Virtual:
https://us02web.zoom.us/j/88609861641?pwd=VThPbGMzb1lGaWhkYjVEW
Wo1VnptQT09
Meeting ID: 886 0986 1641
Passcode: 306267
+12532158782,,88609861641#
+16699006833,,88609861641#

Due to the extraordinary public health circumstances related to the ongoing COVID-19 (coronavirus) outbreak, participation in this meeting will be telephonic. All board members will participate remotely, as will any members of the public who wish to attend.

5:30	*Action*	1. Call to Order – Mindy Au Agenda Approval Public Comment – *public may sign up to address the board for up to 2 minutes on matters on this agenda*
5:32	*Approval*	2. Consent Agenda Resolution • Approve April Meeting Minutes • Accept Q1 2022 Financial Reports • Approve Resolution re: HDC Charity Federation • Approve May Concurrence Requests 3. Resident Survey Results – Marc Le, An Huynh and Auriza Ugalino

5:45	*Discussion/ Approval*	4. Board Business
		 • Committee Updates
		     • Transition Committee – Cindy Ju
		     • Community Initiatives – Tiernan Martin
		     • Committee work plans – Mindy Au
		
		 • Changes to Open Public Meetings Act – Mindy Au
		
		 • Good of the Order – Mindy Au

6:30	*Action*	5. Adjourn – Mindy Au

**Executive sessions may be held:

☐ Lease or purchase of real estate if there's a likelihood that disclosure would increase the price

☐ Negotiations on the performance of a publicly bid contract

☐ Qualifications of an application for public employment

☐ Agency enforcement actions (requires legal counsel present)

☐ Legal risks of current or proposed action (requires presence of legal counsel)

☐ Consideration of the minimum offering price for sale or lease of real estate if there's a likelihood that disclosure would decrease the price.

☐ Complaints or charges brought against a public officer or employee

☐ Performance of a public employee

☐ Current or potential litigation (requires legal counsel present)

The mission of the Seattle Chinatown International District Preservation and Development Authority (SCIDpda) is *to preserve, promote, and develop the Seattle Chinatown International District as a vibrant community and unique ethnic neighborhood.*

1

Resolution 22-05-17-01

RESOLUTION OF SEATTLE CHINATOWN INTERNATIONAL DISTRICT PRESERVATION AND DEVELOPMENT AUTHORITY

We, the Board of the Seattle Chinatown International District Preservation and Development Authority, via consent agenda:

- Approve April Meeting Minutes
- Accept Q1 2022 Financial Reports
- Approve Resolution re: HDC Charity Federation
- Approve May Concurrence Requests

_____   _____

Board President   Date

_____   _____

Board Secretary   Date

SCIDpda Board Meeting Minutes
April 20th, 2022
Virtual:
https://zoom.us/j/88609861641
+1 (253) 215.8782 , 88609861641#
+1 (669) 900.6833 , 88609861641#

The April 2022 SCIDpda board meeting was hosted virtually via a Zoom conference.

Board Present (via Phone Conference Call-in): Mindy Au, Casey Huang, Jerilyn Young**,** Wayne Lau, David Della, Aileen Balahadia, Phillip Sit, Miye Moriguchi, May Wu, Tiernan Martin, Lisa Nitze, Cindy Ju

Staff Present: Vern Wood, Jamie Lee, Jared Jonson, Jody McCorkle, Naomi Saito, Joseph Guanlao, Josh Park, Janet Smith

Guests present: Binko

1. **Call to Order**

The meeting was called to order by Mindy Au, Board Chair, at 12:01 PM.

Public Comment – public may sign up to address the board for up to 2 minutes on matters on this agenda. No public comments were submitted to the board.

2. **Consent Agenda Resolution**

Resolution 22-04-20-01: We, the Board of the Seattle Chinatown International District Preservation and Development Authority Board, via consent agenda:

- Approve March Meeting Minutes
- Accept March 2022 Expenditure Reports
- Accept Q1 2022 Dashboard Reports
- Approve Resolution re: Denise Louie Option Agreement
- Approve April Concurrence Requests

Moved: Lisa Nitze
Seconded: David Della

Board Approved: Mindy Au, Casey Huang, Jerilyn Young**,** Wayne Lau, David Della, Aileen Balahadia, Phillip Sit, Miye Moriguchi, May Wu, Tiernan Martin, Lisa Nitze, Cindy Ju

Abstained: 0
Absent: 1

Resolution was approved.

3. **Real Estate Development – Jared Jonson**

- Jared Jonson reviewed the YFH construction update shared with board members in the board packet.

4. **Board Business**
   - **Sound Transit – Tiernan Martin**
     - o Board members were given time to disclose conflicts of interest and step into the waiting room for the resolution discussion.
     - o Tiernan Martin gave a presentation reviewing the WSBLE DEIS. Tiernan gave a brief overview of each of the station alternatives as well as how they are addressed in the comment letter. Tiernan gave a timeline of how comments will be reviewed and decisions made by Sound Transit.
     - o Tiernan and staff answered board member questions and responded to feedback.

Resolution 22-04-20-03: We, the Seattle Chinatown International District Preservation and Development Authority Board of Directors, approve the Interim Executive Director and Board President to submit comments on the Draft Environmental Impact Statement (DEIS) for the West Seattle to Ballard Link Extensions Project (WSBLE), notice of which was issued on January 28, 2022.

Moved: David Della
Seconded: Wayne Lau

Board Approved: Mindy Au, Casey Huang, Jerilyn Young**,** Wayne Lau, David Della, Aileen Balahadiawas, May Wu, Tiernan Martin, Cindy Ju

Abstained: 3
Absent: 0

Resolution was approved.

- **Community Initiatives – Lisa Nitze**
  - o Lisa Nitze and Joseph Guanlao gave an update on sponsorship progress for the 2022 Annual Fundraiser. Lisa gave quick updates on URMs and public safety.
- **Transition Committee – Cindy Ju**

- o Cindy Ju informed the board that the committee has moved forward with using an executive search firm. The committee will be interviewing two firms and deciding on which firm to use in the coming weeks.

5. **Adjourn**

The meeting was adjourned by Mindy, Board Chair, at 12:48 p.m.

SCIDpda Consolidated
Balance Sheet (With Period Change)

Period = Jan 2022-Mar 2022

Book = Accrual ; Tree = .fc_bs

PDA Reporting=PDA Admin,Community Initiatives,Hinghay,Properties,Property Mgmt/Maint,
Other Legal Holdings;

	Balance Current Period	Beginning Balance	Net Change
ASSETS			
CURRENT ASSETS			
CASH & CASH EQUIVALENTS			
Cash & Cash Equivalents	7,589,367	7,391,777	197,590
Investments	69,604	69,586	17
Restricted Cash	4,990,231	4,771,541	218,690
Restricted Investments	130,867	130,835	32
TOTAL CASH & CASH EQUIVALENTS	12,780,069	12,363,740	416,329
ACCOUNTS RECEIVABLE			
Accounts Receivable - Net	468,530	891,107	-422,577
Deferred Rent Receivable	861,517	861,517	0
TOTAL ACCOUNTS RECEIVABLE	1,330,047	1,752,624	-422,577
OTHER RECEIVABLES			
Note Receivable	1,754,139	1,604,740	149,399
Other Receivables	48,425	28,561	19,864
TOTAL OTHER RECEIVABLES	1,802,563	1,633,300	169,263
DEPOSITS & PREPAIDS			
Prepaid Insurance	42,793	23,396	19,397
Prepaid Expenses & Deposits	381,669	326,768	54,901
TOTAL DEPOSITS & PREPAIDS	424,462	350,164	74,298
TOTAL CURRENT ASSETS	*16,337,141*	*16,099,828*	*237,313*
LONG-TERM ASSETS			
PROPERTY			
Property - Net Accum. Depreciation	33,803,388	34,185,033	-381,645
TOTAL PROPERTY	33,803,388	34,185,033	-381,645
FIXED ASSETS			
Furniture Fixtures & Equipment - Net Accum. Depreciation	165,619	172,251	-6,632
TOTAL FIXED ASSETS	165,619	172,251	-6,632
TOTAL LONG-TERM ASSETS	*33,969,008*	*34,357,284*	*-388,276*

Balance Sheet (With Period Change)

Period = Jan 2022-Mar 2022

Book = Accrual ; Tree = .fc_bs

PDA Reporting=PDA Admin,Community Initiatives,Hinghay,Properties,Property Mgmt/Maint,
Other Legal Holdings;

|	Balance Current Period	Beginning Balance	Net Change
OTHER ASSETS			
OTHER ASSETS			
Other Receivables	2,591,033	2,647,210	-56,177
Investments in & Deposits with Other Entities	5,139,229	5,106,729	32,500
Development Projects	4,651,764	4,554,975	96,789
TOTAL OTHER ASSETS	12,382,027	12,308,914	73,112
TOTAL OTHER ASSETS	**12,382,027**	**12,308,914**	**73,112**
TOTAL ASSETS	**62,688,176**	**62,766,027**	**-77,851**
LIABILITIES & CAPITAL			
LIABILITIES			
CURRENT LIABILITIES			
PAYABLES & OBLIGATIONS			
Accounts Payable	354,663	484,000	-129,337
Prepaid Rent	51,214	40,531	10,683
Current Portion Due of Mortgages & Other Obligations	1,194,612	1,194,612	0
Taxes & Benefits Payable	1,064	2,670	-1,606
TOTAL PAYABLES & OBLIGATIONS	1,601,552	1,721,813	-120,260
ACCRUED EXPENSES			
Accrued Expenses	1,740,413	1,732,220	8,192
TOTAL ACCRUED EXPENSES	1,740,413	1,732,220	8,192
TOTAL CURRENT LIABILITIES	**3,341,965**	**3,454,033**	**-112,068**
LONG-TERM LIABILITIES			
MORTGAGES & OTHER OBLIGATIONS			
Loan Payable	30,087,939	30,025,975	61,964
Deferred Inflow of Resources - Net Accum. Amortization	287,149	294,956	-7,806
TOTAL MORTGAGES & OTHER OBLIGATIONS	30,375,088	30,320,931	54,157
TOTAL LONG-TERM LIABILITIES	**30,375,088**	**30,320,931**	**54,157**

Balance Sheet (With Period Change)

Period = Jan 2022-Mar 2022

Book = Accrual ; Tree = .fc_bs

PDA Reporting=PDA Admin,Community Initiatives,Hinghay,Properties,Property Mgmt/Maint,
Other Legal Holdings;

	Balance Current Period	Beginning Balance	Net Change
OTHER LIABILITIES			
Security Deposit Liability	150,864	149,246	1,618
Other Liabilities	651,784	726,792	-75,008
Deferred Rent Payable	626,522	626,522	0
TOTAL OTHER LIABILITIES	*1,429,169*	*1,502,560*	*-73,390*
TOTAL LIABILITIES	**35,146,222**	**35,277,524**	**-131,301**
CAPITAL			
Retained Earnings	27,541,953	27,488,503	53,450
TOTAL CAPITAL	**27,541,953**	**27,488,503**	**53,450**
TOTAL LIABILITIES & CAPITAL	**62,688,176**	**62,766,027**	**-77,851**

