California Environmental Protection Agency

Border Environmental Program

Border Coordinators Handbook

September 2002

California Environmental Protection Agency
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CAL/EPA BORDER AFFAIRS UNIT

Cover: Tijuana Border Crossing in 1922
Above: Mexicali looking into Calexico in 1952
Left: Mexicali looking into Calexico in 2002
Inner sleeve of Back Cover: Tijuana Border Crossing in 2001

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Introduction

In July 2000, the increasing importance of environmental efforts along the California–Baja California border prompted the establishment of the Cal/EPA Border Environmental Program (BEP) pursuant to provisions of the Budget Act of 1999. The BEP is a collaborative effort that includes representatives from the various boards, departments and the office under Cal/EPA, known as "Border Coordinators". To meet our mission to work toward a better environment in the Border Region by identifying and resolving unique environmental and natural resource challenges and the resultant public health issues, we must often work with our counterpart agencies and stakeholders in Mexico. Quite often, this interaction will require us to travel to Mexico, primarily in our neighboring border state of Baja California.

This handbook is to be used as a guide when conducting business with Mexican counterparts and when traveling south of the border. It is designed to promote appropriate conduct, cultural sensitivity, and above all, safety. Your safety is my number one priority, and I encourage all of you to follow the guidance in this handbook to ensure our well being when traveling.

Happy Traveling
September 2002

Ricardo Martínez García
Assistant Secretary for Border Affairs
California Environmental Protection Agency

ACKNOWLEDGEMENTS

This handbook is the result of the tireless efforts of many individuals dedicated at preserving and protecting the shared environment in our California-Mexico Border Region. The handbook is a compilation of many experiences and tips learned over the years by several individuals that have logged many hours of travel into Baja California. In order for the handbook to become a reality, it required many hours of research, planning and review by a team of individuals with the Border Affairs Unit. It is with great enthusiasm and respect that we recognize these individuals below:

Bart Christensen, Jose Angel, and Lisa Brown – For their efforts in reviewing the handbook.
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Secretary Winston H. Hickox – For his support and vision in strengthening binational relationships and working to improve the quality of life in the Border Region.

Responsibility and Conduct

When conducting business as a representative of the Border Environmental Program, Border Coordinators must always remember that public service is a public trust. Each coordinator has a responsibility to Cal/EPA and the citizens of California to place loyalty to all laws and ethical principles above private gain.

When traveling on official business in Mexico, Border Coordinators must always remember that they are representing Cal/EPA. The highest standards of conduct should be maintained at all times.

Out of Country Travel Authorization

Before traveling into Mexico, all State of California employees must obtain Out of Country (OOC) authorization from their respective Department director, Cal/EPA Agency Secretary, Department of Finance and the Office of the Governor. You should be fully aware that traveling without authorization and without appropriate documentation could have serious consequences. For more information on completing OOC documentation, please contact your respective travel liaison in the administrative services section of your respective Board, Department or Office (BDO) or refer to Cal/EPA Border Affairs Unit policy memorandum.

Contact with Mexican Officials

California has an ongoing relationship with Mexico and in particular with Baja California on numerous environmental, natural resource, and public health issues. Additionally, California and Baja California are working to develop a strategy to address common environmental challenges along the shared Border Region. During the course of this work, representatives from various BDOs within Cal/EPA work hand in hand with Baja California officials on multi-media programs. Our coordination with Mexico should be achieved with a high degree of interagency communication within Cal/EPA and must be performed in a manner that is sensitive to the differences between U.S. and Mexican societies.

The Border Affairs Unit (BAU), within the Office of the Secretary, is the central point of contact on border issues for Cal/EPA. The BAU initiates and coordinates local, state, federal, bilateral and multilateral efforts to

STATE OF CALIFORNIA

OUT-OF-STATE TRAVEL APPROVAL REQUEST

Pursuant to the Provisions of Sections 1062, 11032, and 11033 of the Government Code and SAM Section 0730, et seq.

Send 6 copies to: Director, Department of Finance

STD. 257 (rev. 5-94) *FMC*

NAME AND TITLE		DOCUMENT NUMBER DATE
DIVISION	DEPARTMENT	AGENCY
PURPOSE		ABSENCE DATES
ITINERARY		**ACTION REQUIRED:** For approval by Director (within blank STD 260 retain STD.257 within Department)..... ☐
TRANSPORTATION TYPE	EXPENSES NOT TO EXCEED	For approval of Agency Secretary (if appropriate), Department of Finance, and Governor Specific advance approval required ☐
FUND		Additional funds required (BR#_____) ☐
REQUESTED BY		TITLE

FUNDING

Allotment: _____	*I HEREBY CERTIFY upon my own personal knowledge that the unencumbered balance in the budget allotment for travel out-of-state shown above is correct per the Allotment-Expenditure Ledger.*
Unencumbered remainder after posting this estimate to allotment expenditure ledger.....	
Adjustment increasing encumbrances.....	(After BR No.)
Adjustment decreasing encumbrances.....	ACCOUNTING OFFICER SIGNATURE

DEPARTMENTAL APPROVAL		**AGENCY APPROVAL**	
APPROVED BY ☞	DATE	APPROVED BY ☞	DATE
TITLE		TITLE	

AUTHORIZATION

APPROVED, DIRECTOR OF FINANCE ☞	DATE	APPROVED, GOVERNOR OF CALIFORNIA ☞	DATE

STD 257

Name and Title of Traveler(s)

OUT OF STATE TRAVEL - JUSTIFICATION

a. Trip's benefit to the State

b. Consequence if the trip is not made

c. Why the same results could not be achieved by telephone.

d. List significant agenda items

e. If funding from non-governmental entity, please provide brief description of organization.

f. Justification for late submittal (if applicable).

Out of State Travel Justification

OUT-OF-STATE TRAVEL

COST DETAIL FOR_____

PURPOSE:

DATES:

LOCATION:

AIRFARE: $

HOTEL: $

PER DIEM: $

INCIDENTALS: $

OTHER: $

TOTAL: $

Cost Justification for Out of Country Travel

address the unique set of environmental challenges that characterize the Border Region.

The general rule of contact with Mexican officials is that BDO staff should meet and confer only with those Mexican officials (or their designees) that are at a similar rank. This is not always easy to identify, since the structure of government agencies within Mexico is similar, but not identical to, the government structure in the United States. Traditionally, the Mexican Federal Government located in Mexico City has controlled most government activities. In recent years, however, the Mexican form of centralized government has been changing. Because of this decentralization, an identification of who is our equivalent is often not readily apparent. Thus, the following guidelines should be applied:

- The Mexican Governors and their Governors' Offices are equivalent to our own Governor and his office.

- Environmental officials known as "Delegados", who direct Mexican Federal agencies overseeing vast environmental programs, are generally equivalent to the Secretary of Environmental Protection or a Member of a Board, Executive Officer, Department Director or their designee within Cal/EPA.

- Executive Officers of Environmental Organizations within the Mexican State of Baja California are also charged with administering large programs and are generally equivalent to Board Members, Executive Officers, or Department Directors within Cal/EPA.

- On the local level, Mayors of cities within Mexico are tremendously influential and preside over large areas of land beyond what we traditionally define as a city. Because of their sphere of influence, Mayors and their offices should generally communicate with the Secretary, Deputy Secretaries, Board Members, or the Assistant Secretary of Border Affairs within Cal/EPA.

The purpose of this policy is not only for the sake of protocol, but to enable Cal/EPA to establish a positive working relationship and an effective structure for communicating with our counterparts in Mexico. To that end, it is requested that the Assistant Secretary for Border Affairs be contacted immediately whenever a newly appointed Mexican

environmental official, or an official who has not established a working relationship with Cal/EPA, communicates with BDO staff.

The BAU, in conjunction with the BDOs, conducts many activities that impact Mexican environmental programs. If new programs, which can possibly impact the environment within the California-Baja California region, are implemented by a BDO, the new program must be submitted to and approved by the Assistant Secretary for Border Affairs at Cal/EPA prior to its commencement.

Culture and Customs

COMMUNICATION
Generally speaking, Mexicans place a high level of importance on status. This makes it very important to send at least one Cal/EPA representative matching the status of their highest-ranking attendee to any meeting. However, if the opposite is true, and they send lower-ranking staff to a meeting that you attend, do not assume that they will be able to make any decisions. A decision will normally come from higher ranks.

A common mistake that foreigners make when meeting with the Mexicans is to comment on the corruption within Mexico. Generally, Mexicans are aware of the situation and feel that the government is trying to clean it up. Mexicans do not normally want to be reminded about this subject. There are other subjects that should be avoided during discussions with our counterparts, such as religion and political affiliations. Additionally, comparisons between both countries, your agency, budgets, and staff size are frowned upon, unless specifically asked.

SALUTATIONS AND INTRODUCTIONS
When meeting a person, a handshake and personal greeting is appropriate. In Mexico, an "abrazo", or hug is more common than it is in the United States, but it is best to only initiate a hug if you have an ongoing relationship with an individual.

In the Mexican culture, family is given priority. When establishing rapport at the start of a meeting, a good "ice breaker" is to inquire about the person's family members, especially if you have met them. Weather, sports (especially international-style "football", known in the U.S. as soccer), are also appropriate topics, as is a discussion in praise of Mexico's cultural and natural beauty.

One thing that should be emphasized is the importance of our relationships with our contacts in Mexico. Mexico could be called the "ultimate networking country". Quite often *who you know* is often more important than *what you know*.

Our projects with the Mexicans will normally not progress unless we establish a cordial business relationship with them. This means that all Border Coordinators should make every attempt to develop an ongoing and courteous relationship with our counterparts in Mexico. It is very important to remember what our Mexican colleagues say and that we consider their points of view. Any slight, expression of distrust, or disloyalty to them can make them question our loyalty as a friend and colleague.

