



Department Reports

May 2025



Communications Division

Danna McCall, Communications Coordinator
Nicole Wiebe, Community Liaison

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Social Media

- Facebook 215K reach; 44.1K views; 8265 followers (1,099 new).
**Another top engagement month for our page.
- X – 3680 followers
- Instagram – 4.4K reach; 18.6K views; 3338 followers (193 new).
- Top Posts: 5-day SR 18 closure (132K views); New Dates for 5-day SR 18 closure (61K views); Big Truck Day (42.1K views).

Website

- Website users: 18.3K; website sessions: 26.2K; pageviews: 39K.
- Top pages: Twin Peaks, Snoqualmie Falls, 5-day SR 18 Lane Closure news release.
- Splash Pad, Police Department and Jobs also top 10 page destinations for website users.

Department Support

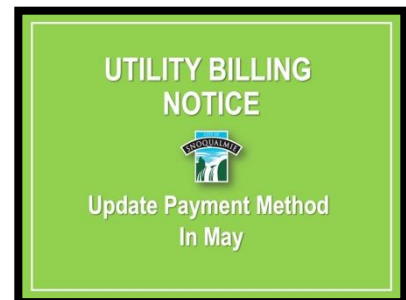
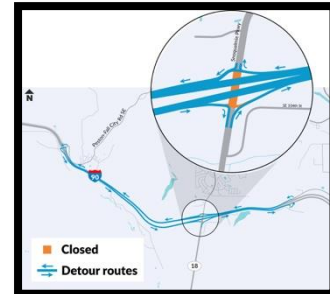
- Mayor: Ross Report; Ribbon Cuttings; Spring Newsletter.
- Fire/OEM: Fire Dept. Open House marketing; weekly blotter.
- Police: On-air news interviews about Lynch investigation report; news releases regarding North Bend ILA.
- Fianance: Utility billing notices re: updating payment methods.
- PPW: Meadowbrook Bridge Closure; New garbage contract in effect PR; New utility rates PR; new Water Report creation.

Projects:

- Community Survey launched.
- Strategic Plan project assistance.

E-News

- Sent 3053 e-news emails.
- 765 subscribers
- 60% open rate; 10.4% click thru rate.



Community Outreach

- Supported the Sip & Stitch Social, the second crochet and knit event, May 29, a partnership event with Art Major and the Snoqualmie Arts Commission.
- Attended Downtown Snoqualmie Historic Merchant.
- Attended the May Chamber Luncheon, learned about the upcoming FIFA World Cup.
- Coordinated tourism advertising with Seattle's Child, 425 Magazine, and Northwest Travel and Life Magazine, promoting Big Truck Day, Splash Pad and Summer Events 2025.
- Support Chamber's Small Business Week initiative.





Fire Department

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Fire Department Activity May 2025

