



Mexico 2014 Crime and Safety Report: Guadalajara

Travel Health and Safety; Transportation Security; Stolen items; Theft; Murder; Kidnapping; Burglary; Assault; Rape/Sexual Violence; Extortion; Floods; Cargo Security; Carjacking; Riots/Civil Unrest; Earthquakes; Volcanoes; Hurricanes; Drug Trafficking; Narco-Terrorism

Western Hemisphere > Mexico; Western Hemisphere > Mexico > Guadalajara

5/8/2014

Overall Crime and Safety Situation

The Consular district of the U.S. Consulate General in Guadalajara includes the states of Nayarit, Jalisco, Colima, and Aguascalientes. The major cities for the U.S. private sector community include Guadalajara, Aguascalientes, Puerto Vallarta, and Manzanillo. Secondary cities include Tepic, Colima City, Tequila, and Lagos de Moreno. There are also important private sector concerns related to agriculture, particularly agave cultivation throughout southern Nayarit and Jalisco. The port of Manzanillo is also the largest port in Mexico in terms of containerized cargo and is critical to the private sector supply chain.

Crime Threats

There are high rates of violent and non-violent crime throughout the Consular district. A majority of violent crime, particularly homicide and kidnapping, is perpetrated by transnational criminal organizations (TCOs), and the victims are most often rival groups or Mexican authorities. The homicide rate in all four states declined in 2013 from 2012 (see graph). Under-reporting in official statistics continues to be a problem, even with regard to homicides. The figures used in this graph are taken from statistics provided directly to the Consulate by

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authorities in each state. While the absolute numbers cannot be verified, the overall trends are credible.

In Jalisco, the majority (63 percent) of the homicides continued to be concentrated in the Guadalajara Metropolitan Zone (GMZ), which includes the municipalities of Guadalajara, Zapopan, Tlaquepaque, Tlajomulco de Zuñiga, El Salto, and Ixtlahuacan de los Membrillos. The homicide rate for the GMZ also fell in 2013, though the majority of that decline is attributed to a sharp decrease in the municipality of Guadalajara (see graph). In 2013, the homicide rate in the GMZ was 20.4 per 100,000 inhabitants.

In Nayarit, after two years (2010, 2011) with exceptionally high homicide rates, the numbers were greatly reduced in 2012 and fell further in 2013. In 2011, the homicide rate in Tepic was so high the city earned the distinction of being one of the 50 most dangerous cities in the world. In 2012, state police became much more active in combatting organized criminal elements throughout the state and now regularly arrest alleged TCO members for drug trafficking, murder, and kidnapping. In 2013, the state of Nayarit had a murder rate of 13 per 100,000 inhabitants.

In Colima, the homicide rate rose sharply in 2012, leaving the state with one of the highest per capita murder rates in Mexico. Though most of the increase in homicides in Colima was due to criminals targeting criminals, the increase in violence does pose a risk to civilians. The homicide rate and overall levels of violence decreased in 2013, especially toward the end of the year.

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Aguascalientes continued to be one of the safest states in Mexico during 2013. While isolated cases of murder and kidnapping continue to be reported, the state police are among the most effective and have managed to make arrests of wanted criminals in other states with the cooperation of federal and local authorities. Occasionally criminal groups will cross the state line into Aguascalientes to steal cars, commit kidnappings, or assault the authorities.

There have been a number of home-invasion robberies in the GMZ and other major cities in the district. In most cases, the thieves gain access to the property by claiming to be municipal or maintenance employees. They often target domestic staff to gain entry, and in many cases the domestic employees have been complicit in the crime. The thieves usually target moderately wealthy homes and often know the victim keeps large quantities of cash or other valuables in the house. In many cases, the residents are tied up while the thieves rob the house, and the victim's car is often used to get away with the stolen property. Cases of home-invasion robbery are less common in apartment buildings or in gated neighborhoods.

Most sexual assaults on U.S. citizens occur in tourist areas such as Puerto Vallarta and Manzanillo. Often the perpetrators will target intoxicated tourists in bars and nightclubs.

