



Department Reports

March 2025



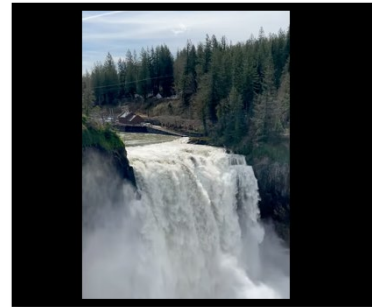
Communications Division

Danna McCall, Communications Coordinator
Nicole Wiebe, Community Liaison

38624 SE River Street, Snoqualmie, Washington 98065
(425) 996-5285 | www.snoqualmiewa.gov

Social Media

- Facebook 341.8K reach; 622.9K views; 8265 followers (658 new). **One of the best engagement months for our page.
- X – 3686 followers
- Instagram – 5.1K reach; 18K views; 3338 followers (54 new).
- Top Posts: Snoqualmie Falls Video (314K views); 90/18 Traffic Advisory Post (85.3 K views); Historic Snoqualmie Falls photo (48.1K views).



Website

- Website users: 20K; website sessions: 26.9K; pageviews: 44.8K.
- Top pages: Twin Peaks, Snoqualmie Falls, Ballfield Conditions.
- Police Department, Visit Snoqualmie, Splashpad also top website destinations.



Department Support

- Mayor: Ross Report; Ribbon Cuttings; State of the City pre-production and filming work.
- Fire/OEM: Food Drive publicity; weekly blotter.
- Police: weekly blotter.
- CD: Climate Planning Workshop and Survey marketing, Housing Growth Target Number Reduction PR.
- PPW: Arbor Day and other Green Snoqualmei events marketing; Community Center Expansion legislative grant application submitted.



E-News

- Sent 2289 e-news emails.
- 766 subscribers
- 52.5% open rate; 3.5% click thru rate.



Community Outreach

- Completed marketing for annual egg hunts, Teen Flashlight, Bunny Hop Hunt, and Downtown Hopping (partnership with Downtown Merchants' Assn). Messaging and promoting has started.
- The Arts Commission hosted "Plein Air Pop-Up" on Saturday, March 29. 19 painters from King and Pierce County attended. Guest artist, Suze Woolf, provided instructions to painters.
- The trees were a popular photo op the last two weekends. Visitors from around the Puget Sound and out of state enjoyed the pretty cherry trees.
- The gazebo is decorated for Spring with cherry blossoms – a partnership of the City and Carousel.
- Sip & Stitch Social, a crochet and knit event, scheduled for April 24, is a partnership event with Art Major, a new downtown business and the Snoqualmie Arts Commission. The event will bring together a community of fiber artists.
- Planning underway for the annual Volunteer Recognition Event, April 30, at Meadowbrook Farm.
- Attended Downtown Snoqualmie Historic Merchant and Ridge Merchant Group meetings.





Fire Department

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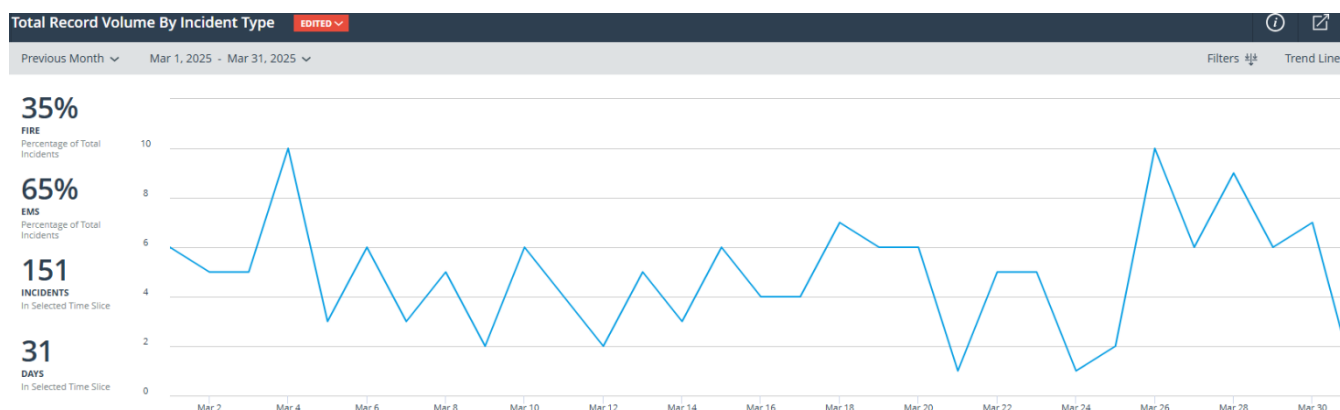
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Fire Department Activity March 2025

