

Hennepin County

2026 budget presentation

Resident Services

October 22, 2025





Agenda

- Serving residents
- 2026 proposed budget
- Line of business priorities
- Discussion

Leaders



Anna Abruzzese
Service Centers



Suzanne Copeland
Land Information and Tax
Services



Scott Duimstra
Library



Ginny Gelms
Elections



Joshua Hoogland
Assessor's Office



Edgar Ogechi
Resident Services IT



Alison Schubring
Examiner of Titles

Serving residents

12.3m

LIBRARY CHECKOUTS IN 2024

Libraries continue to see year-over-year growth in collection use. Roughly **one checkout every 2.5 seconds**.

4.8m

LIBRARY VISITS IN 2024

Library staff welcomed enough visitors to fill US Bank Stadium **72 times**, a 28% increase over 2023.

314,860

SERVICE CENTER TRANSACTIONS
(JAN 1-AUG 31)

Service Center transaction numbers are stable with 2024 demand, but many transactions are more complex.

85,374

REAL ID TRANSACTIONS

Service Centers processed **66% more REAL ID** transactions compared to 2024.

Serving residents

44,352

UNIQUE PARCEL VISITS

The Assessor's Office utilizes both virtual and in-person visits for periodic inspection. These visits are required by statute to ensure accurate assessments.

144,000

DOCUMENTS RECORDED AND INDEXED

The Recorder/Registrar of Titles maintains 20 million land title records and 190,000 active Torrens Certificate of Title, all accessible to the public.

825,000

PROPERTY TAX PAYMENTS

LITS' property tax division processed payments totaling more than \$4 billion for local government services.

47.89%

VOTERS CAST ABSENTEE BALLOTS IN
2024 GENERAL ELECTION

Nearly half of Hennepin County's registered voters chose to vote absentee in the last general election.

Budget Overview

Operating budget

	2025 adjusted	2026 proposed	Percent change
Assessor's Office	\$10,571,788	\$12,678,241	19.9%
Elections	\$7,137,008	\$10,645,702	49.2%
Examiner of Titles	\$1,705,519	\$1,704,929	0.0%
Land Information & Tax Services	\$24,795,833	\$24,377,909	-1.7%
Libraries	\$80,999,702	\$84,842,299	4.7%
Resident Services Admin	\$11,967,877	\$12,509,024	4.5%
Service Centers	\$15,141,927	\$15,441,715	2.0%
Total	\$152,319,654	\$162,199,819	6.5%

Property tax

	2025 adjusted	2026 proposed	Percent change
Assessor's Office	\$10,542,288	\$12,643,241	19.9%
Elections	\$6,379,408	\$10,419,852	63.3%
Examiner of Titles	\$1,705,519	\$1,704,929	0.0%
Land Information & Tax Services	\$10,753,463	\$10,681,453	-0.7%
Libraries	\$71,662,469	\$73,628,791	2.7%
Resident Services Admin	\$9,610,543	\$10,050,516	4.6%
Service Centers	\$9,624,259	\$9,723,517	1.0%
Total	\$120,277,949	\$128,852,299	7.1%

Full-time equivalents (FTEs)

	2025 adjusted	2026 proposed	Percent change
Assessor's Office	71.0	84.0	18.3%
Elections	37.7	66.5	76.4%
Examiner of Titles	9.0	9.00	0.0%
Land Information & Tax Services	162.0	161.0	-0.6%
Libraries	581.6	581.6	0.0%
Resident Services Admin	50.8	50.8	0.0%
Service Centers	144.5	141.00	-2.4%
Total	1,056.6	1,093.9	3.5%

Assessor's Office dept budget summary

	2025 adjusted	2026 proposed	Percent change
Operating Budget	\$10,571,788	\$12,678,241	19.9%
Property Taxes	\$10,542,288	\$12,643,241	19.9%
FTEs	71.0	84.0	18.3%

Elections dept budget summary

	2025 adjusted	2026 proposed	Percent change
Operating Budget	\$7,137,008	10,645,702	49.2%
Property Taxes	\$6,379,408	\$10,419,852	63.3%
FTEs	37.7	66.5	76.4%

Achieving countywide priorities

- Administer a secure and accurate 2026 election
- Maintain library hours and locations
- Successful development and implementation of custom computer aided mass appraisal system
- Improve customer experience and operational efficiency for property taxes, Service Centers



2026 LOB priorities

Administer secure and accurate 2026 election cycle

- Bi-annual staffing increase to support midterm elections, implementation of new election laws
- Maintain voter education and outreach activities
- Prepare to replace aging ballot scanning equipment in 2027



2026 LOB priorities

Maintain Hennepin County Library locations and hours consistent with 2025 schedules

- A broad schedule of open hours is foundational to providing access to information, technology, and spaces for connection
- Continued support for K-12 education with drop-in programming



2026 LOB priorities

Successful development and implementation of a custom computer aided mass appraisal system

Onboarding of Edina and Maple Grove assessment functions



2026 LOB priorities

Improving customer experience and operational efficiency for property taxes, Service Centers

- Maintaining quick, accurate, and friendly service at Service Centers
- Hennepin County saves \$2-3 annually for each property enrolled in electronic notices
- Coordinated customer ticketing pilot



Challenges and opportunities

Challenge

Managing vacant FTE, maintaining service hours and locations

Opportunity

Leveraging data to optimize staffing and improve performance

Challenge

Residents facing increasingly complex needs requiring more time, attentive responses and increased expertise

Opportunity

Continue to provide tailored supports; identify and streamline overlapping services

Challenges and opportunities

Challenge

True early voting in lieu of in-person absentee; requires more staff, space, and materials during early voting period

Opportunity

Administrative efficiencies for Elections, less costly per-ballot

Challenge

Onboarding of assessing functions for Maple Grove and Edina

Opportunity

Reduced pressure on municipalities, greater consistency in assessment experience

Discussion

