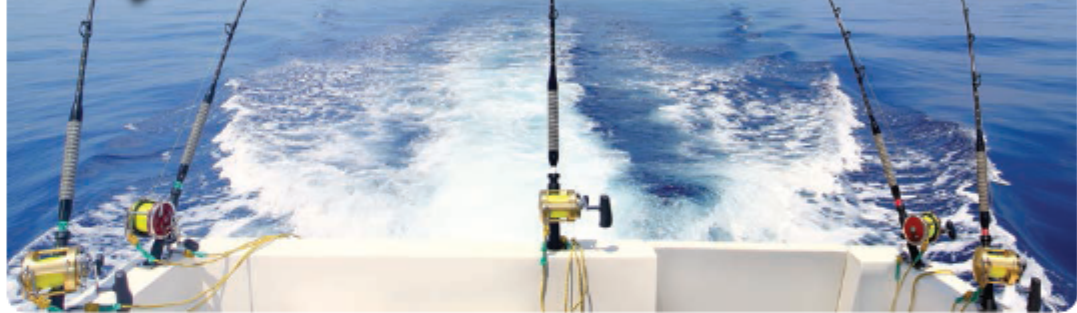


Is Anyone Looking For The Guys Who Fell Overboard?



How To Deal With 066 In An Emergency

If you need help, especially emergency help, call 066, Baja's version of 911. Lines operate 24 hours a day, all year long. When you call, the operator will ask for basic personal information and the nature of your call. If the situation is an emergency, within a minute, even while taking your information, the team will get the wheels in motion to send help. Operators direct your call to the appropriate emergency vehicle or department. We are told unit response time averages between 15 and 20 minutes. 066 has a good database program, however there is no GPS locator system, which means they can identify the number and the area of the caller, but not the specific location. Calls are recorded, as is the phone number from which the call was made. You are not required to give your name, and you will not be pressed to do so, as in the United States. However if you really do not wish to have your name or phone number recorded, dial 089 instead, the anonymous line.

There are two call command centers in the Los Cabos municipality: one called C2 (a city run, state supervised monitor and control center in San Jose) and C4 (a state run control, command, computer and communication center in Cabo). The Cabo office

CONTINUED ON PAGE 5

Ambulance Services Controversial

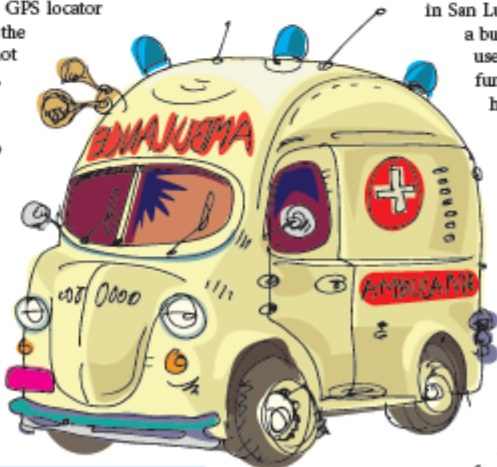
The services of an ambulance are free when you call 066, but recently there have been reports of some possible abuses in the ambulance and funeral service business in San Lucas. And yes those services are a business to the local hospitals that use their transportation services to funnel the injured and sick to their hospital. If you are picked up by a private ambulance service you are probably a foreigner or a Mexican wearing a Rolex. The only free ride you're going to get if you are sick, injured, or dead is from the Red Cross and the fire department.

The standard operating procedure for 066 operators is to send the lone Red Cross or the lone firefighters' ambulance. According to Salcido, the director of C4, the Emergency Call Center in San Lucas, the Red Cross has a few more ambulances, but do not

have any money to pay the emergency technicians or to buy gas. The Red Cross receives very little government funding and relies on donations to survive, and they are notoriously corrupt. Their ambulances are stripped models without even a defibrillator or the Jaws of Life which private ambulances have.

