



CITY HALL LOBBY VISITOR MANAGEMENT

General Services Department

Human Relations Commission
September 26, 2019

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BACKGROUND

1. General Services Department is responsible for City facilities maintenance and security;
2. Spring 2016: Security Consultant Study; and
3. July 2017: City Hall lobby visitor sign-in and badging process implemented.



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GOALS

Goals of City Hall lobby visitor sign-in and badging process:

1. Safety in the event of an emergency – know who is in City Hall.
2. Metrics on high-demand City services – better resource allocation.
3. Customer Service – get visitors to their destinations quickly.



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SECURITY PROCESS WITH PHOTO ID



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SECURITY PROCESS WITHOUT PHOTO ID

Visitor does not have Photo ID

Visitor Manually Inputs their Information. Guard Assists Visitor if Necessary to complete the Lobby Guard Kiosk Registration Process.

Guard calls a representative from the floor the visitor has stated they wish to visit.

The floor representative either escorts the visitor to said floor or takes care of business with the visitor while remaining on the first floor.



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SECURITY PROCESS IF VISITOR REFUSES TO REGISTER

Visitor refuses to register using the Lobby Guard Kiosk System

Guard calls a representative from the floor the visitor has stated they wish to visit.

The floor representative either escorts the visitor to said floor or takes care of business with the visitor while remaining on the first floor.



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SIGN-IN AND BADGING EXCEPTIONS

No Lobby Guard Kiosk System Registration required if visiting City Hall for the sole purpose of:

1. Visiting the Café;
2. Paying a City bill at the Treasury/Cashier window; and
3. Attending a noticed public meeting.



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LEGALITY OF PHOTO ID POLICY

While there are no cases directly involving challenges to local government's ability to require photo identification to enter city facilities, there have been several cases in which courts have upheld photo identification policies implemented as heightened security measures at federal courthouses.

Foti v. McHugh, 247 Fed. Appx. 899 (9th Cir. 2007)

United States v. Smith, 426 F.3d 567 (2nd Cir. 2005)



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LEGALITY OF PHOTO ID POLICY

1. Time, place and manner restrictions in public forums are permissible as long as they are “narrowly tailored to serve a significant governmental interest.” *United States v. Smith* 426 F.3d 567 (2nd Cir. 2005)
2. Since all visitors at City Hall must comply with photo ID, the policy does not raise concerns of arbitrary application.
3. The City provides access to City services through alternative means if a visitor has no photo ID or refuses to show photo ID.



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LEGALITY OF PHOTO ID POLICY

Conclusions:

1. Asking for a photo ID to access above the lobby level at City Hall is a minimal intrusion compared to the City's interest in protecting the safety of the building and its occupants.
2. In light of the reasonable alternative offered to visitors without a photo ID, the City's photo ID policy is narrowly tailored to achieve the City's interest in providing a safe place to conduct City business.



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RECOMMENDATIONS

That the Human Relations Commission receive and file this informational report.



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