August 20, 2021

Mr. Rafi Nazarians
Associate State Director, AARP California
200 S. Los Robles Ave., Suite 400
Pasadena, CA 91101-2423

Dear Mr. Nazarians:

On behalf of the City of Burlingame, I whole-heartedly support our application to the AARP Network of Age Friendly States and Communities, the United States affiliate of the World Health Organization’s (WHO) international initiative to encourage age-friendly community efforts. The City of Burlingame maintains a strong commitment to serving the various needs of our community, and as an Age-Friendly City we will continue to support the health, vibrancy, and livability of our community for all ages.

The City of Burlingame is located in the heart of the Bay Area’s peninsula. It is called the City of Trees and is known for its high quality of life and excellent public school system. Currently, over 17% of our population is over 65—the most rapidly growing age demographic in our city. We are proud of being a livable community for residents of all ages and are committed to Age-Friendly Community goals to ensure that older adults in our community receive respect, dignity, and involvement in all aspects of Burlingame’s future.

The City of Burlingame has built local collaborative partnerships within the County of San Mateo by sharing resources and coordinating activities to move the Age-Friendly Initiative forward in this region. We formed an Age-Friendly Community Task Force comprised primarily of older adults from the community that are committed to:

• Conducting a baseline community assessment on the needs of older adults.
• Establishing a three-year action plan to address the identified needs.
• Developing tools to measure the progress of the action plan.

We look forward to working with AARP-WHO as we work towards increasing the Age-Friendliness of our City to provide its residents with the tools and resources they need to remain as independent and vitally involved with their community as possible.

Sincerely,

Ann O'Brien Keighran
Mayor

Register online with the City of Burlingame to receive regular City updates at www.burlingame.org/enews.
# Membership Application

Join the AARP Network of Age-Friendly States and Communities

**AARP Livable Communities**

When a town, city, county or state joins the AARP Network of Age-Friendly States and Communities, it is joining a global effort to be a more livable and age-friendly community.

The AARP network is an organizational affiliate of the World Health Organization Global Network of Age-Friendly Cities and Communities. (Communities wishing to join the global network instead of or in addition to the AARP program can find application information on the WHO website.)

**To enroll your community in the AARP network, please complete and submit the application below.**

*Note: Since content added to this form cannot be saved, we advise that you review the questions in advance, gather the materials and information you’ll need, and draft the narrative responses offline for later pasting into the applicable fields.*

## Section 1: Community Details

<table>
<thead>
<tr>
<th>Application Submission Date</th>
<th>09/12/2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>California</td>
</tr>
<tr>
<td>Community Name</td>
<td>City of Burlingame</td>
</tr>
<tr>
<td>Total Population</td>
<td>31,799</td>
</tr>
<tr>
<td>Percentage of Residents Age 60 or Older</td>
<td>17</td>
</tr>
</tbody>
</table>
Community Contact

The community contact is the community staff member or volunteer who is primarily responsible for carrying out the community-level work. (It is not the AARP staff member the community might be working with.)

Name (community contact)
Stephanie Lee
Margaret Glomstad
Brad McCulley
Position
City of Burlingame Age-Friendly Task Force Members

Telephone Number

Please describe the named person's role in the community's age-friendly initiative (100 words minimum)
Stephanie Lee, Margaret Glomstad, and Brad McCulley are active members of the City of Burlingame Age-Friendly Task Force. Stephanie has been a Parks and Recreation Commissioner from 2018-2021, Margaret is Director of Parks and Recreation, and Brad is Head of Library Services for Burlingame Main Library. They are familiar with many of the projects in the City that have a positive impact on older adults. A few of their Task Force activities have included:
- Spread the good news about the age-friendly cities initiative
- Attend all Burlingame Age-Friendly Task Force meetings and work with CAFE during the Age-Friendly project process.
- Helped select and recruit participants for focus groups
- Introduce and discuss projects to address unmet needs per the focus groups
- Assist in determining projects to be included in application to AARP Age-Friendly Network of States and Communities

The person(s) named above agrees to be subscribed to the AARP Livable Communities Weekly e-Newsletter, which is one of the primary ways we share useful news and resources. To subscribe now, visit AARP.org/LivableSubscribe. You will not be disconnected from this page. After completing the newsletter form, AARP will send an email - with the subject line "Action Required" - containing a link for you to confirm the subscription.
Section 2: Community Activities, Engagements and Collaborations

1a. Briefly describe your existing community policies, programs and services that are targeted toward older people.

