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City of South San Francisco Age-Friendly Action Plan 2026–2029



“As you grow older, you will discover that you have two hands, one for helping yourself and the other for helping others.” - **Audrey Hepburn**



Executive Summary

On May 22, 2023, the American Association of Retired Persons (AARP) and the World Health Organization (WHO) formally recognized the City of South San Francisco as an Age-Friendly City. This designation marks a significant milestone in our journey toward fostering a community that is inclusive, accessible, and supportive of residents of all ages. Our commitment reflects the guiding principles of livability, ensuring that South San Francisco remains a place where people can thrive at every stage of life. Demographic shifts worldwide highlight the need for cities to adapt to an aging population. By 2034, the U.S. Census Bureau projects that there will be more people over 65 than under 18 for the first time in history. South San Francisco has a longstanding commitment to enhancing the well-being of older adults through vital programs, services, and policies that promote active aging. ****Please refer to Appendix B for Age-Friendly Programs currently being implemented in the City of South San Francisco.**

The City of South San Francisco is committed to ensuring the sustainability of its age-friendly community initiatives. The Center for Age Friendly Excellence and the City of South San Francisco have developed an action plan that provides a strategic framework for shaping these initiatives and related policies. The plan outlines potential goals, objectives, actions, and responsibilities to address the needs of older adults and other residents.

As longevity increases, the need for an age-friendly environment becomes more essential. South San Francisco Parks and Recreation Department and the City's Age-Friendly Task Force have played critical roles in supporting this vision. Through research, community feedback, and strategic planning, their efforts have already enhanced key aspects of livability for older adults and helped to empower them to participate in civic and social life.

South San Francisco has developed a comprehensive Age-Friendly Action Plan to ensure the long-term success of our age-friendly initiatives. This plan will serve as a roadmap, outlining clear objectives and measurable outcomes in key areas of livability. Collaboration is key to the success of this initiative. The Center for Age Friendly Excellence will engage diverse stakeholders, including older adults, healthcare providers, community organizations, City staff, local businesses, and City officials. South San Francisco can leverage shared resources and expertise to implement impactful changes by fostering partnerships with neighboring cities and organizations.

As a dynamic and growing city, South San Francisco recognizes that the needs of its aging population will continue to evolve. The Age-Friendly Action Plan will be regularly assessed, reviewed, and refined to ensure our policies and programs remain relevant and practical. Setting long-term goals and embedding age-friendly practices into everyday governance will create a resilient and supportive environment that benefits all generations. South San Francisco strives to lead the global Age-Friendly movement through continued commitment, innovation, and collaboration. By sharing best practices, learning from experiences, and adapting to emerging challenges, the City will continue to remain vibrant, inclusive, and be a livable place for all.



Table of Contents

5	Overview Age-Friendly Cities
7	8 Domains of Livability and Examples
16	Action Plan Introduction
19	Domain 1: Outdoor Spaces and Buildings
24	Domain 2: Transportation
29	Domain 3: Housing
32	Domain 4: Social Participation
35	Domain 5: Communication and Information
38	Domain 6: Respect and Social Inclusion
41	Domain 7: Civic Participation and Employment
44	Domain 8: Community Support and Health Services
48	Domain 9: Emergency Services
	<i>Appendices:</i>
52	A. Age-Friendly Projects to Consider
53	B. Current Age-Friendly Practices
71	C. The City of South San Francisco
73	D. City Government
77	E. Demographic Profile of South San Francisco Residents
80	F. Livability Index
82	Acknowledgment
83	Resources

Overview: AGE-FRIENDLY CITIES



The concept of “Age-Friendly” cities emerged as a response to the rapidly aging population and the unique challenges older people face worldwide. The World Health Organization (WHO) first developed the age-friendly movement through a research project to examine the experiences of older adults living in various communities. In 2007, the World Health Organization published the WHO Global Age-Friendly Cities Guide, which outlined eight domains of community life that impact adults aged 55 and over. They developed a guide identifying and implementing eight essential domains, which became the foundation and roadmap for establishing Age-Friendly Cities.

Becoming an Age-Friendly City involves a comprehensive assessment of a community’s age-friendliness. From this assessment, cities can prioritize projects and develop an action plan to help accomplish top priorities and goals. In 2010, the Global Network of Age-Friendly Cities and Communities was developed to facilitate collaboration and exchange of ideas among cities to enhance the lives of older people. The WHO Global Network for Age-Friendly Cities and Communities currently includes 1,705 cities and communities in 60 countries, covering over 330 million people worldwide. As life expectancy increases and the older adults continue to grow, there is a need to create environments that promote healthy aging and keep people engaged in their communities.

The WHO has set the stage for cities to share best practices, learn from each other's experiences, and collaborate in developing, implementing, and evaluating solutions to the challenges of an aging population. By 2034, the United States will have more adults aged 65 and over than children under 18. The benefits of an age-friendly city for older adults are significant. It fosters a more supportive, inclusive, and vibrant community, providing opportunities for increased socialization and creating a much more resilient community that incorporates intergenerational participation and sustainability.

An age-friendly certified community shows a city's commitment to creating an environment where older adults thrive and continue to play a big part in their community. It shows a city's commitment to developing innovative policies, projects, and programs that demonstrate evidence-based solutions based on the eight domains. This plan also includes a ninth domain related to emergency services that does not play a part in the original eight domains. This domain focuses on ensuring the older population is well prepared and supported during emergencies. Through all these domains, people can benefit from shared experiences, promote their well-being, and enable themselves to live independently.

An age-friendly city encourages active ageing by optimizing opportunities for health, participation, and security to enhance the quality of life as people age. To be sustainable, cities must provide the infrastructure and services to support their residents' well-being and productivity. It is important to remember that an age-friendly environment emphasizes enablement rather than disablement. In moving forward, the creation of age-friendly cities can only result from an integrated approach centered on how older people live.

About the Global Network for Age-Friendly Cities and Communities. *Age-friendly World.* Retrieved August 18, 2024, from <https://extranet.who.int/agefriendlyworld/who-network/>



AGE-FRIENDLY DOMAINS



NOTE: A ninth additional domain has been added to highlight South San Francisco's Action Plan for **Emergency Services**.

DOMAIN 1: Outdoor Spaces and Buildings



An age-friendly community prioritizes creating an accessible physical environment that accommodates the needs of older people. Public spaces and buildings play a significant role in making a city age-friendly. These places help older adults stay active, socialize, and carry out daily activities. This domain encompasses the physical environment of a community, focusing on accessibility, inclusivity, and safety. A city's cleanliness, noise levels, and open green spaces also contribute to an age-friendly environment.

Sidewalks and roads should be well-maintained, wide, and clear of obstacles. In addition to sidewalks, crosswalks must have clear markings and visual signage, ensuring safety and convenience for older people. These details are a testament to the thorough planning and design that goes into creating an age-friendly community. There must also be sufficient time for older people to cross the street.

Age-friendly parks are necessary for older adults to connect with others and build relationships. Comfortable benches at parks, trails, and high pedestrian areas are essential to providing opportunities to rest, relax, and socialize. Benches, shaded areas, and exercise equipment promote physical activity and intergenerational collaboration. In addition, community centers, senior centers, government buildings, and libraries must provide a safe environment, educational opportunities, and programs and opportunities for social and intergenerational connections.

Buildings should meet accessibility standards. Entrances should have ramps, automatic doors, and clear signage to help people with physical limitations easily navigate spaces. Escalators and/or elevators should always be accessible and in working order. Businesses such as shops and restaurants should have clear menus with large fonts, wide aisles, clear signage, and trained staff who feel comfortable around older adults.

Outdoor spaces and buildings provide physical accessibility and empower older adults to lead independent lives and participate in community events and activities. There is also a sense of autonomy and control in their lives when there is a wide range of indoor or outdoor options. A city that prioritizes safety and inclusivity ensures that all residents can navigate and enjoy public spaces.



DOMAIN 2: Transportation

Reliable and accessible transportation is a lifeline for older adults, enabling them to maintain their independence and autonomy in their daily activities and socialization. It's not just about offering options such as shuttles, buses, paratransit, and trains, but ensuring that these services are affordable, clean, and easy to access. Additional options such as volunteer ride services, accessible taxis, ride-share programs, and other mobility choices are also essential to cater to the diverse needs of older adults. Providing priority seating for older adults is crucial, a simple yet significant gesture showing consideration for their needs. Public transit systems should be designed to accommodate wheelchairs, walkers, scooters, and individuals with hearing or vision impairments.

Bus and train stations should be marked, well-lit, and have ample seating. They should also provide precise, updated, concise schedules that are easy to understand and read. These schedules are both a convenience and a necessity, offering a sense of security and confidence to older adults and their caregivers. Transportation schedules should also be provided in digital, audio, and printed formats.

Pedestrian safety is also a crucial aspect of age-friendly transportation. Cities and counties should prioritize well-marked crosswalks that offer longer pedestrian signal times. Implementing traffic calming measures provides security and protection for pedestrians and bicycle riders. These measures include increased police presence, speed bumps, roundabouts, curb bulbouts, radar speed signs, and road diets.

By enhancing transportation infrastructure, cities enable older adults to remain independent, access essential services, and participate in social activities and events. An accessible and age-friendly transportation system ensures that older adults are not isolated from their community, fostering a sense of autonomy, connection, and inclusion.



DOMAIN 3: Housing



Housing can contribute to many positive health outcomes. It is essential to the well-being and safety of older adults. In addition, the design and location of housing are also necessary. Housing close to public transportation, retail, recreational areas, and medical clinics or hospitals allows for more independence if someone cannot drive. Age-friendly cities offer various housing options: residential homes, multi-dwelling apartments geared toward seniors, retirement villages, co-housing, residential care homes, accessory dwelling units (ADU), and self-contained living units within a larger residential property. Design is equally important. Elevators are necessary for multi-level housing, bathrooms and kitchen facilities must be large enough to move in, and hallways and doorways must be large enough to accommodate wheelchairs and mobility scooters.



Housing design and modifications are pivotal in empowering individuals to maintain independence and live comfortably at home. As health conditions change and limitations with activities of daily living arise, home modifications can be a powerful tool in preserving autonomy. Creating financial assistance programs, like grants for home modifications, can help older adults make essential home changes.

Affordable housing is a fundamental need for older people, regardless of their socio-economic development stage. When developing housing for older adults, it's crucial to consider heating, cooling, and lighting. Older adults have unique lighting and thermal needs, and buildings and homes must be designed with these in mind.

Ensuring a diverse range of housing choices in a city is crucial to accommodate the changing needs of older adults. This inclusivity is a key aspect of creating age-friendly cities. It is essential to feel safe and secure in the home environment.



DOMAIN 4: Social Participation

The age-friendly domain of social participation ensures that older adults can engage in social, recreational, and cultural activities and events. Isolation can lead to depression and other mental and physical health issues. By prioritizing social participation, cities, with the support and leadership of policymakers and community leaders, help older adults maintain a sense of purpose and autonomy, which leads to improved mental health.

Community centers, senior centers, libraries, and social clubs offer a variety of activities that can assist older adults in maintaining their physical and mental health. However, it's important to note that not all older adults have the same interests. Therefore, public events such as farmers' markets, music series, art fairs, and cultural festivals, catering to diverse interests, are equally important. These events, designed for residents of all ages, promote social interaction and community engagement, which is crucial for the well-being of older adults. These events provide occasions for older adults to come together with family, friends, and neighbors, enhancing their sense of community and inclusion.

Information about social activities and events must be readily accessible to older adults. This includes maintaining up-to-date community calendars, billboards, frequent electronic emails and newsletters, and flyers disseminated where people gather frequently. Efforts should be made to ensure that venues for these events are easily accessible and that transportation is provided when needed.

Intergenerational programs also play an essential role in fostering connections between older and younger generations. By sharing stories, skills, and experiences, these programs help break down age-related stereotypes and promote mutual understanding and respect. They create lasting connections beyond age, enriching the lives of older and younger participants.

The age-friendly domain of social participation provides many opportunities and programs that foster relationships and social connections for older adults. These efforts help older residents feel valued in their community and underscore the importance of recognizing and appreciating their contributions to our society.



DOMAIN 5: Communication and Information



As defined by the AARP, an age-friendly community ensures timely information and multiple sources, is multilingual, covers various topics, and is distributed widely throughout the community. The opportunity to stay connected with events and essential information is necessary to maintain a good quality of life. This domain encompasses a variety of elements, with a key focus on user-friendly communication channels. These channels, technological support, and transparent public messaging is crucial in empowering residents to access and understand the information they need.

Information must be accessible and available in multiple formats to accommodate different needs and preferences. This includes having printed materials in large font and focusing on the Who, What, Where, and Why. It is also essential to ensure that online information is accessible and that residents are educated on using technology to access information. In addition, television captions, community billboards, kiosks, videos, local newspapers, and audio formats should be available. Community media, including a potential community television channel, is crucial in keeping residents informed and engaged, covering vital information about community events, public services, health services, and other relevant topics.

Technical support helps older adults navigate the digital world. Classes and workshops on using computers, tablets, smartphones, and the internet ensures that older residents can access online resources, social media, and digital communication tools. Community centers and libraries often provide free internet access, group sessions, and one-on-one tech assistance, bridging the digital divide, and empowering older adults to stay connected with family and friends.

Establishing responsive communication channels where older adults can ask questions and seek assistance is essential. These may include concierge services, helplines, support services, and customer service centers. Ensuring staff are trained to be patient and supportive when interacting with older adults is also essential.

By prioritizing transparent and inclusive communication, age-friendly cities help older adults stay informed, engaged, and independent. The domain of communication and information offers a comprehensive array of services and resources that benefit older adults by providing accessible, clear, and timely information. When information is easy to access and understand, seniors can fully participate in their communities without feeling isolated, disconnected, and overwhelmed. This approach also fosters a sense of respect and value for the older adult population.



