

Querétaro 2021

Municipal Economic Yearbook

Axis 4:
Municipality with quality of life and future



QUERÉTARO
— MUNICIPIO —



La DIFERENCIA
se siente
Municipio de Querétaro

Axis 4

Municipality with quality of life and future



QUERÉTARO
— MUNICIPIO —



4. Municipality with quality of life and future



LAND OF WELLNESS

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4.1 Municipal public services



It is essential that the public infrastructure and its related activities are accessible to citizens at all times, and that they fully cover social needs in a timely manner to improve the quality of life of the inhabitants.

To meet these needs, the Ministry of Municipal Public Services has developed a compact city model with a sustainable approach, making the following services available to the entire municipality of Querétaro:

- Street lighting
- Markets and supply centers
- Slaughterhouses
- Operation of cemeteries
- Cleaning
- Streets, parks, gardens and their equipment

In 2020, derived from the public health contingency due to the COVID-19 disease, the Ministry of Administration of the Municipality of Querétaro implemented various measures during scenario "C", which was in force in that period. The actions were broadcasted through internal newsletters, along with those generated by the Ministry of Public Services:

- 14-day isolation for personnel confirmed positive for COVID-19.
- Remote work shifts in areas where the nature of the work allowed it.
- For jobs where physical presence was essential, sanitary measures were implemented to guarantee their integrity.
- The workers who presented symptoms of the disease were isolated from their work until the confirmation of their diagnosis.
- Compliance with basic hygiene measures in the workplace was monitored: mandatory use of face masks, frequent hand washing, application of antibacterial gel and disinfection of work areas.



In the same year, the Ministry of Municipal Public Services registered 1,182 people working in its different departments. The figure decreased 2.9% compared to that obtained in 2019, in other words, a decrease of 35 fewer. The following table details the information:

MUNICIPAL OPERATING PERSONNEL PER DEPARTMENT, 2019 AND 2020.		
DEPARTMENT	2019	2020
Street Lighting	54	53
Public Restrooms	299	292
Quality Control	18	18
Creation of New Infrastructure	11	13
Sanitary Inspection	428	415
Maintenance of Landscaping	5	5
Maintenance of Infrastructure	154	148
Municipal Markets	60	58
Cemeteries	33	30
Production	35	30
Human Resources	77	78
Material Resources	32	31
Municipal Animal Control Unit (UCAM for its Spanish acronym)	11	11
TOTAL	1,217	1,182

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

CLEANING AND MAINTENANCE

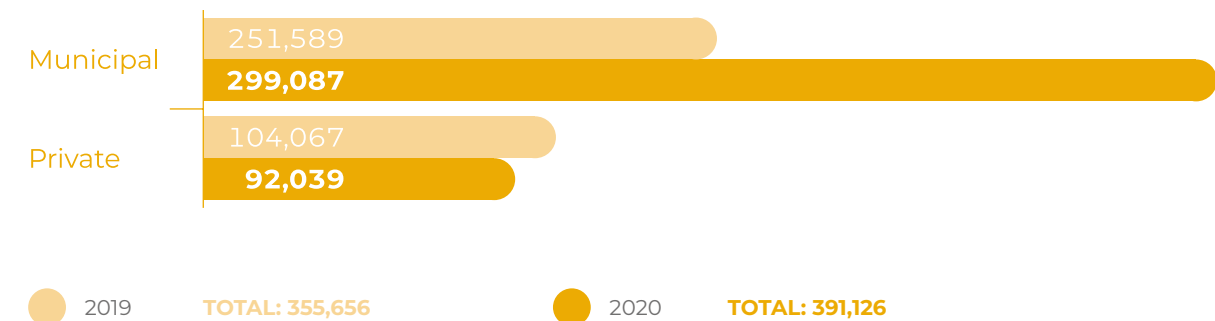
Maintenance and clean-up works on roads and public spaces are constant and continuous. They represent conservation and prevention services for cities that want a healthy habitat and competitive insertion into an increasingly globalized regional market.

GARBAGE COLLECTION LOGISTICS PER DISTRICT IN THE MUNICIPALITY, 2020.			
DISTRICT	ROUTES	NEIGHBORHOODS SERVED	FREQUENCY OF SERVICE
Centro Histórico	19	131	Daily
Epigmenio González Flores	23	176	Every 3 days
Josefa Vergara y Hernández	29	114	
Felipe Carrillo Puerto	16	115	
Félix Osoreo Sotomayor	36	135	
Santa Rosa Jáuregui	18	114	
Villa Cayetano Rubio	8	49	
TOTAL	149	834	

Source: Municipality of Querétaro. Environmental Network, 2021.

Collection during 2020 amounted to 391,126 tons in 149 routes through 834 neighborhoods in the municipality of Querétaro. The service increased its capacity by 10% compared to the previous year and divided its participation into 76.5% with its own resources and 23.5% through private resources.

SOLID WASTE ENTERING THE MOMPANÍ SANITARY LANDFILL, 2019 AND 2020.



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



The intensity of rainfall and runoff is becoming less and less predictable. Maintenance and cleaning actions in the sewage system are vital to avoid adversity for the population. The following table specifies the number of septic tanks, manholes and gratings that received municipal attention:

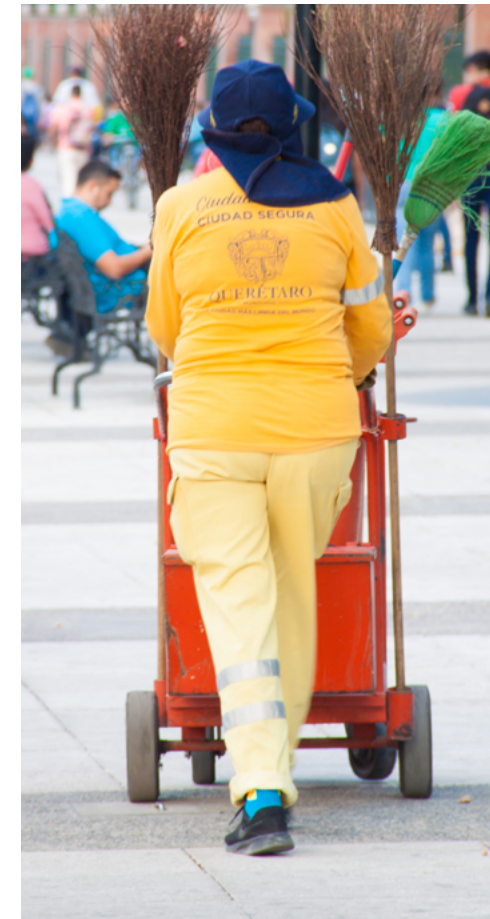
CLEANING OF SEWERS CARRIED OUT BY THE MUNICIPALITY, 2019 AND 2020.		
ITEM ATTENDED	2019	2020
Septic tanks	87	96
Manholes	2,164	1,249
Gratings	1,544	1,564
TOTAL	3,795	2,909

