

# Webinar Smart and Inclusive Cities: how digital technologies can help promote disability inclusion in cities?

In commemoration of the International  
Day of Persons with Disabilities

El Salvador Case, Thursday, December 8, 2022 | 8:00-9:00 am EST



# Country Context

Innovation in digital accessibility and inclusion of people with disabilities in El Salvador **is especially important in a context in which the COVID-19 pandemic** has had a strong impact on the economy and human development of Salvadorans.

This has **forced us to accelerate** the pace to **effectively manage a more digital future** and maximize opportunities for social inclusion in the country.



# Country Context

- 5 in 10 persons with disabilities felt discriminated against by their own neighbors and 4 in 10 by their families (National Survey of Persons with Disabilities, 2015)
- El Salvador has the highest gap between children with and without disabilities attending primary school (Ages 6-12)
- Over a third of eligible voters with disabilities did not vote in the most recent election (National Council for Comprehensive Attention to Persons with Disabilities, General Directorate of Statistics and Censuses, and UNICEF 2015)





# Special Law for the Inclusion of Persons with Disabilities

El Salvador **has specialized regulations** that protect people with disabilities: "Special Law for the Inclusion of People with Disabilities"

The most important purpose of this law is:

- **Recognize, protect and guarantee** the exercise and full enjoyment of the rights of persons with disabilities under equal conditions.
- **Guarantees the elimination of barriers** that hinder the full development of people with disabilities

*"The estimated total number of persons with disabilities in El Salvador is 250,000 people, or approximately 4.1 percent of the total population and 13 percent of households"*



## Special Law for the Inclusion of Persons with Disabilities

Due to various circumstances, acquired or congenital, the human person is susceptible to the decrease in their physical, mental, psychological and sensory capacities, which creates a condition of disadvantage with their peers that makes it difficult for them to fully integrate into social life, therefore it is necessary to implement measures that allow people with disabilities to participate fully in society without any kind of discrimination

**Art. 17.-** Public or private institutions will ensure that the public information programs are presented in an accessible manner to all persons.



## Digital innovation in El Salvador

Through the support of the Government of El Salvador, a great effort is being made to reduce the gap in access and digital social inclusion through the the Local Economic Resilience Project, financed by the World Bank, for an amount of (US) \$200,000,000, and implemented by the National Directorate of Municipal Works (DOM).

- **160 million dollars** for investments in resilient infrastructure in all municipalities of the country (262 municipalities, hence the name of the platform).

# Citizen engagement platform

The DOM is a new entity, with a national scope. Responsible for transforming the quality of municipal infrastructure

Implementation of a national platform (VOZ262) for citizen engagement and management of complaints. **First nationwide platform and with universal digital accessibility criteria.**

The platform is not the application, it is the integral social management in the territory.

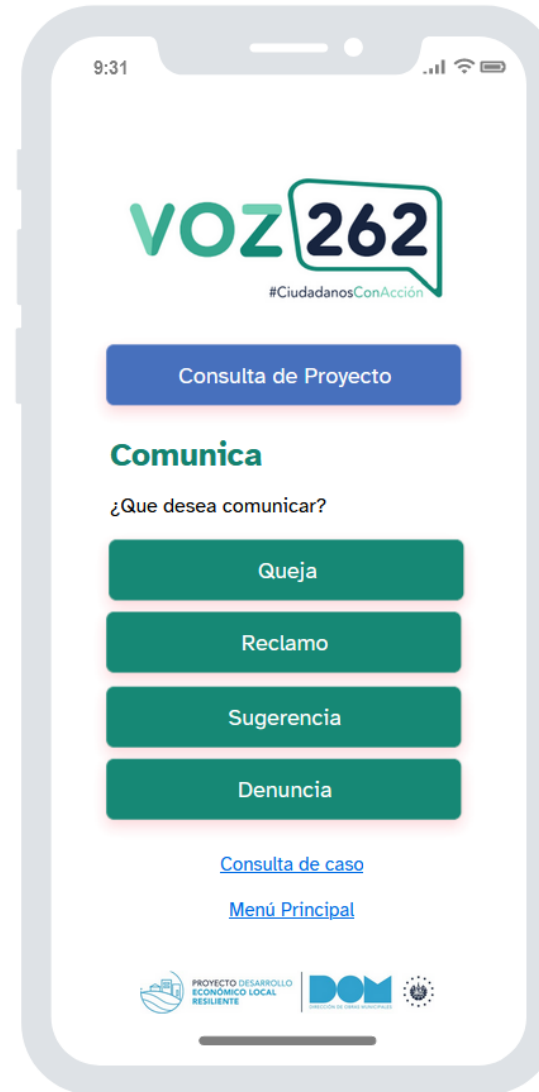
“VOICE 262 will be the first digital experience for people with disabilities in the country, which will work directly with civil society organizations and the population.”



# Digital accessibility

## 1. Text

- Font family: **Atkinson Hyperlegible** (sans-serif).
- Minimum font-size: 14 points.
- Line height: 1.5 lines.
- **Left alignment** on paragraphs.
- Descriptive links text (avoid "Click here", "Link", "More"...).





# Digital accessibility

## 2. Color

- People with **low vision** aren't able to distinguish bright and dim areas of an element with background and foreground color.
- **Accessible color palette** and contrasting color text.
- Minimum ratio: 4.5 to be accessible.



Fg #000000  
Bg #70d0b4



Fg #000000  
Bg #36a88f



Fg #000000  
Bg #148875



Fg #ffffff  
Bg #148875



Fg #ffffff  
Bg #182540

# VOZ262

Citizen engagement platform

It is a **citizen engagement mechanism with two-way communication** between the beneficiaries and citizens, which allows anticipating actions for the resolution of conflicts related to the environmental, social, technical, administrative and other fields in the execution of civil works .

*"Our target is to engage at least 70 of the 262 municipalities using the platform, with 85% of citizen satisfaction"*



# VOZ262

## Citizen engagement platform

- Presence in **real time in the country's 262 municipalities**
- Strategic platform for the participation and social inclusion of the population with disabilities
- Management and control of deadlines and urgent prioritization of complaints, claims, reports immediately (with pre-established deadlines)
- Strict management of **CONFIDENTIALITY and ANONYMITY**
- Easy to use, with the possibility of sending video, audio, enabling listening and reading of text
- It will use SMS messaging, WhatsApp or direct consultations on the Web, for feedback with citizens.





## Ensure that the processes citizen participation

- Carry out focus groups with organizations of persons with disabilities for improved user case
- Pilots with municipalities during development
- App improvements with citizen feedback
- App development through iterative co-design and continuous improvement



# How does it work VOZ262?



# Through VOZ262

You can report complaints, suggestions, claims, or information requests at any time through a centralized, **unique, nationwide, fast and direct channel** (free and quality service)





<https://obrasmunicipales.gob.sv/wp-content/uploads/2022/12/VOZ262-English.mp4>

# Acknowledgements

VOZ262 Citizen engagement platform

- Specialist in Digital Accessibility from the University of Alicante
- Global Smart Cities Partnership Program
- World Bank Experts
- Municipal Works Department (DOM) - Project Implementation Unit (PIU)





# Thanks for your attention

In commemoration of the International Day of Persons with Disabilities

El Salvador Case, Thursday, December 8, 2022 | 8:00-9:00 am EST

