



# Department Reports

## April 2024



## Communications Division

**Danna McCall, Communications Coordinator**

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### Social Media

- Facebook reach: 90K; 7012 followers (84 new - and new follower milestone for City).
- Twitter - 3803 followers (1 new)
- Instagram - 3.4K reach; 2898 followers (46 new).
- Top Posts: Splashpad construction photos (56K reach); 90/18 construction update; downtown fire news release.



### Website

- Website users: 17K; website sessions: 23K; pageviews: 40K.
- Top pages: Snoqualmie Falls; downtown fire; Twin Peaks
- Splashpad project page was #7 website page.
- Visit Snoqualmie, Ballfield conditions; calendar - also top 10 pages.



### Engagement, Initiatives & Support

- Mayor: State of City Chamber Luncheon video edit/production; Councilmember Perry Town Hall; Volunteer event; Quarterly newsletter production.
- Parks & Public Works: Green Snoqualmie Arbor Day and Earth Day events; all-inclusive playground grand opening.
- Fire/OEM: Downtown commercial building fire PR; weekly blotter.
- Police: Annual report and 911 misuse ordinance PPT editing/formatting; weekly PD blotter.
- Economic Development & Tourism: Research and implementation planning for new tourism website hosted internally on City website. Expected launch - summer 2024.



### E-News

- Sent 3,046 e-news emails.
- 762 subscribers
- 52% open rate; 3.8% click thru rate.





## Community Development Department

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### April 2024 Monthly Report

#### Permit Activity

Permit applications remain relatively average.

Building	April 2024	YTD
Permit Applications	65	156
Permits Issued	44	131
Total Inspections	54	188

Planning	April 2024	YTD
Pre-Applications	0	2
Sign Permits	0	2

Special Event Permits	7	20
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#### Boards and Commissions:

- Arts Commission, April 8, reviewed upcoming arts events - Art Off the Rails, Plein Air Paint, Arts Commission and KCLS Classes, City Hall art gallery, and new pole banner themes.
- Economic Development Commission, April 17,
- Community Development Committee 3/18 -- Traffic impact fee program development discussion
- Planning Commission 3/18 -- Updated environmental policies and discussion on updated permit timelines (SB5290)

#### Land Use Planning Projects:

NWRM: The applicant would like to clear and grade the property to expand the existing museum to include a roundhouse.

Timber Trails (Plat 30): Clearing and Grading permit was submitted to being preparing the parcel for a 46 single-family residential (duplexes and townhomes) lots.

Model Train Museum: No updates.

The Rails: A building permit for the 3-story mixed use building, including 11 apartments, approximately 2,000 square feet of retail/office space, parking, and other site improvements has been issued.

Community Center Expansion: A pre-application conference was held and the applicant submitted for a design review. The design review was presented at the February 20, 2024 Planning Commission meeting and the Commission agreed that the project met design criteria.

Mixed-Use Final Plan Amendment: Continued review of Snoqualmie Ridge 1 permit and amend conditions of the SR-I Mixed Use Final Plan to allow for more retail.

## Community Engagement, Events, Marketing, and Tourism

- **Downtown Fire**, April 14, 4 business (Snoqualmie Ice Cream, Littlest Wishes, Chickadee Bakeshop, and Snoqualmie Pie Co.) Worked with businesses to support efforts and secure temporary locations.
  - Targeted marketing to increase traffic to downtown, which has suffered since the fire:
    - May 425 Magazine homepage ad



- 425 magazine and Northwest Travel and Life both ran free media posts promoting Snoqualmie, per my request
    - Collaborated with Communications Team on an “Explore Snoqualmie” social media campaign and video
    - Coordinated with SnoValley Chamber of Commerce “May the 4<sup>th</sup> Be With You” scavenger hunt
- **Attended Region Ready Summit**, topic, FIFA 2026 World Cup.
  - Statewide experience, Seattle 6 games, including a Men’s match, 7 games in Vancouver
  - Slated to be the largest sports event on Earth
  - 40% bigger than Olympics/5B viewers/100M Superbowl vs. 4B World Cup Soccer
- **Annual Volunteer Recognition Event**, April 24, honoring firefighters, commission and committee volunteers. Coordinated event on behalf of Mayor Ross.
- **All-Inclusive Playground Ribbon Cutting**, April 26, celebrated several years of work and planning with a ceremony.
- Facilitated the joint meeting between Downtown Historic Merchants Association and the Ridge Merchants Group meeting. Andrew Levin, Consultant, attended the April Downtown Merchants meeting to discuss upcoming code amendments.



