

FAQ: Municipal Center Check-In Procedures

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

Visitor Activity	Procedure
First Floor Check-In	Check-in with the guard. Guard grants access to Finance/TED/CSD counters.
Appointments	Check-in with guard. Guard calls department representative for direction to either hold visitor in lobby or allow them to proceed to meeting location.
No Appointments	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.
Events (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.
Contractors	Check-in with guard. No change to the current process. The contractor will call department representative upon entry.

Meetings

Meeting Type	Time	Procedure
City Meetings (e.g., Commission or Council)	Before 8 a.m.	The board, committee, or commission contact will provide/post instructions on main entrance for building access.
City Meetings (e.g., Commission or Council)	Regular business hours (8 a.m. - 5 p.m.)	Check-in with guard. Guard directs to the meeting room.

City Meetings (e.g., Commission or Council)	After 5 p.m.	The doors will remain open until the meeting concludes.
Outside Meetings (Community Groups/Orgs)	Any time	The meeting organizer will assign a greeter to the lobby or provide an attendee list to the guard.

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 did the visitor procedures take effect? Nov. 12, 2024.

Q3: What are 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? Visitors will have different check-in requirements depending on the time of day. For meetings scheduled before

8 a.m., the board, committee, or commission contact will provide instructions for accessing the building. During regular business hours, from 8 a.m. to 5 p.m., visitors should check in with the security guard, who will then direct them to the meeting room. For meetings held after 5 p.m., the doors will remain open until the meeting concludes, so visitors will not need to check in with security. Finally, for weekend meetings, the City board, committee, or commission contact will post instructions on the main entrance for building access.

For outside meetings organized by community groups or other organizations, the meeting organizer will either assign a greeter to welcome attendees in the lobby or provide a list of attendees to the security guard.

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.