



Department Reports October 2024



Communications Division

Danna McCall, Communications Coordinator

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Social Media

- Facebook reach: 23.4K; 7277 followers (19 new).
- Twitter – 3815 followers
- Instagram – 6.4K reach; 3047 followers (22 new).
- Top Posts: Halloween Walk reel (10K reach); Fall Photo Op Gazebo reel (4k reach); Model Train Museum PR (2.1K reach); Snoqualmie Days photos (2.1K reach); Hindu Heritage Month (1.8K reach).



Website

- Website users: 14.2k; website sessions: 19.7K; pageviews: 28.4K.
- Top pages: Twin Peaks, Snoqualmie Falls, Halloween events.
- Visit Snoqualmie, Police Blotter, and Jobs all top 10 pages.

Initiatives & Support

- Mayor: Manufacturing Day; Quarterly Newsletter; Ross Report; Breast Cancer Awareness Month.
- Fire/OEM: Fire Prevention Week; Opioid Overdose Class; weekly blotter.
- Police: MSHS Threat PR; Coffee order leads to felony; arrest PR; blotter.
- CD: Flood Report, Public Notice distribution.
- PPW: Green Snoquamie Day; Urban Flooding prevention; Reclaimed Water Dist. System Project.



E-News

- Sent 2,285 e-news emails.
- 762 subscribers
- 56% open rate; 7.6% click thru rate.



Community Engagement, Events, Marketing and Tourism

- Arts Commission did not meet in October, due to quorum (CD report lists the highlights of all commission meetings. It may be worth noting that Arts didn't meet and why, as an indication to council that we lack members. This is part of my workplan, worth noting somehow)
- Arts Commission welcomed local glass art artist, John Ezell's display in the City Hall Lobby cabinet.
- Fall Photo Opp (see photo above) – partnership with Snoqualmie Ridge, decorated the
- Railroad Park gazebo for all to enjoy this fall!
- Saturday, October 26 was busy!



- Community Walk – partnership with Seattle community walk organizer and content creator, Sara Anfuso. The “Walk to the Waterfall” (Downtown to the Falls and back) brought 75 walkers, from Canada, Bremerton, Tacoma, Seattle, Redmond, Kirkland, Issaquah, Mercer Island, Sammamish, and Snoqualmie. After the walk, 60+pp enjoyed beverages at Snoqualmie Brewery. The post walk Instagram reel engaged 773 and reached 14,689.

[Long-Distance Walking Is Having a Moment in Seattle | Seattle Met](#)

- Halloween Happenings – Progressive trick-or-treaters started the day on Center Blvd., and meandered Downtown to end the afternoon. The day was damp, and crowds were lighter, spirits were not!
- Attended the first steering committee meeting for the “Snoqualmie Valley Rural Tourism Support” program, initiated by the SnoValley Chamber of Commerce.
- Blood Drive at the Fire Station early October, Snoqualmie continues to be incredible donors.
- Special Event Permits – 58 permits YTD, processed four Halloween themed permits (just keep a running tally for council)

[Please note: Communications Coordinator was on vacation for one week in October, which many impact metrics noted above.]



Community Development Department

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October 2024 Monthly Report

Permit Activity

Permit applications remain relatively average.

Building	October 2024	YTD
Permit Applications	39	400
Permits Issued	38	364
Total Inspections	52	538

Planning	October 2024	YTD
Pre-Applications	0	8
Sign Permits	2	6

Special Event		55 permits in 2024
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Boards and Commissions:

- Economic Development Commission – A presentation was provided by the Chamber of Commerce on a rural tourism grant from the Department of Commerce and a Tax Increment District (TID) for the city to promote economic development and revitalization.
- 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. Best available science was presented from the City’s senior wetland biologist as part of the critical areas update. The historic design review board considered and approved a variance to the downtown color palette.