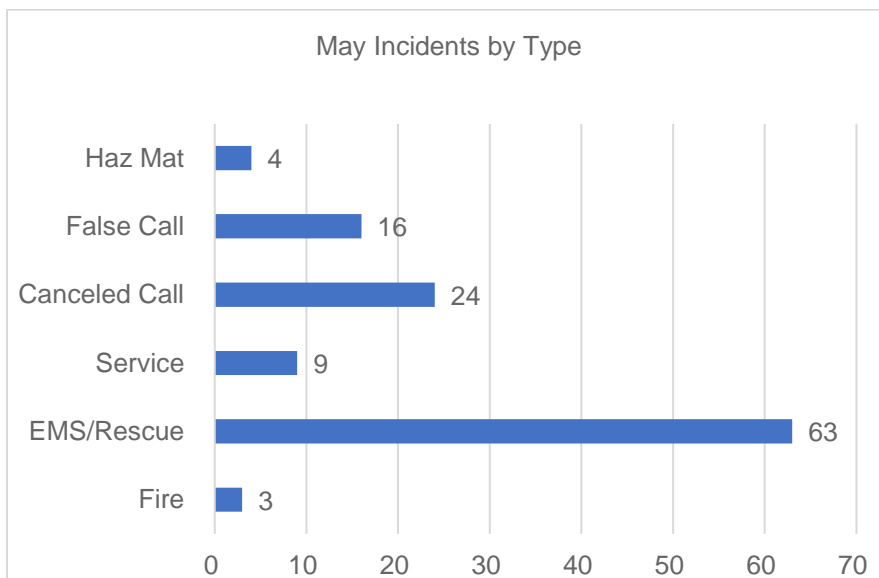
Incident Count May

The Fire Department responded to 119 incidents in May. 52% of the incidents were for emergency medical services and 48% 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 7:19 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	13	16	2	0	1	0
Engine	12	12	1	0	0	0
Chief Officer	0	0	0	0	0	0
Total	25	28	3	0	1	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	3	0	0
Engine	2	3	5	2	1	0
Chief Officer	0	0	0	0	0	0
Total	2	10	9	5	1	0

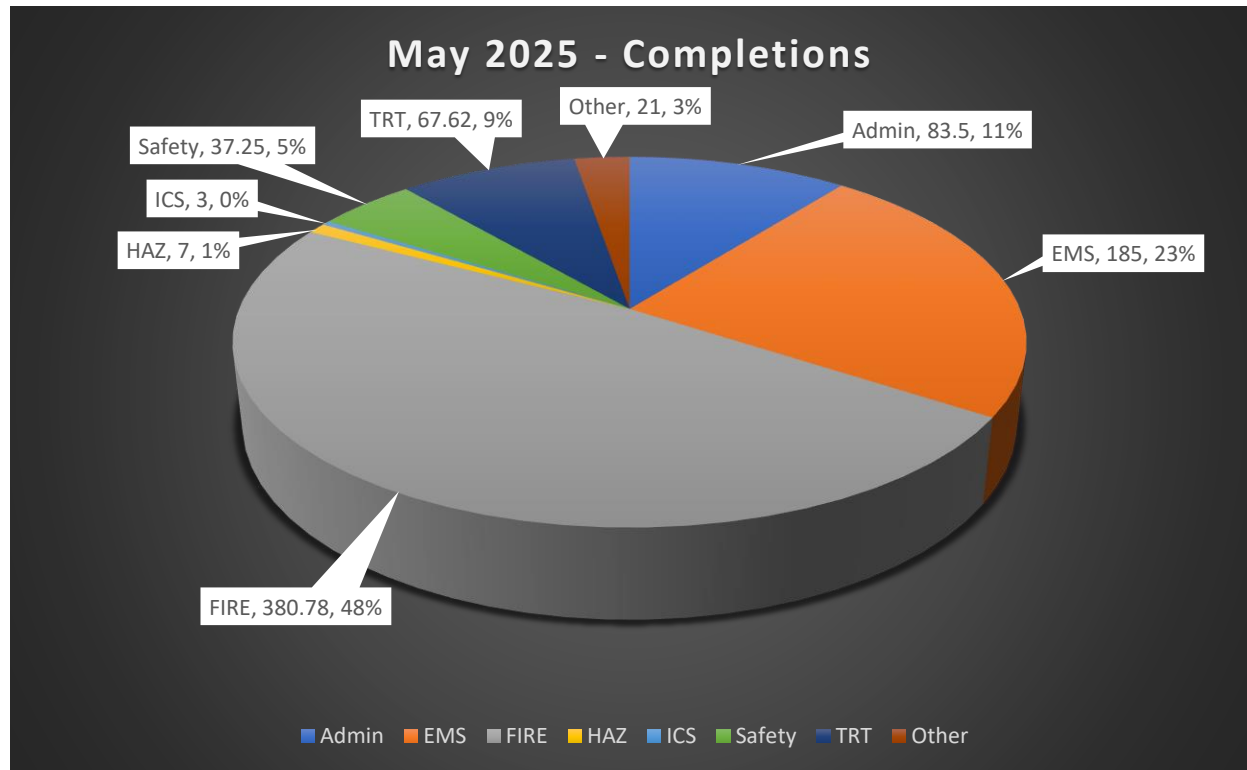
EMS Transports

The Fire Department responded to 63 EMS incidents in May and transported 29 patients to local hospitals. Patients were transported to Swedish Issaquah 36% of the time and Snoqualmie Valley Hospital 59% of the time. Of the transports, 5 originated from outside Snoqualmie's service area (North Bend 5, Fall City 0).

