



Department Reports

April 2025



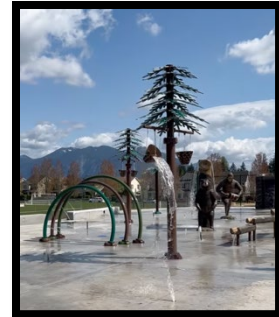
Communications Division

Danna McCall, Communications Coordinator
Nicole Wiebe, Community Liaison

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(425) 996-5285 | www.snoqualmiewa.gov

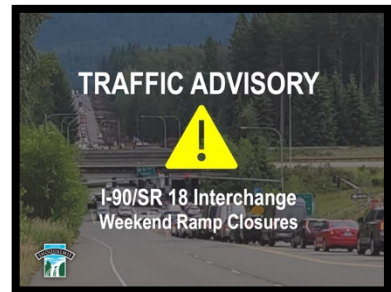
Social Media

- Facebook - 343.6K reach; 671.6K views; 9083 followers (718 new). **Second consecutive month with record engagement.
- X – 3690 followers
- Instagram – 7.1K reach; 21.4K views; 3452 followers (114 new).
- Top Posts: Splashpad testing video (348K views); Historic Falls photo (44.9 K views); I-90 on-ramp closure news release (37.4K views).



Website

- Website users: 22.7K; website sessions: 29.9K; pageviews: 46.9K.
- Top pages: SPD Chief Termination news release, Twin Peaks, Snoqualmie Falls.
- Calendar, Ballfield Conditions, Eggs Hunts also top website destinations.



Department Support

- Mayor: Ross Report; State of the City filming, editing, and post-production work; Spring Newsletter.
- Fire/OEM: new FF badge pinning; weekly blotter.
- Police: weekly blotter; chief news release; e-bike rules/law information.
- Finance: Utility billing payment method change notification graphics.
- PPW: Arbor Day and other Green Snoqualmie events marketing; 384th paving graphics and notifications; Community Center Expansion King County Parks Levy grant application completion and submission.



E-News

- Sent 2298 e-news emails.
- 763 subscribers
- 56.3% open rate; 11% click thru rate.



Community Liaison | Community Outreach

- Three egg-cellent hunts! Teen Flashlight, Bunny Hop Hunt, and Downtown Hopping. The weather was beautiful. Attendance was a bit down, typical when the holiday falls during Spring Break.
- Sip & Stitch Social, a crochet and knit event, April 24, a partnership event with Art Major, new downtown business, and the Snoqualmie Arts Commission was a success. A second event is scheduled for May 29.
- The annual Volunteer Recognition Event was held April 30, at Meadowbrook Farm. Beautiful setting and evening, celebrating 40+ volunteers.
- Attended Downtown Snoqualmie Historic Merchant and Ridge Merchant Group meetings.
- Along with the City Administrator, attended the Region Summit, sponsored by the Seattle Sports Commission, gearing up for the FIFA World Cup in June/July 2026.
- Installation of the business directory in the Downtown Snoqualmie Boardwalk Kiosk.