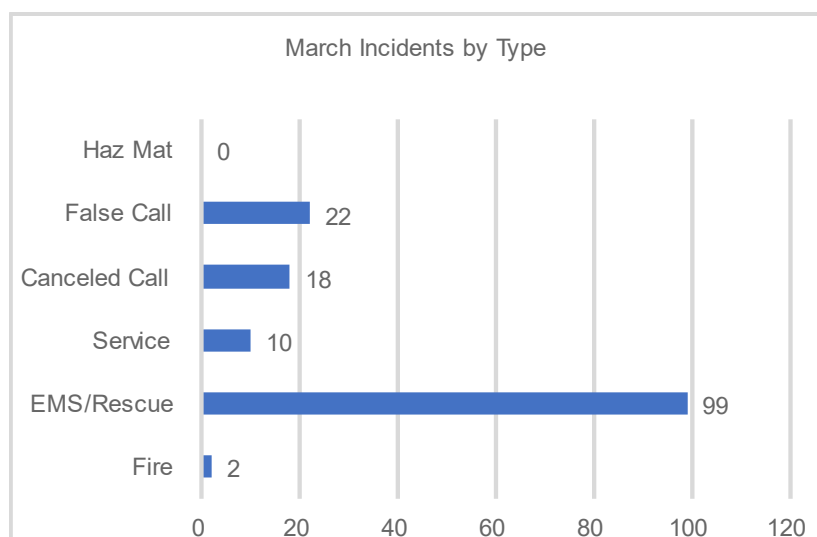
Incident Count March

The Fire Department responded to 151 incidents in March. 65% of the incidents were for emergency medical services and 35% 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	15	29	1	0	0	0
Engine	9	12	5	0	0	0
Chief Officer	2	1	0	0	0	0
Total	26	42	6	0	0	0

For incidents outside the city, the 90th percentile travel time for the first arriving unit responding in emergency mode was 15:50 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	7	8	3	2	0
Engine	0	5	8	2	2	0
Chief Officer	0	0	0	0	0	0
Total	1	12	16	5	4	0