Hospital	Week 1	Week 2	Week 3	Week 4	Week 5	Total
Overlake Hospital	0	0	1	0	1	2
Snoqualmie Valley Hospital	1	6	3	3	4	17
Swedish/Issaquah	2	1	4	0	3	10
Other	0	0	0	0	0	0
Total	3	7	8	3	8	29

Training:

May brought with it several training events for crews to participate in with our training partners from throughout the region. These events included training for multi-company operations, incident command, and swift water rescue. Through May, we have realized a 55% increase in training hours year-over-year, trending towards breaking previous records. This month, we continue to have six probationary firefighters, which means crews are training almost as much as they are in the office. During May, crews have trained for over 785 hours, focusing on a combination of fire suppression and rescue (48%), emergency medical services (23%), and safety and administrative topics required by Washington State Labor and Industries (16%). During May, The following chart compares the training hours by type:



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

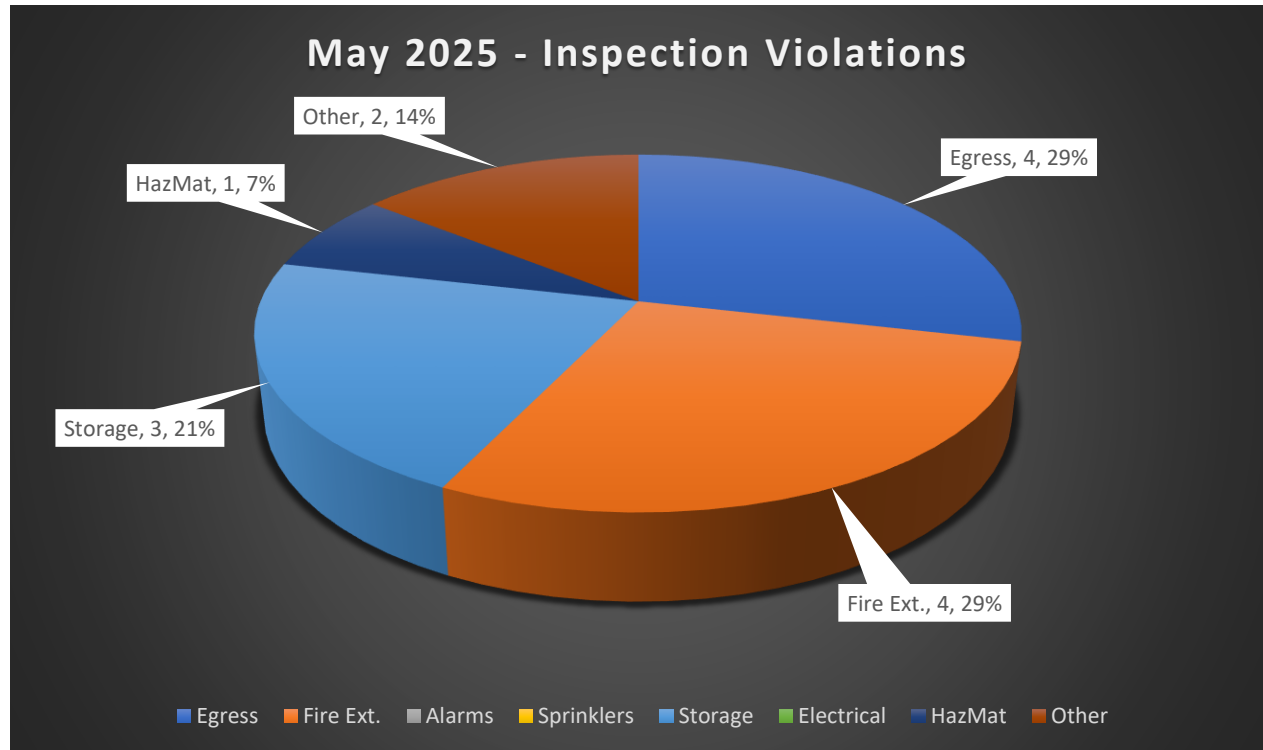
Training – Highlights/Major Topics:

- Driver & Fire Pump Operator Training
- Incident Command System – Commercial fires, residential fires
- Forcible entry
- Firefighter – Hose evolutions
- Firefighter – Ladder Evolutions
- Firefighter - Ventilation
- WCIA Supervisor Training
- Safety – State-mandated safety training, firefighter line-of-duty death reviews
- JJ Keller HR Training
- HIPAA/Risk management training
- Trauma and spinal immobilization
- Cardiopulmonary Resuscitation
- Epinephrine/anaphylaxis
- NARCAN/Opiate overdose
- Swiftwater Rescue & Rescue Boat Operator
- Ropes and Knots
- Chief Officer – Washington Fire Chief's Conference and AWC Labor Relations Institute

Community Risk Reduction

Inspections

In May, crews completed 15 occupancy inspections with 14 violations needing correction. These inspections consisted of business office locations, storefronts, and places of recreation. Many of these inspections resulted in occupancies performing annual maintenance as prescribed by code. The following chart is a breakdown of violations for May 2025:



Public Education

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

- Mount Si High School Opioid Education (7 periods, 250 students)
- Preparation for CPR/AED Classes (June @ MSHS)

Volunteer Activity

During May, the following activity was recorded for the volunteer group:

- 19 Duty Shifts
- 20 Emergency Responses
- 276.25 Total hours spent volunteering

One volunteer resigned due to accepting a full-time position to train as a Medic with King County Medic One, leaving 11 volunteers, one of which is a special service volunteer (non-response).

4 new volunteers completed their onboarding medical exams and backgrounds and are scheduled to start orientation and training beginning of June. All 4 come to us already certified as EMTs.



Human Resources Department

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May 2025

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

The Human Resources implementation team continues to assist payroll with a smooth Munis transition for our employees, and the HR team is scheduled for additional HR modules to be worked on starting in June. Our HR Analyst has become the departments subject matter expert and we are thankful for all her hard work!

HUMAN RESOURCES

Recruitment -

The city welcomed two seasonals (two brothers!) to our parks team for the summer and they have jumped right in to help our team during their busy season. The CD Department, now officially being led by Mona Davis as Director, has also welcomed a new permit technician and is conducting interviews for an associate planner. The fire department, in addition to welcoming a new truck soon, has also hired a new administrative assistant who will start mid-June.

Union Negotiations

Negotiations have been ongoing with the IAFF Union with both sides sharing their initial proposals and tentatively agreeing upon some non-economic items. There are several meetings set up for the remainder of the summer. We are confident negotiations will conclude before the expiration of the current contract at the end of 2025.

Employee Training/Activities/Recognition -

The HR department continues to hold “office hours” at buildings outside of city hall and has introduced a comment box to receive suggestions/questions/concerns from employees. It has shown to be a useful way to address some things that employees have brought to our attention that we may not have heard about otherwise. This month the HR Manager and City Administrator have begun “listening sessions” where we meet with small groups of employees to ask about things such as challenges, ideas for the future, culture, things they like, and things they’d improve. Initial sessions have shown a good majority of our employees really enjoy the people they work with and their working environment, have acceptable pay, and great benefits.

Employees are continuing to complete FEMA classes (100,200,700,800) and in May we hosted an in-person FEMA 300 training class in which approximately 40 people attended, 14 of which were Snoqualmie supervisors. Employees around the city continue to complete online classes on topics such as heat/outdoor safety, sexual harassment, discrimination, and bias (multiple different classes), employment leave laws, and performance management. These classes are all a continuation of a focused training program that began almost a year ago. Upcoming trainings will include an in-person harassment and discrimination discussion with Peter Altman from Summit Law in June, reasonable suspicion training and accident investigations training for designated staff later in the year. In early May, seven supervisor/directors attended the Labor Relations Institute conference in Yakima, hosted by AWC. This 3-day conference included breakout sessions on different HR topics, a PERC update, and an opportunity to hear/share best practices and network. Members of our payroll and HR team also attended a Tyler Munis conference in May and learned some additional tips and tricks to making our roll out of the Munis system a success.

The Wellness committee hosted an open pickle ball hour at the YMCA that was very well attended and is still being talked about amongst employees! Teams also competed in the Castlight (part of our health benefits) Walking Challenge.

Lots of people got in lots of steps! We are looking forward to another guided tour around our trails from our Urban Forestry team in June. Planning for the annual summer picnic is underway and will be held in late July.

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 in one handbook. A final draft of the manual is currently being reviewed by the three Union bargaining groups with hopes of a June roll out to employees.

