

CIUDAD **INNOVADORA**  
Y DE **DERECHOS**

GOBIERNO CON  
**ACENTO SOCIAL**



# Tourist Police

Analysis of the  
Mexico City Model

June 2024



GOBIERNO DE LA  
CIUDAD DE MÉXICO



SECRETARÍA  
DE SEGURIDAD CIUDADANA



DIRECCIÓN EJECUTIVA  
DE LA POLICÍA TURÍSTICA

**LABCO**  
INNOVACIÓN EN POLÍTICAS PÚBLICAS

## Tourism and security context

**Mexico is the sixth most important tourist destination** in the world, and **Mexico City (CDMX** for *Ciudad de México* in Spanish) is one of the most visited destinations in the country. The constant flow of national and international tourists contributed to **9% of the local GDP** in 2023 and generated **employment in multiple sectors**.

Despite the positive impact of tourism, insecurity remains one of the main challenges facing the country, affecting tourism and the international image of Mexico. To address this challenge and ensure the safety of tourists and service providers, **Mexico City's authorities created the Tourist Police**.

## Characteristics of the Tourist Police

The Tourist Police is a specialized unit of the Secretariat of Citizen Security (SSC for *Secretaría de Seguridad Ciudadana* in Spanish) of CDMX, **with a force of 150 officers** as of June 2024. They are mainly distinguished by their blue shirt and khaki pants uniform, designed to facilitate clear identification and promote positive interactions with visitors.

**The Tourist Police is deployed at 20 strategic locations throughout Mexico City**, including iconic tourist sites such as the Zocalo, Bellas Artes, and the Angel of Independence, among others.

Additionally, **a Tourist Assistance Center provides comprehensive support to tourists** 24 hours a day, 365 days a year.



## Recruitment and initial training

### Admission requirements

- Meet all the requirements of the Police University of Mexico City (UPCDMX for *Universidad de la Policía de la CDMX* in Spanish) to serve as a Proximity Police Officer.
- Complete initial training as a Proximity Police Officer at the UPCDMX.
- Have an academic background or work experience in tourism.
- Be able to communicate in English or another language.

### Complementary initial training

- The Tourist Police leadership delivers a 12-hour **specialized course in tourist security** to new recruits.
- The course has a **theoretical-practical approach** and covers the following topics.

### Theoretical framework

- Tourism regulation.
- Social proximity and citizen security.
- Police conduct in tourist security.
- Tourism in CDMX.
- Communication skills in English for tourism

### Practical framework

- Tourist Police.
- First aid.
- Operation of the Tourist Assistance Center.
- Specialized Public Prosecutor's Office for Tourist Assistance.
- Daily security checks and support at embassies, museums, hotels, and restaurants.
- Guided tours on tourist geography and local services.
- Operational strategies implemented by the Tourist Police.

## Continuous training

- Tourist police officers regularly **participate in training sessions offered by public institutions** such as the National Institute of Anthropology and History (INAH for *Instituto Nacional de Antropología e Historia* in Spanish) **or provided by tourism service providers**.
- These activities include guided tours, during which **tourist police officers learn about the history of Mexico City, architecture, and culture**.
- **Language courses**, offered by embassies and consulates
- **Some members of the Tourist Police have participated in international diplomas and forums** in Argentina, Brazil, Colombia, Ecuador, the United States, and the Dominican Republic, where they have had the opportunity to deepen their understanding of tourism security.

## Coordination with institutions and stakeholders of the tourism sector

The Tourist Police **collaborates with various entities** to ensure the safety of tourists and tourism service providers:

- In coordination with immigration authorities, it assists tourists who need to return to their home countries.

- Alongside the SSC's Preventive and Investigative Police, it implements actions to address crimes such as card cloning and thefts at currency exchange offices, among others.
- **It attends security meetings** in the areas of the city with tourist sites to coordinate actions and share information on tourist security.
- Each week, it holds **high-level strategic meetings** with restaurants, hotels, and other tourism service sector representatives to **address challenges and improve the tourist experience** in Mexico City.

## Key operational strategies

**Eagle Code:** Tourist Police officers visit embassies, museums, hotels, and restaurants daily to check on their security and offer support.

**Museum Operation:** Surveillance is implemented in museums during high-traffic periods, with strategic points and direct communication with emergency services.

**Safe Passenger:** The Tourist Police interact with tourists on services like Capital Bus, providing security recommendations and sharing contact information.

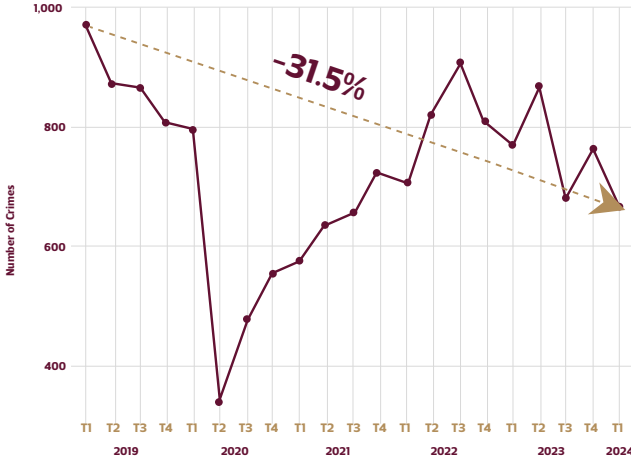
**Safe Spaces for Tourists:** Inspection patrols and police presence are carried out in strategic locations to prevent incidents and ensure safety.



Participation of the Tourist Police in meetings with the private sector

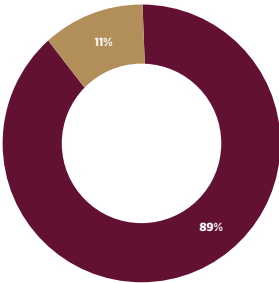
# Highlighted Results<sup>1</sup>

## Crimes affecting tourists in areas with Tourist Police presence



From 2019 (the year the Tourist Police was established) to March 2024, there has been a **31.5% reduction in the crimes that most affect tourists** in areas with Tourist Police presence.

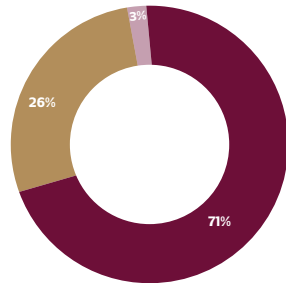
### Perception of Tourist Police's performance



89% Effective, 11% Somewhat effective, 0% Not very effective, 0% Not effective

**89% of tourists** consider the performance of the Tourist Police<sup>2</sup> to be effective.

### Satisfaction with Actions Taken by the Tourist Police



71% Very satisfied, 26% Satisfied, 3% Dissatisfied

**71% of tourism service providers** express satisfaction with the Tourist Police.

<sup>1</sup>The analysis of crime incidence included the sum of criminal files for crimes that most affect tourists, including theft, sexual offenses, deprivation of liberty, extortion, fraud, and attempted crimes. Their occurrence in areas with Tourist Police presence was analyzed using data from January 1, 2019, to March 31, 2024.

<sup>2</sup>The perception and satisfaction results were obtained through questionnaires to 46 tourists and 42 service providers attended by the Tourist Police. For more information, please refer to the full report available at [www.lab-co.org/publications](http://www.lab-co.org/publications)