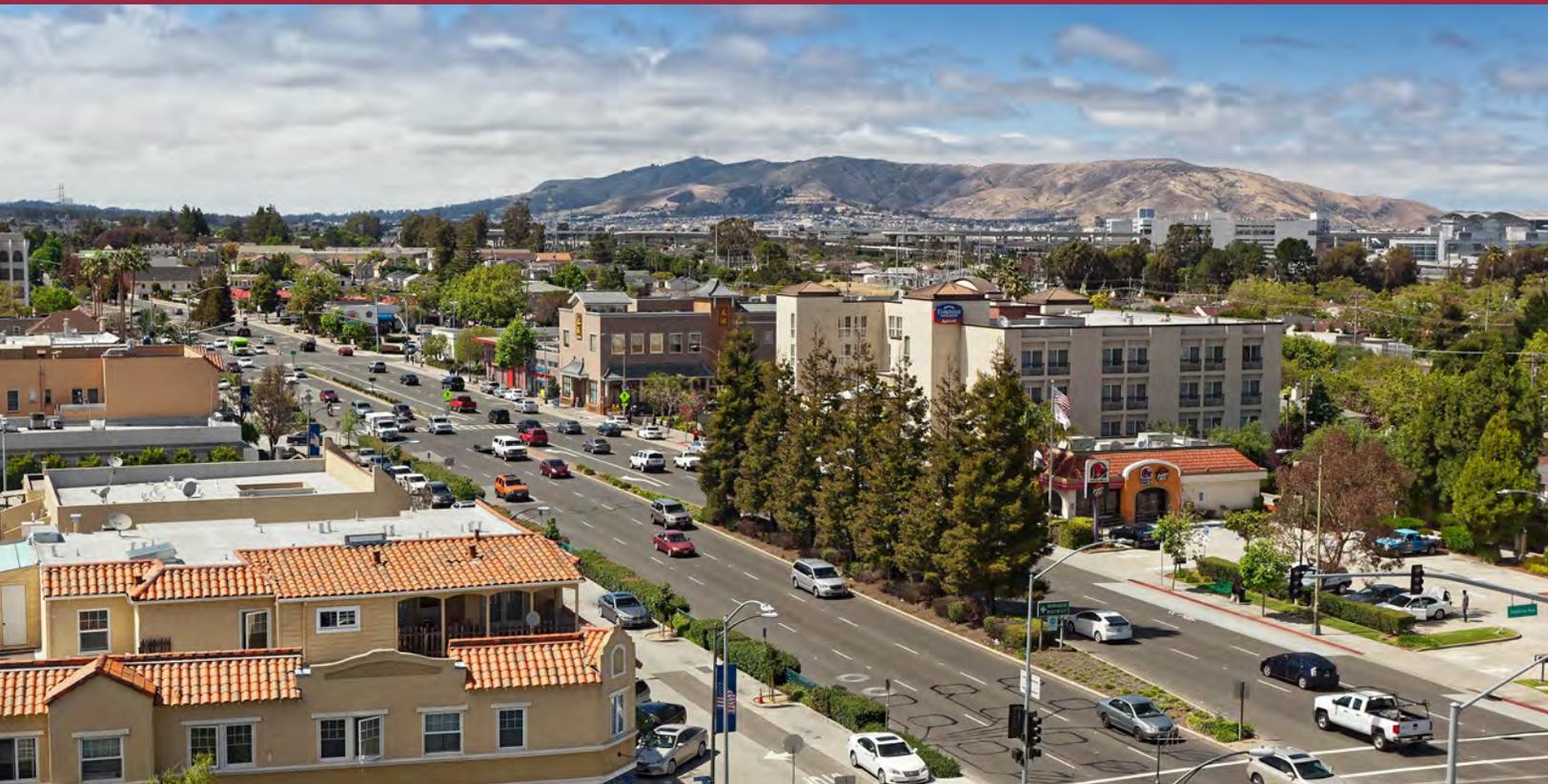




Millbrae Age-Friendly Action Plan

2025–2028



“Not aging is not an option, not for anyone. It is how gracefully we handle the process and how lucky we are as the process handles us.”- **Cindy McDonal**



Executive Summary

On September 6, 2022, the American Association of Retired Persons (AARP) and the World Health Organization formally designated the City of Millbrae an Age-friendly City. This marks the beginning steps in Millbrae's Age-friendly journey. This recognition is a testament to our community's commitment to fostering an inclusive and supportive environment for all age groups. The City of Millbrae is committed to enhancing relationships and partnering with its residents to ensure the sustainability of its Age-friendly community initiatives. The City of Millbrae has historically supported our older adult and aging population through various programs and services. We must continue collaborating with other cities and continually learn how to enhance our older residents' lives.

Millbrae is committed to being an Age-friendly community. As life expectancy increases, the need to ensure our city becomes a beautiful place to grow old increases. The Senior Advisory Committee, as the Millbrae Age-friendly task force, has driven our efforts to support our senior residents. Both have played an integral role in providing research, feedback, planning, promoting, and implementing multiple projects. Their continual efforts have opened numerous opportunities for older adults to contribute significantly to our community, ensuring a support system for our older adults.

Millbrae has many projects and policies to support the older population. These projects follow our mission statement, which focuses on enhancing the quality of life in our shared community, providing excellent services, encouraging community engagement, fostering economic growth, and embracing cultural diversity in a safe environment.

We must be ready to tackle the challenges that the aging population in Millbrae is facing and continue to invite our community to remain engaged and participate in transforming our aging population. We intend to assess, guide, and review our age-friendly efforts continually. We found the need to create and implement an action plan to accomplish this task. It will allow us to develop an evolving road map that the city will follow, implement, and evaluate regularly. Alterations will need to be made to accommodate the evolving needs of our aging population. This plan will help set clear, measurable objectives for the city's age-friendly initiatives. In developing this plan, continually engaging various stakeholders, including older adults, healthcare providers, community organizations, city staff, city officials, and local businesses, is essential. This allows us to partner with other cities and organizations to leverage resources and expertise from different sectors to achieve desired outcomes.

Cities are dynamic environments, and an action plan can help us adapt age-friendly initiatives to continually changing circumstances as our demographics shift. In addition, establishing long-term goals and embedding age-friendly practices into our day-to-day lives ensures that efforts continue beyond our initial implementation. We hope to share best practices, lessons learned, and the opportunities and challenges of working in our environment. The city of Millbrae wants to continue to provide an excellent environment for people to thrive, live, work, and play while embracing our quality of life as we age.



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Overview:

AGE-FRIENDLY CITIES

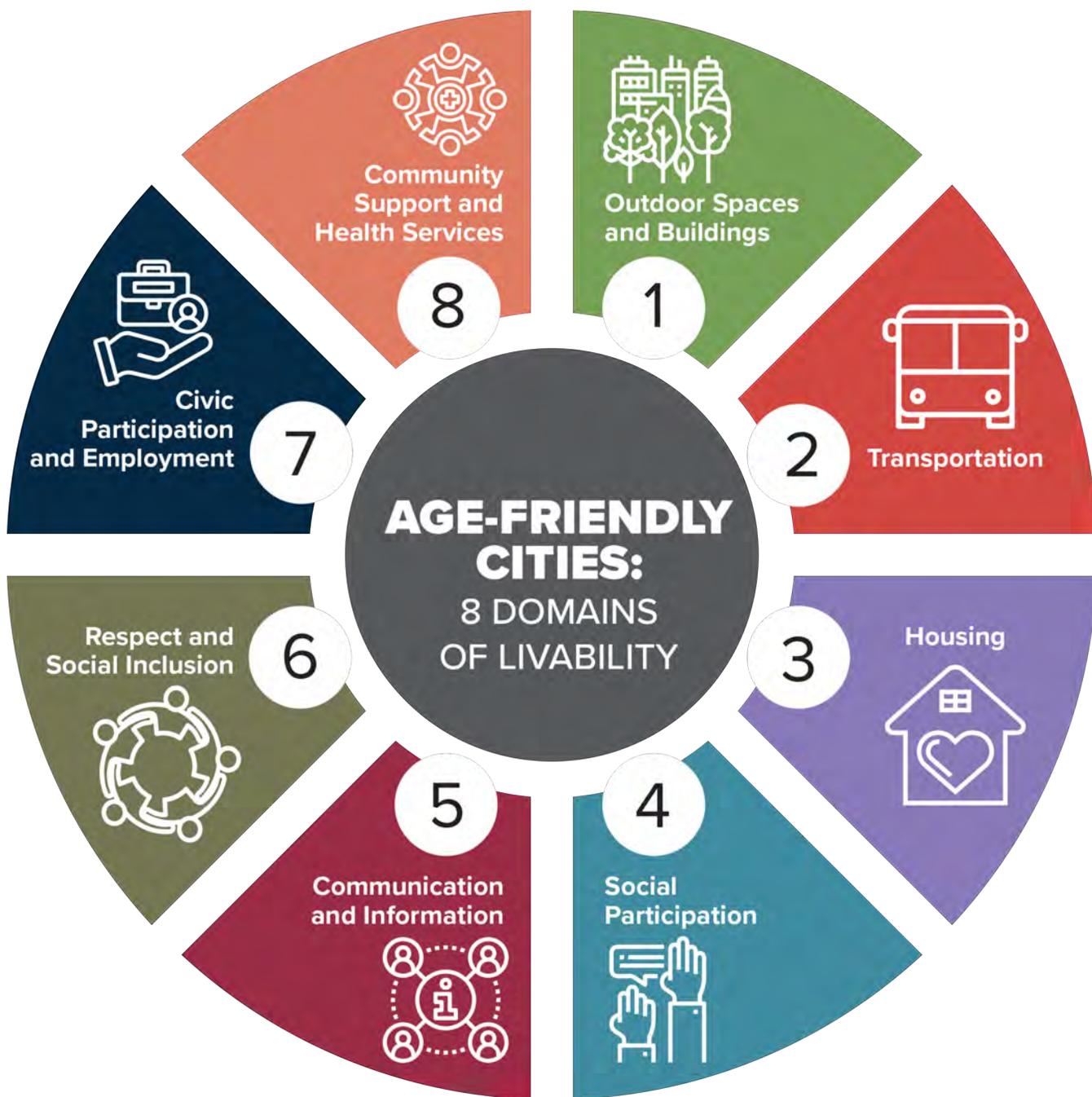
The concept of “Age-Friendly” cities emerged as a response to the rapidly aging population and the unique challenges older people face worldwide. The World Health Organization (WHO) first developed the age-friendly movement through a research project to examine the experiences of older adults living in various communities. The WHO Global Network for Age-Friendly Cities and Communities was established in 2010 and aims to make cities and communities worldwide more inclusive and supportive of older adults. There are currently 1,606 cities and communities from 53 countries in the network, covering over 330 million people. As life expectancy increases and the older adults in the population continue to grow, there is a need to create environments that promote healthy aging and enable older adults to remain active and engaged in their communities.

Age-friendly cities are designed with specific principles, focusing on creating accessible, safe, and inclusive environments. This includes the development of outdoor spaces and buildings that are easy to navigate, transportation systems that are convenient and reliable, and attainable housing options. Additionally, age-friendly cities prioritize social participation, respect, and inclusion, ensuring that older adults are valued in their community. This initiative also emphasizes the importance of accessible communications and information and comprehensive community health services. By fostering such environments, cities help to mitigate the physical, social, and economic barriers that older adults often face, promoting their well-being and enabling them to live independently.

The goal of age-friendly cities is to have the ability to improve the quality of life for older adults. Through these domains, cities enable older adults to live independently and with dignity. This also provides an opportunity to foster intergenerational relationships where people of all ages can benefit from shared experiences and contributions of old adults. Creating age-friendly cities can lead to a wide array of societal benefits.

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 Millbrae's Action Plan for **Emergency Services**.



DOMAIN 1: Outdoor Spaces and Buildings

An age-friendly community focuses on creating both inside and outside environments that play a crucial role in developing areas that are accessible, safe, and conducive to providing an excellent quality of life for older adults. Promoting an environment where older adults can continue to participate fully in their city/community, maintain their well-being and live independently for as long as possible is essential for their physical and mental well-being. Below are some critical features to consider in exploring this domain:



- **Public spaces and buildings need to be safe and easily accessible.**
- **Well-maintained sidewalks are a feature and a lifeline of an age-friendly community.**
- **Provide safe and accessible pathways for older adults to navigate their neighborhood, ensuring their safety and peace of mind.**
- **Proper lighting must be provided in public and private buildings and spaces. These spaces should be well-maintained and lit, and clear and visible indoor and outdoor signage should be provided. This includes signs with large, easy-to-read fonts and universally understood symbols, which enhance navigation for older adults.**
- **Green spaces such as parks and recreational areas are a luxury and a necessity for older adults.**
- **Green spaces should be readily available for older adults to enjoy nature and participate in physical activities, fostering a sense of optimism and well-being.**
- **Providing adequate rest stops is not just a convenience but a sign of respect for the needs of older adults. These stops should be designed for comfort, with furniture at the proper height, ensuring that older adults can rest and relax as needed.**
- **Outdoor spaces should encourage walking by providing well-maintained trails, sidewalks, pedestrian crossings with sufficient crossing times, and traffic-calming measures. To enhance safety, both visual and audio cues should be integrated.**



DOMAIN 2: **Transportation**

Residents need a wide range of affordable, convenient, and accessible modes of transportation. Transportation is a critical influence on active aging, affecting social participation and access to essential community resources. It is crucial to explore features in this domain for an Age-Friendly community that ensures inclusivity and accessibility for all. Public transportation, a cornerstone of an age-friendly community, must be affordable, reliable, and designed to meet the specific needs of older adults.



