

CONTROLLING OFFICER'S REPLY

HAB444

(Question Serial No. 3868)

Head: (95) Leisure and Cultural Services Department

Subhead (No. & title): (000) Operational Expenses

Programme: (1) Recreation and Sports

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

Director of Bureau: Secretary for Home Affairs

Question:

The Leisure and Cultural Services Department indicated that it will improve the arrangements for the booking and allocation of sports facilities and enrolment to sports programmes through further enhancement of the computerised booking system and administrative measures. What are the details of the work and the expenditure involved?

Asked by: Dr Hon Kenneth CHAN Ka-lok (Member Question No. 354)

Reply:

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 on the redevelopment of LLS to review the current LLS in a more holistic manner and identify room for improvement with a view to enhancing 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.

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.

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