

RESOLUTION

Board of Hennepin County Commissioners

RESOLUTION: 25-0255

At a meeting of the Board of Hennepin County Commissioners, a motion was made by Irene Fernando and seconded by Debbie Goettel, that the Resolution be adopted. The motion passed.

WHEREAS, the Minnesota Legislature created the Council on Local Results and Innovation in 2010; and

WHEREAS, the Council on Local Results and Innovation released a standard set of eleven performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinion of those services; and

WHEREAS, Hennepin County is committed to performance management and reporting; and

WHEREAS, Hennepin County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, Hennepin County does not have jurisdiction for Parks and, therefore, will not participate in the Parks' performance measurement in 2025; and

WHEREAS, Hennepin County has adopted and implemented thirteen performance measures for counties developed by the Council on Local Results and Innovation; and

WHEREAS, a county that elects to participate in the standard measures program for 2025 may be eligible for a reimbursement of \$.014 per capita in government aid, not to exceed \$25,000.

Resolution:

BE IT RESOLVED, that the county will publish the 2025 results of the thirteen adopted performance measures on the county's web site by the end of the 2025 calendar year; and

BE IT FURTHER RESOLVED, that the Hennepin County Board of Commissioners authorizes staff to notify the Office of the State Auditor by July 1, 2025 of Hennepin County's commitment to participate in the 2025 Performance Measurement Program.

RESOLUTION ADOPTED ON 6/10/2025

The question was on the adoption of the resolution with the votes as follows:

Aye: 7 Commissioner Fernando, Commissioner Greene, Commissioner Conley, Commissioner Lunde, Commissioner Edelson, Commissioner Anderson, and Commissioner Goettel

Maria Rose

M. Rose

Maria Rose

Sheri Selton

M. Rose

Maria Rose

Performance Measurement Report

2025

For the Minnesota Office of the State Auditor

Integrated Data and Analytics
300 6th Street South
Minneapolis, MN
Hennepin.us

Contents

Public Safety	3
Measure 1: Crime Rate	3
Measure 2: One-year recidivism rates for adult supervision clients	5
Public Works	6
Measure 3: Hours to plow a complete system during a snow event	6
Measure 4: Average county pavement condition rating	7
Public Health	9
Measure 5: Behavioral Risk factor Surveillance System Rating	9
Social Services	11
Measure 6: Workforce participation rate among Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) recipients	11
Measure 7: Percentage of children where there is NOT a recurrence of maltreatment within 12 months following an intervention	12
Taxation	13
Measure 8: Level of assessment ratio	13
Elections	15
Measure 9: Accuracy of post-election audit	15
Veterans' Services	17
Measure 10: Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office	17
Library	25
Measure 11: Number of annual visits per resident	25
Budget and Financial	26
Measure 12: Bond rating	26
Environment	27
Measure 13: Recycling percentage	27
Contact information	28

Public Safety

Measure 1: Crime Rate

In 2021, reporting of crime rate data underwent substantial revisions. Prior to 2021, crime data was reported as either Part 1 or Part II. Part I crimes included murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, and arson. Part II crimes included other assaults, forgery/counterfeiting, embezzlement, stolen property, vandalism, weapons, prostitution, other sex offenses, narcotics, gambling, family/children crime, Driving Under the Influence, liquor laws, disorderly conduct, and other offenses.

Data are now reported as either Group A or Group B. Group A crimes include arson, assaults, animal cruelty, bribery, burglary, forgery/counterfeiting, fraud, embezzlement, gambling, narcotics, homicide, human trafficking, larceny, motor vehicle theft, vandalism, prostitution, robbery, sex offenses, stolen property, and weapons. Group B crimes include bad checks, loitering, disorderly conduct, Driving Under Influence, drunkenness, nonviolent family offenses, liquor law violations, trespassing, and other offenses.

Prior to 2021, crime rate data was pulled from the Bureau of Criminal Apprehension's uniform crime report. Data from 2021 onwards is pulled from the Minnesota Crime Data Explorer. Please note, only Group A summary statistics for Hennepin County are available.

Offenses, Clearances, Percent Cleared, and Crime Rate by County¹

Metric	2021	2022	2023	2024
Offenses	82,028	86,117	83,337	80,671
Clearances	17,940	18,857	18,758	17,890
Clearance Rate	21.9%	21.9%	22.5%	22.2%
Crime Rate Per 100,000 pop	6,361	6,823	6,616	6,364
Population	1,289,448	1,261,980	1,259,450	1,267,571

¹ Data from the Minnesota Crime Data Explorer (<https://cde.state.mn.us/>), County and Municipal Offense Information by County. Data for all years in this table were pulled on May 20, 2025. Data include crimes from Group A only. Use caution when comparing these statistics to prior years due to changes in the way crimes were reported and categorized. Data from the MN Crime Data Explorer may change over time as new cases are reported/updated.