- Provide a wide range of alternative transport options, such as shuttles, low or discounted taxi services, para-transit rides, ridesharing, and community transport services for those who can't use regular public transport.
- Public transportation must be frequent, affordable, and convenient for residents to utilize and must be widespread. Residents need to get to libraries, grocery stores, medical offices and hospitals, cemeteries, shopping centers, parks, community centers, and pharmacies.
- Transportation modes need to be safe, clean, and well-maintained.
- Provide well-lit, secure bus stops and transit stations that are safe and protected from the elements, clear signage, and reliable and readable schedules.
- Drivers are courteous and helpful, and they follow traffic laws, ensuring that older adults feel respected and valued during their transportation experiences.
- Public transportation needs to be located near housing and essential resources and services.
- Traffic resources and information are readily available and visible, showing clear routes, schedules, and directions on how to use these resources are provided.
- Parking is sufficient, and drop-off areas are conveniently located throughout the city.
- Streets are safe, well maintained, have good lighting, and are free of obstructions.



DOMAIN 3: Housing

An age-friendly community offers safe, affordable, conveniently located housing near public transit. Housing is essential to the security and well-being of the community. Residents want to age in place with dignity and comfort, and housing can be a safety net for their quality of life. Some critical features to explore in this domain:

- Provide housing options at all income levels.
- Adapt and upgrade housing for older people and people with disabilities.
- Maintenance services should be affordable, reliable, and trustworthy; qualified professionals should assist.
- Housing should be near essential services such as libraries, community centers, grocery stores, medical clinics/hospitals, pharmacies, and public transportation.
- Provide home-based support services, such as home health care, housekeeping, and meal delivery, to enable residents to live independently.
- Provide intergenerational housing to help older adults with social participation and isolation.





DOMAIN 4: Social Participation

An age-friendly community offers social participation opportunities to help older adults stay connected with others, reducing feelings of loneliness and social isolation. Regular interaction with peers and other community members can improve mental and emotional well-being. Participating in enjoyable and meaningful activities contributes to a higher quality of life. It allows older adults to pursue their interests, hobbies, and passions to foster a sense of purpose and fulfillment. When older adults actively participate in community activities, it fosters a sense of belonging and strengthens community bonds. It encourages intergenerational interactions and mutual support. Some essential features to explore in this domain for an Age-Friendly community:



- Offer various events and activities to appeal to a diverse population.
- Provide a variety of social, cultural, and recreational activities that are accessible and affordable for older adults.
- Foster opportunities for older adults to connect with others and build social networks to reduce isolation.
- Encourage public awareness campaigns and education highlighting contributions by older adults; this can encourage favorable perceptions of aging and counter-ageism.
- Facilitating interactions between different generations can foster mutual respect.
- Provide opportunities to engage in social activities that promote healthy aging. These activities help maintain physical health, cognitive function, and emotional well-being.





DOMAIN 5: Communication and Information

An age-friendly community should prioritize communication and information to ensure that older adults can easily access the resources, services, and opportunities to live independently and stay engaged. Some critical features to explore in this domain for an Age-Friendly community:

- To accommodate varying preferences, provide information in multiple formats, including print, online, large print, and audio.
- Make information simple, concise, and easy to understand.
- Information and services need to be in multiple languages to accommodate the diverse linguistic backgrounds of the community.
- Have public access to computers and the internet free of charge or at affordable prices.
- Provide frequent informational updates.
- Provide training sessions to help older adults develop digital literacy skills.
- Encourage input from older adults about their unmet needs
- Utilize both traditional and modern communication methods to reach a broad audience.
- Establish responsive communication channels where older adults can ask questions and seek assistance.





DOMAIN 6: Respect and Social Inclusion

Older adults need to feel they are included and respected in their communities. It is essential to train and promote attitudes and practices that recognize and appreciate the contributions of older adults—addressing stereotypes and discrimination against older adults through awareness and educational campaigns. Interactions between generations and the acceptance of older people at all levels regardless of gender, economic status, race, and culture. Some essential features to explore in this age-friendly domain:

- Promote attitudes and practices that recognize and appreciate the contributions of older adults.
- Promote programs and activities that unite different generations to foster mutual understanding and respect.
- Address stereotypes and discrimination against older adults.
- Bring generations together and educate the importance of working together.
- Include older adults in planning and decision-making processes, especially those affecting their lives.





DOMAIN 7: Civic Participation and Employment

An age-friendly values older adults' wisdom, intellect, experience, and contributions to their community. Many, once retired, have volunteered in communities for many years. Older adults need to enhance their sense of purpose and economic security, which can improve their overall well-being. Some essential features to explore in this age-friendly domain:

- Provide platforms for older adults to volunteer and engage in meaningful community and public service.
- Create flexible and accommodating job and volunteer opportunities for older adults who wish to keep involved in their communities.
- Encourage older adults to participate in community decision-making processes, such as commissions, advisory boards, subcommittees, and councils.
- Provide educational opportunities to train and expand skills for older adults to stay and return to the workforce.
- Offer a wide range of options for older adults to volunteer in the public and private sectors.





DOMAIN 8: Community Support and Health Services

An age-friendly community provides adequate access to a wide variety and array of healthcare services that help promote, enhance, and restore health. It ensures that older adults can access the necessary services to maintain their health and encourage independence for as long as possible. Some essential features to explore in this domain are:

- Accessible healthcare facilities can include clinics, hospitals, mobile healthcare options, and telehealth that is easily accessible.
- Provide a full range of healthcare services, including primary care, emergency, mental health, dental, and preventive care.
- Ensure the availability of healthcare professionals who specialize in geriatrics.
- Offer services and support for family caregivers.
- Provide assisted living options, whether it is short or long-term care.
- Ensure access to nutritious meals through programs such as Meals on Wheels, home-delivered groceries, and community meal centers.
- Provide transportation resources for older adults to obtain health care services.
- Offer social engagement opportunities through clubs and social activities to reduce isolation and loneliness.
- Provide resource directories that are up-to-date on available health and support services.





Action Plan

The Age-Friendly Action Plan is part of a five-year cycle of gathering information, interviewing community residents, and determining potential projects based on collected data. The action plan provides a roadmap for the community to develop policies and programs to provide an environment that supports their aging community in living an active, independent, and vital life.

When the World Health Organization (WHO) developed the Global Age-Friendly Cities Guide, it identified eight key domains where unmet needs affect older adults' health and quality of life. This Action Plan addresses these eight categories and Millbrae has included an additional domain, Emergency Preparedness, which reflects the challenges posed by climate change and recent disasters experienced by communities. Age-Friendly Millbrae builds upon the WHO Global Network of Age-Friendly Cities and Communities (GNACC), led in the United States by AARP and its Network of Age-Friendly States and Communities.

In developing their Action Plan, the City of Millbrae reached out to the community in various ways. They initially conducted four focus groups during the Spring of 2022: two groups were with older adult residents aged 55 and older, and another group was with Asian American residents over 55, and the other comprised community advocates and leaders. As a result of the data from these focus groups, inaugural projects were determined in the domains of Communication and Information, as well as Transportation and Mobility.

ACTION PLAN INTRODUCTION (continued)

The following age-friendly projects were submitted as part of Millbrae's membership application to join the AARP Network of Age-Friendly States and Communities and the World Health Organization GNACC:

- Create an electronic newsletter for the city. This will help disburse city information regarding events, resources, and services. This may entail major neighborhood projects and community events. Resources may include food assistance and housing. Examples include *HIP Housing*, *Call Primrose*, and *Samaritan House*. In addition to a newsletter, Millbrae will also consider providing communication updates through electronic billboards, banners, and kiosks throughout various locations in the community.
- Establish a database for seniors and those with disabilities. This will help contact these individuals in an emergency to assist in an evacuation. Compile voter registration, CERT data, and data collection from the senior advisory group. Door-to-door campaigning efforts are needed to sign people up for emergency notifications.
- Research Singapore's Green Man Crossing. This will allow more time for those who need it to cross intersections. Older adults and those with disabilities can tap an ID card at the crosswalk to increase their time by 3-13 seconds, depending on the distance. Explore grant opportunities for a pilot program with Caltrans. <https://www.straitstimes.com/singapore/transport/seniors-to-get-longer-green-man-time-at-half-the-crossings-in-all-housing-estates-by-2027>
- Increased enforcement at intersections to help reduce stop sign roll-throughs.
- There are many perceived high-accident intersections in Millbrae. An inventory of potentially dangerous intersections in Millbrae must be completed and addressed. Partnering with the Sheriff's Department to assist in data gathering will be beneficial.
- Disseminate information regarding transportation options and explore the possibility of initiating a pilot study to develop a transit system (shuttle, taxis, and volunteer transportation program to drive older adults/people with disabilities to Millbrae community events). This can be accomplished by educating older adults about the "Got Wheels Program" offered through the Peninsula Family Services. In addition, Lyft and Uber education will be beneficial. It will be essential to have the younger residents teach older adults or offer programs through the



ACTION PLAN INTRODUCTION (continued)

Recreation Department. Millbrae may consider working with Serra Yellow Cabs to negotiate lower prices.

- **Pedestrian safety:** Increase lighting at intersections, increase the font of street signs, paint street names on the street, and build a pedestrian bridge from the downtown area across El Camino to the East. Also, adding more signs that direct people to the downtown area and the businesses, such as kiosks, banners, and large maps. Increase lighting in parking lots in the downtown area.
- **Bart safety:** the City of Millbrae to develop a letter to send to Bart emphasizing the need to increase safety on Bart so people feel more comfortable in using this transit system.



After receiving the designation of an Age-Friendly City on September 6, 2022, funding for older adult services increased in several areas. In October 2023, the City of Millbrae hired a .75 full-time Recreation Coordinator position dedicated to Seniors. In December of that year, the City received a \$6,000 grant/donation from the Millbrae Cultural Committee dedicated to senior lunches and programs. On June 25, 2024, the Council approved a fee waiver of \$60,930 in rental fees for the use of the David J. Chetcuti Community Room and funding for \$10,000 for Self-Help for the Elderly for one year ending June 30, 2025, to continue the Senior Lunch and Activities Program five days/week.

Recently, Millbrae worked with AARP to conduct a community-wide survey aimed at identifying the unmet needs of older adults across the eight domains of livability (<https://livabilityindex.aarp.org/>), which significantly affects all residents, particularly older adults and their well-being. The survey was widely promoted and distributed through various methods:

- **Hard copies of the AARP survey were handed out or made available at:**
 - Four monthly senior lunches
 - Weekly Self Help for the Elderly lunches
 - Front Desk
 - Lobby
- **Senior classes (by Recreation Coordinator)**
- **San Mateo Daily Journal Senior Showcase event**
- **Recreation Center – also had the QR code displayed for accessing the website**
- **Advertised in San Mateo Daily Journal**

ACTION PLAN INTRODUCTION (continued)

- 2 Seniorline issues included an ad to complete the survey (mailed to 600 senior residents)
 - Requested participation and included website link
 - Provided address and invited to pick up a hard copy survey
- Several emails were sent to a database of 600 senior residents asking for their participation

In June 2024, the Center for Age-Friendly Excellence (CAFE) hosted a Town Hall focused on the needs of older residents in Millbrae. Recommended projects and strategies outlined in the Action Plan were informed by the qualitative data from the 2023 focus groups, the Town Hall discussions, and the results of the AARP community survey. The primary goal is to enhance the city's livability while encouraging the community to recognize the valuable contributions of older adults through their wisdom, experience, and skills.

To address the unmet needs of older adults, a comprehensive spreadsheet was created to record potential projects and strategies identified during the focus groups, Town Hall, and interviews with City departments. This spreadsheet is a valuable resource, highlighting key focus areas for the Action Plan and guiding the City in prioritizing, implementing, and monitoring these initiatives from 2025 to 2028.

