

CONTROLLING OFFICER'S REPLY

CSTB299

(Question Serial No. 1986)

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:

Since the launch of the core functions of Phase 1 of the SmartPLAY system, the new intelligent sports and recreation services booking and information system, by the Leisure and Cultural Services Department in November 2023, various sectors have been concerned about the effectiveness. Please inform this Committee of:

1. the details on the complaints and feedback received so far, whether there is a summary and review report, and whether improvement strategies have been formulated to facilitate the research and development process of the enhanced functions of Phase 2;
2. whether evaluation has been made to determine if the number of users and usage rate of the application can achieve the intended objective of a full implementation of e-Government in 2024, including the provision of full e-payment and the enhancement of GPS check-in to improve the effectiveness in monitoring the operation of venues, etc., so as to tie in with the policy direction of "Sport for All".

Asked by: Hon FOK Kai-kong, Kenneth (LegCo internal reference no.: 16)

Reply:

1. 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. 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. Furthermore, to ensure sufficient load capacity of the system during the launch of the enhanced functions of Phase 2, the LCSD will, in accordance with the guidelines laid down by the Office of the Government Chief Information Officer, arrange for an independent third party to conduct additional tests, including load tests and stress tests. The enhanced functions of Phase 2 will be launched only after the test results are confirmed.

2. According to the record, as at February 2024, the proportion of facility bookings and activity enrolment done via the new mobile application "My SmartPLAY App" amounted to nearly 2/3. This shows that the mobile application has provided convenient services for members of the public. The arrangement of paying through e-payment means is also widely popular among members of the public. About 96% of the current booking transactions are made in the form of e-payment, including Faster Payment System, the new e-payment method. Moreover, after the launch of the new system, hirers of non-fee charging hard-surface ball courts can check in via the global navigation satellite system of their phones, thereby improving the effectiveness in monitoring the operation of venues.

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