



**HIGHWAYS DEPARTMENT**

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14 November 2011

Secretary General  
Legislative Council Secretariat  
Legislative Council Complex  
1 Legislative Council Road  
Central  
Hong Kong  
(Attn.: Miss Joanne MAK)

Dear Joanne,

**Legislative Council Panel on Transport Meeting on 24 June 2011  
Supplementary Information –  
Arrangements for Footway Inspection and Maintenance**

As reported by the Hon Leung Kwok-hung at the meeting of the Legislative Council Panel on Transport on 24 June 2011, the Administration is pleased to provide supplementary information in ensuring paragraphs.

**Repair and Maintenance**

The Highways Department (HyD) is responsible for the repair and maintenance of public roads in Hong Kong, including footways, carriageways and street furniture. The HyD attaches great importance to these tasks, and has set procedures for inspection and maintenance to ensure the proper maintenance of all facilities.



ISO 9001 : 2008  
Certificate No. : CC1881



ISO 14001 : 2004  
Certificate No. : CC2634

## **Inspection of Footways**

The HyD engages contractors with term contracts to manage and maintain designated road networks during the contract period. The scope of works includes inspection, repair and maintenance<sup>1</sup> of footways. The frequency of inspection of a footway stipulated in the contract is based on the footway's design standard, usage (including its location and pedestrian flow), quality of materials and durability.

The contract requires that footways be regularly inspected by the contractors. Footways under the pedestrianisation schemes or designated paver footways are required to be inspected once a week due to their relatively high utilization rates, which other footways need to be inspected once a month. This kind of inspection is classified as "Safety Inspection", which aims to identify, as early as possible, defects that are likely to pose danger or cause inconvenience to the public, and arrange for repair works and follow-up actions. In addition, a detailed inspection on footways is also required once every six months. This kind of "Detailed Inspection" is intended to determine the surface and structural conditions of a footway in detail, and collect relevant data for planning mid- and long-term repair works, so that maintenance could be done in an organized manner for preventive purpose.

If defects that are likely to pose danger or cause inconvenience to the public are identified during inspections, the contractor shall rectify the defects within the time limits as specified in the contract. Upon completion of the "Safety Inspection", the contractor is required to submit an inspection report to the HyD within one working day, recording the conditions of the footway, other street furniture on the footway, and the items in need of repair. The report for "Detailed Inspection" shall be submitted within two working days upon completion of the inspection. The HyD will scrutinise the reports submitted by the contractor to see if it has conducted inspections, and arranged for necessary repair works and follow-up actions in compliance with the contract requirements.

## **Supervision of Contractor**

To ensure that the contractor's performance on inspection, repair and maintenance satisfy the requirements, the HyD will conduct sample audits on the road sections which have been inspected by the contractor. The Department will also check the contractor's performance on inspection, repair and maintenance against the performance indicators stipulated in the contract in order to adjust the monthly interim payment for relevant items accordingly. The adjustments are made on the basis of performance standards, which are

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<sup>1</sup> Generally, the responsibilities of a term contractor include inspection, repair and maintenance of roads, traffic signs, road markings, road drainage systems, roadside slopes, road structures and other street furniture.

determined by the number of road sections with defects observed during the audits. A high proportion of road sections with defects to the total number of road sections inspected in an audit means a low performance standard<sup>2</sup>.

Besides, the contractor's performance will also be duly reflected in the quarterly contractor's performance reports prepared by the HyD. The performance report will assess the Contractor's performance in various aspects (including inspection, repair and maintenance). Any deficiencies or areas for improvement identified will be recorded in the report and reflected in the overall score. When selecting contractors for future term contracts or other related contracts, the Department will take into account the Contractor's past performance and overall score in the report, both of which are important considerations in tender assessment.

Apart from auditing the footways inspected by contractors, the HyD will also conduct independent inspections in each district without advance notice. Any defect found on the footways and their facilities or defect report received from the public will be brought to the attention of the contractors immediately so that they can take follow-up actions and arrange for repair works. The HyD will monitor the progress of repair works to ensure that all defects will be rectified as early as possible. According to the HyD's performance pledge, repair of holes in footpaths will be completed within 48 hours upon receipt of a report.

The HyD maintains close working relationships with term contractors, and conducts regular meetings to continuously review and seek improvement on their work, including inspection, repair and maintenance of footways.

Yours faithfully,



(Robert CHAN)  
for Director of Highways

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<sup>2</sup> For example, if the number of road sections with defects is over 5% but less than 10% of the total number of road sections inspected, the monthly payment for the relevant item will be deducted by 10%.