Offenses, Clearances, Percent Cleared, and Crime Rate by County (pre-2021) ²

Metric	2015	2016	2017	2018	2019	2020
Offenses	95,521	92,299	92,295	83,722	92,634	86,074
Clearances	30,919	34,250	33,152	30,367	33,204	23,445
Clearance Rate	32%	36%	36%	36%	36%	27%
Crime Rate Per 100,000 pop	8,310	7,689	7,359	6,597	7,269	6,736
Population	1,229,084	1,239,456	1,254,137	1,269,052	1,274,337	1,277,760

Metric	2009	2010	2011	2012	2013	2014
Offenses	111,630	107,654	104,380	103,625	102,697	99,441
Clearances	50,175	49,564	45,548	42,800	41,544	37,274
Clearance Rate	45%	46%	44%	41%	40%	37%
Crime Rate Per 100,000 pop	9,806	9,386	6,855	8,923	6,449	8,210
Population	1,138,316	1,211,265	1,211,265	1,163,318	1,179,108	1,211,265

² Data source: State of Minnesota, Department of Public Safety, 2009 – 2020, Bureau of Criminal Apprehension (BCA) – Minnesota Justice Information services, Uniform Crime Report. Totals are by county (using the 4th Judicial District for Hennepin County) and include the Grand total (Part 1 and Part 2) for each year.

Measure 2: One-year recidivism rates for adult supervision clients ³

Recidivism for the purposes of this report means the percent of adult clients with a conviction of a misdemeanor or higher-level offense within three years of their supervision start date. This information shows one-year recidivism rates for adult supervision clients. It does not contain juvenile clients, nor does it include convictions for new offenses outside of Minnesota.

One-year recidivism rates for adult supervision clients

Year ⁴	Rate
2022	16%
2021	18% ⁵
2020	16%
2019	18%
2018	20%
2017	21%
2016	21%
2015	21%
2014	22%
2013	21%

³ Data Source: Courtney Hougham, Department of Community Corrections and Rehabilitation

⁴ To capture recidivism rates for one-year post supervision start date, an additional year is added to the reporting timeline to allow for court processes to resolve.

⁵ The rate in 2021 was updated from the prior year's report.

Public Works

Measure 3: Hours to plow a complete system during a snow event ⁶

Hennepin County's goal is to make all travel lanes passable before the morning commute. Beginning the first shift at 2:00 AM allows the crew the ability to plow before traffic gets heavy. Rural routes typically take less time than urban routes as a result of less congestion and fewer intersections.

Hours to plow complete system during snow event

Year (2 A.M. Events Only)	Urban	Rural
2023-2024	4:20	4:31
2022-2023	4:22	4:33
2021-2022	4:28	4:23
2020-2021	4:31	4:09
2019-2020	4:15	4:07
2018-2019	4:45	4:20
2017-2018	4:25	4:06
2016-2017	4:30	4:19
2015-2016	4:01	4:04
2014-2015	4:01	4:06
2013-2014	4:54	4:42
2012-2013	4:42	4:36
2011-2012	4:36	4:36
2010-2011	4:36	4:23
2009-2010	4:26	3:41
2008-2009	4:29	4:08
2007-2008	4:41	4:36
2006-2007	5:00	4:36
2005-2006	4:28	4:34

⁶ Data Source: Erik Broberg, Public Works

Measure 4: Average county pavement condition rating⁷

Hennepin County roadway system is monitored via an annual inspections program which rates pavements for their ride quality. This data is used by the pavement management system to produce the Pavement Serviceability Rating (PSR). The rating varies from "Very Poor" (0.0) to "Excellent" (5.0).