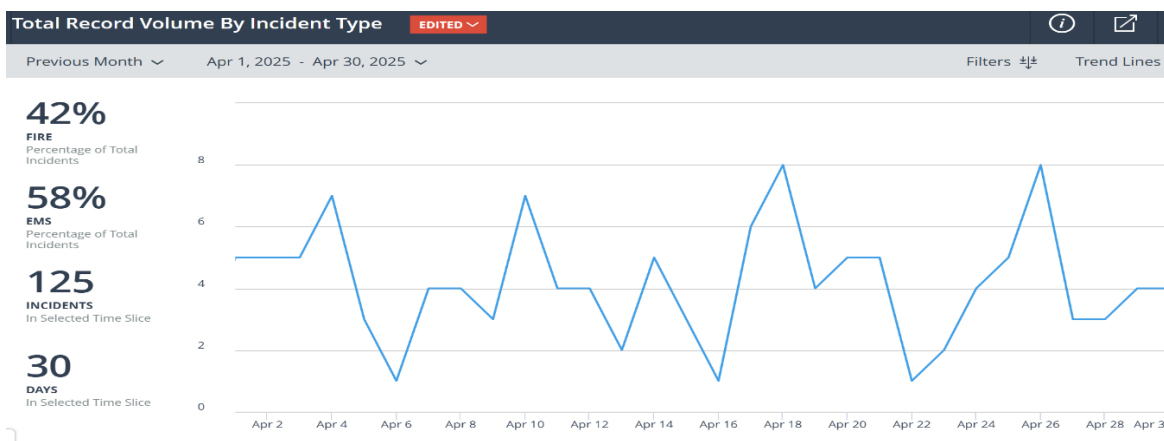
Fire Department

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Fire Department Activity April 2025

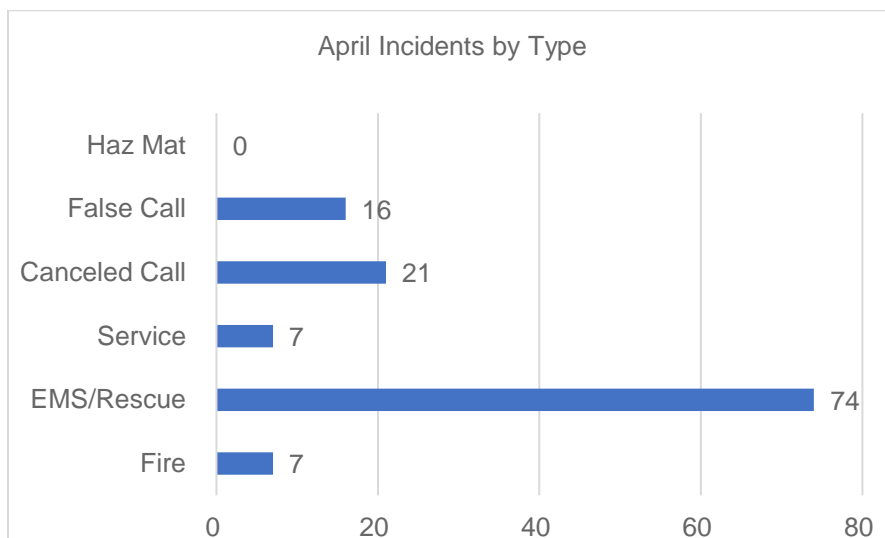
Incident Count April

The Fire Department responded to 125 incidents in April. 58% of the incidents were for 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 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	19	18	1	0	0	0
Engine	10	10	5	1	0	0
Chief Officer	2	0	0	0	0	0
Total	31	28	6	1	0	0

For incidents outside the city, the 90th percentile travel time for the first arriving unit responding in emergency mode was 15:48 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	3	5	4	4	0
Engine	0	7	9	3	3	0
Chief Officer	0	0	0	0	0	0
Total	0	10	14	7	7	0

