

Querétaro 2021

Municipal Economic Yearbook

Axis 1:
Safe municipality



QUERÉTARO
— MUNICIPIO —



La DIFERENCIA
se siente
Municipio de Querétaro

Axis 1

Safe municipality



1. Safe municipality



EVERYBODY SAFE

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1.1 Municipal public security

Querétaro is committed to creating a world-class police system, well trained and with better working conditions.

The programs of the Axis 1 Safe Municipality: Reliable Police, Prevention and Alert establish comprehensive security strategies that involve the use of technologies for the timely monitoring of activities in public spaces and the promotion of actions aimed at recreation, culture and sport, with the certainty that these strengthen social cohesion.

It is important to mention that the following 3 security programs have specific objectives and strategies that have been developed through the joint collaboration between society and the three levels of government through synergy and the sum of efforts to make a difference in the construction of a culture of prevention of crime that allows to reduce risk factors and criminal actions.

1.1 PROGRAM FOR RELIABLE POLICE

In adherence with the applicable regulations, and in compliance with the General Law of the National Public Security System, 1,461 evaluations were carried out on municipal police personnel: 631 were for performance, 518 for basic competences of the role and 312 for trust control.

EVALUATIONS APPLIED TO POLICE PERSONNEL, 2020.	
ASSESSMENT	NUMBER OF ASSESSMENTS
Basic competences of the role	518
Performance	631
Trust control	312
TOTAL	1,461

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

On September 7th, 2020, the Command, Control, Communication and Computation Center (C4) was inaugurated, where 859,084 calls to the unique emergency number 911 were answered, the following table details the information:

CALL SERVICE, 2020.		
CALLS	QUANTITY	PERCENTAGE (%)
Applicable	370,714	43.1
Orientation	48,658	5.7
Non-applicable	439,712	51.2
TOTAL	859,084	100.0

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.



Of the incoming calls, the following reports stand out:

CALLS TO THE 911 EMERGENCY LINE, 2020.		
REASON OF REPORT	QUANTITY	PERCENTAGE (%)
Dishonest abuse	300	0.4
Transfer support	356	0.5
Nervous breakdown	13	0.0
Deaths	1,120	1.4
Missing person	1,058	1.3
Homicide	1	0.0
Suicide attempt	711	0.9
Minor at risk	466	0.6
Omissions in childcare	653	0.8
Orientation	48,658	61.5
Violent robbery	4,673	5.9
Suicide	118	0.2
Child abduction	39	0.0
Rape	66	0.1
Domestic violence	20,913	26.4
TOTAL	79,145	100.0

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

1.2 PREVIENE PROGRAM (meaning Prevent)

Its objective is to contribute to the reduction of the incidence of crime in the municipality through social, situational, community and psychosocial prevention mechanisms. Working very closely with citizens and carrying out educational, community, sports, artistic-cultural, psychosocial and socio-productive activities, it strengthens the cohesion of the social fabric to reduce violence and crime.

For this purpose, the municipality has 4 Comprehensive Social Prevention Centers (CIPRES, for its Spanish acronym) that work under the approach of strengthening social cohesion, promoted through 2,859 workshops, courses and trainings that benefited 14,029 residents in 51 neighborhoods. The activities were carried out with the support of 49 community promoters together with 46 institutions. It is important to mention that 28,102 citizens attended the CIPRES centers.

PREVIENE PROGRAM RESULTS, 2020.							
CIPRES	DISTRICT	INFLUX	PEOPLE BENEFITED	SERVED NEIGHBORHOODS	SESSIONS DEVELOPED	COMMUNITY PROMOTERS	RELATED INSTITUTIONS
I	Félix Osores Sotomayor	4,803	5,247	2	824	12	10
II	Epigmenio González Flores	12,379	3,916	6	459	14	7
III	Josefa Vergara y Hernández	6,399	3,691	33	1,254	16	17
IV	Felipe Carrillo Puerto	4,521	1,175	10	322	7	12
TOTAL		28,102	14,029	51	2,859	49	46

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

The CIPRES model of action promoted the participation of municipal and state agencies with activities aimed at the prevention of risk behaviors, as well as guidance on the services provided by each of the instances.

The Department of Citizen Participation integrated 39 social interaction networks to promote activities focused on crime prevention and the promotion of a culture of legality.

4 regular sessions were held, 1 of the Municipal Council for the Social Prevention of Violence and Crime, and 3 of the Municipal Coordination Office for the Social Prevention of Violence and Crime through the ZOOM platform.

In 2 different stages, the Prevention Program held 4,148 actions benefiting 89,414 people from the 7 municipal districts. These activities were carried out along with 32 areas of the municipal administration itself.

CITIZEN PARTICIPATION, 2020.						
STAGES	FIRST STAGE		SECOND STAGE		TOTAL PEOPLE SERVED DURING BOTH STAGES	
	NO. OF ACTIVITIES	PEOPLE SERVED	NO. OF ACTIVITIES	PEOPLE SERVED		
1	Marketing campaigns	123	27,460	171	28,471	55,931
2	Program presentation	4	15	9	143	158
3	Focus groups	0	0	3	27	27
4	Surveys/Red spots	160	845	432	2,845	3,690
5	Citizen networks	8	13	9	26	39
6	Cleaning days, sessions, workshops and approach to tenants	295	3,137	478	4,914	8,051
7	Socialization and implementation of the Action Plan, training, guided visits to Roadway Educational Park and CECOM, and follow-up meetings	627	2,695	623	3,488	6,183
8	Extra activities	214	2,728	992	12,607	15,335
TOTAL		1,431	36,893	2,717	52,521	89,414

