

# AGE-FRIENDLY CITY: PENANG

MBPP UPDATE MAY 2024

By Dr. Sangeeta Kaur, AFC Project Manager



## PENANG ISLAND

*Age friendly City*



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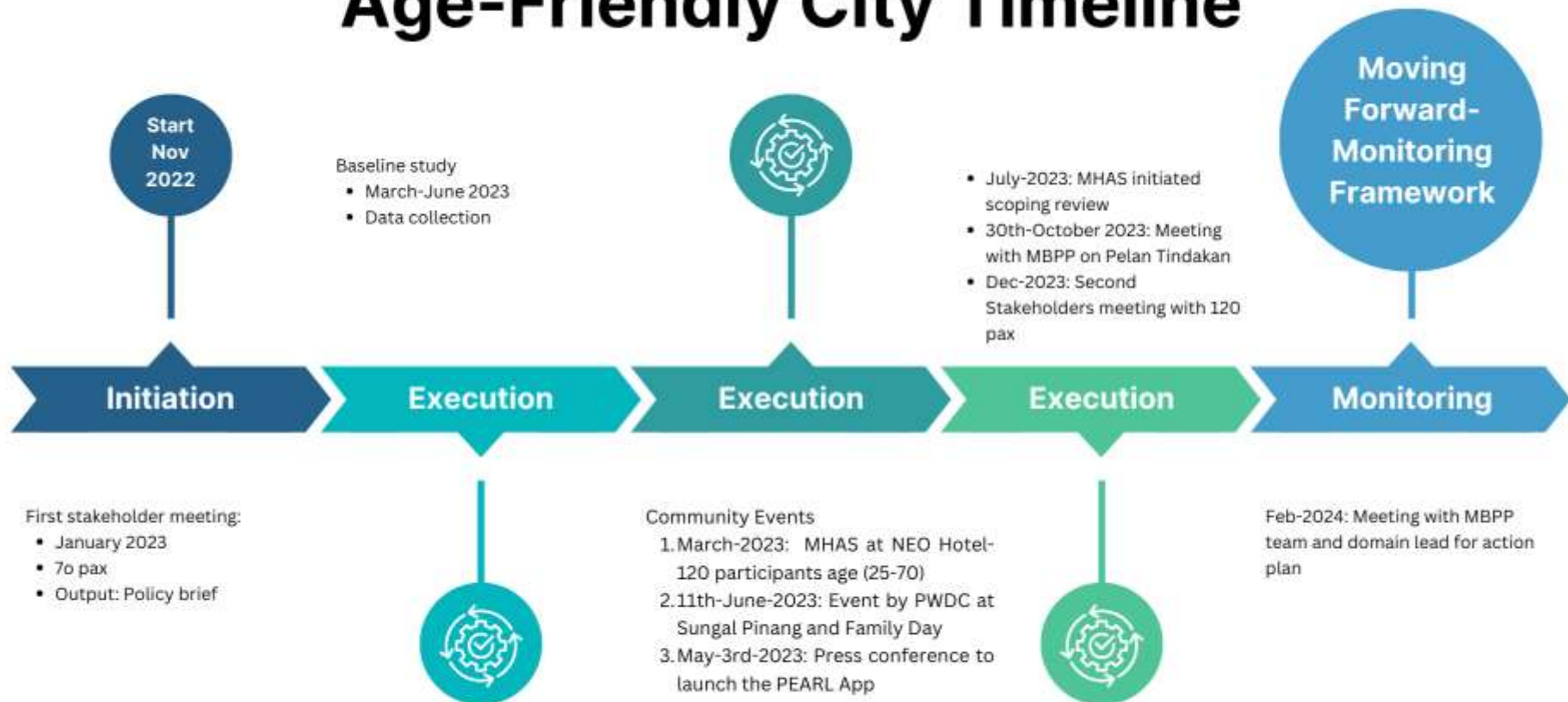
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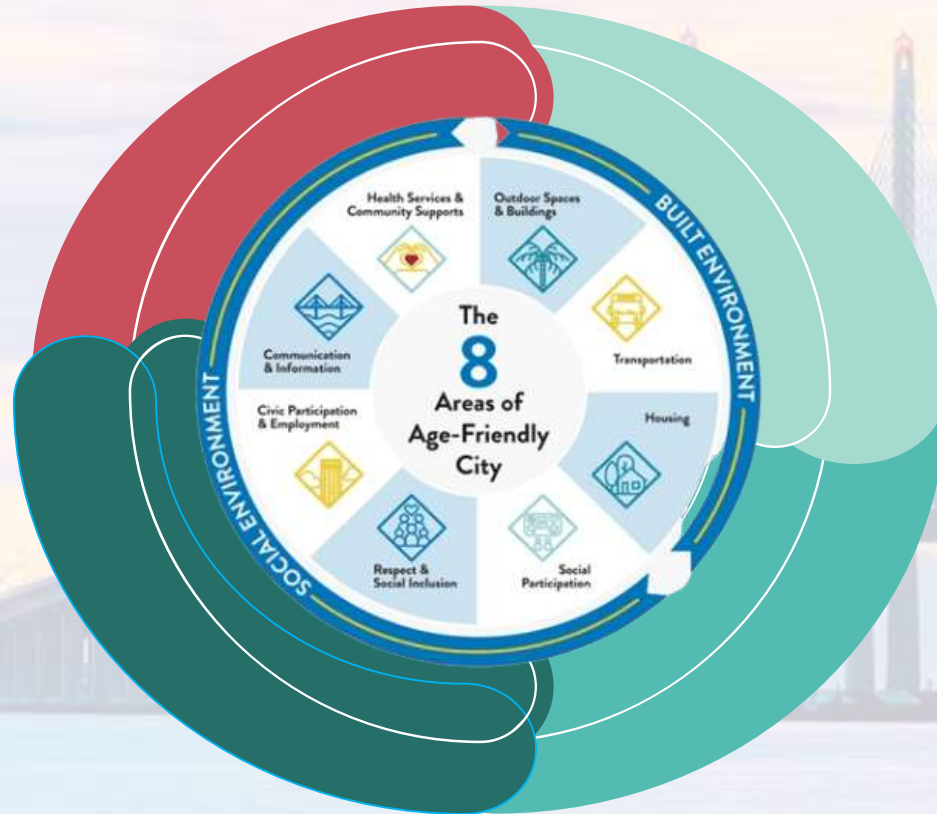
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# Age-Friendly City Timeline



