



Department Reports August 2023



Communications Division

Danna McCall, Communications Coordinator

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Social Media

- Facebook reach: 35.1K; 6100 followers (90 new)
- Twitter - 3685 followers (19 new); 36.9k impressions.
- Instagram - 2.6K reach; 2710 followers (26 new).
- Top Posts: Parkway grinding/paving launch, Movie in the Park (Maverick), SPD arrest-internet cable theft.
- Highly focused on Snoqualmie Parkway paving updates.

Website

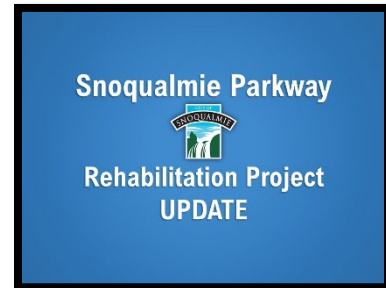
- Website users: 23.8k; website sessions: 32.6k; pageviews: 52.5k. (website usage up appx. 25%)
- Top website sections: News Flash (news release section); Facilities (parks section); Twin Peaks
- News release section of website remains top destination for users.
- Snoqualmie Parkway Rehab page was in top 10 page destination.

Engagement, Initiatives & Support

- Mayor: SVSD CC Expansion Project presentation, Snoqualmie Days parade, Boeing Classic opening ceremony, Ross Report, Quarterly newsletter.
- Videos: Back to School Safety, Snoqualmie Days Parade, Boeing Classic flyover.
- Parks & Public Works: Snoqualmie Pkwy paving, park closures, ADA Transition Plan Draft Plan outreach, Green Snoqualmie event.
- Fire/OEM: Cooling locations, Make it Rain, ongoing FD blotter.
- Police: Nat'l Night Out event, missing person case, recruitment video filming & scripts, ongoing PD blotter.
- Movie in Park marketing.
- Finalized launch of Community Survey.
- Chat with Interim Chiefs event.

E-News

- 750 subscribers (15 new)
- 60% open rate; 13% click through rate.
- Industry average: 40% open rate; 6.5% click through rate.





Community Development Department

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August 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.

Building	August 2023	YTD
Permit Applications	57	374
Permits Issued	54	365
Total Inspections	89	624

Planning	August, 2023	YTD
Business Licenses	7	39
Pre Applications	2	6
Sign Permits	2	5

Boards and Commissions:

- Planning Commission 8/7 and 8/21 – completed work the land use element, goals and policies and a recommendation will be forward to the CD Committee for September.

Land Use Planning Projects:

NWRM: The City staff are reviewing a clearing and grading permit. The applicant would like to clear the property to expand the existing museum including a roundhouse.

Timber Trails (Plat 30): Preliminary approval was granted by the Hearing Examiner in July 2023 to subdivide a parcel into 46 single-family residential (duplexes and townhomes) lots.

Model Train Museum/Park: 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 City Council met in August with representatives of model train and approved an extension to the timeline of project of three months before moving forward with an approval of the draft lease and development agreement.

The Rails: City Staff 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 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.

Crabb Commerical: City Staff are reviewing a building permit for a new commerical building on Railroad Avenue. The proposed development is a 2 story building , 2632 square feet.

Wireless Permit: City Staff are reviewing a Conditional Use Permit for a wireless communication facility on the top of an existing building located on Center Blvd. SE. A public hearing on the project is scheduled for September.

Comprehensive Plan Outreach: Over 350 total public comments have been recieved from open houses, business roundtables, surveys, the Ridge Business Owners and the Snoqualmie Tribe . The Planning Commission complete work on the land use element. The economic development element is going back to the EDC for further review.



Finance & Information Technology Department

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August 2023

FINANCE

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

The finance team has launched a soft go-live for most of the Munis finance modules. There has been a one month delay with Tyler payments for merchant service transactions and cashiering due to the Munis provided cashiering equipment requiring additional troubleshooting. The finance team has spent a lot of time testing the cashiering module and Munis is fixing the issue. The finance team is currently running parallel systems to ensure that beginning/ending balances match and we can be confident when we fully cut over to Munis. The payroll and human resources implementation team continue to work on system set up and plan to be prepared for and complete payroll parallel testing at the end of September.

