

Municipal Center Visitor Management Policy

Policy Overview & Purpose

Our policy defines the procedures for admitting guests to the Naperville Municipal Center. Our goal is to ensure the safety, security and efficient management of visitors in the building. This policy applies to all visitors, including but not limited to the public, contractors, external vendors, friends and family.

Policy Guidelines:

Visitors of the Naperville Municipal Center must adhere to the following guidelines.

1. Visitor Check-in

- All visitors must check-in at the Visitor Services Desk upon arrival.

2. Visitor Access and Movement

- Visitor access is restricted to authorized (public) areas only.
- Visitors are not allowed in restricted zones unless escorted by authorized personnel.

3. Meeting Adjournment and Departure

- All meeting attendees must vacate the assigned meeting room and exit the building within **30 minutes** of the meeting's adjournment, unless they are engaged in other authorized City business. This requirement maintains building security and supports operational efficiency in preparing facilities for future use. Exceptions to the departure requirement may be granted by the City Manager, the presiding officer of a public meeting or authorized security personnel. Recognized grounds for an exception include, but are not limited to:
 - ADA accommodations or mobility assistance needs;
 - Other City business specifically approved in advance by the City Manager's Office or designee.
- Nothing in this policy is intended to limit or discourage public participation in City meetings or access to public areas during normal business hours. The City remains committed to providing reasonable access consistent with applicable law, including the Open Meetings Act and the Americans with Disabilities Act.

4. Visitor Behavior and Conduct

- Visitors are expected to conduct themselves professionally.
- Any form of harassment, abuse, or misconduct will not be tolerated. Individuals violating this policy may be required to leave the premises immediately and may be subject to a formal trespass warning or further legal action.

5. Security and Emergency Procedures

- Visitors must follow all emergency procedures (e.g., evacuation routes and protocols).
- In an emergency, visitors should contact the nearest employee or security personnel.

6. Operational Hours

Visitors are permitted during regular working hours, regularly scheduled Council meetings, special Council meetings and at all other times authorized by the City Manager.

7. Policy Review and Revisions

This policy is subject to change at the discretion of the City of Naperville. The City reserves the right to modify or update the guidelines as necessary to reflect changes in law, security protocols or operational needs. Visitors are encouraged to review the updated policy guidelines, as changes may occur.

Effective Date: 5/22/2026