February 29, 2012

To: Thomas Dale and Associates
   El Segundo, CA
From: Gilbert R. Moya

Regarding: PUERTO VALLARTA TOURIST RISK ASSESSMENT

Background:
Thomas Dale and Associates contracted S/A Moya to conduct a Tourist Threat-Vulnerability Assessment for their client the Puerto Vallarta Tourist Board. Agent Moya traveled to Puerto Vallarta on February the 19 through the 25th and conducted multiple interviews and research. This assessment is an update to a similar assessment in April of 2011.

Scope:
This study is limited by geography and jurisdiction to the coastal tourist areas South and North of Puerto Vallarta to the State boundary with Nayarit.

Methodology:
Interviews with governmental and community representatives, resulted in documentary research used to compile the referenced statistics. The WWW and public information were also used and referenced in the Source Attachment. Since many aspects of tourism can reflect on relative safety and well-being; this report will focus primarily on potential and actual criminal vulnerability with some anecdotal information.

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**Demographic Description:**

The City of Puerto Vallarta has a permanent Mexican population of approximately 350,000. Foreign (non-Mexican) residents number approximately 25,000 more. Approximately 3.5 million more visitors both foreign and domestic visit Puerto Vallarta annually. This is an average of 10,000 more per day. It is approximately the same latitude as Hawaii hence the same average 82 degree temperature. Depending on the time of year, vacationers can be from America, Canada, Europe, or South America. Visitors also come from the interior of Mexico during the summer or special holidays. South Americans vacation during their winter months. Puerto Vallarta is now the home port for cruise ships catering to Mexican nationals and South Americans that cruise in Mexican waters to Mexican ports. So while the American and Canadian high season is during the months between October and April, the Mexican and South American season is during the summer months when their children are out of school. American Cruise ships are generally year around and in port for 8-10 hours with passengers due back on board in early afternoon or evening. To understand tourist risk, it is necessary to divide general tourism into two main groups.

- The occasional visitor regardless of their origin, foreign or domestic. (Cruise or travel package).
- The regular visitor who has a time share or resident.

For purposes of this assessment, the focus will be the occasional business or tourist visitor who might have some doubts about relative safety.

**Risk Assessment**

Puerto Vallarta continues to be a popular destination for international travelers as well as for Mexican nationals. A February 2012 travel advisory by the US Department of State reflects favorably on well-known tourist areas including Puerto Vallarta. The report also identifies areas where media outlets have reported incidents of violence or drug activity. These areas are primarily along the US-Mexico border or in its proximity and inland drug smuggling routes. Major tourist destinations like Cancun, Cabo San Lucas or Puerto Vallarta are 2 hours or more from the border and much safer. As the American and Mexican economies improve, Mexico will continue to be the most popular destination for Americans due to three factors, value, proximity and weather. The State Department report (Refer Pg 14 for a summary) or available at:
The specific advisory regarding Jalisco is “Guadalajara and Puerto Vallarta are the major cities/travel destinations in Jalisco. You should defer non-essential travel to areas of the state that border the states of Michoacán and Zacatecas. You should also exercise caution when traveling at night outside of cities in the remaining portions of this state.” The mentioned neighboring states of Zacatecas and Michoacan are a 5 hour drive away.

The most common offense in Puerto Vallarta is public drunkenness and the most common serious crime is residential burglary, followed by auto theft. Carjacking’s are rare since Law Enforcement can close both North and Southbound traffic very quickly. Police maps indicate most serious crimes occur outside the tourist zones. Tour guides report the most common crimes suffered by tourists is usually common theft due to inattentive events i.e. loss or misplacement of personal items or insecure back packs. Random events can occur in isolated or unsecure locations. The majority of serious crimes occurred in evening or early morning hours.

The City of Puerto Vallarta has twice the national standard of policemen (2.0 per 1000 Pop.) required by the Federal Government to qualify for federal subsidies.

