



Downtown
Improvement
District

Impact Report 2024

21 Days of Peace

Summary of Project Activities

21 Days of Peace (DOP) provides outreach and violence intervention from 3-9pm Monday to Friday in downtown Minneapolis on behalf of the Mpls Downtown Improvement District (DID). Everyone who is downtown are served and supported by the hospitality and vigilance of the outreach team. Specifically, they focus on building relationships and trust with youth, folks experiencing homelessness, and those under the influence of or using narcotics to provide a welcoming community atmosphere for everyone downtown. When relevant they also offer service referrals, direct services, or resources depending on the weather and condition of the individual and de-escalate situations as they arise. 21 DOP also conducts business check-ins with downtown business and properties to build awareness, trust, and community.

Opportunities and support from the broader Mpls DID outreach network will include

- Weekly Coordinated Outreach Operations and Planned meetings with all outreach teams
- Dispatch and camera support from the Mpls DID Safety Communication Center (SCC)
- Radio networked directly to the SCC and other outreach teams for immediate communication
- 2 accounts in the Mpls DID Incident Management System to log all engagements downtown

Successes and Accomplishments

The success of 21 Days of Peace providing outreach downtown is measured in a couple different ways. All of Mpls DID's contracted outreach partners build relationships with community members, however 21 DOP's approach to building relationships is an effective mix of experience and community building. 21 DOP intentionally hires outreach staff who can connect with the community they are serving on a personal level. These connections foster the biggest impact 21 DOP has which is the deterrence their presence provides downtown. 21 DOP walking around, being



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seen, interacting with groups of people downtown does more to ease tensions than could ever be shown in data besides in-direct correlation of Minneapolis Police Department Data.

Verbal or physical aggression, narcotic use or alcohol consumption, and mental health related calls accounted for 27% of the 837 logged incidents that 21 DOP responded to in 2024. Large groups were another 129 incidents that the team responded to downtown while doing their routes. Over 130 of those incidents were de-escalated and only 13 times MPD called for additional assistance.

21 DOP uses the Mpls DID Incident Management System logged 338 Check Welfares and Hospitality Assists in the year. Check Welfare and Hospitality Assists look different depending on the weather. In the summer check welfares are for folks who are sleeping outside or for whom the heat is clearly affecting negatively and in the winter they are folks in skyways or bundled up outside. When it is warm out also have more visitors asking for directions or residents looking for information who are out on the streets during the later day hours 21 DOP works compared to the colder months.

Activities That had Differed from Scope

21 DOP went just outside of the Mpls DID district to Elliot Park regularly in the evenings. Many of the outreach teams went there to engage with a large community of folks who are using narcotics and drinking alcohol throughout the day. The neighborhood and MPD asked for assistance in engaging with the folks there and building a relationship with them with the hopes of taming the more distributive behavior. 21 DOP found more success than the other teams in building trust to provide support and a calming presence while pushing through the fear of retaliation by MPD or that they are being spied on by outreach teams. 21 DOP provided support to a variety of events like the Taste of Minnesota, Aquatennial, and the Prince Block Party by engaging in the outside perimeter providing support and hospitality.

The team also connected over 100 community members with organizational case managers. Case managers at 21 DOP provide ongoing mentorship and service support to folks who are referred to them from the outreach team. This organizational backend service was provided by 21 DOP on their own without the contract and has helped youth find stability and personal investment in themselves and their future. Many of those community members we still working with the case manager after 30 days.



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Challenges and Barriers

Lack of restrooms, confusion of skyways hour variation, and parking accessibility are challenges that both the 21 DOP outreach team members, and the community they interact with, have experienced. These are barriers faced by many downtown but acutely felt by some of the vulnerable populations that 21 DOP interacted with on a regular basis. All of them are also more challenging in the evening hours that 21 DOP operated because of the shift from building business hours to the late night entertainment ecosystem.

In 2024, 21 DOP engaged frequently with a few groups of youth who were not interested in any services and often causing distributions or looking to get into fights. Engaging with these groups was made more complicated than in previous years because there is not a dedicated youth outreach group in downtown Minneapolis this year; and because of changes in the criminal justice system laws and policies. Not charging, or holding youth for crimes, has led some to act with a more brazen disregard for the safety and well-being of themselves and others. That lack of decorum led to a more chaotic atmosphere at times and challenges to engage with youth who want nothing.

