

Evaluation Report on the First Action Plan for Age-Friendly Incheon

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Chapter 1. Overview of Incheon Metropolitan City's Age-Friendly City Phase 1 (2022~2024) Action Plan Evaluation

○ The evaluation plan for the implementation performance and achievements of Incheon Metropolitan City's Age-Friendly City Phase 1 Action Plan, promoted from 2022 to 2024, is as shown in <Table 1-1>.

<Table 1-1> Phase 1 Action Plan (2022~2024) Evaluation Plan

Category	Content
Purpose	<ul style="list-style-type: none"> • Review of the progress and areas for improvement in Phase 1 detailed tasks • Review of Phase 1 action plan implementation performance • Proposal for the direction of Phase 2 action plan establishment
Responsible Parties	<ul style="list-style-type: none"> • Incheon Metropolitan City Senior Policy Division: Self-evaluation (annual internal evaluation by the Senior Policy Division) • Incheon Center for Responding to an Aging Society: Process evaluation (2022~2024 implementation performance)
Timeline	<ul style="list-style-type: none"> • Evaluation period years: 2022~2024 (3 years) • Evaluation points: 2023, 2024, 2025
Scope	<ul style="list-style-type: none"> • Phase 1 action plan 2022~2024 detailed plan: 5 domains, 13 tasks, 70 detailed projects
Target	<ul style="list-style-type: none"> • Goals and performance of annual detailed projects
Content	<ul style="list-style-type: none"> • Quantitative evaluation: Set goals, implementation goals, degree of achievement, etc.
Data	<ul style="list-style-type: none"> • Incheon Metropolitan City Senior Policy Division internal data <ul style="list-style-type: none"> - Phase 1 Age-Friendly City Action Plan 2023 Promotion Plan - Phase 1 Age-Friendly City Action Plan 2024 Promotion Plan - Incheon, Age-Friendly Cities Incheon Metropolitan City Age-Friendly City Phase 2 (2025~2029) Master Plan (Draft)
Criteria	<ul style="list-style-type: none"> • Exceeded Achievement (●): Over 100% achievement • Normal Progress (○): 50% or more, 100% or less achievement • Insufficient Progress (△): Less than 50% of target performance achieved

Chapter 2. Evaluation of Incheon Metropolitan City's Age-Friendly City Phase 1 (2022~2024) Action Plan

Section 1. Evaluation Results of Incheon Metropolitan City's Age-Friendly City Phase 1 Project Promotion

○ The detailed project-specific promotion status of Incheon Metropolitan City's Age-Friendly City Phase 1 Action Plan, implemented from 2022 to 2024, is as shown in <Table 1-2>.

<Table 1-2> Overview of Detailed Project Promotion Status (2022~2024)

Insufficient Progress (△: Less than 50% of target performance achieved), Normal Progress (○: 50% or more, up to 100% of target performance achieved), Exceeded Achievement (●: Over 100% of target performance achieved)