Average county pavement condition rating

Year	Percent of lane miles rated good or better
2024	57%
2023	56%
2022	62%
2021	62%
2020	63%
2019	61%
2018	67%
2017	63%
2016	66%
2015	63%
2014	59%
2013	62%
2012	61%
2011	53%
2010	54%
2009	47%
2008	48%
2007	52%
2006	49%
2005	47%

⁷ Data Source: Erik Broberg, Public Works

2004	33%
2003	29%
2002	44%
2001	49%
2000	51%
1999	53%
1998	51%

Public Health

Measure 5: Behavioral Risk factor Surveillance System Rating ⁸

SHAPE surveys are conducted every four years by Hennepin County Public Health Department starting in 1998. The subsequent insights are used by local public health agencies, human services, and other non-profit agencies to identify and fund programs aimed at improving overall community health.⁹ Client survey ratings are Excellent, Very Good, Good, Fair, and Poor.

"Overall Health – In general, would you say your health is...?" – SHAPE 2022

	Sample Size	Excellent/very good/good	Fair, poor
Female	5,360	86.2%	13.8%
Male	2,999	87.8%	12.2%
Non-binary	98	84.4%	15.6% ¹⁰
Hennepin County Total	8,528	86.8%	13.2%

"Overall Health – In general, would you say your health is...?" – SHAPE 2018

	Sample Size	Excellent/very good/good	Fair, poor
Male	3,855	88.5%	11.5%
Female	7,255	89.7%	10.3%
Hennepin County Total	11,080	89.0%	10.1%

⁸ Data Source: Hennepin County SHAPE survey. The 2022 survey is the most recent available with the next survey planned for 2026.

⁹ <https://www.hennepin.us/your-government/research-data/shape-surveys>

¹⁰ Estimate is potentially unreliable and should be used with caution. (Relative Standard Error is > 30% and ≤ 50%)

"Overall Health – In general, would you say your health is...?" – SHAPE 2014¹¹

	Sample Size	Excellent	Very Good	Good	Fair	Poor
Male	3,118	18.8% ±2.2	44.1% ±2.6	30.4% ±2.5	5.7% ±1.1	1.1% ±0.5
Female	5,422	18.1% ±1.5	45.8% ±1.8	27.6% ±1.7	7.5% ±1.1	1.0% ±0.4
Hennepin County Total	8,541	18.5% ±1.3	45.0% ±1.6	28.9% ±1.5	6.6% ±0.8	1.0% ±0.3

¹¹ Margins of errors for each statistic also reported as +/- percentage points.

Social Services

Measure 6: Workforce participation rate among Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) recipients ¹²

Minnesota Department of Human Services MFIP Management Indicator: Temporary Assistance for Needy Families (TANF) Work Participation Rates

Year	Annualized TANF Work Participation Rate
2024 (April 2023 – March 2024)	56.4%
2023 (April 2022 – March 2023)	57.6%
2022 (April 2021 – March 2022)	60.5%
2021 (April 2020- March 2021)	60.5%
2020 (April 2019- March 2020)	60.6%
2019 (April 2018- March 2019)	59.2%
2018 (April 2017- March 2018)	59.2%
2017 (April 2016- March 2017)	65.9%
2016 ¹³ (April 2015-March 2016)	60.4%
2015 (April 2014 – March 2015)	38.2%
2014 (April 2013 – March 2014)	38.1%
2013 (April 2012 – March 2013)	37.4%

¹² Data Source: Minnesota Department of Human Services Publication. Minnesota Family Investment Program Annualized Self-support Index (SS-I) and Work Participation Rate for the year (For Determination of Performance-Based Funds for the Following Year).

¹³ Starting in 2016, data provided in the annualized SS-I averages the three-year SS-I for quarters two, three, and four of the previous year (2015) and the first quarter of the current year (2016), weighted by the number of adults in each baseline quarter. This is a change in methodology from prior computations of this measure.

Measure 7: Percentage of children where there is NOT a recurrence of maltreatment within 12 months following an intervention ¹⁴

Percentage of children where there is NOT a recurrence of maltreatment within 12 months following an intervention

Year ¹⁵	Percentage ^{16,17}
2024	96.2%
2023	95.4%
2022	95.2%
2021	95.6%
2020	93.7%
2019	93.0%
2018	86.6%
2017	86.3%
July 2015 – June 2016	88.3%
July 2014 – June 2015	92.5%
July 2013 – June 2014	91.1%
July 2012 – June 2013	90.9%
July 2011 – June 2012	89.9%
July 2010 – June 2011	90.2%
July 2009 – June 2010	89.2%

¹⁴ Data Source: Social Service Information System (SSIS)

¹⁵ Starting in 2017, data is reported based on calendar year.