SCIDpda Consolidated – Q1 2022 Financial Summary

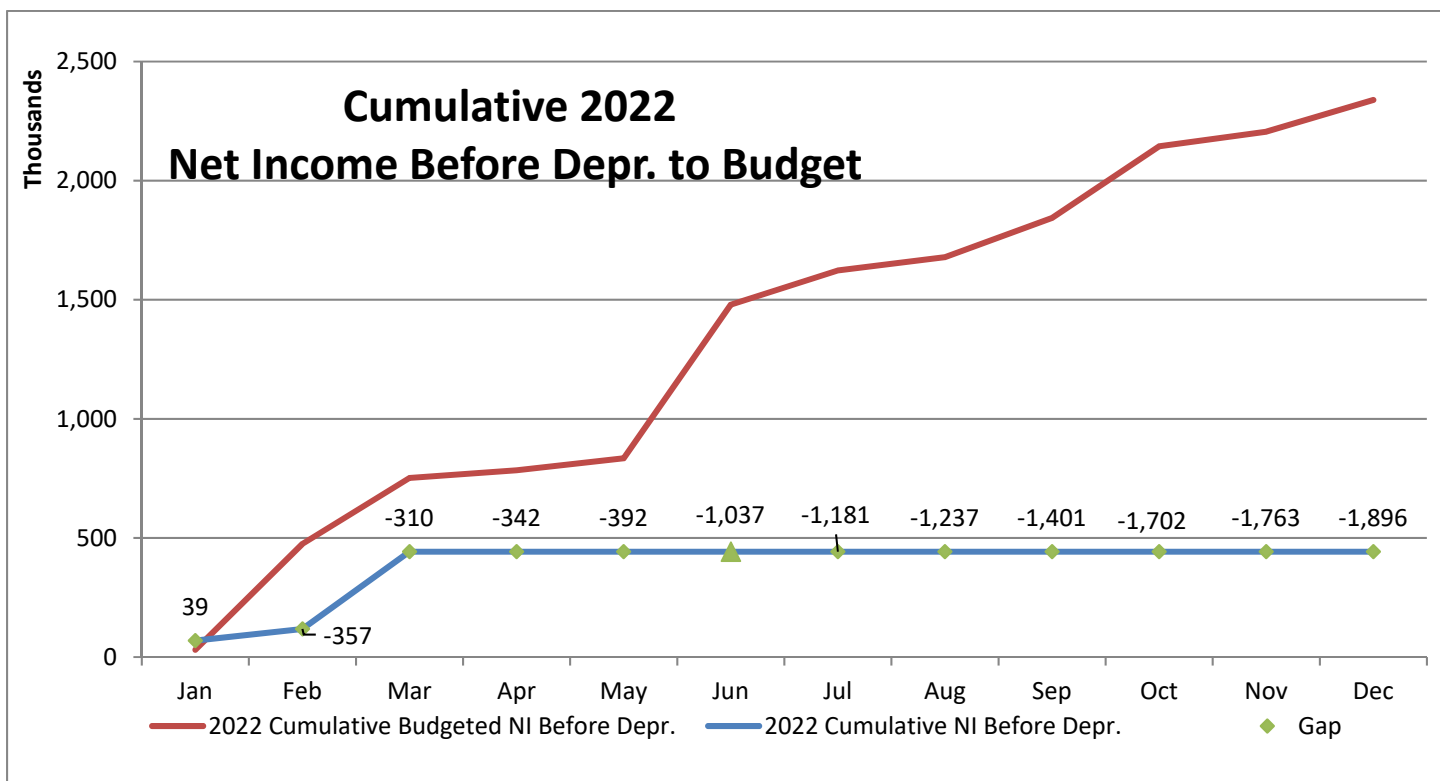## Consolidated PDA Revenue
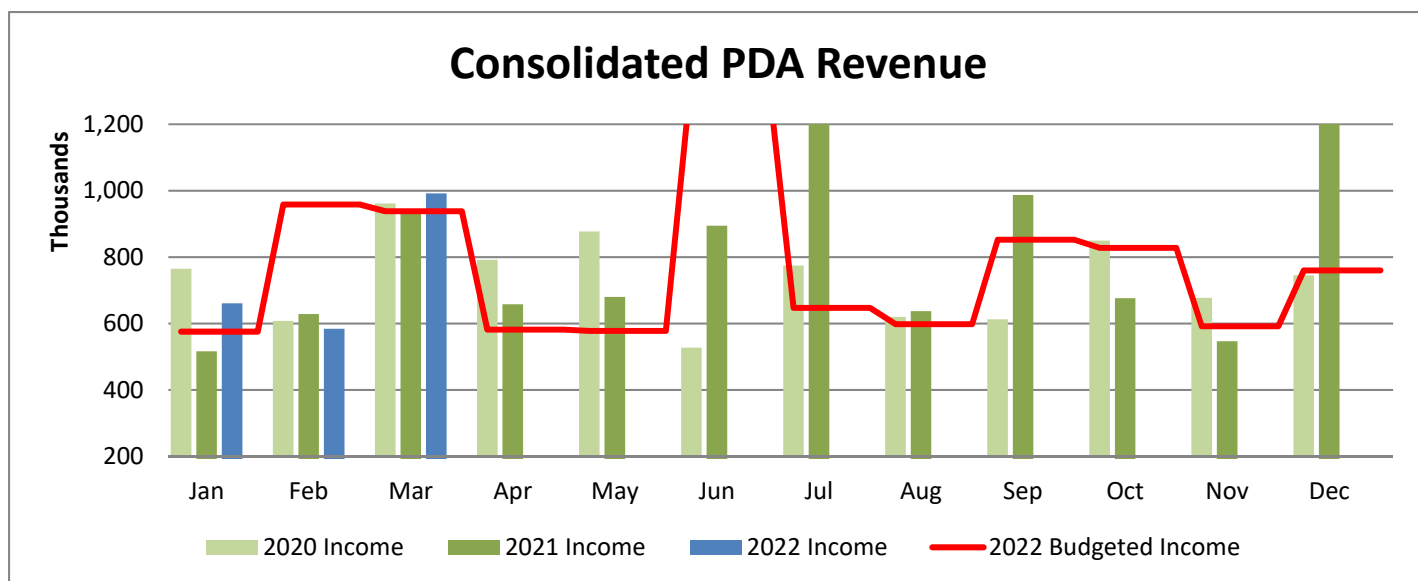
Revenues net of fundraising and grant program expenses through Q1 2022 were $236K under budget for the entire organization. Net Rent Income was $162K favorable to budget due largely to $105.5K in Legal Holdings Rent Income and $67K in Commercial Bad Debt Recovery. $105.5K in Legal Holdings is at New Central Master Tenant, intended to be dissolved and therefore not budgeted for, and is offset by equally unfavorable variance in Rent Expense as it is simply a pass-thru from Commercial and Residential to Hotel. $67K in Commercial Bad Debt Recovery reflects collection of past-due amounts. Net Rent Income favorable variance was overshadowed by $436K unfavorable variance in Fundraising Income due mostly to two grants that have not yet been received, $385K Dept. of Commerce grant for North Lot which Josh has been endeavoring to bill against and $75K for Property Management's Resident Services Program.
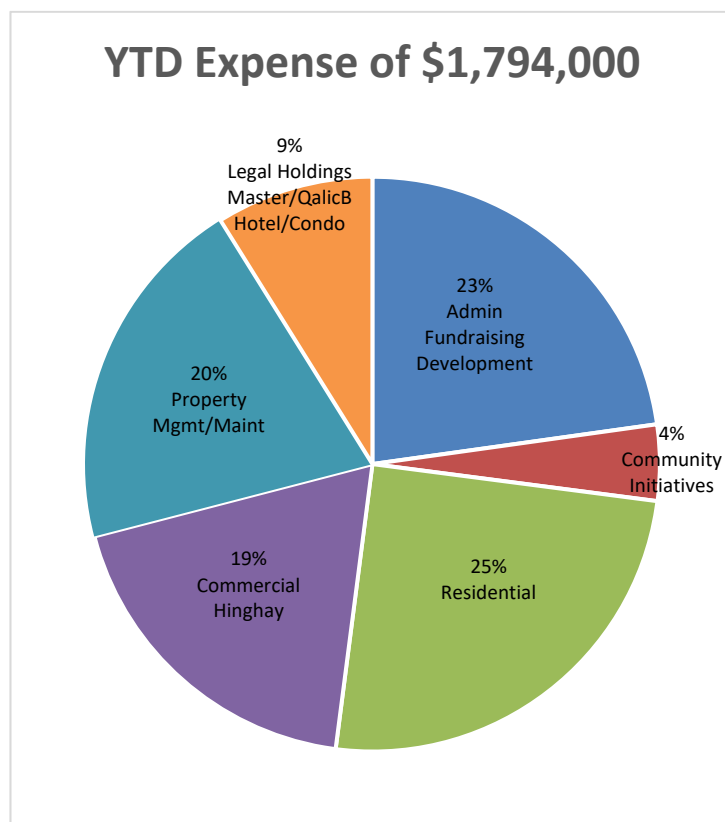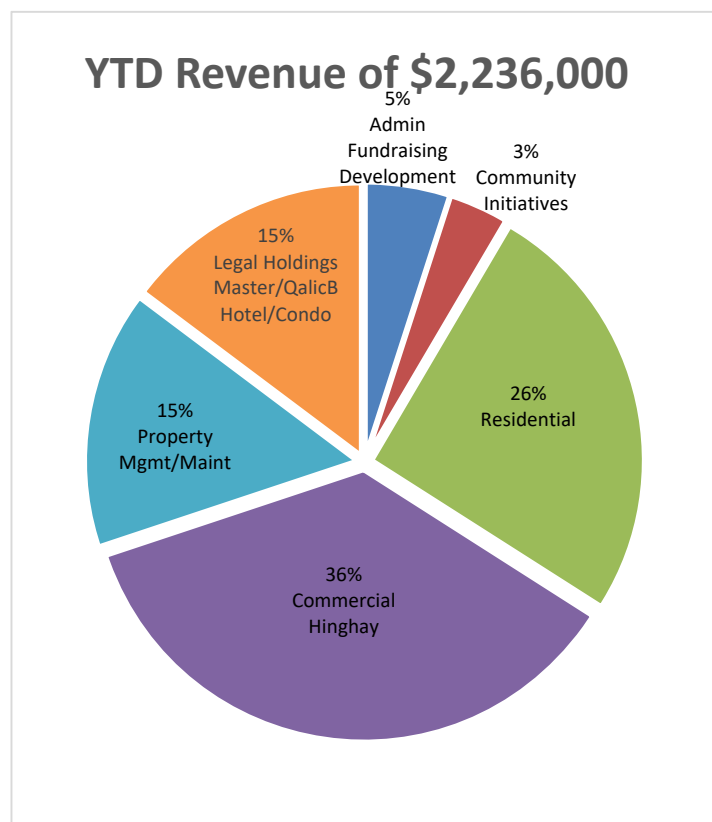
Consolidated PDA Expense
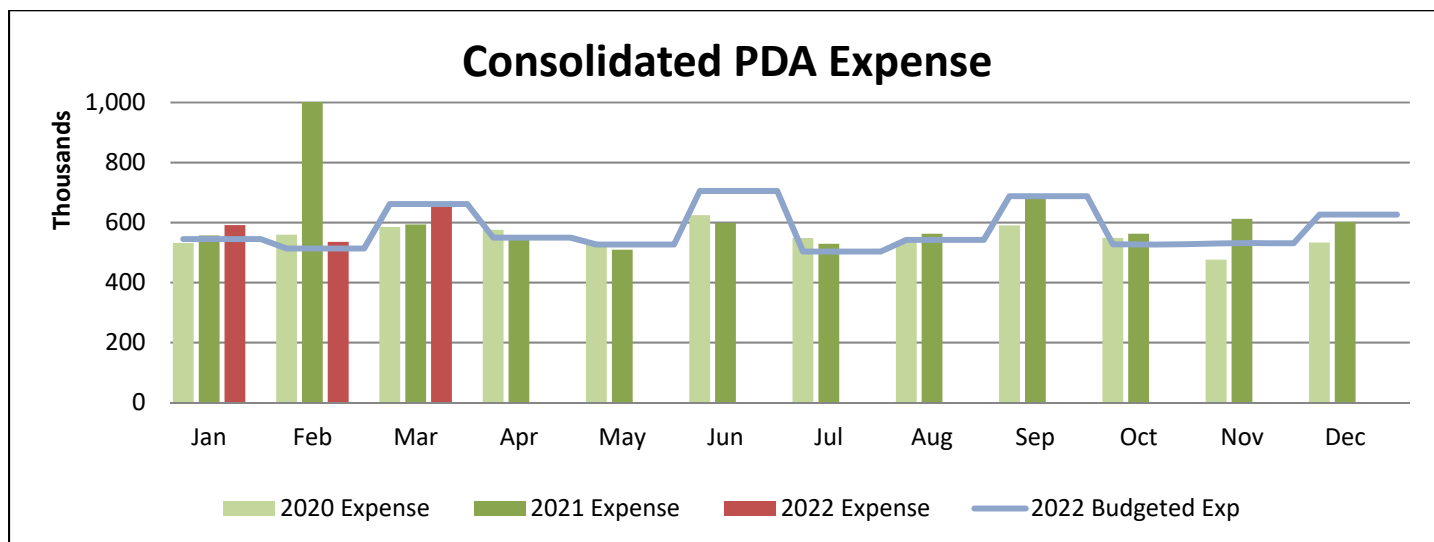
Expenses through Q1 2022 were $73K over budget for the entire organization. Rent Expense was unfavorable to budget by $105.5K in Legal Holdings, again at New Central Master Tenant and offsetting an equally favorable variance in Rent Income. Salaries were $44K unfavorable to budget largely due to a timing and calculation issue in which Maiko's large PTO balance payout in March was figured into the month-end payroll accrual; this is reversed and therefore corrected in April. Offsetting these unfavorable variances, Maintenance was $50K favorable to budget with less residential WO and UTO expense and higher commercial recovery than expected.

Cumulative 2022 Net Income Before Depr. to Budget

Gap values by month: 39, -357, -310, -342, -392, -1,037, -1,181, -1,237, -1,401, -1,702, -1,763, -1,896

Legend: 2022 Cumulative Budgeted NI Before Depr. — 2022 Cumulative NI Before Depr. — Gap

As a result, our NOI before Depreciation was $442K, which was $310K under budget through Q1 2022.