DOMAIN 6: **Respect and Social Inclusion**



This age-friendly domain of respect and social inclusion focuses on the importance of older adults feeling included, valued, and respected in all aspects of social life. It is a community that shows acceptance of older adults regardless of gender, religion, economic status, cultural background, or race. This domain involves promoting intergenerational activities, addressing ageism, and ensuring that older adults have opportunities to participate in community decision-making processes. It is essential to encourage a sense of belonging, self-worth, and dignity amongst older residents.

One way to foster respect and inclusion is by encouraging intergenerational programs. These could include events and programs that unite people of all ages, such as recreational activities like gardening or cooking classes, educational programs like language exchange or history lessons, and community events like fairs or cultural celebrations. Schools, youth groups, and community centers can create opportunities for older adults and younger generations to engage in meaningful activities such as storytelling, mentoring, and tutoring.

Public services and businesses also play a crucial role in ensuring that older adults are treated with dignity. Training programs for companies, health care workers, and government employees can educate staff on providing age-friendly customer service, communicating effectively with older adults, and accommodating their specific needs. Prioritizing accessibility in public and private spaces would also help ensure that older adults feel welcome.

Another crucial element is tackling ageism, which involves addressing and challenging negative stereotypes toward older adults. By promoting positive images of aging and celebrating the achievements of older adults, we can foster a more respectful environment and empower everyone to make a positive change.

When communities respect and include older adults, it improves their well-being and strengthens social acceptance and cohesion. Creating age-friendly cities fosters environments where all generations can thrive together, offering a hopeful vision for the future.



DOMAIN 7: Civic Participation and Employment



An age-friendly community values the wisdom and experience of older adults and their contributions to public decision-making. There must be ample opportunities to remain active and engaged in their community through volunteer or paid roles. This domain encompasses a wide range of initiatives, including promoting volunteerism, providing employment support and opportunities, and offering educational and training programs to assist older adults in staying financially secure, socially connected, and mentally stimulated.

Encouraging volunteer activities in both public and private sectors allows older adults to contribute to their communities and stay active. Volunteers provide a sense of purpose, help strengthen social connections, and combat feelings of isolation and loneliness. Volunteer programs should be well-publicized in multiple locations and venues. Many organizations actively seek and value the contributions of older volunteers. Roles should match their skills and especially their interests. Volunteerism can also help older adults by allowing them to sit on local governmental advisory boards and charity organizations.

Regarding employment, cities can work with organizations and businesses to encourage anti-ageism hiring policies, retraining programs, and mentorship roles. Offering flexible schedules, such as part-time and remote work options, which helps transition older adults into the workforce and gives them a sense of purpose and acceptance.

Age-friendly cities can utilize older adults' wisdom and knowledge by fostering work and civic engagement. Encouraging workforce participation benefits older adults and the whole community by creating a more vibrant and interconnected society.



City Council Chambers

DOMAIN 8: Community Support and Health Services



Ensuring that older adults have access to high-quality, affordable healthcare services is a priority for age-friendly cities. As people age, they require more frequent medical care, home support services, and coordinated case management care for chronic conditions. Health institutions must be responsive to the needs of older adults.

Collaborating with local and regional agencies and service providers is essential to offer a broad range of services tailored to meet residents' needs. An emphasis on preventive care and caregiver support adds to the holistic healthcare approach. Primary care doctors should be trained in geriatric care, and healthcare facilities should have easy access for people with mobility challenges. Telehealth services can also be beneficial in ultimately connecting doctors and nurses remotely, reducing the need for travel; however, it is essential to have choices. Transportation services need to be available to help older adults attend medical appointments. Home health care should be tailored to meet the individual needs of older adults. It is also vital to support the role of informal caregivers, such as family members and friends.

The healthcare system must be clear and straightforward and provide accessible information about available health and social resources. Older adults should be educated in accessing the services available in their local and regional communities. Information should be disseminated through various channels to reach as many people as possible.

Age-friendly cities can improve older people's overall quality of life by investing in strong healthcare and support services. A community that prioritizes health and well-being ensures that its residents can age at home with dignity.





Action Plan

The Age-Friendly Action Plan is a dynamic tool intended to create inclusive, accessible, and supportive communities for individuals of all ages and backgrounds, especially older adults. The plan aims to ensure the development of the community policies, programs, and infrastructure that promote active aging and enhance the quality of life for older adults. The action plan serves as a roadmap for communities to implement projects that gracefully improve the environment for aging, thriving, and maintaining independence. This process includes assessing the significant needs of older adults in the community through in-person interviews, organizations serving older adults, and AARP survey results and interviews with the City Departments. Based on the gathered data, the team formulates an action plan to guide the community in identifying potential projects to meet the expressed needs. Projects and policies will foster an environment that empowers older adults to remain active and independent for as long as possible. Its adaptability ensures it can be adjusted over time as circumstances, staff, regulations, and the interests of the older population evolve, providing reassurance and confidence in its effectiveness. After the initial five-year cycle is completed, the community assessment begins anew, and an updated action plan is created.

The action plan will include goals, strategies, steps to accomplish goals, partners and staff needed to achieve the goals, and metrics to measure progress and effectiveness. These pertain to the World Health Organization's and AARP's eight domains, in addition to the ninth domain initiated by South San Francisco to address emergency services. There will be a project spreadsheet for the Council, staff, and the task force to refer to, monitor, and evaluate the South San Francisco Age-Friendly projects

ACTION PLAN INTRODUCTION (continued)

from 2026 to 2029. Building partnerships, securing funding, and advocating for policy changes will be essential to support and sustain this action plan.

In August 2022, South San Francisco recruited a diverse group of City staff, elected leaders, community stakeholders organization representatives, and residents interested in older residents' well-being to serve on South San Francisco's first-ever Age-Friendly Community (AFC) Task Force. They initially gathered information through in-person interviews, virtual meetings, and one-on-one phone interviews. Focus groups explored the strengths, livability challenges, and possible solutions as they pertained to the eight domains. Focus group participants represented a mix of residents in terms of race, gender, ethnicity, geographic location, and income. The City published multiple notices in its weekly newsletter announcing the age-friendly focus group session, and the City Council members recruited many participants through their networking.



The following projects were identified under the following domains and are completed or in progress:

Outdoor Spaces and Buildings

- Rest areas will be strategically placed at City-sponsored large festivals and community events, so that people of all ages have a place to rest comfortably.

Transportation

- Expansion of the City of South San Francisco's Free Shuttle route.
- The South City Shuttles offer complimentary services throughout many areas of the city. This includes three shuttle routes that include stops at senior centers, local retail stores, the Parks and Recreation building and Library and many parks.
- There are shuttles that provide transit connections with CalTrain, BART, and SamTrans.

Housing

- The South San Francisco Rotary Club has collaborated with the City to purchase a parcel of land and develop a 142-unit affordable senior housing complex. This will be the third such complex the Rotary Club has created in our community.

Communication and Information

- Installation of an older adult community resource display at South San Francisco's Senior Center.

ACTION PLAN INTRODUCTION (continued)

- The South San Francisco Police Department implemented Project Guardian, which allows caregivers and family members to register vulnerable persons and those with special needs in a free, confidential database that the department manages and maintains.

Emergency Services

- With the support of a subcommittee, the Fire Department's Community Emergency Response Team (CERT) Coordinator will review replicable best practice disaster response strategies designed for older adults from other Age-Friendly Communities that could be incorporated into their current plans.
- Research ways to establish a voluntary disaster registry of older adult residents and other residents of all ages who want someone trained in disaster response to check on their well-being following a community disaster or emergency.



The City has adopted an “age-friendly lens” for all community projects, events, and services as a standard procedure for each department.

In May 2024, South San Francisco developed an Age-Friendly Task Force in collaboration with the Center for Age-Friendly Excellence. In preparation in developing their action plan, South San Francisco and the Center for Age Friendly Excellence held two community engagement meetings in October 2024. They disseminated an AARP survey from August 2024 through December 31, 2024. Staff interviews were held in February 2025. To address the unmet needs of older adults, a comprehensive spreadsheet was created to record potential projects and strategies identified during the focus groups, the task force members' input, interviews with the City Departments, and responses from 213 residents aged 50 and over. This spreadsheet is a valuable resource and guide in highlighting key focus areas for the action plan and guiding the City in prioritizing, implementing, and evaluating initiatives from 2026 to 2029.

This action plan is an evolving roadmap that sets the direction and foundation. It allows staff, City Council, community partners, and residents to assess and update it to meet the community's changing needs and priorities. The projects outlined throughout the action plan are purely suggestions and recommendations under the direction of the Council. An age-friendly action plan helps create an inclusive community where older adults can thrive, retain independence, maintain their health, and enhance their quality of care.

DOMAIN 1:

Outdoor Spaces and Buildings



An age-friendly community should offer a safe, clean, welcoming, and well-maintained outdoor environment. Adequate outdoor seating should be comfortable and tailored to the needs of older adults, and outdoor green spaces should provide a tranquil resting place for residents of all ages.

SURVEY RESULTS

92% of respondents rated the community as fair to excellent in having well-maintained parks.

86% of respondents rated the community as fair to excellent in providing safe parks.

77% of respondents rated the community as fair to excellent in providing a sufficient number of benches for resting in public areas such as parks, public buildings, and sidewalks.

69% of respondents rated the community as fair to excellent in having public buildings and spaces that include restrooms that are accessible to people of different physical abilities.

59% of respondents rated the community as fair to excellent in providing conveniently located public parking lots and areas including handicapped parking.

“We need more gathering spaces with benches to relax, enjoy, and chat with our friends and family.”



GOAL: Provide safe, inclusive, and accessible indoor and outdoor environments in the community for all residents to enjoy, socialize, and relax, as well as promote the physical and mental well-being of older adults.

STRATEGIES

- 1** Utilize parks and open spaces to promote health, wellness, socialization, and relaxation.
 - a. Continue to assess neighborhood areas that need parks.
 - i. Develop a senior ad hoc subcommittee to work with staff in studying additional park opportunity sites in the area.
 - ii. Further educate the community on the Parks and Recreation Master Plan Update.
 - iii. Design parks and recreational areas with features that appeal to older adults, such as community gardens, quiet areas for relaxation, and fitness equipment.
 - iv. Research and create interactive mapping applications that show locations of parks, community centers, libraries, and recreation opportunities.
 - b. Encourage increased police presence in public parks to enforce local ordinances.
 - i. Update park signage to educate the public about leash laws and include Peninsula Humane Society and SPCA's contact information to report "off-leash dogs."
 - ii. Consider the possibility of developing a Park Ranger program.
 - c. Develop a senior ad hoc subcommittee to research and discuss more comfortable seating and "age-friendly furniture" for parks and open spaces throughout the city. Encourage the inclusion of age-friendly equipment when renovating parks.
 - i. Research the possibility of placing additional benches in downtown areas. Develop a map and survey areas that would benefit from additional benches or chairs.
 - ii. Have a senior subcommittee perform a walking audit of all city public buildings and parks to determine additional resting spaces.
 - iii. Benches and chairs should be of good height, have backrests and, possibly, armrests for additional support, and be located in shaded areas protected by trees and canopies.

* I/P: In Progress

Please refer to Appendix A for extensive recommendations contained in the projects spreadsheet. The Goals and Strategies described below in the following domains are just a quick overview of potential projects and options. This is only to be used as a guide and not as definitive projects to be implemented.



GOAL: Provide safe, inclusive, and accessible indoor and outdoor environments in the community for all residents to enjoy, socialize, and relax, as well as promote the physical and mental well-being of older adults.

STRATEGIES (continued)

- iv. Provide opportunities to have park equipment that benefits everyone:

<https://goric.com/designing-inter-generational-playgrounds-for-an-aging-population/>

<https://goric.com/intergenerational-playgrounds-unite-the-young-and-old/>

PARTNERS City Council Age-Friendly Task Force Parks & Recreation Commission Community Volunteers Cultural Arts Commission Police Peninsula Humane Society	RESPONSIBLE STAFF Parks & Recreation Public Works	TIME FRAME 6 Months - 2 Years	METRIC YES/NO (I/P)
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GOAL: Provide safe, inclusive, and accessible indoor and outdoor environments in the community for all residents to enjoy, socialize, and relax, as well as promote the physical and mental well-being of older adults.

STRATEGIES (continued)

- 2
- Promote pedestrian safety among older adults and enhance safe and appealing neighborhoods.
- a. Develop a walking audit where older residents assess pedestrian safety components such as wayfinding signage around public buildings, increasing font and lighting to increase the visibility of significant street signs, and focusing on ADA accessibility.

i. Encourage business owners to support pedestrian safety initiatives by keeping sidewalks clear and placing business signs in areas that do not block pedestrian passages.

ii. Survey areas that may lack lighting. Consider increasing lighting around park areas and public buildings.

iii. Develop a committee to review and consider developing criteria for an improved community sign standard. This could include additional signs or a change in the presentation of signs.

iv. Survey and inventory areas in South San Francisco to prioritize areas that need increased lighting, especially downtown areas. This will make it easier for older people to navigate the city when driving, bicycling, or walking. South San Francisco will start on the lighting enhancement levels at Grand and Linden.

PARTNERS Age-Friendly Task Force Chamber of Commerce Downtown Business Owners Parks & Recreation Planning Commission Bicycle and Pedestrian Advisory Committee	RESPONSIBLE STAFF Economic & Community Development Public Works	TIME FRAME 1-2 Years	METRIC YES/NO (I/P)
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GOAL: Provide safe, inclusive, and accessible indoor and outdoor environments in the community for all residents to enjoy, socialize, and relax, as well as promote the physical and mental well-being of older adults.

STRATEGIES (continued)

- 3** Research additional parking options and the potential for senior safety zones.
 - a. Research the possibility of adding special parking spaces for older adults.
 - i. Refer to Age-Friendly Parking places in Ireland.
 - 1. National Age-Friendly Parking Space Guide

PARTNERS Parking Place Commission Community Members	RESPONSIBLE STAFF Public Works	TIME FRAME 1 Year	METRIC YES/NO (I/P)*
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DOMAIN 2:

Transportation



An age-friendly community should have accessible and affordable public and on-demand transportation options. Safe and accessible pedestrian pathways to and from public transportation stops are essential, and they should be well-lit and well-marked, in addition to having sufficient crossing times. Mobility education related to existing options, such as the “Got Wheels Program” and Redi-Wheels, must be disseminated. It is necessary to provide residents with choices and opportunities to connect with available services in the community.

