

### 3. Action Plan for an Age-Friendly City

#### 1) Vision and Goals of Suwon's 3<sup>rd</sup> Basic Plan for an Age-Friendly City

▣ The vision of the 3<sup>rd</sup> Basic Plan for an Age-Friendly City, which Suwon City will implement from 2025 to 2029, is “Suwon, an age-friendly city the elderly can feel.”

Although Suwon City has been certified as an age-friendly city since 2016, the level of direct experience and awareness remain low. Therefore, it is necessary to increase experience and awareness through improvements to the urban environment.

The city prioritizes seniors because the urban environment where elderly people feel comfortable is the same as that of non-elderly people.

▣ 3 policy goals and 19 projects are proposed, and the diagram of the vision, strategy, goals, and relation to the 8 areas of age-friendly cities designated by the WHO are shown in Figure 2.

○ The policy goals are “Safe and comfortable city,” “A relaxed and vibrant city,” and “Healthy and respectful city.”

〈Table 8〉 Vision and Goals of the 3<sup>rd</sup> Suwon Age-Friendly City Action Plan (2025~2029)

Vision	Suwon, an age-friendly city the elderly can feel		
Goals	Safe and comfortable city	A relaxed and vibrant city	Healthy and respectful city
8 major areas	External environment and facilities Ease of transportation Housing stability	Use of human resources Leisure and social activities	Respect and social integration Communication and information Community care and health

#### 2) Detailed projects of the 3<sup>rd</sup> Suwon Age-Friendly City Action Plan

▣ The vision, policy goals, and detailed projects of the 3<sup>rd</sup> Suwon Age-Friendly City Action Plan (2025~2029) are as follows

<Table 9> Detailed projects of the 3<sup>rd</sup> Suwon Age-Friendly City Action Plan

Goals	Detailed Projects	WHO Areas
Safe and comfortable city	1-1-1. Improve the external environment and welfare facilities	External environment and facilities
	1-2-1. Extend crosswalk signal times and expand smart crosswalks	Ease of transportation
	1-2-2. Expand the number of designated elderly protection zones and mandate CCTV installation	
	1-2-3. Improve bus stop environments and install additional bus stops	
	1-2-4. Expand pedestrian safety training	
	1-3-1. Expand emergency safety alerts for seniors living alone	Housing stability
	1-3-2. Replace restroom doorknobs and safety grab bars	
A relaxed and vibrant city	2-1-1. Reorganize the Senior Employment Center	Use of human resources
	2-1-2. Expand volunteering	
	2-1-3. Reorganize classes for seniors (College for Seniors)	
	2-2-1. Operate specialized community centers for seniors by district	Leisure and social activities
	2-2-2. Increase social engagement through mini gardens	
Healthy and respectful city	3-1-1. Raise age-friendly awareness	Respect and social integration
	3-1-2. Reorganize filial piety stores and expand voluntary senior-friendly stores in partnership with local communities	Communication and information
	3-2-1. Reorganize welfare project brochures for seniors and operate a call center for seniors	
	3-2-2. Implement providing meals five days a week in community centers for seniors	
	3-2-3. Expand personalized health services (parks + centers for seniors + homes)	Community care and health
	3-3-1. Close the gap in care for seniors through the Suwon New Light Care Project and AI	
Implementation system	4-1-1. Reorganizing the Age-Friendly City Promotion System	Implementation system

▣ The first goal, “Creating a Safe and Comfortable City,” includes seven sub-projects, and the contents of each sub-project are briefly summarized as follows (see <Table 9>)

#### ○ Improve the external environment and welfare facilities (1-1-1)

- (Need) Uncomfortable and unsafe environments exist in areas with a high concentration of seniors (including welfare facilities)
- (Content) Apply a universal design (safe passages, improve the environment of facilities, etc.)

