



Residents' Report



*Responsible Government Advancing
Safe, Healthy, Livable Communities*

On behalf of the Scott County, it is my pleasure to present our first annual Residents' Report highlighting our services and performance. Scott County offers its residents and visitors an array of activities, services, and amenities. Within this publication, we will highlight some of our efforts in supporting the Board of Commissioners' goals of "Safe, Healthy, and Livable Communities" and that of "Responsible" government.

Maintaining a reasonable tax levy and ensuring the responsible and stable investment of taxpayer dollars is a key expectation of the County Board. Each year, a Performance Report is prepared for the Board of County Commissioners focusing on the evolution of Scott County government and our drive toward continuous improvement. This Residents' Report brings our performance report to life by documenting some of our services and the value of these services to our residents.

Scott County has been working on identifying what is important to our residents (Delivering What Matters); breaking our services into programs (Priority Based Budgeting); gathering and understanding our data (Scott County Delivers); and training staff to work with data to maximize the value of the programs our residents are investing in. At a cost of less than 50 cents per copy, this report provides an opportunity to showcase some incredible work while acknowledging we still have programs that need continued attention and discussion.

Scott County is focused on a strong and vibrant future. County staff have the talent, creativity, and commitment to produce positive and tangible results for the residents of Scott County. We will continue to implement important initiatives throughout the organization to improve the performance of our programs and the accountability of our employees.

We look forward to your reading this report and welcome your feedback.



Gary Shelton,
Scott County Administrator

A good relationship starts with good communication.

PICTUREQUOTES.COM

Resident surveys indicate it is important for your local government to "provide understandable and accurate information." Delivering What Matters is about providing good information, making decisions based on data, and being transparent in what we do as an organization. This publication was created to improve our communication with all residents.

Follow Us Online

Help our citizens' rating reach 100% for excellent or good communication



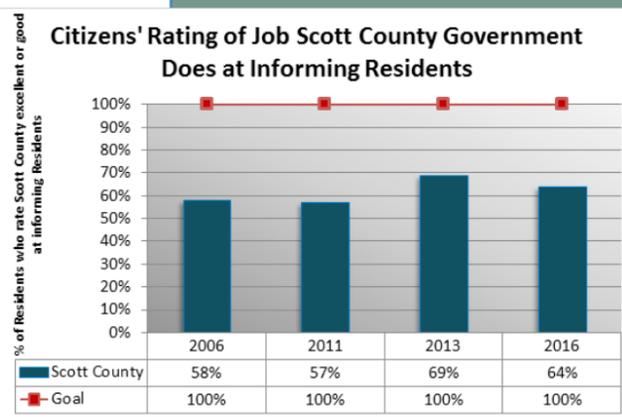
scottcountymn.gov



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DELIVERING WHAT MATTERS

As part of their strategic planning In 2011, the Scott County Board had the residents of Scott County define what "Safe, Healthy, and Livable" meant to them. These definitions were reaffirmed through the 2013 and 2016 Residents' Surveys. Through these surveys and other resident input opportunities we are working to meet your needs. Look for "Resident Statements" throughout this publication.

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Three Words:

Relationships. Innovation. Trust.

These drive the work of the Scott County Sheriff's Office.

“Our legitimacy comes from the people’s trust in our service,” said Scott County Sheriff Luke Hennen. It is this desire to strengthen that mutual trust between law enforcement and civilians that pushes Scott County’s deputies to continually reflect on their work. Through a focus on creating more visibility and awareness of their services in the community over the past few years, the Sheriff’s Office has begun to broaden the role law enforcement plays in the lives of Scott County residents.

The goal of the recent expansion of the Sheriff’s Office community engagement program is to bolster programs such as Night to Unite, Choose Not to Use, and the Citizens’ Academy in order to educate Scott County residents about crime prevention and familiarize them with the deputies working to keep them safe.

Amy Lueck, a Credit River Township native with five years of experience in law enforcement, currently serves as the Community Engagement Deputy. “This is an exciting new position dedicated to helping develop strong, trusting relationships between the Scott County Sheriff’s Office and the community... We want to improve outreach efforts, increase visibility, and promote the importance of creating a safe and healthy community together,” said Deputy Lueck.



As the Community Engagement Officer, Deputy Lueck strives to...



Educate community members through outreach programs.



Improve open dialogue between community groups and the department.



Increase public safety.

Deputy Lueck is working with social media outlets (such as Facebook) and community partners to demonstrate the Sheriff’s Office approachability and community involvement.

“Making contacts in the community with various groups and organizations is a key element to the position of Community Engagement Deputy and its success,” said Deputy Lueck. “One of the greatest challenges will likely be resident access to information. Ideally, we would have a centralized location for all residents, but some community members may face barriers to accessing our information. We hope to overcome this challenge using technology as well as traditional print and word-of-mouth in an effort to cultivate meaningful relationships to achieve our goals.”

Along with the desire to increase law enforcement’s visibility in the community comes the effort of reaching out to an increasingly diverse population. This year, the Sheriff’s Office expanded its community outreach by working with groups like the Shakopee Diversity Alliance in order to create more accessible resources for diversity inclusion. Through their continued work with schools and youth, the Sheriff’s Office hopes to inspire young people to get involved and begin building relationships with the community as well.

The idea of innovation further translates into the Office’s work to continually provide excellent customer service and efficient law enforcement for Scott County residents. Sheriff Hennen’s desire to continually... “be thinking of the next thing in order to fine tune the work we do,” is illustrated in the Office’s efforts to increase its response to the mental health and drug and opioid crisis the state is witnessing.

While these first two tenets of the law enforcement office’s mission are certainly important, it is the trust of its citizens that ultimately allows Scott County deputies and administrators to do their work. Above all else, the office stresses its desire to “do the right thing” in order to maintain its credibility and uphold the legitimacy of the authority the residents of Scott County have bestowed upon it.



