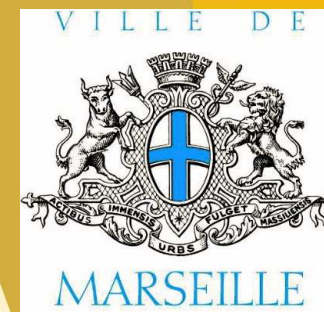


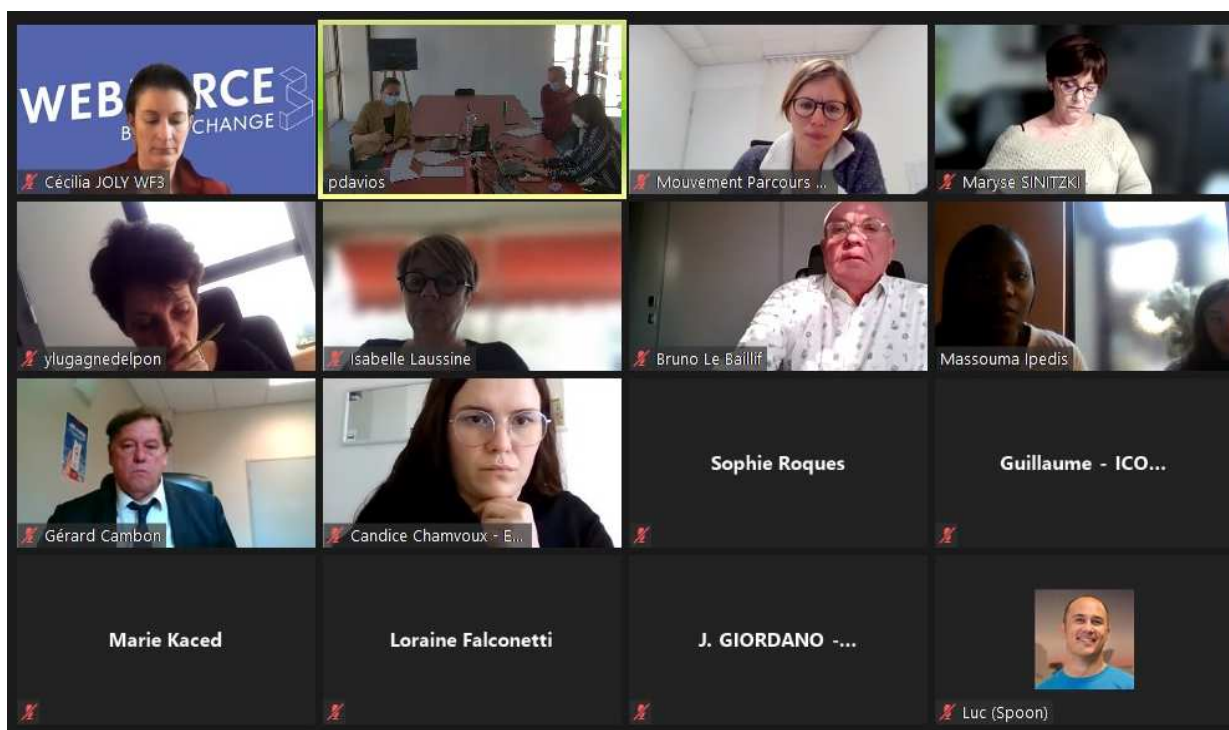


Local workshop:
Citizens with a disability,
digital divide and opportunities



March 7, 2022, Marseille

Loraine Falconetti, Project Manager, City of Marseille, lfalconetti@marseille.fr



- ▶ Number of experts (local stakeholders, cities staff): 9
- ▶ Number of citizens and Stakeholders: 10
- ▶ Total participants: 19

♀ 74 %

♂ 26 %

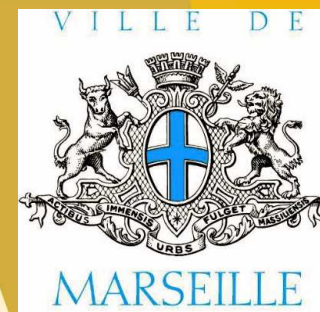


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Expert committee stakeholders

▶ Action/Project n° 1: City of Marseille Digital technology as a tool for accessing outreach services for the deaf and hard of hearing citizens

- Thanks to “Allô Mairie” ACCEO, the City of Marseille is making its services accessible to all Marseilles’ residents for a more inclusive city
- Every citizen with a disability can therefore access municipal information, carry out administrative procedures online, obtain information, make appointments with municipal services, etc.
- Option 1: “Instantaneous Speech Transcription” (citizens who can’t express themselves orally)
- Option 2: “Visio-Interpretation French Sign Language”
- Option 3 : “Visio-coding Complete Spoken French Language” interpretation and transcription into text)
- Option 4: “Automatic text transcription”
- <https://www.acce-o.fr/client/marseille>



