



CHARTER SERVICES



Rapadoira Beach

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". through senderosazules.org.

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 1 July to 31 August. 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.

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 2017: 6 (2 rescues, 3 transfers to Hospital da Costa and 1 transfer to Health Center)**
2. Number of complaints about the maintenance and cleaning of facilities and equipment. **Value achieved in 2017: 2 (indicator <5).**
3. Number of complaints about surveillance services. **Value achieved in 2017: 0.**
4. Number of complaints on the information available (point of information, panels ...). **Value achieved in 2017: 0**
5. Qualification obtained in carrying out the survey to users. **Value achieved in 2017: 3.3 (range 1-5)**
6. Number of surveys. **Value achieved in 2017: 31**
7. Time repair equipment. Value achieved in 2016: **less than 24 hours.**
8. Actions taken to improve infrastructure in the beach. **Value achieved in 2017: 1 (ramp creation from the walk).**
9. Number documents for the dissemination of quality system implemented at the beach placed on the website. **Value in 2017: 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 2017: **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 2017: The value was 3,204 m3.** The increase in water consumption to the previous year is significant due to the existence of leaks or repairs in the network during the summer period, since consumption was lower in the beach season.
12. Number of jellyfish stings. **The value reached 2017: 68.**
13. **OBJECTIVES ACHIEVED IN 2017:**
Continue with the adherence to the "Smokeless Beach" initiative within the framework of the Program for the Promotion of Life without Tobacco of the General Directorate Of Public Health Of Galicia, with the aim of promoting healthy habits and integrating in to the Free Galician Network beaches snuff.
14. **OBJECTIVES ACHIEVED IN 2018:**
Create a meeting point on the beach for emergencies
Carry out an awareness campaign to make users aware of the cleanliness of the beach and to make a selective collection.
Expand the information provided to beach users.