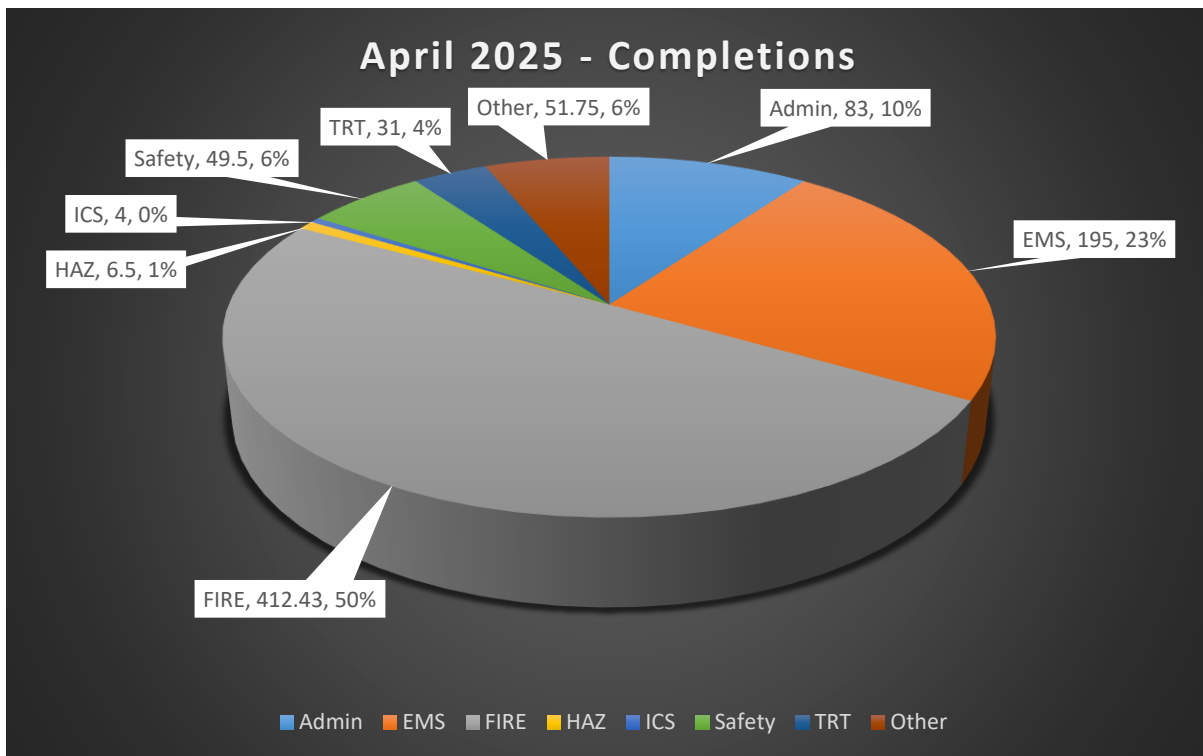
EMS Transports

The Fire Department responded to 74 EMS incidents in April and transported 29 patients to local hospitals. Patients were transported to Swedish Issaquah 38% of the time and Snoqualmie Valley Hospital 55% of the time. Of the transports, 1 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	1	0	1	0	2
Snoqualmie Valley Hospital	3	5	3	2	3	16
Swedish/Issaquah	0	2	5	3	1	11
Other	0	0	0	0	0	0
Total	3	8	8	6	4	29

Training:

April 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 firefighter survivability. Through April, we have realized a 50% increase in training hours year-over-year, trending towards breaking previous records. This month, we have six probationary firefighters, which means crews are training almost as much as they are in the office. Crews have trained for over 833 hours, focusing on a combination of fire suppression and rescue (50%), emergency medical services (23%), and safety and administrative topics required by Washington State Labor and Industries (10%). During April, new volunteer testing and onboarding of a new probationary firefighter were conducted, which will lead to increased training throughout the remainder of the year. The following chart compares the training hours by type:



