

CONTROLLING OFFICER'S REPLY

FHB(FE)080

(Question Serial No. 1396)

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:

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 in tabular form;
- (3) the number of public toilets that are installed with automatic sensor taps in the territory, with a breakdown of 18 districts in tabular form; and
- (4) the number of public toilets that are installed with automatic sensor flushing system (e.g. intelligent sensing or foot-operated flushing system) in the territory, with a breakdown of 18 districts in tabular form.

Asked by: Hon CHENG Wing-shun, Vincent (LegCo internal reference no.: 41)

Reply:

- (1) The 10 public toilets with the highest utilisation managed by the Food and Environmental Hygiene Department is set out at **Annex I**.
- (2) From 2017 to 2019, the Department received 2 913, 2 626 and 2 367 complaints against public toilet/bathroom services respectively. The major items of complaints involved service and management. The Department is enhancing the functions of the Complaints Management Information System which include maintenance of statistics of complaints with a breakdown by public toilet, so as to strengthen the analysis of relevant complaints for monitoring service outcome and implementing improvement measures. It is expected that the functions will be fully implemented after trial in the third quarter of 2020.
- (3)&(4) The number of public toilets with automatic sensor taps and automatic sensor flushing system broken down by district is provided at **Annex II**.

List of Top 10 Public Toilets with the Highest Utilisation

Serial Number	Name of public toilet (not in the order of utilisation rate)	District
1.	Southorn Centre Public Toilet	Wan Chai
2.	Hing Fat Street Public Toilet	Wan Chai
3.	Tong Shui Road Public Toilet	Eastern
4.	Apliu Street Public Toilet	Sham Shui Po
5.	Tsim Sha Tsui Ferry Concourse Public Toilet	Yau Tsim
6.	Sai Yee Street Garden Public Toilet	Mong Kok
7.	Tak Wah Park Public Toilet	Tsuen Wan
8.	Kwai Fong Station Bus Terminus Public Toilet	Kwai Tsing
9.	Hong King Street Public Toilet	Yuen Long
10.	Kik Yeung Road Public Toilet	Yuen Long

**Number of Public Toilets with Automatic Sensor Taps and
Automatic Sensor Flushing System**

District	Number of public toilets with automatic sensor taps	Number of public toilets with automatic sensor flushing system
Central & Western	23	11
Wan Chai	16	7
Eastern	11	7
Southern	21	14
Islands	61	21
Yau Tsim Mong	19	8
Sham Shui Po	9	9
Kowloon City	14	7
Wong Tai Sin	4	4
Kwun Tong	10	7
Kwai Tsing	16	9
Tsuen Wan	30	10
Tuen Mun	45	16
Yuen Long	172	44
North	132	49
Tai Po	65	14
Sha Tin	22	16
Sai Kung	57	16

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