

# Evaluation of Tongyeong's Age-Friendly Level

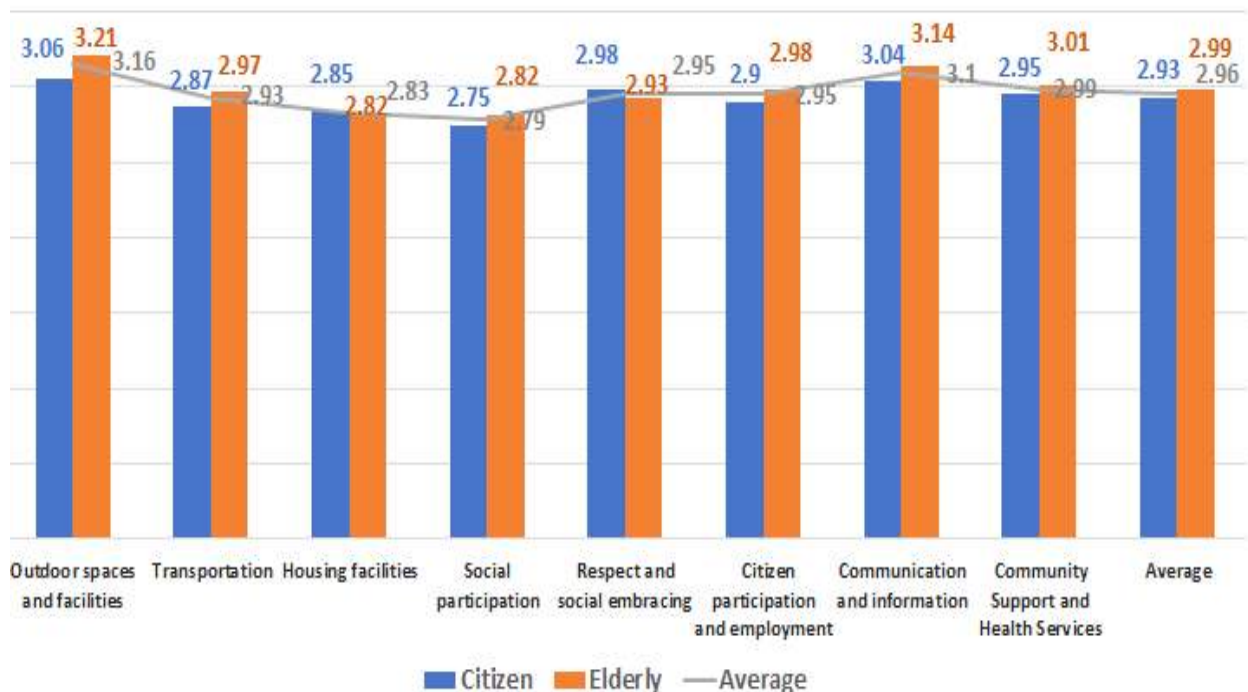
## (1) Average Level of the Area

- Improvements are needed in transportation, housing facilities, social participation, respect and social embracing and citizen participation and employment.

Table 1. Evaluation result of each area

| Area                                  | Citizen | Elderly | Average |
|---------------------------------------|---------|---------|---------|
| Outdoor spaces and facilities         | 3.06    | 3.21    | 3.16    |
| Transportation                        | 2.87    | 2.97    | 2.93    |
| Housing facilities                    | 2.85    | 2.82    | 2.83    |
| Social participation                  | 2.75    | 2.82    | 2.79    |
| Respect and social embracing          | 2.98    | 2.93    | 2.95    |
| Citizen participation and employment  | 2.90    | 2.98    | 2.95    |
| Communication and information         | 3.04    | 3.14    | 3.10    |
| Community Support and Health Services | 2.95    | 3.01    | 2.99    |
| Average                               | 2.93    | 2.99    | 2.96    |

Figure 1. Evaluation result of each area



## (2) Implications of the Evaluation Result

- The best area is "Outdoor spaces and facilities" which is average 3.16/5.0 points and the lowest area is "Social participation" which is 2.79/5.0 points.
  
- The total average is 2.96/5.0 points.
  
- "Outdoor spaces and facilities" area's weak points need to be improved.
  - Lack of parks or walkways around the houses, and lack of benches or toilets on the streets, parks, and walkways;
  - Lack of special traffic lights and emergency bells for the elderly on the crosswalk;
  - Poor response system for accidents such as falls and injuries to senior citizens;
  - Lack of hospitality services in public buildings, such as a reception desk for senior citizens.
  
