

# Appendix K

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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
EC059_CKRCT 20210421_219	21 April 2021	Contract Complaint Hotline	The Contractor & Engineer	Air & Noise	<p>A resident of Kwun Fai Court complained the noise nuisance generated from the Ho Man Tin construction site. The complainant suggested to install the plastic cushion layer for the dump truck skip and movable noise barriers that facing Fat Kwong Street and Chung Hau Street to reduce the noise nuisance. He/she requested the Contractor to carry out the investigation and to provide appropriate responses for follow-up actions.</p> <p>Based on the information from the main contractor, the daytime activities from 07:00 – 19:00 on 21st April 2021, mainly included mucking out activities, general lifting, earthwork, tunnel activities and construction of spoil basin, in accordance with the requirement set out in 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) in April</p>	Investigation report was finalized on 31 May 2021.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>2021, in accordance with the requirement set out in the EM&amp;A Manual. The noise monitoring results carried out in April 2021 complied with the noise criteria stipulated in EIAO-TM.</p> <p>ET conducted weekly site inspection on 13th April 2021, no particular observation and recommendation was made regarding the noise from the inspection team.</p> <p>The following mitigation measures and site arrangement were taken to reduce noise nuisance:</p> <ul style="list-style-type: none"> <li>• Supervision by Resident Site Staff (RSS) of the Project to monitor the site work activities and auditing the noise mitigation measures implemented on-site by ET and RSS, such as sequencing the operation of construction plants to minimize noise from the construction site;</li> <li>• The Contractor had erected the noise screen at the mucking out area.</li> </ul> <p>Apart from the above mitigation measures and site arrangement taken or to be taken by the</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Contractor, the Contractor was reminded that the machines and plant should be well-maintained. The machineries should be shut down while not in used to minimize the noise nuisance.</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 detail information of the work nature and inform in advance of the works to the nearby residents.</p>	
EC061_CKRCT 20210424_221	24 April 2021	Mobile Message	The Contractor & Engineer	Noise	<p>Kowloon City District Council member Mr. Wong Wing Kit complained about the noise nuisance generated from the site at the junction of Fat Kwong Street and Chung Hau Street from 03:00 to 05:00 hours on 24th April 2021. He requested the Contractor to carry out the investigation and to provide appropriate responses for follow-up actions.</p> <p>Based on the information from the Contractor, the component of tunnel boring machine was</p>	Investigation report was finalized on 31 May 2021.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>delivered to Ho Man Tin site on 24th April 2021 around 01:30- 02:00 hours. The lifting and loading activities were carried out on the ground level. Other Powered Mechanical Equipment (PME), including tractor and gantry crane, were operated in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0153-21), and were used within the validity hours (01:30 - 05:30 hours). Apart from that, the Contractor had carried out inspection immediately after receiving the complaint, the noise nuisance was generated from the road work of Water Supplied Department. Therefore, the complaint was not related to the Central Kowloon Route project.</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 detail information of the work nature and inform in advance of the works to the nearby residents.</p>	
EC062_CKRCT	29 April	Contract	The	Noise	A resident of Celestial Heights complained	Investigation

