



Department Reports November 2024



Communications Division

Danna McCall, Communications Coordinator

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(425) 996-5285 | www.snoqualmiewa.gov

Social Media

- Facebook reach: 28.5K; 7309 followers (32 new).
- Twitter – 3728 followers
- Instagram – 3.4K reach; 3095 followers (48 new).
- Visit Snoqualmie: Continue work to grow new Instagram and Facebook accounts for new Tourism website.
- Top Posts: Meadowbrook Way reopening (24.7K reach); Windstorm Yard Waste Collection (2.6k reach); Windstorm Response (2.1K reach); Windstorm Recovery Update PR (2.3K reach); 384th Project Update (2.3K reach).



Website

- Website users: 16.2k; website sessions: 21.3K; pageviews: 35K.
- Top pages: Twin Peaks, Snoqualmie Winter Lights, Snoqualmie Falls, Police Blotter.
- Visit Snoqualmie, Notify Me, and Alerts Center all top 10 pages.



Department Support

- Mayor: Ross Report; Veterans Day.
- Fire/OEM: Windstorm prep messaging; Food and Coat Drive marketing; new firefighter/EMT pinnings; weekly blotter.
- Police: Hit-and-run PR; Veterans Day video filming and production; blotter.
- CD: Public Hearing notices distribution; new employees website training; Comp Plan publication planning.
- PPW: Green Snoqualmie Post-Thanksgiving event; Windstorm prep and response messaging; Meadowbrook Way and 384th project updates; PSE pole charging location messaging planning.



E-News

- Sent 3,813 e-news emails.
- 763 subscribers
- 55% open rate; 3.9% click thru rate.

Snoqualmie Winter Lights Planning/Marketing/Logistics

- Planning for December 7 tree lighting event and month-long lighting display tourism campaign.
- Work with Parks Team and outside vendor, on installation of DE-lightful displays throughout downtown Snoqualmie and Center Blvd. trees.
- Worked with Snoqualmie Fire Department on December food drive
- Planned “Visits with Santa” December 15, partnership with Mini Treehouse (downtown merchant)
- Installation of Snoqualmie Winter Lights pole banners
- Coordinated artwork and ad buys:
 - NW Travel + Life December edition (print ad, using Visit Snoqualmie branding)
 - Encore Theater Ads - Village Theater, 5th Avenue, and Paramount Theater, end of October – end of December (print program ads and digital ads, using Visit Snoqualmie branding)
 - 425 Magazine (digital ads)
 - Seattle’s Child (digital and website ads)



Business & Community Outreach

- Ridge Merchants meeting was hosted by Snoqualmie Valley Health, attendees learned about new branding, services, and future growth and expansion. Mayor Ross attended.
- Historic Downtown Merchant Association, regular meeting. Mayor Ross attended.
- November 12 Arts Commission, reviewed 2024 accomplishments, and began 2025 planning.
- Ongoing participation on the steering committee meeting for the “Snoqualmie Valley Rural Tourism Support” program, initiated by the SnoValley Chamber of Commerce.
- Special Event Permits – 59 permits YTD





Community Development Department

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November 2024 Monthly Report

Permit Activity

Permit applications remain relatively average.

Building	November 2024	YTD
Permit Applications	24	424
Permits Issued	19	383
Total Inspections	56	594

Planning	November 2024	YTD
Pre-Applications	2	10
Sign Permits	1	7

Special Event		55 permits in 2024
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Boards and Commissions:

- Economic Development Commission –No Meeting.
- Community Development Committee -- A draft RFQ for affordable housing was presented as well as final draft legislation for SB5290, permit processing times.
- Planning Commission – A retail district overlay public hearing was held. Best available science was presented from the City's senior wetland biologist as part of the critical areas update. The historic design review board considered and approved a variance to the downtown color palette.