Visual Breakout of Revenue and Expenses by Department through Q1 2022

YTD Revenue of $2,236,000
- 5% Admin Fundraising Development
- 3% Community Initiatives
- 26% Residential
- 36% Commercial Hinghay
- 15% Property Mgmt/Maint
- 15% Legal Holdings Master/QalicB Hotel/Condo

YTD Expense of $1,794,000
- 9% Legal Holdings Master/QalicB Hotel/Condo
- 23% Admin Fundraising Development
- 4% Community Initiatives
- 25% Residential
- 19% Commercial Hinghay
- 20% Property Mgmt/Maint

PDA Reporting Comparison Income Statement

Book = Accrual ; Tree = .fc_is_report_ne

Benchmark Reporting=Residential,Commercial,Community Initiatives,Administration,Property Mgmt/Maint,Other;

	Admin/Fundraising/Dev			Community Initiatives			Residential			Commercial/Hinghay			Property Mgmt/Maint			Legal Holdings QalicB/Hotel			Total SCIDpda		
	Actual	Total Budget	Variance Fav (Unfav)	Actual	Total Budget	Variance Fav (Unfav)	Actual	Total Budget	Variance Fav (Unfav)	Actual	Total Budget	Variance Fav (Unfav)	Actual	Total Budget	Variance Fav (Unfav)	Actual	Total Budget	Variance Fav (Unfav)	Total SCIDpda	Total Budget	Variance Fav (Unfav)
REVENUE																					
RENT INCOME																					
Rent	0	0	0	0	0	0	574,330	571,560	2,770	685,084	685,026	58	0	0	0	330,001	224,500	105,501	1,589,415	1,481,086	108,330
Vacancies	0	0	0	0	0	0	(10,182)	(3,022)	(7,160)	(32,900)	(22,100)	(10,800)	0	0	0	0	0	0	(43,082)	(25,122)	(17,960)
Concessions and Bad Debt	0	0	0	0	0	0	4,496	0	4,496	63,217	(3,857)	67,074	0	0	0	0	0	0	67,713	(3,857)	71,570
NET RENT INCOME	0	0	0	0	0	0	568,644	568,538	106	715,401	659,069	56,333	0	0	0	330,001	224,500	105,501	1,614,046	1,452,107	161,940
TOTAL OTHER RENTAL INCOME	0	0	0	0	0	0	0	0	0	54,605	53,594	1,011	0	0	0	0	0	0	54,605	53,594	1,011
TOTAL SERVICE INCOME	28,701	29,412	(711)	0	0	0	0	0	0	7,189	4,271	2,919	343,337	325,350	17,987	0	0	0	379,227	359,033	20,194
TOTAL OTHER INCOME	34,822	34,609	213	14,086	0	14,086	2,980	2,695	284	878	488	390	0	0	0	0	0	0	52,765	37,792	14,973
TOTAL INTEREST INCOME	13,657	12,045	1,612	0	0	0	271	531	(260)	23,782	23,739	43	0	0	0	16	22	(7)	37,727	36,337	1,389
Grants	0	385,000	(385,000)	124,642	120,313	4,329	0	0	0	0	0	0	0	75,000	(75,000)	0	0	0	124,642	580,313	(455,671)
LESS Grant Program Expense	0	0	0	(63,909)	(118,733)	54,824	0	0	0	0	0	0	0	0	0	0	0	0	(63,909)	(118,733)	54,824
Other Fundraising	34,027	0	34,027	3,221	72,033	(68,812)	0	0	0	0	0	0	0	0	0	0	0	0	37,248	72,033	(34,785)
TOTAL FUNDRAISING INCOME	34,027	385,000	(350,973)	63,954	73,613	(9,659)	0	0	0	0	0	0	0	75,000	(75,000)	0	0	0	97,981	533,613	(435,632)
TOTAL REVENUE	111,207	461,066	(349,859)	78,040	73,613	4,427	571,895	571,764	130	801,855	741,160	60,695	343,337	400,350	(57,013)	330,017	224,522	105,494	2,236,351	2,472,476	(236,125)
EXPENSES																					
ADMINISTRATIVE																					
Professional Fees & Consulting	24,024	41,111	17,088	749	2,131	1,382	8,814	9,085	271	8,412	12,069	3,657	0	0	0	3,516	3,519	3	45,514	67,915	22,401
Rent Expense	12,399	12,771	372	0	0	0	49,950	49,950	0	185,002	185,317	315	2,205	2,205	0	105,501	0	(105,501)	355,057	250,243	(104,814)
Salaries	273,416	245,841	(27,575)	75,549	75,190	(359)	40,262	38,925	(1,337)	13,498	14,729	1,231	334,722	319,133	(15,589)	0	0	0	737,447	693,818	(43,629)
Other Admin Expenses	24,382	28,318	3,936	308	1,450	1,142	8,209	8,794	585	8,089	9,359	1,270	3,085	11,296	8,210	140	70	(70)	44,213	59,286	15,073
TOTAL ADMINISTRATIVE	334,220	328,041	(6,179)	76,606	78,771	2,165	107,236	106,754	(482)	215,001	221,474	6,473	340,012	332,634	(7,378)	109,157	3,589	(105,568)	1,182,231	1,071,262	(110,969)
TOTAL MANAGEMENT FEE	186	180	(6)	193	0	(193)	47,538	46,188	(1,350)	66,899	50,727	(16,172)	20,600	20,029	(571)	0	0	0	135,417	117,124	(18,293)
TOTAL MAINTENANCE	8,119	14,428	6,309	0	0	0	112,712	135,068	22,356	11,840	32,913	21,073	546	948	402	0	0	0	133,217	183,357	50,141
TOTAL UTILITIES	10,704	3,873	(6,831)	0	0	0	105,349	103,935	(1,414)	2,860	12,864	10,004	336	306	(30)	0	0	0	119,248	120,978	1,730
TOTAL TAXES	69	63	(6)	(83)	0	83	1,793	7,119	5,327	1,510	929	(582)	21	21	0	0	0	0	3,310	8,132	4,822
TOTAL INSURANCE	2,955	2,292	(663)	0	0	0	28,659	28,995	336	6,252	7,268	1,017	360	249	(111)	0	0	0	38,225	38,804	579
TOTAL PROGRAM EXPENSES	1,494	3,000	1,506	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,494	3,000	1,506
TOTAL OPERATING EXPENSES	357,746	351,877	(5,869)	76,716	78,771	2,055	403,287	428,059	24,772	304,362	326,175	21,813	361,875	354,186	(7,688)	109,157	3,589	(105,568)	1,613,142	1,542,658	(70,485)
NOI BEFORE DEBT SERVICE & GROUND LEASE	(246,539)	109,189	(355,728)	1,324	(5,158)	6,482	168,608	143,705	24,903	497,494	414,985	82,509	(18,538)	46,164	(64,701)	220,860	220,933	(74)	623,208	929,818	(306,610)
TOTAL DEBT SERVICE & GROUND LEASE	23,036	22,218	(818)	0	0	0	39,159	38,698	(460)	49,126	48,748	(379)	0	0	0	49,348	55,155	5,807	160,669	164,819	4,150
NOI AFTER DEBT SERVICE & GROUND LEASE	(269,575)	86,971	(356,546)	1,324	(5,158)	6,482	129,449	105,007	24,442	448,367	366,237	82,130	(18,538)	46,164	(64,701)	171,512	165,778	5,734	462,539	764,999	(302,460)
TOTAL OTHER EXPENSES	27,910	27,672	(238)	0	0	0	5,827	5,828	0	(14,392)	(21,234)	(6,843)	0	0	0	750	750	0	20,096	13,015	(7,081)
NET INCOME BEFORE DEPR & AMORT	(297,485)	59,299	(356,785)	1,324	(5,158)	6,482	123,622	99,179	24,443	462,759	387,471	75,287	(18,538)	46,164	(64,701)	170,762	165,028	5,734	442,443	751,984	(309,540)
TOTAL DEPRECIATION & AMORTIZATION	8,888	8,888	0	0	0	0	115,355	114,968	(387)	167,582	168,386	804	0	0	0	97,168	97,112	(56)	388,993	389,354	361
NET INCOME	(306,373)	50,411	(356,785)	1,324	(5,158)	6,482	8,267	(15,789)	24,056	295,177	219,085	76,091	(18,538)	46,164	(64,701)	73,594	67,916	5,678	53,450	362,630	(309,179)

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PDA Reporting Comparison Cash Flow Statement

Book = Accrual ; Tree = .fc_is_report_ne

Benchmark Reporting=Residential,Commercial,Community Initiatives,Administration,Property Mgmt/Maint,Other;

	Admin Fundraising Development	Community Initiatives	Residential	Commercial Hinghay	Property Mgmt/Maint	Legal Holdings QalicB/Hotel	Total SCIDpda	Total Budget	Variance Fav (Unfav)
REVENUE									
RENT INCOME									
Rent	0	0	574,330	685,084	0	330,001	1,589,415	1,481,086	108,330
Vacancies	0	0	(10,182)	(32,900)	0	0	(43,082)	(25,122)	(17,960)
Concessions and Bad Debt	0	0	4,496	63,217	0	0	67,713	(3,857)	71,570
NET RENT INCOME	0	0	568,644	715,401	0	330,001	1,614,046	1,452,107	161,940
TOTAL OTHER RENTAL INCOME	0	0	0	54,605	0	0	54,605	53,594	1,011
TOTAL SERVICE INCOME	28,701	0	0	7,189	343,337	0	379,227	359,033	20,194
TOTAL OTHER INCOME	34,822	14,086	2,980	878	0	0	52,765	37,792	14,973
TOTAL INTEREST INCOME	13,657	0	271	23,782	0	16	37,727	36,337	1,389
Grants	0	124,642	0	0	0	0	124,642	580,313	(455,671)
LESS Grant Program Expense	0	(63,909)	0	0	0	0	(63,909)	(118,733)	54,824
Other Fundraising	34,027	3,221	0	0	0	0	37,248	72,033	(34,785)
TOTAL FUNDRAISING INCOME	34,027	63,954	0	0	0	0	97,981	533,613	(435,632)
TOTAL REVENUE	111,207	78,040	571,895	801,855	343,337	330,017	2,236,351	2,472,476	(236,125)
EXPENSES									
ADMINISTRATIVE									
Professional Fees & Consulting	24,024	749	8,814	8,412	0	3,516	45,514	67,915	22,401
Rent Expense	12,399	0	49,950	185,002	2,205	105,501	355,057	250,243	(104,814)
Salaries	273,416	75,549	40,262	13,498	334,722	0	737,447	693,818	(43,629)
Other Admin Expenses	24,382	308	8,209	8,089	3,085	140	44,213	59,286	15,073
TOTAL ADMINISTRATIVE	334,220	76,606	107,236	215,001	340,012	109,157	1,182,231	1,071,262	(110,969)
TOTAL MANAGEMENT FEE	186	193	47,538	66,899	20,600	0	135,417	117,124	(18,293)
TOTAL MAINTENANCE	8,119	0	112,712	11,840	546	0	133,217	183,357	50,141
TOTAL UTILITIES	10,704	0	105,349	2,860	336	0	119,248	120,978	1,730
TOTAL TAXES	69	(83)	1,793	1,510	21	0	3,310	8,132	4,822
TOTAL INSURANCE	2,955	0	28,659	6,252	360	0	38,225	38,804	579
TOTAL PROGRAM EXPENSES	1,494	0	0	0	0	0	1,494	3,000	1,506
TOTAL OPERATING EXPENSES	357,746	76,716	403,287	304,362	361,875	109,157	1,613,142	1,542,658	(70,485)
NOI BEFORE DEBT SERVICE & GROUND LEASE	(246,539)	1,324	168,608	497,494	(18,538)	220,860	623,208	929,818	(306,610)
TOTAL DEBT SERVICE & GROUND LEASE	23,036	0	39,159	49,126	0	49,348	160,669	164,819	4,150
NOI AFTER DEBT SERVICE & GROUND LEASE	(269,575)	1,324	129,449	448,367	(18,538)	171,512	462,539	764,999	(302,460)
TOTAL OTHER EXPENSES	27,910	0	5,827	(14,392)	0	750	20,096	13,015	(7,081)
NET INCOME BEFORE DEPR & AMORT	(297,485)	1,324	123,622	462,759	(18,538)	170,762	442,443	751,984	(309,540)
CASH FLOWS FROM INVESTING ACTIVITIES									
Operating Reserve Deposits			(1,996)				(1,996)		
Replacement Reserve Deposits			(9,085)	(23,965)		(7,174)	(40,223)		
Building Improvements, Furniture & Equipment						(717)	(717)		
Development costs	(164,310)						(164,310)		
NET CASH PROVIDED (USED) BY INVESTING ACTIVITIES	**(164,310)**	**0**	**(11,081)**	**(23,965)**	**0**	**(7,890)**	**(207,246)**		
CASH FLOWS FROM FINANCING ACTIVITIES									
Accrued Interest not paid			13,631	2,263			15,894		
Deposits/Commitment Fees	(35,000)						(35,000)		
Predevelopment Funding Sources	164,310						164,310		
Principal payments on notes payable			(43,818)	(157,906)		(66,495)	(268,219)		
NET CASH PROVIDED (USED) BY FINANCING ACTIVITIES	**129,310**	**0**	**(30,187)**	**(155,643)**	**0**	**(66,495)**	**(123,015)**		
NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS	**(332,485)**	**1,324**	**82,354**	**283,151**	**(18,538)**	**96,377**	**112,183**		

Resolution 22-05-17-02

RESOLUTION OF SEATTLE CHINATOWN INTERNATIONAL DISTRICT PRESERVATION AND DEVELOPMENT AUTHORITY

Pertaining to participation in charitable campaigns

We, the Seattle Chinatown International District Preservation and Development Authority Board of Directors, approve the Interim Executive Director to submit materials necessary to participate in the 2023 Charity Federation of the Housing Development Consortium of Seattle-King County (HDC), which will submit applications to Fall 2022 charitable campaigns, including, but not limited to:

- King County Employee Giving Program
- Washington State Combined Fund Drive

The Seattle Chinatown International District Preservation and Development Authority affirms it is willing, if requested by a charity campaign, to provide a financial report showing specific use of the charity monies.