## Fire Department

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## Fire Department Activity April, 2024

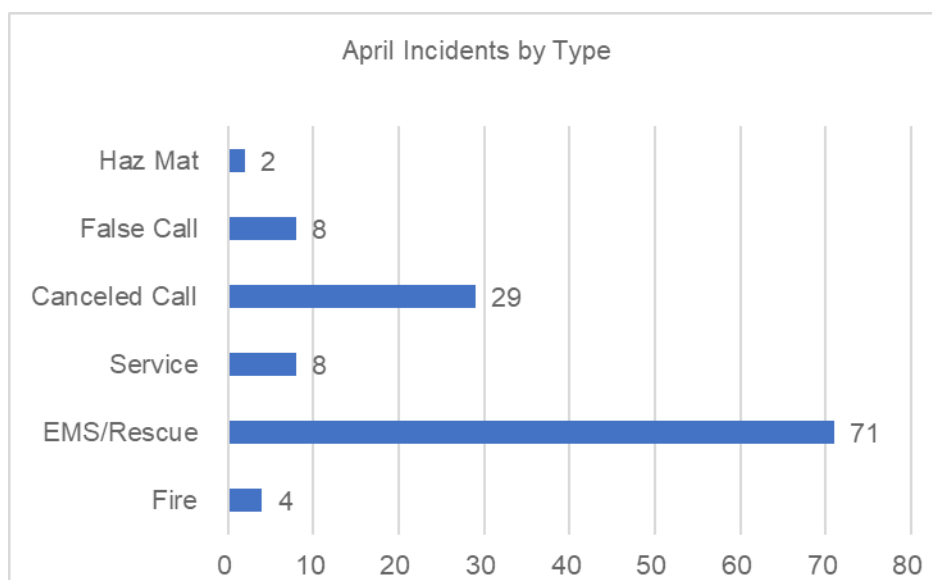
### Incident Count April

The Fire Department responded to 122 incidents in April. 58% of the incidents were emergency medical services and 42% 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 90<sup>th</sup> percentile travel time for the first arriving unit responding in emergency mode was 7:51 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	12	20	2	0	0	0
Engine	4	6	0	0	0	0
Chief Officer	1	0	0	0	0	0
Total	17	26	2	0	0	0

For incidents outside the city, the 90<sup>th</sup> percentile travel time for the first arriving unit responding in emergency mode was 15:23 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	12	5	1	2	0
Engine	0	9	7	2	1	0
Total	0	21	12	3	3	0