Non-violent and property crime is fairly consistent throughout the district, the most frequent crimes being robbery, auto-part theft, and telephonic extortion. Particularly in Guadalajara, thieves often operate in heavily congested areas to steal bags, purses, and jewelry. Thieves often use motorcycles or scooters to get away quickly after snatching a bag or necklace. Robberies that include the threat of force are less common but do occur, usually in the evening or night-time hours.

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Overall Road Safety Situation

Road Safety and Road Conditions

A variety of road conditions exist throughout the Consular district. Toll highways (known as “cuota highways”) are often very near to U.S. interstate highway standards with several lanes for traffic and broad paved shoulders. The toll highways generally have fewer access points (on-ramps and off-ramps), better lighting, and a higher rate of police patrols. The toll highways are the safest way to transit over land in the district; very few incidents of carjacking have been reported. Drivers can further reduce the risk of carjacking by limiting intercity travel to daylight hours and avoiding the use of high profile trucks or SUVs.

Non-toll highways (known as “libre highways”) are often in much poorer condition. There are often no shoulders and only one narrow lane in each direction. There are fewer police, and incidents of carjacking and shootouts between rival criminal groups, particularly after dark, occur more frequently on non-toll highways.

Road conditions in urban areas can also vary considerably. In upscale or tourist neighborhoods of major cities the roads are well maintained, whereas in marginalized areas roads are often poorly maintained with large potholes or no paving at all. There are large speed bumps installed around major cities and even on some highways that are often poorly marked. Drivers need to be alert at all times for changing road conditions.

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Regardless of the infrastructure quality, drivers routinely disobey even the most fundamental traffic laws. It is common for drivers to treat red traffic lights like stop signs; crossing as soon as they have checked for opposing traffic. Single left-hand turns are universally treated as double left turns, regardless of the number of lanes available. Law enforcement generally ignores these problems.

During the rainy season in Guadalajara (July – August), major thoroughfares in the city, including tunnels and underpasses, will often become flooded and seriously disrupt traffic. Heavy rain also frequently causes traffic lights to stop working. Puerto Vallarta and other cities in the district experience similar problems.

Travelers using long distance buses should ensure the bus will use the toll highways when available. Generally, taking a charter bus is safe except in those areas where the U.S. Travel Warning advises against non-essential travel. U.S. government personnel often use charter buses to move between Guadalajara and Puerto Vallarta.

Taxi service in the major cities is generally reliable and safe. Most taxi drivers operate from a marked and registered taxi stand. To ensure a taxi is affiliated with a registered taxi stand, avoid hailing the taxi in the street. Instead call or walk to a taxi stand, which are located throughout the GMZ and other major cities in the district. Restaurant and hotel staff can also be relied upon to summon an affiliated taxi. Taxi service from the airports is also considered safe. Arriving passengers should look for a TAXI kiosk in the arrival terminal of the airport and pay the fare at the kiosk before exiting the airport and boarding the taxi.

In Guadalajara, mass transit is generally considered unsafe for travelers. There is very limited metro service in the city, but public buses are more common. Petty crime, such as

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pickpocketing and bag-snatching, is very common on mass transit. It is also common for armed thieves to rob bus drivers and passengers; there were 72 reported cases of bus robbery from January to October 2013. The most dangerous aspect of using the bus is the reckless driving that is endemic due to the commission-based pay structure of the drivers. In 2013, public buses killed 50 pedestrians in the GMZ. When combined, these factors make mass transit a substantial risk to passengers and the public at large.

Cargo theft is a major concern for the U.S. private sector operating in Mexico. The state of Jalisco ranked sixth in reported incidents of cargo theft in 2013, falling one spot in 2012, according to FreightWatch International. FreightWatch also reported that the GMZ ranked third among cities in Mexico with the most incidents of cargo theft. Most of these cases occurred less than 50 kilometers outside the GMZ. The most commonly-targeted product is food and beverage items, including grains, juice, soda, and beer. The second most commonly-targeted product is building construction material, such as cement and raw metal. An increasing number of the cargo theft incidents involve violent assaults and/or kidnapping of the driver. The most effective ways to reduce the risk of cargo theft are avoiding stops in high-risk areas, limiting travel to daylight hours, using satellite tracking equipment, and reducing the time/place predictability of routine shipments.

