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**Panel on Food Safety and Environmental Hygiene**

**Information note prepared by the Legislative Council Secretariat  
for the meeting on 11 December 2018**

**Improving public toilet services and facilities at major tourist spots**

At the Council meetings of 22 March 2017 and 28 March 2018, Mr YIU Si-wing raised two written questions respectively on public toilets at tourists spots and at the Peak, expressing concern about the inadequacy of public toilets at some tourist hotspots and their poor hygiene conditions. In its written replies to the questions raised by Mr YIU (the questions and the Administration's replies are in **Appendices I and II**), the Administration advised that the Food and Environmental Hygiene Department ("FEHD") manages 789 public toilets. In addition, there are other public toilets in public venues (e.g. parks, country parks, etc.) within the respective purview of the Leisure and Cultural Services Department and the Agriculture, Fisheries and Conservation Department.

2. According to the Administration, in respect of FEHD's purview, FEHD and the Architectural Services Department ("ArchSD") have set up a working group which holds frequent discussions on how to optimize FEHD's public toilets to ensure that the design of public toilet facilities could blend well with the surrounding environment and keep up with the times, with a view to making the public toilet facilities hygienic, clean, safe and decent. In planning new toilets and re-provisioning or refurbishing existing ones, FEHD will follow its established standards of provision. The working group will decide on the exterior design, installations and equipment, as well as materials having regard to the actual circumstances of individual toilets. For public toilets at tourist spots, FEHD will consider adopting thematic layouts, featured facades, multi-colour artistic designs and decorative lighting to make the toilets aesthetical and distinctive, providing good ventilation, making the best use of natural light in addition to artificial lighting, as well as utilizing advanced facilities such as infrared sensor-activated taps and flushing

equipment. Subject to site conditions and other circumstantial factors, FEHD will consider providing more pedestal type water closets to meet the needs of tourists.

3. The subject matter has not been discussed by the Panel on Food Safety and Environmental Hygiene ("the Panel"). That said, at the policy briefing given by the Secretary for Food and Health on 22 October 2018, there was a suggestion that apart from renovating 23 public toilets in the vicinity of tourist attractions for improved ventilation, deodorization and tidiness, FEHD should carry out refurbishment works and increase the frequency of cleansing for public toilets in other districts with high usage. The Administration advised that FEHD would renovate the 23 public toilets at tourist spots as the first step of improving the hygiene of public toilets, and it would renovate public toilets with high usage in other districts at later stages.

4. The Administration will brief members on its plan to improve public toilet services and facilities at major tourist spots, which will be funded under ArchSD's existing minor building works mechanism, at the Panel meeting on 11 December 2018.

Council Business Division 2  
Legislative Council Secretariat  
5 December 2018

**Public toilets at tourist hotspots**

9. **MR YIU SI-WING** (in Chinese): *President, I have recently received complaints from members of the public that the facilities of the public toilets at some tourist hotspots are dilapidated and the toilets are in poor hygiene conditions. They consider that such situation will not only cause inconvenience to users but also give tourists a bad impression of Hong Kong, thereby tarnishing Hong Kong's image as an international tourist destination. Regarding the public toilets at tourist hotspots with high usage, will the Government inform this Council:*

- (1) *of the criteria adopted by the authorities for determining whether a public toilet is located at a tourist hotspot with high usage, together with the location and number of such toilets; if the information is not available, of the reasons for that;*
- (2) *whether the authorities have set higher standards for the hygiene conditions and level of services of such public toilets, including increasing the frequency of cleansing work, stepping up inspections, expeditiously repairing damaged facilities; if so, of the details; if not, the reasons for that; and*
- (3) *whether the authorities have reviewed and improved the aesthetic appeal and facilities of such public toilets in the past three years; if so, of the details; if not, the reasons for that?*

**SECRETARY FOR FOOD AND HEALTH** (in Chinese): President, the Food and Environmental Hygiene Department ("FEHD") manages 789 public toilets. There are also other public toilets in public venues (e.g. parks, country parks, etc.) within the respective purview of the Leisure and Cultural Services Department and the Agriculture, Fisheries and Conservation Department.

My reply in respect of FEHD's purview to the question raised by Mr YIU Si-wing is as follows:

- (1) FEHD has not laid down criteria for defining whether certain public toilets are located within the areas of tourist hotspots. Nevertheless, a list of public toilets with high utilization rate near widely recognized tourist spots is attached at Annex for information.

