



Daly City Age-Friendly Action Plan

2025–2028

*“Beautiful young people are accidents of nature,
but beautiful old people are works of art”*

- Eleanor Roosevelt





Executive Summary

On June 25, 2020, the American Association of Retired Persons (AARP) and the World Health Organization (WHO) formally designated the City of Daly City an Age-Friendly City. This marks the beginning steps in Daly City's Age-Friendly journey. As a demonstration of our commitment to being a part of the Age-Friendly network, we are developing an action plan that acts as a dynamic living document that belongs to our community and encompasses our values and vision. By implementing this action plan, we hope to build a stronger community and keep older adults healthy, socially engaged, and informed to shape our community and be part of a decision-making process.

Daly City believes that cities should be friendly for all ages. Because the older population has been increasing, and based on our age-friendly methodology, we want to be sure that our City is incorporating policies and changes for our residents and addressing the increased growth and diversity of our older adult population.

Daly City is committed to being an Age-Friendly Community. Our goal is to enhance the quality of life and promote wellness for all adults, especially those over 50. The City will continue to offer and enhance social, educational, and health programs. We accomplish this with many partners, including our colleagues from all City departments and agency partners.

As life expectancy increases, the need to ensure our City becomes a great place to grow old also increases. It is clear that the percentage of Daly City's aging population is growing; therefore, we must be ready to face the challenges that this will bring to society. Our residents are thrilled to be asked their opinions; the City will continue to invite residents to remain engaged and participate in an evolutionary transformation for our older population.



We hope to share best practices, lessons learned, and the opportunities and challenges of working in an urban environment. Daly City is multicultural due to our various national origins and unique identities. Equity can be significantly augmented by the opportunities created and provided. All of our older adults value the broad spectrum of services offered, and we welcome and value their feedback to the community.

This action plan reflects a road map that the City will follow, implement, and evaluate as time progresses, and alterations will be made to accommodate the needs of our residents. This plan will represent a positive step forward in identifying how we intend to achieve the actions we have outlined and committed to in the plan.

The physical, social, and cultural environment significantly impacts how we live. An age-friendly city is a place where older people can continue to live in their own homes and communities.

This action plan is a culmination of a detailed consultation process that brought service providers, elected officials, City staff, and residents together in Daly City to identify how we can continue to make Daly City a wonderful place to live, work, and play while enjoying ourselves as we get older. With this vision, we can all work together across our neighborhoods, cities, and counties.

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Overview:

AGE-FRIENDLY CITIES

The concept of the “Age-Friendly” movement was first developed by the World Health Organization (WHO) through a research project to examine the experiences of older people living in urban environments. The result of their work was a guide identifying eight essential domains to incorporate into establishing an Age-Friendly City. The WHO Global Network for Age-friendly Cities and Communities launched in 2010 and currently includes 1,542 cities and communities in 51 countries, covering over 320 million people worldwide. World Health Organization (n.d.). About the Global Network for Age-Friendly Network for Age-Friendly Cities and Communities. Age-Friendly World.¹

The network aims to enable cities and communities worldwide to become increasingly age-friendly by developing innovative policies, programs, and projects that demonstrate evidence-based solutions based on eight domains.





DOMAIN 1: Outdoor Spaces and Buildings

The natural surroundings and outside environment in a city play an essential role in the mobility, independence, and quality of life of older adults and how they adapt to that environment. Some critical features to explore in this domain for an Age-Friendly community include:

- **Public outdoor spaces need to be safe, clean, and enjoyable.**
- **Public and private buildings should be clean, well-maintained, lit, and welcoming, providing adequate indoor and outdoor signage and clean and available restrooms. Accessible elevators, ramps, and stairs are readily available.**
- **Green spaces are spacious, available, and clean, in addition to having comfortable outdoor seating.**
- **Provide bicycle paths and pedestrian walkways that are separate from each other.**
- **Pedestrian crossings are safe, well-lit, and provide adequate crossing times.**
- **Traffic enforcement and education are beneficial for all drivers and pedestrians.**

DOMAIN 2: Transportation

Residents need affordable, accessible, and convenient modes of transportation. Some essential features to explore in this domain for an Age-Friendly community include:



- **Public transportation must be safe and affordable, and rates must be visible.**
- **Public transportation must be frequent and convenient for residents to utilize, and destinations must be widespread, including community centers, libraries, grocery stores, medical offices and hospitals, shopping centers, parks, and pharmacies.**
- **All transportation modes are clean, maintained, and accessible.**
- **Transport services are available for people with disabilities.**
- **Drivers are courteous, helpful, and obey traffic laws.**
- **Traffic stations and stops need to be close to housing.**
- **Transportation information is readily available and visible.**
- **Roads are well-maintained, free of obstructions, and have good lighting.**
- **Parking is sufficient, and parking and drop-off areas are conveniently accessible.**



DOMAIN 3: **Housing**

Residents need safe, affordable, and conveniently located housing near public transit. Housing also needs to be located near businesses and essential services. Some critical features to explore in this domain for an Age-Friendly community include:

- **Various housing options are available, such as single-family homes, multi-dwelling units, accessory dwelling units (ADUs), condominium units, and assisted living facilities.**
- **Housing options at all income levels.**
- **Adapt and upgrade housing for older people and people with disabilities.**
- **Maintenance services are affordable, and there are qualified and reliable service providers.**
- **Community integration that incorporates housing for all ages and has common gathering areas to socialize.**
- **Provide affordable services to enable older adults to remain in their homes.**

DOMAIN 4: **Social Participation**

Older adults must have accessible and affordable opportunities for social interaction and connectivity. Participating in cultural, spiritual, and social events and activities helps maintain and cultivate new social relationships and provides opportunities for relaxation and leisure. Some essential features to explore in this domain for an Age-Friendly community include:

- **Accessibility of events and activities that are affordable.**
- **A wide array of programs and activities that address various interests.**
- **Communicate and disseminate information to promote awareness of events and activities in multiple modalities.**
- **Foster community integration.**
- **Schools, libraries, community centers, and parks are available for gatherings.**
- **Offer a wide range of events and activities to appeal to a diverse population, encouraging the participation of people of different cultural backgrounds and ages.**



DOMAIN 5: **Communication and Information**



Older adults need to stay connected with events and activities in their community and receive practical information essential to maintaining a good quality of life. Some critical features to explore in this domain for an Age-Friendly community include:

- **Provide information in multiple forms (oral communication, printed and electronic dissemination).**
- **Provide information in multiple languages.**
- **Widespread distribution of information with a centralized location for easy access.**
- **Frequent informational updates.**
- **Printed information for older adults has a larger font, and meetings include television captions and text on visual displays.**
- **Public access to computers and the internet free of charge, or at an affordable price.**

DOMAIN 6: **Respect and Social Inclusion**



Older adults need to feel they are included and respected in their communities. Interactions between generations and the acceptance of older people at all levels, regardless of gender, race, economic status, health status, and culture. Some essential features to explore in this domain for an Age-Friendly community include:

- **Courteous staff in both private and public sectors.**
- **Raise awareness of ageism.**
- **Bring generations together and educate the importance of working and socializing together.**
- **Opinions of older adults matter.**
- **Recognize older people in the community for their past and present contributions.**
- **Economic inclusion.**

DOMAIN 7: Civic Participation and Employment



People are working until an older age due to financial impacts. Many, once retired, have volunteered in communities for many years. Some essential features to explore in this domain for an Age-Friendly community include:

- **A wide range of options for older people to volunteer in areas of interest both in the private and public sectors.**
- **Educate and provide training to expand skills for older people to stay and return to the workforce.**
- **Provide opportunities for older people to work part-time, seasonally or remotely.**
- **Develop policy and legislation to prevent age-based discrimination.**

DOMAIN 8: Community Support and Health Services



An adequate range of health and community services is essential to promote, maintain, and restore health. Some critical features to explore in this domain for an Age-Friendly community include:

- **Wide variety of health services.**
- **Coordinate care delivery and provide information in a simple and manageable fashion.**
- **Community emergency planning takes into account older adults and people with disabilities.**
- **Provide convenient health, social services and transportation to those entities.**
- **Staff are respectful and patient.**



Action Plan

The Age-Friendly Action Plan is a document that encompasses a five-year process of assessing and gathering information, interviewing community members, and prioritizing potential projects to implement and establish an Age-Friendly community. It acts as a roadmap for communities to develop initiatives to make a city a better place to age gracefully, thrive, and be independent.

In developing an Action Plan, the City connected with its residents in a multitude of ways. Daly City initially gathered information through five focus groups in 2019 before becoming Age-Friendly Certified. One focus group was conducted with the City's Age-Friendly Task Force made up of service providers, community members, City staff, City officials; one with older Filipino adults, and three groups represented by three different community and living facilities. (Task Force, Lincoln Park Community Center, Pilipino Bayanihan Resource Center [PBRC], Older Adult Parishioners at St. Martin's Church, and Hillcrest Gardens).

Daly City generated three age-friendly projects from the initial focus groups in 2019 and submitted as part of its membership application to join the AARP Network of Age-Friendly States and Communities and the World Health Organization Global Network of Age-friendly Cities and Communities. The projects identified and implemented include:

Television monitors were installed in all community centers with a community channel for older adults with live streaming capability to stay informed of upcoming events,

ACTION PLAN INTRODUCTION (continued)

educational programming, and City Council meetings. In addition, the Daly City website was revamped to include all resources for older adults in one centralized place. Daly City also built an expansive resource guide for dissemination to the community that provides directories from the Pilipino Bayanihan Resource Center (PBRC), Alliance for Community Empowerment (ALLICE), Healthy Aging Response Team (HART) and Help at Home booklet published by the San Mateo Commission on Aging. The third project was for the City to hold a summit on affordable housing, an issue affecting older adults.