The Seattle Chinatown International District Preservation and Development Authority reaffirms its nondiscrimination policy as follows:

> In carrying out its activities including membership, hiring and program services, the The Seattle Chinatown International District Preservation and Development Authority shall not discriminate on the basis of race, color, sex, marital status, sexual orientation, political ideology, age, creed, religion, ancestry, national origin, or the presence of any sensory, mental or physical handicap.

_____   _____-
Board President   Date

_____   _____
Board Secretary   Date

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Staff are required to seek concurrence for items that:

- *the consideration exchanged or received by the SCIDpda exceeds $10,000, or*
- *the performance by the SCIDpda extends over a one year period.*

May 2022 Items

Seattle Good Business Network – up to $118,000 - Joseph Guanlao lead (plus Julie Yuan and Auriza Ugalino programmatic)

SCIDpda is contracting with Seattle Good Business Network (Good Food Kitchens program) to provide hot meals to our residents. The contract is good until December 31, 2022 to provide up to 300 hot meals a week at $10 a meal. We are also allowed to charge up to 10% for admin fees. These meals are being purchased from local CID businesses. This program began in May of 2020, at the beginning of the pandemic and is able to continue as a partnership between CI and Resident Services.

Relman Colfax, PLLC - $10K – Jamie Lee lead

SCIDpda has signed an engagement letter with Relman Colfax, PLLC. We are hiring this law firm to provide legal assistance and counseling for our community preference policy at 13 & Fir (formerly Yesler Family Housing). Attorney review was recommended by Seattle's Office of Housing to review our proposed preference policy, which will give preference to residents that have previous or current affiliation to the area. This will be implemented into our leasing process for the building.

Protection Seattle – $180,456.10 – Security Film Installation for CID Businesses – An Huynh lead

SCIDpda has hired Protection Seattle, a locally-owned small business with 40 years of experience installing glass protection film for Puget Sound residents and business owners, to install security film to the windows and doors of 55 small businesses across the Chinatown International District. We received funding from the Seattle Office of Economic Development, by way of the American Rescue Plan Act of 2021, to support this work. The plan will be complete by end of Q4 2022.

Seattle Chinatown International District
Preservation and Development Authority

Resident Satisfaction Survey

March 7, 2022

Prepared in Partnership with:

Zachary D. Wood, PhD
Institute of Public Service
Seattle University
zwood@seattleu.edu

SCIDpda

SEATTLEU

Table of Contents

Executive Summary

The SCIDpda Customer Service and Satisfaction survey was conceived and developed as a tool to measure several important factors of SCIDpda's residential services work. First, there was a desire to measure the resident perceptions of the core processes and interactions employed by SCIDpda's building management. Second, there was a desire to listen to and examine ways that residents feel SCIDpda could improve its processes and interactions in the future. Third, the survey hoped to understand some measures of neighborhood satisfaction and the essential connections residents have with the community. This survey incorporated each of these goals and seeks to provide feedback and informed recommendations for the organization and the staff. These data will also be helpful and relevant as SCIDpda continues in the development of new properties and subsequently expands upon its core constituents as a result. This compiled knowledge about interaction modes and frequencies, as well as the core values and most pertinent community needs will serve SCIDpda well as it helps to connect its current and future residents to the necessary supports, particularly as the core geographic service area continues to go through rapid change.

> **Key Findings**
>
> **1. Overall Resident Satisfaction is Very High**
>
> **2. Communication is Time-Consuming and Staff-Centric, with Opportunities for Streamlining**
>
> **3. Community Connection and a Sense of Belonging is Crucial**

The most obvious conclusions drawn from this survey relate to the overall customer service experience indicated throughout this survey. Consistently, when asked to rate the processes of residential services (housing application, property tour, lease details, inspection, and recertification), respondents overwhelmingly chose "Strongly Agree" or "Agree" that the processes were helpfully provided. Relatedly, when asked if staff is responsive, timely, clear, and professional to my needs and questions 87% identified "Strongly Agree" or "Agree".

There are also some potential opportunities emerging from these data, namely in the potential to transition some core communication and administrative functions into online systems. Despite the data showing that the vast majority of respondents communicate most frequently with staff in-person, more than 60% of respondents indicated they "Strongly Agree" or "Agree" with being comfortable using a computer or phone/internet for actions such as paying rent, communicating with staff, and other needs. This could be an opportunity to streamline some elements of the work through payment systems and maintenance requests. On a related note, access to computers and internet may cause some accessibility concerns to address (20% indicated "Not Applicable"; 10% "Neutral"; and 10% "Disagree" when asked about computer/internet access).

It is clear that a love and connection to the community is widely shared among residents. When asked whether they enjoy living in the Chinatown International District, nearly half of all respondents "Strongly Agreed", while another 43% "Agreed". Only 3 respondents "Disagreed" or "Strongly Disagreed". More than 75% responded that they feel a sense of belonging and

connectedness to the wider community. 83% indicated that they care about how the district is changing and will continue to change. Respondents indicated that the most utilized community services they used were the Chinese Information and Service Center, the library, parks, and transportation (among a host of other community services). When asked the open-ended question of what they liked most about living in the CID the most common responses centered on convenience and accessibility, as well as use of native languages and the proximity to culturally relevant food and shopping. When asked what they liked least, respondents shared concerns of safety and fears of violence, as well as increasing homelessness and drug use. Sanitation and trash and general loudness was also commonly expressed.

An additional subset of questions looked to measure respondents' perceptions of the special, additional measures taken by SCIDpda and staff to support residents during the COVID-19 pandemic. Again, respondents were overwhelmingly positive about the value of these processes (meal and grocery delivery, rent assistance, daily cleaning and sanitizing, and public health notices and updates).

The data generated from this comprehensive survey has a multitude of uses that will prove valuable for SCIDpda, in relation with its ongoing evaluation of its programs and processes, and also as its new development and residential services expand in the coming years. These are very exciting times of growth for the organization and it will want to pay attention to some of the successes and cues that emerge from this data as the organization forges ahead. Aligned with sociological research, it is clear that connection to community and culturally relevant food and shopping is essential for communities to thrive, particularly in affordable housing as gentrification and change puts significant pressure on these neighborhoods. Programs and connections that can support a sense of belonging will become even more essential for residents.

The rest of this survey analysis will provide deeper context and investigation into the rich data, and make recommendations or highlight key areas to consider, as appropriate.

Overview of the Survey Process and Participation Rate

One of the most complicated elements of community satisfaction surveys is maintaining high enough levels of participation across a representative subset of the population to ensure validity and reliability of the responses. Low participation rates often plague this process, and the given the extra burdens presented by an ongoing pandemic, response rate would traditionally be of particular concern. This survey amazingly did not face this challenge, likely due to the overall survey process employed and direct engagement from staff. In fact, the raw response rate for this community survey was 178 submissions out of a total of 252 potential participants. This is an incredibly robust 70.6% response rate! As we will see later in this report, that includes diversity across properties as well, allowing for a very representative sample of responses to work from.

To provide for the most honest responses possible, anonymity of the participants was provided, with no tracking of identifier data, and only demographic and building level variables that are stratified enough to protect the identity of respondents. All raw data was provided to the analyst with no identifiers.

The survey was designed in partnership with Dr. Zachary Wood (Seattle University) and SCIDpda staff. The survey was then translated into Simplified Chinese and Vietnamese by NWI Global to provide for direct accessibility by respondents. The survey was actively in the field during the Summer of 2021. The process employed by this survey used a paper/hard-copy format for all participants that were then entered into a raw data spreadsheet (and translated back into English, as necessary). As is discussed elsewhere, the translation of questions and responses may have faced minor confusion or overlap in terminology to be aware of in future iterations.

Key Demographics

Age

The age range of respondents is soundly distributed, allowing for both significant and reliable responses by age, and the potential for interactions with other variables on needs and accessibility later in the report. Nearly 50% of respondents are between the ages of 61-84, representing a large proportion overall.
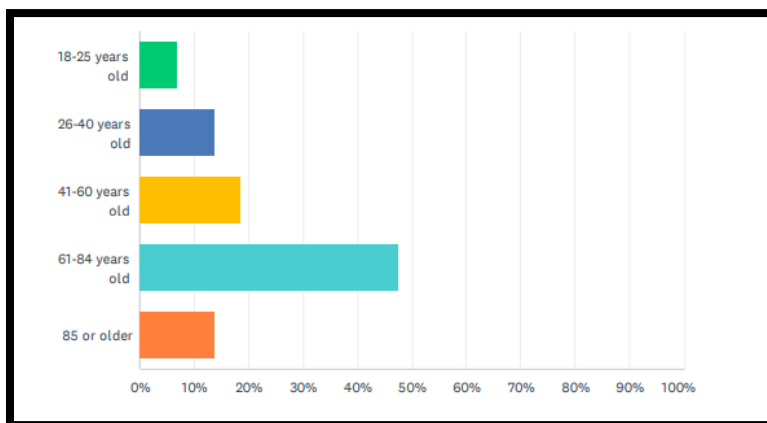
Race

Clearly, given the target population of SCIDpda's residential services, the participant sample identifies predominantly as Asian, with small samplings representing other race categories.
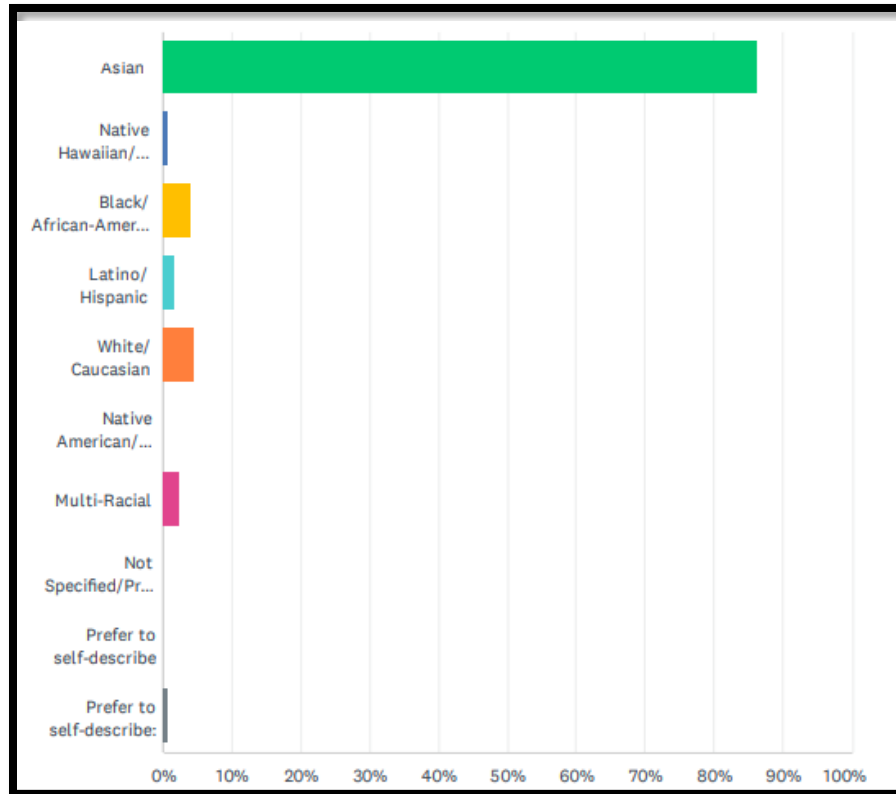

Residential Property

There appear to be reliable distributions of participants across property, and sufficient sampling from each residential property covered by this survey.
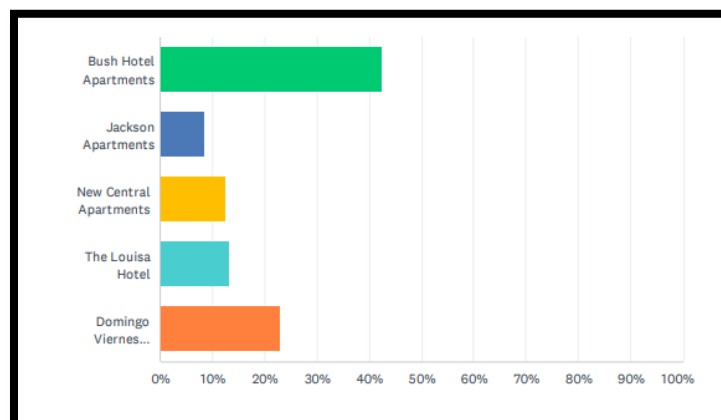
Tenure Length

The survey provided 4 tenure categories to measure the length of tenancy (less than 5 years, 5-10, 10-20, and more than 20 years. As the data present, the distribution of respondents shows an array of lengths of tenure, with a helpful distribution for later feedback about needs and satisfaction with the community as it changes. The largest group represented here are participants who have less than 5 years of tenancy.
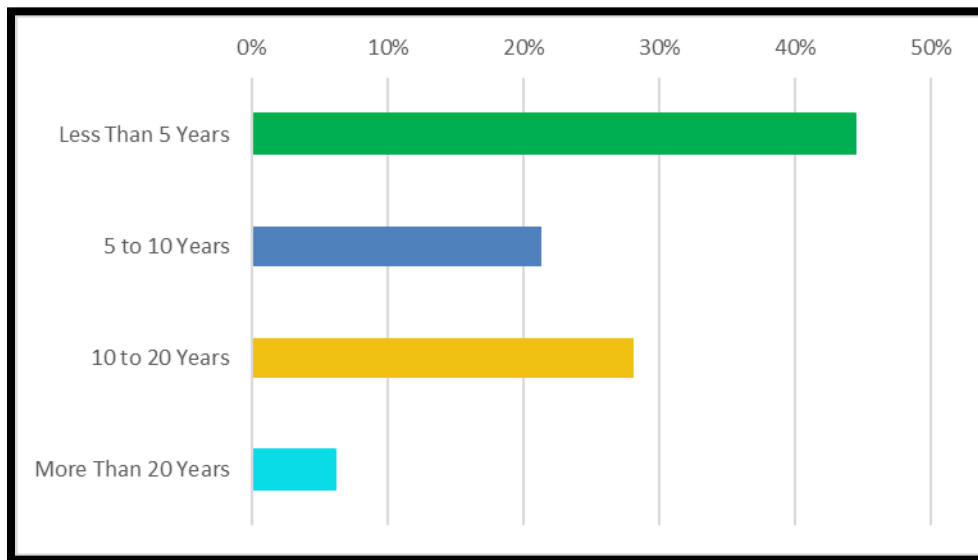
Languages

The responding data indicates the language respondents feel most comfortable communicating with. More than one language could be selected. Mandarin and Cantonese were common responses at 29% and 61%, respectively. Alternatively, English was indicated from 30% of respondents.

