



ANNUAL REPORT

2024

Proudly serving the City of Snoqualmie, Echo Glen Children's Center and the Upper Snoqualmie Valley through Mutual Aid Agreements.

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SNOQUALMIE FIRE DEPARTMENT ANNUAL REPORT

Message from the Fire Chief

I am pleased to present the 2024 Snoqualmie Fire Department Annual Report. This report highlights the extraordinary work and effort our firefighters and administrative staff put into serving the citizens of Snoqualmie throughout the year.

2024 was a challenging year for staffing as the department was short several positions through retirements and resignations. Members of the department worked many extra hours to ensure that the station was staffed 24/7 to meet the needs of the city and residents. Three firefighters were hired during 2024 to fill the open positions, and a Deputy Fire Chief was hired in July. In addition, to help address the extra hours firefighters were working as well as the increases in call volume, the City Council voted to add three additional firefighter positions in 2025, bringing the total of career shift firefighters to 15 (three shifts of five). The addition of the new positions is an important step forward to increase the level of service the department provides, and I am grateful for the foresight of the Council to provide them. In addition to our career staff, the department finished 2024 with 13 dedicated EMS volunteers who help staff the station, transport patients to the hospital, and participate in community events. This group of volunteers provide an invaluable service, and we are fortunate to have them as part of our department.

After a small dip in calls in 2023 (1,612 to 1,572), the department responded to the highest number of calls recorded in the history of the department (1,715). When not responding to calls, firefighters were busy training and providing community outreach. Throughout the year, members logged 7,106 hours of training, a 6.2% increase over last year. Department members also interacted with over 1,500 individuals through public education and community risk reduction events such as station tours, fire prevention visits to the schools, CPR and first aid classes, and community events. The work our team members devote to the community above going on calls for service is inspiring. They truly are dedicated to serving the citizens of Snoqualmie any way they can.

2024 also marked a major milestone for the department as we were re-accredited by the Commission on Fire Accreditation International for five more years. The accreditation is the departments second and is a cumulation of effort by all members of the department to evaluate our programs, responses data, policies, and actions. As part of the process, the department also completed a new strategic plan to help guide the department over the next five years as we continue to evolve and strengthen the department for the future. Both projects involved countless hours of work by our team, and I am proud of the accomplishments and our shared vision for the future.

In closing, on behalf of the men and women of the Snoqualmie Fire Department, thank you for your continued support of our department. We take pride in our department and City and are honored to serve those who live or visit here.