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
20210429_222	2021	Complaint Hotline	Contractor & Engineer		<p>about the noise nuisance generated from the works of Central Kowloon Route on 29th April 2021. He/ she described an intermittent "hammering" noise which suspected to be generated from the Ho Man Tin site from 20:00 to 23:00 hours. This situation had continued for a week and seriously affected their sleep and health. He/she requested the Contractor to review the sequence of works and the ground-borne noise levels immediately.</p> <p>According to the information provided by the Contractor, the nighttime construction activities of 24th to 27th April 2021 were similar to 28th April 2021. Therefore, the Site Diary of 28th April 2021 will be presented on the incident report.</p> <p>According to the information provided by the Contractor, no construction works were conducted at the ground level. Mucking out, scaling, mapping, lifting and shotcreting were carried out inside the closed shaft enclosure and tunnel during the restricted hours (19:00 – 07:00) on 28th April 2021. Other Powered</p>	report was finalized on 8 June 2021.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Mechanical Equipment (PME), including backhoe, loader, hydraulic breaker, concrete lorry mixer, shotcrete spraying unit, mobile crane, and dump truck were operated inside the closed shaft enclosure in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0306-21), and were used within the restricted hours (19:00 – 07:00 hours).</p> <p>4.1 The following mitigation measures and site arrangement were taken to reduce noise nuisance:</p> <ul style="list-style-type: none"> <li>• The Contractor agreed to re-sequence the night-time works and stop scaling activities before 22:00 to minimize the noise impact.</li> <li>• The Contractor agreed to adopt scratching instead of scaling as practicable as possible.</li> <li>• The Contractor agreed to use less powerful breaker to minimize the noise impact.</li> <li>• The Contractor had closed acoustic door to minimize the noise impact.</li> </ul>	

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 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> <p>The Contractor was suggested to carry out noise monitoring at the sensitive receiver while conducting tunneling works if necessary.</p> <p>The Contractor was reminded to take remedial actions to ensure the adverse noise impact transmitted through the structural elements of a buildings does not continue under the CNP (GW-RE0306-21) condition 3.d.6.</p>	
EC063_CKRCT 20210430_223	30 April 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	A resident of Kwun Hei Court complained about the noise nuisance generated from the site from 02:00 to 04:00 hours on 30th April 2021. He/she described that sound like heavy machinery pulling and disturbing roars. He requested the Contractor to carry out the investigation and to provide appropriate responses for follow-up actions.	Investigation report was finalized on 31 May 2021.



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 component of tunnel boring machine was delivered to Ho Man Tin site on 30th April 2021 around 01:30 to 2:00 hours. The lifting and loading activities were carried out on the ground level. Other Powered Mechanical Equipment (PME), including tractor and gantry crane, were operated in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0153-21), and were used within the validity hours (01:30 - 05:30 hours). Apart from that, the Contractor had carried out inspection immediately after receiving the complaint, the noise nuisance was generated from the road work of Water Supplied Department (Annex A). Therefore, the complaint was not related to the Central Kowloon Route project.</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 detail information of the work nature and inform in advance of the works to</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					the nearby residents.	
EC065_CKRCT 20210504_226	4 May 2021	Letter & Contract Complaint Hotline	The Contractor & Engineer	Air & Noise	<p>Residents of Grand Waterfront (Annex A) complained about the noise nuisance generated from Ma Tau Kok Site. They were not satisfied with the response in the progress of erecting an effective noise enclosure in Ma Tau Kok site. They urged the Contractor should take immediate actions to minimize the noise impact by completing the noise enclosure. In addition, they also complained about the breaking noise and odour nuisance generated in the morning. The complainant requested the Contractor to carry out investigation and to provide appropriate responses for follow-up actions.</p> <p>Based on the information from the Contractor, the daytime activities from 07:00 –19:00 on 3rd and 4th May 2021, mainly included site and shaft installation, strengthening for the access shaft and loading activities in accordance with the requirement set out in Technical Memorandum of Environmental Impact</p>	Investigation report was finalized on 8 June 2021

