



Department Reports January 2025



Communications Division

Danna McCall, Communications Coordinator

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Social Media

- Facebook reach: 10.4K; 7359 followers (28 new).
- X – 3705 followers
- Instagram – 12.4K reach; 3207 followers (84 new).
- Top Posts: Twin Peaks David Lynch; (12.3K views); New SR 18 off-ramp alignment (4.5 K views); North Bend Police Contract PR (2.9K views); Historical Falls Ave photo (2.6 views).



Website

- Website users: 19.6k; website sessions: 25.8K; pageviews: 41K.
- Top pages: Twin Peaks, Snoqualmie Falls, Jobs.
- Police Blotter and Visit Snoqualmie remain top 10 pages.



Department Support

- Mayor: Ross Report; Top 10 accomplishments compilation; Q1 Newsletter.
- Fire/OEM: Nick of Time Heart Screenings; Lithium-ion Battery Safety; weekly blotter.
- Police: MLK Day and Missing Persons Day videos; blotter.
- CD: Comp Plan Climate Element public engagement.
- PPW: ongoing PSE Power Pole program public engagement; Green Snoqualmie event marketing; Utility Rate Public Hearing; legislative grant application.
- Communications Coordinator successfully completed a one-week FBI-LEEDA Media & Public Relations training course.



E-News

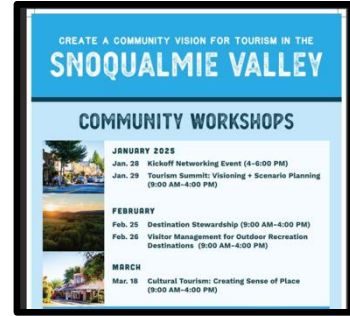
- Sent 3,057 e-news emails.
- 763 subscribers
- 56% open rate; 6.4% click thru rate.



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Community Outreach

- Attended Historic Downtown Merchant Association meeting.
- Attended Responsible Tourism Kick Off Meeting, Steering Committee Member.
- Working behind the scenes, planning 2025 events, marketing, and advertising.





Community Development Department

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January 2025 Monthly Report

Permit Activity

Permit applications remain relatively average.

Building	December 2024	YTD
Permit Applications	45	469
Permits Issued	48	431
Total Inspections	27	621

Planning	November 2024	YTD
Pre-Applications	2	10
Sign Permits	1	7

Boards and Commissions:

- Economic Development Commission –No Meeting.
- Community Development Committee -- A draft RFQ for affordable housing was presented as well as final draft legislation for SB5290, permit processing times.
- Planning Commission – A retail district overlay public hearing was held and after the public hearing the Planning Commission asked staff to prepared material for a less expansive boundary of the retail district which was previously discussed by the Commission. The Critical Area draft code amendments was presented from the City's senior wetland biologist as part of the critical areas update and the Planning Commission recommended approval of the draft code amendments to the Community Development Committee.

Planning Projects:

- Snoqualmie Home Elevation: The Department Staff continues to work with two property owners to take the next steps with raising their homes above the BFE.
- Snoqualmie Home Acquisitions/River Trail: One purchase and sale agreement was successfully signed for acquisition. The Department staff continues to work with other property owners who are interested in voluntary sales.
- Community Rating System: The Department staff is preparing for reclassification and other ways to reduce insurance premiums.
- Code Updates: The Department staff continues to work through the legislative process on amendments for Best Available Science/Critical Areas Ordinance, Wireless Code Update, and Retail District.
- NWRM Roundhouse: No updates.
- Community Center Expansion: No updates.
- Mill Site: No updates.
- The Rails: 3-story Mixed-Use development currently under construction.
- Mixed-Use Final Plan Amendment: Draft changes to the Retail District and the MUFPP retail uses along Center Boulevard were recommended by the Planning Commission.

