



Department Reports January 2023



Communications Division

Danna McCall, Communications Coordinator

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Social Media

- Facebook reach: 13.6k (down 65% - no significant storms in Jan.) 5706 followers (26 new)
- Twitter - 3656 followers (up 27); 19k impressions (down 56% - no storm related posts in Jan.)
- Instagram - 2.4K reach; 2514 followers (37 new)
- Focus: PD support (news releases, blotter), fire support (class marketing, blotter)
- Top Posts: Snoqualmie FD CPR Classes, SPD robbery news release



Website

- Website users: 20,162 (same as Dec.) website sessions: 25K (same as Dec.); Pageviews: 42.5k (down 7% from Dec.)
- Top website pages Twin Peaks, Snoqualmie Falls, news release home
- Top news release: SPD Robbery Investigation
- Approximately 100 new subscribers to website emergency alerts



E-News

- 53% open rate
- 5.5% link click thru rate
- Peer newsletters have 40% open rate, 4.4% link click rate
- Top Jan. article for click thru = Year in Review (68)
- Marketing to increase E-News Signups

Engagement, Initiatives & Event Support

- Planning for Feb. 6 #ReduceYourWaste Week public education campaign
- WSDOT interchange construction/lane closure communications
- Ribbon cutting with Mayor - Beyond Laser
- Planning - public engagement for Comp Plan Update
- Graphics, online registration form, and messaging for SFD CPR classes
- Support for Mayor - State Leg. Testimony
- Support for Community Center Expansion Advisory Committee creation
- Design - multiple utility bill inserts
- PW support - Protect the Pipes, Sidewalk Repair Project. Watermain break, Urban Forestry success story
- PSA video planning - upcoming videos for proper back-in angled parking, ARPA grant impact





Community Development Department

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January 2023

Building Permit Activity

Permit applications to the Community Development Department remain relatively low. Inspections are picking up as a number of homes are under construction in the recently-approved Snoqualmie Ridge II Plat 29/Cascade Pointe.

	January 2023	YTD
Permit Applications	37	37
Permits Issued	30	30
Total Inspections	78	78

Boards and Commissions:

The Planning Commission met on January 17, 2023 to consider a draft Work Program for 2023/24.

The Economic Development Commission met on January 18, 2023 and received training from PSRC on work related to the Comprehensive Plan Economic Development Element update. Background on regional economic development data trends was shared from a PSRC Passport to 2044 Economic Development video.

US census data specific to Snoqualmie was presented by PSRC Program Manager – Economic Development Jason Thibedeau.

The Arts Commission met to kick-off 2023, reviewing yearly plans, and updating mission statement.

Land Use Planning Projects:

Timber Trails (Plat 30): The application is currently under review. The proposed application is to subdivide a parcel into 46 single-family residential (attached) lots with a mix of housing types to include duplexes and townhomes. Lot sizes range from approximately 1,285 to 10,067 square feet with an average lot size of 3,533 square feet. Parcel S14 was designated by the Snoqualmie Ridge II Mixed Use Final Plan for a density of 4-16 dwelling units per acre.

Model Train Museum/Park: City Staff will be meeting with representatives of model train during the month of February 2023 to determine next steps for moving the project forward. In December 2022 the Council authorized the Mayor to approve a Memorandum of Understanding, to develop a park/museum on City property which will showcase a model train. The proposed project includes a 20,000 square foot building, outdoor parking, community event space, a gift shop and other interactive features as well as an outdoor recreational park with picnic benches and other improvements.

The Rails: City Staff and consultants are reviewing a building permit from Tracy Hovinga for the vacant parcel, 784920-1430. The proposed project would construct a 3-story mixed use building including 11 apartments, approximately 2,000 square feet of retail/office space, and associated parking and other site improvements.

Snoqualmie Ridge Self-Storage: City Staff and consultants are reviewing a building permit for the expansion of Snoqualmie Ridge Self-Storage. The applicant proposes to expand the existing self-storage facility by constructing a new 3-story building with approximately 29,000 square feet of floor space to replace the existing RV storage area in the northwest corner of the property.

