



CITY OF CHICAGO • OFFICE OF THE MAYOR



FOR IMMEDIATE RELEASE

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CONTACT:

Mayor's Press Office

312.744.3334

press@cityofchicago.org

MAYOR LIGHTFOOT ANNOUNCES CITY HALL HAS REOPENED TO THE GENERAL PUBLIC

CHICAGO — Mayor Lori E. Lightfoot today announced that after 16 months, City Hall has reopened to the public. This announcement marks another milestone as the City of Chicago recovers from the impact of the pandemic. All visitors will still be required to wear masks and social distance appropriately while they are in the building.

City Hall operating hours will be between 8 AM and 5 PM Monday through Friday.

"Due to our progress to slow and stop the spread of COVID-19, I am proud to announce that City Hall is officially reopening to the public," said Mayor Lightfoot. "Our efforts in promoting equality, inclusion, and transparency in all aspects of City Government will now be even more accessible as we open City Hall up to our citizens who have made reconnecting after the pandemic possible. We are excited to see you all again soon, and we continue encouraging residents to get vaccinated so that we can fully reopen even more spaces throughout the city."

City Hall previously had limited access when the City moved to Phase 5.

The Department of Finance's Payment Service Centers have been open throughout the past 16 months and will continue to be open from 8 AM-5 PM at City Hall with alternate times available ([see Payment Center Locations & Services](#)) for hours of operation. Debt checks, located in Room 700 of City Hall, are available through email, and limited in-person services will be available starting July 6.

The Utility Billing Customer Service Center and Tax Administration offices at DePaul are open to the public from 8 AM – 5 PM Monday through Friday for limited in-person consultations.

The Department of Business Affairs and Consumer Protection's Small Business Center, located in Room 800 of City Hall, will open to the public for limited in-person consultations beginning on July 6th. In alignment with citywide policies for all City



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facilities, all members of the public will be required to wear a mask and maintain six feet of social distancing while at the Small Business Center. In-person visits should be reserved for consultations that cannot be completed remotely and entrepreneurs are strongly encouraged to continue using Chicago Business Direct for all of their business licensing needs.

The Department of Buildings (DOB) will gradually reopen to the public, in-person services will be prioritized for homeowners and business tenants who have limited ability to access internet-based services remotely. In most cases, only drop-off service will be available for third-party providers, including expeditors, attorneys, contractors, and design professionals who together are expected to follow electronic submission procedures and schedule appointments for meetings with City staff. Unscheduled walk-in appointments with staff by third-party providers are prohibited. All permit applications and filings (both those submitted electronically and in-person) will be queued together and processed in the order received. Cashiering services will remain available on the first floor of City Hall, at the City's Central Hearing Facility (400 W. Superior), and at the [Department of Finance Payment Centers](#).

DOB will continue to offer the electronic and phone-based services that were implemented during the past year and encourage all users to continue with these services whenever possible as in-person capacity will remain limited. For more information about DOB's current services, please review [DOB's Reopening Frequently Asked Questions](#).

The Office of the City Clerk has been open throughout the past 16 months and will continue to be open from 8 AM-5 PM at City Hall with 2 neighborhood satellite offices open from 9 AM-5 PM. For information on purchasing your City of Chicago Vehicle Sticker, residential daily parking passes or dog licenses please visit our website at www.chicityclerk.com.

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