〈Figure 2〉 Examples of changes to the external environment and improvements in welfare facilities



○ Extend crosswalk signal times and expand smart crosswalks (1-2-1)

- (Need) Traffic accidents among seniors in Suwon continue to increase and are higher than at other local governments
- (Content) Extend crosswalk signal times and expand the installation of smart crosswalks (floor signals, etc.) by region

○ Expand the number of designated elderly protection zones and mandate CCTV installation

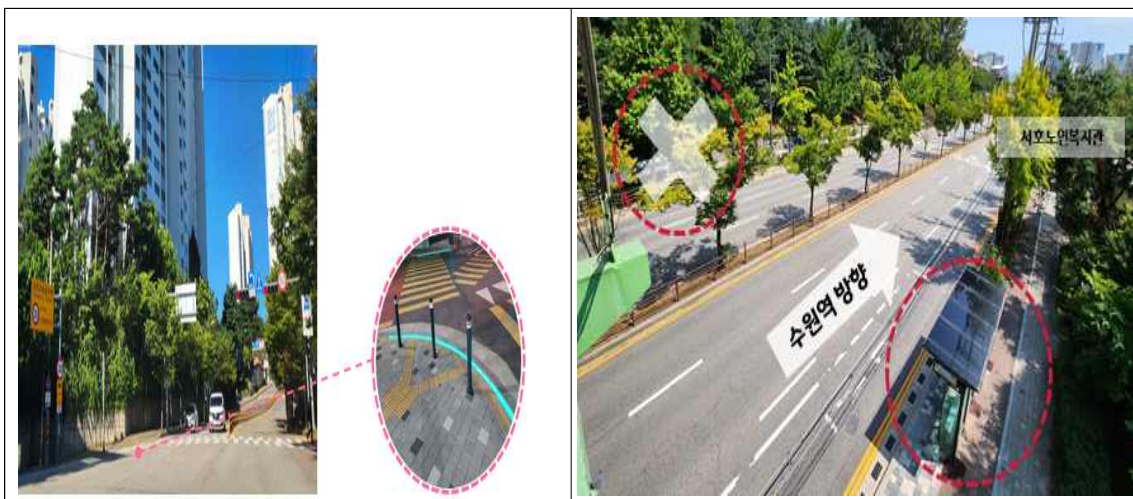
### (1-2-2)

- (Need) ① There were 224 accidents involving seniors within a 300-meter radius of designated elderly protection zones.
- ② The Road Traffic Act mandates the installation of unmanned traffic cameras in protection zones for children. However, such measures are not mandatory in protection zones for seniors and are not effective.
- (Content) Expand the designation of protection zones for the elderly and mandate the installation of CCTVs in these zones.

### ○ Improve the environment of bus stops and install additional bus stops (1-2-3)

- (Need) ① Areas with low access to public transportation exist near welfare centers for seniors in Suwon
- (Need) ② Bus stops that are not age-friendly (small print on bus routes, lack of sitting benches, etc.)
- (Content) ① Install additional bus stops near welfare centers without any
- (Contents) ② Change the font size of bus route maps and improve the environment at bus stops (sitting benches, etc.)
- (Content) ③ Use the names of welfare centers at bus stops (to improve accessibility)

<Figure 3> Example of installing a smart crosswalk and adding a bus stop



### ○ Expanding pedestrian safety education (1-2-4)

- (Need) Since the number of pedestrian accidents among the elderly is increasing, it is necessary to improve awareness through safety education.
- (Content) Implement safety education for elderly drivers and pedestrians in collaboration with the Korea Expressway Corporation

○ **Expand emergency safety notices for seniors living alone (1-3-1)**

- (Need) Rapid responses are needed due to the increase in the number of seniors living alone
- (Content) Expand emergency safety notices for seniors living alone (reorganize and expand the target group / partially fee-paying)

○ **Replace restroom doorknobs and safety handles (1-3-2)**

- (Need) Elderly people wish to continue living in their current homes, but most falls occur in homes
- (Content) Since most falls occur in homes, install door hooks and safety handles in rooms and restrooms