After receiving the designation of an Age-Friendly City on June 25, 2020, Daly City proposed Measure Q, a local recovery and relief measure to provide emergency funding, which included support to senior services. The City recognized its local senior population and vulnerable residents depend on City resources now more than ever, such as food and wellness checks. Measure Q would maintain services and ensure older adults in the community receive respect, dignity, and involvement in all aspects of the City's future. Measure Q funding passed in the November 3, 2020 elections, and City Council appropriated \$500,000 annually to Recreation Services specific to Active Adults/Seniors. Initial funding allocations covered two new Full-Time Senior Specialist positions, hired in 2021 and support to the National Fitness Campaign-Fitness Courts. Recreation Services also worked with a consultant to facilitate the hybrid strategic and operational planning process and formed two cohorts. The first cohort looked at \$25K in funding set aside for recreation programming and program enhancements. They created and administered a Recreation Survey between April-August 2022 which resulted in findings that provided direction for staff to lead recreation services and identified the need to look at services with an equity lens. A second cohort created the Guiding Principles: Accountability, Educate to increase awareness and participation, Combating Isolation, Facilities Improvements and Health needs, "It takes a Village" and Specific Systems Improvements which led to their work in identifying ways to ensure diversity, equity, and inclusion was met throughout its services and programs.

Most recently, the City worked with AARP to create and disseminate a city-wide survey to learn and gather input about the unmet needs of older adults in Daly City. The survey was advertised from January-June 2023 on the City website, Daly Wire, Daly News

ACTION PLAN INTRODUCTION (continued)

and Foghorn, as well as their social media platforms: Facebook, Nextdoor, Instagram, and X (formerly Twitter).

In addition to online access, the Department of Library and Recreation Services provided survey clinics at various local community centers, libraries, and off-site locations within Daly City to support residents in filling out the survey through computer assistance or translation services. The survey access on the City webpage also enabled community members to view and respond to the survey in over 100 languages.

The Center for Age-Friendly Excellence (CAFE) again conducted four focus groups in November and December 2023. Service providers and residents from community centers participated in these groups. In-depth discussions focused on discovering unmet needs in the older adult community from their perspective and CAFE prioritized the residents' ideas for potential projects to address these needs.

Recent focus group discussions have focused on all eight domains with a broad spectrum of projects, which this action plan will display later in the document.

A copy of the 2023 Age-Friendly Community survey and focus group qualitative reports are posted to the Age-Friendly Daly City website at <https://www.dalycity.org/1062/Age-Friendly-Daly-City>

This action plan will include goals, strategies, and steps to accomplish goals, as well as partners accountable for the goals of the eight domains categorized under the World Health Organization, plus an added domain by Daly City, which will include emergency services. Some action steps will be short-term and completed over the next two to three years. Other items focus on more long-term future needs, which will develop with new technology and growth. This is an evolving document for the City Council, staff, and constituents to continually evaluate and change to reflect the ongoing needs in the community. This action plan will make Daly City a better place for all ages to live, work, and play.





An age-friendly community should have an outside environment and public buildings that are pleasant, clean, safe, and welcoming. Having plenty of outdoor green space with vegetation and seating allows people of all ages to sit, enjoy, and relax.

SURVEY RESULTS

83% of respondents thought it was very important or extremely important to have sidewalks in good condition, safe for pedestrians, and accessible for wheelchairs or other assistive mobility devices.

82% of respondents thought it was very important or extremely important to have well-maintained and safe parks.

69% of respondents thought it was very important or extremely important to have well-maintained public buildings and facilities that are accessible to all people.

“I bring my grandchildren to the park and I want the parks to be clean and safe and I want to be able to sit and relax.”



GOAL: **Provide a Safe and Accessible City for All Ages to Enjoy and Utilize**

STRATEGIES

1 Promote pedestrian safety among older adults and enhance safe and appealing neighborhoods in the community.

- a. Work with residents and community partners to identify sidewalk cracks, garbage around the City and where sidewalks are blocked.

PARTNERS Public Works Police Republic Services SamTrans Community Volunteers	RESPONSIBLE STAFF Public Works	TIME FRAME 1-2 Years	METRIC Complete YES/NO
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- b. Develop a walking audit where older residents assess pedestrian safety components such as wayfinding signage around public buildings, increasing font and lighting to increase visibility of significant street signs, focusing on ADA accessibility and potential crosswalk improvement.

PARTNERS Public Works Caltrans Community Volunteers	RESPONSIBLE STAFF Public Works	TIME FRAME 1-2 Years	METRIC Complete YES/NO
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2 Promote education about pedestrian safety

- a. Educate community members about the Vision Zero program, Safe Streets Save Lives, and provide workshops related to car, bicycle, and pedestrian safety.

PARTNERS Schools Bicycle Pedestrian Advisory Committee Community Volunteers	RESPONSIBLE STAFF Public Works, City Manager’s Office	TIME FRAME 1 Year	METRIC Complete YES/NO
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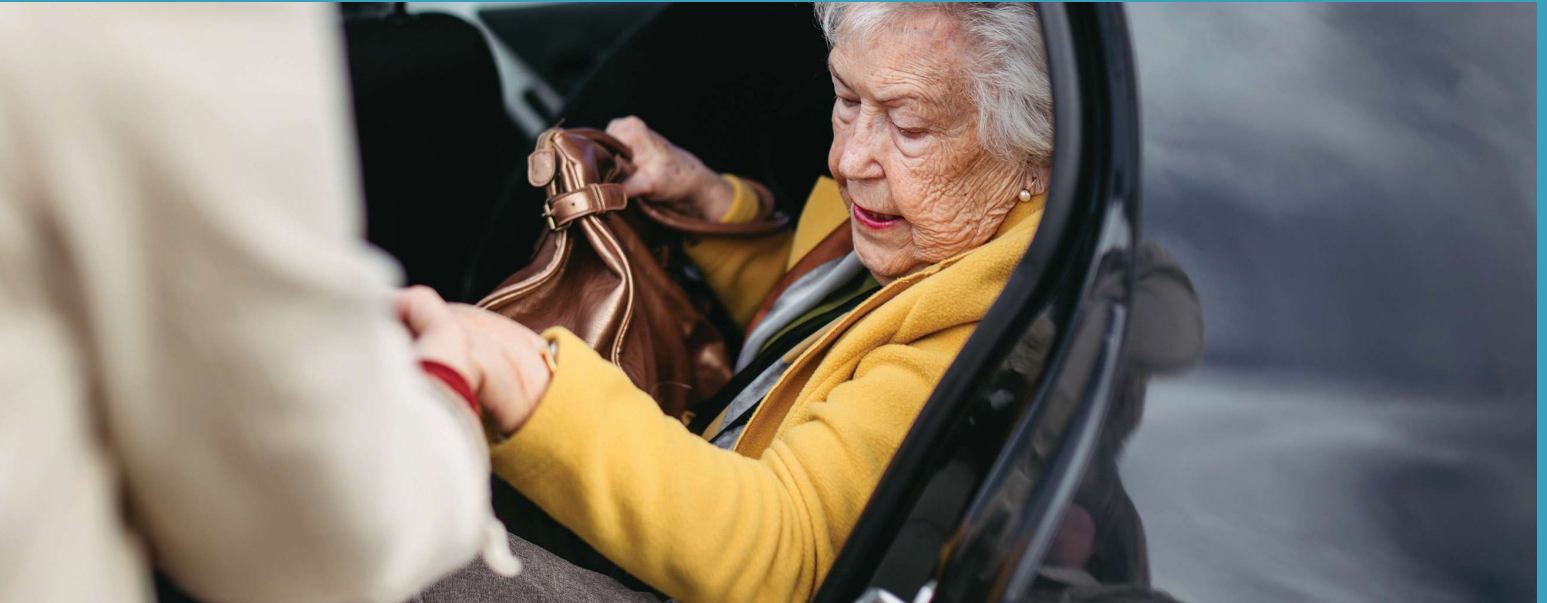
GOAL: **Provide a Safe and Accessible City for All Ages to Enjoy and Utilize**

STRATEGIES (continued)

- 3** Utilize parks to promote programming and exercise opportunities, in addition to providing a relaxing atmosphere.
- a. Increase awareness of National Fitness Campaign fitness courts.
 - b. Identify areas where additional benches can be installed by the City.
 - c. Encourage inclusion of age-friendly equipment when renovating parks.

PARTNERS Recreation Commission Community Volunteers	RESPONSIBLE STAFF Recreation Services, Public Works	TIME FRAME 1 Year/ Ongoing	METRIC Complete YES/NO
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An age-friendly community should have accessible and affordable public and on-demand transportation options. Older adults in Daly City are highly reliant on their cars, but as they age, it's harder for them to remain independent, and they need other options to assist them in getting around town. Mobility education is necessary to provide residents with options to be connected to services available in the community.

SURVEY RESULTS

86% of residents surveyed drove themselves, followed by using public transportation, relying on others to transport them, observed by using a ride source company such as Uber or Lyft.

80% of residents thought that public transportation is accessible and convenient.

65% of residents thought it was very important or extremely important to have safe stops and clean waiting areas.

OVER 90% of residents thought it was important or extremely important to have easy-to-read traffic signs, safe intersections, well-maintained streets, and enforced speed limits.

“We need to have more accessible transportation; I have no way of getting down the hill to the grocery store or the community center.”



GOAL: To improve mobility options for older adults and enforce traffic safety.

