



**Community
Engagement**



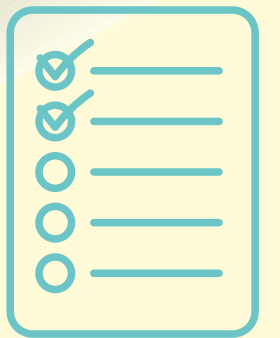
**Research and
Publications**



**Digital
Infrastructure**



**Stakeholder
Engagement**



**Age-Friendly
City: Penang
Island Strategic
Action Plan**



THE AGE-FRIENDLY CITY PENANG ISLAND INITIATIVE (AFCPI) EVALUATION REPORT (2022–2025)

AFCPI led by the City Council of Penang Island (CCPI) and the Penang Women's Development Corporation (PWDC), with technical support from the Malaysian Healthy Ageing Society (MHAS), stands as Malaysia's leading urban ageing project under the WHO Global Network for Age-Friendly Cities and Communities (GNAFCC).

Since receiving WHO membership certification in July 2023, Penang Island has been at the forefront of implementing multi-sectoral strategies aimed at improving inclusivity, accessibility, dignity, and overall well-being for its residents, particularly older persons, vulnerable populations, and persons with disabilities. With its progress to date, Penang Island is on track to become the first city in Malaysia to meet all WHO AFC requirements by late 2025, positioning itself as a regional model city for healthy and active ageing.

Key Achievements (2022–2025)

Outdoor Spaces and Buildings



1

Upgraded five major parks, integrated universal design, improved lighting, accessibility, and safety.

Transportation



2

Expanded bus fleet (232 → 252), upgraded ferry services, introduced Light Rail Transit (LRT) planning, mobility support vans, and fare subsidies.

Housing



3

Installed CCTV, ramps, elevators, accessible toilets, 1,553 affordable housing units, and inclusive design features.

Social Participation



4

Conducted 800+ community events including City Walks, intergenerational programmes, workshops, and skills training.

Respect and Social Inclusion



5

Introduced integrated care and accessibility guidelines, senior centres, and intergenerational cultural exchanges.

Civic Participation and Employment



6

Created income-generation opportunities through public sanitation maintenance programme, recycling, security, urban farming, and older persons employment in CCPI initiatives.

Communication and Information



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Focused on inclusive communication through the PEARL app, improving access to information, digital literacy, and community engagement for all.

