

**CONTROLLING OFFICER'S REPLY**

**(Question Serial No. 0815)**

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:

In 2024-25, the Leisure and Cultural Services Department (LCSD) will continue to develop the SmartPLAY system and implement the enhanced functions. In this connection, would the Government inform this Committee of the following:

1. the number of active users of the SmartPLAY system since its launch in November 2023 and among them, the number of those who were also active users of Leisure Link, the previous system;
2. whether resources and manpower have been allocated to monitor the contractor's maintenance of the SmartPLAY system to ensure smooth operation; if so, the details of the measures, manpower deployment and a breakdown of the estimated expenditure; and
3. whether the LCSD has earmarked funding in the budget to strengthen the promotion of SmartPLAY and enhance the system; if so, the details; if not, the reasons for that.

Asked by: Hon SHIU Ka-fai (LegCo internal reference no.: 33)

Reply:

1. Since the launch of user registration on 3 July 2023 till February 2024, the number of registered users had exceeded 500 000 and among them, over 170 000 were patrons of Leisure Link, the previous system.
2. & 3. A dedicated team under the Leisure and Cultural Services Department (LCSD) is responsible for the development, monitoring and evaluation of the system to ensure that the contractor takes follow-up action in accordance with the contract. The total staff cost of the dedicated team is about \$90 million. In addition, the cost of enhancement during system nursing is already included in the estimated expenditure of \$500 million for the whole development project. As the new system has just been launched, the project is still under the nursing period and has

not entered the maintenance stage. The estimated maintenance cost is thus currently not available.

In addition, the LCSD is making use of the existing provision to introduce to the general public via different channels the details of the new system, such as user registration, account setup, facility booking and enrolment for recreation and sports programmes. Publicity includes printing and production of promotional materials, production of tutorial videos and promotional videos, promotion on social media and newspapers, thematic designs for decoration of venues, as well as recruitment of customer service ambassadors.

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