STRATEGIES

- 1** Encourage various transportation options and educate residents about available transportation resources.
- a. Educate and establish solutions to increase the amount of residents utilizing the “Got Wheels Program” through Peninsula Family Services.
 - b. Educate residents about Redi-Wheels.
 - c. Ensure communication to residents about the Bayshore shuttle. www.dalycity.org/509/bayshore-shuttle-changes-June-24-2021
 - d. Look at and evaluate additional affordable on-demand options. For example, VIA: ridewithvia.com
 - e. Disseminate the SamTrans transportation resource book electronically and in hard copy at senior and recreation centers. www.samtrans.com/media/8381/download?inline
 - f. Provide technology classes on ride-share options.

PARTNERS SamTrans Economic Development Youth Advisory Bicycle Pedestrian Advisory Committee Community Residents Daly City Partnership	RESPONSIBLE STAFF Public Works, Economic & Community Development, Recreation Services	TIME FRAME 6 Months to 1 Year	METRIC Complete YES/NO
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- 2** Look for ways to partner with local transportation services.
- a. Work with ride-share sources to assess areas to add pick up zones for safe and easy access. For example one pick-up and drop-off zone at Serramonte Center.
 - b. Evaluate the possibility of adding a shuttle service that takes residents to City events and senior community centers; define areas to be served and hold community meetings to propose potential solutions.
 - c. Help with Clipper cards, new bike programs, and continue to offer refresher driver courses for older adults.
 - d. Assess the possibility of developing a transportation volunteer system to deliver needed items to people who are housebound; establish a village organization.



GOAL: To improve mobility options for older adults and enforce traffic safety.

STRATEGIES (continued)

PARTNERS Public Works SamTrans On-Demand Car Services Bicycle Pedestrian Advisory Committee Commute.org Faith Based Organizations Community Members Daly City Partnership Serramonte Center	RESPONSIBLE STAFF Public Works	TIME FRAME 1-2 Years/ Ongoing	METRIC Complete YES/NO
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3 Enforce traffic laws and enhance traffic safety.

- a. Increase police enforcement and incorporate technology to streamline some duties to overcome staffing shortages.

PARTNERS Police	RESPONSIBLE STAFF Police	TIME FRAME 6 Months to 1 Year	METRIC Complete YES/NO
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Got Wheels!

Peninsula Family Service Affordable taxi service on demand 24/7

DOMAIN 3: Housing



DOMAIN 3: HOUSING



Age-Friendly communities should have housing that is affordable, safe, and conveniently located near public transportation, businesses, health options, and access to services. Maintaining and modifying one's home is essential to allow people to stay in their homes. Preserving existing safe housing structures and creating new affordable housing units are critical. San Mateo County has the highest cost of living in the state of California for seniors who either rent or own homes according to a study conducted by UCLA (*Federal Poverty Guideline Underestimates Costs of Living for Older Persons in California, 2008*).

“Staying in my house is essential; it’s too expensive to move out.”

SURVEY RESULTS

73% of residents thought it was essential to have service people who are trustworthy and can perform quality improvements at a reasonable and affordable price for people to maintain and stay in their homes.

78% of residents want a home that will allow them to live independently as they age.



GOAL: To provide resources to residents to age in place and incorporate policies and projects offering affordable and safe housing.

STRATEGIES

- 1** Provide, educate, and disseminate information to increase awareness of available affordable housing options and promote a mix of diverse housing options.
 - a. Conduct workshops that assist residents in signing up for affordable housing.
 - b. Educate residents about available housing resources.
 - i. hiphousing.org or call 650-348-6660.
 - ii. smc.housingbayarea.org
 - iii. Develop a list of available ADU units and offer workshops to help educate homeowners on the process of building ADUs.

PARTNERS HIP Housing San Mateo County Department of Housing Project Homekey Daly City Partnership	RESPONSIBLE STAFF Economic & Community Development	TIME FRAME Ongoing	METRIC Complete YES/NO
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- 2** Develop a list of trusted handypersons and home repair providers.
 - a. Housing Rehab programs: smcgov.org/housing-repair-programs
 - b. Home modifications: rebuildingtogether.org
 - c. Housing accessibility modification (HAM): cidsanmateo.org/services/housing-accessiblility-modification.php

PARTNERS San Mateo County Department of Housing Chamber of Commerce	RESPONSIBLE STAFF Economic & Community Development	TIME FRAME 1 Year/ Ongoing	METRIC Complete YES/NO
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GOAL: To provide resources to residents to age in place and incorporate policies and projects offering affordable and safe housing.

STRATEGIES (continued)

3 Ensure older adults have an opportunity to engage in future planning.

- a. Offer workshops allowing residents to provide feedback on housing issues.
- b. Involve older adults when discussing the Housing Element and housing policies.

PARTNERS
Planning Commission

RESPONSIBLE STAFF
Economic & Community Development

TIME FRAME
1 Year/ Ongoing

METRIC
Complete
YES/NO

**** Please refer to Appendix A for further information on potential projects.**





An age-friendly community supports and encourages human interaction and guards against isolation. Residents can be a part of their community and maintain connections with others. Affordable, accessible, inclusive, and intergenerational activities are available. According to the Surgeon General's Advisory, U.S. Surgeon General Dr. Vivek Murthy warns about the public health crisis that loneliness and isolation pose to the American public. (*Our Epidemic of Loneliness and Isolation*, 2023)

SURVEY RESULTS

76% of respondents thought it was very important or extremely important to have conveniently located entertainment venues.

70% of respondents thought it was very important or extremely important to have a variety of cultural activities for diverse populations.

69% of respondents thought it was very important or extremely important to have activities geared specifically towards older adults.

“Coming to the center brings fun back to my life after being cooped up at my house.”



GOAL: **Provide Affordable, Accessible, Inclusive Activities for Socialization.**

STRATEGIES

- 1 Expand programs available: recreational activities, field trips, educational workshops, intergenerational events.
- a. Survey residents for activities they are interested in.
 - b. Host community in-person and online special events for people to connect.
 - c. Research and consider Magical Bridge Playground, which offers a more inclusive playground reflecting the movement toward including all ages and abilities.

PARTNERS Recreation Services Library Community Leaders Faith Based Organizations Magical Bridge Foundation Daly City Partnership	RESPONSIBLE STAFF Recreation Services, Library	TIME FRAME 1 Year/ Ongoing	METRIC Complete YES/NO
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- 2 Provide transportation to facilitate attendance.
- a. Consider making transportation available for unique and significant City events.
 - b. Offer opportunities for field trips to see activities and venues outside of Daly City.
 - c. Encourage residents to explore other neighborhood activities and events outside their immediate community.

PARTNERS SamTrans Caltrans Economic & Community Development Chamber of Commerce Recreation Services Businesses Small Business Commission Daly City Partnership	RESPONSIBLE STAFF Recreation Services	TIME FRAME 6 Months to 1 Year	METRIC Complete YES/NO
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GOAL: **Provide Affordable, Accessible, Inclusive Activities for Socialization.**

STRATEGIES (continued)

- 3 Ensure communication about activities and events; use a wide variety of venues and languages.
- a. Promote materials using large fonts, including details about facility and transportation options.
 - b. Partner with high schools to offer tech classes to increase interpersonal connection and access to information.
 - c. Implement consistent outreach to people at risk of social isolation.

PARTNERS Schools Recreation Services Library Local Businesses Fire Police Youth Advisory Committee Daly City Partnership	RESPONSIBLE STAFF Recreation Services, Library	TIME FRAME 6 Months to 1 Year/ Ongoing	METRIC Complete YES/NO
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An age-friendly community makes information accessible and available to all ages and is inclusive. Information is provided via print and spoken formats in multiple languages and available online to facilitate accessibility. Since not everyone has a smartphone, WiFi connection, or is comfortable with technology; information dissemination incorporates various locations, venues, and publications.

“Printed information is important to reach those of us who are not online.”

SURVEY RESULTS

73%

of respondents rated the community as good to excellent on having free access to computers and the internet in public places such as the library, senior center, or government buildings.

61%

of respondents rated the community as good to excellent in providing community information in one central source.

58%

of respondents rated the community as good to excellent on providing community information in a number of different languages.



GOAL: Make information about activities and resources available and accessible using a wide variety of venues and languages.

STRATEGIES

- 1** Coordinate widespread and regular distribution of information available using a variety of venues and offer in multiple languages; provide centralized access to information.
 - a. Develop an expansive resource guide for dissemination to the community.
 - b. Raise awareness of existing programs and events through online and hard copy dissemination. (details in Appendix: B)
 - i. Ensure outreach materials are available in multiple languages.
 - ii. Offer language translation for City Council meetings.
 - c. Revisit using hard copies for recreation programs, activities, and events.

PARTNERS City Staff Recreation Services Library Schools Local Businesses Chamber of Commerce Medical Centers Churches Non-Profit Organizations	RESPONSIBLE STAFF City Staff	TIME FRAME 1 Year/ Ongoing	METRIC Complete YES/NO
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- 2** Increase accessibility to computers, WiFi, and tech classes.
 - a. Have local high school students provide tech classes for older adults.
 - b. Promote awareness that community members can access Chromebooks or tablets at Community Centers or Libraries when needed; the War Memorial has a large computer room available.
 - c. Use ARPA (American Rescue Plan Act) to install WiFi at Gellert Park Clubhouse.



GOAL: Make information about activities and resources available and accessible using a wide variety of venues and languages.

STRATEGIES (continued)

PARTNERS Library Recreation Services Schools Community Centers Daly City Partnership	RESPONSIBLE STAFF Library, Recreation Services	TIME FRAME 1 Year/ Ongoing	METRIC Complete YES/NO
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3 Revamp and expand the City's website Age-Friendly page.

- Have all resources for older adults in one place including links to Help at Home and AARP.
- Provide translation capability and include related instructions.

PARTNERS City Staff	RESPONSIBLE STAFF Recreation Services, City Manager's Office	TIME FRAME 6 Months to 1 Year/ Ongoing	METRIC Complete YES/NO
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An age-friendly community promotes activities that support respect for older adults and help to prevent ageism. Engagement of older adults in the community is encouraged, and older people are involved in decision-making that impacts them. The community offers intergenerational activities and opportunities to collaborate.