<Table 10> Detailed projects of the 3<sup>rd</sup> Suwon Age-Friendly City Action Plan (Goal 1)

Goals	Detailed Projects	WHO Areas
Safe and comfortable city	1-1-1. Improve the external environment and welfare facilities	External environment and facilities
	1-2-1. Extend crosswalk signal times and expand smart crosswalks	Ease of transportation
	1-2-2. Expand the number of designated elderly protection zones and mandate CCTV installation	
	1-2-3. Improve bus stop environments and install additional bus stops	
	1-2-4. Expand pedestrian safety training	
	1-3-1. Expand emergency safety alerts for seniors living alone	Housing stability
	1-3-2. Replace restroom doorknobs and safety grab bars	

■ The second goal, “Creating a leisurely and vibrant city,” includes five specific projects, each of which is briefly summarized as follows

○ **Reorganize the Employment Support Center for the Elderly (2-1-1)**

- (Need) Improve access to counseling, referrals, and job placements for seniors who want to find a job
- (Content) Reorganize the Employment Support Center for the Elderly (publicity, openness, professionalism, etc.)

○ **Revitalize Volunteering (2-1-2)**

- (Need) Volunteer activities compensate for the role and social status lost due to retirement. It is thus necessary to revitalize volunteer activities among seniors to prepare for an active retirement.
- (Content) Implement social participation matching platform utilizing Saebit TalkTalk or volunteer systems



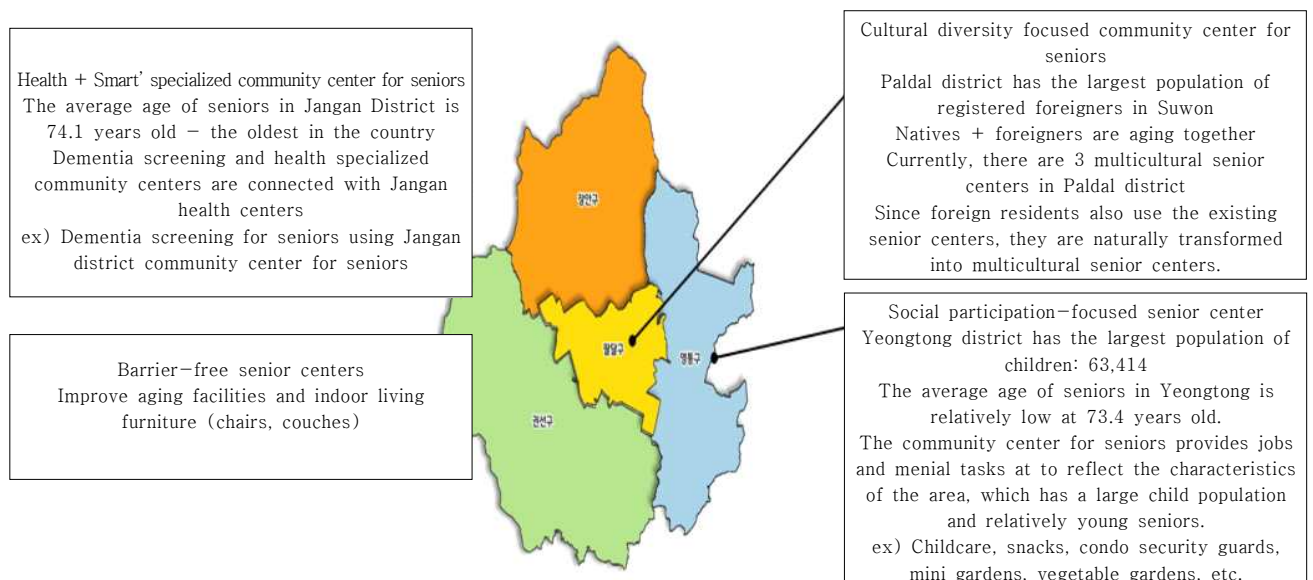
### ○ Reorganize Classes for Seniors (College for Seniors) (2-1-3)