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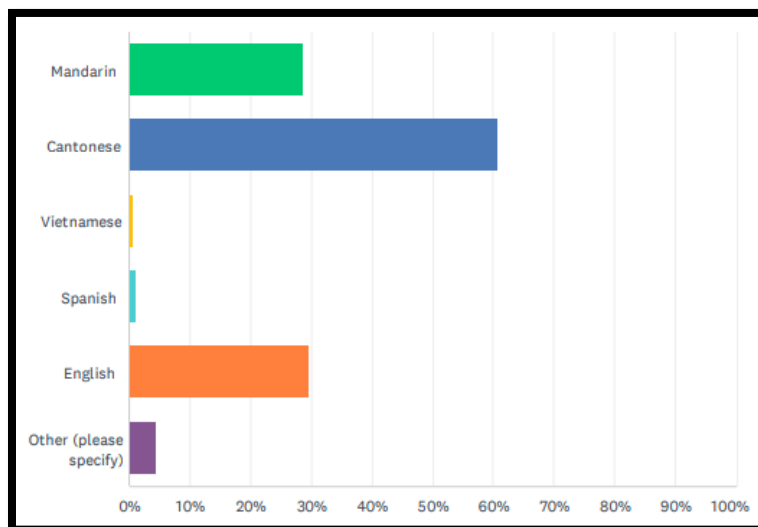
Interactions and Communications with SCIDpda Staff

One multiple-choice and open-ended question asked participants who from the SCIDpda staff they most interacted with over the last year. Participants could circle all that applied as well as offer open-ended comment. 83% of respondents selected "Building Manager" (148 out of 178); 51% selected "Building Assistant" (91 out of 178); and 22% selected "Maintenance and Repair" (39 out of 178). This variance may be a direct result of the processes in place at SCIDpda for direct communication with Building Managers. It could also be examined as an opportunity to develop policies to distribute these interactions more evenly.

Most Common Staff Communicated With
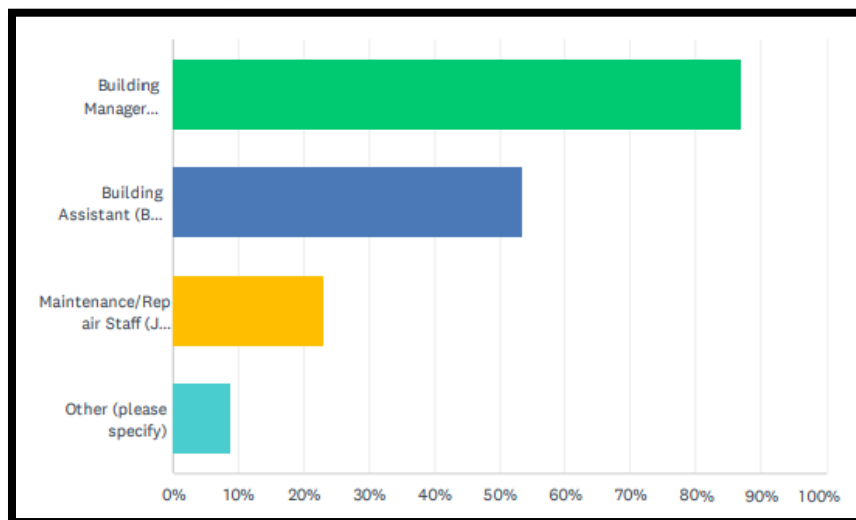
More than 90% of respondents either Agreed or Strongly Agreed with the statement that "staff is responsive, timely, clear, and professional to my needs and questions", with only 2 total respondents disagreeing, and 10 choosing "Neutral".

For a related question, participants were asked to provide the most common reason for reaching out to SCIDpda staff. This was an open-ended question, with example suggestions provided such as "rent, repair/maintenance, complaints, etc.". This suggestive example style may have impacted the results (worth exploring in future iterations), as 72% indicated "repairs" (128 out of 178) as the most common reason for interacting with staff; 20% indicated "rent" (35 out of 178); and 8% indicated "complaints" (14 out of 178), with several respondents providing specific complaints about "smoking in the buildings" and "noise".

When asked about the typical mode of communication with staff, participants were offered a multiple-choice set of options with permission to select all that apply. There was also an open-ended "Other" category. 79% of respondents indicated that "In-Person" communication was most typical (141 out of 178); 39% indicated "Over the Phone" (70 out of 178); 7% indicated a "Letter/Note" (12 out of 178); and only 3% indicated "Email" (6 out of 178). An additional 2 respondents selected "Other" and indicated that texting was their most typical mode of communication with staff. This is an interesting set of results. It may be an obvious reflection of an older demographic, or even the strong accessibility of staff. It could also be viewed as a place

to infuse some further systems of communication through internet or apps to streamline and track requests and communication.

Typical Mode of Communication
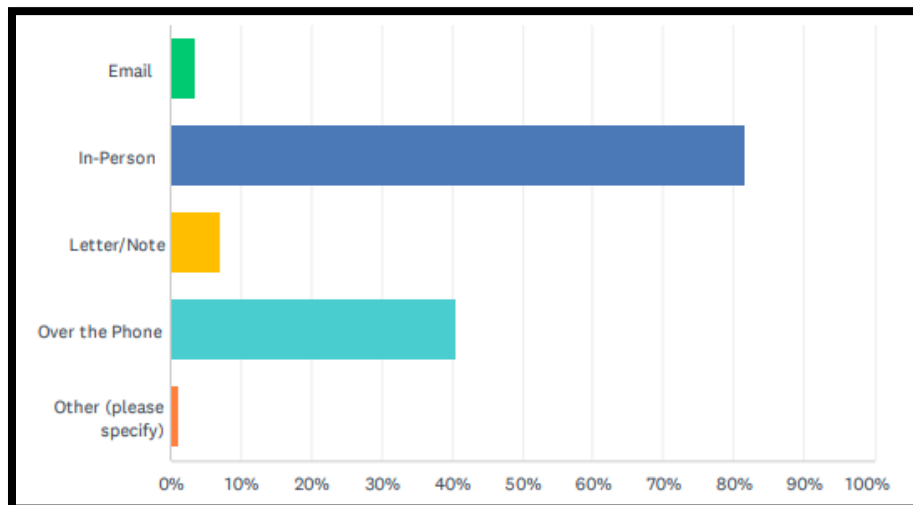
Additionally, participants were asked about the <u>frequency</u> of their communication with SCIDpda staff. The most common frequency indicated was "Once per Month" at 43% (77 out of 178). "Twice per Month" was indicated 21% (38 out of 178); "Three Times Per Month" was 8% (15 out of 178); "Four Times Per Month" was 7% (12 out of 178); and "5+ Times" was 10% (17 out of 178).

Frequency of Communication
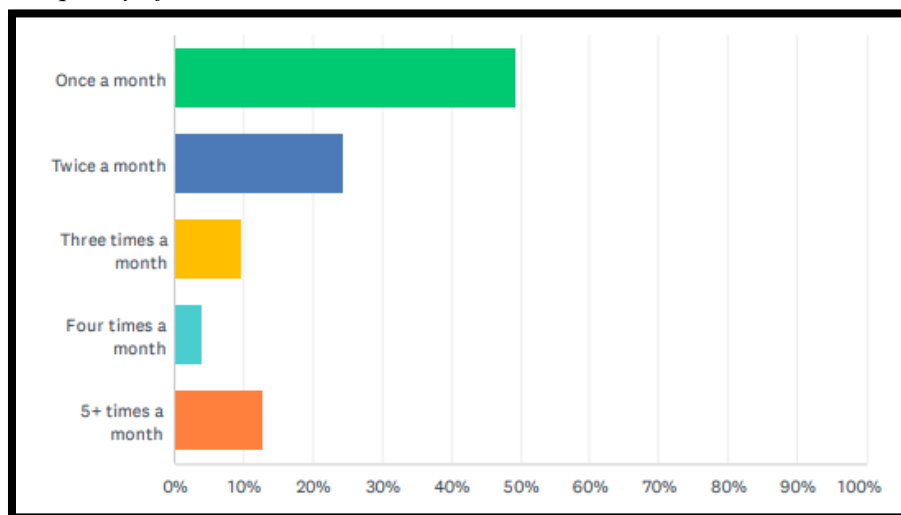
Applying for Housing and Recertification

The following are a series of related questions about the processes for residents applying for housing, and recertification; key functions of management-resident processes for the

organization to assess. Resident responses were overwhelmingly positive about these processes. From the perspective of key functions of the housing and recertification process, it is quite clear that SCIDpda staff have been clear and thorough as they help residents navigate housing.

When asked about whether SCIDpda staff were helpful explaining where, when, and how to apply for housing, 78% either Agreed or Strongly Agreed, with another 17% responding "Neutral". More than 80% of respondents indicated that they found the housing application "easy to understand and complete", with only 2 total respondents disagreeing. More than 90% of respondents indicated the Building manager provided a thorough tour of the property and apartment, a detailed description about the lease and recertification process, all move-in information and keys, assistance with move-in inspection form, and clear instructions for recertification appointments (with only 0-2 respondents disagreeing with each of those questions, and a small number of respondents choosing "Neutral" for each).

Application, Move-In, and Recertification Processes

Staff Were Helpful In Explaining Application Process - **78% Agreed or Strongly Agreed**

Housing Application Was Easy to Understand and Complete - **81% Agreed or Strongly Agreed**

Building Manager Provided a Thorough Tour - **90% Agreed or Strongly Agreed**

Staff Provided Detailed Info on Lease/Recert. - **94% Agreed or Strong Agreed**

Building Manager Provided All Move-In Info and Keys - **98% Agreed or Strongly Agreed**

Building Manager Provided Assistance with Inspection Form - **94% Agreed or Strongly Agreed**

Building Manager Provided Clear Instruction for Recert. Appts. - **92% Agreed or Strongly Agreed**

Respondents were largely positive when asked if their apartment was free of major issues, and clean, upon move-in, with 90% indicating they either Agreed or Strongly Agreed with that statement, with 5 total respondents either Disagreeing or Strongly Disagreeing.

Residents were also asked about lengths of time of their annual recertification process. These responses ranged quite a bit based on multiple-choice options. The most frequent response, at more than 50% of respondents, indicated that 1-month is typically given. Additionally, 8% indicated 2-months, 6% indicated 3-months, and 9% indicated 4-months. Nearly 25% of respondents indicated either "Not Applicable" or "Other", with the latter providing an open-ended follow-up where numerous respondents indicated that they either didn't know or didn't remember. This array of responses suggests that the question may not have been completely understood. It is worth considering whether this particular question runs the risk of skewed results due to memory recollection and frequency of notifications and is an area that can be monitored and rephrased in future iterations of the resident survey to better ascertain whether the necessary and appropriate notification of recertification is being provided to residents. A related, open-ended question about the length of time the recertification process typically takes from start to finish produced a rather wide array of responses, with many respondents indicating anywhere

from several days to 1-week, but all the way up to 1-2 months, and 2 respondents indicating 8-months. This incredibly wide array would indicate that the question may not have been fully understood, and may need to be revisited in future iterations of the survey.

Covid-Specific Support

SCIDpda's provision of additional support to residents during COVID has also overwhelmingly been positively received. A full two-thirds of respondents Agreed or Strongly Agreed that weekly meal and grocery delivery was helpful in keeping residents feel safe, while the other one-third of respondents indicated either "Not Applicable" or "Neutral".

