

Hennepin County

2027 budget presentation

Resident Services

October 19, 2026





Agenda

- Serving residents
- 2027 proposed budget
- Line of business priorities
- Discussion

Leaders



Dan Rogan
DEPUTY COUNTY ADMINISTRATOR



Anna Abruzzese
SERVICE CENTERS



Suzanne Copeland
LAND INFORMATION AND
TAX SERVICES



Scott Duimstra
LIBRARY



Ginny Gelms
ELECTIONS



Joshua Hoogland
ASSESSOR'S OFFICE



Alison Schubring
EXAMINER OF TITLES

Serving residents

614,800

ACTIVE LIBRARY CARDHOLDERS

More than half of our residents have used a Hennepin County Library card in the last 3 years, the highest volume in a decade.

475,550

SERVICE CENTER TRANSACTIONS IN 2025

Customer service survey reveals 78% of customers are satisfied with overall experience. Average wait time with an appointment was 1 minute.

5,110

MARRIAGE CEREMONIES PERFORMED SINCE LAUNCHING SERVICE IN 2024

The Government Center location is the most popular, with 28% of all marriages officiated.

2,500

PROPERTIES ENROLLED IN ELECTRONIC NOTICES

Each enrolled property eliminates three individual mailings by LITS' property tax division.

Serving residents

50,000

ADDITIONAL PARCELS BEING ASSESSED

Now assessing Edina and Maple Grove properties, increasing our direct assessing responsibility to 198,000 parcels.

154,430

DOCUMENTS RECORDED AND INDEXED

LITS' recorder/registrar of titles division maintains 20 million land title records and 190,000 active certificates of title, all accessible to the public

832,000

PROPERTY TAX PAYMENTS PROCESSED

LITS' property tax division processed payments totaling \$4.1 billion, distributing to over 100 local taxing jurisdictions.