- (Need) Suwon City's strength are its numerous universities. However, current classes for seniors (Colleges for Seniors) have limitations in terms of openness, professionalism, and differentiation.
- (Content) Provide opportunities for continuing education in conjunction with universities in Suwon (in conjunction with the Campus Town project)

### ○ Differentiated Operation of Community Centers for Seniors (2-2-1)

- (Need) Since the characteristics of the elderly are different in each of Suwon's four districts, it is necessary to operate specialized senior centers that reflect regional characteristics.
- (Contents) Differentiated operation of community centers for seniors in Suwon's 4 districts
- Jangan District: 'Health + Smart' specialized community center for seniors (focus on health and smart services such as dementia screening)
- Gwonseon District: Barrier-free community center for seniors (improved facilities for a comfortable living environment)
- Paldal District: Cultural diversity community center for seniors (emphasis on multicultural integration due to its large foreign population)
- Yeongtong District: Social participation-focused community center for seniors (integrate 1+3 generations / link with child care, etc.)

<Figure 4> Differentiated Operations of Community Centers in the 4 Districts of Suwon (draft)



○ **Increase social engagement through mini gardens (2-2-2)**

- (Need) Need for synergistic activities in connection with mini gardens to strengthen social activities for the elderly
- (Content) Connect mini gardens with seniors in each administrative district

<Table 11> Detailed projects of the 3<sup>rd</sup> Suwon Age-Friendly City Action Plan (Goal 2)

Goals	Detailed Projects	WHO Areas
A relaxed and vibrant city	2-1-1. Reorganize the Senior Employment Center	Use of human resources
	2-1-2. Expand volunteering	
	2-1-3. Reorganize classes for seniors (College for Seniors)	
	2-2-1. Operate specialized community centers for seniors by district	Leisure and social activities
	2-2-2. Increase social engagement through mini gardens	

■ The third goal, “Creating a Healthy and Respectful City,” includes six subprojects, each of which is briefly summarized as follows

○ **Raise awareness on age-friendliness (3-1-1)**

- (Need) Although Suwon was certified as the third age-friendly city in the country since 2016 and is currently planning for its third certification, the level of awareness and direct feel as an age-friendly city among Suwon citizens is low.
- (Contents) ① Joint campaign to improve age-friendly awareness, ② Rename senior welfare centers and community centers for seniors, ③ Produce ‘age-friendly city’ promotional videos and CIs (used to improve the environment at bus stops), ④ Recruit age-friendly city monitors (senior citizens)

○ **Reorganize filial piety stores and expand voluntary senior-friendly stores in cooperation with local communities (3-1-2)**

- (Need) Suwon City's Sanitation Policy Division operates 'filial piety shops' to promote consensus among seniors and the practice of filial piety. However, awareness is low and the name 'filial piety' can be burdensome.
- (Contents) ① Reorganize filial piety shops (name change, etc.) ② Expand voluntary senior-friendly stores (cafes, etc.)
- (Contents) ③ Implement public bath vouchers for seniors, which is in high demand (in cooperation with the Korea Beauty Association)

○ **Reorganize senior welfare project brochures and operate senior call centers (3-2-1)**

- (Need) ① Suwon City sends congratulatory messages and promotional materials to

seniors over the age of 65, but the design and colors do not reflect the tastes of seniors and do not contain enough information seniors want to know.

② Services for the elderly are continuously expanding, but there are limitations in actually including all of them in one publication. Policies and information are continuously expanding, but are sporadically being communicated from the provider's perspective.

– (Content) Reorganize senior welfare project brochures (apply age-friendly design) and operate senior call centers

**○ Provide meals five days a week in community centers for seniors (3-2-2)**

– (Need) To expand opportunities for social interaction and promote the right to health, it is necessary to provide meals and programs to the most accessible senior centers in the city.

