



Department Reports February 2025



Communications Division

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Social Media

- Facebook reach: 97.2K; views: 243.5K; 7607 followers (248 new).
- X – 3694 followers
- Instagram – 4.8K reach; views: 39.9K; 3284 followers (77 new).
- Top Posts: Splashpad progress photos; (163K views); Snowy River photo (41.5 K views); Twin Peaks Sign with mayors and fans photos (14.1K views).



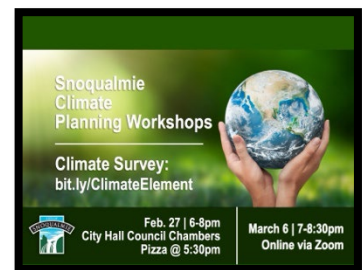
Website

- Website users: 18K; website sessions: 23.9K; pageviews: 37.7K.
- Top pages: Twin Peaks, Snoqualmie Falls, Splashpad.
- Police Department, Visit Snoqualmie, and News Release section also top website destinations.



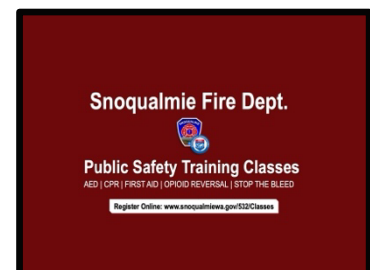
Department Support

- Mayor: Ross Report; Business Bingo visits; Twin Peaks Day Fan event.
- Fire/OEM: 2025 Class marketing; Food Drive promotion; new FF pinning; weekly blotter.
- Police: weekly blotter, Chief investigation news release.
- CD: Climate Planning Workshops marketing, graphics, new webpage, news release.
- PPW: Snow response messaging; garbage collection delay messaging and alerts; Community Center Expansion legislative grant application.



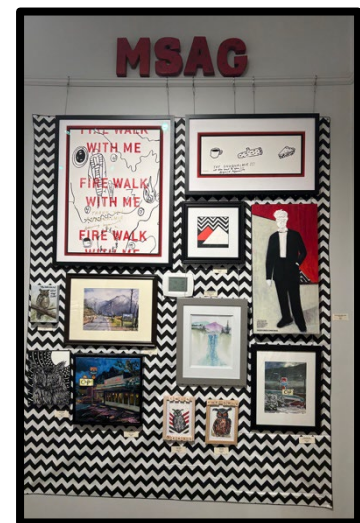
E-News

- Sent 2287 e-news emails.
- 762 subscribers
- 55% open rate; 5.3% click thru rate.



Community Outreach

- Business Bingo - Promoted Feb. 1-March 1 bingo promotion to activate businesses during slow shoulder season. Community was engaged, played bingo. Winner to be selected this month.
- Wedding Show Booth, Feb. 1-2: partnership with SnoValley Chamber, promoted Snoqualmie for weddings, wedding events.
- Snoqualmie Valley Rural Tourism Steering Committee: 2-day committee workshops
- Attended Downtown Snoqualmie Historic Merchant and Ridge Merchant Group meetings.
- Participated in Downtown Business District Roundtable, part of Economic Development Commission outreach. Based on feedback from Downtown Merchants, cross-department collaboration - Communications, Community Development and PPW – resulted in formal WSDOT request to change signage along I-90 to better direct drivers to Historic Snoqualmie District.
- The Real Twin Peaks annual event, Feb. 21-24: Communications/Community Liaison provided marketing support for the event, and the large photo-op event on February 24, Twin Peaks Day, with iconic Welcome to Twin Peaks sign.
- The Arts Commission partnered with Art Gallery of SnoValley, to host a pop-up art installation of original artwork by David Lynch (owned by the City of Snoqualmie) as part of The Real Twin Peaks. Resulted in over 260+ visitors from 5 countries and 23 states.
- Snoqualmie Inn: 94 room nights, many from other states and countries, during The Real Twin Peaks event. This was a significant occupancy increase compared to the 2024 event.





