

CONTROLLING OFFICER'S REPLY

EEB(F)161

(Question Serial No. 3582)

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 (Ms Irene YOUNG)

Director of Bureau: Secretary for Environment and Ecology

Question:

With regard to the smart public toilet system and the “minor works order record system” mobile app, please advise this Committee of:

1. the details of the Public Toilet Refurbishment Programme this year;
2. the numbers of complaints received by the Food and Environmental Hygiene Department about malodours, poor ventilation and slippery floors in the past 3 years, with a breakdown by District Council district;
3. the progress of the promotion of the pilot scheme on the smart public toilet system, whether the Department has assessed the effectiveness of the pilot scheme (such as whether it has improved the user experience of members of the public and visitors to Hong Kong and whether the technologies and equipment involved are more prone to malfunction in a relatively humid environment than those provided at conventional public toilets); if yes, the details; if no, the reason(s);
4. the utilisation rate of the “minor works order record system” app, whether it has been fully adopted, and whether the Department has assessed the degree of improvement in maintenance efficiency after using the app; if yes, the details; if no, the reason(s).

Asked by: Hon LEUNG Hei, Edward (LegCo internal reference no.: 60)

Reply:

1. The Food and Environmental Hygiene Department (FEHD) has actively taken forward the Enhanced Public Toilet Refurbishment Programme since 2019-20. As at 31 December 2023, refurbishment or facelifting projects for over 250 public toilets have been rolled out. FEHD is planning to commence the full refurbishment or facelifting works for 108 public toilets in 2024-25. The details are set out in **Annex I**.
2. The numbers of complaints about malodours, poor ventilation and slippery floors in public toilets in the past 3 years, with a breakdown by District Council district, are provided at **Annex II**.
3. FEHD has actively leveraged technologies to enhance public toilet services and has, in collaboration with the Electrical and Mechanical Services Department (EMSD),

installed the Smart Public Toilet System in 14 public toilets to collect the daily operation data of public toilets for better service quality. The system is equipped with various types of sensing devices for real-time monitoring of the utilisation of public toilets, environmental parameters, the usage of consumables and the operating status of electrical and mechanical equipment. It will transfer the real-time data collected to the backend computer system through the Internet-of-Things technology and immediately notify toilet attendants or service contractors of common operation issues (such as malfunctioning of hand dryers, running out of soap and toilet paper, etc.) to be followed up according to the pre-set alerting functions. In addition, a user feedback system is installed in 13 smart public toilets to collect information on users' satisfaction with the public toilet service. In 2023, over 28 000 responses were received from the user feedback system of these 13 public toilets. More than 70% of the users indicated satisfaction with the public toilet service.

To ensure that the smart public toilet system achieves the goal of enhancing the quality of public toilet service, FEHD and EMSD conduct regular assessments, monitoring and data analysis of the relevant facilities, which include assessing whether the sensing devices can accurately reflect the utilisation of public toilets, environmental parameters, operating status of equipment, etc. in a real-time manner. Based on the consolidated experience of the existing 14 smart public toilets, FEHD and EMSD considered that the smart public toilet system has achieved notable results in collecting data on the utilisation of public toilets, following up on the supply of consumables and reducing toilet odour, which can help enhance the management and service quality of public toilets. Moreover, the monthly management reports generated by the smart public toilet system provide FEHD with useful data for future planning and development. FEHD and EMSD will continue to review and enhance the system, as well as examine the operation of the smart facilities and improve them as appropriate. They have also planned to install the system in another 11 public toilets in different districts, which are of different scales and with different utilisation rates, for further testing.

4. FEHD has extended the use of the “minor works order record system” mobile app to all districts since March 2020. As at February 2024, FEHD had made about 55 600 and 20 300 repair requests for public toilets to the Architectural Services Department (ArchSD) and EMSD via the system respectively, of which 95.2% and 98.5% were made on the same day or the next day the facility damage was found. ArchSD and EMSD had completed 99.9% of the repair requests they received within the target time frames.