Planning Projects:

- Snoqualmie Home Elevation: The Department Staff continues to work with two property owners to take the next steps with raising their homes above the BFE.
- Snoqualmie Home Acquisitions: The Department Staff continues to work with two property owners who are interested in voluntary sales.
- Community Rating System: The Department Staff is preparing for reclassification and other ways to reduce insurance premiums.
- Code Updates: The Department Staff continues to work through the legislative process on amendments for Best Available Science/Critical Areas Ordinance, Wireless Code Update, and Retail District.
- NWRM Roundhouse: No updates.
- Community Center Expansion: No updates.
- Mill Site: No updates.
- Mixed-Use Final Plan Amendment: Draft changes to the MUFP retail uses along Center Blvd are currently under review with the Planning Commission.
- Climate Change Element: Work is underway with Staff and the Planning Commission. A climate change committee is working to help inform the Commission on green house gas emissions and vehicle miles traveled as well as other carbon-reducing techniques.

- Affordable Housing: The Department Staff continues to work on the issuance of an RFQ to find a suitable firm for the design and development of structure to support work force/affordable housing development.
- Code Enforcement: The Department staff continues to work several code compliance projects, including the restoration of city cleared property near The Club, a conversion of single-family to condominiums, and others.



Fire Department

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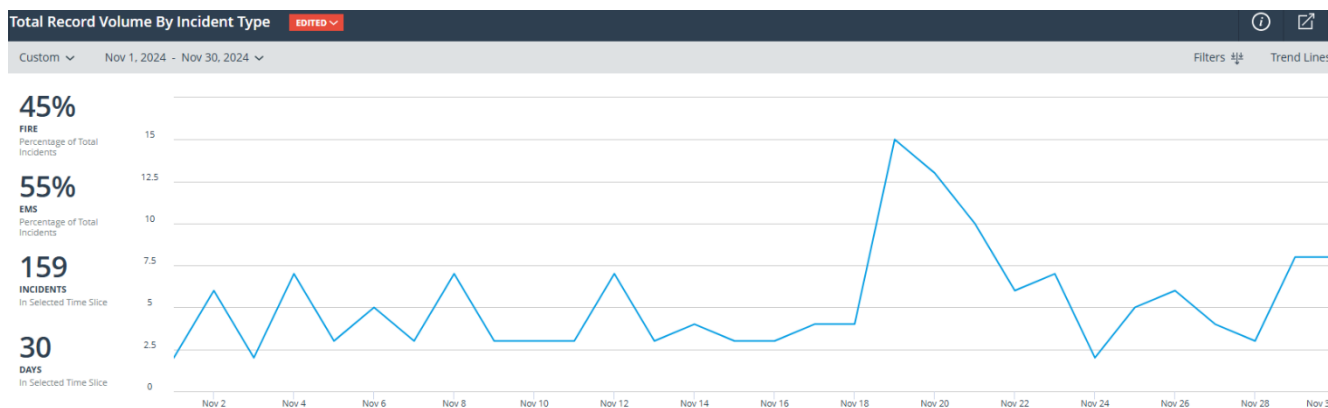
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Fire Department Activity November, 2024