SURVEY RESULTS

95% of respondents rated the community as fair to excellent in providing easy-to-read traffic signs.

81% of respondents rated the community as fair to excellent in providing sidewalks that are in good condition, safe for pedestrians, and accessible for wheelchairs or other assistive devices.

76% of respondents rated the community as fair to excellent in having streets and intersections that are well-lit, accessible, and safe.

72% of respondents rated the community as fair to excellent in providing public transportation that is accessible and convenient.

67% of respondents rated the community as fair to excellent in providing affordable transportation.

“Reliable and accessible transportation is essential for me. We need shuttles that aren’t too crowded and allow enough seating for seniors.”



64% of respondents rated the community as fair to excellent in enforcing the speed limit.

56% of respondents rated the community as fair to excellent in providing public transportation that is safe and stops at areas that are accessible to people of varying physical abilities.

24% of respondents rated the community as fair to excellent in providing transportation to and from volunteer activities for those who need it.

GOAL: Create, improve, and implement comprehensive, accessible, reliable, and convenient transportation options for older adults to maintain their independence and access essential services.

STRATEGIES

- 1** Educate older adults about available transportation systems.
 - a. Disseminate information regarding transportation options:
 - i. Same-day paratransit service: [SamTrans](#)
 - ii. Got Wheels! Program: [Peninsula Family Service](#)
 - iii. Senior Mobility Guide: [SMC Senior Mobility Guide](#)
 - iv. The South City Shuttle is a free shuttle service in South San Francisco. The shuttle runs Monday through Friday, beginning at 7:00 am and provides free service around the City, with trips to local stores, senior centers, libraries, City Hall, and parks. The shuttle also includes transit connections with SamTrans, Caltrain, and BART. Free South San Francisco Shuttle throughout the City Monday-Friday: [Free SSF Shuttle](#) or call 650-877-8550.
 1. Consider a “Give up your Seat” campaign to encourage young people to give up their shuttle seats to older adults who need them.
 - v. Peninsula Jewish Community Center (PJCC) offers a “Get Up and Go” transportation service for seniors: <https://pjcc.org/programs/senior-transportation/> or call 650-378-2750.
 - vi. GoGo Grandparent has door-to-door and schedules rides for residents using Lyft and Uber: <https://www.gogograndparent.com/> or call 1-855-464-6872 ext. 78282.



GOAL: Create, improve, and implement comprehensive, accessible, reliable, and convenient transportation options for older adults to maintain their independence and access essential services.

STRATEGIES (continued)

- b. Educate and establish solutions to increase the number of residents utilizing public transportation.
 - i. Consider partnering with Peninsula Family Services to increase the number of residents utilizing the “Got Wheels Program.” Allocate money from the general budget to allow more members to use the program when there is a waiting list.
 - ii. Provide technology classes on ride-share options.
 - iii. Educate residents about Redi-Wheels.

2 Assess possibilities to partner with the community and city to provide additional transportation options.

- a. Research and assess volunteer transportation sources to help residents who are unable to drive to be able to attend recreation and community events.
 - i. Research faith-based organizations for opportunities to have parishioners volunteer to drive residents to events, appointments, and volunteer activities. In addition, volunteers can deliver necessities to housebound people.
 - ii. Research “Village Concept.” Refer to Brisbane Helping Hands: [https://brisanbevillage.org/faq/](https://brisbanevillage.org/faq/)
 - iii. Research the RideCare Program in Los Altos. [RideCare Program | City of Los Altos, California](#)
 - iv. Educate seniors on how to get Clipper cards and download the app to their phones.
 - v. Research what senior discounts are available on Caltrain and SamTrans.

PARTNERS Age-Friendly Task Force Peninsula Family Services Commute.org Serra Yellow Cab SamTrans Community Volunteers Faith-Based Organizations Traffic Safety Commission	RESPONSIBLE STAFF Public Works Parks & Recreation Communications	TIME FRAME 6 Months - 3 Years	METRIC YES/NO (I/P)
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GOAL: Create, improve, and implement comprehensive, accessible, reliable, and convenient transportation options for older adults to maintain their independence and access essential services.

STRATEGIES (continued)

- 3** Research and implement additional parking options, infrastructure, and traffic safety for older adults.
 - a. Research the Green Man Plus (GM+) program in Singapore.
 - i. This program allocates a longer green man time for older people and people with disabilities to cross the street. Elderly pedestrians and pedestrians with disabilities can expect up to 13 seconds more green man time when they use signalized pedestrian crossings fitted with Green Man+.
[Green Man + \(by LTA\) - Singapore](#)
 - ii. Research additional areas for leading pedestrian intervals. Currently, SSF has added leading pedestrian intervals at some crosswalks where pedestrians get a head start, can start crossing first, and can be seen by drivers before the green light for traffic engages.
 - iii. Survey neighborhoods to evaluate areas needing speed bumps to slow traffic and determine crosswalks that need added lighting and/or flashing lights.
 - b. Continue to conduct audits to identify potential safety hazards related to sidewalks.
 - i. Create a group of residents to conduct a walking audit and identify areas in the city that need sidewalk improvements.
 - ii. Continue to work with private property owners to perform responsible repairs. Encourage neighborhoods to collaborate to identify sidewalk safety issues and save money by collaborating with a contractor.
 - c. Enforce traffic laws and enhance traffic safety regulations.
 - i. Post “no bikes on sidewalks” signs in high pedestrian traffic areas and increase police enforcement.
 - ii. Develop a general education campaign about bike and pedestrian safety throughout the city and the schools.
 1. Develop a flyer to place in the city and school e-newsletters.
 2. Encourage education in community centers that emphasizes wearing reflective clothing when walking and/or bicycling.
 3. Expand police enforcement to improve pedestrian safety. Ensure drivers stop for pedestrians at crosswalks, make complete stops at stop signs, and enforce speed limits in high-pedestrian areas.



GOAL: Create, improve, and implement comprehensive, accessible, reliable, and convenient transportation options for older adults to maintain their independence and access essential services.

STRATEGIES (continued)

- 4. Refer to: <https://www.ssf.net/files/assets/public/v/1/city-manager/documents/active-south-city-ssf-bic.pdf> for further information on the South San Francisco Bicycle and Pedestrian Master Plan - Active South City.
- d. Conduct a potential parking study and determine areas that accommodate additional spaces.
 - i. Determine if certain areas can accommodate additional white zones for pedestrian drop-off, especially at senior centers, assisted living structures, and grocery stores.
 - ii. Establish Age-Friendly parking spaces: [Age Friendly Parking Bays | Laois County Council](#) and [Age-Friendly Parking Space Guide](#)

PARTNERS Age-Friendly Task Force Community Volunteers Schools Bicycle & Pedestrian Advisory Committee Parks & Recreation Traffic & Safety Commission	RESPONSIBLE STAFF Police Department Public Works	TIME FRAME 1 - 3 Years	METRIC YES/NO (I/P)
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DOMAIN 3: Housing



An age-friendly community offers housing, which is essential to the safety and well-being of residents in the city. Multiple housing should be available for all income levels. Preserving existing housing, building new developments, and encouraging co-housing options can help alleviate the housing crisis—age-friendly housing needs to support the safety and independence of older adults while enhancing their quality of life. Community members want to stay in their homes as long as possible. Housing should also be near public transportation and essential amenities such as hospitals, medical clinics, community centers, grocery stores, libraries, and pharmacies.

SURVEY RESULTS

97% of respondents thought it was important to extremely important to live in a home that would help they live independently as they age.

89% of respondents rated the community as fair to excellent as a place for people to live as they age.

64% of respondents rated the community as fair to excellent for providing trustworthy, quality, and affordable home modification and repair contractors.

64% of respondents rated the community as fair to excellent in providing affordable housing options for adults of varying income levels, such as older active adult communities, assisted living, and communities with shared facilities.

“I’m not sure how much longer I can afford to live here. Costs just keep going up, and my social security does not cover the costs.”



40%

of respondents rated the community as fair to excellent in providing well-maintained, safe, and low-income housing.

GOAL: Provide affordable housing options that are safe, conveniently located, and accessible near public transportation, businesses, and services, as well as resources for older adults to age in place.

STRATEGIES

- 1** Educate residents about available housing resources.
 - a. HIP housing (shared housing): [HIP Housing](#) or Call 650-358-6660.
 - b. HomeShare Online: www.homeshareonline.org
 - c. Promote Housing Programs San Mateo County: www.mysmchousing.com/
 - d. Doorway Housing Portal: Website where you can find and apply for subsidized, affordable housing in the San Francisco Bay Area. [Doorway Housing Portal](#)
 - e. Housing Endowment and Regional Trust (HEART) of San Mateo County Housing Assistance Options: [HEART of SMC](#)
 - f. Center for Independence for Individuals with Disabilities: <https://www.cidsanmateo.org/services/housing-support.php> or Call 650-645-1780
 - g. South San Francisco Housing Authority: www.ssfha.org
 - h. Utilize South City's Indy Bot to find housing resources: www.ssf.net/News/Indy-Launch
 - i. Offer an ADU workshop once or twice a year to educate homeowners on building one. [Accessory Dwelling Units - City of South San Francisco](#)
 - j. Research the possibility of developing a list of available ADU units in the city.
 - k. Offer a yearly tenant workshop to disseminate information.
 - i. [Rent Help & Legal Aid - City of South San Francisco](#)
 - ii. <https://www.legalaidsmc.org/>
 - l. Research co-housing options: <https://www.mercurynews.com/2018/05/18/co-housing-the-brave-new-world-of-senior-living/?clearUserState=true>
 - m. Research intergenerational housing: <https://www.theguardian.com/world/2020/sep/15/its-like-family-the-swedish-housing-experiment-designed-to-cure-loneliness>
 - n. Continue to provide opportunities to ensure older adults are included in discussing housing issues.
 - o. Offer a yearly workshop to educate and assist residents with signing up for affordable housing.



GOAL: Provide affordable housing options that are safe, conveniently located, and accessible near public transportation, businesses, and services, as well as resources for older adults to age in place.

STRATEGIES (continued)

PARTNERS San Mateo County Department of Housing HIP Housing Project Homekey Age-Friendly Task Force Planning Commission	RESPONSIBLE STAFF Economic and Community Development	TIME FRAME Ongoing	METRIC YES/NO (I/P)
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2 Partner with services to develop a list to assist seniors looking to hire trusted repair providers.

- Continue to partner with Rebuilding Together and use it as a resource to provide affordable repairs and incorporate ADA improvements. This organization provides home modifications to improve accessibility, reduce falls, increase independence, and facilitate aging-in-place. This may include modifications such as grab bars, high counter tops, and ramps. <https://rebuildingtogether.org/>
- Consider developing a resource guide highlighting home maintenance organizations and contractors for seniors.

PARTNERS Rebuilding Together	RESPONSIBLE STAFF Economic and Community Development	TIME FRAME Ongoing	METRIC YES/NO (I/P)
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DOMAIN 4:

Social Participation



An age-friendly community supports opportunities for social interaction that are accessible, affordable, inclusive, and intergenerational. Cities must offer activities for older adults that support their well-being, connection to the community, and active living. In his U.S. Surgeon General Advisory, Dr. Vivek Murthy has described loneliness as a public health crisis where the antidote is quality human connection and building community (*Our Epidemic of Loneliness and Isolation*, 2023).

SURVEY RESULTS

67%

of respondents rated the community as fair to excellent in providing various cultural activities for diverse populations.

60%

of respondents rated the community as fair to excellent in providing conveniently located entertainment venues.

54%

of respondents rated the community as fair to excellent in providing continuing education classes or social clubs to pursue new interests, hobbies, or passions.

54%

of respondents rated the community as fair to excellent in providing access to reliable and affordable in-home high-speed internet.

47%

of respondents rated the community as fair to excellent in providing activities geared specifically towards older adults.

“The classes are great, and there is a good variety. However, classroom sizes are small, and residents are being turned away.”



28%

of respondents rated the community as fair to excellent in providing local schools that involve older adults in events and activities.

GOAL: **Provide affordable and accessible social interaction opportunities that promote respect for all ages, abilities, and cultures.**

STRATEGIES

- 1 Offer a broader spectrum of activities, programs, and social activities for older adult residents.
 - a. Survey adult residents age 55 and over to see what activities they would like offered and assess the level of demand.
 - i. Consider re-evaluating class participation and increasing the number of classes if feasible.
 - ii. Encourage the use of neighboring community centers, which may offer programs that South San Francisco may not be able to offer.
 - b. Bring people together with various cultural foods at city events.
 - c. Audit existing facilities to see if they are underutilized at any time; look into the possibility of using them as gathering spaces for seniors.
 - d. Twice per year, offer an educational program for the community on how to learn about city events, how they are advertised, and how to use social media.
 - e. Develop a toolkit and education enabling constituents to apply for special event permits.
 - f. Provide opportunities to enhance the participation of the homebound.
 - i. Research the possibility of resurrecting the homebound delivery book program; consider implementing the “Rent a Tablet” pilot study. Research the possibility of resurrecting the homebound delivery book program; consider implementing the “Rent a Tablet” pilot study.
 - ii. Develop a pen pal program with schools and homebound residents.

PARTNERS Community Center Library Faith-Based Organizations Community Volunteers	RESPONSIBLE STAFF Parks & Recreation	TIME FRAME 1 Year+	METRIC YES/NO (I/P)
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GOAL: Provide affordable and accessible social interaction opportunities that promote respect for all ages, abilities, and cultures.

STRATEGIES (continued)

- 2
- Expand intergenerational activities to support interaction between younger and older generations.
- a.

Partner with high schools to provide intergenerational activities; have youth interview seniors and work with the South San Francisco Historical Society.
- b.