**List of 108 public toilets
under the Enhanced Public Toilet Refurbishment Programme in 2024-25**

(A) 29 Full Refurbishment Projects

Serial no.	Name of public toilet	District	Address
1.	Ngong Ping Camp Site Public Toilet	Islands	Ngong Ping Camp Site
2.	San Tau Public Toilet	Islands	San Tau Village, Lantau
3.	Sha Lo Wan Beach Public Toilet	Islands	Sha Lo Wan Beach, Tung Chung
4.	Shap Long San Tsuen Public Toilet	Islands	Shap Long San Tsuen, Lantau
5.	Lo Wai Road Public Toilet	Tsuen Wan	Lo Wai Road, Tsuen Wan
6.	Lung Yue Road Public Toilet	Tsuen Wan	Near Yuen Tun Village, Lung Yue Road, Tsing Lung Tau
7.	Kei Lun Wai Public Toilet	Tuen Mun	Kei Lun Wai
8.	Lam Tei Market Public Toilet	Tuen Mun	Lam Tei Market
9.	Yip Wong Road Public Toilet	Tuen Mun	Yip Wong Road
10.	Fui Sha Wai Public Toilet	Yuen Long	Fui Sha Wai, Castle Peak Road Ping Shan, Yuen Long
11.	Kam Tin Bor Tei Public Toilet	Yuen Long	Kam Tin Bor Tei Road, Kam Tin, Yuen Long
12.	Kam Tin Market Public Toilet	Yuen Long	Kam Tin Shing Mun San Tsuen (Next To Kam Tin Market), Kam Tin Road, Kam Tin, Yuen Long
13.	Ko Po Tsuen Public Toilet	Yuen Long	Ko Po Tsuen, Kam Tin Road, Kam Tin, Yuen Long
14.	Ping Shan Sun Tsuen Public Toilet	Yuen Long	Ping Shan San Tsuen, Ping Yeung Lane, Ping Shan, Yuen Long
15.	San Tin Public Toilet	Yuen Long	Castle Peak Road, San Tin, Yuen Long
16.	Shan Pui Tsuen Public Toilet	Yuen Long	Shan Pui Road, Yuen Long

Serial no.	Name of public toilet	District	Address
17.	Lin Ma Hang (1) Public Toilet	North	Beside Lin Ma Hang Playground, Sha Tau Kok
18.	Ling Shan Tsuen Public Toilet	North	Access road behind the former Fanling Hospital, Ling Shan Tsuen, Fanling
19.	Liu Pok Tsuen (South) Public Toilet	North	Opposite to Liu Pok Tsuen Playground, Sheung Shui
20.	Lung Wan Street Public Toilet	North	In front of Landmark North Bus Terminus, Lung Wan Street, Sheung Shui
21.	Shan Tsui Public Toilet	North	Beside Shan Tsui Tsuen Rest Garden, Sha Tau Kok
22.	Sze Tau Leng Public Toilet	North	Sze Tau Leng, Sha Tau Kok
23.	Tung Kok Wai Public Toilet	North	Side of House No. 101, Tung Kok Wai, Fanling
24.	Ng Uk Tsuen (Chung Chai Yuen) Public Toilet	North	Chung Chai Yuen, Ng Uk Tsuen, Sheung Shui
25.	Chek Keng Public Toilet	Tai Po	Chek Keng
26.	Hang Mei Teng Public Toilet	Sai Kung	Hang Mei Teng
27.	Nam Shan Village Public Toilet	Sai Kung	Beside Nam Shan Village No. 27
28.	Pak Wai Tsuen Public Toilet	Sai Kung	At the entrance of Pak Wai Tsuen
29.	Tui Min Hoi (Chui Tong) Public Toilet	Sai Kung	Tui Min Hoi (Chui Tong)