Sincerely,



Michael Bailey
Fire Chief

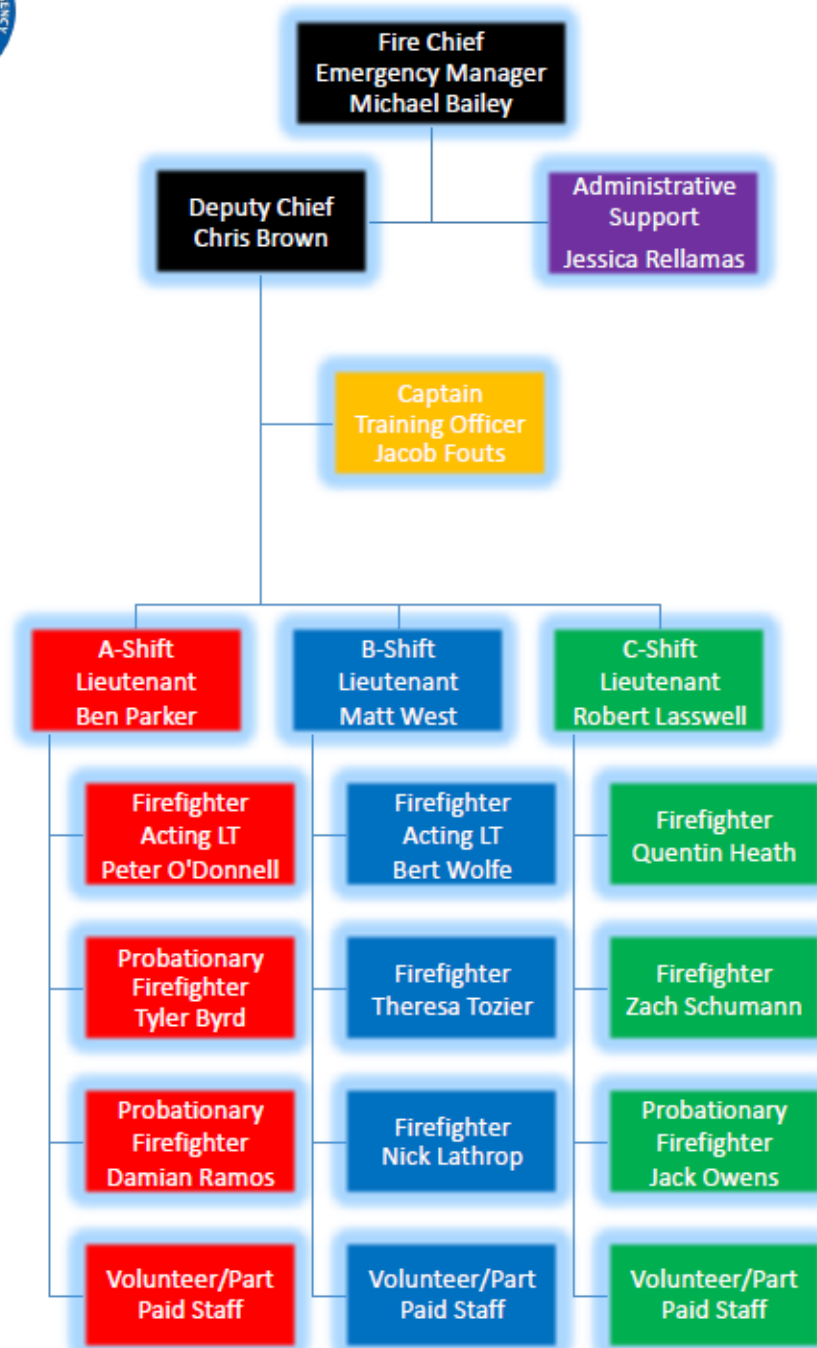


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2024 Organizational Chart



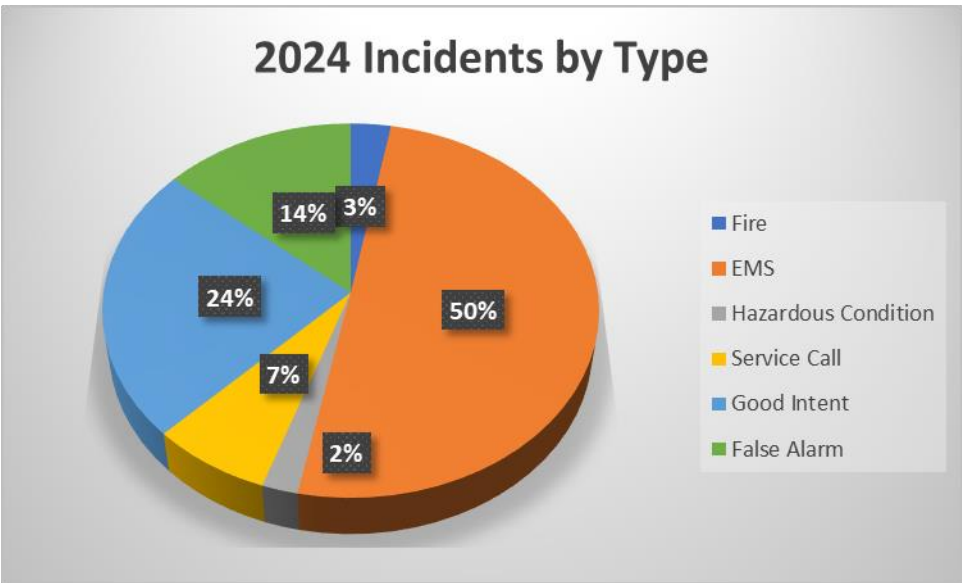
Snoqualmie Fire Department Organizational Chart



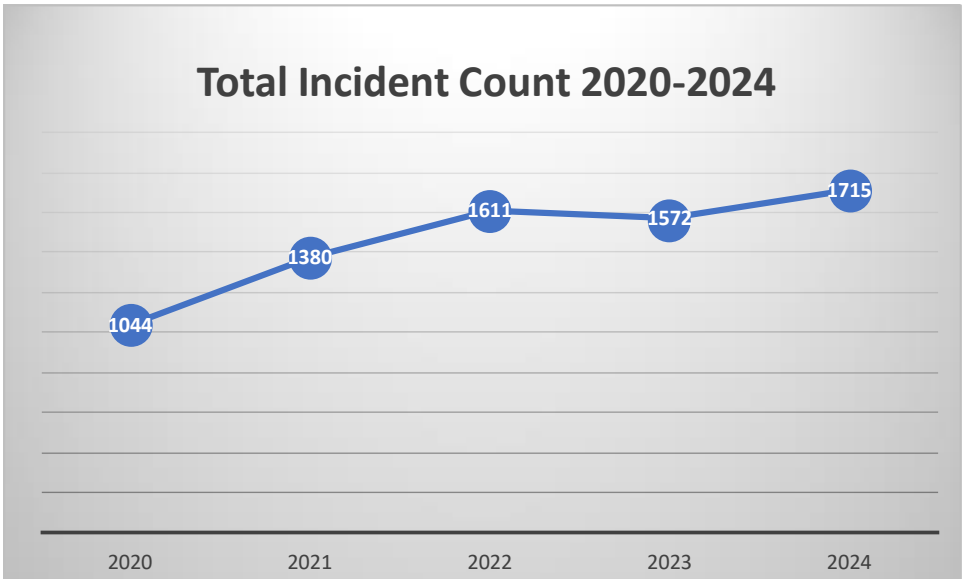
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Responses

The Fire Department responded to 1,715 incidents in 2024. Fifty (50%) of all incidents were for emergency medical services. The chart below breaks out these incidents by type.