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

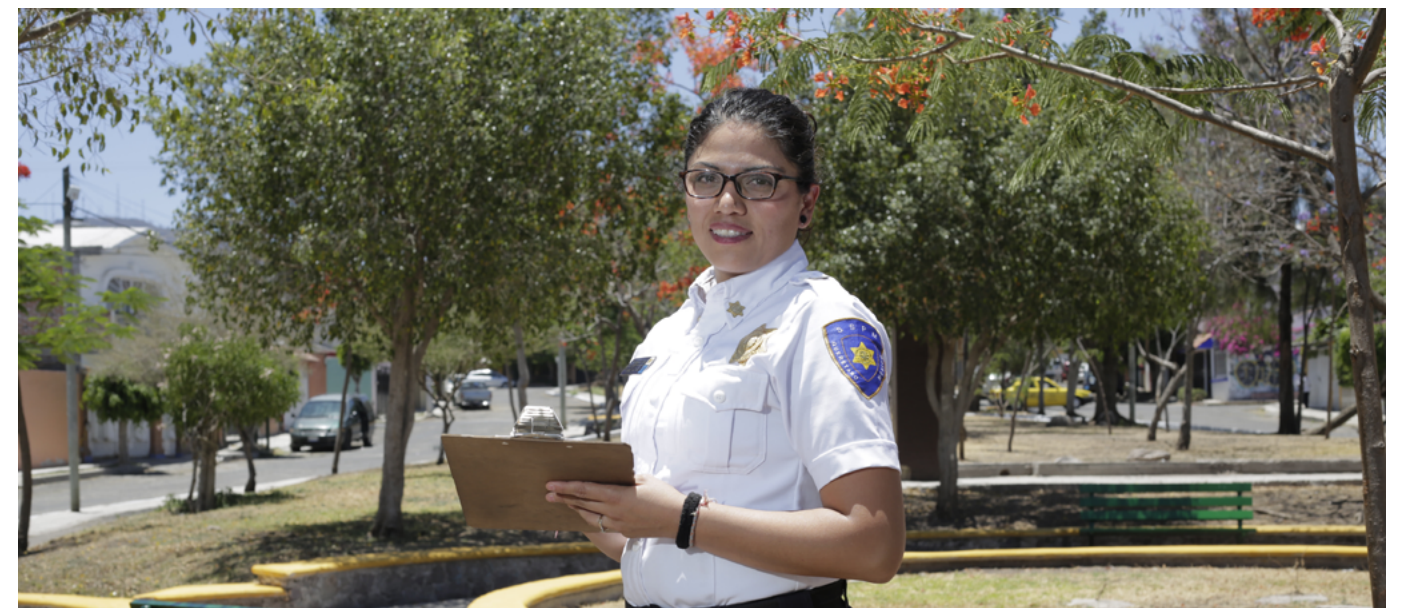
SCHOOL PATROLLING PROGRAM

Educational centers are important spaces to promote positive social change and a culture of tolerance, respect for diversity and peaceful coexistence. For this reason, it is important to work and promote a positive peace-building agenda and critical spaces for interaction and learning.

One of the lines of action to serve children and youth population is the School Patrolling Program. Its activities included 66 trainings for members of school patrols, 36 presentations of the program, 22 workshops on prevention issues, 74 approaches to commercial establishments to strengthen safe routes and 5 information sessions through virtual platforms, among others. A total of 7,960 people benefited.

SCHOOL PATROLLING PROGRAM, 2020.		
SCHOOL PATROLLING	ACTIVITIES	BENEFICIARIES
Training for members of school patrols	66	2,618
Presentation of the School Patrolling Program	36	596
Workshops on prevention, culture of legality and peace	22	1,243
Instrument application to students of the School Patrolling Program	8	2,609
Monitoring of activities of the School Patrolling Program	6	9
Intervention strategy with commercial establishments	74	768
Information sessions on prevention issues, culture of legality and peace	5	117
TOTAL	217	7,960

Source: Ministry of Municipal Public Security, 2021.



With the inauguration of the new facilities of the C4, and the expansion of the Institute of the Professional Service of Police Career, 111 guided tours were carried out with the aim of promoting the culture of legality in society, reinforcing the values of legitimacy, respect, solidarity, and freedom to guarantee the harmonious coexistence of individuals in society. The total influx was of 875 people.

In response to the prevention measures issued in the agreement of general COVID-19 recommendations published in the official newspaper La Sombra de Arteaga on March 18th, 2020, 9 awareness campaigns were developed on the subject to benefit 29,173 citizens.

During the period from May to September of the same year, 4,096 reports of groups of people or accumulations that came from the C4 were attended, encouraging them to respect and maintain the sanitary measures established due to the public health contingency. These actions benefited 25,764 people.

Training sessions were also held on the agreement of permanent measures through the COVAPP — Querétaro’s application developed at the Information and Analysis Center for Security in Querétaro — where citizens were informed about the measures established by the state government. In total, 57 activities were held through the ZOOM platform and Google Meet, and 4 face-to-face sessions in 73 neighborhoods of the municipality of Querétaro.

In coordination with the Attention Directorate for Victims of Domestic and Gender Violence, a strategy was implemented for the psychological care of people affected directly and indirectly by these types of abuse in the municipality of Querétaro. These actions have contributed to the resolution of problems related to different types of aggressions and other psychological manifestations. The total number of people attended during 971 sessions is 189.



POLICE STATIONS (ESPOL) OF THE MUNICIPAL GUARD, 2020.

Nº	POLICE STATION	LOCATION	DISTRICT
1	1	Av. Porvenir s/n. Col. Las Peñitas	
2	3	Street Madero and Paseo Niños Héroes. Col. Niños Héroes	
3	7	Av. Popocatepetl s/n. Col. Las Palmas	Centro Histórico
4	8	Av. Constituyentes and Calle Fray Pedro de Córdoba. Fracc. Quintas del Marqués	
5	10	Street Palenque s/n. Fracc. El Laurel	
6	18	Street Manuel Gómez Morín s/n at the corner of street Paseo Constitución. Fracc. El Parque	Epigmenio González Flores
7	Northeast Sub-Command of Police and Civic Courts	Street Río Candelaria. Col. Menchaca	
8	19	Street Alfonso Reyes s/n at the corner of street Salvador Novo. Col. El Tintero	Felipe Carrillo Puerto
9	20	Street Pámes s/n at the corner of street Tarahumaras. Col. Cerrito Colorado	Félix Osores Sotomayor
10	Sub Command Peña Flor	Av. Peña Flor. Col. Real del Marqués	
11	12	Street Hacienda Grande s/n. Col. Jardines de la Hacienda	
12	13	Prolongación Corregidora Sur corner st. Cerro Viejo. Fracc. Habitacional Vista Alegre	Josefa Vergara y Hernández
13	14	Street Plutarco Elías Calles between st. Carlos A. Madrazo and Jesús Reyes Heróles. Col. Lázaro Cárdenas	
14	23	Street 20 de Noviembre No. 420. Col. Continental	Santa Rosa Jáuregui
15	5	Street Loma de la Cañada and Paseo Loma Dorada. Col. Loma Dorada	Villa Cayetano Rubio

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.