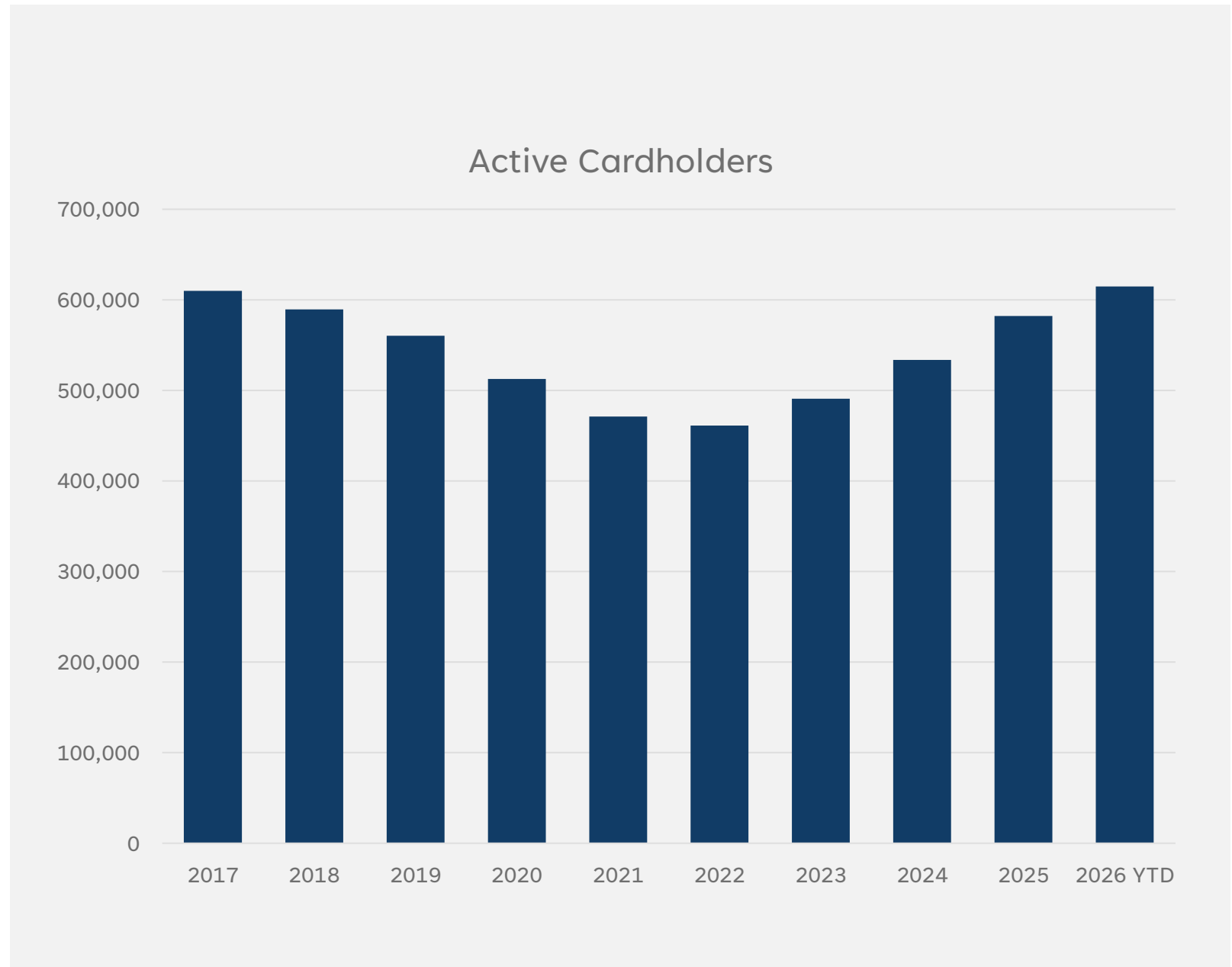
15,517

ABSENTEE BALLOTS ISSUED FOR GENERAL ELECTION

Returned ballots are currently trending higher at this point in the early voting process.