During February, 2012, the City initiated a “Taxi Safe” notification system in which anyone witnessing a crime or falling victim to a crime can report the event to any cab which will report the event to their call center. The call center in turn will notify the Police Emergency Call Center (066) which is the equivalent of (911) in the US. 150 businesses in and outside the tourist zone have signed up to participate by advertising the service and providing forms to interested persons in English and Spanish. (Refer Pg 15) or (www.taxisafepv.com)

The State of Jalisco (www.Jalisco.gob.mx) reports that although Puerto Vallarta has a higher than average incidence rate of 19.91 crimes per thousand, the rate for high risk crimes has dropped 6.88 % and minor crimes declined 7.67% over 2010. By contrast, the state wide rate has increased by 2.18% during the same period.

There were only two reported deaths of Americans during the first six months of 2011. More current data is unavailable. One was a drowning and one
was a maritime accident. Due to personal experience and the following information it can be concluded that foreign as well as national tourists to Puerto Vallarta are at low risk compared to other major Mexican vacation destinations. It is anticipated that conditions will get even safer due to socio-economic improvements such as investment in infrastructure, education and a professional police presence.

**Comparative Analysis 2011:**
The City of Anaheim, California has the approximate same population as that of Puerto Vallarta and both are popular vacation destinations. A comparison of the most serious crime statistics disclosed the following:

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<tr>
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<td>Homicide</td>
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**Variables Affecting Crime Stats:**
“Each year when Crime Statistics are published, many entities—news media, tourism agencies, and other groups with an interest in crime use reported figures to compile rankings of cities and counties. These rankings, however, are merely a quick choice made by the data user; they provide no insight into the many variables that mold the crime in a particular town, city, county, state, region, or other jurisdiction. Consequently, these rankings lead to simplistic and/or incomplete analyses that often create misleading perceptions adversely affecting cities and counties, along with their residents.

To assess criminality and law enforcement’s response from jurisdiction to jurisdiction, one must consider many variables, some of which, while having significant impact on crime, are not readily measurable or applicable pervasively among all locales. Geographic and demographic factors specific to each jurisdiction must be considered and applied if one is going to make an accurate and complete assessment of crime in that jurisdiction. Several sources of information are available that may assist the responsible researcher in exploring the many variables that affect crime in a particular locale. The U.S. Census Bureau
data, for example, can be used to better understand the makeup of a locale’s population. The transience of the population, its racial and ethnic makeup, its composition by age and gender, educational levels, and prevalent family structures are all key factors in assessing and comprehending the crime issue.”


While the homicide rate in Puerto Vallarta is significant, only two occurred within the area known as the tourist zone and none of the victims were Americans.

Vulnerabilities

The area surrounding Puerto Vallarta is mountainous and very inviting to the adventurous traveler. Activities such as hiking, bird watching, photography, horseback riding, or river sports are popular and guided trips are available. But traveling outside Puerto Vallarta also increases your risk due to unforeseen natural or man caused events such as land slide, flooding or criminal activity. Such was the case on the afternoon of February 23, 2012 when a guided group of 22 tourists were robbed while hiking in a remote area. There were no injuries. The area, El Nogalito is a two hour drive from Puerto Vallarta. In response the police have increased their patrols and are coordinating enforcement efforts with the tour companies.
Three sport book casinos with a total of 870 slot machines have opened in Puerto Vallarta. They are located in the main shopping malls and offer sport book horse racing plus all collage and Pro-USA sporting events. They are reportedly completely full on bingo nights. The casinos are primarily attended by Mexicans who like to gamble and business is thriving.

**Note:** During 2011, a casino in Monterrey was the target of a robbery and a fire bombing where dozens of gamblers died.

The legal drinking age in all of Mexico is 18 years old. Younger tourists that are not used to alcoholic drinks or their effects and want the “spring break or binge drinking “experience risk legal consequences or maybe even injury. Drinking in public is illegal; however, it is generally overlooked unless there is associated misconduct. Alcohol is implicated in the majority of arrests, violent crimes, accidents and deaths suffered by U.S. citizen tourists.