In order to continue providing greater security to the citizens and preventing traffic accidents caused by drivers driving under the influence of intoxicating beverages, the Municipal Guard Directorate implemented the preventive road device "Breathalyzer" (alcohol meter) — currently the "Take Life Seriously" program — in the main avenues of the municipality of Querétaro, always with absolute respect for the human rights of citizens, obtaining the following results:

RESULTS FROM THE BREATHALYZER OPERATION, 2020.	
CONCEPT	QUANTITY
Offenses	4
Civic Court	1,957
Performed tests	30,034
Suitable	492
Not suitable	1,957
Vehicles sent to the car deposit due to offense	3
Vehicles available to the Civic Court	1,850
Vehicles available to the Prosecutor's Office	2
Checked vehicles	25,895
Devices	205

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.



1.3 ALERT PROGRAM

CRIME RATE

As part of the preventive and security actions, the Ministry of Municipal Public Security of Querétaro (SSPMQ for its Spanish abbreviation), through the Municipal Guard Directorate, arrested 3,558 people for committing various crimes and also referred 8,266 people to the Civic Court for various administrative offenses.

As a result of the actions of the operational personnel, as well as the reports received, 160 small arms and 16 long weapons were secured, all of which were channelled to the Prosecutor's Office.

To safeguard the material assets of the citizens, the Municipal Guard Directorate, with the support of its operational staff and technological equipment, recovered 993 vehicles with reports of theft.

PEOPLE DETAINED FOR COMMITTING CRIMES, 2020.		
JURISDICTION	TOTAL	PERCENTAGE (%)
Common	3,465	97.4
Federal	93	2.6
TOTAL	3,558	100.0

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

PEOPLE DETAINED DUE TO ADMINISTRATIVE OFFENSES, 2020.		
REFERRALS TO CIVIC COURT	TOTAL	PERCENTAGE (%)
Administrative offenses	8,266	80.9
Breathalyzer	1,957	19.1
TOTAL	10,223	100.0

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

There were 51,104 offenses against the current Traffic Law Regulations for the State of Querétaro. The main reasons were: disobeying traffic signs; driving without a license; improper parking, parked in a prohibited place, in yellow trimmings or in parking spaces for the disabled.

OFFENSES UNDER THE LEGAL SYSTEM NAMED TRAFFIC LAW REGULATIONS FOR THE STATE OF QUERÉTARO, 2020.	
OFFENSES	QUANTITY
Private Service	49,740
Public Service	1,364
TOTAL	51,104

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

In the same year, 4,631 land traffic incidents (accidents) were recorded, from which 2,843 came to agreements. The accidents resulted in 206 injuries, 45 deaths and 113 complaints to the Prosecutor General's Office. Of the latter, 53 were for driving while intoxicated.

REGISTRY OF TRAFFIC INCIDENTS, 2020.	
TRAFFIC INCIDENT	QUANTITY
Traffic incidents	4,631
Agreements	2,843
Prosecutors	113
Injured	206
Deceased	45
Crimes against the safety of vehicular traffic	53

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.



A total of 46,779 road support services were provided, including public works, and religious, sporting and cultural events.

ROAD SERVICE, 2020.	
TYPE OF SERVICE	QUANTITY
On the road	24,780
In flagging of public works	6,452
In support of other authorities	4,827
In security to educational institutions	2,831
In sport events	98
In religious events	257
In cultural events	633
On disk device	1,069
On market devices	2,435
In extraordinary events	3,397
TOTAL	46,779

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

The Directorate for the Attention to Victims of Domestic and Gender Violence (DAVVFG for its Spanish abbreviation) is a multidisciplinary group made up of 62 public officials, including administrative and police personnel. It operates from 3 departments with specific functions, aimed at providing comprehensive support to victims of domestic and gender-based violence as a first contact, and whose operating model is unique at the state and national levels.

PROTECTION MEASURES

The DAVVFG has a Department of Protection Measures which is responsible for executing and following up on the provisions of the judicial authority.

During 2020, 2,500 protection measures were received, out of which 1,637 were issued by the Prosecutor's Office and 863 by Family Courts. These actions benefited 2,871 people from the municipality of Querétaro, of whom 2,165 were women, 600 men and 106 citizens reserved their identity. In the same period, 474 relevant reports were issued, 323 of which were addressed to the Attorney General's Office of the State of Querétaro, 141 to family courts and 10 more to other authorities.

In response to the Protection Mechanism for Human Rights Defenders and Journalists, 4 reports were received by the authority, benefiting 6 people, 3 of them women and 3 men.

Following-up on various protection measures, for 11 cases it was necessary to request the intervention of the specialists of the Interdisciplinary Department to carry out a mediation in matters of psychology and social work that would provide information on the impact, risk and vulnerability of the victims, in this way the authority resolved what led to the actions issued.

PEOPLE SEARCH

As this is a priority issue for the municipality, the DAVVFG has created a department that, in coordination with the Attorney-General's Office of the State of Querétaro, the Local Commission for the Search of People of the State of Querétaro, and other competent authorities, acts to find disappeared individuals, or to collect evidence and objective information to help find them.

In 2020 the Alba Protocol was activated 532 times for the search of women (girls, adolescents and adults). It was cancelled 511 times and maintains 21 current follow-ups. With the work of the staff, 35 people were located. As a follow-up to these activations, 210 type reports were issued 24 hours after activation, 151 of 48 hours and 114 more 72 hours after the initiating the investigation.

The Attorney General's Office of the State of Querétaro attended 187 activations issued for the search and location of people, 71 were canceled and 116 remained active.

For its part, the Local Commission for the Search of People of the State of Querétaro issued 471 reports out of which 90 involved women and 381 men, 59 and 111 of which were cancelled, respectively. A total of 31 people were located.

In the case of other occurrences, 71 collaborations were received, 32 cases of women with 2 cancellations and 39 of men with 9 interruptions of the process.

INTERDISCIPLINARY CARE

The management staff of this area provides emergency services for the victims under the figure of first responder. During the analysis period, 568 women and 192 men were treated for a total of 760 cases of psychological crisis. Through a strategic mechanism for the protection and guarantee of the rights of individuals, 188 incidents were institutionally managed and channelled in order to receive comprehensive care and protection of their rights in the hands of other instances to resolve the situations of need, risk or vulnerability presented. In relation to family violence, 153 reports were investigated, identifying those that persisted in order to inform the competent authorities. Finally, legal assistance and advice on social and legal work was provided on 794 occasions.

OPERATIONAL SUPERVISION

Police interventions assisted 2,097 people (direct and indirect victims), 2,005 of them being of women, providing specialized and sensitive support, from a comprehensive perspective, to 293 girls, 223 adolescents, 1,361 adult women and 128 senior women. The number of males served was 902, including 277 boys, 108 adolescents, 398 adult men and 119 senior men. The operations were carried out in a total of 325 neighborhoods in the municipality of Querétaro.