– (Content) Implement 5-day meal programs in community centers for seniors (need to expand in stages, considering the poor condition of facilities/meals + programs)

**○ Expand personalized health services (parks + senior welfare centers + homes) (3-2-3)**

– (Need) It is necessary to expand personalized health services and infrastructure in parks and senior welfare centers that are frequently used by the elderly as well as promote the right to health of seniors who do not use these facilities.

– (Content) ① Parks – Install exercise facilities in parks and create age-friendly 'Gwanggyo Clay Barefoot Walking Paths'

– (Content) ② Senior welfare centers – Remodel health facilities (senior welfare fund) and deploy nursing staff

– (Contents) ③ Homes – Visiting, personalized exercise prescription service

(A life sports instructor and a social worker (or physical therapist) visit in groups of two to provide care and health checks)

**○ Close the gap in care for seniors through the Suwon New Light Care Project and AI (3-3-1)**

– (Need) Need to expand localized care policies to overcome the limitations of existing care policies

– (Content) Close the gap in care for seniors through the Suwon New Light Care Project and AI



<Table 12> Detailed projects of the 3<sup>rd</sup> Suwon Age-Friendly City Action Plan (Goal 3)

Goals	Detailed Projects	WHO Areas
Healthy and respectful city	3-1-1. Raise age-friendly awareness	Respect and social integration
	3-1-2. Reorganize filial piety stores and expand voluntary senior-friendly stores in partnership with local communities	
	3-2-1. Reorganize welfare project brochures for seniors and operate a call center for seniors	Communication and information
	3-2-2. Implement providing meals five days a week in community centers for seniors	
	3-2-3. Expand personalized health services (parks + centers for seniors + homes)	
	3-3-1. Close the gap in care for seniors through the Suwon New Light Care Project and AI	Community care and health

# Commitment to Becoming an Age-friendly City

## 1. Mayor's Written Pledge

- ❑ To: Director-General of WHO
- ❑ From: Manager for Suwon's WHO Global Network for Age-friendly Cities and Communities
- ❑ Content: From 2016 to the present, Suwon City has been striving to create an age-friendly city where all citizens, including the elderly, can reside. As of 2024, with the goal of achieving a third certification (as age-friendly), Suwon established a basic plan with input from citizens so that all generations can continue to live in a more comfortable, vibrant, and safer city. I promise to sincerely implement the confirmed results (of the certification) and do my best to set an example as the head of a local government that received the third certification in Gyeonggi Province.

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## 2. Research Outline

- 1) Project title: Research to set-up the 3<sup>rd</sup> mid and long-term plan for Suwon to be an age-friendly city
- 2) Research period: 2024.3.11. ~ 2024.10.7.
- 3) Purpose of the study:  
To prepare responses to the issue of the city's aging population caused by the rapidly aging population and rise in the elderly population and to suggest changes in the city's overall living environment to cope with the physical and social changes of the elderly population.
- 4) Synthesis of research results
  - ❑ Analyzed the concept of age-friendly cities as well as domestic and international cases
  - ❑ Evaluated the 2<sup>nd</sup> Suwon Age-Friendly City Detailed Action Plan (2020~2024)
  - ❑ Analyzed Suwon's age-friendliness from various aspects according to the WHO's 8 major areas of age-friendliness
  - ❑ Suwon City has set the vision for the 3<sup>rd</sup> plan as, "Suwon, an age-friendly city the elderly can feel." The vision has set three goals and 19 projects and the 3<sup>rd</sup> plan will be implemented for five years from 2025.

