

LETTER OF SERVICES 2023. Sable Beach



ARNÜERO'S TOWNHALL

WHAT DO WE COMMIT TO IN OUR SERVICE? HOW WE MEASURE IT?

SERVICE	COMMITMENT	MEASURE
INFORMATION AND CUSTOMER SERVICES	Make available to all users of the Arnüero Beaches, all the information related to the use and enjoyment of them, permanently updated.	Informative panels reviewed daily by townhall's personnel ≥ 1
	Implement a continuous care and surveillance service on the beaches, through the presence of suitably trained municipal personnel.	Nº lifeguards/beach ≥ 1
	Collection of complaints and suggestions by municipal staff and lifeguards, responding in writing within a maximum period of 1 week	% response time below 7 days for all feedback submitted in writing =100%
LIFEGUARD	Guarantee the presence of lifeguards, for 8 uninterrupted hours, ensuring attention within a maximum period of 4 minutes to any incident that occurs in the beach and / or bathroom area.	% response time to any incident occurred in the beach below 4 minutes =100%
MAINTENANCE	Guarantee the application of effective preventive and corrective maintenance programs at our facilities, ensuring the absence of complaints from users.	Nº of complaints for non-working infrastructure ≤ 10
CLEANING AND WASTE COLLECTION	We are committed to keeping the sandbanks in the best cleaning conditions, carrying out at least 2 daily cleanings during the bathing season.	Nº of manual and/or mechanic cleanings per day ≥ 2

¿WHAT ARE THE INDICATORS OF OUR SERVICES?

HYGIENIC – SANITARY INDICATORS	BEACH	2022
Nº deaths / red flag days	EL SABLE	0
	LA ARENA	0
Quality of the water (nº of bad quality days per season)	EL SABLE	0
	LA ARENA	0
Cases of fungi	EL SABLE	0
	LA ARENA	0
Salvareo related incidents/days with salvareo presence	EL SABLE	1.10
	LA ARENA	2.13
Jellyfish related incidents/days with jellyfish presence	EL SABLE	0
	LA ARENA	0
Nº of incidents related to animal excrements per season	EL SABLE	0
	LA ARENA	0
Nº of incidents due to lack of maintenance per season	EL SABLE	0
	LA ARENA	0
N.º of cuts / beach day	EL SABLE	1.36
	LA ARENA	0.91

ENVIRONMENTAL INDICATORS	BEACH	2022
Water consumption (m3 / nº users)	EL SABLE	0.012
	LA ARENA	0.012
Electrical power consumption (kWh/ beach day)	EL SABLE	0.61
	LA ARENA	1.03
Trash generated (Kg / nº users)	EL SABLE	0.02
	LA ARENA	0.03
Trash rightly classified for recycling (% of total)	EL SABLE	54 %
	LA ARENA	49 %
Noise (nº complaints / beach day)	EL SABLE	1
	LA ARENA	0
Quality of the water (nº of bad-quality water)	EL SABLE	0
	LA ARENA	0
Quality of the sand (nº of claims related to lack of quality in the sand)	EL SABLE	0
	LA ARENA	0
Negative impact in the biodiversity (% of the beach affected by infrastructure)	EL SABLE	<15 %
	LA ARENA	<15%
Diesel consumption Cleaning + S.O.S (Lts/día playa)	EL SABLE	6.98
	LA ARENA	5.97

QUALITY INDICATORS	BEACH	2022
Nº of claims/complaints	EL SABLE	2
	LA ARENA	5
Nº of non-compliance issues with the management system	EL SABLE	1
	LA ARENA	2
Nº of corrective measures implemented	EL SABLE	14
	LA ARENA	13
Index of users´ satisfaction level per season	EL SABLE	90 %
	LA ARENA	91 %
Index of accessibility satisfaction	EL SABLE	93 %
	LA ARENA	98 %
Index of users information satisfaction	EL SABLE	90 %
	LA ARENA	90 %
Percentage of improvements objectives accomplished	EL SABLE	100 %
	LA ARENA	100 %

RESULT OF THE PROPOUSED OBJECTIVES IN 2022

OBJETIVE	BEACH	DEGREE OF COMPLIANCE
Optimize the infrastructure associated with beach safety (watch tower, loudspeaker, walkways, pulse oximeters...)	EL SABLE	100 %
	LA ARENA	100 %
Increase waste segregation by more than 20%	EL SABLE	100 %
	LA ARENA	100 %
Reduce energy consumption in toilets by at least 10%	EL SABLE	100 %
	LA ARENA	100 %
Expand and strengthen the services offered for users with reduced mobility	EL SABLE	100 %
	LA ARENA	100 %
Increase the presence of users with disabilities by at least 15%	EL SABLE	100 %
	LA ARENA	100 %

¿ WATH ARE OUR OBJETIVES FOR CONTINUE IMPROVING OUR SERVICES IN 2023?

- ✚ Expand the infrastructures of both beaches to improve the service provided to users: rigid and flexible walkways, showers, foot-washes...
- ✚ Facilitate entrance and exit to the beach of La Arena by enabling a third access, equipped with walkways, shower, foot-washes, island for selective waste collection...
- ✚ Increase control of caravanning and campers by limiting the time of stay and location
- ✚ Reduce by at least 10% the consumption/discharge of water from showers, toilets and foot-washes
- ✚ Increase waste segregation by at least 10%
- ✚ Improve the stay of people with reduced mobility by a flexible shower to the footbaths
- ✚ Expand the pedestrian path on La Arena beach to facilitate passage to access 2 as well as the restaurant area

CITIZEN PARTICIPATION

Quality is everyone's business

Complaints and suggestions.