Derived from the level of proximity with the victims, as well as the need to provide protection in a timely, immediate and urgent manner to the people who live in the municipality of Querétaro, the police personnel assigned to the Directorate of Attention to Victims, in their capacity as assistants in the follow-up of the measures and orders of protection to those affected, has carried out 3,056 follow-ups in the field, thus guaranteeing the safety and personal and psycho-emotional integrity of the people involved, improving the living conditions and coexistence of the families of the municipality.

In order to keep the personnel up-to-date, capable and specialized, the Local Commission for the Search of People of the State of Querétaro conducted a refresher course on the "General Law regarding Forced Disappearance, that committed by Individuals and the National Search System" with the participation of all the members of the directorate.

The following table specifies the details of the 4,543 interventions attended during the year, of which 67.3% correspond to follow-ups, 8.3% to domestic violence and 5.9% to the Alba Protocol.



CLASSIFICATION OF INTERVENTIONS, 2020.									
TYPE OF INTERVENTION	DISTRICT							QUANTITY	PERCENTAGE (%)
	CENTRO HISTÓRICO	FÉLIX OSORES SOTO MAYOR	EPÍGMENIO GONZÁLEZ FLORES	JOSEFA VERGARA Y HERNÁNDEZ	VILLA CAYETANO RUBIO	FELIPE CARRILLO PUERTO	SANTA ROSA JAUREGUI		
Sexual abuse	19	14	13	9	2	4	9	70	1.5
Transfer support	20	45	25	28	4	19	21	162	3.6
Nervous breakdowns	10	9	9	6	2	6	6	48	1.1
Deceased	5	12	12	5	-	4	9	47	1.0
Homicides	4	1	8	4	3	3	2	25	0.6
Suicide attempt	28	34	24	21	-	19	10	136	3.0
Minor at risk	-	-	-	-	1	-	-	1	0.0
Omissions in the care of adults	5	6	-	1	1	5	-	18	0.4
Omissions in childcare	9	11	8	9	-	2	3	42	0.9
Orientation	14	7	3	3	-	4	3	34	0.8
Sick person	-	-	-	-	6	-	-	6	0.1
Missing person	17	24	26	20	-	16	8	111	2.4
Loss of freedom	1	3	1	1	-	2	1	9	0.2
Alba protocol	25	74	68	43	8	28	23	269	5.9
Violent robbery	9	11	5	4	1	5	3	38	0.8
Follow-up	336	831	648	414	84	397	346	3,056	67.3
Suicides	11	8	4	8	-	5	6	42	0.9
Rape	9	17	7	6	2	9	4	54	1.2
Domestic violence	66	92	66	59	10	39	43	375	8.3
TOTAL	588	1,199	927	641	124	567	497	4,543	100.0

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

INTERVENTIONS ATTENDED, 2020.			
CATEGORY	WOMEN	MEN	TOTAL
Children	293	277	570
Adolescents	223	108	331
Adults	1,361	398	1,759
Seniors	128	119	247
GRAND TOTAL			2,907

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

FOLLOW-UPS, 2020.		
NUMBER OF VISITS	TOTAL	GENERAL
1	2,016	2,016
2	432	864
3	48	144
4	8	32
TOTAL	2,504	3,056

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

Derived from institutional agreements the DAVVFG collaborates with institutions for the search for people, as specified in the following information:

OFFICIAL LETTERS OF COLLABORATION, 2020.				
TOTAL OFFICIAL LETTERS RECEIVED	FOLLOW-UP	OTHER JURISDICTION	CANCELLATIONS	WITHOUT ADDRESS
2,556	1,261	345	763	187

Source: Municipality of Querétaro. Ministry of Municipal Public Security, 2021.

COVID-19 MEASURES, 2020

To guarantee the life and health of the personnel that make up the Institute of the Professional Service of Police Career — including instructors, collaborators and students— sanitary measures have been implemented that also meet the objective of preventing the spread of the COVID-19 disease.

The SSPMQ has launched 3 actions during the contingency through the DAVVFG:

1. STATE DATA AND INFORMATION BANK ON CASES OF VIOLENCE AGAINST WOMEN.

In compliance with the "Agreement establishing measures and guidelines for the prevention of the phenomenon of violence, having safe mechanisms for direct and immediate reporting and strengthening support for victims during the public health emergency due to the SARS-COV2 virus (COVID-19)", published on May 26th, 2020, the SSPMQ, through the DAVVFG, deals with cases registered with the State Bank for Cases of Violence against Women (BAESVIM Querétaro, for its Spanish acronym). Among them, 230 cases of offended women who received follow-up and comprehensive support by the corresponding units were documented.

2. ASSISTANCE PROGRAM FOR DOMESTIC VIOLENCE REPORTS TO THE 911 EMERGENCY LINE.

Since August 3th, 2020, 153 follow-ups of cases of women affected by this crime have been reported through this program. Its goal is to regulate the actions of the DAVVFG personnel of the SSPMQ to identify victims of sustained assault even after they have reported the event to 911. This translates into actions that favor their protection in a strategy implemented at the state level.

3. AUDIOVISUAL CAMPAIGN FOR VULNERABLE GROUPS.

In coordination with the United Nations Office on Drugs and Crime (UNODC) the campaign was designed for the support of vulnerable groups in the municipality of Querétaro during the pandemic generated by the COVID-19 disease, consisting of 23 animated videos addressing several topics such as the correct washing of hands, waste management, institutional actions implemented against violence, responsible use of the 911 emergency line, management of stress due to confinement, as well as preventive actions for the care of the seniors during the contingency.

1.2 Civil protection

The main purpose of the Municipal Civil Protection Coordination (CMPC for its Spanish acronym) is to guarantee compliance with security measures in commercial, industrial and service establishments.

In 2020, the CMPC implemented 13 special projects through 91 courses and 64,177 trainings given in its own facilities, the following table specifies the topics that were covered:

COURSES AND TRAINING GIVEN BY THE MUNICIPAL CIVIL PROTECTION COORDINATION, 2020.		
SUBJECT	COURSES	PEOPLE TRAINED
Incident command	1	18
Evacuation of buildings	6	222
Civil Protection (first aid, building evacuation and fire prevention and firefighting)	7	150
Handling of hazardous materials	1	18
Children trained in Querépolis	1	13
Talks	5	225
Fire prevention	6	19,066
First aid	8	261
Hands-only CPR	5	122
Use of Automated External Defibrillator (AED)	10	143
Preventive and decontamination measures against COVID-19	37	4,510
Proper use of face masks	2	39,339
Preventive measures and return to normality in the event of COVID-19	2	90
TOTAL	91	64,177

Source: Municipality of Querétaro. Municipal Civil Protection Coordination, 2021.



