

**CONTROLLING OFFICER'S REPLY**

**THB(T)032**

**(Question Serial No. 2953)**

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:

Regarding road maintenance, will the Government inform this Committee:

- (1) of the number of complaints or reports received associated with roads requiring repairs in each of the past five years, together with a breakdown by the channel through which the complaint or report was made and the 18 District Council districts; of the time normally needed for the relevant government departments to handle the complaints or reports and to repair the roads concerned upon receipt of such complaints or reports;
- (2) of the respective details of the manpower, estimated expenditure, actual expenditure, random checks and monitoring work involved in road maintenance and handling of the relevant complaints or reports in each of the past five years; and
- (3) whether any mechanism is in place at present to check and monitor road conditions; if so, of the details of the manpower, estimated expenditure, actual expenditure, random checks and monitoring work involved in each of the past five years; if not, what were the reasons and how it ensures that the roads are in good conditions?

Asked by: Hon LAM Cheuk-ting (Member Question No. (LegCo use): 44)

Reply:

(1) In the past five years (i.e. 2013 to 2017), the number of complaints received by the Highways Department (HyD) each year in relation to road maintenance ranged from 9 614 to 13 560. 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 breakdowns of the complaints by district and complaint channels respectively are tabulated below –

	District	Number of complaints received				
		2013	2014	2015	2016	2017
1.	<b>General road maintenance</b>					
	Central and Western	547	476	571	620	674
	Eastern	602	582	584	756	762
	Southern	316	316	295	304	681
	Wan Chai	759	615	789	719	782
	Kowloon City	552	553	715	700	894
	Kwun Tong	885	344	542	344	148
	Sham Shui Po	504	532	650	512	960
	Yau Tsim Mong	988	1 027	1 469	2 134	1 892
	Wong Tai Sin	353	274	273	324	396
	Tsuen Wan	358	318	397	691	608
	Kwai Tsing	434	382	380	602	688
	Sai Kung	278	318	139	406	391
	Sha Tin	562	641	373	760	991
	Tai Po	292	261	215	222	309
	North	449	434	476	680	483
	Tuen Mun	403	373	389	407	503
	Yuen Long	647	706	1 069	1 409	1 123
	Islands	174	105	3	31	149
2.	<b>Others</b> (including maintenance of expressways, structures and slopes, etc.)	806	1 357	791	1 529	1 126
	<b>Total:</b>	<b>9 909</b>	<b>9 614</b>	<b>10 120</b>	<b>13 150</b>	<b>13 560</b>

Complaint Channel	Number of complaints received				
	2013	2014	2015	2016	2017
Phone	6 741	6 400	6 230	7 178	6 916
1823 Mobile App	0	1 076	1 651	3 595	3 790
Email	1 387	1 208	1 376	1 417	1 628
1823 Website	1 331	443	273	481	616
Standard Defect Report Form	124	343	347	239	328
Letter (by fax or by post)	326	140	237	233	275
SMS	0	4	6	7	7
<b>Total:</b>	<b>9 909</b>	<b>9 614</b>	<b>10 120</b>	<b>13 150</b>	<b>13 560</b>

Upon receipt of complaints and reports of road damages, the HyD will take suitable follow-up actions as soon as reasonably practicable. The time required to complete the follow-up actions vary, depending on the nature and complexity of maintenance issues involved. For urgent cases involving occurrence of holes on road surfaces or damaged traffic signs, the HyD has pledged to complete the repair works within 48 hours. In 2017, the HyD managed to complete 99.9% and 99.7% of the repair works for holes on road surfaces and damaged traffic signs respectively within 48 hours.

(2) The HyD currently arranges contractors through eight maintenance contracts to conduct regular inspection on public roads in the territory and make timely arrangement for repairs to wear and tear as well as damaged road surfaces. The HyD is also responsible for supervising the contractor's work. As at 31 March 2017, the HyD has an establishment of 1 005 staff members under the Programme of District and Maintenance Works, who are tasked with district administration and highway maintenance. District administration involves commenting on road matters related to land sale, public and private sector development plans and provision of access, as well as the implementation of minor road improvement works. Road maintenance includes regular road inspections, planning and managing road maintenance programme, supervising maintenance works, handling public complaints, managing the emergency control centres to deal with emergency matters such as landslips, washouts and fallen trees, as well as co-ordination of excavation works carried out by public utilities. Handling of road maintenance and public complaints are only part of the district administration and maintenance works. There is no breakdown of the staff establishment for handling of road maintenance and public complaints.

(3) To keep the road network in a safe and serviceable condition, the HyD conducts regular inspections and carries out maintenance works of various scales. Routine inspections regularly conducted by the HyD aim to identify road defects that pose an imminent danger to the public such that rectifications can be carried out as soon as possible. The frequencies of routine inspections mainly depend on the type of highways: expressways are inspected daily; trunk roads are inspected weekly; other roads are inspected once every one to three months. The HyD also conducts detailed inspections for all road types once every six months to check and collect relevant information of the conditions of the highways. The collected data are used for planning and prioritising the respective road maintenance works such that they can be done in an organised manner for preventive purpose. The above maintenance works are carried out by contractors engaged, supervised and audited by the HyD. Inspections of highways are only part of the district administration and maintenance works. There is no breakdown of the staff establishment for inspections of these highway facilities.

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