

## CITY OF NAPERVILLE MEMORANDUM

**DATE:** December 9, 2025

**TO:** Doug Krieger, City Manager

**FROM:** Marcie Schatz, Assistant to the City Manager

**SUBJECT:** Municipal Center Meeting Room Rental Evaluation and Recommendations

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**PURPOSE:**

This memorandum presents the background and evaluation of Naperville's Municipal Center meeting room rental practices and a recommendation to cease Municipal Center meeting room rentals for external groups beginning June 30, 2026.

**BACKGROUND:**

The purpose of the Municipal Center meeting rooms has been to meet the operational needs of the city and secondarily to provide accommodation for educational, informational, cultural and civic functions of the Naperville community. In 2015, the City began charging fees for the external use of meeting rooms. At that time, meeting rooms were reserved by outside groups nearly 900 times annually. The fees were established to cover the costs of staff needed to set up, break down, and clean rooms. The fees did not account for staff time to administer reservations or billing processes. Meeting room rental fees were anticipated to generate \$38,000 annually.

**DISCUSSION:**

Recognizing challenges in the current reservation and billing process, staff completed a review of meeting room rentals to review fees and identify opportunities to improve the reservation and billing processes. Through this review, several differences between 2015 and 2025 were discovered and are highlighted in the table below:

2015	2025
<b><i>Building/Meeting data</i></b>	<b><i>Building/Meeting data</i></b>
"Open" building	Secure building
Allowable meeting room rentals: 8:00 a.m. - 10:00 p.m. M-F 8:00 a.m. - 3:00 p.m. Saturday	Allowable meeting room rentals: 8:00 a.m. – 8:30 p.m. M-F
In person meetings standard	Virtual meetings common
Nearly 900 external meetings annually	200 external meetings annually
Limited early voting days	72 days reserved for early voting

Boards and Commissions met in a variety of rooms (incl. department conference rooms)	Majority of Boards and Commissions meet in the Meeting Room C
<b><i>Financial</i></b>	<b><i>Financial</i></b>
Manual billing processes standard	Manual billing processes cumbersome and costly
Estimated \$38,000 revenue	Estimated \$4,000 in revenue*
Costs for set up, break down & cleaning -\$30 Meeting Room A, B, NEU -\$60 Meeting Room A & B	Costs for set up, break down & cleaning -\$60 Meeting Room A, B, NEU -\$120 Meeting Room A & B

*\*excludes early voting*

### **Building/Meeting Data**

As building security increased worldwide, the Municipal Center has also taken steps to increase security and limit access including, but not limited to, the following:

- Public access restricted to a single entrance at the lobby, managed by security
- No public access to office areas without an appointment
- Increased security presence during building hours
- Building hours reduced to 8 a.m. – 8:30 p.m. M-F (no weekend hours)
- All external access points locked 24/7 (employee keycard access only)
- Access to all departments locked 24/7 (employee keycard access only)

After 6 p.m., there are regularly three people within the building: the security guard and two Call Center employees. Projected call center changes in 2026 will result in no call center employees in the building overnight. Two Public Building employees work a second shift and perform maintenance responsibilities across city facilities.

Meeting room rentals by external groups after 5 p.m. are unsupervised and not managed by any City staff members.

The COVID 19 pandemic normalized virtual meetings for both City business and community organizations. This is evidenced by the steep reduction in annual external meeting room rentals from nearly 900 to 200 annually. Of the 200 external rentals, 40% of the rentals are homeowners associations with 30 people or less. Other regular rentals include a limited number of clubs, Task Forces, and general political organizations.

Most board and commission meetings are now scheduled in Meeting Room C due to location, technology resources, and standardized room setup. Due to this heavy use, Meeting Room C is now available for City meetings only.