It is important to point out that, during the same year, the 3 topics related to the contingency due to the COVID-19 disease obtained 68.5% of the capacity for special projects, that is, 43,939 people were trained in these topics.

In the same period, 10,766 processes were received, of which 92.8% corresponded to granted approvals. In addition, 347 permits prior to construction and other procedure were registered, as explained in the following table:

PROCEDURES CARRIED OUT BY THE MUNICIPAL CIVIL PROTECTION COORDINATION, 2020.	
PROCEDURE	NUMBER
No inconvenience	73
Permits for mechanical rides	21
Permits for burning pyrotechnics	14
Prior to construction	347
Termination of construction	215
Granted approvals	9,992
Approvals for mass events	104
TOTAL	10,766

Source: Municipality of Querétaro. Municipal Civil Protection Coordination, 2021.

The CMPC is part of a working group established by the State Commission for Regulatory Improvement for the review and amendment of the State Civil Protection Law, as a result of this it confiscated a total of 180 kg of pyrotechnics in the municipality in 2020.

CONFISCATION OF HAZARDOUS MATERIAL, 2020.	
MATERIAL	AMOUNT (KG)
Pyrotechnics	180

Source: Municipality of Querétaro. Municipal Civil Protection Coordination, 2021.



CMPC EMERGENCY ATTENTION

When reports are received from the 911 emergency line, or via private reports, there is a service area to provide a first response when different agencies and institutions intervene. Its personnel are in charge of attending, managing and correctly coordinating its actions.

In 2020 there were a total of 32,884 reports. The following table is a breakdown of the types of emergencies attended in the municipality:

BREAKDOWN OF EMERGENCIES ATTENDED IN THE MUNICIPALITY, 2020.	
TYPE OF EMERGENCY	ATTENDED
Land accidents	634
Prehospital care	526
Fallen trees	186
Fallen wires	89
Fallen posts	87
Air pollution	6
Leaks	15
Mass events	153
Explosion of homes	27
Failure of basic services	179
Gas leaks (natural and LP)	602
Sinkholes and landslides	47
Fires	800
Visits for detecting homeless people	730
Extemporaneous visits in winter season	30
Homeless people attended	26,190
Plagues, bee and wasp swarms	56
Verifications	477
Police operations	125
Others ¹	1,925
TOTAL	32,884

Source: Municipality of Querétaro. Municipal Civil Protection Coordination, 2021.

¹Fallen walls, animal rescue, risk assessments, attention due to the SARS-CoV2-COVID-19 pandemic, toxic gases, suspicious objects, dangerous objects, foul smells, rescues, rainfall monitoring, monitoring of banks, dams and bodies of water.

1.3 Culture, sports and recreation

CULTURE

Culture in the municipality of Querétaro is an essential element for social unity and the well-being of its inhabitants. Thanks to a diverse and inclusive offer of activities, people of all ages find their artistic side, preventing behaviors that may affect their physical and mental health.

To promote these actions, the Ministry of Culture (SC, for its Spanish abbreviation) organizes events that, in addition to strengthening the human development of the community, preserve the heritage, identity and cultural education of the municipality.

The public health emergency, derived from the pandemic caused by the COVID-19 disease in 2020, presented a challenge for the SC, which was able to reorganize the annual work agenda without interrupting cultural activities thanks to the institutional digital platforms.

Due to these measures, 2,543 activities were carried out in the same year for the benefit of 2,107 artists. The events, both virtual and face-to-face, brought 2 million participants together.

Over the period comprised between January 1st and March 17th 2020 alone, the SC organized 738 artistic activities, including concerts, plays, workshops, conferences and tutorials. The events involved 955 active participants and 239,667 attendees.

Registered venues dedicated to these activities in the municipality of Querétaro in 2020 included 9 public libraries, 7 cultural spaces, 2 theaters, 2 galleries, 5 cultural centers, 2 museums and 6 artistic groups.



CULTURAL VENUES IN THE MUNICIPALITY OF QUERÉTARO, 2020.

MUNICIPAL PUBLIC LIBRARIES

Bicentenario	Address	Street Melchor Ocampo N° 3-B. Col. Centro. Santa Rosa Jáuregui
	Telephone	442 291 10 84
Dr. Félix Osoreo Sotomayor	Address	Street Totonacas N° 400. Col. Cerrito Colorado
	Telephone	442 218 50 27
Epigmenio González Flores	Address	Street Centéotl N° 122. Col. Desarrollo San Pablo
	Telephone	442 195 93 63
Gildardo Rangel Andrade	Address	Av. Emeterio González N° 400. Col. Hércules
	Telephone	442 234 71 91
Josefa Ortiz de Domínguez	Address	Street Filomeno Mata N° 12. Col. Centro
	Telephone	442 212 56 91
Ing. Juan de Dios Bátiz Paredes	Address	Street Antonio Carranza N°100. Col. Reforma Lomas
	Telephone	442 222 28 45
Mariano Azuela	Address	Street Capulín N° 51. Col. Felipe Carrillo Puerto
	Telephone	442 210 19 70
Mtro. Enrique Burgos Mondragón	Address	Av. Lago N° 212. Col. El Rocío
	Telephone	442 257 18 09
Rosario Castellanos	Address	Street Emiliano Zapata s/n at the corner of street Vicente Guerrero. Col. Centro. SRJ
	Telephone	442 291 04 66

MUSEUMS

Chapel of Maximilian	Address	Circuit Cerro de las Campanas s/n. Cerro de las Campanas National Park. Col. Centro Histórico
Cerro de las Campanas Museum and Chapel of Maximilian	Telephone	442 215 90 31

CULTURAL VENUES IN THE MUNICIPALITY OF QUERÉTARO, 2020.

