



Public toilet facilities and services

Figure 1 — Number of public toilets and utilization by districts

No. of public toilets		Total ⁽¹⁾	With accessible unisex toilets ⁽¹⁾	With high utilization rate ^{(2), (3)}
	Central & Western	36	20	28
	Southern	23	14	13
	Wan Chai	18	17	17
	Eastern	13	10	12
	Subtotal	90	61 (68%)⁽⁴⁾	70 (78%)⁽⁵⁾
	Yau Tsim Mong	20	19	19
	Kowloon City	15	15	14
	Kwun Tong	11	11	8
	Sham Shui Po	10	10	10
	Wong Tai Sin	6	6	5
	Subtotal	62	61 (98%)⁽⁴⁾	56 (92%)⁽⁵⁾
	Yuen Long	184	74	27
	North	139	57	9
	Tai Po	72	18	15
	Islands	69	27	19
	Sai Kung	60	26	6
	Tuen Mun	47	28	14
	Tsuen Wan	32	11	14
	Sha Tin	30	19	7
	Kwai Tsing	19	15	10
	Subtotal	652	275 (42%)⁽⁴⁾	121 (19%)⁽⁵⁾
	Overall total	804	397 (49%)⁽⁴⁾	247 (31%)⁽⁵⁾

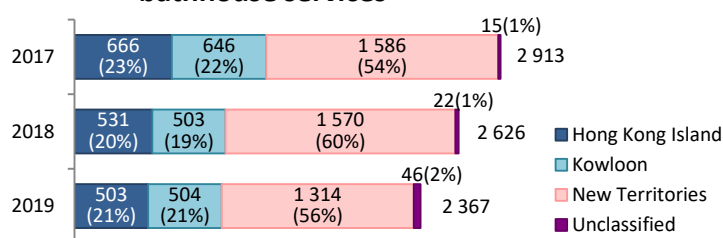
- Notes:
- (1) Figures as at August 2020.
 - (2) Figures as at March 2020.
 - (3) High utilization rate refers to usage by over 300 visitors per day on average.
 - (4) The percentage is based on the total number of public toilets in the respective areas as at August 2020.
 - (5) The percentage is based on the total number of public toilets in the respective areas (i.e. 90 on Hong Kong Island, 61 in Kowloon and 648 in the New Territories) as at March 2020.

Figure 2 — Facilities of public toilets⁽¹⁾

No. of public toilets	With automatic sensor taps		With automatic sensor flushing system	
	No.	%	No.	%
Hong Kong Island	71	79%	39	43%
Kowloon	56	92%	35	57%
New Territories	600	93%	195	30%
Total	727	91%	269	34%

- Note: (1) Figures as at March 2020.

Figure 3 — Number of complaints about public toilet and bathhouse services⁽¹⁾



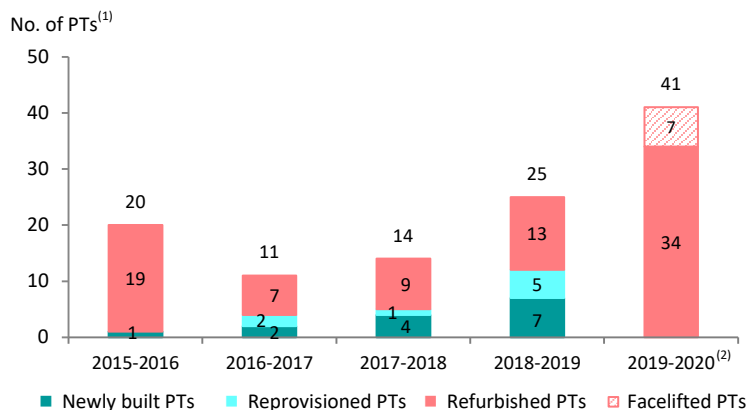
- Note: (1) FEHD currently operates some 800 public toilets and 26 public bathhouses, and there is no breakdown of complaints by types of facilities.

Highlights

- The Food and Environmental Hygiene Department ("FEHD") currently provides some 800 public toilets, mainly at busy areas and tourist spots, for serving local residents as well as visitors. Of which, 397 or 49% have been provided with accessible unisex toilets. According to the latest statistics available, most of the public toilets were located in the New Territories and only a small percentage of them had high utilization rates (i.e. with a daily average of over 300 visitors) (**Figure 1**).
- The sanitary conditions and quality of facilities of public toilets have always been issues of public concern as they affect public health and hygiene, as well as the image of Hong Kong among visitors. In particular, a mere 34% of the public toilets were equipped with automatic sensor flushing system as at March 2020, reflecting room for enhancing the user-friendliness of facilities of many of the public toilets (**Figure 2**).
- Since 2000, FEHD has implemented an on-going Public Toilet Refurbishment Programme ("PTRP") to improve the design and facilities of public toilets. While the department received fewer complaints in recent years (**Figure 3**), further improvement efforts may be required. An analysis of 3 523 complaints received between January 2018 and April 2019 indicated that 64% of the complaints were related to damaged or inadequate facilities, and 30% were about the hygiene conditions of the public toilets. A survey recently conducted by The Chinese University of Hong Kong among 1 006 respondents aged 18 or above in March 2020 further revealed that 58% of the respondents considered the public toilets in Hong Kong to be unsanitary, with particular concerns on issues such as the unavailability of flushing water, odour problem and wet floor.

