

CONTRACT NO. HY/2012/06
Widening of Fanling Highway
Between Tai Hang and Wo Hop Shek Interchange (Stage 2)

ENVIRONMENTAL COMPLAINT ACTION FORM

Environmental Enquiry No.: EC-10
(Related Previous Enquiry NO.: --)

COMPLAINT DETAILS

Date Received	14 November 2019
Parameter	* Air / Noise/ Water / Waste / Landscape
Enquirer's Details	
Name	Michelle So
Email Address	ml8926@yahoo.com
Address	Not disclosed

FOLLOW-UP ACTION

First Contact with the Complaint by	* Telephone / Site Visit / Referral from EPD / Email received by BD and Referral to HY/2012/06
Date of the First Contact	28 October 2019
<p>Details of Complaint:</p> <p>The Buildings Department received a complaint on 28 October 2019 through email. The complaint was referred to ET of HY/2012/06 on 14 November 2019.</p> <p>The complainant complained about dust and noise nuisance caused continuously by road construction works at Tai Wo Service Road West.</p>	
<p>Investigation and Findings:</p> <p>As the complaint is related to general dust and noise nuisance of whole construction period, so this investigation will be carried out in accordance with the record of pervious Environmental Monitoring and Audit (EM&A) programme.</p> <p>Fist of all, according to the information from the Contractor, there were other construction works carried out by other public or private parties in Tai Wo Service Road West in the past few years and therefore the source of general dust and noise nuisance (if any) would not be clearly distinguish from other construction projects.</p> <p>For the dust nuisance, according to the EM&A manual, impact 1-hour TSP monitoring was conducted for at least three times every 6 days and impact 24-hour TSP monitoring was</p>	

conducted out for at least once every 6 days. Until 30 September 2019, the minimum, maximum and average of 1-hour TSP monitoring are 31.3 $\mu\text{g}/\text{m}^3$, 89.6 $\mu\text{g}/\text{m}^3$ and 71.9 $\mu\text{g}/\text{m}^3$ respectively. The minimum, maximum and average of 24-hour TSP monitoring are 0.2 $\mu\text{g}/\text{m}^3$, 176.1 $\mu\text{g}/\text{m}^3$ and 38.9 $\mu\text{g}/\text{m}^3$ respectively. There was no exceedance case in both 1-hour and 24-hour TSP monitoring records throughout the whole construction period. The average of monitoring results in 1-hour and 24-hour TSP are well below the Action Level (317.8 $\mu\text{g}/\text{m}^3$ in 1-hour TSP and 200.7 $\mu\text{g}/\text{m}^3$ in 24-hour TSP). The monitoring data of air quality over the construction period was shown in **Attachment 1**.

For the noise nuisance, according to the EM&A manual, impact noise monitoring was conducted for at least once per week during the construction phase of the Project. Until 30 September 2019, the minimum, maximum and average of measured construction noise at West Tai Wo (M2) are 53.4 dB(A), 72.9 dB(A) and 68.9 dB(A) respectively. The minimum, maximum and average of measured construction noise at Fanling Government Secondary School (M3) are 53.8 dB(A), 69.8 dB(A) and 64.5 dB(A) respectively. Total 8 nos. of Limit Level exceedances were recorded during the construction period. For all exceedance cases, follow-up actions have been taken in accordance with the Event Action Plan in the EM&A Manual and all exceedances were considered as non-project-related. The monitoring data of measured construction noise over the construction period was shown in **Attachment 2**.

Construction noise permits (CNPs) were applied for the night time construction works and the Contractor had complied with the requirements stipulated in the CNPs to minimize the noise nuisance. The CNPs applied during the construction period can be found in the Monthly EM&A report through the following website.

http://www.tolohighway-ema.com/Stage2/EMnA_Reports/Monthly/EMnAREport_M.htm

After the investigation, the overall effectiveness of the noise and dust mitigation measure reflected from the EM&A programme were reviewed. Most of the regular noise and air quality environmental monitoring results in the construction period are below Action and Limit Levels. The environmental monitoring results indicated that the construction works of the Project in general had followed the requirement of EM&A manual. For the night time construction works, the Contractor had complied with requirements of CNPs to minimize noise nuisance. In accordance with previous records of the EM&A programme, it can be concluded that the overall environmental performance of the Project complied with legal requirements and EM&A manual. Considering that several construction projects had carried out other works in Tai Wo Service Road West simultaneously and the satisfactory result of EM&A programme, there is no adequate information to conclude that the complaint is related to this Contract.