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

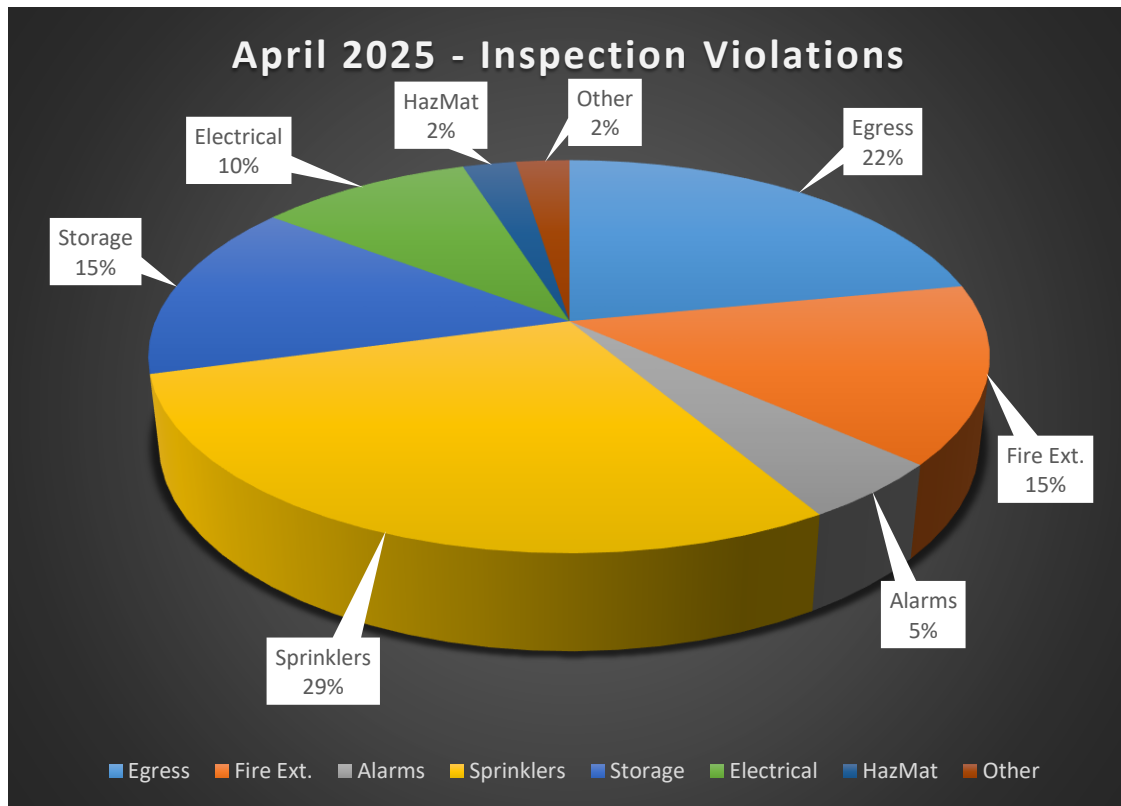
Training – Highlights/Major Topics:

- Driver Training
- Incident Command System – Commercial fires, 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
- Ropes and Knots
- Chief Officer – CPSE Excellence Conference

Community Risk Reduction

Inspections

In April, crews completed 23 occupancy inspections with 41 violations needing correction. These inspections consisted of business office locations, storefronts, and self-storage units. Many of these inspections resulted in occupancies performing annual maintenance as prescribed by code. The following chart is a breakdown of violations for April 2025:



Public Education

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

- 1 – Public CPR/AED Course (12 Students)
- Attended City Easter Celebration
- Attended Snoqualmie YMCA – Healthy Kids Day

Volunteer Activity

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

- 27 Duty Shifts
- 43 Emergency Responses
- 401 Total hours spent volunteering

One volunteer resigned due to time commitments, leaving 12 volunteers, one of which is a special service volunteer (non-response).

2 volunteer members finished their training to be certified as aid car drivers, leaving 2 of the 12 left to complete the certification.

The department held a volunteer recruitment event in April. 10 individuals participated in the testing process (physical, written test, interview). Following the testing 4 are being moved forward to complete a medical physical and background, the final steps before joining the department.



Information Technology Department

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April 2025

Dear City Council,

The IT Department has been very busy with supporting our city departments this month. The big news is we were able decommission our old network core. We had an impromptu little event with each member of the It team shutting off a power supply to say goodbye for its many years of service. The IT team is excited to continue their momentum and are starting to see the positive results of their efforts!

Here are some updates for the month of April:

- We are starting to see a trend with tickets this month. In the last 2 weeks open tickets have dipped down below 20 with 167 tickets resolved since the start of the year. 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 We are also working on a revamp of the ticket system to make it easier to report issues so we can track our work better.
- The network infrastructure modernization project is in the final phase. After successfully migrating the network to the new equipment, we have been fixing some of the last issues that always come up after and upgrade. We are now engaging with our consultant in configuring the new design elements.
- 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 the in the next month or two. 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. The goal for this project is to improve redundancy and provide a better experience for our staff accessing their systems.

