



CITY OF  
**SAN MATEO**  
C A L I F O R N I A

# **AGE FRIENDLY ACTION PLAN**

**2022-2025**

*Canva*

# MESSAGE FROM XXXXXX XXXXXXXX

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*Signature*

Name Name

Title

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# AGE-FRIENDLY

The World Health Organization's Age-Friendly Cities and Communities Network is a global effort to promote local policies and programs that support older adults. The eight domains they suggest in their framework provide a guide for assessing and improving the major aspects of community life, including the physical environment, government programs, activities, and social norms.

To become an Age-Friendly City, local governments agree to begin a 5-year cycle of continuous improvement, working towards a more inclusive, accessible, and welcoming community for older residents. The process involves:

- **Planning (year 1-2):** Engage stakeholders to learn about priority issues and develop an action plan.
- **Implementation (year 3-5):** Following the action plan steps.
- **Evaluation (year 5):** Assess progress on the action plan implementation and develop new goals for the next cycle.

The City of San Mateo completed the planning phase with the support of the Center for Age-Friendly Excellence (CAFE). This action plan is the result of that planning process and the work of the Age-Friendly Task Force. In 2022, we will begin the implementation of this action plan and will evaluate the results in 2025.

# FRAMEWORK



**Transportation**



**Housing**



**Social Participation**

**Respect and Inclusion**

**Public Spaces**



**Health & Community Services**

**Volunteerism & Civic Engagement**



**Communication & Information**

# COMMUNITY

The City of San Mateo is located on the San Francisco peninsula, which is part of the ancestral homeland of the Ramaytush Ohlone people. San Mateo's central location provides access to the broader Bay Area via the San Mateo Bridge, state highway 82, U.S. Route 101, and public transportation including Caltrain and SamTrans.

San Mateo has one of the largest downtowns on the peninsula with many historic buildings dating back to when the city was incorporated in 1894. The local economy is supported by diverse businesses in healthcare, technology, and retail.

The city is governed by the city council, which has 5 members including the current mayor, Eric Rodriguez. Some services, including public health, housing, and human services, are managed by the County of San Mateo.

In 2020, the City of San Mateo was designated as "age-friendly" by the World Health Organization. Led by the Department of Parks and Recreation, the Senior Commission, and the Age Friendly Task Force, San Mateo is committed to working towards a more accessible and inclusive community for all ages. This action plan, which is based on a community survey, focus groups, and interviews, will guide the city's efforts for the next three years.

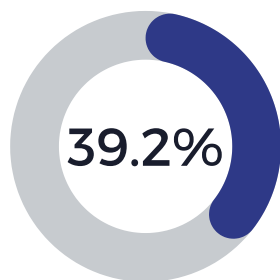
# PROFILE

**104,438**

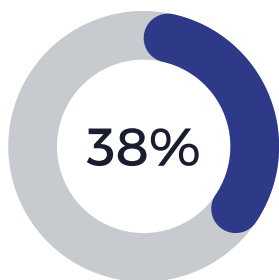
**Residents**



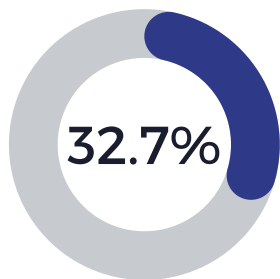
**1 in 5 age 60+**



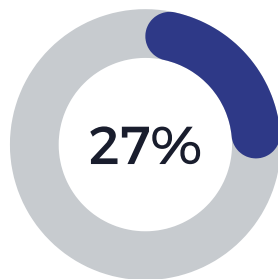
people 60+ speak a language other than English at home



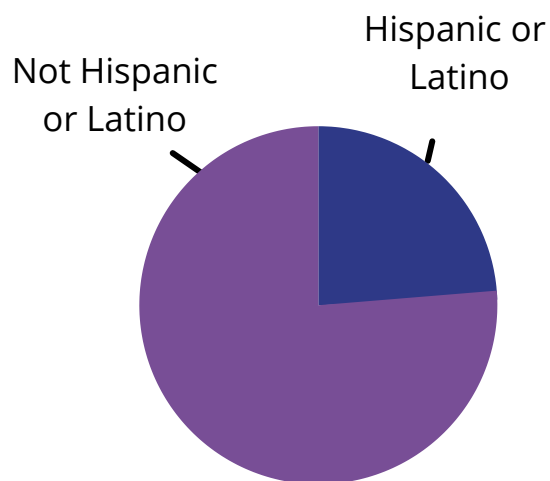
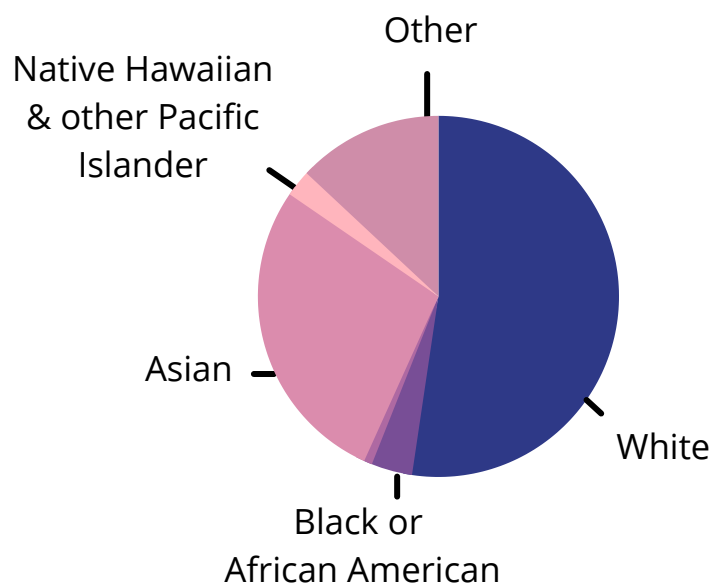
households include someone 60+