1b. Please identify how your community plans to become more age-friendly. (250-300 words required)

Section 2, Part 1a: Briefly describe your existing community policies, programs and services that are targeted toward older people.

The City of Burlingame, tucked away five miles south of San Francisco, has always had a small-town feel. The City has many projects and policies currently in place to support our senior population. Examples include:

Outdoor Spaces & Buildings
Informal places to gather are vital for building community. Public areas that are conducive to informal activity and gatherings for older adults currently exist at the following locations:
- In public parks and commercial areas, the City has plenty of seating, picnic tables, game tables, pickleball courts, and bocce ball courts.
- Public playgrounds have seating near them for grandparents and others.
- Off-leash dog areas allow people with less mobility to give their dogs exercise and get social interaction with other dog owners.

Transportation, Mobility, and Pedestrian Safety
- Housing Development policies focus on infill development near transit and services, so people do not need to be as dependent on a car for day-to-day tasks.
- Got Wheels! is a reduced-fee taxi ride service for 70 and older.
- The City pays for 100% of sidewalk repairs and removal of trees that are damaging the sidewalks. Measure I was approved in 2017 to cover much of this work. Sidewalk repairs are ongoing. The city continues to look for additional areas needing improvement.
• For pedestrian safety, current Traffic Calming efforts for known safety issues are budgeted and underway; these include a traffic study by the City’s public works engineering department, speed bumps, and the extension of time at crosswalks to allow pedestrians of all abilities enough time to cross.
• On-demand Lyft rides can be arranged through Peninsula Volunteers.
• A free Burlingame shuttle is available for all ages.
• Mid-Peninsula Village volunteers drive Village members to the doctor, stores, and social events.
• SamTrans Senior Mobility Ambassadors assist seniors on how to use buses and Clipper cards.
• Through their program Redi-Wheels, SamTrans offers vans with lifts and other transit for the mobility-impaired.
• GoGoGrandparent is an intermediary between ride-sharing services and those who are not comfortable using a smartphone app.

Housing
• Accessory Dwelling Units (ADUs), which constitute the majority of housing being built, get a streamlined review process. ADUs can benefit aging-in-place: a grandparent may move in; an older homeowner may rent out the ADU for income; a homeowner may move into the ADU and rent out the main house; or a caregiver for an older homeowner might move into the ADU.
• The City enforces the American with Disabilities Act (ADA) on new projects.

Social Participation
• Library outreach services include homebound book deliveries and book discussions at senior living facilities.
• Drop-in programming through the Parks and Recreation Department includes pickleball, ping pong, bingo, and movies.
• Residents can take day trips with the Parks and Recreation Department to explore the Bay Area and enjoy cultural events.
• Classes through the Parks and Recreation Department include art, yoga, music, and fitness.
• Mid-Peninsula Village hosts social events for Village members.
Respect and Social Inclusion

- Both Parks & Recreation and the Library provide events and classes with intergenerational opportunities, such as technology assistance offered by teen volunteers and English-as-a-Second-Language studies. The technology classes help address the digital divide.
- Supportive programs and social activities for those with memory loss and their caregivers are provided at the Memory Café, which hosts monthly social gatherings. These are currently offered virtually and will resume, when safe to do so, at Peninsula Health Care District (PHCD) Health and Fitness Center in Burlingame. This is a partner-run service between Burlingame Parks and Recreation, PHCD, Catholic Charities, and Rotary International. They are fully committed to carrying this on: [https://www.burlingame.org/parksandrec/programs/memorycafe.php](https://www.burlingame.org/parksandrec/programs/memorycafe.php)

Civic Participation and Employment

- The Library and the Parks and Recreation Foundation provide volunteer opportunities, such as helping with book donations, delivering books, raising funds for scholarships, and volunteering at special events

Communication and Information

- The Library provides a monthly calendar of events and programs, available online and in printed format.
- Multiple Library public notice boards are placed within the City.
- The Senior newsletter, a Recreation newsletter aimed at seniors, is sent electronically and by mail upon request.

Community Support and Health Services

- Burlingame Library has the most extensive Large-Type book collection in San Mateo County for those with failing eyesight and visual impairments.
- PHCD Health and Fitness Center offers educational programs and caters to older adults, providing exercise and social interaction.
Mid-Peninsula Villages is a member-based 501(c)(3) nonprofit organization. It is a virtual village that offers many services for older adults who want to continue living in their own homes as they age. Examples include providing door-to-door transportation, small repair services, such as changing lightbulbs, informal social gatherings, and outreach to homebound members.

