

CAFE: The Center for Age-Friendly Excellence

Advancing Livable Communities for all Generations



Collated Notes and Analysis Town Hall Engaging Residents 55 and Over Regarding Unmet Needs of Older Adult Daly City Residents

Total Participants: 14 (3 men, 11 women)

Daly City Council Chambers

December 7th from 6:30pm – 8:15pm

Facilitators: Ann O'Brien Keighran

Notetakers: Ann O'Brien Keighran, Cynthia Nakayama, Roy Earnest, Leilani Ramos (Task Force member)

Outdoor Spaces and Buildings:

Unmet Needs:

- Bayshore Heights Park needs to be more accessible. There is limited restroom access and limited library hours.
- Many people aren't aware of Westlake Park.
- San Bruno Mountain:
 - Needs some improvements to increase safety for visitors. There have been no improvements in 75-80 years.
 - Need to determine bathroom access and availability of benches.
 - Visitors are required to drive to the entrance and the parking fee is \$6. Participants would like a more affordable (or free) parking option.

- While there are limited access points from neighborhoods, it would be nice to add a safe access path to the area so visitors can bike there.
- Although the coastline is amazing, coastline access is challenging. There is a lack of signage for access points.
 - For example, at Thornton Beach, one must travel down a cliff, or down a long path near the horse stables. There is better access from Fort Funston in SF (the trail by the garbage cans).
 - Signs are needed to direct people down the long path to the beach. Also, the trail needs to be improved so people feel they are allowed to walk it.

Strengths:

- Daly City has many parks (21 total!) and green spaces.
- Parks are easily accessible.
- Gellert Park is the most used park with its Community Center, library, parking lot, transit, turf field, tennis, and basketball courts. It is used by youth and adults.
- Lyceum Circle is also well used.
- Midway housing development will incorporate a small park.
- Hillside Park is being reviewed for a Magical Bridge Playground; intergenerational use; promotes inclusive communities (one is located in Redwood City).
- National Fitness Campaign Fitness Courts were opened at Lincoln Park and Westlake Park. These courts are designed by fitness experts and are for all fitness levels (adults 14 years and older). There is high usage on weekends.

<https://www.nationalfitnesscampaign.com/ambassador>

Potential Solutions:

- Improve signage to coastal access trails.
- Distribute a hard copy map of all the parks in Daly City (this information can be found in the Master Plan for Recreation and Parks).

Transportation/ Mobility:

Unmet Needs:

Public Transit

- Older adults are not comfortable using Uber and Lyft.

Walkability

- Some sidewalks need attention to improve walkability:
 - Around Bayshore, some sidewalks are uneven.
 - Some sidewalks around Hickey are narrow.
 - Around Westlake shopping center, suddenly the sidewalk disappears.
 - In some areas, streets are narrow so cars park on the sidewalks. This blocks pedestrians so that they need to walk in the street. This is especially challenging for those with a wheelchair, walker, or stroller.
- Need crosswalk improvements and attention to areas where curb extensions may be needed for increased pedestrian visibility, space, and safety. More time to cross may be needed for those with mobility limitations in some locations, such as at John Daly Blvd.
- City Center wayfinding signage could be larger and clearer.

Strengths:

Public Transit

- Got Wheels! through Peninsula Family Services.
 - Participants may take 6 one-way rides per month @ \$5/ride and must be age 70 or older.
 - Partner provider is Serra Yellow Cab.
 - Daly City has the largest percentage of riders (approximately 195 people utilizing the program). However, the program currently has a waiting list.
 - Due to PFS' familiarity with their riders (destination, etc.) and the consistency in drivers, clients feel safer than with other transportation services.
- Redi Wheels is convenient and highly used. Timely for the most part. Riders should schedule their rides 1-2 hours in advance.
- Daly City Partnership (DCP) and other non-profit organizations such as Community Tech Network can advocate for older adult riders

experiencing issues with transportation. (e.g. issues using Redi-Wheels).

- An individual at Doelger Center teaches older adults how to use the Uber application.
- Serramonte is developing signage for on-demand drivers (e.g., Uber, Lyft) to pick up people at the mall.

Walkability

- Sidewalk conditions seem good overall.
- Some crosswalks have been improved, e.g., Washington & 82nd, and the Southgate intersection.
- Signage visibility around Daly City seems sufficient.