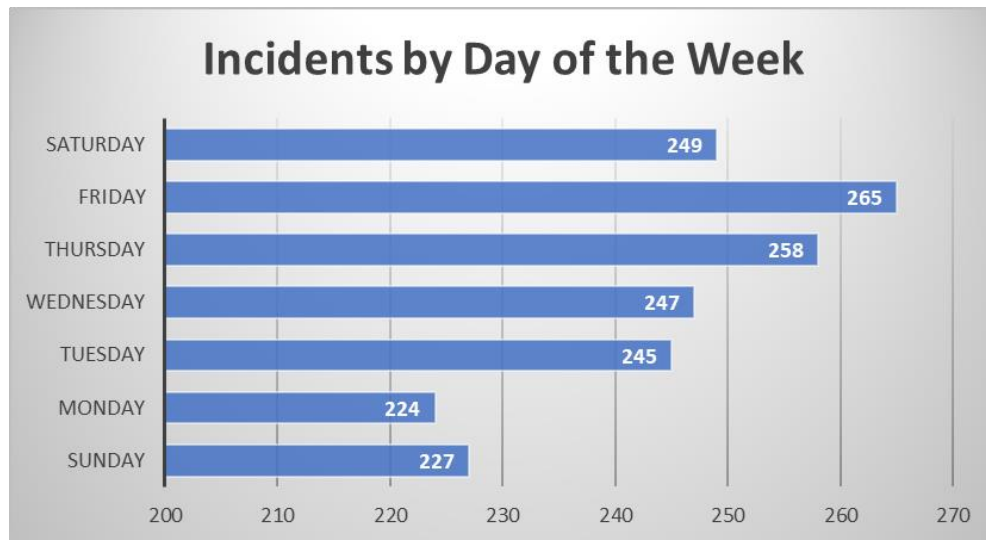


The fire department saw a 9.1% increase in incident volume from the previous year. The chart below identifies incident volumes from 2020-2024. Incidents have been increasing an average of 168 calls per year, save for 2020 when there was a large drop in calls attributed to COVID.

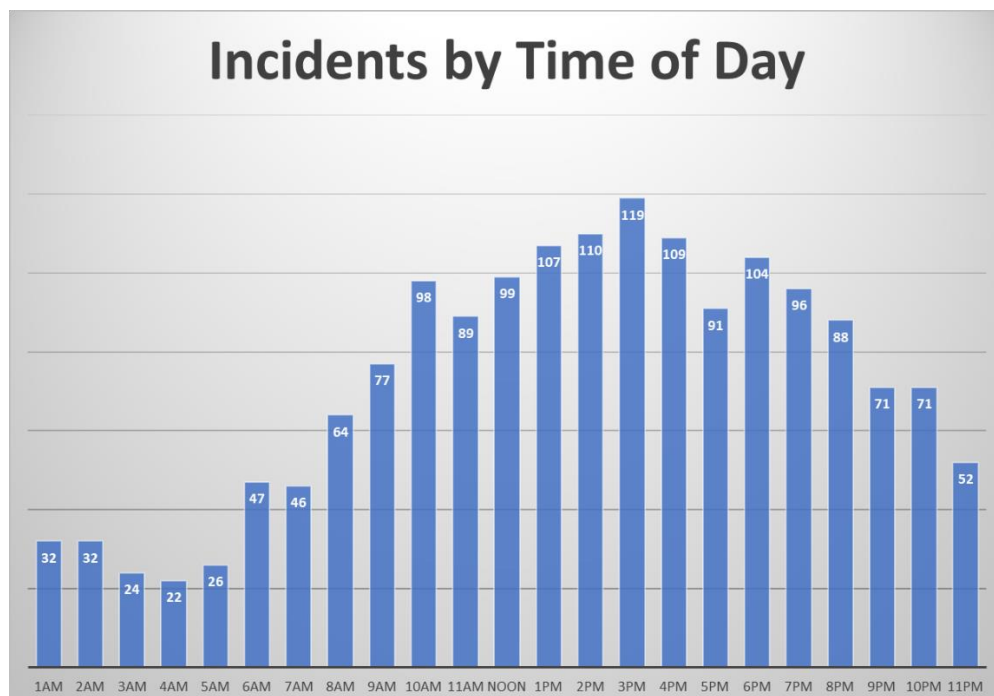


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Incident volumes are consistent throughout the week with most incidents occurring on Friday, and the least on Monday. The chart below shows incident volumes by the day of the week.

