

Appendix J

Cumulative Statistics on Complaints, Notification of Summons and Successful Prosecutions

	Date received	Subject	Status	Total no. received in this month	Total no. received since project commencement
Environmental complaints	17 July 2020 (Referred by the Contractor 20 and 21 July 2020)	<p>Environmental Complaint No: EC-028-CKRKTW20200717_01_C047& CKRKTW20200721_01_C049</p> <p style="text-align: center;"><u>Details of Complaint</u></p> <p>Complaint (ref.: CKRKTW20200717_01_C047) was received by the Highway Department on 17 July 2020 and referred by Gammon Construction Limited on 20 July 2020. In addition, a related complaint (ref: CKRKTW20200721_01_C049) was also received by the Highway Department and referred by Gammon Construction Limited on 21 July 2020 regarding to the previous complaint. Those complaints related to the noise concern were detailed as follows:</p> <p><u>Details of Complaint (ref.: CKRKTW20200717_01_C047):</u></p> <ul style="list-style-type: none"> - 有翔龍灣 5 座低層 G 室居民反映中九龍幹線工程噪音問題，尤其是深夜時間，令她不能入睡／睡得不好，請跟進。 - 她詢問為何地盤 24 小時開工？噪音好似搥仔「搵…搵…搵…」聲般，全日 24 小時困擾着毋須上班的她，除了工友飲茶時間，噪音會稍停一會之外，其餘時間均發出噪音，尤其是凌晨 1 時最為嚴重，導致她無法入睡。即使服食安眠藥仍然無效，醫生建議她向精神科求診，故她詢問可否向工程團隊索償。 <p><u>Details of Complaint (ref.: CKRKTW20200721_01_C049):</u></p> <ul style="list-style-type: none"> - 翔龍灣業主委員會接到居民投訴，就馬頭角豎井夜間工程的噪音，嚴重影響住戶的生活，並對住戶的健康造成極大的影響，現謹附上業委會的信件，並敬請 貴工程團隊盡快停止夜間工程工作。 <p style="text-align: center;"><u>Details of Investigation and findings</u></p> <p>According to the Contractor's information, the construction activities from 0700 – 1900 hours according to the requirement set out in the Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM) on 17 July 2020 at Ma Tau Kok:</p> <ul style="list-style-type: none"> • Rock breaking below S6 layer (34m below ground); • Shortcrete below S6 layer (34m below ground); • Lifting rock debris by crane for disposal; • Pipe piling work for Cut and Cover Tunnel. <p>In the view of minimizing the noise impact to the public, noise mitigation measures were implemented by the Contractor at Ma Tau Kok, which included:</p> <ul style="list-style-type: none"> • Acoustic sheet barrier had been erected along the site boundary; • Acoustic deck had been installed on top of the Access Shaft Deck and partially covered the small opening to enhance the performance of noise screening; • Inflatable noise barrier had been erected at the edge of the small opening of Access Shaft Deck which is the nearest opening from Grand Waterfront to 	Closed	3	30

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	<p>minimize the noise impact from the uncovered area of the small opening;</p> <ul style="list-style-type: none"> • 2 meters high of noise barrier had been provided during the pipe piling; • Acoustic sheet barrier had been erected for powered mechanical equipment (hereinafter PME). <p>Furthermore, the operation of breaking and drilling was only conducted inside the access shaft with the acoustic deck which located around 34m below the ground level.</p> <p>According to the Contractor's information, the acoustic deck was made by the sheet pile, which filled in concrete, and additional noise absorption panel was installed underneath the deck to enhance the effectiveness of the noise minimization.</p> <p>Based on the schedule for EM&A monitoring and additional environmental monitoring at Grand Waterfront in July 2020, noise monitoring was conducted at two EM&A stations and two additional noise monitoring stations at Grand Waterfront on 14 and 20 July 2020.</p> <p>Pursuant to the monitoring result on 14 and 20 July 2020, all readings have also complied with the noise criteria of 75 dB(A) stipulated in EIAO-TM.</p> <p>As observed by ET's in-situ observation during the monitoring at the EM&A station, the detectable noise sources mostly came from traffic noise from To Kwa Wan Road and San Ma Tau Street. Noise from the Kowloon Bay and Ma Tau Kok works areas was also intermittently heard at E-N12a and E-N21a.</p> <p>For the additional monitoring stations at the first and second refuge floor of Grand Waterfront, intermittence breaking noise, which mitigated by the acoustic deck, and noise from pipe piling and operated machineries were heard from the Ma Tau Kok. Besides, no breaking activity was observed on the exposed area of Ma Tau Kok.</p> <p>Regular site inspections were conducted by ET and IEC on 15 July 2020 and by ET on 24 July 2020, breaking activity was only taken inside the Access Shaft at Ma Tau Kok and screened by the acoustic desk. The detectable noise source was coming from the intermittent underground breaking activity and pipe piling. Besides, the mitigation measures for noise were also observed during the site inspection and no adverse observation was recorded against noise.</p> <p>As reported by the Contractor, some of the construction activities were conducted during the restricted hour on 17 July 2020, which were:</p> <p><u>From 19:00 to 23:00</u></p> <ul style="list-style-type: none"> • Rock breaking below S6 layer (34m below ground) <p><u>From 23:00 to 7:00</u></p> <ul style="list-style-type: none"> • Rock Drilling below S6 layer (34m below ground) • Water Pumping <p>Valid Construction Noise Permit (CNP no.: GW-RE0301-20) had been granted from EPD to cover the operation time of PME from 19:00 to 07:00 on the next day by different group and conditions.</p> <p>As reported by the Contractor, proper noise mitigation measure had conducted to comply with the listed</p>			