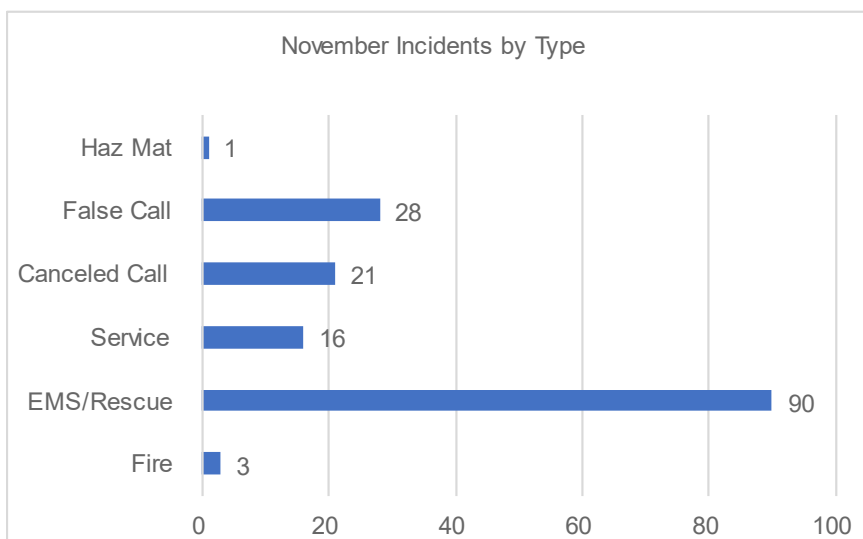
Incident Count November

The Fire Department responded to 159 incidents in November. 55% of the incidents were emergency medical services and 45% were fire or service-related incidents. The following chart displays incident count per day.



Incident Count by Type:

The following is a count breakdown of incidents by type.



Travel Time

For incidents within the city, the 90th percentile travel time for the first arriving unit responding in emergency mode was 7:20 seconds and is broken down as follows.

Type	0:00 - 3:59	4:00 - 7:59	8:00 - 11:59	12:00 - 15:59	16:00 - 29:59	30:00 +
Aid Car	16	20	6	0	0	0
Engine	10	22	1	0	0	0
Chief Officer	0	1	0	0	0	0
Total	26	43	7	0	0	0

For incidents outside the city, the 90th percentile travel time for the first arriving unit responding in emergency mode was 15:41 and is broken down as follows.

Type	0:00 - 3:59	4:00 - 7:59	8:00 - 11:59	12:00 - 15:59	16:00 - 29:59	30:00 +
Aid Car	1	8	10	3	0	
Engine	1	6	7	4	1	
Total	2	14	17	7	1	0