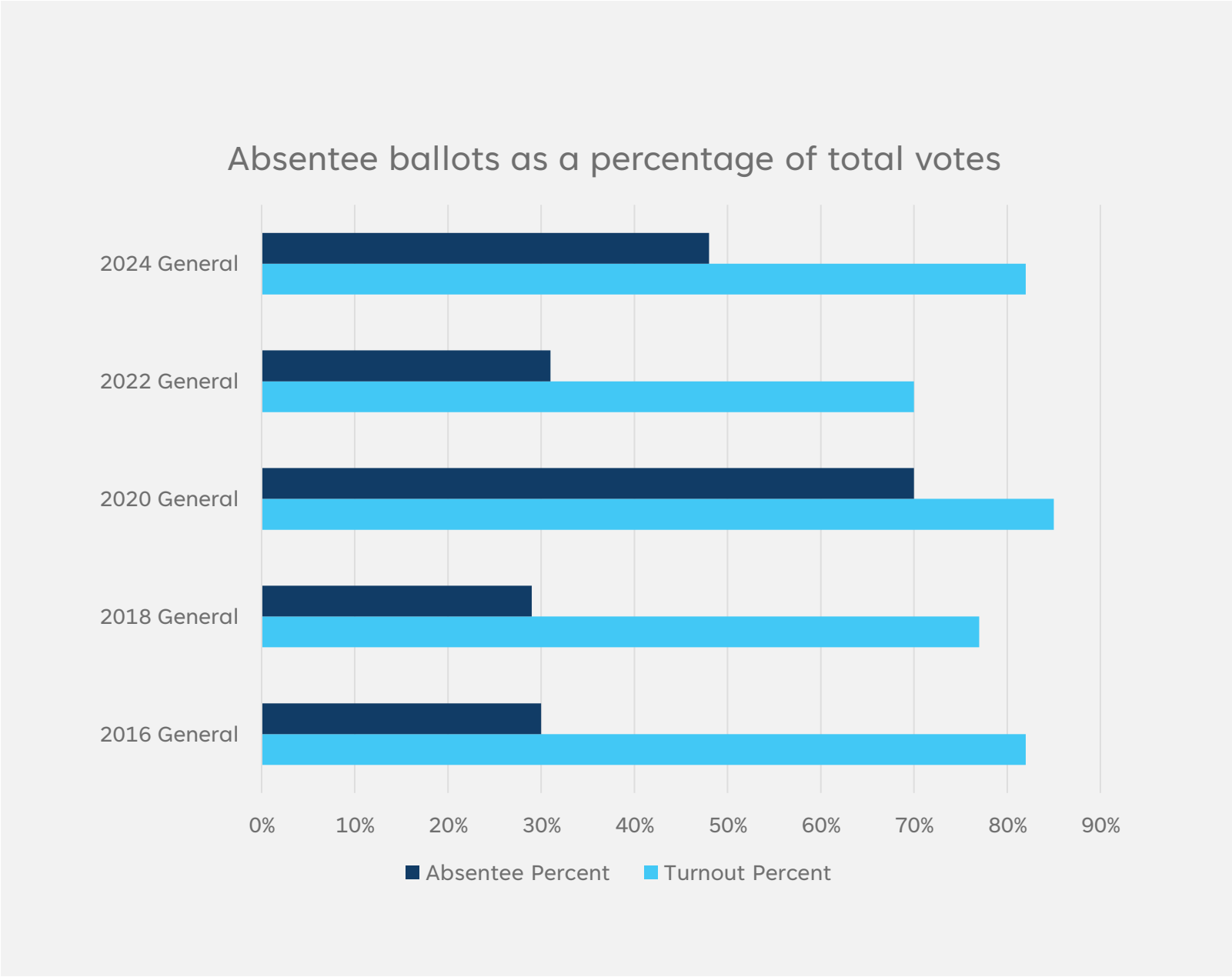
Upward trend

A pre-pandemic decline in active library cardholders has reversed; use steadily increasing since 2022.



