

## 2021 Consolidated Plan Survey Results

To obtain information on the public's priorities for the upcoming Regional Consolidated Plan, the Cities of Muskegon, Norton Shores, and Muskegon Heights implemented a survey to capture this data. The survey was made available online through the City of Muskegon's website and Facebook, and publicized on social media and MLive, a local news periodical. Responses were collected throughout the fiscal year via email, telephone, mail, and through an online iteration of the survey from March 1<sup>st</sup> to March 15, 2021. The survey requested that respondents rank from 1 to 5 their highest priorities in 22 categories listed below. One represented least important, and five, most important.

1. Quality Affordable House Homeownership Opportunity Programs
2. Quality Affordable Rental and Homeownership Housing Opportunity Programs
3. Landlord Incentives/Rental Rehab Programs
4. Home Repair Assistance Programs
5. Paint/Siding Repair Programs
6. Property Maintenance and Education Programs
7. Senior Housing Assistance Programs
8. Energy Efficiency/Alternative Energy Programs
9. Chores Services Programs
10. Vacant Structure/Lot Maintenance Programs
11. Public Facilities Development Programs
12. Crime Prevention programs
13. Fair Housing Assistance Programs
14. Legal Services and Foreclosure Prevention Programs
15. Job Development Programs
16. Smoke Detector/Code Enforcement Program
17. Neighborhood Association Start-up & Incentive Programs
18. Youth Opportunities and Recreation programs
19. Acquisition, Development and Resale Homebuyer Incentive Programs
20. Demolition Programs
21. Senior Services Programs
22. Street Repair, Streetscapes, Signage and Neighborhood Enhancement Programs

417 responses were gathered during that time, and the results analyzed to prepare this report.

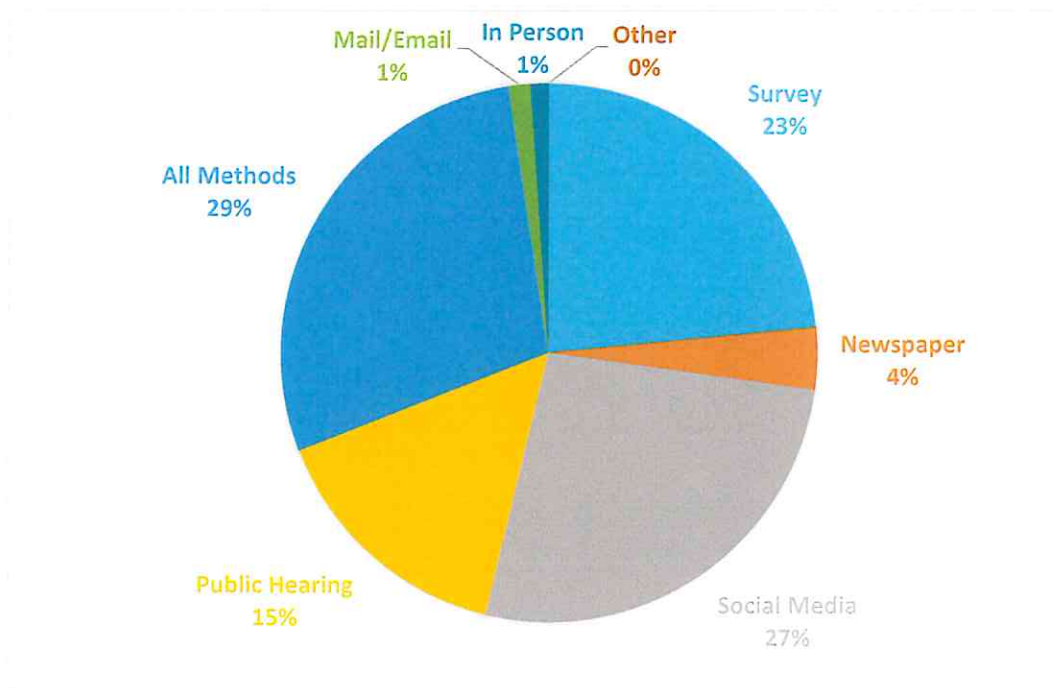
## Consolidated Rankings

All responses were tabulated and ranked according to the total scale points respondents credited to each priority. The top priorities across all respondents are Youth Opportunities and Recreation, Street Repair, and Homeownership programs. Overall, the results detail the priorities as ranked in the table below.

