

## Legislation Details

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# Performance Measurement Report

2023

*For the Minnesota Office of the State Auditor*

Integrated Data and Analytics  
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# Public Safety

## Measure 1: Part I and II Crime Rate <sup>1</sup>

- Part I crimes include murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, and arson.
- Part II crimes include 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.

For 2022, the Federal Bureau of Investigation (FBI) and subsequently, the BCA changed the way it reports summary and incident-based reporting. Reporting will no longer include Part I or Part II measures. The new categories are Group A and 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.

Note: This data becomes available when the Bureau of Criminal Apprehension releases their report on or around July 1 each year. In 2022, 2021 data became available mid-September.

## Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2022<sup>2</sup>

Population	Group A
Offenses	<i>Expected to be available after July, 2023</i>
Clearances	<i>Expected to be available after July, 2023</i>
Clearance Rate	<i>Expected to be available after July, 2023</i>
Crime Rate Per 100,000 pop	<i>Expected to be available after July, 2023</i>

<sup>1</sup> Data source: State of Minnesota, Department of Public Safety, 2009 – 2022, Bureau of Criminal Apprehension (BCA) – Minnesota Justice Information services, Uniform Crime Report

<sup>2</sup> Data expected after July 2023 and will be updated at that time

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2021<sup>3</sup>**

<b>Population</b> <b>1,289,448</b>	<b>Group A</b>
<b>Offenses</b>	57,760
<b>Clearances</b>	11,300
<b>Clearance Rate</b>	19.3%
<b>Crime Rate Per 100,000 pop</b>	4,568

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2020**

<b>Population</b> <b>1,277,760</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	86,074	44,688	41,135
<b>Clearances</b>	23,445	7,076	16,202
<b>Clearance Rate</b>	27%	16%	39%
<b>Crime Rate Per 100,000 pop</b>	6,736	3,497	3,219

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2019**

<b>Population</b> <b>1,274,337</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	92,634	42,989	48,811
<b>Clearances</b>	33,204	8,709	23,885
<b>Clearance Rate</b>	36%	20%	49%
<b>Crime Rate Per 100,000 pop</b>	7,269	3,373	3,830

<sup>3</sup> Report has been updated to display data for reported categories in 2021. Data was made available by agency for Group A crimes.

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2018**

<b>Population</b> <b>1,269,052</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	83,722	38,417	44,201
<b>Clearances</b>	30,367	7,745	21,811
<b>Clearance Rate</b>	36%	20%	49%
<b>Crime Rate Per 100,000 pop</b>	6,597	3,027	3,483

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2017**

<b>Population</b> <b>1,254,137</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	92,295	42,686	48,324
<b>Clearances</b>	33,152	9,235	22,968
<b>Clearance Rate</b>	36%	22%	48%
<b>Crime Rate Per 100,000 pop</b>	7,359	3,404	3,853

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2016**

<b>Population</b> <b>1,239,456</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	95,299	40,922	52,962
<b>Clearances</b>	34,250	9,608	23,590
<b>Clearance Rate</b>	36%	23%	45%
<b>Crime Rate Per 100,000 pop</b>	7,689	3,302	4,273

## Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2015

<b>Population 1,229,084</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	95,521	40,984	54,537
<b>Clearances</b>	30,919	10,068	20,851
<b>Clearance Rate</b>	32%	25%	38%
<b>Crime Rate Per 100,000 pop</b>	8,310	3,334	4,976

## Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2014

<b>Population 1,211,265</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	99,441	43,045	56,396
<b>Clearances</b>	37,274	10,250	27,024
<b>Clearance Rate</b>	37%	24%	48%
<b>Crime Rate Per 100,000 pop</b>	8,210	3,554	4,656

## Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2013

<b>Population 1,179,108</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	102,697	44,253	58,444
<b>Clearances</b>	41,544	10,780	30,764
<b>Clearance Rate</b>	40%	24%	53%
<b>Crime Rate Per 100,000 pop</b>	6,449	3,736	2,763

## Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2012

<b>Population 1,163,318</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	103,625	44,839	58,786
<b>Clearances</b>	42,800	10,425	32,375
<b>Clearance Rate</b>	41%	23%	55%
<b>Crime Rate Per 100,000 pop</b>	8,923	3,861	5,052

## Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2011

<b>Population 1,211,265</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	104,380	44,335	60,045
<b>Clearances</b>	45,548	10,787	34,761
<b>Clearance Rate</b>	44%	24%	58%
<b>Crime Rate Per 100,000 pop</b>	6,855	3,798	3,057

## Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2010

<b>Population 1,211,265</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	107,654	44,349	66,305
<b>Clearances</b>	49,564	10,773	38,791
<b>Clearance Rate</b>	46%	24%	61%
<b>Crime Rate Per 100,000 pop</b>	9,386	3,869	5,509



## Offenses, Clearances, Percent Cleared, and Crime Rate by Agency, 2009

<b>Population 1,138,316</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	111,630	45,502	66,128
<b>Clearances</b>	50,175	11,274	38,901
<b>Clearance Rate</b>	45%	25%	59%
<b>Crime Rate Per 100,000 pop</b>	9,806	3,997	5,809

**Measure 2: One-year recidivism rates for adult supervision clients <sup>4</sup>**

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**

<b>Year<sup>5</sup></b>	<b>Rate</b>
<b>2020<sup>6</sup></b>	14%
<b>2019</b>	17%
<b>2018</b>	20%
<b>2017</b>	21%
<b>2016</b>	21%
<b>2015</b>	21%
<b>2014</b>	22%
<b>2013</b>	21%

<sup>4</sup> Data Source: Danette Buskovich, Department of Community Corrections and Rehabilitation

<sup>5</sup> 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.