Voter preferences

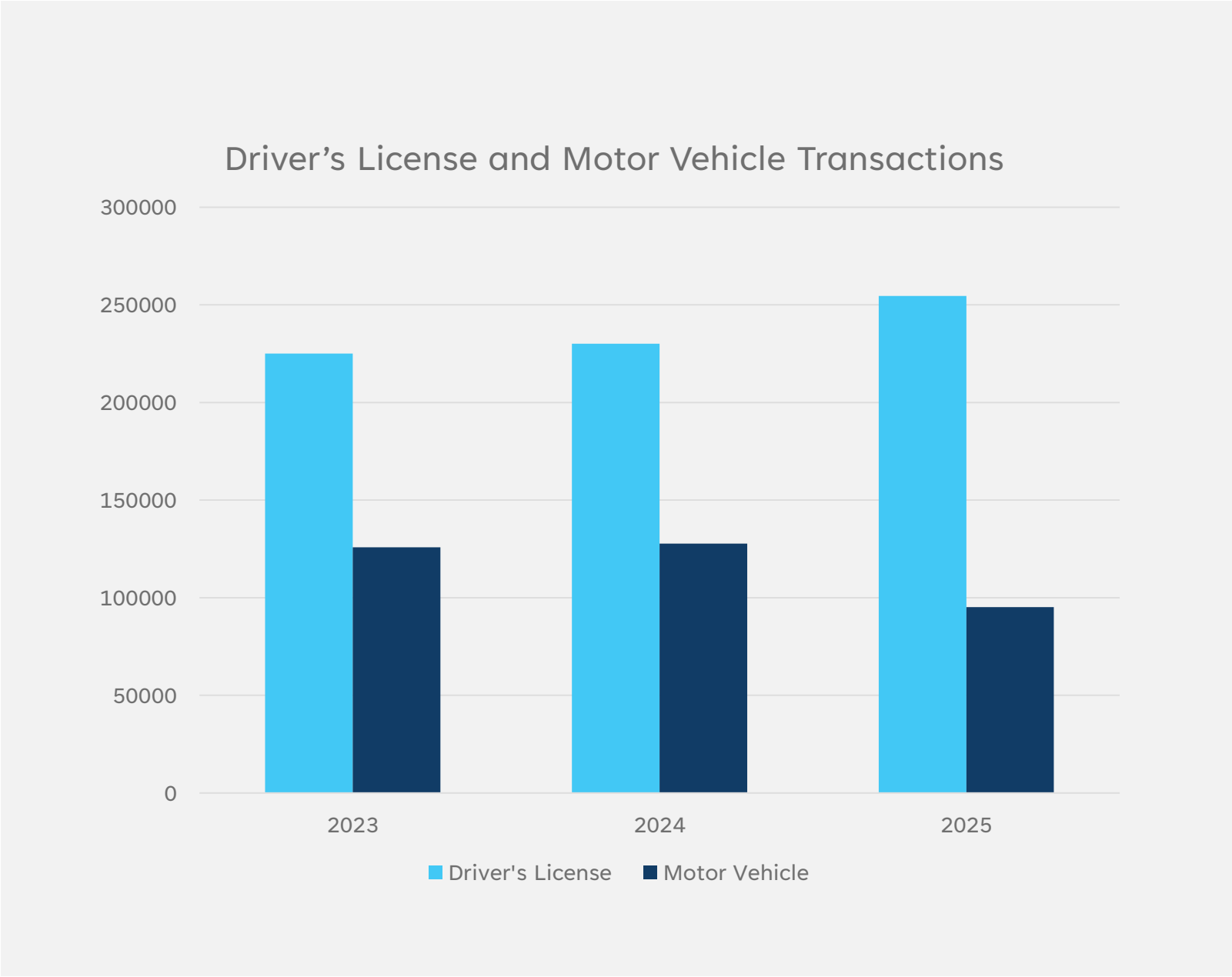
Nearly half of Hennepin County voters voted absentee in the 2024 general election.



