



Department Reports

July 2024



Communications Division

Danna McCall, Communications Coordinator

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

Social Media

- Facebook - 45.5K reach; 7126 followers (84 new).
- Twitter - 3809 followers
- Instagram - 3K reach; 2961 followers (44 new).
- Top Posts: 90/18 construction update (24.6K reach); All-inclusive playground Sensory Garden photo (7.3k reach); Day out with Thomas news release (6k reach).

Website

- Website users: 22K; website sessions: 28K; pageviews: 47K.
- Top pages: Snoqualmie Falls; Red, White & Boom; Twin Peaks.
- Events, Visit Snoqualmie, Movies & Music in Park in top 10.
- Jobs page continues to be a top 10 page.

Engagement, Initiatives & Support

- Mayor: ribbon cuttings; July 4 parade; business visits.
- Fire/OEM: Pancake Breakfast marketing prep; weekly blotter.
- Police: E-bike and E-scooter law education; National Night Out marketing; Safe Rider Citation program marketing; on-going blotter.
- Economic Development & Tourism: logos and other deliverables for new tourism website; summer events graphics, marketing & support; Plein Air Paint Out survey and PR.
- CD: Flood Elevation Program brochure coordination.
- IT: upload and editing of all Council, committee, & commission videos.

E-News

- Sent 3,057 e-news emails.
- 762 subscribers
- 47% open rate; 5.7% click thru rate.





Community Development Department

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July 2024 Monthly Report

Permit Activity

Permit applications remain relatively average.

Building	July 2024	YTD
Permit Applications	43	296
Permits Issued	51	278
Total Inspections	54	374

Planning	July 2024	YTD
Pre-Applications	6	8
Sign Permits	1	4

Special Event		51 permits in 2024
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Boards and Commissions:

- Arts Commission, 7/8, reviewed Art Off The Rails (June 15) successful partnership with Northwest Railway Museum and North Bend Art and Industry. Plein Air Paint Out, 7/20, 14 painters, "Bridges of Snoqualmie" theme. Top three painting on display in Snoqualmie Pharmacy, and online voting open until September for "Honorable Mention." Chalk the Block at the Red, White, Boom event enjoyed by the community.
- Economic Development Commission 7/17 -- An economic development roundtable discussion was held
- Community Development Committee 7/15 -- Presentation on Snoqualmie Valley being selected for the Rural Tourism Support Program, this opportunity includes grant funding.
- Planning Commission 7/15 -- Reviewed information for an update in the critical areas ordinance.

Planning Projects:

- NWRM Roundhouse: Clear and grade permit approved with letter of conditions. Work may commence when conditions are met.
- Community Center Expansion: No updates.
- Mixed-Use Final Plan Amendment and Retail District Overlay: Draft changes to the retail uses in the downtown and along Center Blvd are currently under review with the Planning Commission.

Community Engagement, Events, Marketing, and Tourism

June Events:

- Big Truck Day** – The 4th annual (with a pandemic break) event was BIG delight for families. The event is fan favorite for the community, and the region. Attendees from every eastside city, every city along Hwy 18, as far south as Roy, as far north as Arlington and Marysville, as far west as Port Townsend, and as far

as east as Cle Elum. BIG rigs included SnoKing Zamboni, KCLS mobile library, Snoqualmie Inn shuttle, DirtFish rally car, SVSD school bus, and the BIGGEST rig ever from Cal-Portland.



July Events:

- **Movies and Music in the Park** – Monsters Inc., and Barbie, held at Jeanne Hansen, entertained 700-800pp. Music in the Park entertained 400-500pp in Community Park, free face painting for kids, and pop-up Chalk the Block.
- **Snoqualmie Ice Cream** – Back in business! They opened their temporary location, located on Falls Ave. The community welcomed them with screams for ice cream! Instagram post announcing first day, had very high engagement. July 22 they hosted a community celebration.
- **Tourism Webpages Enhancement** – A collaborative project with Communications, the “Visit Snoqualmie” branding design was completed and has been received by Civic Plus. We await the behind the scenes work to build out the content and pages in early August.