The action plan will outline specific goals, strategies, and steps for achieving those goals, along with designated partners responsible for implementation across the eight domains identified by the World Health Organization, with an additional domain of emergency services added by Millbrae. Goals will be measurable and informed by assessment and community engagement findings. Short- and long-term objectives will be established, with accountability assigned to relevant departments, commissions, and partners for oversight. Additionally, the plan will consider long-term needs arising from emerging technologies and community growth.

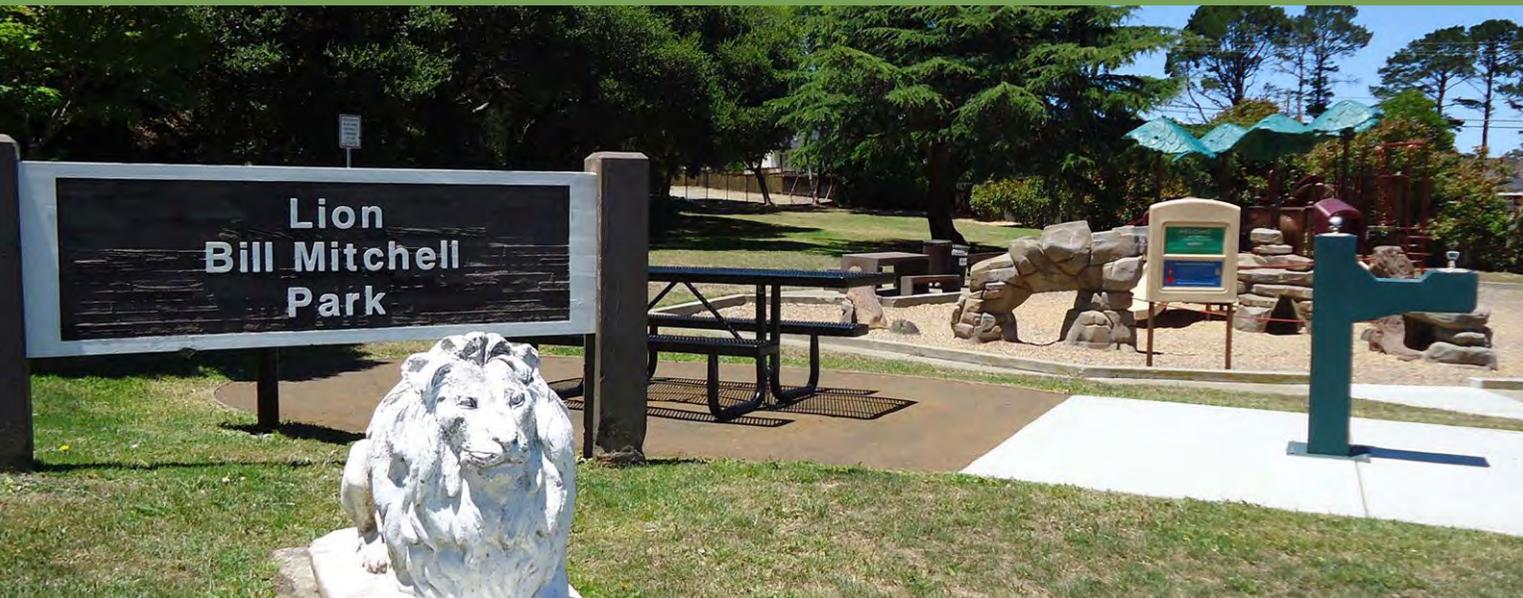
A project spreadsheet has been created for the Council and staff to track the Millbrae Age-Friendly Projects from 2025 to 2028 to facilitate oversight and evaluation. Building partnerships, advocating for policy changes, and securing ongoing funding will be crucial for the sustainability of this action plan.



ACTION PLAN INTRODUCTION (continued)

This document is dynamic and evolving, allowing the City Council, staff, and residents to regularly assess and update it to meet the community's changing needs. The projects outlined in the action plan serve as suggestions and recommendations guided by the Council. The Age-Friendly Action Plan is a roadmap for communities to develop and implement policies and projects fostering an inclusive community where older adults can thrive, maintain independence, support their health, and enhance their overall quality of life.





An age-friendly community should have an outdoor environment designed to accommodate the needs and interests of all residents, particularly older adults. The outdoor environment should have infrastructure that is safe, accessible, welcoming, and enjoyable for residents of all ages.

SURVEY RESULTS

87% 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 mobility devices.

85% of respondents rated the community as fair to excellent in providing safe parks.

83% of respondents rated the community's provision of enough benches for resting in public areas such as parks, public buildings, and sidewalks as fair to excellent.

75% of respondents rated the community as fair to excellent in providing conveniently located public parking lots and areas, including handicapped parking.

“Spaces that are welcoming of all ages create a vibrant community where everyone can interact and learn from each other.”



GOAL: Provide safe, accessible indoor and outdoor environments in the community for all residents to relax, enjoy, and socialize.

STRATEGIES

- 1** Promote pedestrian safety among older adults throughout the community.
 - a. Engage older residents to develop walkability audits where they can identify dangerous areas and suggest improvements. These include assessing potential crosswalk improvements and sidewalk cracks, painting street names on the pavements, and lighting to increase visibility when walking and driving.
 - i. The homeowner is responsible for maintaining the sidewalks in front of their homes. Consider a reserve account to help older adults pay for sidewalk maintenance, especially if sidewalks are uprooted due to city trees.
 - ii. Survey areas that may lack lighting. Consider increasing lighting around park areas. (Parks are closed at sunset unless through a Special Event permit process.)
 - iii. When warranted, investigate speed-calming measures such as speed bumps, lights around stop signs, speed radar signs, and increased sheriff presence at busy intersections.
 - iv. When warranted, add additional reflective tape on curbs and bulbouts for increased visibility.

<p>PARTNERS Senior Advisory Committee Community Volunteers Parks & Recreation Commission</p>	<p>RESPONSIBLE STAFF Parks & Recreation Public Works</p>	<p>TIME FRAME 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------	------------------------------------------------------	--------------------------------------------------------

* 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, accessible indoor and outdoor environments in the community for all residents to relax, enjoy, and socialize.

STRATEGIES (continued)

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

<p>PARTNERS Code Enforcement Senior Advisory Committee Parks & Recreation Commission Economic Vitality Advisory Committee</p>	<p>RESPONSIBLE STAFF Code Enforcement</p>	<p>TIME FRAME 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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- c. Advocate for the sheriff’s department to increase enforcement at dangerous intersections and roads.
 - i. Increase additional speed monitoring around school sites, especially at Crestview near Taylor School.
 - ii. Consider posting additional speed-monitoring devices.

<p>PARTNERS Sheriff’s Department Senior Advisory Committee Schools Public Works Youth Advisory Committee</p>	<p>RESPONSIBLE STAFF Sheriff’s Department</p>	<p>TIME FRAME 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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GOAL: Provide safe, accessible indoor and outdoor environments in the community for all residents to relax, enjoy, and socialize.

STRATEGIES (continued)

2 Promote education around driver, pedestrian, and bike safety.

- a. Educate the community on the importance of wearing reflective clothing and shoes at night so drivers can see.
- b. Partner with schools and the sheriff’s department to educate elementary and high school students about the safety rules regarding bikes, skateboards, and electric bikes. Encourage implementaton of additional regulations related to safety on electric bikes and where they can be used throughout the city.
- c. Offer driver safety courses for older adults.
 - i. AARP Driver Safety courses: [AARP.org/lp/driversafetycourse](https://www.aarp.org/lp/driversafetycourse) or call 877-846-3299.

<p>PARTNERS Sheriff’s Department Schools Senior Advisory Committee Youth Advisory Committee City of San Mateo AARP</p>	<p>RESPONSIBLE STAFF Sheriff’s Department</p>	<p>TIME FRAME 1 Year/ Ongoing</p>	<p>METRIC YES/NO (I/P)</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------	------------------------------------------------------------------------------------	--------------------------------------------------------

3 Utilize parks and open spaces to promote relaxation, socialization, health wellness, and programming opportunities.

- a. Develop a senior ad hoc subcommittee to research and discuss more comfortable seating, “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 benches downtown and along spur trails.
 - ii. Provide opportunities to have park equipment that benefits everyone: <https://www.bbc.com/worklife/article/20191028-the-cities-designing-playgrounds-for-the-elderly>.
 - iii. Explore the possibility of extending pickleball hours, especially on the weekends. The correct location for pickleball will need to be evaluated, as noise needs to be mitigated for the neighborhood.



An age-friendly community should have accessible and affordable public and on-demand transportation options. Transportation options should also be within a short, safe walking distance from residential and essential service areas. Mobility education is necessary to provide residents with options to connect to services available at the city and county levels.

SURVEY RESULTS

74% of respondents rated the community as fair to excellent in having streets and intersections that are well-lit, accessible, and safe.

67% of respondents rated the community as fair to excellent in enforcing the speed limit.

64% of respondents rated the community as fair to excellent in providing accessible and convenient public transportation.

47% of respondents rated the community as fair to excellent in providing safe public transportation stops and accessible areas to people of varying physical abilities.

25% of respondents rated the community as fair to excellent in providing transportation to and from volunteer activities for those who need it.

“Reliable and accessible transportation is a lifeline for me; it gives me a sense of independence and freedom to connect with my community.”



GOAL: Enforce traffic safety and improve mobility options for older adults.

STRATEGIES

- 1** Educate older adults on various transportation resources; develop an age-friendly page on the city website with a transportation resource subheading and a handout that includes transportation options.
 - a. Educate and establish solutions to increase the number of residents utilizing the “Got Wheels Program” through Peninsula Family Services.
 - i. Consider partnering with the “Got Wheels Program” to increase the number of Millbrae residents utilizing this resource.
 - ii. Provide technology classes on ride-share options.
 - iii. Educate residents about Redi-Wheels.
 - b. Utilize, share, and disseminate information related to transportation resources.
 - i. “Got Wheels Program”: [Got Wheels! - Peninsula Family Service](#)
 - ii. 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.
 - iii. SamTrans mobility guide: <https://www.samtrans.com/media/8381/download?inline>
 - iv. GoGo Grandparent has similar door-door and schedules rides for residents using Lyft and Uber: 1-855-955-2318 ext. 89797 or visit [GoGoGrandparent](#).
 - v. Millbrae Burlingame Commuter shuttle (Millbrae Bart/Caltrain): <https://commute.org/route/millbrae-burlingame-commuter/>
 - v. Enhance access to para-transit by using Serra Yellow Cab. People can reserve wheelchair-accessible vans. <http://www.serrayellowcab.com/> or call 650-991-2345.

<p>PARTNERS Senior Advisory Committee Parks & Recreation Commission Community Volunteers Faith-Based Organizations Peninsula Family Services Commute.org Serra Yellow Cab</p>	<p>RESPONSIBLE STAFF Parks & Recreation</p>	<p>TIME FRAME 1-2 Years</p>	<p>METRIC YES/NO (I/P)</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------	---------------------------------------------------------	--------------------------------------------------------



GOAL: Enforce traffic safety and improve mobility options for older adults.

STRATEGIES (continued)

- 2** Assess possibilities to partner with cities to provide transportation options.
 - a. Research and assess volunteer transportation sources to help residents unable to drive to be able to attend recreation programs.
 - i. Research “village concept.” Refer to Brisbane Helping Hands: <https://brisbanevillage.org/faq/>.
 - ii. Research faith-based organizations for opportunities to have parishioners volunteer to drive residents to appointments, events, and volunteer activities. In addition, volunteers can deliver needed items to housebound people.
 - iii. Research Villages of San Mateo County, Mid-Peninsula Village: villagesofsmc.org.
 - b. Continue to research and assess the possibility of implementing a shuttle service that takes residents to city events, the senior community center, the library, city hall, and downtown. Refer to *Millbrae’s General Plan, Chapter 3, Mobility and Circulation Element, M-1.22*. Seek outside funding by applying for grants.
 - c. Research the possibility of partnering with neighboring cities and schools to develop a pilot shuttle system. Develop age-friendly shuttle service hours from 10:00 a.m. to 4:00 p.m. Research the best options for a potential loop within the city that would be most beneficial for residents.
 - d. Research partnering with Senior Centers to see if the Senior Center and the City can share van transportation around the city.
 - e. Research what senior discounts are available on Caltrain and SamTrans.
 - f. Educate seniors on how to get Clipper cards and download the app to their phones.



GOAL: Enforce traffic safety and improve mobility options for older adults.

STRATEGIES (continued)

<p>PARTNERS County of San Mateo Commute.org City of Brisbane Brisbane Helping Hands Midpeninsula Villages City of Los Altos City of Burlingame City of Hillsborough Senior Committee SamTrans Senior Centers Caltrain</p>	<p>RESPONSIBLE STAFF Public Works Parks & Recreation</p>	<p>TIME FRAME 2-3 Years</p>	<p>METRIC YES/NO (I/P)</p>
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3 Research possibilities of additional parking options and the potential for senior safety zones.