TITLES

Titles in Mexico are all-important. The most common title is "Licenciado", which basically is used by anyone with a college degree, including an attorney, except those degrees in architecture or engineering. Other common titles are:

- A Ph.D. or physician= "Doctor" (Dr.)
- Teacher= "Professor" (Prof.)
- Technician= "Technico" (Tec.)
- Engineer= "Ingeniero" (Ing.)
- Architect= "Arquitecto" (Arq.)
- Accountant= "Contador Público" (C.P.)
- Maestro= "Someone who holds a Master's degree or a teacher" (M.C.)
- Citizen= "Ciudadano" (C.) (Used when the person does not have an advanced degree or when you do not know the person's title.)

More than anything, all these titles are a sign of respect.

Recently, it has become an accepted practice in Mexico to use the feminine gender version of these titles. For example, it is appropriate to use "Licenciada" when referring to a woman.

In Mexico, titles are either used alone, or use the title and last name, or the first name only may be used. This usually occurs only after you have gotten to know the person very well and have developed a relationship of "trust". Some people will start using first names only, pretty quickly, but others will never stop using the term "Licenciado".

The usage for these titles, such as licenciado, is as follows. It is used in a similar fashion to the title "Doctor" in the United States. Just as physician John Jones is "Dr. Jones", Licenciado Juan Juarez is "Licenciado Juarez" or simply "Licenciado" in Mexico.

FIRST NAMES
Mexican business etiquette dictates that we should wait to be invited before using a Mexican colleague's first name.

SURNAMES
Most Mexicans have two surnames, consisting of the father's last name followed by the mother's surname. When writing a colleague, you will normally use both of these surnames, but the second surname is normally not used in speech. Certain Mexicans prefer to shorten their names by choosing either the father's or mother's surname. In this circumstance, you should use the name surname that they have selected. On occasion, a Mexican will sometimes reduce his or her second surname to an initial when it is written.

LANGUAGE
For those Border Coordinators who do not know Spanish, it is best to make an attempt to learn at least some Spanish and to use it whenever possible. Using Spanish is a sign of respect and a demonstration of a willingness to foster a good relationship. This handbook contains a section entitled "Spanish Phrases" within the Travel Skills chapter.

When language barriers make effective communication difficult, it is advised to utilize the services of an interpreter. Before utilizing the services of an interpreter, it is advisable to ask the interpreter advise on how the parties to the meeting can most effectively communicate through the interpreter.

APPOINTMENTS

The telephone is a useful tool to set up appointments and for general inquiries, but meetings are always the preferred method of doing business in Mexico. (The telephone is considered an informal means of communication.) It is, however, recommended that Border Coordinators confirm all appointments over the phone, prior to travel.

MEETINGS

Success in meetings is based on many factors and as a rule, there are many unspoken guidelines that should be followed. For example, handshakes are extremely important, as is eye contact with the persons with which you are speaking. Deference should always be part of your meeting plan. Respect and well-mannered approaches should always be the rule. Invitations to meetings in the U.S. should be done in a formal manner and should be followed up with a phone call confirming the attendance of the invitee(s). Do not assume that a written invitation sent via fax or mail guarantees attendance on behalf of the invitees. When passing out handouts, reference materials, business cards, etc., never throw these across the table! Items should be handed on an individual basis when appropriate.

TIME

Meetings in Mexico do not always proceed in the same fashion as those held in the United States, and discussions are quite often not sequential or programmed by our standards. If a Border Coordinator presents a checklist-style agenda and insists that the flow and pace of the meeting rigidly follows it, many Mexicans may feel pressured and may be offended. Additionally, be prepared to wait for your appointment, particularly if you are meeting with a high-level official. Meetings traditionally run late in Mexico. However, as a representative of Cal/EPA, you should never be late to a meeting.

BUSINESS HOURS

Most offices are open from 9 a.m. to 6 p.m., Monday to Friday. Most people leave for lunch around 2:00 p.m. and are out of the office for between 1 and 2 hours. The Mexican government normally works from 10:00 a.m. to 8:00 p.m. (if not later) and lunch is from 3:00 to 5:00 p.m. Some businesses open as early as 7:30 a.m.. Recently, however, Mexican government offices are adopting an 8:00 a.m. to 5:00 p.m. schedule.

Almost all banks are open Monday to Friday from 9:00 a.m. to 3:00 p.m. However, there are some banks that open only until 1:30 p.m. and some that do not close until 5:00 or 7:00 p.m.

DRESS CODE

Our counterparts in Mexico generally wear business attire, such as suits. During the hot summer months in Mexicali, however, the dress code of our Mexican counterparts becomes more "business casual" because of the weather. Border Coordinators should attempt to match the level of attire of our Mexican counterparts. If a Border Coordinator is ever invited to a "casual" affair, business casual dress (but never shorts and open toed shoes) is recommended.

HOLIDAYS

The following holidays are observed in Mexico:
New Year (January 1);
Constitution Day (February 5);
Benito Juarez Birthday (March 21);
Jueves Santo (The Thursday before Easter);
(The Wednesday before Easter, while not a holiday, is commonly taken as a holiday)
Viernes Santo (The Friday before Easter);
Labor Day (May 1);
The Anniversary of the Battle of Puebla (May 5);
Independence Day (September 16);
Dia de la Raza (October 12);
The Anniversary of the Mexican Revolution (November 20);
Christmas Eve (December 24, Noche Buena), and;
Christmas Day (December 25).

While not an official holiday, Mother's Day (May 10) is an extremely difficult day to conduct business in Mexico, as well as during the last two weeks in December and the first two weeks in January due to the holidays at that time of year.

Safety[1]

IN AN EMERGENCY
In an emergency, call 915-250-0123, the 24-hour hotline of the Mexican Ministry of Tourism. They also have two toll free numbers: if calling within Mexico 91-800-90-392 and from the United States 1-800-482-9832. The hotline is not only for immediate assistance, but it can provide general, nonemergency guidance as well. You should also call your immediate supervisor and request they notify the Border Affairs Unit immediately.

THEFT PREVENTION
Mexico is a relatively safe country when it comes to violent crime. However, you should be aware, that recently, Baja California was recognized as the border state with the highest crime rate. Theft can be a problem for American tourists, since we stand out and can be easily identified as a target. The following are several tips to prevent Border Coordinators from becoming a victim of a crime:

- Make your car look as "local" as possible. Do not display any information that identifies your car as a rental company car. Leave no tourist information lying around.

- When parking, use a secured parking lot that has its access controlled. While this will not guarantee that your car will not be burglarized, the operators of the lot have some responsibility to keep undesirables out and away from your car. Avoid lots and parking areas that glitter with broken glass.

- Do not be so obvious. In Mexico, we are in a foreign country; we look and dress differently, and can easily draw attention to ourselves. Try to blend in and to exit your vehicle as soon as possible after parking. The use and display of cameras can be a temptation for thieves. Cameras should never be left in plain view, such as in a parked car or dangling around one's neck. Cameras should always be stowed securely and out of sight and discretely carried to avoid detection.

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[1] Most information in this chapter was extrapolated from "A Safe Trip Abroad", Bureau of Consular Affairs, U.S. Department of State Publication No. 10942, March 2002.

- Do not give anybody the opportunity to look over what they can steal from your car. Keep any valuables either out of sight or at home. Do not assume that everything that shines is gold: policemen that happen to be nearby are not necessarily watching your car to prevent theft.

- Avoid parking and taking items from your trunk while allowing a full view of your trunk's contents. Quite often, thieves will stake out a parking lot and will monitor people removing items from their cars. Avoid parking on streets.

- Mexican Car insurance will not cover you for partial theft; they will only cover entire theft of a car and its contents.

- Your Mexican Insurance Policy should never be left in the vehicle.

Finally, none of the above measures can absolutely guarantee that we will not be victims of a car break-in. The only way to ensure that valuable items from your car will not be stolen is if you do not leave them in your car. Thus, DO NOT LEAVE ANY VALUABLES STORED IN A PARKED VEHICLE WHEN TRAVELING IN MEXICO. Your chances of being a victim of a crime are less if you discreetly carry them with you.

SAFETY ON THE STREET

Use the same common sense when traveling in Mexico that you would at home:

- Be especially cautious in or avoid areas where you are likely to be victimized. These include crowded elevators, tourist sites, market places, festivals and marginal areas of cities.

- Always drive with your doors locked, particularly at night.

- Do not use short cuts, narrow alleys or poorly lit streets.

- Do not travel alone at night. Avoid public demonstrations and other civil disturbances.

- Keep a low profile and avoid loud conversations or arguments.

- Do not discuss travel plans or other personal matters with strangers.

- Avoid scam artists. Beware of strangers who approach you, offering bargains, to be your guide, or asking for money.

- Beware of pickpockets. They often have an accomplice who will:
  - jostle you;
  - ask you for directions or the time;
  - point to something spilled on your clothing, or;
  - distract you by creating a disturbance.

  A child or even a woman carrying a baby can be a pickpocket. Beware of groups of vagrant children who create a distraction while picking your pocket.

- If you are carrying a bag or a purse, it is a good idea to wear the shoulder strap of your bag across your chest and walk with the bag away from the curb to avoid drive-by purse-snatchers.

- Be wary of joggers or motorcyclists who come too close to you on a sidewalk or street.

Try to seem purposeful when you move about. Even if you are lost, act as if you know where you are going. When possible, ask directions only from individuals in authority or in established businesses. Either have a working cellular telephone with you or know how to use a pay telephone and have a Mexican phone card or international calling card on hand. Phone cards may be purchased at the photographic counter at just about any pharmacy, Gigante, Comercial Mexicana, Calimax, PEMEX stations and Sanborns Department Stores.

If you are confronted, don't fight back. Give up your valuables. Your money and other personal items can be replaced, but you cannot.

SAFETY IN YOUR HOTEL

- Keep your hotel door locked at all times. Meet visitors in the lobby. Do not leave money and other valuables in your hotel room while you are out. A hotel safe may be utilized for the storage of valuables.