An updated **Safety Manual** has been in the works for quite a few months. Our Wellness/Safety Coordinator (HR Project Specialist) has worked with all the department directors and safety coordinators to get one manual updated for the city, not an easy project, but she has done a great job! It is currently under legal review, and we are hoping to introduce this to employees in June.



Information Technology Department

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May 2025

Dear City Council,

The IT Department has been very busy this month on a few projects and provide high level support for City Department. We have reached our goal of under 15 open tickets at any given time. The next goal has been set and we will let you know more in the next update. The processes we are building as a team are creating tangible results to our departments along with more transparency of what IT is doing.

Here are some updates for the month of May:

- The network infrastructure modernization project is in the final phase. We have new networks configured and are in the process of preparing devices to move to them. This new logical structure will make our systems and connection much more efficient.
- The Parks and Public Works Departments are actively engaged with us in migration to the new Cloud VOIP phone system and we will be ready to move in June. We have also started to do prep work for City Hall to migrate.
- Initial server infrastructure cleanup has been completed. Next steps are to right-size new servers and bring a proposal to council when we are ready to move forward.
- IT has been working with Police and Public Works for the last few months on getting surveillance on our parks.
- A quick note, whenever the IT team has projects that impact the city as a whole I send out informal IT Update emails to let everyone know what is going on.

We will have more details on upcoming and ongoing projects in future updates:

- Simplifying our service desk to better serve our users.
- Promoting documentation with the team.
- Finalizing the cloud to City Hall as the last location.
- Restructuring and updating our server infrastructure
- Restructuring our IT team responsibilities to better match their roles
- Building new processes for Asset Management that is proactive

Thank you for your continued support the IT Department!



PARKS & PUBLIC WORKS DEPT.

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Monthly Report – May 2025

Public Works General/CIP Projects:

Spring/Summer Operations: Crews are in full summer operations mode, including routine mowing schedules, play field preparation, and increased vegetation maintenance.

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 1,800 separate work orders in the last month and over 11,400 work orders since implementation in October of last year.

Utility Rate Study: First phase of the Utility Rate Study is complete and the adjusted utility rates have been approved by council and implemented. PPW staff have begun work on the General Facility Charges (GFCs) rates, which are anticipated to be completed this summer.

Road Maintenance and Repair: Streets division is currently focused on pavement maintenance with pothole filling and repairing signage. Engineering is currently working on this 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: Roadway paving is completed. Striping is anticipated to be completed in early June, at which point the project will be complete.

Splashpad: Construction of the Splashpad is complete. Performance testing was completed in May 2025 and crews providing routine maintenance on the facility in anticipation of the ribbon cutting ceremony on June 6, 2025. Signage has been ordered and our Parks crew need to complete a few small odds and ends.

Water Reclamation Facility Phase 3: Construction activity at the treatment plant is completed. Operational tweaks are ongoing, but the plant is functioning well. Work activities have shifted to the Kimball Creek Lift station to begin electrical equipment and pump upgrades. Project final completion is anticipated for Summer of 2025.

Reclaimed Irrigation Reservoir: Prospect Construction was selected as the low bidder on this project and approved by Council. Work has begun at the site with clearing and grubbing to prepare the site for construction. Project completion is anticipated on or before June 30, 2026.

River Trail: Permitting is nearly complete, pending Dept of Ecology review of Shoreline permit. Bidding is anticipated for early June with construction beginning this summer.

Staffing: PPW will begin recruitment for a new administrative assistant in June 2025 following adoption of the Utility Rate adjustments. Additionally, the Wastewater Division has begun recruiting for a new wastewater operator. FEMA 300 training was conducted for Superintendent level and above.

Wastewater Division

- Commissioning of the WRF-3 upgrades continues. Primary focus remains on controls and SCADA function. Initial performance data indicates a successful design with improved capacity and operational efficiency. Activity has shifted to the Kimball Creek Pump Station with construction activities scheduled to begin in the next couple weeks.
- Operations review of the Reclaimed Reservoir contractor submittals.
- Crews will begin annual cleaning of the wastewater conveyance system; approximately 1/3 of the City owned piping infrastructure will be serviced.
- Reclaim water production in full swing.