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

For its part, the cleaning efforts in 2020 involved manual and mechanical sweeps; general maintenance in landscapes and wooded areas; painting of fittings and urban furniture; and attention to hydraulic elements such as gullies, fountains and irrigation systems. The complete information can be found in the following tables:

CLEANING ACTIVITIES IN THE MUNICIPALITY, 2020.	
CONCEPT	M ²
Manual sweep	44,941.6
Mechanical sweep	53,795.5
Hole digging	24,607.0
Weeding	135,559.0
Cutting down of undergrowth	9,765,692.0
Cutting down of undergrowth in sidewalks	283,153.2
Rock removal	15,285.0
Paperwork	33,969.1
Grass trimming	748,089.0
Manual watering	4,142,003.0
TOTAL	15,247,094.4

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



LOW PRUNING OF TREES IN THE MUNICIPALITY, 2020.	
CONCEPT	PIECES
Tree pruning	53,651

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

MAINTENANCE OF THE MUNICIPAL INFRASTRUCTURE, 2020.	
CONCEPT	QUANTITY
Weeding of drains ¹	2,349,674
Painting of trims ²	11,500
Painting of infrastructure and urban furniture ¹	45,268

Source: Municipality of Querétaro. Ministry of Municipal Public Services, 2021.
¹Square meters (m²).
²Milliliters (ml).

MAINTENANCE ACTIONS IN MUNICIPAL FACILITIES, 2020.	
CONCEPT	ACTIONS
Hole digging	25
Weeding	136
Rock removal	15
Maintenance of fountains	4,448
Maintenance of irrigation systems	2,120
Maintenance of pumping pit	194
Electrical and hydraulic maintenance of fountains	26,367
Electrical and hydraulic maintenance of systems	41,351
Grass trimming	748

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

The Municipality of Querétaro provides maintenance and preservation services to 8 cemeteries of the Centro Histórico, Felipe Carrillo Puerto, Félix Osores Sotomayor, Santa Rosa Jáuregui and Villa Cayetano Rubio districts.

The total number of graves registered in 2020 exceeded 40 thousand and it is worth mentioning that the occupancy exceeds 95%. The cemeteries of Santa Rosa and Hércules have even reached their maximum capacity. The following tables detail the information:

OCCUPANCY PERCENTAGE IN THE MUNICIPAL CEMETERIES, 2019 AND 2020.			
DISTRICT	CEMETERY	2019	2020
Centro Histórico	Cimatario	96.9	96.0
Felipe Carrillo Puerto	Mompaní	99.7	96.8
Félix Osores Sotomayor	San Pedro Mártir	99.6	99.8
Santa Rosa Jáuregui	Buenavista	92.1	86.4
	Jofre	67.6	90.4
	Pintillo	97.7	90.2
	Santa Rosa	100.0	100.0
Villa Cayetano Rubio	Hércules	100.0	100.0

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

CAPACITY AND OCCUPANCY IN MUNICIPAL CEMETERIES, 2020.				
DISTRICT	CEMETERY	CAPACITY	OCCUPANCY	AVAILABLE
Centro Histórico	Cimatario	11,320	10,862	458
Felipe Carrillo Puerto	Mompaní	5,330	5,158	172
Félix Osores Sotomayor	San Pedro Mártir	9,875	9,855	20
	Buenavista	3,525	3,045	480
	Jofre	4,200	3,796	404
Santa Rosa Jáuregui	Pintillo	1,813	1,636	177
	Santa Rosa ¹	3,750	3,750	-
Villa Cayetano Rubio	Hércules ¹	1,085	1,085	-
TOTAL		40,898	39,187	1,711

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

¹At maximum capacity.

PUBLIC LIGHTING AND LANDSCAPING

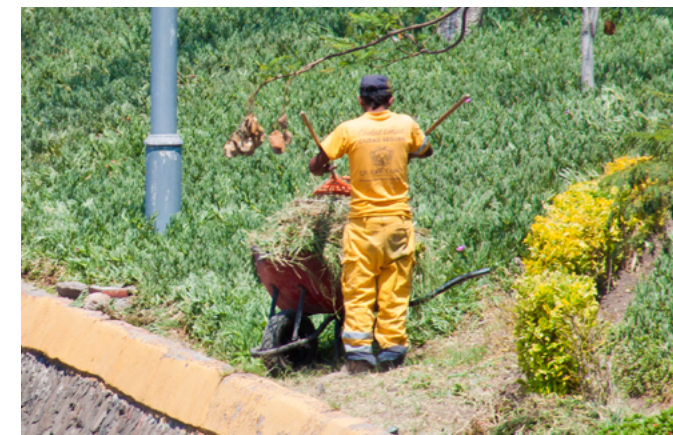
The Municipal Government manages and controls the lighting systems of streets, parks, monuments, public buildings and other spaces of general circulation that are not in charge of any individual. It is worth mentioning that the service of electric supply is taken care of by the energy companies.

The number of lights in streets and avenues responds to the needs of each roadway. In 2020 there was a slight increase of 2.1% in installed capacity compared to the previous year. Almost 6 thousand roadways and 28 fountains in the municipality were satisfactorily lit during this period:

LIGHTING FIXTURES BY DISTRICT IN THE MUNICIPALITY, 2019 AND 2020.		
DISTRICT	2019	2020
Centro Histórico	12,972	12,994
Epigmenio González Flores	10,404	11,113
Felipe Carrillo Puerto	6,797	6,815
Félix Osores Sotomayor	10,928	11,313
Josefa Vergara y Hernández	8,543	8,614
Santa Rosa Jáuregui	8,192	8,366
Villa Cayetano Rubio	4,647	4,681
OTHERS		
Vialidades principales	5,787	5,802
Fuentes	28	28
TOTAL	68,298	69,726

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

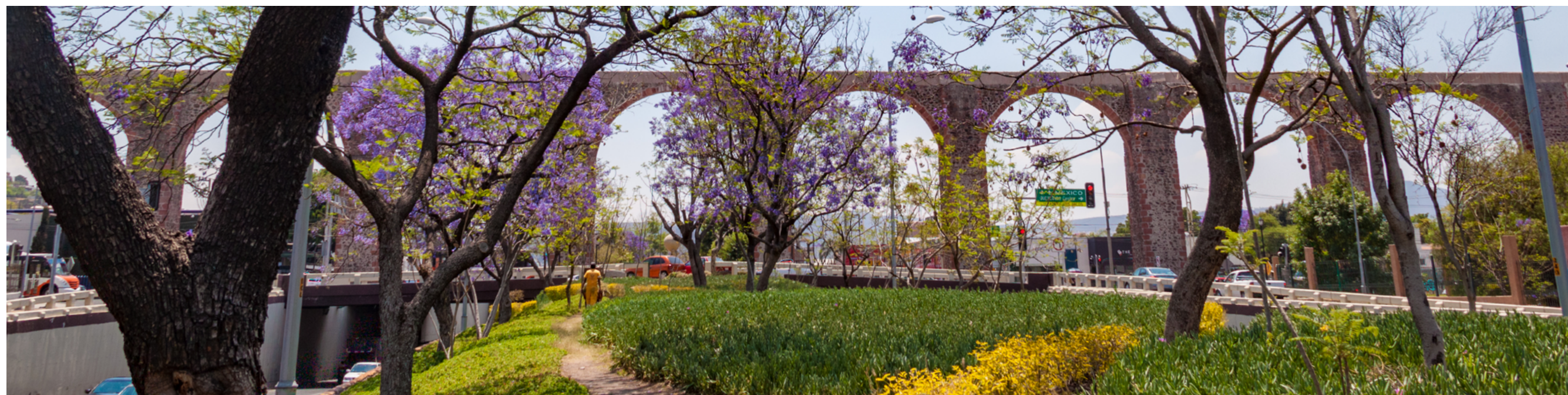
The municipality has 8,187,360.1 m² of landscapes. With afforestation, reforestation and pruning actions –guarantors of urban sustainability and indisputable civic responsibility –, during 2020 79.6% of the total area received maintenance. The detail of the information, as well as the specification of the totals by district, is shown in the following tables:



MAINTENANCE OF LANDSCAPES, 2020.

Total surface m²
6,519,398.1

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



SURFACE AREA OF PUBLIC LANDSCAPES BY DISTRICT IN M², 2020.

TYPE OF LANDSCAPE	CENTRO HISTÓRICO	EPIGMENIO GONZÁLEZ FLORES	FELIPE CARRILLO PUERTO	FÉLIX OSORES SOTOMAYOR	JOSEFA VERGARA Y HERNÁNDEZ	SANTA ROSA JÁUREGUI	VILLA CAYETANO RUBIO	TOTAL
Pathways	25,059.7	19,684.4	528.0	16,264.3	3,074.7	-	146.6	64,757.7
Undefined landscapes	-	37,051.1	10,039.0	316,963.3	9,285.6	23,825.1	-	397,164.1
Dividing strips	439,042.6	62,393.5	78,708.3	113,403.9	400,889.3	31,392.8	95,774.8	1,221,605.2
Distribution roadways	194,798.0	86,692.3	34,851.4	45,578.2	342,148.1	166,747.8	27,456.9	898,272.8
Roundabouts	-	-	6,245.3	3,038.5	-	7,164.9	1,867.9	18,316.6
Gardens	91,657.2	202,451.3	70,061.1	253,171.1	61,825.1	126,764.4	194,437.7	1,000,367.9
Cemeteries	92,349.1	-	51,420.3	69,396.6	-	78,206.7	5,741.6	297,114.3
Parks	279,764.6	788,166.0	172,540.2	534,885.0	188,151.0	1,084,020.9	181,306.7	3,228,834.3
Squares	27,871.2	11,257.2	8,259.9	10,836.5	13,963.5	9,008.6	6,046.6	87,243.5
Remnants	-	-	1,178.0	886.7	726.3	71.0	-	2,861.9
Sports units	69,138.0	75,996.5	50,186.6	295,184.4	206,851.8	223,132.6	50,331.9	970,821.8
TOTAL	1,219,680.4	1,283,692.3	484,018.2	1,659,608.4	1,226,915.5	1,750,334.8	563,110.6	8,187,360.1

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

It is important to mention that in several cases rehabilitation activities were necessary. The districts of Epigmenio González Flores and Félix Osores Sotomayor stood out with 36.9% and 22.0% of the actions. The specific information is displayed in the following table:

SURFACE AREA AND LOCATION OF REHABILITATED LANDSCAPES IN THE MUNICIPALITY, 2020.		
DISTRICT	LANDSCAPES	SUPERFICIE M ²
Centro Histórico	Prosecutor's Office Landscape, street Corregidora Norte. Col. Álamos	896.0
	La Era Park, street Primavera. Col. La Era	3,117.0
	Las Hadas Park, street Mar Mediterráneo between Roncopollo and Corregidora Norte. Col. Álamos	6,415.0
Epigmenio González Flores	Arboledas Roundabout, Paseo Constitución and Prolongación Corregidora Norte. Col. Arboledas del Parque	1,309.0
	Holland Park, avenue Tláloc and avenue Pie de la Cuesta. Col. San Pablo II	9,897.0
	Misión Bucareli Park, street Media Luna. Col. Misión Bucareli	6,222.0
	Mujeres Independientes Park, street Sor Juana Inés de la Cruz and Diana Laura Riojas. Col. Mujeres Independientes	1,175.0
	Nuevo Horizonte Park, street 1 and calle Técnicos. Col. Nuevo Horizonte	4,086.0
Felipe Carrillo Puerto	Unidad Nacional Park, street La Raza and de la Concordia. Col. Unidad Nacional	1,769.7
	La Loma IX Park, street Sierra Moreno. Col. La Loma IX	5,748.1
Félix Osores Sotomayor	Playground at Alfalfares Park, camino San Pedro Mártir. Col. Loma de Santa Cruz	1,590.0
	El Romerillal Park, street Hierbabuena and Manzanilla. Col. El Romerillal	11,383.5
	Industrial Park, viaducto prolongación Bernardo Quintana and Acceso III. Col. Industrial	1,640.0
Josefa Vergara y Hernández	Dividing strip Lomas de Querétaro, street Argentina and Guatemala. Col. Lomas de Querétaro	6,877.3
	Sports courts of the neighborhood Burócrata, street Rafaela López de Rayón, Gertrudis Bocanegra and Manuela Medina. Col. Burócrata	166.7
	Mansiones del Valle Park, hacienda El Jacal at the corner of hacienda Vanegas. Col. Mansiones del Valle	1,937.1
	Pedregal de Vista Hermosa Park, street Peña Fiel and Peñón de Gibraltar. Col. Fracc. Pedregal de Vista Hermosa	538.0
Santa Rosa Jáuregui	Hacienda Santa Rosa Landscape, boulevard Hacienda Santa Rosa at the corner of Hacienda de abajo. Col. Fracc. Hacienda Santa Rosa	1,166.6
Villa Cayetano Rubio	Loma dorada Landscape, boulevard Bernardo Quintana and Paseo Loma dorada. Col. Loma dorada	362.0
TOTAL		66,296.1

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



In the tasks of enablement and rehabilitation, 410,758 pieces were used between trees, shrubs, ground covers, herbaceous, flowers and succulents of different species. 94.2% were rehabilitated and 5.8% enabled.