Task Name	2022 Progress Status	2023 Progress Status	2024 Progress Status
1. Residential Environment			
1. Creating a Pleasant Living Environment			
1-1-1. Planting 30 Million Trees for a New Green City	●	●	●
1-1-2. Construction Project for Senior Welfare Housing	○	○	○
1-1-3. Standard Design Development and Dissemination Project	○	○	○
2. Enhancing Residential Environment Convenience			
1-2-1. Expansion and Establishment of Bus Information Terminals (BIT)	●	●	○
1-2-2. Operation of Call Taxis for Persons with Disabilities	○	○	○
1-2-3. Expansion of Low-Floor Bus Introduction	○	●	●
1-2-4. Provision of Rural-Type Transportation Services	○	○	○
1-2-5. Creation of Barrier-Free Sharing Paths as Rest Areas for Life in the City Center	○	○	○
1-2-6. Application of Universal Design to Public Restrooms	○	○	●
1-2-7. Expansion of Barrier-Free (BF) Certified Buildings	-	-	●
3. Enhancing Residential Environment Safety			
1-3-1. CPTED Project Utilizing Address Information Facilities	○	●	○
1-3-2. Expanded Installation of Audible Traffic Signals and Countdown Timers	Audible Traffic Signals ○	Audible Traffic Signals ○	Audible Traffic Signals ○
	Countdown Timers Signals ●	Countdown Timers Signals ○	Countdown Timers Signals ○
1-3-3. Smart Crosswalk Installation Project	●	●	●
1-3-4. Expansion of Senior Protection Zone Designation	○	●	●
1-3-5. Senior Traffic Safety Education	○	○	○
1-3-6. Incentive Support Project for Seniors Voluntarily Surrendering Driver's Licenses	●	○	○
2. Social Participation			
1. Enhancing Accessibility to Leisure Activities			
2-1-1. Improving Accessibility to Leisure Welfare Facilities	●	●	●
2-1-2. Hyo-Dream Welfare Card Support	○	●	●
2-1-3. Support for Operating Senior Village-Type Silver Farms	●	●	○
2-1-4. Support for Senior Health and Sports Festival	-	-	●
2-1-5. Support for Ground Golf Tournament	-	-	●
2-1-6. Support for Senior Gateball Tournament	-	-	●

Task Name	2022 Progress Status	2023 Progress Status	2024 Progress Status
2. Diversifying High-Quality Educational Programs			
2-2-1. Well-Dying Education	●	●	○
2-2-2. Life Design Counseling	○	●	○
2-2-3. Life Redesign Education	●	●	●
2-2-4. Operation of Lifelong Education Programs and Special Lectures	●	●	○
3. Increasing Community Participation Opportunities			
2-3-1. Operation of Career Development Talent Bank	○	●	●
2-3-2. 50+ Community Activation Support Project	●	●	●
2-3-3. 50+ Monitoring Group Operation	○	○	○
2-3-4. Senior Dementia Prevention Activation Support Project (2022)Senior Community Participation Support (2023, 2024)	●	○	●
2-3-5. Activation of Senior Policy Advisory Committee	●	●	●
2-3-6. Operation of Senior Volunteer Corps	-	-	●
3. Job Participation			
1. Expansion of Systematic Job Training			
3-1-1. Cultivating Professional Talent (Second Career Development Education)	●	●	●
3-1-2. Senior Vocational Training (Professional Senior Cultivation Education)	○	○	●
3-1-3. Operation of Mid-Life Adult Gathering Place	-	-	○
2. Expanding Job Infrastructure			
3-2-1. Operation of Senior Workforce Development Centers	●	●	●
3-2-2. Support for Operating Senior Job Dedicated Agencies / Implementing Agencies	○	○	●
3-2-3. Discovery and Support for Age-Friendly Companies	●	○	○
3-2-4. Support for Excellent Senior Job Organizations and Best Practices	○	○	○
3-2-5. Improvement of Senior Job Salary Levels (2022) Promotion of Senior Job and Social Activity Support Projects (2023, 2024)	●	●	●
3-2-6. Expansion of Job Infrastructure (Mid-Life Adult Social Contribution and Career-Type Job Projects)	○	○	○
4. Communication and Social Integration			
1. Enhancing Information Accessibility and Utilization			
4-1-1. Production of Service (Information) Maps	○	○	○
4-1-2. Expansion of Digital Literacy Education for Seniors at Senior Leisure Welfare Facilities	●	●	●
2. Promoting Social Integration			
4-2-1. Promotion of Respect for Seniors and Filial Piety Culture Projects	●	●	●
4-2-2. Open-Type Senior Citizen Center Project	○	○	○
4-2-3. Support for Senior Happiness Community Meal Program	●	●	●
4-2-4. Establishment of Incheon-Type Smart Senior Citizen Centers	-	-	○