It is only through the Office’s continual effort to reflect on its work and be as forward thinking as possible that it can go out into the community and build the relationships necessary to keep people safe. Whether a resident needs help with a domestic abuse situation, mental health and drug information, or traffic safety, the Scott County Sheriff’s Office is working to do it right and provide its residents with a safe, healthy, and happy community in which all of its members are able to thrive.



Follow us Online

www.facebook.com/ScottCoSheriffOffice/yMn

www.twitter.com/scottcosheriff?lang=en

“Residents want to feel safe and part of a larger community.”

Read more:

www.scottcountymn.gov/1507/Scott-County-Sheriffs-Office



While routine road maintenance continues to be a goal of Scott County Highway Maintenance Operations, time and effort is also spent on finding techniques to clear roads without damaging the surfaces or the environment. Reducing the amount of salt used while maintaining the best possible level of snow and ice removal is a top priority.

“Our biggest challenge is administering changes in the way we do things,” said Joe Wiita, manager of the County’s Highway Maintenance Operations Department. Read on page 7 about how the department has developed a new brine mixture to de-ice County roads.

Highway Department Works to Keep Roads Open & Safe

The Science Behind Winter Snowplowing



Wiita brought his experience using beet juice to de-ice roads when working for the City of Prior Lake.

Sugar beets are making a big difference when it comes to battling winter weather in Scott County. With environmental pressures building on highway departments to cut down on road salt use, County highway maintenance crews have recently started using the byproduct of sugar beet processing with salt brine and chlorine to de-ice the highways.

“Technology has advanced in snow and ice control in the past few years and it is becoming more and more common to utilize liquids,” said Joe Wiita, manager of the County’s Highway Maintenance Operations Department. The department is responsible for the nearly 400 miles of County roads and highways. It is due to the work of the Highway Operations Department that snow is plowed, roads are swept, and road signs and signals are maintained.

Last winter, the County started using a salt brine unit that allowed staff to mix and produce their own brine with chemically-blended magnesium chloride and the beet juice by-product. Not only is beet juice environmentally friendly, but it’s also more effective at lower temperatures combined with magnesium chloride than brine alone, said Wiita.

Prior to any storm event, the brine is used to help prevent the bonding of snow and ice to the pavement, thus reducing clear time and the amount of rock salt applied.



The brine unit used by Scott County Highway Maintenance Operations Department was donated by the City of Bloomington.

During the snow event, the liquid is applied directly to the rock salt aboard the trucks to prevent bounce and scatter of the salt during application. Because the mixture is applied directly to regular, untreated road salt, the County does not need to purchase pre-treated salt anymore. This change in technique has saved about \$15 per ton of salt purchased over the past few years, explained Wiita.

Wiita brought his experience using beet juice to de-ice roads from his former job at the City of Prior Lake. The brine unit used by the County was donated from the City of Bloomington. Cities and counties in the Upper Midwest are always sharing new ideas and technologies to battle winter weather, said Wiita.

One advantage of having the new brine unit at the County is that staff can mix brine “just in time” before a storm event to reduce storage space and target the right brine mixture for the temperature during the storm event.

“Sometimes, while experimenting with different snow and ice control chemicals to reduce salt use, there are flaws with their performance so it may take a little longer to return to bare lanes,” notes Wiita. Although there are challenges to overcome in implementing these changes, the department works tirelessly planning prior to each winter and each snowstorm the safest and most effective way to keep county residents safe on the roads.

2016 Citizen Rating of Snow and Ice Removal on Scott County Roads

74% View Snow Removal as Good or Excellent



A LESSON IN HOW

SUGAR BEETS HIT THE ROAD IN SCOTT COUNTY



The Versatile Vegetable

SUGAR BEETS ARE USED FOR

- Table sugar
- Feeding cattle
- De-icing roads



The Road Recipe

BET JUICE IS MIXED WITH SALT BRINE

- Scott County uses a mixture of 85% salt brine and 10% beet juice
- The County stores around 20,000 gallons of beet brine mix to be used at a moment's notice
- 5% of Calcium chloride is added to the mixture when the temperature drops below 5 degrees



Going From The Table To The Roads

BET BYPRODUCT

- The beets are fermented, extracting sugar crystals, leaving only juice
- Scott County purchases the beet juice byproduct from a Minnesota firm



Hitting The Road

THE BET BRINE BENEFITS

- Beet juice decreases the corrosive properties of the salt
- The County is able to save money on salt because it no longer needs to be pre-treated
- The roads smell like soy sauce or molasses when the snow is melting



Scott County Highway Maintenance Operations and Services
<http://www.scottcountymn.gov/612/Road-Maintenance>

“Residents want to travel and move about safely.”

Read more: www.scottcountymn.gov/612/Road-Maintenance

Household Hazardous Waste



Located at 588 Country Trail East (Highway 282) in Spring Lake Township; enter from the Public Works parking lot.

HHW Facility Hours:

- Wednesday 12 p.m. to 6 p.m.
- Thursdays 12 p.m. to 4 p.m.
- Saturday 8 a.m. to 12 p.m.

The Re-use room closes 15 minutes before regular collections end.

Small business fluorescent bulb collection:

- **First Tuesday of each month 9 a.m. to 12 p.m.**

The HHW Facility is closed on holidays and in the event of severe weather

The newly renovated Scott County Household Hazardous Waste (HHW) Facility reopened earlier this year to a record number of participants. The new space provides benefits to both Scott County residents and staff. The staff have benefited from additional storage space for operations, and resident experience has improved with the expanded drop-off area and a turn-around for better traffic flow.