people 60+ are employed



people 60+ have a disability



**Sources:** American Community Survey (ACS) 2019 1 Year Estimates, Table DP05; ACS 2019 5 year estimates, Table S1101; ACS 2019 5 year estimates, Table S0102



# TRANSPORTATION

Accessible and convenient public transportation, well-maintained roadways, and pedestrian-friendly sidewalks.

## Community Assets



2020 Bicycle  
Master Plan



Redi-Wheels  
(paratransit)



Get Around!  
Rides Program



Safe Streets  
San Mateo

## Key Project

### *Prioritizing Safe Walking Routes*

The Age-Friendly Task Force used public data to identify likely walking routes for older adults and partnered with the Public Works Department to encourage prioritization of sidewalk repairs on those routes. The properties and routes identified are in four “zones” anchored by: Downtown (NW), Hillside Mall (SW), Norfolk (NE) and 101 at Hillside Ave (SE). Per Google Maps, the mapped routes total 25 miles or 12.5 % of the City’s 400 miles of streets. Over 16% of the City’s seniors live along these routes. Prioritizing repairs in these locations would demonstrate the City’s Age-Friendly commitment. These data can enhance the City’s existing 2008 Sidewalk Repair Plan.



*Map illustrating the 4 zones with designated walking routes from senior concentrations to walking destinations*



# HOUSING

Safe, affordable, accessible housing options with different levels of care located near transportation and community services.

## Community Assets



Housing Accessibility  
Modification Program



Transit-oriented  
development



Community  
Funding Program



Streamlined  
ADU ordinance

## Key Program

### *HIP Housing Home Sharing Program*

HIP Housing is a non-profit based in San Mateo County that matches households with an ADU or a spare room in their home with individuals seeking housing. HIP Housing interviews applicants, conducts background searches, develops a “Living Together Agreement,” and provides on-going follow-up support. The price of rentals through this program are typically well below market rate. Home sharing not only helps those seeking housing, but also helps homeowners who may need financial or other support to stay in their home. The City of San Mateo supports HIP Housing with an annual funding contribution.



# SOCIAL PARTICIPATION

A variety of engaging social and cultural activities that are welcoming, affordable, and accessible for all ages.

## Community Assets



Public Libraries  
& Programs



Parks & Rec  
Classes



City-wide  
Community Events



Senior Center  
Activities

## Key Project

### *Intergenerational Community Building*

Intergenerational connections assist both children and seniors in increasing self-esteem, sense of purpose, usefulness, and connection to the cycle of life in the community. They also promote intergenerational learning: the sharing of skills, knowledge, or experience between the generations that can enhance regular classroom education. The San Mateo Senior Center will provide intergenerational programs such as Teen and Senior Theater, Intergenerational Game Nights, and other special events. The goal of this project is to be intentional in our efforts to bring together our community in all stages of their lives. San Mateo Parks and Recreation staff, together with community members, will work to build a solid base of specific programs that target multiple age groups for years to come.



# RESPECT & INCLUSION

Involving older adults in decisions that impact them and opposing ageism in all its forms.

## Community Assets



Senior  
Appreciation Day



SMPD Senior  
Training



Library Senior  
Outreach



Villages of San Mateo  
Volunteer Program

## Key Project

*Age-Friendly Business Certification*





# PUBLIC SPACES

Accessible public buildings and beautiful public green spaces with lighting, shade, rest areas, restrooms, and water fountains.