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: The Department Staff continues to work with two property owners who are interested in voluntary sales.
- Community Rating System: The Department Staff completed recertifications of both annual and 5-year CRS cycles.
- October Flood Awareness Month: The Department Staff prepared and mailed the annual flood report, mitigation letter and other information (in Spanish translation) for citizens living in the floodplain.
- Code Updates: The Department Staff continues to work through the legislative process on amendments for permit processing times, Best Available Science/Critical Areas, Senate Bill 5290, Wireless, Transportation Impact Fee Program, School Impact Fees, and Retail Waivers.
- NWRM Roundhouse: A variance application is currently being processed by the Department.
- Community Center Expansion: No updates.
- Mill Site: No updates.

- Mixed-Use Final Plan Amendment and Retail District Overlay: Draft changes to the retail uses in the downtown and along Center Blvd are currently under review with the Planning Commission.
- Climate Change Element: Work is underway with Staff and the Planning Commission. A climate change committee is currently being assembled to help inform the Commission on green house gas emissions and vehicle miles traveled as well as other carbon-reducing techniques.
- Affordable Housing: The Department Staff continues to work with the Council Community Development Committee on the development of a request for qualifications (RFQ) to find a suitable firm for the design and development of structure to support work force/affordable housing development.
- 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.



Finance Department

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October 2024

Enterprise Resource Planning System (ERP) Project – Tyler Munis

Phase 2 – Human Capital Management (i.e., Payroll, Human Resources, etc.)

The Department has made substantial progress towards the January 1, 2025, go-live date. During the month of October, the Payroll and HR team charged with implementing this phase of the project has conducted multiple in-house week-long sessions with the implementation consultant to resolve issues and work towards complete configuration of the system. In addition, they have trained the majority of employees on how to use the “Time and Attendance” program. The program provides employees the ability to enter their time, including leave and overtime hours, necessary to calculating payroll. The “Time and Attendance” program will replace the paper timecard process the City currently deploys.

2025-2026 Biennial Budget/End Year Budget Activities

The Department was able to land the budget with Council’s approval on October 3, 2024. In addition, the budget team has drafted two property tax ordinances, and worked through the month of October to meet with Departments to determine their anticipated year-end spending which is important to crafting the final amendment for the 2023-2024 Biennial Budget.

2021 Financial Statement Audit, 2021 Accountability Audit, and 2022 Report on Compliance with Coronavirus State and Local Fiscal Recovery Funds (SLFRF) Program Requirements

The Washington State Auditor’s Office (SAO) published a number of reports on October 14, 2024, describing the overall results and conclusions of the SAO for the audit years and areas examined. The SAO issued an unmodified opinion on the fair presentation of the City’s financial statements. In addition, the SAO noted that the City of Snoqualmie complied, in all material respects, with applicable state laws, regulations, and its own policies, and provided adequate controls over the safeguarding of public resources.

2024 Retroactive Payments for Snoqualmie Police Association (SPA) Members

The Department is working to complete 2024 retroactive payments for SPA members and has reached the review stage. Following the internal review period, to ensure the numbers are correct, the City will reach out to the union and work towards establishing a process to handle concerns regarding the calculated amounts.