Exceedance Associated with Site Activity to	* No Exceedance / Action / Limit
Recommended Mitigation Measures:	
<ol style="list-style-type: none"> 1) Monitor the air and noise impact continuously until the end for construction period; 2) Ensure all of night time work are applied CNP and fulfilled the requirement of CNP; 3) Carry the weekly site inspection continuously until the end for construction period; 4) Ensure the Contractor implement the environmental mitigation measures continuously; and 5) Foster better public relations with the sensitive receivers and complainants nearby. 	

* Delete where inappropriate

MONITORING

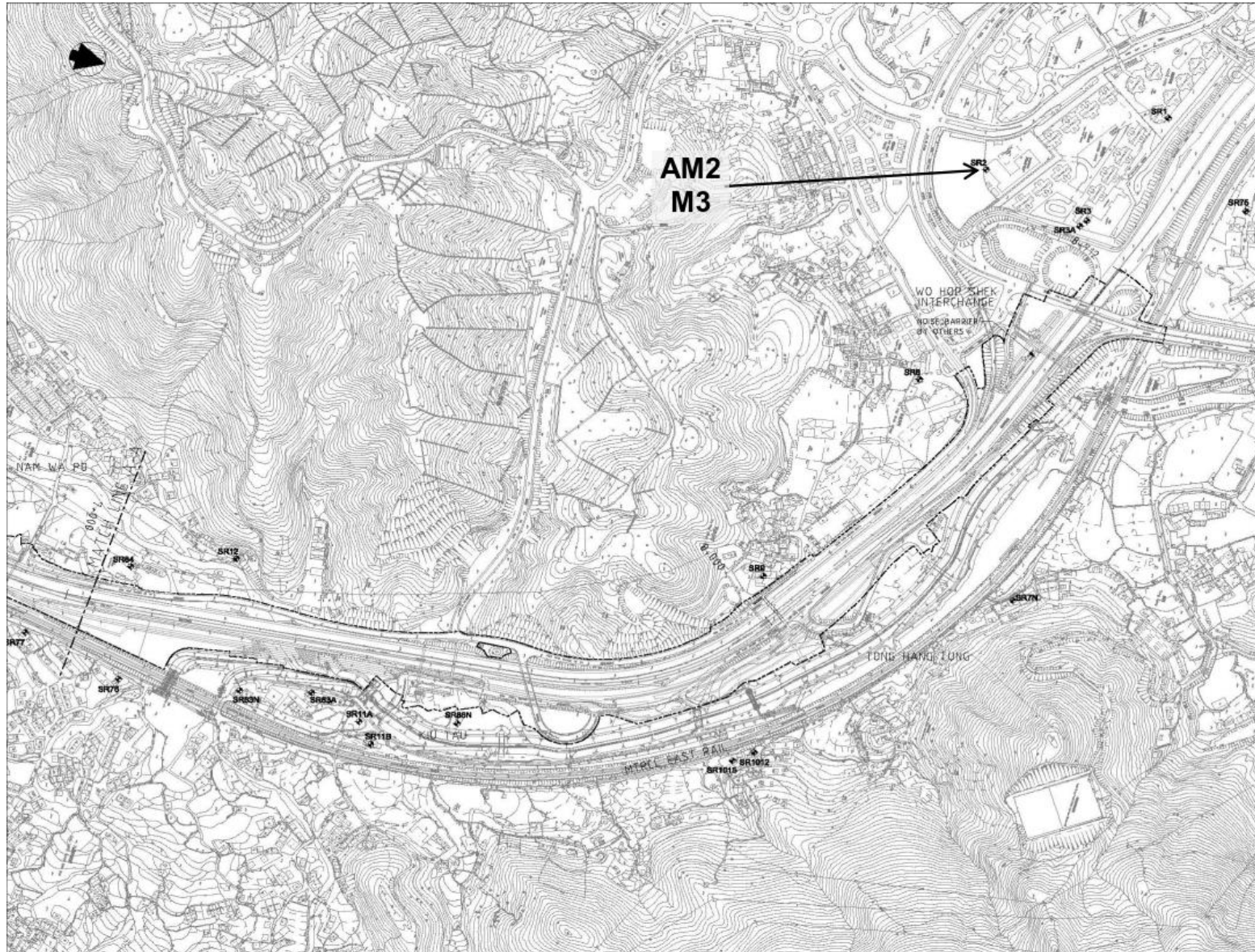
Ad hoc Monitoring undertaken	* Yes / No

* Delete where inappropriate

Prepared by: Y W Fung
Designation: Environmental Team Leader
Signature: 
Date: 27 November 2019