The HHW Facility is the perfect solution for home and small business owners to remove hazardous products. Some of these

common household items include products that are flammable, corrosive, toxic, poisonous, or reactive. The facility also accepts tires, appliances, fluorescent bulbs, scrap metals and electronics (such as televisions, stereos, computers, and printers) most at no charge to Scott County residents. Fees are charged for the disposal of waste from small businesses; call (952) 496-8477 for an appointment. Visitors are expected to provide their own manpower to unload items but assistance is available for a fee.

The HHW Facility also offers a Re-USE Room where residents can look through a large variety of household products, all of which are available free of charge! These products are still in good usable condition, and have been dropped-off at the HHW Facility by residents who don't need them anymore. Among the most commonly found items in the Re-USE Room are paints, stains, varnishes, lawn and garden products, automotive products, and assorted household items such as cleaning chemicals, caulk, adhesives, and putty.



"It is important to have clean soil, water, and air."

Read more: www.scottcountymn.gov/578/Household-Hazardous-Waste

Since 1992, HHW has handled over 10 million pounds of hazardous waste.

That is about 77 Adult African Bush Elephants!



In 2016, HHW gave away almost 100,000 pounds of usable products through the RE-USE Room.

That is about 7 1/2 Adult African Bush Elephants!

Treating Addiction



And Providing Hope

Scott County Treatment Court officially kicked off Oct. 3, 2016. The program currently has 24 active participants who are working to overcome addictions and avoid being repeat offenders.

A Treatment Court Planning committee (shown above) was developed to look at alternatives to sentencing individuals charged with substance-related crimes. The team consisted of members of the Judicial Bench, County Attorney's Office, Public Defender's Office, Community Corrections, Rule 25 Chemical Dependency, Mental Health Center, Shakopee Police Department, Scott County Sheriff's Office, and The Haven Treatment Center.

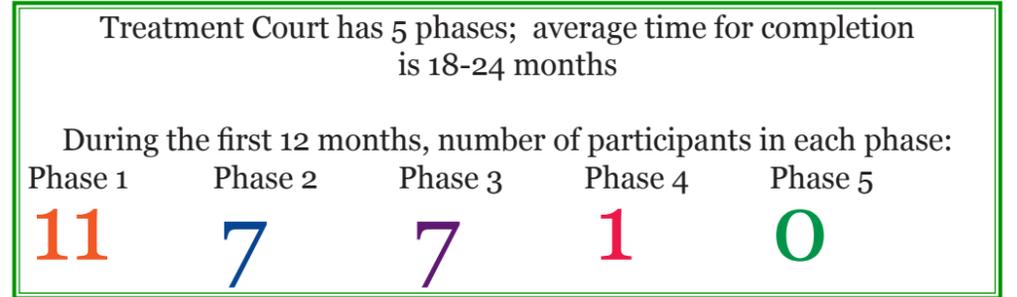


Heidi Kastama, Treatment Court Coordinator

"Our capacity for year one was 26 participants, with the goal to expand five additional spots in year two, which we are making progress towards," reported Heidi Kastama, Scott County Treatment Court Coordinator.

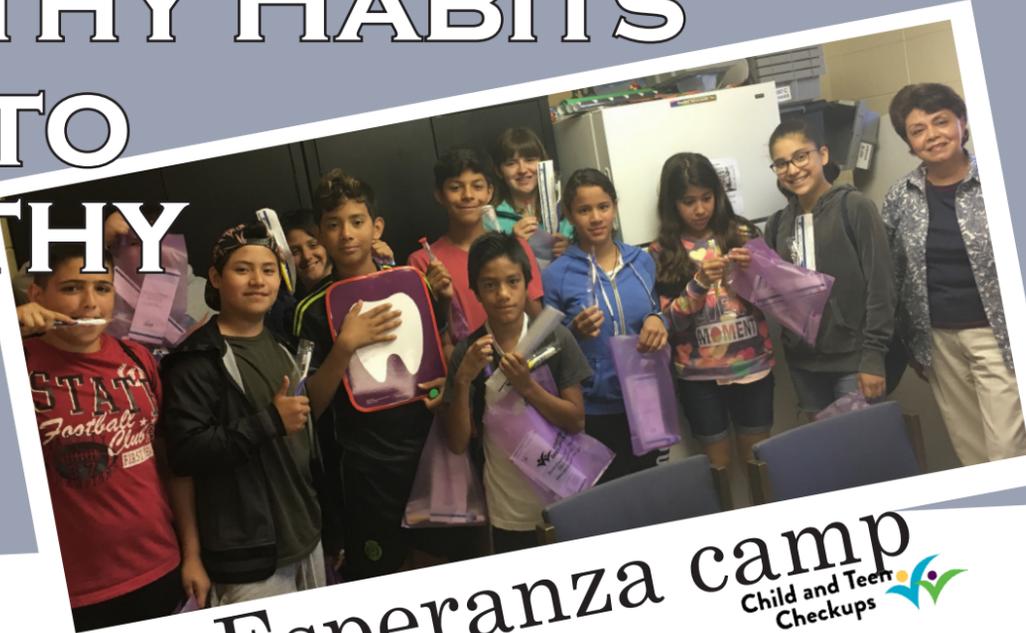
Currently, Treatment Court has 17 males and nine females. The majority of participants fall between the age range of 23-28, with the youngest participant being 20 and the oldest participant being 44.

Treatment Court is a five-phase program that can be completed within 14 months if no program violations are accrued. However, most participants will average 18-24 months based on setbacks for relapses or program violations. There are currently 11 participants in Phase 1 of the program, seven in Phase 2, and seven in Phase 3. The most advanced participant entered Phase 4 (of 5) in October.



"We are excited about the interest, growth, and advancement some of the participants are making," said Kastama. "We look forward to seeing what year two brings and having some of our first graduations!"

Public Health Teaches HEALTHY HABITS LEAD TO HEALTHY LIVES



at Esperanza camp
Child and Teen
Checkups

Youth attending Esperanza Camp during the past three summers learned about healthy habits, emotional expression, and safety, thanks to a partnership with the Scott County Public Health Child and Teen Checkups (C&TC) Program.