- Climate Change Element: Work is underway with Staff and the Planning Commission. A climate change committee is working to help inform the Commission on green house gas emissions and vehicle miles traveled, as well as other carbon-reducing techniques. A public engagement effort including open houses and focus groups and stakeholder interviews are underway. The first public open house is scheduled for 2/27/2026.
- Affordable Housing: The Department staff has issued an RFQ to solicit a suitable firm for the design and development of an affordable and workforce housing project.
- Code Enforcement: The Department staff continues to work several code compliance projects, including the restoration of city cleared property near The Club, a conversion of single-family to condominiums, and others.



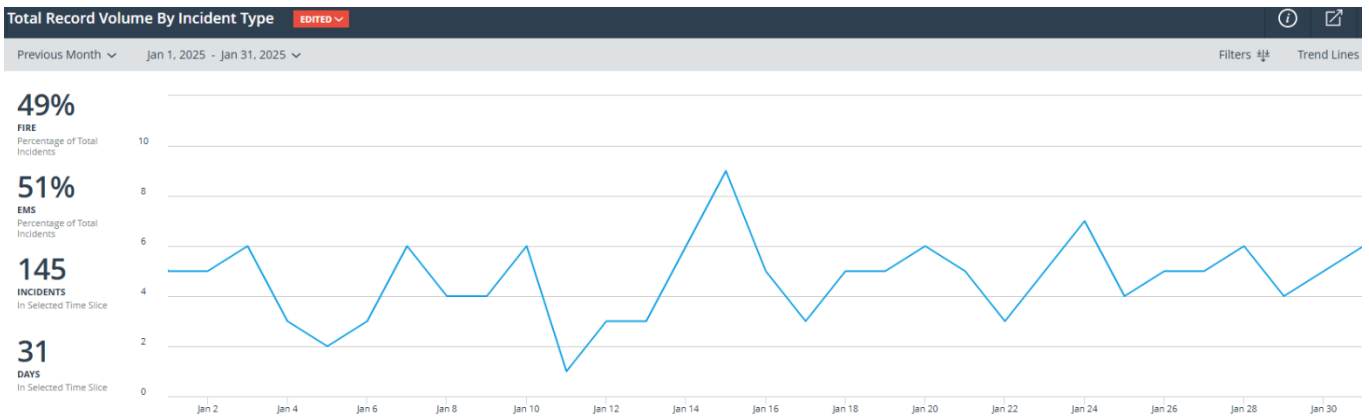
Fire Department

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Fire Department Activity January, 2025

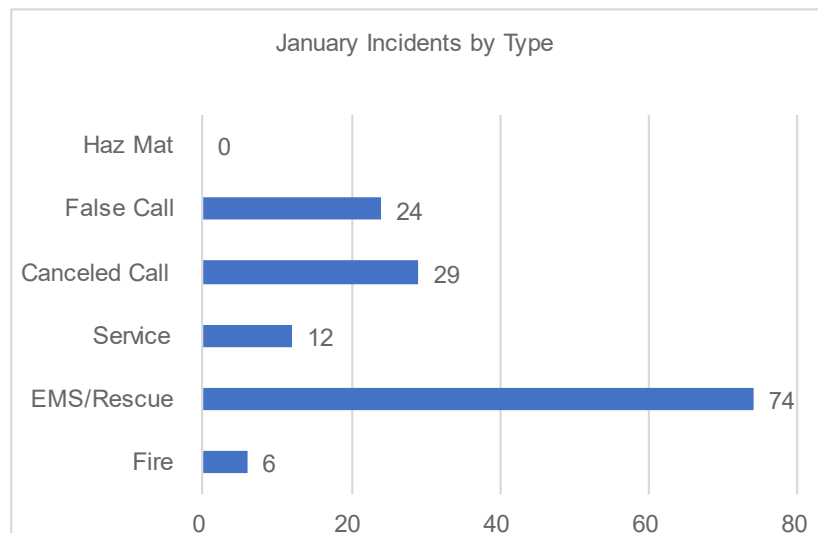
Incident Count January

The Fire Department responded to 145 incidents in January. 51% of the incidents were emergency medical services and 49% 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 7:21 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	0	0	0	0
Engine	10	25	2	0	0	0
Chief Officer	0	0	0	0	0	0
Total	20	44	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	6	5	2	3	0
Engine	0	1	7	3	3	1
Total	1	7	12	5	6	1