- (2) The cleansing frequency of public toilets within the purview of FEHD depends on the public demand and usage of the toilets. Public toilets are thoroughly cleansed two to three times a day in general. Toilet attendants are deployed in frequently-used public toilets (irrespective of whether they are located near tourist spots) to ensure that the toilets are clean and hygienic with toilet paper and liquid soap replenished as well as damages of facilities reported for speedy repairs. In parallel, FEHD staff are deployed for daily inspection of the conditions of hygiene, cleanliness and facilities of public toilets. Upon noticing minor damages or consumable items such as light bulbs or florescent tubes in need of replacement, the cleansing contractor will carry out minor repairs or replacement within 24 hours. As for relatively more serious damages, FEHD staff will inform the Architectural Services Department ("ArchSD") for follow-up actions as appropriate.
- (3) FEHD and ArchSD have set up a working group which holds frequent discussions on how to optimize FEHD's public toilets to ensure that the design of public toilet facilities could blend well with the surrounding environment and keep up with the times, with a view to making the public toilet facilities hygienic, clean, safe and decent. In planning new toilets and reprovisioning or refurbishing existing ones, FEHD will follow its established standards of provision. The working group will decide on the exterior design, installations and equipment, as well as materials having regard to the actual circumstances of individual toilets. For public toilets at tourist spots, FEHD will consider adopting thematic layouts, featured facades, multi-colour artistic designs and decorative lighting to make the toilets aesthetical and distinctive, providing good ventilation, making the best use of natural light in addition to artificial lighting, as well as utilizing advanced facilities such as infrared sensor-activated taps and flushing equipment. Subject to site conditions and other circumstantial factors, FEHD will consider providing more pedestal type water closets to meet the needs of tourists.

## Public Toilets with High Utilization Rate at Hot Tourist Attractions

<i>District</i>	<i>Tourist Attraction</i>	<i>Name of Public Toilet</i>
Central and Western	Lions Point View Pavilion	Peak Tower Public Toilet
Wan Chai	Golden Bauhinia Square	Expo Drive East Public Toilet
Southern	Stanley Market Road	Stanley Municipal Services Building Public Toilet
		Stanley Waterfront Public Toilet
Islands	Ngong Ping	Ngong Ping Road Interchange Public Toilet
		Ngong Ping Road Public Toilet
Yau Tsim	Hong Kong Museum of Art, Hong Kong Space Museum, Hong Kong Cultural Centre	Tsim Sha Tsui Ferry Concourse Public Toilet
	Hong Kong Science Museum	Science Museum Road Public Toilet
Mong Kok	Pedestrian Street at Sai Yeung Choi Street South	Sai Yee Street Garden Public Toilet
	Mong Kok Flower Market	Sai Yee Street Public Toilet
Sham Shui Po	Apliu Street	Apliu Street Public Toilet
Wong Tai Sin	Chi Lin Nunnery	Sheung Yuen Street Public Toilet
Kwun Tong	Lei Yue Mun	Lei Yue Mun (Ling Nam Sun Tsuen) Public Toilet
		Lei Yue Mun Ma Wan Public Toilet cum Bathhouse
Kwai Tsing	Lantau Link	Lantau Link Viewing Platform Public Toilet
Tai Po	Lam Tsuen Wishing Trees	Fong Ma Po Public Toilet
Sai Kung	Sai Kung Hoi Pong Street, Sai Kung Hoi Pong Square	Yi Chun Street Public Toilet

**Public toilets at the Peak**

9. **MR YIU SI-WING** (in Chinese): *President, in reply to a question raised by me on 22 March last year, the Government pointed out that the Food and Environmental Hygiene Department ("FEHD") and the Architectural Services Department had set up a working group, which frequently discussed ways to optimize FEHD's public toilets to ensure that the appearance of such toilets could blend well with the surrounding environment, and that their designs can keep up with the times. For public toilets at tourist attractions, FEHD would consider adopting thematic designs, featured facades, multi-colour artistic designs, decorative lighting with characteristics, etc., so as to give them an aesthetical and distinctive appearance. According to a Visitor Profile Report published by the Hong Kong Tourism Board, the Peak is the most popular tourist attraction in Hong Kong. Nevertheless, I have received complaints recently from members of the public that there were inadequate public toilets in the tourist district of the Peak, that the facilities of some of the public toilets there were substandard and that their hygiene conditions were poor, in particular the public toilet at Podium 2 of the Peak Tower. They consider that such a situation not only affects tourists' impression of Hong Kong, but also tarnishes the image of Hong Kong as an international metropolis. Given that the public toilet in the Peak Tower will be closed for refurbishment at the end of this year, some members of the public are worried that the problem of inadequate public toilets in the tourist district of the Peak will deteriorate by then, and that the facilities and design of the public toilet after refurbishment will still be incompatible with the level of the Peak as a world-class tourist attraction. In this connection, will the Government inform this Council:*

- (1) *of the number of toilets available for public use in the tourist district of the Peak; whether it received relevant complaints and whether it conducted any public satisfaction survey in respect of such facilities, in the past three years; if so, of the details; if not, the reasons for that;*
- (2) *whether it has planned, in response to the needs of tourists, to (i) provide additional public toilets in the tourist district of the Peak, (ii) improve the facilities of the existing public toilets and (iii) step up the management of such facilities; if so, of the details; if not, the reasons for that;*

- (3) *whether, in the course of carrying out the aforesaid refurbishment works, the aforesaid working group has planned to incorporate, in the light of the actual situation, elements that reflect the characteristics of the Peak as a tourist attraction into the design of that public toilet, and to provide additional facilities therein, so as to meet the needs of tourists and other users and enhance tourists' impression of Hong Kong; if so, of the details; if not, the reasons for that; and*
- (4) *of the short-term measures to solve the problem of inadequate public toilets in the tourist district of the Peak when the aforesaid refurbishment works are underway?*

**SECRETARY FOR FOOD AND HEALTH** (in Chinese): President, the toilets for public use in the tourist area of the Peak are managed by several departments/organizations, including the Food and Environmental Hygiene Department ("FEHD"), the Leisure and Cultural Services Department ("LCSD"), the Agriculture, Fisheries and Conservation Department ("AFCD") as well as shopping centres in the private sector nearby.