Auto-theft throughout the district most often involves the threat of force (carjacking). Thieves target late-model trucks and SUVs, mostly after dark in marginalized areas or along rural, non-toll highways. In cases where the victim does not resist, the thieves rarely do any harm to the victim. Avoiding the use of high profile trucks and SUVs and reducing travel in marginalized or rural areas, especially after dark, are the best ways to reduce the risk of carjacking.

Auto-part theft is very prevalent in the GMZ and throughout the district. Thieves usually target easy-to-remove parts, including spare tires and side mirrors but can also target side molding,

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grills, and occasionally wheels and tires. These thefts usually occur after dark from cars parked along the street. Utilizing pay lots is the easiest way to reduce the risk of auto-part theft.

Political, Economic, Religious, and Ethnic Violence

Civil Unrest

Non-violent demonstrations occur occasionally in Guadalajara and other cities in the Consular district. Past demonstrations have targeted the U.S. Consulate and Mexican subsidiaries of U.S. businesses. In many cases, the demonstrations are organized by political parties, labor rights groups, or indigenous rights groups. These groups are most likely to demonstrate against U.S. private sector interests in response to business practices that are perceived to be unfair or corrupt. Demonstrations are sometimes coordinated across the country. While almost always non-violent, demonstrators have been known to block roads or obstruct access to businesses during a protest. Local law enforcement is reticent to take any active roll to disperse demonstrators, even if they are on private property.

On December 1, 2012, the Guadalajara police did attempt to disperse demonstrators outside the International Book Festival at the Guadalajara Expo Center. Scuffles between protestors and the police broke out almost immediately, resulting in minor injuries and property damage.

In 2013, the most significant demonstrations were organized by teachers' unions to protest education reforms being pursued by the federal government. The demonstrations included

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marches near the center of Guadalajara. All of the demonstrations in 2013 were non-violent, and their most significant impact on the private sector came from traffic disruptions. Also in 2013, there were isolated demonstrations from agricultural works that temporarily blocked highways. Again, disruption of traffic patterns was the most significant impact.

Post-specific Concerns

Environmental Hazards

The entire Consular district is prone to earthquakes, though there was no reported property damage due to seismic activity last year. No major earthquake has occurred here in decades.

Guadalajara is surrounded by 10 volcanoes (1 active and 9 inactive). Eruptions were recorded in 2013, though there were no disruptions as a result.

Pacific hurricanes are a threat to coastal areas of the Consular district, including Puerto Vallarta and Manzanillo. In October 2011, Hurricane Jova made landfall on the Jalisco coast as a Category 2 hurricane. Nine people were killed, and six people were injured. Throughout Jalisco, losses from Jova reached US\$96.1 million, and roughly 46,280 people were affected. In Colima, preliminary losses to the tourism industry were estimated at US\$12.7 million. Infrastructural damage from the storm in Colima reached US\$94.87 million.

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In early September 2013, Gulf Coast and Pacific Coast of Mexico and were hit simultaneously by Hurricane Ingrid and Tropical Storm Manuel. The two storms damaged approximately 20 highways, 12 bridges, and were responsible for close to 97 deaths due to drowning and mudslides. The states of Guerrero, Tamaulipas, and Veracruz are reported to have received the most damage. Michoacán, Colima, Jalisco, and Nayarit all received heavy rains. The two storms produced over a foot of rain in certain locations and created one of the worst weather crises in Mexico since 1958, the last time the country received two simultaneous storms. Many other states received heavy rains, flooding, and other types of damage.

Regional Travel Concerns and Restricted Travel Areas/Zones

In 2013, the U.S. Consulate removed an advisory to “defer non-essential travel” to the capital of Tepic but continues to advise caution in that city and encourages American citizens to defer non-essential travel to rural parts of the state, including the border areas with Durango and Sinaloa.