Sigillo Cellars: The owner is anticipating the project will be submitted for permit review in the summer of 2023. Dykeman Architectes are retained as the designers. The owner anticipates that Sandy Cove Park will be venue space for events. The new building will provide overnight accommodations.

Comprehensive Plan: City Staff kicked off 2024 Comprehensive Plan with a presentation outlining the update process at a monthly management team meeting. Comments on the project were solicited at the meeting to employees. Staff is developing a public involvement program for broad and on-going engagement efforts over the next two years. Staff completed the State Department of Commerce checklist. Additional checklists will be completed in the first quarter of 2023 for the major update.

Events, Engagement, Marketing and Tourism:

- Working on coordination of all 2023 events, marketing and outreach
- Blood Drive Pop-Up in City Hall, January 30-31 and February 1
- Partnered with SnoValley Chamber of Commerce and Snoqualmie Inn at the Seattle Wedding Expo on January 27, promoting Snoqualmie as both a wedding and destination and visitation stop for out-of-town guests
- Attended Sno Valley Chamber of Commerce luncheon, presentation by the Washington Filmworks and King County Creative Office. Snoqualmie was applauded for its “film friendliness”

Staffing: The Département has not filled vacancies for Associate and Senior Planner. Screening for senior planner candidates were completed in January 2023.



Finance & Human Resources Department

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January 2023

FINANCE

Enterprise Resource Planning System (ERP) Project – Tyler/Munis

The finance team has been working to set up the finance modules for go-live in the next few months. The plan is to implement the base financial modules including general ledger, accounts payable, accounts payable and bank reconciliation. The core project working team is working to establish module implementations for cashiering, purchasing and p-cards; as well as, establish the schedule for implementation of the permitting, licensing and business management modules.

LEAN Training

The finance team to work on finding efficiencies within our processes and has selected a small internal LEAN project with the State Auditor's Office Center for Innovation consultant. The team will be working on our business licensing and B&O tax management programs to be ready for the ERP module implementations.

2021 Audit

Finance staff continue to work on the 2021 financial statements in preparation of the May 30, 2023 deadline for submission to the State Auditor's Office.

The January 2023 Finance Metrics – Payments, Receipts & Licenses

Vendor Payments processed – 301
Utility Billing payments processed – 4,847
Payroll and ACH processed – 109
B&O Tax Returns processed – 360
Business Licenses processed - 193
Pet Licenses processed – 1

HUMAN RESOURCES

GovHR has provided the final class & comp study and will be presenting to the Council over the next several weeks. Then the Council will begin discussions on the report and how or when to implement. Job descriptions continue to be updated.



Fire Department

Mark Correira, Fire Chief

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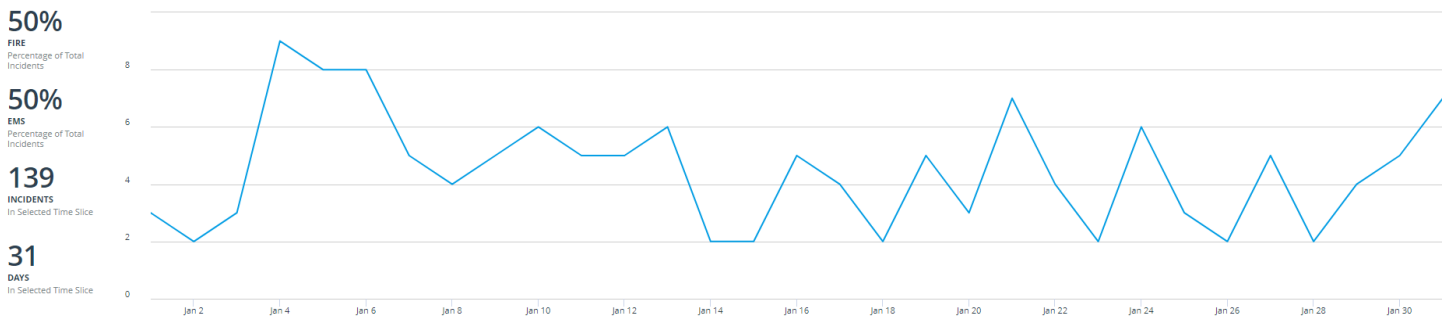
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January 2023

