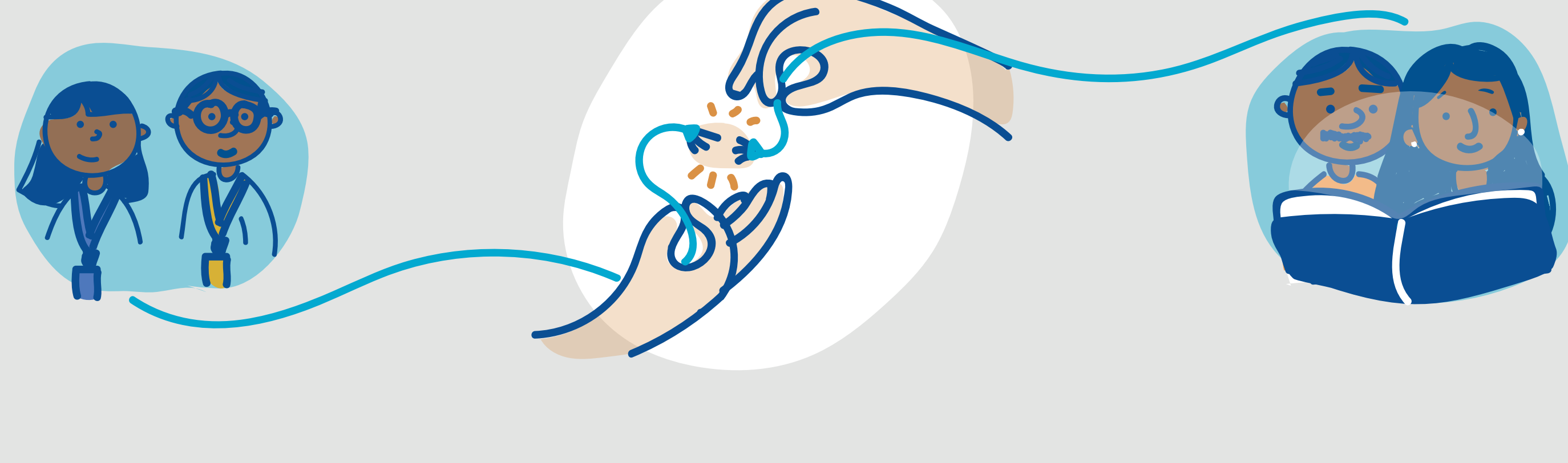


# INFORMATION AND COMMUNICATION TECHNOLOGIES IN SUPPORT OF TRANSIT MIGRANTS IN MEXICO EXECUTIVE REPORT 2020

● Since October 2017, TSF has worked to improve migrant's access to essential information.



The mission's objective is to contribute to the migrants' and asylum seekers' protection in Mexico by improving their access to essential information while they travel the route from Central to North America, building a bridge between migrants and other relevant organisations producing information materials.



A large majority of migrants travel without a telephone and many use television as their primary source of information in their home countries.



They arrive in a new country with limited to no information about their rights, safety measures, and administrative procedures.



In this context, the diffusion of relevant, reliable information in key locations along the migratory route is essential to meet the needs of migrants and contribute to their protection.

This mission now enters its fourth year and continues to demonstrate its importance, **even during the global pandemic that hit the world in 2020.**

## TESTIMONIES

**"Information about COVID-19 is very interesting to get to know how is the situation in the whole country. 'Your rights' section is really important. It should be included how to talk to the authorities and include some information and news about Cuba. There are many Cubans seeking for asylum".**

-Cuban male traveling alone, interviewed at FM4 shelter, Jalisco.-

**"they refer to what they have read. They say that the information serves them, guides them. Even the data that is updated, helps them to be up to date."**

- Shelter's Staff at El Refugio, Guadalajara.-

**"It's really useful for every immigrant and refugee. I had not seen anything like this at other shelter I've been to... it would be great if it was displayed in every shelter."**

-18 years old transgender girl from Honduras traveling alone, interviewed at the FM4 shelter, Jalisco.-

**"It is an easy way for them to understand the situation and make decisions about seeking refuge".**

-Casa del Caminante's Manager, Palenque-

**"There are people who come fleeing their country and do not open with us. Seeing the information causes them a positive impact and they are encouraged to ask for information at the lodge."**

-Shelter's Staff at CAFEMIN, Mexico City.-

## KEY FIGURES AND RESULTS

**18k**

**Users reached in the highest months**

When shelters are fully operational, the scope of the system is very important.