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 – April 2025

Public Works General/CIP Projects:

Spring/Summer Operations: Crews are transitioning work activities toward summer operations, 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 1500 separate work orders in the last month and over 9,600 work orders since implementation in October of last year.

Utility Rate Study: The Utility Rate Study is nearing completion. PPW staff have developed a rate structure and ordinance that was presented to Council in late March. Adoption of the new utility rates is anticipated for May or June this year.

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 anticipated to be finished in early May, at which point the project will be completed.

Splashpad: Construction of the Splashpad is nearly complete. Performance testing was completed in late April 2025 and crews are circulating water through the system to season the equipment. Signage has been ordered and our Parks crew need to complete a few small odds and ends. Landscaping is nearly completed and we anticipate the facility will be ready for operations by late May.

Water Reclamation Facility Phase 3: 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. 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. 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.

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

Staffing: PPW will begin recruitment for a new administrative assistant in May 2025 following adoption of the Utility Rate adjustments.

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.
- Biosolids annual reporting submitted; 100% compliance
- Achieved 100% compliance with NPDES permit requirements
- Reclaim system off season repairs completed
- PM for Collections system cleaning begins
- Reclaim water production begins

Water Division

- Routine maintenance activities, including DOH Reports, meter reads/repairs, valve turning, locates, etc.
- Submitted DOH Reports
- Vactor excavated and capped valve on 384th
- Performed Hospital flow test – repaired damaged hydrant
- GC Systems, Inc serviced all PRV's
- Repaired water line at the Public Works Lease site
- Valve turning controller malfunctioned; under warranty was sent in for replacement
- Meter verifications to address inquiries from Finance Dept
- Initiate startup of irrigation system
- Finish FEMA training classes
- Continue leak detecting
- Hydrant Maintenance

Parks & Streets Division:

- Crews are preparing Community Park for opening of the splash pad, including painting restrooms, striping parking lot, deep clean of skate park, etc.
- Painting Bog board walk to remove vandalism.
- Mowing season is in full swing; crews out daily maintaining park and playfield grass.
- Wayfinding Signs 8 more individual signs left to install
- Ryan and Dalton received there Commercial Driver License certifications in April
- Weekend crew of 2 starts Saturday May 3rd.

Fleet & Facilities Division:

Fleet

- Completed Fire Truck purchase paperwork and coordinated delivery with FD. Fire truck has additional work to be completed at Yakima SeaGraves facility.

- Police SUV's have arrived at Public Works shop. Crews have started the in-service prep, licensing, added to risk pool, and logged into asset management.
- Well #8 Fuel tank (polish) cleaning added Bioxide and will refilter next month; part of the diesel fuel polishing program.
- Side by Side Kubota UTV purchased, added to asset management and risk pool, graphics installed.
- Sweeper Training for Parks and Streets staff completed.
- Continue Generator maintenance program – 3 generators to be serviced in May
- Maintain mowing equipment.

Facilities

- 4 of 8 shop heaters replaced and functioning at Public Works shop facility.
- Installed gun racks in evidence room at PD. More racks to be installed next month.
- Light controls will be installed for outside police impound and parking lot improvements.
- Crews will add water connection at sweeper pad for cleaning and filling of sweeper; as part of developing Street Sweeper/wash rack station
- Fire station prep for 20 year anniversary celebration.

Stormwater & Urban Forestry Division

- 2 Green Snoqualmie Day Events, including 1) Planted 350 trees and shrubs to revitalize the Centennial Rain Garden, and 2) Mulched and pulled blackberries at a restoration site on the Ridge.
- Arbor Day Event - 50 Adults and Kids came out! We planted 18 park trees, had a scavenger hunt that both kids and adults had fun doing. People took 100 trees and shrubs afterwards to plant at home.
- Stormwater - We inspected over 200 Catch Basins using our new ArcGIS inspection form. Example below of a portion of the City. Green is inspected and Yellow “needs to be cleaned”.