Esperanza Camp is a five-week summer day camp offered through New Creation Lutheran Church in Shakopee. It is geared to Latino children in the community, and provides fun through sports, games, and educational activities. Over 120 children from pre-K to 5th grade participated in the 2017 camp.

Public Health's C&TC program focuses on providing health education and resources to community members. As part of its outreach efforts, C&TC covered relevant topics for the physical and emotional well-being of the young participants. All activities were presented in a fun and recreational atmosphere in both Spanish and English.

As part of the C&TC program, staff were able to reward the children for their enthusiastic participation. A sample of these rewards included C&TC water bottles, coloring books, toothbrushes, toothpaste and timers, and



stress balls. Public Health's partnership with Esperanza Camp has been a great success. The C&TC program has provided health information to more than 120 kids each year. The camp also provides children with a chance to fill their summer days in a meaningful and fun way. Scott County Public Health supports health promotion, especially when it can help create healthy and important habits in children that can last a lifetime.



Topics covered during Esperanza Camp



Summer Safety

Children talked about safety and their favorite summer activities, such as riding a bike, being out in the sun, and swimming at the beach. Participants also showed their ideas of summer safety with collages, drawing pictures, and conversations.



Healthy Habits

Students the learned the importance of healthy habits and practiced washing their hands, covering their cough, drinking water, and exercising.



Dental Care.

Books, displays, props, and other interactive activities were used to teach students how to keep their teeth clean and healthy. The youth learned to identify healthy and harmful snacks, and learned better choices.



Expressing feelings

Students shared examples on how to express feelings in a healthy and positive way. Children participated in role play and learned vocabulary to identify and label their emotions.

"Active lifestyles and education are important."

Read more:
<https://www.scottcountymn.gov/399/Child-Teen-Checkups>

GIS Open Data

Putting You On The Map



Tony Monsour, Scott County GIS Analyst

Providing hundreds of data sets and pages of spatial information may seem overwhelming and unnecessary to many residents, but in the hands of the right person or business owner who needs the right information, right now, the service is priceless. That is why in recent years Scott County has started providing free and open access to geographic information systems (GIS) data through its web portal.

Scott County believes data and information can inform and guide the decision-making process between citizens, partner agencies, and the County. Data availability enables businesses to make quicker, informed decisions on investments and enhancements in the community.

“We interact daily with citizens, businesses, and developers working in Scott County,” said Tony Monsour, a Principal GIS Analyst with Scott County. “We assist customers looking for information on specific properties to larger data requests where someone is looking for aerial imagery flown over the entire County. We also work in a regional capacity, where we team up with other counties and state agencies on public safety data and infrastructure data, such as roads and addresses,” Monsour added.

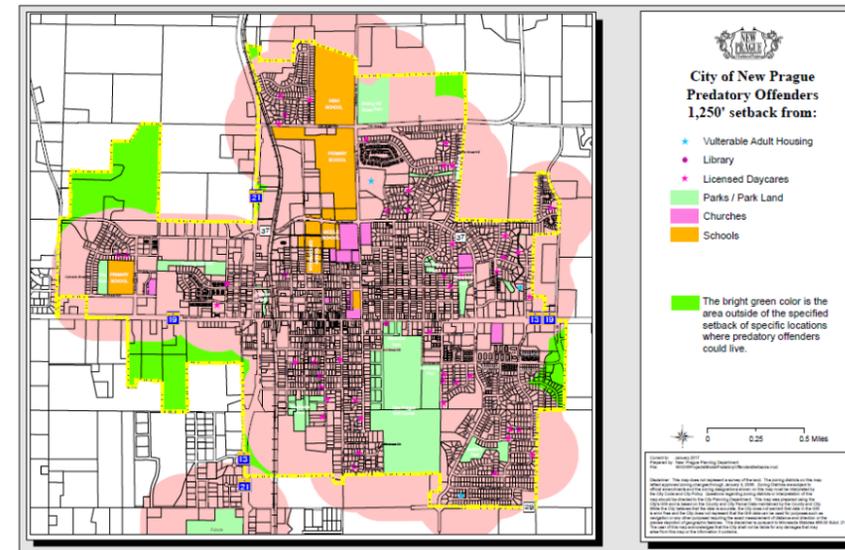
The “Scott County Open Data,” web portal allows anyone to:

- Utilize maps and tables to analyze data and information
- Download data to use in your systems to conduct research and analysis
- Use services in individual mapping applications

In 2015, Scott County adopted a “Free and Open GIS Data” policy to make way for a more transparent relationship among government, its businesses, and its citizens. The policy allows County staff to distribute GIS data to citizens for free, without constraint, and without the necessity of a signed license agreement.

Big consumers of spatial information in the County – such as cities, utilities, regional agencies, realtors, and contractors – rely on quick, up-to-date, and easy access to the County’s data sets and mapping layers. “The Open Data portal is invaluable for our day-to-day operations,” said Ken Ondich, community development director for the City of New Prague, who primarily uses the site to download parcel data. “I use these in my desktop GIS system and overlay it on all of our other local data, such as zoning, parks, trails, and natural features.”

Ondich noted that the free data are used by city staff to look up property ownership, create mailing labels, and assemble maps in preparation of grant applications. “We also recently used the open data to create maps for discussions on the city’s predatory offender ordinance by mapping licensed daycares,” Ondich added. “Not having that data would have meant plotting locations on a map manually.”



City of New Prague staff used free data from the County’s open data portal to identify and map important assets in their neighborhoods – such as schools, churches, parks, and licensed day care providers – as part of a discussion on adopting the city’s predatory offenders ordinance.

