

CAFE: The Center for Age-Friendly Excellence

Advancing Livable Communities for all Generations



Collated Notes and Analysis Focus Group Engaging Age-Friendly Task Force Regarding Unmet Needs of Older Adult Daly City Residents

Total Participants: 5 people (all women)

Town Hall in Daly City

November 15, 2023, 1:00 - 2:15 pm

Facilitators : Ann O'Brien Keighran, Cynthia Nakayama

Notetakers: Ann O'Brien Keighran, Cynthia Nakayama

Unmet Needs and Potential Solutions of Older Adult Residents in the Eight Domains of Livability

Transportation/ Mobility

Unmet Needs: Public Transit

- Got Wheels! is limited to 6 one-way rides per month; this is not sufficient.
- Residents of Southern Hills need accessible transportation; they have no way to get down the hill if they don't drive. Residents in this area are unable to attend events or the lunch program at Bayshore.

Potential Solutions: Public Transit

- Increase the number of monthly one-way rides offered by Got Wheels!
- Research data on public transit ridership (C/CAG?) to explore ways to increase use of existing public transit and/or identify where a potential shuttle project could meet local needs.

- Reinststate, redesign, and promote the former Serramonte shuttle so that it goes to Serramonte two days per week. The same concept can apply to other neighborhoods (different days depending upon neighborhood).
- Partner with faith-based organizations to provide transportation.
- Village organizations: Talk or collaborate with Brisbane Helping Hands, an organization that offers transportation.

Unmet Needs: Traffic Safety

- Drivers are in a rush, especially in the school areas or areas with no signage (e.g., Jefferson High School off Mission).

Solutions in Progress: Traffic Safety

- The city received a grant to explore ways to slow down traffic (especially on East Market Street).

Unmet Needs: Sidewalks

- A sidewalk is needed on Carter Street in Bayshore. It is being developed and the lower part of the street does not have a sidewalk.

Solutions in Progress: Sidewalks

- There is a current focus on ADA accessibility in Daly City, which includes adding curb ramp cutouts.

Unmet Needs: Crosswalks

- Vision Zero process identified that older adults do not feel they have enough time at crosswalks, especially at larger intersections.
 - Crosswalk at St. Andrews (Sullivan and Southgate) especially has many older adults there on Saturday and Sunday and it is crowded; they need to have more time to cross the street.

Potential Solutions/ Solutions in Progress: Crosswalks

- Educate pedestrians to be aware when they cross the street; make eye contact with drivers prior to stepping off the curb.
- Assess schools to see where there is congestion, and whether there are crossing guards. In some cities, the city pays for half and the school pays for half. Could also engage parent volunteers. (e.g., Susan B Anthony has parents with signs, the children are helping with Safety Patrol also.)
- To address Vision Zero comments about crosswalk time for older adults, the city is looking at possible solutions such as adding timers on the crosswalks. Some

portions are controlled by the State Caltrans department and require coordination.

Unmet Needs: Parking

- More parking is needed, particularly on the east side of Daly City (original DC).
- Parked cars cause traffic consequences, such as blocking emergency vehicles.
- In some areas, vehicles park on the sidewalks blocking pedestrians.
- There are a lot of households with multigenerational families. Need to assess whether there is sufficient parking. ADU updates have made that more of an issue since there are no parking requirements.
- In the backside of San Fernando, Seton gets a lot of cars from nearby residents parking on their property. Seton has increased the number of spots available, but it is still an issue. Seton is private property so cannot be enforced by the police department. Seton security regulates but are limited in what they can do.
- Drop off anywhere in the city is an issue due to lack of parking. Drop off points are not easy or available for those with a disability or handicap.

Potential Solutions: Parking

- Ireland has age-friendly parking spaces. If you are over the age of 70, even if not handicapped, there are spaces with the AF logo, and you can park in those for 30 minutes to an hour. This program could be replicated in Daly City.

Outdoor Spaces and Buildings

Unmet Needs: Parks

- Benches needed along the walking trail at Gellert.

Solutions in Progress/ Potential Solutions: Parks

- The Daly City Parks Master Plan identifies large and small areas that could be converted to a park or open space area. There will be a plot of land in Bayshore, Midway village that the city will use to create a park. The features that will be added will be done with an age-friendly lens.
- Participants suggested the city open a park or open space area on the warmer side of town (e.g., in Bayshore, Mission, or Westlake area). They also would like to transform the Westlake area by adding basketball and pickleball courts, a high-rise building; it would be a Doelger Senior Center reimagined.

Unmet Needs: Bus Shelters

- There are some sheltered bus stops, but some have been taken over by unhoused individuals. Cleanliness of the bus shelters has also been an issue due to transients taking the transportation line (coordination with SamTrans required).

Other Unmet Needs:

- The parking, signage, and crosswalk need to be addressed near the area where the food pantry used to be (road that leads to the border of San Francisco, along Mission, above BART station, across from fire station).

Housing**Context/ Unmet Needs:**

- Sometimes difficult to maintain homes and to hire trustworthy handymen or contractors.
- Some older adult residents want to age in the community; others like the assisted living concept as there is opportunity to socialize. However, assisted living is expensive.
 - Although older residents may want to stay at home, it may not always be the best thing for them. Many adult children no longer live nearby and are trying to care from a distance. What do the family caregivers need to care for their parent(s)?
- Not enough housing for seniors; need to prioritize senior housing.
 - Housing projects in the Bayshore and Cow Palace area next to Midway are low income but are multigenerational (not senior-specific). These classifications are dependent upon the funding and subsidies the city receives.
 - The city owns land so there is an opportunity to be more proactive.
- Focus group members were unaware of HIP Housing.