¹⁶ Of all children who were victims of substantiated or indicated maltreatment report during the year prior

¹⁷ Federal or State Target: 100%

Taxation

Measure 8: Level of assessment ratio ¹⁸

The level of assessment ratio represents the equitable ratio of property valuation from year to year by property type. While single-family residential properties represent 90% of properties in Hennepin County, the median ratio for apartments, commercial, and industrial properties in the county are also included. In 2022, the data source was aligned with the Minnesota Department of Revenue (DOR). If the median ratio falls between 90% and 105%, the level of assessment is determined to be acceptable.

Level of assessment ratio 2023¹⁹

Property type	Median Ratio		
	2022	2023	2024
Apartments	96.15%	95.88%	95.77%
Commercial	95.24%	95.25%	95.45%
Industrial	95.52%	95.43%	95.77%
Residential/SRR	95.34%	95.52%	95.31%

Level of assessment ratio (2003-2021)

Year	Median Ratio	Mean Ratio
2021	95.3%	95.5%
2020	95.5%	96.1%
2019	95.2%	94.4%
2018	95.2%	95.8%
2017	95.0%	95.6%
2016	94.9%	95.5%

¹⁸ Data Source: Minnesota Department of Revenue Sales Ratio Reports.

¹⁹ The study period for the 2023 State Board of Equalization study is October 1, 2022 through September 30, 2023. This study adjusts sale prices by a determined market trend to estimate what the ratio 2023 Sales Ratio Study would be if the sale took place January 2, 2024. These statistics are used to evaluate the 2024 assessment for taxes payable in 2025.

2015	92.3%	93.3%
2014	93.3%	91.1%
2013	95.3%	97.3%
2012	95.4%	97.1%
2011	95.3%	96.9%
2010	95.3%	97.4%
2009	95.0%	96.3%
2008	95.0%	95.9%
2007	95.8%	96.0%
2006	95.9%	96.2%
2005	95.8%	96.3%
2004	95.7%	96.1%
2003	95.9%	96.3%

Elections

Measure 9: Accuracy of post-election audit ²⁰

Percentage of ballots counted accurately

Year	Accuracy
2024	The County Canvassing Board randomly selected 12 precincts to be hand counted and compared against the election night machine count. All 12 had 100% accuracy.
2023	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2020 data.
2022	The County Canvassing Board randomly selected 12 precincts to be hand counted and compared against the election night machine count. All 12 had 100% accuracy.
2021	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2020 data.
2020	The County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. All 13 had 100% accuracy.
2019	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2018 data.
2018	The County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. All 13 had 100% accuracy.
2017	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2016 data.
2016	The County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. All 13 had 100% accuracy.
2015	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2014 data.

²⁰ Data Source: Dan Rogan.

2014	The County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. All 13 had 100% accuracy.
2013	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2012 data.
2012	The last even-year election — 13 precincts were randomly selected for audit: All 13 precincts had 100% accuracy.
2011	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2010.
2010	The County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. Listed below were the precincts selected and the difference by percentage on how the hand count compared to the election night results.

Veterans' Services

Measure 10: Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office ²¹

Survey dates: January 1, 2024 – December 31, 2024

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need from Hennepin County, when I need it.	28%	47%	17%	8%	96
Staff members pay attention to what I say.	41%	41%	13%	5%	97
I have opportunity to make choices that are important to me.	37%	43%	16%	4%	97
The services I receive make me better able to do the things I want to do now.	32%	43%	20%	5%	96
Hennepin County staff members make accommodations that meet my individual needs.	32%	46%	18%	4%	97
The services I receive meet my expectations.	36%	38%	19%	7%	96
I am able to make choices that are important to me.	33%	55%	10%	2%	93

²¹ Data Source: Human Services and Public Health Department uSPEQ© Customer Input Survey Data Report

Survey dates: January 1, 2023 – December 31, 2023

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need from Hennepin County, when I need it.	36%	42%	15%	7%	114
Staff members pay attention to what I say.	42%	43%	9%	6%	112
I have opportunity to make choices that are important to me.	41%	46%	8%	5%	110
The services I receive make me better able to do the things I want to do now.	34%	48%	11%	7%	112
Hennepin County staff members make accommodations that meet my individual needs.	34%	45%	15%	6%	113
The services I receive meet my expectations.	41%	40%	11%	8%	111
I am able to make choices that are important to me.	48%	45%	6%	1%	112