<b>Proposed Program</b>	<b>Consolidated Rank</b>
<i>Youth Opportunities and Recreation</i>	1
<i>Street Repair, Streetscapes, Signage and Neighborhood Enhancement</i>	2
<i>Quality Affordable Housing Homeownership Opportunity</i>	3
<i>Home Repair Assistance</i>	4
<i>Senior Housing Assistance</i>	5
<i>Job Development</i>	6
<i>Crime Prevention</i>	7
<i>Senior Services</i>	8
<i>Quality Affordable Rental and Homeownership Housing Opportunity</i>	9
<i>Fair Housing Assistance</i>	10
<i>Energy Efficiency/Alternative Energy</i>	11
<i>Paint/Siding Repair</i>	12
<i>Property Maintenance and Education</i>	13
<i>Smoke Detector / Code Enforcement</i>	14
<i>Legal Services and Foreclosure Prevention</i>	15
<i>Public Facilities Development</i>	16
<i>Acquisition Development and Resale and Homebuyer Incentive</i>	17
<i>Vacant Structure/Lot Maintenance</i>	18
<i>Neighborhood Association Start-up &amp; Incentive</i>	19
<i>Landlord Incentives / Rental Rehab</i>	20
<i>Demolition</i>	21
<i>Chores Services</i>	22

## Citizen Input Preferences

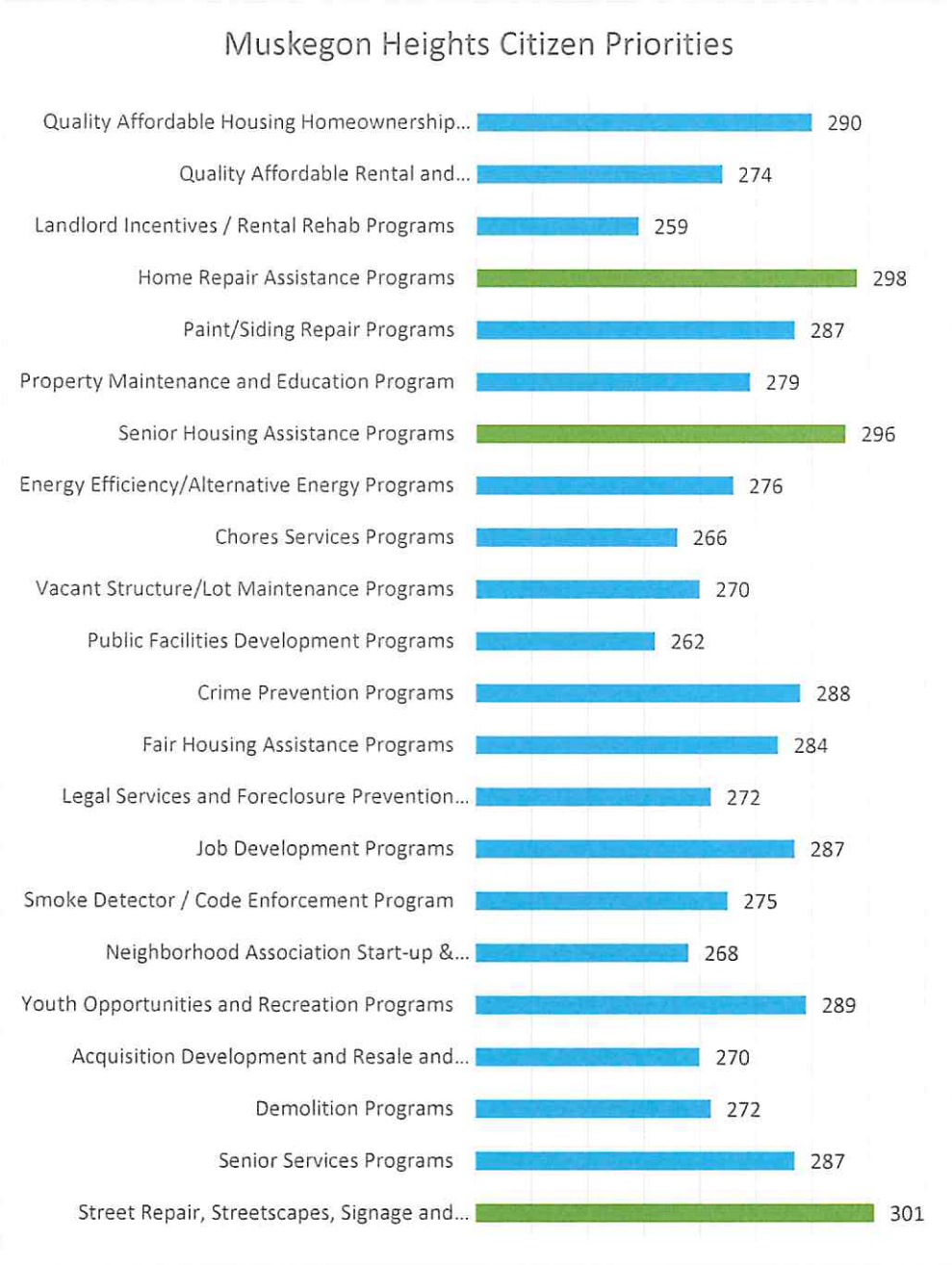
Respondents were asked what the best methods are in seeking citizen input on plan development, with six options provided: survey, newspaper, social media, public/zoom hearings, all of the ascribed, and other with a blank for responses.