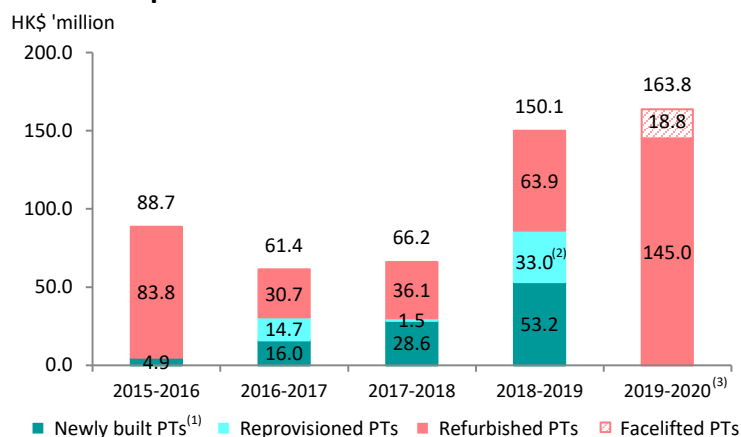
Public toilet facilities and services (cont'd)

Figure 4 — Completed building/refurbishment works of public toilets



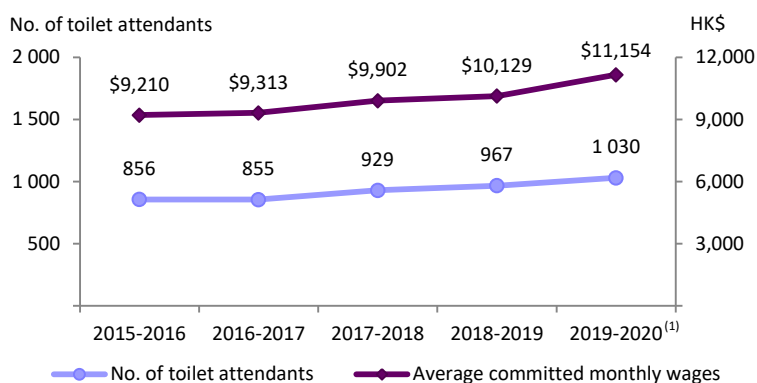
Notes: (1) "PTs" refers to public toilets.
(2) Figures as at 13 March 2020.

Figure 5 — Costs of building/refurbishment works of public toilets



Notes: (1) "PTs" refers to public toilets.
(2) The project cost of one PT is excluded as the figure is not available.
(3) Figures as at 13 March 2020.

Figure 6 — Number of toilet attendants and average monthly wages



Note: (1) Figures as at 31 December 2019.

Highlights

- Recently, the Government has committed more resources on improving the provision of public toilets and enhancing their facilities. Between 2015-2016 and 2018-2019, a total of HK\$103 million and HK\$49 million were incurred in providing 14 new public toilets and re-provisioning eight public toilets respectively (**Figures 4 & 5**). In addition, 89 public toilets were refurbished or facelifted at a total cost of about HK\$378 million between 2015-2016 and 2019-2020. The average costs per project completed during the period were about HK\$4.4 million for refurbishment projects and HK\$2.7 million for facelifting projects. To further step up the facility improvement works, the Government allocated HK\$600 million under the Enhanced PTRP for refurbishment or facelifting works in around 240 public toilets by phases between 2019-2020 and 2023-2024.
- As for ensuring the hygiene conditions of public toilets, FEHD provided toilet attendant services in 276 public toilets with high utilization rates or at tourist spots as at March 2020. These public toilets, accounting for 35% of total, were serviced by some 1 000 outsourced toilet attendants in 2019-2020 (**Figure 6**). The routine cleansing of the remaining 65% of public toilets has been supported by 38 mobile cleansing teams with some 130 cleansing workmen. Since March 2019, FEHD has further set up dedicated teams to provide regular deep cleansing services for public toilets with high utilization rates, engaging some 150 cleansing workmen under 38 teams.
- Notwithstanding the above improvement initiatives, some stakeholders have still expressed concerns about the sanitary conditions of public toilets and called for reviewing the existing contract tendering and service performance monitoring systems for outsourced service contractors. To further enhance the sanitary conditions of public toilets, FEHD has stepped up site inspection of the public toilets, and planned to extend the deep cleansing services to all public toilets when relevant service contracts are renewed but the detailed implementation schedule is not specified.

Data sources: Latest figures from Audit Commission, Food and Environmental Hygiene Department, Food and Health Bureau and The Chinese University of Hong Kong.

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