Survey dates: January 1, 2022 – December 31, 2022

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need from Hennepin County, when I need it.	37%	44%	9%	10%	124
Staff members pay attention to what I say.	46%	41%	7%	6%	123
I have opportunity to make choices that are important to me.	42%	47%	6%	5%	122
The services I receive make me better able to do the things I want to do now.	35%	49%	11%	5%	122
Hennepin County staff members make accommodations that meet my individual needs.	35%	45%	11%	9%	123
The services I receive meet my expectations.	43%	40%	8%	9%	122
I am able to make choices that are important to me.	39%	54%	5%	2%	122

Survey dates: January 1, 2021 – December 31, 2021^{22,23}

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need from Hennepin County, when I need it.	30%	55%	12%	3%	33
Staff members pay attention to what I say.	45%	39%	12%	3%	33
I have opportunity to make choices that are important to me.	39%	48%	12%	0%	33
The services I receive make me better able to do the things I want to do now.	21%	67%	12%	0%	33
Hennepin County staff members make accommodations that meet my individual needs.	36%	55%	6%	3%	33
I have the opportunity to make choices that are import to me.	39%	48%	12%	0%	33
The services I receive meet my expectations.	39%	39%	18%	3%	33
I am able to make choices that are important to me.	27%	58%	15%	0%	33

Survey dates: January 1, 2020 – December 31, 2020

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	51%	46%	0%	3%	61
Staff members at this location pay attention to what I say.	71%	27%	0%	2%	62
I have opportunity to make choices that are important to me.	62%	34%	2%	2%	60
The services I receive at this service location make me better able to do the things I want to do now.	60%	35%	3%	2%	60
Staff members give me clear information on the different service choices available to help me.	61%	34%	5%	0%	62
Staff members here clearly explain to me what I need to do next to get the services I need or want.	65%	33%	2%	0%	60

²² Data collected during Q1 of 2022 for services rendered in 2021.

²³ Survey questions updated during 2021.

Survey dates: January 1, 2019 – December 31, 2019

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	41%	47%	7%	6%	134
Staff members at this location pay attention to what I say.	58%	38%	1%	3%	134
I have opportunity to make choices that are important to me.	47%	47%	3%	3%	132
The services I receive at this service location make me better able to do the things I want to do now.	48%	46%	3%	3%	127
Staff members give me clear information on the different service choices available to help me.	53%	40%	5%	2%	131
Staff members here clearly explain to me what I need to do next to get the services I need or want.	58%	37%	3%	2%	132

Survey dates: January 1, 2018 – December 31, 2018

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	100%	0%	0%	0%	2
Staff members at this location pay attention to what I say.	50%	50%	0%	0%	2
I have opportunity to make choices that are important to me.	100%	0%	0%	0%	2
The services I receive at this service location make me better able to do the things I want to do now.	100%	0%	0%	0%	2
Staff members give me clear information on the different service choices available to help me.	50%	50%	0%	0%	2
Staff members here clearly explain to me what I need to do next to get the services I need or want.	50%	50%	0%	0%	2

Survey dates: January 1, 2017 – December 31, 2017

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	49%	51%	0%	0%	37
Staff members at this location pay attention to what I say.	61%	39%	0%	0%	41
I have opportunity to make choices that are important to me.	54%	46%	0%	0%	41
The services I receive at this service location make me better able to do the things I want to do now.	54%	46%	0%	0%	39
Staff members give me clear information on the different service choices available to help me.	55%	43%	3%	0%	40
Staff members here clearly explain to me what I need to do next to get the services I need or want.	58%	43%	0%	0%	40

Survey data: January 1, 2016 – December 31, 2016

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	48%	49%	3%	0%	223
Staff members at this location pay attention to what I say.	68%	30%	2%	0%	227
I have opportunity to make choices that are important to me.	55%	43%	2%	0%	223
The services I receive at this service location make me better able to do the things I want to do now.	49%	49%	2%	0%	221
Staff members give me clear information on the different service choices available to help me.	50%	46%	4%	0%	221
Staff members here clearly explain to me what I need to do next to get the services I need or want.	57%	40%	2%	0%	224

Survey dates: January 1, 2015 – March 31, 2015

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	37%	59%	4%	0%	75
Staff members at this location pay attention to what I say.	62%	36%	1%	0%	77
I have opportunity to make choices that are important to me.	47%	49%	3%	1%	77
The services I receive at this service location make me better able to do the things I want to do now.	48%	47%	4%	1%	75
Staff members give me clear information on the different service choices available to help me.	52%	45%	1%	1%	73
Staff members here clearly explain to me what I need to do next to get the services I need or want.	57%	40%	1%	1%	75

