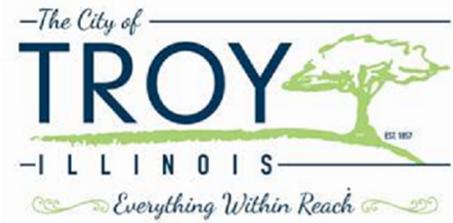


DATE: February 16, 2021
TO: City Hall Visitors
FROM: Doug Partney-City Administrator
RE: City Hall Re-opening



Visitors to City Hall

- For purposes of this policy, visitors refer to all residents, contractors, meeting attendees and any other non-City employees.
- Beginning on **March 1, 2021, City Hall will open to the public.** Visitors are to remain in the front lobby areas. At no time, are visitors to be behind the secure parts of City Hall. All visitors who arrive to City Hall will enter through the main entrance(s). All visitors are to enter the main lobby from the east entrance, nearest to the parking lot, and exit from the south, nearest to Market St. **Persons requiring an ADA entrance will be allowed to enter through the Market St. Door. Persons with ADA requirements may need assistance from the first available staff member.**
- Signage will be present to inform visitors of social distancing and mask requirements. Maximum capacity of the front lobby area will be kept to no more than the maximum amount allowed with 6' of distance (max: 12 people). Signage will be present to direct visitors.
- If it is determined the visitor must conduct business at City Hall, the first available staff member will ensure that all visitors who enter City Hall are wearing an appropriate face mask and utilizes the hand sanitizer available to them. Said staff member will also remind each visitor to please follow appropriate signage within City Hall. It is every staff member responsibility to help enforce the guidelines set in place.
- If business cannot be handled at the front counter area, the City Council Chambers will be made available with tables and chairs to promote social distancing during any needed meeting. After any meeting is complete, the staff member is to properly sanitize the table and chairs of the meeting space.

Operational hours for Elderly and Vulnerable Populations

- Per the State of Illinois, the City of Troy, upon opening business to the general public, must afford separate business hours for the elderly and vulnerable population throughout the COVID-19 Pandemic period.
- Effective **March 1, 2021**, the City of Troy will reopen to the elderly and vulnerable population who need to transact business at City buildings (i.e. City Hall) from 8:00 a.m. to 9:00 a.m. Monday through Friday each week.
- The general public who need to transact business at City buildings (i.e. City Hall) can visit City operations from 9:00 a.m. – 4:30 p.m. on Monday through Friday of each week.

Meetings

- City Council meetings will be held at City Hall starting **March 1, 2021** under CDC Guidelines and the Governor's Executive Order.

Utilities

- All customers are encouraged to continue to make payments online or utilize the drop box outside of City Hall.

Building & Zoning

- The office will be open for business with a maximum of two visitors at any one time. Signage will be present to inform visitors of social distancing and mask requirements.