West Sacramento City Hall visitor protocols

All visitors, including vendors and contractors, will be required to provide the reason for visit and present photo ID to City/Security staff upon entering the facility. A badge will be provided to the visitor that contains the following:

- Visitor Name
- Point of Contact
- Date of Visit

The point of contact will be notified and either 1) escort the visitor from the check-in area or 2) approve the visitor to enter the facility and proceed to their destination without an escort. At the conclusion of the visit, all badges must be returned to point of issue upon leaving the facility.

Visitors unwilling or unable to provide an identification shall meet with an on-site supervisor in the public check-in area for assistance without admission to facility.

*City Hall 1st Floor Public Counter and Council/Commission meeting attendees: Visitors for the sole purpose of paying utility bills or attending public meetings shall be issued a generic badge upon entering that will be returned to the security desk upon departure.

*City Hall 2nd Floor Public Counter: Walk-in visitors for the Planning/Building counter with no specific point of contact shall obtain a badge from security and proceed directly to the second floor.

- Delivery persons in recognizable uniforms or possessing a valid delivery person ID will be signed in without being issued a visitor badge. Those without a uniform or valid ID will be issued a badge where required.
- City Hall deliveries will generally be directed to the package pick-up/drop-off area in the 1st floor lobby. Security staff will call the appropriate staff to advise of the delivery.