- a. Assess if parklets are warranted; if not, bring back existing parking spaces.
- b. Research older adult safety zones with reduced speed limits close to senior communities. Refer to *Millbrae’s General Plan Chapter 3, Mobility and Circulation Element, M-1-6 Traffic Calming measures in neighborhoods and residential streets.*

<p>PARTNERS Public Works Senior Advisory Committee</p>	<p>RESPONSIBLE STAFF Public Works</p>	<p>TIME FRAME 1-2 Years</p>	<p>METRIC YES/NO (I/P)</p>
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An age-friendly community should have housing that is safe, accessible, and affordable. Housing should also be near essential services such as businesses, pharmacies, medical/dental facilities, grocery stores, and public transportation. Maintaining and modifying one's home is necessary to allow people to stay in their homes. Preserving existing safe housing structures and creating new affordable housing units is critical. According to a study by UCLA, San Mateo County has the highest cost of living in California for seniors who either rent or own homes (*Federal Poverty Guidelines Underestimates Costs of Living for Older Persons in California*, 2008).

“Affordable housing means I can live comfortably without worrying about making ends meet.”

SURVEY RESULTS

92% of respondents thought living independently in their homes was very important or extremely important as they age.

65% of respondents rated the community as fair to excellent for providing trustworthy, quality, and affordable home modification and repair contractors.

58% of respondents rated the community as fair to excellent in providing affordable housing options for adults of varying income levels.



GOAL: Provide resources and options for older adults to age in place and incorporate policies and projects that offer safe and affordable housing options.

STRATEGIES

- 1** Educate and raise awareness and understanding of housing issues and opportunities. Maintain a webpage with affordable housing and check against other affordable housing websites.
 - a. Educate residents about available housing resources.
 - i. **HIP Housing** or call 650-358-6660
 - ii. Housing page on Millbrae website: <https://www.ci.millbrae.ca.us/179/Housing>
 - iii. Affordable Housing Resources: <https://www.ci.millbrae.ca.us/279/Affordable-Housing-Resources>
 - iv. Promote Housing Programs San Mateo County: [Apply to Housing Programs | County of San Mateo, CA](#)
 - v. Housing Endowment and Regional Trust (HEART) of San Mateo County Housing Assistance Options: <https://www.heartofsmc.org/housing-resources-page/>
 - vi. Doorway Housing Portal: <https://housingbayarea.mtc.ca.gov> - Use the Doorway Housing Portal to find and apply for subsidized, affordable housing in the San Francisco Bay Area.
 - vii. Continue to provide opportunities to ensure older adults are included in discussing housing issues.

<p>PARTNERS San Mateo County Department of Housing HIP Housing Project Homekey Senior Advisory Committee</p>	<p>RESPONSIBLE STAFF Millbrae Community Development</p>	<p>TIME FRAME 6 Months/ 2 Years</p>	<p>METRIC YES/NO (I/P)</p>
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- 2** Partner with services and develop a list to assist seniors looking to hire trusted repair providers.
 - a. Continue to partner with Rebuilding Together to utilize it as a resource to provide affordable repairs and incorporate ADA improvements.
<https://rebuildingtogetherpeninsula.org/>

DOMAIN 4: Social Participation



Age-friendly communities promote a broad range of opportunities for social participation and interaction that are accessible, affordable, inclusive, and intergenerational and include an intention of guarding against isolation. In his U.S. Surgeon General Advisory, Dr. Vivek Murthy warns about the public health crisis that loneliness and isolation pose to the American public (*Our Epidemic of Loneliness and Isolation*, 2023).

SURVEY RESULTS

67% of respondents rated the community as fair to excellent in providing activities involving younger and older people.

67% of respondents rated the community as fair to excellent in providing activities explicitly geared toward older adults.

66% of respondents rated the community as fair to excellent in providing various cultural activities for diverse populations.

64% of respondents rated the community as fair to excellent in providing affordable activities to all residents.

55% of respondents rated the community as fair to excellent in providing continuing education classes or social clubs to pursue new interests, hobbies, or passions.

“I want to participate in social activities but there aren’t many for men. Even if there is an activity I can join, there is limited parking available.”



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

STRATEGIES

- 1 Enhance and increase social opportunities for older adult residents.
 - a. Offer more age-friendly social events at varied times during the day and evening for older residents to expand their social network (*details in Appendix B*).
 - b. Expand programs and activities for men, such as bocce ball, card games, chess, and viewing TV sports games such as football, baseball, and basketball.
 - c. Provide monthly free events at the Recreation Center and Library where older adults can drop in and connect with others (*details in Appendix B*).

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

STRATEGIES (continued)

2 Offer activities and events that support intergenerational activities to increase interaction between younger and older generations.

- a. Partner with youth groups and have them film the older adult’s story. Then, send the videos to the schools for them to view.
 - i. Share the information; post stories to E-News.
- b. Have Senior Advisory and Youth Advisory Boards plan city projects together.
- c. Provide a makerspace in the library or another venue where older residents can make appointments to learn more about technology.
- d. Have younger people offer tech assistance.

<p>PARTNERS Senior Commission Parks and Recreation Schools Faith-Based Organizations Youth Commission</p>	<p>RESPONSIBLE STAFF Parks & Recreation Library</p>	<p>TIME FRAME 6 Months to 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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3 Recreation Center provides more affordable rates for Millbrae residents and nonprofits to be able to utilize rooms in the Center.

- a. Continue to offer multi-tiered rates.
 - i. Nonprofits or small businesses could offer workshops to benefit older adults and residents.
- b. Increase awareness that the Library has community rooms available for free, which may be reserved for up to 2 hours and up to 10 people.
- c. Educate older adults about the resources available to them in the library. For example: scanners, laptop rentals, audiobooks, etc.

<p>PARTNERS Recreation Center City Finance Department</p>	<p>RESPONSIBLE STAFF Parks & Recreation</p>	<p>TIME FRAME 6 Months to 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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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

84% 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.

59% of respondents rated the community as fair to excellent in providing access to community information in one central source.

56% of respondents rated the community as fair to excellent in providing displayed printed community information with large lettering.

55% of respondents rated the community as fair to excellent in providing community information in several different languages.

27% 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.

“I do not use the internet – it would be helpful if I could go to one central location to find resources, social activities, and events for older residents in the County.”



GOAL: Ensure access to information about resources and activities for older adults is available at centralized locations, widely distributed, and in multiple languages.

STRATEGIES

- 1** Provide a centralized location where older adults can access brochures, activity guides, and other helpful resources and information; incorporate culturally competent, diverse, and inclusive communications; offer in multiple languages, using a variety of venues.
 - a. Determine locations that older residents frequent and have event/activity flyers available at these places.
 - i. Popular restaurants, coffee houses, parks, farmers market.
 - b. Offer electronic and hard copy news in English, Spanish, and Cantonese.
 - i. Advertise significant events in the Daily Journal.
 - ii. Increase awareness that the City prints the E-News for those without a computer or unfamiliar with technology.
 - c. Research the possibility of having volunteer interpreters available to help residents read mail that may be in English.
 - d. Publicize the availability of the Google Translate option on the Millbrae website in the lower left-hand corner.
 - e. Create an Age-Friendly page on the City of Millbrae website that includes all older adult resources and links; this will be a one-stop shop for seniors using the Internet.

<p>PARTNERS IT Recreation Center Library Community Volunteers Chamber of Commerce Faith-Based Organizations Farmers Market Local Businesses</p>	<p>RESPONSIBLE STAFF Parks & Recreation Library</p>	<p>TIME FRAME 6 Months to 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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GOAL: Ensure access to information about resources and activities for older adults is available at centralized locations, widely distributed, and in multiple languages.

STRATEGIES (continued)

- 2** Provide classes, technology training, and support that improve the digital literacy of older adults.
 - a. Offer more classes and technical support for residents to learn how to use their devices and how to access information online:
 - i. Computer skills, social media, smartphones, tablets, computers, voice-first devices such as the Alexa app, internet searches, online shopping, banking, media sharing, text messaging, health technology, transportation technology, and how to avoid scams and fraud, in addition to learning how to get on the do not call list.
 - ii. In the Library, you can utilize chargers, use iPads, and check out Chromebooks with WiFi hotspots.

PARTNERS Recreation Center Library	RESPONSIBLE STAFF Parks & Recreation Library	TIME FRAME 6 Months to 1 Year	METRIC YES/NO (I/P)
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An age-friendly community offers activities that promote respect and acknowledgment of the value that its older community provides. Intergenerational activities support an environment where the older and younger generations have increased interaction opportunities. The community includes its older adult residents in decisions that impact them, including those with varying cultures and backgrounds.

SURVEY RESULTS

97% of respondents rated the community as good to excellent in being a place for people to live as they age.

“The second floor of the new Recreation Center has a wonderful senior lounge with a balcony. I just take the elevator up, and it’s right there.”





GOAL: Provide an environment that promotes inclusivity and respect for the community’s older residents. Incorporate diversity in City programs and projects.

STRATEGIES

- 1** Improve communication and respect for older adults across diverse groups through education, training, and social media campaigns.
 - a. Conduct a social media campaign on ‘Respect for All Ages.’
 - i. Increase awareness that older adults can bring valuable social and interpersonal business skills to the workplace, complementing younger adults’ primarily technical skills.
 - b. Partner with schools to have a “senior day” presentation on how youth and young adults can help older residents.
 - c. Provide older adults the opportunity to give feedback, especially on decisions that impact them.
 - i. Conduct a survey using AARP as a resource and send it out once every four years so you can continually stay current with older adults’ needs.

<p>PARTNERS Recreation Center Businesses Schools Library AARP City Council Nonprofits Faith-Based Organizations</p>	<p>RESPONSIBLE STAFF Parks & Recreation Library</p>	<p>TIME FRAME 1 Year/ Ongoing</p>	<p>METRIC YES/NO (I/P)</p>
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GOAL: Provide an environment that promotes inclusivity and respect for the community’s older residents. Incorporate diversity in City programs and projects.

STRATEGIES (continued)

- 2** Include culturally diverse activities in multiple languages and enriched lower-cost programming.
 - a. Provide additional ESL classes and increase programs tailored to various cultural backgrounds, such as mahjong or music and singing activities.
 - i. Consider holding a conversation class once per week led by Library staff and one ESL class.
 - b. Create a volunteer list of people available for interpretation and translation. Interpreters should be present at the Self-Help group meeting to disseminate important city information.
 - c. Have a liaison from the City Council visit the Self-Help group meetings twice a year.
 - d. Offer senior discounts for activities at the Senior Center; consider scholarships for low-income seniors if funding is available. Look into corporate sponsors for senior lunches and scholarships.
 - i. Offer food at different programs and events to increase attendance.

<p>PARTNERS Recreation Center Community Volunteers City Council Schools Library Faith-Based Organizations</p>	<p>RESPONSIBLE STAFF Public Works Parks & Recreation</p>	<p>TIME FRAME 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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GOAL: Provide an environment that promotes inclusivity and respect for the community's older residents. Incorporate diversity in City programs and projects.

STRATEGIES (continued)

- 3** Provide intergenerational opportunities to socialize.
 - a. Partner with schools and the city to develop intergenerational programs that benefit both youth and older adults.

PARTNERS Recreation Center City Council Schools Library Faith-Based Organizations	RESPONSIBLE STAFF Parks & Recreation Library	TIME FRAME 6 Months to 1 Year/ Ongoing	METRIC YES/NO (I/P)
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An age-friendly community ensures that older adults are aware of employment and volunteer opportunities available to them. The information is multilingual and accessible both online and in traditional formats to support their ability to be involved in their community or local government, improve their physical and mental health, and remain active and informed.

SURVEY RESULTS

82% of respondents thought it was somewhat likely to extremely likely they would continue to work as long as possible rather than choosing to retire.

68% of respondents rated the community as fair to excellent in providing a range of volunteer activities.

62% of respondents rated the community as fair to excellent in allowing older adults to participate in decision-making such as community councils or committees.

49% of respondents rated the community as fair to excellent in providing easy-to-find information on local volunteer opportunities.

“We need classes to help us plan and prepare for retirement. How can we stay connected and involved in our community.”



GOAL: Facilitate the ability of older adults to be involved in the community by providing and actively promoting volunteer and employment opportunities.