- Avoid renting rooms on the 1st floor. These tend to have direct access to streets and thus, are more vulnerable to break-ins

- Read the emergency instructions in your hotel room. Know how to report a fire and what to do in an earthquake. Be sure you know where the nearest fire exit and alternate exits are located. Count the doors between your room and the nearest exit; this could be a lifesaver if you have to crawl through a smoke-filled corridor.

SAFETY ON PUBLIC TRANSPORTATION

Only take taxis clearly identified with official markings. Do not use unmarked cabs or limousines. Never make prior arrangements to be transported to a specific location with a taxicab. You should call a trusted cab company and once inside the cab, provide instructions on where to go. In Mexico City, only use cabs that have been called for you by a colleague, restaurant, or hotel.

SAFETY WHILE DRIVING

When you rent a car, do not choose a luxury or exotic upgrade; choose a type commonly available locally. Where possible, ask that markings that identify it as a rental car be removed. Make certain it is in good repair. If available, choose a car with universal door locks and power windows, which are features that give the driver better control and access to the car.

Keep car doors locked at all times and wear seat belts. As much as possible, avoid driving at night. Never pick up hitchhikers and do not get out of the car if there are suspicious looking individuals nearby. It is best to drive away. Avoid stopping for stranded motorists.

PROTECTION AGAINST TERRORISM

Terrorist acts occur at random and unpredictably, making it impossible to protect oneself absolutely. The first and best protection is to avoid travel to unsafe areas where there has been a persistent record of terrorist attacks or kidnapping. Most terrorist attacks are the result of long and careful planning.

According to the U.S. Department of State, the chances that a United States Citizen, traveling with an unpublished program or itinerary, would be the victim of terrorism are slight. In addition, many terrorist groups,

seeking publicity for political causes within their own country or region, may not be looking for American targets.

Nevertheless, the following pointers may help you avoid becoming a target of opportunity. They should be considered as adjuncts to the tips listed in the previous sections on how to protect you against the far greater likelihood of being a victim of crime. These precautions may provide some degree of protection, and can serve as practical and psychological deterrents to would-be terrorists:

- Schedule direct flights if possible and avoid stops in high-risk airports or areas.

- Be aware of what you discuss with strangers or what others may overhear. Try to minimize the time spent in the public area of an airport, which is a less protected area. Move quickly from the check-in counter to the secured areas. On arrival, leave the airport as soon as possible.

- As much as possible, avoid luggage tags, dress and behavior, which may identify you as an American.

- Keep an eye out for suspicious abandoned packages or briefcases. Report them to airport security or other authorities and leave the area promptly.

- Avoid obvious terrorist targets such as places where Americans are known to congregate.

Money

In Mexico, credit cards are accepted at most major retail establishments, restaurants, and hotels. Occasionally, however, currency is necessary, such as when tipping or utilizing the services of a cab. In Baja California, United States Dollars are widely accepted and there is generally no reason to convert Dollars to Mexican Pesos. Certain shops, however, provide all of their pricing in pesos, so, when using dollars, it is advisable to know the most current exchange rate when paying and receiving change. For most of 2001 and 2002, a rough estimate of the value in U.S. dollars is to divide the price in pesos by 10.

It is normally advisable to bring at least 20 one-dollar bills when traveling into Mexico. These can be used for small purchases and can negate the need to receive change.

Further into the interior of the country and especially in Mexico City, it will be necessary to obtain and use Pesos. The easiest way to exchange money is to use a Mexican ATM. Mexican ATMs work much like ATMs in the United States. However, most will only accept a Personal Identification Number (PIN) of four (4) digits. Some have English-language instructions. An ATM withdrawal in Mexico takes dollars directly from your bank account and dispenses Pesos. Normally, the bank will only allow a withdrawal from a checking account. A transaction fee will be assessed, but it will normally be a better rate than that assessed when exchanging traveler's checks.

Border Coordinators should be very cautious when using ATM cards and machines in Mexico. If an ATM machine must be used, it should be only during the business day at a large protected facility (preferably inside commercial establishments, rather than at a glass-enclosed, highly visible ATM machine on streets where criminals can observe financial transactions).

Before leaving for Mexico, it is a good idea to confirm with your home bank that your card will work in Mexico. Additionally, you should be aware that your withdrawl will provide you a market-based exchange rate. When you use credit cards for purchases, many bank cards are now assessing a 1 to 2% "conversion fee". This fee will not appear on your receipt, but rather on your credit card statement. Authorized Travel Expenses that incur this "fee" are fully reimbursable.

Health

HEALTH TIPS
The United States Center for Disease Control recommends the following when traveling to Mexico:

- Wash hands often with soap and water.
- Drink only bottled or boiled water, or carbonated (bubbly) drinks in cans or bottles. Avoid tap water, fountain drinks, and ice cubes. If this is not possible, make water safer by BOTH filtering through an "absolute 1-micron or less" filter AND adding iodine tablets to the filtered water. "Absolute 1-micron filters" are found in camping/outdoor supply stores.

- Eat only thoroughly cooked food or fruits and vegetables you have peeled yourself.
- To prevent fungal and parasitic infections, keep feet clean and dry, and do not go barefoot.
- Do not eat food purchased from street vendors.
- Do not drink beverages with ice.
- Do not eat dairy products unless you know they have been pasteurized.
- If you are hospitalized, do not share needles with anyone.
- Do not handle animals (especially monkeys, dogs, and cats), to avoid bites and serious diseases (including rabies and plague).
- Do not swim in ponds, lakes, or streams. Salt water is usually safer, as long as the area is not contaminated with fecal coliform or another contaminant.

FIRST AID PACKING LIST

You can buy anything you need in Mexico, but a portable first aid kit should, according to the American Red Cross, contain, at a minimum:

- Band-Aids
- soap or alcohol preps (antiseptic Hand wipes)
- moleskin (such as Doctor Scholls pads used to protect feet from chafing caused by a shoe)
- tweezers
- thermometer in a hard case
- Tylenol (or any non-aspirin pain reliever)
- medication for colds and diarrhea in original containers (Please note that compounds containing pseudoephedrine are highly controlled in Mexico and are difficult to obtain. It is extremely important that you limit the transport of these compounds and that you keep them in their original packaging.)
- prescriptions and medications (in labeled, original containers)

RESTROOM FACILITIES

Most places that serve food or drink have a restroom. American-type fast-food restaurants are very common in Mexican cities and always have a decent and fairly "public" restroom. Other places with restroom facilities include public buildings, train stations, government buildings, and department stores. Occasionally a public restroom is attended. When this occurs, a fee of 25 cents is normally an acceptable tip. You should be aware that in Mexico used toilet paper in not flushed down the toilet, but rather it is put in small waste containers located next to each

toilet. While this is not customary in the U.S., in Mexico, it is a must, since flushing toilet paper down the toilet can severely tax the sewerage system.

EMERGENCIES

All Border Coordinators going to Mexico are strongly encouraged to take a credit card, as cards can be essential for medical emergencies. Quality hospitals in Mexico, as in many other countries, will not provide treatment until they are assured they will receive payment for their services. Your current health plan may or may not cover you while traveling and worker's compensation will cover you after you have filed a claim. Therefore, you should be prepared to cover your expenses, initially.

An American citizen without friends or family in Mexico to assist him or her and who requires a doctor's attention or hospitalization can contact the American Consulate for information on available physicians and hospitals. The Consul will not recommend any particular doctor, but will provide the patient with a list of several from which to choose. The Consul will visit an American who is in the hospital and needs assistance, will notify family members and arrange for funds from home if requested. The Consulate has no government funds to assist with hospital or doctor's fees.

The two consulates and the embassy in the areas normally visited by Border Coordinators are:

Tijuana: Consulate General of the United States of America
Tapachula 96, Colonia Hipodromo, Tijuana
Tel.: 664-681-8016
Office Hours: Monday - Friday from 8:00 a.m. to 5:00 p.m., excluding U.S. and Mexican holidays.

Consular Agent in Cabo San Lucas
(An extension of the Consulate in Tijuana)
Plaza Nautica, Office No. C-4 Blvd. Marina y Pedregal #1 Centro (Downtown), Cabo San Lucas
Tel: 624-143-3566
Office Hours: Monday - Friday from 10 a.m. to 12 p.m., excluding U.S. and Mexican holidays.
Consular Agent: Michael J. Houston

Mexico City: American Embassy
Embassy Switchboard: 5080-2000 (24 Hours)

HEALTH INSURANCE
It is wise to review your health insurance policy before you travel. In some places, particularly at resorts, medical costs can be as high or higher than in the United States. You should check with your health care insurance carrier. There are always other options, such as purchasing a separate policy that covers you abroad. There are short-term health insurance policies designed specifically to cover travel.

MEDICAL CARE
In Baja and Baja California Sur, there are hospitals in Tijuana, Mexicali, Ensenada, Guerrero Negro, Santa Rosalia, Ciudad Constitucion, La Paz and Cabo San Lucas. Hospitals in Mexico will normally treat you and expect you to settle your debt when you leave, either by paying cash or with a credit card. Checks from a U.S. bank are not accepted in Mexico. Obtain a receipt so you can collect on your medical insurance on return.