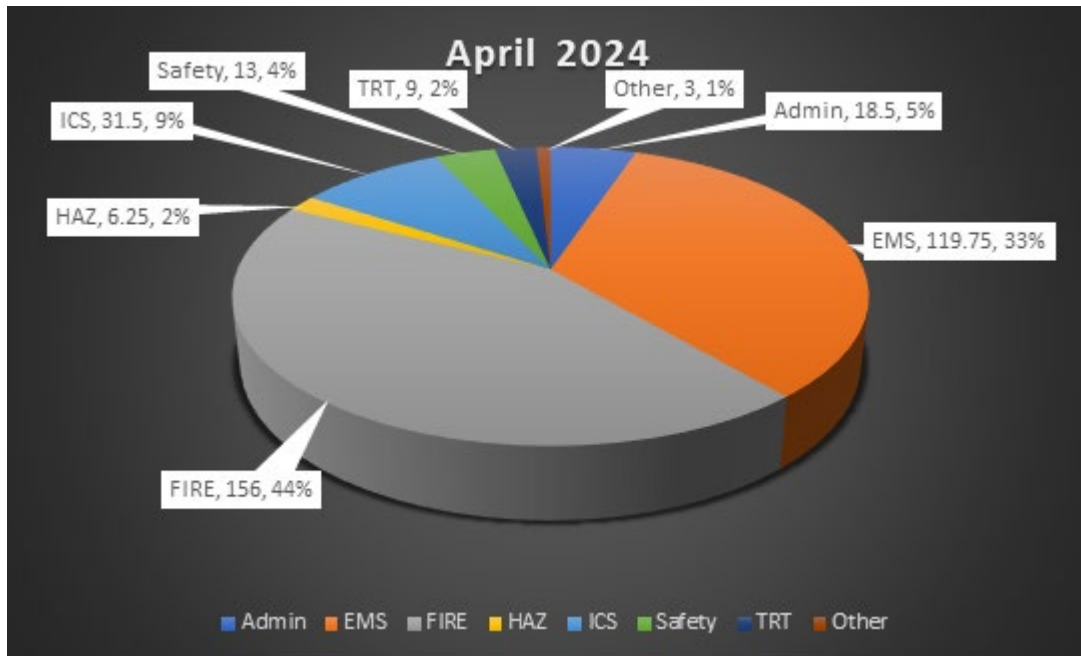
## EMS Transports

The Fire Department responded to 71 EMS incidents in April and transported 23 patients to local hospitals. Patients were transported to Swedish Issaquah 70% of the time and Snoqualmie Valley Hospital 22% of the time. Of the transports, 11 were from calls outside Snoqualmie's response area.

Hospital	Week 1	Week 2	Week 3	Week 4	Week 5	Total
Overlake Hospital	1	0	0	0	0	1
Snoqualmie Valley Hospital	1	2	0	2	0	5
Swedish/Issaquah	1	5	2	6	2	16
Other	0	0	1	0	0	1
Total	3	7	3	8	2	23

## Training:

April saw a sharp drop in training hours from previous months due to multiple sick call outs and blended crews waiting to complete training when their entire crew is on duty. In April, crews trained over 357 hours, primarily focusing on company level drills, performance-based measures, and fire suppression response. The training covered all different categories with the majority being fire suppression response (44%) followed closely by emergency medical services (33%). During the month we had two members attend offsite courses for fire systems and alarm monitoring components as well as other crews attend training for scenes of violence incidents, focused on how to manage an incident with multiple victims and a possible active shooter threat. 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:

- Wildland Fire annual training
- Spinal Immobilization and devices
- Technical Rope Rescue – awareness and operations level training
- Swift water rescue quarterly
- Firefighter – Company evolutions and forcible entry, ventilation
- Mass casualty simulations
- Fire inspection and investigation principles
- Safety – State mandated safety training, firefighter line of duty death reviews
- Infectious disease training