Marseille.fr



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Expert committee stakeholders

► Action/Project n°2: Broadcast of the Marseille City Council in sign language

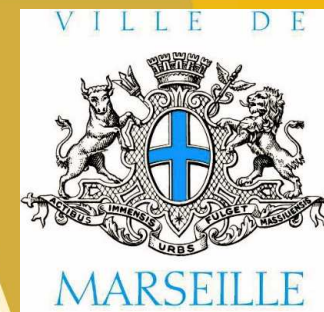
- The municipal council of the City of Marseille is interpreted in sign language to enable deaf and hard-of-hearing people to follow the debates
- The municipal council is also broadcast live from the city's website and available on streaming
- A dedicated recording studio has been created, in a space near the city council chamber

The City's goal is to guarantee everyone, without discrimination, the same access to information

- In the current developments, the streaming of the City Council will be subtitled very soon.



Expert committee stakeholders



▶ **Action/Project n° 3: WebForce3, The school of digital jobs for all / Handi4Change Project**

- WebForce3 is a network of schools for digital jobs throughout France (one in Marseille)
- Handi4Change project responds to an emergency: half a million people with disabilities do not have access to employment because of their difficulties in accessing adapted training. The goal? To train 1,000 people with disabilities in high-volume digital jobs, with appropriate support to help them find employment
- The strength of the school is to have a dense network of companies and to be able to link young graduates with recruiters helping them to find a job





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Other projects from stakeholders

- ▶ **Action/Project n° 4: Association Handestau**
 - ▶ The association works to support people with disabilities in acquiring social, personal and professional life skills in order to acquire maximum autonomy. They have developed a 10-month course to prepare young people with disabilities to be able to join a traditional training center for apprentices,

- ▶ **Action/Project n° 5: ICOM'Provence Training center**
 - ▶ The ICOM'Provence training center is a professional training organization dedicated to the challenges of digital accessibility, they also provides other associations or organizations with specific and very expensive equipment to allow them to test it before purchasing it themselves,

- ▶ **Action/Project n° 6: Association Emmaus Connect**
 - ▶ For 10 years, Emmaus Connect has been fighting to make digital technology an opportunity for everyone offering (i) 14 digital solidarity spaces with equipment, (ii) a training organization for social actors and digital caregivers and (iii) an end-to-end digital equipment collection and distribution network.

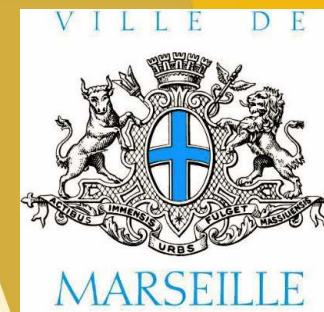




Citizens committee

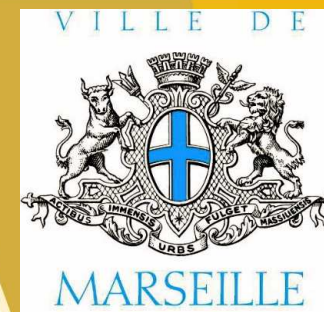
Main reactions, lessons learned, expressed needs and proposals “from the field”:

- ▶ Need to co-construct projects with specialized actors due to lack of knowledge on disability issues
- ▶ Lack of knowledge of the regulations concerning legal obligations on digital accessibility for people with disabilities
- ▶ Difficulty in developing tools that can respond to different types of disabilities (visual, auditory, cognitive, motor)
- ▶ Importance of creating referents specialized in disability in institutional or private organizations
- ▶ Importance of training staff in the support/management of people with disabilities





Best practices / EUDIGIT's objectives



Among all actions/projects, please identify some best practices:

1. Best Practice 1: City of Marseille Digital technology as a tool for accessing outreach services for the deaf and hard of hearing citizens / ACCEO
2. Best Practice 2: Broadcast of the Marseille City Council in sign language
3. Best Practice 3: WebForce3, The school of digital jobs for all / Handi4Change Project

EUDIGIT's objectives	n	Action/ project
Strengthening EU citizenship and citizens awareness	1	ACCEO
	2	City Council in sign language
	3	WebForce3
Contributing to reduce the digital gap in cities	1	ACCEO
	2	City Council in sign language
	3	WebForce3
Co-building digital policies with citizens	1	ACCEO
	2	City Council in sign language

Thank you for your attention!

