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City of Duluth Communications Office

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SUBJECT: Duluth City Hall to begin its public reopening process today, June 3

BY: Kate Van Daele, Public Information Officer

Duluth City Hall to begin its public reopening process today, June 3

[Duluth, MN] Today, the City of Duluth began reopening City Hall to the public on an appointment-only basis. The building will be open between 8:00 a.m. – 1:00 p.m. for residents needing to meet with City staff. All residents will need to enter the building through the main doors off of Priley Circle.

For safety precautions, a welcome desk has been created inside of the double doors with City staff who assist the public. All appointments will be verified by a customer service employee, who will then be escorted by a staff member to their destination. Those who come to City Hall without an appointment will be given contact information to schedule an appointment while onsite or at home. Residents can also pick up items from departments within City Hall.

As a safety precaution, everyone entering City Hall is required to complete a health screening questionnaire before entering the building. Signs will be posted on the premise that will provide a QR code to access the screening. Those without a smartphone will be assisted by a customer service representative to complete the screening.

Masks will be required to enter the building. If residents do not have a mask when entering the building, a mask will be provided for them.

City Hall will be cleaned before opening each day. Customer service staff at the welcome desk will clean intermittently during the open hours to protect staff and residents from the spread of germs. Bathrooms will be accessible on the first floor of the building and will be disinfected twice during open hours. Janitors will be on call and are available to clean more often if need be.

While City Hall will be open for appointments, those wanting to pay for parking tickets will need to continue to mail or pay their bill electronically.

Currently, the only departments that will be taking in person appointments are Planning & Economic Development, including the Construction Services & Inspections division. Appointments can also be made with the Human Rights Officer as well. When other departments begin taking appointments, the City will update the public. For more information, or to inquire with a specific department, please visit www.duluthmn.gov, or call 218-730-5000.

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