Hospitals in the cities that Border Coordinators normally travel to include:

Mexico City
ABC (American British Cowdray) Hospital
Sur 136 No. 116 Col. Las Americas
Tel: 5260-8161 to 8164

Hospital Angeles del Pedregal
Camino a Santa Teresa
1055 Consultorio 215, Col. Héroes de Padierna
Tel: 56-52-21-72

Tijuana
Hospital General
Ave. Centenario 3 10851, Zona del Rio
Tel: 664-684-0922

Hospital IMSS **(State of Baja California operated)**
Blvd. Agua Caliente y Fco. Sabria S/N, Aviacion
Tel: 664-629-6342

Hospital ISSSTE **(State of Baja California operated)**
44 Blvd. Diaz Ordaz y Ave de las Palmas
No. 1 Las Palmas
Tel: 664-681-4740

Ensenada
Hospital General de Zona IV
No.8, Ave Reforma & Fraccionamiento Bahia
Tel: 646-72-45-00

Tecate
Hospital General (Centro de Salud)
Colonia Juarez (In front of Benito Juarez Park)
Tel: 665-654-1376

Mexicali
Hospital Mexico Americano
Av. Reforma #1000 y Calle B
Tel: 686-522-2300

Hospital Almater
Calle Madero #1060, Col. Nueva
Tel:686-553-4015

Hospital Marlef, S.A. de C.V.
Av. Republica del Salvador #998, Col. Cuauhtemoc
Tel: 686-566-6116

Cabo San Lucas
AmeriMed Cabo San Lucas
Located on the main boulevard entering into Los Cabos near McDonalds
and next to Bancomer.
Edificio Pioneros Local 1, Col. Medano
Tel: 624-14-3-96-70

La Paz
Central de Especialidades Medicas
Located outside of La Paz towards the airport
Carretera al Aeropuerto KM 3.5 Y Calle Delfines
Fraccionamiento Fidepaz, La Paz, Baja California Sur
Tel: 112-122-2931

Sleeping and Eating

HOTELS AND LODGING
The following hotels have been utilized by Border Coordinators. However, **Cal/EPA does not endorse or recommend these establishments. The ultimate decision in determining where to stay is the sole decision of the traveler:**

Tijuana

Howard Johnson - Conquistador
Blvd. Agua Caliente #10750
Tel: 664-681-7955

Hotel Real del Rio
Jóse María Velasco #1409, Zona Río
Tel: 664-634-3100

Hotel Hacienda Del Rio
Boulevard Rodolfo Sanchez Taboada # 1606
Tel: 664-684-8644

Hotel Lucerna
Paseo de los Héroes #10902
Tel: 664-634-2000

Holiday Inn Tijuana - Pueblo Amigo
Vía Oriente #9211, Zona Río
Tel: 664-683-5030

Grand Hotel Tijuana
Blvd. Agua Caliente No. 4500
Tel: 664-681-7000 / 681-7016

Hotel Camino Real
Ave. Paseo de los Héreos #10305
Tel: 664-633-4000

Ensenada

Hotel Coral y Marina
Carretera Tijuana-Ensenada N.3421, Zona Playitas
Tel: 646-615-0000

Best Western El Cid
Av. Lopez Mateos N.993
Tel: 646-618-2401

Hotel Estero Beach
Carretera Transpeninsular, Ejido Chapultepec
Tel: 646-176-6225

Hotel Punta Morro
Km. 106 Carretera Tijuana-Ensenada
Tel: 646-178-3507

Hotel Las Rosas
Carretera Tijuana
2 miles north of town
Tel: 646-174-4595

Mexicali
Araiza Inn
Blvd. Benito Juarez #220
Tel: 686-564-1100

Holiday Inn Crowne Plaza
Blvd. Lopez Mateos #201
Tel: 686-557-3600

Hotel Lucerna
Blvd. Benito Juarez #2151
Tel: 686-566-1000

Hotel San Juan Capistrano
Ave. Reforma #646
Tel: 686-552-4104

RESTAURANTS:

Tijuana
Café La Especial (Mexican)
Av. Revolucion 718, Zona Centro
Tel: 664-685-6654

El Potrero (Mexican)
Blvd. Salinas 4-700, Col. Aviacion
Tel: 664-686-3626 / 681- 8082

Mariscos Don Pepe (Seafood)
Blvd. Fundadores 688, Col. Juarez
Tel: 664-684-9086

Via Saverio's (Italian)
Blvd. Sanchez Taboada Esq. Escuadrón #207, Zona Rio
Tel: 664-686-6502 / 686-6442

La Fonda Roberto's (Mexican)
2800 Cuauhtemoc Ave
Inside La Sierra Motel
Tel: 664-686-4687

La Costa (Seafood)
8131 7th Street
Tel: 664-685-3124

La Leña (Steaks)
11191 Blvd. Agua Caliente
Tel: 664-686-4752

Ensenada
La Hacienda Del Charro (Mexican)
454 Lopez Mateos
Tel: 646-178-2114

Las Cazuelas (Seafood)
6 Sangines Blvd.
Tel: 646-176-1044

La Cochinita (Chinese)
Ruiz Ave. and Virgilio Uribe
Tel: 646-178-3443

Tecate
Don Quijote (General Cuisine)
Zacatecas 51
Tel: 665-654-2658

La Escondida (Mexican)
Callejon Libertad
Tel: 665-654-2164

Mariscos Victor (Seafood)
Hidalgo #284
Tel: 665-654-1801

Mexicali – *Mexicali is known for its excellent Chinese food*
Cenaduria Selecta (Breakfast and Lunch)
Ave. Arista #1510, Esq.Calle "G"
Tel: 568-52-4047

Mandolino (Italian)
Av. Reforma # 1070
Tel: 686-52-9544

Restaurant-Bar Heidelberg (German and European)
Madero at Calle H
Tel: 686-54-2022

Marsicos Godoy (Seafood)
Blvd. Lazaro Cardenas No. 1858 Col. Calles
Tel: 686-582-01090

Restaurant Rincon de Panchito (Chinese Food)
Blvd. Benito Juarez 1990-12
Tel: 686-567-7718/567-7728

Transportation

FLYING IN MEXICO
There are several United States – based airlines that fly to Mexico. Among these are the following:

Alaska (1-800-252-7522)
America West (800-235-9292)
American (800-433-7300)
Continental (800-231-0856)
Delta (800-221-1212)
United (800-241-6522)
US Air (800-428-4322)

Several Mexico-based carriers fly to and within Mexico:
Aerolitoral (800-237-6639)
Aeromexico (800-237-6639)
Mexicana (800-531-7921)

DRIVING IN MEXICO
Driving Tips:

- Buy Mexican Auto Insurance. Mexican auto insurance is required for any travel to Mexico on official business. The insurance should be purchased when the rental car is obtained or before crossing the border in a personal vehicle. Any Mexican auto insurance coverage purchased should include claims adjusters that will come to the scene of an accident and an attorney. This becomes very important since, in the event of an accident, the law will prohibit you from moving your vehicle and the police may detain you in the event that anyone is hurt until fault can be established. Rates in 2002 were approximately $25 USD per day. Insurance may be purchased at various locations in San Ysidro and in Calexico. The American Border Insurance Services Company is one of many companies to offer insurance. They may be contacted at:

  99 East San Ysidro Blvd.
  San Ysidro CA, 92173
  Phone: (619) 428-4200
  Fax: (619) 428-4342
  Toll Free Number: 1 800 554-ABIS

  If buying insurance for a state-owned vehicle, you must have a copy of the current registration and State of California identification when applying for a policy. Carry your policy on your person at all times, do not leave it in the vehicle's glove compartment.

- All Mexican automobile insurance becomes invalid if the operator of the vehicle is shown to be under the influence of alcohol or drugs.

- United States drivers licenses are valid in Mexico.

- Rental car companies in the U.S. will not allow rented vehicles to travel more than 100 km (62 miles) into the interior of Mexico. Additionally, rental car companies in California will not allow travel into the neighboring border state of Sonora.

- Be aware that not all roads are in the best of conditions. Toll roads are normally in the best of condition and are always recommended rather than free roads.

- If you are pulled over by a police officer, remember that no police officer in Baja California is authorized to receive money on the street. Traffic fines may be paid by mail. You have the right to ask the officer to escort you to the police station where you will be able to discuss the issuance of a citation or the payment of a fine with another officer.

- Although there are rare reports of people being stopped and their property being stolen while on an isolated road, there are even fewer reports of people actually being injured. The best way to avoid this is to drive during the day and not to stop for hitchhikers or to assist stranded motorists. Also beware of any foreign objects in the road, these are normally placed there so that an unsuspecting driver will be forced to stop.

- Restrict driving to daylight hours.

- Always be aware of livestock. In Mexico, livestock creates a large problem because of a lack of fencing around the highways.

- Remember that many people do not use their turn signals and not all cars you see on the road have functioning brake lights. Avoid accidents by keeping your distance, using your turn signals and being aware of those who do not.

- You should also be aware, that semi-trucks at times, use their left blinker as a signal to the vehicle behind them, to pass them on the left lane. However, extreme care should be exercised when driving behind semi-trucks.

- Always plan your trip ahead of time. Take a good road map along with you and know where your stops are going to be.

- Remember that in Mexico, as in the U.S., good defensive driving techniques are essential: Keep free space in front, behind and beside you when driving; obey the speed limits; use your turn signals; and always make sure your vehicle is in good condition.

RENTAL VEHICLES IN MEXICO
Renting vehicles in Mexico is very expensive and should only be used as the least preferred alternative. Additionally, rental car companies in Mexico do not accept State of California credit cards and require mandatory insurance.

Entering and Exiting Mexico

ENTRY REQUIREMENTS INTO MEXICO
Proof of citizenship and photo identification are required for entry by all U.S. citizens. A passport and visa are not required for a tourist/transit stay of up to 180 days. A tourist card, issued by Mexican consulates and most airlines serving Mexico, is sometimes required. Mexican regulations limit the value of goods brought into Mexico by U.S. citizens arriving by air or sea to $300 per person and by land to $50 per person. Amounts exceeding the duty-free limit are subject to a 32.8 percent tax.

If you are either staying in Mexico longer than 72 hours or traveling past the Border Zone (normally 25 km from the border) you will need to pay the 190 peso Tourist Card fee (roughly $20 USD). Unfortunately, the fee must be paid at a place other than the immigration office where you first get the paperwork. (At the San Ysidro crossing a bank is located just next door to the immigration office.) Most Mexican banks have been authorized to handle this payment. The list of authorized banks is on the backside of the tourist card form.

The card, known as the Migratory Tourist Form (FMT) is valid for six months (180 days) with multiple entries. Make sure you ask for the full 180 days even is you plan to stay only a short time.

