



CHARTER SERVICES



Beach Rapadoira

INFORMATION POINT:

The Tourist Information Office of the Town of Foz is on the Avda. da Ribeira s/n Cinema building opposite the Casa del Mar. The phone is 982.132.426. In addition, the City has additional information about the hiking trail of "Beaches".

LOCAL POLICE:

The beach will Rapadoira police presence protocol as defined by the controls of the local police, in schedule from 12 to 20 hours from 15 June to 15 September. In other seasons (holidays or special events), minimum services are maintained.

BINS, CONTAINERS AND GARBAGE COLLECTION:

There is a daily cleaning service Beach Rapadoira, whereby the surface of the beaches and their infrastructure and access cleaned. In addition, there are localized bins and containers for selective waste collection at the main entrances, which are emptied daily.

ANALYSIS OF WATER QUALITY:

On the beach Rapadoira there is a service water analysis conducted by the Xunta de Galicia, conducted every 15 days, by which it intends to carry out monitoring of bathing waters of this beach, achieving a guarantee quality. The results of these updated analyzes are available in the information panels located on the main access to the beaches from 01 July to 31 August.

SUGGESTIONS AND COMPLAINTS SYSTEM:

Complaint forms and suggestions available to users of the beach Rapadoira at points of information and rescue modules beaches. Also on the website of the City of Foz and the Tourist Information Point there is a suggestion box for any ideas you want to contribute. Furthermore, within the quality system belonging to these beaches, there are records for incidents and identified non-conformities daily on the beaches.

COMPROMISOS ADQUIRIDOS POR EL AYUNTAMIENTO DE FOZ

El Ayuntamiento de Foz adquirió compromisos tanto de calidad como de gestión ambiental que se reflejan en las políticas de gestión de playas y ambientales aprobadas por la junta de gobierno local y que están expuestas al público.

COMMITMENTS BY THE CITY OF FOZ

The City of Foz made commitments both quality and environmental management are reflected in policies beach management and environmental approved by the local governing board and are exposed to the public.

ACCESSIBILITY

The Rapadoira Beach has accessibility measures necessary for the enjoyment of the beach for the disabled: no barriers in the adjoining urban areas, curbs on sale, parking (4), toilets (1) and showers 12) adapted arrangement of two ramps to the beach, one with direct access to the sand and existence of an amphibious chair to facilitate movement through the sand and swim in the sea. In addition, the beach also has first aid trained staff for the assistance of these people.

SIGNIFICANT INDICATORS

1. Number of warnings, first aid, transportation to health centers and redemptions. **Value reached in 2016: 5 (3 transfers to clinic and 2 transfers to Hospital da Costa).**
2. Number of complaints about the maintenance and cleaning of facilities and equipment. **Value achieved in 2016: 2 (indicator <5).**
3. Number of complaints about surveillance services. **Value achieved in 2016: 0.**
4. Number of complaints on the information available (point of information, panels ...). **Value achieved in 2016: 0**
5. Qualification obtained in carrying out the survey to users. **Value achieved in 2016: 2.8 (range 1-5)**
6. Number of surveys. **Value achieved in 2016: 32**
7. Time repair equipment. Value achieved in 2016: **less than 24 hours.**
8. Actions taken to improve infrastructure in the beach. **Value achieved in 2016: 1 (creation bicycle lane).**
9. Number documents for the dissemination of quality system implemented at the beach placed on the website. **Value in 2016: reached 5** (published on the website quality policy and environment, the Service Charter beach, environmental Declaration, Agenda Recommendations and fiestas). Broadcast frequency of the radio spots. Value achieved in 2015: **daily frequency from 15 June to 15 September**
10. Selective waste collection at the beach. **Value achieved in 2016: 9 types of waste (cardboard, glass, plastics, organic, batteries, CDs, bulbs, toner and used oil)**
11. Volume water consumed. **Value achieved in 2016: The value was 2,822 m3.** The decrease in water consumption compared to the previous year is significant due to a more efficient consumption by users.
12. Number of jellyfish stings. **The value reached 2016: 68.**
13. **OBJECTIVES ACHIEVED IN 2016:**
 - Maintain awareness of beach users regarding the environment, safety and healthy habits.
 - Reducing fuel consumption on the beach at 5%.
14. **OBJECTIVES ACHIEVED IN 2017:**
 - Continue with Joining the initiative "Praia sen smoke" under the program Promotion of life without snuff of the Directorate General of Public Health of Galicia, with the aim of promoting healthy habits and integrate the Free Galician Network beaches snuff .
 - Carry out an awareness campaign to educate the users of beach cleaning and to make a selective collection of waste.