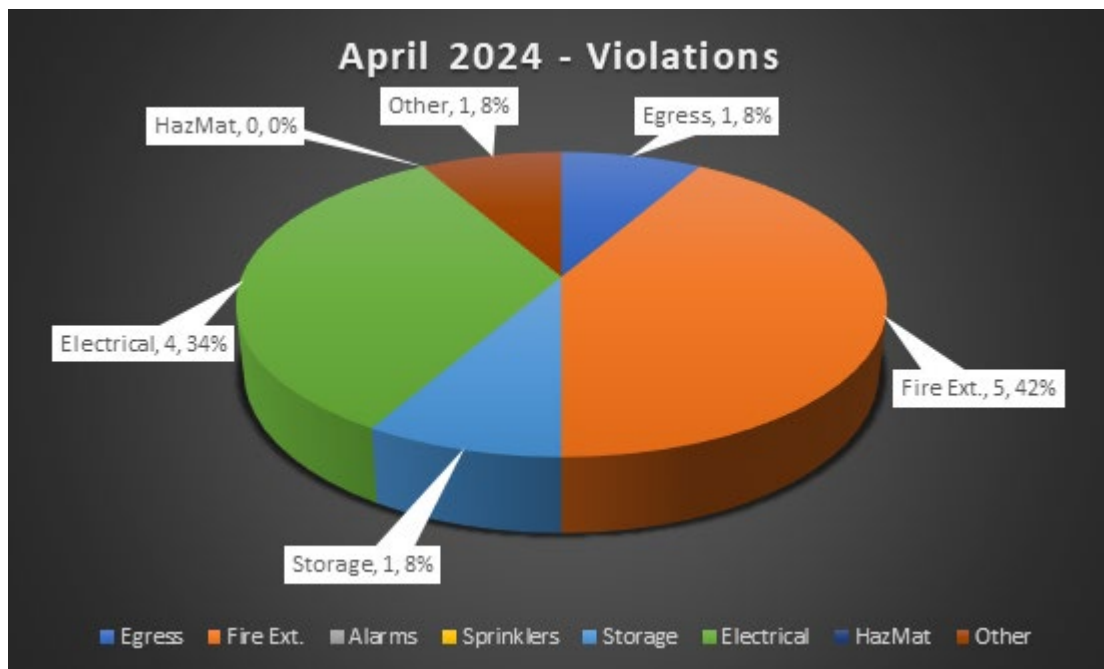
## Accreditation

The four-member peer team was on site from April 21<sup>st</sup> through 25<sup>th</sup>. The peer team's time was spent verifying and validating the department and the city operations. They met with multiple members in the department as well as other department heads and staff in the city to verify information. At their out briefing meeting with the Mayor, City Administrator, and Public Safety Committee, the peer team commended the department and city on their excellent work. They presented 11 recommendations for improvement highlighted from their visit and were whole-heartedly recommending re-accreditation to the commission. The next step is for the department delegation to go in front of the commission in August in Atlanta for their final presentation and approval.

## Community Risk Reduction

### Inspections

Fire crews conducted fire and life safety occupancy inspections in April, focusing on reengaging an inspection cycle that prioritizes those buildings at higher risk. Thirteen (13) inspections were completed noting twelve (12) 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

April public education and outreach reported the following activities:

- 4/20 Public First Aid/CPR/AED Class – 12 Students, 6 hours
- CERT course planning
- (1) Private Opioid Education class (City staff)

### Volunteer Activity

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

- 21 Duty Shifts
- 34 Calls responded to
- 291.5 Total hours spent volunteering.





# Human Resources Department

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**April 2024**

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

The human resources implementation team continues to work on human resource modules setup as well as assist with payroll implementation modules.

## **HUMAN RESOURCES**

### **Recruitment**

The City continues to focus heavily on staffing and to recruit for several critical positions across multiple departments. All the new Directors are on their way and are settling into their leadership roles. We have an accepted offer for a new Deputy Fire Chief and are beginning the recruitment for the next Deputy PPW Director. Our new Deputy City Clerk has hit the ground running and the administrative department is excited to have her join our team. There are currently three Police Officer openings, and the new Records Technician started this month filling a crucial need for that department. There is only one open position open in our Water division as the remaining Water and Wastewater positions have been filled!

### **Union Negotiations**

Negotiations are continuing with the Snoqualmie Police Association (SPA).

### **Employee Recognition/Activities**

City employees continue to participate in “Thank you Thursdays” in which an employee thanks a fellow employee for their service via email and then in turn continues and thanks another employee to keep the chain of gratitude going. Wellness activities continue to be well supported and well attended. The last All City meeting included a presentation and training on recognizing the need and how to administer Narcan. Narcan is now in all city vehicles and with city employees as they were trained to be community responders.

### **Personnel Policy Handbook**

The HR department is continuing work with Summit Law 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.



# Snoqualmie Police Department

**Brian Lynch, Police Chief**

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## April 2024

### Calls for Service

	March 2024	April 2024	April 2023
Snoqualmie	493	543	517
North Bend	461	351	364

### Average Response Times (in minutes & seconds)

April	Priority 1	Priority 2	Priority 3
Snoqualmie	7:47	7:16	3:56
North Bend	4:34	3:41	5:34
March			
Snoqualmie	5:51	2:50	4:04
North Bend	5:53	3:32	6:33

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.

April	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	5	4	2
North Bend	10	2	1
March	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	12	5	1
North Bend	15	1	0

### Items of Importance

**Command Staff** – Vacancies: 0.

**Patrol** – 4 officer recruits continue in academy. Vacancies: 3 Patrol Officers.

**Administrative Staff** – Records Technician start date 5/1 Vacancies: 0.

### Community Events

May 4 – Kids' Trout Derby @ Snoqualmie Police Dept.

May 18 – Sip, Suds, & Si (NB)

### Year to Date Theft Comparison

April 1 – 30

#### Snoqualmie 2024 2023

Thefts	5	11
Vehicle Prowls	4	6
Vehicle Thefts	2	1

#### North Bend 2024 2023

Thefts	10	19
Vehicle Prowls	2	3
Vehicle Thefts	1	2

### Crisis Intervention Contacts

	2024		2023	
	Apr	YTD	Apr	YTD
Snoqualmie	93	208	14	56
North Bend	0	1	4	12

### Mental Health Professional Contacts

	2024		2023	
	Apr	YTD	Apr	YTD
Snoqualmie	19	52	25	82
North Bend	11	27	19	45

### Public Records Requests

Apr. 2024	58
2024 YTD	215