STRATEGIES

- 1** Broaden promotion and availability of opportunities for older residents to volunteer or find employment.
 - a. Encourage businesses and city departments to develop new volunteer positions for older residents.
 - i. Open volunteer policing positions or volunteer opportunities at local schools.
 - b. Partner with schools to establish volunteer opportunities for older adults.
 - i. Look at reinstating the Reading Buddies program.
 - ii. Create a school liaison committee of two council members to work with schools to develop volunteer opportunities for the city and schools.
 - c. Have an annual volunteer/job fair to encourage residents to learn about volunteer opportunities.
 - i. Partner with schools, Chamber of Commerce, City committees and commissions, and San Mateo County nonprofits.
 - d. Consider publicizing volunteer options in the Seniorline Newsletter and on the City website.
 - i. National Charity League Skyline Chapter (mother-daughter organization; San Bruno, Millbrae, Burlingame, and Hillsborough).
 - ii. YMSL (mother-son) organization is also looking for opportunities.
 - e. Provide an entryway to engage.
 - i. Partner with schools to include older adult participation in their career day, not just the parents of the school children.
 - f. Provide education on planning and adjusting to retirement.
 - i. Publicize the National Council on Aging’s “Coming of Age” model: <https://comingofage.org/>.

<p>PARTNERS Businesses City Commissions City Departments Schools Nonprofit Organizations Police Department</p>	<p>RESPONSIBLE STAFF City Staff</p>	<p>TIME FRAME 2 Years</p>	<p>METRIC YES/NO (I/P)</p>
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GOAL: Facilitate the ability of older adults to be involved in the community by providing and actively promoting volunteer and employment opportunities.

STRATEGIES (continued)

- 2** Provide education around civic engagement.
 - a. Offer civic lessons and continual education on city projects.
 - b. Have Millbrae staff and City Council members take turns presenting at the Self Help for the Elderly Group meeting and discuss various topics.
 - i. Include talks on how the city budget works and how the city runs.
 - c. To improve participation, offer improved live transcription and closed captioning during city meetings in multiple languages.

<p>PARTNERS Recreation Center Library City Council City Staff IT</p>	<p>RESPONSIBLE STAFF Parks & Recreation</p>	<p>TIME FRAME 6 Months/ Ongoing</p>	<p>METRIC YES/NO (I/P)</p>
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Community Support and Health Services



An age-friendly community provides and ensures awareness of affordable healthcare options and resources. Residents have access to information, education, and programs that enable them to make informed decisions about caring for their overall health and well-being.

SURVEY RESULTS

82% of respondents rated the community as fair to excellent in providing respectful and helpful hospital and clinic staff.

74% of respondents rated the community as fair to excellent in providing affordable fitness activities geared toward older adults.

74% of respondents rated the community as fair to excellent in providing conveniently located health and social services.

73% of respondents rated the community as fair to excellent in providing a variety of health care professionals, including specialists.

61% of respondents rated the community as fair to excellent in providing access to telehealth care services.

“We are fortunate to have good hospitals and medical services available nearby.”



GOAL: Provide an environment with programs and resources that support aging in the community with a positive quality of life.

STRATEGIES

- 1** Increase awareness of health and human services resources available in the County of San Mateo.
 - a. Disseminate handbooks and make a list of resources for older adults available.
 - i. Develop an Age-Friendly page on the City of Millbrae website listing significant resources for older residents.
 - ii. Provide the Recreation Center with a flier listing available resources.
 - iii. Community Information Handbook / County of San Mateo, CA: <https://www.smcgov.org/hsa/community-information-handbook>.
 - iv. Help at Home Handbook: https://www.smchealth.org/sites/main/files/file-attachments/hh2024_english.pdf?1709940717.
 - v. Senior Planet AARP: <https://seniorplanet.org>.
 - vi. <https://211bayarea.org/> (refer to Seniors section): 2-1-1 is a free phone number that connects Bay Area residents with Health & Human Service Programs in their local community, available in multiple languages.
 - b. Promote awareness of Peninsula Health Care District fitness center.
 - i. Opportunity to socialize and get regular exercise.
 - c. Promote awareness of Peninsula Humane Society on the importance of animals in improving health and fighting loneliness.
 - i. <https://phs-sPCA.org/> or call 650-340-7022.
 - d. Promote awareness of the library partnership with the San Mateo County Health Department in regard to available blood pressure kits that are loanable for three weeks. This enables users to check their blood pressure and track their readings.

<p>PARTNERS Recreation Center Library Nonprofit Organizations Aging and Adult Services Service Organizations Peninsula Health Care District</p>	<p>RESPONSIBLE STAFF Parks & Recreation</p>	<p>TIME FRAME 6 Months/ Ongoing</p>	<p>METRIC YES/NO (I/P)</p>
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GOAL: Provide an environment with programs and resources that support aging in the community with a positive quality of life.

STRATEGIES (continued)

2 Provide more support for family members taking care of a loved one.

- a. Share information about the Family Caregiver Alliance, which is an excellent resource for caregivers: <https://www.caregiver.org/>.

PARTNERS City Council Nonprofit Organizations Senior Advocacy Groups	RESPONSIBLE STAFF Parks & Recreation	TIME FRAME 6 Months/ Ongoing	METRIC YES/NO (I/P)
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ADDITIONAL DOMAIN:
Emergency Services



An age-friendly city should offer a comprehensive and well-integrated emergency services system that addresses the unique needs of its residents. Emergency services need to be accessible to everyone, and response times need to be prompt. In addition, older adult residents want to be prepared and reduce the negative impact of a disaster.

SURVEY RESULTS

45% of respondents rated the community as fair to excellent in having neighborhood watch programs.

“Knowing emergency services can reach me quickly and easily eases my mind. Effective communication from emergency services helps me stay informed.”





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

STRATEGIES

- 1** Continue providing education for older adults throughout the city to learn how to prepare for an emergency.
 - a. Consider having the Central County Fire Department and the Millbrae Police Bureau work together to host a Public Safety Fair at the Community Center every year. Include a wide variety of resources.
 - i. Assist older adults in signing up for SMC Alert: **SMC Alert**.
 - ii. Assist older adults in signing up for Genasys, formerly known as Zonehaven: **Genasys/Zonehaven**. This program helps identify a resident's zone number and exhibits how to access the mapping program so a resident can track evacuation zones during an emergency.
 - iii. Distribute emergency preparedness information in electronic and hard copy formats in multiple languages.
 - iv. Businesses should donate items to the community so the Youth Advisory Committee can assemble Emergency To Go bags for older adults.
 - v. Educate residents about predesignated facilities used for evacuation, low air quality days, and Cooling Centers. Include information in the City ENews, Senior Newsletter, and Recreation Activity Guide.
 - vi. Continue education around fire safety and evacuation.
 - vii. 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 Time to Go**. Background: <https://www.kron4.com/news/california/california-allows-hi-lo-sirens-for-evacuations/>.
 - viii. Continue to enhance the visibility of the CERT program.
 - ix. Ensure flyers about emergency preparedness and crime prevention are distributed electronically and placed in areas where seniors frequent. This includes public buildings, businesses, Farmers' markets, and senior lunches.
 - x. Post videos on the city website that help educate older adults on how to prepare for various emergencies.
 - xi. Residents who rely on electric medical equipment should sign up for the PG&E medical baseline program: **Medical Baseline**.
 - xii. Include the emergency phone numbers of the City of Millbrae Department every quarter in the ENews, the Senior Newsletter, and the Recreation Activities booklet yearly.



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

STRATEGIES (continued)

<p>PARTNERS Millbrae Police Bureau Central County Fire City Staff Senior Advisory Committee Youth Advisory Committee Schools Local Businesses PG&E Volunteers</p>	<p>RESPONSIBLE STAFF Central County Fire Millbrae Police Bureau</p>	<p>TIME FRAME 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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Establish, promote, and enhance emergency-related programs and services.

- a. Utilize Coffee with the Chief to promote Emergency Preparedness Education.
- b. Consider developing Neighborhood Network directories throughout the city (would entail neighbors volunteering their contact information and possibly occupying the area so neighbors can ask for help when needed). Neighbors with this information may be able to assist during an emergency.
- c. Continue to enhance the visibility of the CERT program: <https://ccfd.org/education-and-preparedness/emergency-preparedness/disaster-preparation/>.
- d. Research the possibility of partnering with Fire/Police/Physicians/Library and Millbrae Recreation Department to develop a centralized list of homebound older adults and residents with disabilities.
- e. Research an At-Risk Dependent Person Services program that offers families the opportunity to register their loved one who may be suffering from dementia, various disabilities, and Alzheimer's. Refer to [At-Risk/Dependent Person Services](#) as a resource.



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

STRATEGIES (continued)

- f. Provide programs for seniors to avoid scams and fraud.
 - i. Elder Protection and Resources: <https://www.smcgov.org/da/elder-protection-resources>.
 - ii. Elder and Dependent Adult Protection Team (EDAPT): <https://www.smchealth.org/elderabuse> or call the 24-hour Reporting and Resource Line at 1-800-675-8437.
 - iii. Fraud or Financial Impropriety: <https://www.smcgov.org/controller/fraud-or-financial-impropriety> or call 650-363-4653.

<p>PARTNERS Sheriff’s Department Red Cross Central County Fire Senior Advisory Committee</p>	<p>RESPONSIBLE STAFF Millbrae Police Bureau Central County Fire</p>	<p>TIME FRAME 1-2 Years</p>	<p>METRIC YES/NO (I/P)</p>
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Appendix A: AGE-FRIENDLY PROJECTS TO CONSIDER

“Only by owning who and what you are can you start to step into the fullness of life. Every year should be teaching us something valuable. Whether you get the lesson is really up to you.”

- Oprah Winfrey

Millbrae Age-Friendly Projects



Appendix B: CURRENT AGE-FRIENDLY PRACTICES



Age-Friendly Department of Public Works

The Universal Life Support Program is a City of Millbrae assistance program for sewer services. Eligibility is based on household income. To qualify as a lifeline customer, a residential customer must provide satisfactory evidence to the Director of Public Works or their designee that such customer has qualified for and is currently being provided telephone service under the universal lifeline telephone service rate or gas or electric service under the California alternate rate for energy, in which event such customer shall pay a basic sanitary sewer service and use charge per the table below so long as such customer is provided telephone, gas or electric services at these rates.

The Public Works Department has recently completed some projects that benefit older adults and improve their quality of life. The projects that have been completed are mentioned below:

1. **Green Hills Park Pathway Rehabilitation Project** to ensure the pathways within the park are safe and promote outdoor activity.
2. **Hillcrest Subbasin #4 Street Rehabilitation** constructed ADA-compliant ramps in the lower Hillcrest area to provide safe access for all users.
3. **Reflective tape on curbs and bulb-outs** in high-traffic areas to help drivers see at night.

Age-Friendly Department of Public Works (continued)

Projects which are currently underway:

- **Marina Vista Park Renovation Project** – Ensure safe access and ADA-compliant paths for all users.
- **Bayside Manor Park Renovation Project:** This project ensures safe access and ADA-compliant paths for all users. It also includes a pet park so residents can socialize and play with other pets.
- Pursue grants to initiate Vision Zero design standards for the City of Millbrae.
- Pursue grants to design and plan a Millbrae shuttle service to provide east-to-west connectivity.
- Pursue grants to promote Safe Routes to School for bicycle and pedestrian improvements in various locations in the City.
- Pursue grants to close the Bay Trail Gap between San Bruno/ Millbrae and Burlingame.
- Pursue grants to add street names to the street pavement so seniors can always know what street they are on.
- Continue city facilities projects to improve accessibility and the interior environment to promote healthy buildings.
- Continue adding ADA ramps and replacing sidewalks throughout the City to improve safety and access.





Age-Friendly Library

Age-Friendly Cities – San Mateo County Libraries – Millbrae Library

San Mateo County Libraries provide a warm and welcoming place for all community members. Many of Millbrae’s patrons are older adults, so programs and services are designed to meet their needs. The Library houses a rich collection of print and online books, audiobooks, media, newspapers, and magazines for seniors. The library is proud to offer interactive items beyond traditional books and media. The Library’s Library of Things consists of a scanner for photos and documents, karaoke machines, sewing machines, GoPros, and board games for community members to discover and enjoy.

Books in Different Languages

Language is power, and reading and communicating in your preferred language is invaluable. Whether it’s savoring stories you remember from childhood, reading something in its original language rather than in translation, or experiencing the joy of in-person connection – seniors have more opportunities to experience linguistic diversity than ever. Chinese, Hindi, Japanese, Korean, Russian, Tagalog, and Spanish voices are more represented in our collections. The Millbrae Library has staff who speak Cantonese, Spanish, Tagalog, and Japanese. The library is committed to providing equitable access to all materials and spaces, ensuring community members feel seen and supported.

Senior Outreach

The Library strives to assist our senior population, who may find it challenging to visit, by bringing our services directly to them. The Library’s staff visit senior living facilities regularly for various services, including delivering library materials to residents who are not able to travel to the library, teach introductory computing workshops, and provide 1-on-1 Tech Tutor appointments.

Age-Friendly Library (continued)

Local chapters of retirement organizations have invited staff to speak at their social gatherings with engaging presentation topics such as “3D Printing in Today’s World”, and “Modern Libraries: More Than Just Books.”

