

CONTROLLING OFFICER'S REPLY

CSTB228

(Question Serial No. 1441)

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:

It is mentioned in Matters Requiring Special Attention that the Department would continue to 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; and continue to develop the SmartPLAY system and implement the core functions of Phase 1. In this connection, please inform this Committee of the following:

- a) What specific measures does the Department have to improve the computerised booking system and what administrative measures will be implemented?
- b) Will the Department elaborate on the functions of SmartPLAY and its role in the booking system in the future?

Asked by: Hon LUK Hon-man, Benson (LegCo internal reference no.: 16)

Reply:

- a) The Leisure Link computerised booking system (Leisure Link) mainly provides a means for the public to book leisure facilities managed by the Leisure and Cultural Services Department (LCSD) and enrol in leisure activities. In the past 2 years, the LCSD carried out numerous system enhancements, including the introduction of online payment function; system upgrades for measures against touting activities such as introduction and installation of multiple layers of safeguards against bots to combat access of the Leisure Link by bot programs; and service hour adjustments for various booking methods under the Leisure Link. The service of Phases 1 and 2 of SmartPLAY, the new computerised booking system, will be rolled out in this year and the next year respectively to replace the existing system and introduce more new functions. In the meantime, periodic updating of CAPTCHA, routine system security projects and system maintenance of the existing Leisure Link will continue to be carried out.
- b) The LCSD is developing SmartPLAY, the new intelligent sports and recreation services booking and information system. It will replace the existing Leisure Link and provide

the public with more efficient, convenient and user-friendly booking services, thereby encouraging members of the public to exercise regularly and lead a healthy lifestyle.

SmartPLAY is a one-stop electronic service platform which enables the public to enquire about and book LCSD recreation and sports facilities/services through the Internet and mobile apps anytime and anywhere. The new system can accommodate 10 000 concurrent users, which is 10 times of the capacity of the existing Leisure Link. Members of the public are required to create personal accounts before they can enjoy personalised services under the new system such as instant viewing of booking or enrolment records. The new system will be equipped with functions that are more powerful and convenient with greater flexibility, enabling users to set specific selection criteria according to their needs and preferences when searching for and booking facilities or enrolling in programmes. More e-payment methods such as the Faster Payment System, Apple Pay and Google Pay will also be introduced for easier payment by the public. Moreover, with the new smart self-service stations to be set up at leisure venues (including the 18 District Leisure Services Offices), members of the public may enjoy various convenient services such as instant registration of personal accounts and self-service check-in of facility sessions and programmes.

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