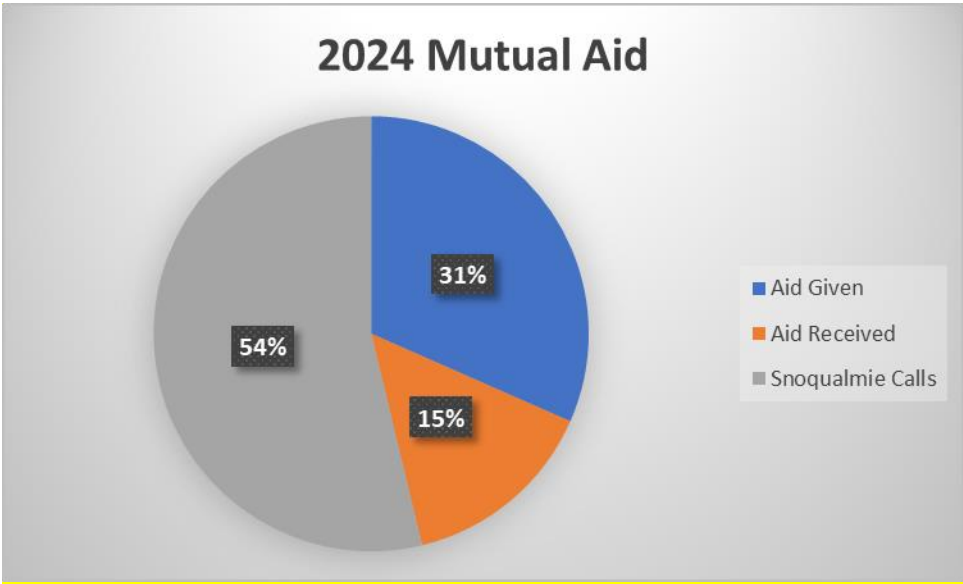


Incident volumes vary by time of the day with the peak-hours being between noon and 4PM, and the least number of calls between 1AM and 7AM. The following chart shows incidents by the time of the day.



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Besides calls for service within the city limits, the Snoqualmie Fire Department also responds outside the city as mutual aid. These mutual aid calls can either be for larger responses that require more than one unit to respond or can be in place of a neighboring jurisdiction while they are on a simultaneous call. In return, Snoqualmie receives the same mutual aid within its jurisdiction. The chart below illustrates the percentage of annual calls for service that were mutual aid given (outside the city), mutual aid received (inside the city) and Snoqualmie only calls where just Snoqualmie units responded.



The Snoqualmie Fire Department transports the majority of their patients to the hospital when medically necessary. If needed, Snoqualmie will also transport patients from mutual aid calls outside the city. In 2024, Snoqualmie Fire transported a total of 370 patients, 75 of which originated from outside Snoqualmie.

Response Times

As an accredited agency, the Department is required to measure response times and effective response force (ERF) for fire, EMS and other categories. The following charts shows the Department's performance for Fire (low and moderate risk) and EMS (low and moderate risk). These four categories were chosen to be highlighted as they make up the majority of all the incidents the Fire Department responded to in 2024. For accreditation purposes, response times below are required to be given in the 90th percentile as opposed to averages.

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Fire Response

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2020-2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	Urban		1:46	1:32	1:26	1:40	1:30	2:00
Turnout Time	Turnout Time 1st Unit	Urban		1:54	1:47	2:00	1:48	1:46	2:11
Travel Time	Travel Time 1st Unit Distribution	Urban		8:43	7:46	10:00	10:05	8:09	7:39
	Travel Time ERF Concentration	Urban		8:52	7:47	10:42	10:05	8:09	7:39
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:00	10:46	10:05	11:22	11:49	10:44	9:51
				n=360	n=85	n=68	n=62	n=100	n=45
	Total Response Time ERF Concentration	Urban	8:00	10:40	9:35	11:22	11:49	10:44	9:51
				n=333	n=58	N=68	n=62	n=100	n=45

(Moderate Risk) Fire Suppression - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2020-2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	Urban		1:26	1:28	1:08	1:19	1:55	1:23
Turnout Time	Turnout Time 1st Unit	Urban		1:57	1:57	2:03	2:03	1:44	2:01
Travel Time	Travel Time 1st Unit Distribution	Urban		8:14	9:04	8:39	8:27	8:01	7:02
	Travel Time ERF Concentration	Urban		12:59	11:53	14:00	13:24	12:44	12:54
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:00	10:07	10:34	10:09	10:25	9:51	9:40
				n=374	n=34	n=86	n=94	n=103	n=57
	Total Response Time ERF Concentration	Urban	10:00	15:29	14:34	16:08	16:04	15:27	15:57
				n=82	n=10	n=14	n=33	n=21	n=4

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EMS

(Low Risk) EMS - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2020-2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	Urban		1:28	1:31	1:11	1:05	1:42	1:54
Turnout Time	Turnout Time 1st Unit	Urban		1:38	1:34	1:56	1:35	1:28	1:41
Travel Time	Travel Time 1st Unit Distribution	Urban		7:40	7:37	6:51	6:43	8:57	8:12
	Travel Time ERF Concentration	Urban		8:36	9:20	9:51	6:43	8:57	8:12
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:00	9:35	9:18	8:02	8:15	11:52	10:31
				n=303	n=38	n=49	n=85	n=76	n=55
	Total Response Time ERF Concentration	Urban	8:00	10:02	11:33	8:02	8:15	11:52	10:31
				n=302	n=37	n=49	n=85	n=76	n=55

(Moderate Risk) EMS - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2020-2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	Urban		1:27	1:05	1:15	1:42	1:34	1:43
Turnout Time	Turnout Time 1st Unit	Urban		1:38	1:35	1:47	1:34	1:30	1:48
Travel Time	Travel Time 1st Unit Distribution	Urban		8:39	7:43	9:26	9:22	7:26	9:21
	Travel Time ERF Concentration	Urban		9:22	11:08	9:37	9:22	7:26	9:21
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:00	10:26	9:13	10:46	11:26	9:42	11:06
				n=1681	n=424	n=421	n=322	n=255	n=259
	Total Response Time ERF Concentration	Urban	8:00	11:06	12:21	10:56	11:26	9:42	11:06
				n=1666	n=419	N=411	n=322	n=255	n=259