The increase in homicides caused the U.S. Consulate General in Guadalajara to advise increased caution for American citizen travelers throughout the state and advised against non-essential travel to areas of the state bordering Michoacán, including the town of Tecoman, Colima.

The most dangerous area of Aguascalientes state continues to be the northern border with Zacatecas. The U.S. Consulate in Guadalajara advises caution to U.S. citizens when traveling to areas of the state that border Zacatecas.

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Drug-related Crimes

The most important concern is the presence of transnational criminal organizations (TCOs) and TCO-related violent crime. This has been an important drug trafficking region for many decades. Nayarit, Western Jalisco, and Colima are major marijuana cultivation zones. High elevation areas in Nayarit are also used to grow poppies for heroin production. In the last several years, the strategic importance of this region has increased further, as methamphetamine production has increased. Methamphetamine production is dependent on the import of chemical precursors, largely from Asia. Manzanillo, Colima is the largest commercial port in Mexico and a major gateway for precursor chemicals. Methamphetamine laboratories have become prevalent in most of the region between Manzanillo and Guadalajara. The presence of methamphetamine laboratories has made rural areas more dangerous for travelers. Realizing the strategic value of this territory, various TCOs have established, defended, and competed for territory, resulting in increased violence. TCO-related violence is most common in areas where one group's territory abuts another.

Nearly every major Mexican cartel maintains some presence in Guadalajara, and it is widely rumored that cartel leaders keep their families and legitimate business interests in the city. Despite a relatively permissive environment for high level cartel leaders in the GMZ, drug cultivation, manufacture, transport, and distribution throughout the state is largely controlled by the Cartel de Jalisco Nueva Generación (CJNG). In late 2012, the CJNG broke their alliance with the Sinaloa Cartel, and in first part of 2013 some violent clashes occurred between TCO cells loyal to the Sinaloa Cartel and the CJNG. Fighting between the Sinaloa Cartel and CJNG was most likely behind the assault of two popular bars in eastern Guadalajara in March 2013 that left four civilians dead and wounded 18. Other Sinaloa-CJNG fighting occurred during the first half of 2013 in the Valles Region of Jalisco, surround the town of Tequila.

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Since mid-2013, the major source of inter-cartel conflict within the Consular district has been between the CJNG and Los Caballeros Templarios (LCT), who are based in Michoacán. Most of the CJNG-LCT fighting has occurred in Michoacán, but Jalisco municipalities bordering Michoacán experience higher than average levels of violence and increased presence of military and law enforcement. The intensity of the CJNG-LCT conflict was evident in late 2013 when the Jalisco authorities discovered a mass grave in La Barca, Jalisco from which over 70 bodies have been exhumed. Many of the murdered individuals appear to be members of LCT and presumably died at the hands of CJNG during 2013.

Other high profile incidents in 2013 included the murder of the Jalisco Minister of Tourism in Guadalajara on March 9; a grenade attack against the Mural newspaper in Zapopan (GMZ) on April 7; and a shootout lasting several hours between authorities and TCO members at a safe house in Tepatitlan, Jalisco on October 8. All of these incidents were later attributed to the CJNG.

In 2011 and 2012, high profile incidents included state-wide coordinated illegal road blockades (narcobloqueos) and dozens of mutilated bodies abandoned in the streets of Guadalajara; overall the impact of high profile incidents was less in 2013 than in the previous two years.

Low-level drug violence continues to contribute to the homicide rate in the GMZ but does not usually pose a substantial risk to U.S. private sector interests. In 2013, the greatest TCO-related threat to the U.S. private sector was wrong-place/wrong-time violence. This risk extends to upscale areas as well as lower-income areas.

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Kidnapping Threats

Reported incidents of kidnapping have also gradually risen in Jalisco. In 2012, there were 64 reported kidnappings, and in 2013, there were 73 reported cases. Part of this increase may be caused by increased frequency of reporting, as public confidence in state authorities to resolve kidnappings has increased. Kidnapping remains an underreported crime, and the Consulate estimates that there could be as many as three to four actual cases for each reported case.