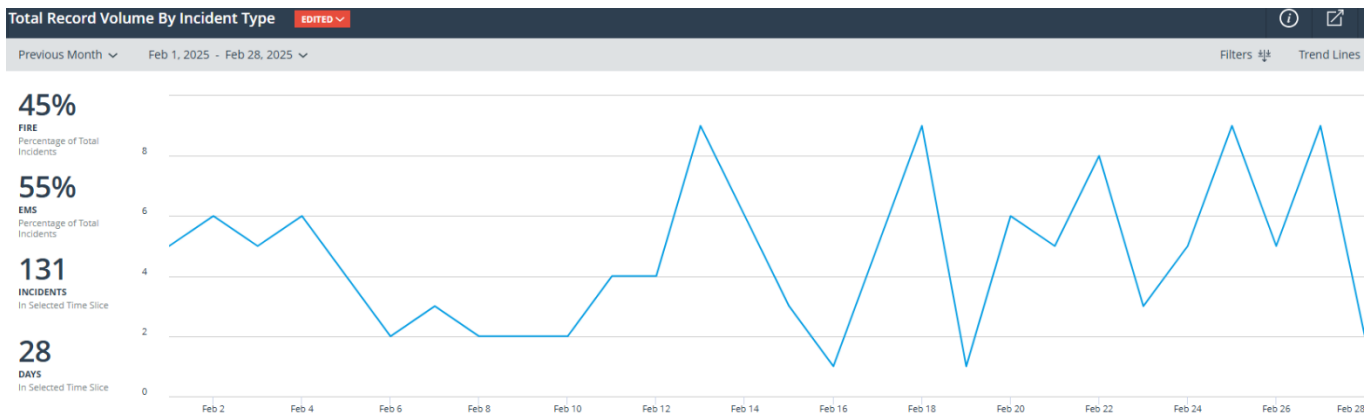
Fire Department

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Fire Department Activity February 2025

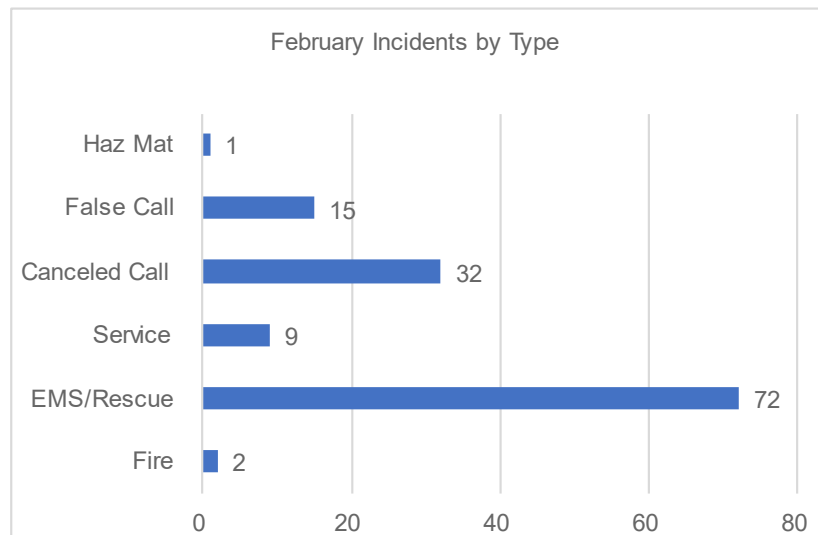
Incident Count February

The Fire Department responded to 131 incidents in February. 55% of the incidents were for emergency medical services and 45% 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	10	19	2	0	0	0
Engine	7	8	0	0	0	0
Chief Officer	1	0	0	0	0	0
Total	18	27	2	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	3	6	5	1	0
Engine	2	1	3	4	0	1
Chief Officer	1	0	0	0	0	0
Total	4	4	9	9	1	1