In Baja California, the border zone has been extended to San Quintin, on the Pacific side and San Felipe, on the Sea of Cortez. Sonora state is in the process of extending it's border zone too. In mainland states along the border, this includes a 16-20 mile zone south of the border.

According to the law you must have the Tourist Card on you while traveling (make a copy if possible in case original is lost). You can pick up a card at the border, just stop at immigration as you cross into Mexico, parking is available. You must have either a current passport or original birth certificate with current ID. Baja California and Sonora only require a current ID.

Upon entering Mexico, retain and safeguard the pink copy of your tourist card so you may surrender it to Mexican immigration when you depart. You must leave Mexico before your tourist card expires or you are subject to a fine. A tourist card for less than 180 days may be revalidated in Mexico by the Mexican immigration service (Direccion General de Servicios Migratorios.)

GETTING INTO TIJUANA
Because of increased border crossing waits when returning into the U.S., it is sometimes advisable to not enter into Tijuana with an automobile. Many yellow taxis will be waiting at the border crossing and will take you most places in Tijuana for from $5–10 USD. Negotiate the fee before entering the cab.

Another alternative is to take "Mexicoach" which will pick you up at the last USA Exit near the factory outlet stores in San Ysidro. For $2 USD, Mexicoach will transport a customer to Ave Revolucion in downtown Tijuana. The return to the U.S. is normally quicker than when returning in a private automobile.

RETURNING TO THE UNITED STATES
Make certain that you can return to the United States with the proof of citizenship that you take with you. Although some countries may allow you to enter with only a birth certificate, U.S. law requires that you document both your U.S. citizenship and identity when you reenter the United States.

The best document to prove your U.S. **citizenship** is a valid U.S. passport. Other documents that establish U.S. citizenship include an expired U.S. passport, a certified copy of your birth certificate, a Certificate of Naturalization, a Certificate of Citizenship, or a Report of Birth Abroad of a U.S. citizen. To prove your **identity**, either a valid driver's license or a government identification card that includes a photo or physical description is acceptable.

SECURE ELECTRONIC NETWORK FOR TRAVELERS RAPID INSPECTION LANES (SENTRI)

SENTRI Lanes are dedicated commuter lanes at the international port of entry. These are located at the San Ysidro and Otay Mesa ports of entry. In order for you to use these lanes, you must have a valid *PortPass,* and a dedicated vehicle with an INS transponder, both, which can be obtained through a lengthy application process. In no event, should you ever attempt to cross the international border through a SENTRI lane without the proper authorization and approval.

PORT OF ENTRY ACCESS TIMES

The Ports of Entry are open at the following times:
Andrade: (Mon-Sun) 6:00 a.m. – 10:00 p.m.
Calexico:
Downtown: 24 hours
East New Crossing (Mon-Sun) 6:00 a.m. – 10:00 p.m.
Tecate: (Mon-Sun) 6:00 a.m. – 12:00 a.m.
Otay Mesa: (Mon-Sun) 6:00 a.m. – 10:00 p.m.
San Ysidro: 24 hours

There are Border wait hot lines for San Ysidro and Otay Mesa. Normally, the other points of entry will not have delays of greater than 45 minutes, unless at a peak time:

San Ysidro: (619) 690-8999
Otay Mesa: (619) 671-8999

The U.S. Customs Service and the Immigration and Naturalization Service jointly operate the crossing booths. After peak times and before closing, the guards begin to close the gates. This is normally accomplished by closing gates from the left (west) to the right (east). Thus, if a crossing is attempted after a peak crossing time or when the border will be closing within the next two hours, it is advisable to choose a lane closer to the right than to the left.

USE OF CELLULAR PHONES WHILE DRIVING

The use of a cellular phone while driving is strictly prohibited in Baja California, unless the driver uses a "hands free" technology mechanism.

IF YOU ARE IN AN ACCIDENT

1. Accidents with material (property) damages only.

a.) Wait at the location where the accident took place until the proper authority arrives.

b.) Notify your insurance company. The phone number for notification will be on the insurance forms obtained when the insurance was purchased.

c.) Notify your supervisor and request your supervisor to notify Agency.

d.) If there are only superficial material damages, both parties may come to an agreement regarding payment for damages.

e.) If agreement cannot be reached or if damages are high the case can be referred to the District Attorney's Office.

f.) If the accident occurred on a federal highway and the road suffered damages, the case is turned over to the Federal District Attorney's office.

g.) At no time, should you accept fault.

2. Accidents in which there are substantial material damages or injured people (bodily harm).

a.) The involved parties may reach an agreement regarding damages, in relation to injuries, the case may be sent to the District Attorney, depending on the seriousness of these. In order to make any claims for expenses caused by the accident, the injured party must have a medical certificate; hospitalization receipts and has to be under medical care. The responsible party will remain under the D.A.'s custody.

3. Accidents with injured persons only.

a.) Prosecution for causing slight injuries in an accident is possible only if the victim's representative makes a complaint. Even then, the case may be turned over to the District Attorney depending on the seriousness of such injuries.

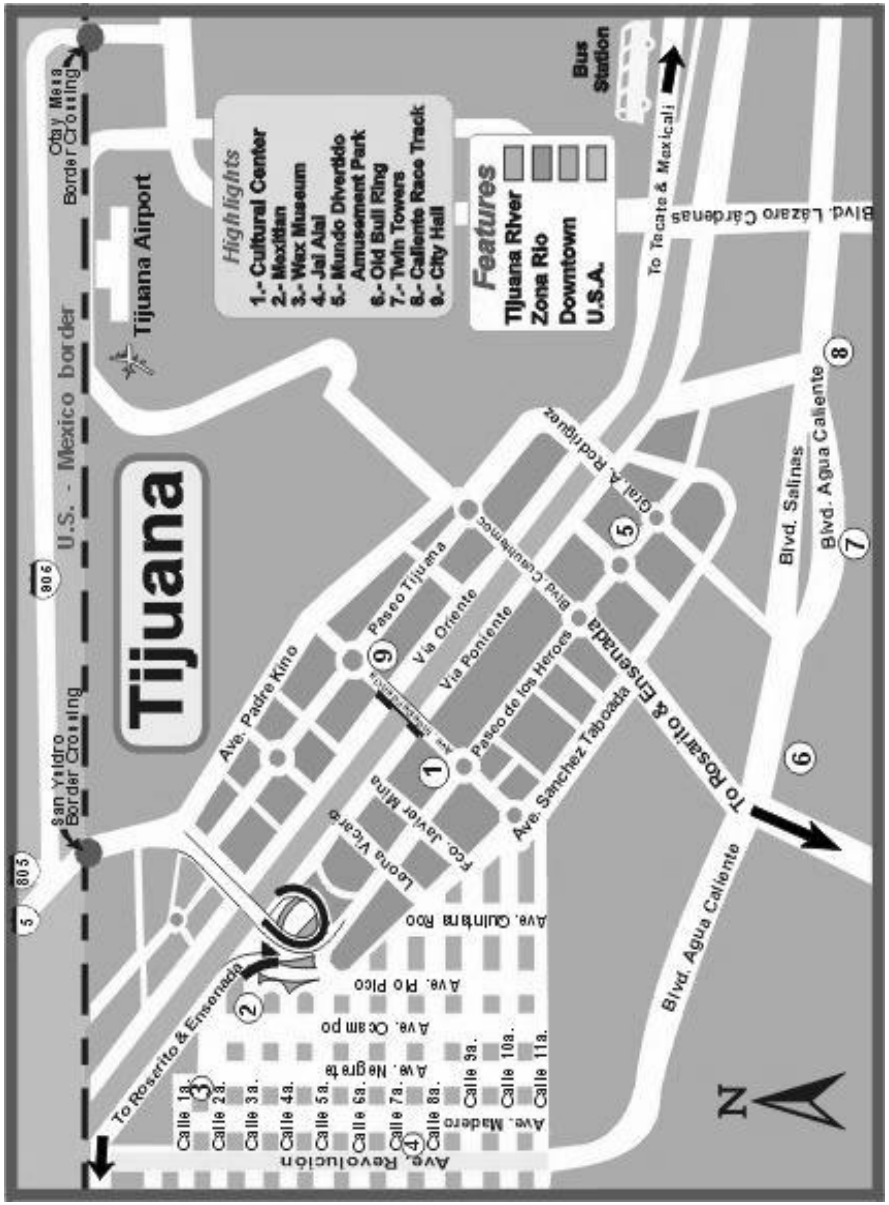
b.) The responsible party in a traffic accident that was turned over to the District Attorney can regain his provisional (bail) release when he guarantees to pay all costs and damages and certifies that he will not abandon responsibility for the injuries, provided that he