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	<p>condition in the granted CNP, such as all opening of access shaft had covered by acoustic enclosure for noise screening, the door of a tally room at the Access Shaft had closed during the nighttime works and specific ventilation fan had collected to silencers which not less than 8.9m in length.</p> <p>From the results of the compliance check, no non-compliance was found under the conditions in the granted CNP.</p> <p>The Contractor has revised the working location at the shaft from 23:00 in order to minimize the noise impact and the efficacy of the measure will be reviewed by the Contractor continuously.</p> <p>It is considered that the data results at the EM&A stations and additional noise monitoring stations at the Grand Waterfront on 14 and 20 July 2020 have also complied with noise criteria stipulated in EIAO-TM. Besides, noise mitigation measure had been implemented properly by the Contractor during daily works and comply with the terms and condition under the CNP during the nighttime works. Besides, no non-compliance was found on the compliance check with PME list based on the Contractor's information. However, the mitigation measures of noise should be recommended to review each day before the commencement of and during construction.</p>			
<p>15 July 2020 (Referred by the Contractor on 28 July 2020)</p>	<p>Environmental Complaint No: EC-029-CKRKTW20200720_01_C048</p> <p style="text-align: center;"><u>Details of Complaint</u></p> <p>Complaint (ref.: Case No. #3-6363678607) was received by the Government Hotline 1823 on 15 July 2020 and referred to Highway Department and Gammon Construction Limited on 20 July 2020. The complaint related to the noise concern was detailed as follows:</p> <p>- 本服務處接獲多個住戶反映於 2020 年 7 月 15 日凌晨時分，鄰近的中九龍幹線地盤於凌晨時分仍不間斷地有打鑿的聲音傳入其單位，嚴重影響睡眠質素。現電郵至相關部門，謹請路政署、屋宇署等相關部門回覆及派人前來調查跟進。</p> <p style="text-align: center;"><u>Details of Investigation and findings</u></p> <p>As reported by the Contractor, some of the construction activities were conducted during the restricted hours on 15 July 2020, which were:</p> <p><u>From 19:00 to 23:00</u></p> <ul style="list-style-type: none"> • Rock breaking below S6 layer (34m below ground) <p><u>From 23:00 to 7:00</u></p> <ul style="list-style-type: none"> • Rock Drilling below S6 layer (34m below ground) • Water Pumping <p>Valid Construction Noise Permit (CNP no.: GW-RE0301-20) had been granted from EPD to cover the operation time of PME from 19:00 to 07:00 on the next day by different group and conditions.</p> <p>As reported by the Contractor, proper noise mitigation measure had conducted to comply with the listed condition in the granted CNP, such as all opening of access shaft had covered by acoustic enclosure for noise screening, the door of a tally room at the Access Shaft had closed during the nighttime works and specific ventilation fan had collected to silencers which not less than 8.9m in length.</p>	<p>Closed</p>		

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		<p>From the results of the compliance check, no non-compliance was found under the conditions in the granted CNP.</p> <p>The Contractor has revised the working location at the shaft which near the Grand Waterfront from 23:00 in order to minimize the noise impact and the efficacy of the measure will be reviewed by the Contractor continuously.</p> <p>It is considered that the noise mitigation measure had been implemented properly by the Contractor to comply with the terms and condition under the CNP during the nighttime works. Besides, no non-compliance was found on the compliance check with PME list based on the Contractor's information. However, the mitigation measures of noise should be reviewed each day before the commencement of and during construction.</p>			
	<p>4 May 2020 (Referred by the Contractor on 30 July 2020)</p>	<p>Environmental Complaint No: EC-030-CKRKTW20200730_01_C050</p> <p><u>Details of Complaint</u></p> <p>Complaint (EPD ref.: EP3/K10/RE/00009554-20) was received by Environmental Protection Department on 4 May 2020 and referred to Gammon Construction Limited on 30 July 2020. The complaint related to the noise concern was detailed as follows:</p> <ul style="list-style-type: none"> - Complaint of construction Noise arising from the construction site which caused noise nuisance affecting the nearby residents during the day time in particular general holidays. - Please ensure the work fulfil the relevant environmental legislation and conditions stipulated in the valid construction noise permit. - Please implement practicable environmental measures to minimize the construction noise affecting the nearby residents. <p><u>Details of Investigation and findings</u></p> <p>This complaint will be followed up in next reporting period.</p>	<p>Under investigation</p>		
Notification of summons	--	--	--	0	0
Successful prosecutions	--	--	--	0	0