Participant Feedback

Mpls DID and the Minneapolis Downtown Council frequently heard the praise of 21 DOP. Building security and property owners were immensely thankful that there is a team of violence interrupters who were patrolling and able to respond to calls in the later part of the day when employees are heading home and when downtown is slightly more quiet leading into the entertainment and night life part of the night. There is also a lot of positive cooperation and mutual appreciation from the other contracted outreach teams that are downtown on overlapping schedules. Mpls DID and 21 DOP have not collected community testimonials that we can share at this time. Decreases

Impact Data

Below are data dashboards from the Minneapolis Police Department and the Mpls DID IMS application. Additional data from 21 Days of Peace, MPD, and IMS can be provided as desired and available based on the request.

21 DOP City Report

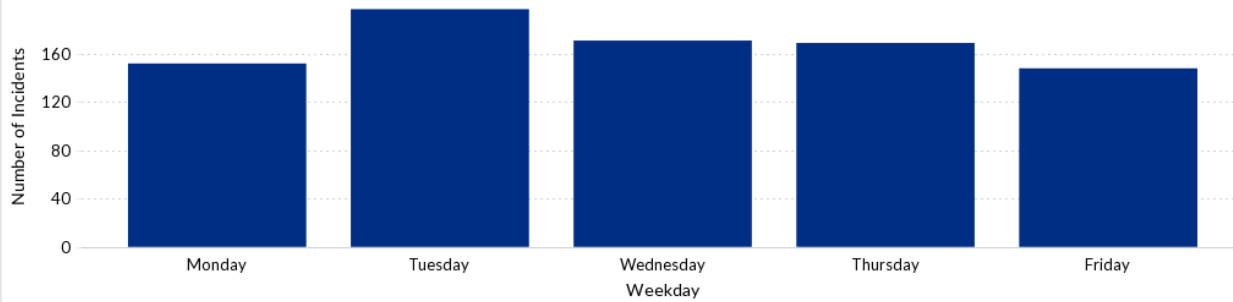
Filter Criteria Applied:

Timeline Filter: Previous Year(Included)



