



2025 Proposed Hennepin County budget

Budget Hearing: Resident Services and Operations



2025 Budget Presentation – Resident Services

Dan Rogan, Assistant County Administrator – Resident Services

Today we will discuss

- 2025 proposed budget
- Line of business priorities
- Discussion

Resident Services Leaders



Anna Abruzzese
Service Centers



Suzanne Copeland
Land Information
and Tax Services



Scott Duimstra
Library



Ginny Gelms
Elections



Josh Hoogland
Assessor's Office



Alison Schubring
Examiner of Titles



Edgar Ogechi
Resident Services IT

2025 Budget overview

Operating budget

	2024 adjusted	2025 proposed	Percent change
Resident Services Admin	11,658,646	11,880,792	1.9%
Land Information & Tax Svcs	22,251,858	24,591,716	10.5%
Service Centers	14,144,927	15,013,078	6.1%
Elections	11,996,121	7,094,912	(40.9%)
Assessor's Office	\$9,718,027	\$10,478,842	7.8%
Examiner of Titles	1,607,734	1,689,453	5.1%
Library	75,701,715	79,951,838	5.6%
Total	\$147,086,391	\$150,700,631	2.5%

Property tax

	2024 adjusted	2025 proposed	Percent change
Resident Services Admin	9,314,997	9,523,458	2.2%
Land Information & Tax Svcs	8,938,747	10,549,346	18.0%
Service Centers	9,049,878	9,495,410	4.9%
Elections	9,958,017	6,337,312	(36.4%)
Assessor's Office	\$4,580,127	\$10,449,342	128.1%
Examiner of Titles	1,607,734	1,689,453	5.1%
Library	68,631,168	70,690,105	3.0%
Total	\$112,080,668	\$118,734,426	5.9%

Full-time equivalents (FTEs)

	2024 adjusted	2025 proposed	Percent change
Resident Services Admin	44.75	45.75	2.2%
Land Information & Tax Svcs	162.0	162.0	0%
Service Centers	145.0	144.5	(0.3%)
Elections	85.5	37.7	(55.9%)
Assessor's Office	66.0	71.0	7.6%
Examiner of Titles	9.0	9.0	0%
Library	581.6	581.6	0%
Total	1093.8	1051.6	(3.9%)

Resident Services Admin Budget and FTE Summary

	2024 adjusted	2025 proposed	Percent change
Operating budget	\$11,658,646	\$11,880,792	1.9%
Property taxes	\$9,314,997	\$9,523,458	2.2%
FTEs	44.75	45.75	2.2%



Land Information & Tax Services (LITS) budget and FTE summary

	2024 adjusted	2025 proposed	Percent change
Operating budget	\$22,251,858	\$24,591,716	10.5%
Property taxes	\$8,938,747	\$10,549,346	18.0%
FTEs	162.0	162.0	0%



Service Centers budget and FTE summary

	2024 adjusted	2025 proposed	Percent change
Operating budget	\$14,144,927	\$15,013,078	6.1%
Property taxes	\$9,049,878	\$9,495,410	4.9%
FTEs	145.0	144.5	(0.3%)

Elections budget and FTE summary

	2024 adjusted	2025 proposed	Percent change
Operating budget	\$11,996,121	\$7,094,912	(40.9%)
Property taxes	\$9,958,017	\$6,337,312	(36.4%)
FTEs	85.5	37.7	(55.9%)

Assessor's budget and FTE summary

	2024 adjusted	2025 proposed	Percent change
Operating budget	\$9,718,027	\$10,478,842	7.8%
Property taxes	\$4,580,127	\$10,449,342	128.1%
FTEs	66.0	71.0	7.6%

Examiner of Titles budget and FTE summary

	2024 adjusted	2025 proposed	Percent change
Operating budget	\$1,607,734	\$1,689,453	5.1%
Property taxes	\$1,607,734	\$1,689,453	5.1%
FTEs	9.0	9.0	0%

Libraries budget and FTE summary

	2024 adjusted	2025 proposed	Percent change
Operating budget	\$75,701,601	\$ 79,951,838	5.6%
Property taxes	\$68,631,168	\$70,690,105	3.0%
FTEs	581.6	581.6	0%

Achieving countywide priorities

To support a well-functioning and engaged civil society for all residents through stewardship of core government systems that:

- empower voting,
- enable lifelong learning at the libraries,
- provide licenses and vital records,
- maintain real estate records, and
- ensure accurate property taxes.