**95%**

**Recommend.**

95% of the migrants and 100% of the centre managers recommend installing the information system in other centres.

**85%**

**Positive Impact.**

85% of the migrants said that it had a positive impact in their lives.

**75%**

**New information.**

For 75% of the migrants the information on the screens was new to them.

**54%**

**Felt more safe.**

54% of the people who saw the information on the screen felt safer.

**34%**

**Increase of migrants reading the screens.**

In 2020, there was an increase of 34% of migrants reading content on the screens

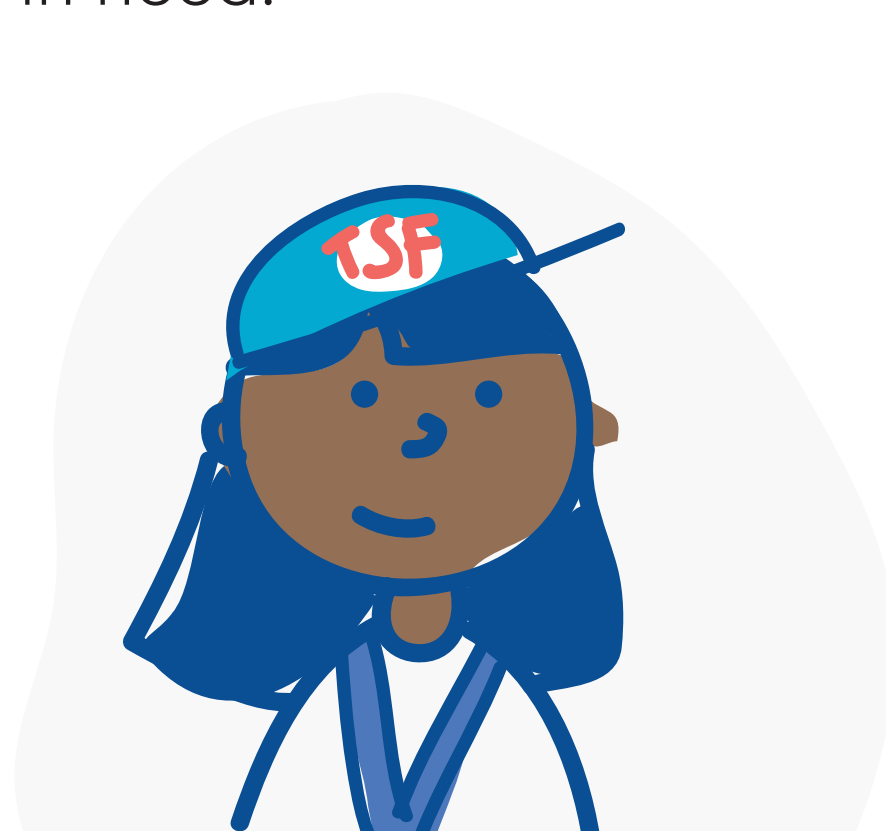
**11%**

**Applied for asylum/humanitarian visas.**

Thanks to the information received, some can make important decisions such as applying for asylum or humanitarian visa.

## CONCLUSIONS

Overall, the results of the evaluation carried out by our team in 2020 **show that the mission is essential for migrant's "protection and well being"** and that it contributes to the work of the organisations in charge of the centres, and the ones producing information materials and trying to reach out to people in need.