Encourage collaboration with the Youth Advisory Commission to develop intergenerational programs.

i.

Allow younger and older adults to learn from each other.
- c.

Build upon current successful programs, such as pre-schoolers visiting older adults in the Community Center once a month and the Grand Friends program at the Senior Center.
- d.

Consider intergenerational culture nights, karaoke, and game nights.

PARTNERS	RESPONSIBLE STAFF	TIME FRAME	METRIC
Community Center Schools Youth Advisory Commission Faith-Based Organizations	Parks & Recreation Library	6 Months - 1 Year	YES/NO (I/P)



DOMAIN 5:

Communication and Information

An age-friendly community provides information in various languages, venues, and formats accessible and inclusive for all ages. Information is disseminated electronically and in traditional hard copy format, using audio or video and face-to-face communication. This supports older adults or others needing more technical skills or digital resources to access information on resources, programs, and activities that support their daily lives.

SURVEY RESULTS**77%**

of respondents rated their community as fair to excellent in providing access to computers and the internet in public spaces such as libraries, senior community centers, or government buildings.

54%

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

52%

of respondents rated the community's ability to provide information in several languages as fair to excellent.

43%

of respondents rated the community as fair to excellent in providing printed community information with large lettering.

25%

of respondents rated the community as fair to excellent in providing community information delivered in person to people who may have difficulty or may not be able to leave home.

“It would be nice to have one location where I can find all of the information for older adults, resources, events, activities, and services.”



GOAL: Provide information about activities and resources for older adults in a central location and make it available to the broader community in multiple formats and languages.

STRATEGIES

- 1
- Expand information dissemination, utilizing various formats in multiple predominant languages and at venues frequented by older adults.
- a.

Communicate using multiple formats to promote events, programs, resources, and activities, including electronic and hard copy, television, and in-person; ensure availability in various languages.

i.

Offer a newsletter in electronic format to facilitate dissemination and reach a broader audience.

ii.

Flyers must be simple and focus on the activity’s ‘Who, What, When, and Where.’

iii.

Place flyers at businesses and venues regularly visited by seniors, such as cafes, parks, electronic bulletin boards, and kiosks throughout the city.

b.

Facilitate the ability of senior residents to locate information.

i.

Create an Age-Friendly page on the City of South San Francisco website; include all City and County older adult resources and links to provide a one-stop shop for seniors who use the internet.

ii.

Expand the availability of the Daily Journal: Inventory the city to see where additional newsstands can be located; print copies are available at the Main and Grand Libraries.

c.

Partner with schools to distribute information through their newsletters.

d.

Look into SB 1383 regarding increasing the availability of hard copies for resources, events, recreation programs, and activities.
- | | | | |
|---|---|---|---|
| <div><div>PARTNERS</div><div>Library</div><div>Schools</div><div>I.T. Department</div><div>Local Businesses</div><div>Faith-Based Organizations</div><div>Non-Profit Organizations</div><div>Community Volunteers</div><div>Fire</div><div>Police</div></div> | <div><div>RESPONSIBLE STAFF</div><div>Communications</div><div>Parks & Recreation</div></div> | <div><div>TIME FRAME</div><div>6 Months -</div><div>1 Year/</div><div>Ongoing</div></div> | <div><div>METRIC</div><div>YES/NO (I/P)</div></div> |
|---|---|---|---|
- 36 | City of South San Francisco Age-Friendly Action Plan - 2026-2029
- DOMAIN 5: COMMUNICATION AND INFORMATION



GOAL: Provide information about activities and resources for older adults in a central location and make it available to the broader community in multiple formats and languages.

STRATEGIES (continued)

- 2** Broaden the availability of classes, technology training, and technical support for older adults at Main and Grand Libraries and the Teglia Center.
 - a. Consider a tech drop-in where the Youth Commission can help answer older adult questions on how to use their devices and access information online, increasing interpersonal connection and access to information.
 - b. Promote awareness that the City webpage has a dropdown option to translate into many languages; the website has been updated to include Simplified Chinese, Spanish, Chinese Traditional, Tagalog, and English.
 - c. Provide information on AARP Senior Planet OATS (Older Adult Technology Service), which offers online courses and curriculum.
 - d. Implement a robust and consistent outreach to the homebound to ensure they are connected to the community.



DOMAIN 6:

Respect and Social Inclusion

An age-friendly community provides an environment that promotes respect for its older adult residents. It utilizes an older adult lens while developing and implementing its policies and initiatives to ensure its seniors can age with a good quality of life and remain active as long as possible.

SURVEY RESULTS**89%**

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

“When I board the shuttle, all of the seats are already taken and no one offers me a place to sit.”





GOAL: Provide an inclusive environment that promotes respect for older adult residents and incorporates programs that serve the community’s diverse needs.

STRATEGIES

- 1** Improve respect and inclusion for older adults through education and training about older adult issues, including ageism and elder abuse.
 - a. Create a Senior Advisory Group to allow additional input from the older adult community.
 - i. Encourage collaboration with the Youth Commission.
 - b. Increase awareness of the city’s Commission on Equity and Public Safety.
 - i. Promote community participation and decision-making **Racial and Social Equity Action Plan** (available in multiple languages).
 - c. Consider developing a “Kindness Campaign” to raise awareness of the importance of being inclusive and kind to all.
 - d. Work with schools and the community to visit and develop opportunities for homebound and long-term care residents.
 - e. Increase opportunities to show respect to older adults.
 - i. Respect seniors as a priority; research the possibility of seniors having their line at the bank, stores, or other establishments. See Brazil and Manila as examples: <https://www.philstar.com/business/2020/03/31/2004390/senior-citizens-be-given-priority-food-medicine-purchases>
 - ii. The Chamber of Commerce can talk to stores about reinstating “senior hours” a few days per week.

PARTNERS Library Chamber of Commerce Youth Commission Community Volunteers Local Businesses Schools	RESPONSIBLE STAFF Parks & Recreation	TIME FRAME 1 Year/ Ongoing	METRIC YES/NO (I/P)
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GOAL: Provide an inclusive environment that promotes respect for older adult residents and incorporates programs that serve the community’s diverse needs.

STRATEGIES (continued)

- 2
- Ensure that buses, shuttles, and trains have designated areas for older and disabled passengers and that they are enforced.
- a.

Educate bus drivers to encourage people to get up from their seats for an older adult.
- b.

Partner with schools and PTA parents to develop etiquette lesson with children and youth to increase awareness of respect with elders.
- c.

Bring the issue to the attention of SamTrans; disseminate information or post on buses the need to yield seats to older adults; potentially partner on a respect campaign.

PARTNERS Schools SamTrans	RESPONSIBLE STAFF Parks & Recreation Public Works Communications	TIME FRAME 6 Months - 1 Year/ Ongoing	METRIC YES/NO (I/P)
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DOMAIN 7:

Civic Participation and Employment



An age-friendly community ensures that volunteer and employment opportunities are available and publicized so that older adults can remain engaged and active in their community. The information is multilingual and accessible online and in traditional formats to reach diverse demographics. Civic participation by older adults is encouraged.

SURVEY RESULTS

76% of respondents thought it was somewhat likely to extremely likely they would continue to work as long as possible, rather than choosing to retire.

53% of respondents rated the community as fair to excellent in providing a range of volunteer activities.

47% of respondents rated the community as fair to excellent in allowing older adults to participate in decision-making bodies such as community councils or committees.

43% of respondents rated the community as fair to excellent in providing easy-to-find information on local volunteer opportunities.

“There are volunteer opportunities available, but the information needs to be easier to locate.”



GOAL: Increase promotion of employment and volunteer opportunities for older adults and enable them to stay informed on local government activities.

STRATEGIES

- 1
- Develop an age-friendly initiative for older adults seeking employment; increase awareness of volunteer opportunities to remain active in the community.

a.

Have the City work with the Chamber of Commerce to see if a Job-site list can be posted on the City and Chamber websites.

b.

Increase outreach by Economic Advancement Center (EAC) to low and middle-income older adults about employment opportunities: <https://www.ssf.net/Departments/Economic-and-Community-Development/Divisions/Economic-Development/Economic-Advancement-Center-EAC>

c.

Assist older adults in getting education and training for basic job skills.

d.

Consider posting part-time employment opportunities at the Library | Parks & Recreation Center’s kiosk.

e.

Have an annual job/volunteer fair to share information about employment and volunteer opportunities with residents.

f.

Publicize full and part-time jobs and volunteer roles in local publications.

g.

Partner with schools to establish an intergenerational volunteer program that includes tutoring or reading to children.

h.

Encourage volunteer opportunities through the City Manager’s office: <https://www.ssf.net/Departments/City-Manager/Community-Relations>

PARTNERS Community Center Chamber of Commerce Economic Advancement Center Library Schools Non-Profit Organizations Service Organizations	RESPONSIBLE STAFF Parks & Recreation Human Resources	TIME FRAME 6 Months - 1 Year/ Ongoing	METRIC YES/NO (I/P)
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GOAL: Increase promotion of employment and volunteer opportunities for older adults and enable them to stay informed on local government activities.

STRATEGIES (continued)

- 2** Provide City information in formats that increase opportunities for older adult residents to access and participate conveniently.
 - a. Encourage people to watch streaming or archived videos of the Council meeting.
 - i. Provide information in the newsletter.
 - b. Meet seniors where they are and provide information face-to-face; offer daytime options that are conveniently located.
 - i. Share City information at senior lunches.
 - ii. Continue offering Coffee with the Mayor events, briefly highlighting the City's activities.
 - c. Have a mini City meeting at, e.g., the Annual Health Fair; publicize with flyers "Go to a Mini Council Meeting and learn all about what is happening in the City in 45 minutes."
 - i. Have them sign up for the newsletter simultaneously.
 - d. Senior residents are encouraged to have a voice in decisions that impact the policies that affect them positively.

PARTNERS Community Center City Council Local Restaurants, Coffee Shops	RESPONSIBLE STAFF Parks & Recreation Communications	TIME FRAME 6 Months/ Ongoing	METRIC YES/NO (I/P)
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DOMAIN 8:

Community Support and Health Services



An age-friendly community provides affordable healthcare for people of all ages, abilities, and cultures. Transportation services are available at convenient times for older adults. Residents have access to information and education that allows them to make informed decisions about caring for their health and well-being.

SURVEY RESULTS



“The annual Senior Showcase is valuable. I would like to see more education on Medicare and health services available for older adults.”



GOAL: Provide programs and services that support the ability of older adults to age in the community with a good quality of life for as long as possible.

STRATEGIES

- 1** Increase awareness of health and human services resources available in San Mateo County.
 - a. Provide and disseminate information and resources for older adults.
 - i. Develop an Age-Friendly Page on the South San Francisco website and list essential resources.
 - ii. Provide the Community Center with a flyer that lists available resources.
 - iii. Help at Home Handbook: https://www.smchealth.org/sites/main/files/file-attachments/hh2024_english.pdf?1709940717
 - iv. Community Information Handbook: <https://www.smcgov.org/hsa/community-information-handbook>
 - v. Transportation booklet: <https://www.samtrans.com/media/8381/download?inline>
 - vi. Senior Planet, AARP: <https://seniorplanet.org>
 - vii. <https://www.211bayarea.org> (refer to Seniors section): 2-1-1 is a free phone number that connects Bay Area residents with Health and Human Service Programs in their local community.
 - viii. Advocacy in Action, AgeUp: Advocacy in Action for Older Adults and People with Disabilities: Protecting the rights of residents in long-term care. <https://ossmc.org/>
 - b. Ensure dissemination of local resources and advertise through the newsletter. Electronic and printed versions available: <https://www.ssf.net/Our-City/City-Newsletter>
 - i. Free flu and COVID vaccines: advertise in weekly newsletter.
 - ii. Educate residents about the medical equipment loan program (MELP) and promote quarterly: <https://www.freemedequip.org/>
 - iii. South San Francisco Public Access television channel
 - iv. <https://www.ssf.net/Services/Peg-Public-Educational-Government-Channel>
 - v. Promotores Program: **SSF Promotores Program** - Phone: 650-839-6680; provides support to improve the health and well-being of South San Francisco residents; offers navigation support for people of color and other historically disenfranchised community members.
 - vi. Increase awareness that older adults need some assistance and social interaction.
 - The Roberta Cerri Teglia Center has an Adult Day Care Program.
 - Research au pair program for elder care: <https://www.aupair.com/en/p-au-pair-for-seniors.php>
 - Find senior care: <https://www.care.com/app/enrollment/seeker/sc>



GOAL: Provide programs and services that support the ability of older adults to age in the community with a good quality of life for as long as possible.

STRATEGIES (continued)

- vii. Increase awareness of CalAIM, the state’s current initiative to revitalize California’s Medi-Cal system: <https://calaim.dhcs.ca.gov/>
- viii. Provide educational workshops on health-related topics such as strokes, cardiovascular disease, nutrition, and diabetes; have an annual health and resource fair.

PARTNERS Community Center Teglia Center Library I.T. Department Non-Profit Organizations Aging and Adult Services Service Organizations Medical Equipment Loan Services	RESPONSIBLE STAFF Parks & Recreation	TIME FRAME 6 Months/ Ongoing	METRIC YES/NO (I/P)
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GOAL: Provide programs and services that support the ability of older adults to age in the community with a good quality of life for as long as possible.

STRATEGIES (continued)

- 2** Increase availability and awareness of community support systems for older adult residents.
- a. Involve youth from faith organizations or the Boy Scouts to assist older adults with small chores.
 - b. In Senior Communities, formalize a ‘building captain’ role to participate in the safety and wellness checks.
 - i. Increase the number of CERT volunteers.
 - ii. Disseminate information on emergency preparedness, PG&E sign-ups related to the use of medical equipment, the neighborhood buddy watch program, and when to call police or fire.
 - c. Review the Daly City Healthy Aging Response Team (HART) volunteer program and establish a program with a similar mission: <https://www.dcpartnership.org/hart/#:~:text=HART%20is%20a%20collaboration%20of,and%20fulfilled%20throughout%20their%20lives>.