The recent increase of methamphetamine production in Mexico on an industrial scale has succeeded in altering the way Transnational Organized Crime groups do business. When Cocaine is smuggled from Columbia, control of the routes can be very rewarding and dangerous. Unlike domestic production of marijuana and tar heroin which require large parcels of land and support resources, methamphetamine production is a low overhead easily concealed operation whose basic ingredients can be easily obtained. Methamphetamine is highly addictive and cheap compared to cocaine. Its high scale production for export and distribution in Mexico will likely cause additional crime in the future. (www.Stratfor.com)

**Safety Recommendations:**

Lists of travel suggestions can be had where you book your travel and government web sites. Most offer common sense tips that will help keep you safe. Serious frequent travelers follow three basic rules;

- **Common Courtesy:** Smile, be gracious and non-threatening. This will likely de-escalate most hostile situations.
- **Situational Awareness:** Pay attention to your inner voice or senses that we usually tend to justify. Listen carefully, ask for directions, and know what is
happening. **Unusual** noises, crowds and smells should not be ignored and appropriate action taken.

- **Activities:** Limit your activities to daytime hours as much as possible and always inform someone that’s trustworthy where you will be.

**Law Enforcement:**

During 2012, the Mexican federal government budgeted 331 million dollars for 200 cities to train and re-equip municipal police forces. The Puerto Vallarta Municipal police have received authority to train two 30 person academy classes at a time instead of one. Their training program (Refer Pg 16) consists of 870 hours over a 5 month period. The selection process is mandated by the federal government beginning with submittal of an application with a medical report, prior criminal record check, proof of military service for the men and a high school diploma. Classes average approximately 20% women. For a class of 30, groups of 300 are reviewed for eligible candidates. The candidates then undergo additional testing such as general knowledge, reading/writing, psychological, references, social/economic review and a polygraph. The Department also offers periodic in-service training. A federal high school requirement for officers is being met by offering and graduating officers hired prior to the federal mandate.

The Department has a newly appointed Chief of Public Safety and an Internal Affairs department to investigate reports of misconduct.

The two busiest periods during the year is Easter week and Christmas week. During 2010 a total of 497 persons were arrested during those two weeks by Federal, State and Municipal authorities, the majority being for intoxication, driving under the influence and disturbing the peace.

According to the Mexican Federal government 311 homicides were reported in the State of Jalisco during the 3rd quarter 2011. This is two less than 2010. It is also noted that over half of all homicides in Mexico are the result of criminal conduct between organized crime groups.

**Real Estate**

Realty professionals report that Condominium rentals and sales have increased during the 2011/2012 high season. It appears that visitors now realize that Puerto Vallarta is relatively safe compared to other resort destinations. Mexican nationals are also back in the rental market during Christmas, New Year’s, Easter and the summer months. Due to more hotels offering all inclusive
packages, it is expected fewer visitors will be out to eat or party. A Real Estate breakfast held on January 16, 2012 disclosed that the real estate market bottomed out during the fourth quarter of 2011 and sales are expected to increase during 2012.

A building boom during the 90’s sought to exploit the vacation condo and time share phenomena. Many investors built large complexes near the established chains of International hotels. A downturn in the world economy left many vacant so today; many of those complexes evolved into multiple occupancy facilities, (time share, owner occupied and hotel services). Some now offer all inclusive packages where for one daily fee you receive meals and beverages. They have a daily agenda with different activities throughout the day similar to cruise ships such as bingo, escorted beach walks, pool exercise, night musical entertainment, magic shows, etc. etc. (Refer Pg.17). They also offer tour packages for extra cost to local attractions such as river rides, zip lines, city tours or aquatic activities. In essence you don’t need to leave the hotel to be entertained or when you do; it is with an experienced guide.

The three main concentrations of visitors to Puerto Vallarta is in the Romance zone South of the historic district where older boutique hotels and apartments are located, the original hotel zone North of the historic district (Sheraton/Krystal/Holiday Inn) and the Vallarta Marina where newer Spa Resort complexes such as the Weston-Marriott-Melia are located.

During the last three years wealthy Mexican businessmen from industrial cities such as Monterrey, Guadalajara and Mexico City have moved their families to the Puerto Vallarta area for various reasons. Besides the beach front value, low crime rate and no industrial pollution, Puerto Vallarta offers good private and public schools of higher learning. Some are weekenders who commute to their businesses Monday through Friday and return to Puerto Vallarta on weekends. Guadalajara is 40 minutes away by air and Mexico City is 1 hour 15 minutes. It is 5 hours by car to Guadalajara. Many of the most expensive homes in Puerto Vallarta are owned by Mexicans.