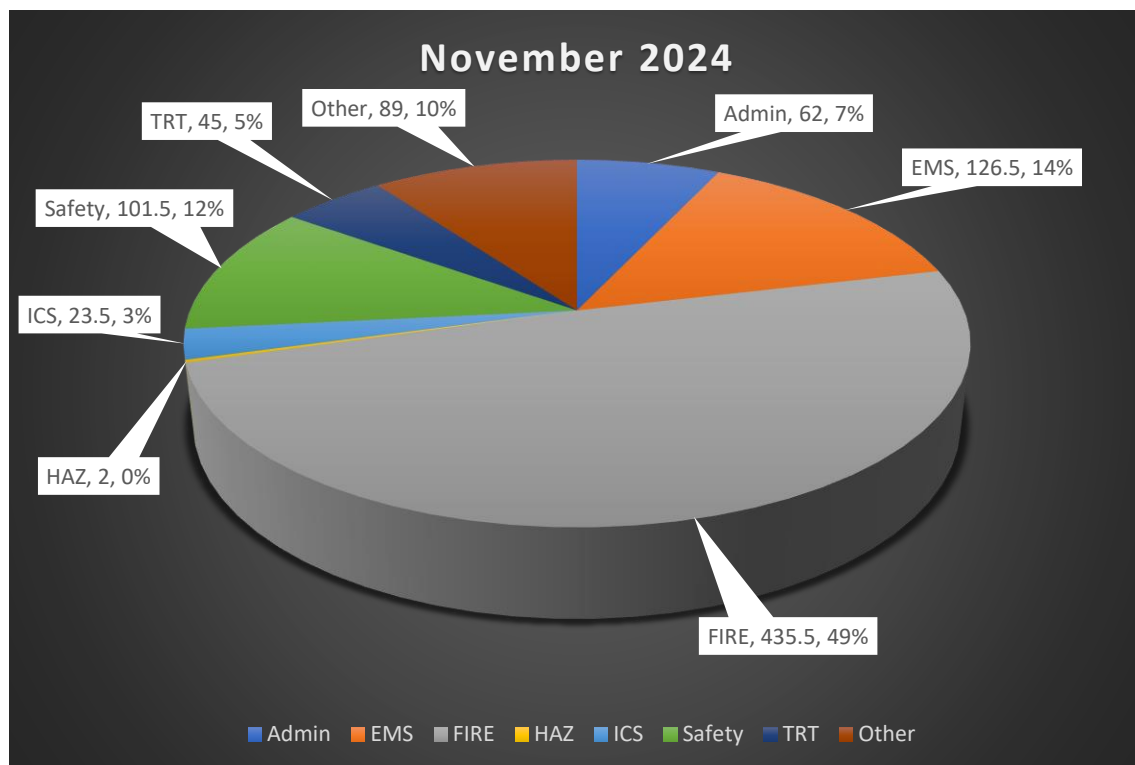
EMS Transports

The Fire Department responded to 90 EMS incidents in November and transported 49 patients to local hospitals. Patients were transported to Swedish Issaquah 43% of the time and Snoqualmie Valley Hospital 55% of the time. Of the transports, 12 were transports that originated from outside Snoqualmie's service area. (North Bend 10, Fall City 2)

Hospital	Week 1	Week 2	Week 3	Week 4	Week 5	Total
Overlake Hospital	0	0	1	0	0	1
Snoqualmie Valley Hospital	3	7	3	7	7	27
Swedish/Issaquah	2	6	7	4	2	21
Other	0	0	0	0	0	0
Total	5	13	11	11	9	49

Training:

Entry into the fall typically brings a lull in practical training and a focus on computer-based training that can be conducted indoors and online. This November, however, is an exception and not the norm. As we onboarded two new firefighters, this allowed for an above-average volume of completions. During the month, crews trained for 885 hours, primarily focusing on company-level drills, driver training, and completion of state-mandated safety training. The training covered all categories, with the majority related to fire suppression (49%), followed by emergency medical services (14%). During the month, one volunteer completed required shadow shifts to become fully qualified to work as part of a crew, while others continued working towards becoming aid vehicle drivers. One career member completed the South King County Pump Operator Academy to become a fully qualified fire engine operator, and one completed swift water rescue technician training. The following chart compares the training hours by type:



(Admin=Administrative; Haz=Hazmat; ICS=incident command systems; TRT=Technical Rescue Training)