PARTNERS Senior Communities Faith-Based Organizations Youth Commission Boy Scouts CERT	RESPONSIBLE STAFF Parks & Recreation Library	TIME FRAME 6 Months to 1 Year/ Ongoing	METRIC YES/NO (I/P)
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ADDITIONAL DOMAIN:

Emergency Services

ADDITIONAL DOMAIN: **EMERGENCY SERVICES**

An age-friendly community should ensure that older adults are adequately prepared, protected, and able to respond effectively during a crisis. The City of South San Francisco is committed to preparing for, responding to, and recovering from emergencies. Emergency information should be readily accessible and provided in multiple formats and languages. In addition, older adult residents want to be prepared and reduce the negative impacts of a disaster.

“It’s scary not knowing what to do if there is a disaster in our community.”

SURVEY RESULTS

40% of respondents rated the community as fair to excellent in establishing neighborhood watch programs.





GOAL: **Educate and ensure older adults are aware and included in emergency preparedness operations in their community.**

STRATEGIES

- 1** Continue to educate older adults throughout the city to learn how to prepare for an emergency.
 - a. The Youth Commission should assist older adults in signing up for **SMC Alert | County of San Mateo, CA**.
 - b. Assist older adults in signing up for Genasys, formerly known as Zonehaven. This program helps identify a resident's zone number and teaches them how to access the mapping program to track evacuation zones during an emergency. **Genasys Project**
 - c. Distribute emergency preparedness information in electronic and hard copy formats in multiple languages. Place an emergency checklist flyer to distribute to the community in the water bill once a year. https://www.aging.ca.gov/Emergency_Preparedness_Guide/
 - d. Ensure that flyers about emergency preparedness and crime prevention are distributed electronically and placed in areas seniors frequent. This includes public buildings, businesses, Farmers' markets, senior lunches, and City events.
 - e. Assemble emergency to-go roller bags for older adults and have businesses donate essential items.
 - f. Educate residents about predesignated facilities used for evacuation, low air quality days, and cooling centers. Encourage designated evacuation destinations that are age-friendly and conducive for older adults.
 - g. Encourage and disseminate information on signing up for the South San Francisco Project Guardian. The South San Francisco police department allows caregivers and family members to register vulnerable persons and those with special needs in a confidential database managed by the department. This is helpful in case of an emergency. Participants are given stickers to place next to their front door or in their vehicle. **Project Guardian**
 - h. Continue education around fire safety and evacuation.
 - i. Research additional evacuation education. Look into Hi-Lo evacuation sirens. It may only be used to notify the public of an immediate evacuation in an emergency: **Hi-Lo Training Alert**.
 - j. Continue to enhance the visibility of the CERT program. <https://www.ssfcert.org/>
 - k. Residents who rely on electric medical equipment should sign up for the PG&E medical baseline program. <https://www.pge.com/en/account/billing-and-assistance/financial-assistance/medical-baseline-program.html>



GOAL: Educate and ensure older adults are aware and included in emergency preparedness operations in their community.

STRATEGIES

- I. Continue encouraging attendance at the Police Community Academy and Police Hispanic Community Academy. **Police Community Academy**
- m. Consider developing neighborhood network directories throughout the city (this would entail volunteering contact information and occupation). Neighbors with this information may be able to assist during an emergency.
- n. The emergency phone numbers of the City of South San Francisco departments are included in the e-newsletter, the senior newsletter, and the Parks and Recreation Department’s Activity Guide every quarter and yearly.

PARTNERS Age-Friendly Task Force Youth Advisory Commission Chamber of Commerce Schools PG&E Community Volunteers CERT Members	RESPONSIBLE STAFF Fire Police	TIME FRAME 1-2 Years	METRIC YES/NO (I/P)
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GOAL: Educate and ensure older adults are aware and included in emergency preparedness operations in their community.

STRATEGIES (continued)

- 2
- Establish, promote, and enhance emergency-related programs and services.

a.

Develop a campaign to encourage older adults to sign up for Project Guardian. Develop an intake form.

b.

Develop an information laminated card with the Genasys information, SMC Alert, and the map of the locations of evacuation centers. Mail out to all residents.

c.

Consider developing neighborhood network directories throughout the city that contain names, numbers, professions, and significant medical issues. CERT teams can bring intake forms to their districts and help older adults fill out the information. Booklets with this information can be distributed to neighbors and be helpful during an emergency. A Neighborhood Helping Neighbors Program. (voluntary only)

d.

Consider having the South San Francisco Police and Fire Departments collaborate to host a Public Safety Fair. Include a wide variety of resources.

e.

Research the possibility of developing a centralized list of homebound older adults and residents with disabilities to have available in case of an evacuation.

f.

Increase education regarding scams. Increase the number of workshops the police offer regarding this topic.

i.

Elder and Dependent Adult Protection Team (EDAPT): www.smchealth.org/elderabuse or call the 24-hour Reporting and Resource Line at 1-800-675-8437

ii.

Elder Protection and Resources: www.smcgov.org/da/elder-protection-resources

iii.

Fraud or Financial Impropriety: <https://www.smcgov.org/controller/fraud-or-financial-impropriety> or call 650-363-4653.

PARTNERS District Attorney’s Office CERT Volunteers Age-Friendly Task Force City Attorney Fire Neighborhood Volunteers	RESPONSIBLE STAFF Police	TIME FRAME 6 Months - 2 Years	METRIC YES/NO (I/P)
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Appendix A: AGE-FRIENDLY PROJECTS TO CONSIDER

“Age is not a barrier to success; it’s a ladder to wisdom.” - Unknown

South San Francisco Age-Friendly Projects



Appendix B: CURRENT AGE-FRIENDLY PRACTICES



Age-Friendly City Manager's Office

The Office of the City Manager (CMO) is committed to offering and ensuring services to our senior community are age-friendly. The City Manager's Office has contributed to the livability for older adults by developing a variety of projects that seniors may depend on to thrive in South San Francisco. Projects include:

- Advocacy and funding for transportation infrastructure improvements and services such as increased transit services and the grant-funded Free South City Shuttle, providing greater mobility for seniors citywide. Stops that are included in the free shuttle's route includes: Kaiser Hospital, Library | Parks and Recreation Center, downtown South San Francisco, various parks, Veterans Village in Colma, and convenient connections to SamTrans, BART, and CalTrain.
- Promotion of various health initiatives including the free Annual Flu Vaccination Clinic which is intended to protect older adults from influenza.
- Implementation of a local minimum wage, which helps older adults in low wage positions earn a higher wage.
- Securing funding for free, outdoor activities, including improvements to the Centennial Way Trail.
- Adoption of tobacco free ordinances, improving the quality of life for everyone, especially older adults who are at risk of chronic health issues.

Age-Friendly City Manager's Office (continued)

- The City hosts several volunteer opportunities throughout the year and encourages all to participate. Volunteer tasks are assigned for all-ages and skill-levels. These opportunities provide a forum for community collaboration and friendship building.
- The City celebrates May as Older-Americans Month with a proclamation presented to a community member during a City Council meeting.
- At City Hall, there is added seating inside the door to allow for needed rest. The City has also prioritized designated seating and heating/cooling zones for our senior residents at all City events.
- Prior to and during City Council meetings, staff is available to assist with technology needs for public comment and hearing assisted devices.



The CMO actively works towards improving accessibility for all residents, but especially seniors. CMO is currently working towards the creation of a Community Facilities District (CFD) which would provide additional access to the city's shoreline east of Highway 101.

Additionally, the City's Capital Projects Team is also accounting for our senior residents and community members:

- Improving accessibility for older adults by supporting alternative modes of transportation and recreation, such as walking, cycling, and scootering.
 - The LEEP grant supported the creation of the master plan for Centennial Way Trail which incorporate improvements designed to enhance the quality of life for individuals of all ages, including older adults.
- While construction of the new Orange Memorial Park Aquatic Center is underway, the City has strategically phased construction activities to ensure the existing Orange Pool remains operational. This approach minimizes disruptions to senior aquatic programs (many of which occur several hours per day on a daily basis), allowing continued access to vital recreational and wellness opportunities. It should also be noted that the new indoor pool will have warmer water, and will focus on lessons, exercise and therapy programs for adults.
- In 2024, with support from grants from the CleanCA and Community Project Fund, Capital Projects celebrated the grand opening of Centennial Way Park South, which provides numerous age-friendly amenities and is a space designed with older

Age-Friendly City Manager's Office (continued)

adults in mind. The park features outdoor fitness equipment, strategically placed seating areas and gathering spaces, promoting both physical activity and social engagement. It also fosters intergenerational connections by offering opportunities for play, learning, and recreation for residents of all ages.

- The City of South San Francisco is currently designing a new park at Linden and Pine, located in the Old Town Neighborhood, which has a high population of senior adults. Senior engagement has played a key role in shaping the park's design, ensuring it meets their needs. The park will feature ample seating, walking loops, exercise equipment, and designated gathering and event spaces, creating an inviting environment for relaxation, recreation, and community connection.

The City Manager's Office also recognizes that senior community members prefer to receive information from the City in a clear and concise manner and that their stories are important to future generations. The City's Communication Efforts include the following:

- Communications plans are created for all major events and projects. In the timeline, tasks are broken down by date, channel, owner, and audience. This template helps ensure that the City is reaching all of the various audiences with the proper channels.
- Graphics for print and digital are thoughtfully crafted to reflect the community. Every population needs to be represented.
- In June 2024, the City began a social media series "Stories From Around the City" to provide residents with a platform to share their own South City stories, and most especially to preserve the stories from our senior community. The first video featured George Ponce who shared how he came to learn about the Roberta Cerri Teglia Center and how he helped start their own billiards championships.
- In 2024, the City launched a new website, providing an enhanced experience for residents. It streamlines access to essential city services, information, and resources, and the content is easily translated into five languages in addition to English: Chinese (Simplified), Chinese (Traditional), Portuguese, Spanish, and Tagalog.



Age-Friendly City Manager's Office (continued)

- In the Fall of 2024, Scam Stopper events were hosted by City councilmembers and generated a lot of interest. Several residents said they were unable to participate in person, so the City worked with the IT Department to record the seminar and make them available online. The replay has been viewed 172 views since it was posted on Oct. 15, 2024.
- Print newsletters are still a top priority for the community, and so printing them twice a year and mailing them to all residents is important. The Spring edition will provide an overview of what's to come, while the late Fall edition will celebrate the community's achievements and recap upcoming holiday events.
- In the Fall of 2024, templates were created for all departments to use to not only encourage consistency in style and information, but to also ensure content is made "age friendly" with specific details on font type, size, and placement of graphics. These templates include flyers, presentations, and newsletters.
- In addition to Facebook, YouTube is the next social media channel where the population 45+ is our largest audience. The City is developing a strategy to enhance our YouTube channel to not only provide the information our residents are looking for, but to also be easier to navigate with playlists, clear thumbnails and captions, etc.





Age-Friendly Parks and Recreation Services

The City of South San Francisco is committed to providing excellent services and programs for older and disabled adults in our community. South San Francisco collaborates with local and regional non-profit, public, and for-profit organizations and businesses that help and maintain the quality of life for older adults. The City's employees work hard to reduce the isolation of older residents and implement services to promote socialization.

The Senior Services Program in the City's Parks and Recreation Department manages South San Francisco's services for older adults. Many services are provided at the Roberta Cerri Teglia Center (Teglia Center), home to the Senior Services Program administration and the Library | Parks and Recreation Center (LPR). The LPR is the City's newest community center, which opened in October 2023, serving all ages and allowing community members to enjoy both the Library and the Parks and Recreation Department programs and services under one roof. In addition to senior programs offered at Teglia Center and LPR, the Parks and Recreation Department is also working on adding satellite programs at other community centers, such as the Alice Peña Bulos Community Center in the Westborough neighborhood, to serve the seniors living on the other side of the city. Furthermore, in 2024, the Teglia Center has expanded program hours on Tuesdays and Thursdays until 5:00 p.m.

Age-Friendly Parks and Recreation Services (continued)

The Roberta Cerri Teglia Center offers a Congregate Nutrition Program every Tuesday and Thursday, which local restaurants cater in South San Francisco. The Teglia Center also has a variety of free or low-cost drop-in programs and a licensed Adult Daycare Program. Drop-in programs include knitting, fine art exploration, yoga, ping pong, billiards, open gym, Hawaii plus, zumba, karaoke, mahjong, a small computer lab, and much more. In addition to the drop-in programs, the Teglia Center has hosted various special events, such as holiday luncheons, seminars, free tax preparation with AARP, an Alzheimer's support group, and technology assistance. At LPR, the Senior Services Program hosts a senior social dance every Tuesday, Thursday, and Friday that enables the older adults to have fun while exercising and socializing, and many fee-based classes for adults where seniors receive discounts,



The City of South San Francisco has operated an Adult Daycare Program at the Teglia Center since 1986 to enable frail and/or impaired older adults with disabilities, such as Alzheimer's, stroke, or Parkinson's, to remain in the community. Participants are assisted in maximizing their abilities to maintain their physical, emotional, and social functioning, encouraging the highest level of independence. Benefits to participants include supervision, assistance, and adaptive equipment for activities of daily living. The Adult Daycare Program offers a structured activity program, including activities, entertainment, daily exercise, special events, and a chance to make new friends. A nutritious lunch is also served. The Adult Daycare Program offers respite, referrals, information, and more for the families and caretakers of the participants.

Although not all are explicitly marketed to older adults, many of the Parks and Recreation Department's enrichment and fitness classes outside the Senior Services Program caters to various age groups and serve many older adults. Popular programs include recreation swim, aquatic fitness, yoga, zumba, art classes, dance, wellness, and more. These are fee-based classes, and participants aged 62 or older receive a 20% discount. For older adults who have not yet reached the age of 62, the Department also offers a Recreation Scholarship Program for income-eligible residents of any age to apply for a discount on fees to participate in recreation programs and classes.