Task Name	2022 Progress Status	2023 Progress Status	2024 Progress Status
5. Care and Health			
1. Establishment of Community-Based Care Infrastructure			
5-1-1. Construction of Dementia-Specialized Nursing Facilities and Expansion of Dementia-Specific Wards	○	○	○
5-1-2. Operation of Dementia-Specialized Day Care Centers (Dementia Relief Care Centers)	●	●	●
5-1-3. Distribution of IoT Intelligent Safety Phones	○	○	○
5-1-4. Emergency Safety and Relief Service	○	○	○
5-1-5. Customized Senior Care Service	○	○	○
5-1-6. Support and Management of Senior Nursing Facilities (for Graded Individuals) (2022)Burden for Graded Individuals in Senior Long-Term Care Insurance (2023, 2024)	○	○	○
5-1-7. Support and Management of Senior Nursing Facilities (for Non-Graded Individuals)	○	○	○
5-1-8. Support and Management of Home Care Senior Welfare Facilities (for Non-Graded Individuals) (2022)Support for Operating Home Care Senior Support Service Centers (2023, 2024)	○	○	○
5-1-9. Introduction of Severe Dementia Senior Care Companies (Humanitude)	○	●	●
5-1-10. Construction and Operation of Incheon Metropolitan City Public Nursing Home	○	○	○
5-1-11. Operation of Human Rights Monitoring for Senior Welfare Facilities	○	○	●
2. Strengthening Health Promotion and Management			
5-2-1. Operation of Brain Health School	●	●	●
5-2-2. Visiting Health Management Service	○	●	○
5-2-3. Incheon "Son-eun Yak-son" (Healing Hands) Project	●	●	●
5-2-4. Denture Support for Low-Income Seniors	●	●	○
5-2-5. Improvement of Health Promotion Blind Spots in Island Areas, etc.	●	●	●
5-2-6. Free Meal Support at Senior Citizen Restaurants	○	○	○
5-2-7. Meal Delivery for Home-Bound Seniors	○	○	○
3. Establishment of Protection and Support System for Vulnerable Seniors			
5-3-1. Operation of Elderly Protection Agencies	●	●	●
5-3-2. Operation of Exclusive Shelters for Elderly Victims of Abuse	●	○	○
5-3-3. Operation of Suicide Prevention Centers	●	●	●
5-3-4. Support for Public Guardians for Seniors with Dementia	●	○	○
5-3-5. Support for Public Funerals for Deceased Persons with No Known Relatives and Low-Income Individuals	○	●	●

- Data:**
1. Incheon Metropolitan City Senior Policy Division Internal Data (2023). Phase 1 Age-Friendly City Action Plan 2023 Promotion Plan
 2. Incheon Metropolitan City Senior Policy Division Internal Data (2024). Phase 1 Age-Friendly City Action Plan 2024 Promotion Plan
 3. Incheon Metropolitan City Senior Policy Division Internal Data (2025). Incheon, Age-Friendly Cities Incheon Metropolitan City Age-Friendly City Phase 2 (2025~2029) Master Plan (Draft)

Section 2. Analysis of Major Achievements of Incheon Metropolitan City's Age-Friendly City Phase 1 (2022~2024)

1. Promotion Overview

- Promotion Period: 2022 ~ 2024 (3 years)
- Vision and Goals
 - Vision: A desirable city, an age-friendly Incheon created by its citizens
 - Goals: 5 major domains, 13 detailed tasks, 70 detailed projects

2. Overall Assessment

- **Tasks:** Established a vision for sustainable aging society policies and promoted diverse and effective policies through the implementation of detailed projects in the following areas to ensure the stable lives and active social participation of older persons: ❶ Residential Environment ❷ Social Participation ❸ Job Participation ❹ Communication and Social Integration ❺ Care and Health.
- **Achievement Rate:** Based on the self-evaluation results of detailed projects, it was confirmed that over the past three years, there were no projects with 'Insufficient Progress' (performance less than 50% of the target). The number of projects exceeding 100% of their targets has shown an annual increase, indicating a continuous improvement in overall promotion performance.
 - 2022 Achievement Rate: Out of 63 total projects, 34 projects (54%) showed 'Normal Progress', and 29 projects (46%) showed 'Exceeded Achievement'.
 - 2023 Achievement Rate: Out of 63 total projects, 31 projects (49.2%) showed 'Normal Progress', and 32 projects (50.8%) showed 'Exceeded Achievement'.
 - 2024 Achievement Rate: Out of 70 total projects, 36 projects (51.4%) showed 'Normal Progress', and 34 projects (48.6%) showed 'Exceeded Achievement'.
- **Budget:** Total budget of 1,815.1 billion KRW within the project period (2022~2024).
 - 534.2 billion KRW in 2022 → 696.2 billion KRW in 2024 ⇨ Approximately 162 billion KRW (30%) increase.
 - Effectively and practically supported policy projects in the aging society sector, where care and participation are critically needed.