Sales for retirement purposes vs investment by Americans and Canadians is expected to increase during 2013 and 2014 when “baby boomers” reach retirement age.

**Medical Services:**

There are three main hospitals in Puerto Vallarta with trauma centers. The newest and best equipped is Ameri-Med which is near the Marina in a new multi-
story facility (www.amerimed.com.mx). It has ambulance services and an emergency room with the latest modern equipment. They offer all types of medical services including maternity, pediatrics and neonatal care. The only service they do not provide is convalescent care, which is almost non-existent in Puerto Vallarta except for some hotels that have on site nursing staff. The hospitals have permanent medical staff and contract with specialists for special needs. Many hotels have the same doctors on call that are contracted by the hospitals.

Recent Noteworthy Events

• February 2012, The Mexican army recovered 15 tons of processed methamphetamine on a ranch outside Guadalajara, the state capitol of Jalisco.
• The Mexican National Police Chiefs Conference has been held in Puerto Vallarta during the last two years.
• The Mexican National Mayors Conference has also been held in Puerto Vallarta during previous years.
• August 2011, the Organization of American States held their summer games in Jalisco State with three beach events in Puerto Vallarta. Kroll International provided training to hotel and venue administrators.
• August 2011, Global Medical Tourism Forum was held in Puerto Vallarta.
**Pending Events**

The 2012 Mexican Presidential elections in July are expected to be the premier event. The PRI who lost control to the PAN after 70 years of being in power are expected to make a rebound and regain the presidency. They are favored by an average of 17 % in Mexican polls. An additional 17 % are undecided. The PRI lead can be attributed to speculation that the high rate of violence involving Organized Crime has occurred during the two successive PAN administrations. To their credit, the PAN administrations have reshaped law enforcement in Mexico with better training, better equipment and consolidation of Departments for efficiency and effectiveness. In some cases they have fired entire Agencies such as in 2009 when the entire Customs Department was replaced. There is now a Federal standard requiring compliance by state and municipal law enforcement to meet minimal education and training standards. The PAN has nominated a woman as their 2012 candidate and is expected to be very competitive.

The elections will also affect several governors’ races including Jalisco. The resulting new President and Governors will take office in November, 2012. Mexican politics allow for a new President and Governors to name their Attorney Generals and other high ranking law enforcement officials. Early 2013 is expected to be a time of transition with unknown consequences.

**Economy:**

The Gross Domestic Product for Mexico during 2012 is estimated at 3.3 % which is better than the US and represents a steady improvement. The local PV economy is mainly tourism with some construction and to a lesser degree agriculture, mainly tropical fruit such as mango, papaya, watermelon, pineapple, cantaloupe and bananas (source Vallarta Tribune). There is no pollution due to industry or power plants. Major construction projects that are in progress are a large addition to the Grand Venetian, Spa & Resort, a new city government building and multiple strip malls.

Mexico’s major banks are now controlled by global banking companies. Banco Bilbao Viscaya Argentaria (Spain) bought Mexico’s largest bank, Bancomer. Citibank bought Banamex the countries #2 bank and Bank of America bought the third largest bank, Serfin.

A recent 5 month renovation to the popular Malecon (boardwalk) in the Historic District closed and filled in the original south bound street. It is now twice as wide and boasts night time entertainment with music, mimes and sand art.
Nationally, Mexico continues to be a major producer of oil with new deep water wells in the Gulf of Mexico and limited exploration by foreign companies in other parts of the country. The recent rise in the price per barrel will benefit Mexico which already has substantial cash reserves that can be used for infrastructure development.

The cruising industry continues to favor Puerto Vallarta over some other Mexican ports that pose a greater safety risk. As a consequence of the cruise ship companies increasing their routes in the Caribbean, there has been a decline of dockings between 2010 and 2011. A total of 187 dockings during 2011 are a 16% decrease over 2010. Cruise ship passengers represent about 20% (438,153) of the 3.5 million annual tourists to Puerto Vallarta.