Monthly Finance Metrics – Payments, Receipts & Licenses

Vendor Payments Processed – 204
Utility Billing Payments Processed – 3670
Payroll ACH Processed – 195
B&O Tax Returns Processed – 752
New Business Licenses Processed – 104
Renewal Business Licenses Processed – 110
Pet Licenses Processed – 1

INFORMATION TECHNOLOGY

There are multiple projects the IT Team has been focused on during August. The Hardware and Software Inventory project is under way. IT is identifying and cataloging all existing hardware and software the City owns. This includes identifying values, purchase dates, and life cycle. This evaluation of inventory will provide the data necessary to build a true replacement plan which will reduce the likelihood of emergency break fixes, reduce cost to the City, and provide transparency into the dollars being spent by IT.

IT also completed phase 1 of the Microsoft Teams implementation project. We are working to migrate the City to a celebrative working environment utilizing the Microsoft tools the City already owns. The Finance team tested out the tool starting in July and August. The feedback provided has allowed us to identify obstacles early, develop overviews, identify training opportunities, and better understand how the City can harness this tool. Phase 2 will be starting at the end of September with all of Support Services & Human Resources having full access to the team's portal to create workspaces, chat, and hold meetings. The remaining City departments are scheduled to have these features rolled out at the end of November.

Monthly IT Metrics

Total New Tickets Opened – 46
Total New Tickets Closed – 29
First Contact Resolution – 25
Top Ticket Issues – Hardware 17 and Software 16



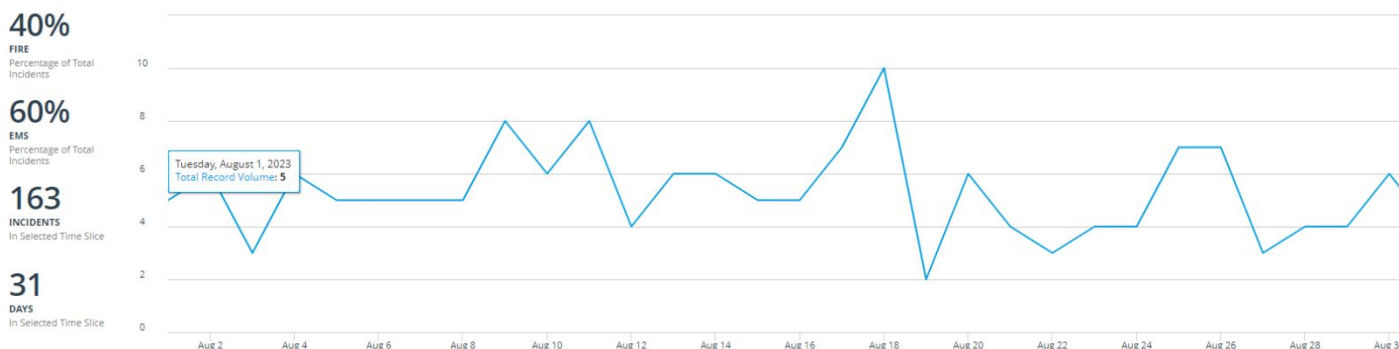
Fire Department

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Fire Department Activity August 2023

