LETTER OF SERVICES

A Rapadoira beach

INFORMATION POINT

The Tourist Information Office of the Foz town hall is at the address. Avda. da Ribeira s/n CENIMA building located in front of Casa del Mar. The telephone number is 982 132 426.
In addition, the town hall has additional information about the "Paseo de las Playas" hiking route or at senderosazules.org.

LOCAL POLICE

A rapadoira Beach will have a police presence according to the protocol defined by the Local Police commanders, from 1:00 p.m. to 8:00 p.m. from July 1 to August 31.
In other seasons (holidays or special events), the minimum services will be maintained.

PAPER BINS, CONTAINERS AND SELECTIVE COLLECTION

There is a daily cleaning service on the A Rapadoira beach, through which the surface of the beaches and their infrastructures and accesses are cleaned. In addition, there are waste bins and containers for selective collection arranged at the main entrances, which are emptied daily.

WATER QUALITY ANALYSIS

On the A rapadoira beach there is a water analysis service carried out through the Xunta de Galicia, carried out every 15 days, through which it is intended to carry out a monitoring of the bathing waters of this beach, thus achieving a guarantee quality. The results of these updated analyzes can be consulted on the information panels located at the main accesses to the beaches from July 1 to August 31.

COMPLAINTS AND SUGGESTIONS SYSTEM

There are complaint and suggestion sheets available to users of A Rapadoira Beach at the information points and rescue posts on the beaches. Also on the website of the Foz town hall and at the Tourist Information Point there is a suggestion box for any idea that you want to contribute.
In addition, within the quality system belonging to these beaches, there are records for incidents and non-conformities detected daily on the beaches.

COMMITMENTS ACQUIRED BY THE CITY COUNCIL OF FOZ

The Foz city council acquired commitments to both quality and environmental management that are reflected in the beach and environmental management policy approved by the local government board and that are exposed to the public.

ACCESSIBILITY

A Rapadoira Beach has the necessary accessibility measures for the enjoyment of the beach by people with reduced mobility: absence of barriers in the surrounding urban environment, lowered curbs, parking spaces (4), a toilet and an adapted shower.
provision of two access ramps to the beach, one of them with direct access to the sand and existence of an amphibious chair and several sets of crutches to facilitate movement on the sand and bathing in the sea. In addition, the beach also has lifeguard personnel duly trained to assist these people.

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SIGNIFICANT INDICATORS

1. Number of calls, first aid, transfers to health centers and rescues carried out. Value reached in 2021: **115** (2 transfers to Hospital de la Costa).
2. Number of complaints about maintenance and cleaning services for facilities and equipment. Value reached in 2021: **0** (indicator <5).
3. Number of complaints about surveillance services. Value reached in 2021: **0**
4. Number of complaints about the information available (information point, panels...). Value reached in 2021: **0**
5. Average satisfaction of beach users (score obtained from the user survey). Value reached in 2021: **2.79 (out of 4).**
6. Number of surveys carried out. Value reached in 2021: **31**
7. Equipment repair time. Value reached in 2021: **less than 24 hours**
8. Actions carried out to improve beach infrastructures. Value reached in 2021: **1.**
9. Number of documents for the dissemination of the quality system implemented on the beach posted on the website. Value reached in 2021: **4** (the quality and environment policy, the Beach Services Charter, Recommendations and party communications were published on the website).
10. Selective collection of waste on the beach. Value reached in 2021: **9 types of waste** (cardboard, glass, plastic, organic, batteries, CDs, light bulbs, toner and used oil)
11. Number of bites of ariegos. The value reached in 2021: **37 bites.**

OBJECTIVES FOR THE YEAR 2022

- Placement of selective collection containers at accesses to the beach.
- Placement of chairs for security personnel in A Rapadoira.

OBJECTIVES ACHIEVED IN 2021

- Improvements to the wooden walkway and placement of Flexiparela.