

March 25, 2020

Dear DID Stakeholder,

In reaction to the recent stay at home order directed by the governor, we will be making the following alterations to continue to provide limited services to the downtown community –

- All Ambassadors and Livability team members will be off the streets no longer patrolling on foot.
  - Truck patrols will be conducted daily to:
  - Check the condition of Nicollet Mall
  - Spot checking trash cans and recycling cans throughout the district and emptying if need be
  - Keep an eye out for homeless encampments or gatherings that could present public health hazards and report to appropriate authorities
  - Patrol throughout the rest of the district to observe for property damage, or other issue that would need to be reported immediately
- Safety Communications Center observations of the district and monitoring of RadioLink will occur remotely at various times

It is important that our stakeholders know that DID services have been determined to be included in the definition of essential services. Therefore, the services outlined above are in compliance with the recent order. Our mission for keeping downtown Minneapolis clean and safe is continually balanced with the prioritization of the health and wellbeing of our Ambassador staff. These limited services have been determined based on discussions with DID management, our Ambassador vendor, Block by Block, and the City. We will continue this level of service as long as we are able to do so in a way that keeps all those involved safe and healthy.

In addition, in an effort to assist with public health downtown in the coming weeks, we are working with a local vendor (Schlomka's) to place 10 dual-sink units with water, soap, and paper towels at scattered sites downtown. Each will be sited next to existing waste receptacles and will be serviced by the vendor weekly.

We will continue to keep you informed of any service changes related to this outbreak and ask for your patience and understanding as we all navigate this together.



Steve Cramer  
President & Chief Executive Officer



Kathryn Reali  
Chief Operating Officer