

**CONTROLLING OFFICER'S REPLY**

**FHB(FE)097**

**(Question Serial No. 2303)**

Head: (49) Food and Environmental Hygiene Department

Subhead (No. & title): (-) Not specified

Programme: (2) Environmental Hygiene and Related Services

Controlling Officer: Director of Food and Environmental Hygiene (Miss Vivian LAU)

Director of Bureau: Secretary for Food and Health

Question:

There are some 700 public toilets in the territory. It is mentioned in the Budget that the Government will allocate over \$600 million to the Food and Environmental Hygiene Department (FEHD) for refurbishing its public toilets by phases, improving ventilation and other facilities, as well as enhancing their cleanliness and hygiene, about 240 public toilets will be involved in the coming 5 years. Under the Programme of the Estimates, it is stated that the FEHD will improve the design and facilities of existing public toilets by phases. Please advise this Committee on:

- (1) the 10 public toilets with the highest usage in the past 3 years;
- (2) the 10 most heavily complained public toilets and the major items of complaints in the past 3 years;
- (3) the number of public toilets in the territory that are installed with automatic sensor taps, with a breakdown of 18 districts in tabular form; and
- (4) the number of public toilets in the territory that are installed with automatic sensor flushing system (e.g. intelligent sensing or foot-operated flushing system), with a breakdown of 18 districts in tabular form.

Asked by: Hon CHENG Wing-shun, Vincent (LegCo internal reference no.: 8)

Reply:

- (1) & (2) The Food and Environmental Hygiene Department (the Department) does not keep a list of the top 10 public toilets with the highest utilisation nor the highest number of complaints. Amongst the 799 public toilets managed by the Department, 207 have a high utilisation rate (a daily average of over 300 visitors). The number of public toilets with a high utilisation rate is set out at Annex.

The Department received 2 626 complaints against public toilet/bathroom services in 2018. There is no breakdown of the statistics by individual toilet.

- (3)&(4) Amongst 799 public toilets managed by the Department, about 720 are provided with automatic sensor taps and about 190 are provided with an automatic sensor flushing system. The Department will as far as possible install automatic sensor taps and flushing facilities in new public toilets or when the public toilets are refurbished. The number of public toilets with automatic sensor taps and an automatic sensor flushing system broken down by district is provided at Annex.

- End -

**Number of Public Toilets with High Utilisation Rate, Automatic Sensor Taps,  
Automatic Sensor Flushing System**

<b>District</b>	<b>Number of public toilets with a high utilisation rate</b>	<b>Number of public toilets with automatic sensor taps</b>	<b>Number of public toilets with an automatic sensor flushing system</b>
Central and Western	30	24	10
Wan Chai	18	15	2
Eastern	9	11	4
Southern	7	21	11
Islands	22	62	18
Yau Tsim Mong	13	20	4
Sham Shui Po	7	10	3
Kowloon City	15	15	0
Wong Tai Sin	3	5	4
Kwun Tong	4	8	6
Kwai Tsing	7	15	13
Tsuen Wan	4	28	8
Tuen Mun	7	46	2
Yuen Long	20	173	24
North	14	126	44
Tai Po	15	65	15
Sha Tin	7	20	12
Sai Kung	5	57	13