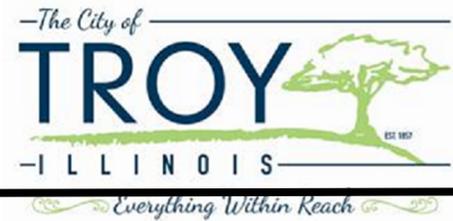


DATE: July 1, 2020
TO: Troy Residents
RE: City Hall Re-opening Policy



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 **July 6, 2020, 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 July 6, 2020, 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.

The front doors will be locked at 4:30 p.m.

Meetings

- During the current Phase of the Governors Order both internal employee meetings and external meetings should continue to remain virtual. If meetings cannot take place virtually, they must adhere to the guidelines below.
- Social distancing of at least six (6) feet is required at all times and the number of individuals allowed to be in a meeting room at the same time will be determined by the ability to adhere to the six (6) foot distance requirement. At no time shall there be more than 50 people in a meeting. Appropriate masks will be required to be worn during the entire period of time in the meeting if proper social distancing cannot be maintained. Employees shall sanitize the equipment and meeting area they are using prior to the meeting.
- City Hall will be open for all City council/Committee Meetings. Virtual Meetings will continue and the public is invited to attend the Virtual Meeting or in person. At a Minimum, the City Clerk will be present in the Council Chambers should a member of the public wish to attend in person.

Utilities

- All customers are encouraged to continue to make payments online or utilize the drop box outside of City Hall.
- The City of Troy agreed to waive late fees while the office was closed. Moving forward, we will provide residents who were current as of March 15, 2020, 90 days to pay off their accounts. We will start shut-offs and late fees with the October 2020 billing cycle.
- Should payment or payment arrangements not be made at that time, the City will send via mail or email a notice to any customer subject to disconnection.

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.

Questions

- Please feel free to contact City Hall with any questions you may have at **618-667-9924**.