Fire Department

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Fire Department Activity July 2024

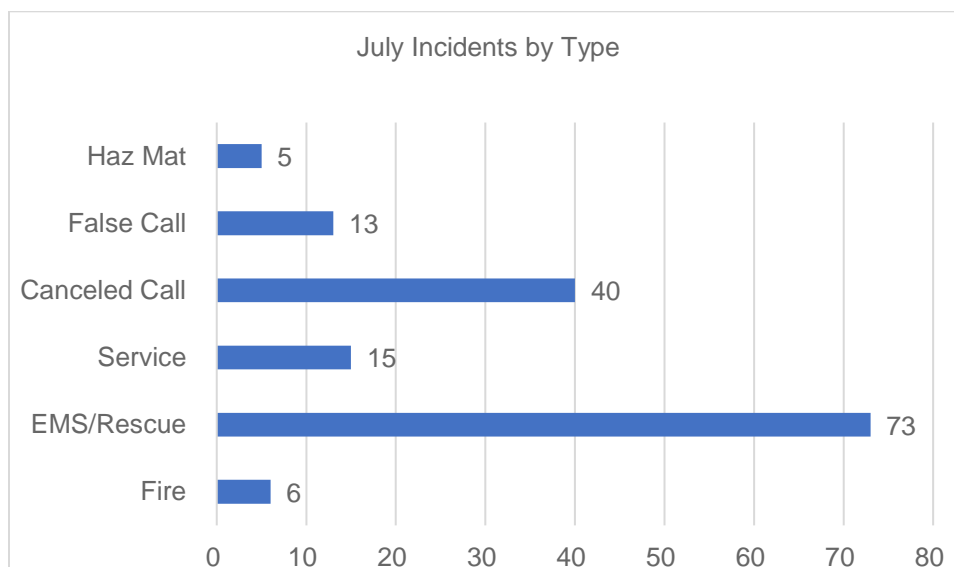
Incident Count July

The Fire Department responded to 152 incidents in July. 47% of the incidents were emergency medical services and 53% 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 7:27 seconds and is broken down as follows. The longer response times over 12 minutes were for an automatic fire alarm at the back of Echo Glen, and an injury on the Snoqualmie Falls Trail below the Salish.

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	12	13	1	0	0	0
Engine	6	17	0	2	0	0
Chief Officer	0	0	0	0	0	0
Total	18	30	1	2	0	0

For incidents outside the city, the 90th percentile travel time for the first arriving unit responding in emergency mode was 15:33 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	12	9	3	1	1
Engine	0	8	10	4	3	0
Total	1	20	19	7	4	1

EMS Transports

The Fire Department responded to 73 EMS incidents in July and transported 20 patients to local hospitals. Patients were transported to Swedish Issaquah 20% of the time and Snoqualmie Valley Hospital 55% of the time. Of the transports, 10 were from calls outside Snoqualmie's response area.