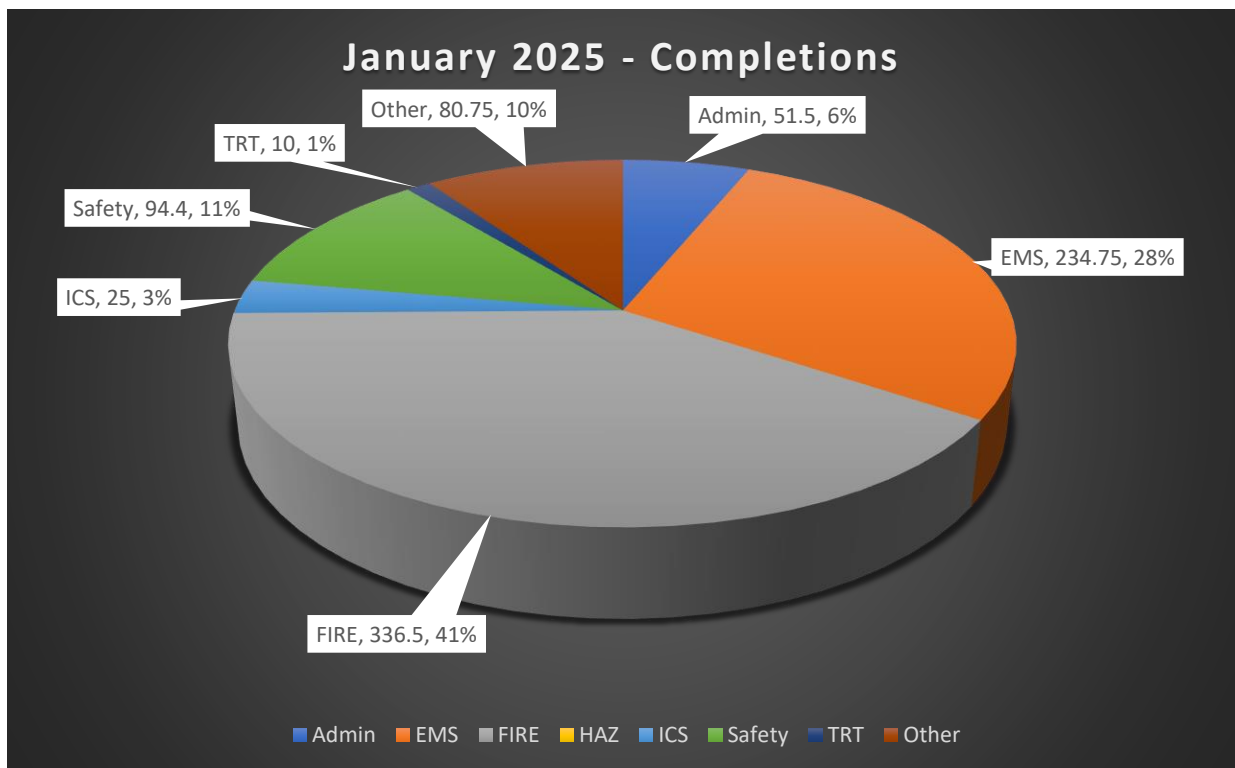
EMS Transports

The Fire Department responded to 74 EMS incidents in January and transported 32 patients to local hospitals. Patients were transported to Swedish Issaquah 34% of the time and Snoqualmie Valley Hospital 66% of the time. Of the transports, 6 were transports that originated from outside Snoqualmie's service area. (North Bend 6, Fall City 0)

Hospital	Week 1	Week 2	Week 3	Week 4	Week 5	Total
Overlake Hospital						0
Snoqualmie Valley Hospital	6	3	4	4	4	21
Swedish/Issaquah	3	4	2	1	1	11
Other						0
Total	9	7	6	5	5	32