The Senior Services Program publishes a bimonthly printed newsletter called Senior Connections to spread the word about services and programs geared toward older adults. Printed copies are mailed at no cost to subscribers and are available at the Teglia Center. A typical

Age-Friendly Parks and Recreation Services *(continued)*

issue includes the monthly program schedule, features information about relevant local service providers, including articles and photos about recent events, and includes fun elements like a word search or crossword puzzle.

The City of South San Francisco has several appointed boards and commissions, and the City Council has factored in a diversity of ages as one of the elements to be considered when making appointments to these groups. Furthermore, people over 65 are represented in many leadership positions, including, but not limited to, the City Council, Parks and Recreation Commission, Library Board, Planning Commission, and Cultural Arts Commission. One of the groups that has the most direct opportunity to advise on issues relating to older adults is the Parks and Recreation Commission, to which Parks and Recreation staff are the primary liaisons. The Parks and Recreation Commission works closely with the Parks and Recreation Department and the City Council to provide valuable feedback on senior programs, projects, and initiatives. The Parks and Recreation Commission, which is composed of South San Francisco residents, is committed to making the city a more livable community for all residents.

With respect to the eight domains of livability, some of the Department's efforts include the following:

- Incorporating rest areas at special events so that people of all ages who need to rest periodically have a comfortable place to do so.
- When working on park and facility improvement projects, purchasing equipment such as display boards, furniture, and fixtures provides a welcoming, accessible space. This includes buying and repairing recreation equipment such as billiards tables and ping pong tables, and installing new furniture in the Teglia Center's common areas to create a better environment for socializing with friends.
- Working with partner organizations to bring local seniors resources, services, and information. This includes a long-standing partnership with Kaiser Permanente to host the annual Senior Health Fair, working with the Daily Journal to host a Senior Showcase, and opening space at the Teglia Center to allow the National Alliance on Mental Illness (NAMI) to host recurring recovery support groups, with one of those groups being targeted towards older adults, ages 55 and up. Non-profit and service providers are also invited to give educational presentations on health, housing, and transportation at congregate nutrition lunches.



Age-Friendly Parks and Recreation Services *(continued)*

- The Parks and Recreation Department hosts annual events for all ages to enhance community-building opportunities, including seniors. Popular events include:
 - Seniors' Valentines for the Troops
 - Quarterly Art Shows
 - Easter Bunny Photo-Hop
 - South San Francisco Civic Ballet Spring Showcase
 - Senior Pancake Breakfast
 - Movie Nights in the Park
 - Concert in the Park
 - Senior Health Fair
 - Halloween Extravaganza
 - Thanksgiving Fun Run
 - Santa Comes to Town
 - Senior Holiday Boutique and Maker's Fair
 - South San Francisco Civic Ballet Nutcracker Performance
 - Wreath-Making Workshop





Age-Friendly Economic Development

Age-Friendly Transportation Services

The City of South San Francisco is actively working to enhance transportation and mobility services for its older adult population through several key initiatives. A significant focus is on comprehensive transportation planning, which includes developing concept designs for key streets across the city. These designs prioritize safe and predictable bicycle and pedestrian facilities, ensuring a clear separation between cars, pedestrians, and bicyclists. This effort aims to create safer, more navigable streets for everyone, particularly benefiting older adults who may face mobility challenges.

South San Francisco also participates in the countywide Grand Boulevard Initiative, emphasizing transportation planning along El Camino Real. This collaborative effort aims to improve regional connectivity and accessibility, benefiting older adults by enhancing their access to essential services and destinations. The City is additionally developing Streetscape & Public Realm Standards, which will establish clear and consistent guidelines for streetscape and public realm improvements in new developments. These standards, designed with an “ages 8 to 80” perspective, will include sidewalk width standards and other features that prioritize the needs of older adults, ensuring that future developments foster an age-friendly environment.

The City of South San Francisco has significantly improved its transportation offerings for residents of all ages by expanding its free South City shuttle routes. Notably, the addition of the “Orange” route now provides vital service to neighborhoods west of El Camino Real, including Winston Manor, Serra Highlands, Buri Buri, Avalon, and Westborough. This expansion directly addresses previously underserved areas, offering convenient access to essential destinations such as schools, parks, the new Library | Parks & Recreation Center, senior centers, and the Westborough Shopping Center. Furthermore, the Orange route’s

Age-Friendly Economic Development (continued)

strategic connections to existing shuttle routes, SamTrans bus routes, and BART greatly enhance overall transit connectivity within the city, making it easier for residents, particularly older adults, to navigate South San Francisco and reach destinations outside the city.

In 2025, the City is preparing a Safe Routes to Schools (SRTS) Plan for Westborough Middle School. While primarily focused on students, improvements to neighborhood and arterial streets outlined in this plan will create a more comfortable environment for walking and biking for residents of all ages. This initiative directly contributes to age-friendly principles by enhancing accessibility and safety within residential areas. In 2024, the City also prepared SRTS Plans for Martin Elementary and Parkway Heights Middle schools. The City has implemented improvements identified in the SRTS plans for these two schools, creating more comfortable and predictable walking and biking environments for residents of all ages and abilities.



Age-Friendly Housing Services

South San Francisco has played a crucial role in enhancing livability for older adults through affordable housing development, home-repair programs, and streamlined policies that support aging in place. Through the Community Development Block Grant (CDBG) program, the City has funded initiatives that improve housing stability, accessibility, and overall quality of life for seniors. Additionally, the City is committed to fostering an inclusive environment by expanding housing options, such as Accessory Dwelling Units (ADUs), which allow seniors to remain in their communities while ensuring independence. One of the most significant new projects is the proposed development at 500 Linden Avenue, which will provide 80 units of 100% affordable housing dedicated to older adults. This project addresses the growing need for senior housing by offering high-quality, affordable homes in a transit-accessible location. Additionally, Magnolia Plaza Senior Apartments, Rotary Plaza, and Rotary Terrace are affordable senior housing developments providing seniors with stable and affordable living arrangements. Magnolia Plaza includes 125 one- and two-bedroom apartments and is adjacent to the Roberta Cerri Teglia Center, which offers a wide range of programs for adults 50 years and older and houses an Adult Day Care Center to support frail or impaired adults with disabilities. Rotary Plaza has 179 senior apartments, including 125 studios and 54 one-bedroom units, and Rotary Terrace includes an 81 unit apartment.

Age-Friendly Economic Development (continued)

Beyond housing for seniors, the City had streamlined ADU permitting to encourage the construction of backyard cottages and in-law units, allowing seniors to age in place while maintaining close ties to family or caregivers. Additionally, the City has facilitated a Minor Use Permit approvals for adult daycare facilities, which provide essential services for seniors and support for their families.

CDBG funding has been strategically allocated to support age-friendly projects. One of the key initiatives is the City's partnership with Rebuilding Together Peninsula (RTP) to provide minor home repairs for income-qualified older adults. This program helps seniors remain safely in their homes by addressing accessibility modifications, fall prevention measures, and essential home repairs. These improvements support independence and reduce the risk of displacement. The City also works with the Ombudsman of San Mateo County, which advocates for residents in long-term care facilities in San Mateo County. Ombudsmen investigate complaints made on behalf of the residents and work to resolve those complaints by working with facility staff to change how care is delivered to the residents.

The City continuously develops policies encouraging affordable and supportive housing for older adults, including identifying additional funding sources and partnerships to expand senior-friendly housing and services. By integrating these efforts into the City's long-term housing strategy, we aim to enhance South San Francisco's livability for older residents and ensure they have the resources and housing options they need to thrive.





Age-Friendly Emergency Services

Age-Friendly Fire and Police

The Fire Department continues identifying opportunities to engage all community members, including our senior population. The department focuses on reducing medical emergencies through educational outreach and fostering interest in disaster response via the City's Community Emergency Response Team (CERT). The CERT team offers numerous opportunities for our senior population to make meaningful contributions to emergency preparedness and disaster management. This engagement also includes outreach to skilled nursing facilities and care homes, emphasizing the development of emergency preparedness plans. Fire Department staff regularly provide disaster planning and preparedness talks at senior living facilities throughout South San Francisco.

The Fire Department actively recruits community members of all ages, with numerous opportunities for senior citizens to support the CERT team's mission. Currently, CERT has a strong contingent of senior citizens on its roster, all filling vital roles in HAM radio (amateur radio) operations, logistics, and emergency operations center activities. The Fire Department will continue to recruit senior citizens for CERT positions. Through the CERT team, non-emergency-related activities provide additional opportunities for our senior citizen members to contribute, including the holiday toy drive, the Thanksgiving food drive, and fire department community events. In addition to the CERT program, Fire Department personnel support and participate in vaccine clinics throughout South San Francisco, targeting vulnerable populations, including our senior community, to provide easily accessible vaccines.

As part of disaster preparedness, the Fire Department's planning efforts focus on providing services for senior citizens following a disaster or emergency. These efforts have included bridge services to ensure that basic needs are met, such as care and

Age-Friendly Emergency Services (continued)

shelter when a residence has been damaged, during prolonged power outages, in support of evacuations, during extreme weather events to provide climate-controlled environments, and during smoke-filled or poor air quality incidents. Fire Department personnel continue collaborating with other city departments to identify and prepare city facilities to serve as temporary shelters while more permanent solutions are developed.

Outreach remains a priority to support the department's goal of ensuring disaster planning and preparedness for our vulnerable populations, including seniors. In addition to engaging with senior living facilities, department personnel attend city-wide events such as senior health fairs and National Night Out to disseminate information and connect with senior citizens. The Fire Department will continue to focus its outreach efforts on our senior population with targeted initiatives, such as department website pages dedicated to resources for seniors.

The Police Department engages in community outreach and offers services to all community members. The Department frequently partners with nonprofits, such as the Chamber of Commerce, Kiwanis Club, Rotary Club, and Hotelier Group, for fraud awareness and personal safety presentations. These presentations are often shared with other senior groups associated with Aegis, Westborough Royale, and Rotary Plaza.

The Police also collaborate with homeowners' associations, which continually request Police presence and attendance to share prevention information and data on current crime trends. The Police Department regularly hosts community events to connect with residents and disseminate information. Additionally, the Police host an annual Community Academy, Hispanic Community Academy, Senior Academy, and Senior Pancake Breakfast, where various topics are discussed to build and foster relationships.

The Police have also initiated Project Guardian, which provides caregivers and family members with the opportunity to register vulnerable persons and those with special needs, including but not limited to Autism, Dementia, Alzheimer's, or mental health diagnoses—into a free, confidential database managed by the police department. The Police have embedded a certified mental health clinician to respond to calls involving individuals in mental health crises. Furthermore, the Police emphasize traffic enforcement, often focusing on pedestrian crosswalk violations to promote safe driving behavior.





Age-Friendly Library

The South San Francisco Public Library is a community gathering hub and learning space for all ages. SSFPL has two locations: the Main Library | Parks & Recreation Center and the Grand Avenue Library branch. The Gene Mullin Community Learning Center is also open to the public for classes and workshops focusing on adult learners.

Collections

The Library provides an extensive collection of fiction and non-fiction print and audio books, including travel guides, cookbooks from around the world, health and wellness books, and more. The Library also offers a variety of formats for audiovisual media, such as DVDs, Blu-rays, and music CDs. As a member of the Peninsula Library System (PLS), residents of San Mateo County can borrow and return books at any local library within the consortium. Cardholders throughout the county can search a shared, online catalog of member library holdings and easily place holds for pickup at a preferred location or suggest a title for purchase at their “home” library.

In addition to the physical library collection available, the Library has various options for those who might have difficulty making it into the library or prefer electronic formats. For example, patrons can download the Libby app to their tablet or phone to access the library’s downloadable books, audiobooks, and magazines. Many online resources are shared through PLS member libraries, maximizing the content available to our cardholders. There are ways to customize the e-reading experience by enlarging text, adjusting light settings, etc. The Library has newspapers like the *NY Times*, *San Mateo Daily Journal*, *San Francisco Chronicle*, *USA Today*, and more available online and in print for in-library use. Free San Mateo Daily Journal copies are available at both sites for people to pick up and take home. The Library also offers more research databases online that allow patrons to find trusted information on various topics such as health, business, law technology, history, and more.

Age-Friendly Library (continued)

The Library circulates innovative resources for adults and seniors, including passes to museums and parks, backpacking kits, home energy and water saving toolkits, adult caregiver kits, and “memory” kits, including brain exercises. Research indicates that interactive and multi-sensory materials used with people experiencing Dementia/Alzheimer’s promotes positive results. The Library offers Memory Kits that include hands-on activities based on a familiar decade or the stages of Dementia and Alzheimer’s. These kits are funded whole or in part by the Institute of Museum and Library Services under the provisions of the LSTA grant, administered in California by the State Librarian.



The Library has staff who speak Cantonese, Spanish, and Tagalog. The Main Library offers print collections in Arabic, Hindi, Korean, Japanese, Russian, Spanish, and Tagalog.

Services

The Library opened the Community Room, part of the Amgen Discovery Center at the Main Library as a social hub full of activities for older adults and people of all ages, including sewing, arts and crafts, board games, brain games, and virtual reality. This space is open during operating hours unless in use for library-hosted programs or reservations by community organizations. In the Makerspace and Digital Media Lab, the Library continually offers technology and maker programs for adults, with resources that include 3D printers, a laser cutter, sewing machines, an indoor plant garden, robots, and more. Library staff also offers many of these resources at the Grand Avenue Branch Library and run a weekly Maker program for adults. Tech Tuesday classes, focusing on skill-building for seniors, provide hands-on computer access in the Digital Media Lab. This lab is available for general computer use when not in use for classes. Grand Avenue Library also provides self-directed activities for adults, such as puzzles and games, in its community classroom.

The Main Library offers two large study rooms for adults, which are great for small groups to gather or for quiet space.