Potential Solutions:

- Promote trusted, vetted resources for home maintenance. Also disseminate education on housing options, e.g., HIP Housing.
 - Advertise housing resources on the Daly City website.
 - Hold seminars to provide education on options for housing transitions. Promote the classes to older residents and their adult children.
 - Information should be offered in multiple languages.
- Collaborate with the City of Brisbane to learn how Brisbane Village Helping Hands works (vendors, transportation, membership cost, etc.)
- Daly City is a very large city that has many separate neighborhood networks. Residents can use their neighborhood networks of residents they know and trust to provide names of quality people to work on their house as a starting point.

Social Participation

Context/ Unmet Needs:

- Since Westlake and Gellert offer larger event spaces, citywide events are usually held there. However, more outreach is needed for residents in farther neighborhoods to encourage them to participate.
- The city Recreation Dept previously offered field trips organized by an outside consultant, but she retired.

Potential Projects/ Solutions in Progress:

- Provide shuttles for special events.
- Resurrect field trips; offered on a variety of days and times of day; include transportation, bus service.
- Offer intergenerational movie nights.
- Already are working with Serramonte to offer board game nights (Dungeons and Dragons, Pokeman cards).
 - One was held Sunday 11/12 at Lincoln Community Center and there were 60-70 participants.
 - Planning a big vendor tech show at Westlake.

Respect and Social Inclusion

Unmet Needs:

- The AARP survey was too lengthy for older residents to complete. At PBRC, many younger people were completing it for older family members. The younger people also completed it for themselves.

Potential Projects:

- Talk with AARP representatives to see if survey can be simplified.

Civic Participation and Employment

Context/ Unmet Needs:

- Daly City has both older adult and youth representation on their commissions; there is a youth committee and looking to establish a youth commission
- Employment opportunities for older adults:
 - Suggest older residents check CalOpps.org for job postings or reach out directly to departments of interest. The general city website has an HR department section, but this typically links back to CalOpps (recruitment, application, etc.).

Potential Projects:

- None noted.

Communication and Information**Context/ Unmet Needs**

- Many older adults have a reluctance or fear of technology even if training is made available.
- Currently flyers and event-related information are posted at public facilities.
- Important city information is incorporated into elementary and high school bulletins.
- Printed newsletters are important to reach those who are not online; the print newsletter goes to every household quarterly. This includes information to sign up for the monthly e-news and to access social media. The print newsletter is produced about 2 months in advance, so it is less up to date than the e-news.

Potential Projects:

- Expand technology training.
 - University staff and the library currently offer tech training for older adults.
 - A potential project could be to also work with middle and high schools to see if tech classes can be offered by students. Older adults may be more open to learning to use technology from a young adult or youth; this also offers intergenerational connections.
- The city website could be updated to allow transcripts to be translated to multiple languages for City Council and Commission meetings.
 - Although the city is currently focusing on translations into Spanish, Chinese, and Tagalog, there are also plans to expand to other large populations including Arabic.
 - YouTube has a feature where you can create transcripts. Once close captioned in English, you can use the Google translate feature where you can pick the language you need. If embedded into the website itself, a user can click to change the language.
 - The newsletter could also publish instructions on how to access translation for city council and commission meetings.
- Utilize community residents to help teach others who speak the same language (example: participant from Bayshore focus group willing to teach other Chinese speaking older adults to use their cell phones.)
- Create more of a connection with the schools through superintendents at elementary or high schools to reach grandparents.
- Engage the Chamber of Commerce to post flyers and other information at businesses or other locations where older adults tend to go.

Community and Health Services

Unmet Needs:

- Mental health continues to be an issue for the community in general, especially among low-income residents and the homeless. This need is often seen at the hospital.

Solutions in Progress/ Potential Projects:

- Northeast Mental Services (NEMS) received a grant and will carry out a '*music as a form of therapy*' program. They will go to the neighborhoods (starting with Doelger) to offer alternating music sessions and mental health peer check-ins over 10 weeks. Will be working with youth and seniors.
- Suggest opening a small storefront for residents to get blood pressure checks, consultations, etc. This would save the very elderly from having to make a doctor's appointment. Could be open 2 days per week with a staff nurse assigned from one of the hospitals.
 - Related existing programs:
 - There is a partnership between Daly City and Serramonte Mall to open earlier on Wednesdays and Fridays and offer Walkabouts (health screenings) and Talkabouts (presentation from Seton).
 - There are programs offered at Lincoln with blood pressure screening; this is being expanded to other centers.
- Talk with Brisbane to learn more about the telehealth appointment project that will be offered throughout the San Mateo County library system.
 - Virtual appointments could be expanded to legal appointments where proximity and privacy is vital.

Emergency Preparedness

Unmet Needs:

- Many people don't have kits that prepare them for a disaster such as an earthquake. Need to develop a checklist that can be sent twice a year to Daly City residents.
- Need more volunteers to sign up for CERT.

Potential Projects:

- Police and fire department could organize an event to educate residents about how to prepare for a disaster, offered in various neighborhoods.
 - Videotape the training and post it on the Daly City website.

- SMC Alert registration days:
 - The event could be hosted at the community centers. To draw more attendees, include a giveaway and food.
 - Have staff help residents to sign up for alerts and distribute information to prepare for emergencies, e.g., a checklist on what to pack, importance of selecting a meeting place for family in case of emergency.
 - Have fire department, volunteers, and businesses donate emergency preparedness materials and pre-assemble backpacks.
- Determine central facilities that can provide temporary housing in the neighborhoods during emergencies (e.g., schools). Publicize this information for residents.