

April 10, 2020

Dear DID Stakeholder,

In our continued effort to provide essential services to the downtown community during the extended stay at home order directed by the governor through May 4th, we will be re-establishing the following services beginning **Saturday, April 11th**:

- Ambassador patrols will begin again from 6:00 am until 5:00 pm.
  - This will include all normal routes, but with an emphasis on cleaning and continued special projects such as:
    - Sanitizing frequent touch points throughout the district
    - Removing road grime from sidewalks
    - Street sweeping
    - Power washing
  - Keeping an eye out for homeless encampments or gatherings that could present public health hazards and report to appropriate authorities
  - Patrolling throughout the district to observe for property damage, or other issues that would need to be reported immediately
- The Livability team will return walking routes within the district and will be working closely with MPD's Homeless Engagement team. This will begin on Monday, April 13th.
- The Safety Communications Center will be back on-site in the 1st Precinct and fully operational during the hours of Ambassador operations
- We will begin re-introducing these services during the hours listed above, *however will continue to adjust the hours of operations in reaction to what is necessary to properly care for the district.*
- As you may know, the city has been moving forward as planned with the Hennepin construction project. Our team is continuing to stay close to this process, attending virtual meetings with the project team as needed and attending the weekly virtual stakeholder meetings every Friday at 10:00 a.m. Visit the project website at [hennepindowntown.com](http://hennepindowntown.com) for more information.

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. This level of service has 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.

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