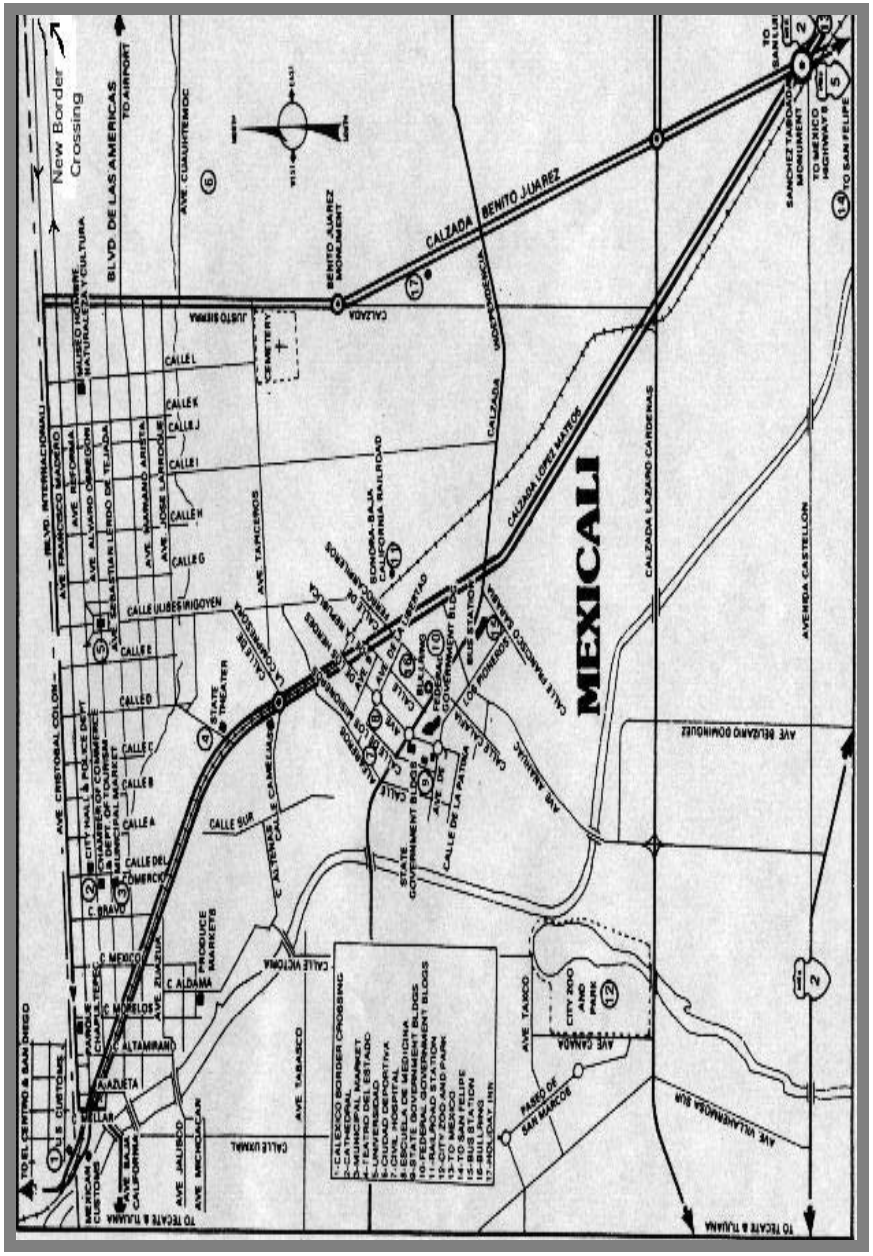
was not under the influence of alcohol or drugs at the time of the accident.

c.) In any accident the responsible party's vehicle is impounded until payment of damages, citations, as well as towing services has been paid. Once these requirements are met, the vehicle will be returned to its legal owner.

RESTRICTIVE SIGNS

MAPS


Tijuana
U.S. - Mexico border
Tijuana Airport
Otay Mesa Border Crossing
San Ysidro Border Crossing
805
5
806
Highlights
1.- Cultural Center
2.- Mexitlan
3.- Wax Museum
4.- Jai Alai
5.- Mundo Divertido Amusement Park
6.- Old Bull Ring
7.- Twin Towers
8.- Caliente Race Track
9.- City Hall
Features
Tijuana River
Zona Rio
Downtown
U.S.A.
Bus Station
To Tecate & Mexicali
Blvd. Lázaro Cárdenas
Blvd. Salinas
Blvd. Agua Caliente
Gral. A. Rodríguez
To Rosarito & Ensenada
Blvd. Agua Caliente
Ave. Padre Kino
Paseo Tijuana
Vía Oriente
Vía Poniente
Blvd. Cuauhtémoc
Paseo de los Héroes
Ave. Sánchez Taboada
Fco. Javier Mina
Leona Vicario
Ave. Quintana Roo
Ave. Pío Pico
Ave. Ocampo
Ave. Negrete
Ave. Madero
Ave. Revolución
Calle 1a.
Calle 2a.
Calle 3a.
Calle 4a.
Calle 5a.
Calle 6a.
Calle 7a.
Calle 8a.
Calle 9a.
Calle 10a.
Calle 11a.
To Rosarito & Ensenada
N


MEXICALI
New Border Crossing
BLVD. INTERNACIONAL
AVE. CRISTOBAL COLON
AVE. FRANCISCO MADERO
AVE. REFORMA
AVE. ALVARO OBREGON
AVE. SEBASTIAN LERDO DE TEJADA
AVE. MARIANO ARISTA
AVE. JOSE LARROQUE
BLVD. DE LAS AMERICAS
TO AIRPORT
AVE. CUAUHTEMOC
BENITO JUAREZ MONUMENT
CALZADA BENITO JUAREZ
CALZADA LOPEZ MATEOS
CALZADA LAZARO CARDENAS
AVERIDA CASTELLON
AVE. BELZAMO DOMINGUEZ
AVE. ULLAMMOA SUR
TO TECATE & TIJUANA
TO SAN FELIPE
TO MEXICO HIGHWAY 5
SANCHEZ TABOADA MONUMENT
CALLE L
CALLE K
CALLE J
CALLE I
CALLE H
CALLE G
CALLE UJUBES NIGOYEN
CALLE E
CALLE D
CALLE C
CALLE B
CALLE A
CALLE DEL COMERCIO
CALLE SUR
CALLE VICTORIA
CALLE LIXMAL
AVE. TAPACHULA
AVE. TAPACHOS
AVE. TABASCO
AVE. JALISCO
AVE. MICHOACAN
AVE. ZUAPUS
AVE. TAXCO
AVE. CANANEA
AVE. SANTA ANA
AVE. MEXICO
AVE. MORELOS
AVE. ALTAMIRANO
AVE. ALDAMA
AVE. BRAVO
AVE. AZUETA
AVE. MILLAR
AVE. BAJA CALIFORNIA
AVE. CHAPULTEPEC
AVE. PARQUE
AVE. ALAMEDA
AVE. DE LA REVOLUCION
AVE. DE LA PATRIA
AVE. DE LA INDEPENDENCIA
AVE. DE LA CONSTITUCION
AVE. DE LA CONSTITUCION
CALLE DE LA PATRIA
CALLE FRANCISCO CARVAJAL
CALLE DE LOS PIONEROS
CALLE DE LA CONSTITUCION
CALLE DE LA INDEPENDENCIA
CALLE DE LA REVOLUCION
CALLE DE LA REFORMA
CALLE DE LA ALAMEDA
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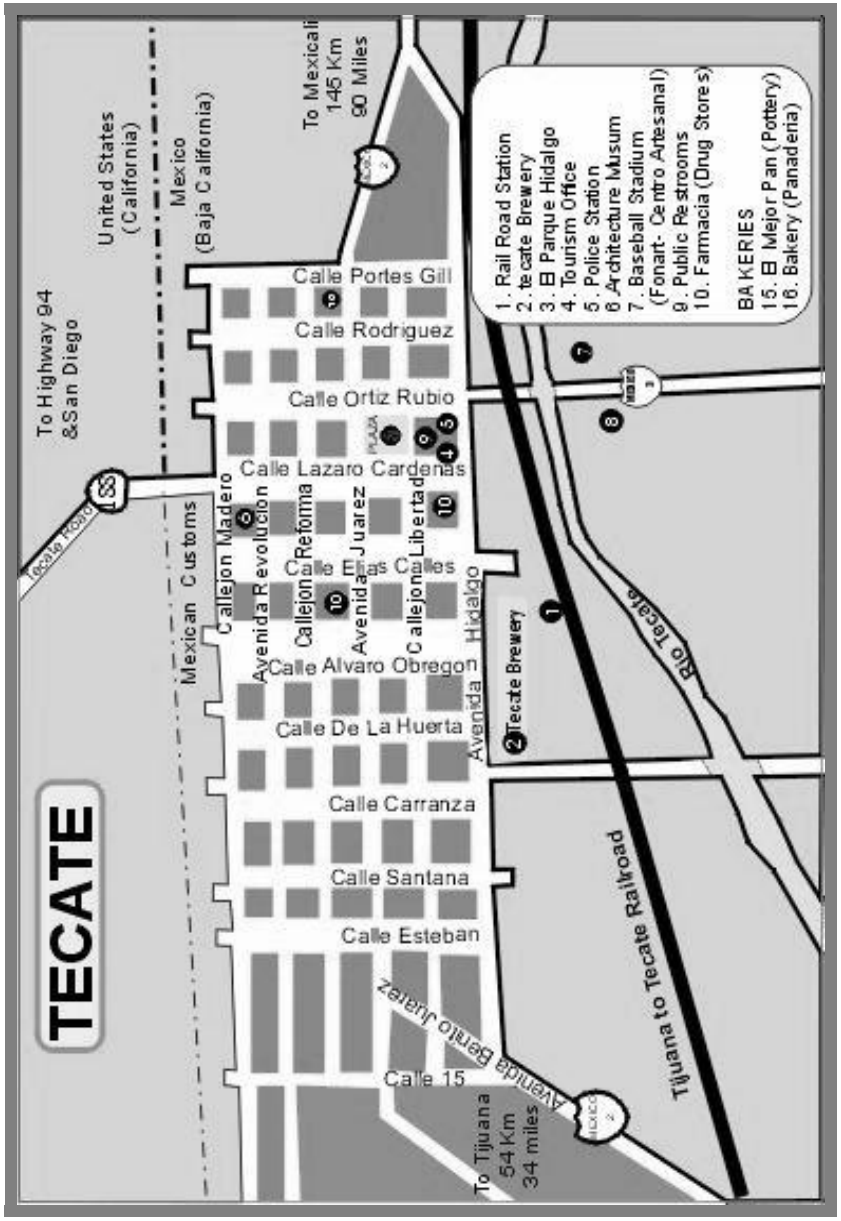
CALLE DE LA ALAMED