Survey dates: January 1, 2014 – March 31, 2014

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	49%	51%	0%	0%	39
Staff members at this location pay attention to what I say.	69%	31%	0%	0%	39
I have opportunity to make choices that are important to me.	59%	38%	0%	3%	39
The services I receive at this service location make me better able to do the things I want to do now.	51%	49%	0%	0%	37
Staff members give me clear information on the different service choices available to help me.	47%	53%	0%	0%	36
Staff members here clearly explain to me what I need to do next to get the services I need or want.	53%	47%	0%	0%	36

Survey dates: January 1, 2013 – March 31, 2013

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	49%	51%	0%	0%	40
Staff members at this location pay attention to what I say.	69%	31%	0%	0%	39
I have opportunity to make choices that are important to me.	59%	38%	0%	3%	39
The services I receive at this service location make me better able to do the things I want to do now.	51%	49%	0%	0%	37
Staff members give me clear information on the different service choices available to help me.	47%	53%	0%	0%	36
Staff members here clearly explain to me what I need to do next to get the services I need or want.	53%	47%	0%	0%	36

Survey dates: January 1, 2012 – March 31, 2012

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	35%	65%	0%	0%	20
Staff members at this location pay attention to what I say.	35%	65%	0%	0%	20
I have opportunity to make choices that are important to me.	53%	47%	0%	0%	19
The services I receive at this service location make me better able to do the things I want to do now.	45%	55%	0%	0%	20
Staff members give me clear information on the different service choices available to help me.	50%	45%	0%	5%	20
Staff members here clearly explain to me what I need to do next to get the services I need or want.	50%	50%	0%	0%	20

Survey dates: January 1, 2011 – March 31, 2011

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	26%	63%	11%	0%	19
Staff members at this location pay attention to what I say.	57%	43%	0%	0%	21
I have opportunity to make choices that are important to me.	47%	47%	5%	0%	19
The services I receive at this service location make me better able to do the things I want to do now.	45%	50%	5%	0%	20
Staff members give me clear information on the different service choices available to help me.	33%	67%	0%	0%	18
Staff members here clearly explain to me what I need to do next to get the services I need or want.	44%	56%	0%	0%	18

Library

Measure 11: Number of annual visits per resident ²⁴

This data represents the annual Hennepin County total population estimate (from the MN State Demographic Center), the annual number of total visits to Hennepin County Library locations, and the annual library visits per capita.

Library Visits			
Year	Number of Residents	Library Visits	Visits per Resident
2024	1,297,847	4,791,011	3.69
2023	1,293,651	3,720,779	2.88
2022	1,289,645	2,766,651	2.15
2021	1,281,565	1,616,812	1.26
2020 ²⁵	1,279,981	1,663,489	1.30
2019	1,261,104	5,158,774	4.09
2018	1,249,512	5,530,078	4.43
2017	1,237,604	5,316,242	4.30
2016	1,223,149	5,379,722	4.40
2015	1,210,720	5,462,859	4.51
2014	1,195,058	5,568,480	4.66
2013	1,180,138	5,240,918	4.44
2012	1,184,576	5,400,000	4.56
2011	1,152,425	5,856,792	5.08
2010	1,168,983	5,764,193	4.93

²⁴ Data Source: Hennepin County Library. Note: The prior iterations of this report had an incorrect header that described the measure as "visits per 1,000 residents". Since the inception of this report, all values have been reported as visits per resident.

²⁵ 2020 data impacted by COVID-19 response efforts, including "curbside pickup" visits as well as in-person visits.

Budget and Financial

Measure 12: Bond rating ²⁶

Note: This data becomes available upon the release of the Hennepin County Annual Comprehensive Financial Report in June each year.

Standard & Poor's Rating Services

Year	Rating
2024	AAA
2023	AAA
2022	AAA
2021	AAA
2020	AAA
2019	AAA
2018	AAA

²⁶ Data Source: Hennepin County Annual Comprehensive Financial Report

Environment

Measure 13: Recycling percentage ²⁷

The SCORE report defines recyclable materials as those that have been separated out from mixed municipal solid waste, which substances such as: paper glass, plastics, metals, automobile oil, batteries, source-separated compostable materials, sole source food waste streams, and yard waste.

Recycling	
Year	Combined recycling and organics rate
2023	42.5%
2022	42.5%
2021	38.8%
2020	42.5%
2019	39.1%
2018	41.0%
2017	41.3%

²⁷ Minnesota Pollution Control Agency SCORE Report

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