

**CONTROLLING OFFICER'S REPLY****THB(T)248****(Question Serial No. 6525)**Head: (60) Highways DepartmentSubhead (No. & title): (-) Not SpecifiedProgramme: (2) District and Maintenance WorksControlling Officer: Director of Highways (Daniel K W CHUNG)Director of Bureau: Secretary for Transport and HousingQuestion:

Regarding the expenditure on road maintenance in 2016-17, would the Government inform this Committee of the following -

- The details on the maintenance works using the table below as an example:

Counting Station No. in Annual Traffic Census	Road Name	Road Type	From	To	Annual Maintenance Expenditure	Type of Maintenance Works	Frequency
5409	Castle Peak Road - Tsuen Wan	Primary Distributor (PD)	Tai Ho Road	Tai Chung Road	\$3 million	Type A Works	10
						Type B Works	5

- What were the respective numbers of complaints associated with road maintenance received by the Department in 2015 and 2016? Please provide a breakdown using the table below as an example:

	District Council district	Road Section Name	Reason of Complaint
1.	Tsuen Wan	Castle Peak Road - Tsuen Wan	Maintenance period excessively long

- Regarding the above complaints, what was the average manpower cost for each case of complaint?

Asked by: Hon TAM Man-ho, Jeremy (Member Question No. 400)Reply:

Under Programme (2) District and Maintenance Works, about 2 000, 2 400 and 4 800 maintenance works orders were issued to contractors by the Offices of the Highways Department (HyD)'s Urban Region (Hong Kong), Urban Region (Kowloon) and the New Territories Region respectively in 2016-17 with a total expenditure of about \$743.2 million. Such maintenance involved a wide variety of tasks covering public roads, structures, slopes and associated facilities maintained by the HyD while items of works include regular inspection, cleansing of structures, vegetation maintenance, emergency repairs and planned maintenance to keep road networks in good and safe conditions to safeguard the safety of road users.

In 2015 and 2016, the HyD received 10 120 and 13 150 cases of complaints associated with road maintenance respectively. The complaints received involved various maintenance issues about different highway facilities, e.g. uneven road surfaces, occurrence of potholes, damaged railings, road drainage problems, damaged road signs and wear and tear of highway facilities, etc. The HyD has not kept a separate breakdown on the geographical distribution for various kinds of maintenance issues.

The HyD has taken appropriate follow-up actions on the complaints associated with road maintenance and responses were made. The breakdown by locations involved in the complaints is tabulated below -

	<b>District</b>	<b>2015</b>	<b>2016</b>
1.	<b>General road maintenance</b>		
	Central and Western	571	620
	Eastern	584	756
	Southern	295	304
	Wan Chai	789	719
	Kowloon City	715	700
	Kwun Tong	542	344
	Sham Shui Po	650	512
	Yau Tsim Mong	1 469	2 134
	Wong Tai Sin	273	324
	Tsuen Wan	397	691
	Kwai Tsing	380	602
	Sai Kung	139	406
	Sha Tin	373	760
	Tai Po	215	222
	North	476	680
	Tuen Mun	389	407
	Yuen Long	1 069	1 409
	Islands	3	31
2.	<b>Others</b> (including maintenance for expressways, structures and slopes, etc.)	791	1 529
	<b>Total:</b>	<b>10 120</b>	<b>13 150</b>

Regarding the resources for district and maintenance works in 2015 and 2016, the average manpower strength is about 990 persons whose duties include handling complaints. The financial provision involved is tabulated below -

	<b>2015-16 (\$ million)</b>	<b>2016-17 (\$ million)</b>
Financial provision	1,362.2 (actual)	1,433.4 (estimate)

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