Training:

With crummy weather in January, training generally is much slower than the rest of the year, focused on online training and individual member development. This year, January was an exception to the rule. With five probationary firefighters and along with seven EMTs working through multiple onboarding processes, the month saw an above-average volume of completions. During the month, crews trained for 833 hours, primarily focusing on company-level drills, driver training, and completion of state-mandated safety training. The training covered all categories, with the majority related to fire suppression (41%), followed by emergency medical services (28%). During the month, one volunteer completed required shadow shifts to become fully qualified to work as part of a crew, while others continued working towards becoming aid vehicle drivers. In addition to driver training, the department onboarded two new career firefighters, allowing the crews and training staff to remain fresh-minded and focused on critical missions. The following chart compares the training hours by type:



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

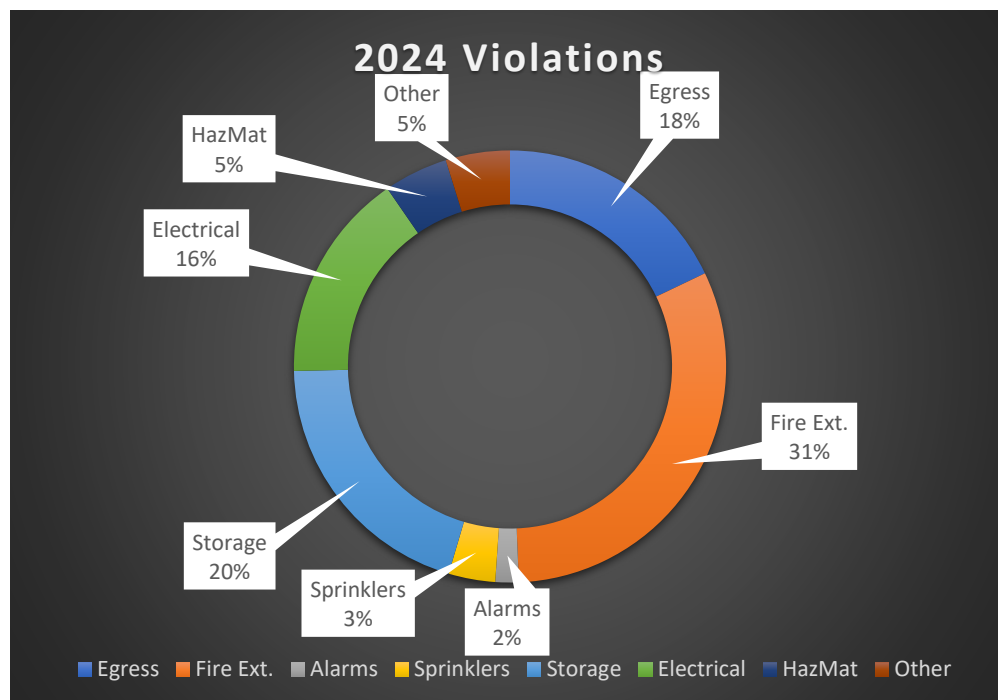
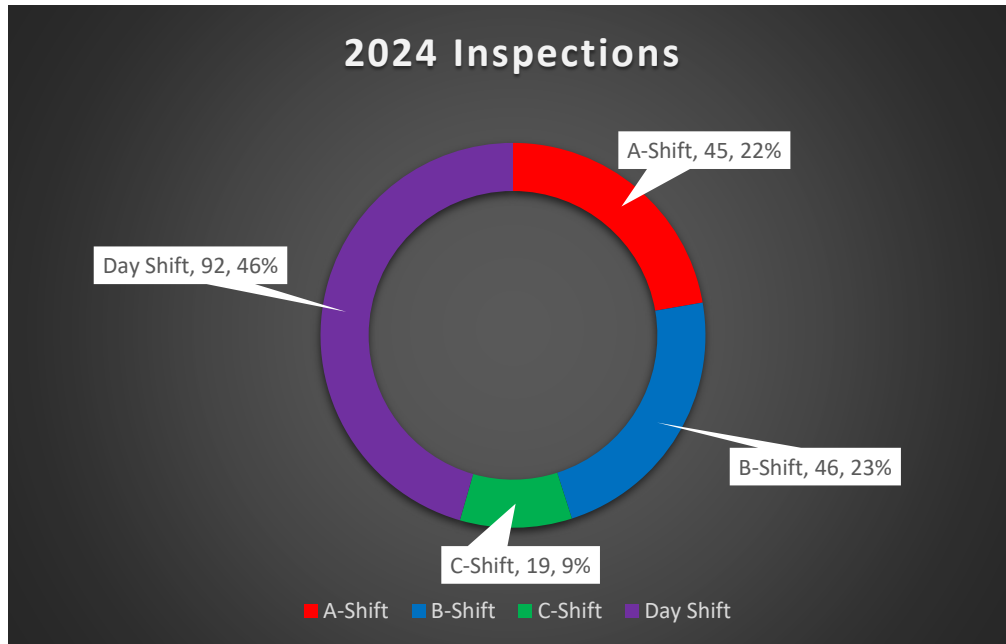
Training – Highlights/Major Topics:

- Driver Training
- Incident Command System – Commercial fires, storage facility fires
- Forcible entry
- Firefighter – Hose evolutions
- Fire Service Leadership
- 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

Annually, January is used as a month to audit and take stock of remaining assignments and make assignments for the year to come. During January no inspections were completed. This is expected and planned to allow crews to build out schedules and adjust to training patterns to allow for efficiency in operation. The following chart is a recap of the year-to-date inspections and violations for year-end 2024:



Public Education

January, public education and outreach reported the following activities:

- Mount Si High School CPR training (January 6-8) – 210 students, three days
- Grant submittal for CPR training funds

Volunteer Activity

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

- 35 Duty Shifts
- 68 Calls responded to
- 412.45 Total hours spent volunteering.

Department News

- 2 new firefighters started January 6th. These are 2 of the 3 new approved firefighters for 2025. They will be on day shift till Feb 12th, completing intensive training orientating them to the fire department and how we do things. They are on track to count for staffing mid-March.
- Interviews for the final firefighter position occurred Jan 21st. Chief's interviews are scheduled the first week of February, and the expectation is to have a conditional offer out to a candidate by February 7th. Anticipated start date would be April 1st.



Human Resources Department

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January 2025

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

The human resources implementation team continues to work on setup and assist with payroll implementation modules. This has been a significant undertaking and work continues since our go live date last month. The HR team is currently looking at scheduling for additional HR modules.

HUMAN RESOURCES

Recruitment -

There are minimal open positions around the city currently, as we continue to focus our efforts on retention, employee satisfaction and wellbeing, and creating a culture of support and growth that will ensure the city is a desirable place to work. The PPW staff will be fully staffed when we welcome our newest Urban Forestry/Stormwater Technician this month. The interviews for the last of the three new firefighter positions will take place this month with the hopes that our newest Snoqualmie firefighter will be starting in early April. And, our HR team, PPW, Police, and Fire are all participating in the MSHS job fair this month. This has been a fun event the past couple years and a great way for our local students to learn about what we do and to see some cool gadgets that our teams use every day!

Union Negotiations

Initial meetings have been set to start IAFF negotiations in March. We are confident negotiations will conclude before the expiration of the current contract at the end of 2025.

Employee Recognition/Activities/Training

2025 has kicked off a citywide FEMA training requirement for all city employees. Employees without FEMA 100, 200, 700, and 800 certifications are working hard on finishing these classes. In May, supervisors/directors will be adding an in-person FEMA 300 class to their training. HR will continue to work with our Fire dept/Emergency Management throughout this year to bring safety trainings to the city. The Wellness committee has begun planning activities for this year and hosted a wellness walk in January and a chili cookoff competition this month! Adding to our employee recognition program, employees now receive a birthday card from Administration and HR to celebrate their special day! This personal touch in connecting with employees has already yielded good feedback and appreciation!