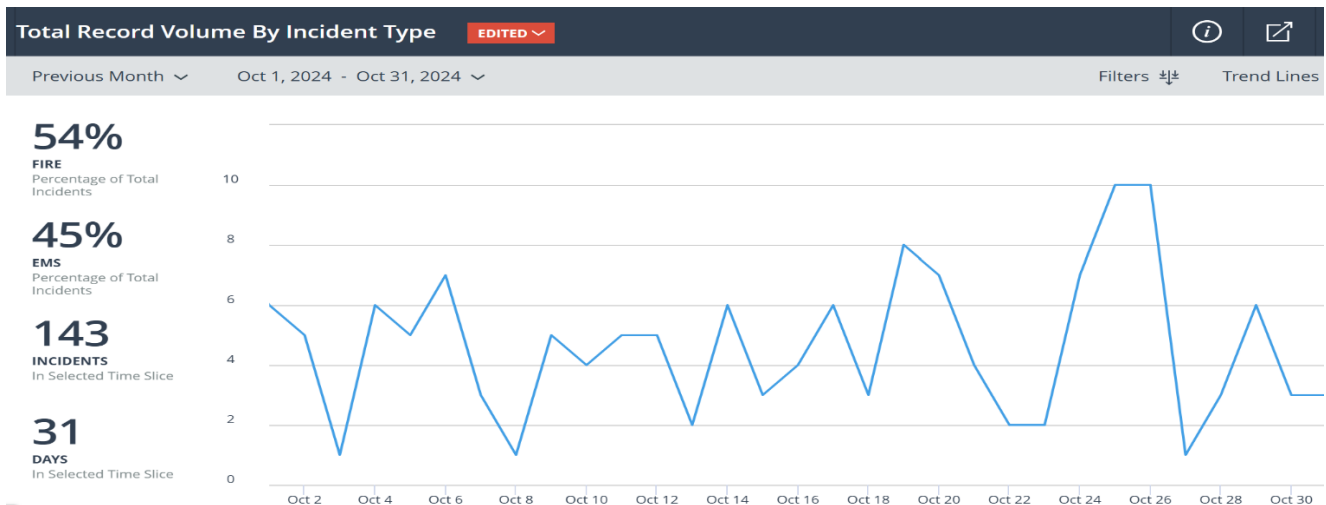
Fire Department

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Fire Department Activity October 2024

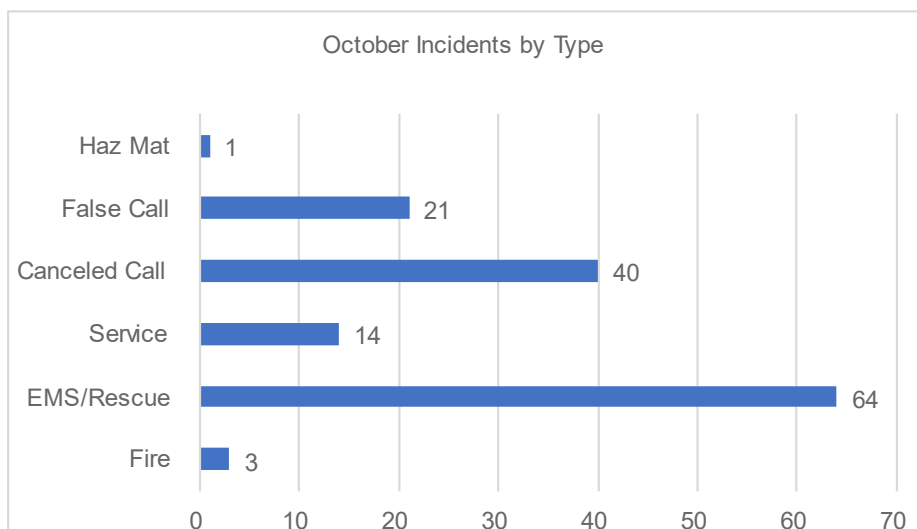
Incident Count October

The Fire Department responded to 143 incidents in October. 45% of the incidents were emergency medical services and 54% 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	16	16	1	0	0	0
Engine	7	12	1	1	0	0
Chief Officer	1	1	0	0	0	0
Total	24	29	2	1	0	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	1	3	5	1	2	
Engine	0	6	4	5	1	
Total	1	9	9	6	3	0

