

## FAQ: Municipal Center Check-In Procedures

**Visitors must enter main lobby doors and check-in with guard. Lower-level garage entry will remain restricted to employees only.**

### **Municipal Center Security Check-in Procedures: November 2024**

<b>Visitor Activity</b>	<b>Procedure</b>
<b>First Floor Check-In</b>	Check-in with the guard. Guard grants access to Finance/TED/CSD counters.
<b>Appointments</b>	Check-in with guard. Guard calls department representative for direction to either hold visitor in lobby or allow them to proceed to meeting location.
<b>No Appointments</b>	Check-in with guard. Guard calls department representative to check staff availability. If there is availability, the department representative will either escort the guest or ask that they proceed to the department. If there is no availability, the department representative schedules a meeting or provides the guest with a business card to schedule a meeting at their convenience.
<b>Events</b> (e.g., employee or general public)	Check-in with guard. Guard directs to the room. Depending on attendance, the doors may remain open until the event has concluded.
<b>Contractors</b>	Check-in with guard. No change to the current process. The contractor will call department representative upon entry.
<b>Outside Meetings</b>	The meeting organizer will assign a greeter or to the lobby or provide an attendee list to the guard.
<b>City Meetings</b> (e.g., commission or Council)	The doors will remain open until the meeting concludes.

### **General Questions**

**Q1: Why are new security procedures being implemented?** Incremental security enhancements at the Municipal Center have been occurring since 2020. This year, security procedures were

updated to coordinate with the renovation of the Municipal Center main entrance. The goal is to balance safety and security of employees and guests with a welcoming experience.

**Q2: When will the new procedures take effect?** November 12, 2024.

**Q3: What will be the new check-in procedures at the Municipal Center?** The Visitor Services Desk has been relocated next to the vestibule and new controlled access doors have been installed. All guests will be greeted by the security guard who will grant access and provide directions according to their reason for visiting. Knowing who is in the building and where will also assist staff in the event of an emergency, especially if an evacuation or shelter protocol is necessary.

### **Visitor Procedures**

**Q4: How do I schedule a meeting appointment at the Municipal Center?** To schedule an appointment, please contact the employee or department you wish to visit. They will provide you with the necessary information and assistance.

**Q5: How can I receive help with an issue or concern?** Utilize the [Naperville Help Center](#) to ask a question, provide feedback, submit a request and more.

**Q6: Will visitors need to show their ID or go through a metal detector?** No. IDs are not required, and the city is not using metal detectors.

**Q7: What should I do when I arrive at the Municipal Center?** Upon arrival, visitors should check-in with the security guard at the Visitor Services desk through the front vestibule. If you have a scheduled appointment, the guard will verify your appointment and direct you to the appropriate department or area. If you do not have an appointment, the guard will contact the department representative who will assist you in scheduling an appointment or offer to get further assistance.

**Q8: Will visitors need to be escorted by a staff member?** No, visitors are not required to be escorted by a staff member. The security guard will direct visitors to the appropriate department. However, some departments may have staff members meet visitors and walk them to their meeting area if the location has changed or is in a place requiring badge access.

**Q9: Will visitors need to check in with security for Board or Commission meetings?** No. The main entrance will be open for City meetings. At times, boards or commissions may have a greeter at the Visitor Services Desk to help direct people to the appropriate location.

**Q10: Is the Municipal Center ADA-compliant?** Yes, the Municipal Center is fully ADA compliant with ramps, elevators, and other accommodations.

**Q11: How do I pay my utility bill in person with the new procedures in place?** If you wish to pay your utility bill in person, please check in with the security guard at the Visitor Services Desk and you will be directed to the Finance Department. Please note the Finance Department is open from 8 a.m. - 4:30 p.m., Monday through Friday. If you arrive outside of designated hours, you may submit your payment in the drop box in the underground parking area, pay online or by phone.