*Weekly Grocery and Meal Delivery During COVID*
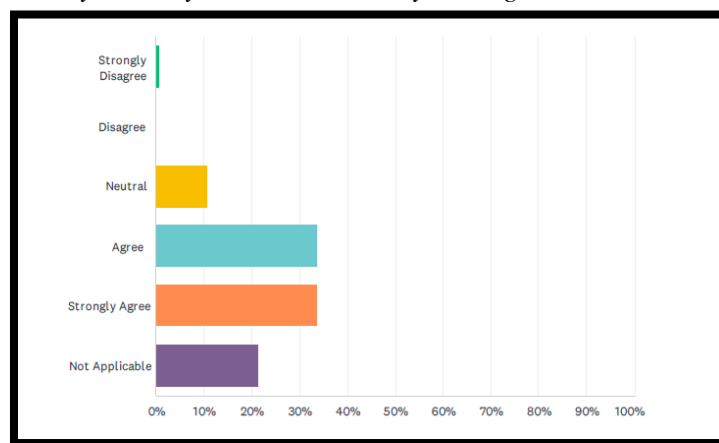
Additionally, the provision of rental assistance during COVID showed very similar levels of positive appreciation.

Rental Assistance During COVID
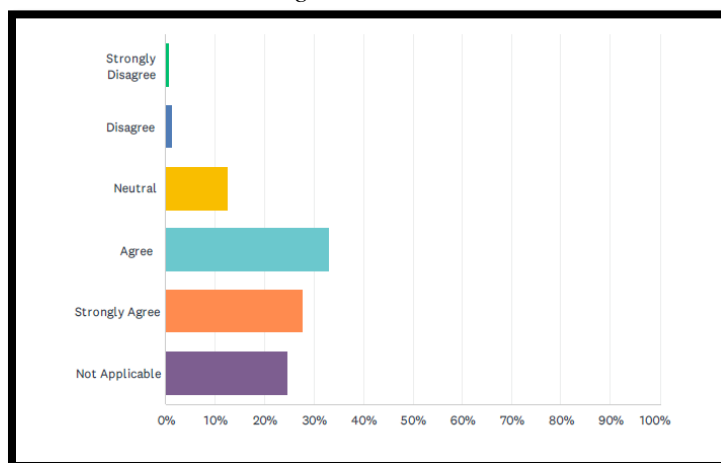
The additional daily cleaning and sanitizing received even higher levels of appreciation, with more than 85% of respondents in support of this effort by SCIDpda.

Additional Daily Cleanings During COVID
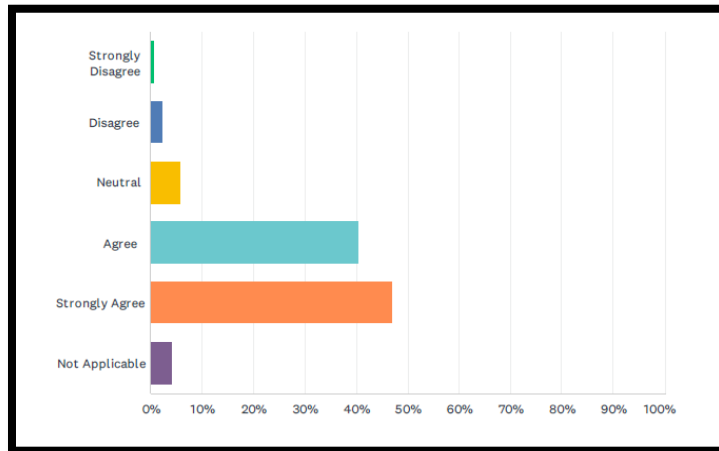
An even further sizable proportion, at 93%, indicated appreciation of the notices, information, and updates about COVID and public health provided by SCIDpda during the pandemic.

COVID Information and Updates
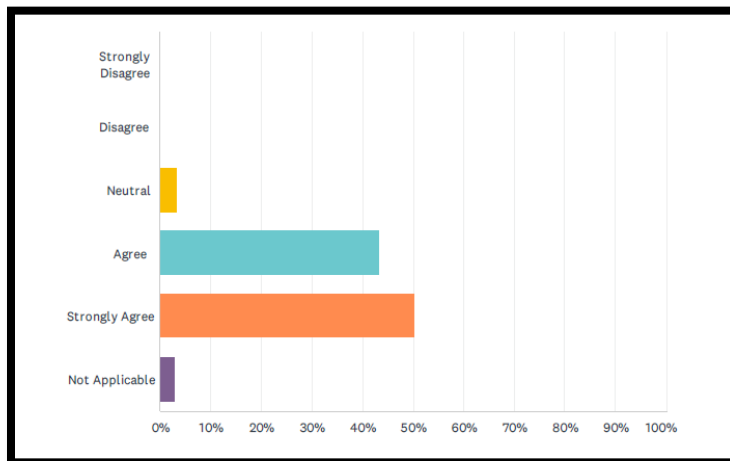
Finding Housing

Residents were asked to indicate how they heard about their housing opportunity with SCIDpda. Respondents were able to select all of the multiple-choice options that applied to them, as well as offer an open-ended "Other" option. Nearly 50% of respondents selected "Word of Mouth" suggesting a very strong community information-sharing system. Another 23% selected they had heard of the opportunity through a community organization referral, suggesting a robust connection with other resource providers in getting the word out about openings. Additionally, more than 30% of respondents selected "Other" and provided an array of responses, with a large portion of open-ended responses also indicating specific friends and family and several community organizations, such as InterIm CDA, Legacy House, and DESC.
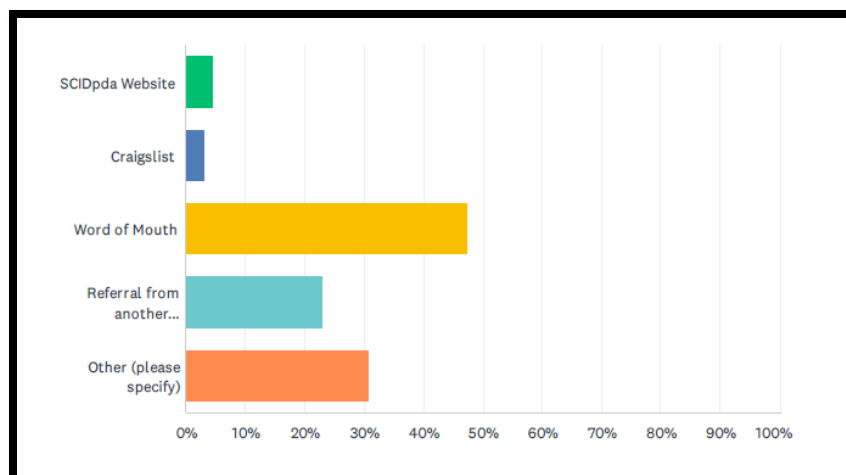
Responses here provide crucial information for SCIDpda both for current practice, and future work as the geographic coverage area for new projects expand into new communities. The overwhelming response rate of "Word of Mouth" suggests that continuing attention can be paid to where local communities and residents share information to help identify new and future residents. Spreading the word of housing opportunities through people themselves remains a robust way to find applicants. Additionally, the use of community organizations remains a key partnership in sharing housing opportunity information.

Residents were also asked for their input on where else they might suggest advertising information about housing opportunities, with respondents offering open-ended responses. Numerous respondents suggested Facebook and other social media as an option, referrals from community organizations, and local community publications and bulletin boards. Quite a few respondents did indicate that they did not understand this question, suggesting that perhaps future iterations of this survey should consider re-wording this question.

**Comfort, Access, and Willingness to use Computers/Phone/Internet**

Given the previously indicated personal nature of resident-staff interaction of SCIDpda, and the most-common needs indicated by residents, there appear to be some opportunities to simplify and streamline some of the core modes and points of communication, allowing for staff to be appropriately freed up for resident interactions that can focus on relationship and community-building.

One key opportunity is the ability to filter interactions around rent payments and requests for repairs through a web portal or phone application, thus streamlining the most common needs. To ascertain the challenges of transitioning to new, web-based systems, three questions were asked to understand the comfort, access, and willingness to use online systems for these needs.

In terms of "ability and comfort", two-thirds of residents "Agreed" or "Strongly Agreed", though sizable portions indicated "Not Applicable" (17%), "Neutral" (12%), and "Disagree" (8%). Special attention needs to be paid to the one-third of residents who did not agree with their ability and comfort with this. This could be hesitancy for some with new technology, it may also

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be connected to their capacity (discussed immediately below), or something else. The roll-out of these new platforms will likely take some time and personal attention to get everyone comfortable with the systems.

Ability and Comfort
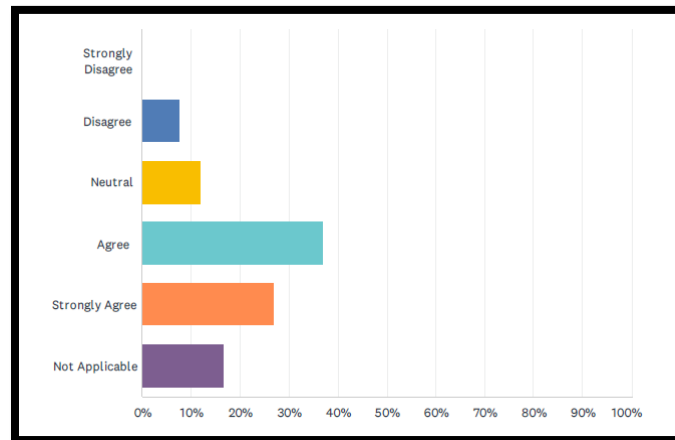
In terms of "access", results were similar to the above question. 57% indicated that they either "Agreed" or "Strongly Agreed" that they would have access to a computer/phone/internet to use these new systems, while a robust amount indicated "Not Applicable" (21%), "Neutral" (11%), and "Disagree" (10%). This question indicates that there may be some direct needs in terms of internet access. Remedies such as a computer kiosk or Wi-Fi "hotspots" should help mitigate the concerns around access.

Access
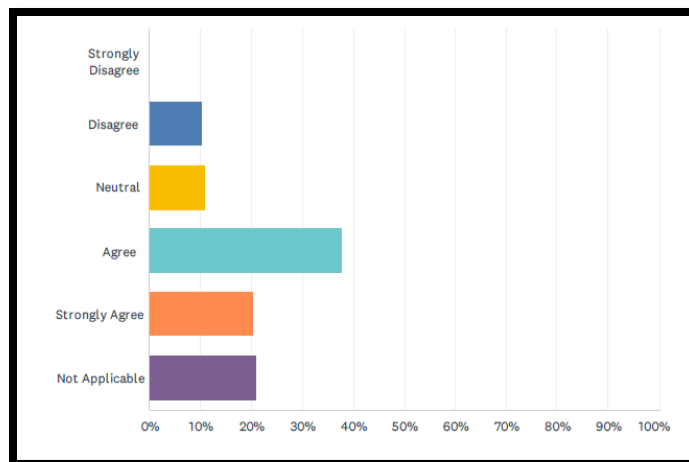
When it comes to "willingness", slightly different levels are offered. This time, residents indicated 55% either "Agreed" or "Strongly Agreed", another solid, if slightly lower response. However, another 19% selected "Not Applicable", 11% indicated "Neutral", and a larger 14% selected "Disagree". Additionally, for this question 2 residents indicated "Strongly Disagree".

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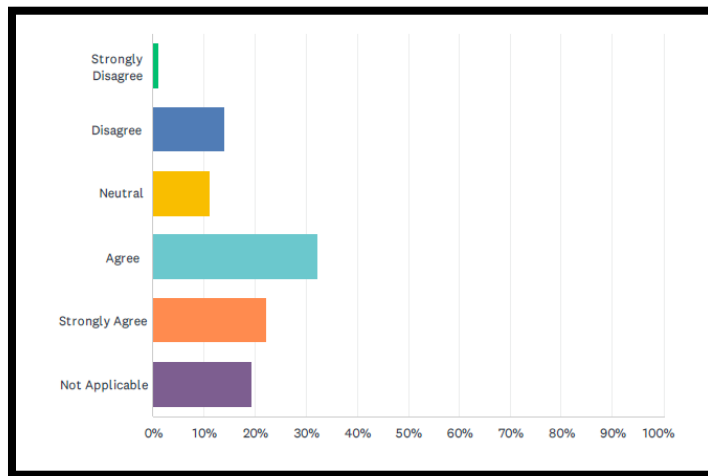
Willingness

While a significant majority do indicate a comfort, access, and even willingness to use computer/phone/internet for the stated functions of rent payments, maintenance requests and communication, a careful attention must be paid to the 35-45% of residents who were not as positive here. It is not possible to fully understand from this survey what might be causing these responses, though some thoughtful speculation and continued dialogue with residents will offer helpful clues. Certainly, part of this may stem from hesitancy around unfamiliar systems and may be related to fears about how a lack of access or understanding may impact their ability to perform these crucial elements of their residency. A simple system, paired with increased points of access via a computer lab, a kiosk, or through Wi-Fi hotspots, and helpful training should be effective at helping get residents comfortable with new systems. Establishing these new systems in new and future properties will likely face lower levels of hesitancy, assuming that the same support measures are in place.

Neighborhood Satisfaction

Neighborhood satisfaction is an essential measure for the full experience of any person, residing in any place. What we consider as "home" is conceptually much broader than simply the unit in which we reside, but is also importantly the sense of community, interaction, and belonging in a place. Communities are the places in which we reside, support one another, and have a sense of mutuality in collective life. Communities are thus crucial ways of understanding the richness and importance of our daily lives.