Read more: <http://opendata.gis.co.scott.mn.us/>



The Open Data web portal has been categorized into six themes:

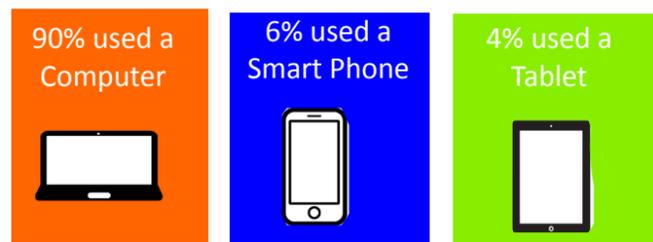
<p>Administrative</p> <p>2030 Landuse, MCD, Sections...</p>	<p>Property & Places</p> <p>Address Points, Building Permits, Parcels...</p>	<p>People & Health</p> <p>Child Care, Food Resources, Smoke Free Housing...</p>
<p>Transportation</p> <p>Centerlines, MetroGIS Roads, Park & Ride, Ditches...</p>	<p>Natural & Physical</p> <p>Bluff Overlay, Open Water, Swamps, Wooded Areas...</p>	<p>Elections</p> <p>Commissioner Districts, Polling Places, Polling Precincts...</p>

Anyone can browse the datasets within each theme, or use the search to find information. The portal also provides other resources from the Scott County GIS department, such as online map services, full-fledged mapping applications, and pre-made maps.

“Our goal is to ensure that County workers and the public alike have the tools and knowledge to access our location based data and are confident in the decisions they make from it,” said Monsour. While the Open Data initiative was a major step in ensuring the public access to raw data, the GIS department is still working to provide Scott County residents with the tools they need to analyze County data and find out specific information they might want, such as road closure information, permitting information, and crime data.

Scott County launched its new on-line mapping application in July 2017, called ScottGIS 3.0 or SG3. One of the goals of moving to a newer version of an on-line mapping tool was to allow users to access GIS data from different platforms (the previous version was only accessible through desktop).

Devices Used to View Scott County GIS 3.0 On-Line Mapping Application July - September 2017



Read more: <http://opendata.gis.co.scott.mn.us/>



Mary Freyberg, Law Librarian

LAW LIBRARY

The Scott County Law Library is one of the hidden gems of Scott County’s Government Center. Tucked away in a small room on the first floor of the Judicial Center, the Law Library – open Monday through Friday, 8 a.m. to 4:30 p.m. offers its citizens free legal referrals and clinics that transform a complex system of laws and procedures into a manageable support system in times of need.

Headed by Mary Freyberg, the Scott County Law Library staff works tirelessly to assist County residents with legal resources at no cost.

These resources can be used to help understand and prepare for legal cases dealing with family law, immigration, small claim court, and petty crimes. The library’s Self-Help Center provides computer access to forms and information visitors would otherwise have to secure from an attorney. For example, the Law Library offers free access to Westlaw, a premier legal database used by most attorneys and judges. The Self-Help Center offers three attorneys manning the Self-Help phone lines Monday through Friday, 8 a.m. to 3:30 p.m.

Free Law Clinics Offered For Library Users

- Expungement
- Family Law
- Wills

The Law Library partners with many community non-profit organizations to provide free assistance, including the Southern Minnesota Regional Legal Services (SMRLS), Volunteer Lawyers Network, and Minnesota Judicial Branch Self-Help Center. Through these organizations, residents can find free help to fill out legal paperwork, discuss legal rights, and prepare for court hearings or appearances.

Crime victims will also find assistance through the Law Library. SMRLS has received a grant from the Department of Justice to offer a full-time attorney to assist Scott County residents who are victims of crime. The attorney can assist with issues related to restitution, reparations, restraining orders, and orders for protection. Walk-in consultations are available at the Law Library every Monday from 9 to 11 a.m.



Navigating the legal system can be confusing, intimidating, and time-consuming for those with no prior experience. When asked about the law library’s benefits, one user responded, “The Law Library’s assistance in locating forms...and explaining what I needed was invaluable! People like Mary (Freyberg) help me have faith in government entities and in public servants.”

Read more: www.scottlib.org/778/Law-Library

In 2016, 10,733 people used the Law Library

- Resource materials
- self-help center
- Professional organizations
- 47 Clinics helped 250 people

Scott County Parks

*Good for
body and
"sole"*



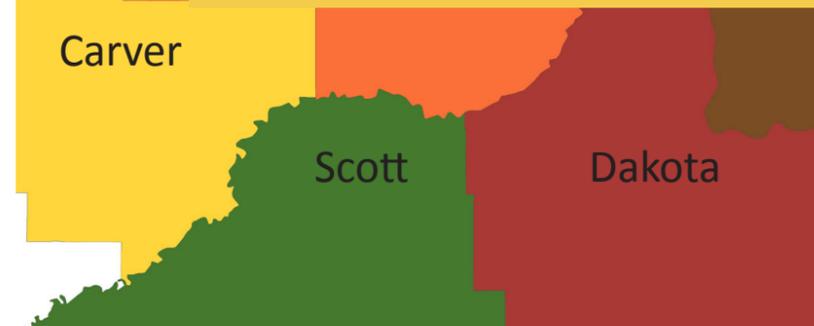
One of the many pleasures of living in Scott County is its proximity to the Twin Cities and all that the metro area has to offer. However, for those who seek a refuge from concrete, the natural beauty of Minnesota can be found just a few miles south among the many parks and hiking trails of Scott County. The regional parks and trails of Scott County -- among them Cleary Lake, Cedar Lake Farm, Spring Lake, Murphy-Hanrehan park Reserve and the Scott Regional Trail -- offers a diverse array of outdoor activities for all seasons and the open space to enjoy a connection to nature. As an added bonus, admittance to all of these parks is free!

