

CONTROLLING OFFICER'S REPLY

CSTB348

(Question Serial No. 1401)

Head: (95) Leisure and Cultural Services Department

Subhead (No. & title): ()

Programme: (1) Recreation and Sports

Controlling Officer: Director of Leisure and Cultural Services (Vincent LIU)

Director of Bureau: Secretary for Culture, Sports and Tourism

Question:

Regarding the new intelligent sports and recreation services booking and information system (SmartPLAY system), would the Government inform this Committee of the following:

1. the number of registered users since the launch of SmartPLAY;
2. the details of system failures since the launch of SmartPLAY, including but not limited to the number of times of app malfunctioning, the issue of duplicated booking by users, the leaking of user information, etc.;
3. the details of, estimated expenditure on and implementation schedule of the enhanced functions of Phase 2 of SmartPLAY;
4. the number of enquiries and complaints received about SmartPLAY, the details of these cases and their progress;
5. the establishment and rank of staff in charge of SmartPLAY, and the relevant expenditure.

Asked by: Hon YUNG Hoi-yan (LegCo internal reference no.: 3)

Reply:

1. During the period from the launch of user registration on 3 July 2023 till February 2024, the number of registered users had exceeded 500 000.
2. Different issues had arisen when the new system was first launched, including system instability that had resulted in login difficulty, slow system response, double bookings, and duplicate or rejected payment. With the meticulous adjustments and enhancements by the Leisure and Cultural Services Department (LCSD) and the contractor, the system is operating smoothly now. An average of more than 10 000 successful bookings have been recorded every day since the system was launched. Meanwhile, members of the public have also familiarised themselves with the operation

of the new system. According to the public opinion survey on the new system conducted by the LCSD in late February 2024, the majority of the public has positive comments about the system, especially regarding the booking of non-fee charging hard-surface ball courts, means of e-payment, self check-in and taking up of booked facilities. The comments received in recent months are mainly recommendations for enhancement, including such aspects as the uploading of qualifications, procedures and quotas for balloting, search function and check-in via smartphones. The LCSD will continue to closely monitor the system and make appropriate adjustments when necessary to meet the public's needs.

3. Following the launch of the core functions of Phase 1 in November 2023, the LCSD plans to roll out the enhanced functions of Phase 2 in the second half of 2024 progressively, including bookings by organisation, major events management, room/bay allotment for camps and campsites, fitness room management, water sports facilities management, as well as swimming lane booking and management. As the enhanced functions of Phase 2 are part of the service contract for the development and maintenance of the entire system, the LCSD is unable to provide a breakdown of the expenditure on this phase.
4. During the initial period of its launch, the new system had been unstable and the LCSD was receiving about 600 enquiries and complaints daily. Regarding the double booking cases that had occurred when the system was newly launched, refund procedures have been completed for all but 6 cases, in which the users concerned were requested to provide their addresses for refund by cheque. With the meticulous adjustments and enhancement by the Department and the contractor, the system is now operating smoothly, and the daily average number of enquiries and complaints received in February 2024 dropped to some 200 cases. In addition to the functions of the system, the enquiries and comments also revolve around eligibility for booking, rules and balloting arrangement. The LCSD is actively processing the relevant comments and cases.
5. The LCSD has deployed 10 members of staff to take charge of project development and system monitoring and evaluation, and to ensure that the contractor takes follow-up action in accordance with the contract. Regarding the posts of the staff, 7 are time-limited (1 Chief Leisure Services Manager, 1 Senior Leisure Services Manager, 2 Leisure Services Managers, 2 Assistant Leisure Services Managers I and 1 Assistant Clerical Officer), and the other 3 are under the Information Technology Office (1 Information Technology Manager, 1 Analyst/Programmer I and 1 Analyst/Programmer II). The total staff cost of the entire dedicated team is around \$90 million.

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