My reply in respect of FEHD's purview to the question raised by Mr YIU Si-wing is as follows:

- (1) FEHD provides a public toilet in the Peak Tower (with Peak Tram Terminus) with 6 cubicles and 4 urinals in the male section and 8 cubicles in the female section, in addition to a total of 19 cubicles and 29 urinals in male toilets, 25 cubicles in female toilets and 10 accessible unisex toilets provided in the Peak Tower's shopping centre and Peak Galleria nearby; 4 cubicles and 6 urinals in male toilets, 8 cubicles in female toilets and 2 accessible unisex toilets provided by LCSD in the Mount Austin Playground and Victoria Peak Garden; as well as 2 cubicles in the male section and 2 cubicles in the female section of the public toilet provided by AFCD in Lung Fu Shan Country Park for the use of the public and tourists.

FEHD received 8, 8 and 14 complaints about the public toilet of the Peak Tower in 2015, 2016 and 2017 respectively, mainly concerning its cleanliness and repairs of facilities. FEHD has already handled and followed up the complaints.

FEHD has not conducted any satisfaction survey on the services provided for the public toilet in the Peak Tower. That said, FEHD has long been mindful of the hygiene conditions and usage of the facilities of the toilet and taken follow-up actions as appropriate.

- (2) Concerning the provision of additional public toilets, FEHD will consider a number of factors, such as the number of nearby toilets available for the public and tourists (including the toilets provided by other government departments and private sector shopping centres), local pedestrian flow, the availability of suitable locations for new public toilets, etc. and decide whether there is a need to build new toilet(s) according to the actual situation. As far as the tourist area of the Peak is concerned, FEHD has no plan to build any new public toilet at the Peak since there have already been quite a number of toilet facilities available for the public and tourists. That being the case, FEHD will review the service of public toilets in the area on a regular basis to ensure that the facilities provided can meet the requirements.

With respect to upgrading the public toilet facilities for the tourist area of the Peak, FEHD and the Architectural Services Department ("ArchSD") have set up a working group which holds frequent discussions on how to optimize FEHD's public toilets to ensure that the design of public toilet facilities could blend well with the surrounding environment and keep up with the times, with a view to making the public toilet facilities hygienic, clean, safe and decent. In planning new toilets and reprovisioning or refurbishing existing ones, FEHD will follow its established standards of provision. The working group will decide on the exterior design, installations and equipment, as well as materials having regard to the actual circumstances of individual toilets. For public toilets at tourist spots, FEHD will consider adopting thematic layouts, featured facades, multi-colour artistic designs and decorative lighting to make the toilets aesthetical and distinctive, providing good ventilation, making the best use of natural lighting in addition to artificial lighting, as well as utilizing advanced facilities such as infra-red sensor-activated taps and flushing equipment. Subject to site conditions and other circumstantial factors, FEHD will consider providing more pedestal type water closets to meet the needs of tourists.



As regards stepping up the management of public toilets of the Peak, FEHD has deployed toilet attendants to work there to ensure that the toilets are clean and hygienic with toilet paper and liquid soap replenished as well as damages of facilities reported for speedy repairs. In parallel, FEHD staff are deployed for daily inspection of the conditions of hygiene, cleanliness and facilities of the public toilets of the Peak. Blitz inspections will be strengthened to monitor the performance of cleansing service contractors and the cleanliness of the toilets. If any default or irregularity of the contractor is found, FEHD will take follow-up actions as appropriate, including issuing verbal and written warnings, and default notice to deduct the monthly payment for service. FEHD also holds regular meetings with the contractor to review its service performance and identify areas for further improvement.

- (3) Apart from the current design standards, the working group set up by FEHD and ArchSD have considered a number of factors in vetting and approving the designs of the refurbishment works for the public toilet of the Peak Tower, including the toilet's existing conditions, utilization rate, the views of the Tourism Commission and the property management agency of the Peak Tower, etc. to ensure that the refurbished toilet can better meet the needs of users and blend well with the interior design features of the Peak Tower. In the light of the actual situation, there will be more urinals and cubicles in the male and female sections respectively after refurbishment, and one of the cubicles in the male section will be converted into a universal toilet. Facilities including lighting and ventilation systems will also be enhanced and upgraded.
- (4) To address the temporary inadequacy of toilet facilities in the tourist area of the Peak during the refurbishment period of the public toilet at the Peak Tower (expected from the third quarter of 2018 to the second quarter of 2019), FEHD will provide mobile toilets for the use of tourists at suitable location in the vicinity of the public toilet. Besides, FEHD will refurbish the public toilet of the Peak Tower by phases so as to minimize the problems arising from temporary inadequacy of toilet facilities due to the refurbishment works.