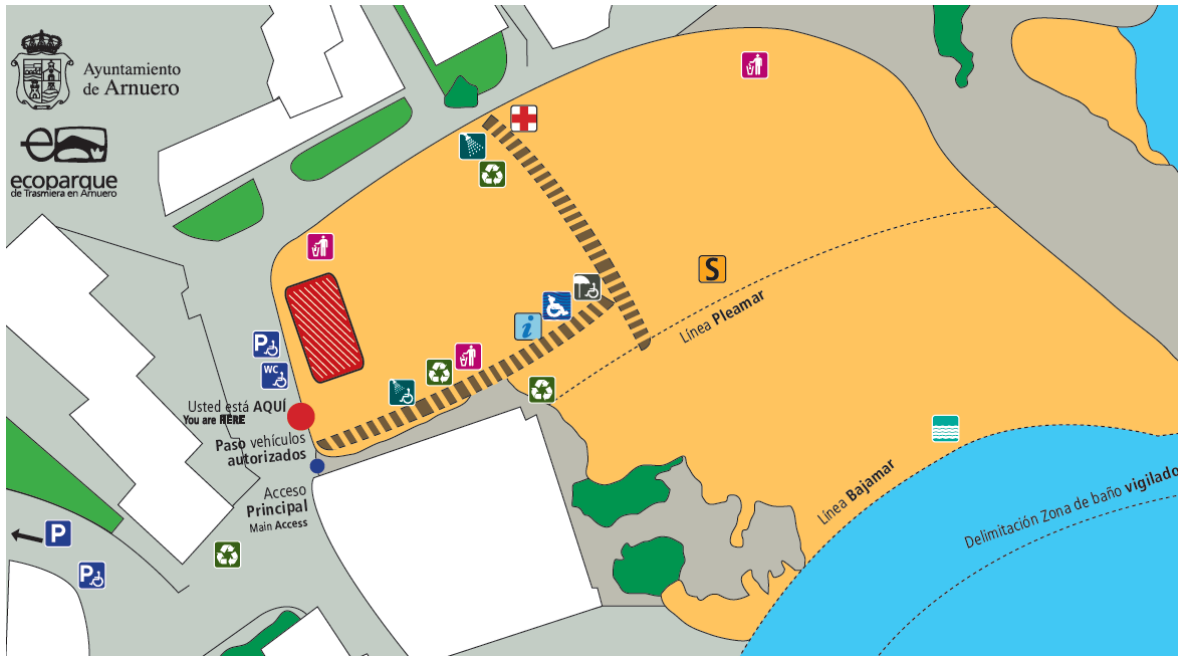
All beach users have recognized their right to make suggestions and complaints about the operation of the services provided on the beaches through the following channels:

- E-mail: playas@ayuntamientoarnuero.org
- Municipal centers: City Hall, tourist information points and Trasmiera Ecopark Centers.
- App “**Línea Verde Arnuero**”

Surveys.

Every year surveys are carried out on the degree of satisfaction of beach users that allows us to detect opportunities for improvement.

**YOUR COLLABORATION IS IMPORTANT!
HAVING THE BEST BEACHES IS A SHARED EFFORT!**



Servicios Playas

El Sable | La Arena

 PUNTO DE MUESTREO PARA ANÁLISIS DEL AGUA	 PUNTO ATENCIÓN CIUDADANA	 LIMPIEZA DE ARENAS RECOGIDA DE BASURAS
 PUNTO DE INFORMACIÓN	 INFORMACIÓN EDUCACIÓN AMBIENTAL	 RECOGIDA DE RESIDUOS FLOTANTES
 DUCHAS / DUCHAS ACCESIBLES	 PUESTO CENTRAL SALVAMENTO	 RESPETO FLORA Y FAUNA
 APARCAMIENTO Plazas Discapacitados	 PUESTO VIGILANCIA SOCORRISTAS	 PAPELERAS Y CONTENEDORES
 ÁREA ACCESIBLE	 SERVICIO DE VIGILANCIA	 RECOGIDA SELECTIVA DE RESIDUOS
 APARCAMIENTO	 SEÑALIZACIÓN Y RESPETO LEGISLACIÓN LITORAL	 CIERRE DE LA PLAYA EN SUPUESTOS DE RIESGO POTENCIAL

→ Normas de uso

 NO ANIMALES DOMÉSTICOS	 NO ARROJAR BASURAS	 NO INTRODUCIR ENVASES	 NO ACAMPADA	 NO EQUITACIÓN	 NO RUIDO NI PERTURBACIÓN TRANQUILIDAD	 NO CIRCULACIÓN VEHÍCULOS	 NO DETERGENTES
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→ Teléfonos de interés

<p>Promueve:</p>  Ayuntamiento de Arnuero	<p>Colabora:</p>  CIE ISLA
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<ul style="list-style-type: none"> ■ Ayuntamiento 942 677 041 ■ Información Turística 942 637 915 ■ C.I.T. 942 679 720 ■ Policía Local 942 677 090 ■ Protección Civil 112 ■ Centro Salud Meruelo 942 637 039 ■ Hospital de Iaredo 942 688 500