Programs

The Library offers programming for all ages, and most programs promote social interaction. Library patrons enjoy dozens of cultural events, author events, craft programs, health and wellness classes,

Age-Friendly Library (continued)

book discussions, and more each year, exploring art, food, technology, and more. All library programs are free. The Tech Tuesday series caters to the aging adult population and is held weekly during the day to teach adults basic computer skills such as Microsoft Office, downloading mobile apps, staying safe online, computer design skills, and more. Local partnerships include the Northern California Board of the Alzheimer's Association, Stanford Alzheimer's Research Center, Asian Art Museum, League of Women Voters, San Mateo Office of Sustainability, and Fixit Clinic. Storytimes (English, Cantonese, and Spanish bilingual at Grand) also bring in all generations, including grandparents or other caregivers to these programs.

The Library also provides programs through its Literacy Services program, including the Project Read program, which supports individual literacy goals, and the Gene Mullin Community Learning Center, which offers essential computer learning, citizenship workshops, and ESL activities.

For the library's calendar, please visit www.ssf.net/library.

Civic Engagement and Local Resources

Both the Main and Grand Avenue Libraries provide access to some paper-based community information related to transit services. Print South San Francisco shuttle and SamTrans routes are now prominently displayed. Other examples of information available include DMV handbooks for seniors, Senior Mobility guides, the Community Handbook, City of South San Francisco community resources, and more.

The Main Library is a San Mateo County Vote Center for most elections.

The Veteran Resource Center is available at the Main Library, with on-site volunteers to assist with questions about area resources. Check out the website for more information and the schedule.

Volunteer Opportunities

Volunteers and donors support the Library's mission of providing educational and cultural events for all ages. Volunteers can help the library with shelving, assist with programs, and teach technology classes. Literacy Services offers volunteer positions for tutors to help with adult learning such as reading, writing, technology assistance, and more. To learn how to volunteer your time or join Friends of the Library, please email libraryfriends@ssf.net or call 650-829-3860.





Age-Friendly Public Works

The Department of Public Works in South San Francisco is actively implementing age-friendly practices to improve accessibility and safety for its residents, particularly seniors and those with mobility challenges.

The Public Works Department is committed to ensuring that all projects are designed with inclusion in mind, with a strong emphasis on being age-friendly. The department is committed to designing accessible, welcoming, and safe environments that empower people of all ages and abilities. The goal is to cultivate a community where everyone, regardless of age, enjoys equitable access, comfort, and dignity in the spaces Public Works creates.

- 1. Sewer Rebate Program:** The City offers a sewer service rebate for those eligible for the California Water Service's Customer Assistance Program to support low-income households. Residents can receive up to \$76 per fiscal year, easing the financial burden on vulnerable groups.
- 2. ADA Curb Ramps:** The City has replaced over 150 curb ramps with modern ADA-standard ramps and is working on an additional 104 ramps in 2026. New developments are required to upgrade ramps, ensuring continuous accessibility improvements.
- 3. Sidewalk Gap Closures & Improvements:** A comprehensive assessment identified trip hazards across the city, leading to 50 annual repairs and temporary solutions to ensure safety. Additionally, gap closures along significant corridors and improved paths between neighborhoods have been made to enhance seniors' mobility.
- 4. Code Enforcement for Sidewalk Repairs:** Code Enforcement has completed 46 cases related to trip hazards and is working to resolve others. This ensures that sidewalks remain safe for all users, including seniors.

Age-Friendly Public Works (continued)

5. Improved Pedestrian Crossings: To boost pedestrian safety, the City has improved 36 crossings, with 189 more daylighted for better visibility. “Early Walk” signals and increased pedestrian signal times at six locations ensure seniors can cross with ample time.

6. Transportation: The City is expanding protected bike lanes and pedestrian facilities on key corridors, improving lighting, and providing adequate crossing times to ensure safe travel for seniors. Ongoing street rehabilitation enhances safety for age-friendly communities.

7. South City Free Shuttle: The Free South City Shuttle connects key locations like senior centers and hospitals. It operates with ADA-compliant vehicles and is designed for seniors’ convenience. County funds support the shuttle, which offers real-time tracking through an app.

8. Street Lighting Improvements: The City has upgraded streetlights to energy-efficient LEDs and continues enhancing lighting in historical areas. Improvements on significant streets like Grand Avenue and Linden Avenue further ensures safety for pedestrians, particularly those with limited mobility.

These combined efforts by the Department of Public Works ensure a safer, more accessible South San Francisco, helping to meet the needs of its age-friendly community.



Appendix C: THE CITY OF SOUTH SAN FRANCISCO



South San Francisco is located in the heart of the Bay Area at the southern base of San Bruno Mountain. It is approximately 3 miles south of San Francisco on U.S. Highway 101, close to major tech hubs. The city enjoys a scenic view of San Francisco Bay, a diverse culture, and a rich heritage and history.

Archaeologists estimate the land was inhabited about 5,000 years ago based on the ancient San Bruno Mountains shell mounds. The native people were the Ramaytush, a sub-group of the Ohlone people who actively occupied the land into the late 1700s, during the Spanish colonial period. The area, formerly known as Rancho Buri Buri, was 15,000 acres of Mexican land granted in 1835. In 1856, Charles Lux, owner of a sizable butchering business, bought a portion of this land, eventually forming a partnership with Central Valley rancher Henry Miller. This partnership became California's largest livestock company, where cattle were held, raised, and driven to the San Francisco stockyards.

The South San Francisco Land and Improvement Company acquired land in 1890 to develop a town, and the first house in South San Francisco was built at Grand and Cypress Avenues. The following year, W. J. Martin was appointed land agent for the company. The town grew, and Martin campaigned ceaselessly to industrialize the city, resulting in numerous great manufacturing businesses gathering and leading to the City being known as "The Industrial City." Once the Southern Pacific Railroad was completed, South San Francisco was a prime location for industry. On September 3, 1908, the city was incorporated with 2,000 inhabitants.

The City of South San Francisco (continued)

The new City Hall was dedicated in November 1920. The Chamber of Commerce promoted local business by declaring South San Francisco “The Industrial City.” Steel manufacturers, shipbuilders, lumber companies, and other industries began to call South San Francisco home. Although the “South San Francisco An Industrial City” sign was initially whitewashed on Sign Hill, in 1923, the Chamber helped pass a bond issue to make the letters permanent. In 1928, the sixty-foot concrete letters were raised. The depression in 1929 led to a severe slowing of the economy. However, the city maintained 35 industrial operations, six iron and steel plants, a smelter for precious metals, seven various equipment manufacturers, two large paint factories, three other chemical works, and three food packing establishments. The building of the Golden Gate Bridge in the early 1930s brought a boon to South San Francisco’s Edwards Wire Rope Company as it supplied all the wire cable for the bridge.

The population surged during the First and Second World Wars, leading the federal government to build housing for military personnel. Shipbuilding became a significant operation. Major manufacturers closed at the war’s end, and new development focused on single-family housing and industrial buildings. With the founding of Genentech in 1976, South San Francisco began a new era. The objective of venture capitalist Robert Swanson and molecular biologist Dr. Herbert Boyer was to explore ways of using recombinant DNA technology to create breakthrough medicines. South San Francisco gained a new designation, “Birthplace of Biotechnology,” and attracted other biotech and pharmaceutical businesses to the area.

Evolving from a ranch to an “Industrial City” to becoming a center of the biotechnology industry, South San Francisco now has more than 2,800 businesses and firms. Located near San Francisco and Silicon Valley, South San Francisco offers convenient access to job opportunities and cultural attractions. The city offers a mild climate and is considered safe for residents and families. There are new infrastructure developments, and the city has been investing in upgrades to roads, parks, bike paths, and shopping areas. Residents can access 300 acres of parks and open spaces, including the San Bruno Mountain State and County Park, the Golden Gate National Recreation Area, and Muir Woods National Monument. The city offers an inviting and welcoming environment for older adults of all ages.



More information on the history of the City of South San Francisco is available at:

Historical Society of South San Francisco:

<https://ssfhistory.org/>
519 Grand Avenue,
South San Francisco

Historical Society Museum:

<https://ssfhistory.org/about-the-museum>
80 Chestnut Avenue,
South San Francisco

South San Francisco Library’s History Collection: <https://www.ssf.net/Our-City/About-South-San-Francisco/History>



Appendix D: CITY GOVERNMENT

City Council

The City of South San Francisco is governed by a five-member city council elected to four-year terms.

The City Council is South San Francisco's governing body. It establishes local laws and policies by enacting ordinances and resolutions. The Council also determines how the City obtains and spends funds, appoints members to all advisory municipal activities, and represents the City by serving on Regional and County committees/boards whose policies may impact South San Francisco (e.g., Associated Bay Area Governments and Metropolitan Transportation Commission). The Council directs the City Manager.

City Clerk

City Clerk – *Elected to a Four-Year Term*

The City Clerk is the archivist of City records and, as such, maintains records and prepares the minutes of Council proceedings. Additional responsibilities include providing information to the general public and staff by researching City records, administering municipal elections, and processing initiative recalls and referendum petitions. The Clerk also processes Conflict of Interest Statements for designated employees, Council members, and candidates for Council seats. This is a full-time, salaried position.

City Government *(continued)*

City Treasurer

City Treasurer – *Elected to a Four-Year Term*

The City Treasurer is responsible for investing City funds to achieve the maximum return on deposits. Reports identifying amounts and types of investment instruments are provided quarterly to the City Council. This position's duties include arranging for payment on City Bonds, coordinating financial transactions in cooperation with the Finance Director, and preparing property tax assessments upon individual requests from residents. It is a part-time, salaried position.



City Manager

City Manager – *Appointed by City Council*

The City Manager is the City's Chief Administrative Officer, appointed by the City Council. According to the Council's policies, the City Manager provides overall administration and direction for the City organization. This position also serves as the Executive Director of the Redevelopment Agency and the Director of Emergency Services.

City Attorney

City Attorney – *Appointed by City Council*

The City Attorney serves as legal counsel for the City Council. This position provides formal and informal legal opinions and advice to the City's officers, employees, boards, and commissions. This position also includes reviewing and/or preparing all contracts, bonds, deeds, leases, and other documents of legal significance.

<https://www.ssf.net/Our-City/About-South-San-Francisco>



City Government (continued)

Mission Statement

The City of South San Francisco's mission is to provide a safe, attractive, and well-maintained city through excellent customer service and superior programs, and to embrace a work ethic that will enhance the community's quality of life.

To that end, we will strive to nurture a partnership with the Community by recruiting a diverse and highly skilled workforce, being an active partner in quality education, and attracting and retaining a prosperous business community. These efforts will foster community pride and understanding.

Our Core Values

The City and Employees of South San Francisco value our role in providing service to one another and the community. As an organization, we are committed to the following:

- Strengthening each other and the organization through dedication and teamwork
- Recognizing and respecting diversity and encouraging opinions of the community and workforce
- Committing to Excellence and Service
- Encouraging creativity and supporting problem-solving
- Accepting responsibility and accountability
- Demonstrating integrity and honesty in all aspects of service
- Promoting and maintaining open and constructive communication
- Encouraging skill development and professional growth

<https://www.ssf.net/Our-City/About-South-San-Francisco/Mission-Statement>

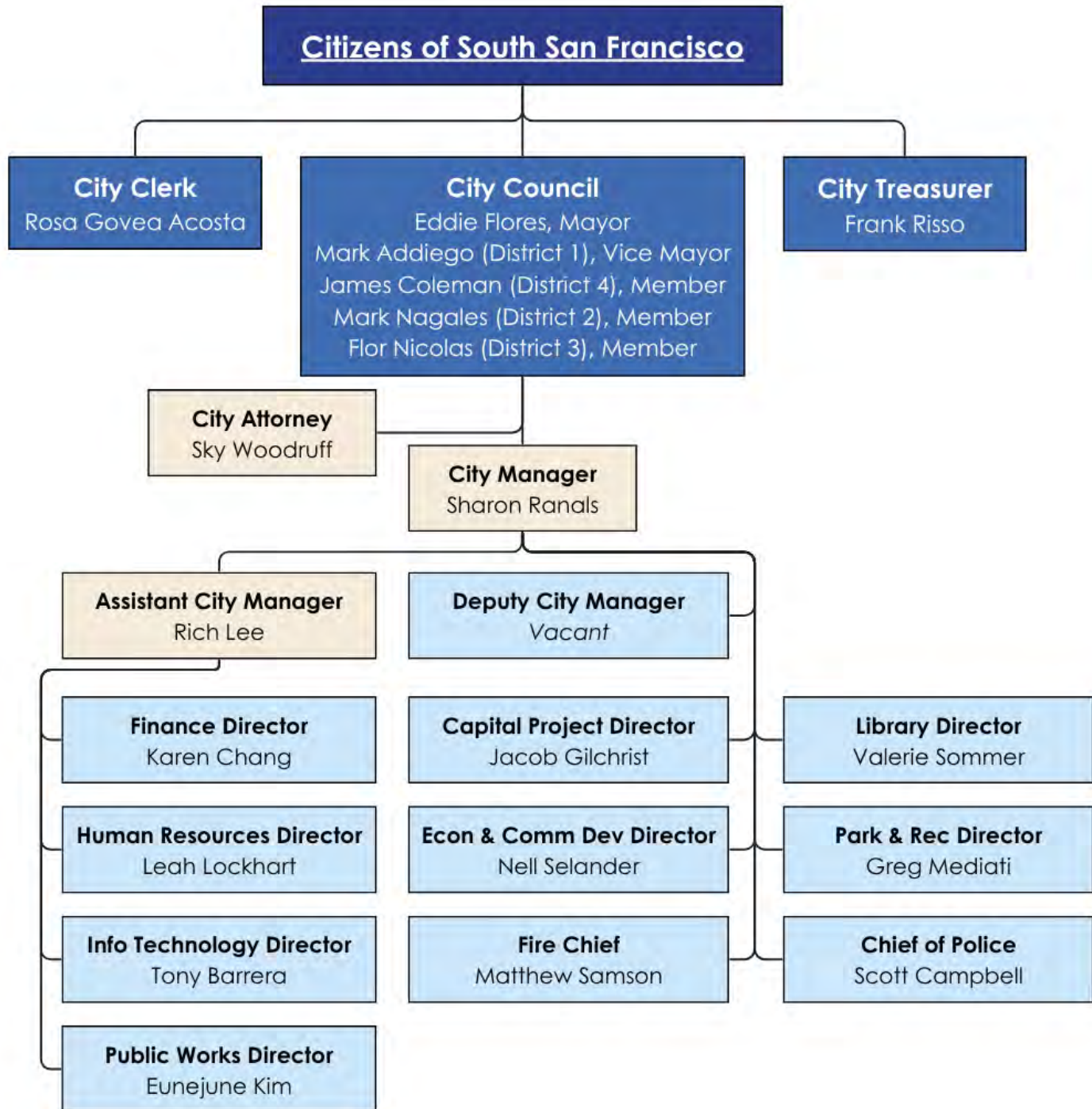


City Government (continued)