Barefoot Hikers of Minnesota are just one group taking full advantage of the beauty of Scott County. Jim Guttman and the Barefoot Hikers of Minnesota are a community of people who hike the nature parks and trails of Minnesota in their bare feet. The group finds this unique approach adds a whole new dimension to the hiking experience. "Through the sense of touch our bare soles are able to experience the rich variety of textures, temperatures, and sensations that nature has to offer," said Guttman, a Lakeville resident who works in Shakopee and makes frequent stops at Scott County parks. When hiking in bare feet, club members prefer to walk



Barefoot hikers enjoying Scott County parks

In 2015, Scott County Parks had **634,500** Annual Visitors



That is about the same population as Carver, Scott, and Dakota Counties - COMBINED

2016 Parks Visitor Rating



83% of residents rated parks as good or excellent

Love Our Parks

PARKS IN SCOTT COUNTY



CLEARY LAKE REGIONAL PARK

Year-round recreation. Golf course, campground, picnic area, cross-country ski trails, swimming beach and more. This beautiful park has something for everyone.



SPRING LAKE REGIONAL PARK

374 acres of natural habitats includes eagles, a Maple-Basswood forest, open water wetlands, miles of bike trails, dog off-leash area, and tamarack bogs.



CEDAR LAKE FARM

On the south shore of Cedar Lake. Great for picnicking, swimming, and pier fishing. Also perfect for weddings, reunions, and other activities.

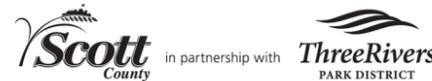


MURPHY-HANREHAN PARK RESERVE

Park has glacial ridges, hilly terrain and an extensive, lush forest. Also features one of the most challenging cross-country ski areas in the Twin Cities, and a popular mountain bike trail.



SCOTT COUNTY PARKS
[HTTP://WWW.SCOTTCOUNTYMN.GOV/797/PARKS](http://www.scottcountymn.gov/797/Parks)
THREE RIVERS PARK DISTRICT
[HTTPS://WWW.THREERIVERSPARKS.ORG/](https://www.threeriversparks.org/)



Scott County-Three Rivers Park District Partnership operates under a Joint Powers Agreement that combines resources to collectively operate regional parks and trails in Scott County.

on naturally-surfaced turf trails; Scott County offers miles of unpaved turf trails, mowed grass, packed earth, forest floor, moss, and exposed rock and roots. According to Guttman, it is "these natural paths through the woods and fields of Scott County's open spaces that keep us coming back for more!"

As one of ten regional park agencies in the Twin Cities metropolitan area, Scott County is continually working to improve and expand what its parks system has to offer. When asked what he believes the County's parks department should focus on next, Guttman commented that it is "less about improvement and more about continued focus. Scott County parks offer a wide array of facilities and amenities to support a growing range of outdoor recreation opportunities. The Parks Department, through their partnership with Three Rivers Park District, does a tremendous job of maintaining these facilities and amenities so they are ready and available for visitors' use. I think the Scott County Parks Department faces some very similar challenges to other park systems. One is the pressure to keep operating budgets low while not only maintaining existing park and trail facilities, but also expanding offerings and activities to attract new visitors. Another is finding ways to engage new generations of park and trail users as interests, technology, and time constraints conspire to keep younger people indoors more often."

No matter the season, Scott County's parks offer activities and open spaces to allow residents and visitors alike the opportunity to get outside and back into nature. Whether you prefer ice fishing, hiking, swimming, or just lounging around the picnic basket, Scott County parks offer amazing opportunities to experience the great outdoors close to home.

"A good system of parks and trails are important."

Read more:
www.scottcountymn.gov/772/Parks-Trails

Scott County Transit



Getting Residents Back On The Road

This year brought about several opportunities for the Transit and Fleet Management group to embrace Scott County's values while meeting the public's expectations for improved service delivery. Early in 2017, Transit staff connected with residents during community meetings and via social media to find out the biggest transportation challenges. The goal was to create a customer experience that was respectful, responsive, and solution-oriented.

- A majority of the residents identified a lack of public transit options as the largest challenge. The common frustrations staff heard related to public transportation included:
- Long daily commutes, working outside their home community, and high traffic volume.
 - Locating daily travel for errands or pleasure.
 - Finding transportation for emergency medical attention.
 - Availability of a schedule bus or vehicle to get them from point A to point B. And for the roughly 45,000 residents who live outside of the County's northern urban area (Shakopee, Prior Lake, and Savage), this concern was even more pronounced because there is no fixed route service.

To better understand and begin to address these concerns, Scott County's Transit staff has committed to tracking data to help drive improvements within the public transit system for all county residents. One data point the staff tracks each year is "trip denial", when a resident calls into SmartLink's Dial-A-Ride system, staff checks to see if the caller's needs can be met with an "as available" schedule. If the transportation schedule does not work with their needs, the call is logged as a "trip denial." Overall, the rate of "trip denials" over the past three years in both Scott and Carver Counties has hovered between three to four percent. According to County Transit supervisor Alan Herrmann, most often it is residents in the rural areas of Scott County whose requests for transit service are not being met.



We want to hear from Scott County residents!
Please complete our on-line transportation survey. It can be found by searching [Scott County MN transit survey](#).

Leading the way by anticipating changes and managing challenges based on reliable information and citizen data, Herrmann and his staff began to research and implement a series of transportation options for those who have been previously denied.



Increased Transit Options

One key solution is the commitment to the volunteer driver program, where citizens volunteer their time to drive their own vehicle to complete a requested trip.

In 2016, about half of all trip denials were fulfilled through the volunteer program. By the spring of 2017, volunteer drivers completed 92 percent of denied trips in both Scott and Carver Counties. "This is a wonderful trend," said Herrmann, who attributed the increase to a combination of both more volunteer drivers and an overall drop in the system wide denial rate. "Our volunteer drivers are priceless and a critical reason that we are able to serve our customers better," he added.