TECATE
To Highway 94
&San Diego
Tecate Road
United States
(California)
Mexico
(Baja California)
Mexican Customs
To Mexicali
145 Km
90 Miles
Calle Portes Gil
Calle Rodriguez
Calle Ortiz Rubio
Calle Lazaro Cardenas
Callejon Madero
Avenida Revolucion
Callejon Reforma
Avenida Juarez
Calle Elias Calles
Callejon Libertad
Calle Alvaro Obregon
Avenida Hidalgo
Calle De La Huerta
Calle Carranza
Calle Santana
Calle Esteban
Avenida Benito Juarez
Calle 15
To Tijuana
54 Km
34 miles
Tecate Brewery
Rio Tecate
Tijuana to Tecate Railroad
1. Rail Road Station
2. tecate Brewery
3. El Parque Hidalgo
4. Tourism Office
5. Police Station
6 Architecture Musum
7. Baseball Stadium
(Fonart- Centro Artesanal)
9. Public Restrooms
10. Farmacia (Drug Stores)
BAKERIES
15. El Mejor Pan (Pottery)
16. Bakery (Panaderia)

Ensenada
Highlights
1.- Tourist Information Office
2.- Fish Market
3.- Fishing boat piers
4.- Civic Center
5.- Riviera del Pacifico Casino
6.- Post Office
7.- Epocas Amusement Park
8.- City Hall
9.- Cruise ship docks
To La Bufadora
Ave. Delante
Diamante
Ave. Reforma
Ensenada Creek
Calle 9a.
Calle 10a.
Ave. Ruiz
Ave. Juarez
Blvd. de las Dunas
Caracoles
Medusas
Diamante
Brisas
Esteros
Blvd. Lázaro Cárdenas
Balboa
Ave. Soto
Ave. Granada
Ave. Aldama
Calle 2a.
Ave. Rayón
Ave. Iturbide
Blvd. Adolfo Lopez Mateos
Calle 4a.
Ave. Hidalgo
Ave. Rivera
Ave. Florista
Calle 3a.
Calle 4a.
Ave. Castillo
Ave. Blancarte
Ave. Alvarado
Ave. Riverol
Ave. Macheros
Ave. Miramar
Ave. Gastelum
Ave. Ruiz
Ave. Obregón
Ave. Ryerson
N
To Rosarito & Tijuana

Travel Skills

TELEPHONE TIPS
Making phone calls to and from Mexico has become relatively easy. Your State of California issued calling card should allow you to place calls to and from Mexico. Below are some examples on placing calls. A telephone number given to you for a land-based non-cellular telephone in Mexico City might look like this:

528-78-90.

- To dial this local call within Mexico City: Dial 528-78-90 if you are using a land phone. If you are using a United States-based cell phone, dial the long distance access code (01) + area code (all area codes are three digits except those for Mexico City, Guadalajara, and Monterrey which are two digits) + local number, or 01-55-528-78-90.
- To dial this number within Mexico, but outside of Mexico City (intra-country long distance): dial the long distance access code (01) + area code + local number, or 01-55-528-78-90.
- To dial this number from the U.S. or Canada: dial the international access code (011) + Mexico's country code (52) + area code + local number, or 011-52-55-528-78-90.

Long Distance Calls from Mexico

- To a Mexican telephone number: 01 + city code + local number
- To the U.S. or Canada: 001 + area code + local number
- To other countries: 001 + country code + city code + local number

To call to a cell phone within Mexico: dial 044 (the cell phone access code)+ the city code + the local phone number.

In Mexico, local call charges are assessed by the minute whereas they are free in the U.S. ***Telmex*** phone booths contain phones that are free for local calls. It is less expensive for someone from the U.S. to call into Mexico than it is for someone from Mexico to phone the U.S.

When answering the phone, Mexicans say "bueno."

Following are the telephone Assistance Numbers in Mexico:

- International Operator - 09
- Long-distance Operator - 02
- Local Directory Assistance - 04
- Long-distance Directory Assistance - 01

(Directory assistance is often busy and difficult to access.)

Dedicated fax lines are less frequent in Mexico than in the United States. If you are sending a fax to Mexico and someone answers the phone, just say "tono por favor", wait for the fax tone and then send your fax. You should be aware that this is only possible when you are calling from a phone/fax machine and that calling from a separate phone line, running to a remote fax machine will not work, since the fax tone will be non-existent when you attempt to send your fax.

On November 17, 2001, new area codes became effective in Mexico. The most common area codes in Baja California and Baja California Sur are as follows:

- Ensenada: 646
- Mexicali: 686
- Rosarito: 661
- Tecate: 665
- Tijuana: 664
- La Paz: 612

The area code for Mexico City is 55 and Guadalajara is 33
A complete listing of new area codes is available at:

http://www.telmex.com

GOING ONLINE IN MEXICO
There are many cyber cafés in Mexico where e-mail can be remotely accessed. Additionally, providers such as America On Line are now providing access numbers throughout Mexico. Among those cyber cafés are the following in Baja California and Baja California Sur.

Tijuana
Cafe On-Line S.A.
Blvd. Sanchez Taboada # 4002

El Portal Cafe Internet
Blvd Diaz Ordaz 12649 L 6E 2o. Nivel, Plaza Patria

Ensenada
Café Internet
Ave Juarez 1449 #10 and 11, Centro Commercial

Cyber Cafe ABC MICRO CITY
Calzada Cortéz #1813 Local 4 Centro Comercial Cortéz, Col. Maestros

Cafe Internet Maxicomm
Lopez Mateos #582 Locales C y D

Mexicali
La Zona Internet & Games Club
Local 7-b Plaza La Cachanilla

Cabo San Lucas
Netzone- Dr.Z's Internet, Café & Bar
Blvd. Lazaro Cardenas s/n

La Paz
Baja Net Cafe
Madero 430

U.S. CUSTOMS INFORMATION ON AGRICULTURAL PRODUCTS

Mexican Border:
U.S. Agricultural
Quarantine Information

Notice to Travelers

Declare all agricultural items you bring from Mexico. *Failure to do so may result in delays and fines of up to $1,000.* Fruits, vegetables, meats, and birds taken from the United States to Mexico may not be allowed to reenter. Consult in advance with inspectors of the U.S. Department of Agriculture.

Prohibited Items
Agricultural items are prohibited if they can carry plant pests or animal diseases.

Fruits and Vegetables: All fruit not on the permitted list below is prohibited. Sugarcane is prohibited. Potatoes are prohibited, including Irish potatoes, sweet potatoes, and yams. *(Exceptions:* Cooked potatoes are permitted. Avocados without seeds are permitted, except in California.)

Plants, Seeds, and Soil: Plants and seeds require special permits. Soil and some plants are prohibited. Check in advance with agricultural inspectors. *(Exception:* Some dried plant parts, such as for medicinal purposes, are permitted.)

Meat and Game: Pork-raw and cooked, including sausages, cold cuts, skins, and pork tacos, is prohibited. *(Exceptions:* Shelf-stable, canned pork and hard cooked pork skins [cracklings] are permitted.) Poultry-raw meat from both domesticated and game fowl is prohibited. *(Exception:* Thoroughly cooked poultry is permitted.) Game-check with agricultural inspectors in advance. Other restrictions may apply; check in advance with agricultural inspectors.

Eggs: Prohibited. *(Exceptions:* Boiled and cooked eggs are permitted.)

Live Birds: Wild and domesticated birds, including poultry, are prohibited. To import personally owned pet birds, contact agricultural inspectors in advance.

Straw: Generally prohibited. This includes wheat straw, seeds, animal feed, and all articles made from this material.

Permitted Items

In addition to the excepted items listed above, many agricultural items are permitted if they pass inspection to be sure they are free of pests, soil, and sand.

Fruits and Vegetables: Permitted fruits are bananas, blackberries, cactus fruits, dates, dewberries, grapes, lemons, limes (sour), lychees, melons, papayas, pineapples, and strawberries. Vegetables are permitted, except for those on the prohibited list above. Okra, however, is subject to certain restrictions.

Nuts: Permitted items are acorns, almonds, cocoa beans, chestnuts, coconuts (without husks or milk), peanuts, pecans, pinons (pinenuts), tamarind beans, walnuts, and waternuts.

LIST OF COMMON PROHIBTED COMMODITIES COMING FROM MEXICO.
FRUITS:

Spanish Name	***English Name***
Aguacate	Avocado
Albaricoque (chabacano)	Apricot
Anona (guanabana)	Sweetsop
Caimito Cainito	Star Apple
Cereza (capulin)	Black Cherty
Chico zapote	Chico sapote
Chirimoya	Cherimoya
Ciruela (jobo)	Plum / mombin
Coquitos de aceite	African oil palm
Durazno	Peach
Granada	Pomegranate
Granadina	Passion Fruit
Guamuchil (pinzan)	Manila tamarind
Guanabana	Soursop
Guayaba	Guava
Higo	Fig
Kiwi	Kiwi
Lima dulce	Sweet Lime
Mamoncillo / Mamon	Genip
Mandarina	Mandarin Orange
Mango	Mango
Maranon (flor)	Cashew (flower)
Manzana	Apple
Membrillo	Quince
Mesquite (vainas)	Mesquite (pods)
Nance (nanche)	Nance
Naranja	Orange
Nectarina	Nectarine
Nispero	Loquat
Parsimonio	Persimmon
Pera	Pear
Pitahaya	Pitahaya
Pomelo	Pummelo
Sapote Blanco	White Sapote
Sapote Negro	Black Sapote
Tangerina	Tangerine
Tecojote	Hawthorn
Toronja	Grapefruit

Raw poultry and pork is prohibited.

You should be aware that **all** items acquired outside of the U.S. must be declared upon entry, otherwise you may face serious fines and imprisonment. Additionally, items from certain countries that are sold in Mexico may not be brought into the U.S. Additional information can be obtained from the booklet entitled " ***Know before you go***" published by the U.S. Customs Service or at their website at www.customs.gov.