(B) 66 Facelifting Projects

Serial no.	Name of public toilet	District	Address
1.	Ham Tin San Tsuen Public Toilet	Islands	Ham Tin San Tsuen, Lantau
2.	Tai O Leung Uk Village Public Toilet	Islands	Leung Uk Village, Tai O, Lantau
3.	Lo So Shing Village Public Toilet	Islands	Lo So Shing Village, Lamma Island
4.	Lower Cheung Sha Public Toilet	Islands	Lower Cheung Sha Village, Lantau
5.	Mo Tat Wan Village Public Toilet	Islands	Mo Tat Village, Lamma Island
6.	Pak Mong Village Public Toilet	Islands	Pak Mong Village, Lantau
7.	Sok Kwu Wan Yung Shue Ha Public Toilet	Islands	40Y Yung Shue Ha, Lamma Island
8.	Tai Long Wan Village Public Toilet	Islands	Tai Long Wan Village, Lantau
9.	Tai Peng Public Toilet, Lamma Island	Islands	75Y Tai Peng, Lamma Island
10.	Cheung Yuen Road Public Toilet	Kwai Tsing	Cheung Yuen Road, Kwai Chung
11.	Hon Man Lower Village Public Toilet	Tsuen Wan	Hon Man Lower Village, Tsuen Wan
12.	Nai Wai Public Toilet (near playground)	Tuen Mun	Near Nai Wai Playground
13.	Fan Tin Tsuen Public Toilet	Yuen Long	Fan Tin Tsuen, San Tin, Yuen Long
14.	Hung Tso Tin Tsuen Public Toilet	Yuen Long	Hung Tso Tin Tsuen, Tai Tong Road, Shap Pat Heung, Yuen Long
15.	Lin Fa Tei Public Toilet	Yuen Long	Lin Fa Tei, Kam Sheung Road, Pat Heung, Yuen Long
16.	Ma Tin Pok Public Toilet	Yuen Long	Ma Tin Pok, Kiu Hing Road, Shap Pat Heung, Yuen Long
17.	Ng Ka Tsuen (inside) Public Toilet	Yuen Long	Ng Ka Tsuen, Kam Sheung Road, Pat Heung, Yuen Long
18.	Ngau Keng Tsuen Public Toilet	Yuen Long	Ngau Keng, Kam Sheung Road, Pat Heung, Yuen Long
19.	Pun Uk Tsuen Public Toilet	Yuen Long	Pun Uk Tsuen, Lok Ma Chau Road, Lok Ma Chau, Yuen Long

Serial no.	Name of public toilet	District	Address
20.	Sai Pin Wai (1) Public Toilet	Yuen Long	Sai Pin Wai, Sai Kai Road, Yuen Long
21.	San Lung Wai Public Toilet	Yuen Long	San Lung Wai, Fan Kam Road, Pat Heung, Yuen Long
22.	San Tin Lok Ma Chau Public Toilet	Yuen Long	Lok Ma Chau Road, Lok Ma Chau, San Tin, Yuen Long
23.	Shan Ha Tsuen (1) Public Toilet	Yuen Long	Shan Ha Tsuen, Shan Ha Road, Shap Pat Heung, Yuen Long
24.	Shui Kan Shek Tsuen Public Toilet	Yuen Long	Shui Kan Shek, Fan Kam Road, Pat Heung, Yuen Long
25.	Sik Kong Wai Public Toilet	Yuen Long	Sik Kong Wai, Ha Mei Road, Ha Tsuen, Yuen Long
26.	Tai Hong Wai Public Toilet	Yuen Long	Tai Hong Wai, Kam Tin Road, Kam Tin, Yuen Long
27.	Tai Sang Wai (2) Public Toilet	Yuen Long	Tai Sang Wai, Yuen Long
28.	Tai Tong Tsuen Public Toilet	Yuen Long	Tai Tong Tsuen, Tai Tong Road, Shap Pat Heung, Yuen Long
29.	Tung Tau Tsuen Public Toilet	Yuen Long	Tung Tau Tsuen, Ping Ha Road, Ha Tsuen, Yuen Long
30.	Wah Shing Tsuen Public Toilet	Yuen Long	Wah Shing Tsuen, San Tam Road, Kam Tin, Yuen Long
31.	Fanling Fu Tei Pai Public Toilet	North	Fu Tei Pai (near Sunny Terrace), Fanling
32.	Hung Leng Public Toilet	North	Hung Leng Tsuen in front of House No. 13E, Sha Tau Kok Road
33.	Kan Tau Wai Public Toilet	North	Kan Tau Wai, Ta Kwu Ling
34.	Kat O Sai O Public Toilet	North	Sai O, Kat O, Sha Tau Kok
35.	Kwan Tei Tsuen Public Toilet	North	In front of Fu Tei Pai Village Letter-box, Fanling
36.	Kwu Tung (Tin Sum) Public Toilet	North	Tin Sum, Kwu Tung, Sheung Shui
37.	Ma Mei Ha Tsuen Public Toilet	North	Ma Mei Ha Tsuen, Sha Tau Kok Road
38.	San Tong Po Public Toilet	North	San Tong Po, Sha Tau Kok Road
39.	Sha Tau Kok Man Uk Pin Public Toilet	North	Man Uk Pin, Sha Tau Kok

