

Appendix K

Cumulative Statistics on
Exceedances, Complaints,
Notifications of Summons and
Successful Prosecutions

Table K-1 Environmental Complaints Log

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
EC152_CKRCT20 230104_586	4 January 2023	1823 and Email	The Contractor & Engineer	Construction Noise	<p>EPD referred three complaints that were received from the residents of The Regalia on 4 January 2023. The first complainant complained about the noise nuisance from the construction site always continuing from 19:00 hours to 24:00 hours. He/she requested remedial action to minimize the noise impact.</p> <p>The second complainant complained about the construction works were conducted on holidays and weekdays at midnight. Although a valid construction noise permit was provided, the complainant did not understand why it can be approved. He/she requested the Contractor take follow-up action and reply as soon as possible.</p> <p>The third complainant complained about the noise nuisance generated by the construction site on 3 January 2023 at 23:00 hours. He/she requested the Contractor take follow-up action and reply as soon as possible.</p> <p>Based on the information from the Contractor, breaking inside tunnel area was stopped before 23:00 hours.</p> <p>Based on the information from the</p>	Investigation report was finalized on 7 March 2023.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Contractor, the construction activities that may contribute to the ground-borne noise nuisance during daytime and nighttime are drilling and breaking. Drilling and breaking were stopped before 23:00 from Monday to Saturday. No drilling and breaking were conducted on Sundays and public holidays.</p> <p>Based on the information from the Contractor, the daytime activities from 07:00 hours – 19:00 hours in January, mainly included:</p> <ul style="list-style-type: none"> ➤ Drill and break excavation inside tunnel area; ➤ Drill and blast excavation inside tunnel area; ➤ Excavation for benching inside tunnel area; ➤ Site and shaft installation on surface; ➤ Mucking out from tunnel. These activities were conducted in accordance with the requirement set out in the Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM). The mitigation measure including extending the noise barriers near the mucking out area was 	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>conducted following the approved CNMMP (Rev. H).</p> <p>According to the information provided by the Contractor, the nighttime activities from 19:00 hours on 3 January 2023 to 07:00 hours on 4 January 2023, mainly included:</p> <ul style="list-style-type: none"> ➤ Mucking Out ➤ Breaking ➤ Arch rib installation ➤ Grouting <p>These activities were conducted inside tunnel area and confirmed to comply with the CNP (GW-RE1370-22).</p> <p>According to the information provided by the ET under Contract No. HY/2014/08 Central Kowloon Route – Yau Ma Tei East, construction noise monitoring (Leq (30 min)) was conducted at the monitoring locations, Prosperous Garden Block 1 (W-N25A) and Hydan Incident Report on Complaint Case Place (W-N18) in January 2023 in accordance with the requirement set out in the EM&A Manual. The noise monitoring results carried</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>out in January 2023 complied with the noise criteria stipulated in EIAO-TM.</p> <p>ET conducted weekly site inspections in Yau Ma Tei on 28 December 2022 and 10 January 2023, no particular observations and recommendations were made regarding the noise impact from the inspection team.</p> <p>The concerned works were conducted in the tunnel area and the airborne noise was expected to be minimized. To further minimize the ground-borne noise, the following action was taken by the Contractor:</p> <p>The respective ET will continue to monitor noise levels under the EM&A manual.</p> <p>The Contractor agreed to defer the construction works from 7:00 hours to 8:00 hours.</p> <p>The Contractor will continue the rock breaking from 19:00 hours to 23:00 hours at the place far away from The Regalia and keep monitoring the noise level.</p> <p>Supervision by Resident Site Staff (RSS) of the Project to monitor the site work activities and audit the noise mitigation measures</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>implemented on-site by ET and RSS</p> <p>The Contractor was suggested to maintain good relations with the nearby sensitive receivers/ stakeholders which may be affected by the construction work such as providing better/ more detailed information of the work nature and informing in advance of the noisy works to the nearby residents.</p> <p>The Contractor was reminded to take remedial actions to ensure the adverse noise impact transmitted through the structural elements of a building does not continue under the CNP (GW-RE1370-22) condition 3.d.7.</p> <p>The Contractor was suggested to carry out noise monitoring at the sensitive receiver while conducting tunneling works if necessary.</p>	