If the Red Cross and firefighter's ambulance is unavailable, 066 operators are instructed to send an ambulance from the nearest private hospital.

According to Salcido, any life-saving procedure needed between the point of patient pick up and drop off to the hospital, should be free



PRE-SORT STD
U.S. POSTAGE
PAID
PERMIT #236
92056

HOW TO DEAL WITH 066...

continued from page 1

monitors the San Jose office. In San Jose, operators are police officers who are just starting their tourist police training which includes some basic English, but as of now, their services are only in Spanish. Fortunately, 066 dials you into both call centers and Cabo does have English speakers on staff. They promise, but don't

aggressive individuals (15 calls per day totaling 455), domestic violence (about nine calls per day totaling 228), and preventative help, meaning non-emergency incidents such as stuck car, dead battery, and, "Where is the District Attorney's office?" (about 11 calls per day totaling 331).

The C2 in San Jose is run by municipal police officers and supervised by Aremy Garcia, a systems analyst originally from Boca de la Sierra, a nearby ranch



The command center where your frantic calls to 066 are answered

count on it.

C2 and C4 keep records of each call and create daily, monthly and annual statistics reports. For example, the top problems in Cabo during October were: ag-

community. In October, C2 received 3,964 direct calls and 360 calls referred from the C4 office. Of these, only 666 were real calls. 2,666 were jokes or insults, 523 were help needed be-

tween institutions like police, fire, ambulance and 361 were citizen information calls. That is 63 per cent joke calls and only 19 per cent real calls. Similar to Cabo, the top real calls in San Jose were: aggressive people (89 calls), and family violence (62). The other calls were about robbery, traffic accidents, fights, and fires. Four

calls were received complaining about extortion, and one for kidnapping (that turned out to be within a family).

In Cabo, the eight person per shift team that answers the phones are not police officers. C4 operators get a short course in

emergency telephone operating procedures, and anyone working in the control centers hired after 2011 is subject to intense confidentiality and trust exams prior to hiring. They are drug-tested, and are given a lie detector

CONTINUED ON PAGE 12

Making Dreams Come True

To all our friends in Cabo San Lucas, you now have a new choice when it comes time to purchase your new appliances. JR International Group located in the new Plaza Las Velas right behind the Mega is your GE Authorized Direct Distributor with the best prices in the Baja. Shop the competition and then stop by our showroom and let us prove it when it comes to the best prices, warranties, in home delivery not curbside delivery, and service. We promise that our prices not only beat any advertised price in the US, we beat any price in Mexico! Visit our website at www.jrshowroom.com for our full line of home products to help make your dreams come true!



JR International Group is your authorized distributor for GE appliances, ceiling fans, high end plumbing products and door hardware.

GE Monogram • GE Café • GE Profile • Casa Blanca • Fanimation • Minka Air • Kohler • Altmans • Moen • California Faucets • Emtek • Rocky Mountain • Baldwin



Café



mabe



Profile

io mabe



JR International Group LLC

Paseo Los Cabos 150 Loc 8, Plaza Las Velas, Col. Campo De Golf, San Jose del Cabo, B.C.S.

(624) 142-3521 Mexico | (619) 344-0544 USA | www.jrshowroom.com

HOW TO DEAL WITH 066...

continued from page 5

test. They work 12 hour shifts, and get two consecutive days off. They are paid approximately \$460 per month. Their supervisor, and C4 director, Margarita Salcido, is paid about \$1,150 per month. She says she does the job more as an act of love than for the pay; she loves helping people and saving lives. Salcido is a lawyer from Mexicali, and currently is studying to become a teacher. She is also one of the founders of Greencats, a citizen's action group in Cabo.

During the month of October, C4 received 28,720 calls, but only 3,664 were real emergencies. 11,190 were informational in nature. Last month 9,318 callers hung up, and 4,549 were jokesters. To date, 57 per cent of the years' calls were jokes.