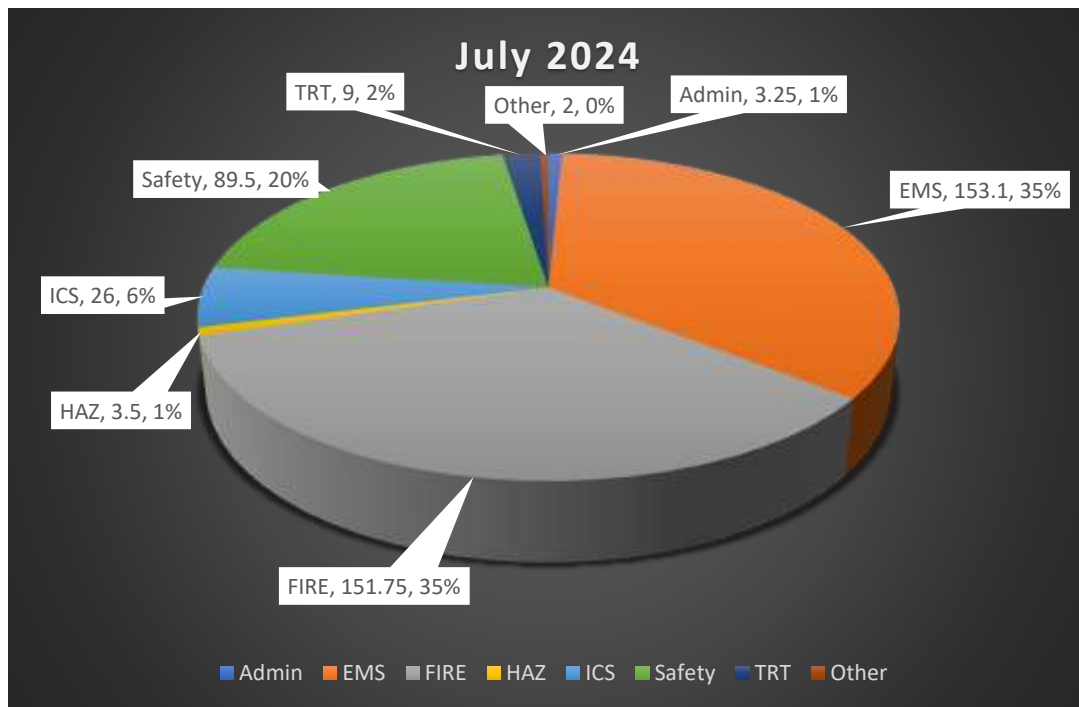
Hospital	Week 1	Week 2	Week 3	Week 4	Week 5	Total
Overlake Hospital	0	2	0	2	1	5
Snoqualmie Valley Hospital	1	5	3	5	5	19
Swedish/Issaquah	1	3	2	1	0	7
Other	0	0	0	0	0	0
Total	2	10	5	8	6	31

4th of July

- There were no fireworks related incidents on the 4th of July in the City of Snoqualmie, nor in the days leading up to the 4th or after.
- With the help of OT and volunteer support, the department was able to staff an engine and an aid car for 24 hours on the 4th

Training:

July was not as busy as the previous month in training hours however the training completed was more quality driven. During the month, crews trained over 438.1 hours, primarily focusing on company level drills, performance-based measures, and fire suppression response. The training covered all different categories with the majority being emergency medical services (35%) followed closely by fire suppression (35%). During the month we had one members continue to work on their requirements to become an acting shift supervisor, while one other completed his requirements and started working in an acting officer role. Other crews attend training for helicopter transport and operations, hosted in various locations, focused on Airlift Northwest and the use of non-traditional partners such as the US Navy and Coast Guard. The following chart compares the training hours by type:



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

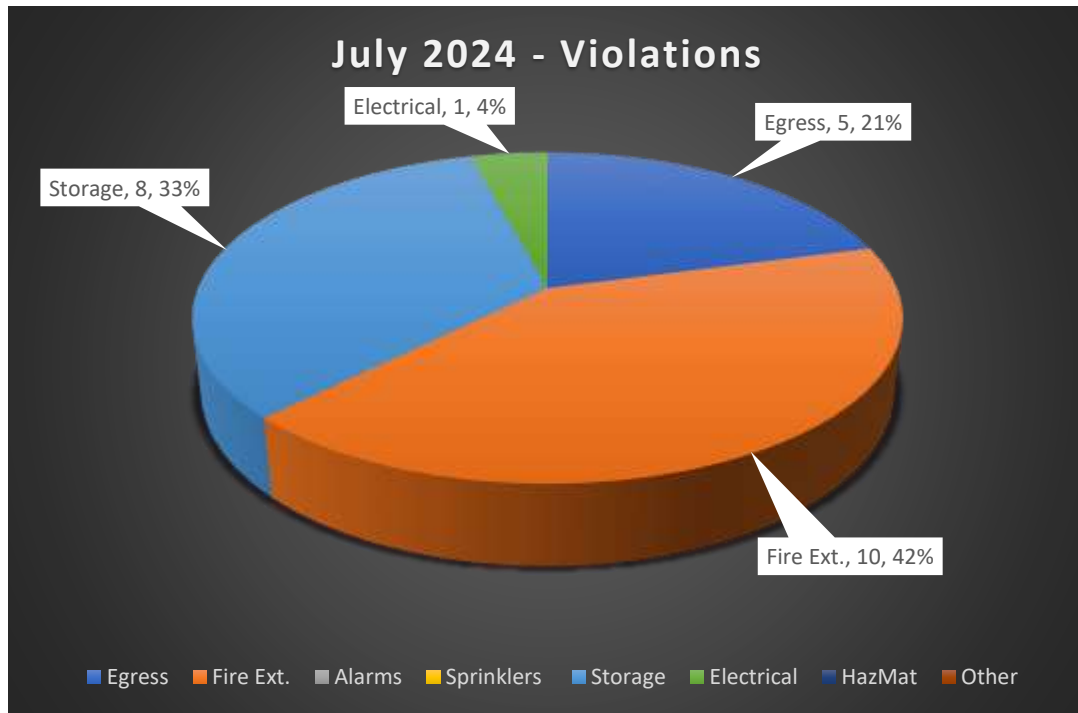
Training – Highlights/Major Topics:

- Hose Management
- Wildland Fire annual training
- Stronger Together, EMS Required Training
- Helicopter rescue and flight operations
- Driver recertifications
- Firefighter – Company evolutions and forcible entry, ventilation
- Tender and water supply operations
- Fire service leadership
- Safety – State mandated safety training, firefighter line of duty death reviews
- Paramedic-led run review
- Cardiac arrest and airway management

Community Risk Reduction

Inspections

Fire crews conducted fire and life safety occupancy inspections in June, focusing on reengaging an inspection cycle that prioritizes those buildings at higher risk. Seventeen (17) inspections were completed noting twenty-four (24) violations. The violations were a direct reflection of a continued inspection practice and keeping occupants informed of what constitutes a code violation. Most infractions were resolved within 14 days and some others being remedied while crews were onsite. The following chart is a view of the monthly inspection violations:



Public Education

June public education and outreach reported the following activities:

- Firework stand inspections
- Fourth of July Parade
- Church on the Ridge Block Party
- Fireworks show
- Snoqualmie Valley Hospital Block Party
- 1-Station tour

Volunteer Activity

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

- 22 Duty Shifts
- 37 Calls responded to
- 327.5 Total hours spent volunteering.

Volunteer Staffing

- 11 rostered volunteers
 - 9 active volunteers, 2 on Leave of absence
- 4 new volunteer EMT's attended orientation on July 31st. Goal is to have them responding on calls withing 2 months.



Human Resources Department

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July 2024

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

The human resources implementation team continues to work on setup and assist with payroll implementation modules.

HUMAN RESOURCES

Recruitment

PD is recruiting for a records tech, and we continue to explore ways to attract more police officers to our great city. The Fire department will be starting interviews for a firefighter to join our team and we have a new Systems Engineer starting in our IT department this month. We are also recruiting for a couple positions in our Community Development department and Finance.

Union Negotiations

SPA contract has been fully ratified and implementation of changes and updates has begun.

Employee Recognition/Activities/Training

Time was spent with department heads again to continue to talk about employee retention, department goals, and how they can support the employee satisfaction efforts of the city. The onboarding program, rolled out a few months ago, will now include required trainings for new hires to complete their first week, as we start to roll out citywide trainings around safety and HR related topics to current employees as well. The Safety Committee has begun meeting again and is working on updating our safety program and manual.

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.