3. Key Policy Achievements

1) Residential Environment

- **Environment:** Achieved the planting of 12.36 million trees for the New Green City from 2022-2024 (134% of the target).
- **Housing:** Progressed with the construction of senior welfare housing (Geomdan, Gyeyang).
 - ① Geomdan (Construction started in 2022, 120 units planned for supply in 2025)
 - ② Gyeyang (Project approved in 2023, 100 units planned for supply in 2029)
- **Transportation:** Expanded the installation of audible traffic signals and countdown timers for vulnerable road users (1,127 audible signals installed/maintained, 1,348 countdown timers installed/maintained from 2022-2024). Provided incentives for seniors voluntarily surrendering their driver's licenses (100,000 KRW support via Incheon e-Um card, 19,169 individuals from 2022-2024).

2) Job Participation

- **Employment:** Created senior jobs (49,676 people in 2022 → 57,160 people in 2024 ⇨ 7,484 people increase).
 - Awarded the "Grand Prize" (1st place nationwide) in the Ministry of Health and Welfare's 2023 evaluation of excellent local governments for senior jobs.

○ Social Participation and Communication

- Leisure: Supported the operation of leisure welfare facilities (Participants: 1,078,000 in 2022 → 2,931,000 in 2024 ⇨ 172% increase). Supported Hyo-Dream Welfare Cards (100,000 KRW per year via Incheon e-Um card, 42,065 individuals in 2024).
- Retirement Preparation: Provided life design counseling for stable retirement preparation (882 individuals from 2022-2024), conducted life redesign education (3,237 individuals from 2022-2024), and supported the operation of senior volunteer corps (46,210 individuals from 2022-2024).
- Social Participation: Created open-type senior citizen centers (e.g., cafe-type, movie theater-type, small welfare centers) (10 locations in 2020 → 50 locations in 2024 ⇨ 40 locations increase). Operated "Happy Community Meal Program" (11 implementing agencies, 2,151 individuals supported in 2024). Established Incheon-type smart senior citizen centers (100 locations in 2024).

○ Care and Health

- Nursing Care: Constructed and operated Incheon Metropolitan City Public Nursing Home (24 dementia-specialized beds, 80 general beds). Construction of public dementia-specialized nursing home (Construction started May 2024 → Expected completion in first half of 2026).
- Care: Customized senior care services (25 implementing agencies, 15,574 individuals in 2024). Dementia-specialized day care facilities (8 dementia relief care centers). Meal delivery for home-bound seniors (18 locations, 3,555 individuals from 2022-2024). Human rights monitoring for senior welfare facilities (374 locations in 2022 → 507 locations in 2024 ⇨ 133 locations increase)
 - Nationwide first introduction of human rights monitoring project for senior nursing facilities (2018).

- **Health Support:** Brain Health School (Participants: 8,746 in 2022 → 20,055 in 2024 ⇨ 11,309 increase). Denture support for low-income seniors (Support for full/partial denture co-payments for seniors aged 65+ years, 3,226 individuals from 2022-2024). Incheon "Son-eun Yak-son" (Healing Hands) Project (7,649 beneficiaries from 2022-2024).
- **Welfare Services:** Operation of IoT intelligent safety phone service (24 implementing agencies, 9,370 individuals in 2024). Emergency safety and relief service (9 implementing agencies, 6,230 individuals in 2024).

