

CONTROLLING OFFICER'S REPLY

HAB183

(Question Serial No. 0085)

Head: (95) Leisure and Cultural Services Department

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

Programme: (1) Recreation and Sports

Controlling Officer: Director of Leisure and Cultural Services (Ms Michelle LI)

Director of Bureau: Secretary for Home Affairs

Question:

For 2016-17, it is emphasised that the arrangements for the booking and allocation of sports facilities and enrolment to sports programmes will be improved through further enhancement to the computerised bookings system and administrative measures. Please inform this Committee of:

- (1) the specific plans to enhance the computer systems and implement administrative measures, and the implementation timetable;
- (2) the breakdown of the specific expenditure involved in implementing the measures; and
- (3) the expected improvement after the implementation of the plans.

Asked by: Hon IP Kwok-him (Member Question No. 16)

Reply:

- (1) The Leisure Link System (LLS) provides booking services to the public through four channels, namely, booking counters at leisure venues, telephone, the internet and self-service kiosks. Over the years, the Leisure and Cultural Services Department (LCSD) has introduced administrative measures and system enhancements to improve the booking and allocation of sports facilities through LLS. Measures implemented in 2015-16 include the launching of the new Leisure Link self-service kiosks which provide more user-friendly services with enhanced capacity and functions for the booking of facilities. In 2016-17, the LCSD plans to extend the Leisure Link e-Service (LLES) to cover mobile application (mobile LLES) and to further enhance facility booking features.

To cope with the growing demand from users as well as the future service needs, the LCSD is conducting a feasibility study to review the current LLS in a more holistic manner and identify room for improvement with a view to enhancing the efficiency, customer-friendliness and transparency in the booking of leisure

facilities as well as the enrolment of recreation and sports programmes. The target completion date for the feasibility study is September 2016.

- (2) & (3) The estimated project costs of the mobile LLES, the enhancement of facility booking features and the feasibility study on the redevelopment of LLS are \$6.4 million, \$3.7 million and \$6.7 million respectively. Upon completion of the feasibility study, the LCSD will examine the findings and recommendations of the study before deciding on the future development of LLS. In the process, the LCSD would also ascertain the expenditures involved in the proposed enhancement projects and determine the method and criteria for assessing the effectiveness and performance of LLS.

- End -