EC156_CKRCT20 230116_605	16 January 2023	Email	The Contractor & Engineer	Construction Noise	EPD was referred a complaint case on 16 January 2023. A complainant was complained about the noise nuisance generated from the construction site between Kansu Street and Shanghai Street. The mucking out process makes huge noise to the nearby residents. He/she requested the Contractor to handle	Investigation report was finalized on 17 February 2023.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>the spoil with care, defer the starting time of mucking out from 7:00 hours to 8:00 hours and provide noise barriers to minimize the noise impact.</p> <p>EPD was referred another complaint case on 6 February 2023 that the same complainant was complained about the excavator and dump trucks start working at 7:00 hours, the excavator generated huge noise nuisance to the nearby residents when operation. Besides, there are noise generated from the construction site since last week morning from 6:45 hours. He/she requested the Contractor to handle the spoil with care, defer the starting time of mucking out from 7:00 hours to 8:00 hours and provide noise barriers to minimize the noise impact.</p> <p>Based on the information from the Contractor, the complainant concerned noise nuisance on 16 January 2023 and 6 February 2023 after 7:30 hours was generated from mucking out on surface. This activity was conducted in accordance with the requirement set out in the Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM). The</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>mitigation measure including extend the noise barriers near the mucking out area was conducted following the approved CNMMP (Rev. H).</p> <p>Based on the information from the Contractor, the complainant concerned noise nuisance from 30 January 2023 to 5 February 2023 morning at 6:45 hours was generated from morning exercise of the workers. No mucking out was conducted at 6:45 hours.</p> <p>ET conducted weekly site inspections in January on 10 January 2023 and 31 January 2023, no particular observations and recommendations were made regarding the noise impact from the inspection team.</p> <p>According to the information provided by the ET under Contract No. HY/2014/08 Central Kowloon Route – Yau Ma Tei East, construction noise monitoring (Leq (30 min)) was conducted at the monitoring locations, Prosperous Garden Block 1 (W-N25A) and Hydan Place (W-N18) in January and February 2023 in accordance with the requirement set out in the EM&A Manual.</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>The noise monitoring results carried out in January and February 2023 complied with the noise criteria stipulated in EIAO-TM.</p> <p>The concerned activity was conducted on the surface area. To further minimize the air-borne noise, the following action was taken by Contractor:</p> <p>The Contractor was deferred the starting time of mucking out from 7:00 hours to 7:30 hours.</p> <p>The Contractor agreed to provide training to the operator to handle the spoil with care as much as practicable.</p> <p>The Contractor agreed to avoid concurrent operation on surface of PME to minimize the noise impact.</p> <p>The Contractor will control the noise generated from the horn and whistle during morning exercise.</p> <p>Supervision by Resident Site Staff (RSS) of the Project to monitor the site work activities and audit the noise mitigation measures implemented on-site by ET and RSS.</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>The Contractor was suggested to maintain good relations with the nearby sensitive receivers/ stakeholders which may be affected by the construction work such as providing better/ more detailed information of the work nature and informing in advance of the noisy works to the nearby residents.</p> <p>The Contractor was suggested to carry out noise monitoring at the sensitive receiver while conducting tunneling works if necessary.</p>	
EC157_CKRCT20 230214_612	14 February 2023	The Contractor Hotline	The Contractor & Engineer	Construction Noise	<p>A complaint from a jade market shopkeeper about the high-frequency noise nuisance generated by the machine behind the jade market at Yau Ma Tei construction site, the noise nuisance was bigger than usual. They requested the Contractor to take remedial action to minimize the noise impact.</p> <p>Site inspection was conducted by the Contractor after the complaint was received. It is found that the concerned noise nuisance was generated by Jib Crane, a lifting test was conducted during the complaint period, and the alarm of the Jib Crane was wrongly set by the workers to cause noise nuisance. The Contractor was rectified the alarm</p>	Investigation report was finalized on 9 March 2023.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>immediately after the problem was inspected.</p> <p>According to the information provided by the ET under Contract No. HY/2014/08 Central Kowloon Route – Yau Ma Tei East, construction noise monitoring (Leq (30 min)) was conducted at the monitoring locations, Prosperous Garden Block 1 (W-N25A) and Hydan Place (W-N18) on 14 February 2023 in accordance with the requirement set out in the EM&A Manual. The noise monitoring results carried out on 14 February 2023 complied with the noise criteria stipulated in EIAO-TM.</p> <p>ET conducted weekly site inspections in February on 21 February 2023, and no high-frequency noise was observed from the inspection team.</p> <p>The concerned works were conducted on the surface area. To further minimize the air-borne noise, the following action was taken by the Contractor:</p> <p>The Contractor adjusted the alarm system of the Jib Crane immediately to minimize the noise impact.</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Noise barriers were added behind the Jib Crane by the Contractor to minimize the noise impact.</p> <p>Supervision by Resident Site Staff (RSS) of the Project to monitor the site work activities and audit the noise mitigation measures implemented on-site by ET and RSS.</p> <p>The Contractor was suggested to maintain good relations with the nearby sensitive receivers/ stakeholders which may be affected by the construction work such as providing better/ more detailed information of the work nature and informing in advance of the noisy works to the nearby residents.</p> <p>Carrying out a briefing to the workers was suggested to avoid noise nuisance generate again because of the wrong alarm setting.</p>	