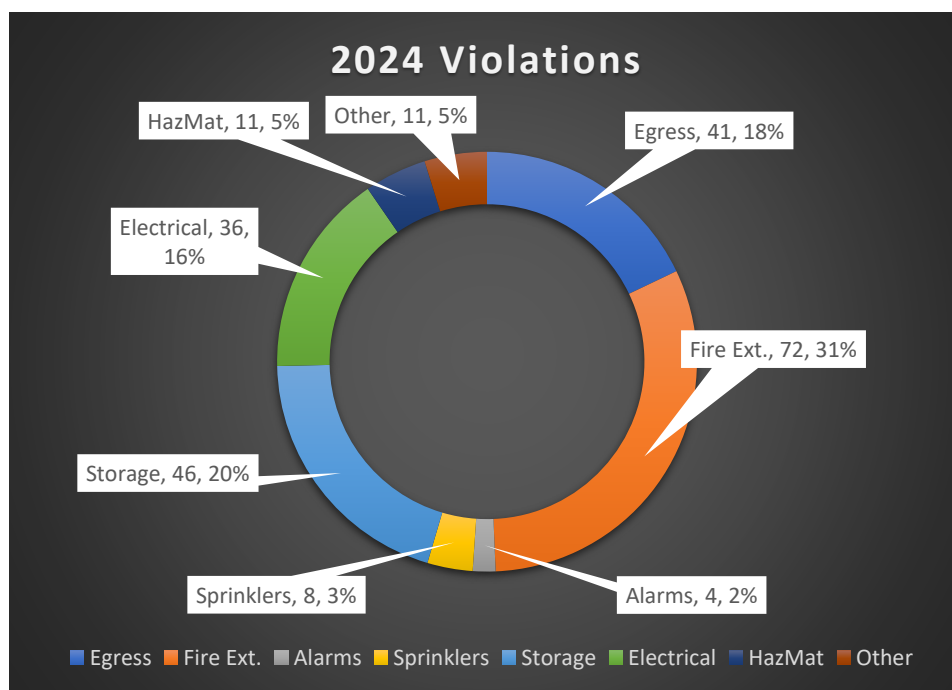
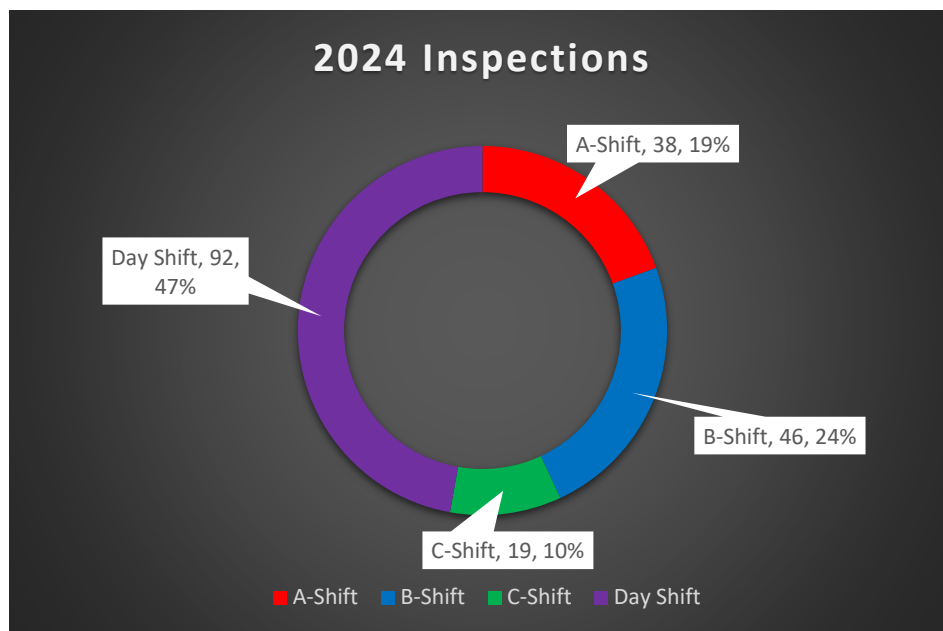
Training – Highlights/Major Topics:

- Live structure burn
- Fire apparatus operator.
- Incident Command System
- New member orientation
- Forcible entry
- Firefighter – Hose evolutions
- Fire Service Leadership
- Safety – State-mandated safety training, firefighter line-of-duty death reviews
- Technical Rescue – Swiftwater rescue operations
- JJ Keller HR Training
- Department of Health-mandated diversity training
- Stroke emergencies.

Community Risk Reduction

Inspections

Due to ongoing training and community engagement assignments, no inspections were completed in November. Crews focused on continuing school presentations that began in October for Fire Prevention Month. The following chart is a view of the year-to-date inspections and violations:



Public Education

November, public education and outreach reported the following activities:

- 1 – Mount Si High School Football Standby event
- 7 – Classroom presentations (fire safety), 488 students contacted
- 1 – Opioid Education event (MSHS)
- 1 – Fire Extinguisher training (offsite)

Volunteer Activity

During the month of November, the following activity was recorded for the volunteer group

- 23 duty Shifts
- 50 calls responded to
- 269 total hours spent volunteering.



Information Technology Department

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November 2024

Dear City Council,

The IT Department has been continuing the preparations to our systems for the Network Modernization project. We are on track to complete it by the end of the year. The team continues to improve. They are nervous, but still excited about this project moving along!

Here are some updates for the month of November:

- We are hovering around 30 open tickets now. The average number of tickets has dropped for this month due to the hard work of the team and our other departments giving us space to work on the network.
- The network infrastructure modernization project kicked-off at the beginning of the month. We have made progress in preparing our systems for the upgrade. There have been some challenges, but they were anticipated.
- The Fire Station pilot phone system is still ongoing. We had made progress toward closing the project, there are legacy systems that were not reviewed more closely during our project discussions. It has been a learning experience for our team, and we appreciate the Fire Department's patience.
- The Wi-Fi and firewall upgrades are almost ready for a cutover to the new systems.