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. A final draft of the manual is currently under review.



Information Technology Department

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January 2025

Dear City Council,

The IT Department has been Network Modernization project going in full swing. We have moved core systems to the new network and will work on moving our other locations in February. The team is beginning to gain steam on several projects.

Here are some updates for the month of January:

- We are hovering around 25 open tickets. This is a good sign that the team is improving their response time and updating their progress on them.
- The network infrastructure modernization project continues to be the team's focus. We have successfully moved the core network in our datacenter to the new equipment!
- The Fire Station pilot phone system is almost complete. We have 2 items to complete with legacy systems.
- We have started with the process of moving our Police Station to the new cloud VOIP phone system and should be able to convert them over in February. We have learn from the pilot and are confirming need in more detail for a better outcome.

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 as the IT Department continues to rebuild!



PARKS & PUBLIC WORKS DEPT.

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Monthly Report – January 2025

Public Works General/CIP Projects:

Storm Cleanup: The first snowstorms of the year have begun. Crews are responding with plows and road salt to keep traffic moving safely through the City, particularly on the Ridge where we experience the most significant challenges. Cleanup from the previous windstorm events is ongoing with removal / replacement of street trees and sidewalk infrastructure.

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. We are still working out some bugs with the system but will hopefully have that worked out soon. Parks and Public Works has processed approximately 1200 separate work orders in the last month and over 5,350 work orders since implementation in October of last year.

Utility Rate Study: The Utility Rate Study continues. PPW staff are working with Council to consider options for CIP adjustments and rate structuring.

Road Maintenance and Repair: Significant activities related to snow and ice removal are anticipated through February. 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 nearly complete with only a few panels left to pour. Temporary pavement patching is complete but may require progressive maintenance until the final pavement course is constructed later this spring. The project will be dormant for a few months during the winter months; final paving is anticipated for April 2025 when conditions are better for asphalt paving.

Splashpad: Construction is continuing through the Winter season with completion anticipated in March 2025. The contractor has received Dept of Health approval and most of the concrete has been poured. Installation of park features and performance testing are dependent on weather and temperature.

Water Reclamation Facility Phase 3: Commissioning on the second ditch is underway and the new system is working well. Ditch 1 has been drained to make small alterations to the system

for optimized performance. Substantial Completion is anticipated for February 2025. Project final completion is anticipated for Spring of 2025.

Reclaimed Irrigation Reservoir: 100% plans and specifications have been submitted to the Department of Ecology for agency review. Property acquisition and permitting remain on schedule with the recent Council approval of the purchase agreement. Council approval of the low-interest loan agreement from Ecology is anticipated for early February. Construction is anticipated to begin in Summer 2025 with project completion on or before June 30, 2026.

Staffing: Urban Forestry/Stormwater Department has added one staff member; anticipated start date is early February. PPW will begin recruitment for a new administrative assistant in early 2025.

Wastewater Division

- Startup and commissioning of the WRF-3 upgrades continues. Initial performance data indicates a successful design with improved capacity and operational efficiency.
- Staff will complete and submit the Reclaimed Water Annual Report
- Staff will complete and submit Biosolids Annual Report
- Staff will complete and submit Biosolids Permit Application
- Staff complete and submit Lab Accreditation Permit Renewal (Completed Last week)
- Continue working on installing digital amp gauges in pump stations with integration into SCADA for simplified entry into Munis.
- Continue integration of ETM's into Pump Station overview screen for simplified entry into Munis.
- Wastewater Division is adequately staffed and operating at normal capacity.