Technology Programs and Support

Bridging the digital divide has long been one of San Mateo County Libraries’ goals. For those who don’t have access to the internet and the hardware to live in our current digital world, the Library has plenty of computers to use. The Library also offers scanners and complimentary printing services to print 25 pages daily.

Free laptops and Wi-Fi hotspots are available to check out for those who prefer to use the internet at home. One could also enjoy eBooks, eMagazines, movies, music, TV shows, and more from home, all through the Library’s online resources.

The Library also offers help for those uncomfortable with technology but seeking assistance. Tech-savvy staff are available for 45-minute one-on-one Tech Tutor appointments for patrons to get their technology questions answered. The Library also offers monthly tech workshops with topics aimed primarily toward consumer-level technology and basic computing.

Patrons are also welcome to use our Makerspace and its exciting equipment. Aspiring makers can book appointments to learn how to use a 3D printer, a laser engraver, a vinyl cutter, a sewing machine, podcasting equipment, and so much more.

Preserving Precious Memories

Keeping up with storing priceless photos and home videos can be challenging, especially as old formats become more burdensome to access. With the Library’s Memory Lab services, seniors can digitize print photos, VHS tapes, 8mm film, audio cassettes, and other analog formats. Using special equipment designed to convert old formats, library staff have helped community members watch videos they haven’t seen in years and digitally share photos tucked away in print albums. Updating the formats makes the memories more accessible and gives families a free digital backup to their physical mementos.





Age-Friendly Recreation

The City of Millbrae’s Recreation Department is dedicated to enriching the lives of older adults through diverse programs and activities. At the heart of our efforts is the Senior Lounge within the newly constructed Millbrae Recreation Center, which opened on June 11, 2022. This welcoming space allows older adults to unwind and connect with others during open hours.

Our Recreation Center is a vibrant hub for activities designed specifically for Millbrae seniors. We offer a variety of engaging classes, including painting, line dancing, quilting, Chinese line dancing, aerobics, ballroom dance, Taijiquan, and piano lessons. Additionally, we provide numerous social events such as game days, indoor ping pong, Mahjong sessions, weekly senior walks, monthly birthday luncheons, open gym hours, “Senior Stories,” Bingo nights, and more.

We are also proud to support the Millbrae Senior Advisory Committee, which works on initiatives to enhance the lives of seniors based on their work plan approved by the Millbrae City Council. This includes disseminating valuable information through the Recreation Center and the Millbrae Seniorline newsletter, such as the Senior Mobility Guide for staying connected in San Mateo County.

Collaborating with other organizations, we extend our offerings even further. For instance, Self-Help for the Elderly benefits from a \$60,930 fee waiver for using the David J. Chetcuti Community Room and \$10,000 in funding to support their Senior Lunch Program, which operates five days a week. We also partner with the San Mateo Adult School to offer additional courses at the Recreation Center. We host AARP tax assistance services from February through April annually. Another ongoing partnership is with the Daily Journal, which includes an annual Senior Showcase that celebrates our older adult community. Millbrae’s parks also offer delightful spaces for seniors to enjoy. Central Park features picnic benches and a community garden with rentable garden plots. Nearby, seniors can engage in outdoor activities such as ping pong, tennis, and pickleball. The Millbrae Spur Trail, a scenic paved pathway, provides two tranquil sections for walking: one stretching

Age-Friendly Recreation (continued)

from Magnolia Avenue to Millbrae Avenue and the other from Hillcrest to Richmond Drive, each offering unique natural beauty. Along the Spur Trail is an outdoor fitness court where many community members stop to add additional exercises to their walks.

In addition, Millbrae hosts a range of city-wide cultural events in collaboration with local non-profits, including the Lunar New Year Festival, Millbrae Machines Car Show, Art and Wine Festival, Mid-Autumn Festival, and Japanese Culture Festival. Our Millbrae Recreation concert series, “Beats, Brews, and Vines,” invites seniors and the broader community to enjoy live music and dance in a lively, outdoor setting without leaving the City of Millbrae.

Millbrae Recreation is committed to providing enriching and enjoyable experiences for our older adult community through our parks and recreation.





Age-Friendly Police Bureau

“The longer I live, the more beautiful life becomes.”

- Frank Lloyd Wright

One of the main initiatives for the Millbrae Police Bureau was to develop and implement a robust community engagement plan. The Millbrae Police Bureau team is available to all residents in Millbrae, focusing on establishing relationships with our aging population and providing the highest level of service possible. The Millbrae Police Bureau hosts Coffee with the Chief so residents can come out and meet with him and his team. The Chief meets with the Director of The Magnolia of Millbrae annually to listen to any concerns they may have while offering solutions. The Bureau also relies on various partners, including the Millbrae Cultural Committee, Millbrae Lions, and the Community Engagement Response Team (CERT) to present safety information and strategies to reduce vulnerabilities of becoming victims of crime with the aging population.

The Millbrae Police Bureau team attends all city events, providing safety and security while engaging with our elderly residents. The team also supports the Self-Help for the Elderly program and volunteers when time permits. The Bureau focuses on traffic safety throughout the city, finding ways to make streets safer for the aging population. Events in the City of Millbrae include pedestrian safety details, emphasizing the importance of seniors walking safely in the city. Our motor deputy plans and executes Saturation Traffic Enforcement Programs STEP, throughout the year focuses on drivers violating traffic laws while educating the community and addressing traffic violations when laws are broken.

Age-Friendly Police Bureau (continued)

The Millbrae Police Bureau works alongside the City of Millbrae administration to ensure flyers and messages focus on crime reduction tips for our aging population. We also contribute to the bi-weekly newsletter, offering tips and suggestions on how to stay safe throughout the year. A new addition the Millbrae Police Bureau will be implementing is placing flyers in areas where seniors frequent, including but not limited to the library, recreation center, city hall, and local businesses.

As always, the Millbrae Police Bureau is open to feedback to ensure all our residents feel safe, and the Chief's door is always open.





Age-Friendly Community Development

Millbrae offers many housing services and programs that benefit older adults. Millbrae has a contract with Rebuilding Together Peninsula to carry out minor home repairs on homes owned and occupied by Millbrae residents. Applicants' total household gross annual income must be below the guidelines, including all individual adults living in the house.

For more information and to apply: **(650) 366-6597**

Apply For Home Repairs - RTP

Typical repair work includes roof repair, plumbing, electrical work, handrail and ramp installation, window repair, energy efficiency measures, interior and exterior painting, debris removal, landscaping, and flooring repair. In addition, qualifying homeowners can receive lead paint assessment and remediation from Rebuilding Together Peninsula at no cost.

For more information: **(650) 366-6597**

RTP Partners with San Mateo County for Lead Paint Remediation Program

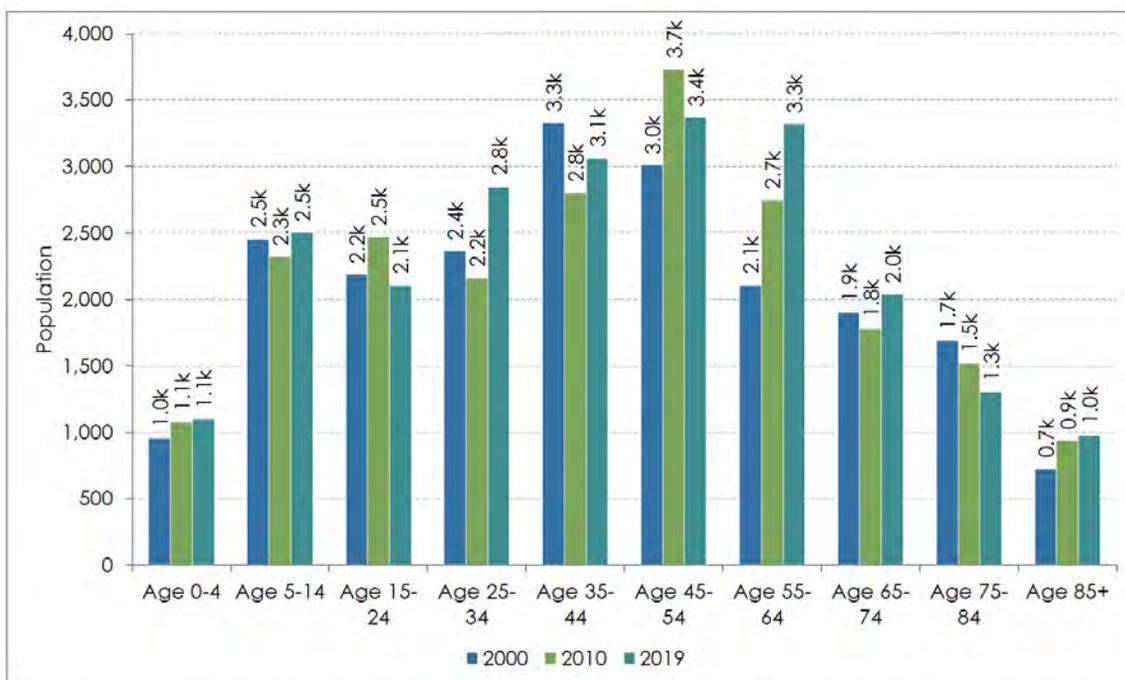
Age-Friendly Community Development (continued)

Housing continues to be challenging for seniors living in the City of Millbrae. Many senior households, especially renters, need help with housing costs. They often live on fixed incomes and are more likely to have reduced mobility, chronic health conditions, and some disabilities. The most significant proportion of senior households who rent make 0%-30% of AMI (Average Median Income), vs. the most significant proportion of senior households who own homes, fall into a more oversized income bracket greater than 100% of AMI. Approximately 39% of senior renter households have incomes below 50% of AMI, representing low-income renters, and this is considered when planning the housing element in Millbrae.



Household Size (adults and children)	1	2	3	4	5	6	7
San Mateo County Total Annual Income	\$109,700	\$125,350	\$141,000	\$156,650	\$169,200	\$181,750	\$194,250
Santa Clara County Total Annual Income	\$102,300	\$116,900	\$131,500	\$146,100	\$157,800	\$169,500	\$181,200

In Millbrae, the median age in 2000 was 41.5, and by 2019, this stat had increased to around 43.



Source: U.S. Census Bureau, Census 2000 SF1, Table P12; U.S. Census Bureau, Census 2010 SF1, Table P12; U.S. Census Bureau, ACS 5-Year Data (2015-2019), Table B01001

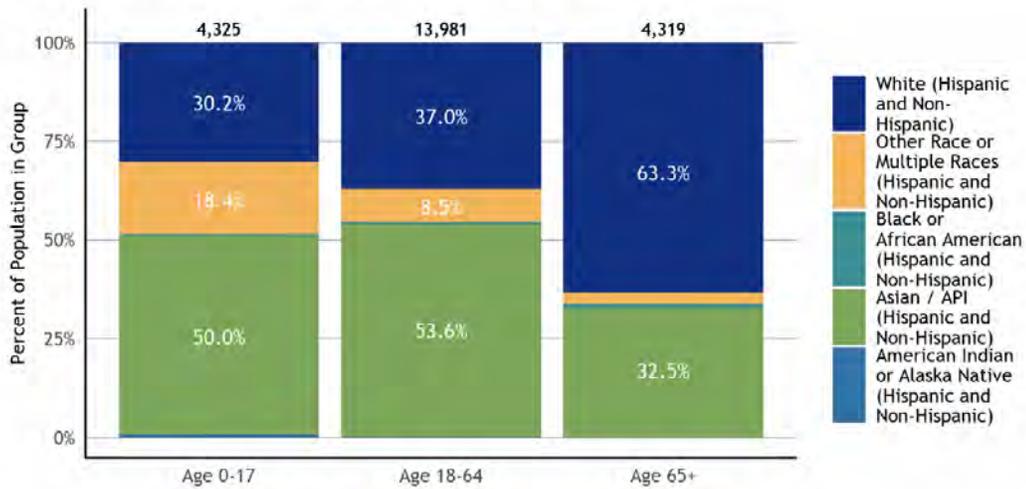
Age-Friendly Community Development (continued)

People of color comprise 36.7% of seniors and 69.8% of youth under 18.

