

LETTER OF SERVICES 2023. La Arena Beach



ARNUERO'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 Arnuero 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 | | RESPECTO 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 |
|--|------------------------|--|--------------------|--|-----------------------|--|-------------|--|---------------|--|---------------------------------------|--|--------------------------|--|----------------|

-> Teléfonos de interés

| | | |
|---|----------------------------------|---|
| <p>Promueve:</p> <p>Ayuntamiento de Arnuero</p> | <p>Colabora:</p> <p>CAT ISLA</p> | <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 Laredo 942 688 500 |
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