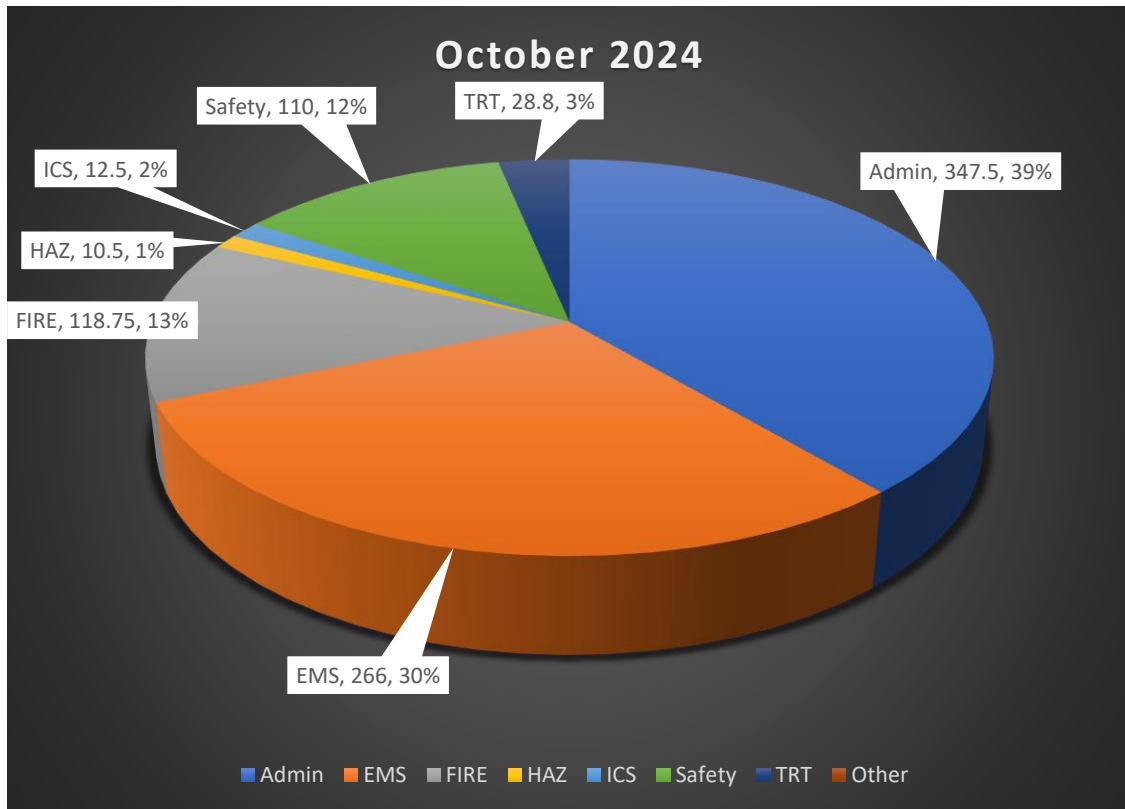
EMS Transports

The Fire Department responded to 64 EMS incidents in October and transported 28 patients to local hospitals. Patients were transported to Swedish Issaquah 36% of the time and Snoqualmie Valley Hospital 60% of the time. Of the transports, 6 were transports that originated from outside Snoqualmie's service area. (North Bend 4, Fall City 0)

Hospital	Week 1	Week 2	Week 3	Week 4	Week 5	Total
Overlake Hospital	0	1	0	0	0	1
Snoqualmie Valley Hospital	3	1	5	7	1	17
Swedish/Issaquah	2	4	4	0	0	10
Other	0	0	0	0	0	0
Total	5	6	9	7	1	28

Training:

Entry into the fall typically brings a return to training, specifically training that can be conducted indoors and online. This October is no exception, bringing an above-average volume of completions. During the month, crews trained for almost 900 hours, primarily focusing on company-level drills, high-risk events, and high-rise fire operations. The training covered all categories, with the majority being administrative (39%), followed closely by emergency medical services (30%). During the month, four of our volunteer members completed training centered on initial onboarding, and nine members started training to become aid vehicle operators. Other crews attended training for high-rise structure fires in preparation for the new casino hotel being built just outside the city limits, as well as scenario-driven training to be able to respond to swiftwater incidents involving imminent rescue safely. The following chart compares the training hours by type:



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

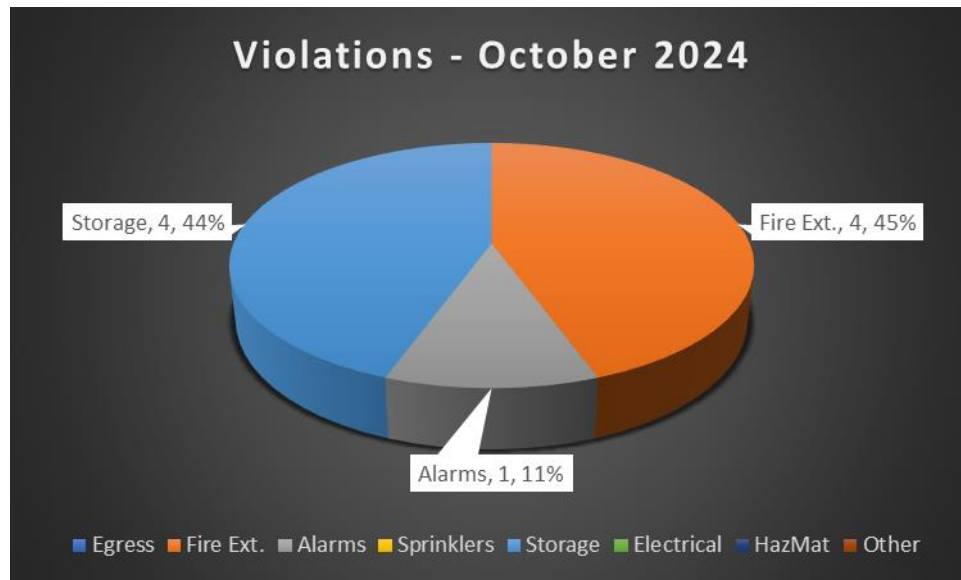
Training – Highlights/Major Topics:

- High-rise operations
- Incident Command System
- New member orientation
- Strategic Planning
- Forcible entry
- Firefighter – Hose evolutions
- Vehicle Rescue
- Fire Service Leadership
- Safety – State-mandated safety training, firefighter line-of-duty death reviews
- Technical Rescue – Swiftwater rescue operations.

Community Risk Reduction

Inspections

Fire crews conducted fire and life safety occupancy inspections in October, focusing on occupancies identified as places business (B) and educational (E) occupancies. Six (6) inspections were completed, noting nine (9) violations. The violations reflected a continued inspection practice and keeping occupants informed of what constitutes a code violation and how to proactively prevent the issue. Most infractions were resolved within 14 days, and others were remedied while crews were onsite. The following chart is a view of the monthly inspection violations:



Public Education

October public education and outreach reported the following activities:

- 3 – Mount Si High School Football Standby events
- 7 – Classroom presentations (fire safety), 328 students contacted
- 1 – city-sponsored Halloween event
- 1 – Fire Department sponsored Halloween event

Volunteer Activity

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

- 29 duty Shifts
- 44 calls responded to
- 549 total hours spent volunteering.

Volunteer Staffing

- 12 rostered volunteers
 - One volunteer resigned due to time constraints
 - All 4 of the newest volunteers have finished their initial check-offs and are ready to sign up for shifts and respond.



Human Resources Department

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October 2024

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 as we continue towards our go-live date in mid December. I would like to give a shout out to HR Analyst, Heather Florida, for shouldering the biggest burden of this project for the HR department these last few months.

HUMAN RESOURCES

Recruitment

We've had some new faces walking around the city this last month and are happy to welcome them! We have a new Records Tech and three new entry level police officers at the Police Department. There are currently only two police officer openings as we continue to search for our next School Resource Officer. We've had two new firefighters start this month and they are off and running. The additional three firefighters are in backgrounds and we are hoping for boots on the ground in early January to fully staff our first responders! In addition to these new employees, the CD and IT department also welcomed a new Senior Planner and Systems Engineer! The City Attorney recruitment wrapped up with a stellar new hire, Dena Burke, who will start with us in early December. There are minimal open positions around the city currently, as we continue to focus our efforts on retention and employee satisfaction.

Union Negotiations

Initial meetings have been scheduled to start IAFF negotiations in January 2025.

Employee Recognition/Activities/Training

The last month saw our employees participate in a couple different training sessions. The PPW department participated in a Bloodborne Pathogen training, facilitated by our own VFF Robert Angrisano. This training also included a refresher on opioid overdose training in which employees were given a dose of Narcan to have with them if ever needed. The city hall employees received a building safety training that included a detailed tour of the building, escape routes, and basic fire extinguisher training. Employees enjoyed an apple cider social held on Halloween with many employees in festive costumes. Planning for the annual employee recognition event, Mayor's Breakfast, is underway and nominations to recognize a fellow employee have been requested.

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 legal review.