NUMBER OF PIECES OF DIFFERENT VEGETATION SPECIES FOR THE ENABLING AND REHABILITATION OF GREEN AREAS IN THE MUNICIPALITY, 2020.				
SPECIES	REHABILITATION	ENABLING	TOTAL PIECES	TOTAL M ²
Trees	4,704	431	5,135	129,080.0
Shrubs	30,827	3,303	34,130	409.9
Ground cover	184,664	7,620	192,284	1,350.7
Herbaceous	112,467	5,950	118,417	596.6
Flowers	2,896	2,150	5,046	201.8
Succulents	51,556	4,190	55,746	557.5
TOTAL	387,114	23,644	410,758	132,196.5

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



ACTIONS FOR THE ENABLING AND REHABILITATION OF LANDSCAPES, 2020.	
ACTION	TOTAL
Pruned trees	11,015
Trees cut down	377
Collection of pruning (tons)	6,214
Authorized pruning requests (permits)	3,014
Authorized logging or cut down requests (permits)	544

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

It is pertinent to mention that the water used for irrigation is treated, it is used almost entirely for this activity. The distribution of the liquid was carried out through more than thirty irrigation units (water tank trucks) in 3 shifts to complete almost 30 thousand trips.

TREATED WATER FOR IRRIGATION IN THE MUNICIPALITY, 2019 AND 2020.		
CONCEPT	2019	2020
Percentage of treated water used for irrigation (%)	99.0	99.0
Total liters	242,720,000	295,560,000
Total shifts for irrigation route	3	3
Total units for irrigation	32	33
Total trips	24,272	29,556

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

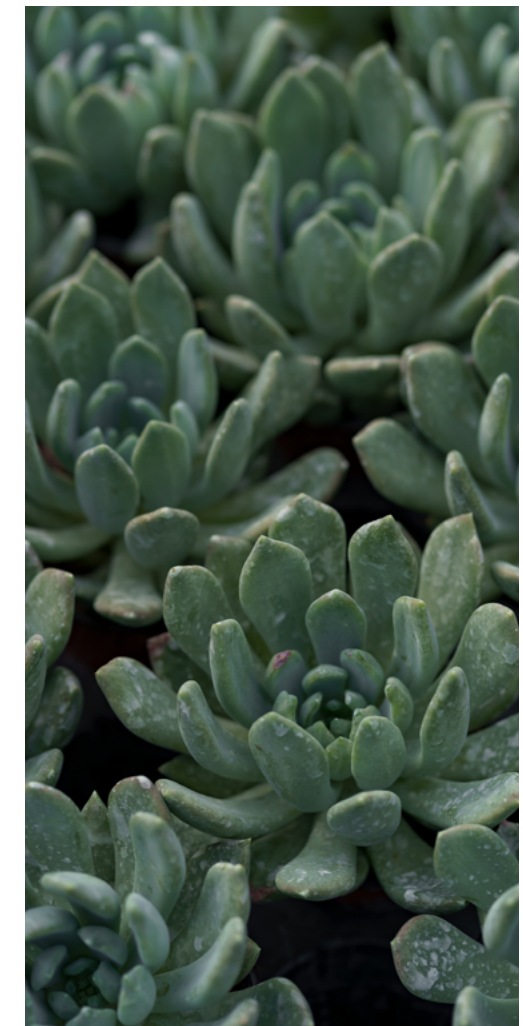
All the vegetation that is used for the enabling and rehabilitation work is grown in the Municipal Nursery. Total production, including all species, reached 856,447 units. The species with the highest number of individuals produced was succulents, while those with the lowest number were fruit trees. The following tables provide the details:

PRODUCTION OF VARIOUS TYPES OF PLANTS AND GRASS IN THE MUNICIPAL NURSERY, 2020.	
SPECIES	QUANTITY
Trees	15,886
Shrubs	17,881
Ground cover	80,086
Fruit trees	450
Herbaceous	155,524
Flower plants	179,775
Succulents	406,845
TOTAL	856,447

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

DONATION OF VARIOUS TYPES OF PLANTS AND GRASS IN THE MUNICIPAL NURSERY, 2020.	
SPECIES	QUANTITY
Trees	67,426
Shrubs	2,225
Ground cover	20
Fruit trees	534
Herbaceous	2,377
Flower plants	4,875
Succulents	2,165
TOTAL	79,622

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





MUNICIPAL MARKETS

There are 8 operating trading centers that receive continuous maintenance from the Municipality. They are distributed in the Centro Histórico, Félix Osores Sotomayor and Josefa Vergara y Hernández districts and house 2,246 commercial premises. The following table specifies the information:

PUBLIC AND LOCAL MARKETS IN THE MUNICIPALITY, 2020.		
DISTRICT	MARKETS	COMMERCIAL PREMISES
Centro Histórico		1,835
Josefa Ortiz de Domínguez "La Cruz"		570
General Mariano Escobedo	5	893
Benito Juárez "El Tepetate"		179
Miguel Hidalgo		126
Las Flores		67
Félix Osores Sotomayor		
José María Morelos y Pavón	1	65
Josefa Vergara y Hernández		346
Lomas de Casa Blanca	2	241
Lázaro Cárdenas		105
TOTAL	8	2,246

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

ANIMAL CONTROL UNIT

In the municipality of Querétaro there are 3 public institutions in charge of animal care, control and attention:

- Municipal Animal Control Unit (UCAM for its Spanish acronym)
- Municipal Animal Protection Unit (UPAM for its Spanish acronym)
- Querétaro Municipal Animal Care Unit (UMAANQ for its Spanish acronym)

Each one provides specific services according to their particular physical and human resources. The following tables show the tasks performed during 2020:

SERVICES PROVIDED BY THE UCAM, 2020.	
SERVICE	TOTAL
Aggressor animals admitted	304
Dewormed animals	306
Adopted animals	91
Animals vaccinated against rabies	21,208
Spaying and neutering procedures	5,138

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



SERVICES PROVIDED BY THE UPAM, 2020.	
SERVICE	TOTAL
Complaints of animal abuse attended	1,622
Animal rescue reports	1,124

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

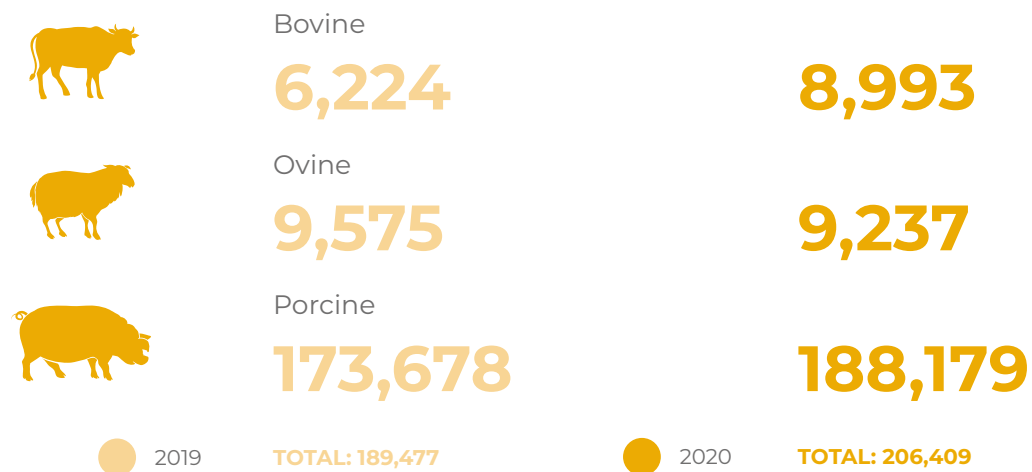
SERVICES PROVIDED BY THE UMAANQ, 2020.	
SERVICE	TOTAL
Adoptions	141
Medical consultations	873
Deworming	1,159
Spaying and neutering procedures	1,710
Vaccination against rabies	1,006
Multiple vaccination	1,898

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

MUNICIPAL SLAUGHTERHOUSE

The place destined to the slaughter of cattle in the municipality of Querétaro has the category Federal Inspection Type (TIF for its Spanish acronym) 412, this allows to quantify the supply of meat for the population. During 2020, over 200 thousand head of cattle, sheep and pigs were processed, to obtain almost 20 thousand tons of edible products. The breakdown is shown in the following tables:

SLAUGHTER OF CATTLE HEADS IN THE MUNICIPALITY, 2019 AND 2020.