<sup>6</sup> The 2020 recidivism rate may be adjusted as numbers continue to be reported as the case processing timelines were slower throughout the COVID-19 pandemic.

## Public Works

### Measure 3: Hours to plow a complete system during a snow event <sup>7</sup>

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
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

<sup>7</sup> Data Source: Christopher Sagsveen, Public Works

**Measure 4: Average county pavement condition rating<sup>8</sup>**

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**

<b>Year</b>	<b>Percent of lane miles rated good or better</b>
<b>2022</b>	62%
<b>2021</b>	62%
<b>2020</b>	63%
<b>2019</b>	61%
<b>2018</b>	67%
<b>2017</b>	63%
<b>2016</b>	66%
<b>2015</b>	63%
<b>2014</b>	59%
<b>2013</b>	62%
<b>2012</b>	61%
<b>2011</b>	53%
<b>2010</b>	54%
<b>2009</b>	47%
<b>2008</b>	48%
<b>2007</b>	52%
<b>2006</b>	49%
<b>2005</b>	47%
<b>2004</b>	33%
<b>2003</b>	29%
<b>2002</b>	44%
<b>2001</b>	49%

<sup>8</sup> Data Source: Christopher Sagsveen, Public Works

<b>2000</b>	51%
<b>1999</b>	53%
<b>1998</b>	51%

## Public Health

### Measure 5: Behavioral Risk factor Surveillance System Rating <sup>9</sup>

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.<sup>10</sup> 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
<b>Female</b>	5,360	86.2%	13.8%
<b>Male</b>	2,999	87.8%	12.2%
<b>Non-binary</b>	98	84.4%	15.6% <sup>11</sup>
<b>Hennepin County Total</b>	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
<b>Male</b>	3,855	88.5%	11.5%
<b>Female</b>	7,255	89.7%	10.3%
<b>Hennepin County Total</b>	11,080	89.0%	10.1%

<sup>9</sup> Data Source: 2022 SHAPE survey

<sup>10</sup> <https://www.hennepin.us/your-government/research-data/shape-surveys>

<sup>11</sup> 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 2014**

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

## Social Services

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

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

Year	Annualized TANF Work Participation Rate
<b>2022 (April 2021 – March 2022)</b>	60.5%
<b>2021 (April 2020- March 2021)</b>	60.5%
<b>2020 (April 2019- March 2020)</b>	60.6%
<b>2019 (April 2018- March 2019)</b>	59.2%
<b>2018 (April 2017- March 2018)</b>	59.2%
<b>2017 (April 2016- March 2017)</b>	65.9%
<b>2016<sup>13</sup> (April 2015-March 2016)</b>	60.4%
<b>2015 (April 2014 – March 2015)</b>	38.2%
<b>2014 (April 2013 – March 2014)</b>	38.1%
<b>2013 (April 2012 – March 2013)</b>	37.4%

<sup>12</sup> 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).

<sup>13</sup> 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 <sup>14</sup>**

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

<b>Year<sup>15</sup></b>	<b>Percentage<sup>16,17</sup></b>
<b>2022</b>	96.1%
<b>2021</b>	95.60%
<b>2020</b>	93.70%
<b>2019</b>	93.00%
<b>2018</b>	86.60%
<b>2017</b>	86.30%
<b>July 2015 – June 2016</b>	88.3%
<b>July 2014 – June 2015</b>	92.5%
<b>July 2013 – June 2014</b>	91.1%
<b>July 2012 – June 2013</b>	90.9%
<b>July 2011 – June 2012</b>	89.9%
<b>July 2010 – June 2011</b>	90.2%
<b>July 2009 – June 2010</b>	89.2%

<sup>14</sup> Data Source: Social Service Information System (SSIS)

<sup>15</sup> Starting in 2017, data is reported based on calendar year.

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

<sup>17</sup> Federal or State Target: 100%

# Taxation

## Measure 8: Level of assessment ratio <sup>18</sup>

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, this year’s report has been updated to include the median ration for apartments, commercial, and industrial properties in the county. The data source has also been 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 2022<sup>19</sup>

Property type	Median Ratio
Apartments	96.15%
Commercial	95.24%
Industrial	95.52%
Residential/SRR	95.34%

### Level of assessment ratio (2003-2021)

Year	Median Ratio	Mean Ratio
2021	95.0%	94.6%
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%
2015	92.3%	93.3%

<sup>18</sup> Data Source: Minnesota Department of Revenue Sales Ratio Reports.