Information Technology Department

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October 2024

Dear City Council,

The IT Department has been getting many of our systems ready for the Network Modernization project you approve to move forward. The team continues to improve at a steady pace. They are nervous, but still excited about this project moving along!

Here are some updates for the month of October:

- We are hovering around 40 open tickets. The average number of tickets is slowly dropping. Our goal is to create more confidence in our staff to let us know when something is wrong. There is still quite bit to do, but the staff and IT team is showing signs that we are on the right track. Unreported problems or those that did not get resolved in the past are being reported to the team. This is a good sign that our City of Snoqualmie staff is beginning to trust the team to get this resolved!
- The Council Chambers AV Project is complete. We have a user guide distributed and have offered training session for staff that are interested.
- The network infrastructure modernization project that Council approved earlier this month is making progress. We are getting our systems and spaces ready for new equipment. The official project kick-off will be in early November.
- The Fire Station pilot phone system is coming to a close. The last few phones have been mounted and we are working with our service providers to get support on one last piece in the process.
- The Wi-Fi and firewall upgrades are moving forward with the network modernization.

We will have more details on projects that are coming including:

- Simplifying our service desk to better serve our users.
- Extending the cloud VOIP pilot to all City of Snoqualmie locations
- Restructuring and updating our server infrastructure
- Restructuring our IT team responsibilities

Thank you for your continued support as the IT Department continues to rebuild!



PARKS & PUBLIC WORKS DEPT.

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Monthly Report – October 2024

Public Works General/CIP Projects:

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 have worked through most of the bugs in the startup process, and except for a few minor items with the mobile application the system appears to be working smoothly. Parks and Public Works has processed 966 separate work orders in the last month and over 1,900 work orders since implementation.

Road Maintenance and Repair: Planning and engineering have begun for next summer's paving, utility infrastructure, and road maintenance projects.

Kimball Creek Bridges: Started on 07/29/24 and is anticipated to be completed by 12/30/24. Repairs on both bridges is complete. Paving is scheduled to be completed on Meadowbrook Way the week of 11/4/24. Guardrails, signage, striping and landscape restoration will be finished in the next couple weeks with the roadway opening soon after.

384th Sewer/Sidewalk: The contractor has completed the sewer work and the new system is fully operational. Sidewalk construction is ongoing; contractor is currently working on a new modular block wall to support the sidewalk and stormwater improvements.

Splashpad: Construction is continuing through the Fall season with completion anticipated in December 2024.

Water Reclamation Facility: Construction improvements on the first Oxidation Ditch is completed. Commissioning on the first ditch has been successful and the new system is working as well or better than anticipated. The contractor is now working on Ditch 2 and is on-schedule for completion in early 2025. Project completion is anticipated for Spring of 2025.

Reclaimed Irrigation Reservoir: 60% plans and specifications have been submitted for review. Property acquisition and permitting remain on schedule. Construction is anticipated to begin in Autumn 2025 with project completion on or before June 30, 2026.

Staffing: Urban Forestry/Stormwater Department is down one staff member as a result of Phil Bennett's advancement to Deputy Director. We are working to fill the position before the end of this year.

Wastewater Division

- Startup and commissioning of the WRF-3 upgrades continues. Initial performance data indicates a successful design with improved capacity and operational efficiency.
- Wastewater Division lost one staff member in the last month, but was successful in hiring a replacement. Matt Miller is a former employee in the Wastewater Division and will return to the department after a couple years in Montana. He brings a wealth of knowledge and skills back to the department and is a huge upgrade over the operator he replaces.

Water Division

- Pump replacements have been completed at the Winery and 599 pump stations.
- A new automated Pressure Reducing Valve (PRV) has been installed at Canyon Springs. This new device will allow for frequent adjustments of system flow and pressure while eliminating the need to enter a confined space.
- Lead and Copper service line report has been completed and submitted to the Dept of Health

Parks & Streets Division:

- Weekly mowing, weeding, edging, cleaning of parks is winding down heading into the Winter season.
- Winter Cleanup activities beginning with leaf collection and street sweeping.
- 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.
- Surface grading at Gateway Park has been completed in preparation for Christmas Tree and other events
- Street crew continues with gravel alleys maintenance in preparation for winter wet season.
- Tables and chairs at railroad park boardwalk will be stored for the winter and the boardwalk will be pressure washed to alleviate slippery conditions over the winter.
- Parking lot striping at the YMCA will be completed the week of 11/4/24.
- Gutter replacement at several park structures will be completed in November and December.