Another innovative solution, implemented in June, is expanded Dial-a-Ride service hours. The service is now available for Scott County residents on weekends (7:30 a.m. – 4:30 p.m.) and weekday evenings (until 9 p.m.). Just a month into the newly expanded service, County staff were already seeing good results. "We are pleasantly surprised with the weekend demand," said Herrmann.

Mobility Management is also looking at contracting with shared vehicle services, such as local taxis, local medical vans, and Uber or Lyft to provide rides for those who cannot be served by the existing transportation schedule.

As Scott County continues to expand and look towards the future, the Mobility Management team is working to increase its efficiencies, decrease denials, enhance access to services, improve use of resources, and enhance coordination that leads to livable communities.

Scott County Transit INCREASED TRANSIT OPTIONS

Trip Denials



- IN 2016, 4% OF RIDE REQUESTS WERE UNABLE TO BE FILLED
- That was 4,526 denials
- JANUARY-JUNE 2017, 2.09% OF REQUESTS WERE DENIED
- That was 1,253 denials

Volunteer Drivers



- IN 2016, OVER 50% OF DENIED TRIPS WERE FILLED BY VOLUNTEER DRIVERS
- That was 2,281 trips
- JANUARY-MAY 2017, VOLUNTEER DRIVERS FILLED 72% OF DENIALS
- That was 901 trips

HELP WANTED

Volunteer program seeking committed individuals who are willing to donate their time as a volunteer driver. Mileage reimbursement available. Interested parties please call 952-496-8341 ext. 2, Monday-Friday, 7am- 3:30pm

"Reliable transit options are important."

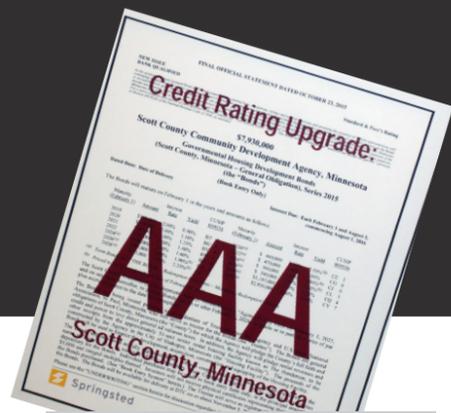
Read more: www.scottcountymn.gov/516/SmartLink-Transit



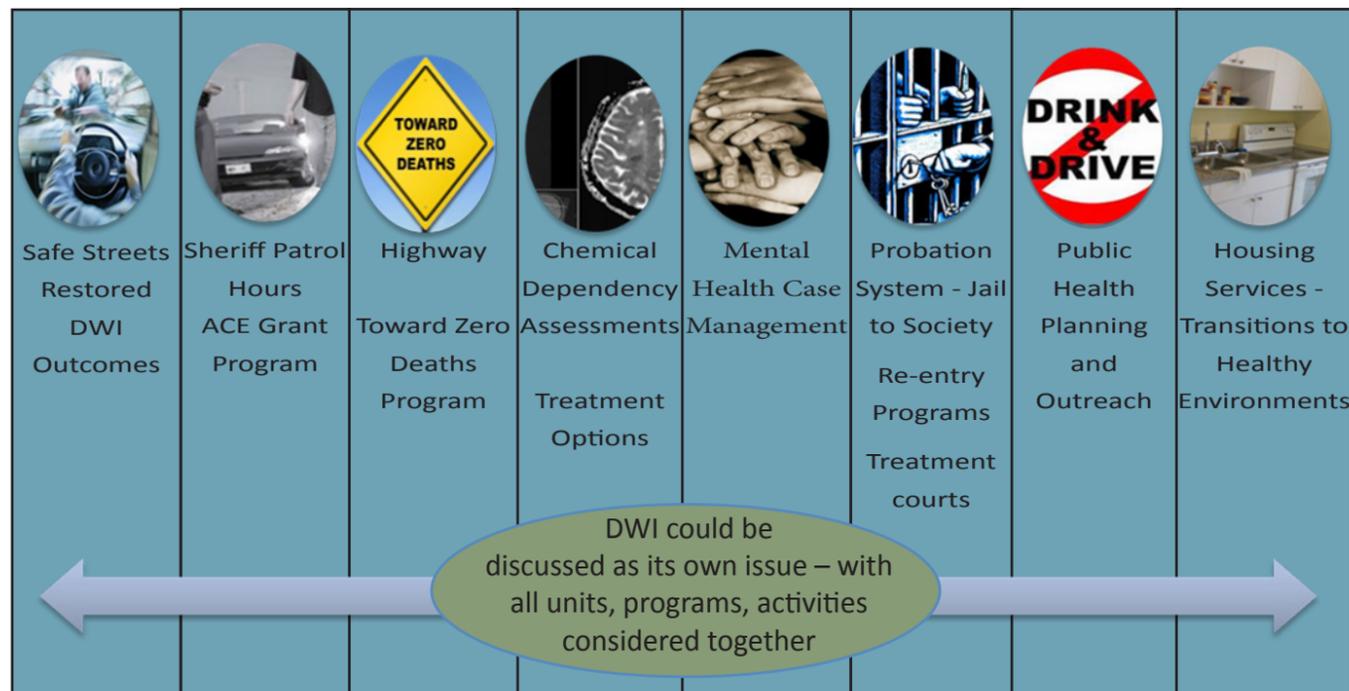
Proud To Be
Fiscally Sound
and Financially
Responsible

Scott County is committed to providing safe, healthy, and livable communities through responsible governance for all residents. As part of Delivering What Matters to our residents we have focused on community outcomes through data-driven decisions, breaking down silos within our operations, and providing transparency in these decisions. We are using tools such as Open Gov, "Speak Up Scott County", Scott Delivers, and Priority Based Budgeting to help drive us forward.