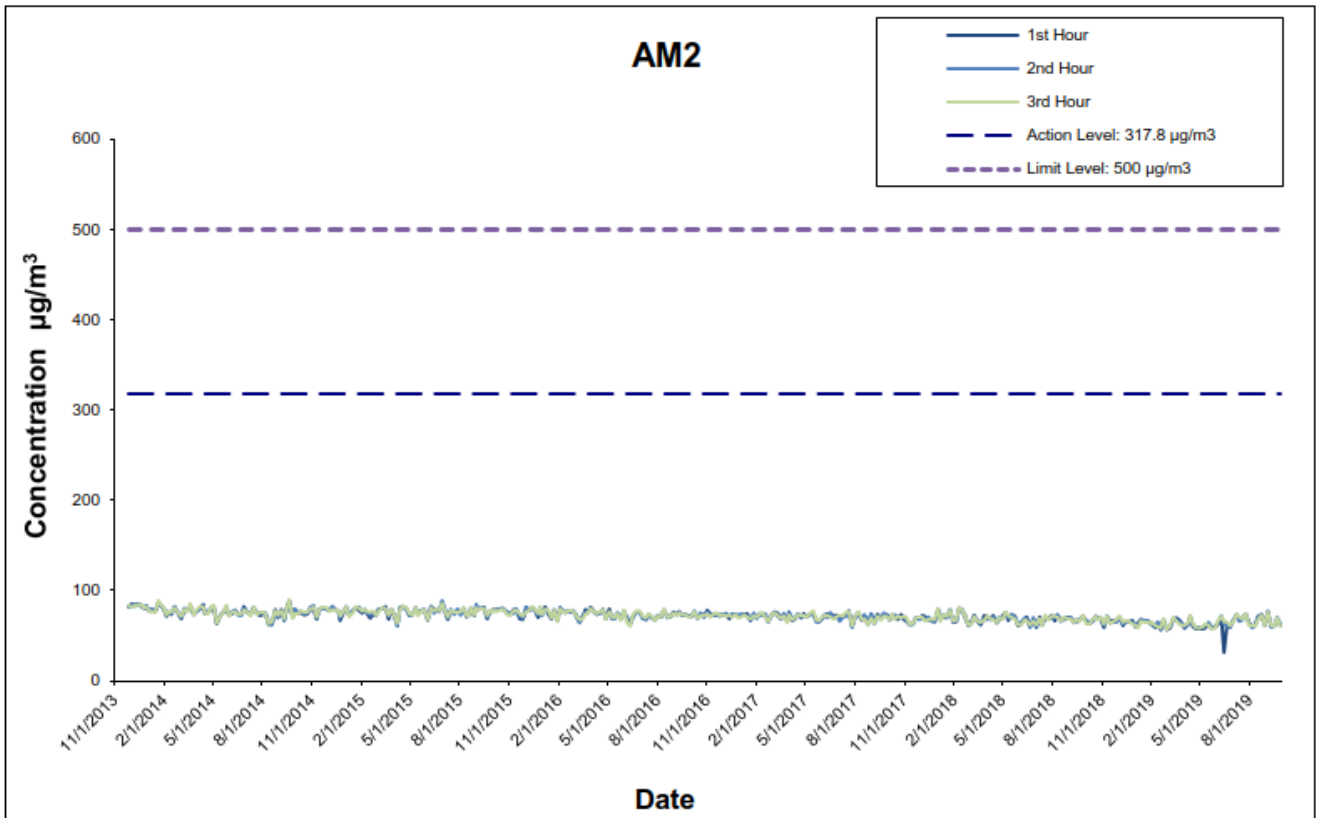
Figures

Figure 2 – Monitoring Locations

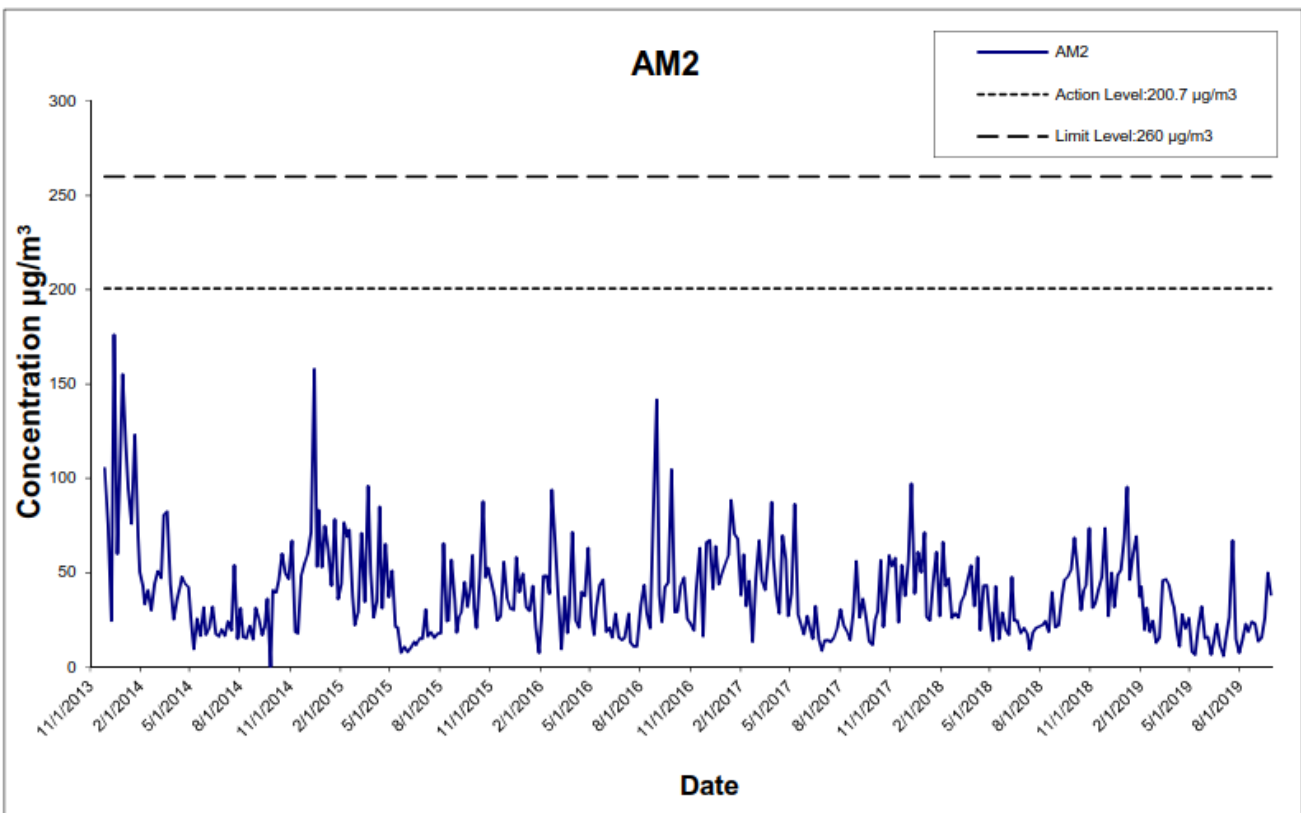


Attachment 1
IMPACT AIR QUALITY
MONITORING
GRAPHICAL
PRESENTATION

1-hour TSP Monitoring



24-hour TSP monitoring



**Attachment 2
IMPACT NOISE
MONITORING
GRAPHICAL
PRESENTATION**