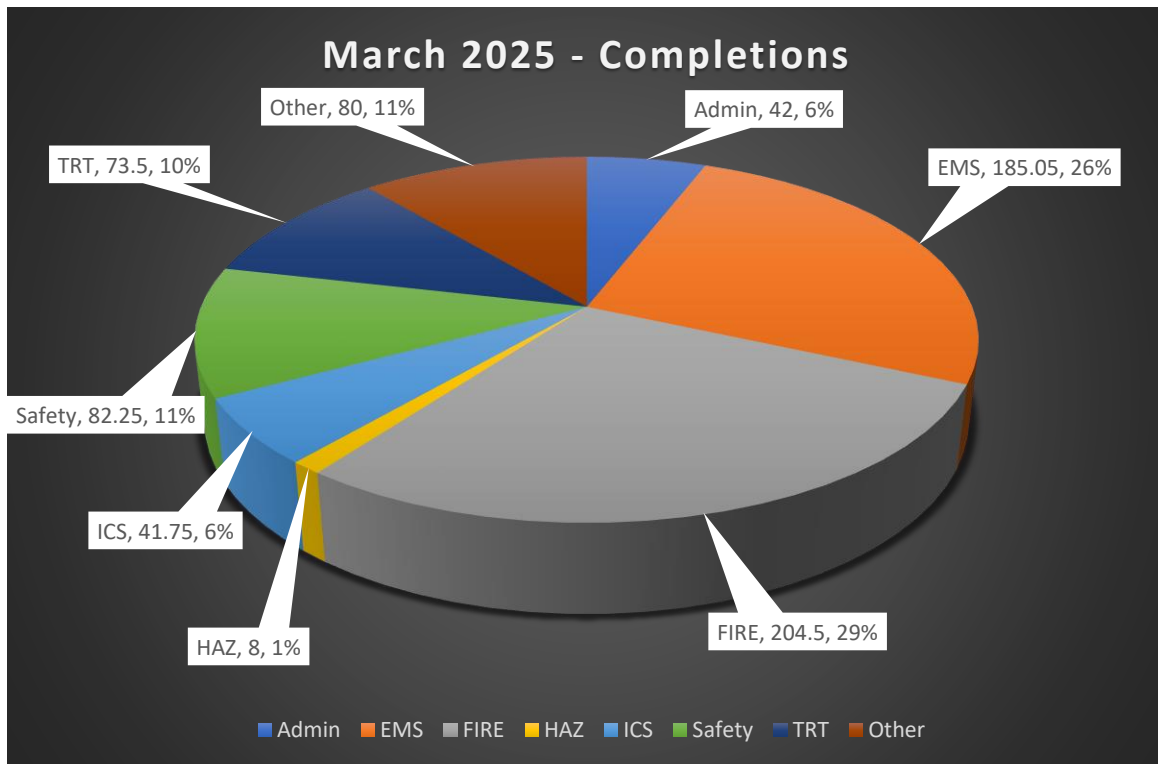
EMS Transports

The Fire Department responded to 99 EMS incidents in March and transported 35 patients to local hospitals. Patients were transported to Swedish Issaquah 26% of the time and Snoqualmie Valley Hospital 63% of the time. Of the transports, 5 originated from outside Snoqualmie's service area (North Bend 5, Fall City 0).

Hospital	Week 1	Week 2	Week 3	Week 4	Week 5	Total
Overlake Hospital	0	2	1	0	0	3
Snoqualmie Valley Hospital	1	5	5	6	5	22
Swedish/Issaquah	0	3	2	1	3	9
Other	0	0	0	0	1	1
Total	1	10	8	7	9	35

Training:

March brought with it several training events for crews to participate with our training partners from throughout the region. This includes training for multi-company operations, incident command, and auto extrication. Through March, we are continuing to trend towards having an overall training year that will break records, with the department being 30% ahead of last year. This month, we still have five probationary firefighters, which means crews are training almost as much as they are in the office. Crews have trained for over 717 hours, focusing on a combination of fire suppression and rescue (29%), emergency medical services (26%), and safety topics required by Washington State Labor and Industries (11%). Over the month, time was spent preparing for new volunteer testing and onboarding of a new probationary firefighter, who will start in April. The following chart compares the training hours by type:



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

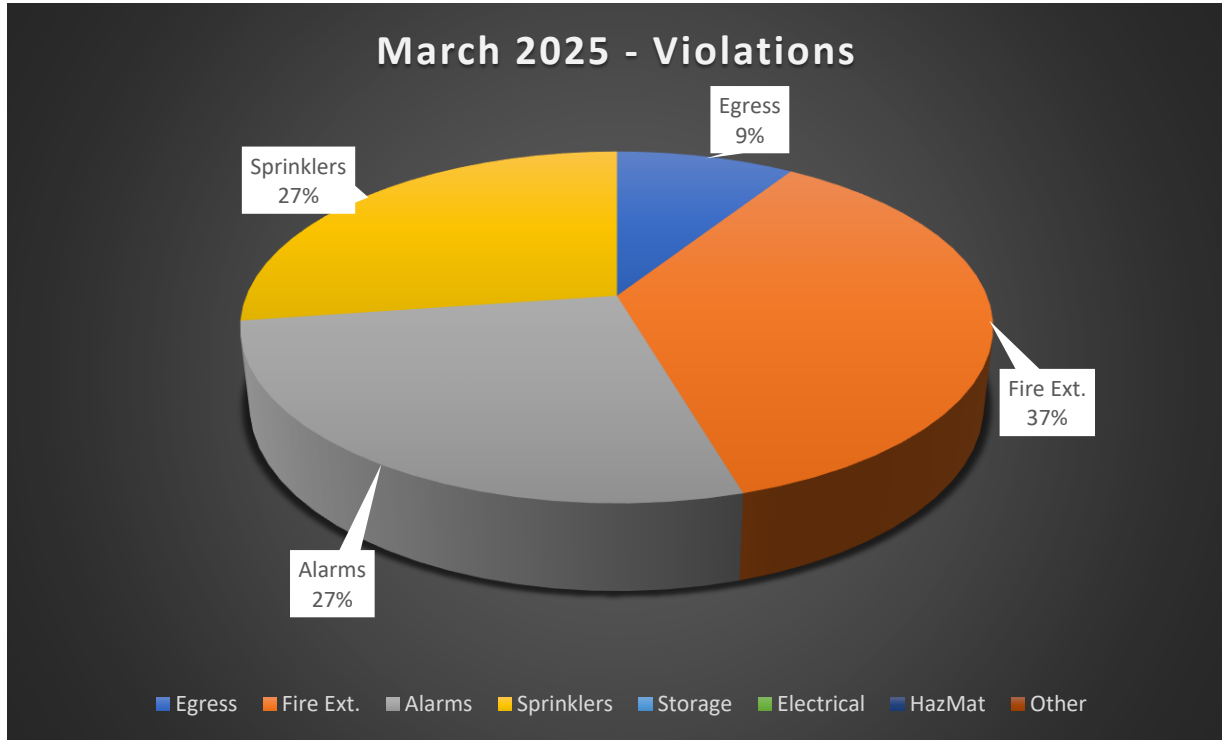
Training – Highlights/Major Topics:

- Driver Training
- Incident Command System – Commercial fires, storage facility fires
- Forcible entry
- Firefighter – Hose evolutions
- Firefighter – Ladder Evolutions
- WCIA Supervisor Training
- Safety – State-mandated safety training, firefighter line-of-duty death reviews
- JJ Keller HR Training
- HIPAA/Risk management training
- Trauma and spinal immobilization
- Cardiopulmonary Resuscitation
- Epinephrine/anaphylaxis
- NARCAN/Opiate overdose
- Swiftwater Rescue
- Ropes and Knots

Community Risk Reduction

Inspections

In March, crews completed 10 occupancy inspections with 11 violations needing correction. These inspections consisted mainly of business office locations that are labeled as "B" occupancies. This includes clinics, real estate offices, and other non-retail spaces. Many of these inspections result in occupancies performing annual maintenance as code prescribes. The following chart is a breakdown of violations for March 2025:



Public Education

In March, public education and outreach reported the following activities:

- 1 – Public First Aid/CPR/AED Course (12 Students)
- 4 – City Staff First Aid/CPR/AED Courses (41 Students)
- 1 – School Staff Opioid Education Course (150 School Staff)
- 1 – Station tours; 10 kids, 1 hours

Volunteer Activity

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

- 33 Duty Shifts
- 57 Calls responded to
- 469 Total hours spent volunteering.



Human Resources Department

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March 2025

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

The human resources implementation team continues to work on setup and assist with payroll implementation modules. The HR team has scheduled for additional HR modules to be worked on starting in June.

HUMAN RESOURCES

Recruitment -

The city is fully staffed with police officers and career firefighters! This is a big accomplishment to continue to provide the level of service our community expects. The Community Development/Economic Development Director position is moving through the recruitment process with in-person interviews scheduled for later this month. We are also recruiting for a permit technician in the CD department, and a part time admin position for our fire department, as well as a couple seasonal employees to help our parks/streets department during one of their busiest times of the year.

Union Negotiations

Negotiations have begun with the IAFF Union with both sides sharing their initial proposals. There are a number of meetings set up for late spring and early summer. We are confident negotiations will conclude before the expiration of the current contract at the end of 2025.