**“I feel that
older adults
are not really
listened to.”**

SURVEY RESULTS

99%

of respondents rated the community as good to excellent in being a place for people to live as they age.



GOAL: Provide an inclusive environment that acknowledges and serves the diverse population of the city.

STRATEGIES

- 1
- Develop accessible and affordable programs that are sensitive to diverse needs.
- a.

Conduct inventory of events currently offered; discuss potential cultural events that need to be added.

i.

Collaborate with other Daly City Community-based Organizations to offer citywide events.

ii.

Provide promotional materials in multiple languages.

b.

Make social activities available to homebound seniors by hosting in-person and online community events.

i.

Establish paid programs assigning workers to homebound seniors; visits are consistent/ongoing, and relationships can be built over time.

<div>PARTNERS City Staff Recreation Services Library Medical Centers Non-Profit Organizations Faith Based Organizations Daly City Partnership Community Centers</div>	<div>RESPONSIBLE STAFF City Staff</div>	<div>TIME FRAME 6 Months to 1 Year/ Ongoing</div>	<div>METRIC Complete YES/NO</div>
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- 2
- Offer intergenerational activities and events so that young and old can learn from each other; include cultural diversity.
- a.

Create online programming between schools and senior centers on topics of shared interest.

b.

Have youth make and deliver greeting cards to senior center participants.



GOAL: Provide an inclusive environment that acknowledges and serves the diverse population of the city.

STRATEGIES (continued)

PARTNERS Recreation Services Schools Library	RESPONSIBLE STAFF Recreation Services	TIME FRAME 6 Months to 1 Year/ Ongoing	METRIC Complete YES/NO
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- 3** Reach out to older adults for their input on decisions that may affect them.
- a. Increase frequency of surveys or focus groups with older adults.

PARTNERS City Staff HOAs Neighborhood Groups Recreation Services Library Community Centers	RESPONSIBLE STAFF City Staff	TIME FRAME 1 Year/ Ongoing	METRIC Complete YES/NO
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An age-friendly community offers volunteer and employment opportunities for older adults to remain actively involved in their community. Transportation is available and allows them to reach their volunteer activity/work destination. Civic participation of older adult residents is encouraged.

SURVEY RESULTS

59%

of respondents rated the community as good to excellent in having a range of volunteer opportunities to choose from.

“Volunteering in the community gives me purpose and a sense of peace for my own well-being.”



GOAL: **Provide older adults with opportunities for continued community engagement through volunteer roles or employment.**

STRATEGIES

- 1 Publicize volunteer opportunities using multiple format types and venues, including City website, newsletters, senior centers, and libraries or other central locations.
- a. Daly City Partnership (DCP) and Recreation and Senior Centers, such as Doelger and Lincoln, have large programs including volunteers/volunteers; consider working with schools regarding volunteer opportunities.
 - b. Arrange transportation if they cannot drive; offer small transportation stipends for gas cards and clipper cards.

PARTNERS City Staff Recreation Services Non-Profit Organizations Schools Library SamTrans Caltrans Chamber of Commerce Local Businesses Daly City Partnership	RESPONSIBLE STAFF City Staff	TIME FRAME 6 Months to 1 Year/ Ongoing	METRIC Complete YES/NO
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- 2 Keep City leaders informed of the unique needs/perspectives of older adult residents and please encourage them to maintain an age-friendly lens when reviewing policies and programs.

- a. Develop an Active Adult/Senior Commission or Advisory Board to act as a liaison with City leaders or add senior members to an existing task force to act as liaisons.

PARTNERS City Council Senior Community Leaders	RESPONSIBLE STAFF City Council	TIME FRAME 1 Year/ Ongoing	METRIC Complete YES/NO
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GOAL: Provide older adults with opportunities for continued community engagement through volunteer roles or employment.

STRATEGIES (continued)

- 3** Publicize resources with job postings for older adults.
- a. Continue to work with Peninsula Family Services to place adults through their employment services programs for older workers; work with Chamber regarding opportunities.
 - b. Have residents check CalOpps for job postings.
 - c. Refer to the City Human Resources webpage.
 - d. Publish older adult job opportunities in Daly Wire/E-newsletter and on Channel 27; develop job/employment board.

PARTNERS City Staff Chamber of Commerce Peninsula Family Services	RESPONSIBLE STAFF City Staff	TIME FRAME 6 Months to 1 Year/ Ongoing	METRIC Complete YES/NO
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DOMAIN 8:

Community Support and Health Services



Age Friendly communities should provide affordable access to all levels of healthcare and services related to preventive healthcare, in addition to maintaining and restoring health. There should also be availability of doctors, nurses, and healthcare personnel to address health issues in a holistic fashion.

SURVEY RESULTS

75%

of residents thought the City had well-maintained hospitals and health care facilities.

73%

of residents thought it was extremely important or very important to have a respectful and helpful hospital and clinic staff.

OVER 90%

of residents think it is important to have well-trained home care providers and affordable home health care providers.

“We are lucky to have multiple health providers in our area, it’s just sometimes hard to get appointments.”



GOAL: **Provide services and programs that support older adults’ ability to age in place with dignity.**

STRATEGIES

- 1
- Increase awareness of available resources in San Mateo County.

a.

Access and education to healthy food and nutrition.

i.

Continue in-person senior programs, the senior food pantry at Doelger Senior Center, Meals on Wheels, OAA Congregate Lunch Program, and food assistance programs through Second Harvest.

b.

Provide and disseminate resource booklets containing resources available to older adults.

i.

Community Information Handbook: Community Information Handbook | County of San Mateo, CA

ii.

Help at Home Handbook: www.smchealth.org/sites/main/files/file-attachments/hath_web.pdf

iii.

Filipino Mental Health Initiative: https://www.smchealth.org/sites/main/files/file-attachments/fmhi_handbookjune2008.pdf?1481321158
- | | | | |
|---|---|--|--|
| <div><div>PARTNERS</div><div>Second Harvest</div><div>Daly City Partnership</div><div>Recreation Services</div><div>Aging and Adult Services</div><div>Senior Centers</div></div> | <div><div>RESPONSIBLE STAFF</div><div>Recreation</div><div>Services</div></div> | <div><div>TIME FRAME</div><div>6 Months/</div><div>Ongoing</div></div> | <div><div>METRIC</div><div>Complete</div><div>YES/NO</div></div> |
|---|---|--|--|
- 2

Maintain and increase partnerships with community-based organizations, local clinics, and hospitals.

a.

Increase awareness of healthcare and dental care access.

i.

Hold health and fitness fairs at senior centers, in addition to Serramonte Center and Seton Hospital.

ii.

Partner with Big Smiles to provide free or low-cost dentistry to older adults.

iii.

Educate older adults regarding caregiver training, access to end-of-life care, telehealth options, and language-appropriate services.

iv.

Offer low-cost medical screenings and scam-free services.

35 | Daly City Age-Friendly Action Plan - 2024

(Please refer to Appendix A for further information on potential projects)

DOMAIN 8: COMMUNITY SUPPORT AND HEALTH SERVICES



GOAL: Provide services and programs that support older adults’ ability to age in place with dignity.

STRATEGIES (continued)

<p>PARTNERS</p> <p>Seton Hospital</p> <p>Northeast Medical Services (NEMS)</p> <p>Chinese Hospital</p> <p>Serramonte Center</p> <p>Pilipino Bayanihan Resource Center (PBRC)</p> <p>Bay Area Community Health Advisory Council (BACHAC)</p> <p>Daly City Partnership</p> <p>Schools and Colleges</p> <p>Recreation Services</p>	<p>RESPONSIBLE STAFF</p> <p>Recreation Services</p>	<p>TIME FRAME</p> <p>1 Year/ Ongoing</p>	<p>METRIC</p> <p>Complete YES/NO</p>
--	--	---	---





Given the community's concern about earthquakes, fires, and flooding, this domain is a good addition. Older adult residents want to be prepared and reduce the negative impacts of a disaster.

SURVEY RESULTS

- Not Applicable

“We need classes for emergency and disaster planning so that we know how to be prepared, what we need to have available, and where we need to go.”



GOAL: Educate and provide workshops for residents on how they need to be prepared in case of a disaster such as an earthquake.

STRATEGIES

- 1
- Host events to provide education on emergency preparedness: Community Centers, Police and Fire Departments.
- a.

Have local businesses donate emergency preparedness materials; volunteers pre-assemble backpacks.
- b.

Have staff and teenagers help residents sign up for SMC Alert (public registration; distribute emergency preparedness information in electronic and hard copy formats in multiple languages.

i.

Assist older adults with adding emergency contacts and other vital information to cell phones.
- c.

Police and Fire Departments can also visit various neighborhoods to discuss emergency preparedness, home and auto safety tips.
- d.

Video training and post it on the City website and include it in the Daly Wire/E-News.

PARTNERS Police Fire City Staff Community Centers Schools Local Businesses	RESPONSIBLE STAFF Police and Fire Departments	TIME FRAME 1 Year/ Ongoing	METRIC Complete YES/NO
---	--	---	-------------------------------------

- 2
- Promote related programs and activities.
- a.

Develop an emergency checklist: Send it to the Daly City residents twice yearly.

i.

Know what zone they live in (Genasys, formerly Zonehaven)
- b.

Increase the number of volunteers signed up for CERT.
- c.

Reimagine and rejuvenate the Neighborhood Watch program.

i.

Develop Neighborhood Networks: potentially develop a directory of residents who can assist in an emergency.
- d.

Determine and publicize on Police and Fire Department webpages facilities available for temporary housing.
- e.

Educate residents about predesignated facilities for evacuation, smoke days, and cooling centers.