CULTURAL SPACES

Bicentenario	Address	Street Melchor Ocampo N° 13-B. Col. Centro. Santa Rosa Jáuregui
	Telephone	442 291 10 84
Cayetano Rubio	Address	Av. Hércules N° 45. Col. Hércules
	Telephone	442 234 63 03
Dr. Félix Osoreo Sotomayor	Address	Street Zacapoaxtla N° 83. Col. Cerrito Colorado
	Telephone	442 199 16 28
Dr. Ignacio Mena Rosales	Address	Street 5 de Mayo N° 40. Col. Centro Histórico
	Telephone	442 214 02 62
Epigmenio González Flores	Address	Street Centéotl N° 122. Col. Desarrollo San Pablo
	Telephone	442 195 93 63
Felipe Carrillo Puerto	Address	Priv. Gabriela Mistral N° 130. Col. Carrillo Puerto
	Telephone	442 217 45 59
Josefa Vergara y Hernández	Address	Av. Pasteur s/n esquina Av. 24. Col. Presidentes
	Telephone	442 262 01 33

CULTURAL CENTERS

Epigmenio González Flores	Address	Street Monte Sacro s/n. Col. San Pedrito Peñuelas
	Telephone	442 243 17 10
Felipe Carrillo Puerto	Address	Street Alfonso Reyes s/n. Col. Plutarco Elías Calles (El Tintero)
	Telephone	442 221 04 01
La Vía	Address	Street Héroe de Nacozari s/n at the corner of street Estío. Col. Las Rosas
	Telephone	442 224 88 61
Mtro. Enrique Burgos Mondragón	Address	Av. Lago N° 212. Col. El Rocío
	Telephone	442 257 18 09
Mtro. Ignacio Padilla	Address	Street Cándido Avilés at the corner of street Alberto Terrones. Col. Constituyentes
	Telephone	442 215 13 70

CULTURAL VENUES IN THE MUNICIPALITY OF QUERÉTARO, 2020.

ARTISTIC GROUPS

Folkloric Ballet of Santiago de Querétaro	Address	Héroe de Nacozari s/n at the corner of street Estío, Col. Las Rosas
	Telephone	442 224 88 61
Youth Symphonic Band of Santiago de Querétaro	Address	Héroe de Nacozari s/n at the corner of street Estío, Col. Las Rosas
	Telephone	442 224 88 61
Children's Choir of Santiago de Querétaro	Address	Héroe de Nacozari s/n at the corner of street Estío, Col. Las Rosas
	Telephone	442 224 88 61
Choir of Santiago de Querétaro	Address	Street 16 de Septiembre N°44-B Pte. Col. Centro Histórico
	Telephone	442 212 07 53
Camerata Santiago de Querétaro	Address	Street 16 de Septiembre N°44-B Pte. Col. Centro Histórico
	Telephone	442 212 07 53
Children's and Youth Orchestras of Santiago de Querétaro	Address	Street Cándido Avilés at the corner of street Alberto Terrones. Col. Constituyentes
	Telephone	442 215 13 70

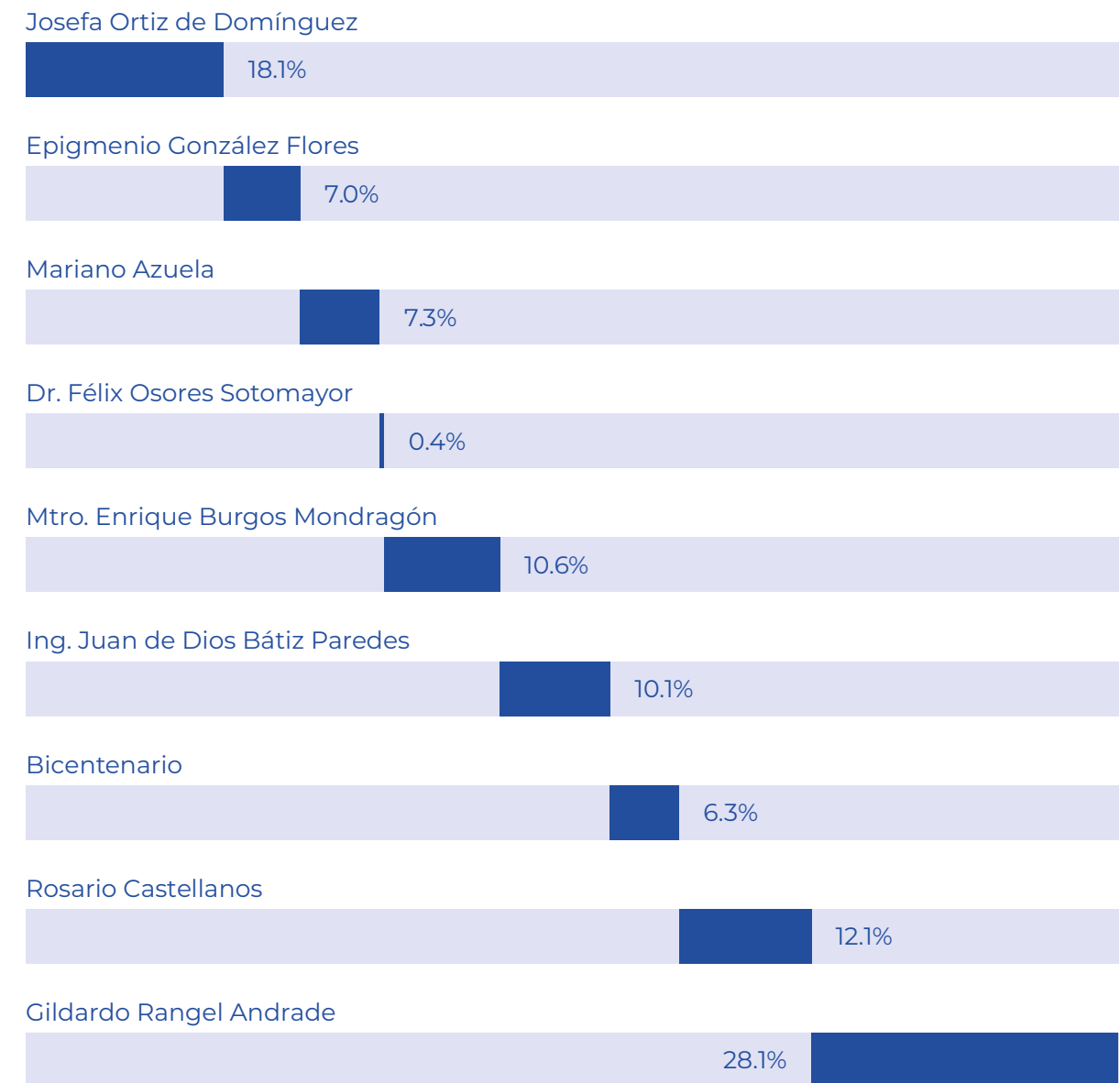
THEATERS AND GALLERIES

Alameda Hidalgo Perimeter Gallery	Address	Av. Constituyentes s/n. Col. Centro Histórico
	Telephone	442 214 27 83
Theater of the City of Querétaro	Address	Street 16 de Septiembre Pte. N° 44. Col. Centro Histórico
	Telephone	442 214 27 83
Cinema-theater Rosalío Solano	Address	Street 16 de Septiembre Pte. N° 44. Col. Centro Histórico
	Telephone	442 214 27 83
Municipal Gallery Rosario Sánchez de Lozada	Address	Street 16 de Septiembre Pte. N° 44. Col. Centro Histórico
	Telephone	442 214 27 83

Source: Municipality of Querétaro, Ministry of Culture, 2021.