A traditional county budget is broken out by divisions and departments showing revenues and expenses. Priority Based Budgeting breaks those silos down and budgets by outcomes and priorities. Priority Based Budgeting has been evolving since 2013 based on the residents' definitions of safe, healthy, livable and responsible. Utilizing these definitions all of the County's programs were prioritized based on how they support these definitions. The illustration below is an example of how an outcome of reducing DWIs in the County is supported by multiple departments and not just working in isolation.



Scott County was awarded a AAA bond rating in 2015. We were 1 of 6 counties in MN and 1 of 90 counties in the US to receive this top rating.

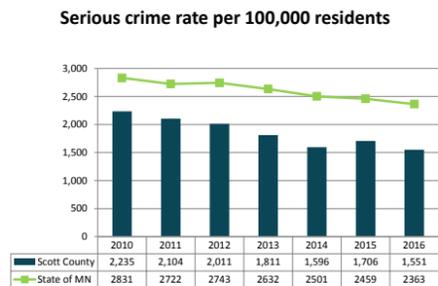


In this new tool, each individual program or service creates a table that shows total program cost and where the revenue comes from to support the program. With this method, we are able to see what combination of programs contribute to a major county initiative. This allows budget discussions to be focused on the program's relevance to priorities, performance, and cost. After each program/service submit the cost and revenue tables, they are scored with respect to how important or critical they are to the achievement of safe, healthy, and livable communities. As this method of reporting outcomes and budgeting matures, we will be able to provide more comprehensive outcome information toward the Board's strategies.

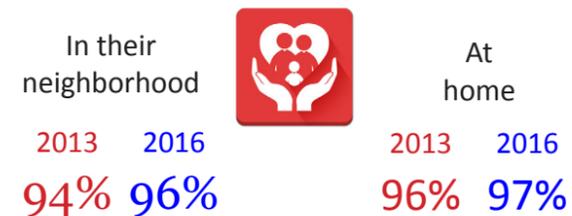
Safe, Healthy, Livable and Responsible By The Numbers

Safe

"Residents feel safe, know their neighbors, children play outside, and all feel part of a larger community."

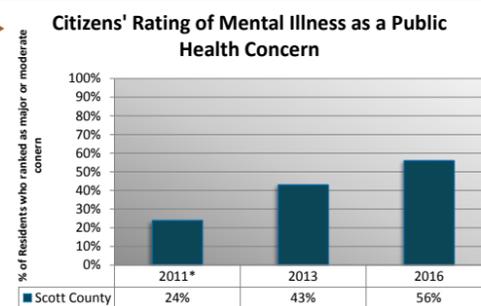


Percentage of Scott County residents who feel safe...



Healthy

"Quality and affordable mental health services are available."



County population per 1 mental health professional...



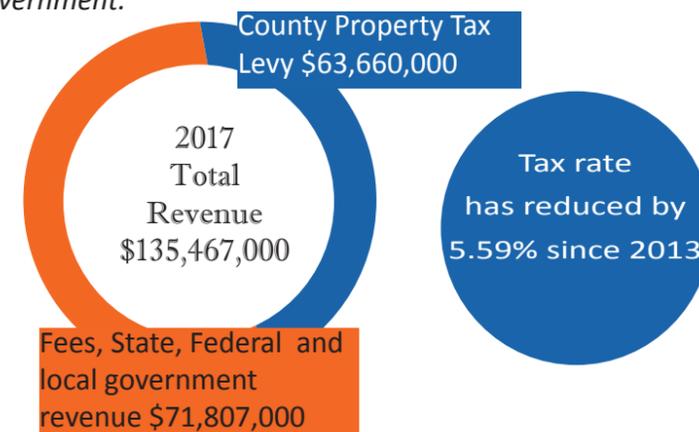
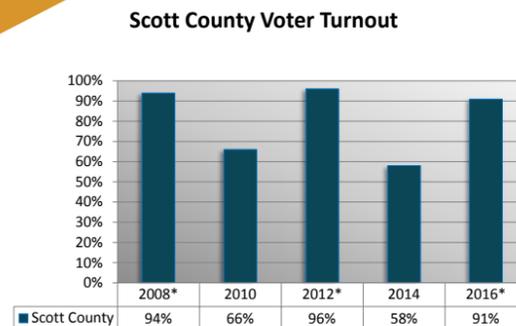
Livable

"Range of quality jobs and thriving local economy."



Responsible

"Accountable, innovative, and efficient government."



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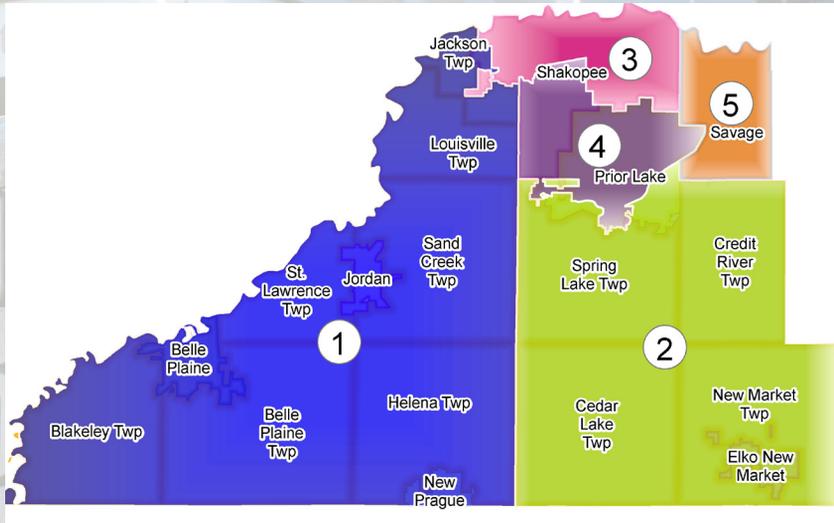
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