Virtual kidnapping – a telephonic extortion scam in which no one is physically detained by the perpetrators – continues to be much more prevalent than traditional kidnappings.

Any kidnapping, real or virtual, should be reported to the police as well as to the U.S. Consulate.

Police Response

How to Handle Incidents of Police Detention or Harassment

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In some instances, U.S. citizens have become victims of alleged harassment, mistreatment, and extortion by law enforcement and other officials. Mexican authorities have cooperated in investigating such cases, but one must have the officer's name, badge number, and patrol car number to pursue a complaint effectively. Please note this information if you ever have a problem with police or other officials. In addition, travelers should be wary of persons representing themselves as police officers or other officials. When in doubt, ask for identification.

Where to Turn to for Assistance if you Become a Victim of Crime

Reporting crimes in Mexico can often be a long, frustrating experience. Uniformed police officers cannot take reports of crime, and all reports must be made to the local branch of the State Prosecutor's Office (the office is called the Ministerio Publico and the report is called a denuncia). When making the report, the burden of proof is placed on the individual to substantiate that a crime occurred. Even when the report is properly filed, it is required to be ratified several days later. This becomes impossible for many visitors on short stays. Even in cases when a report is properly filed and ratified, police rarely investigate non-violent or minor property crimes. Major crimes such as kidnapping are investigated and often resolved. Crimes against foreigners are likely to get more attention from the authorities. Despite the substantial obstacles to reporting a crime, the U.S. Consulate encourages all U.S. citizen victims of crime to report the crime to the Ministerio Publico and the American Citizen Services office of the Consulate.

Ministerios Publicos

Jalisco:

http://www.jalisco.gob.mx/wps/portal/dependencias/pgj/!ut/p/c5/04_SB8K8xLLM9MSSzPy8xBz9CP0os3ifEB8PY68glwP3YENzAyO3MDcXd0dn9yATI6B8JJK8v4mPMVDe38fRJcjVwCLAjl

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Phone: 3837-6000 or toll free (in Mexico) 01-800-640-9298

Aguascalientes: <http://www.aguascalientes.gob.mx/pgj/>

Phone: 910-2800

Colima: <http://serviciospgj.col.gob.mx/denuncia/servicios.php>

Phone: 314-2334

Nayarit: <http://www.pgjnayarit.gob.mx/>

Phone: 129-6000, 129-6010

Various Police/Security Agencies

Uniformed police are known as preventativos, and their purpose is to patrol and prevent crimes from occurring. In cases where businesses report specific concerns or threats, these uniformed forces are often deployed to protect the threatened interests. The Guadalajara Municipal Police even provide escorts to private citizens when they need to bring substantial amounts of cash to/from a bank. Unfortunately, due to Mexican law, these uniformed officers

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are not permitted to take any report of crime, and they do not perform any investigative functions. Municipal police forces throughout the district are limited to these preventative functions.

The state police in all states of the Consular district maintain a uniformed police, who serve protective and crime prevention functions. Each state also maintains a force of investigative police, overseen by the Attorney General. These investigative police are often divided into functional categories, with the most capable officers assigned to investigate homicides or kidnappings. All four states' (Jalisco, Nayarit, Colima, and Aguascalientes) governments have begun implementation of a program called Mando Unico. This is a federally-mandated program that integrates the state and municipal uniformed police in order to bolster the strength of police, particularly in smaller rural municipalities that lack the resources to independently combat TCOs. In Aguascalientes, Nayarit, and Colima, this process has already yielded positive results. In Jalisco, the program has yet to be fully implemented, and political obstacles remain unresolved. In the GMZ, authorities have used Mando Unico to create a Unified Force that, in theory, will have wide jurisdiction throughout the municipality. Though by January of 2014, this Unified Force has yet to be deployed.

In every state there are also Transit Police who are charged with road safety and enforcing traffic laws. They are the only law enforcement who will stop a vehicle for a traffic violation, and this explains why drivers do not hesitate to break traffic laws even in the presence of other types of uniformed patrols. The transit police are generally professional and adequately equipped for their particular task. Both state and municipal governments may have transit police.

