

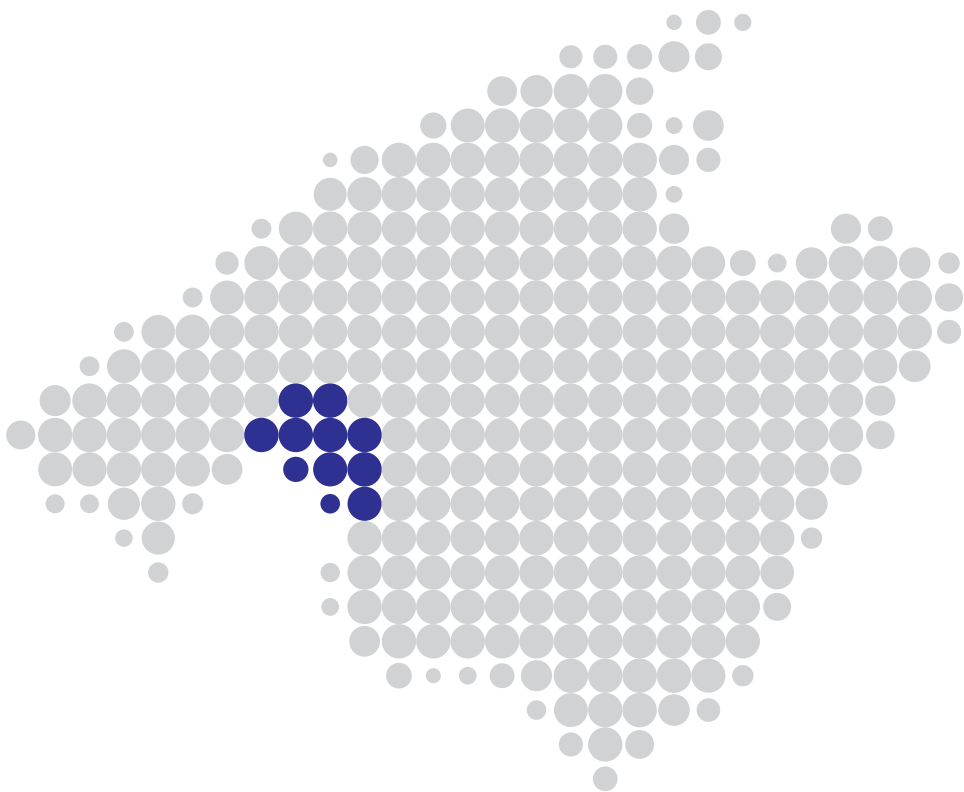


PALMA

Mediterranean Meeting Point

Other services





PALMA

Mediterranean Meeting Point

Other services

F. Other services in the city	84
27. PALMA CITY COUNCIL AND MUNICIPAL ORGANISATION	86
28. ENVIRONMENT.....	86
Water, cleaning and waste	
Energy	
Green spaces	
Environmental quality	
29. HEALTH	88
30. EDUCATION	89



Palma City Hall.

27. PALMA CITY COUNCIL AND MUNICIPAL ORGANISATION

The façade of Palma's City Hall, located in the historic centre of the city, was declared a historical-artistic monument on 3rd June 1931.

The municipal organisation manages the city in a participative fashion, satisfying the needs and expectations of citizens, residents and visitors, through continuous improvement and by offering quality services. Palma's municipal organisational structure is comprised of the City Hall, Ceremonial and Citizen Activation department; Commerce and Consumer Affairs; Culture, Education and Sports; Treasury; Mobility and Local Police; Health and Environment; General Services and Town Planning.

Until December of 2009 Palma's City Council has been acknowledged with the following distinctions of quality: ISO 9001 quality certification and UNE 93200 certification of charters for commitments regarding: assistance for victims of domestic violence, local police, telephone attention service -010, municipal claim services -DMS and attention for victims of gender equality violence service. (www.palmademallorca.es)

+ INFO: www.palmademallorca.es



28. ENVIRONMENT

WATER, CLEANING AND WASTE

The municipal company in charge of management of everything related to the municipality's integral water cycle (collection, purification and supply of drinking water, and maintenance of the drain systems, drainage and sewage treatment), and also of management of rubbish collection and street cleaning in Palma, is EMAYA - Empresa Municipal d'Aigües i Clavegueram S.A. The realisation of these tasks is possible thanks to the company's workforce of over 700 employees and a large fleet of vehicles. (www.emaya.es)

CLEANING

The municipal cleaning department works every day, 365 days a year, to keep the city in optimum environmental conditions. Street cleaning is carried out by means of manual sweeping, mechanical sweeping (small, medium-sized and heavy-duty street

sweeping machines) and the mixed method. Street furniture are also cleaned by means of sluicing with water, tanker lorries, vehicles with pressure equipment, mini-tankers, etc. Other than these services, which are the most representative, special cleaning is carried out over festive periods and for municipal events. There are different brigades to keep the city clean: herbicides, waste paper bin maintenance, “sanecanes” – waste bins that dispense bags for picking up excrements -, cleaning of bathing areas, etc.