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Property Loss/Save Charts

For reporting purposes, fire loss is broken into two categories: property and contents. Property describes physical properties such as cars, houses, etc. Contents describe items that are not part of the structure but are destroyed in the incident. 2024’s property loss totaled \$1,390,424. This high number can be attributed to the large commercial fire in downtown Snoqualmie in April 2024. Historically, Snoqualmie has had a relatively low instance of structural fires, so when there is a large fire, it shows a jump in fire loss for the year. The following chart compares the annual fire loss by year:



Another way to look at the information as it relates to fire loss is by property saved. When there is a fire in a structure, if you subtract the property and content loss from the overall value you would get a percentage of the property that was saved. This considers the benefit achieved from fires that can be extinguished quickly due to a rapid response or from fire suppression systems within the structure. Below is the last five years’ worth of data showing the percentage of property saved. Again, the low number for 2024 represents the small number of fires within the city (2), including the large commercial fire which was almost a complete loss.



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Training

During 2024, the training program utilized the Vector Solutions LMS system for training and compliance tracking. The South King County Fire Training Consortium assigned these training programs throughout the year based on workflows and instructional maps developed for a continuous building block format for training. Further, multiple staff members worked on training objectives identified in their annual work plans. With staff turnover, some changes were observed in year-to-year milestones. Milestones achieved were as follows:

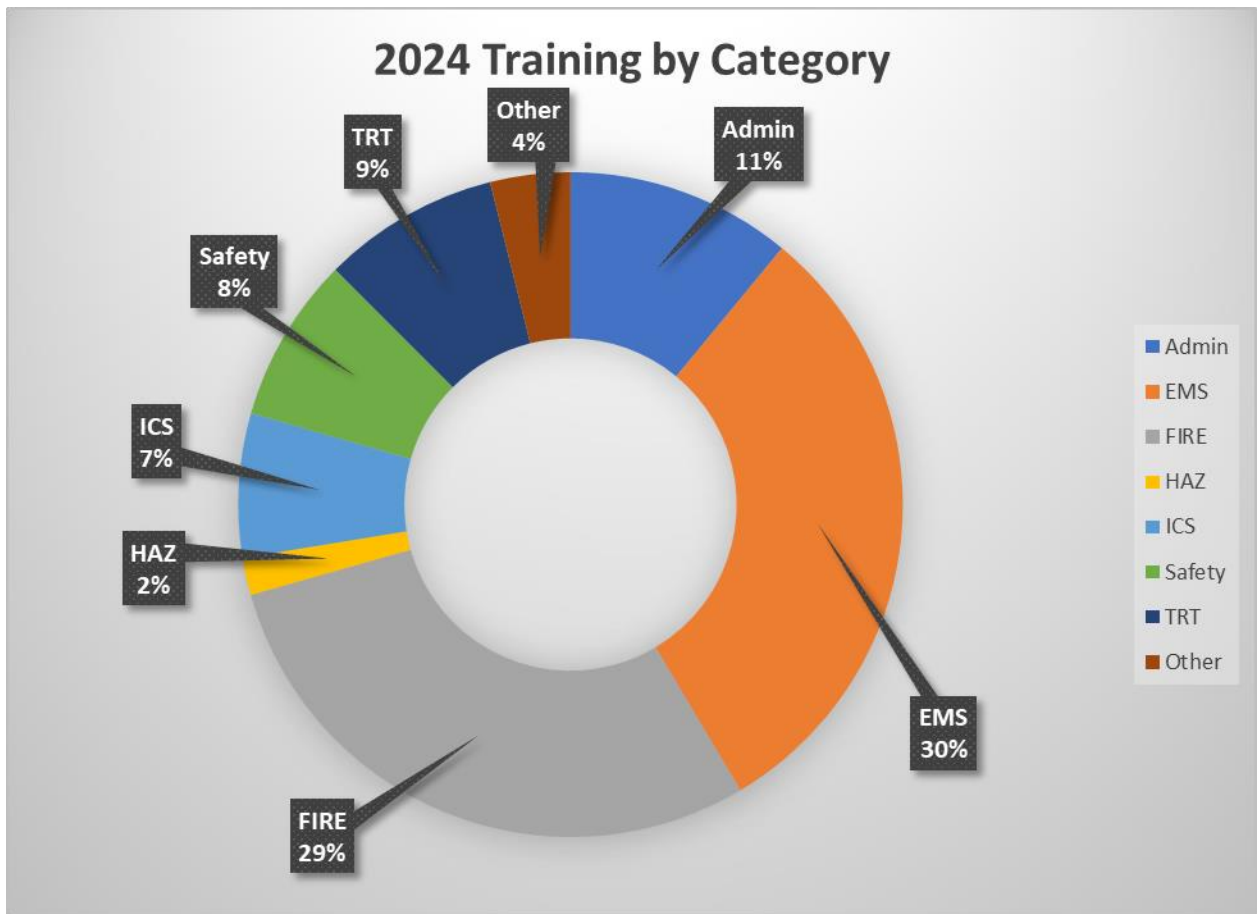
- Three new career firefighters coming on board.
- One career member became certified as an IFSAC Driver-Operator, which will continue to be a trend for staff.
- Four new volunteer members completed on-boarding and becoming eligible to count towards staffing.

