

**CONTROLLING OFFICER'S REPLY**

**FHB(FE)075**

**(Question Serial No. 0968)**

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:

It is stated under the programme that the Department will continue to implement the Enhanced Public Toilet Refurbishment Programme to improve the design and facilities of existing public toilets by phases. In this connection, please advise this Committee of:

- (a) the details and effectiveness of the Programme in the past year; and
- (b) the details of the Programme in the coming year. When will the refurbishment of public toilets across the territory be completed? What is/are the plan(s) to enhance the hygiene conditions of public toilets?

Asked by: Hon CHAN Kin-por (LegCo internal reference no.: 5)

Reply:

- (a) It was announced in the 2019-20 Budget that the Government would make an additional allocation of over \$600 million to implement the Enhanced Public Toilet Refurbishment Programme (Enhanced PTRP), under which the Food and Environmental Hygiene Department would roll out the refurbishment or facelifting works for about 240 public toilets under its management by phases in 5 years since 2019-20, so as to improve their installations and the level of hygiene. The Department has been working closely with the Architectural Services Department (ArchSD) to roll out the refurbishment or facelifting projects for 42 public toilets in the first year, with a project estimate of about \$151 million. The facelifting works for 7 public toilets have been completed and the remaining works are underway as planned.
- (b) Refurbishment or facelifting projects for 49 public toilets are being planned to commence in 2020-21 at a project estimate of about \$134 million. The Department will prioritise the remaining public toilets for inclusion in the Enhanced PTRP having regard to their utilisation rates, locations, maintenance conditions and the time lapsed since they were constructed or last refurbished, with special attention to those with high utilisation rates and in ageing conditions. Subject to the progress of the

programme, the Department will consider bidding for additional resources to expedite the refurbishment of the remaining public toilets in due course.

There are 2 types of works under the Enhanced PTRP, namely refurbishment and facelifting. New design and layouts will generally be adopted for the refurbishment of public toilets, with beautified facades and modern facilities, with a view to making them hygienic, clean and safe. The refurbishment works may cover exterior design, installations and equipment, materials, ventilation, odour control, lighting, infra-red sensor-activated taps and flushing facilities, etc. The Department will adjust the scope of the refurbishment of individual toilets having regard to the actual circumstances. The scope of works for facelifting of public toilets does not involve the prevailing layout and mainly includes replacement of aged facilities and installation of new features, repainting of ceiling, replacement of cubicle partitions, wall tiles and floor tiles as well as repainting or replacement of piping, conduits and water pipes, so as to improve the facilities and level of hygiene of public toilets.

On enhancing the hygiene of public toilets, the Department will continue to make good use of technology and step up collaboration with relevant departments (ArchSD and the Electrical and Mechanical Services Department (EMSD)) for enhancing the work and efficiency of public toilet management and maintenance. In November 2019, the revamped electronic Contract Management System was fully implemented to better monitor the management outcome of public toilets. Since March 2020, the Department has applied the newly developed mobile application “minor works order record system” to make repair requests to ArchSD and EMSD, as well as to track the progress and enhance the efficiency of repair works. It is also proactively planning to conduct surveys to collect the views of public toilet users and other stakeholders. The Department will continue to adopt new technology for headcount and review the utilisation rates of public toilets on a regular basis, so as to further enhance the planning, provision and management of public toilets. The Department will also conduct pilot schemes to provide air treatment and other facilities in public toilets so as to abate odour and improve air quality.

On top of routine cleansing services, dedicated deep cleansing teams have been set up in all districts to enhance deep cleansing services for public toilets with very high usage rate on a regular basis. In addition, surprise inspections have been stepped up to monitor the contractors’ performance to ensure that they meet the service standard as stipulated in the contract provisions.

The Department endeavours to enhance the cleanliness of public toilets and continues to strengthen its efforts in public education by reminding the public to be civic-minded when using public toilets and properly use the facilities to avoid causing damage and dirtiness.

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