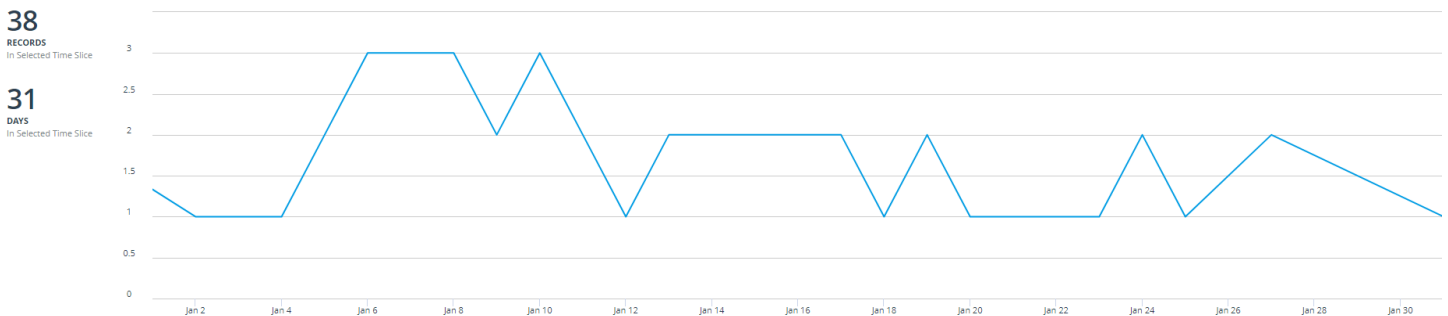
Incident Count

The Fire Department responded to 139 incidents in January, with 50% of the incidents emergency medical services and 50% were fire related incidents. The previous month (December) realized 158 incidents with 39% being EMS and 61% being Fire. The increase in incidents for December was caused by a winter storm. The following chart displays incident count per day.



EMS Transports

The Fire Department responded to 70 EMS incidents in January and transported 38 patients to local hospitals. Snoqualmie Valley Hospital received 55% of these transports.

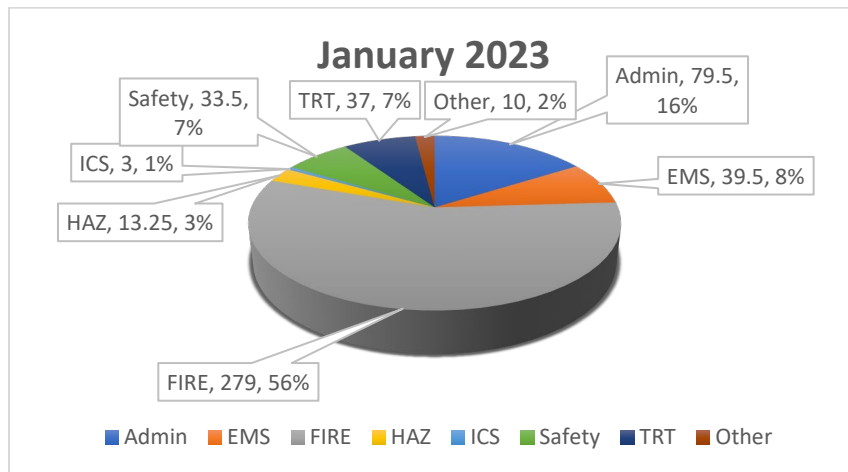


Week Ending	1/1/23	1/8/23	1/15/23	1/22/23	1/29/23	Total
Overlake Hospital	-	2	1	-	-	3
Snoqualmie Valley	-	7	5	5	4	21
Swedish / Issaquah	-	2	6	3	2	14
Total	-	11	12	8	6	38

Training:

Firefighters trained over 494.75 hours in January a decrease of 67% from the previous month. The training covered all different categories with the majority (56%) being Fire, followed by Administrative Training (16%). The following chart compares the training hours by type:

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



Notable Training events/topics:

- Initial radio reports
- Annual HIPAA
- Instructor workshops
- Winter driving
- Rope Rescue