Personnel participated in 7,106 hours of training during 2024, continuing to increase over the previous year (2023 – 6,697 hours). This increase was primarily due to the addition of new employees and improved documentation of training sessions.

<u>Staff Type</u>	<u>2023 - Average</u>	<u>2024 - Average</u>	<u>2023 - 90th Percentile</u>	<u>2024 90th Percentile</u>
Career (all staff, no exclusions)	26.6 hours/month	35.24 hours/month	52.0 hours/month	53.0 hours/month
Volunteer (all staff, no exclusions)	6.3 hours/month	9.3 hours/month	12.7 hours/month	13.1 hours/month
<i>All staff Combined *</i>	<i>15.1 hours/month</i>	<i>24.9 hours/month</i>	<i>37.5 hours/month</i>	<i>37.75 hours/month</i>

Training sessions were broken into groups that best fit the type of training being performed. Training types included Fire, EMS, Hazmat (Haz), Technical Rescue (TRT), Administrative (Admin), Safety, and Other. The following chart displays the training by session by hours.

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The fire department participates in the South King County Fire Training Consortium (SKCFTC) which is comprised of 15 fire departments, 1,300 firefighters, and covers over 75% of the King County region. As a member agency, this gives us access to subject matter experts in all disciplines to include not only firefighting and emergency medical services, but special topics such as swiftwater rescue, high-angle rope rescue, driver/pump operator training, and officer development courses. By training with this entity, we get to experience the best of the best when it comes to instruction, and align our practices with entities throughout the region, allowing our operations to be seamless for the consumer of our services.



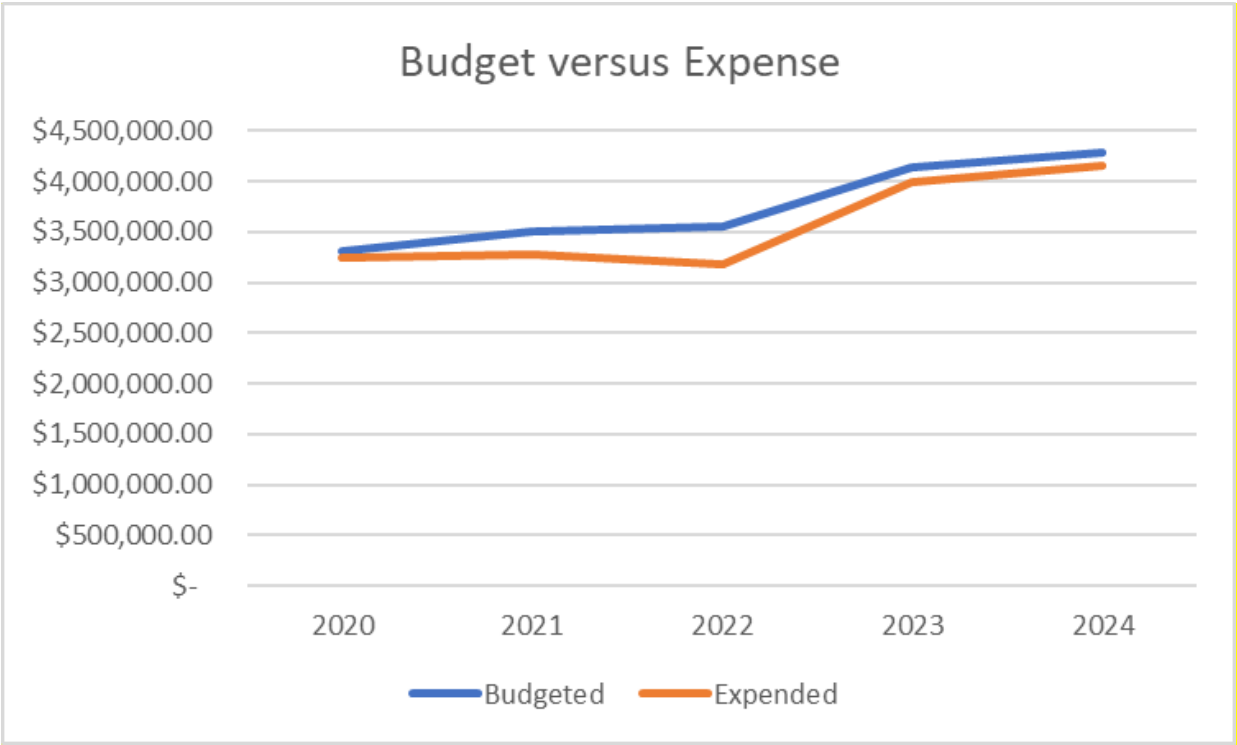
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Finances

Budget and Expenses

The 2024 Fire Department Budget* was approved at \$4,282,520, a 3.5% increase from 2023. For this same period the Department expended \$4,159,126 – underspending the approved budget by \$123,394, or 2.9%.

2024 also marked the end of the biennium (2-year budget).