EC158_CKRCT20 230220_615	20 February 2023	The Contractor Hotline	The Contractor & Engineer	Construction Noise	A complaint was received from a resident of Kwun Tak Court on 20 February 2023 about noise nuisance generated by the construction site near Sheung Lok Street, the complainant mentioned the noise nuisance was generated by the stone falling process. He/she requested the Contractor to add noise barriers to minimize the noise impact.	Investigation report was finalized on 9 March 2023.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Based on the information from the Contractor, the complainant concerned noise was generated by transferring fill material to the tunnel via a drop pipe. These activities were conducted in accordance with the requirement set out in the Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM).</p> <p>ET conducted construction noise monitoring (Leq (30 min)) at the monitoring location, SKH Tsoi Kung Po Secondary School (M-N3) (Annex A), in February 2023, in accordance with the requirement set out in the EM&A Manual. The noise monitoring results carried out in February 2023 complied with the noise criteria stipulated in EIAO-TM.</p> <p>The concerned works were conducted on surface. To further minimize the noise impact, the following action was taken by the Contractor:</p> <p>The Contractor agreed to provide training to the operator to handle the materials with care as much as practicable.</p> <p>Noise barriers has been erected next to the</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>drop pipe facing the NSR to minimize the noise impact.</p> <p>Concurrent construction works on the surface will be avoided to minimize the noise impact.</p> <p>In addition, Resident Site Staff (RSS) of the Project will supervise the site work activities and the implementation of noise mitigation measures will be audited by ET and RSS.</p> <p>The Contractor was suggested to maintain good relationship with the nearby sensitive receivers/ stakeholders which may be affected by the construction works such as providing better/ more detailed information of the work nature and inform in advance of the noisy works to the nearby residents.</p>	
EC159_CKRCT0230215_614	15 February 2023	Email	The Contractor & Engineer	Dust	<p>EPD referred a complaint case (EPD ref.: K10/RE/00003875-23) on 15 February 2023. Complaint of dusty environment at San Ma Tau Street caused by construction sites near Grand Waterfront on 12 February 2023(“土瓜灣翔龍灣新碼頭街 38 號翔龍灣廣場近九龍城渡輪碼頭的地盤有沙塵污染，很多泥頭車經過有大量的沙塵跌落，路面白蒙蒙一片”).</p> <p>EPD also remind BTP to ensure the works</p>	Investigation report was finalized on 1 March 2023.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>fulfill the relevant environmental legislation and their subsidiary regulations and take necessary environmental measures to minimize the environmental nuisance arising from the construction site.</p> <p>According to the information provided by the Contractor, no surface work was conducted, and no loaded truck was passing through on 12 February 2023.</p> <p>According to the information provided by the Contractor, the noise enclosure was closed as no surface work was conducted on 12 February 2023.</p> <p>According to the information provided by the ET under Contract No. HY/2014/07 Central Kowloon Route – Kai Tak West, construction dust monitoring (1-hr TSP & 24-hr TSP) was conducted at the monitoring locations, Block B of Merit Industrial Centre in February 2023 in accordance with the requirement set out in the EM&A Manual. The dust monitoring results carried out in February 2023 complied with the air quality impact criteria stipulated in EIAO-TM.</p> <p>ET conducted a weekly site inspection on 14</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>February 2023, no particular observations and recommendations were made regarding the dust impact from the inspection team.</p> <p>The Contractor shall ensure the mitigation measures conducted were well-implemented in the construction site during workday.</p> <p>Supervision is taken by Resident Site Staff (RSS) of the Project to monitor the site work activities and implementation of the dust mitigation measures is audited on-site by ET and RSS.</p> <p>The Contractor was suggested to maintain good relations with the nearby sensitive receivers/ stakeholders which may be affected by the construction work such as providing better/ more detailed information about the work nature and informing in advance of the works to the nearby residents.</p> <p>The Contractor is reminded to follow the procedures and requirements given in the Air Pollution (Construction Dust) Regulation as well as the mitigation measures as recommended in the EM&A Manual.</p>	
EC160_CKRCT20	24 February	The	The	Construction	Investigation results will be reported in the	Under