Service Center transactions

A shift to higher complexity and lower revenue DL transactions over the last three years.

As the REAL ID rush subsides, the share of MV transactions is trending higher in 2026.



Budget Overview

Operating budget

(In millions)	2026 adjusted	2027 proposed	Percent change
Library	84.84	88.65	4.3%
Assessor's Office	12.68	13.77	8.63%
Elections	10.65	8.28	-22.22%
Examiner of Titles Office	1.70	1.88	10.21%
Land Information & Tax Services	24.38	23.10	-5.23%
Resident Services Admin	12.51	13.11	4.83%
Service Centers	15.44	15.81	2.41%
Total	\$162.20	\$164.61	1.49%

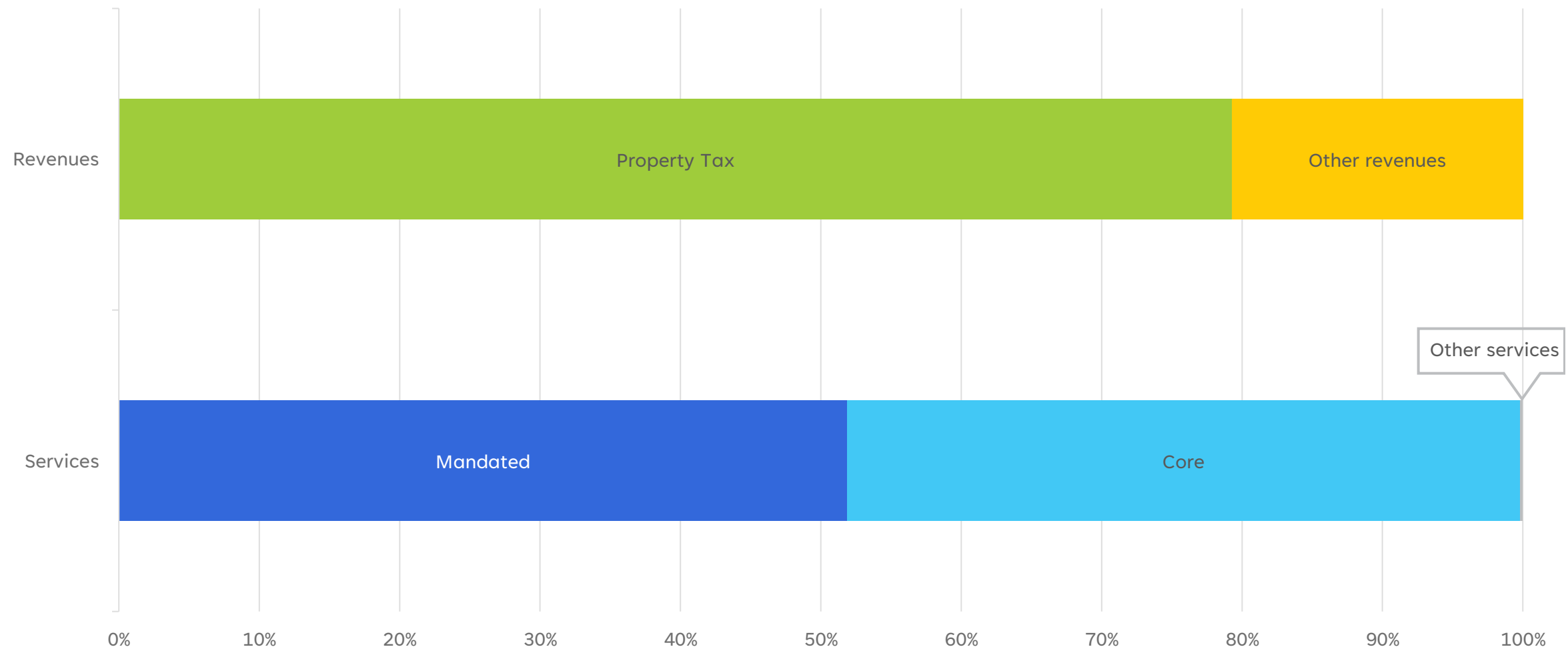
Property tax

(In millions)	2026 adjusted	2027 proposed	Percent change
Library	73.63	76.51	3.76%
Assessor's Office	12.64	13.75	8.74%
Elections	10.42	7.30	-29.9%
Examiner of Titles Office	1.70	1.88	10.21%
Land Information & Tax Services	10.68	10.95	2.52%
Resident Services Admin	10.05	10.23	1.79%
Service Centers	9.72	9.89	1.68%
Total	\$128.85	\$130.51	1.28%

Full-time equivalents (FTEs)

	2026 adjusted	2027 proposed	Percent change
Library	581.6	581.6	0%
Assessor's Office	84	84	0%
Elections	66.5	36.8	-44.66%
Examiner of Titles Office	9	9	0%
Land Information & Tax Services	161	150	-6.83%
Resident Services Admin	50.75	50.75	0%
Service Centers	141	132.75	-5.85%
Total	1093.85	1044.9	-4.48%