## Community Assets



Community &  
Neighborhood Parks



Sidewalk Repair  
Program



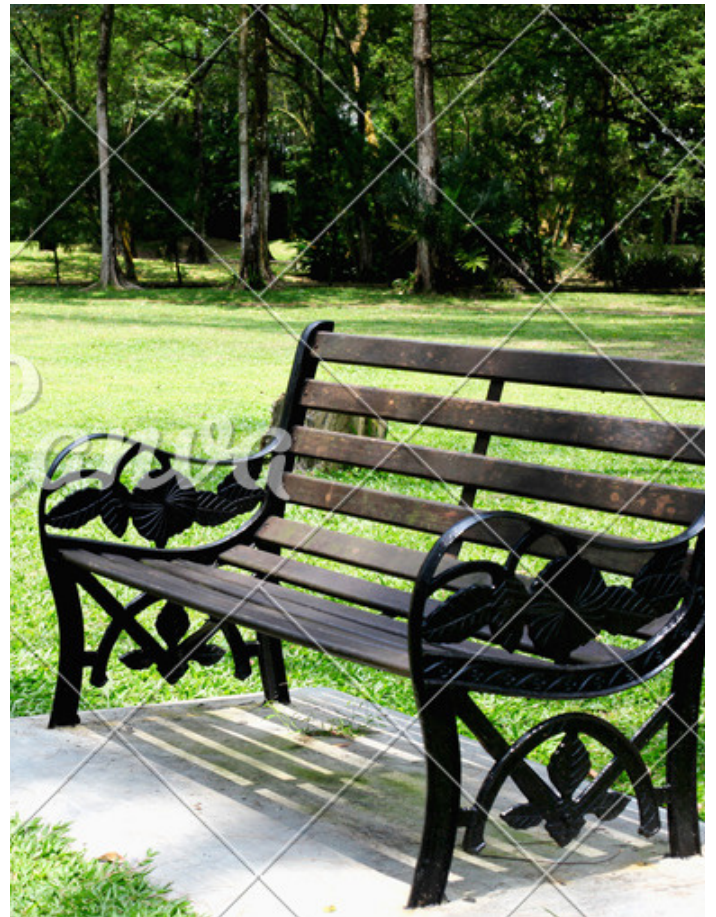
Accessible Public  
Counters



Local Hazard  
Mitigation Plan

## Key Project

*Borel Park Development Project*



# HEALTH & COMMUNITY SERVICES

Access to health promoting activities and services including education, public safety, medical care, and social care.

## Community Assets



CERT Team (Emergency Preparedness)



Parks & Rec Programs



Senior Center Classes



Neighborhood Watch Programs

## Key Program

### *Library Home Delivery Service*

During the COVID-19 pandemic, libraries in San Mateo began offering home deliveries of library materials for those that can not go to the library for curb-side pick-up. Any San Mateo resident with a temporary or chronic condition that prevents them from being able to visit the library can apply. The library also offers digital materials, such as e-books and audiobooks, that are accessible from home with a library card.



# VOLUNTEERISM & CIVIC ENGAGEMENT

Meaningful opportunities to participate in civic decision making and volunteer opportunities that leverage the strengths of older adults.

## Community Assets



City Volunteer  
Portal



Project Read  
(Library)



General Plan  
Workshops



Vote by Mail &  
Drop-off boxes

## Key Policy

### *Senior Citizens Commission*

The City of San Mateo has a Senior Citizens Commission which recommends programs, services, and funding that support the social, economic, and personal well-being of older adult residents. This Age-Friendly Action plan is an example of a project resulting from one of the Commission's recommendations.

The 5 members of the Commission are local residents who meet monthly to discuss current issues and provide a forum for public comments.





# COMMUNICATION & INFORMATION

Clear, easy to find public information that is accessible in print, audio, and online. Access to technology, training, and services.

## Community Assets



Library Tech  
Support



City e-Newsletters  
and Social Media



Agendas & Minutes  
Public Meeting Portal



Speak Up San  
Mateo Forum

## Key Project

### *Age-Friendly News Articles*

In order to increase awareness of resources and programs that may help older residents, the Age-Friendly Task Force has been writing monthly articles and distributing them to a growing network of local organizations with newsletters. The network currently includes local churches, nonprofits, and government departments that distribute the articles online and in print. So far, eight monthly informational articles have been published.





# ACTION

1. Work with the San Mateo Police Department to develop and present a series of community trainings on avoiding scams, fraud, and financial abuse targeting older adults.

Health & Community Services

Communication & Information

2. Continue to collaborate with Public Works to track progress on sidewalk improvements in identified priority areas and find next steps to improve pedestrian safety for older adults.

Transportation

Public Spaces

3. Continue publishing monthly Age-Friendly News articles and distributing them to community organizations. Expand the Age Friendly section of the city website to include these articles as well as other Task Force updates.

Communication & Information

# STEPS

- 4.** Develop a series of intergenerational programs and special events , including Teen and Senior Theater and Intergenerational Game Nights, to be hosted by the Senior Center.

**Social Participation**

**Public Spaces**

- 5.** Develop or implement an existing Age-Friendly Business Certification program, which will provide guidelines and incentives for businesses to accommodate the needs of older adult customers.

**Respect & Inclusion**

- 6.**