Potential Solutions:

Public Transit

- Start a fund for older adults who still need a mode of transportation.
- The Daly City Recreation Department is currently assessing the number of additional people who need access to the Got Wheels! program (currently has a closed waitlist) to determine what next steps can be considered.
 - Brisbane contributed general funds to accommodate 10 additional residents. This is an option available to Daly City and other SM County cities.
 - Participants recommended that residents who utilize the Senior Center be interviewed and assessed to determine who would benefit from utilizing the Got Wheels! Program.
- Resurrect the shuttle that went from Bayshore to Serramonte.
- Uber/Lyft/Redi-Wheels: Assess other areas (in addition to Serramonte Mall) around Daly City to add pick up zone signage.
- Develop and publicize transportation options and include in future Resource Directory (hardcopy). Distribute at senior and recreation centers.

Walkability

- Research feasibility of replicating the 'Green Man' crosswalk program from Singapore, which provides older people with a special badge to add more walk time to crosswalk lights.

- Double check whether the City or property owner is responsible for the sidewalks. Is the city, homeowner, and/or both responsible?

Housing:

Unmet Needs:

- Housing costs are a challenge.
- Social Security is not going up the same amount as inflation or the cost of housing.
- Landlords and tenants need education about rights and responsibilities.
- Information on housing resources need to be made available to older adults.

Strengths:

- Daly City has a lot of in-law units and accessory dwelling units (ADUs).
- City staff and teacher housing was built in Jefferson Union HS District (JUHSD) to retain and recruit excellent staff.
- Sweeney Lane Apartments (36 units of affordable housing) was added a few years ago.
- Midway in the Bayshore is an example of the scale needed (biggest project in SMC) adding over 400 units.
- Human Investment Project (HIP) Housing matches renters and tenants; older adults rent out their room for an affordable price.

Potential Solutions:

- Disseminate information about housing-related resources and include in future resource guide/directory, e.g., information about ADUs, HIP Housing.
- Develop more large-scale affordable housing projects like Midway.
- Educate and incentivize residents to add ADUs and legalize existing in law units.
- Prioritize safe livable spaces:
 - Educate tenants about their rights and responsibilities.

- City can engage with the landlords if not already being done.
- Incentivize landlords to offer affordable rentals for a specific number of years.

Civic Participation and Employment:

Unmet Needs:

- None noted.

Strengths:

- Volunteer programs are available. Senior Centers have large volunteer programs, such as Doelger Senior Center and Lincoln Park Community Center. 4-5 volunteers assist with the congregate lunches. We have about 26K hours of volunteer and 'volunteer' hours over the fiscal year and about 197 total volunteers/'volunteers.' All classes and programs at Doelger are volunteer-led. The high schools require volunteer hours.
- Daly City Partnership (DCP) has over 400 volunteers per year, primarily for food distribution. They are actively recruiting older adult volunteers and recruit teens during the summer.
- There are job opportunities for older adults in Daly City.

Potential Projects:

- Intergenerational programs are being developed for older adults to volunteer with youth, sharing cultural experiences, reading, and leading seminars in local schools. These opportunities could be promoted to recruit diverse older residents.
- Develop a Senior Commission to keep city leaders informed of the unique needs and perspectives of older residents and encourage them to maintain an age-friendly lens when reviewing policies and programs.

Respect and Social Inclusion

Unmet Needs:

- None noted – Daly City is strong in this area.

Strengths:

- Community Tech Network

Social Participation:**Unmet Needs:**

- There is currently limited low-cost or free programming for youth during summer and after school. This could be addressed with an intergenerational focus.

Strengths:

- Youth Commissions develop projects for older adults and have hosted technology sessions with them.
- Lots of cultural events, active adult/ senior events, but many people don't know what is available. (*See Communication & Information section for potential solutions.*)
 - Movie nights, board game nights
 - Community Tech Network teaches tech classes to older adults. This is being implemented at Doelger Senior Center. Participants learn how to make appointments with doctors online or via healthcare apps. They also learn how to shop online and use apps such as Uber and Lyft.
 - WalkAbout at Serramonte is a free walking program dedicated to Active Adults and Seniors to exercise and spend time with friends in a climate-controlled setting. Free health screenings are also offered at the events.
- Efforts are being made to centralize events so that they are in locations that are already serving seniors.

