

CONTROLLING OFFICER'S REPLY

THB(T)039

(Question Serial No. 0688)

Head: (60) Highways Department

Subhead (No. & title): (-) Not Specified

Programme: (2) District and Maintenance Works

Controlling Officer: Director of Highways (Daniel K W CHUNG)

Director of Bureau: Secretary for Transport and Housing

Question:

According to Programme (2) District and Maintenance Works, the Government aims to maintain the road network with a view to ensuring safety and serviceability, and to improve road cleanliness. The estimated expenditure in this respect under the Estimate 2018-19 has seen a significant increase by 53% over the previous year to \$2.338 billion. Given the increasing numbers of complaints relating to road maintenance and the year-on-year increase in the total area of roads to be maintained, will the Government inform this Committee of the following:

- (1) Please provide in table form the numbers of complaints relating to road maintenance received by the Government in the past three years, their distribution in each of the 18 districts in the territory and a breakdown by quarter.
- (2) Regarding the key performance measures, we notice that repairing holes on road surface (i) within 24 hours (95%) in 2018 shows a drop by 4.5% from 99.5% in the previous year. Similarly, repairing traffic signs (i) within 36 hours (95%) shows a drop by 4.1% from 99.1% in the previous year. Will the Government give reasons for the drop in level of performance? Whether the problems of expenses and inadequate manpower are involved?
- (3) Some members of the public relayed that road cleanliness in Hong Kong is in need of improvement. Among the examples cited were overgrowth of roadside vegetation and long overdue clearing of accumulated garbage. What are the details of the expenditure and manpower spent by the Government in each year on improving road cleanliness? And has the Government received any complaints relating to road cleanliness? If so, what are the details? If not, what are the reasons?

Asked by: Hon NG Wing-ka, Jimmy (Member Question No. (LegCo use): 108)

Reply:

(1)

In 2015, 2016 and 2017, the Highways Department (HyD) received 10 120, 13 150 and 13 560 complaints associated with road maintenance respectively. The complaints received involved various maintenance issues in respect of different highway facilities, e.g. uneven road surfaces, potholes, damaged railings, road drainage problems, damaged road signs as well as wear and tear of highway facilities. The quarterly breakdowns of the complaints by district are tabulated below –

Complaints received in 2015:

	District	Q1	Q2	Q3	Q4	Total in 2015
1.	General road maintenance					
	Central and Western	117	123	167	164	571
	Eastern	111	147	157	169	584
	Southern	66	79	96	54	295
	Wan Chai	160	199	232	198	789
	Kowloon City	96	176	229	214	715
	Kwun Tong	52	99	140	251	542
	Sham Shui Po	106	130	257	157	650
	Yau Tsim Mong	224	271	541	433	1 469
	Wong Tai Sin	44	72	85	72	273
	Tsuen Wan	57	107	128	105	397
	Kwai Tsing	75	98	107	100	380
	Sai Kung	22	42	36	39	139
	Sha Tin	48	68	155	102	373
	Tai Po	27	72	70	46	215
	North	106	114	129	127	476
	Tuen Mun	99	90	94	106	389
	Yuen Long	181	230	339	319	1 069
	Islands	0	3	0	0	3
2.	Others (including maintenance of expressways, structures and slopes, etc.)	128	218	254	191	791
	Total:	1 719	2 338	3 216	2 847	10 120

Complaints received in 2016:

	District	Q1	Q2	Q3	Q4	Total in 2016
1.	General road maintenance					
	Central and Western	184	158	135	143	620
	Eastern	160	179	197	220	756
	Southern	70	79	96	59	304
	Wan Chai	239	185	125	170	719

	District	Q1	Q2	Q3	Q4	Total in 2016
	Kowloon City	132	192	212	164	700
	Kwun Tong	53	117	121	53	344
	Sham Shui Po	157	100	141	114	512
	Yau Tsim Mong	525	667	516	426	2 134
	Wong Tai Sin	47	82	72	123	324
	Tsuen Wan	120	159	219	193	691
	Kwai Tsing	83	131	197	191	602
	Sai Kung	58	115	139	94	406
	Sha Tin	98	178	327	157	760
	Tai Po	31	63	75	53	222
	North	144	188	199	149	680
	Tuen Mun	103	97	106	101	407
	Yuen Long	312	372	389	336	1 409
	Islands	1	0	0	30	31
2.	Others (including maintenance of expressways, structures and slopes, etc.)	368	381	455	325	1 529
	Total:	2 885	3 443	3 721	3 101	13 150

Complaints received in 2017:

	District	Q1	Q2	Q3	Q4	Total in 2017
1.	General road maintenance					
	Central and Western	112	179	234	149	674
	Eastern	177	206	243	136	762
	Southern	48	200	283	150	681
	Wan Chai	86	251	300	145	782
	Kowloon City	174	219	344	157	894
	Kwun Tong	41	18	41	48	148
	Sham Shui Po	216	233	298	213	960
	Yau Tsim Mong	545	436	521	390	1 892
	Wong Tai Sin	79	113	112	92	396
	Tsuen Wan	125	150	199	134	608
	Kwai Tsing	107	173	246	162	688
	Sai Kung	95	103	138	55	391
	Sha Tin	160	246	375	210	991
	Tai Po	45	76	111	77	309
	North	102	109	179	93	483
	Tuen Mun	86	125	143	149	503
	Yuen Long	259	329	381	154	1 123
	Islands	18	44	47	40	149

	District	Q1	Q2	Q3	Q4	Total in 2017
2.	Others (including maintenance of expressways, structures and slopes, etc.)	157	302	441	226	1 126
	Total:	2 632	3 512	4 636	2 780	13 560

(2)

The HyD's targets for the repair of holes on the road surface within 24 hours and repair of damaged traffic signs within 36 hours are both 95%. The respective 99.5% and 99.1% are the actual results achieved in 2017, which exceeded the planned targets (95%).

(3)

There is a well-established division of cleansing work concerning public roads between the HyD and the Food and Environmental Hygiene Department (FEHD). Generally speaking, the HyD is responsible for the overall cleansing of and maintenance of vegetation on expressways and high speed roads. On other public roads, the FEHD is responsible for street sweeping and removal of litter.

The HyD is also responsible for the structural cleansing of highway structures, cleansing of street furniture and clearance of unwanted vegetation on highway facilities at regular intervals. The frequency will be higher at busy road sections. Under the current road maintenance contracts, the contractors will make prompt arrangement to clean the road facilities and clear the unwanted vegetation during regular inspections of public roads. The HyD will deploy staff to conduct site audit inspections to ensure that the relevant work is conducted in accordance with the contractual requirements. Moreover, when there is a need to enhance the state of cleanliness of road signs or to control the growth of unwanted vegetation for some road sections, the HyD will require the contractors to carry out additional cleansing/clearance works.

The estimated expenditure for cleansing of road facilities and clearance of unwanted vegetation in 2017-18 was \$77 million. The cleansing of road facilities and clearance of unwanted vegetation form part of the district and maintenance works of the HyD. There is no separate breakdown of staff establishment for such works.

In 2017, the HyD received about 2 294 complaints concerning public road cleanliness and growth of unwanted vegetation.

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