The following graph shows the percentages corresponding to the preferences of the 8,144 public libraries users. In addition to the individual visits, 154 activities involving 1,443 attendees were organized to promote reading; 61 external events took place, gathering 2,715 participants; and 1,011 people used the internet network.

PERCENTAGE OF USERS WHO USED PUBLIC LIBRARIES IN 2020.



Source: Municipality of Querétaro, Ministry of Culture, 2021.
*Closed for construction work.

During 2020, 515 workshops were held in different cultural venues within the municipality. Those that reached a greater demand were dance 28.3%, music and singing 20.2%, human development 13.4%, and plastic and visual arts 13.0%, and 25.1% corresponded to the remaining workshops.

WORKSHOPS HELD IN THE MUNICIPALITY OF QUERÉTARO, 2020.										
DISTRICT	VENUE	PERFORMING ARTS	PLASTIC AND VISUAL ARTS	DANCE	HUMAN DEVELOPMENT	PHYSICAL ACTIVITY AND DISCIPLINE	MUSIC AND SINGING	TRADES	OTHER	TOTAL
Centro Histórico	Cultural Venue Casa de Cultura Dr. Ignacio Mena Rosales	3	21	19	15	-	25	-	2	85
	Cultural Center Ignacio Padilla	-	2	9	7	-	4	2	3	27
	Cultural Center La Vía	-	3	8	4	-	5	-	9	29
	Old Railway Station	-	-	1	1	1	-	-	-	3
	Municipal Gallery Rosario Sánchez de Lozada	-	5	-	-	-	-	-	-	5
	Theater of the City of Querétaro	-	-	2	-	-	-	-	-	2
Epigmenio González Flores	Cultural Venue Casa de Cultura Epigmenio González Flores	-	5	18	5	-	8	-	2	38
	Epigmenio González Flores Community Cultural Center	1	5	9	7	-	8	-	17	47
Felipe Carrillo Puerto	Cultural Venue Casa de Cultura Felipe Carrillo Puerto	-	2	11	-	-	7	-	12	32
	Cultural Center Felipe Carrillo Puerto	-	2	10	2	-	14	-	19	47
Félix Osores Sotomayor	Cultural Venue Casa de la Cultura Dr. Félix Osores Sotomayor	-	2	5	1	-	7	-	15	30
	Cultural Center Mtro. Enrique Burgos Mondragón	-	5	11	10	-	7	2	9	44
Josefa Vergara y Hernández	Cultural Venue Casa de Cultura Josefa Vergara y Hernández	-	5	14	9	-	8	2	6	44
Santa Rosa Jáuregui	Cultural Venue Casa de Cultura Bicentenario	-	5	15	4	-	2	-	16	42
Villa Cayetano Rubio	Cultural Venue Casa de Cultura Villa Cayetano Rubio	-	4	14	4	-	9	-	8	39
	Gildardo Rangel Andrade Library	-	1	-	-	-	-	-	-	1
TOTAL		4	67	146	69	1	104	6	118	515

Source: Municipality of Querétaro, Ministry of Culture, 2021.

SPORTS AND RECREATION

The municipality of Querétaro, through the Sports and Recreation Institute, guaranteed citizens' rights to practice sport and physical activity as a vehicle for recreation and the proper use of free time to promote habits that increase people's quality of life.

In 2020, 201 sports facilities were registered and located within the 23 spaces of sports infrastructure.

SPORTS FACILITIES MANAGED BY THE SPORTS AND RECREATION INSTITUTE, 2020.			
Nº	SPACE	INFRASTRUCTURE	NUMBER OF SPACES
1	Cerrito Colorado Community Development Center	Soccer fields, five-a-side football field, seven-a-side football field, basketball court, jogging track, outdoor gym, skateboard rink, play area and auditorium.	11
2	Reforma-Lomas Community Development Center	Soccer fields, running track, multipurpose court (CUM, for its Spanish abbreviation), basketball court, seven-a-side football field, skateboard rink, play area, jogging track, indoor gym, outdoor gym and multipurpose rooms.	25
3	Santa Rosa Jáuregui Community Development Center	Soccer fields, CUM, synthetic grass five-a-side football field, jogging court, outdoor gym, skateboard rink, multipurpose rooms, play area and auditorium	13
4	Bicentenario Stadium	Soccer field, running track, outdoor gym and dressing rooms area.	5
5	Ara Park	CUM, jogging court, outdoor gym, playground and play area.	5
6	El Pantano Park	CUM, seven-a-side football field, jogging circuit, play area and outdoor gym.	5
7	Holland Park	CUM, jogging court, outdoor gym, playground and play area.	13
8	La Joya Park	Seven-a-side football field, tennis court, CUM, outdoor gym and play area.	6
9	Rubén Jaramillo Park	Seven-a-side football field, CUM, outdoor gym and play area.	4
10	Solidaridad Park	CUM and outdoor gym.	5
11	Venustiano Carranza Park	Five-a-side football field, seven-a-side football field, CUM, beach volleyball court, jogging track, roller skating track, outdoor gym and play area.	9
12	Villas de Santiago Park	Seven-a-side football field, CUM, outdoor gym and play area.	4



SPORTS FACILITIES MANAGED BY THE SPORTS AND RECREATION INSTITUTE, 2020.			
Nº	SPACE	INFRASTRUCTURE	NUMBER OF SPACES
13	Belén Sports Unit	Seven-a-side football field, CUM, fronton tennis, tennis court, squash courts, jogging court, indoor gym, outdoor gym, playground and play area.	10
14	El Sol Sports Unit	Seven-a-side football field, CUM, tennis court, squash courts, outdoor gym, jogging track, multipurpose rooms and play area.	12
15	José María Truchuelo Sports Unit	Seven-a-side football field, CUM, fronton tennis courts, squash courts, outdoor gym and play area.	12
16	Josefa Ortiz de Domínguez Sports Unit	Seven-a-side football field, CUM, tennis court, fronton tennis courts, baseball field, outdoor gym, playground and play area.	15
17	Jurica Sports Unit	Soccer field, CUM, baseball field, jogging track, outdoor gym and play area.	7
18	Juriquilla Sports Unit	Soccer field, CUM, baseball field, jogging track, outdoor gym and play area.	6
19	La Estación Sports Unit	Seven-a-side football field, CUM, outdoor gym and play area.	4
20	Las Américas Sports Unit	Five-a-side football field, CUM, outdoor gym and play area.	4
21	Maxei Sports Unit	Seven-a-side football field, CUM, outdoor gym and play area.	9
22	Paseos de San Miguel Sports Unit	Seven-a-side football field, CUM, jogging track, outdoor gym, play area and multipurpose rooms.	9
23	San Pablo Sports Unit	Soccer field, CUM, baseball field, jogging track, outdoor gym, skateboard rink and play area.	8
TOTAL			201

Source: Municipality of Querétaro. Sports and Recreation Institute, 2021.

