

CONTROLLING OFFICER'S REPLY

HAB410

(Question Serial No. 4462)

Head: (95) Leisure and Cultural Services Department

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

Programme: (1) Recreation and Sports, (4) Performing Arts

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

Director of Bureau: Secretary for Home Affairs

Question:

With regard to combating ticket scalping activities, will the Government inform this Committee of the following:

1. How many cases of ticket scalping were reported to the Government in the past 3 years? Please provide the number of cases by event types.
2. How much was spent on combating these activities and what actions were taken?
3. How effective does the Government find those actions and what resources will be allocated for the same in 2019-20?

Asked by: Hon KWONG Chun-yu (LegCo internal reference no.: 93)

Reply:

1. The Leisure and Cultural Services Department (LCSD) did not receive any report on specific ticket scalping cases in the past 3 years. Nevertheless, the LCSD had taken note of comments from the public from time to time relating to ticket scalping for popular performances at the LCSD venues.
2. The LCSD has been implementing and enhancing measures to ensure that tickets for performances staged in venues under its purview can be sold through formal channels in an orderly way. When handling ticketing arrangements for very popular events to be sold through URBTIX, the LCSD proactively discusses with the event organisers to implement appropriate and feasible administrative measures such as suspension of ticket sale at outlets, setting a ceiling on the number of tickets per transaction and per credit card on the launch date, advance announcement of the ticketing arrangements, including the number of tickets available for public sale, seating plan, etc. to increase transparency. New counterfeit security feature has been incorporated to further strengthen the security of the URBTIX tickets. At the system level, the LCSD has

been working closely with the service provider of URBTIX to monitor and enhance the system functions of URBTIX to ensure smooth operation of the system and prevent online ticket purchasing activities by automated computer programmes (bots). Expenses incurred on the above measures were absorbed within the recurrent provisions for the LCSD.

3. The LCSD believes that the above measures can facilitate the orderly sales of tickets through formal channels and help lower the chance of reselling considerable number of tickets for profits. The LCSD will continue to review the ticketing arrangements through URBTIX from time to time and adopt enhanced or other appropriate measures. Additional resources are allocated to the LCSD in the coming 5 financial years, including \$5.9M in 2019-20, for further enhancement of the URBTIX system including security capability, handling capacity and system functions as well as stepping up measures to combat ticket scalping activities to cope with actual needs and latest requirement.

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