# THE WHO DOMAINS FOR AGE-FRIENDLY CITIES



# Domain 1: Outdoor Spaces and Buildings - Action plan

## Park Enhancements:

Identify and Upgrade existing parks and develop 5 vacant lots in 2024.

## Improved Accessibility:

Ensure parks and public buildings (Town Hall) are accessible with OKU-friendly toilets, ramps, and lifts.

## 24/7 Park Maintenance:

Implement regular inspections and yearly contracts for park furniture repair and open land cleaning.



## Community Participation:

Encourage local residents to be involved in park maintenance.

## Public Facility Upgrades:

Eg: Improve Medanika Dining Complex toilets, build a roof in the Medan Renong Complex in the center and upgrade the lighting on Jalan Sri Bahari to Jalan Argyl.

## Bus Stop Construction

Build a bus stop hut at Pasar Paya Terubung Jaya (completed May 2024)

# Domain 1: Outdoor Spaces and Buildings -Outcomes

**70% cleaner parks:** Achieve 70% cleanliness improvement across Penang Island parks by December 2024.

**Increased park accessibility (UD):** Enhance accessibility in at least 4 parks or buildings yearly based on Universal Design (UD) principles.



**Improved safety and maintenance:** Annually, implement safety and maintenance upgrades in at least 4 outdoor spaces and buildings.

# Domain 2: Transportation- Action plan

## Improved Public Transportation Network

Purchase new buses, study new routes including CAT buses, and explore water taxi options. Introduce a new ferry fleet and implement the Laluan Mutiara LRT project.

## Enhanced Accessibility:

Implement Rapid Mobility services and ensure 90% of buses have air suspension and ramps.

## Upgraded Infrastructure:

Improve bus stops, walkways, Komtar Bus Terminal, and Pengkalan Tun Raja Uda facilities.

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## Discounted Public Transport Fares:

Offer concession programs (Rapid Emas), passes (Rapid My50 Mutiara), and a flexible fare structure for Rapid Mobility services.

## Public Facility Upgrades:

Enhanced mobility and access to services and activities. Reduced financial burden on older adults with fixed incomes.

## Improved Driver Training

Educate drivers on the needs of older people

## Domain 2: Transportation -Outcomes

### **A More Connected Community:**

Enhanced accessibility and mobility options will ensure everyone has the opportunity to reach essential services, jobs, and recreational activities, fostering a more inclusive and vibrant community.

**A Sustainable Future:** Upgraded infrastructure and efficient service delivery will create a transportation system that reduces congestion and minimizes environmental impact.



### **A Thriving Economy:**

Public transportation investments create jobs, attract businesses, and improve the quality of life for all.

# Domain 3: Housing - Action plan

## Security & Surveillance:

Install CCTVs and implement security contracts.

## Building Assessments & Upgrades:

Conduct studies and potentially upgrade structures in Kolam Village (leasing), Lebuh Cintra, Jalan Jelutong, Jalan Padang Tembak, Lintang Batu Lancang (housing), and Sungai Nibong (leasing).

