling Complaints (snow):** Shoveling/snowblowing snow into street, DPW 231-724-4100
Sidewalks not shoveled, Development Services 231-724-6702
- Sidewalk permits** – Engineering, 231-724-6707
- Smoke Detector Program** – Fire Department 231-724-6795
- Snow removal on sidewalks** – Development Services Department (to report violations), 231-724-6702
- Snowplowing and salting** – Department of Public Works, 231-724-4100
- Soil erosion or excavating permits** – Engineering, 231-724-6707
- Special assessments (development)** – Engineering, 231-724-6707
- Special assessments (payments)** – Treasurer, 231-724-6720
- Special Event Permits (public events)** – DPW, 231-724-4100

SERVICES INDEX CONTINUED

Special Use Permits (zoning-related) – Development Services, 231-724-6702

Storm drain repair & cleaning – Department of Public Works, 231-724-4100

Street lights out – Consumer's Energy, 800-477-5050

Street signs – Department of Public Works, 231-724-4100

Street sweeping – Department of Public Works, 231-724-4100

Streets grading/dust control – Department of Public Works, 231-724-4100

Stump removal (public property) – Forestry, 231-724-6783

Tax abatements for industries – Development Services, 231-724-6702

Taxes (real/personal/specific) – Treasurer, 231-724-6720

Taxes (delinquent real property) – Muskegon County Treasurer, 231-724-6261

Tree limbs on city property – Forestry, 231-724-6783

Traffic complaints and accident reports – Police Department, 231-724-6750

Traffic control devices/barricades – Department of Public Works, 231-724-4100

Traffic counts – West MI Shoreline Regional Development Commission, www.wmsrdc.org

Traffic lights/signals – Department of Public Works, 231-724-4100

Transportation Service (seniors only) – Department of Public Works, 231-724-4100

Trash on porches – Code Enforcement, 231-724-6766

Tree removal/trimming (on public lands) – Forestry, 231-724-6783

Turn-off (water) for repairs – Department of Public Works, 231-724-4100

Utility location information (water and sewer lines) – Engineering, 231-724-6707

Utility payments (water) – Treasurer, 231-724-6720

Vacant Building Registration – Development Services, 231-724-6702

Vacating streets & alleys – Development Services, 231-724-6702

Veterans Assistance – Muskegon County Veterans Center, 231-724-7143

Vinyl siding program – Community & Neighborhood Services, 231-724-6717

Voter poll training of workers – City Clerk, 231-724-6705

Voter registration – City Clerk, 231-724-6705

Water & sewer bill non-payment shut-off & turn-on – Water & Sewer Billing, 231-724-6718

Water & sewer connection permits – Water & Sewer Billing, 231-724-6718

Water & sewer service initiation & discontinuation – Water & Sewer Billing, 231-724-6718

Water main break – Department of Public Works, 231-724-4100

Water meter installation/problems – Department of Public Works, 231-724-4100

Water pressure issues – Department of Public Works, 231-724-4100

Water quality – Water Filtration, 231-724-4106

Water treatment – Water Filtration, 231-724-4106

Water/sewer bills – Treasurer, 231-724-6720

Water/sewer main & service locations – Department of Public Works, 231-724-4100

Water/sewer service installation – Department of Public Works, 231-724-4100

Weapons (permits) – Police Department, 231-724-6750

West Michigan Shoreline Regional Development Commission (WMSRDC), 231-722-7878

Work within City right-of-way, including sidewalks & drive approaches – Engineering, 231-724-6707

Yard Maintenance (grass, leaves, trash) – Code Enforcement, 231-724-6748

Yard Signs – Development Services, 231-724-6702 (see page 10)

Yard Waste Collection (leaves, brush) – Department of Public Works, 231-724-4100

Zoning ordinance & amendments – Development Services, 231-724-6702