○ The WHO's 8 major areas for each goal are as follows:

〈Table 1〉 Vision and Goals of the 3<sup>rd</sup> Suwon Age-Friendly City Action Plan

Vision	Suwon, an age-friendly city the elderly can feel		
Goals	Safe and comfortable city	A relaxed and vibrant city	Healthy and respectful city
8 major areas	External environment and facilities Ease of transportation Housing stability	Use of human resources Leisure and social activities	Respect and social integration Communication and information Community care and health

## 5) Detailed Tasks

- The Suwon city age-friendly city promotion committee, senior government officials, private experts, academic experts, and the elderly have held more than five reporting sessions to identify detailed projects to be implemented by Suwon City starting in 2025.

〈Table 2〉 Detailed projects of the 3<sup>rd</sup> Suwon City Age-friendly City Promotion Plan

Goals	Detailed Projects	WHO Areas
Safe and comfortable city	1-1-1. Improve the external environment and welfare facilities	External environment and facilities
	1-2-1. Extend crosswalk signal times and expand smart crosswalks	Ease of transportation
	1-2-2. Expand the number of designated elderly protection zones and mandate CCTV installation	
	1-2-3. Improve bus stop environments and install additional bus stops	
	1-2-4. Expand pedestrian safety training	
	1-3-1. Expand emergency safety alerts for seniors living alone	Housing stability
	1-3-2. Replace restroom doorknobs and safety grab bars	
A relaxed and vibrant city	2-1-1. Reorganize the Senior Employment Center	Use of human resources
	2-1-2. Expand volunteering	
	2-1-3. Reorganize classes for seniors (Senior College)	
	2-2-1. Operate specialized community centers for seniors by district	Leisure and social activities
	2-2-2. Increase social engagement through mini gardens	
Healthy and respectful city	3-1-1. Raise age-friendly awareness	Respect and social inclusion
	3-1-2. Reorganize filial piety stores and expand voluntary senior-friendly stores in partnership with local communities	
	3-2-1. Reorganize welfare project brochures for seniors and operate a call center for seniors	Communication and information
	3-2-2. Implement providing meals five days a week in community centers for seniors	
	3-2-3. Expand personalized health services (parks + centers for seniors + homes)	
	3-3-1. Close the gap in care for seniors through the Suwon New Light Care Project and AI	Community care and health
Implementation system	4-1-1. Reorganizing the Age-Friendly City Promotion System	Implementation system

## 6) Evaluation Plan

- The evaluation of the 3<sup>rd</sup> Suwon City Age-friendly City Action Plan (2025~2029) will be done through a combination of quantitative and qualitative evaluations.
  - The purpose of the evaluation is to reflect on the process and results of the Suwon City Age-Friendly City Action Plan.
  - The qualitative evaluation was added to overcome the limitations of the second action plan.
  - Unlike the current one, the monitoring group will be composed of older adults, who are the policy recipients.

〈Table 3〉 Evaluation System for the 3<sup>rd</sup> Suwon Age-Friendly City Action Plan

<b>Purpose of Evaluation</b>	Review the processes and results of Suwon's Action Plan for an Age-Friendly City and identify future challenges	
<b>Evaluation Period</b>	2025 through 2029 (5-year/evaluate yearly)	
<b>Evaluation Scope</b>	Interim evaluation	June of every year
	Evaluation of outcome	December of every year
<b>Evaluating Body</b>	Interim evaluation	Suwon City Age-Friendly City Monitoring Group (including senior citizens / or organized separately )
	Evaluation of outcome	Suwon City Age-Friendly City Monitoring Group + Department in charge + Citizens (optional)
<b>Evaluation Method</b>	Interim/Outcome Evaluation	Qualitative (on-site assessment) + quantitative (goal achievement rate)

- Suwon City has been transforming its urban environment since 2016 to improve the quality of life for all citizens, including the elderly, and to promote positive aging. In 2025, we promise once again to do our best to create an age-friendly city where growing older is not a problem and where all generations want to live their entire lives.

December 2024



수원특례시

Mayor of Suwon Special City

Lee Jae-jong 

### 3. WHO Network Membership Information

- Mayor's Name and Title: Lee Jae-joon, Mayor, Suwon Special City
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