



Department Reports

August 2024



Communications Division

Danna McCall, Communications Coordinator | PIO

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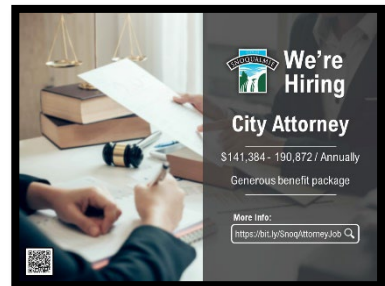
Social Media

- Facebook reach: 71.3K; 7168 followers (42 new).
- Twitter - 3818 followers
- Instagram - 2.4K reach; 2977 followers (16 new).
- Top Posts: New I-90 on-ramp post (38K reach); new downtown restaurant photo (33.6K reach); King Street seasonal closure news release.



Website

- Website users: 17K; website sessions: 23K; pageviews: 42K.
- Top pages: Snoqualmie Falls; Twin Peaks; Visit Snoqualmie.
- Jobs page continues to be a top 10 page destination.
- Tourism-related pages continue to drive visitors to website.



Engagement, Initiatives & Support

- Mayor: Ribbon cutting; business visits; Boeing Classic opening; Snoqualmie Days parade; quarterly newsletter; India Day event.
- Fire/OEM: Pancake Breakfast marketing; Library Story Time; weekly blotter.
- Police: National Night Out; weekly PD blotter.
- Economic Development & Tourism: launched new tourism website hosted on City website; Plein Air Paint Out Honorable Mention voting; Block Party marketing; Snoqualmie Days marketing and Parade video.
- CD: Home Elevation program brochure facilitation.
- PPW: Kimball Creek Bridges and 384th Sewer and Sidewalk project messaging.
- HR: Job graphics; employee newsletter.



E-News

- Sent 3,804 e-news emails.
- 759 subscribers
- 49% open rate; 4.7% click thru rate.





Fire Department

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Fire Department Activity August, 2024

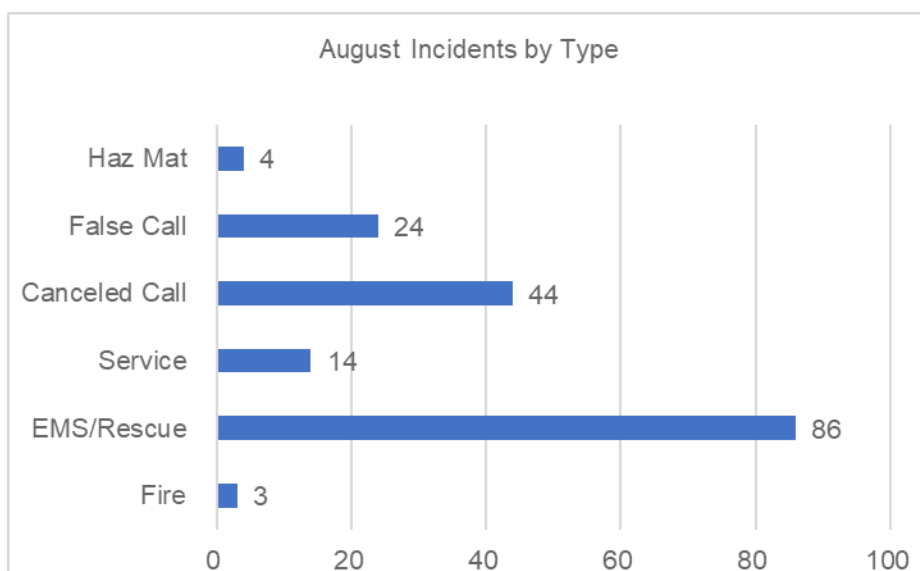
Incident Count August

The Fire Department responded to 175 incidents in August. 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 7:23 seconds and is broken down as follows. The longer response times over 12 minutes was for a gas smell in the area that took a while for crews to locate.

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	27	13	1	0	0	0
Engine	15	15	2	1	0	0
Chief Officer	1	0	0	0	0	0
Total	43	28	3	1	0	0

For incidents outside the city, the 90th percentile travel time for the first arriving unit responding in emergency mode was 15:47 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	0	7	4	2	1	1
Engine	1	2	9	7	4	1
Total	1	9	13	9	5	2