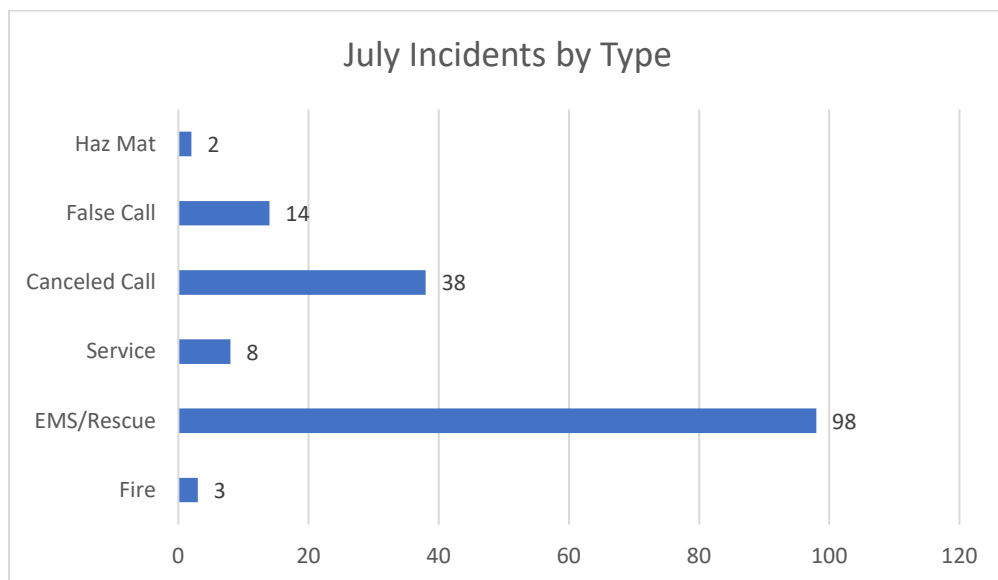
Incident Count August

The Fire Department responded to 163 incidents in August. 60% of the incidents were emergency medical services and 40% were fire related incidents. The following chart displays incident count per day.



Incident Count by Type:

The following is a count breakdown of incidents by type.



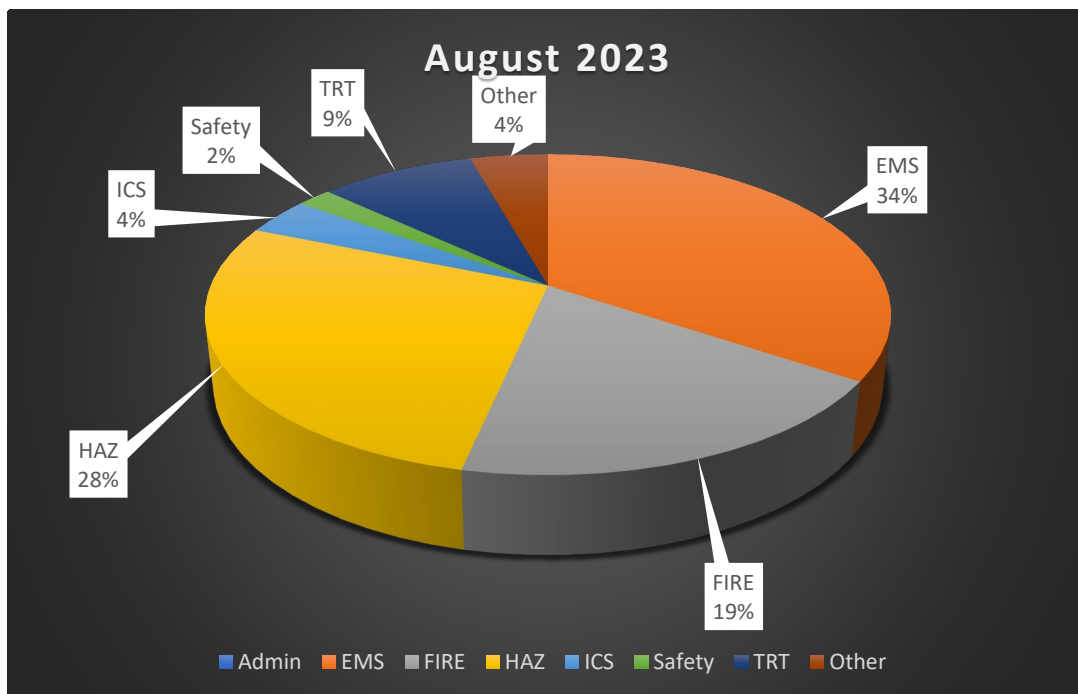
EMS Transports

The Fire Department responded to 98 EMS incidents in August and transported 44 patients to local hospitals. Patients were transported to Swedish Issaquah 36% of the time and Snoqualmie Valley Hospital 52% of the time.

Hospital	Week 1	Week 2	Week 3	Week 4	Week 5	Total
Overlake Hospital	1	1	1	2		5
Snoqualmie Valley Hospital	5	6	5	4	3	23
Swedish/Issaquah	6	1	8		1	16
Total	12	8	14	6	4	44

Training:

Firefighters trained over 458 hours in August. The training covered all different categories with the majority being medical (34%) followed closely by hazardous materials response (28%). The following chart compares the training hours by type:



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

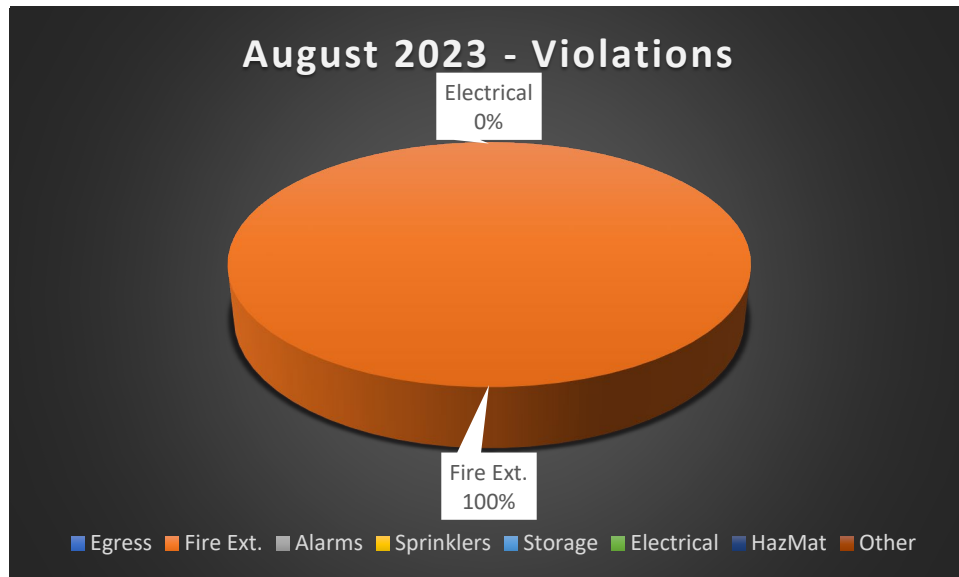
Training – Highlights/Major Topics:

- Hazardous Materials – Initial Response training
- Technical Rope Rescue quarterly
- Medical: Cardiogenic and Hypovolemic Shock emergencies
- Firefighter Safety/MAYDAY training

Community Risk Reduction

Inspections

Fire crews performed only 2 fire and life safety occupancy inspections in August with only 1 violation. This was due in large part to multiple training events and increased response volume. The following chart describes the violations found:



Public Education

August was a slightly busy month for public education and outreach with the following activities:

- Snoqualmie Firefighters' Pancake Breakfast
- Snoqualmie Days Safety Booth
- Snoqualmie Valley School District First Aid/CPR class(es)
- Three (3) new CPR instructors trained.



Parks & Public Works Department

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Staffing Levels
Parks, Streets – 3 Vacancies
Water – 2 Vacancies
Wastewater – 2 Vacancies

August 2023

August was a month of special events and Parkway Paving. We supported two of our largest events, the Boeing Classic and Snoqualmie Day. Thanks to Hind's preplanning, the Boeing Classic was able to continue with minimal interruptions by the paving project.

Stormwater & Urban Forestry has completed the Hazardous Tree Survey and work will begin on the removal of dangerous trees in the coming days.

Capital Improvement projects (Fire Station Boiler, William's addition waterline, and the City Hall Staircase) are wrapping up as the team begins to prepare projects for the next construction season. Thank you to King County who restriped our crosswalks and school zone markings prior to the wet season. Design work is progressing on the Community Center Expansion.

Water Division & Sewer Divisions continue to perform well despite half the team positions being open.

Fleet Division continues to keep the City moving.

Community Liaison- Outreach/Events, Arts and Culture, Marketing and Tourism:

- Arts Commission programmed kids coloring station at Snoqualmie Days.
- Movie in the Park: Top Gun: Maverick played on August 3rd, lovely summer night under the stars at Jeanne Hansen, 400pp enjoyed the movie, raffles, and ice cream.
- National Night Out: Provided coordination and on-site support to this very well attended, well-executed annual, national event by the Police Department.
- Blood Drive: Three-day blood drive collected 154 units of whole blood. Snoqualmie continues to be a stellar donation site.
- Boeing Classic and Snoqualmie Days: Supported both community, annual events, with permitting, coordination, and marketing support.
- Employee BBQ: Along with HR and Interim City Administrator, celebrated the long, hot, busy summer, coordinated an employee BBQ.

Department of Corrections Crew Work for August 2023

* Note: DOC had 10 workdays this month*

Work completed at various sites:

1) Storm pond vegetation maintenance:

- a. Cleared 524 feet of vegetation (small trees and blackberry) back from Kinsey Pond fence for repairs next month.