* Includes Emergency Management Budget

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Community Risk Reduction and Outreach

An ounce of prevention is worth a pound of cure, and if it's predictable – it's preventable. This mantra is why the fire department spends a portion of its time investing in community risk reduction programs. These activities include fire safety talks with elementary schools, CPR training, first aid training, visits to the fire station, fire extinguisher training, high school career shadow programs, and community events. For 2024, the department estimates we taught over 33 structured classes to well over 1,500 students and 96 hours of instruction. Below is a breakdown of the classes taught.

Medical Based Classes

Public CPR/First Aid (5-hour classes)

3 classes, 30 total students, 15 contact hours

Public CPR/AED (3-hour class)

3 classes, 24 students, 9 contact hours

Highschool CPR

6 days of teaching, 7 classes a day, 600 students, 42 contact hours

Stop the Bleed (2 hours)

1 class, 12 students, two contact hours

Opioid/ Narcan classes (1 hour)

Taught in conjunction with "Stop the Bleed" classes or stand-alone.

7 classes, 250 students, 7 contact hours

Fire Prevention Month School Visits (October)

During October firefighters visit area schools to provide fire education presentations. In 2024, the agency visited 5 schools, 805 students, 14 contact hours

Station Tours

The department performed numerous station tours for groups, families, and individuals who requested them. Groups were given a tour of the fire station and our apparatus, a safety message, and finally, an opportunity to take photos with the staff and apparatus.

3 tours, 60 estimated participants, three contact hours

Besides the classes mentioned above, the fire department participated in several community events. Some of the events we were able to participate in (but not limited to):

- Easter Egg hunt
- Pancake Breakfast
- Mt Si Football Standbys
- Holiday tree lighting
- Big Truck Day at Centennial Field
- 4th of July kids' parade, block party, and Red/White/Boom fireworks

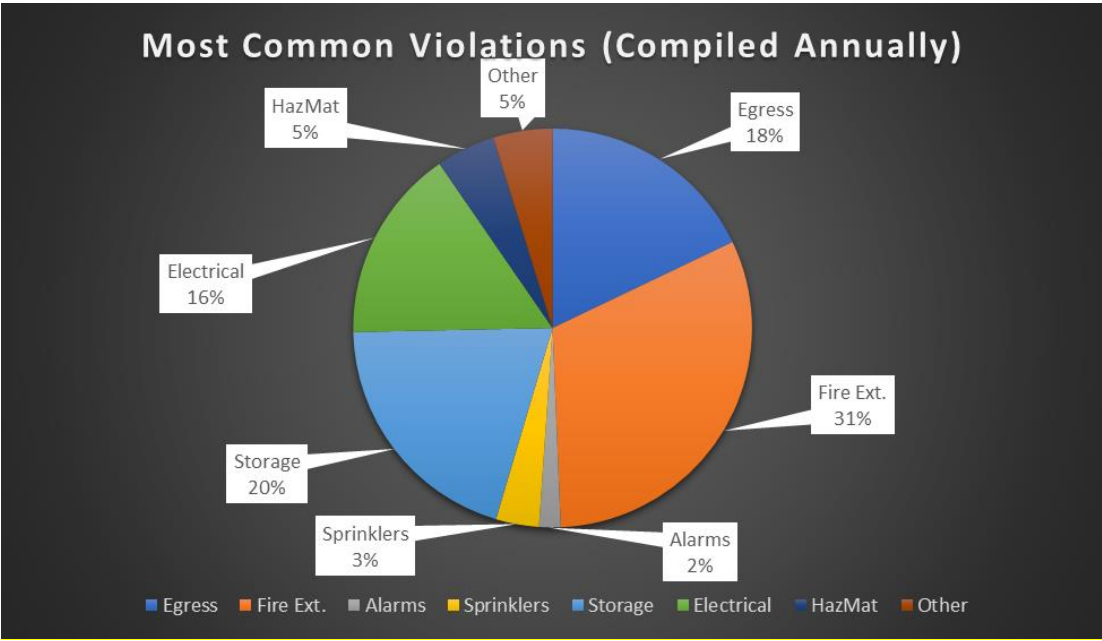
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Fire Inspections

Since October 2017, the fire department has conducted most annual fire and life safety inspections for the City of Snoqualmie. Inspections are done by on-duty crews, with program management provided by the Captain/Training Officer. The Building Department provides support through technical guidance and compliance matters. Having the on-duty crews complete the inspections has benefited the department as it allows for interaction with the business owners and gives the firefighters familiarity with the buildings and layouts in case of an emergency in the occupancy. Before 2023, firefighters were performing annual inspections of every occupancy within the city. In 2023, due to the large number of inspections required, the department re-evaluated the need for yearly inspections and instead switched to an industry best practice model, which allows for an inspection cycle based on hazard class. Low-hazard occupancies will be inspected every three years, moderate level every two, and high-hazard occupancies still be inspected annually.

In 2024, the department performed 202 inspections, roughly 50% of the city's businesses. This number reflects the change in the frequency of inspections.

Of those 202 inspections, 229 violations were noted and corrected. Below is a graphic showing the most common violations found by crews.