- "Transportation" area's weak points to be improved.
  - Poor provision of special transportation means for the disabled persons;
  - Securing parking areas for senior citizens' vehicles and insufficient information facilities for senior citizens' self-driving.
  
- "Housing facilities" area's weak points need to be improved.
  - Difficulties purchasing items that can be used for remodelling old facilities;
  - Dwelling facilities without proper structures to prepare for the elderly life or natural disasters;
  - Lack of services to support dilapidated house repairs and structural changes;
  - Insufficient counseling on housing issues, support services, and supply of housing for senior citizens.
  
- "Social participation" area's weak points need to be improved.
  - Lack of transportation information to easily visit social activities;
  - Lack of events in the community for harmony between the younger and the older generations;
  - Lack of meetings, event programs, places and facilities to resolve conflicts between generations.

- "Respect and social embracing" area's weak points need to be improved.
  - Lack of education programs for the elderly, and participation events for senior citizens;
  - Lack of opportunity for the elderly to pass on knowledge or experience to the younger generation;
  - In the mass media, the elderly are often highlighted as social and economic burdens and conflicts;
  - Insufficient opinions on the needs and preferences of the elderly.
  
- "Citizen participation and employment" area's weak points need to be improved.
  - Discrimination in employment, maintenance of employment and promotion for the senior citizens;
  - Lack of vocational training programs, reemployment education and counseling in consideration of the characteristics of senior citizens;
  - Difficulty in obtaining information about jobs and start-ups that can help one's career after retirement.
  
- "Communication and information" area's weak points need to be improved.
  - Lack of information for elderly life;
  - Lack of mass media channels reflecting the needs and preferences of the elderly;
  - Lack of support services from the public agencies and facilities to help with information retrieval;
  - Lack of opportunities and places for the elderly to learn about digital devices such as computers.
  
- "Community Support and Health Services" area's weak points need to be improved.
  - Lack of free rehabilitation facilities;
  - Difficult to receive visiting service benefits for first aid;
  - Poor first aid response measures for the elderly in the event of a natural disaster or fire.

## Focus Group Interview(FGI)'s Results

- FGI is executed 3 times with questions to identify clear core problems.
- The raw data presented in detail by a group of experts on the creation of an aged-friendly city of Tongyeong are analyzed into 25 subcategories of the following eight areas.
- Outdoor Spaces and facilities
  - Improving walking conditions  
(high-altitude walkways/silver cart walkways, etc.)
  - Extended public restrooms
  - Adding more shelters for senior citizens along the urban street
  - Review of the walkway barrier maintenance and horizontal design
- Transportation
  - Expansion of public transportation network  
(Expansion of public transportation networks in island areas;  
Low-floor bus road environment)
  - Expanding low-floor buses
  - More transportation convenience measures such as free transportation card
  - Operating free shuttles or volunteer vehicles
- Housing facilities
  - Creating an elderly-friendly housing structure in the island areas of the city  
(Considering the elderly society's reluctance to go to nursing homes)
  - Selling the items for seniors, installing stores for those goods, and operating an auxiliary equipment repair center
- Social participation
  - Planning inter-generational community-building events during the Senior Citizens' Day event
  - Expanding leisure programs and training professional manpower pools
  - Utilizing spaces such as community service centers and municipal banks  
(the first floors of these buildings)
  - Strengthening public relations for social activities plans
  - Diversifying programs for the senior citizen centers

- Respect and social embracing
  - Educating the elderly themselves to change their perception
  - Participation in school etiquette education as instructors  
(in cooperation with local government, educational institutions and Senior Citizens Association)
  
- Citizen Participation and Employment
  - Creating productive jobs for senior citizens
  - Life redesign education for baby boomers  
(transfer support, talent donation, jobs, start-ups, etc.)
  - Creating quality local jobs
  - Establishing professional job institutions
  
- Communication and Information
  - Improving the visual accessibility of information  
(large letter documents, placing visual aid devices, etc.)
  - Improving access to information by visualizing information  
(introduction of graphic text AAC)
  
- Community Support and Health Services
  - Creating Dementia Safety Village
  - Providing smartphones to elderly people living alone for non-face-to-face health checks
  - Activating the physical health promotion through "Good Trails to Walk Along" program