

CONTROLLING OFFICER'S REPLY

FHB(FE)127

(Question Serial No. 2324)

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 mentioned in "Matters Requiring Special Attention in 2020–21" in the Estimates that during 2020-21, the Food and Environmental Hygiene Department will follow up proactively the recommendations in the Audit Report released in November 2019 and the Public Accounts Committee report concerned to further enhance the planning, provision and management of public toilets. In this connection,

- (1) please set out the number of public toilets managed by the Department, with a breakdown by region (Hong Kong Island, Kowloon and New Territories).
- (2) how many complaints about unsatisfactory hygiene conditions of public toilets were received in each of the past 3 years? Please provide the information with a breakdown by District Council district. Has the Department planned to introduce new measures to improve the hygiene condition of public toilets? If yes, the details; if no, the reason(s).
- (3) as it is mentioned in the Budget 2019-20 that the Government will allocate over \$600 million to refurbish about 240 public toilets in the coming 5 years, improving ventilation and other facilities, as well as installing automatic sensor taps, what are the progress of work and the breakdown of the expenditure involved?
- (4) what is the Department's performance pledge for toilet cleansing service? In each of the past 3 years, how many contractors were issued warnings and fined for failing to meet the Department's pledge in performance of toilet cleansing service? What are the total number of warnings and total amount of fines involved?

Asked by: Hon LEUNG Mei-fun, Priscilla (LegCo internal reference no.: 8)

Reply:

- (1) The Food and Environmental Hygiene Department manages 799 public toilets, comprising 90 on Hong Kong Island, 61 in Kowloon and 648 in the New Territories and on outlying islands.

- (2) From 2017 to 2019, the Department received 2 913, 2 626 and 2 367 complaints against public toilet/bathroom services respectively. The number of complaints with a breakdown by District Council district is provided at **Annex I**.

After the review on overall progress of the Public Toilet Refurbishment Programme conducted by the Department in 2018, the Enhanced Public Toilet Refurbishment Programme (Enhanced PTRP) was introduced in the same year, which is divided into two types of works, 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 (the Architectural Services Department (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.

- (3) It was announced in the 2019-20 Budget that the Government would make an additional allocation of over \$600 million to implement the Enhanced PTRP, under which the Department will roll out the refurbishment or facelifiting 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 ArchSD to roll out the refurbishment or facelifiting projects for 42 public toilets in the first year, with an estimated expenditure of about \$151 million. The facelifiting works for 7 public toilets have been completed and the remaining works are underway as planned. A list of the 42 public toilets with their works schedules is at **Annex II**.
- (4) The Department's performance pledge for its public toilet is as follows:
 - (1) To effect minor repairs normally within 24 hours of reporting;
 - (2) To upkeep cleanliness of public toilets with high usage rates by providing toilet attendants; and
 - (3) To thoroughly cleanse other public toilets at least twice daily.

Public toilet cleansing service is covered in street cleansing services provided in public places by the Department's street cleansing contractors. The follow-up actions taken by the Department against non-compliance or default by street cleansing contractors in the past 3 years (from 2017 to 2019) are set out at **Annex III**. The Department fully implemented the revamped electronic Contract Management System in November 2019, through which the number of follow-up actions taken against the relevant contractors for failing to meet the performance requirements can be collated to facilitate monitoring of the outcome of management work. According to records, no contractors were issued warnings and fined for failing to meet the Department's pledge in performance of toilet cleansing service between November 2019 and February 2020.

**Number of Complaints About Public Toilet/Bathroom Services
with a Breakdown by District Council District Received from 2017 to 2019**

District	Year (Number of complaints about public toilet/bathroom services received)		
	2017	2018	2019
Central & Western	301	220	230
Wan Chai	98	122	118
Eastern	144	101	95
Southern	123	88	60
Islands	137	131	95
Yau Tsim Mong	306	188	192
Sham Shui Po	149	122	136
Kowloon City	88	91	81
Wong Tai Sin	25	19	16
Kwun Tong	78	83	79
Kwai Tsing	88	61	80
Tsuen Wan	89	118	97
Tuen Mun	123	105	76
Yuen Long	471	432	349
North	166	214	255
Tai Po	193	182	131
Sha Tin	124	118	69
Sai Kung	195	209	162
Others *	15	22	46
Total	2 913	2 626	2 367