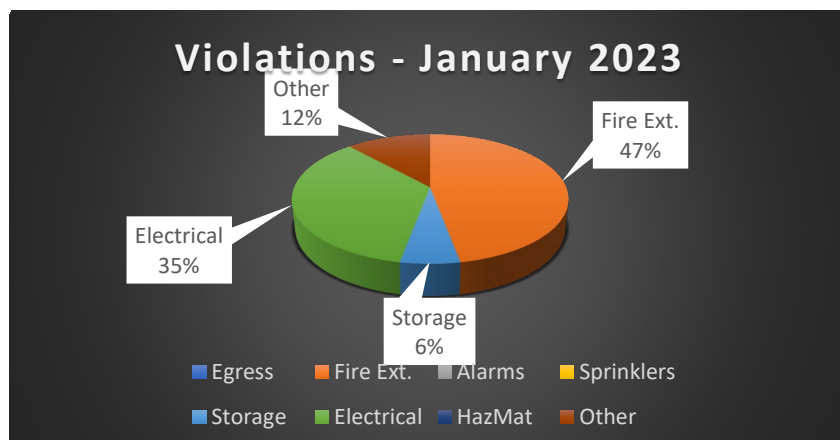
Training Milestones:

- Rejoined the South King County Training Consortium on January 1
- One career firefighter completed their probationary period
- Preparations for two career staff to start February 1st
- One volunteer passed the National Registry of Emergency Medical Technicians exam

Community Risk Reduction

Inspections

A total of 55 inspections were completed in January. The two most areas found with violations were fire extinguishers (47%) and electrical (35%). Most electrical concerns involve the use of extension cords and power-strips. The following chart displays the violations in a chart form:



Community Risk Reduction Activity

- High School CPR program – 3 days, 20 hours, 200 students
- Planning for 2023 public courses
- Girl Scout safety talk/station tour



Information Technology Department

Christopher Miller, Interim Director

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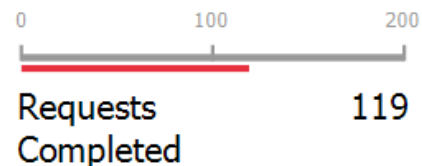
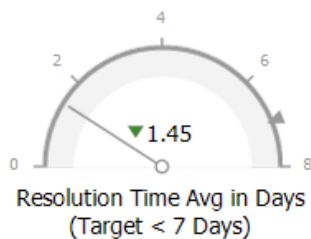
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January 2023

Service Desk Requests:

Positive trends continue this month with 80 new tickets opened and 119 tickets closed. We currently have 24 open tickets that are backlogged. Resolution Time on Average Days has decreased drastically from 31.3 days to 1.45 days and First Response Average in Hours has decreased drastically from 23.5 hours to 6.19 hours. We have met our goal of resolution time of less than 7 days. We will continue to work on lowering our First Response Time and meet or exceed our goal of 4 hours.

Responsiveness Metrics (Last Month)



Hardware Procurement:

Hardware procurement continues to be an issue. We are working diligently with our vendors to procure assets that are cost effective and will arrive in a timely manner. We have received additional laptops and desktops for our scheduled replacements.

IT Projects:

Network Attached Storage:

A replacement system for the life-cycled Network Attached Storage devices has been identified and the quoted price for the replacement is ~\$28,000. In order to have sufficient space and power to conduct the migration and replacement, IT will need to identify a third location in the city to house the new equipment while configuration and migration is completed.

IT Surplus (e-waste):

Partial inventory has been completed and approved by Council. A second round of equipment surplus has been completed and identification of remaining unserviceable assets to be recycled and hard drives to be destroyed is complete. A list of assets has been completed and are awaiting for approval for recycling/disposal.

Power constraints:

Power constraints have been identified at the Fire Department where we decided was the best location for our replacement Network Attached Storage project. Coordination has begun to receive a quote from Pride Electric.

Mobile Device Management (MDM):

Implementing a MDM solution would be very beneficial as it allows us, IT, more control over an employee's city-issued cellular phone. Utilizing a MDM would grant us the capability to provision phones quicker, limit unproductive application installation, deploy preset application for ease of use, and remove the preinstalled clutter of application that most cellular phone come with. At this time our cellular carrier offers a free solution and testing will begin shortly.