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

CATTLE SLAUGHTER VOLUME IN THE MUNICIPALITY, 2019 AND 2020.		
YEAR	HEADS	TONS
2019	189,477	17,276
2020	206,409	19,642

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



4.2 Environmental management

Mexico is part of the group of 15 countries with the greatest biological diversity on the planet, this group concentrates between 60.0% and 70.0% of the animal and plant species in the world, according to the Report on the Situation of the Environment in Mexico 2015 of the Ministry of Environment and Natural Resources (SEMARNAT for its Spanish acronym).

The social economic development of the country and the impact of productive activities have caused a significant deterioration of the environment, depletion of resources, health problems and loss of productivity in the countryside.

PROTECTED NATURAL AREAS (ANP for its Spanish acronym)

Environmental protection and reserve areas are important for the future, but also for the present. They meet numerous purposes and provide multiple benefits for the region itself and its inhabitants, as well as for the surrounding areas, the country and the planet.

The National Commission of Protected Natural Areas (CONANP for its Spanish acronym) and SEMARNAT are 2 of the institutions that join forces with other organizations to take care of the environment, seeking above all conservation and ecological balance, and promoting harmonious coexistence between society and nature.

To establish clear objectives and goals in the process of conservation of the nation's ecosystems, CONANP developed the National Program of Natural Protected Areas 2014-2018 which establishes the creation and management of the ANP and the guidelines of the present and future actions.

Within the municipality of Querétaro there are 10 ANP, the most extensive is the Zona Occidental de Microcuencas that, alone, reaches almost 60.0% of the more than 20 protected hectares. It is located in the Santa Rosa Jáuregui and Felipe Carrillo Puerto districts, followed by Sierra Raspiño and Cerro Grande, both also located in Santa Rosa Jáuregui. The following table specifies the information:



PROTECTED NATURAL AREAS IN THE MUNICIPALITY OF QUERÉTARO, 2020.

NATURAL AREA	DISTRICT	CATEGORY	DECREED AREA (HECTARES)	MUNICIPAL AREA (%)
Bordo Benito Juárez	Epigmenio González Flores	Ecological preservation zone of population center with subcategory of Intraurban Park	27.6	0.1
Cañada Juriquilla	Santa Rosa Jáuregui	Ecological preservation zone of population center with subcategory of Intraurban Park	22.1	0.1
Cerro de las Campanas	Centro Histórico	National Park	3.8	-
Cerro Grande	Santa Rosa Jáuregui	Ecological preservation zone of population center with subcategory of Intraurban Park	2,989.2	14.3
El Cimatarío ¹	Josefa Vergara y Hernández	National Park	761.3	3.7
El Tángano ²	Josefa Vergara y Hernández	Area subject to ecological conservation	114.8	0.6
Jurica Poniente	Felix Osos Sotomayor	Ecological preservation zone of population center with subcategory of Intraurban Park	224.1	1.1
Montenegro		Ecological reserve area	547.4	2.6
Sierra Raspiño	Santa Rosa Jáuregui	Ecological preservation zone of population center with subcategory of Intraurban Park	4,104.2	19.7
Zona Occidental de Microcuencas	Santa Rosa Jáuregui and Felipe Carrillo Puerto	Area subject to ecological conservation	12,043.1	57.8
TOTAL			20,837.6	100.0

Source: Municipality of Querétaro. Ministry for Sustainable Development, 2021.

¹The referred area is that corresponding to the municipality of Querétaro according to the published decree.

²The entire polygon is considered according to the partial plans of Urban Development according to its municipal districts.

RESPIRA QUERÉTARO PROGRAM

The Municipality of Querétaro, through the Ministry of Sustainable Development (SEDESO for its Spanish acronym), implemented the Respira Querétaro Program (meaning Breathe Querétaro) with the aim of generating alliances with different public and private agencies, business sectors, civil societies and citizens in general to achieve a green city.

Program actions include: updating the tree census and having a plant palette; rescue, replacement and reforestation of flora; integration and social bonding; adequacy of regulations; maintenance of the infrastructure and generate a nursery plant.

Thanks to the collaboration and support of the Ministry of Municipal Public Services and the Ministry of Human and Social Development, in 2020 the following achievements were obtained:

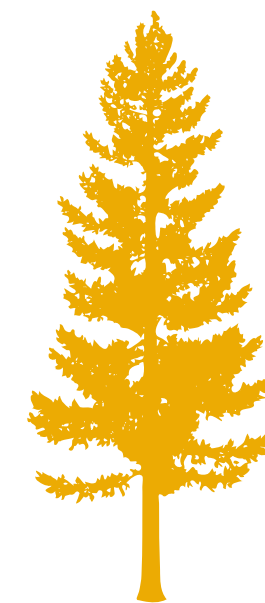
- 76,647 trees were donated and planted.
- 115 municipal reforestations.
- 775 trees delivered in schools, an action carried out in coordination with the Basic Education Services Unit in the State of Querétaro/USEBEQ.
- 21 member companies and institutions (OXXO stores; Chamber of Commerce, Services and Tourism of Querétaro/CANACO; Club Gallos Blancos de Querétaro; Industrias Michelin; Grupo CR; Grupo Queretanos con Clase; TV Azteca Queretaro; Scouts de Mexico, A.C.; Provincia Querétaro; Asociación Centro Gente Ciudad; Forópolis Capítulo Querétaro; H-E-B; Centro de Distribución CEDIS; Colegio de Ingenieros Civiles del Estado de Querétaro/CICQ; Kellogs Mexico, S.A. de C.V.; Universidad Anáhuac; Cinépolis; Shimizu North America LLC; City Express Querétaro and Fundación Tonatiuh para la Conservación de la Biodiversidad A.C.).
- Pioneer at the national level in the regulation of single-use plastics.
- The 5th Mexican Tree Climbing Championship in conjunction with the Mexican Association of Arboriculture (AMA for its Spanish Acronym) was held on March.
- Savings of 76.5% in water consumption maintaining the irrigation system in the green lung of the Boulevard de los Gobernadores, thanks to the participation of grupo OXXO and CEDIS.
- Preparation of the Tree Census.
- Training in schools, companies and neighborhood committees on environmental issues.
- Implementation of the Climate Management and Change Program of the municipality of Querétaro.
- Use of solar energy in the facilities of the Municipality of Querétaro in the Civic Center building, generating a saving of 33.0% in electricity consumption.
- Elimination of PET containers in facilities of the Municipality of Querétaro in the Civic Center building.
- Municipal Strategy for the reduction of paper consumption in government offices.