Section 3. Implications

- Successful Project Progression Possible with Appropriate Annual Planning and Goal Setting
 - Over the past three years from 2022 to 2024, nearly half of all detailed projects exceeded their annual targets, and the remaining projects were generally progressing normally without significant setbacks.
 - This suggests that the initial plan was appropriately established, and the annual quantitative targets were also set suitably in line with the capacities of the project implementers.
 - Furthermore, it appears that Incheon Metropolitan City has demonstrated a strong commitment to establishing an age-friendly city, and the Phase 1 action plan for Incheon Metropolitan City's Age-Friendly City can be concluded as successfully implemented.
 - For projects that significantly exceeded their annual targets and overall project goals, it is necessary to examine whether there was an underestimation of departmental capacity or conservatism in plan establishment.
 - Accordingly, when establishing the Phase 2 plan, it is necessary to re-examine the validity and appropriateness of goal setting for similar projects.
- In the Phase 2 Action Plan, a Detailed Readjustment Considering the Specificity of Each Field Needs to Be Considered.
 - The setting of Incheon Metropolitan City's five major domains seems appropriate for establishing integrated age-friendly policies based on the WHO's eight domains, and it is positively evaluated for allowing more flexible plan establishment.
 - However, by integrating 'Housing,' 'Transportation,' and 'Outdoor Spaces and Buildings,' which WHO set as separate domains, into a single domain called 'Residential Environment,' there

is a concern that the relative importance of each domain may decrease, and the focus on detailed policies may be lowered.

- In particular, 'Outdoor Spaces and Buildings' requires unique specificities such as ensuring accessibility and barrier-free design, but if integrated with 'Housing' and 'Transportation' tasks, it may be difficult for these specificities to be fully reflected.
 - Therefore, when establishing the Phase 2 action plan, careful planning is required to ensure that a domain-specific approach can be taken, fully considering the characteristics and policy importance of each detailed area within the integrated domain.
- It may be possible to integrate 'Social Participation' and 'Job Participation' into one domain, reorganizing into a total of 4 domains.
- Since job participation can also be seen as part of social participation in a broad sense, it is deemed possible to integrate them into 'Social Participation and Work' or simply 'Social Participation'.
 - There is some overlap between 'Job Participation' and 'Social Participation'. In particular, a clear distinction seems necessary between non-economic social activities (e.g., volunteering, community contribution activities) and economic activities (job participation). It seems necessary to consider emphasizing non-economic activities within 'Social Participation' and highlighting volunteer work or community contribution activities as independent policy areas.
 - However, for the elderly, as aging progresses, the time spent on economic activities decreases, and the proportion of social participation activities other than economic activities increases, thus requiring differentiated policy establishment based on age groups.
 - Furthermore, as pointed out earlier, the integration of domains offers advantages in terms of policy consistency and integrated project management, but there is also a risk that the specific characteristics of different domains may not be sufficiently considered, potentially leading to a biased focus on certain projects. Therefore, planning that takes this into account is required.
 - There are some overlapping elements between the 'Job Participation' and 'Social Participation' domains. In particular, a policy distinction is needed between non-economic social activities such as volunteering or community contribution and job participation as an economic activity.
 - Accordingly, it is necessary to consider emphasizing non-economic activities within the 'Social Participation' domain and highlighting volunteer work and community contribution activities as independent policy areas.
 - Furthermore, as people age, the time spent on economic activities gradually decreases, and the proportion of various social participation activities other than economic activities tends to relatively increase. Therefore, differentiated policy design that considers the characteristics and patterns of change across age groups is required
 - Moreover, as pointed out earlier, while domain integration offers advantages in terms of policy consistency and integrated project management, there is a concern that if the unique

characteristics of each domain are not sufficiently reflected, project implementation may become biased or certain policies may be overlooked.

- Therefore, when establishing the Phase 2 action plan, it is necessary to leverage the benefits of an integrated approach while also strategically planning that considers the characteristics and policy balance of each detailed domain.