WASTE COLLECTION

EMAYA has a network of recycling containers distributed all over the city so that citizens can recycle and help to preserve the environment. In Carrer Gremi Sucrers i Candelers, at the end of Via Asima (Polígono Son Castelló industrial estate), there is a Pilot Recycling Centre (Centro Piloto de Recogida Selectiva).

Pilot Recycling Centre

The aim of the centre is to make it easier for citizens to rid themselves of certain belongings in an orderly, clean fashion. The following materials and items can be left in this centre: paper, cardboard, oil, non-metallic objects, metallic objects, batteries, clothes, glass, bottles, flat glass and button cells.

Pneumatic waste collection

With the aim of offering a more streamlined and convenient waste collection service for citizens and shopkeepers in certain areas and in the more singular districts of the city, the Pneumatic Waste Collection system has been introduced. This system transports the waste from the pillar boxes installed on the public road to a Collection Centre, by means of a network of underground tubes. Once in the centre they are placed in large containers for subsequent transportation to the Treatment Centre. Pneumatic Waste Collection functions successfully in the centre of Palma, and as a result around 24,600 citizens benefit from this modern system.



Pneumatic waste collection.

ENERGY

A historic landmark in the energy model of the Balearic Islands was the arrival of natural gas in Mallorca, through the island of Ibiza. Natural gas is one of the cleanest fossil fuels and is highly efficient, making it an ideal energy source for using electrical infrastructures such as combined cycle centres.

GREEN SPACES

The city is endowed with an extensive green surface; numerous urban districts have parks with all kinds of quality elements and infrastructures, perfectly adapted to the surroundings.

Large gardens, squares with fountains, green areas, cycling lanes, children’s playgrounds and rest areas all make up the green scenery of Palma. The most visited green areas are Bellver Castle, the Parc de la Mar, the gardens of S’Hort del Rei, the garden of the Misericordia, the Parc de sa Riera, the Parc de Sa Feixina and the Ses Estacions park.



Hort del Rei.

Currently there are 2.2 million square metres of green areas in the city, including basically Bellver Castle, the Parc de sa Riera, the Parc de la Mar, the Ses Estacions park and the Parc Krekovic. In the future this figure is due to increase to 4.6 million square metres.



Bellver Castle. Photo: Manuela Muñoz.



Ses Estacions Park.

ENVIRONMENTAL QUALITY

The public entity in charge of ensuring the environmental quality of the waters of Palma is the Agencia Balear del Agua y la Calidad Ambiental (Balearic Water and Environmental Quality Agency), which is attached to the Regional Ministry for the Environment

and Mobility, the institutional aims of which are the promotion, construction, running and maintenance of the hydraulic infrastructures for water collection, conduction, purification and distribution, treatment of sewage, and acquisition and improvement of the hydraulic heritage of the Balearic Islands.

The Balearic network of air quality control and surveillance consists of the following stations belonging to the Regional Ministry for the Environment and Mobility, installed in Palma: Parc de Belver station and Carrer Forners station. The data from the most recent air quality study of Palma, published in the year 2008, reveal that the permitted annual contamination limits were not exceeded. Added to this positive information is the fact that, according to the provisional data registered by the Regional Ministry for the Environment's station in the year 2009, the quality of the air in Palma is "good" and, in terms of the whole autonomous community, the quality of the air of the Balearic Islands is "very good", and the region is amongst the best in Spain in this sphere.

The actions included in the current Plan for the Improvement of Air Quality in Palma are grouped into measures for restriction and regulation of traffic, promotion of public transport, management of the fleet of vehicles, etc. Some of the projects or lines of action this plan is designed to develop are: increase in pavements, removal of architectural barriers, installation of routes for pedestrians, connecting the city centre with peripheral areas by means of civic axes, studying the optimization of the urban and interurban bus routes, intensifying the interurban transport service, increasing the number of EMT (municipal transport company) buses... amongst others.