2) Storm pond fence repair: 2 ponds completed this month.

- a. Split-rail fence repair at Gravenstein Pond, completed 841 feet of fence to include:
 - i. Replaced 28 posts and 88 individual rails, chain link stapled to rails.
- b. Split-rail fence repair at Muir Pond, completed 320 feet of fence to include:
 - i. Replaced 16 posts and 19 sections of rail, chain link stapled to rails.
- c. Split-rail fence repair began at Kinsey Pond, completed 292 feet of fence to include:
 - i. Replaced 6 posts and 19 sections of rail, chain link stapled to rails.

3) Trail maintenance:

- a. No trail maintenance this month.

4) Forest restoration:

- a. Sheet mulching at Mountain Ave Restoration Site, placed 4,500 square feet of cardboard sheets and covered it with 43 yards of mulch.

5) Park maintenance:

- a. Sandy Cove Park: Installed 375 feet of construction fencing prior to Snoqualmie Days along the River's edge.

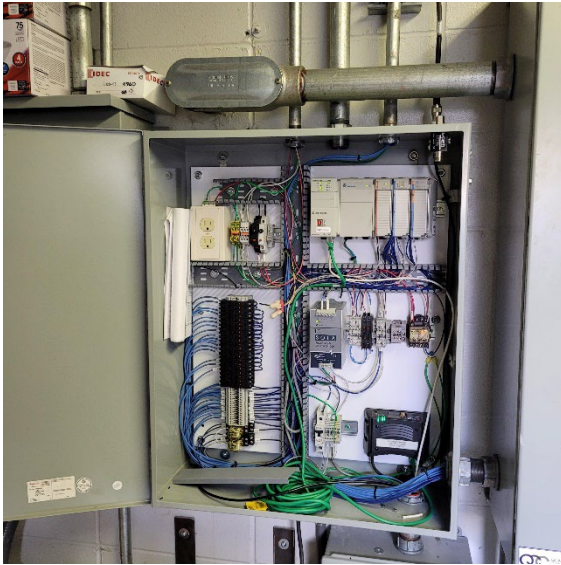
6) Work Area and Tool maintenance:

- a. Cleared small trees, blackberry and other invasives around equipment and storage containers in the yard above PPW Building.
- b. Cleared the two access roads to wells 6 and 7 for the water department.

Gravenstein Pond: completed 841 feet of fence to include the replacement of 28 posts and 88 individual rails, chain link stapled to rails.



Replacement Antennae & Lift Station Pump Refurbishment.





Police Department

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August 2023

Calls for Service

	July 2023	Aug 2023	Aug 2022
Snoqualmie	585	625	625
North Bend	412	466	466

Average Response Times (in minutes & seconds)

Aug	Priority 1	Priority 2	Priority 3
Snoqualmie	5:15	7:58	5:20
North Bend	6:29	3:02	8:01
July			
Snoqualmie	7:43	6:26	8:50
North Bend	4:37	10:22	8:52

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.

August	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	11	3	0
North Bend	21	5	0
July	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	7	16	4
North Bend	15	0	2

Year to Date Theft Comparison

Aug 1 - 31

Snoqualmie 2023 2022

Thefts	11	18
Vehicle Prowls	3	7
Vehicle Thefts	0	1

North Bend 2023 2022

Thefts	21	29
Vehicle Prowls	5	4
Vehicle Thefts	0	1

Crisis Intervention Contacts

Aug 1 - 31

2023 2022

Snoqualmie	19	3
North Bend	2	2

Items of Importance

Command Staff – Vacancies: Captain, Admin Sergeant, Detective

Patrol – 3 openings – 1 officer recruit graduated from the academy, 1 officer recruit still enrolled at the academy; 6 candidates in backgrounds; 1 lateral hire completed FTO and joined patrol; 1 officer who had separated from the department returned, completed FTO, and is now in place as SRO.

Mental Health Professional Contacts

Aug 1 - 31

2023 2022

Snoqualmie	24	N/A
North Bend	8	N/A

Community Events

September 1-8 – Snoqualmie Parkway paving project

September 1, 8, 15, 29 – Mt Si High School home football games

September 9 – Snoqualmie Block Party, Snoqualmie ROA Picnic