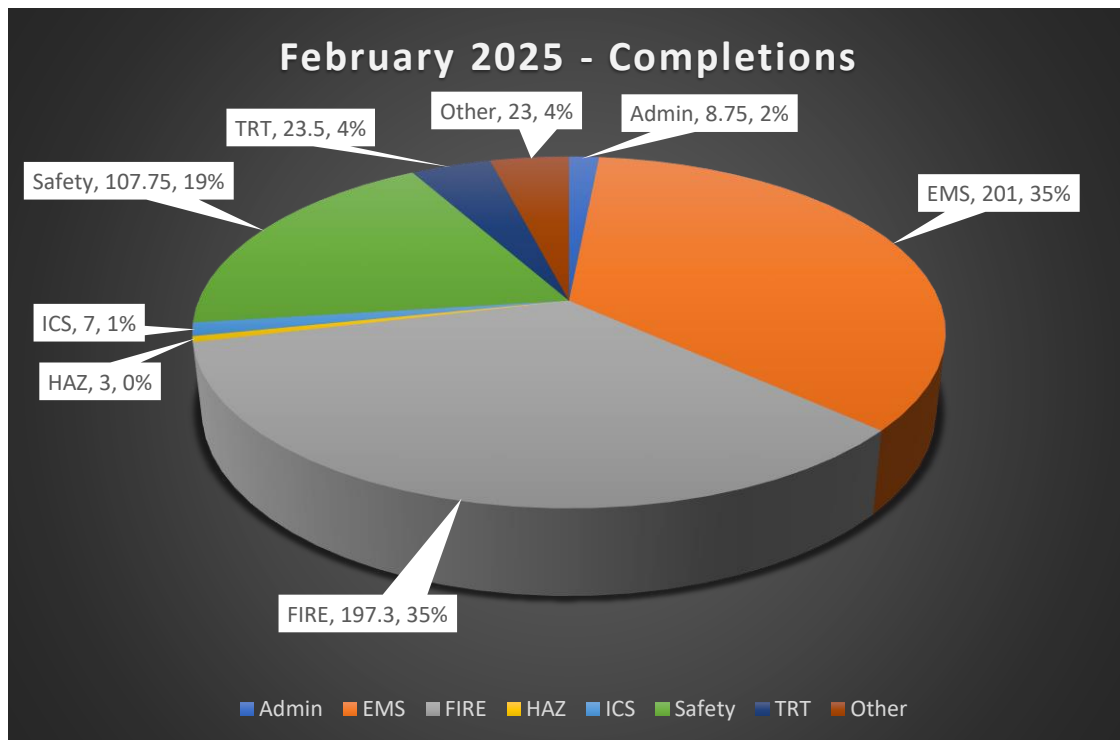
EMS Transports

The Fire Department responded to 72 EMS incidents in January and transported 29 patients to local hospitals. Patients were transported to Swedish Issaquah 21% of the time and Snoqualmie Valley Hospital 72% of the time. Of the transports, 1 was a transport that originated from outside Snoqualmie's service area (North Bend 1, Fall City 0).

Hospital	Week 1	Week 2	Week 3	Week 4	Week 5	Total
Overlake Hospital	0	0	1	1	0	2
Snoqualmie Valley Hospital	2	5	4	6	4	21
Swedish/Issaquah	0	1	0	2	3	6
Other	0	0	0	0	0	0
Total	2	6	5	9	7	29

Training:

February brings a return to in-person training events held throughout the region. This includes training for scenes of violence, incident command, and multi-company operations. Through February, we are now trending to have an overall training year that is a record year, with the department being 40% 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 571 hours, focusing on a combination of emergency medical services (35%), fire suppression and rescue (35%), and safety topics required by Washington State Labor and Industries (19%). Over the month, we had two members complete training to be qualified as emergency vehicle operators, and two probationary firefighters became qualified to be part of staffing. The following chart compares the training hours by type:



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

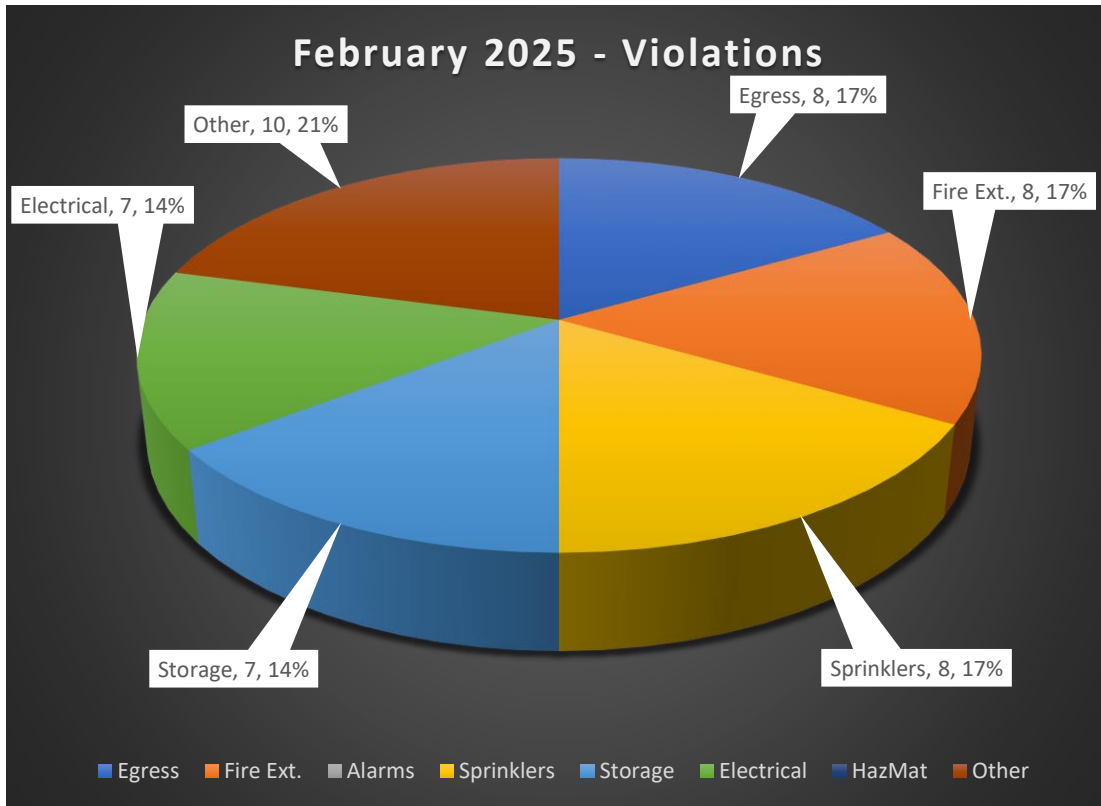
Training – Highlights/Major Topics:

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

Community Risk Reduction

Inspections

February kicks off the inspection rotation for the year. Many inspections are for places described as "A-Occupancies," also known as places of assembly. This includes restaurants, coffee shops, and churches. Many of these inspections result in occupancies performing annual maintenance as code prescribes. The following chart is a breakdown of violations for February 2025:



Public Education

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

- Planning for First Aid & CPR Training – Public courses 2025
- Planning for City Staff classes to be hosted in March 2025
- 2 – Station tours; 10 kids, 2 hours

Volunteer Activity

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

- 22 Duty Shifts
- 33 Calls responded to
- 311.25 Total hours spent volunteering.

Department News

- Fire Department members participated in the Nick of Time cardiac screening event at Mt Si Highschool on February 5th. Even with the snow and a 2-hour school delay, 657 kids were screened.
- Snoqualmie Volunteers spent 4 hours on February 26th collecting food at Safeway for the groups Feed Kiddos and Love Snoqualmie to be distributed to are youth.
- A delegation of Fire Department members traveled to Louisiana the end of February for the final inspection of the new fire engine. After some contractual items are completed, the engine will travel to Yakima for its final punch list. We are hoping for delivery to Snoqualmie in April.





Information Technology Department

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February 2025

Dear City Council,

The IT Department has completed the network switch upgrades at all the city's buildings. The team is continuing to gain steam on several projects. Our new IT Systems Engineer has been a great addition to the team!

Here are some updates for the month of February:

- We are hovering around 20 open tickets. This is a good sign that the team is improving their response time and updating their progress. Our goal for 2025 is to get to 15 open tickets at any given time.
- The network infrastructure modernization project continues to move forward. We have successfully migrated the network in all the city's buildings over to the new equipment. The next steps are to move our internet connections to for higher availability.
- The Fire Station pilot phone system upgrade has been completed. The 2 legacy connections that were pending have been resolved.
- The Police Station will be upgrading their phone system the first week of March. I will update the Council on our progress in next our update.

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.

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Monthly Report – February 2025

Public Works General/CIP Projects:

Storm Cleanup: Hopefully snow season is now behind us, but the PPW Department is prepared in any case. Last month, crews responded with plows and road salt to keep traffic moving safely through the City, particularly on the Ridge where we experienced the most significant challenges. Much emphasis was placed on training this year and the crews responded positively with efficient coordinated effort.

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 1500 separate work orders in the last month and over 6,800 work orders since implementation in October of last year.

Utility Rate Study: The Utility Rate Study continues. PPW staff are working to develop a rate structure and ordinance that will be delivered to Council around the end of 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 is continuing through the Winter season with completion anticipated in March 2025. Installation of park features 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: Substantial completion was issued the last week in February. 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: The project is currently out for bid. Initial indications are good; approximately ten general contractors are expected to bid on the project. 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

- Startup and commissioning of the WRF-3 upgrades continues. Initial performance data indicates a successful design with improved capacity and operational efficiency.
- Completed Biosolids annual report to Ecology
- Completed yearlong E.coli Comparative Study
- No violations in the months of January/February
- Working to complete Discharge Monitoring Report (DMR) by March 15th
- Working to complete Reclaim Water annual Report by March 10th waiting for data from Utility Billing
- Working to complete EPA Biosolids annual report by March 20th
- Working to complete Biosolids Permit Application by March 31st
- Operator III Matt Miller completing install of back up centrifuge and commissioning the unit that has not run since 2015.
- Maint. Tech Thai Pham installing new Program Logic Controller for Crestview Lift Station.
- Operator I Jake Stewart to CDL school for class B Commercial Driver License

