

# HENNEPIN COUNTY

## MINNESOTA

### Hennepin County, Board of Commissioners RESOLUTION 21-0206

2021

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The following resolution was moved by Commissioner Chris LaTondresse and seconded by Commissioner Angela Conley:

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 2020; 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 2020 may be eligible for a reimbursement of \$.014 per capita in government aid, not to exceed \$25,000.

BE IT RESOLVED, that the county will publish the 2020 results of the thirteen adopted performance measures on the county's web site by the end of the 2021 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, 2021 of Hennepin County's commitment to participate in the 2021 Performance Measurement Program.

The question was on the adoption of the resolution and there were 5 YEAS and 0 NAYS, as follows:

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**County of Hennepin  
Board of County Commissioners**

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**YEAS:** Anderson, Conley, Fernando, LaTondresse, Lunde

**NAYS:**

**ABSTAIN:**

**ABSENT:** Goettel, Greene

**RESOLUTION ADOPTED ON 6/22/2021**

**ATTEST:** M. Roge  
Deputy/Clerk to the County Board

Hennepin County Board of Commissioners  
300 South Sixth Street, Minneapolis, MN 55487  
hennepin.us





# Performance Measurement Report

2020-2021

*For the Minnesota Office of the State Auditor*

Center of Innovation and Excellence  
701 South 4th Avenue, Minneapolis  
Hennepin.us

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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.

Note: This data becomes available when the Bureau of Criminal Apprehension releases their report on or around July 1 each year. In 2020, 2019 data became available mid-September.

### 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>1</sup> Data source: State of Minnesota, Department of Public Safety, 2009 – 2019, Bureau of Criminal Apprehension – Minnesota Justice Information services, Uniform Crime Report

## 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>2</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</b>	<b>Rate</b>
<b>2018<sup>3</sup></b>	19%
<b>2017</b>	17%
<b>2016</b>	19%
<b>2015</b>	20%
<b>2014</b>	22%
<b>2013</b>	21%

<sup>2</sup> Data Source: Danette Buskovich, Department of Community Corrections and Rehabilitation

<sup>3</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.



## Public Works

### Measure 3: Hours to plow a complete system during a snow event <sup>4</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
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>4</sup> Data Source: Christopher Sagsveen, Public Works

**Measure 4: Average county pavement condition rating<sup>5</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>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%
<b>2000</b>	51%
<b>1999</b>	53%

<sup>5</sup> Data Source: Christopher Sagsveen, Public Works

<b>1998</b>	51%
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## Public Health

### Measure 5: Behavioral Risk factor Surveillance System Rating <sup>6</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>7</sup> Client survey ratings are Excellent, Very Good, Good, Fair, and Poor.

#### "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%

#### "Overall Health – In general, would you say your health is...?" – SHAPE 2014

	Sample Size	Excellent	Very Good	Good	Fair	Poor
<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

<sup>6</sup> Data Source: 2018 SHAPE survey – Hennepin County Adult Data Book (2018)

<sup>7</sup> <https://www.hennepin.us/your-government/research-data/shape-surveys>

## Social Services

### Measure 6: Workforce participation rate among Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) recipients <sup>8</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>2020</b> <b>(April 2019- March 2020)</b>	60.6%
<b>2019</b> <b>(April 2018- March 2019)</b>	59.2%
<b>2018</b> <b>(April 2017- March 2018)</b>	59.2%
<b>2017</b> <b>(April 2016- March 2017)</b>	65.9%
<b>2016<sup>9</sup></b> <b>(April 2015-March 2016)</b>	60.4%
<b>2015</b> <b>(April 2014 – March 2015)</b>	38.2%
<b>2014</b> <b>(April 2013 – March 2014)</b>	38.1%
<b>2013</b> <b>(April 2012 – March 2013)</b>	37.4%

<sup>8</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>9</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 adult sin 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>10</sup>

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

<b>Year</b>	<b>Percentage<sup>11,12</sup></b>
<b>July 2019 – June 2020</b>	93.9%
<b>July 2018 – June 2019</b>	89.5%
<b>July 2017 – June 2018</b>	86.7%
<b>July 2016 – July 2017</b>	83.3%
<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>10</sup> Data Source: SSIS

<sup>11</sup> Of all children who were victims of substantiated or indicated maltreatment report during the year prior

<sup>12</sup> Federal or State Target: 100%

# Taxation

## Measure 8: Level of assessment ratio <sup>13</sup>

The level of assessment ratio represents the equitable ratio of property valuation from year to year for single-family residential property, which represents 90% of properties in Hennepin County. Other property classifications have similar ratios for the levels of assessment. If the median ratio falls between 90% and 105%, the level of assessment is determined to be acceptable.

### Level of assessment ratio

Year	Median Ratio	Mean Ratio
2021 <sup>14</sup>	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%
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%

<sup>13</sup> Data Source: James Atchison, County Assessor's Office

<sup>14</sup> 2020 assessment for taxes payable in 2021

<b>2003</b>	95.9%	96.3%
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# Elections

## Measure 9: Accuracy of post-election audit <sup>15</sup>

### Percentage of ballots counted accurately

Year	Accuracy
<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.
<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.

<sup>15</sup> Data Source: Mark Chapin, Resident and Real Estate Services

<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.
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## Veterans' Services

Measure 10: Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office <sup>16</sup>

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

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	41%	47%	7%	6%	134

<sup>16</sup> Data Source: Human Services and Public Health Department uSPEQ© Customer Input Survey Data Report

<b>I need it.</b>					
<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</b>	50%	50%	0%	0%	2

<b>do next to get the services I need or want.</b>					
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**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 do next to get the services I need or want.</b>	58%	43%	0%	0%	40

**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

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	51%	49%	0%	0%	37

<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>	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, 2012 – March 31, 2012

<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>	35%	65%	0%	0%	20
<b>Staff members at this location pay attention to what I say.</b>	35%	65%	0%	0%	20
<b>I have opportunity to make choices that are important to me.</b>	53%	47%	0%	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%	55%	0%	0%	20
<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

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 1,000 residents <sup>17</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
2020 <sup>18</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>17</sup> Data Source: Janet Mills, Hennepin County Library

<sup>18</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>19</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>2020</b>	AAA
<b>2019</b>	AAA
<b>2018</b>	AAA

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<sup>19</sup> Data Source: Hennepin County Comprehensive Annual Financial Report

## Environment

### Measure 13: Recycling percentage <sup>20</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
2019	39.1%
2018	41.0%
2017	41.3%

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<sup>20</sup> Minnesota Pollution Control Agency SCORE Report

## Contact information

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