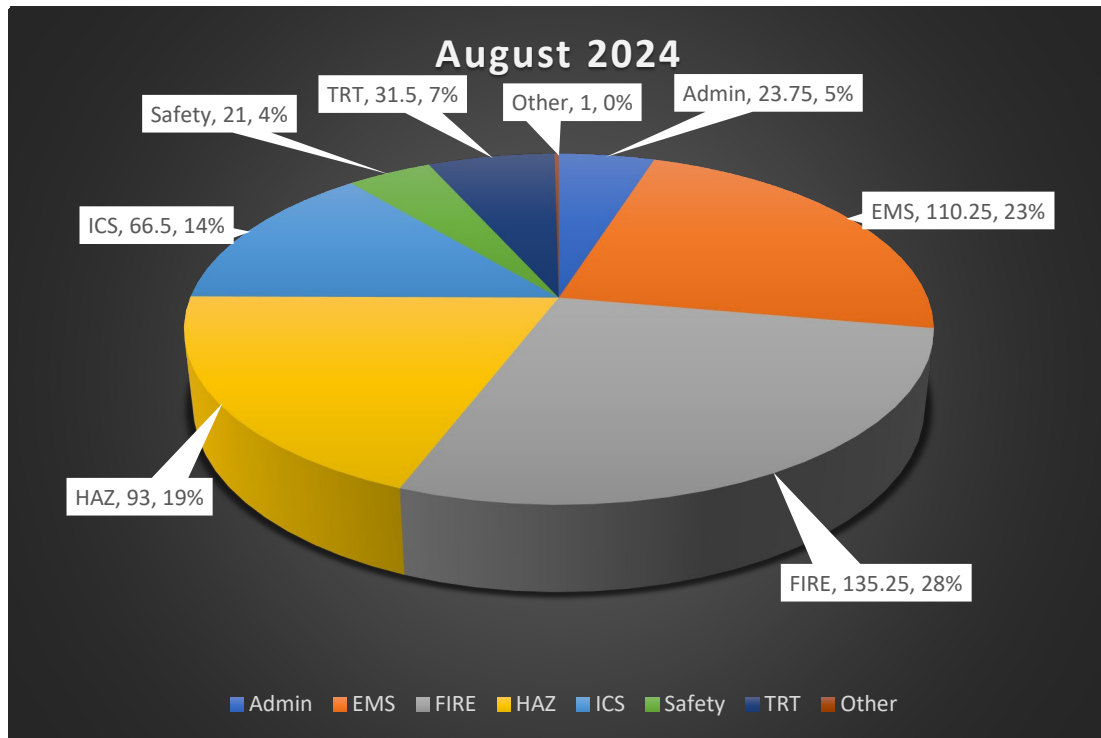
EMS Transports

The Fire Department responded to 86 EMS incidents in August and transported 27 patients to local hospitals. Patients were transported to Swedish Issaquah 52% of the time and Snoqualmie Valley Hospital 44% of the time. Of the transports, 4 were transports that originated from outside Snoqualmie's service area. (North Bend 4, Fall City 0)

Hospital	Week 1	Week 2	Week 3	Week 4	Week 5	Total
Overlake Hospital	0	0	0	0	1	1
Snoqualmie Valley Hospital	4	1	4	1	2	12
Swedish/Issaquah	1	5	2	2	4	14
Other	0	0	0	0	0	0
Total	5	6	6	3	7	27

Training:

The summer months typically bring a decrease in the training being completed due to staffing and increased responses however, August saw a return to a more normal average. During the month, crews trained over 482 hours, primarily focusing on company level drills, high risk events, and hazardous materials management. The training covered all different categories with the majority being fire suppression (28%) followed closely by emergency medical services (23%). During the month we had one member continue to work on their requirements to become an acting shift supervisor, taking training for strategies and tactics of fire suppression management. Other crews attend training for hazardous materials and confined space responses, hosted in various locations focusing on managing an incident involving pipeline safety and line of sight rescues. Additionally, the organization onboarded three (3) new volunteer members and began their rookie training process. The following chart compares the training hours by type:



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

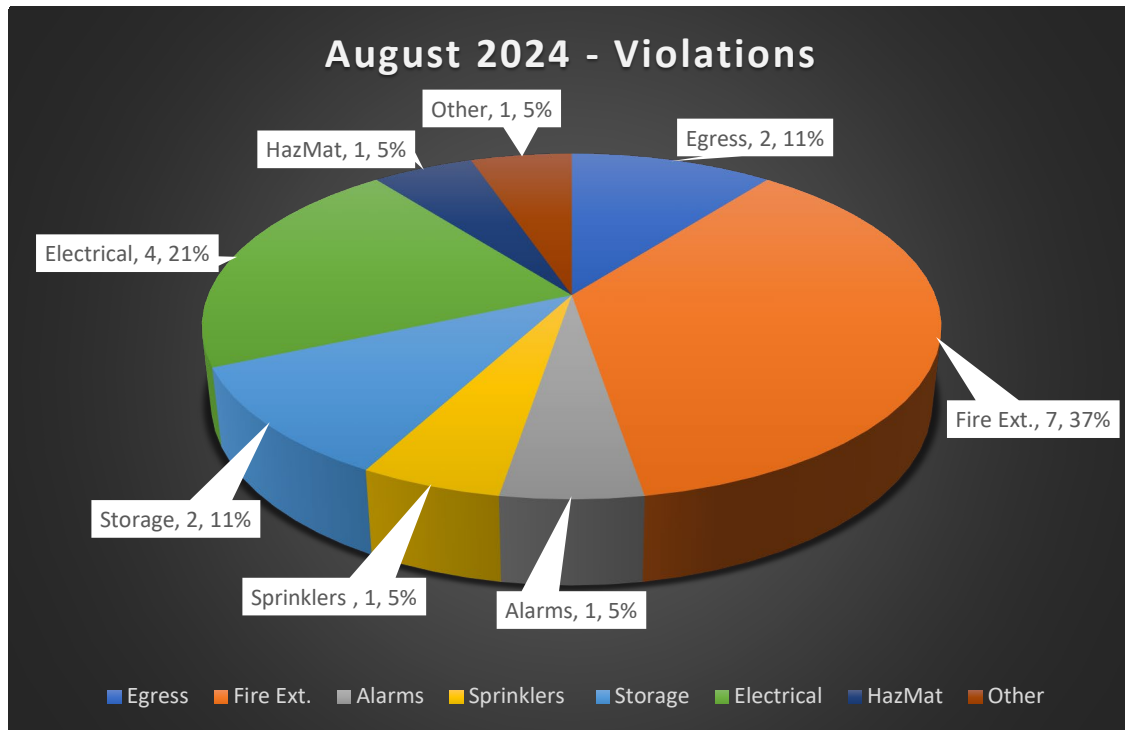
Training – Highlights/Major Topics:

- Pipeline Emergencies
- Confined Space Rescue
- Incident Command System
- New member orientation
- Forcible entry
- Firefighter – Company evolutions and ventilation
- Vehicle Rescue
- Fire Service Leadership
- Safety – State mandated safety training, firefighter line of duty death reviews
- Technical Rescue – Litter Attendant

Community Risk Reduction

Inspections

Fire crews conducted fire and life safety occupancy inspections in August, focusing on occupancies identified as places of assembly (A1-A5). Sixteen (16) inspections were completed noting nineteen (19) 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

August public education and outreach reported the following activities:

- Snoqualmie Days
- Firefighter Pancake Breakfast
- 1-Fire Engine show-and-tell
- 1-BLS CPR Course for SVSD Nurses

Volunteer Activity

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

- 20 duty Shifts
- 40 calls responded to
- 355.70 total hours spent volunteering.

Volunteer Staffing

- 13 rostered volunteers
 - 8 active volunteers, 2 on Leave of absence, 3 in training



Information Technology Department

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August 2024

Dear City Council,

The IT Department continues to be busy in the month of August. The team has been working hard to get things moving forward. We just added a new IT Systems Engineer to the team. His name is Eric DiTommaso and comes to use with many years of IT experience.

Here are some updates for the month of August:

- Our Fire Department cloud VOIP pilot will be moving forward in Mid-September. We have begun receiving phone handsets and have begun setting things up in the backend.
- We are hovering around 45 open tickets. We are working on best practices for open tickets as the team moves from being reactive to proactive.
- We have negotiated new pricing for our VMWare licensing with Broadcom and are processing our renewal.
- The network infrastructure refresh is making progress, and we hope to be ready to present the proposal to the Finance and Administration Committee on October 8th.

As we onboard Eric to our team, we will have more details on projects that are coming including:

- Simplifying our service desk to better serve our users.
- Extending the cloud VOIP pilot to all City of Snoqualmie locations
- Restructuring and updating our server infrastructure
- Updating our Wi-Fi and firewall.

Thank you for your continued support as the IT Department rebuilds!



Snoqualmie Police Department

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August 2024

Calls for Service

	July 2024	Aug 2024	Aug 2023
Snoqualmie	547	512	625
North Bend	469	494	466

Average Response Times (in minutes & seconds)

Aug	Priority 1	Priority 2	Priority 3
Snoqualmie	2:47	3:19	6:03
North Bend	3:35	4:28	4:50
July			
Snoqualmie	4:45	2:37	4:50
North Bend	1:46	3:15	7:19

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.

Aug	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	8	0	3
North Bend	12	1	1
July	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	6	3	0
North Bend	13	4	2

Year to Date Theft Comparison

Aug 1 – 31

Snoqualmie	2024	2023
Thefts	8	11
Vehicle Prowls	0	3
Vehicle Thefts	1	0

North Bend	2024	2023
Thefts	12	21
Vehicle Prowls	3	5
Vehicle Thefts	0	0

Crisis Intervention Contacts

	2024		2023	
	Aug	YTD	Aug	YTD
Snoqualmie	7	304	19	149
North Bend	1	7	2	22

Items of Importance

Command Staff – Vacancies: 0.

Patrol – Five officer recruits in FTO status. One officer recruit started Aug. 1 and began academy Aug. 21. Another officer recruit starts Oct. 1. Vacancies: 5.

Administrative Staff – Records Technician position interviews held. Top candidate in background. Vacancies: 1.

Community Events

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. 11 – Light at the End of the Tunnel Marathon (North Bend)
Aug. 16-17 – Railroad Days
Aug. 25 – Iron Horse Marathon (North Bend)
Aug. 30 – Mt Si High School Football Game

Mental Health Professional Contacts

	2024		2023	
	Aug	YTD	Aug	YTD
Snoqualmie	10	92	34	195
North Bend	11	71	11	97

Public Records Requests

Aug 2024	51
2024 YTD	411