GOAL: Educate and provide workshops for residents on how they need to be prepared in case of a disaster such as an earthquake.

STRATEGIES (continued)

PARTNERS Police Fire City Staff Community Centers Schools Library Daly City Partnership Recreation Services	RESPONSIBLE STAFF Police and Fire Departments	TIME FRAME 1 Year/ Ongoing	METRIC Complete YES/NO
--	--	---	-------------------------------------

3 Enforce traffic laws and enhance traffic safety.

- a. Increase police enforcement and incorporate technology to streamline some duties to overcome staffing shortages.

PARTNERS Police	RESPONSIBLE STAFF Police Department	TIME FRAME 6 Months to 1 Year	METRIC Complete YES/NO
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Appendix A: AGE-FRIENDLY PROJECTS TO CONSIDER

“Getting old is like climbing a mountain; you get a little out of breath, but the view is much better!”

-Ingrid Bergman

Daly City Age Friendly Projects 2024-27: <https://docs.google.com/spreadsheets/d/1YrqcVG6JCzumaWsZxUOj1z48NwvklOE4/edit#gid=1800238518>



Appendix B:

CURRENT AGE-FRIENDLY PRACTICES

As part of the Age-Friendly Action Plan process, interviews were conducted, and information was gathered from a variety of city departments in Daly City. During this process, current age-friendly practices were identified. Most departments have already implemented age-friendly projects for all ages and know the importance of raising awareness of potential age-friendly projects and policies.



Age-Friendly Recreation Services

The Daly City Department of Recreation Services is thoroughly committed to offering services that are Age-Friendly.

The City of Daly City allocated Measure Q funding in 2021 to several of its departments, Library and Recreation Services is one of them. A part of Measure Q funding (\$500,000) was earmarked for Active Adult and Senior programming services. An outside consultant was hired to help guide personnel to engage in a process for allocating Measure Q funding.

The outcomes were two separate groups of staff members who made equity-grounded, funding decisions supported by solid data and enjoyed camaraderie while engaging in an effective and efficient discussion through a series of meetings. In reviewing the 8 Domains of Livability, staff identified four domains to survey that best aligned with recreation services. The domains surveyed included:

OUTDOOR SPACES AND BUILDINGS

SOCIAL PARTICIPATION

RESPECT AND SOCIAL INCLUSION

COMMUNITY SUPPORT AND HEALTH SERVICES

Age-Friendly Recreation Services (continued)

The Department of Recreation Services established a Hybrid Strategic and Operational Planning process which included two cohorts. The first included \$25K in programming and program enhancements and conducting a recreation survey from April to August 2022. Responses related to programs affiliated with dance, fitness/exercise, and social interactions. In addition, there was interest in a cooking series and additional adult recreation equipment.

The second cohort focused on an equity lens to programming and program/services enhancements. These enhancements led to Guiding Principles, which included accountability, educating to increase awareness and participation, combating isolation, facility improvements, health needs “It takes a village,” and specific system improvements.

Under the topic “Educate to Increase Awareness and Participation,” budgeted staff hours using Measure Q funds would go toward Lincoln, Bayshore and Gellert sites. There would also be support work towards welcoming and inviting participants over 50 to Daly City’s center (Receptionists/Translation Services). Hiring a 3rd Senior Services Specialist to support Active Adults and Senior Services was also incorporated into the plan.

Under Health Needs, Combating Isolation and Accountability, Daly City would continue funding contract-led classes at recreation facilities, offering a one-day Daly City Priority Registration. In partnership with Seton Hospital and Serramonte Center, the Walkabout program at Serramonte Center was reinstated. This is offered on Fridays from February to October. This includes weekly walking and fitness activities (with a paid contract facilitator and funded through the Daly City Recreation Services.), monthly blood pressure screenings, and quarterly Talkabout health presentations.

With support from Second Harvest Food Bank, Doelger Senior Center houses a food pantry which serves over 204 people from 105 households.

With partial subsidies from the Older American Act and San Mateo County funds and Second Harvest Food Bank, the Congregate Nutrition Lunch Program is now offered at four different locations. These include Doelger Senior Center, Lincoln Park Clubhouse, Bayshore Community Center and Gellert Park Clubhouse



Age-Friendly Recreation Services (continued)

(approximately 230 meals/day are estimated to serve approximately 58,000 meals per year). Meals are also prepared and frozen for the food pantry.

Funds were allocated from Measure Q for Recreation Services to install two fitness courts. These fitness courts are located at Westlake and Lincoln and opened October 15, 2023. In addition, Measure Q funds were utilized toward programming enhancements such as dance, art, exercise, and fitness workshops. There were 193 registrants in Spring and Summer 2023 and 68 participants in Fall 2023.

Under Facility Improvements, money has been used for purchasing equipment such as bulletin/display boards, furniture, smart TVs, sounds systems to provide a welcoming space. In addition, there has been flooring, class enhancements and recreation equipment such as Pool/Billiard tables and ping pong tables. Daly City will continue to purchase equipment to enhance programming and facilities.

Under “It Takes a Village,” Daly City, alongside site-specific community events, Recreation Services will bring back city-wide special events in 2024 including:

- **Crab Feed**
- **Craft Fair**
- **Volunteer Appreciation Luncheon**
- **Health & Wellness Fair**

Finally, under Specific Systems Improvements, there will be a reception desk with translation services. Many of the centers have bilingual staff to support registration and provide information.

Daly City serves many older adults in a variety of programs. For example, there are free blood pressure screenings every Wednesday in collaboration with the College of San Mateo Nursing program, and Get Appy Tech Help classes once a month on Thursdays through a partnership with Peninsula Family Services. A Music Therapy Class is offered once a week on Wednesdays through a grant received by North East Medical Services (NEMS). “In-house” watch parties with education documentaries are provided once a month, and there are presentations throughout the year from outside organizations, such as the American Stroke Association and County of San Mateo Behavioral Health and Recovery Services. Daly City also hosts AARP tax aide





workshops which serve all individuals who are required to file taxes, with free tax preparation services from February through April. AARP Smart Driver Courses are offered throughout the year.

The Department of Recreation Services partners with San Mateo County Aging and Adult Services to provide free farmers' market vouchers to older adults residing in Daly City once a year. The vouchers are worth \$50.00 and can be used at any farmers' market location in San Francisco and San Mateo Counties. In addition, Free Legal Aid counseling is available from the Legal Aid Society every Monday. Some representatives are available to answer any legal questions. Daly City holds four city-wide cultural events, three intergenerational city-wide special events, and multiple community events at the various recreation facilities throughout the year.



Age-Friendly Library

The library provides a supportive and welcoming space for all visitors at four locations convenient for residents of the city's different neighborhoods. Many of Daly City's patrons are older adults, so programs and services are designed to meet their needs. Traditional library services such as fiction and nonfiction materials for borrowing, reference and referral for community services, computer help, magazines, and newspapers, and a warm, well-lit space in which to read them are especially well-used by older residents in the community.

For those residents who are unable to visit a library, the Library offers a Homebound Delivery Service. Materials are mailed upon request in a reusable pouch with return postage included. Daly City has a grant-funded service called ZipBooks, so if a patron would like a book that the library may not have in its collection, Daly City can purchase it from Amazon and have it delivered directly to their home. The book is returned when the patron is finished with it and added to the collection for others to use.

The Library has staff who speak Mandarin, Cantonese, Spanish, and Tagalog, although the city would like more personnel. If staff cannot assist a patron in their language, they can contact other library locations or City departments to find a staff person to assist via telephone. Materials are offered in Spanish, Tagalog, and Chinese as well.

The Library's collection includes fiction and nonfiction large print and audiobooks, which are popular with older patrons. EBooks and audiobooks are also available; these options have the advantage of flexible text size; these devices can be easier for some people to hold rather than heavy books.

Age-Friendly Library (continued)

Also available online through the library is GetSetUp, a social learning platform for individuals 50+ with hundreds of live online classes taught by peers who are experts in their field designed to keep participants mentally, physically, and socially active. Classes are interactive, easy to join, offered day and night, and free for our community. Classes are available in English, Spanish, Hindi and Mandarin. This resource is supported by funding provided by the State of California, administered by the California State Library.

Also online, Library cardholders can get free access to numerous museums and cultural institutions throughout the Bay Area with the Library's Discover&Go. Users can browse by venue or date through the online platform and then download/print a free pass.

The Library has computers for public use at all locations, including stations with scanning equipment and software. Chromebooks and Wi-Fi hotspots are also available to check out. Staff can assist with tasks such as finding and filling out online forms, printing, scanning, and utilizing library resources such as e-books. internet resources and technology on an as-needed basis. The Bayshore Library also provides a scheduled program called Basic Computer Skills and Tasks for Adults Ages 55 and Up which offers an introduction to using desktop computers, including using the mouse and keyboard, navigating between apps, and creating and using an email account. Participants may book 30-minute time slots and receive individualized attention, going at their own pace. Assistance in Tagalog or Cantonese may be requested. Serramonte Main Library offers hour-long one-on-one appointments on Mondays for Tech Help; this assistance can be towards a specific purpose, such as completing an application, or more general, such as how to use the features of their smartphone.

Library staff conduct outreach at City events to inform community members about services and programs. Additionally, the Bayshore Branch Librarian regularly attends the Senior Friendship Club monthly meeting, a Bayshore neighborhood club. Through this organization, the Library was able to assist in administering the Age-Friendly Survey and present a well-attended stroke clinic in partnership with an outside organization. A representative regularly visits Doelger Senior Center's Congregate Lunch to provide a pop-up library for participants and promote new services and events. By connecting and building



Age-Friendly Library (continued)

relationships with community members, the Library can develop partnerships and facilitate programs and services.