Employee Recognition/Activities/Training -

The HR department attended the Healthy Worksite Summit held in Lynnwood in mid March. This was an opportunity to attend breakout sessions around generational opportunities in the workplace, emotional intelligence, being a recovery ally workplace, and supporting a positive culture through a total worker health approach.

Employees are continuing to complete FEMA classes (100,200,700,800) and supervisors will get a tour of the EOC this month. In May, supervisors/directors will be adding an in-person FEMA 300 class to their training. March saw our employees attend one of the four offered classes for CPR/First Aid trainings. Thank you to our fire department for teaching us! All classes were well attended and continue to show city employees dedication to their safety and wellbeing, as well as the communities.

The Wellness committee hosted an open gym basketball hour at the YMCA and will be hosting an open gym pickle ball hour again this month (April is National Pickle Ball month!). We have also been able to collaborate with the YMCA to offer employees one day a month to drop in and participate in basketball or pickle ball or just move around a bit!

Our Urban Forestry team hosted a guided tour for employees through some of our trails here in Snoqualmie. It was a bit wet, but very informative and another is planned for when we have sunnier weather (hopefully!).

Personnel Policy Handbook

The HR department is continuing work to review and update the city Personnel Policies to be in compliance with updated employment and leave laws and to combine all policies to be in one handbook. A final draft of the manual is currently under review.



Information Technology Department

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March 2025

Dear City Council,

The IT Department has completed the firewall upgrade to the city's network this month, marking the last hardware upgrade needed. The team is continuing to work on projects and provide support to all our city departments.

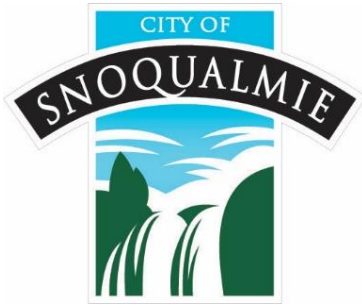
Here are some updates for the month of March:

- We are still hovering around 20 open tickets. This is a good sign that the team is improving their response time and updating their progress. There is still room for improvement. Our goal for 2025 is to get to 15 open tickets at any given time. We are also working on a revamp of the ticket system to make it easier to report issues.
- The network infrastructure modernization project is almost complete. We have successfully migrated the network in all the city's buildings over to the new equipment and are working on the redesign with a goal of limited impact to city services.
- The Police Station phone systems upgrade has been completed successfully. Thanks to Andy Latham for all the hard work moving our law enforcement team over to the new cloud VOIP system!
- Initial server infrastructure cleanup has been completed. Next steps are to right-size new servers and bring a proposal to council when we are ready to move forward. The goal for this project is to improve redundancy and provide a better experience for our staff accessing their systems.

We will have more details on upcoming and ongoing projects in future updates:

- Simplifying our service desk to better serve our users.
- Extending the cloud VOIP pilot to more City of Snoqualmie locations
- Restructuring and updating our server infrastructure
- Restructuring our IT team responsibilities
- Building new processes for Asset Management

Thank you for your continued support the IT Department!



PARKS & PUBLIC WORKS DEPT.

Jeff Hamlin, Director

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Monthly Report – March 2025

Public Works General/CIP Projects:

Storm Cleanup: We are confident that snow season is now behind us, but the PPW Department is prepared in any case. Snow plowing equipment is still at the ready but crews have been cleaning the equipment and putting it away for next season.

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. Crews are still learning how to effectively use the system, but getting better each month as each crew adapts the system to their unique work functions. Parks and Public Works has processed approximately 1600 separate work orders in the last month and over 8,100 work orders since implementation in October of last year.

Utility Rate Study: The Utility Rate Study is nearing completion. PPW staff have developed a rate structure and ordinance that was presented to Council in late March.

Road Maintenance and Repair: Focus of the Streets division is currently on pavement maintenance and repairing signage that took a beating over the snow season. Planning and engineering is progressing for next summer's paving, utility infrastructure, and road maintenance projects. Pothole repairs and basic road maintenance activities have increased with the wet winter conditions and freeze/thaw cycles.

384th Sewer/Sidewalk: The contractor has completed the sewer main upgrades and the new system is fully operational. Sidewalk construction is complete. The project is currently dormant until the weather warms enough to finish asphalt paving; anticipated for April 2025 when conditions improve.