## Infrastructure Enhancements:

Replace roofing in Lebuh Cintra, upgrade drainage systems in Jalan Jelutong & Jalan Padang Tembak (housing). Upgrade Tzu Chi Environment. Protection Education Centre

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## Improved Resident Well-being:

Provide cleaning & recycling for PPR Jalan Sungai, repaint exterior walls in Taman Free School & Lebuh Cintra, install disabled access features in Jalan Jelutong, replace stairs railings in PPR Jalan Sungai.

## Accessibility for Disabled:

Prioritize ground floor units for disabled residents across housing, repair lifts in 5 units of PPR Jalan Sungai, create exercise space in Jalan Jelutong.

## Community Engagement:

Organize events at Skim Sungai Nibong, update housing regulations, and create senior housing.



# Domain 3: Housing -Outcomes

## **Safer & More Livable Spaces:**

Enhance security with CCTV, contracts, and building improvements. Upgrade infrastructure and prioritise accessibility features.

## **Stronger Community & Wellbeing:**

Foster connections through events and improved regulations. Develop senior housing and ensure a clean, healthy environment.



**Inclusive & Sustainable Future: Increase** accessibility for disabled residents. Implement sustainable practices and create senior living options.

# Domain 4: Social Participation- Action plan

## Promote Health & Wellness

### Activities:

Promote physical activity and life skills (sign language, braille, first aid) through workshops and partner with organisations for blood donation and health awareness campaigns.

### Community Participation:

Foster community well-being by hosting an anti-bullying event, organizing a senior citizen program, and running food distribution drives and charity initiatives.

### Spark Creativity & Learning:

Spark creative expression and learning through workshops in diverse crafts



### Foster Family Engagement:

Strengthen family engagement through different activities.

### Support Local Sports & Fitness:

Organize active events and partner with sports organizations for competitions

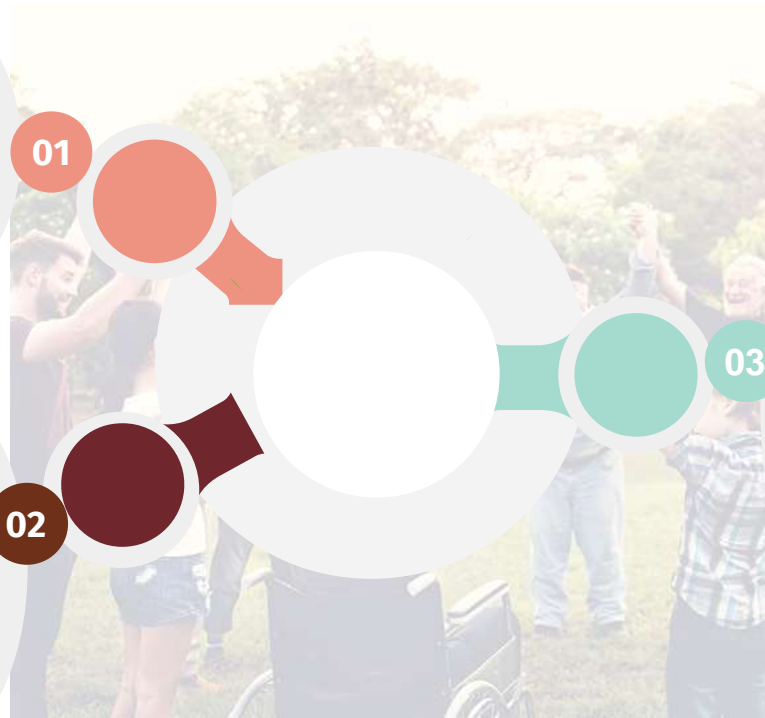
### Celebrate Local Culture & Heritage:

Celebrate local heritage through a children's drawing contest and events showcasing local arts (Seni Khat class).

# Domain 4: Social Participation- Outcomes

**Building Stronger Communities:** Promote family bonds, community connections, and social engagement through events, activities, and initiatives,

**Enhancing Community Health & Well-being:** Increase access to health services, encourage community participation in health promotion activities, and empower individuals to adopt healthy behaviors through health screenings, education sessions, and wellness programs.



**Fostering Collaboration & Empowerment:** Partner with organisations to leverage resources, build community capacity, and empower residents to actively improve their health and well-being.

# Domain 5: Social Respect and Inclusion- Action plan

## Zero Burden Bazaar:

This event will offer activities that cater to people of all ages (children, adults, and seniors) to promote intergenerational interaction and community engagement.

## Regulate Senior Care Conversions:

Establish clear rules for converting homes into safe and secure elderly care centers in Penang.