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
230224_616	2023	Contractor Hotline	Contractor & Engineer	Noise	subsequent Monthly EM&A Report.	investigation and the investigation results will be reported in the subsequent Monthly EM&A Report.
EC161_CKRCT0 230228_620	28 February 2023	Mobile Message	The Contractor & Engineer	Dust	<p>A complaint was referred by Kai Tak West (Contract No.: HY/2014/07) about dust generated from the construction vehicles from CKR-CT at San Ma Tau Street.</p> <p>According to the information provided by the Contractor, mitigation measures including regular water spraying inside the construction site, providing wheel wash to the car leaving the construction site, and covering the dusty materials on the dump truck were conducted to minimize the dust impact after received the complaint.</p> <p>According to the information provided by the ET under Contract No. HY/2014/07 Central Kowloon Route – Kai Tak West, construction dust monitoring (1-hr TSP & 24-hr TSP) was conducted at the monitoring locations, Block B of Merit Industrial Centre in February 2023</p>	Investigation report was finalized on 7 March 2023.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>in accordance with the requirement set out in the EM&A Manual. The dust monitoring results carried out in February 2023 complied with the air quality impact criteria stipulated in EIAO-TM.</p> <p>After communicating with the complainant about the mitigation measures conducted by the Contractor, no comment was proposed by the complainant.</p> <p>Supervision is taken by Resident Site Staff (RSS) of the Project to monitor the site work activities and implementation of the dust mitigation measures is audited on-site by ET and RSS.</p> <p>The Contractor was suggested to maintain good relations with the nearby sensitive receivers/ stakeholders which may be affected by the construction work such as providing better/ more detailed information about the work nature and informing in advance of the works to the nearby residents.</p> <p>The Contractor is reminded to follow the procedures and requirements given in the Air Pollution (Construction Dust) Regulation as</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					well as the mitigation measures as recommended in the EM&A Manual.	
EC162_CKRCT0230228_621	28 February 2023	Mobile Message	The Contractor & Engineer	Construction Noise	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation and the investigation results will be reported in the subsequent Monthly EM&A Report.

Table K-2 Cumulative Statistics on Complaints, Notifications of Summons and Successful Prosecutions and Public Engagement Activities

Reporting Period	Complaints	Notifications of Summons and Prosecutions	Public Engagement Activities
This Month	6	0	0
Cumulative Project-to-Date	163	0	0

Table K-3 Cumulative Statistics on Monitoring Exceedance

Monitoring Parameter	Month/Year	No. of Exceedance	
		Action	Limit
1-hour TSP	No. of Exceedance This Month	0	0
	Cumulative Project-to-Date	0	0
24-hour TSP	No. of Exceedance This Month	0	0
	Cumulative Project-to-Date	0	0
Noise (LAeq (30min))	No. of Exceedance This Month	4	0
	Cumulative Project-to-Date	133	0