21 Days of Peace Weekday Dashboard

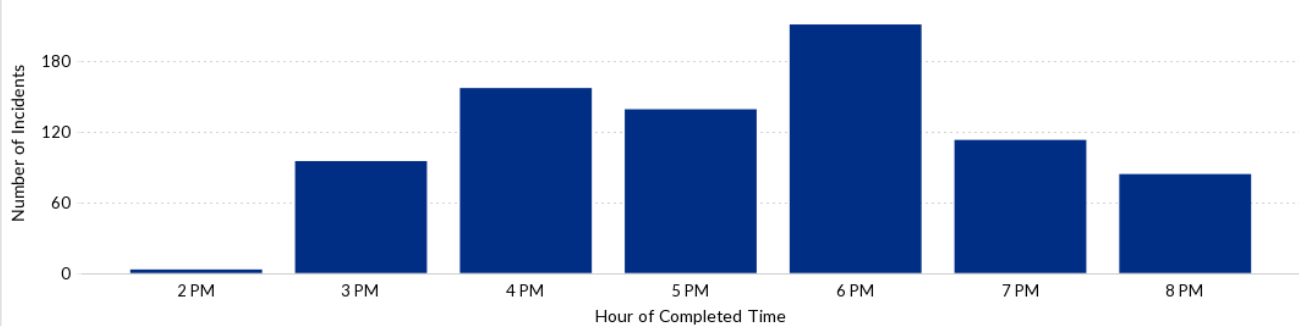
Incidents by Day of the Week



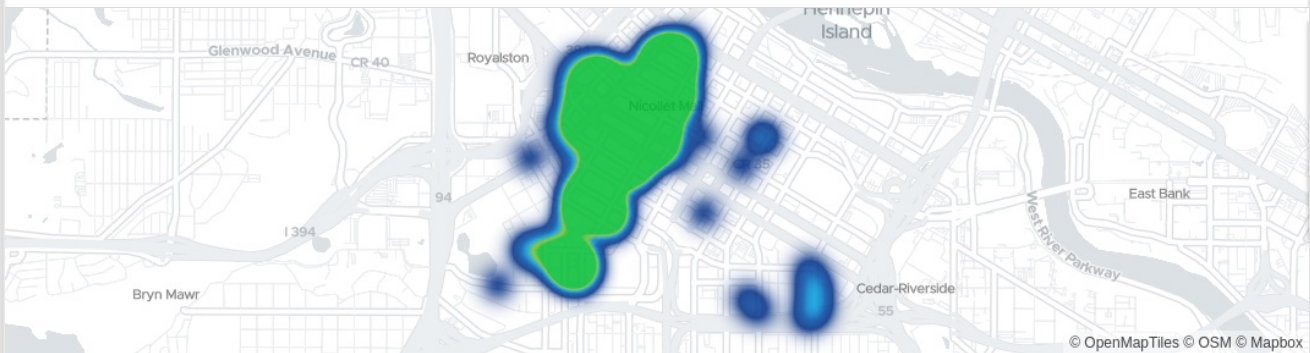
Total Incidents

837

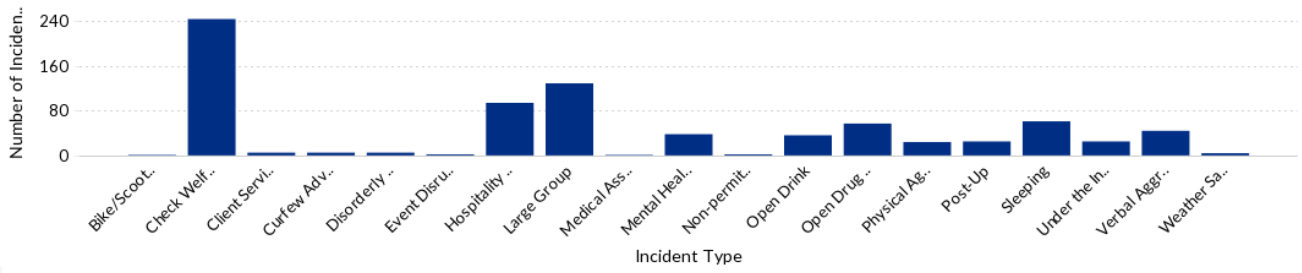
Incident Type by Time of Day



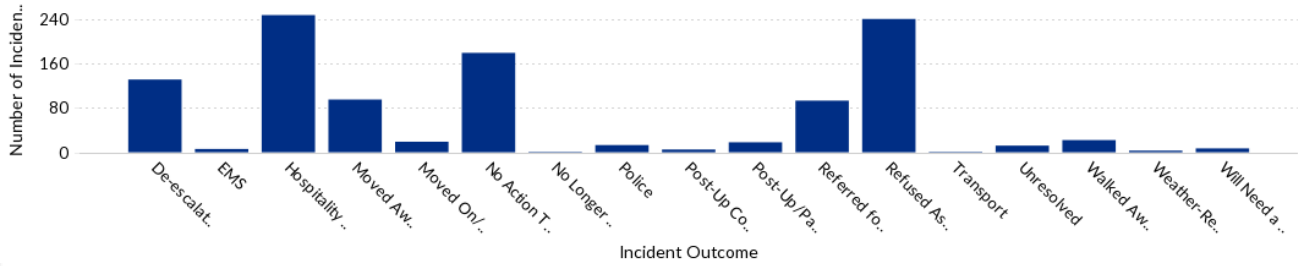
Incident Heat Map



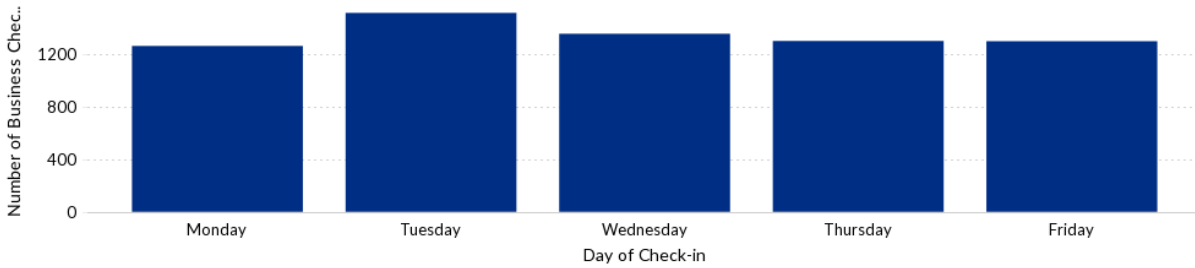
Number of Incidents by Type



Incidents by Outcome Type



Business Check-ins



Total Business Check-ins

6744