2023–2031 Housing Element

Chapter 2. Community Profile and Housing Needs Assessment

Figure 2-4. Senior and Youth Population by Race

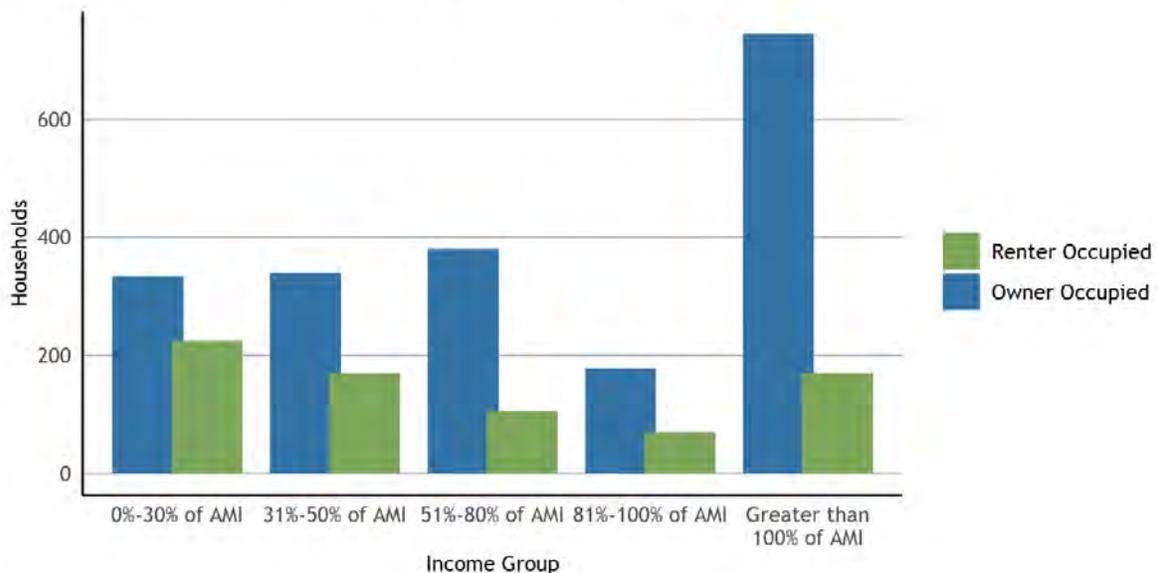


Source: U.S. Census Bureau, ACS 5-Year Data (2015-2019), Table B01001(A-G)
For the data table behind this figure, please refer to the Data Packet Workbook, Table SEN-02.

2023–2031 Housing Element

Chapter 2. Community Profile and Housing Needs Assessment

Figure 2-48. Senior Households by Income and Tenure



Source: HUD, CHAS ACS tabulation, 2013-2017 release

Age-Friendly Community Development (continued)

Millbrae has many programs and services available to seniors and unique housing needs resources. The following link is Millbrae's Housing Element, published in February 2024. Chapter 8, Housing Plan, focuses on providing new housing and addressing affordable housing and other special needs. These policies offer many housing opportunities for Millbrae residents of all ages as well as unhoused and low-income residents. https://www.ci.millbrae.ca.us/DocumentCenter/View/1572/City-of-Millbrae-Housing-Element-Update_February-2024_CLEAN?bidId=



Age-Friendly Community Development (continued)

In addition, the table below exhibits the wide range of resources throughout San Mateo County that can assist residents with housing options.

Table 2-11. Special Housing Needs Resources

Name	Phone	Website	Utilization	Group
San Mateo County of Department of Housing	650.802.5050	smc.housingbayarea.org	Resource for finding affordable housing opportunities across San Mateo County.	All
Housing Authority of the County of San Mateo	650.802.3300	smchousingwaitlist.org	Moving To Work (MTW) program	All
HIP Housing	650.348.6660	hiphousing.org	A non-profit organization providing home sharing, self-sufficiency, and property development.	All
The Housing Endowment and Regional Trust (HEART)	650.204.5640	www.heartofsmc.org	Public/private partnership among the cities, businesses, and communities in San Mateo County that works to create more affordable housing through land acquisition, rehabilitation, and early funding to affordable housing projects for low-income residents.	All
Legal Aid Society of San Mateo County	650.558.0915	legalaidsmc.org	Provides tenant/landlord assistance.	All
Project Sentinel	650.321.6291	housing.org	Provides tenant/landlord assistance and fair housing education.	All
Community Legal Services of East Palo Alto	650.326.6440	clsepa.org	Free legal assistance for housing-related issues.	All
Peninsula Conflict Resolution Center	650.345.7272	prcweb.org	Mediation, coaching, and collaborative problem-solving for landlords and tenants.	All
Samaritan House	650.345.7272	samaritanhousesanmateo.org	Provides a range of services and helps families avoid a major crisis and homelessness with emergency rent or assistance with utility bills.	All
Libre Project	650.517.8936	thelibreproject.org/pbservices.html	Offers free public benefits enrollment assistance in health insurance, food Programs, and financial assistance.	All
San Mateo County Emergency Rental Assistance Program	833.430.2122	smcgov.org/san-mateo-county-emergency-rental-assistance-program	Offers COVID-19 rental assistance through the California State Rent Relief Program – Housing is Key.	All
Below Market Rate (BMR) Housing		smcgov.org/housing/below-market-rate-bmr-housing	Affordable housing homeownership assistance.	All

Age-Friendly Community Development (continued)

Name	Phone	Website	Utilization	Group
California Mortgage Relief Program	888-840-2594	Camortgagerelief.org	Provides one-time payments to qualified homeowners who have fallen behind on housing payments.	All
Emergency Housing Vouchers	650.347.3648	samaritanhousesanmateo.org	Housing assistance provided through a local core service agency.	Homeless
Monthly Birthday Luncheons for Seniors	650.259.2360		Social gatherings and food events for seniors. Requires a reservation.	Seniors
Self-Help for the Elderly	415.319.4115 650.342.0822	selfhelpelderly.org/locations	Provides nutritious meals to the elderly with an option for home-delivered meals. Requires a reservation.	Seniors
Grocery Assistance Program	650.342.2255	callprimrose.org	Provides free weekly groceries for pick-up or walk-in to individuals and families in need.	All
Second Harvest of Silicon Valley	800.984.3663	shtfb.org/get-food	Grocery and meal programs are served in San Mateo County.	All
Virtual Social Groups and Activities		highway61.ca	Provides real-time conversation groups for those over 50 including support groups, trivia, bingo, etc.	Seniors
San Mateo Adult & Career Education	650.558.2100	sanmateoadulted.org	Provides a range of programs to help adult learners of all ages and backgrounds grow their skills and community.	All
Resources for Veterans		aarp.org hsa.smcgov.org/veterans-resources	Resource guide for veterans.	Veterans

Source: Millbrae Housing Element 2023-2031, February 2024 pg. 83-85.

Millbrae also has a webpage that offers residents resources to help them locate affordable housing: <https://www.ci.millbrae.ca.us/279/Affordable-Housing-Resources>.

Appendix C:

THE CITY OF MILLBRAE



The City of Millbrae is a community in San Mateo County, California, with a population of 21,736 (2024) and an area of 3.25 square miles. It is located on the San Francisco Peninsula, west of the San Francisco International Airport, south of the City of San Francisco, and north of Silicon Valley.

The history of Millbrae begins with an oral tradition of the Ohlone people reflecting a life in the Bay Area spanning thousands of years. These peace-loving California Indians of the Costanoan tribe, or Ohlone, subsisted on shellfish from the San Francisco Bay, spoke at least eight different languages, and lived in about 50 separate groups of villages. Villages closest to what is now known as Millbrae were located near the banks of San Bruno Creek. The Costanoan people left many shell mounds along the ocean and bays. Shell mounds are human-made mounds of earth and organic matter built up over thousands of years, consisting mainly of the shells of edible mollusks intermingled with evidence of human occupancy.

In the 1800s, Jose' Antonio Sanchez joined the army at the Presidio at the age of 14 and patrolled the area from San Francisco to San Jose. The Mexican Empire took over in 1822, and Jose' continued to serve until 1834. He retired after completing 45 years of service receiving pay, and the California governor had also granted permission to occupy Mission San Francisco's Rancho Grant – Rancho Buri Buri, extending from South San Francisco to Adeline Drive in Burlingame for "grazing and agricultural purposes." He now enjoyed the title of "Don Jose' Antonio Sanchez."

Per historical records, the founder of the Bank of California, Darius Ogden Mills, built his dairy on El Camino Real. Wanting to fill portions of the marshlands from the Bay to El Camino, he hired Chinese laborers to do this work. In the 1860s, Mills purchased 1500 acres of Rancho Buri Buri from José de la Cruz Sánchez to build a country estate. In 1872, Sánchez family members built a historical restaurant and rest stop near the Mills estate called Sixteen Mile House. It is a direct link to Millbrae's early days. The Mills estate was

The City of Millbrae (continued)

bordered by the current Skyline Boulevard, U.S. Route 101 (Bayshore Freeway), Trousdale Drive, and Millbrae Avenue. Darius Mills later named the estate “Millbrae,” “brae” from the Scottish word meaning “rolling hills,” together with “Mills” for his name and to leave his heritage.

For some time, Millbrae’s primary source of employment was the dairy that Mills established with partner A.F. Green. Later, there were also small business establishments, significant porcelain works, and housing developments.

The City of San Francisco established an airport east of Millbrae in 1926 called Mills Field. In 1931, Millbrae citizens organized a small fire department, which was entirely volunteer until 1938. Police and fire departments were housed together and financed by fees from residents and merchants until 1941. In the 1940s, the top of a hilltop provided a landfill for the San Francisco Airport expansion to complete a Central Terminal. It received an international designation in 1954. Residents galvanized to secure the Mills estate for residential use. With supportive efforts from the Millbrae Sun, the residents had passionate discussions about incorporation for over a decade before taking it to a vote. Then, on January 14, 1948, members of the Millbrae City Council-elect drove to Sacramento, where the Secretary of State handed them a certificate giving Millbrae legal entity. The new city’s chief industries were agriculture, dairy, floriculture, and porcelain manufacturing. In the 1970s, efforts to save the original Sixteen Mile House were unsuccessful but led to the creation of the Millbrae Historical Society and successful crusades to save the Millbrae train station and the historic building that has become the Millbrae Historical Museum. This also reinforced Millbrae’s resolve to preserve the city’s unique character and rich history.

Transportation has shaped Millbrae’s growth. From the beginning of the 20th century, San Francisco MUNI’s #40 “interurban” streetcar traveled through Millbrae, linking the city with San Francisco and San Mateo. However, it was dismantled after Millbrae’s incorporation. Millbrae station has been the only station served by both BART and Caltrain since 2003. Millbrae station is the only planned California High-Speed Rail stop between San Francisco and San Jose.



The City of Millbrae (continued)

The City of Millbrae is a residential community with a small commercial business sector. It is known for its charming downtown area and excellent schools. Residents are employed in various industries throughout the Bay Area, and their children attend one of four public elementary schools, a middle school, or private schools. Millbrae has Sister City relationships with La Serena, Chile; Hanyu, Japan; and Mosta, Malta.

You can learn more by visiting the Millbrae Historical Museum or calling (650) 692-5786.



City of Millbrae Historical Population

YEAR	POPULATION	GROWTH	GROWTH RATE
2024*	21,736	-351	-1.59%
2023*	22,087	37	0.17%
2022	22,050	-296	-1.32%
2021	22,346	-792	-3.42%
2020	23,138	260	1.14%
2019	22,878	-211	-0.91%
2018	23,089	-90	-0.39%
2017	23,179	-60	-0.26%
2016	23,239	-15	-0.06%
2015	23,254	214	0.93%
2014	23,040	242	1.06%
2013	22,798	228	1.01%
2012	22,570	520	2.36%
2011	22,050	456	2.11%
2010	21,594	0	0%
2000	20,718	306	1.5%
1990	20,412	354	1.76%
1980	20,058	-862	-4.12%
1970	20,920	5,047	31.8%



Appendix D: CITY GOVERNMENT

Millbrae operates as a General Law City, providing for a Council/Manager form of government that clearly distinguishes the City Council's legislative power from the City Manager's administrative powers.

The City Council is the only official elected directly by the residents of Millbrae. As the legislative branch of the government, the City Council makes final decisions on all significant City matters.

The Council adopts ordinances and resolutions necessary for efficient governmental operations, approves the budget, and acts as a board of appeals. It also appoints the City Manager and Attorney and the members of the City's Commissions and Committees.