Water Division

- Routine maintenance activities, including meter reads and repairs, utility locates, and valve exercising.
- Pumptech pulled Pump 1 at the 599 Booster station and the jockey pump at Jacobia for service.
- Painted all the pipes at the 1040 pump station.
- Changed all exterior lights at 1180/1260 and SWTP
- Chris Wilson passed his Water Distribution Manager 2 test and was promoted to a Tech 3
- Activities for March include Painting pipes in North Well Treatment Plant, replacing two leaking valves at South Well Treatment Plant, submit ASR (Annual Summary Report) for backflow testing to Dept of Heath, filter repairs and preparation of irrigation pump station, and First Aid/CPR training

Parks & Streets Division:

- Completed restroom renovations (Painting/ Deep cleaning) at several parks
- Removal of hazardous climbing net at Woody Creek Park
- Repaired Carmichael Park split rail fence
- Installed Wayfinding signs – approximately half-way completed
- Completed roof panel replacement on the Log shelter
- Replaced batteries in speed limit signs around the City
- Removed old broken bleachers at Centennial fields
- Completed first of the year fertilizer applications on playfields
- Ballfield infield prep for spring sports
- Working to place new playground chips (all parks)
- Complete project to install new Wayfinding signs

- Complete new shed construction at Swenson Park
- Working to install new bleachers on Field 3 at Centennial Park
- Install partition walls at Riverview Bathroom
- CDL training (Ryan, Dalton)
- Begin Woody Creek Park restoration

Fleet & Facilities Division:

Fleet

- Significant snow and ice control support in February.
- Continued to specify and order budgeted equipment and vehicles for this biennium.
- Repair, maintain and store snow and ice equipment for next year.
- Complete maintenance service on 5 stationary generators.
- Start Stationary Diesel Generator fuel storage cleaning project (polishing) at 9 sites.

Facilities

- Completed hot water tank rupture and replacement at police station.
- Removed hot water storage vessel in HVAC system at Fire station for system efficiency.
- Completed wildlife rescue/relocation of squirrel that took up residence in City Hall building.
- Begin project to provide public viewing monitor at City Hall entry.
- Begin project to upgrade obsolete HVAC controls at Fire station.

Stormwater & Urban Forestry Division

- Department has been awarded Tree Street Certification for 15th consecutive year!
- Begin Phase II Downtown Tree Equity Street Tree Planting Project, including site preparation, sending letters to community members and public meetings.
- Onboarding of New Employee!!
- Continued Stormwater pond vegetation maintenance.
- Working to complete street tree project by planting 122 street trees this month.
- Green Snoqualmie Event in March
- Catch Basin Inspections begin using ArcGIS Online with iPads to increase accuracy and efficiency throughout the entire inspection and maintenance process.



Snoqualmie Police Department

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February 2025

Calls for Service

	Jan 2025	Feb 2025	Feb 2024
Snoqualmie	550	431	511
North Bend	416	409	538

Average Response Times (in minutes & seconds)

Feb	Priority 1	Priority 2	Priority 3
Snoqualmie	2:00	3:26	2:42
North Bend	2:13	3:15	4:11
Jan			
Snoqualmie	2:54	3:49	3:34
North Bend	2:29	4:03	6:14

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	Jan 2025	Feb 2025	Feb 2024
Snoqualmie	6	8	3
North Bend	9	5	13
Vehicle Prowls	Jan 2025	Feb 2025	Feb 2024
Snoqualmie	1	4	6
North Bend	3	1	0
Vehicle Thefts	Jan 2025	Feb 2025	Feb 2024
Snoqualmie	1	2	2
North Bend	3	6	3

Arrests

	2025		2024	
	Feb	YTD	Feb	YTD
Snoqualmie	5	16	13	33
North Bend	16	25	19	37

North Bend Shifts Covered

Feb 2025	134
2025 YTD	227

Crisis Intervention Contacts

	2025		2024	
	Feb	YTD	Feb	YTD
Snoqualmie	1	1	55	86
North Bend	3	3	0	1

Public Records Requests

Feb 2025	54
2025 YTD	98

Items of Importance

Command Staff – Vacancies: 0.

Patrol – One officer recruit continues in FTO. One officer recruit graduates from Academy on March 5. Two officer recruits continue in Academy. SRO recruit starts March 10. Vacancies: 0.

Administrative Staff – Mental Health Professional left early February. Vacancies: 1.

Community Events

March 8 – North Bend Citizens Academy at Snoqualmie PD

March 21 – Mt. Si High School College and Career Fair