Splashpad: Construction of the Splashpad is nearly complete. Performance testing is dependent on weather and temperature, but we anticipate the facility will be fully functional sometime in April 2025.

Water Reclamation Facility Phase 3: Commissioning on the second ditch is still underway and the new system is working well. Ditch 1 has been drained to make small alterations to the system for optimized performance, but will be back online soon. Project final completion is anticipated for Spring of 2025.

Reclaimed Irrigation Reservoir: We have received bids for the Reservoir/pump station construction and a low bidder has been identified. Staff will bring the agenda bill to council in early April for approval. Department of Ecology increased the low interest loan amount an addition \$1.8M to cover nearly the entire construction cost. Construction is anticipated to begin in Summer 2025 with project completion on or before June 30, 2026.

Staffing: PPW will begin recruitment for a new administrative assistant in April 2025 following adoption of the Utility Rate adjustments.

Wastewater Division

- Commissioning of the WRF-3 upgrades continues. Primary focus remains on controls and SCADA function. Initial performance data indicates a successful design with improved capacity and operational efficiency.
- Prepared offline basin for seasonal storage. Involved filling basin with water to storage level and maintaining a chlorine residual.
- Closed out issue at State Farm Insurance. They are connected to sewer per SMC.
- Complete and submitted Biosolids Permit Application Renewal
- Completed and submitted EPA Biosolids Report
- Council Tour of Treatment Plant
- 100% compliance with permit for the month of March

Water Division

- Routine maintenance activities, including DOH Reports, meter reads/repairs, valve turning, locates, etc.
- Repaired Canyon Springs chlorine generator
- Repaired filter system at Irrigation Pump Station
- First Aid/CPR training for all water staff
- Submitted ASR report (Annual Summary Report) and backflow reports
- Replaced two valves at South Well Treatment Plant
- Crews will vector excavate and replace faulty valve on 384th
- GC Systems, Inc. is starting PRV maintenance at various sites
- Begin annual hydrant maintenance (pressure and exercising valves)
- Starting up irrigation system
- Begin leak testing routines City wide

Parks & Streets Division:

- Mowing season has started and we will ramp up to full mowing crew schedule next week.
- Completed restroom renovations (Painting/ Deep cleaning) at several parks
- Installed Wayfinding signs – approximately 3/4 completed, hoping to complete in April
- Ballfield infield prep for spring sports
- Placing new playground chips (all parks)
- Working to install new bleachers on Field 3 at Centennial Park
- Power washing of tennis and sports courts.
- New sweeper training and first run of the new sweeper. Sweeping will now take place monthly by City crews.

Fleet & Facilities Division:

Fleet

- Completed Fire Truck purchase paperwork and coordinated delivery with FD
- 2 police accident SUV's WCIA repaired at body shop
- 5 Gen sets serviced in March and 5 more to be completed in April
- 1 gen set at Eagle Lake G-6 water pump failure and replacement.
- Pm services (all fleet)

- Small mowing equipment demos to staff
- Police pickup scheduled for WCIA accident damage repair
- Sweeper operator training
- Gen set Fuel tank cleaning (post treatment) and vent repair.

Facilities

- Completed upgrade of fire station HVAC controls
- Police station fire sprinkler piping removal – work that was not included in contractor bid
- New Janitorial supervisor (walk thru)
- Hot water tank removal at Fire Station (HVAC)
- City Hall office space wall repairs, painting, furniture moving
- Public Works shop heater replacement (4) budgeted.
- Gather and review pest control options (bids)

