

## **BCP Beach Check App: FAQs**

*How often is the App updated?*

As a minimum, the congestion status of each of the 24 sections we've divided the beach up into is updated **three times** a day: typically around 9am, 1pm and 5pm. The 9am update presents a prediction for the day ahead.

*Is it free to download?*

Yes it is. There are no in-app purchases required. It can be downloaded from Google Play and Apple App Store.

*Which beaches are covered by the App?*

The App covers the whole of the coastal beaches across Bournemouth, Christchurch and Poole. We've divided them down into 24 sections. It does not cover the inner harbours at Christchurch or Poole.

*I have a sight impairment and cannot distinguish the colour status of the beach.*

We're working on that! In the meantime, when you tap on any section of the beach, the congestion status is written in words.

*Does the App collect my personal details?*

No it does not. The App does not ask for any personal information. It does not track your location. And the feedback function does not require you to supply an email address

*How do you collect data to update the beach congestion levels?*

The App is updated based on a combination of historic weather and footfall data as well as CCTV footage in certain areas. Mainly, though, the Seafront Ranger team update based on visual observation of the beach.

*Why does the App show crowded beaches in the evening and at night?*

The last daily update of the App takes place at 5pm every day. This reflects the crowds at that time. The App is next updated at 9am the following morning.

*What other useful information does the App provide?*

Tap on any section of the beach map within the app and you will be presented with essential information on cycling, dog exercise and BBQ permissions. Information on whether there is a public toilet open nearby is also displayed along with whether the beach is lifeguarded. You can also use the search function to scroll through and go straight to any of our 24 sections of beach.

*Are there any plans to develop the functionality of the App in the future?*

Yes. We have just secured funding to develop the next evolution of the App. This will allow the app to automatically draw off data from footfall sensors, CCTV and weather to provide 'live' updates every hour. We also have ambitions to show car park availability and greater levels of information around amenities across the seafront from toilet opening times to café and restaurant details. These will take a little time to develop, so please bear with us.

*Why aren't the beaches and public areas within Poole and Christchurch harbour included?*

For now, the App is heavily reliant on visual observation for updates. Our team do not patrol the harbour areas and so we cannot at the moment provide reliable congestion information.

*Will the App be extended to cover other beaches in the UK?*

Not at present, but it could be. Contact your Local Authority and tell them about our App. We would be happy to help them.