The Burlingame Neighborhood Network addresses emergency preparedness and the needs of seniors who may need help.

Burlingame Police has an Elder Abuse Policy, which has been in place for 15 years and can be found at this link https://www.burlingame.org/departments/police_department/policiesandtraining.php.

Section 2, Part 1b: Please identify how your community plans to become more age-friendly.

Improve Communications
Our main project is to improve and expand communications with our senior population so that they are aware of all of the existing services mentioned above, as well as upcoming age-friendly features in Burlingame. Residents receive information in a variety of ways and the digital divide provides an additional challenge. Although the city has a senior newsletter and an e-newsletter that both include a portion of the information being requested by the older adult focus group participants, additional efforts will be taken, including:

- Investigate methods that other cities, the County, and community organizations have used successfully to communicate information to their older adult populations.
- When appropriate, collaborate with community partners to communicate about resources, services, and activities to older adult residents.
- Include information about the senior newsletter in the quarterly Recreation brochure.
- Occasionally include a link to the senior newsletter in the city-wide e-newsletter.
- Make use of civic spaces, such as the library, community center, and the weekly Farmer’s Market, to provide information.
- Raise awareness of the e-newsletter and the senior newsletter.
- Explore postcards and mailers as a way to communicate with seniors.
• Expand the information about programs, resources, and services in the City’s senior newsletter. This can include resources from the City, county, or community groups.
• Inform residents that they can request the e-newsletter in print form.
• When merited by the importance of the content, translate City material into languages spoken by a large number of seniors.

Respect and Social Inclusion
• Consider reviving and expanding the Senior Advisory Board to increase awareness and get input on older adults’ needs.
• Alternatively, or in addition, consider creating a Senior Commission or committee.
• Either body can work with staff and other volunteers to guide the implementation of the Age-Friendly Action Plan.

Announce New Outdoor Spaces & Buildings When They Open
• A new Community Center with a dedicated senior lounge and intergenerational gathering spaces is scheduled to be opened in spring/summer 2022.
• The upcoming Town Square will be a space for intergenerational mingling, with group seating arrangements, places to eat, and entertainment.

Publicize New Housing
• Collaborate with the county’s effort to create a housing portal on affordable housing availability.
• Peninsula Wellness Community (PWC), an intergenerational mixed-use and mixed-income community of the Peninsula Health Care District will have affordable one-bedroom units on the north end of Burlingame. It will be adjacent to a small park with senior- and age-friendly pathways, benches and good lighting.
• Publicize the 54 below-market-rent senior units that will be available in 2023 at the new housing development known as “The Village at Burlingame.” These units will be available to qualified older adults.
• The Anson, an apartment complex, has moderate income units in the 80-120% Adjusted Median Income (AMI) range.

Section 2, Part 2: How will older adults be involved in the community’s efforts to become more age-friendly? (250-300 words required)

In April 2021, the City of Burlingame, in collaboration with community organizations, community leaders and advocates, launched an Age-Friendly Communities (AFC) initiative to further increase the livability of their city for older adult residents. They created an AFC Task Force to assess the major unmet needs of their older adult population as they pertain to the World Health Organization’s eight domains of livable communities:

• Transportation
• Housing
• Social Participation
• Respect and Social Inclusion
• Civic Participation and Employment
• Communication and Information
• Community Support and Health Services
• Outdoor Spaces and Buildings

Seven (7) focus groups sessions were held with a total of 44 participants. The sessions were conducted via Zoom or one-on-one phone interviews. Demographically, they represented a diverse cross-section of our community:

• Community leaders and service providers for older adult residents.
• Older adult residents, age 55 – 75 older
• Older adult residents, age 76 and older
• Asian older adult residents, age 55 and older
• Latinx older adult residents, age 55 and older
• Economically vulnerable residents, age 55 and older
Reports from these focus groups provided data that the category/domain of **Communication and Information** is where our attention is most needed to start our Age-Friendly Community (AFC) initiative. Older adult residents wish to be informed about the availability of services, resources, and information that impact the daily lives of their age demographic. The Burlingame Age-Friendly Community Task Force has determined that this domain will be the first one we focus on as an inaugural AFC project. The City will continue to request community input on relevant projects.