Mission Statement

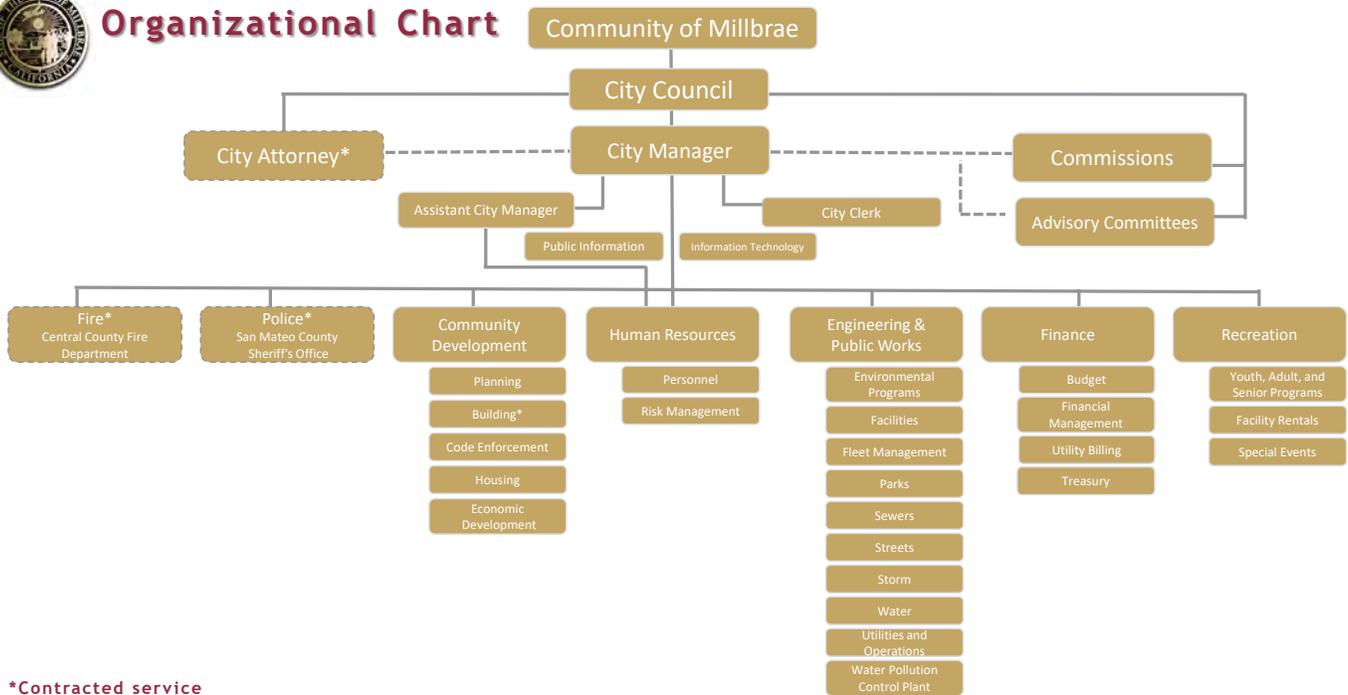
(Adopted by the City Council on July 8th, 2014 - Resolution 14-38)

Enhancing the quality of life in our shared community, providing excellent services, encouraging community engagement, fostering economic growth, and embracing cultural diversity in a safe environment.

City of Millbrae Organizational Chart



Organizational Chart



*Contracted service

City of Millbrae

Appendix E:

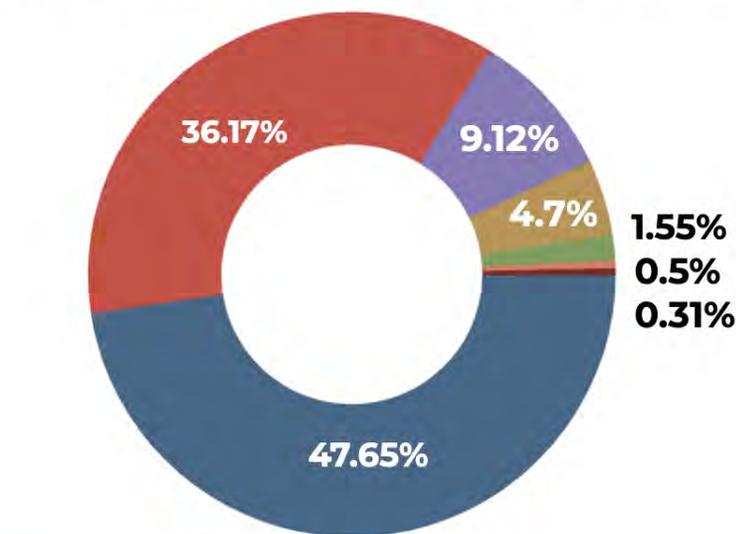
DEMOGRAPHIC PROFILE

The City of Millbrae is located in San Mateo County, California, and has a population of 21,014 (2024). Millbrae is currently declining at a rate of -2.45% annually, and its population has decreased by -9.14% since the most recent census, which recorded a population of 23,128 in 2020.

The median age is 45.7 years, 41.7 years for males and 49.5 years for females.

Race: Millbrae's population is 47.65% Asian, 36.17% White, 9.12% Two or more races, and 7.06% Other. 18,506 adults with 4,752 being seniors ages 60 and over.

MILLBRAE RACIAL DEMOGRAPHICS

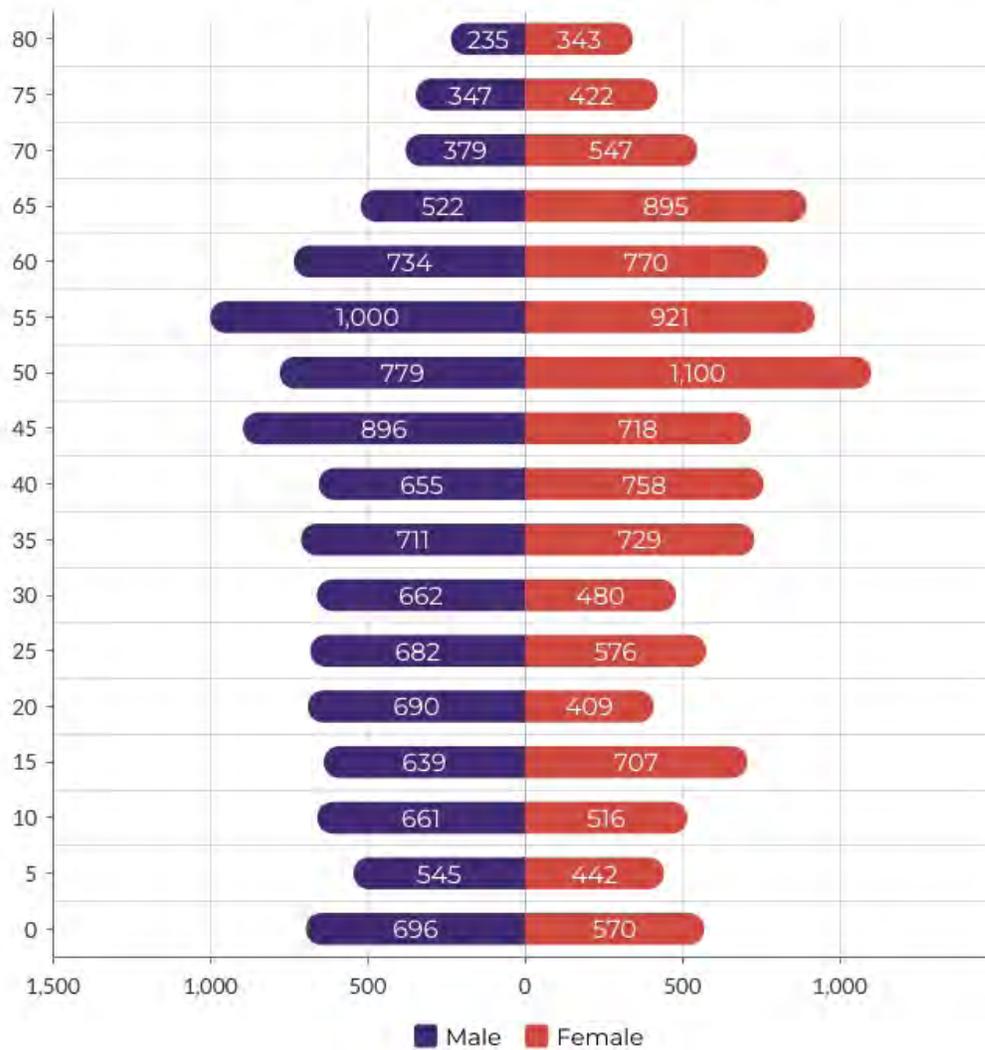


- Asian: 47.65%
- White: 36.17%
- Two or More Races: 9.12%
- Other Race: 4.7%
- Native Hawaiian or Pacific Islander: 1.55%
- Black or African American: 0.5%
- Native American: 0.31%

<https://worldpopulationreview.com/us-cities/millbrae-ca-population>

POPULATION BY AGE GROUP

Millbrae Population Pyramid 2024

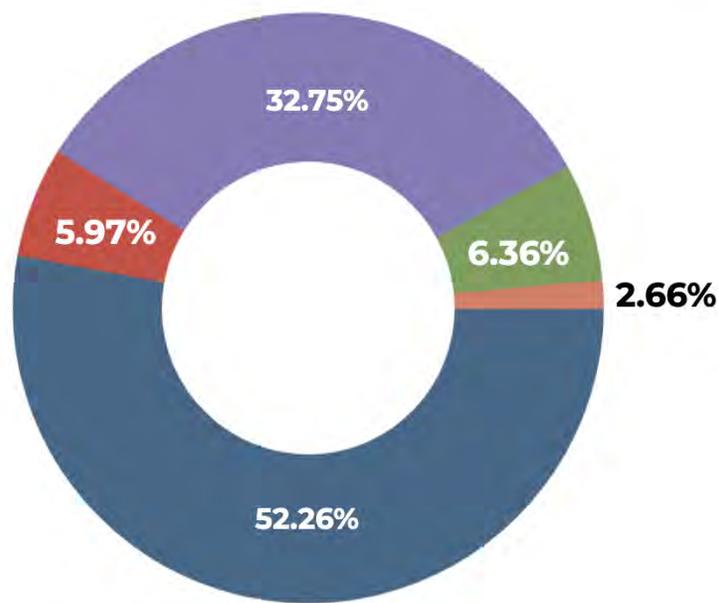


<https://worldpopulationreview.com/us-cities/millbrae-ca-population>

Demographic Profile (continued)

Language: Among Millbrae residents, 52.26% speak only English. 47.74% speak other languages, the largest group being the Asian Pacific Island languages spoken by 32.75% of the population.

MILLBRAE LANGUAGES



- Only English
- Spanish
- Asian & Pacific Island Languages
- Other Indo-European Languages
- Other Languages

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 AARP Livability Index is created from over 50 unique data sources across the seven livability categories. By using these metrics and policies, the AARP Livability Index scores communities by looking at how livable each neighborhood is within the community. An overall score is assigned to each city. The seven various categories accumulate the total score.



The overall livability index score for **Millbrae, California** is **63**.
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.**

Livability Index (continued)

	Millbrae, California	2024 Median US City
Overall Score	63	50
 Housing	41	56
 Neighborhood	66	36
 Transportation	46	44
 Environment	61	59
 Health	93	43
 Engagement	66	47
 Opportunity	68	52

For interpretation of scores, please refer to the following link:

<https://livabilityindex.aarp.org/search/Millbrae,%20California,%20United%20States#compare>

ACKNOWLEDGMENT

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

Hannah Moran
Recreation Director
City of Millbrae

Senior Advisory Committee

Patrick Cheng

Mary Ellen Pellegrini

Joanna Hafter
Recreation Coordinator
City of Millbrae

Mimi Lee

Mimi Lin

Marlene McBride

Gina Papan
Vice Mayor
City of Millbrae

Rochelle Mullen
Chair, Senior Advisory Committee
City of Millbrae

Vinita Ghosh
Vice Chair, Senior Advisory Committee
City of Millbrae

Trudi Davis
Parks and Recreation Commissioner
City of Millbrae

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 May 2024, from <https://extranet.who.int/agefriendlyworld/who-network/#:~:text=cities%20and%20communities.-,The%20WHO%20Global%20Network%20for%20Age%2Dfriendly%20Cities%20and%20Communities,over%20320%20million%20people%20worldwide>

World Health Organization. (2007). *Global Age-Friendly Cities: A Guide*. Retrieved from: https://iris.who.int/bitstream/handle/10665/43755/9789241547307_eng.pdf?sequence=1

World Population Review: <https://worldpopulationreview.com/us-cities/brisbane-ca-population>

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

Elder Index: <https://elderindex.org/>

California Elder Index: <https://healthpolicy.ucla.edu/our-work/elder-index/about-california-elder-index-ei>

Department of Aging and Adults Services:
<https://www.smchealth.org/services-aging-and-adult>

City of Millbrae: <https://www.ci.millbrae.ca.us/>

City of Millbrae Parks and Recreation:
<https://www.ci.millbrae.ca.us/158/Recreation-Department>

City of Millbrae Library: <https://smcl.org/locations/1m/>

City of Millbrae Community Development:
<https://www.ci.millbrae.ca.us/175/Community-Development>

City of Millbrae Senior Advisory Committee:
<https://www.ci.millbrae.ca.us/388/Senior-Advisory-Committee>

City of Millbrae Citizens Academy:
<https://www.ci.millbrae.ca.us/391/Citizens-Academy>

City of Millbrae Emergency Preparedness:
<https://www.ci.millbrae.ca.us/204/Emergency-Preparedness>