For more information, visit the following websites:

<http://www.caib.es/sacmicrofront/contenido.do?idsite=145&cont=3188&lang=ca&camp=yes> (section on Air Quality of the Environmental Quality Agency)

<http://www.caib.es/sacmicrofront/contenido.do?idsite=145&cont=3184> (air quality data).



Son Dureta Hospital.

29. HEALTH

Palma has excellent health installations, with qualified personnel who are properly prepared to attend to patients in several different languages, thanks to the cosmopolitan nature of the city. The range of services is modern and capable of dealing with all kinds of requirements; not to forget the possibility of receiving health treatment at home.

The different centres and their health services also offer a series of activities divided into several different thematic areas, ranging from research, food safety, mental health and environmental health, pharmacy and drug-dependency to training of health professionals. The hospitals and health centres of Palma guarantee you are in good hands.

If, during your stay in the capital, you should require medical attention, both public and private assistance is available.

The public hospitals that depend on the Health Service of the Balearic Islands (Servicio de Salud de las Islas Baleares - IB Salut) are Son Dureta University Hospital and Son Llätzer Hospital. Those belonging to Gestió Sanitaria de Mallorca (Gesma – Health Sanitation of Mallorca), part of the Balearic Government, are the General Hospital and the Psychiatric Hospital. There is also a total of 18 health centres and 9 basic health units (outpatients' departments), which make up Palma's network of Primary Care Centres.

With regard to the private network, Palma has five centres belonging to the Asociación Sanitaria de las Islas Baleares (ASIB – Health Association of the Balearic Islands) and twelve from the Unión Balear de Entidades Sanitarias (Balearic Union of Health Entities).



University of the Balearic Islands.

30. EDUCATION

Over recent years, the creation of new public and private education centres has extended the range of education on offer in the city, and also the teaching workforce for training children, teenagers and adults. State nursery and / or primary schools, secondary schools, state centres for adult education and the educational website of the Balearic Islands are at the service of all.

The Conservatorio Profesional de Música y Danza de Mallorca, or conservatory of music and dance, the Escuela Oficial de Idiomas, or official language school, the 'Joan Lluís Vives' network of Catalan-speaking university, the University of the Balearic Islands (UIB), the Universidad de Educación a Distancia, or distance-learning university (UNED - Illes Balears), the Universitat Oberta de Catalunya, or open university of Catalonia (UOC), the Espacio Europeo de Educación Superior, or European space for advanced education (EEES) and the Conferencia de Rectores de las Universidades Españolas, or conference of vice-chancellors of Spanish universities (CRUE) complete the wide range of educational centres in the city. And in addition to all this, we should not forget the students' grants, the Argo Programme, the CIVI - Francia MAEC - AECID programme and the stages in the European Commission.

Rooted in the culture, language and identity of the islands, with a deep commitment to serving society, the UIB is a modern university that is open to the world. Over recent years it has become part of solid international university networks, which have attracted a large number of students from other cities and regions. The UIB is an institution with a commitment to quality of teaching, research and cultural action.

At present the university offers a wide range of qualifications covering both humanities and scientific or technical courses. The campus in Palma contains the Escuela de Hostelería, or hotel and catering school, created in 1995, a clear exponent of specialisation in the leading sector of the Balearic economy - tourism.



Education centres in Palma – Year 2009-2010

TYPE OF CENTRES	LEVELS	Semi-private	Foreign	Municipal	Private	State	Total
Semi-private centre (CC)	EI, EP, ESO, BAT, FP	45					45
Semi-private special education centre (CCEE)	EE (Special education)	2					2
Special education centre (CEE)	EE					1	1
Nursery education centre (CEI)	EI	7			17		24
Nursery and primary education centre (CEIP)	EI, EP					47	47
Adult education centre (CEPA)	EA (Adult education)					5	5
Conservatory of music and dance (CMD)	MUSIC AND DANCE			1		1	2
Conservatory of music and dance (CSMD)	MUSIC AND DANCE					1	1
Nursery school (EI)	EI					5	5
Official language school (EOI)	LANGUAGES					1	1
School of dramatic arts (ESADIB)						1	1
School of design (ESCRBC)						1	1
Secondary school (IES)	ESO, BAT, FP					20	20
Nursery school age 0-3 (EI 0-3)	EI						7
Private centre (CPRIV)	EI, EP, ESO, BAT, FP						14
Foreign centre (ESTRANG)			6				6
TOTAL		54	6	8	31	83	182

Source: Conselleria d'Educació i Cultura (Regional Ministry for Education and Culture).