For the purposes of this analysis, the resident survey identifies the Chinatown International District (CID) as the core neighborhood of analysis. Several questions within the survey aimed to understand the strength of connection to the neighborhood, and the general outlook and satisfaction with the CID for responding residents.

When asked whether they enjoyed living in the CID, respondents overwhelmingly indicated that they did, with more than 90% selecting "Agree" or "Strongly Agree (43% and 49% respectively). While not overly surprising, these huge approval numbers indicate at the very least a very strong connection to place. The most significant reasons will be explored in greater detail

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below as open-ended questions; however, common responses focused on the convenience of the location and transportation, as well as a strong cultural identity and proximity of culturally-relevant shopping, food, and groceries.

Enjoy Living in the Chinatown International District
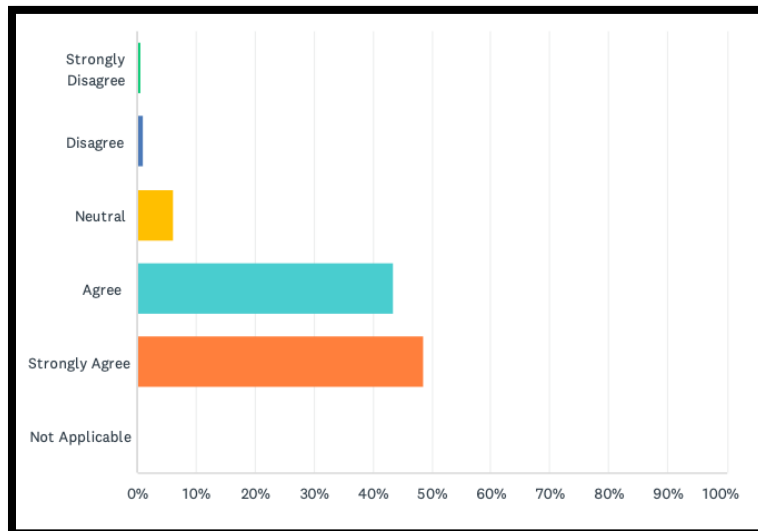
The sense of mutuality within a community is important in several respects, for any community; however, it has proved itself to be especially relevant for communities of modest means and income. Communities are also the social links for residents to connect and to provide support to each other. When asked how likely residents felt a neighbor would help in a time of need, 54% of respondents indicated that this was "Likely" and another 20% indicated that this was "Extremely Likely"; just under 3 out of every 4 respondents! These are incredibly positive numbers that point to confidence in how neighbors and community members support each other in the CID, and especially in times of need. While 22% remained neutral about this question, a very low number 8 total respondents) felt that it was unlikely that a neighbor would help in a time of need.

How Likely a Neighbor Would Help in a Time of Need
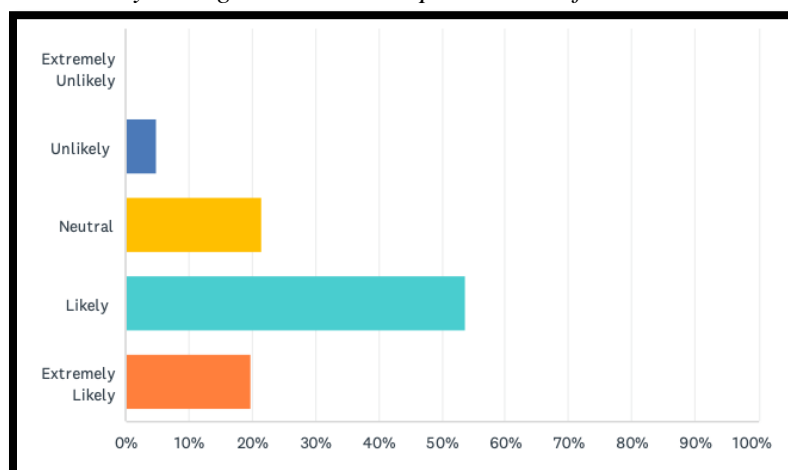
Similarly, communities can provide a deeper sense of belonging that goes simply beyond a place where someone dwells. Connections to community, and a sense of belonging, are the foundation for the collective spirit and willingness to help neighbors such as the responses above. They are also the important foundation for how residents shape their collective identity and their civic spirit. These elements of social and emotional capital are the bedrock of an inclusive neighborhood. Survey respondents feel a clear and strong sense of belonging and connectedness to the CID. 55% indicated that they "Agreed" and another 25% "Strongly Agreed". 15% remained "Neutral" about this sense of belonging, while another 4% "Disagreed".

Sense of Belonging and Connection to the CID
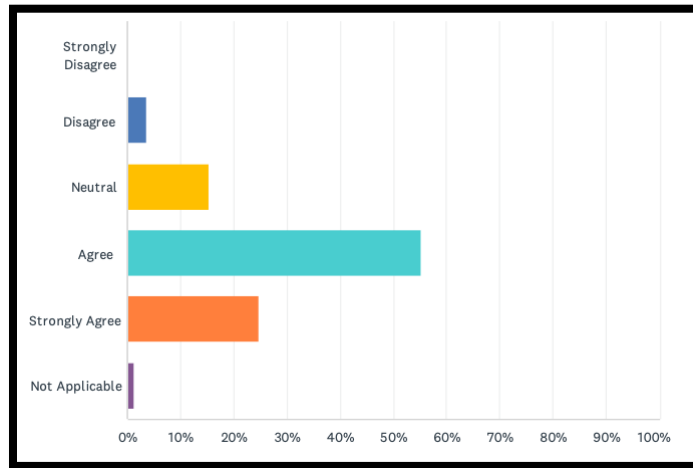
Relatedly, residents were asked how many neighbors they speak with regularly for more than 5 minutes. The most common response was "10+" (19% of respondents). When conservatively estimating the "10+" response as representing "10", the average number of neighbors regularly interacted with was more than 4 (4.39). Again, this further supports that residents feel a connection, not just with the neighborhood, but with each other, and that these relationships are strong and meaningful.

Number of Neighbors Spoken to Regularly for More Than 5 Minutes

ANSWER CHOICES	RESPONSES	
0	12.58%	20
1	11.32%	18
2	11.95%	19
3	10.69%	17
4	6.29%	10
5	17.61%	28
6	6.92%	11
7	1.89%	3
8	1.26%	2
9	0.63%	1
10+	18.87%	30
TOTAL		159

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Residents were also asked if they care about how the CID is changing and will continue to change over time. Not a single respondent disagreed with this point, while 59% "Agreed" that they care about how the CID is changing, and 29% "Strongly Agreed". This is not just a simple response. When taken alongside the other neighborhood satisfaction responses, and the subsequent open-ended responses analyzed in the next section, this care can effectively be translated into a deep appreciation for the community that these residents call home, and the sense of care and ownership they exude about the CID.

Care About How the CID Is Changing, and Will Change Over Time
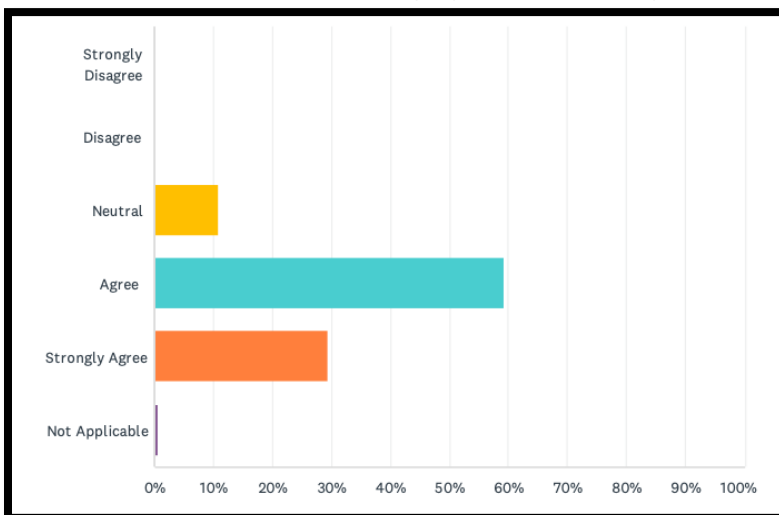
Residents care deeply about the elements of the community they are connected to, and also about the concerns that threaten this sense of safety and belonging. This is not a neutral or indifferent population, but one that can and will be likely to share and express their needs when inclusively welcomed to do so. This is an incredible asset for the CID, for SCIDpda, and for the residents themselves as the work to ensure these positive benefits of the community can be upheld as pressures of housing costs, gentrification and cultural and physical displacement continue in the CID and Seattle at large.

Open-Ended Questions

The provision of opportunities for meaningful, and anonymized, feedback about the services provided by SCIDpda, available services in the Chinatown International District (CID) or the community at-large, and overall positive and negative experiences about the community remain crucial for the work of analyzing and improving the experiences of residents. Several open-ended questions were posed to respondents to ascertain their thoughts and ideas, with a wide and valuable range of responses to take into consideration for SCIDpda.

The most basic set of questions pertained to what residents "liked most" and "liked least" about living in the CID. Responses were coded and categorized into the most common themes that emerged from the responses.

What respondents liked the most about living in the CID centered around convenience. 68 respondents out of 178 mentioned convenience in responses. This was sometimes provided as convenience in and of itself, while also sometimes using as a qualifier about transportation and food specifically. Mentions about the people, language, and Chinese specifically was also commonly raised, with 40 respondents mentioning these. Access to food and groceries (sometimes specifically naming Chinese/Asian food, or Uwajimiya, by name) was mentioned by 36 respondents, while another 30 respondents mentioned transportation as an important element they liked. Parks and green space was also raised by another 9 respondents.

Like MOST About Living in the CID
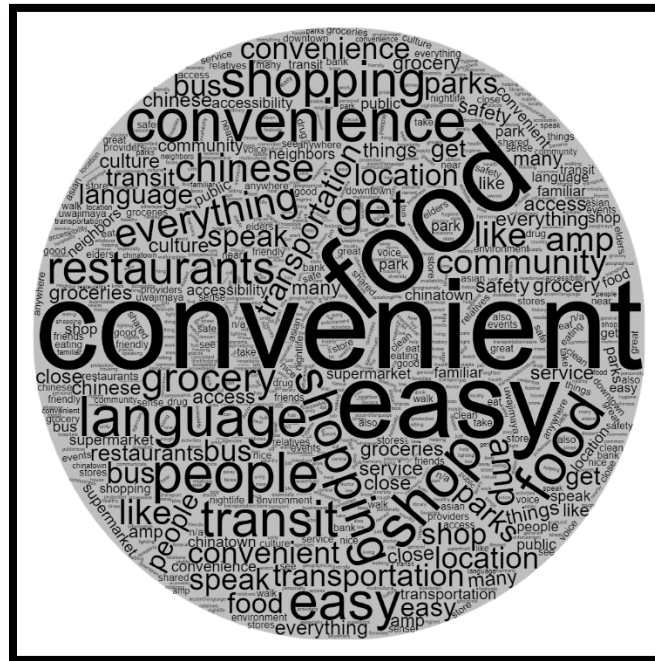
What respondents liked the least about living in the CID was overwhelmingly related to crime and homelessness. Issues of crime and safety was mentioned by 106 respondents out of 178, overwhelmingly the top concern raised. Concerns about the high levels of homelessness was mentioned by 56 respondents (itself nearly a third of respondents). 26 respondents referred to issues of poor sanitation and trash on the streets, while another 11 specifically called attention to drug use or the presence of needles.

Residents here are expressing a wide appreciation for the convenience of this neighborhood, as a central location, connected with transportation and groceries, but also a sense of belonging that is connected to cultural identities, languages, and foods. Crime, fear of violence, a growing homelessness crisis, and dirty streets continue to frustrate residents. While these issues are not ones SCIDpda can address alone, there may be continued opportunities for advocacy and partnerships that can engage these issues at the city level, that will have important benefits for residents and the community at-large.

Respondents were also asked open-ended questions about both the services they most used, as well as what new services would be most beneficial. Responses, again, ranged quite widely and in informative ways that were coded and categorized into the most common themes.

The most common response to what social services and community amenities residents used was the Chinese Information and Service Center (CISC). 50 respondents make specific mention of this resource. An additional 26 refer to medical resources, doctors, and International Community Health Services (ICHS), specifically. Notably, 31 respondents mention parks as a key community amenity that they take advantage of, with several specifically calling attention to Hing Hay Park. This is a significant number and indicates the importance of parks and green spaces as a centralized place of both enjoyment and community connection. Another 31 respondents mentioned the importance of the library or community center.

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Most Used Community Services and Amenities

Chinese Information and Service Center

International Community Health Services

Hing Hay Park and Community Gardens

Public Library - ID/Chinatown Branch

ID/Chinatown Community Center

</div>

Respondents also shared a range of valuable insights about what new or currently missing services they would benefit from. While there are some indications that not all respondents understood this question (many skipped it, listed "none", or indicated they didn't understand), several common responses were raised. The provision of personal or public internet services as raised by several respondents, as was the desire for air-conditioning (the survey notably took place in the summer during/after several heatwave days), requests for more parking, food delivery, and particularly more house/social gatherings (especially in light of COVID).

