



*By Email*

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本署檔號 OUR REF: (18) in LCSD ADM GA/6-5/4/832 (2021)

來函檔號 YOUR REF:

20 October 2021

Yang Zirui, Zhang Jinqun, Zhang Zihan from HKBU  
(foi+request-778-e2a092ce@accessinfo.hk)

Dear all,

**Code on Access to Information**  
**Re : Application No. 123/2021**  
**(1823 Case No. : 3-6915468018)**

Further to our interim reply dated 8 October 2021, our reply to your application for access to information in relation to Leisure Link is as follows, please.

**Question 1**

In November 2020, the LCSD announced that it would improve the Leisure Link E-services System (LLES) to match the development of the iAMSmart project (<https://drive.google.com/drive/folders/1HInEDImYH9RQoT5R7X64mmJS8aLaUqsG?usp=sharing>). The improvement is expected to be launched in July. However, the improvement has not been launched as scheduled. What is the progress of the project?

**Answer 1**

The schedule for improvement work as stated in the work assignment was only a tentative work schedule for internal use and not yet announced for public information. The Government will make necessary announcement once the new service is ready to be launched.

**Question 2**

In the new system, what improvement will be made to adopt iAMSmart for the LLES? Will it includes the function of notification?

**Answer 2**

The Government will make necessary announcement once the new service is ready to be launched.

**Question 3**

How many residents have registered as Leisure Link Patrons?

**Answer 3**

As at September 2021, there are around 350,000 registered Leisure Link Patrons.

**Question 4**

How many Leisure Link Patrons were active (used the system at least once) in the past 12 months? Please provide the monthly figures if available.

**Answer 4**

Estimated around 120,000 Leisure Link Patrons were active in use of Leisure Link System in the past 12 months.

**Question 5**

In the first half year of 2021 (Jan to June), what percentage of people who book venues online make reservation through the online system? What percentage of online bookers are one-time bookers and what percentage are registered users? Please also provide the total no. of booking made during this period of time and let us know how the rest of the bookings were done, e.g. through telephone or in-person visit. If the data is not available or too time-consuming to collect, please provide the relevant data for the following 5 venues: Java Road Sports Centre, Tai Po Sports Centre, Tai Mei Tuk Water Sports Centre, Hong Kong Tennis Centre and Sai Kung Outdoor Recreation Centre.

**Answer 5**

The total number of booking transactions including Java Road Sports Centre, Tai Po Sports Centre, Tai Mei Tuk Water Sports Centre and Hong Kong Tennis Centre is around 80,000 covering the period from January to June 2021. Around 58% was booked via online booking system and 42% booked in person

through booking counters and self-service kiosks. For online booking, it was recorded that around 78% were registered patrons while 22% were casual users, i.e. one-time bookers. Sai Kung Outdoor Recreation Centre was closed due to venue closure for anti-epidemic purpose.

**Question 6**

Only one service under LCSD, Music Office Trainee Portal has joined in iAMSmart so far (<https://emois.lcsd.gov.hk/moisTrainee/app/tc/Login/>), do you have any further plan of more programs under LCSD enrolling in iAMSmart?

**Answer 6**

Apart from Leisure Link e-Services and Music Office Trainee Portal, LCSD is planning to adopt iAMSmart for Online Services of Hong Kong Public Libraries by the end of 2021-22.

**Question 7**

Why isn't LLES available through a smartphone app? Is there a plan to develop such an app?

**Answer 7**

The existing LLES cannot cater for the development of smartphone apps. LCSD is now developing a new intelligent and information booking system incorporating with mobile apps and more customer-friendly booking services for public use.

**Question 8**

After the improved system is put into use, can the iAMSmart system replace the resident ID card as a way of identity authentication when booking venues? Why?

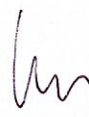
**Answer 8**

The Government will make necessary announcement once the new service is ready to be launched.

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For enquiries relating to the Code on Access to Information, please contact Miss Florence CHAN, Senior Executive Officer (General)2, at 2601 8007. For enquiries concerning the subject matter, please contact Ms Flora CHAN, Leisure Manager (Computerized Booking), at 2601 8006.

Yours sincerely,



( Ms Loletta LAU )  
for Director of Leisure and Cultural Services

c.c. 1823