<sup>19</sup> The study period for the 2022 State Board of Equalization study is October 1, 2021 through September 30, 2022. This study adjusts sale prices by a determined market trend to estimate what the ratio 2022 Sales Ratio Study would be if the sale took place January 2, 2023. These statistics are used to evaluate the 2023 assessment for taxes payable in 2024.

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

# Elections

## Measure 9: Accuracy of post-election audit <sup>20</sup>

### Percentage of ballots counted accurately

Year	Accuracy
<b>2022</b>	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.
<b>2021</b>	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.
<b>2020</b>	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.
<b>2019</b>	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.
<b>2018</b>	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.
<b>2017</b>	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.
<b>2016</b>	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.
<b>2015</b>	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.
<b>2014</b>	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.
<b>2013</b>	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.

<sup>20</sup> Data Source: Mark Chapin, Resident and Real Estate Services

<b>2012</b>	The last even-year election — 13 precincts were randomly selected for audit: All 13 precincts had 100% accuracy.
<b>2011</b>	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.
<b>2010</b>	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 <sup>21</sup>

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<sup>22,23</sup>

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need	30%	55%	12%	3%	33

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

<sup>22</sup> Data collected during Q1 of 2022 for services rendered in 2021.

<sup>23</sup> Survey questions updated during 2021.

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

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

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

<b>service choices available to help me.</b>					
<b>Staff members here clearly explain to me what I need to do next to get the services I need or want.</b>	65%	33%	2%	0%	60

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

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

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

<b>Question</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total Responses</b>
<b>I am able to get what I need at this service location, when I need it.</b>	100%	0%	0%	0%	2



<b>Staff members at this location pay attention to what I say.</b>	50%	50%	0%	0%	2
<b>I have opportunity to make choices that are important to me.</b>	100%	0%	0%	0%	2
<b>The services I receive at this service location make me better able to do the things I want to do now.</b>	100%	0%	0%	0%	2
<b>Staff members give me clear information on the different service choices available to help me.</b>	50%	50%	0%	0%	2
<b>Staff members here clearly explain to me what I need to do next to get the services I need or want.</b>	50%	50%	0%	0%	2

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

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

<b>do next to get the services I need or want.</b>					
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**Survey data: January 1, 2016 – December 31, 2016**

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

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

<b>Question</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total Responses</b>
<b>I am able to get what I need at this service location, when I need it.</b>	37%	59%	4%	0%	75
<b>Staff members at this location pay attention to what I say.</b>	62%	36%	1%	0%	77
<b>I have opportunity to make choices that are important to me.</b>	47%	49%	3%	1%	77

<b>The services I receive at this service location make me better able to do the things I want to do now.</b>	48%	47%	4%	1%	75
<b>Staff members give me clear information on the different service choices available to help me.</b>	52%	45%	1%	1%	73
<b>Staff members here clearly explain to me what I need to do next to get the services I need or want.</b>	57%	40%	1%	1%	75

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

<b>Question</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total Responses</b>
<b>I am able to get what I need at this service location, when I need it.</b>	49%	51%	0%	0%	39
<b>Staff members at this location pay attention to what I say.</b>	69%	31%	0%	0%	39
<b>I have opportunity to make choices that are important to me.</b>	59%	38%	0%	3%	39
<b>The services I receive at this service location make me better able to do the things I want to do now.</b>	51%	49%	0%	0%	37
<b>Staff members give me clear information on the different service choices available to help me.</b>	47%	53%	0%	0%	36
<b>Staff members here clearly explain to me what I need to do next to get the services I need or want.</b>	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	45%	55%	0%	0%	20

<b>better able to do the things I want to do now.</b>					
<b>Staff members give me clear information on the different service choices available to help me.</b>	50%	45%	0%	5%	20
<b>Staff members here clearly explain to me what I need to do next to get the services I need or want.</b>	50%	50%	0%	0%	20

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

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

# Library

## Measure 11: Number of annual visits per 1,000 residents <sup>24</sup>

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
2022	1,289,645	2,766,651	2.15
2021	1,281,565	1,616,812	1.26
2020 <sup>25</sup>	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

<sup>24</sup> Data Source: Hennepin County Library

<sup>25</sup> 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 <sup>26</sup>

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

#### Standard & Poor's Rating Services

<b>Year</b>	<b>Rating</b>
<b>2022</b>	AAA
<b>2021</b>	AAA
<b>2020</b>	AAA
<b>2019</b>	AAA
<b>2018</b>	AAA

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<sup>26</sup> Data Source: Hennepin County Comprehensive Annual Financial Report

## Environment

### Measure 13: Recycling percentage <sup>27</sup>

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
2021	38.8%
2020	42.5%
2019	39.1%
2018	41.0%
2017	41.3%

<sup>27</sup> Minnesota Pollution Control Agency SCORE Report



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