* Not specifying the names of the toilets complained

**List of 42 Public Toilets under the Public Toilet Refurbishment Programme in 2019-20
(As at 6 March 2020)**

(A) 20 Refurbishment Projects

Serial no.	Name of public toilet	District	Tentative/actual commencement and completion dates¹
1.	Lok Ku Road Public Toilet	Central & Western	From September 2020 to June 2021
2.	Ladder Street Public Toilet	Central & Western	From September 2020 to June 2021
3.	Rumsey Street Multi Storey Car-park Public Toilet	Central & Western	From September 2020 to April 2021
4.	Sheung Shui Wai Po Sheung Tsuen Public Toilet	North	From April to December 2021
5.	Tseng Lan Shue Public Toilet	Sai Kung	From August 2021 to April 2022
6.	Ma Liu Shui Waterfront Public Toilet	Sha Tin	From December 2020 to August 2021
7.	Science Park Road Public Toilet	Sha Tin	From August 2020 to April 2021
8.	Shan Mei Street Public Toilet	Sha Tin	From February to September 2021
9.	Shap Yi Watt Village Public Toilet	Sha Tin	From August 2021 to April 2022
10.	Tai Wai Public Transport Interchange Public Toilet	Sha Tin	From April to November 2021
11.	To Tau Village Public Toilet	Sha Tin	From April to November 2021
12.	No. 16 Aberdeen Main Road Public Toilet	Southern	From October 2021 to April 2022
13.	Fong Ma Po Public Toilet	Tai Po	From November 2020 to August 2021
14.	Ma Wo Public Toilet	Tai Po	From April to December 2021
15.	Tap Mun Pier Public Toilet	Tai Po	From April to December 2021
16.	Sunny Bay Public Toilet	Tsuen Wan	From October 2020 to July 2021
17.	Wang Lung Street Public Toilet	Tsuen Wan	From April to November 2021
18.	Morrison Hill Road Public Toilet	Wan Chai	From February to August 2021
19.	Science Museum Road Public Toilet	Yau Tsim	From February to September 2021
20.	Hong King Street Public Toilet	Yuen Long	From March to December 2021

¹ The commencement and completion dates are subject to the progress of public consultation.

(B) 22 Facelifting Projects

Serial no.	Name of public toilet	District	Tentative/actual commencement and completion dates²
1.	Hong Kong Park Indoor Game Hall Public Toilet	Central & Western	From March to June 2020
2.	Wing Lok Street Public Toilet	Central & Western	From March to June 2020
3.	Ngong Ping Road Interchange Public Toilet	Islands	From October 2019 to January 2020 (completed)
4.	Tat Tung Road Public Toilet	Islands	From September 2019 to January 2020 (completed)
5.	Kwai Fong Station Bus Terminus Public Toilet	Kwai Tsing	From October 2019 to April 2020
6.	Kwai Hing Station Bus Terminus Public Toilet	Kwai Tsing	From October 2019 to April 2020
7.	Lei Yue Mun Ma Wan Public Toilet cum Bathhouse	Kwun Tong	From March to June 2020
8.	Shung Yan Street Public Toilet	Kwun Tong	From February to June 2020
9.	Mong Kok Road Public Toilet	Mong Kok	From June to October 2020
10.	Sai Yee Street Garden Public Toilet	Mong Kok	From September 2020 to February 2021
11.	Sai Yee Street Public Toilet	Mong Kok	From May to October 2020
12.	Nam Cheong Street Public Toilet	Sham Shui Po	From June to November 2019 (completed)
13.	Pei Ho Street Market G/F & 1/F Toilet	Sham Shui Po	1/F: From September to December 2019 (completed) G/F: From April to July 2020
14.	Yen Chow Street Public Toilet	Sham Shui Po	From December 2019 to May 2020
15.	Chai Wan Kok Public Toilet	Tsuen Wan	From April to June 2020
16.	Chuen Lung Village Public Toilet	Tsuen Wan	From October 2019 to February 2020 (completed)
17.	Heung Che Street Public Toilet	Tsuen Wan	From October 2019 to January 2020 (completed)
18.	Shing Mun Road Public Toilet	Tsuen Wan	From April to June 2020
19.	Wan Chai Market Public Toilet	Wan Chai	From April to October 2020
20.	Gascoigne Road Public Toilet	Yau Tsim	From September 2019 to February 2020 (completed)
21.	Jordan Road Public Toilet	Yau Tsim	From September 2019 to January 2020 (completed)
22.	Market Street Public Toilet and Bathhouse	Yau Tsim	From October 2019 to May 2020

² The commencement and completion dates are subject to the progress of public consultation.

**Follow-up Actions Taken against Non-compliance or Default by
Street Cleansing Service Contractors from 2017 to 2019**

Year	2017	2018	2019
Number of verbal warnings issued	1 990	2 567	2 105
Number of written warnings issued	74	81	57
Number of default notices issued	913	1 241	1 157
Amount of monthly service charge payments deducted (\$)	1.828 million	2.952 million	2.75 million

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