



Administrative Policies and Procedures

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1.0 Purpose

This policy is intended to establish procedures to ensure the safety of city employees and the public in all areas of City Hall, including those open to the public. This document details current procedures for access control, security and emergency procedures.

2.0 Scope

- ☒ Full-time
- ☒ Part-time
- ☒ Temporary/Contract
- ☒ Salaried
- ☒ Union

3.0 Policy

The City of Ann Arbor is committed to protecting the safety and health of our employees, contractors, customers, visitors, and partners. This policy details procedures to maintain the security in City Hall, including procedures for access control, security devices, and emergency procedures.

Refer to APP 304 for procedures for trespassing individuals, and instructions for responding to incidents involving malicious use of a telecommunication device.

3.1 Security Systems

City Hall is outfitted with a number of security systems and devices which are maintained by Facilities, Information Technology, Safety, Police, and the Guest Services Desk. These include:

- Card reader door and elevator access devices
- Security cameras and camera monitoring systems
- Duress systems (panic buttons) which are installed on city computers or on mounted locations at desks and customer service locations

Unit Managers and Information Technology are responsible for providing appropriate badge access depending on an employee's job duties and security clearances in accordance with APP 701. Terminated employees or employees placed on an administrative leave shall have access removed. Requests for vendor ID badge access should be limited to project needs and must have a timeframe for termination of access. When ID badges are no longer needed, they must be collected by managers and supervisors and returned to IT. Visitors issued an access card by Guest Services are required to return those access

cards to Guest Services. Guest Services will audit card access daily for visitors who are given an access card through Guest Services.

Employees are required to take the following measures to maintain security in City Hall.

- Do not prop open stairwell doors that would provide access to secure floors.
- Ensure doors that are opened for business purposes during the day are closed and secured at the end of business hours.
- If operable windows are opened during the day, ensure they are closed and locked when spaces are not occupied or by the end of each day.

Duress systems, or panic buttons, are installed at strategic locations within City Hall and shall be tested on a regular basis to ensure they are functioning. Panic buttons should be activated in an emergency where an employee is unable to dial 911 for law enforcement assistance. This could include a situation where an employee witnesses criminal activity or feels threatened and there is not time to call 911, or in the event that doing so could potentially exacerbate the situation.

Duress systems report out directly to the Ann Arbor Police Department. In some locations, duress systems are tied to security cameras so that responding officers receiving an alert can view the location where a panic button is activated.

3.2 Building Access

- A. Normal business hours for the building are from 7:30am until 5:00pm, Monday through Friday.
- B. Outside of normal business hours, City Hall is closed to persons without official reasons to be in the building.

Guest Services staff is responsible for unlocking the building's north and south vestibule doors at 7:30am, Monday through Friday and locking those doors at the same location, Monday through Friday.

If a public meeting or event is scheduled in the building after normal business hours, then Guest Services personnel are responsible for securing City Hall after the event has concluded.

Authorized personnel (including janitorial staff) working at any hour (including normal business hours) must display a City issued ID card. If an unauthorized person is identified and spotted in a suspicious activity, staff should contact law enforcement immediately and notify Guest Services. If the unauthorized person is not spotted in a suspicious activity and it is safe to do so, staff should ask the person their name and what business they have in

this area. The person should be politely escorted to the building's exit. If the unauthorized person is uncooperative and not responsive to staff requests, then law enforcement should be contacted by dialing 911 or by activating a panic button. If at any time staff feels unsafe by remaining with the unauthorized person, they should take immediate steps to ensure their safety, including leaving the area or the building.

C. Visitor Access

Public Floors

Public entry to City Hall is limited to the north and south atrium entry doors. The public has direct access to the Basement, and floors 1 & 2 without signing in or needing elevator access cards. The elevators will function normally going to these three floors. Guest Services and City staff should still be diligent in observing these people for security concerns and provide any instructions or directions to aid in the public's positive experience at City Hall.

Secure Floors

Floors 3–6 are secure floors. Visitor management protocols are in place for those persons wishing to access floors 3–6 of the City Hall building that are not in possession of a City issued photo ID card. City staff, elected officials and certain vendors who possess a City issued photo ID card are not required to sign in at the Guest Service desk. Visitors will be required to sign in, have their City host verified, be provided a visitor badge, be provided an elevator access card to the appropriate floor, sign out at the conclusion of their visit, and return the elevator access card. If there are multiple visitors or a group attending a meeting or event together, each person must sign in and receive a visitor badge though not everyone needs to be issued an elevator access card.

Visitor Management

Guest Services staff will manage visitor sign in and sign out procedures utilizing computer-based visitor management software or a physical logbook. that should be used for all visitors to the secure floors. The logging procedure should include the visitors stated name, date and time of sign in, who or where they are visiting, and the time of their sign out.

- D. Visitor Host Verification – Guest Service staff will verify that the visitor is expected by the host or confirm an unscheduled visit is permitted before providing elevator access to the secure floor. Unscheduled visits are primarily anticipated to Human Resources (6th floor), Assessing (5th floor), Attorney's Office (3rd floor) or a public meeting held on a secure floor.

1. Visit Verification (Scheduled) - City staff on secure floors are expected to electronically add the Guest Service desk on all meetings with

outside visitors. Guest Service staff can use this information, matching it to the visitor information, as host verification. Once verified, the visitor can sign in, receive their visitor badge and elevator access card.

2. Visit Verification (Unscheduled) - If the visit is an unscheduled visit, then Guest Service staff should call the appropriate host/department contact provided in the staff directory (minimum one call) to verify the visit. If the visit is verified by the host/department contact, then the visitor can sign in, receive their visitor badge and elevator access card.
 - a. If the contact answers but is not currently available to see the visitor, then staff should relay to the visitor that the host/department contact is currently unavailable, and that the visitor should schedule a meeting for another time.
 - b. If the contact is unresponsive, this should be relayed to the visitor along with the offer to use the desk courtesy phone if the visitor wants to continue to try to reach the contact. A host contact phone extension can be provided the visitor. If the visitor reaches the contact directly, the host/department contact must call the Guest Service desk on the internal phone line (x43197) to confirm the unscheduled visitor verification.
3. Visitor Badging – All visitors to secure floors will need to wear a visitor badge clearly displaying their name. Guest Service staff should issue a computer-generated badge or manual badge after the visitor has signed in and the host has been verified. The visitor badge should include the first and last name, date, and floor number of their visit. The information must be legible, written in block letters and by a marker. Badges will be self-adhesive and must be attached to a clearly visible location.
4. Uncompleted Visits – Guest Services staff should review the visitor logbook at 5:30 PM each day to determine if any visitor is still in the building. The host should be called to verify if the visit has been completed or is still active. The host's response or "no response", if the host does not answer the call, should be noted in the sign in/sign out logbook or in the Notes Section of Sine (the City's Guest Management software)
5. *Public Meetings*

On evenings that a public meeting is scheduled, Guest Services staff will continue providing service until the meeting has ended. The doors to the building must remain unlocked while a public meeting is in session. At the end of an extended meeting, the City staff liaison will notify Guest Services staff by telephone or in person that the meeting has ended. If no other public meetings are scheduled for that evening,

the building doors can be locked at that time. When the public has exited the building, a Guest Services will perform a final sweep of floors Basement, 1 & 2.