Information Technology Department

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April-July 2024

Dear City Council,

It has been a very busy four months for the IT Department. The team has been working hard to get things moving forward. The goals are getting set and we are starting to make progress. It will take time, but we are confident we can move things in a positive direction. I have been impressed with the team's commitment to quality and openness to make changes.

In the coming months we will be addressing how we do things, what we are doing, and most importantly, **why** we are doing things. My first impression is that the focus was too much on the IT department itself and not the people they were serving. If you don't focus on the people your serve and only on the things you are trying to run, it creates distrust and animosity. We need a fresh start and a new focus.

There have been many challenges that had to be address in the first few months:

- There were complaints about slow internet. Upon further review, the city was contracted for 200 Mbps, but was only receiving 100 Mbps. Both speeds were much too slow, so we successfully upgraded service to 1 Gbps with a minimal cost increase.
- Service Desk tickets were not being addresses or the work had been done but tickets were no updated. We worked with other departments to clean them up. We went from 275 open tickets to under 50.
- We removed old restrictive settings from staff computers that were not needed or deprecated. Misconfigured power settings have done wonders for our laptop fleet's battery life. Also, notification settings were disabled for no reason we could find.
- Tyler Munis updates and upgrades were not being run on a consistent basis. This was due to a misunderstanding of what version of Munis the city is using. After some work city departments to limit downtimes, a consistent schedule was built and implemented to make sure Munis stays up to date.

These are just samples of the hard work our IT team has completed in the last 4 months. We have also been getting IT projects moving forward:

- The Council Chamber AV upgrade will be moving forward in early-mid Fall depending on equipment availability.
- With VMWare being purchased by Broadcom, they have changed their licensing, so costs are increasing. As a longtime VMWare customer, we are not currently able to move away from them currently. We have partnered with a vendor to spin down servers we are no longer using so we can lower costs and provide us more time to review our options moving forward.
- Our network infrastructure will be getting a refresh and redesign in the coming months. We are currently working to organize an Agenda Bill for Committee and Council.

- With the new network we will be replacing the firewall and the wireless network immediately after the install is complete.
- We have been in discussions with our cellular service provider to look at a cloud based VOIP system to replace our aging Cisco phone system. We are partnering with the Fire Department to pilot the new system at their location as they have the oldest phone system that is separate from our Cisco phones. This will help guide next steps for the rest of the city.

There will be more projects to come as we work to build a more efficient, stable, and collaborative IT Department that serves our staff and community.



PARKS & PUBLIC WORKS DEPT.

Jeff Hamlin, Director

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July 2024

Public Works/Engineering Projects:

Road Maintenance and Repair: We have paved the intersection of Northern and Pickering Ct. as well as a section of Park Ave. This project is expected to be completed by September 1st. We are currently working on crack sealing on roads and parking lots, and will soon move on to slurry sealing on Fir St.

Kimball Creek Bridges: Started on 07/29/24 and is anticipated to be completed by 12/12/24. The team has been working on creating access for equipment to get under the bridge and has recently begun setting up for stream diversion.

384th Sewer/Sidewalk: The contractor has broken ground and started the sewer replacement portion of the project.

Splashpad: Construction is continuing through the summer

Water Reclamation Facility: An 8-week process of biological treatment improvements has begun, which includes growing a new population of biota for enhanced nutrient removal.

Wastewater Division

July 2024 Operations:

Gallons of sewer treated	29,810,000
Gallons of reclaimed water produced	21,510,000

- New staff continue to receive training in all aspects of wastewater treatment.
- Staff received training in Tyler Munis Asset Management

Water Division

- 65,000,000 gallons of water treated
- Continued work on lead service line report
- 20 Lead and copper samples taken
- 110 Utility Locates completed
- 35 Water meter repairs completed
- 15 bacteria samples taken
- Training new staff on treatment plant daily checks
- 60 records created for backflow tests
- Tyler/Munis staff training - ongoing

