

CONTROLLING OFFICER'S REPLY

THB(T)273

(Question Serial No. 6073)

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 the figures given under Programme (2), there has been a year-on-year increase in the number of complaints associated with road maintenance. What are the reasons? Whether the Government has any counter measures?

Asked by: Hon TAM Man-ho, Jeremy (Member Question No. (LegCo use): 434)

Reply:

In 2016 and 2017, the Highways Department (HyD) received 13 150 and 13 560 complaints associated with road maintenance respectively. Over 90% of these complaints were received through phone calls, 1823 mobile apps and emails. The use of 1823 mobile apps, in particular, has become more common in recent years. It is expected that with the widespread use of smart phones and the convenient complaint channels available, as well as higher expectations on the conditions of public roads, the public will be more ready to report observed road defects.

The HyD is committed to maintaining a quality, safe and reliable road network. To keep the road network in a safe and serviceable condition, the HyD will carry out corrective repair works to rectify defects identified through regular road inspections, or reports by the public or relevant Government Departments as soon as reasonably practicable. 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 upon receipt of complaints. 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. The HyD also prioritises preventive maintenance works and draws up programmes on the basis of current conditions of individual facilities, the anticipated rate of deterioration and impacts to road users, so as to bring long-lasting improvements when the facilities show signs of wear and tear, but before serious defects emerge.

In addition, to cope with the ever increasing demand for road maintenance and to alleviate the traffic and environmental impacts during the course of maintenance works, the HyD will continue to keep abreast of the latest developments in technology and identify room for further improvement in undertaking road maintenance works.

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