## New Housing: Include Community Spaces:

New housing developments must include community facilities to build connections and offer essential services to residents.

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## Create Autism-Friendly Spaces:

Develop guidelines for inclusive public spaces catering to individuals with autism.

## Standardize Postnatal Care:

Create a set of guidelines for postnatal care centers within Penang. These guidelines will ensure a high standard of care for mothers and newborns.

## Senior Daycare & Activities:

Create a senior daycare and activity center at Jalan Air Itam 252A for social interaction and a safe environment.

# Domain 5: Social Respect and Inclusion- Outcomes

## **Stronger, More Inclusive Communities:**

Promote social cohesion, respect, and a sense of belonging across all ages through activities that foster intergenerational relationships and inclusivity.

## **Enhanced Well-being & Development:**

Promote physical and mental well-being for all ages through activities (sports, arts, volunteering) and lifelong learning opportunities.



## **Community Resilience & Innovation:**

By including all ages, communities build resilience, solve problems creatively, and foster pride. Inform policies and operational guidelines.

# Domain 6: Civic Participation and Employment-Action plan

## Implement a Public Toilet Cleaning Program:

Establish a program to ensure consistent and thorough cleaning of public restrooms.

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## Award Cleaning Contracts:

Secure official agreements with cleaning service providers to maintain public toilets.

## Collaborate with IKHSAN:

Partner with the Service Operator Initiative (IKHSAN) to leverage their expertise and resources in managing public toilet cleaning services.

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## Implement Inspection Regime:

Establish a system for regular inspections to monitor adherence to cleaning standards.

## Develop Cleaning Standards:

Define clear and measurable standards for public toilet cleanliness.

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## Address Service Issues:

Develop a process for addressing any issues or concerns regarding public toilet cleaning services (e.g., complaints, maintenance needs).

# Domain 6: Civic Participation and Employment-Outcomes

**Improved Well-being:** Public toilet cleaning programs can contribute to financial independence, increased social interaction, physical activity, and a sense of purpose, leading to overall well-being for participants.

**Community Benefit:** These programs provide a valuable service to the community while potentially utilizing the skills of under-employed or retired individuals.



**Empowerment:** Participation empowers individuals to manage their finances, contribute to society, and feel valued, boosting their confidence and self-esteem.

# Domain 7: Communication and Information –Action Plan

## Accessibility for All:

Adapt announcements to various needs. Collaborate with relevant groups (visually impaired, elderly, rural communities) to understand preferred methods (e.g., font size, mobile outreach).

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## Content Redesign:

Revisit existing public announcements and redesign content based on engagement with relevant organizations.

## Multi-Channel Approach:

Use mobile vehicles, PEARL app alerts, WhatsApp channel, billboards, and service centers to reach more people.

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## Public Engagement:

Organize tech training sessions on using the PEARL app and WhatsApp during MBPP events.

## Leverage Existing Infrastructure:

For inquiries and feedback, utilize MBPP resources like the Level 3 KOMTAR office (one-stop services), 24/7 hotline, and WhatsApp.

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## Collaboration:

Partner with Jabatan Penerangan Malaysia Pulau Pinang to utilize their mobile vehicles (Kenderaan Bergerak) for wider reach.



# Domain 7: Communication and Information-Outcomes

## **Empowered and Informed Community:**

Increased awareness of initiatives, policies, and events leads to a more informed and engaged citizenry, better equipped to participate in civic life and hold officials accountable.

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**Stronger Government-Community Relationship:** Enhanced transparency fosters trust and strengthens the relationship between the government and the community, leading to improved decision-making that reflects the needs of all residents.

02



03

## **More Cohesive and Equitable Community:**

Mitigating information gaps and promoting awareness fosters a greater sense of community cohesion, reduces social disparities, and strengthens feelings of solidarity.

# Domain 8: Community Support and Health Services- Action Plan

## Healthy Schools:

Promote health and environment awareness in schools.

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## Community Health Campaign:

Launch a health awareness campaign.

## Safe Food Handling:

Train food vendors on hygiene (vaccination included).

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## Mobile Health App:

Develop the Pearl One Touch health app.

## AED Awareness:

Increase awareness and access to Automated Defibrillators.

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# Domain 8: Community Support and Health Services - Outcomes

## Prevention Through Education & Early

**Action:** By promoting healthy behaviors (diet, exercise, etc.) and early detection through screenings, the program aims to reduce the overall disease burden in the community.

01

**Improved Health & Well-being:** The program's focus on healthy behaviours and early intervention leads to better overall health, reduced healthcare costs, and a higher quality of life for individuals.

02



03

## Community Empowerment:

Encourage to take control of one's health and well-being.

**Thank You!**