In Puerto Vallarta, there are also Tourism Police who are assigned to work in tourist areas. These are the only group of police who typically speak English. Their main purpose is to enhance the safety of tourist areas by deterring general crime and being available to respond

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to any type of accident. Tourist police are also not able to take reports of crime but can assist travelers in contacting the authorities who can.

In many rural municipalities in Nayarit, Jalisco, and Colima, the municipal police are often understaffed and under-resourced, particularly given their task of opposing organized crime. In some rural areas, municipal police are supplemented by state or federal forces, but in this Consular district there are not enough state or federal officers to reinforce every rural municipality, and at any given time several will be vulnerable and unable to prevent the incursion of criminal groups. Often this leaves municipal police forces the option of allowing criminal groups into their territory with complete impunity or engaging them in gun battles for which the police are unprepared. In 2012, two municipalities in southern Jalisco (Ayotlan, Tizapan el Alto, and Quitapan) had substantial portions of the police force resign after violent clashes with criminals left multiple officers dead. There were no reported widescale resignations in 2013. In major cities, the municipal forces are much larger, and they are more capable of opposing criminal groups.

Medical Emergencies

There are two medical systems in Mexico: public and private. Mexican citizens receive free emergency and non-emergency medical care through the public system. Public emergency medical service can be contacted by dialing 066. In major cities, an ambulance response time is typically 10 to 15 minutes, depending on the location of the incident. In rural areas, public health facilities are often the only option, and the level of care they provide is often substantially lower than the level of care in major cities.

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Most visitors and relatively wealthy Mexicans choose to use private health care services. All major cities have private hospitals and private ambulance services. Most private hospitals and emergency services require payment or adequate guarantee of payment before services will be provided.

Contact Information for Recommended Local Hospitals and Clinics

Hospital San Javier

Avenida Pablo Casals 640

Guadalajara, Jalisco

Telephone: 3669-0222

Emergency: 3641-4832

<http://www.sanjavier.com.mx/>

Hospital Angeles del Carmen

Tarascos 3435

Guadalajara, Jalisco

Telephone: or or 3813-0042

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Emergency: 3813-1224

<http://www.hospitalangelesdelcarmen.com>

Hospital Puerta de Hierro

Puerta de Hierro 5150, Puerta de Hierro

45116 Zapopan, Jalisco

Telephone: 3848-4000

<http://www.cmpdh.com>

Private Ambulance Services

Medical Mobil Ambulance

3827-2087

Emergency Response:

3854-7777

Airlink Ambulance

3629-8700 (located in Puerta de Hierro)

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01 800 024-8600

<http://www.airlinkambulance.com>

CDC Country-specific Vaccination and Health Guidance

The Center for Disease Control (CDC) has a dedicated page containing health information for travelers to Mexico here: <http://wwwnc.cdc.gov/travel/destinations/mexico.htm>

Tips on How to Avoid Becoming a Victim

Crimes/Scams

Telephonic extortion is an umbrella term for a variety of scams in which a caller uses a ruse to convince the victim to transfer money. In many cases, a caller claiming to be a member of a well-known TCO will contact a family member of an alleged victim and attempt to elicit information about the family member and then use this knowledge to demand ransom for the release of the alleged victim. Other types of 'virtual' kidnappings include communicating via text message only from stolen or lost cell phones or convincing individuals to isolate themselves in an effort to extort money from their families. Information that can be used against victims may also be obtained from social networking websites.

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Other versions of this scam involve extorting someone in the United States. The caller may allege to be a U.S. Embassy employee and tell the recipient that a loved one has been in a car accident in Mexico and that they need to transfer money urgently to pay for medical care. Calls are often placed by prison inmates using smuggled cellular phones. In the event of such a call, it is important to stay calm, as the vast majority of these calls are hoaxes. Do not reveal any personal information and try to speak with the victim to corroborate his/her identity.