Fleet & Facilities Division:

Fleet

- City fleet logged >39,300 miles driven in October.
- 24 preventative maintenance work orders completed
- 39 other work orders completed
- Replacement #606 Fire Pickup placed into service

Facilities

- Daily checks on City building mechanical, electrical and HVAC systems
- 21 work orders completed
- Completed Annual Fire Panel/Alarm testing at major Facilities
- Completed replacement of gutters and add snow fences at Public Works

Stormwater & Urban Forestry Division

- Green Snoqualmie Day Event was a success – 54 people participated in planting 450 trees and shrubs; 2 new Urban Forest Stewards recruited!
- 138 new street trees planted, staked, composted and mulched.
- 1 Stormwater control gate repaired at Osprey Pond.
- Stormwater Pond maintenance continues – a contractor has been hired to help catch up with vegetation trimming for 6 ponds with 3 ponds completed.
- Completed sediment removal from parkway bioswales for this year
- 14 stormwater ponds inspected
- Division is down one staff member due to promotion of Phil Bennet as Deputy Director; recruitment is ongoing to find a replacement.
- 6 Storm responses - high winds and downed trees removed to clear ROW.

Department of Corrections Crew Work for October 2024

*** Note: DOC had 7 workdays this month***

Work completed at various sites:

Storm pond vegetation maintenance: 6-days of work. Total of 1.85 acres of vegetation removed.

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]

Swenson W1 [Vaughan]; Oct 1

Chipped all vegetation cut from September

Kinsey NC1; Oct 15

Trash clean-up throughout entire area. 10 large bags

Isley 2 ED4A; Oct 8, 10, 15, 18

Vegetation

Autumn K1/K2; Oct 18

Removed fencing thrown into pond due to vandalism. 20+ rails

Frontier 2; Oct 22, 29

Vegetation, fort removal from dry pond c



Snoqualmie Police Department

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October 2024

Calls for Service

	Sept 2024	Oct 2024	Oct 2023
Snoqualmie	481	540	647
North Bend	526	530	468

Average Response Times (in minutes & seconds)

Oct	Priority 1	Priority 2	Priority 3
Snoqualmie	1:16	3:54	5:45
North Bend	2:15	4:17	5:04
Sept			
Snoqualmie	4:30	2:45	6:23
North Bend	5:52	4:30	5:18

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.

Oct	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	5	0	1
North Bend	7	6	1
Sept	Thefts	Vehicle Prowls	Vehicle Thefts
Snoqualmie	6	4	1
North Bend	16	14	1

Year to Date Theft Comparison

Oct 1 – 31

Snoqualmie	2024	2023
Thefts	5	12
Vehicle Prowls	0	5
Vehicle Thefts	1	4
North Bend	2024	2023
Thefts	7	21
Vehicle Prowls	6	6
Vehicle Thefts	1	4

Crisis Intervention Contacts

	2024		2023	
	Oct	YTD	Oct	YTD
Snoqualmie	4	311	10	213
North Bend	6	14	2	28

Items of Importance

Command Staff – Vacancies: 0.
Patrol – One exceptional hire started Oct. 1, in FTO status. Another officer recruit continues in FTO status. Two officer recruits continue in Academy. One officer recruit started Nov. 1. Vacancies: 2.
Administrative Staff – Records Technician started Nov. 1. Vacancies: 0.

Mental Health Professional Contacts

	2024		2023	
	Oct	YTD	Oct	YTD
Snoqualmie	0	93	21	263
North Bend	3	77	15	125

Community Events

Oct. 26 – Trick or Treat on Snoqualmie Ridge, Halloween in Downtown Snoqualmie
 Oct. 31 - Halloween
 Nov. 13 – Chat with the Chiefs (North Bend)

Public Records Requests

Oct 2024	41
2024 YTD	500