The library also periodically partners with other organizations to provide workshops, including the Pacific Stroke Association, which provided a class on preventing and recognizing strokes, and the Renaissance Entrepreneurship Center, which has offered various sessions on starting and growing a small business. The business workshops were not advertised specifically for older adults, but attendance consistently skewed towards older entrepreneurs. Staff are currently working on finding a partner to offer a session on Alzheimer's disease, as well as selecting specific computer topics for new tech classes.

The Library has a regular knitting group at Westlake Library, and monthly arts and crafts activities at John Daly Library designed for older adults. We also have a monthly participant-run book club that meets at Serramonte Library for an in-depth discussion of selected fiction and nonfiction titles. Our programs for children and families also tend to have a multigenerational component, with grandparents often bringing their grandchildren to events, including weekly family storytimes, and then participating in the activity and socializing with the other caregivers present.

Finally, the Library hosted Taste of the Top of the Hill, a community culinary gathering. Staff brought foods from Daly City's diverse restaurants to two tasting events at the John Daly Library. The goal was to illuminate the immigrant experience through food. Participants tasted the different foods and engaged with one another. This was a multicultural, multi-generational program made possible through California Humanities' Library Innovation Lab (LIL) grant. Leading up to the two tasting events, the library also hosted a series of guest-led storytimes in different languages.





Age-Friendly Housing and Economic Development

Daly City offers many housing services and programs that benefit older adults. Daly City has a contract with Rebuilding Together Peninsula (RTP) to carry out minor home repairs on homes owned and occupied by Daly City residents with households at or below 80% area median income (AMI). RTP will carry out up to \$7,500 of eligible repairs on a grant basis.

Daly City has a contract with Habitat for Humanity Greater San Francisco to provide housing rehabilitation on homes owned and occupied by Daly City residents with households at or below 80% AMI. Habitat offers 1% interest loans of up to \$75,000 to pay for repairs.

<https://www.dalycity.org/301/Housing-Rehabilitation-Programs>

There is a contract with the Center for Independence of Individuals with Disabilities (CID) to carry housing accessibility modifications on homes occupied by Daly City residents with incomes at or below 80% AMI. CID provides modifications such as grab bars, wheelchair ramps, and chair lifts.

The Daly City website describes various housing resources and services available to Daly City residents. When the City receives inquiries about affordable housing, it sends a flier encompassing a wide range of information.

<https://www.dalycity.org/DocumentCenter/View/6252/2022-AFFORDABLE--HOUSING-resources-PDF?bidId=>

Daly City also invests in new affordable housing developments as funding permits. In addition, the City's Inclusionary Housing Ordinance requires that 10% of new rental units be set aside at affordable rents for households with incomes at or below 80% AMI. Affordable units created with assistance from the City are monitored annually for compliance with affordability restrictions. Seniors are eligible and welcome at all affordable housing developments funded or required by the City regardless of whether the units are age-restricted.



Age-Friendly Fire and Police

Both the Police and Fire Departments involve community engagement and provide a wide variety of services to all community members. The Police Department frequently partners with nonprofits (PBRC, DC Partnerships, PIT, etc.) for fraud awareness and personal safety presentations. These presentations are commonly shared with other senior groups associated with the Bayshore Seniors, Serramonte Center efforts, and those directed towards supporting older adults through the Westlake Senior Center. The Police also engage homeowners associations, although many have lost traction during COVID. HOA's still in existence continually ask for Police presence and attendance to share prevention information and data on current crime trends. Both Fire and Police Departments often host and frequent community events to connect with the community and share information.

The Police have a Community Watch program, which they are revamping to formalize their efforts. The Police have a point person to engage the HOA/Community Watch leader regularly to ensure a constant dialogue towards neighborhood needs and best practices from current trends. The Police also started a catalytic converter theft prevention program, as they recognized many of those victimized were elderly with difficulty managing repairs or being on fixed incomes with limited resources. With this program, the Police provide a free etching sticker to affix to the catalytic converter to aid in prevention and recovery. In addition, the Police encourage traffic enforcement and often focus on pedestrian crosswalk violations to encourage safe driving behavior.

The Fire Department has developed a list of potential sites that may be utilized for evacuation, warming and cooling centers, smoke, and power outages. The actual location

Age-Friendly Fire and Police (continued)

chosen would be based on a variety of factors such as type of event, time of day/week, amount of need, and available resources. Some of the destinations include:

- **Bayshore Community Center (potentially 5 rooms)**
- **War Memorial Community Center (potentially 4 rooms)**
- **Pacelli Event Center (gym and Merced room)**
- **Larcombe Clubhouse (1 room)**
- **Gellert Park Clubhouse (1 room)**
- **Teglia Community Center (1 room)**

The Fire Department also has focused on educating the community about the importance of reliable smoke detectors and fire extinguisher demonstrations. The Department also has disseminated information on self-reliance and what is needed to prepare for an emergency. There also has been campaigns related to how to turn off gas in one's home. Futuristically, the department would like to have a dedicated community educator to focus on outreach in all the neighborhoods.





Age-Friendly Department of Water & Wastewater Resources and Public Works Department

The **Water Rate Assistance Program** is a Daly City funded assistance program for water services. Eligibility is based on household income. Many people who qualify are older residents living in the community. The program is offered on a first-come, first serve basis. Many key factors of the program are below:

- The program is offered based on the fiscal year (July-June).
- Applicants may apply any time throughout the year; however, applications are approved contingent on availability of funds.
- Applicants must be current on their water account with no outstanding balance.
- Applicants must reapply annually and if they move to another address in Daly City.
- Applicants must notify the City within thirty days if the applicant becomes ineligible for the program.
- Assistance is not transferable with property or applicant.
- Applicant's gross household income must not exceed San Mateo County's 50% area median income limits. <https://www.hcd.ca.gov/grants-and-funding/income-limits/state-and-federal-income-rent-and-loan-value-limits>
- Applicants must receive a Daly City water bill in the applicant's name and show responsibility for payment of water service charges.
- Applicants must currently reside at the address to which assistance is requested.
- Applicants must provide required proof of income documentation with the application.
- **Water Rate Assistance Program | Daly City, CA**

Age-Friendly Department of Water & Wastewater Resources and Public Works Department (continued)

The Public Works Department has completed many projects that benefit older adults and add to their quality of life. Some of the projects that have been completed are mentioned below:

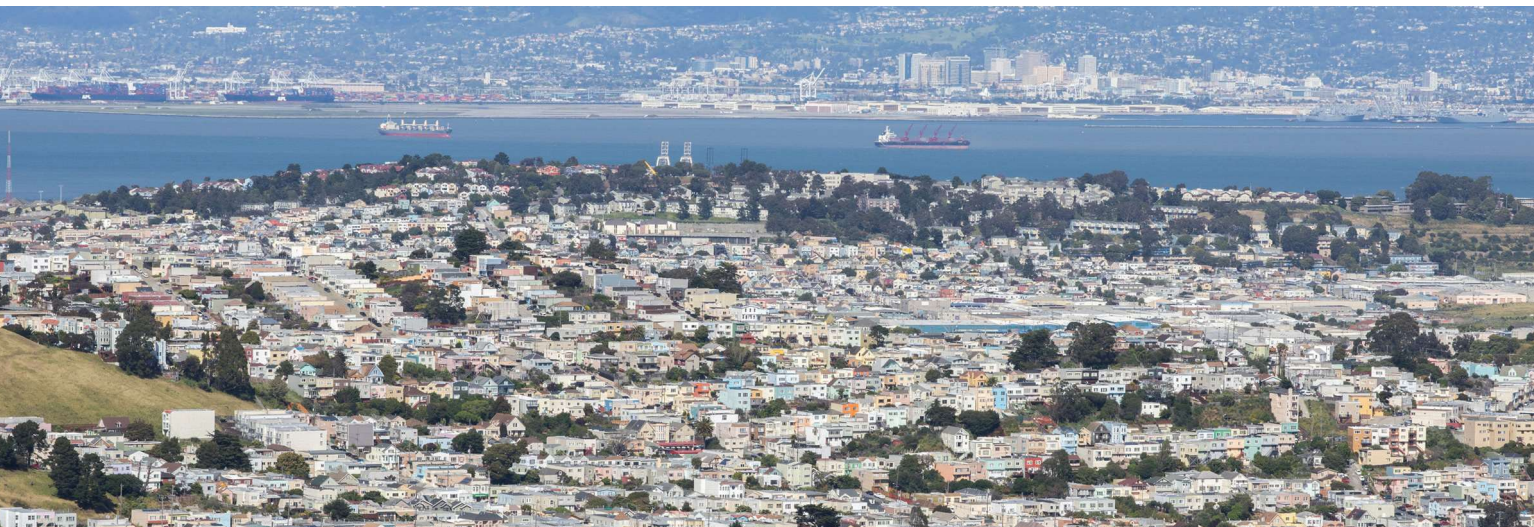
- Installation of outdoor fitness courts at Westlake Park and Lincoln Park. These spaces are designed to encourage outdoor activity, everyday movement, and community health. [Westlake Park - Calisthenics Park Daly City, CA - National Fitness Campaign - United States - Spot](#)
- Polaris Park Rehabilitation Project including new playground equipment, picnic area, fencing, and a water bottle filling station.
- Mission Street streetscape project, with \$1.2 million in grant funds for traffic calming on Mission Street in the northernmost part of Daly City. This project incorporates pedestrian safety and street beautification elements for the Mission corridor between Crocker Ave and Templeton Ave. Improvements will assist Daly City achieve the city's Vision Zero goal of eliminating traffic fatalities and serious injuries. [Construction Projects | Daly City, CA](#)
- Central Corridor project which has \$2.2 million in grant funds for both pedestrian and bicycle improvements.
- Utilization of Community Development Block Grants to address ADA/sidewalk improvements to install curb ramps.