**Traffic Law Changes:**

Beginning February of 2012, new traffic laws take effect with enhanced fines for driver or passengers not wearing seat belts. The PV traffic enforcement writes an average of 4000 citations a month. 35% are for no seat belts. The fines range from 600 to 1800 pesos (50-150$). Other violations include no child under 12 in the front seat and heavy fines for speed violations near shopping centers, schools and hospitals. There is also a requirement that drivers have liability insurance.

**Transportation:**
Taxi-cabs are plentiful with two main types, those that originate at the airport and all the rest. Most prices are standard and posted at most hotel entrances. For your safety, doormen will note the cab number and destination until your return. Public busses are also plentiful with usually 15 minute schedules. The price is 6.50 pesos ($0.50) per ride. There are no transfers and many drivers speak English. Better hotels have a list of vetted drivers with air conditioned cars that will transport you to wherever you want to go. Guide services with transportation are also offered by most hotels.

Sources:

http://travel.state.gov/travel/cis_pa_tw/cis/cis_970.html
http://www.travel.state.gov/law/family_issues/death/death_600.html?country=0
www.Stratfor.com
www.amerimed.com.mx
www.taxisafepv.com
www.canacovallarta.net
www.dailyamerican.com/la-me-0227-carnival-robbery-201220227,0,7902145.
www.eloccidental.com.mx
www.pvmirror.com
www.tristarrentals.com
www.jalisco.gob.mx
The Regional Security Officer, American Consulate, Guadalajara, Jalisco
February 9, 2012

February 2012 U.S. State Department / Mexico
Talking Points for the Travel Industry

- On February 0, 2012 the U.S. State Department provided an updated Travel Warning on travel to Mexico. The warning is very specific - providing advice on travel to individual states, cities and districts.

- Mexico remains the most popular international destination for Americans. The warning highlights that millions of U.S. citizens travel safely to Mexico every year, for tourism, business and study, including 150,000 border crossing every day.

"Millions of U.S. citizens safely visit Mexico each year for study, tourism, and business, including more than 150,000 who cross the border every day. The Mexican government makes a considerable effort to protect U.S. citizens and other visitors to major tourist destinations, and there is no evidence that Transnational Criminal Organizations (TCOs) have targeted U.S. visitors and residents based on their nationality. Resort areas and tourist destinations in Mexico generally do not see the levels of drug-related violence and crime reported in the border region and in areas along major trafficking routes."

- Mexico is a large country, roughly the size of Western Europe. The warning acknowledges that the vast majority of incidents have occurred in the border areas. Major tourist destinations like Cancun and Los Cabos are located more than a 2 hour flight away from the border and are recognized in the warning as safe.

- For specific travel advice travelers should refer to the state-by-state advisories, these provide detailed information on states, cities and areas within these cities.

- The U.S. State Department recommends that travelers consult the map on their website: http://travel.state.gov/pdf/mexico_map.pdf. This will give travelers an accurate perspective on the location of tourist resorts and the distance between those popular destinations and areas where incidents have taken place, concentrated near the border.

- There are no travel advisories in place for popular tourist destinations like Cancun, Cozumel, Playa del Carmen, Riviera Maya and Tulum, the Riviera Nayarit, Cabo San Lucas, Puerto Vallarta, Guadalajara and San Miguel de Allende and Leon.

- There is no advisory in place for Mexico's capital and biggest city, Mexico City.

- Travelers are also advised that the tourist areas in Ixtapa, Mazatlan, Monterrey and Zihuatanejo are safe to visit.

- The safety of visitors and citizens is the Mexican Government's number one priority. The Mexico Tourism Board recommends that travelers follow the recommendations in the U.S. State Department document.
INCIENT REPORT FORM/FORMA PARA REPORTAR ASUNTOS

Name and verification of identity are required. Other information is optional. Nombre y verificación de identidad son necesarios. Otros datos son opcionales.