Water Division

- Routine maintenance activities, including meter reads and repairs, utility locates, and valve exercising.
- GC Systems, Inc has finished the first half of the Canyon Springs PRV automation for remote calibration and adjusting. This reduces confined space entry and allows for quicker and more accurate adjustments to system operating pressure.
- Cleaned all the piping at the 1040 pump station to get ready for painting
- Repaired major water main break on Reinig Rd.
- Training on leak detection equipment

Parks & Streets Division:

- Parks and Streets Division has been busy with cleanup activities following the recent snow and windstorms.
- Removal of holiday lights and decorations is nearly complete, anticipate wrapping up early February.
- Repair of significant vandalism at various parks is ongoing. Auto-lock mechanisms will be installed soon to ensure buildings are locked at night. Staff are working with the Police Dept to employ security techniques to catch the culprit.

- Crews are approximately half-way through replacing the wayfinding signs around the City.
- Fencing repairs are nearly complete throughout the City.

Fleet & Facilities Division:

Fleet

- Street Sweeper upfit has been completed and placed into service. Waiting for weather to improve before we initiate training.
- PPW Backhoe temp switch issue resulted in replacement of a faulty sensor

Facilities

- Coordinated hot water tank rupture and replacement at police station.
- Fire boiler control software/ module to be replaced at Fire Station

Stormwater & Urban Forestry Division

- Tree City USA Application Completed
- Completed all but 1 stump removal of the 38 stumps remaining from the windstorm event.
- Completed Final Draft of the 2024 Risk Assessment Report
- Developed Catch Basin inspection SOP and built it into ArcGIS.
- Training and development of Stormwater Business Inspections, including the use of Survey 123 in ArcGIS for collecting inspection data.
- Street tree replacement and order for 122 new street trees to be planted downtown this spring.
- Hired a NEW EMPLOYEE!

Department of Corrections Crew Work for January 2025

Work completed at various sites:

- Vegetation; Worked on removing all trees, shrubs, invasive species from Osprey pond per the Stormwater Vegetation Maintenance SOP. [Five feet outside of fence line down to the water, or as COS property lines permit]
- Fencing; Repaired Fencing along perimeter of Carmichael, Kinsey and Muir pond[s].
- Litter Removal; Kinsey, Muir and Sorenson Stormwater Ponds.
- Mulching; Forest Restoration Sites.



Snoqualmie Police Department

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January 2025

Calls for Service

	Dec 2024	Jan 2025	Jan 2024
Snoqualmie	499	550	567
North Bend	406	416	470

Average Response Times (in minutes & seconds)

Jan	Priority 1	Priority 2	Priority 3
Snoqualmie	2:54	3:49	3:34
North Bend	2:29	4:03	6:14
Dec			
Snoqualmie	1:27	2:57	3:59
North Bend	4:36	4:47	4:49

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.

Thefts	Dec 2024	Jan 2025	Jan 2024
Snoqualmie	9	6	14
North Bend	14	9	15
Vehicle Prowls	Dec 2024	Jan 2025	Jan 2024
Snoqualmie	3	1	11
North Bend	4	3	6
Vehicle Thefts	Dec 2024	Jan 2025	Jan 2024
Snoqualmie	0	1	3
North Bend	3	3	2

Arrests

	2025		2024	
	Jan	YTD	Jan	YTD
Snoqualmie	11	11	20	20
North Bend	9	9	18	18

North Bend Shifts Covered

Jan 2025	93
2025 YTD	93

Crisis Intervention Contacts

	2025		2024	
	Jan	YTD	Jan	YTD
Snoqualmie	0	0	31	31
North Bend	0	0	1	1

Public Records Requests

Jan 2025	44
2025 YTD	44

Items of Importance

Command Staff – Vacancies: 0.
Patrol – One officer recruit in FTO. Three officer recruits continue in Academy. Vacancies: 1.
Administrative Staff – Vacancies: 0.

Community Events

Feb. 7 – Mt. Si High School College and Career Fair

Mental Health Professional Contacts

	2025		2024	
	Jan	YTD	Jan	YTD
Snoqualmie	3	3	15	15
North Bend	2	2	7	7