Projects which are currently underway:

- Westmoor Ave and Westridge Ave intersections quick build projects
- Southgate Avenue and School Street Safety improvements
- Vision Zero design standards: [Vision Zero Action Plan | Daly City, CA](#)
- Daly City Bayshore shuttle: [DALY CITY BAYSHORE SHUTTLE](#)
- Safe Routes to School
- Serramonte Library Elevator, Energy Efficiency, ADA upgrades, HVAC and roof replacement project
- John Daly/Skyline Pedestrian Connection project: [CITY OF DALY CITY](#)
- City Facilities-ADA interior Improvements project
- ADA, Sidewalk, and Parking Lot Improvements project

Appendix C:

THE CITY OF DALY CITY



Daly City is located on the southern border of San Francisco and is the “Gateway to the Peninsula” and nearby Silicon Valley. Daly City has a highly diverse population of approximately 94,901, with more than half of the population born outside the country. It is the second most populous city in the County of San Mateo. Currently, about 21% of our population is over the age of 60.

Originally a Spanish land grant, growth was spurred for this land west of San Bruno mountains in the mid-1800s during the California Gold Rush. It was in 1906 with the San Francisco earthquake and fire, the population grew rapidly at the Top of the Hill. Daly opened his farmlands to those fleeing the ravages, providing emergency temporary shelter and food from his farmland. Prioritizing land use for living rather than raising cattle in 1907, he subdivided his property. A drayer also pulled out many of the temporary houses from the refugee camps and placed them on inexpensive lots. By 1911, there was sufficient pressure and support to incorporate, and the new town was voted into the County. It was named Daly City in honor of John Daly. After World War II moderate-cost housing began in Daly City and other Bay Area communities. Henry Doelger, a San Francisco builder, purchased 600 acres of land, creating the Westlake community. He eventually doubled his land purchases. With other builders came thousands of homes and shopping centers, including Serramonte. Seton Medical Center, a vast hospital, was originally from San Francisco and is now a prominent Daly City landmark.

During the prior two decades, the population of Daly City rose to over 100,000 with much of the increase due to the diverse newcomers from Asia and Latin America. For residents of Daly City, the scenic seven-mile coast is available to the public. Spectacular views of the entire Bay Area and Pacific Ocean can be accessed in the 2,063 miles of parkland of San Bruno Mountains. Merced Golf and Country Club are in the City with the Olympic

The City of Daly City (continued)

Club-Lakeside and San Francisco Golf Club adjacent to its northern boundary. There is also a wide variety of classes, programs, and city-wide special and cultural events offered by the City's Department of Recreation Services. Three elementary schools (grades K-8) districts serve Daly City: Brisbane, Bayshore, and Jefferson Elementary. Several private and parochial schools are available for the City's residents, from preschool through graduate school.



Daly City has a flourishing retail sector with 3.1 million square feet of retail space. The three major regional shopping areas within the City are the Mission Street retail corridor, Serramonte Center, and Westlake Shopping Center. The City's taxable retail sales are among the highest of all metropolitan areas in the county. Another critical aspect of the City's economy is its medical services. Seton Medical Center is the City's largest employer with over 1,500 employees. It has a reputation as one of the country's leading medical facilities. A newer healthcare addition, Kaiser Permanente has 130,000 square feet of medical offices and is near Interstate 280. Much of Daly City's economic growth is a result of its young, skilled labor force; however, Daly City still currently exhibits multiple generations working together in the workforce. Six colleges or universities are within ten miles, and twelve more are within a 50-mile radius including U.C. Berkeley, Stanford, San Francisco State University, and U.C. San Francisco. Close to half of the City's labor force is working local jobs.

Reference: <https://www.dalycity.org/760/History-of-Daly-City>

The City of Daly City (continued)

YEAR	POPULATION	GROWTH	GROWTH RATE
2024*	95,381	-2,313	-2.37%
2023*	97,694	-2,313	-2.31%
2022	100,007	-1,475	-1.45%
2021	101,482	-3,151	-3.01%
2020	104,633	-2,347	-2.19%
2019	106,980	-767	-0.71%
2018	107,747	-4	0%
2017	107,751	73	0.07%
2016	107,678	78	0.07%
2015	107,600	725	0.68%
2014	106,875	1,214	1.15%
2013	105,661	1,477	1.42%
2012	104,184	1,523	1.48%
2011	102,661	1,205	1.19%
2010	101,456	-2,169	-2.09%
2000	103,625	11,314	12.26%
1990	92,311	13,792	17.57%
1980	78,519	11,597	17.33%
1970	66,922	22,131	49.41%
1960	44,791	29,600	194.85%
1950	15,191	5,566	57.83%
1940	9,625	1,787	22.8%
1930	7,838	4,059	107.41%
1920	3,779	0	0%



Appendix D:

CITY GOVERNMENT

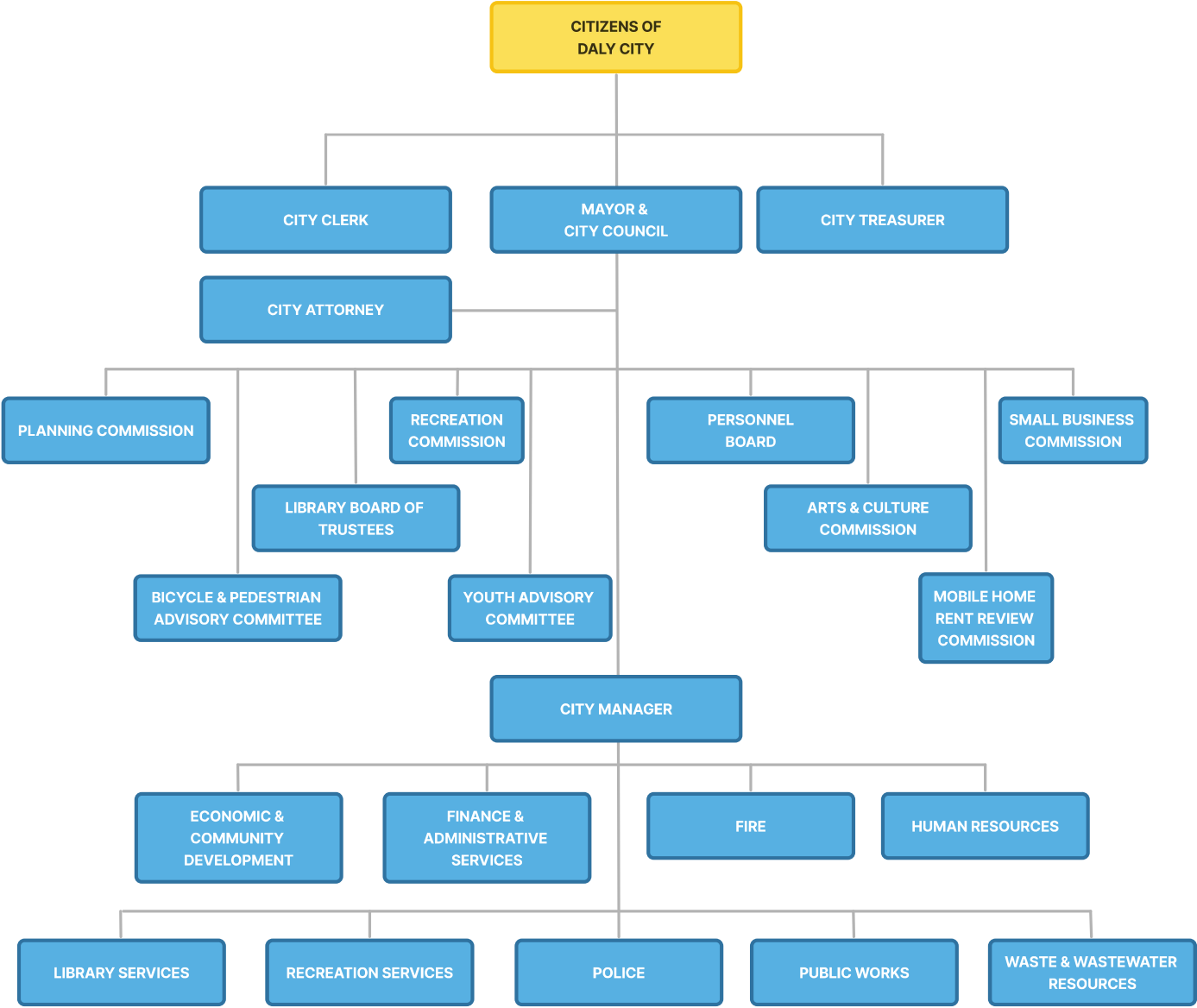
Daly City is a General Law City (authority is set forth in the California Government Code) and is governed by a council-manager form of government. The five-member City Council appoints the City Manager. The City Manager oversees an Executive Leadership Team in the operation of eight departments employing approximately 475 staff with an annual estimated budget of \$150 million. The City Council is the community's governing body. The City Manager prepares the budget, hires, terminates and supervises City staff, serves as the council's chief advisor, and carries out the council's policies and priorities.

Mission Statement

The City of Daly City is committed to addressing the diverse and changing needs of residents, businesses, and employees. It will accomplish its mission through the efficient delivery of quality municipal services provided with a human touch.