### **Financial/Operational Data on Meeting Rooms**

In 2015, meeting room rental revenues were projected at \$38,000 annually. Last year, revenues were approximately \$4,000, excluding early voting. Lower revenues are a

function of decreased rentals and cumbersome, unclear, and manual billing processes. The City uses a calendar (not a reservation system) to manage meeting room rentals. Because of this, the room reservation verification, confirmation, and billing are all manual. This is an inefficient process. Staff has discussed the possibility of minor process improvements. However, given the limited number of annual reservations, the benefits of investing in a true reservation system do not justify the purchase and implementation costs.

Fees have not been modified since 2015. Updating the fees to reflect current costs and including the staff resources for managing and billing the room rentals, the actual City cost of a meeting room rental is \$150 for both Meeting Rooms A and B and \$90 for meeting rooms A, B, and the lunchroom.

Meeting Room	2015 fees (current)	2025 costs		
		Set up and Cleaning	Administrative and Billing	Total
A or B	\$30	\$60	\$30	\$90
Lunchroom	\$30	\$60	\$30	\$90
Both A and B	\$60	\$120	\$30	\$150

Through the DuPage Mayor's and Managers Conference (DMMC), staff asked what other communities rent out rooms in their village/city hall. Two-thirds of communities allow groups to use a community room at the police station or do not rent any space at all. One-third of the communities allow meeting room use in village/city Hall. Many local municipalities will direct meeting room rentals to their local park districts, libraries, and private entities.

**Alternate Meeting Room Rental Options:**

After reviewing data from DMMC, staff reviewed other local government partners that offer public meeting room rentals. The Naperville Public Library offers the most comparable meeting room options (policies, price, capacity). The library offers six larger meeting room options, ranging in capacity from 40 to 150 people and conference room rentals for smaller meetings with capacity up to 15 people. The library uses modern reservation technology and easily allows online payments.

<b>Room</b>	<b>Capacity</b>	<b>Fee</b>
Conference room (all branches)	6-15 people	\$10 per hour
Nichols Community Room	144 people	\$100 for 3 hours with proof of tax-exempt status
95 <sup>th</sup> Street (Rooms A and B)	150 people	

		(\$200 for 3 hours with no tax-exempt status)
Naper Blvd (Program Room)	40 people	\$50 for 3 hours with proof of tax-exempt status
95 <sup>th</sup> Street (Room A, B or C)	40-100 people	\$100 for 3 hours with proof of tax-exempt status

In addition to the library, District 203, District 204, and the Naperville Park District have a variety of meeting rooms available for rentals at comparable fees.

**Options:**

After review of the meeting room rental data, increased security requirements at City buildings, and costs to administer meeting room rentals, staff considered two options:

- 1) *Increase the meeting room rental fees to align the cost of service with the user benefit and implement policy changes.* The recommended fees reflect the cost of setup, takedown, cleaning, and administrative costs of managing meeting room reservations and billing. Additionally, staff would recommend policy changes, including cancellation of rentals without payment. Consistent with current practices across the entities, meeting rooms would still be available to government partners (School Districts, Park District, Counties, etc.) during business hours at no cost.
- 2) *Cease Municipal Center meeting room rentals for external groups on June 30, 2026.* After evaluating the meeting room rental data, increased security requirements at City buildings, cumbersome billing and reservation process, and other room rental options in the community, this option eliminates public meeting room rentals at the Municipal Center. Meeting rooms would still be available to local government partners (e.g., Library, Townships, School Districts, Park District) during business hours at no cost. The meeting rooms would also remain available for early voting.

Providing six months' notice to external organizations that currently rent rooms would provide enough time to find meeting locations that align with schedules and budgets. Additionally, this opportunity is projected to include future cost savings in the reduction of security staff hours with shorter building hours on days with no City meetings.

**RECOMMENDATION:**

Staff recommends Option #2 above, ceasing Municipal Center meeting room rentals for external groups after June 30, 2026, based on building security, decreasing number of room rentals, other rental options in the community, and overall costs to administer.

Recognizing that some organizations have held meetings at the Municipal Center for decades, staff would recommend allowing meeting room use between January 1 and June 30, 2026, at no charge, by those groups that have used meeting rooms in the past year. City staff is also committed to assisting groups with finding other meeting room options in the community.