Spanish Phrases

NUMBERS *NUMEROS*
0 *cero*
1 *uno (m)*
1 *una (f)*
2 *dos*
3 *tres*
4 *cuatro*
5 *cinco*
6 *seis*
7 *siete*
8 *ocho*
9 *nueve*
10 *diez*
11 *once*
12 *doce*
13 *trece*
14 *catorce*
15 *quince*
16 *diez y seis*
17 *diez y siete*
18 *diez y nueve*
20 *veinte*
21 *veintiuno*
30 *treinta*
40 *cuarenta*
50 *cincuenta*
60 *sesenta*
70 *setenta*
80 *ochenta*
90 *noventa*
100 *cien*
101 *ciento uno*
200 *doscientos*

300 *trescientos*
1000 *mil*
10,000 *diez mil*

DAYS OF WEEK *DIAS DE LA SEMANA*
Monday *Lunes*
Tuesday *Martes*
Wednesday *Miercoles*
Thursday *Jueves*
Friday *Viernes*
Saturday *Sabado*
Sunday *Domingo*

MONTHS/SEASONS *MESES/ESTACIONES*
January *Enero*
February *Febrero*
March *Marzo*
April *Abril*
May *Mayo*
June *Junio*
July *Julio*
August *Agosto*
September *Septiembre*
October *Octubre*
November *Noviembre*
December *Diciembre*
Spring *Primavera*
Summer *Verano*
Fall *Otoño*
Winter *Invierno*

TIME *EL TIEMPO HORARIO*
What time is it? *Que hora es?*
one o'clock *la una*
two o'clock *las dos*
at two o'clock *a las dos*
ten past three *las tres y diez*
six a.m. *las seis de la mañana*
today *hoy*
tomorrow *mañana*
morning *la mañana*
yesterday *ayer*

week *semana*
month *mes*
year *año*
last night *anoche*
next day *el día siguiente*

USEFUL WORDS *PALABRAS UTILES*
Hi, Hello *Hola*
Good morning *Buenos dias*
Good afternoon *Buenas tardes*
How are you? *Como esta?*
Fine *Muy bien*
And you? *Y usted?*
So-so *Asi asi or mas o menos*
Thank you *Gracias*
Thank you very much *Muchas gracias*
You're very kind *Usted es muy amable*
You're welcome *De nada*
Yes *si*
No *no*
I don't know *Yo no se*
It's fine; Okay *Esta bien*
Good; Okay *Bueno*
Please *Por favor*
Pleased to meet you *Mucho gusto*
Excuse me (physical) *Perdoneme*
Excuse me (speech) *Disculpeme*
I'm sorry *Lo siento*
Goodbye *Adios*
See you later *hasta luego*
More *mas*
less *menos*
better *mejor*
much *mucho*
a little *un poco*
large *grande*
small *pequeño*
quick *rapido*
slowly *despacio*
bad *malo*
difficult *dificil*
easy *facil*

He/She/It is gone *Ya se fue*
I don't speak Spanish well *No hablo bien español.*
I don't understand *No entiendo*
How do you say… in Spanish? *Como se dice…en español?*
Do you understand English? *Entiende ingles?*
Is English spoken here? *Se habla ingles aqui?*

ADDRESSING *ADRESAR*
I *yo*
you (formal) *usted*
you (familiar) *tu*
he/him *el*
she/her *ella*
we/us *nosotros*
you (plural) *ustedes*
they/them (all male or mixed gender) *ellos*
they/them (all females) *ellas*
Mr.; sir *señor*
Mrs.; madam *señora*
Miss; young lady *señorita*
Wife *esposa*
husband *marido* or *o esposo*
friend (male) *amigo*
friend (female) *amiga*
boyfriend *novio*
girlfriend *novia*
son *hijo*
daughter *hija*
brother *hermano*
sister *hermana*
father *padre*
mother *madre*

ORIENTATION *ORIENTACION*
Where is the Government Center? *¿Donde esta el Centro de Gobierno?*
How far is it to the Office? *¿Que tan lejos esta a la oficina?*
How far is it to the airport? *¿Que tan lejos esta el aeropuerto?*
Where is a public phone? *¿Donde hay un telefono publico?*
Highway *la carretera*
Road *el camino*
Street *la calle*
Block *la cuadra*

Kilometer *kilometro*
Mile *milla*
North *el norte*
South *el sur*
West *el oeste*
East *el este*
Straight ahead *adelante*
To the right *a la derecha*
To the left *a la izquierda*

ACCOMMODATION *ACOMODACION*
Can I see a room? *¿Puedo ver una habitacion?*
What is the rate? *¿Cuál es la tarifa?*
A single room *Una habitacion sencilla*
A double room *Una habitacion doble*
Key *La llave*
Bathroom *baño or sanitario*
Hot water *agua caliente*
Cold water *agua fría*
Towel *toalla*
Soap *jabón*
Toilet paper *papel higiénico*
Razor *Navaja de afeitar*
Air conditioning *aire acondicionado*
Fan *abanico*
Blanket *cobija*

TRANSPORTATION *TRANSPORTE*
Bus stop *la parada del autobús*
Airport *el aeropuerto*
Port *el puerto*
I want a ticket to Mexicali. *Quiero un boleto a Mexicali.*
I want to get off in Tecate. *Quiero bajar en Tecate.*
Here, please. Bajan a*quí, por favor.*
Where is this bus going? *¿ A dónde va este autobús?*
Roundtrip *ida y vuelta oe viaje redondo*
What do I owe? *¿Cuánto debo?*
Do you take credit cards? *¿Acepta tarjetas de credito?*

FOOD *COMIDA*
Menu *menu or carta*
Glass *vaso*
Fork *tenedor*
Knife *cuchillo*
Spoon *cuchara*
Small spoon *cucharita*
Napkin *servilleta*
Soft drink *refresco*
Coffee *café*
Cream *crema*
Tea *té*
Sugar *azúcar*
Drinking water *agua purificada* or *agua potable*
Carbonated mineral water *agua mineral*
Uncarbonated water *agua sin gas*
Beer *cerveza*
Wine *vino*
Milk *leche*
Juice *jugo*
Eggs *huevos*
Bread *pan*
Watermelon *sandia*
Banana *plátano*
Apple *manzana*
Orange *naranja*
Meat of beef *carne de res*
Chicken *pollo*
Fish *pescado*
Shrimp *camarones*
Sea food *mariscos*
Fried *frito*
Roasted *asada*
Barbequed *al carbón*
Hamburger *hambuerguesa*
Breakfast *desayuno*
Lunch *almuerzo*
Dinner (afternoon) *comida*
Supper (at night) *cena or merienda*
The bill (check) *la cuenta*
Well done (as in the level of cooking of meat) *bien cosido*
Medium well *tres cuartos*

Medium *termino medio*
Rare *rojo*
Delicious *rico*

SHOPPING *COMPRAS*
I need *Necesito*
I want *Deseo* or *Quiero*
I would like *Quisiera*
How much does it cost? *¿Cuánto cuesta?*
What's the exchange rate? *¿Cuál es el tipo de cambio?*
Can I see? *¿Me permite ver?*
This one (fem) *esta*
This one (masc) *esto*
Expensive *caro*
Cheap *barato*
Cheaper *mas barato*
Too much *demasiado*
Cash *efectivo*
Credit card *Tarjeta de credito*
Taxes *Impuestos*
Receipt *comprobante or recibo*

HEALTH *SALUD*
Help me please *Ayúdeme por favor*
I'm ill *Estoy enfermo*
Pain *dolor*
Fever *fiebre*
Stomach ache *dolor de estomago*
Vomiting *vomito*
Diarrhea *diarrea*
Drugstore *farmacia*
Medicine *medicina*
Pill *pastilla*
Syrup *Jarabe*
Doctor *Medico*
Hospital *Sanatorio*
Ambulance *Ambulancia*
Shot *Inyeccion*

Travel Expense Claims

Reimbursements for travel-related expenses are governed by Bargaining Unit Contracts, the State Department of Personnel Administration Regulations and Procedures, and by the rules of your employer.

For short-term out of country travel, State employees will be reimbursed actual lodging, substantiated by a receipt, and will be reimbursed actual meals and incidentals up to the maximums published in column (B) of the Maximum Travel per Diem Allowances for Foreign Areas, Section 925, ***U.S. Department of State Standardized Regulations*** and the meal/incidental breakdown in Federal Travel Regulation Chapter 301, Travel Allowances, Appendix B. Long-term out of country travel will be reimbursed in accordance with the provisions of long-term travel contained in the above-referenced regulations, or as determined by the Department of Personnel Administration. The reimbursement rates for Mexico, as of June 2002, are as follows:

City	Lodging	Breakfast	Lunch	Dinner	Incidentals
Acapulco	170	14	23	37	18
Cabo San Lucas	200	14	23	37	19
Campeche	70	8	14	21	11
Cancun	192	15	26	41	20
Chihuahua	143	10	17	26	13
Ciudad Juarez	140	10	16	25	13
Colima	72	6	11	17	9
Cozumel	151	12	20	32	15
Cuernavaca	138	11	18	29	15
Culiacan	79	7	12	19	10
Ensenada	139	10	17	28	14
Guadalajara	115	12	20	32	15
Hermosillo	115	9	15	24	11
Huatulco	132	12	21	33	17
Ixtapa Zihuatanejo	99	13	22	35	18
La Paz	120	8	14	23	11
Manzanillo	78	7	12	20	10
Matamoros	97	7	11	17	9
Mazatlan	129	8	14	23	11
Merida	98	11	17	28	14

City	Lodging	Breakfast	Lunch	Dinner	Incidentals
Mexicali	144	9	14	23	11
Mexico City, D.F.	155	13	22	35	18
Monterrey	137	13	22	36	18
Morelia	108	10	16	25	13
Nogales	51	7	12	18	9
Nuevo Laredo	82	12	20	31	15
Puebla	123	11	19	30	15
Puerto Vallarta	137	10	17	27	14
Queretaro	113	9	15	24	11
San Carlos	111	8	13	20	10
San Jose del Cabo	168	12	20	31	15
San Miguel de Allende	120	9	14	24	11
Tapachula	94	9	14	23	11
Tijuana	176	9	15	24	11
Veracruz	120	11	18	28	14
Zacatecas	108	9	14	23	11

CAL/EPA BORDER AFFAIRS UNIT