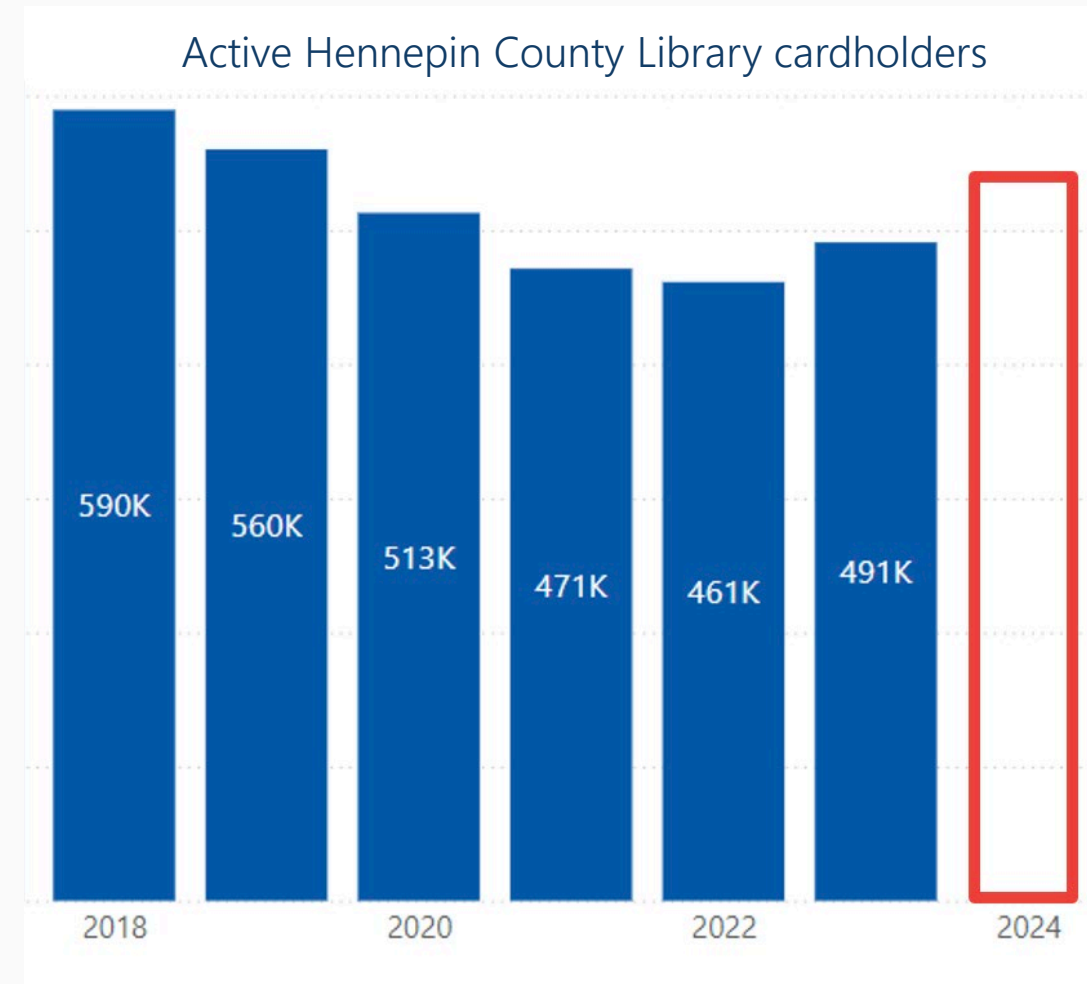
Priority: Serving Residents

- **\$4 billion** in property tax collected
- **9.4 million** library checkouts
- **814,944** registered voters
- **351,930** Service Center transactions
- **141,000** property documents recorded
- **52,000** unique parcel visits by appraisers
- **19,000** homestead applications processed
- **16,000** daily visitors across 41 libraries
- **1,527** new lots verified
- **472** tax court petitions (50% dismissal rate)



Priority: Serving Residents

- **522,000** active library cardholders
- **46,162** Service Center calls answered
- **400** new or updated voter registrations processed per day (+43% vs 2022)





Marriage services

- MN law expanded eligible officiants
- Service Center now offering marriage ceremonies at counter, by appointment
- 886 ceremonies performed since service launch
- 100% satisfaction rate