We will have more details on projects that are coming including:

- Simplifying our service desk to better serve our users.
- Extending the cloud VOIP pilot to all City of Snoqualmie locations
- Restructuring and updating our server infrastructure
- Restructuring our IT team responsibilities
-

Thank you for your continued support as the IT Department continues to rebuild!



PARKS & PUBLIC WORKS DEPT.

Jeff Hamlin, Director

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Monthly Report – November 2024

Public Works General/CIP Projects:

Bomb Cyclone Storm Event Cleanup: Public Works crews are responding to the wind damage caused by the Bomb Cyclone that resulted in many downed trees and widespread power outages. The City lost approximately 100 street trees in the storm and hundreds of downed trees in the urban forest areas. Preliminary estimates indicate the City suffered approximately \$106K in damages to trees, streetscapes, fencing, etc. We anticipate a total of three weeks to complete the cleanup activities.

Tyler Munis Implementation: Public Works has completed initial implementation of the asset management system. All operating divisions are now managing work orders through Tyler Munis. We are still working out some bugs with the Wastewater checklists but should have that worked out by end of year. Parks and Public Works has processed approximately 925 separate work orders in the last month and over 2,800 work orders since implementation.

Road Maintenance and Repair: Planning and engineering is in progress for next summer's paving, utility infrastructure, and road maintenance projects.

Kimball Creek Bridges: Project Completed! Meadowbrook Way was opened before the Thanksgiving holiday; beating our schedule by approximately one month.

384th Sewer/Sidewalk: The contractor has completed the sewer main repair and the new system is fully operational. Sidewalk construction is ongoing and anticipated to be complete by the end of the week (12/6/24). Also, temporary pavement patching will be completed in the same timeframe. The project will be dormant for a few months during the winter months, but then final paving will be completed in Spring of 2025.

Splashpad: Construction is continuing through the Fall season with completion anticipated in December 2024. The contractor has received Dept of Health approval and concrete will be poured in the next couple weeks.

Water Reclamation Facility: Commissioning on the first ditch has been successful and the new system is working as well or better than anticipated. The contractor is now working on Ditch 2 and is on-schedule for completion in early 2025. Project completion is anticipated for Spring of 2025.

Reclaimed Irrigation Reservoir: 90% plans and specifications have been submitted to the City for review. Property acquisition and permitting remain on schedule with the recent Council approval of the purchase agreement. Construction is anticipated to begin in Autumn 2025 with project completion on or before June 30, 2026.

Staffing: Urban Forestry/Stormwater Department is down one staff member, but we are working to fill the position before the end of this year. Kyle Markwardt has been promoted internally to fill the vacant Lead position. PPW will begin recruitment for a new administrative assistant in early 2025.

Wastewater Division

- Startup and commissioning of the WRF-3 upgrades continues. Initial performance data indicates a successful design with improved capacity and operational efficiency.
- Wastewater Division lost one staff member in the last month but was successful in hiring a replacement. Matt Miller is a former employee in the Wastewater Division and will return to the department after a couple years in Montana. He brings a wealth of knowledge and skills to the department and is a very welcome re-addition to the Wastewater team.

Water Division

- Water operations are back to normal following the recent windstorm when we lost our controls and monitoring (SCADA) system due to the loss of land line phone networks. Water is currently planning upgrades to the SCADA system to place all controls on a cellular based platform, which will improve reliability and reduce cost.
- A new automated Pressure Reducing Valve (PRV) has been installed at Canyon Springs. This new device will allow for frequent adjustments of system flow and pressure while eliminating the need to enter a confined space.

Parks & Streets Division:

- Parks and Streets Division has been busy with cleanup activities following the recent windstorm.
- Holiday lights and decorations are planned to be completed this week.
- Repair of significant vandalism at various parks is ongoing. Auto-lock mechanisms will be installed soon to ensure buildings are locked at night. Staff are working with the Police Dept to employ security techniques to catch the culprit.
- Street crew continues with gravel alleys maintenance in response to the winter wet season.
- Tables and chairs at railroad park boardwalk have been stored for the winter.
- Parking lot striping/paint at the YMCA has been completed.
- Gutter replacement at several park structures has been completed.