Serial no.	Name of public toilet	District	Address
40.	Sheung Wo Hang Public Toilet	North	Sheung Wo Hang, Sha Tau Kok
41.	Ta Kwu Ling Lei Uk Tsuen Public Toilet	North	Lei Uk Tsuen, Ta Kwu Ling
42.	Tai Tau Leng Public Toilet	North	Tai Tau Leng Tsuen, Sheung Shui
43.	Tsung Pak Long (South) Public Toilet	North	Tsung Pak Long (near Hak Ka Wai), Sheung Shui
44.	Cheung Shue Tan Village No.2 Public Toilet	Tai Po	Cheung Shue Tan Village, Tai Po
45.	Chung Uk Tsuen Public Toilet	Tai Po	Chung Uk Tsuen, Tai Po
46.	Kei Ling Ha Lo Wai Public Toilet	Tai Po	Kei Ling Ha Lo Wai
47.	Lin Au Public Toilet	Tai Po	Lin Au Village
48.	Ping Long Village Public Toilet	Tai Po	Ping Long Village, Tai Po
49.	San Tong Public Toilet	Tai Po	San Tong Village, Tai Po
50.	Shek Kwu Lung Public Toilet	Tai Po	Shek Kwu Lung Village, Tai Po
51.	Tai Hang Village No.1 Public Toilet	Tai Po	Tai Hang Village, Tai Po
52.	Tai Mong Che Village Public Toilet	Tai Po	Tai Mong Che Village, Tai Po
53.	Tai Tung Tsuen Public Toilet	Tai Po	Tai Tung Tsuen, near lamp post no. VA4591-3
54.	Wai Tau Tsuen Public Toilet	Tai Po	Wai Tau Tsuen
55.	Siu Lek Yuen Village Public Toilet	Sha Tin	Siu Lek Yuen Village Public Toilet
56.	Tin Liu Village Public Toilet	Sha Tin	Tin Liu Village
57.	Ah Kung Wan Public Toilet	Sai Kung	Ah Kung Wan
58.	Hung Fa Village (1) Public Toilet	Sai Kung	Pak Kong Au Road, near lamp post no. V0983-0
59.	Ma Yau Tong Public Toilet	Sai Kung	Ma Yau Tong Village, near lamp post no. VA 3728

Serial no.	Name of public toilet	District	Address
60.	Mau Wu Tsai Public Toilet	Sai Kung	Rear House No. 46 A, Mau Wu Tsai Village
61.	Pik Shui Sun Tsuen (1) Public Toilet	Sai Kung	Beside Pik Shui Sun Tsuen Mutual Help Committee Centre
62.	Sheung Sze Wan Public Toilet	Sai Kung	Sheung Sze Wan Village
63.	Ta Kwu Ling San Tsuen Public Toilet	Sai Kung	Ta Ku Ling Sun Tsuen No. 3A
64.	Tsak Yue Wu Public Toilet	Sai Kung	Tsak Yue Wu, near lamp post no. EA 0897
65.	Wai Sum Village Public Toilet	Sai Kung	Wai Sum Village, Mang Kung Uk
66.	Wong Yi Chau Public Toilet	Sai Kung	At the entrance of Wong Yi Chau Village

