

March 18, 2020

Dear DID Stakeholder,

In reaction to the changing needs of downtown and to protect the health and well-being of our Ambassador's we will be making the following alterations to the services we provide to the downtown community –

- Ambassadors will be on the streets with the focus on cleaning and trash removal from 6:00 a.m. until 4:00 p.m. We will be suspending our evening shift until future notice.
- The Livability team will be out within the district connecting with those in need from 6:00 a.m. until 4:00 p.m.
- The Safety Communication Center will be operational during the hours that the Ambassadors are on the streets. Evening and Barlink shifts will be suspended until further notice.
- Only one Ambassador will be in any DID vehicle at any given time. This may mean that certain tasks or requests may take us longer to respond to.

Our mission for keeping downtown Minneapolis clean and safe remains a priority, but we will also prioritize the health of all of those involved and we will first and foremost comply with national, state and local recommendations as they are announced.

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.

Sincerely,



Steve Cramer
President & Chief Executive Officer



Kathryn Reali
Chief Operating Officer