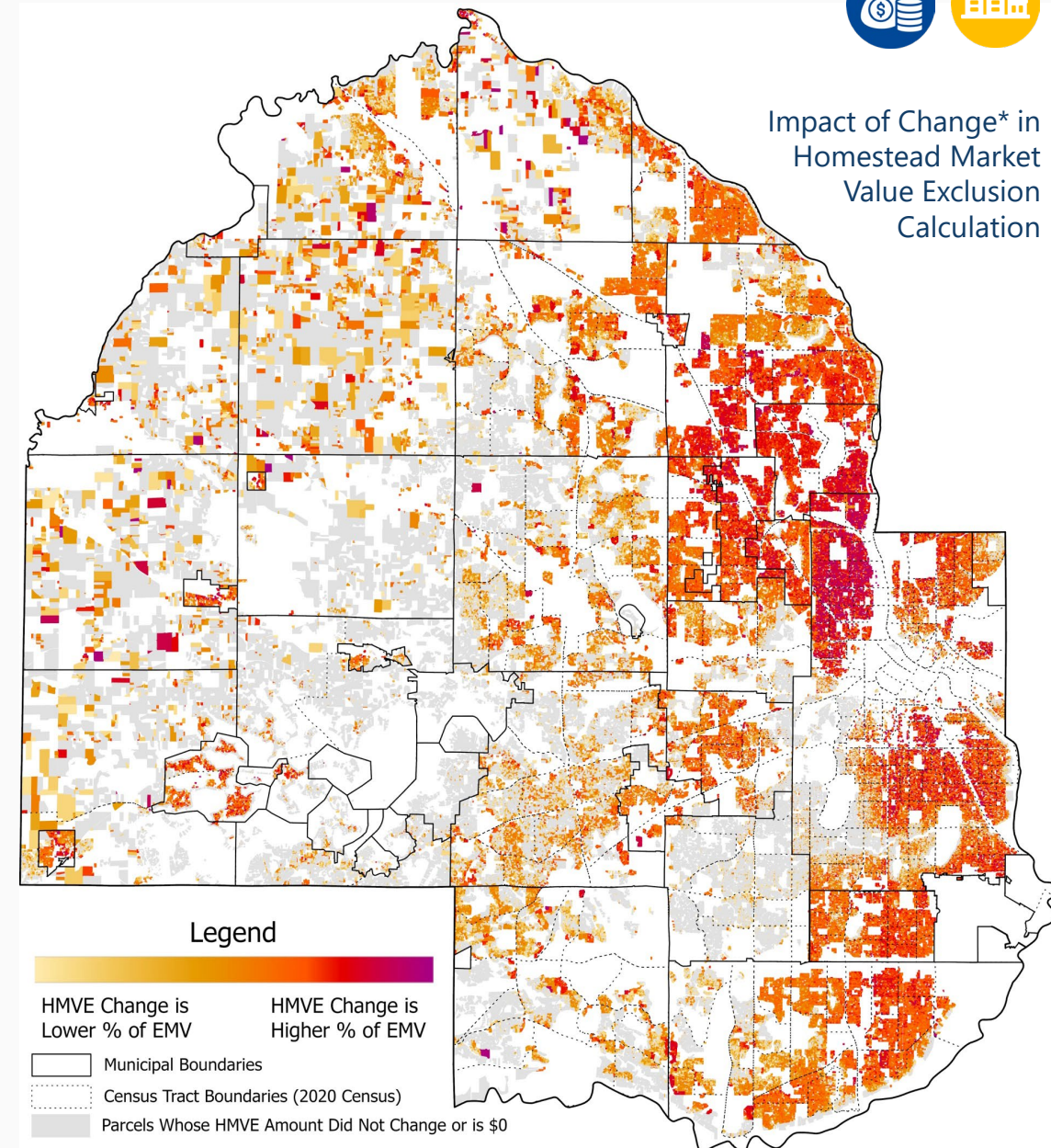




Homestead benefits

- MN law increased market value inclusion and expanded eligibility to ITIN-holders
- Targeted outreach to enroll homeowners to reduce their property tax
- 50% of estimated newly eligible ITIN-holders have applied

Impact of Change* in Homestead Market Value Exclusion Calculation



*Impact is measured as the actual Homestead Market Value Exclusion (HMVE) amount for taxes payable in 2025 compared to what the HMVE amount would have been under prior year calculations relative to the total Estimated Market Value (EMV) of a parcel for taxes payable in 2025.



