



Downtown Boston Business Improvement District Corporation

March 13, 2020

Good afternoon:

I am writing at a time of great concern as we all continue to learn about one of the most critical challenges in recent memory, the COVID-19 outbreak.

I want you to know how the Downtown Boston Business Improvement District (BID) is responding to the COVID-19 outbreak. First, we are monitoring the situation closely and adjusting our policies and procedures appropriately to ensure the health, safety, and well-being of downtown workers, visitors, residents and commercial businesses. Protecting the human and physical assets of downtown Boston is our highest priority.

The BID continues to provide the important services and information that our members and friends rely upon. We have taken steps to ensure that our spaces are safe and remain clean. The safety of the public and our staff is our primary concern. Some of the steps we have taken include the following:

- Ambassadors have increased disinfecting and cleaning of public spaces within the BID boundaries.
- We are disinfecting tools and equipment at the end of each shift.
- We require employees to stay home if they are sick.
- We have deployed the technology necessary for our central office staff to work remotely in case we need to close our office, which remains open for now.
- We have the necessary supplies to continue our work.
- We are monitoring industry specific “best practices,” which include information from the Massachusetts Restaurant Association, Massachusetts Retailers Association, Greater Boston Convention & Visitors Bureau, and the Greater Boston Chamber of Commerce

We continually monitor the economic conditions of the district and are in communication with commercial property owners, ground-floor retail and restaurant establishments, hotels and tourist sites. We know that our businesses are experiencing enormous challenges and we will work to raise awareness, secure resources and provide support. We look forward to activating our spaces again during the ensuing recovery phase.

We are closely following the directives of Governor Baker, Mayor Walsh, and city public health officials to ensure that our work and policies adapt as the conditions change. In addition, we are in close communication with other business improvement districts across the country and internationally to survey best practices and share ideas for managing these difficult times. Be assured that our work will continue for as long as we can do so safely and responsibly.

Please do not hesitate to reach out should you need support or would like to

discuss what other businesses or institutions are doing in the face of this public health challenge. We look forward to working with everyone in the weeks and months ahead to help rebuild business and deliver on the promise of creating a clean, safe and welcoming downtown.

To quote Mayor Walsh, “we’ve shown before no matter the challenges to the city, we are Boston Strong.” Please know that our work will continue on your behalf each and every day.

On behalf of all of the Board of Directors for the Downtown Boston BID, please know we are available to discuss any concerns or issues you may have at any time.

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Additional Resources - bookmark & save

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[Mass.gov Coronavirus Update](#)

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