City of South San Francisco Organizational Chart

<https://www.ssf.net/Our-City/City-Organizational-Chart>

Current as of 06/16/25



Appendix E:

DEMOGRAPHIC PROFILE

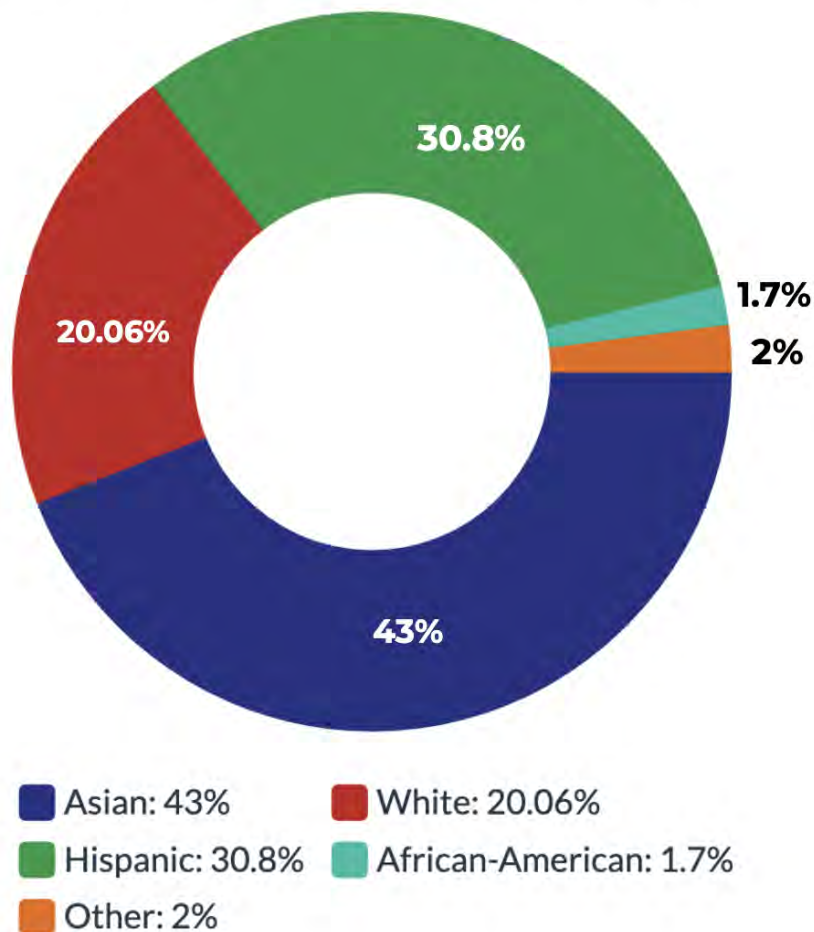
The City of South San Francisco is located in San Mateo County, California, and has a population of 64,660 (July 2024).

The median age is 42.4, with males being 41.4 and females 43.5.

Race: South San Francisco's population is 43% Asian, 20.6% White, 30.8% Hispanic, 1.7% African American, 2% Other.

There are 48,689 adults (11,444 of whom are seniors ages 65 and over) in South San Francisco (as of July 2024).

SOUTH SAN FRANCISCO RACIAL DEMOGRAPHICS

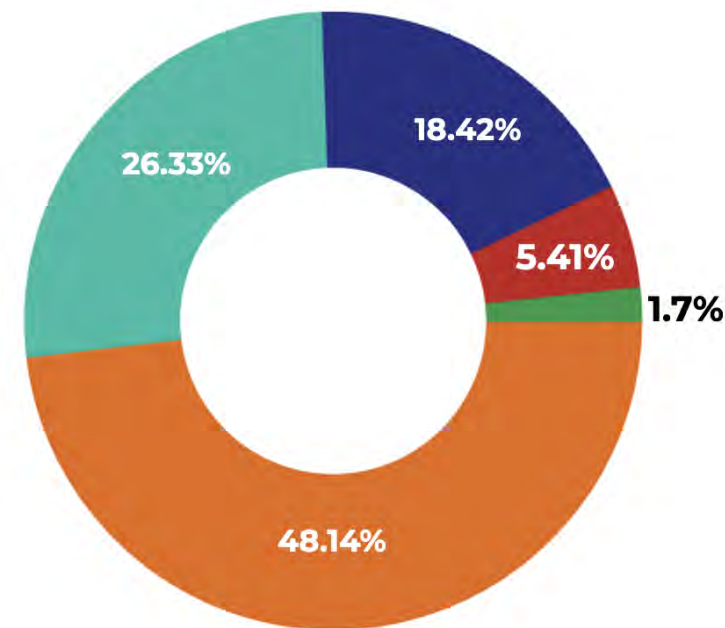


<https://www.census.gov/quickfacts/fact/table/southsanfranciscocitycalifornia/PST045223>

Demographic Profile (continued)

Language: Of South San Francisco residents, 48.14% speak only English, while 51.86% speak other languages. The largest non-English language group is the Asian and Pacific Island languages, spoken by 26.33% of the population..

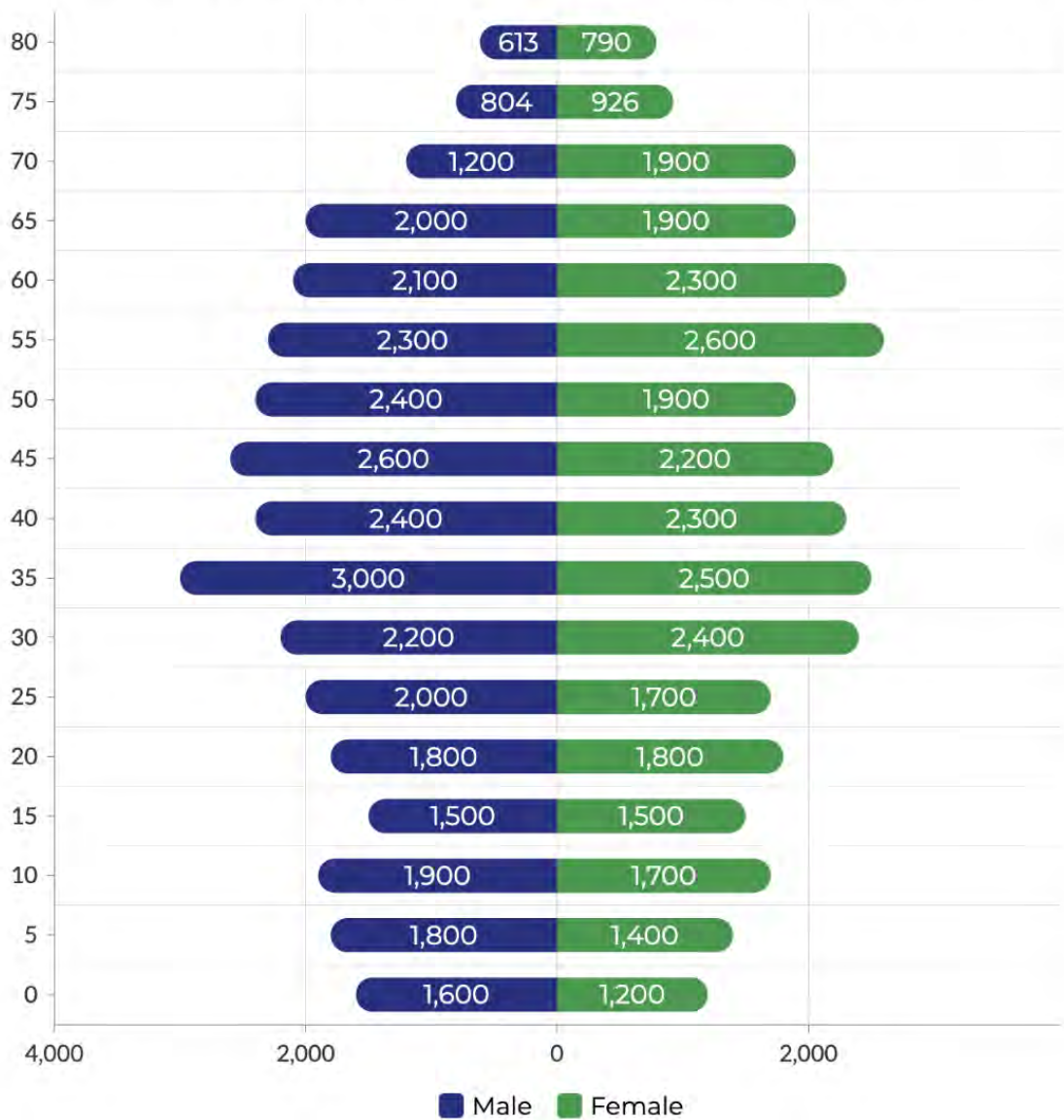
SOUTH SAN FRANCISCO LANGUAGES



- Only English: 48.14%
- Asian & Pacific Island Languages: 26.33%
- Spanish: 18.42%
- Other Indo-European Languages: 5.41%
- Other Languages: 1.7%

POPULATION BY AGE GROUP

South San Francisco Population Pyramid 2025



<https://worldpopulationreview.com/us-cities/california/south-san-francisco>

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 community populations covering all generations. Their scoring includes complex livability factors in metric values and policies.



The overall livability index score for **South San Francisco, California** is **60**. This is in the **top half** of **communities** in the U.S.

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 livability score does not follow all eight domains and incorporates a few different categories per AARP.*

(AARP Livability Index, 2024) Source: <https://livabilityindex.aarp.org/>

Livability Index (continued)

		South San Francisco, California	2024 Median US City
Overall Score		60	50
 Housing	Affordability & Access	47	56
 Neighborhood	Proximity & Security	67	36
 Transportation	Safety & Convenience	50	44
 Environment	Clean Air & Water	53	59
 Health	Prevention, Access & Quality	82	43
 Engagement	Civic & Social Involvement	63	47
 Opportunity	Inclusion & Possibilities	60	52

For interpretation of scores, please refer to the following link:
<https://livabilityindex.aarp.org/search/South%20San%20Francisco,%20California,%20United%20States>

ACKNOWLEDGMENT

The Center for Age-Friendly Excellence wishes to acknowledge and thank the community for participating in the survey and focus groups. We would also like to thank all the South San Francisco task force members and the City of South San Francisco staff who provided input and guidance in developing this Age-Friendly Action Plan.

Eddie Flores
Mayor

Flor Nicolas
Councilmember

Sharon Ranals
City Manager

Devin Stenhouse
DEI Officer

Greg Mediatl
Parks and Recreation Director

Angela Duldulao
Parks and Recreation Deputy Director

Laura Armanino
Recreation Program Manager

Kasey Jo Kelly
Parks and Recreation Supervisor / Seniors

Betty Battaglia
Resident, Parks and Recreation Commissioner

Lydia Pomposo
Resident, Cultural Arts Commissioner

Ed Bortoli
Resident, Rotary Club, Rotary Plaza Board

Sonny Koya
Resident, CERT/USAR

Maria Barcelata Long
Resident, Library

Eric Ribeiro
Activities Director, Westborough Royale

We acknowledge and appreciate the funding received from the County of San Mateo through Measure K, the voter-approved half-cent sales tax that provides local funds for local needs, for developing this Age-Friendly Action Plan.

CAFE is an incubated nonprofit project of Los Altos Mountain View Community Foundation.



SUPPORTED BY MEASURE K
**LOCAL FUNDS
LOCAL NEEDS**
WWW.SMCGOV.ORG



**NONPROFIT
INCUBATOR
PROGRAM**

RESOURCE PAGE

About the Global Network for Age-Friendly Network for Age-Friendly Cities and Communities. Age-Friendly World. Retrieved March 2025, from **WHO Global Network For Age-Friendly Cities And Communities**.

World Health Organization, (2007). *Global Age-Friendly Cities: A Guide*. Retrieved from: **Global age-friendly cities: a guide**

World Population Review: **South San Francisco, California Population 2025**

AARP Network of Age-Friendly States and Communities: **www.AARP.org/livable**

Elder Index: **Elder Index**

California Elder Index: **About the California Elder Index (EI) | UCLA Center for Health Policy Research**

Department of Aging and Disability Services: **Aging and Disability Services - San Mateo County Health**

Master Plan for Aging: **<https://mpa.aging.ca.gov/>**

Master Plan for Aging: Data Dashboard: **<https://mpa.aging.ca.gov/DashBoard>**

Master Plan for Aging Data Dashboard San Mateo County: **SMC 2020 Profile Older Adults**

City of South San Francisco: **<https://www.ssf.net/Home>**

City of South San Francisco Parks and Recreation: **<https://www.ssf.net/Departments/Parks-Recreation>**

City of South San Francisco Library: **<https://www.ssf.net/Departments/Library>**

City of San Francisco Economic and Community Development: **<https://www.ssf.net/Departments/Economic-and-Community-Development>**

City of South San Francisco Public Works: **<https://www.ssf.net/Departments/Public-Works>**

City of South San Francisco Fire: **<https://www.ssf.net/Departments/Fire-Department>**

City of South San Francisco Police: **<https://www.ssf.net/Departments/Police-Department>**