Education & literacy

- Read Act prioritizes grade level literacy skills
- Library launched 1-on-1 literacy tutoring program at 6 libraries in fall 2023
- Co-located with Homework Help sites



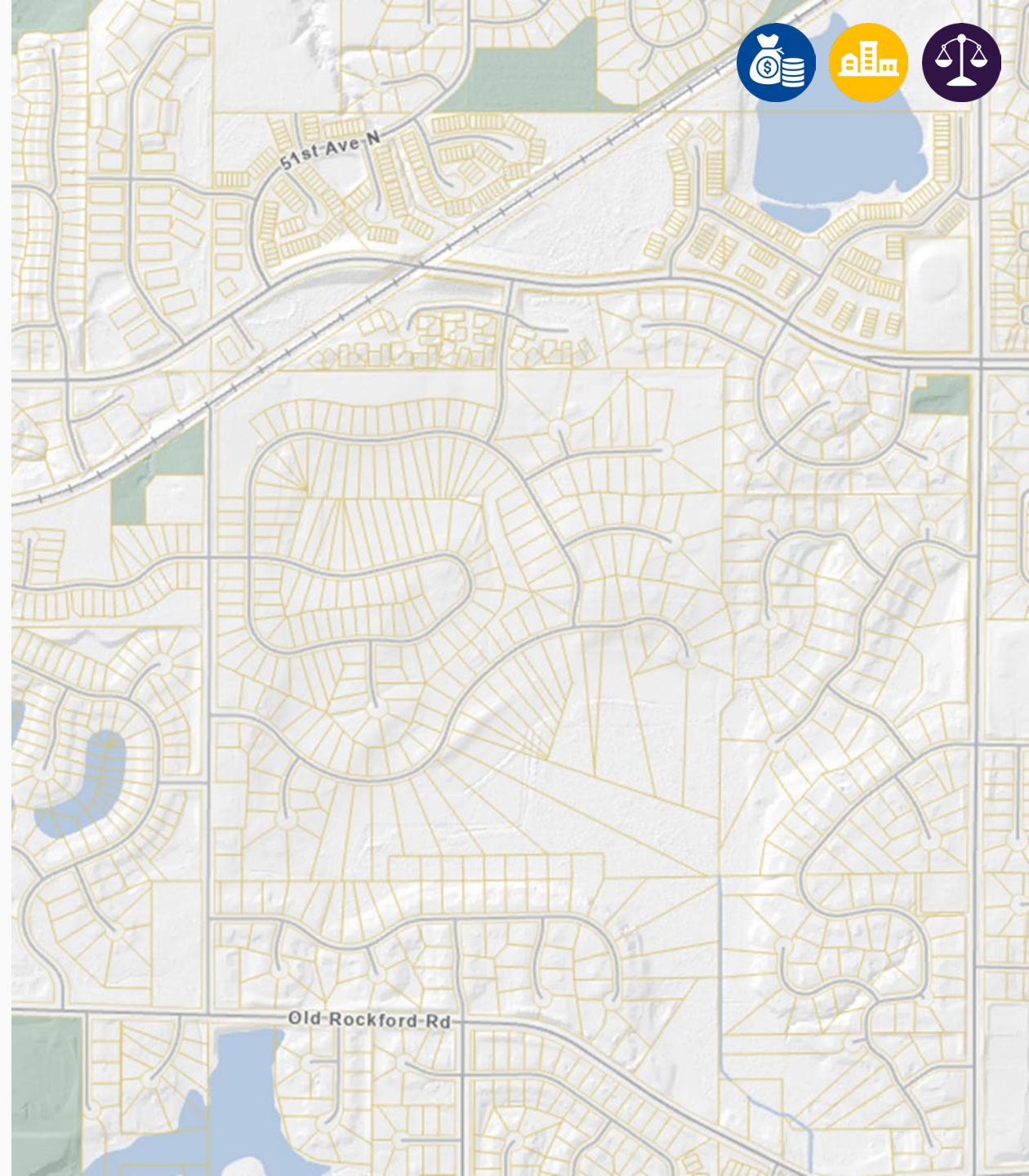
Driver's licenses

- MN expanded eligibility for driver's licenses in 2023
- More than 20 community engagement events supporting DL for All
- North Minneapolis Service Center began offering motor vehicle (MV) transactions last October.
 - 4,640 MV transactions since launch