Fleet & Facilities Division:

Fleet

- City fleet logged >38,000 miles driven in November.
- 24 preventative maintenance work orders completed

- 36 other work orders completed
- The new Urban Forestry Chip Truck has arrived and will be placed into service following installation of an equipment rack.

Facilities

- Security Improvements at City Hall will be completed soon following installation of the card lock equipment.
- Building improvements at the Police station are scheduled to begin soon and will take approximately 60 days to complete.
- Daily checks completed on City building mechanical, electrical and HVAC systems on a continuous basis
- New electrical outlets have been placed at Council Chambers to provide power for staff work areas.

Stormwater & Urban Forestry Division

- The Urban Forestry crew has been very busy with storm cleanup following the recent windstorm event, including removal of downed trees and limbs, street clearing and sweeping and stormwater pond maintenance.
- Another Green Snoqualmie Day Event over Thanksgiving weekend was a success – over 280 trees and shrubs were planted.
- Osprey Pond dam inspection was completed and a report submitted to Ecology.
- Stormwater Pond maintenance continues – a contractor has been hired to help catch up with vegetation trimming for 6 ponds with 5 ponds completed.

Department of Corrections Crew Work for November 2024

*** Note: DOC had 6 workdays this month***

Work completed at various sites:

- Storm pond vegetation maintenance: 6-days of work.
- Worked on removing all trees, shrubs, invasive species from entire pond per the Stormwater Vegetation Maintenance SOP. [Five feet outside of fence line down to the water, or as COS property lines permit]
- SE Fury St Slope [between 37419 & 37502]
- Frontier Pond 2: finished vegetation removal, needs to be chipped
- Frontier Pond 3: finished vegetation removal, needs to be chipped
- PPW Building - storm clean-up
- Clean up of debris, leaves and limbs in the lower PPW yard/shop and upper yard.
- Douglas/Muir site mulching of restoration area



Snoqualmie Police Department

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November 2024

Calls for Service

	Oct 2024	Nov 2024	Nov 2023
Snoqualmie	540	530	558
North Bend	530	392	399

Average Response Times (in minutes & seconds)

Nov	Priority 1	Priority 2	Priority 3
Snoqualmie	0:43	3:25	3:30
North Bend	3:01	3:08	4:31
Oct			
Snoqualmie	1:16	3:54	5:45
North Bend	2:15	4:17	5:04

Priority 1: Weapons Offense / DV Physical / Aslt/Burg In-Prog

Priority 2: Calls that require immediate response that could result in death if not responded to.

Priority 3: High priority but not an immediate threat.

Nov	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	10	4	1
North Bend	9	3	2
Oct	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	5	0	1
North Bend	7	6	1

Items of Importance

Command Staff – Vacancies: 0.

Patrol – One exceptional hire continues in FTO status. Two officer recruits continue in Academy. One officer recruit started Dec. 1 joining another awaiting an academy start date. Vacancies: 1.

Administrative Staff – Vacancies: 0.

Community Events

Dec. 7 – Snoqualmie Winter Lights

Dec. 7 – Holly Days (North Bend)

Year to Date Theft Comparison

Nov 1 – 30

Snoqualmie	2024	2023
Thefts	10	15
Vehicle Prowls	4	8
Vehicle Thefts	1	0

North Bend	2024	2023
Thefts	9	10
Vehicle Prowls	3	1
Vehicle Thefts	2	4

Crisis Intervention Contacts

	2024		2023	
	Nov	YTD	Nov	YTD
Snoqualmie	4	315	30	243
North Bend	1	15	0	28

Mental Health Professional Contacts

	2024		2023	
	Nov	YTD	Nov	YTD
Snoqualmie	0	93	26	289
North Bend	0	77	14	139

Public Records Requests

Nov 2024	51
2024 YTD	551