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Assessment Ordinance (EIAO-TM).</p> <p>According to the information provided by the Contractor, an immediate investigation was carried out by the construction team after receiving the complaint, and there was no particular observation on the odour and noise nuisance.</p> <p>ET conducted weekly site inspection on 11th and 18th May 2021, no particular observation and recommendation was made regarding the odour and noise impact from the inspection team.</p> <p>According to the information provided by the ET, under the Contract No. HY/2014/07 Central Kowloon Route – Kai Tak West, construction noise monitoring (Leq (30 min)) was conducted at the monitoring locations, Block B of Merit Industrial Centre (E-N21a) and 19 Hing Yan Street (E-N12a) in May 2021 in accordance with the requirement set out in the EM&amp;A Manual. The noise monitoring results carried out in May 2021 complied with the noise criteria stipulated in EIAO-TM.</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>The following mitigation measures and site arrangement were taken to reduce noise and odour nuisance:</p> <ul style="list-style-type: none"> <li>• The Contractor had fulfilled the Air Pollution Control (Non-road Mobile Machinery) (Emission) Regulation, and all non-road mobile machinery (NRMM) are provided with proper labels.</li> <li>• The Contractor agreed to provide workers training to increase worker awareness of the odour nuisance.</li> <li>• The Contractor agreed to maintain the machineries regularly to prevent odour nuisance.</li> <li>• The Contractor had erected additional temporary noise barriers (3-sides + top) for the localized activities.</li> <li>• The Contractor had used Quality Powered Mechanical Equipment (QPME), such as less powerful breaker to minimize the noise impact.</li> <li>• The Contractor agreed to improve the acoustic performance of the noise cover.</li> </ul> <p>Apart from the above mitigation measures and site arrangement taken or to be taken by the</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Contractor, the Contractor was reminded that the machines and plant should be well-maintained. The machineries should be shut down while not in used to minimize the noise and odour nuisance.</p> <p>The Contractor was suggested to carry out odour monitoring to prevent the impact.</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 works to the nearby residents.</p>	
EC066_CKRCT 20210519_238	19 May 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation
EC067_CKRCT 20210525_241	25 May 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	Residents of Kwun Fai Court and Kwun Hei Court (Annex A) complained about noise nuisance generated from the Ho Man Tin construction site on 8th and 25th May around 8:00 a.m. The complainants also complained	Investigation report was finalized on 8 June 2021

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>about the noise generated from the spoil disposal works. They suggested to install the plastic cushion layer for the dump truck skip to reduce the noise nuisance. He/she requested the Contractor to carry out the investigation and to provide appropriate responses for follow-up actions.</p> <p>Based on the information from the main contractor, the daytime activities from 07:00 – 19:00 on 8th and 25th May 2021, mainly included mucking out activities, general lifting, earthwork, tunnel activities and construction of spoil basin, in accordance with the requirement set out in 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) in May 2021, in accordance with the requirement set out in the EM&amp;A Manual. The noise monitoring results carried out in May 2021 complied with the noise criteria stipulated in EIAO-TM.</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>ET conducted weekly site inspection on 4th May 2021 and 25th May 2021, and no particular observation or recommendation was made regarding the noise and air impact from the inspection team.</p> <p>The following mitigation measures and site arrangement were taken to reduce noise nuisance:</p> <ul style="list-style-type: none"> <li>• Supervision by Resident Site Staff (RSS) of the Project to monitor the site work activities and auditing the dust mitigation measures implemented on-site by ET and RSS, such as sequencing the operation of construction plants to minimize noise from the construction site;</li> <li>• The Contractor had erected the noise screens at the mucking out area.</li> <li>• The Contractor had trained the operator to offload the rocks close to the dump truck with care to minimize the noise impact.</li> <li>• The Contractor agreed to start the spoil disposal activities after 07:15.</li> <li>• The Contractor had installed noise mat on the dump truck skip.</li> </ul>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Apart from the above mitigation measures and site arrangement taken or to be taken by the Contractor, The Contractor was reminded that the machines and plant should be well-maintained. The machineries should be shut down while not in use to minimize the noise nuisance.</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 detail information of the work nature and inform in advance of the works to the nearby residents.</p>	
EC068_CKRCT 20210527_243	27 May 2021	Contract Complaint Hotline	The Contractor & Engineer	Air & Noise	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation
EC069_CKRCT 20210529_245	29 May 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation



**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	5	0	0
Cumulative Project-to-Date	69	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	5	0
	Cumulative Project-to-Date	57	0