Tax forfeiture

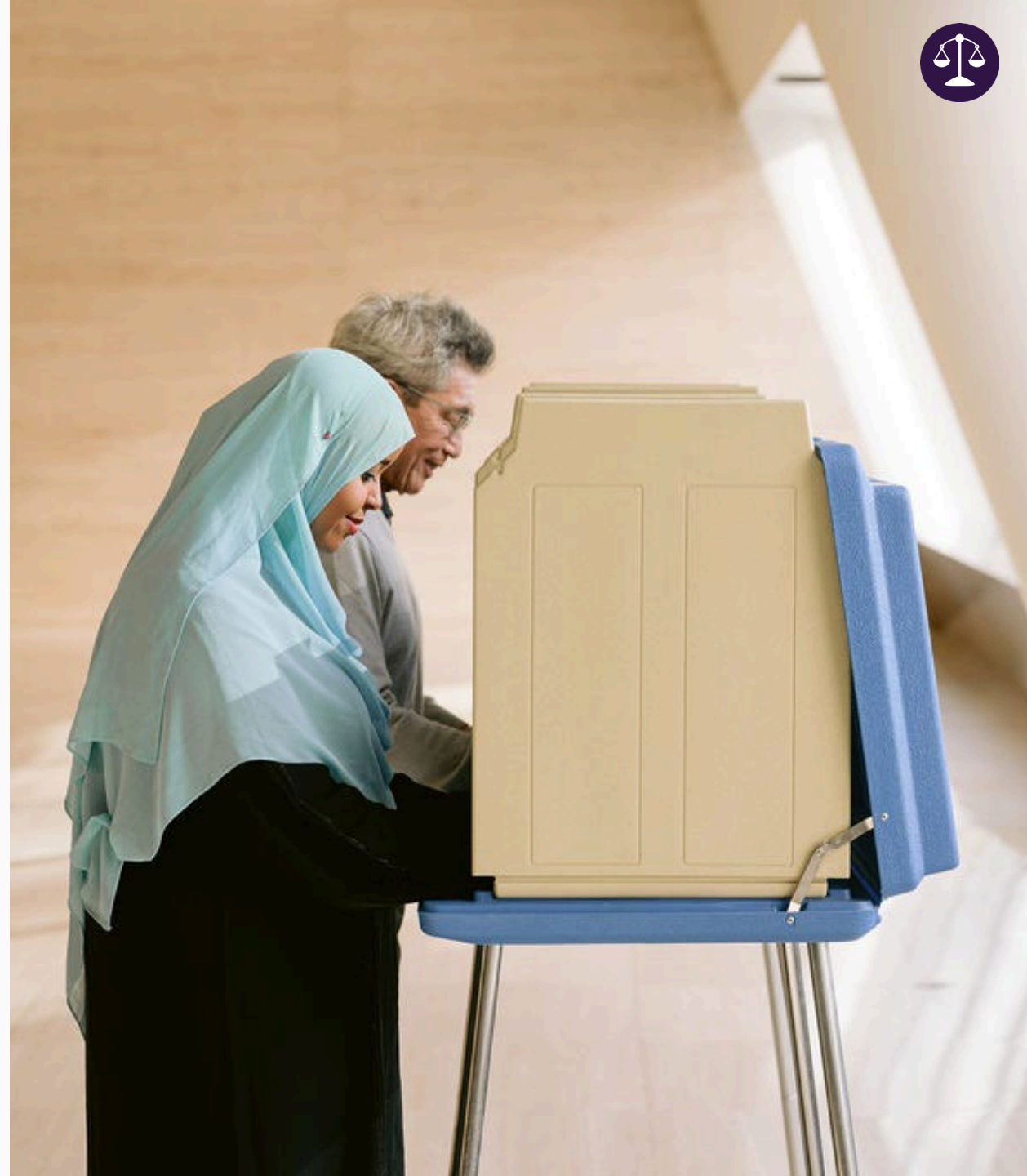
- Legislation updated in response to 2023 SCOTUS ruling
- Land Information and Tax Services lead statewide data collection in support of legislative efforts
- Major overhaul of tax forfeited land processes, including an increased focus on forfeiture prevention





Supporting democracy

- Several legislative changes in 2023/2024
- Strong focus on voter education and outreach
- Accessible voting technology
- Improved absentee ballot mailing system





Climate

- Library receiving strong support from CBTF and Facility Services for climate action investments
- Rockford Road Library first library to receive solar panels
- Westonka Library will be first HC net-zero library, second in MN
- Southdale Library rewilding most of 8-acre parcel



Discussion