

**CONTROLLING OFFICER'S REPLY**

**EEB(F)064**

**(Question Serial No. 1809)**

Head: (49) Food and Environmental Hygiene Department

Subhead (No. & title): (-) Not specified

Programme: (2) Environmental Hygiene and Related Services

Controlling Officer: Director of Food and Environmental Hygiene (Donald NG)

Director of Bureau: Secretary for Environment and Ecology

Question:

It is mentioned in Programme (2) that the Government will expedite the refurbishment or facelifting projects of public toilets under the Enhanced Public Toilet Refurbishment Programme, continue to improve the design and facilities of existing public toilets in phases, and improve the planning, provision and management of public toilets. Nevertheless, as observed by me and reflected by members of the public, there are still a number of areas which require improvement. In this connection, please advise this Committee of:

- (1) the effectiveness of the work to improve public toilets in the past 3 years, and the specific details of work to be done in the coming year;
- (2) the statistics on routine repairs of public toilets in the 18 districts in the past 3 years; and
- (3) the staff establishment involved in carrying out the above work in the coming year.

Asked by: Hon CHAN Pok-chi (LegCo internal reference no.: 5)

Reply:

- (1) In the past 3 years, the Food and Environmental Hygiene Department (FEHD) completed refurbishment or facelifting works for 112 public toilets.

FEHD has been comprehensively enhancing the facilities, management and hygiene of public toilets under its management through a multi-pronged approach, including applying new technologies, improving management standard, actively taking forward the Enhanced Public Toilet Refurbishment Programme (Enhanced PTRP) and stepping up publicity and education. The relevant work includes the following:

- (i) FEHD has, in collaboration with the Architectural Services Department (ArchSD), actively taken forward the Enhanced PTRP since 2019-20. In the past 7 years (i.e. from 2019-20 to 2025-26), full refurbishment or facelifting works for about 480 public toilets have been rolled out under the Enhanced PTRP, accounting for about 60% of the total number of public toilets under FEHD. As at 31 December 2025, works for more than 200 public toilets have been completed;

- (ii) FEHD introduced the “ozone nanobubble technology” in early 2025 for application in the flushing system to oxidise the bacteria and viruses in water and reduce odours. The flushing system is being tested in 4 public toilets, and there are plans to extend the testing to another 4 public toilets with high utilisation rates this year. Since 2019, FEHD has installed an advanced air purification system that employs “nano plasma driven catalysis air purification technology” or “nano confined catalytic oxidation technology” in over 130 public toilets with high utilisation rates across the territory, which effectively decomposes odour-causing substances. It plans to install the air purification system in 10 other public toilets this year;
- (iii) FEHD has, in collaboration with the Electrical and Mechanical Services Department (EMSD), installed a smart system in 15 public toilets, including those equipped with odour sensors to monitor in real time the odour level in the air. When the odour consistently exceeds a certain level for over 15 minutes, the system will automatically send out a mobile phone short message, informing officers to arrange cleaning immediately. The system also features a user feedback system to collect users’ views, which enhances management efficiency through data analysis. FEHD and EMSD plan to install the system in about 50 other public toilets for further testing. FEHD has also been working with EMSD on the testing and installation of fall detection sensors in 2 accessible toilets. If the system detects a user fell down or remaining motionless for too long, the alarm will be triggered to facilitate timely assistance. The system will be installed in accessible toilets of about 40 public toilets this year;
- (iv) The Adenosine Triphosphate (ATP) luminometer was introduced in 2025 to rapidly detect organic contaminants on environmental surfaces and objectively assess the cleanliness of public toilets through scientific data. If any frequently touched areas are found to be non-compliant, staff members will be immediately instructed to enhance cleaning efforts;
- (v) At locations with no public sewerage, water or electricity, FEHD has provided solar-powered eco-smart toilets, which use solar energy to supply electricity and can be self-sustained with power and water, and utilise electro-catalytic oxidation to process waste water on the scene. The first eco-friendly toilet has been in service at Lok Ma Chau (San Tin) Public Transport Interchange since February 2025;
- (vi) FEHD has fully implemented the Minor Works Order Record System mobile app, which enables frontline staff to submit repair requests immediately and track progress in real time. This significantly expedites the repair process and enables systematic collation of management data;
- (vii) FEHD has implemented an approach of procuring the public toilet cleansing service separately through dedicated contracts on a pilot basis since 2022. This means that the public toilet cleansing service is taken out from the street cleansing service contracts and procured separately under a dedicated contract. Currently, the new approach has been adopted in the contracts of 13 districts; and

(viii) Since 2024, the Outstanding Toilet Attendant Award Presentation Ceremony has been held annually to recognise outstanding frontline staff for their exceptional performance, encourage the enhancement of service standards, as well as promote respect for frontline staff and caring for public property among the public. For public toilets at tourist attractions or those with high utilisation rates, a new wireless broadcasting system has been installed through which promotional audio messages are played to remind the public to uphold civic-mindedness, use the facilities properly and keep the public toilets clean. From 2024 onwards, FEHD has gradually installed the system in 200 suitable public toilets.

With the implementation of the above measures and the continuous enhancement of public civic-mindedness, the service and hygiene standards of public toilets have continued to improve. FEHD will continue to take forward the above areas of work in the coming year. In collaboration with ArchSD, it is planning to commence the refurbishment or facelifting works for 105 public toilets in 2026-27.

(2) According to records, the figures of repair cases for public toilets under FEHD in the past 3 years, with a breakdown by the 18 districts, are as follows:

<b>Year</b> <b>District</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Central & Western	1 404	1 597	1 705
Wan Chai	980	1 091	1 453
Eastern	459	755	914
Southern	750	692	899
Islands	836	985	1 442
Yau Tsim Mong	1 121	1 208	1 569
Sham Shui Po	1 742	1 513	1 746
Kowloon City	717	1 002	2 070
Wong Tai Sin	315	309	424
Kwun Tong	347	409	420
Kwai Tsing	363	459	548
Tsuen Wan	999	977	1 211
Tuen Mun	1 225	1 417	2 035
Yuen Long	2 912	3 154	3 964

<b>District \ Year</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
North	1 789	2 140	2 332
Tai Po	1 303	1 504	1 406
Sha Tin	715	915	1 200
Sai Kung	1 225	1 254	1 652
<b>Total</b>	<b>19 202</b>	<b>21 381</b>	<b>26 990</b>

- (3) As public toilet services form part of the FEHD's public cleansing services, there is no separate breakdown of the manpower involved in public toilet-related work.

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