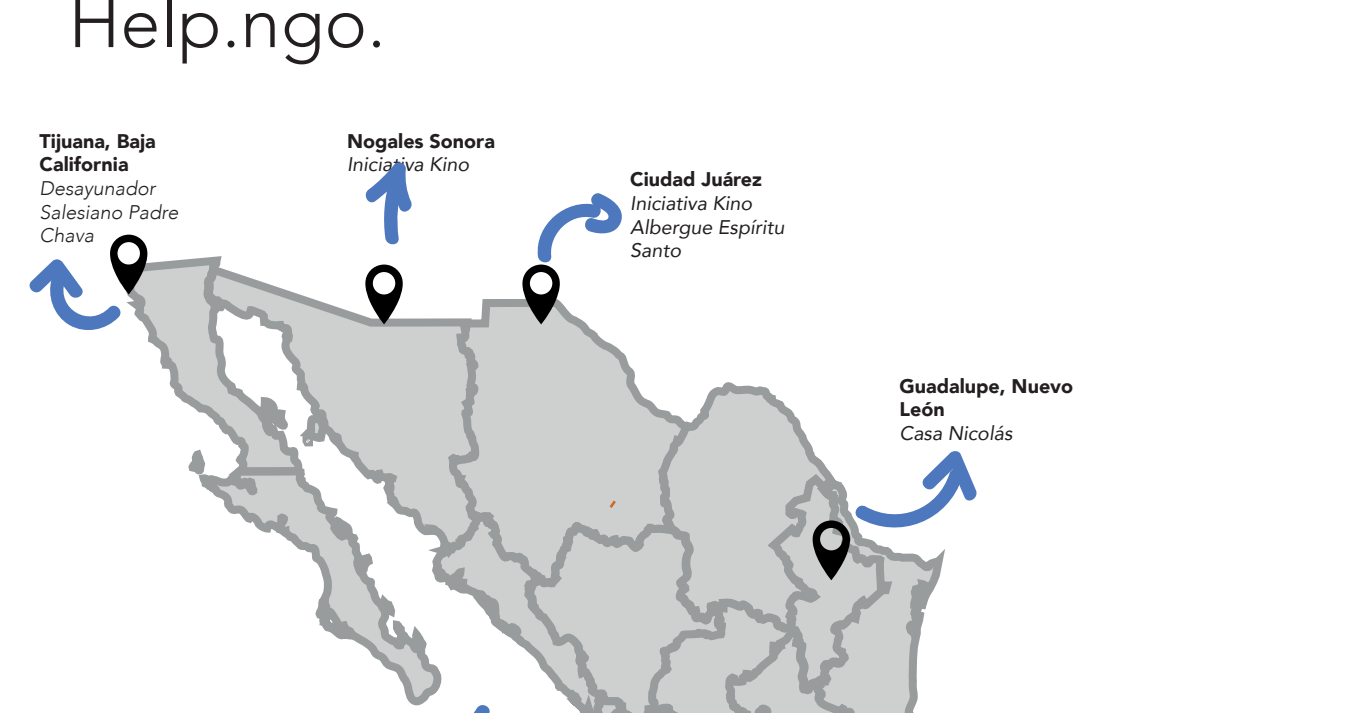


The information has been adapted and personalised for each centre. The people in charge of the centres stress that **"the system is very useful. It is like having several professionals who transmit relevant information"** and that "the system is a good way of sharing with the migrants the information they need".

## NEXT STEPS: EXPANSION & COLLABORATION

**Building on the success of the mission, TSF is expanding it in 2021.**

Two collaboration agreements have been finalised with the International Organisation for Migration (IOM) and Help.ngo.



The system, currently installed in 10 centres in Mexico, will now be present in 31 new centres, including pilots in Central America and Colombia. In total, the expansion of the TSF mission to these **41 centres** will provide thousands of migrants with access to reliable, targeted and regularly updated information that is essential for their safety and future.