- Delivery of solar heaters for homes and ecological carts.
- Collection of polluting waste (batteries, expired medicines, collection of tires, electronic and electrical objects).
- Tire collection campaign.

TEMPORARY OCCUPATION PROGRAM "RESPIRA QUERÉTARO"

To complete some of the actions related to the objectives of the program, the employment of a temporary workforce of 53 people was required. The results obtained are shown in the following table:



PROGRAMA "RESPIRA QUERÉTARO", 2020.

Donated trees
30,763

Trees donated in community committees
12,663

Trees donated in 5 shopping malls and 4 markets
16,400

Source: Municipality of Querétaro. Ministry for Sustainable Development, 2021.

Also during 2020, environmental protection actions emanating from the Ecology Department took effect with the aim of raising awareness among citizens about the prevention and control of pollution in rural areas:

ENVIRONMENTAL PROTECTION ACTIONS BY DISTRICT, 2020.		
DISTRICT	MUNICIPAL ENVIRONMENTAL LICENSE	
	VERIFICATION / INSPECTION VISITS	TOTAL LICENSES ISSUED ¹
Centro Histórico	25	16
Epigmenio González Flores	11	7
Felipe Carrillo Puerto	3	2
Félix Osos Sotomayor	5	5
Josefa Vergara y Hernández	7	5
Santa Rosa Jáuregui	3	1
Villa Cayetano Rubio	2	2
TOTAL	56	38

Source: Municipality of Querétaro. Department of Ecology, 2021.

Note: Environmental impact reports are now only carried out by SEDATU.

¹The total number of licenses issued also includes temporary licenses that may have been obtained by an establishment prior to obtaining the definitive license.

Citizen participation was also important in terms of resource allocation. Most of the complaints had to do with air pollution and, to a lesser extent, soil pollution.

CITIZEN COMPLAINTS IN ENVIRONMENTAL MATTER OF COMPETITION BY AFFECTED RESOURCE, 2020.				
DISTRICT	AFFECTED RESOURCE			PERCENTAGE OF COMPLAINTS CONCLUDED (%)
	AIR	GROUND	TOTAL	
Centro Histórico	22	2	24	25.0
Epigmenio González Flores	7	0	7	100.0
Felipe Carrillo Puerto	3	2	5	0.0
Félix Osos Sotomayor	10	0	10	30.0
Josefa Vergara y Hernández	10	1	11	36.7
Santa Rosa Jáuregui	2	0	2	100.0
Villa Cayetano Rubio	5	0	5	20.0
TOTAL	59	5	64	53.1

Source: Municipality of Querétaro. Department of Ecology, 2021.

ECOLOGICAL MANAGEMENT

Querétaro has a state model that includes technical studies and, in particular, an analysis of the natural conditions of the region. The 18 municipalities have been divided into numerous Environmental Management Units (UGA for its Spanish abbreviation), each dedicating its efforts to territorial planning and resource management.

The municipality of Querétaro has 113 UGA distributed in the 7 districts, each of them with a different classification:



QUERETANO RECROW FOR THE CONSERVATION OF THE ENVIRONMENT (FIQMA for its Spanish acronym)

With the aim of safeguarding and conserving the natural capital of the municipality of Querétaro and its inhabitants, a paramunicipal entity with legal standing and its own assets was created to guarantee its stability, sustainability and development.

Carrying out joint work with citizens, the FIQMA promotes good attitude and awareness, heading in the right direction the planning and future of the municipality and its population. During 2020, 9 integral restorations were carried out on the trust's properties to plant almost 80 hectares with more than 9,000 trees planted. This is supported by the following information:

FIQMA PROPERTY RESTORATION, 2020.			
DISTRICT	LOCALITY	REFORESTATIONS (HECTARES)	TREES
Santa Rosa Jáuregui	Privada Juriquilla		
	Peña Colorada	12.7	1,280
	San Isidro		
Epigmenio González Flores	San Pablo Infonavit	3.2	2,500
	El Vergel		
Felipe Carrillo Puerto	Ciudad del Sol	14	3,250
Villa Cayetano Rubio	Cañada Bolaños	47.6	800
	Ermita		
Josefa Vergara y Hernández	Cuesta Bonita	1.2	1,860
TOTAL		78.7	9,690

Source: Queretano Trust for the Conservation of the Environment, 2021.

FORESTRY ACTIVITIES

The body responsible for coordinating forestry activities at the national level is the National Forestry Commission (CONAFOR for its Spanish acronym). Among other activities, it is responsible of rural reforestation of the municipalities. In the case of Querétaro, the actions focused on 2 locations during the year 2020:

RURAL REFORESTATIONS IN THE MUNICIPALITY, 2020.	
LOCALITY	HECTARES
Camellón Av. del Parque	1
Santa Rosa Jáuregui	40
TOTAL	41

Source: CONAFOR, Department of Restoration and Protection, 2021.

Another important task of CONAFOR is to prevent and fight forest fires. In 2020, it timely attended 6 ignitions that affected just over 40 hectares in the locality. The details are shown below:

FOREST FIRES, 2020.				
DISTRICT	LOCALITY	AREA AFFECTED (HECTARES)		TOTAL (HECTARES)
		NOT WOODED		
		THICKETS	GRASSLANDS	
Querétaro	San Pedrito el Alto	4.92	6.45	11.37
	Ejido Pie de Gallo	2.00	9.87	11.87
	Korea, Ejido Montenegro	1.50	0.00	1.50
	El Tángano, Ejido Casa Blanca	5.00	0.00	5.00
	Altozano subdivision, Hacienda de los Abuelos	2.72	4.00	6.72
	Ejido Montenegro	1.57	2.00	3.57
	TOTAL	17.71	22.32	40.03

Source: CONAFOR, Department of Restoration and Protection, 2021.



ENVIRONMENTAL EDUCATION

The Municipality of Querétaro, through the Ministry of Sustainable Development and its Department of Ecology, implemented actions for the conservation of natural resources and the environment and the broadcasting of environmental education in response to the restriction of mobility and the suspension of face-to-face attendance in school activities during 2020:

1. ENVIRONMENTAL EDUCATION SERVICES: Its purpose is to meet citizen requests to promote a culture of protection and improvement of the environment, through the change of habits and attitudes, reinforcing the values of the inhabitants of the municipality of Querétaro. These events were attended by 354 people.

2. SUSTAINABILITY CERTIFICATION IN YOUR SCHOOL: Summoned on the official website of the Municipality of Querétaro in February 2020, the program had to be paused due to the health contingency due to COVID-19. The purpose was to involve students from 20 schools proposed by the Basic Education Services Unit (USEBEQ) in livelihood activities in their school spaces.