To this end, the City will strive to:

- Assure the safety and general well-being of the community;
- Preserve, improve and develop the physical and aesthetic aspects of the community;
- Encourage the economic health, balance and stability of the community;
- Provide recreational, cultural, social and educational opportunities for residents to enhance their quality of life;
- Develop and maintain a competent workforce



Appendix E:

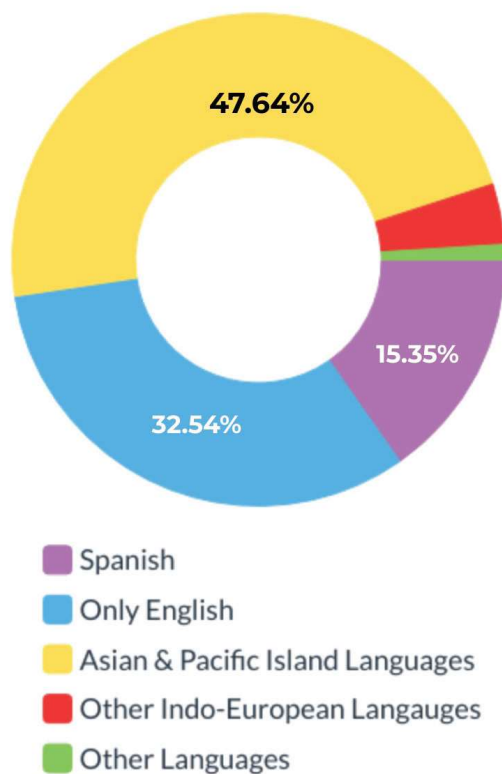
DEMOGRAPHIC PROFILE

Daly City is located in San Mateo County, California and has a population of 94,901 (2024). The median age is 40.6 years, 40 years for males, and 41.2 years for females.

Race: Daly City's population is 57.29% Asian, 19.16% White, 3.48% African American, and 10.26% Other. Of total Asians, Filipinos comprise over 1 out of 3. Approximately 52% of the population is foreign-born. This is about double the rate in California. There are 88,252 adults with 19,530 who are seniors ages 60 and over.

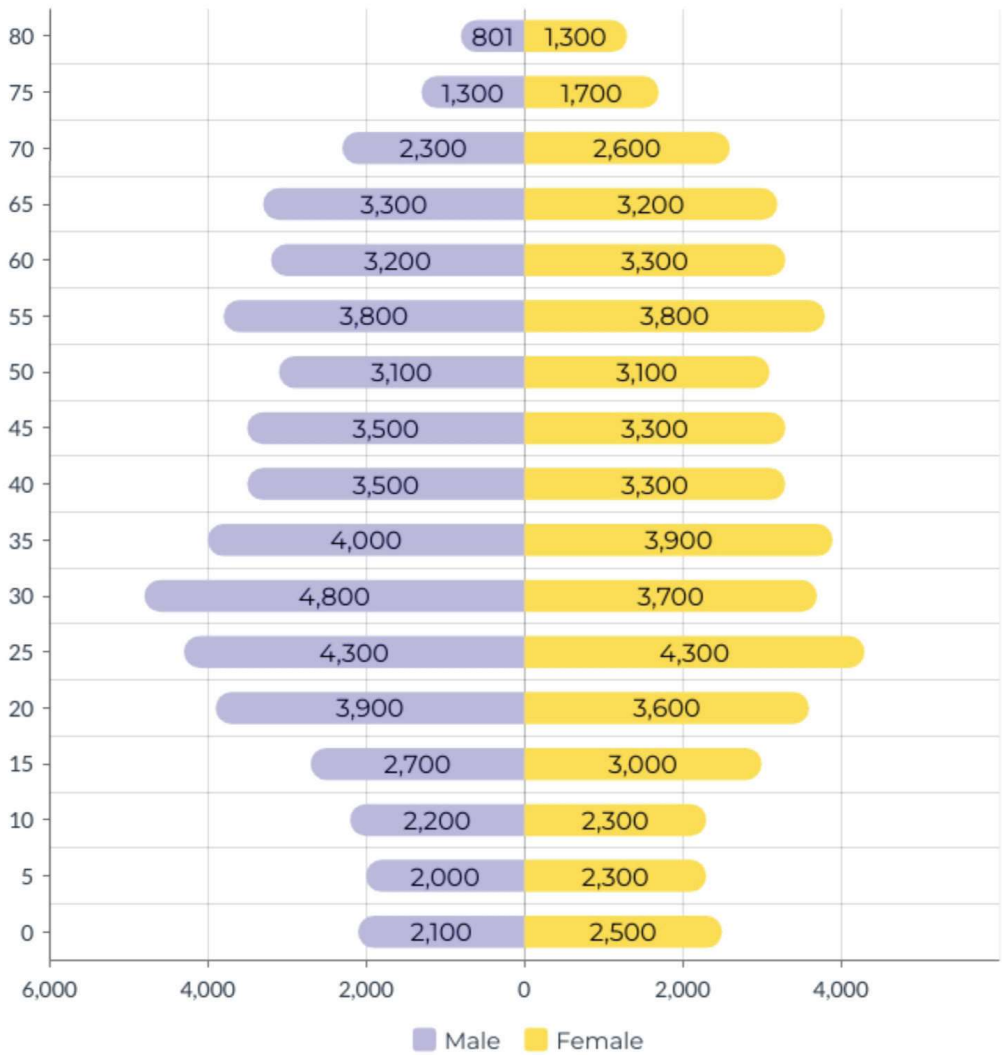
Language: Among Daly City residents, 47.64% speak Asian Pacific Island languages and 32.54% speak only English. 19.82% speak other languages including Spanish or other Indo-European languages.

DALY CITY LANGUAGES



POPULATION BY AGE GROUP

Daly City Population Pyramid 2024



Appendix F: LIVABILITY INDEX

AARP's Public Policy Institute (PPI) has designed criteria to assess the characteristics that would provide a high quality of life for diverse populations of a community, covering all generations. Their scoring includes complex livability factors that factor in both metric values and policies.

Scores are applied to the following 7 categories of livability. Examples of indicators follow:



HOUSING: Housing costs, availability of multi-family housing, state accessory dwelling unit support



NEIGHBORHOOD: Access to parks and libraries, crime rate, state and local transit-oriented development



TRANSPORTATION: Frequency of local transit service, walkability, state and local complete street policies



ENVIRONMENT: Quality of drinking water/air, state utility disconnection policies, pollution level



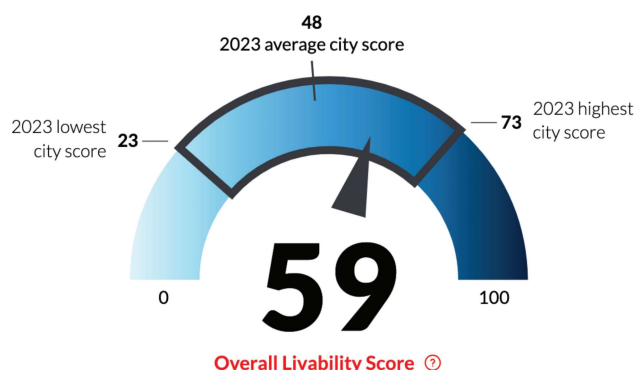
HEALTH: Preventable hospitalization rate, access to exercise opportunities, state/local smoke-free laws



ENGAGEMENT: Social involvement index, voting rate, state barriers to community broadband



OPPORTUNITY: Income inequality, jobs per worker, age diversity, local government credit-worthiness



The overall livability index score for **Daly City, California** is **59**.

This is in the **top half** of **communities** in the U.S.

(AARP Livability Index, 2022) source: <https://livabilityindex.aarp.org/>

Livability Index (continued)

	Daly City, California	2023 Median US City
Overall Score	59	50
 Housing	49	56
 Neighborhood	70	36
 Transportation	53	45
 Environment	46	59
 Health	77	44
 Engagement	64	45
 Opportunity	56	52

For interpretation of scores, please refer to the following link:

<https://livabilityindex.aarp.org/search/Daly%20City,%20California,%20United%20States#compare>

Appendix G:

HOW SENIORS AND ACTIVE ADULTS CAN BENEFIT FROM EQUITABLE FUNDING ALLOCATION

The City of Daly City allocated Measure Q funding in 2021 to several of its departments, Library and Recreation. A part of the Measure Q money was allocated for Active Adult and Seniors. Task force groups were formed to engage in a process for allocating the funding. The two task force groups were established and they used an innovative, team-coaching approach known as Relationship Systems Intelligence (RSI), coined so and authored by the Center for Right Relationship (crrglobal.com) as a concept and methodology to propel teams from conventional meeting processes to powerful and emotional intelligence-based meetings and ways of working collaboratively.

The strategic question to be answered by the task forces was: What is the most strategic way to allocate Measure Q funding within our recreation services that centers equity as a value?

Refer to the link below for information related to this process and the outcomes.

[**The Power and Wisdom of Team Decision-Making - How Seniors and Active Adults Can Benefit From Equitable Funding Allocations.pdf**](#)



ACKNOWLEDGEMENT

The Center for Age Friendly Excellence wishes to acknowledge and thank the community who participated in the survey and focus groups. We also would like to thank all the Daly City task force members and Daly City staff who were instrumental in providing input and guidance in developing this Age-Friendly Action Plan.

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RESOURCE PAGE

¹ Retrieved January 8, 2024, from <https://extranet.who.int/agefriendlyworld/who-network/#:~:text=cities%20and%20communities.-,The%20WHO%20Global%20Network%20for%20Age%2Dfriendly%20Cities%20and%20Communities,over%20320%20million%20people%20worldwide.>

2023 Age-Friendly Community survey and focus group qualitative reports are posted to the Age-Friendly Daly City website at: <https://www.dalycity.org/1062/Age-Friendly-Daly-City>

Elder Index: <https://elderindex.org/>

California Elder Index: <https://healthpolicy.ucla.edu/our-work/elder-index/about-california-elder-index-ei>

World Health Organization. (2007). Global Age Friendly Cities: A Guide. Retrieved from: https://iris.who.int/bitstream/handle/10665/43755/9789241547307_eng.pdf?sequence=1

World population review: <https://worldpopulationreview.com/us-cities/daly-city-ca-population>