During the same year, in response to sanitary restrictions derived from the COVID-19 pandemic, the institute modified its operations to broadcast 51 physical activation videos with routines targeted and designed for children, youngsters, adults, and seniors. In sports, 39 informative capsules and interviews were conducted with local personalities from the industry. The activities were published on institutional social networks reaching 423 views on average per video.

The same institution was responsible for implementing the 2020 Materials Bank, Synthetic Courts and Equipment Program in conjunction with the Sport and Recreation Institute of the State of Querétaro (INDEREQ for its Spanish acronym). With these actions, 10 sports venues were equipped, including the construction of platforms and storm drains and the installation of synthetic grass and perimeter fencing.

The Temporary Employment Program was launched in parallel, a plan that provided an opportunity for 151 people to carry out administrative tasks aimed at generating health protocols, census of activities, maintenance work and surveillance support in compliance with health protocols established for entry and permanence within the sports facilities.

The participation in the program *Con Ellas Hacemos la Diferencia*, meaning We Make a Difference With Them, involved the planning, logistic design, and operation of five sporting events that comprised physical activation routines and one zumba class per session. These actions benefited 500 women in the different cultural centers and sports venues of the municipal districts.



1.4 Institute to prevent risk behaviors

To encourage citizen participation in creating healthy habits and lifestyles, the municipality of Querétaro has created an agency that seeks to propose, implement, and develop public policies to protect the fundamental right to physical and mental health of the population who is in vulnerable circumstances due to ignorance and the inability to notice the risk of engaging in certain behaviors.



The institute oversees 3 programs:

1. Psychological First Aid:

The problems that affect people's mental health have their origin in both internal and external factors. For this reason, preventive actions are usually not enough, we must intervene and collaborate with the academic community.

The First Aid Guide was developed in collaboration with the Basic Education Services Unit of the State of Querétaro with the aim of providing socio-emotional tools to teachers, parents and students to be able to identify and act in any crisis situation. The document discloses a series of procedures aimed at the detection and prevention of risk behaviors and links the population with the agencies and institutions specialized in different topics and assistance.

As a result of the measures arising from the COVID-19 pandemic and the urgent need to support the citizens of Querétaro, the 070 hotline was enabled to provide Psychological First Aid (PAP for its Spanish abbreviation) to deliver immediate support in states of crisis through different strategies in order to offer the best possible containment.

During 2020 the support hotline received 2,216 calls, 87.8% of them requesting psychological attention. Of the total received, 71.7% were made by women and 28.3% by men.

2. Strengthening Rehabilitation Centers:

The municipality of Querétaro, together with the State Council Against Addictions, attends another major epidemiological event that, in addition, constitutes one of the main public health problems: the consumption of alcohol, tobacco and drugs.

The Institute to Prevent Risk Behaviors estimated that there is a universe of 5,237 people with some dependency. Of these, 85.0% do not go to a treatment center and remain in their community which becomes a favorable factor for the reproduction of the problem.

In 2020, the revision of the infrastructure and treatment of 43 care facilities registered with the State Center Against Addictions was carried out as part of the strengthening actions, benefiting 1,170 attendees.

TRAINING TO STRENGTHEN REHABILITATION CENTERS, 2020.	
TOPIC	ATTENDANCE
Diploma course: "International Certification for Therapeutic Counselors for Addictions"	71
Psychodrama as a psychic elaboration technique: "Conflict Resolution"	32
Videoconference cycle: "Therapeutic Community, Policies on Drugs and Covid-19 and Covid-19 Public Health Contingency and Addictions"	42
Covid-19, Mental Health Implications	21
Covid-19 Management	40
Prevention Program on Substance Abuse	42
Covid-19 Disease Caused by the SARS-CoV2 Virus	35
Taking Care of Caregivers	30
Mental Health Care and Psychosocial Support in the Context of the Current Public Health Emergency derived from Covid-19	42
Stress, Panic Prevention and Management	40
Considerations in the Outpatient Treatment of People with Problematic Substance Use	41
Webinar on the occasion of the international day of the fight against drug abuse and illicit trafficking: "Covid-19 and Drug Consumption"	46
Discussion: "Covid-19 and the Disorder Derived from the Use of Psychoactive Substances"	40
Discussion: "Therapeutic Community" a methodology towards change in the treatment of addictions	60
Treatment of drug abuse in children and teenagers: "Shared Experiences" of therapeutic communities, outpatient programs and territorial devices	30
Group and Community Interventions in the Treatment of Addictions	558
TOTAL	1,170

Source: Municipality of Querétaro. Institute to Prevent Risk Behaviors, 2021.

3. Mental Health Interventions:

Mental health is a state of well-being in which the person carries out their activities with the ability to cope with the normal stress of life, work productively and contribute to their community. From this perspective, mental health is the foundation of individual fulfillment and effective functioning of the community.

As a result of the public health contingency derived from the COVID-19 disease, 8 interventions were carried out with the objective of listening to and addressing the concerns of young people and their families and channel them to safe and accessible environments. The support was provided in 47 sessions that reached 406 families in the neighborhoods of Puertas del Cielo, Comunidad la Solana, San Antonio de la Punta, Andadores, El Garambullo, Tlatelolco, La Trinidad and Parque Alcanfores.

On May 11th, 2020, 171 citizens received support through various services. The program provided 753 meals, 62 identity documents (birth certificates, voters credentials, Unique Population Registry Codes), 16 assisted returns, 5 voluntary admissions to rehabilitation centers and 10 users obtained their social-labor reinsertion.

The Service Center for Homeless People served 38 people, 12 of them returned to their work and 6 seniors are in the process of being received in specialized institutions for their care.



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