All methods captured 29% or 130 responses, with Social Media and Surveys chosen as the next two best communication methods. Multiple suggestions were made in the “other” category, and some could be grouped into the additional categories of “Mail/Email” and “In Person.” Additional suggestions included using the platform Bloomz, text messaging, going door-to-door and administering surveys through community organizations, churches, and schools.

# Muskegon Heights

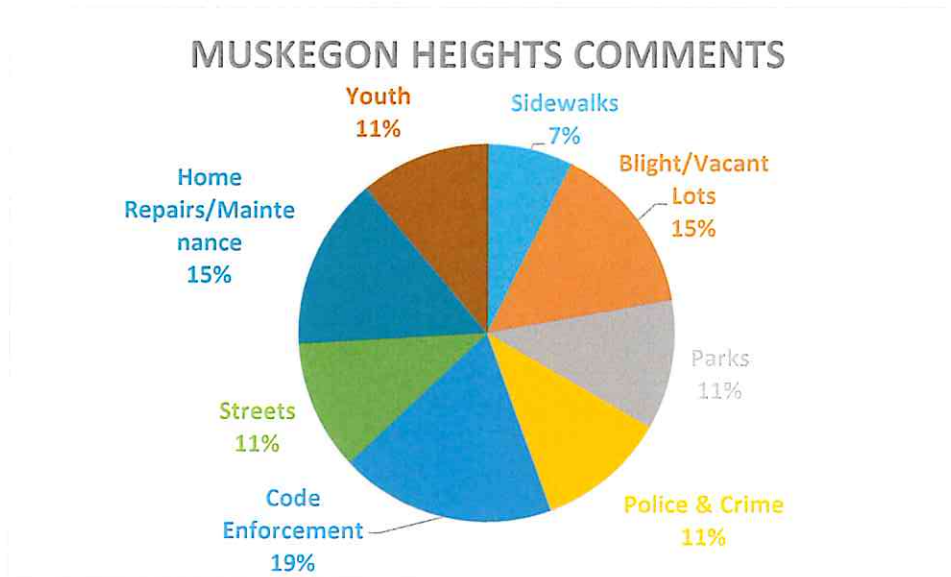
Respondents from Muskegon Heights prioritized Street Repairs above all other categories, with Home Repair Assistance and Senior Housing Assistance rated closely behind. The table below details the aggregate scale points attributed to each activity across all 66 Muskegon Heights respondents.





## Comments

Twenty-one comments were collected from respondents on a range of issues for Muskegon Heights Residents. The results are summarized below. For an uncategorized and comprehensive list of citizen comments, refer to the **Appendix**.



### *Code Enforcement*

Muskegon Heights citizens prioritized code enforcement in their comments, suggesting more “funding to hire more code enforcers,” and seeking accountability to home and rental property owners to keep their premises clean and well-maintained. Comments suggested more accountability for owners of abandoned property to board up properties and keep the area clean.

### *Blight/Vacant Lots*

Respondents communicated a need for lot maintenance programs, and upkeep of vacant lots as well as removal of blighted structures.

### *Home Repairs/Maintenance*

Citizens suggested providing funding so homeowners and seniors can build fencing, get new windows and update or remodel their homes.