(C) 13 Projects Adopting Modular Integrated Construction and Design for Manufacture and Assembly

Serial no.	Name of public toilet	District	Address
1.	Chung Shan San Hing Tsuen Public Toilet	Tuen Mun	San Hing Tsuen, Chung Shan
2.	Ha Che West Public Toilet	Yuen Long	Ha Che Tsuen, Fan Kam Road, Pat Heung, Yuen Long
3.	Ha Tsuen Pau Wai Public Toilet	Yuen Long	Sik Kong Wai, Sik Kong Wai Road, Ha Tsuen, Yuen Long
4.	Ha Shan Kai Wat (2) Public Toilet	North	Ha Shan Kai Wat, Ta Kwu Ling
5.	Muk Min Tau Public Toilet	North	Muk Min Tau, Sha Tau Kok
6.	On Po Tsuen Public Toilet	North	On Po Tsuen Carpark, Sheung Shui
7.	Sheung Shan Kai Wat Public Toilet	North	Sheung Shan Kai Wat, Ta Kwu Ling
8.	Ta Kwu Ling Ha Shan Kai Wat (1) Public Toilet	North	Ha Shan Kai Wat , Ta Kwu Ling
9.	Ta Kwu Ling Ping Che Tsuen (1) Public Toilet	North	Ping Che Tsuen, Ta Kwu Ling
10.	Ta Kwu Ling Tong Fong Public Toilet	North	Tong Fong, Ta Kwu Ling
11.	Tsung Yuen Ha Tsuen Public Toilet	North	Tsung Yuen Ha Tsuen, Ta Kwu Ling
12.	Tai Po Tau Village North Public Toilet	Tai Po	Tai Po Tau Village, Tai Po
13.	Po Lo Che Road Public Toilet	Sai Kung	Po Lo Che Road, near lamp post no. N2767-3

Number of complaints about public toilets in the past 3 years

District	Malodours				Poor ventilation				Slippery floors			
	2021	2022	2023	2024 (as at February)	2021	2022	2023	2024 (as at February)	2021	2022	2023	2024 (as at February)
Central & Western	6	8	9	3	1	0	0	0	2	7	6	0
Wan Chai	6	2	5	0	1	0	2	0	1	1	2	0
Eastern	3	9	10	0	5	2	3	0	9	9	3	0
Southern	1	1	3	0	0	0	2	0	0	1	3	0
Islands	4	4	4	0	0	1	1	0	2	0	0	1
Yau Tsim Mong	2	8	3	2	0	0	5	0	7	3	6	1
Sham Shui Po	0	0	2	1	0	0	0	0	6	0	13	0
Kowloon City	5	7	4	1	1	0	0	0	1	2	4	0
Wong Tai Sin	0	0	0	0	0	0	0	0	3	2	2	0
Kwun Tong	0	3	7	0	1	0	2	0	0	3	1	0
Kwai Tsing	55	13	10	1	27	3	8	0	26	7	3	0
Tsuen Wan	5	4	4	0	0	1	0	0	6	5	2	0
Tuen Mun	19	7	5	0	0	1	0	0	23	9	17	4
Yuen Long	8	16	12	1	3	4	1	0	2	2	4	0
North	5	3	3	0	1	0	1	0	1	0	4	0
Tai Po	11	9	12	1	0	0	0	0	13	4	6	1
Sha Tin	2	1	3	1	0	0	0	0	1	2	1	0
Sai Kung	8	7	13	3	0	0	0	0	3	0	1	0
Total	140	102	109	14	40	12	25	0	106	57	78	7

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