Potential Projects:

- Increase intergenerational programming to encourage older adults and youth to get to know and appreciate each other's history and lives. Ideas:

- Movie nights.
- Brisbane has an intergenerational karaoke night.
- Burlingame offers poetry around mental health.
- Hillsborough piloted a 2-hour tech workshop with their Youth Commission. This intergenerational program can possibly be a program in partnership with schools since the students need volunteer service hours. They can provide older residents with training and help using their electronic devices, e.g., help them to sign up for SMC Alerts. This could be offered twice annually.

Communication and Information

Unmet Needs:

- Older adults are unaware of programs and resources geared to older adults in San Mateo County.
- Language barriers for some – newsletters are not available in multiple languages.

Strengths:

- Monthly e-newsletter and quarterly mailing of hard copy newsletter to every household address.

Potential Projects

- Develop a resource guide or directory geared towards older residents.
- Raise awareness of existing programs and events through:
 - Quarterly print newsletter distributed at community centers, senior centers, other city facilities, faith communities, PBRC, common gathering spaces and popular businesses (Westlake Joe's, Serramonte Center, coffee houses, small retail businesses, non-profits, churches).
 - Outreach table at Farmers Markets.
 - Add a section in the Chamber of Commerce newsletters.
 - Add a section in other local newspapers (Philippine News).
 - Word of mouth, especially among populations (such as Burmese) who may not receive the information otherwise.
- Partner with schools to include city events in newsletters.

- Consider issuing the e-news more frequently, e.g., every week or every two weeks.
- Ensure that newsletters and outreach materials are available in multiple languages.
- Schedule programs in locations where participants already congregate. This would increase visibility and awareness.

Community and Health Services:

Unmet Needs:

- Need to increase food distribution programs. The need is increasing.
- Need to provide more information about the food distribution programs and application process to those who need it.
- There are limitations on the amount of food available for distribution and criteria for eligibility to receive food distribution services.
- Need more mental health programs and resources.
- Need a Directory of Resources (*See Communication & Information section.*)

Strengths:

Food Access

- Second Harvest partners with different organizations to provide food resources (through DCP):
 - DCP is open Mondays through Thursdays; they are actively accepting new applications.
 - Homebound residents served in coordination with Amazon Prime and DoorDash (1,700 individuals served).
 - Lincoln Park Community Center distributes food on the 2nd/4th Wednesdays.
 - Bayshore distributes food on the 2nd/4th Fridays.
 - Bayshore School distributes food every Wednesday.
 - Doelger Food Pantry is open Monday through Friday for information. Doelger distributes food on the 1st/3rd Tues/Thurs/Fri, 2nd/4th Tues/Thurs/Fri (by appointment only).
- Senior lunch program serves about 52,000 lunches per year.
 - Doelger senior lunch program offers prepared meals Monday through Friday.

- PBRC offers seasonal community food giveaways on Thanksgiving, Mother's Day, and Father's Day. They provide gift cards ranging from \$25-50. Also offer health seminars and safety seminars led by the police department (e.g., info about scams).

Healthcare / Dental Care Access

- Serramonte/ Seton/ Daly City WalkAbout offers free health screenings.
- Health and Fitness Fair
- City organizes regular guest speakers at senior lunch program.
- Schools host health organizations (such as Big Smiles) to provide dentistry for free or at low-cost to families. This resource is not just for children.

Potential Projects:

- Food distribution:
 - Coordinate with food distribution services (including Meals on Wheels), to identify individuals who are not having their nutritional needs met. Assess clientele to determine who is top priority – including homebound individuals.
- Increase mental health programs/ resources.
- Health and Fitness Fair is usually in a centralized location. Consider offering multiple fairs at various senior/ community centers.
- Continue to think of neighborhood level (neighborhood networks) approaches to help older residents and keep them socially connected.

Emergency Preparedness:

Unmet Needs:

- Residents are not prepared for emergencies.
- San Mateo County Alert System enrollment rate averaged around 12%.

Potential Projects:

- Consider holding public registration days for SMC Alert twice annually.
 - Provide food, an Emergency Preparedness Checklist, and list of emergency contacts.
 - Add emergency contacts to cell phones, ICE (In Case of Emergency), and health info such as allergies, blood type.
 - Invite Fire and Police Departments.
 - Coordinate with a nonprofit that can donate funds and prepare kits.
 - Have teen volunteers available to help older adults.
- Advertise Zone Haven / Genasys. Everyone should know what zone they live in, in case of an emergency evacuation.
- Develop Neighborhood Networks
 - Put directory together of a few block radius.
 - List occupations of residents who can help in case of emergency.