Best Situational Awareness Practices

Any time you are in a public place, ensure you are cognizant of those around you. Maintaining a heightened situational awareness in crowds, keeping your belongings close, and not wearing expensive-looking jewelry are the best ways to reduce the risk of being robbed.

Trust your senses and your instincts. If a situation does not feel right, walk away; find another café, ATM, or gas station.

The best ways to reduce the risk of wrong-place/wrong-time violence is to practice good personal security habits, especially maintaining high situational awareness and promptly removing oneself from any situation that appears out of the ordinary. Such extraordinary circumstances could include the unusual presence of plainclothes security, aggressive convoys of trucks or sport utility vehicles, or highway checkpoints that are not clearly marked as legitimate or not manned by uniformed police or military.

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If you think you hear gunshots, seek cover. You could move around the corner of a building, into a restroom, or just drop to the floor beneath a table. If you are unsure what is happening, you should react as you continue to assess the situation.

In traffic, drive defensively and always attempt to leave space to maneuver. Always leave yourself an exit. Be prepared to take evasive action at any time. Try not to panic, especially if you are driving. Try to identify the source of the threat and seek cover or create distance by driving the other direction. Lookout for other motorists or pedestrians who may also be reacting. If you are being followed or harassed by another driver, try to find the nearest police station, hotel, or other public facility to call the police. Do not stop until you reach a safe location and never lead them back to your home. Keep your home or apartment doors locked when you are at home and the car doors locked when you are in the car. Keep windows rolled up while in traffic.

As you approach your vehicle on the street or in a parking lot, look around for anything or anyone suspicious; make it clear to anyone who is watching that you're paying attention.

Schedules that are predictable leave you vulnerable. Be unpredictable when possible in both your work and social schedules. Try to take different routes between work, school, and home.

Make sure you always tell a friend or family member where you are going – when you run errands, go for a jog, or any other outside activity.

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Ensuring domestic staff is properly vetted, being suspicious of anyone coming to your door, and never keeping large quantities of cash in the home are the most effective ways to reduce the risk of home-invasion robbery. Never give out your personal information such as family member and household staff names, addresses and telephone numbers in an open setting. Ensure all of your family members are briefed on security measures.

Going out in groups, avoiding excessive use of alcohol, and closely monitoring your drink are the most effective ways to reduce the chance of sexual assault.

U.S. Consulate Location and Contact Information

Consulate Address and Hours of Operation

The U.S. Consulate is located at Progreso 175, Colonia Americana, Guadalajara, Jalisco, Mexico. Consular officers are available for emergency assistance 24 hours/day, 7 days/week.

Consulate Contact Numbers

Consulate main numbers: (33) 3268-2100 or (33) 3268-2200

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American Citizen Services: (33) 3268-2173 or (33) 3268-2273

Consulate after hours: (33) 3268-2145

Guadalajara Regional Security Office: 52-33-3268-2208

Regional Security Office Duty Agent: (33) 3268-2300

To contact the Department of State in the U.S. call 1-888-407-4747 during business hours, and 202-647-5225 after hours.

The U.S. Embassy Mexico City can be reached by dialing 01-55-5080-2000 (in Mexico), or 011-52-55-5080-2000 (outside Mexico).

All visitors should read the latest Travel Warning and Country Specific Information, provided by the Department of State, Bureau of Consular Affairs. These documents can be found at www.travel.state.gov.

All U.S. citizen travelers should also register with the nearest U.S. Consulate through the Smart Traveler Enrollment Program (STEP). Additional information on STEP can be found at www.travel.state.gov

OSAC Country Council Information

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The Guadalajara Country Council was founded in 2008 and has an active membership of approximately 200 U.S. private sector entities, including businesses, faith-based organizations, and academia. The Council meets quarterly. The Council is led by an Executive Committee consisting of volunteers from among the private sector membership. There are two co-chairpersons, one of whom is always the Regional Security Officer (RSO) of U.S. Consulate General Guadalajara. For more information on the Guadalajara Country Council, contact the U.S. Consulate's Regional Security Office at +52-33-3268-2208.

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