First Name/Nombre: ____________________ Last Name/Apellido: ____________________
Age/Edad: ____________________

Address/Dirección: ____________________ City/State/Country: Ciudad/Estado/País: ____________________

Email/Correo Electrónico: ____________________ Telephone/Teléfono: ____________________

Date and Approximate Time/Fecha y Hora aproximada: ____________________ Taxi or Police Car #: Taxi o Patrulla: ____________________

Name of Officer or Driver/Nombre Oficial o Chofer: ____________________ Place/Lugar: ____________________

DESCRIBE INCIDENT FULLY/HECHOS COMPLETOS: ____________________

I agree that everything I have stated on this report is true and complete to the best of my knowledge. Manifiesto que los hechos anteriormente descritos son totalmente correctos, los cuales depo a disposición de la autoridad competente para los efectos legales a que haya lugar.

Signature/Firma: ____________________ Date/Fecha: ____________________

This site is only for Puerto Vallarta tourists to report crimes by phone or via email for internal investigation. This is not a formal police report but will be investigated by the authorities. TaxíSafe cannot accept any other types of crimes reports. For help in an emergency, call 066 or go to the police station.

Esta página es exclusivamente para turistas de Puerto Vallarta para reportar delitos por teléfono o correo electrónico para una investigación interna. Este no es un informe oficial pero será investigado por las autoridades. TaxíSafe no acepta ningún otro tipo de reporte de delitos. Para ayuda en emergencia, llame a 066 o vaya a la estación de policía.

No se debe reportar delitos que no sean en el área de Puerto Vallarta.

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MONDAY
08:15 YOGA
10:30 BEACH WALK
11:30 BEACH VOLLEY BALL
11:30 MEXICAN HAND CRAFTS
12:30 WATER AEROBICS
13:00 DIVING INTRODUCTION (25MIN)
15:00 DIVING INTRODUCTION (25MIN)
15:30 BINGO
16:00 WATER VOLLEYBALL
21:00 TO 24:00 MARIACHI / DJ
21:30 MIME SHOW (LOBBY)

TUESDAY
08:15 YOGA
10:30 BEACH WALK
11:30 BEACH VOLLEY BALL
11:30 SPANISH LESSON
12:30 WATER AEROBICS
13:00 DIVING INTRODUCTION (25MIN)
15:00 DIVING INTRODUCTION (25MIN)
15:00 PING PONG TOURNAMENT
16:00 WATER VOLLEYBALL
20:30 CASINO NIGHT (LOBBY)

WEDNESDAY
08:15 YOGA
10:30 BEACH WALK
11:30 BEACH VOLLEY BALL
11:30 SPANISH LESSON
12:30 WATER AEROBICS
13:00 DIVING INTRODUCTION (25MIN)
15:00 DIVING INTRODUCTION (25MIN)
15:00 BLACK JACK
16:00 WATER VOLLEYBALL
21:30 PREHISPANIC SHOW (LOBBY)
21:00 TO 24:00 MARIACHI / DJ

THURSDAY
08:15 YOGA
10:30 BEACH WALK
11:30 BEACH VOLLEY BALL
11:30 MEXICAN HAND CRAFTS
12:30 WATER AEROBICS
13:00 DIVING INTRODUCTION (25MIN)
15:00 DIVING INTRODUCTION (25MIN)
15:00 PING PONG TOURNAMENT
16:00 WATER VOLLEYBALL
21:00 TO 24:00 MARIACHI / DJ
21:30 NATIONAL DANCING SHOW / KARECKE

FRIDAY
08:15 YOGA
10:30 BEACH WALK
11:30 BEACH VOLLEYBALL
11:30 SPANISH LESSON
12:30 WATER AEROBICS
13:00 DIVING INTRODUCTION (25MIN)
13:30 WATER VOLLEYBALL
15:00 DIVING INTRODUCTION (25MIN)
15:30 BLACK JACK
16:00 BOARD GAMES TOURNAMENT
21:30 CIRCUS SHOW (LOBBY)
21:00 TO 24:00 MARIACHI / DJ

SATURDAY
08:15 YOGA
10:30 BEACH WALK
11:30 BEACH VOLLEY BALL
11:30 MEXICAN HAND CRAFTS
12:30 WATER AEROBICS
13:00 DIVING INTRODUCTION (25MIN)
15:00 DIVING INTRODUCTION (25MIN)
15:30 PING PONG
16:00 WATER VOLLEYBALL
17:00 CATHOLIC MASS
21:00 TO 24:00 MARIACHI / DJ
21:30 INTERNATIONAL SHOW (LOBBY)