Community Support and Health Services

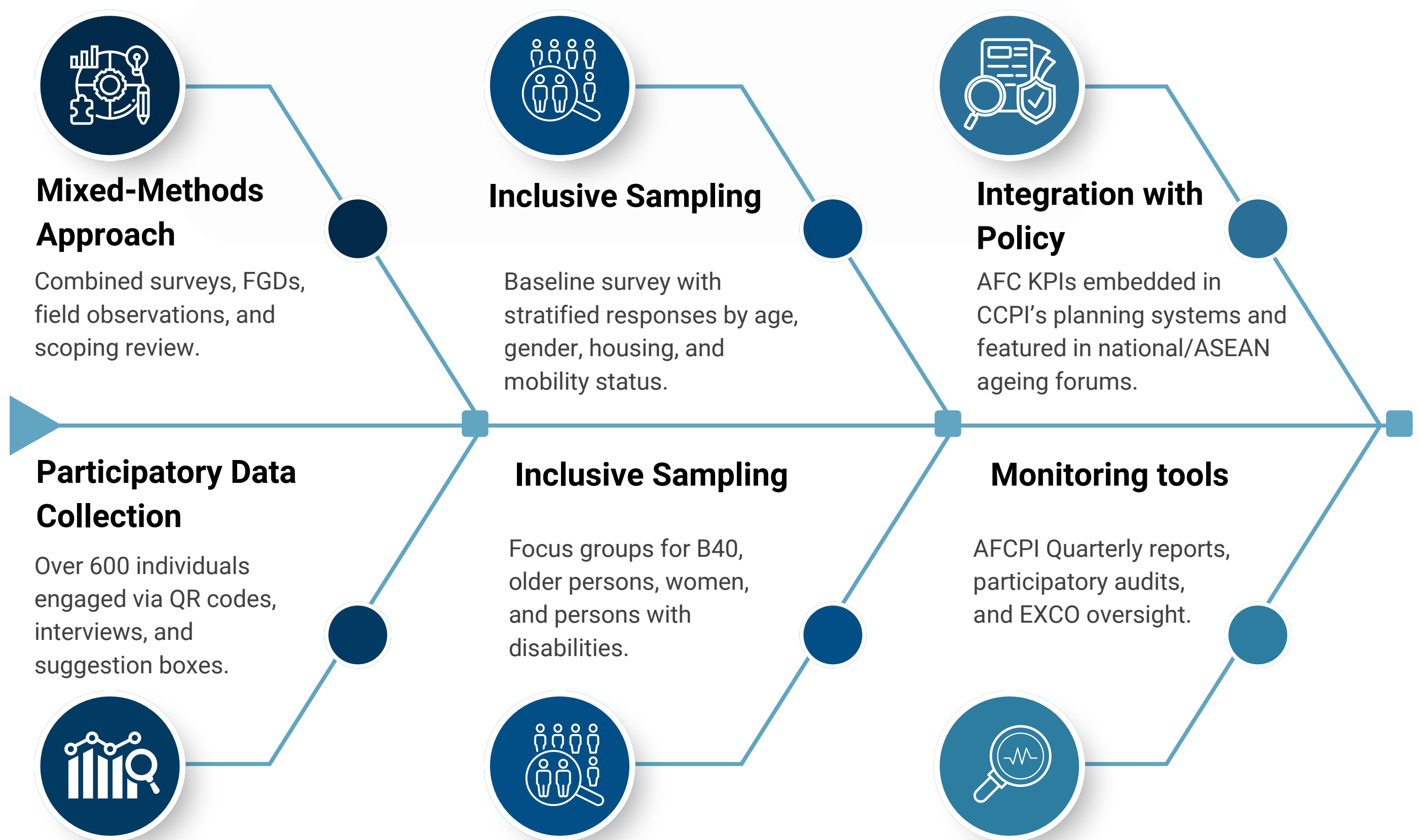


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Conducted over 550 health promotional activities, as well as deployed AEDs and integrated technology to enhance emergency response for Penang Island residents.

***Integrated, Evidence-Based Planning:** Baseline survey of 1,501 residents across 40 neighbourhoods. Development of domain-specific KPIs and alignment with state policies.
***Strategic Events:** Age-Friendly City Carnival, ASEAN Healthy Ageing Conference, and WHO/UN benchmarking forums strengthened Penang Island's global positioning.

Methodology & Monitoring

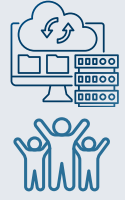


Stakeholder Engagement

- Over **272** stakeholders involved: government, NGOs, academia, community groups, women, older adults, youth, and persons with disabilities.
- **Key Milestones:**
 - **January 2023:** Produced a *Policy Brief* that laid the foundation for Penang Island's WHO recognition.
 - **September 2024:** Developed the *Age-Friendly City: Penang Island Strategic Action Plan*, consolidating stakeholder inputs into a roadmap for implementation.
 - **August 2025:** Validate progress, review findings from the evaluation, and co-design next steps ahead of WHO submission.

Challenges Identified

Resource Constraints



- Build a centralised volunteer database for improved coordination.
- Strengthen NGO partnerships to expand support and resources.



Digital Divide

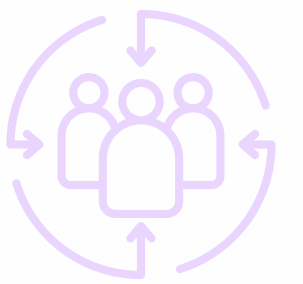


- Increase offline outreach via:
 1. Community venues (markets, town halls, libraries)
 2. Mobile information units
 3. Printed materials for non-digital users

Low Public Awareness



- Launch stronger branding campaigns across multiple platforms.
- Promote and expand AFC Ambassadors Programme to raise visibility.



Infrastructure Gaps



- Upgrade transport terminals, parks, and public spaces.
- Enhance housing accessibility with universal design standards.



Moving Forward:

Tackling these challenges will strengthen Penang Island's journey towards maintaining its status as an Age-Friendly City under WHO's Global Network.

Overall Impact

AFCPI: Malaysia's First City to Complete the WHO's Age-Friendly Cycle

The AFCPI has transformed urban development by implementing WHO's age-friendly principles into city planning, health systems, mobility solutions, and governance.

This initiative focused on enhancing the quality of life for older adults and vulnerable communities, guaranteed access to public health, fostered social participation, and facilitated digital inclusion, and established Penang Island as a benchmark for other Malaysian and ASEAN cities aiming for healthy and inclusive urban ageing.

With the successful conclusion of the third stakeholder engagement, a clear pathway has emerged to meet all WHO AFC requirements, ensuring that Penang Island remains age-friendly. This milestone underscores CCPI's ongoing commitment to incorporating community feedback into its strategic planning and refining initiatives that foster inclusive, sustainable, and age-friendly urban development.