### *Streets& Sidewalks*

Street repair and signage comments mirrored the priorities listed in the table above. Respondents suggested alleys be better maintained and cleaned up. Sidewalks were also addressed, as respondents mentioned that some sidewalks are in poor condition. Citizens also mentioned signage issues, where signs were missing or hard to see at night.

### *Parks & Youth*

Youth opportunities and recreation programs were suggested in conjunction to park creation and maintenance. Whether in the form of a community center, or having youth serve as an advisor to City Council, respondents recommended increasing youth opportunity, and availability of safe parks.

### *Police & Crime*

Respondents discussed an increased need for police presence to address unlawful behavior of residents, and to participate in neighborhood programs. A suggestion was also made to recruit “more minority officers and firemen.”

## Appendix

Muskegon Heights resident should not have to pay to go out to Lake Michigan.

Down-payment assistance fund.

Economic development job creation and apprenticeships initiatives.

Blight/cleanup vendor funding.

Muskegon Heights resident should not have to pay to go out to Lake Michigan.

Funding to hire more code enforcers. Funding to fix sidewalks and provide fencing to homeowners.

Streetscapes/beautification programs. Lot maintenance programs.

Food assistance programs, gun buyback programs and police officers more involved in neighborhood programs.

Care for city parks. There is not a quality park in Muskegon Heights for children.

Recruitment of more minority officers and fireman (women).

Maintenance of yards and homes.

Home owners and rental property owners should be held accountable for keeping their property cleaned and yards well-manicured, the city should have an ordinance and enforce it. All abandon properties owners should be made to board up windows, make sure doors are secure to keep individuals from going in, they should also be made to clean their property up, leaves and grass should be taken care of. Dumping in alleys this has to stop on my side of town this is down by individuals residing at said property. Speeding at high rates of speed, holding up traffic to distribute drugs, loud music. MORE POLICE PRESENCE IS NEEDED.

Lots throughout the community needs to be cleaned, maybe a community clean up everyone takes a part. We all live and work in Muskegon Heights we should take some pride in our community there is no reason for the City to look the way it does. We should be concerned about more than Broadway Street. We should have a nice park for our Seniors to be able to sit and enjoy a conversation with their neighbors without fear. More street lights in some areas the City is too dark.

This is what I would like to see happen in Muskegon Heights. It can be called a service or what have you.

No parking signs near some corners.

Enforce speeding in residential areas.

People walking in the streets.

No passing on right side of street.

Clean up neighborhood program. Hold home owners, property owners responsible for cleaning their yards, board up abandon property make that the responsibility of the owners of the abandon property. If the owner doesn't board up and clean property fine them.

Clean up alleys program dumping in alleys shouldn't be allowed. The City must enforce property owners to keep their property clean. The City would look a lot better. Lastly law enforcement something has to be done about the loud music, drug dealing and holding up traffic, speeding up and down the street at high rate of speed.

A program to help Seniors get home repair and upgrades such as new windows and roofing.

Put high-school student on school board and on city council for input on what the city can do for them. Not a vote but a suggestion from them.

Need better taxes for home owners Muskegon HTS taxes are more than N. Muskegon property taxes.

Interior/exterior home improvements, updates and remodeling.

Repair broken sidewalks in front of our homes.



Safety mechanism such as Ring Doorbell and devices that would allow you provide remote wellness checks.

I would love to see more residents input; not just from certain people in the city. I am home owner and I always have to hear about what going on in the city after the fact. I have volunteered several times to help out but never hear from City so called leaders.

I hope now that restrictions have been lifted; we can now have actual meeting!! Irene J. Green.  
Community Center for youth with incentives.

Alleys - need to be filled in, graded, gravel added, when it rains, all turns to mud and impossible to go thru. Needs to be plowed more often in winter. Street Repairs - some are so faded you can hardly see them. Replace fancy signs with new lights in them so they are readable at night. I have 4 blighted houses and 1 empty lot in my so-called square block. Just about every block in Heights has a junky house! What happened to Christmas decorations downtown? When are you going to start repairing the side streets in the city. You never are going to bring back the downtown area like it used to be 30-40 years ago. The people that live here now will just ruin it. Look what happened at Mona Lake Park! Cemetery - Many years ago our cemetery was the best in the state. What happened to it? It isn't even safe to go there now. The road is terrible, I've had the flowers stolen several times out of the urn. That is SAD.

Senior Transportation Services. Youth opportunities and recreation programs at quality/safe parks. All of MH parks needs maintenance care.

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