

CONTROLLING OFFICER'S REPLY

HAB177

(Question Serial No. 1165)

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:

1. It is mentioned under this Programme that the Department will “improve the arrangements for the booking and allocation of sports facilities and enrolment to sports programmes through further enhancement to the computerised booking system and administrative measures”. In this connection, please inform this Committee of the relevant details of the work (including the work currently implemented and to be implemented), implementation timetable, as well as the expenditure and manpower involved.
2. How many cases involving touting activities related to leisure facilities and venues were handled by the Department in the past 3 years and what were the follow-up actions? Does the Department expect touting activities can be effectively curbed after the launch of the new booking system?

Asked by: Hon LAU Kwok-fan (Member Question No. (LegCo use): 4)

Reply:

1. With the funding approval of the Finance Committee (FC) of the Legislative Council in January 2018, the Leisure and Cultural Services Department (LCSD) is developing a new intelligent sports and recreation services booking and information system to replace the existing Leisure Link System (LLS) so as to provide a more user-friendly, operationally efficient and effective system to meet public expectations, thereby encouraging members of the public to exercise regularly and lead a healthy lifestyle. The implementation of the new system requires a non-recurrent expenditure of about \$500 million and a dedicated team of staff with non-recurrent manpower of about 1 230 man-months. It is expected that the contract will be awarded in early 2019. The project will comprise 2 phases which are planned to be launched by 2021 and 2023 respectively.
2. Over the years, LCSD has introduced a series of administrative measures and system enhancements to improve the booking and allocation of sports facilities under the

management of LCSD. Measures implemented include the shortening of the advance booking period for individual hirers; re-registration of LLS Patrons using their Hong Kong identity cards to prevent hirers from using multiple identity proofs to make booking; cancellation of the “standby” arrangement for turf soccer pitches; tightening the peak period booking quota for individual users; tightening the penalty system for organisations; and introducing a penalty system for hirers. Furthermore, venue staff will strictly enforce the requirement of verification of identity documents of the hirers.

On 6 February 2018, 2 new measures were launched to further combat touting activities. Cancelled sessions by hirers are no longer available for booking immediately through the LLS but on the following day after the cancellation to prevent any person from cancelling the booked sessions and immediately transferring the same for touting activities. Furthermore, the LLS telephone booking service will be ceased with effect from 1 April 2018 to prevent touting activities that involve abuse of the existing arrangement under which a hirer could confirm a booking by payment within 3 days. More measures are being explored and planned to be launched to combat touting activities. LCSD has no confirmed touting cases in the past 3 years.

With wider use of information and communication technology, the new intelligent system can implement more anti-touting measures such as balloting arrangements for facilities and programmes in great demand.

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