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Volunteers

Volunteers play a vital role for the Snoqualmie Fire Department. At the end of 2024, the department had a total of 13 EMS volunteers. Our volunteers provide a variety of services complementing career staff, including filling shifts, transporting patients to the hospital, teaching CPR classes, and various other community outreach activities. In 2024, volunteers provided 3,948 hours of support. Those hours were completed while participating in the following activities:

- Total number of on-duty shifts 281
- Total number of emergency responses 530
- Total number of drill nights 255
- Total hours of community events 319



2024 signified the final shift away from volunteer firefighters to EMS only volunteers when the last two volunteer firefighters were hired as career firefighters in other departments. At that time, administration made the difficult decision to not recruit any more volunteer firefighters. The time and training required to maintain firefighter qualifications made it difficult to recruit and retain fire volunteers. Going forward, the department will utilize EMS only volunteers. Besides responding to calls with the career staff, volunteer EMS personnel can be utilized to transport patients to the hospital, allowing the career staff to remain in the city to respond to subsequent calls. Moving forward, by working to recruit and retain EMS volunteers, the department will be able to focus on utilizing the skills they can provide to make the department more efficient and resilient to multiple calls for service.

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Emergency Management

The emergency management department operates as a sub-program of the fire department. The chief of the fire department also serves as the Emergency Management Director. The emergency management budget is managed by the fire chief, and the Emergency Operation Center (EOC) is housed in the fire department.

EOC Activations:

There were no full EOC Activation for 2024

Several partial activations of the EOC were performed throughout 2024 for snow events, extreme heat and cold events, and potential flooding. Partial activations occur when the Emergency Management Director puts city staff on standby, monitors the event, and provide updates to city staff regarding needs and potential full activation.

Major accomplishment:

The process of upgrading radio equipment and technology within the EOC has begun to better equip the EOC for future activations. Upgrades will continue into 2025

The Snoqualmie Emergency Communication and Support Team (SECAST) continued their work as keepers of the EOC communications. Most of the upgrades have been designed, managed, and completed by the SECAST group.

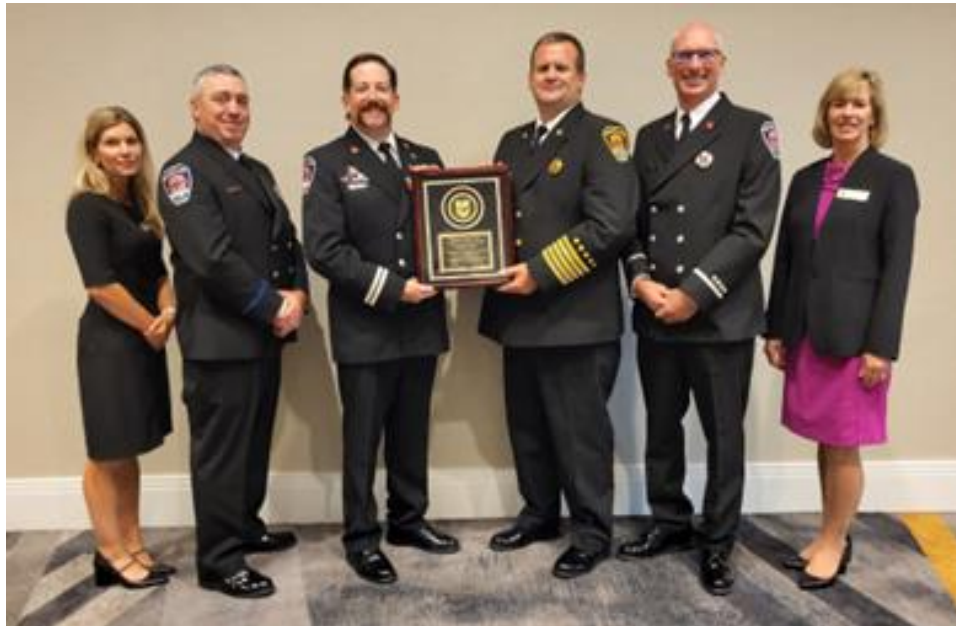
An update to the Comprehensive Emergency Management Plan (CEMP) was finished at the end of 2024. The City Council is set to vote on the CEMP's adoption in early 2025, completing a two-year project. The CEMP is over 160 pages and provides guidance and policy for how City Departments will operate and respond to large scale emergencies and natural disaster.



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2024 Accomplishments

- Completed process to be re-accredited by the Commission on Fire Accreditation International for an additional 5 years.
- Hired 3 firefighters to fill vacancies.
- Hired Deputy Fire Chief.
- On-boarded four new EMS volunteers.
- Completed Fire Department Strategic Plan (2025-2029).
- Updated the Fire Department Standards of Cover and Community Risk Assessment.



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2025 Goals

- Increase EMS volunteers to 20 total personnel.
- Hire an additional 3 firefighters as approved in the 2025-2026 Biennial Budget.
- Research and potentially purchase a used brush vehicle to help protect the city from the increasing threat of wildfire.
- Take delivery of the new fire engine (approved Jan 2023) to replace the reserve fire engine that has reached the end of its usable service life.
- Place order for a new Aid Car to replace the reserve aid car that has reached the end of its usable service life. Estimated 18-month build time.
- Hold quarterly training on EOC operation culminating in a full-scale exercise in the 4th quarter of 2025.
- Re-vitalize the Community Emergency Response Team (CERT) to provide continuing education training to current members.



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