



MANAGER'S MEMORANDUM

Prepared for: **Naperville City Council**

By: City Manager's office

10/17/2024

A. MANAGER'S MEMORANDUM

Source:

1. Blaine Wing,
Human Resources Director

Subject:

Security Procedures at the
Municipal Center

Action:

FYI

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: October 17, 2024
TO: Doug Krieger, City Manager
FROM: Blaine Wing, Human Resources Director
SUBJECT: Security Procedures at the Municipal Center

PURPOSE:

The purpose of this memorandum is to inform the Mayor and members of the City Council of the new security and process scheduled to be implemented at the Municipal Center in mid-November.

BACKGROUND/DISCUSSION:

To improve security and streamline visitor management, the Municipal Center is implementing a new security process at its main entrance. Prior to COVID, the city began looking at making security enhancements to the Municipal Center. Those efforts were paused, and workers finished construction in the front lobby this September. A new security guard desk (i.e., Visitor Services desk) has been relocated next to the vestibule. Controlled access doors and a new speaker and video system have been installed at the main front entrance.

As part of the new measures, visitors will be asked to check in with the security guard at the Visitor Services desk, and the guard will direct them to the appropriate department. Visitor IDs are not currently being requested. Staff members and Council members will continue to have designated access procedures, while contractors will follow existing protocols, entering only to complete their job duties.

For visitors without appointments, the security guard will provide them with a department representative's contact information to help determine availability. If there is no immediate availability, the department representative will attempt to resolve their issue, schedule an appointment with the visitor, or provide them with contact information for them to follow up later.

For meetings involving other organizations, the organizer will be asked to assign a greeter to the lobby to welcome and direct visitors. The doors will remain open until the meeting concludes for City meetings (e.g., Council or commission meetings).

The final security procedures will be approved by October 28, with the implementation beginning on November 12. By improving security and visitor

management, Naperville's goal is to create a safer and more welcoming environment.

RECOMMENDATION:

Please distribute this memorandum to the City Council through the Manager's Memorandum.



The newly constructed Visitor Services desk and controlled access doors at the Municipal Center's main entrance. These improvements are part of a process to improve visitor management and safety.