3. ENVIRONMENTAL MAGAZINE ACCIÓN VERDE: Its duty is to inform about the environmental status of the municipality and the activities related to the issue seeking to raise awareness among the population. 4 digital editions were published, all recoverable on the official website www.municipiodequeretaro.gob.mx.

4. LABOR WELFARE: In coordination with the Ministry of Administration and the Human Resources Department of the Municipality of Querétaro, the program offers its workers the following actions:

- Informative capsules through the institutional digital medium entitled "Care for the environment at work", "Recommendations to reduce, reuse and recycle paper", "Municipal strategy for the reduction of paper in government offices" and "'Do you know how much paper you have consumed per month?."
- Adopt a tree.
- Implementation of the Paper Reduction Program in the offices, supplying bins in each of the municipal agencies.

MUNICIPAL ANIMAL CONTROL UNIT (UCAM for its Spanish acronym)

It is the municipal body in charge of promoting the dignified and respectful treatment of animals, contributing in a legal and peaceful way to their defense and welfare. Some of the specific activities it promotes are:

- Adoption of cats and dogs
- Securing and safeguarding animals
- Attention to complaints of abuse and protection of animals
- Deworming
- Low-cost spaying and neutering for cats and dogs
- Free spaying and neutering days for dogs and cats
- Observation of aggressive pets
- Prohibition of sale of pets on public roads
- Free rabies vaccination
- Multiple vaccination (puppy, parvovirus + corona, three way, five way and six way)
- Pet adoption campaigns

The Ministry of Municipal Public Services, through the Department of Animal Protection, Care and Control and through the UCAM, applied 21,208 free rabies vaccines, 5,138 spaying and neutering procedures and 306 deworming to pets. Despite the fact that 2020 was a complicated year due to the pandemic, more than 90 pets were placed for adoption:

MUNICIPAL ANIMAL CONTROL UNIT, 2019 AND 2020.		
TYPE OF ACTION	2019	2020
Admitted aggressive animals	381	304
Dewormed animals	500	306
Animals for adoption	387	91
Animals vaccinated against rabies	10,776	21,208
Spaying and neutering procedures	4,084	5,138
TOTAL	16,128	27,047

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

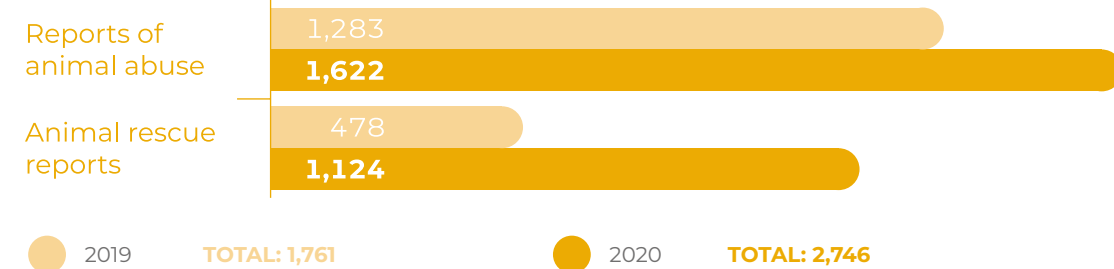
The Municipal Animal Care Unit of Querétaro (UMAANQ for its Spanish acronym) provides medical care to pets, with low-cost services including medical consultation, deworming, spaying and neutering, assisted euthanasia, adoption and multiple and rabies vaccination.

QUERÉTARO MUNICIPAL ANIMAL CARE UNIT, 2019 AND 2020.		
SERVICE	2019	2020
Medical consultations	795	873
Deworming	811	1,159
Spaying and neutering procedures	1,064	1,710
Rabies vaccines	665	1,006
Multiple vaccines	1,234	1,898
Adoptions	43	141
TOTAL	4,612	6,787

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

For its part, the Municipal Animal Protection Unit (UPAM for its Spanish acronym) received during 2020 the number of 1,622 complaints of animal abuse and 1,124 reports of animal rescue. The following table shows the comparison with the previous year:

MUNICIPAL ANIMAL PROTECTION UNIT (UPAM), 2019 AND 2020.



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



ENVIRONMENTAL AUDIT

The Federal Attorney for Environmental Protection (PROFEPA for its Spanish acronym) seeks that companies reduce the negative environmental impact they generate during their production processes. The actions and measures it establishes pursue added value from the dynamics of prevention.

To encourage participating companies to achieve environmental performance higher than required by law, the National Environmental Audit Program (PNAA for its Spanish acronym) verifies that they comply with federal and local legislation in order to achieve self-regulatory measures and good operating and engineering practices. In this sense, the program issues 3 different types of certificates:

1. Clean Industry: Aimed at companies with manufacturing and transformation activity.
2. Environmental Quality: Granted to companies engaged in trade and services.
3. Tourism Environmental Quality: Exclusive for companies with services and activities in the field.

The PROFEPA, thanks to the activities of the PNAA in 2020, registered 48 Querétaro companies with a valid certificate, 30 of them in Clean Industry, 17 in Environmental Quality and 1 in the tourism field, all in municipal territory.

The Sub District of Environmental Audit in the State of Querétaro reported 16 municipal companies that began the certification process to obtain quality certification as a socially responsible company, or to renew it.



COMPANIES CERTIFIED IN ENVIRONMENTAL MATTERS IN THE MUNICIPALITY OF QUERÉTARO, 2020.

DISTRICT	CERTIFICATE OF CLEAN INDUSTRY, ENVIRONMENTAL QUALITY AND TOURIST ENVIRONMENTAL QUALITY	CERTIFICATE IN PROCESS
Centro Histórico	Fomento Queretano, S.A. de C.V. Hotel Grand Fiesta Americana Querétaro	Fomento Queretano, S.A. de C.V. Hotel Grand Fiesta Americana Querétaro
	Instituto Tecnológico y de Estudios Superiores de Monterrey (Campus Querétaro)	
	Nestlé México, S.A. de C.V. (Querétaro Plant)	
	Santander Global Facilities, S.A. de C.V. (Contact Center Santander Building)	
	Teléfonos de México, S.A.B de C.V.	
Centro Histórico	CFE Distribución División de Distribución Bajío Zona Querétaro (S.E. Querétaro Norte)	Santander Tecnología México, S.A. de C.V..
	CFE Distribución División de Distribución Bajío Zona Querétaro (S.E. Querétaro Oriente)	
	Grupo Santander-ISBN México, S.A. de C.V.	
	Faurecia Sistemas Automotrices de México, S.A de C.V	
	Kaeser Compresores México, S. de R.L. de C.V	
Epigmenio González Flores	Transportes Grúas Auriga S.A. de C.V.	
	Lubricantes Fuchs de México, S. A. de C.V.	
	CFE Transmisión S.E. Maniobras Iberdrola Bajío en SF6	
	Shurtape México, S. de R.L. de C.V.	
Felipe Carrillo Puerto	Italaise, S.A de C.V.	Central de Acumuladores Querétaro, S.A. de C.V.
	Kellogg de México, S. de R.L. de C.V.	
	Nutryplus, S.A.P.I de C.V.	
	Porcelanite Lamosa, S.A de C.V.	
	Industria Envasadora de Querétaro, S.A de C.V.	
Felipe Carrillo Puerto	Pilgrims Pride, S. de R.L. de C.V. (Food Plant Querétaro)	Porcelanite Lamosa, S.A de C.V

