

CAFE: The Center for Age-Friendly Excellence

Advancing Livable Communities for all Generations



Collated Notes and Analysis

Focus Group of Adults Age 55+ Bayshore Community Center Regarding Unmet Needs of Older Adult Residents in Daly City

In-Person Focus Group Conducted: November 7, 2023

Total # of participants in focus groups: 15 (11F, 4M), 13 Asian, 2 Hispanic

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HOUSING

Context

- Housing is unaffordable
- Anyone can apply for the affordable housing that is available, even if they live outside of Daly City. That is the way the system works although we would like for Daly City residents to have the first opportunity.
- Participants are open to multigenerational living. Previously, many lived with multiple generations but then the kids grew up and left. One participant currently lives in a one-room unit with her daughter.
- Participants are not aware of Accessory Dwelling Units (ADUs).
- Home maintenance and repair: This becomes more difficult with age (fixing leaks or roof repair) so older adults need more help with finding good, reliable help. Currently, there is no accountability for contractors. They do not show up, or are not interested in the job, or they do subpar work and don't return to fix it.
- Several participants would prefer to continue to live in their homes as they age. One participant would prefer to move to an assisted living or other facility if available; however, it is very expensive. For example, the facility near City Hall costs \$13K/month.

Potential Solutions

- Create and distribute a vetted list for maintenance and repair assistance.

TRANSPORTATION

Context: Public Transit

- Need more affordable, accessible, and enhanced transportation.
- A free shuttle was provided through a grant from Supervisor David Canepa's office. It is only available on weekdays and provides local service for Bayshore residents. To get around, one participant mentioned they walk or take the free shuttle. However, the shuttle does not access homes on the hill.
- Many who attend the Bayshore Community Center live within walking distance. Although the Southern Hills neighborhood should be able to use either the Bayshore Community Center or Lincoln Park, there is no transportation available.
- A bus is available at Geneva, though it is not convenient.

Context: Traffic Safety

- Drivers are not obeying traffic laws.
 - One participant feels that they almost get hit twice per day.
 - Drivers go downhill too fast, have rolling stops, and are not paying attention.
- Signage and crosswalks: All signs are good except for the ones that say 'NO TURN ON RED.' They are too high, are not at eye-level. Crosswalk lines are visible.

Potential Solutions

- Expand the free shuttle that was provided through a grant from Supervisor David Canepa's office so that residents who live farther away can access the Bayshore Community Center.
- Lower the signs that say 'no turn on red' so they are at eye level.
- Add a sidewalk on Carter Street toward Geneva (near Cow Palace parking lot and development next to Saddleback). It's hard for cars that come around that area to see pedestrians.

OUTDOOR SPACES AND BUILDINGS

Context

- Participants were unaware of the National Fitness Campaign or fitness courts.
- Parks and recreation: Those in the focus group do not go to the park.
 - However, one participant has a grandkid that uses the parks. This participant feels they are clean and offer enough for the grandkid to do.
 - Participants feel that parks should have clean, safe, accessible restrooms available. At Bayshore Heights Park, the restroom is not available; also the area around the park sometimes has dog poop – park areas need to be kept clean.
- The library and City Hall are not frequented much – the cleanliness is okay; Bayshore Community Center is good.

Potential Solutions

- At Bayshore Heights Park, ensure the restroom is maintained and accessible. Ensure doggy bags are available and signage encourages pet owners to clean up after their pets.

SOCIAL PARTICIPATION

Context

- Bayshore Community Center should be open on Saturday and Sunday; during winter the outdoor weather is not good for recreation or activities. Currently the Center is rented out on weekends.
- Bayshore Community Center has now added classes including drawing, dance, badminton, yoga, pickle ball, and Tai Chi.
- Bayshore Community Center needs a gym and a swimming pool (participant now using pool at Westmoor).
- Need markets or shopping centers such as Target for day-to-day purchases. Transportation is not available to get to Serramonte Mall.

Potential Solutions

- Explore opportunities to expand Bayshore Community Center hours to include some weekend dates.
- Explore opportunities to add a gym and/or a pool at Bayshore Community Center.
- Offer transportation and/or group field trips for residents in this neighborhood to access restaurants, shopping centers, gyms, and/or swimming pools.

RESPECT AND SOCIAL INCLUSION

Context

- The city seems to put a lot of effort into asking for input from older adults, however the results are not there. All opinions should matter, if we bring up an issue, it would be nice to get a response.
- It is mainly the Senior Club members (about 30 people) who know what is going on in Daly City. There is a monthly meeting, the Fire and Police Departments are represented, but all of the knowledge is concentrated within this membership.
- Previously, homeowners/residents associations existed but most are no longer active.

Potential Solutions

- Daly City has neighborhood groups. Consider assigning council liaisons to various neighborhoods in the city.

COMMUNICATION AND INFORMATION

Context

- E-News, Daily Wire (monthly) are key ways to access information but participants aren't sure how to access them in their language.
- City Council meeting information needs to be available in multiple languages not just English, or close captioned.
- More translation of information is needed; no documents are translated to Chinese.
- Bayshore area is separated from Daly City due to the mountain. However, the Bayshore staff is from Doelger Center, they bring information to share with Bayshore residents.
- There are tech classes offered at Doelger Center, but many in Bayshore do not have a computer at home so they do not feel they need these skills. Most described that they primarily use their phones and in particular, the WeChat app.

Potential Solutions

- Broadly, ensure various forms of communication (including printed or digital materials) are available in Chinese.
- Ensure the e-news and the monthly Daily Wire are available in various languages, and that residents are aware of how to access the language they need.
- Offer language translation for city council meetings.
- One of the participants from Bayshore Community Center is available and willing to learn additional technical skills from the instructor at Doelger; they can then translate and teach others at Bayshore Community Center.
- Share our notes from this focus group back with participants; ensure it's translated to Chinese. Additionally, once available, copies of the finalized Action Plan should be distributed in English, Spanish, Chinese, and Tagalog.

COMMUNITY SUPPORT/HEALTH SERVICES

Context

- More police presence and patrolling is needed. Since Bayshore is so separate from other parts of Daly City, the police may come but when they don't see anything, they don't stay.
 - One participant was at the bus stop at 2pm and someone came up and hit her twice in the chest – she was very shaken by this experience.

Potential Solutions

- Increase police patrolling in the Bayshore area.
- Form a Neighborhood Watch group.

EMERGENCY PREPAREDNESS

Potential Solutions

- Provide classes for emergency and disaster preparedness so that we know how to be prepared, what to have available, and where to go.
- Reinstate CERT (Community Emergency Response Team).