Water Division

- Routine maintenance activities, including DOH Reports, meter reads/repairs, valve turning, locates, etc.
- Many meter repairs completed in May and more to do in June.
- Irrigation pump station repairs and startup activities to begin season
- Hydrant maintenance and painting
- Air-Vac maintenance and painting
- Swap out irrigation controller at Community Park

Parks & Streets Division:

Parks Maintenance

- Repair glue lam beams at Centennial, Fisher, Azalea Park
- Replace park bench & picnic table slats
- Full Summer Parks Maintenance mode including mowing, trimming, painting, cleaning, etc.
- Aerify Centennial, Community, and Jeanne Hanse sports fields
- Snoqualmie Point Park Restoration (mowing, brush cutting, weed whacking, shrub shaping)
- Install security cameras at River View Park and Community Park
- Riverview Park restroom repairs scheduled to be completed before 6/20/25

Training / Operating Splashpad

- Trouble shoot and repair damaged pump fittings and display
- Perform and record daily checks
- Haul the big rock features up to Splash Pad

- Extensive crew training to properly operate and maintain splashpad equipment
- Wash and wax splash pad features
- Install exhaust fan, signage, baby changing tables and first aid kits
- Prepare for Grand Opening



Streets Maintenance

- Grading down town alley ways
- Gravel Sandy Cove entrance
- Replace school zone batteries
- Learn and operate new street sweeper
- Pothole repairs on Millpond Rd
- SR202/Railroad Ave weed whacking
- Snoqualmie Parkway weed whacking scheduled 6/16 – 6-20
- Parking lot striping at Community Park
- Finish Wayfinding sign installation before 6/30/25
- Replace damaged street signs
- Complete street sweeper decant pad at Public Works lot
- Hang flower baskets down town and repair drip lines



Fleet & Facilities Division:

Fleet

- Smaller mower demos for Parks Dept.
- Take delivery of replacement Large area mower #412/ onboard
- Take delivery of replacement of Building/CD vehicle #504/ onboard
- Take delivery of replacement unit Admin Motor pool #2/ onboard
- New side by side sent back to Kubota for warranty oil leak
- Vehicle/building accident #106 vs sally port doors. No damage to vehicle (new garage door sections ordered)
- Continue to remove graphics and reusable equipment from older replaced asset prepare for auction or second life.
- Invoice clearing, repair scheduling, parts purchasing and inventory
- Order of replacement Fire Dept ambulance #604
- Follow up fuel cleaning (post biocide treatment) at well#8 G-26
- Probable deliveries of 3 to 4 more ordered replacement assets for pw/parks.
- Continue repairs and pm services all assets.
- All 4 approved 2025 police assets are in service.
- Delivery of KME fire truck to city.
- NB Police Contract working with SVSD with dissolving dual fuel key program.
- Graphic prep for Switch back to Snoqualmie only graphics on pd cars.
- Place orders of 2025-26 approved replacement smaller mowing equipment.

Facilities

- Sweeper Water/decant/wash down area revamp
- Continue to build shelving, racks, and storage in Police Dept. evidence room
- Outside lighting controls at Police Station; condensed from 2 controllers to one (controlling parking and outdoor lights).
- Gate repair at Police Station
- Fire Station HVAC/Chiller ongoing issues with controlling system.
- Generator major preventive maintenance services - 5 total this month
- Air conditioning (warm weather prep at city hall) place all small units in offices.

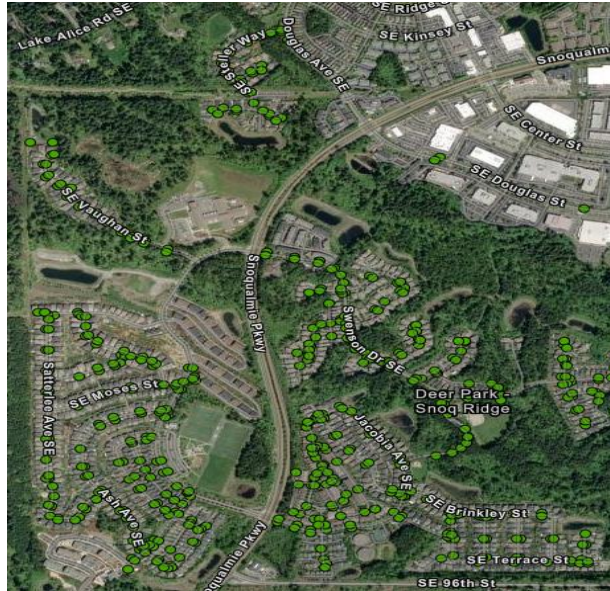
Stormwater & Urban Forestry Division

Forest Management:

- Sheet mulched (with cardboard) 5,430 Square feet of grass in preparation for 2025 Green Snoqualmie Day Planting Event.
- **1 Green Snoqualmie Day Event:**
 - Sheet mulched (with cardboard) 4,200 square feet of grass amidst the 75 trees we planted for Green Snoqualmie Day in October. The mulching is in preparation for this years Green Snoqualmie Day.
 - Pulled blackberry throughout the Green Snoqualmie Day site.

Stormwater:

- We inspected 512 Catch Basins this month through ArcGIS Online.

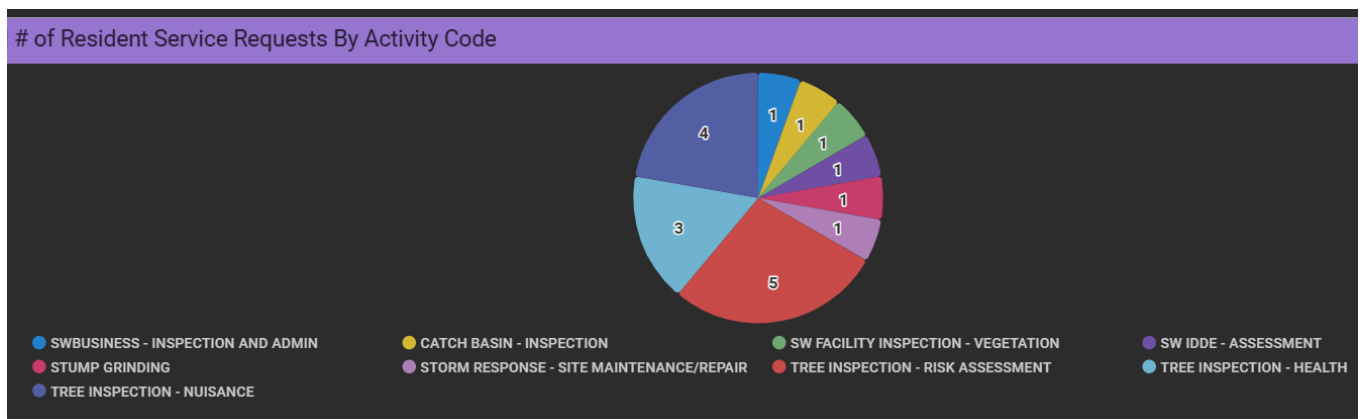


- Completed another 3 source control inspections to bring our number to 26 out of 25 required Source Control Inspections for 2025 (“Business Inspections”) using ArcGIS: Survey 123 on our iPads.
- Continued our “clear cutting” of ponds with the DOC. Cleared 2 more ponds (with some chipping remaining).
- Mowed portions of 3 ponds that were partially accessible with the mini-ex flail mower head.
- 1 IDDE Reported

Street Trees:

- Pruned 143 street trees
- Completed streets:
- Merritt, Jeffs, Mitten, McBane, Point, Raines, Terrace

Resident and In-House Requests: 17 Completed



Department of Corrections: 6 Workdays (2 DOC cancellations)

- Cleared 2 Storm Ponds (Raines and Swenson W4) of vegetation (with some chipping remaining).
- Weed Whacked reed canary grass at Three Forks Natural Area to support the growth of the 1500 + trees planted for reforestation.

Trail Maintenance: 2.1 Miles completed (3 miles)

- Business Park Trail from Douglas/Pkwy to the end of Douglas Avenue.
- Deer Park Trail Segments:
 - From Merritt Avenue to Swenson E4 Storm Pond
 - From Merritt Avenue to Swenson E8 Storm Pond
 - From Raines Pond to SE Terrace Street
- Fisher Creek
- Coal Mine Connection

Hazard Tree Removal:

- Removed a Hazard Tree along Vaughn Street

Training: 2 Days

- Jason attended the WA Municipal Stormwater Conference in Vancouver, WA