Citywide VoIP Phones/Jabber Softphones:

The IT department is currently working with multiple temp agencies to acquire a Systems Engineer to finish the deployment of the Citywide phone system. Phone trees, Jabber, and consolidation of PBX systems are all part of this project.

List of upcoming projects:

- Firewall Replacement/Upgrade
- Core Switch Replacement/Upgrade
- Council Chambers Audio/Video Upgrade
- ~~Citywide Building Access~~
- Microsoft Server Upgrade
- Parks & Public Works Department-wide Laptop Deployment
- Conference Room Upfit
 - ~~City Hall~~ (Complete)
 - ~~Fire~~ (Complete)
 - Police
 - Public Works
- City-wide employee identification badge / access badge



Parks & Public Works Department

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Staffing Levels
Water – 3 Vacancies
Wastewater – 2 Vacancies
Stormwater - 2 Vacancies

January 2023

January Summary Parks & Public Works

The Parks & Public Work Team closed out the month of December with mother nature throwing everything she had at us. We began the holiday week with a small snow event that turned to ice as soon as it hit the ground, forming “Cascade Concrete”. Very quickly we had up to an inch of stubborn ice throughout town rendering our plows useless. Our team mobilized and, with the aid of the “ice slicer,” was able to get the roads cleared in a few hours. Unfortunately, it significantly depleted our stock of ice slicer on hand. An order was placed for more material which has a ten-day lead time. As we were waiting for our delivery, we were next tested with a snow/freezing rain mix. Once again, our staff mobilized, and we were able to keep the main roads free of significant ice buildup. For this storm we had to place tire chains on all equipment. The Fleet team deserves recognition for the speed and professionalism that was demonstrated when it was clear what we were up against. They had the equipment ready to go when the community needed it. We decided to activate the Emergency Operations Center in a limited capacity during the freezing rain event. Luckily it was short lived, and our community assisted our response efforts by staying off the roads, thank you. Then the last week of December brought the winds. At the conclusion of multiple back-to-back windstorms, we have experienced significant damage. In total we lost 62 street trees with a replacement cost of \$260K. In addition, falling trees destroyed sidewalk sections resulting in the need for about \$30K in repairs. The winds, combined with a long power outage and low temperatures, resulted in freezing pipe damage to many of our restroom buildings leading to the need for approximately \$10K in repairs. We are currently finalizing a report for the City Council on the approximately \$300K in damage and will be working together to develop a restoration plan. Mid-January things quieted down and the teams have been making repairs and triaging the damage. Normal operations are continuing and work is currently focused on wrapping up the last of the projects for the construction season. We are removing the holiday lights and preparing for spring and the team sports season.







Police Department

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January 2023

Calls for Service

	December 2022	January 2023	January 2022
Snoqualmie	531	582	571
North Bend	482	440	420

Average Response Times (in minutes & seconds)

January	Priority 1	Priority 2	Priority 3
Snoqualmie	03:11	00:35	08:49
North Bend	03:44	01:20	08:00
December			
Snoqualmie	05:42	03:32	07:41
North Bend	07:27	01:57	11:40

Priority 1: Weapons Offense

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.

January	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	12	14	3
North Bend	18	2	2
December	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	15	6	0
North Bend	21	2	4

Year to Date Theft Comparison

January 1 – January 31

Snoqualmie 2023 2022

Thefts	12	11
Vehicle Prowls	14	20
Vehicle Thefts	3	2

North Bend 2023 2022

Thefts	18	19
Vehicle Prowls	2	2
Vehicle Thefts	2	2

Crisis Intervention Contacts

January 1 – January 31

	2023	2022
Snoqualmie	22	2
North Bend	6	3

Items of Importance

Hiring – 3 openings. 1 officer recruit starting the academy on February 8th. 1 officer recruit starts at the academy on June 8th. 1 new hire entry level officer starts on February 14th.

License Plate Reader - Researching grant for possible use in the future.

Investigation – Armed robbery occurred in Snoqualmie. Subsequently identified additional armed robberies in surrounding areas within King County. Snoqualmie will be taking the lead on the investigation.

Community Events