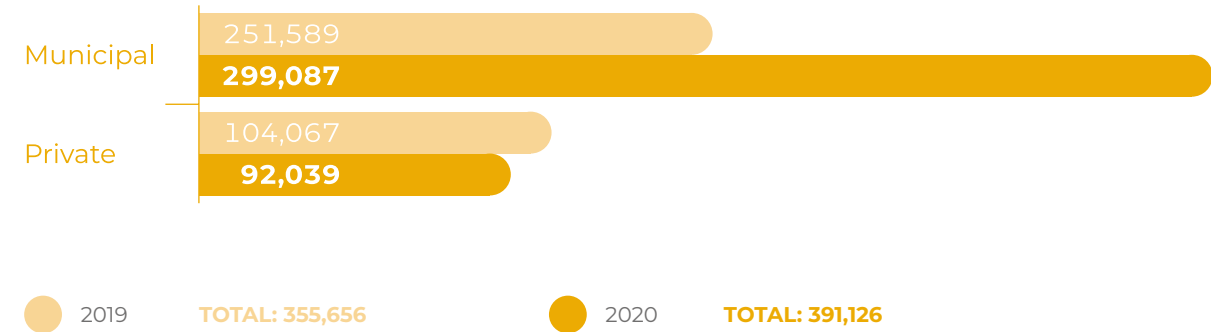
Félix Osores Sotomayor	15	Construlita Lighting International, S.A. de C.V.	7	Dana de México Corporación, S. de R. L. de C. V.(Bevel Gears Division)	Dana de México Corporación, S. de R. L. de C. V.(Bevel Gears Division)
		Ball Beverage Can Américas, S.A. de C.V.		Ball Beverage Can Américas, S.A. de C.V.	
		Dana de México Corporación, S.de R.L. de C.V.		Mabe México, S. de R.L. de C.V. (Technology and Projects Center Querétaro)	
		Industrias Frigus Therme, S.A. de C.V.		Jafra Manufacturing, S.A. de C.V.	
		Grupo Fandeli, S.A. de C.V.		Ecofibras Ponderosa, S.A de C.V. (Collection center Querétaro)	
		Refrescos Victoria del Centro, S.A. de C.V. (Querétaro Plant)		Kirchhoff Automotive México, S.A. de C.V.	
		Dana de México Corporación, S. de R. L. de C. V. (CV Component Division)		Santander Global Facilities, S.A. de C.V. (Contact Center Santander Building)	
		Ecofibras Ponderosa, S.A de C.V. (Collection center Querétaro)		Dana de México Corporación, S. de R. L. de C. V. (Forging Division)	
		Kirchhoff Automotive México, S.A. de C.V.		CFE Distribución División de Distribución Bajío, Zona Querétaro. (S.E. Jurica)	
		Santander Global Facilities, S.A. de C.V. (Contact Center Santander Building)		CFE Distribución División de Distribución Bajío, Zona Querétaro. (S.E. La Loma)	
		Dana de México Corporación, S. de R. L. de C. V. (Forging Division)		Industrias Michelin, S.A de C.V. (Querétaro Plant)	
		CFE Distribución División de Distribución Bajío, Zona Querétaro. (S.E. Jurica)		Eaton Technologies, S. de R.L. de C.V.	
		CFE Distribución División de Distribución Bajío, Zona Querétaro. (S.E. La Loma)		Safran Landing Systems Services Americas, S.A. de C.V.	
		Industrias Michelin, S.A de C.V. (Querétaro Plant)		CFE Distribución División de Distribución Bajío, Zona Querétaro. (S.E. Antea)	
		Santa Rosa Jáuregui		12	Eaton Technologies, S. de R.L. de C.V.
Safran Landing Systems Services Americas, S.A. de C.V.	CFE Distribución División de Distribución Bajío, Zona Querétaro. (S.E. Buenavista)				
CFE Distribución División de Distribución Bajío, Zona Querétaro. (S.E. Antea)	CFE Distribución División de Distribución Bajío, Zona Querétaro. (S.E. Querétaro Poniente)				
CFE Distribución División de Distribución Bajío, Zona Querétaro. (S.E. Buenavista)	Bussmann, S. de R.L. de C.V.				
CFE Distribución División de Distribución Bajío, Zona Querétaro. (S.E. Querétaro Poniente)	Omni Manufacturing Services, S.A de C.V.				
Bussmann, S. de R.L. de C.V.	CCL Secure, S.A. de C.V.				
Omni Manufacturing Services, S.A de C.V.	Jafra Manufacturing, S.A.de C.V.				
CCL Secure, S.A. de C.V.	Bticino de México, S.A. de C.V.				
Jafra Manufacturing, S.A.de C.V.	Bticino de México, S.A. de C.V.				
CCL Secure, S.A. de C.V.	Norgren Manufacturing de México, S. A. de C.V.				
Josefa Vergara y Hernández	1	Norgren Manufacturing de México, S. A. de C.V.	1	Norgren Manufacturing de México, S. A. de C.V.	Norgren Manufacturing de México, S. A. de C.V.
		Troqueladora Batesville de México, S. de R.L. de C.V.		Municipality of Querétaro (Integral waste management)	
		Municipality of Querétaro (Integral waste management)			
TOTAL		48		16	

Source: Federal Attorney for Environmental Protection (PROFEPA), 2021.

ENVIRONMENTAL INFRASTRUCTURE

The Ministry of Municipal Public Services is the body in charge of the management and transfer of solid waste generated in the municipality. During 2020, almost 400 thousand tons of waste were transported to the landfill, which represented an increase of 10.0% compared to 2019.

SOLID WASTE ENTERING THE MOMPANÍ SANITARY LANDFILL, 2019 AND 2020.



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

The National Water Commission (CONAGUA for its Spanish acronym) reported 62 treatment plants in operation during 2020, with a combined capacity of almost one thousand liters per second. Thanks to this, the volume of treated water exceeded 28 million cubic meters in the year.

WASTEWATER TREATMENT PLANTS INSTALLED IN THE MUNICIPALITY OF QUERÉTARO, 2020.			
TYPE	NUMBER OF PLANTS	INSTALLED CAPACITY (LPS)	ANNUAL TREATED VOLUME (M ³ / YEAR)
Public	6	964.4	22,639,694.4
Private	56	32.1	5,775,701.9
TOTAL	62	996.5	28,415,396.3

Source: National Water Commission, 2021.

Note: The National Water Commission communicates that the above information refers to the last update made as of December 2020.

LPS: Liters per second.

(M³ / Year): Cubic meters per year.

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