Similarly, a more direct question was raised to residents about what SCIDpda could do to improve their housing experience. Responses were similar to the question above but did solicit more frequent and specific answers. The most common responses were focused on building cleaning and maintenance improvements, with quite a few respondents calling specific attention to problems with the carpet (needing more thorough cleaning or suggesting getting rid of carpet altogether). Increased access to parking, internet provision, air conditioning, and more activities were all mentioned multiple times as well. A few respondents mentioned a need for window screens, and a desire for dishwasher or laundry facilities in the unit. Several expressed that there is too much smoking at the front of the buildings, several others suggested increased security systems and keycards for elevators.

Conclusion

There are several Key Findings that have emerged from this survey, as well as a range of other data that will be especially helpful as SCIDpda continues to develop new properties and expands its geographical coverage area.

> ### Key Findings
>
> **1. Overall Resident Satisfaction is Very High**
>
> **2. Communication is Time-Consuming and Staff-Centric, with Opportunities for Streamlining**
>
> **3. Community Connection and a Sense of Belonging is Crucial**

Key Finding 1:

First and foremost, throughout this survey, respondents indicate a very high rate of satisfaction in relation to the processes, effectiveness, support, and communications of SCIDpda and its staff. While there are clear areas that residents have expressed concerns about issues in the neighborhood that they want addressed, they have overwhelmingly positive things to say about their experiences related to their housing and about the community overall. It is clear that SCIDpda's relationship with its residents is strong, supportive, and positive. Processes for housing, maintenance, responsiveness are quite strong, which is an area for clear celebration.

Key Finding 2:

This relational nature between staff and residents appears to be the clear backbone of the overall positive experiences of residents overall. This is an obvious strength to continue to build around. With that said, the data also clearly show that the communications experience is heavily concentrated toward Building Managers, with lower percentages to Building Assistants and Maintenance staff. These interactions are almost exclusively in-person. Relatedly, huge portions of the reasons given for staff interaction was about "maintenance" and "repairs". While it is clear that personal communication with residents is an important part of the overall experience, this data suggests that there are certainly opportunities to streamline some of these processes to better distribute this load of communication across staff levels more evenly and develop processes for simplified maintenance requests and tracking systems. This will become even more crucial as SCIDpda's new building projects open. Online portals for certain requests will likely ease the load, allowing for staff to use their interaction times on resident experience and relationship-building.

Key Finding 3:

There are several important factors to keep in mind as SCIDpda continues to open new properties and expands into adjacent neighborhoods. This is most notably connected to the third Key Finding about community connection and a sense of belonging. Respondents have a clear affinity and connection to the International District and Chinatown neighborhood. From

responses, this connection is unsurprisingly about culture, language, shared experience and a sense of belonging. These connections have roots, and thus are challenging to recreate. As new properties expand into neighborhoods outside the CID, attentiveness to these community connections will be essential, and as the resident populations also likely expand, a constant understanding of what community supports, community-building programs, and opportunities for social cohesion can ensure this sense of belonging. From this survey, much of this centers around language, shared identity, but also strong community partners and local amenities such as community centers and parks to serve as central connection hubs.

On a related note, Seattle is rapidly growing. This is creating immense, ongoing pressures on neighborhoods like the CID, the central District and North Beacon Hill. SCIDpda is rapidly working to help mitigate the dangers of these market pressures through the expanding of affordable housing opportunities in the neighborhood. However, these pressures will continue, and while they impact the ongoing challenges of ensuring affordable housing, they also create secondary (but significant) pressures onto the community beyond just access. As market-rate development expands much more rapidly than affordable housing, the impacts on the culture, the make-up, and the sense of belonging in communities will continue to be threatened. Residents are highly aware of these pressures and express those cares and concerns about the future of the neighborhood in this survey. While these are market conditions beyond the scope of SCIDpda's work, specific attention to these pressures will be essential as the organization works to ensure that residents can continue to have access to the exact factors that make them so happy to live in the community that they do. SCIDpda stands at a unique place to help foster those elements to ensure that residents in affordable housing units can stay meaningfully connected to each other and local, affordable, and culturally-relevant business, food, and employment.

Lastly, there are ongoing neighborhood challenges that are beyond the direct scope of SCIDpda's work but are of high importance for SCIDpda residents. Respondents were asked about the things they like least about living in the CID. By far the most common responses were around safety/crime, homelessness, drugs, and dirty streets. While these concerns are not surprising, and the mitigation work around these issues is outside the scope of SCIDpda directly, there are opportunities to continue to work with residents around identifying some specific, and short-term improvements. There will also be strong opportunities for SCIDpda to leverage its highly-respected work with city agencies and city leaders to make larger impacts on these core, complicated issues.

The next steps related to the wealth of baseline data from this survey will be to identify the appropriate indicators to transform into measurable metrics for continued improvement. Developing these indicators in relation to the most crucial areas of growth and opportunity will then allow for a year-over-year comparative analysis through this survey instrument, and likely alternative measures related to communication indicators. Appendix A has noted some specific areas for improvement and clarity on this survey instrument for future iterations. Additional questions could be identified as they relate to KPI measures articulated from SCIDpda.

This survey has provided a terrific baseline of resident satisfaction and provides a number of clues for the organization's ongoing work in expanding access to affordable housing in the CID and surrounding community. It is clear that SCIDpda plays a crucial role in this work.

APPENDIX A - Changes for Next Iteration of Survey

Every survey has the potential for either implementation problems or questions that are less effective than intended once they are out in the field. This survey seems to have been highly effective for most of the intended purposes, cleanly implemented, and has produced an overall response rate that is very robust.

This addendum makes mention of several areas of the survey design and implementation that likely require adjustments in future iterations of this survey.

First, any survey that goes through translation into and out of multiple languages runs the risk of some lost nuance or data. For a first run on this survey, the effectiveness seems to have been overwhelmingly positive, though there does seem to be several questions that caused confusion for respondents, that may have at least partially been a result of language translation challenges. A careful discussion about the initial, then translated, versions of some questions would be helpful in ensuring that residents feel confident and comfortable responding clearly without assistance, to retain anonymity whenever possible.

There appears to be confusion about Question 8 in the survey. 75 respondents skipped the question, and a good amount of responses don't seem to connect well with the question being asked. This may just be a poorly worded question that can be made to be much more direct to solicit the kind of creative ideas it was intended for.

Similarly, Question 18 and Question 19 asked about the length of times for recertification (both the notice they were given, and the time it took to complete the process). The wide array of responses, and the high level of "N/A" or "Other" responses to how much recertification notice they were given implies that there may have been confusion about this question and may also be highly susceptible to issues of memory recollection or notification frequency. The responses about the time it takes for recertification appears similarly skewed, with respondents indicating as little as "15 mins" to as much as 8 months, suggesting that the question was likely not clear, and the results may not be reliable. A rephrasing of these questions may help future iterations of the survey.

Question 37 that asked about what new services residents would benefit from also seemed to elicit considerable confusion, through both a large number of skips (58), and a number of direct responses indicating confusion about the question. Subsequently, Question 38 seems to have captured much of the same general responses, but with more engagement. This may suggest that either a rephrasing of Question 37 is needed, or perhaps skipped altogether in support of Question 38.

Question 21 was designed as an open-ended question to ascertain the most common concern when reaching out to staff, and a set of parenthetical examples was provided). Almost all responses mirrored those provided examples. These may indeed be the most common; however, it could also be that the provision of examples was too suggestive to respondents, and potentially causing them to unknowingly "select" those concerns as if they were multiple choice. Some caution on how to ensure that this question is not leading respondents could be useful.

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SCIDpda Board (September 2020)

	Aileen Balahadia (mayoral 2021)	Casey Huang (2022)	David Della (2023)	Elliot Sun (2023)	Jennifer Reyes (mayoral 2021)	Jerilyn Young (2021)	May Wu (2022)	Mindy Au (mayoral 2021)	Miye Moriguchi (mayoral 2021)	Phillip Sit (2022)	Scott Yasui (2021)	Tiernan Martin (2021)	Wayne Lau (2023)	total
Professional Sectorial Experience														total
Private		x	x	x	x		x	x	x					7
Non-Profit	x		x		x			x				x		5
Public			x											1
Social			x											1
CID Perspective (current/former)														total
Resident			x								x	x		3
Resident with Children				x										1
Small business owner														0
2nd generation small business owner										3rd!				1
Property Owner														0
Works in Neighborhood								x	x				x	3
Volunteer	x	x												2
Other	former employee		proj consultant								CID clients	ISRD		
Expertise														total
Finance (area)				Real Estate		accounting					commercial, borrowing			3
Communications				x				x						2
Strategic Planning	x			x				x					x	4
Fundraising					x									1
Access to Funding, Partners, and/or Government			x									x		2
Government			x											1
Law (area)				Contracts/RE							RE			2
Previous Board Service	x		x		x			x	x		x			6
Property management				x							x			2
Asset management				x					x				x	3
Real Estate Development		x	x						x		x		x	5
Community Economic Development	x		x	x									x	4
Non-Profit/Organizational Development	x		x					x				x	x	5

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The Legislature Amends the Open Public Meetings Act to Address How to Hold Meetings Remotely

April 25, 2022

In large part due to the COVID-19 pandemic and recognition of how public meetings have changed and evolved over the last 50 years, the Washington State Legislature recently amended the Washington State Open Public Meetings Act ("OPMA"). Most of the changes to the OPMA take effect on June 9, 2022, except for certain changes that took effect when Governor Inslee signed the bill on March 24, 2022. The most significant changes relate to how public agencies may conduct meetings remotely and/or limit physical attendance at meetings, while still ensuring opportunity for public participation. Given the ongoing COVID-19 emergency, public agencies are currently still required to offer a remote option and are permitted to offer an in person option for public meetings. This is because the Governor's proclamation waiving certain OPMA requirements due to the COVID-19 crisis remains in effect until the Governor ends the state of emergency or until rescinded. As a result, the guidance we previously provided on this topic (here) still applies.

OPMA Amendments
The Legislature made several significant changes to the OPMA during the 2022 legislative session, some of which are highlighted below. The changes include both the addition of new provisions to the OPMA and revisions to existing provisions. For a review of all of the changes, the full bill is available at Engrossed Substitute House Bill 1329 ("ESHB 1329").

New provisions
Consistent with the Washington State Attorney General's Office ("AGO") guidance, the Legislature clarified that, except in limited circumstances, the OPMA requires meetings to be held at a physical location.[1] Under the new section 5 of the OPMA,[2] public agencies may hold remote meetings without a physical location or limit physical attendance at a meeting only if a local, state, or federal government has declared an emergency and the public agency has determined that in person meetings cannot be held safely. Additionally, a public agency that previously held some of its regular meetings remotely prior to March 1, 2020 may continue to hold some of its meetings remotely with no declared emergency. In either instance, the public agency is required to provide an option for the public to listen to the meeting in real time without additional cost, such as through telephone, television broadcast, or internet streaming. If the public agency fails to provide such an option, the public agency may not take action at the meeting.

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[1] The AGO Guidance is available here.
[2] This provision took effect on March 24, 2022 but as explained above, the Governor's proclamation declaring a state of emergency due to the COVID-19 crisis remains in effect.

Another significant addition to the OPMA is section 13, which requires public agencies to provide an opportunity for public comment at every regular meeting where action is taken except in emergencies. The public comment may be taken orally at the meeting or may be submitted in written form and distributed to the public agency before the meeting. If requested and feasible to implement, public agencies must also provide an opportunity for remote oral comment from an individual that has difficulty attending the meeting in person.

Also of note is a new section encouraging public agencies to make audio or video recordings of regular meetings available online for a minimum of six months.[3]

Amendments to existing provisions
Other notable changes to existing provisions of the OPMA include: allowing for general restrictions on meetings to protect the public health or safety or to protect against the interruption of a meeting (.040); allowing public agencies to stop individuals from speaking when not recognized (.050); requiring all but small public agencies to post agendas and meeting materials online (.077); and requiring public agencies to enter the announced purpose of excluding the public from an executive session into the meeting minutes (.110).

OPMA Meetings During the COVID-19 State of Emergency
For advice on how to conduct a public meeting subject to the OPMA while the Governor's state of emergency is still in effect, see our previous guidance on the topic, which (1) addresses the requirement that public agencies offer a remote option for all meetings and provide the public with an opportunity to participate in the proceedings through, at a minimum, telephone access that affords the ability for all persons attending the meeting to hear each other simultaneously; (2) explains the option for public agencies to offer an in person component for meetings; and (3) provides practical advice as to how to hold a remote meeting.[4]

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[3] The provision related to the public comment requirement (section 13) as well as the provision encouraging recordings (section 4) will take effect June 9, 2022.
[4] The Governor extended and amended the proclamations a number of times and the requirements have not changed since we last issued our guidance. *Compare* Proclamation 20-28.12, *with* Proclamation 20-28.15 (merely noting the state of emergency continues to exist throughout Washington and extending the OPMA waivers and suspensions in previous proclamations). Masking guidance at the time we issued our previous advice was also similar to the current masking guidance, as masking requirements were being lifted in July 2021 and statewide mask requirements transitioned to mask recommendations for many Washington state indoor settings as of March 11, 2022. *See* Secretary of Health's Masking Order.

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