**Section 2, Part 3:** How will the efforts to become more age-friendly increase collaboration and coordination among relevant community agencies and departments? (250-300 words required)

The City of Burlingame launched their Age-Friendly Community initiative with the assistance and guidance of the Center for Age-Friendly Excellence (CAFE), a program of the Los Altos Community Foundation. Through a partnership with San Mateo County, CAFE works closely with a leadership team including the County’s Department of Aging and Adult Services, San Mateo County Health, San Mateo Villages, and County staff. This year CAFE is assisting the City of Burlingame, as well as Half Moon Bay and San Carlos, to develop AFC initiatives through thoughtful planning and implementation, based upon qualitative and quantitative data.

Focus groups were conducted with local residents, community leaders, and service providers for older adults regarding the unmet needs of the older adult population in Burlingame. The sessions focused on the eight domains of livability, or age-friendliness. These were facilitated using video conferencing and one-on-one surveys. After reviewing feedback gathered from focus group discussions, **Communication and Information** emerged as the domain most in need of attention.

The projects will be informed by best-practice research of similar efforts by other aging-related service networks and Age-Friendly communities. It will be implemented through a collaboration that will focus on bringing together non-profit senior service programs/organizations, the County Department of Aging
Services, City Staff, a potential Burlingame Senior Advisory Board/Senior Commission, the San Mateo County Commission on Aging, as well as other partners, including the Chamber of Commerce, Peninsula Health Care District, Burlingame Library, CALL Primrose, Burlingame Neighborhood Network, and other local businesses and community organizations.

Section 3: Network Membership

Your answers to the following questions will help us complete your community's membership in the age-friendly network and enable AARP to better understand how to support the network.

1-a. What motivated your community to join the AARP Network of Age-Friendly States and Communities (100 words minimum)

A world-class city wants to have a world-class designation. The City of Burlingame is considered to be one of the best places to live in California. With the older adult population trending toward 22% of our global population by the year 2050, it is important that cities explore and implement new and cost-effective ways to create communities that enable our older adults to thrive while also aging-in-community. The City of Burlingame is grateful for this opportunity to join, learn from, and contribute to a like-minded network of age-friendly States and communities that share these same goals.

1-b. If you have consulted with an AARP State office or the national AARP Livable Communities team to discuss enrollment, please provide that person's name, title and e-mail address or phone number.
2. What aspect of your community's current or intended age-friendly work could be useful to other communities in the network? (100 words minimum)

The City of Burlingame and the Burlingame Age-Friendly Task Force are very interested in contributing to and learning from other Age-Friendly member communities that are part of this rapidly growing movement in the United States and throughout the world. As with most other communities, the City of Burlingame’s older adult population will continue to grow beyond its current level of 17.4%. The City of Burlingame believes that a collaborative approach can create a more age-friendly community, enhancing life for all of our residents.

Section 4: Required Materials

1-a. Letter of Commitment
Provide a digital file (PDF preferred) of the signed document.

1-b. Resolution or Proclamation (optional)
If your community issued either document in addition to the commitment letter, provide a digital file (PDF preferred) here.

2. Logo or Image
Provide a digital file (JPG preferred) and/or a link to a downloadable logo or other image that represents your community and for which you have reprint rights and permission to provide for use by AARP and the World Health Organization.
Please email attachments of items 1-a, 1-b and your community’s logo or image to Livable@AARP.org.

Website URL
https://www.burlingame.org/

Section 5: Social Media

Provide the most applicable Twitter handle(s) and Facebook account(s) for your community (i.e. an age-friendly coalition, the local government, key elected officials and/or local partners).

Twitter 1:
City of Burlingame: @BurlingameCity

Facebook 1:
Burlingame Parks and Recreation: https://www.facebook.com/BurlingameParksandRec/

Twitter 2:
Burlingame Main Library: @480Primrose

Facebook 2:

Additional social media accounts (optional):
Burlingame Parks and Recreation: https://www.instagram.com/burlingame_parksandrec/?hl=
Section 6: Agreement

I have read and understand the requirements for my community to become a member of the AARP Network of Age-Friendly States and Communities, including the need to conduct a community assessment; develop and acquire approval of an action plan; implement the plan; submit an annual best practice and provide periodic updates, including a five-year progress report.

Yes, I understand the requirements.

SUBMIT YOUR COMMUNITY'S APPLICATION TO THE AARP NETWORK OF AGE-FRIENDLY STATES AND COMMUNITIES

Receipt of the application will be acknowledged by AARP within 24 hours of submission or during the next business day.