Stormwater & Urban Forestry Division

- Maintained Newton St Stormwater facility
- Maintained “Pond Row” storm pond access road
- Removed sediment from parkway bioswales
- Responded to an emergency spill, preventing it from entering the stormwater system
- Inspected a section of the North High Flow Bypass Line
- 4 stormwater ponds, and 32 catchbasins inspected
- Showed stormwater video at movie night/Community Park
- 15 yards of mulch spread on Douglas/Muir restoration site
- 276 street trees watered
- 4 dead street trees removed
- Tyler/Munis staff training - ongoing

Department of Corrections Crew Work (10 workdays in July)

Storm pond vegetation maintenance:

- Worked on removing all trees, shrubs, invasive species from Swenson pond per the Stormwater Vegetation Maintenance SOP. Approximately 1 acre of vegetation was removed.
- Removed and weed whacked shrubs and invasive plants along fence line at Strouf Pond.

Trail maintenance:

- Weed whacked paved trail along Railroad.
- Weed whacked trail to Canyon Springs for water department access.
- 0.75 miles along Coal Mine Connection between Fisher Park and Melrose.

Work Area and Tool maintenance:

- Weed whacked upper PPW compound road and equipment yards.

Parks & Streets Division

- Supported Red, White & Boom event at Community Park
- Weekly mowing, weeding, edging, cleaning of Parks
- Dog park and FEMA lots mowed twice
- Downtown pruning and weeding in preparation for Snoqualmie Days
- Weeded and mulched Center St.
- Soccer & baseball field prep for tournaments
- Carmichael ballfield replacement project
- 4 Playground inspections, & 1 playground repair (Swenson)
- Community Park restroom painting
- Jeanne Hansen Park plumbing repairs, & new urinal installation.
- Sidewalk repairs – grinding
- Tyler/Munis staff training - ongoing

Fleet & Facilities Division:***Fleet***

- City fleet logged 39,363 miles driven in July.
- 25 preventative maintenance work orders completed
- 68 other work orders completed
- Tyler/Munis staff training - ongoing

Facilities

- Daily checks on City building mechanical, electrical and HVAC systems
- 17 work orders completed
- Annual elevator inspections completed
- Annual heat pump inspections completed



Snoqualmie Police Department

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July 2024

Calls for Service

	June 2024	July 2024	July 2023
Snoqualmie	582	547	664
North Bend	471	469	485

Average Response Times (in minutes & seconds)

July	Priority 1	Priority 2	Priority 3
Snoqualmie	4:45	2:37	4:50
North Bend	1:46	3:15	7:19
June			
Snoqualmie	3:22	3:32	4:47
North Bend	7:19	8:17	6:49

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.

July	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	6	3	0
North Bend	13	4	2
June	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	6	5	1
North Bend	20	3	1

Items of Importance

Command Staff – Vacancies: 0.

Patrol – Five officer recruits in FTO status. One officer recruit starting August 1 awaiting academy start later that month.
Vacancies: 5.

Administrative Staff – Records Technician reopened for applications. Vacancies: 1.

Community Events

July 31 – All City Summer Picnic
July 31 – Chat with the Chiefs (North Bend)
Aug. 6 – National Night Out (North Bend)
Aug. 5-11 – Boeing Classic
Aug. 10 – Fred Hutch Obliteride
Aug. 10-11 – The Festival at Mt. Si (North Bend)
Aug. 16-17 – Railroad Days

Year to Date Theft Comparison

July 1 – 31

Snoqualmie	2024	2023
Thefts	6	7
Vehicle Prowls	3	16
Vehicle Thefts	0	4

North Bend	2024	2023
Thefts	13	15
Vehicle Prowls	4	0
Vehicle Thefts	2	2

Crisis Intervention Contacts

	2024		2023	
	July	YTD	July	YTD
Snoqualmie	0	297	31	130
North Bend	2	6	4	20

Mental Health Professional Contacts

	2024		2023	
	July	YTD	July	YTD
Snoqualmie	6	82	24	161
North Bend	11	60	8	86

Public Records Requests

July 2024	55
2024 YTD	360