Stormwater & Urban Forestry Division

- Planted 144 street trees
- Performed 16 business inspections
- IDDE response and cleanup at SW Pond Jacobia E2
- Responded and completed 13 resident requests
- 2 Green Snoqualmie events planting 120 trees and 35 shrubs
- 1 Green Snoqualmie Event to revive Centennial Rain Garden on 4/12, planting 400 trees and shrubs
- Onboarding a new Forest Steward, Abi Wall, for stewarding the forest at Carmichael Park.
- Volunteer Acknowledgement Event for Green Snoqualmie Forest Stewards.
- Arbor Day event on Saturday April, 26th - Planting 18 more park trees
- Perform 11 more business inspections in April
- Catch Basin Inspections to begin - Goal of inspecting 300 in April
- DOC - Begin vegetation maintenance on the the 34 stormwater ponds that are **NOW** at Level 1 status so that we retain that status. The 11 - Level 3 ponds - will either be done by a contractor or wait until Late summer/Fall for clearing them.
- Mulching of all the existing downtown street trees to begin in April
- Begin Street tree pruning on Carmichael and downtown Snoqualmie
- Begin trail maintenance activities
- Continue to respond to resident requests

Department of Corrections Crew Work for March 2025

* Note: DOC had 9 workdays this month*

Work completed at various sites:

- Vegetation: 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]
- Fencing: Repaired Fencing along perimeter of pond[s] indicated below.
- Litter Removal: Ponds, locations listed below.
- Mulching: Forest Restoration Sites indicated below.

Tool Maintenance/PPW Yard Maintenance;

Organized upper/lower yards, trash p/u. Greased Stihl trimmer heads, checked air filters to be ordered on ALL gas tools/equipment

Sorenson Pond veg chip; Mar 6



Swenson E2, E3, E4, E5, E6, E7 Fence Repair; March 4, 11

Estimated; 20 posts, 15 rails



Snoqualmie Point Parking Lot, veg sight clearance [safety]; March 5, 13



Strouf Pond, veg clearance; March 18, 20



Centennial Raingarden, veg removal for restoration; March 25

Centennial trail to Dog Park, veg maint/graveled path; March 25

Reed Canary Grass @ 3 Forks, veg maint; March 28





Snoqualmie Police Department

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March 2025

Calls for Service

	Feb 2025	Mar 2025	Mar 2024
Snoqualmie	431	531	493
North Bend	409	485	461

Average Response Times (in minutes & seconds)

Mar	Priority 1	Priority 2	Priority 3
Snoqualmie	1:09	2:26	4:07
North Bend	2:56	3:23	4:41
Feb			
Snoqualmie	2:00	3:26	2:42
North Bend	2:13	3:15	4:11

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

Priority 2: Calls that involve a serious crime or incident with potential for violence or escalation but not necessarily an immediate threat to life.

Priority 3: High priority but not an immediate threat.

Thefts	Feb 2025	Mar 2025	Mar 2024
Snoqualmie	8	5	12
North Bend	5	17	15
Vehicle Prowls	Feb 2025	Mar 2025	Mar 2024
Snoqualmie	4	5	5
North Bend	1	0	1
Vehicle Thefts	Feb 2025	Mar 2025	Mar 2024
Snoqualmie	2	1	1
North Bend	6	1	0

Arrests

	2025		2024	
	Mar	YTD	Mar	YTD
Snoqualmie	15	31	20	53
North Bend	12	37	23	60

North Bend Shifts Covered

Mar 2025	141
2025 YTD	368

Crisis Intervention Contacts

	2025		2024	
	Mar	YTD	Mar	YTD
Snoqualmie	2	3	29	115
North Bend	0	3	0	1

Public Records Requests

Mar 2025	55
2025 YTD	153

Items of Importance

Command Staff – Vacancies: 0.

Patrol – One officer recruit graduated from Academy March 5 and began in FTO. SRO recruit started March 10 and began in FTO. One officer completed FTO April 6 and joined patrol. Two officer recruits continue in Academy. Vacancies: 0.

Administrative Staff – Vacancies: 1 (MHP).

Community Events

April 18 – Teen Flashlight Hunt (Jeanne Hansen Park) (Sno)

April 19 – Bunny Hop Egg Hunt (Centennial Fields) (Sno)

April 19 – Easter Egg Hunt (Si View Park) and Pancake Breakfast (Moose Lodge, 108 Sydney Ave N) (NB)

April 22 – North Bend Beautification Day (NB Train Depot)

April 26 – Snoqualmie Arbor Day Celebration (Centennial Fields) (Sno)