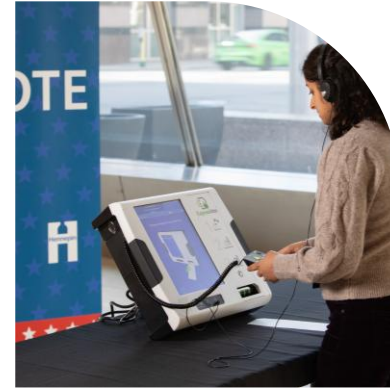
2027 revenues and services summaries*



**Current data is an estimate, work is ongoing*

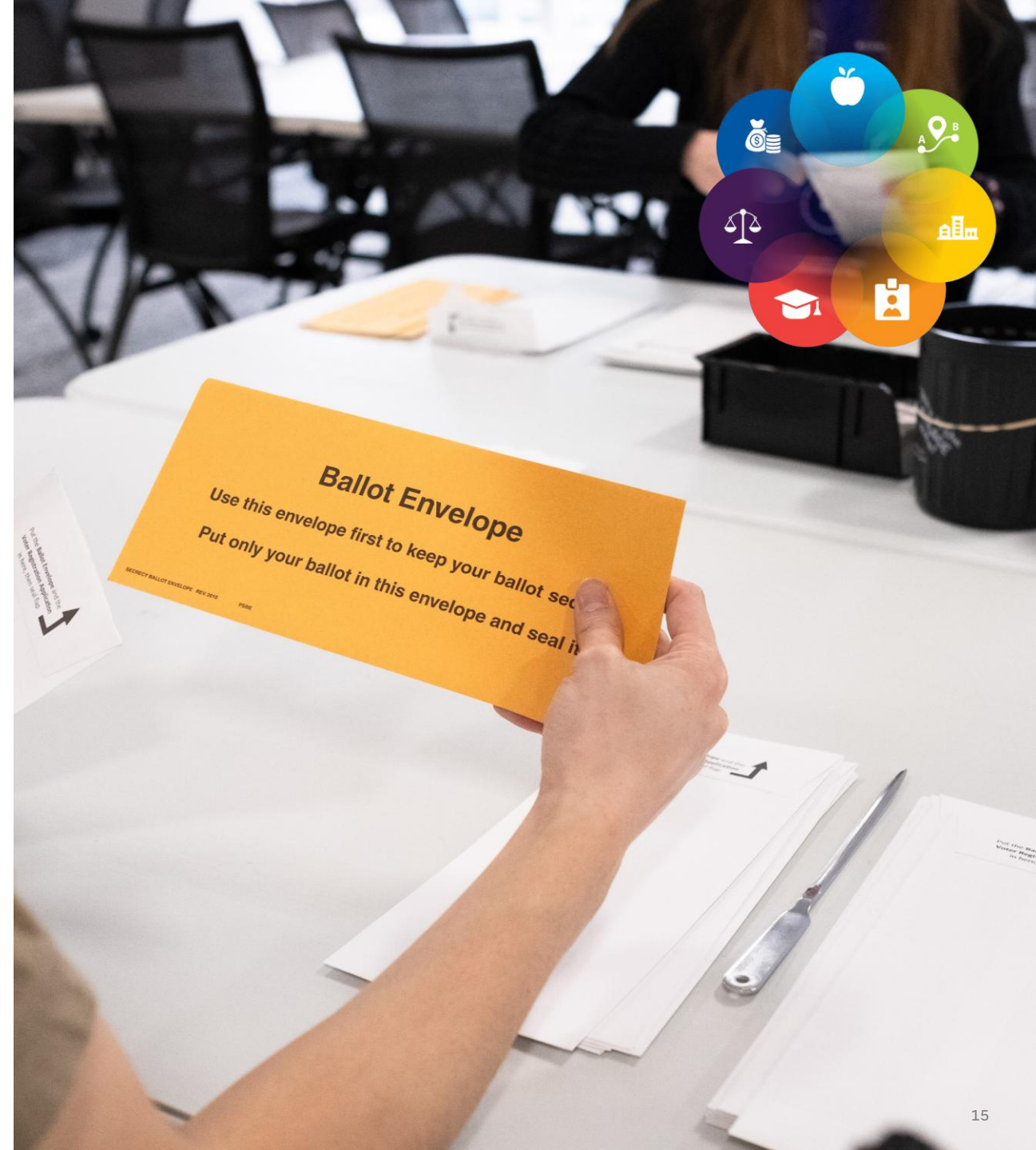
Achieving countywide priorities

- Administering secure and accurate elections
- Ensuring accessible real property services
- Maintaining access to information