- Stormwater - Completed another 8 source control inspections to bring our number to 23 out of 25 required Source Control Inspections for 2025 ("Business Inspections") using ArcGIS: Survey 123 on our iPads.
- Responded to an IDDE in Swenson E2 Storm pond. Put booms across to soak up oil/gas.
- Vactor truck maintained 7 catch basins, including one clogged CB.
- Pruned 60 street trees.
- Mulched 100 + street trees that were planted 2 years ago as part of tree establishment.
- Identified as many stumps as possible (102 stumps so far in the City that need to be ground) to grind and MADE a work orders for them at each location to increase efficiency both for finding them and closing out work orders when we rent a machine.
- Completed 18 Resident Requests

Department of Corrections Crew Work for March 2025

* Note: DOC had 9 workdays this month*

Work completed at various sites:

- Vegetation: Worked on removing all trees, shrubs, invasive species from entire 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 pond[s] indicated below.
- Litter Removal: Ponds, locations listed below.
- Mulching: Forest Restoration Sites will be indicated below.

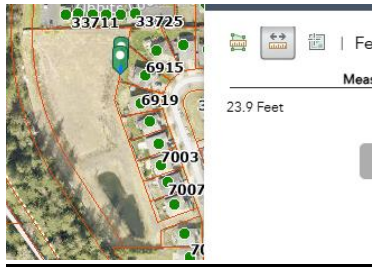
Douglas 2 veg clearance, chip; April 1, 3



Kinsey clean up Litter/debris; April 8



Strouf Fencing; April 9



Swenson W1 [Vaughan] Fence repair; April 11



Fairway veg clearance; April 15



Kinsey fence repair; April 17



Reed Canary Grass @ 3 forks [2 acres], veg maint; March 28



Douglas 1 veg removal [fishing derby 5/3]; April 29, 2025





Snoqualmie Police Department

Gary Horejsi, Interim Police Chief

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April 2025

Calls for Service

	Mar 2025	Apr 2025	Apr 2024
Snoqualmie	531	550	543
North Bend	485	542	351

Average Response Times (in minutes & seconds)

April	Priority 1	Priority 2	Priority 3
Snoqualmie	3:16	2:20	3:30
North Bend	1:03	3:07	3:46
March			
Snoqualmie	1:09	2:26	4:07
North Bend	2:56	3:23	4:41

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	Mar 2025	Apr 2025	Apr 2024
Snoqualmie	5	10	5
North Bend	17	13	10
Vehicle Prowls	Mar 2025	Apr 2025	Apr 2024
Snoqualmie	5	5	4
North Bend	0	2	2
Vehicle Thefts	Mar 2025	Apr 2025	Apr 2024
Snoqualmie	1	2	2
North Bend	1	0	1

Arrests

	2025		2024	
	Apr	YTD	Apr	YTD
Snoqualmie	20	51	12	65
North Bend	19	56	15	75

North Bend Shifts Covered

Apr 2025	107
2025 YTD	475

Crisis Intervention Contacts

	2025		2024	
	Apr	YTD	Apr	YTD
Snoqualmie	10	13	93	208
North Bend	3	6	0	1

Public Records Requests

Apr 2025	57
2025 YTD	210

Items of Importance

Command Staff – Vacancies: 1 (Chief).

Patrol – One officer recruit continues in FTO. SRO recruit continues in FTO. Two officer recruits continue in Academy. Vacancies: 0.

Administrative Staff – Vacancies: 1 (MHP).

Community Events

May 3 – Mt Si Fish and Game Club Kids' Trout Derby (Sno)

May 4 – Mt. Si Relay and Trail Runs (NB)

May 10 – Sip Suds and Si (NB)

May 31 – Rotary Club of Snoqualmie Valley Challenge Race (Sno)