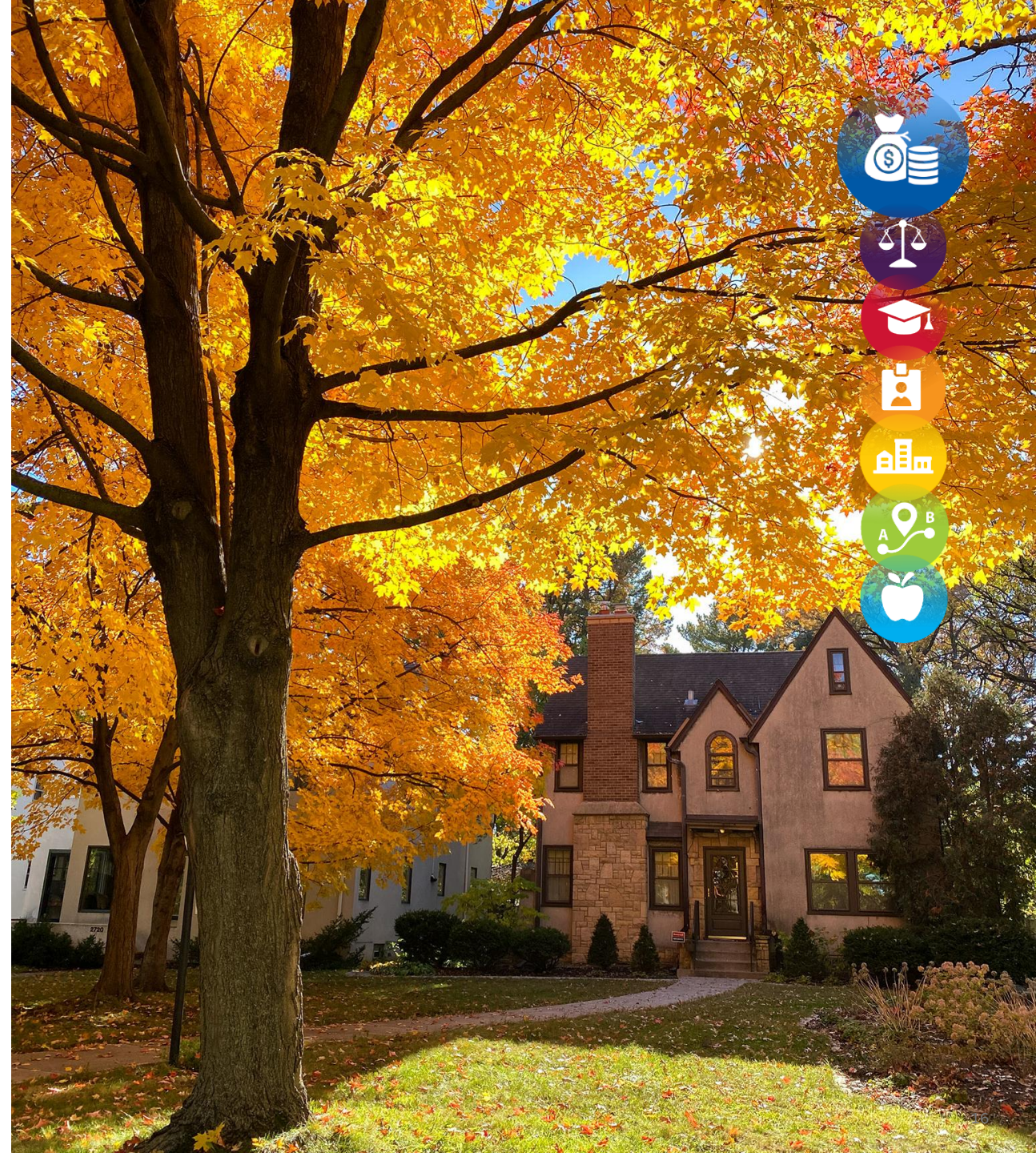
Administering secure and accurate elections

- All-hazards preparedness for general election
- Close coordination and communication with state and municipal partners, following all state and federal laws
- Early voting is underway



Ensuring accessible real property services

- Connecting residents to land record and property tax information via self-service tools, real time customer service.
- Increased efficiency in assessments, overall cost savings for residents
- Tangled titles initiative



Maintaining access to information

- Library hours remain unchanged in 2027
- Successful community engagement efforts
- Tremendous support from Friends of the Hennepin County Library
- Net-zero Westonka Library



Discussion

Thank you

