

CONTROLLING OFFICER'S REPLY

CSTB195

(Question Serial No. 2458)

Head: (95) Leisure and Cultural Services Department

Subhead (No. & title): (-) Not Specified

Programme: (4) Performing Arts

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

Director of Bureau: Secretary for Culture, Sports and Tourism

Question:

With regard to the management of the Urban Ticketing System, please inform this Committee of the following:

1. Under Programme (4), it is estimated that the number of tickets issued by the Urban Ticketing System will increase substantially to 4 200 000. What is the basis for this estimation?
2. It is learnt that the Urban Ticketing System was revamped last year. How many complaints about ticket purchase through the Urban Ticketing System were received by the Leisure and Cultural Services Department (LCSD) as at 1 March 2023?
3. Did the LCSD carry out survey to gauge public opinions on the use of the revamped Urban Ticketing System and conduct reviews? If yes, what are the details? If no, what are the reasons?
4. What is the average time for a customer to make a purchase with the new and old systems respectively?

Asked by: Hon FOK Kai-kong, Kenneth (LegCo internal reference no.: 28)

Reply:

1. As the COVID-19 epidemic continues to stabilise, it is expected that the number of performances will resume gradually to similar levels before the epidemic. It is therefore estimated that the number of tickets issued by the Urban Ticketing System (URBTIX) in 2023 will return to the previous level of 4.2 million.
2. Since the launch of the new URBTIX ticketing system on 1 December 2022, the Leisure and Cultural Services Department (LCSD) received a total of 21 cases of complaints and feedback on URBTIX as at 1 March 2023.

3. The LCSD has been closely monitoring the use of the revamped URBTIX, which includes maintaining close communication and meeting frequently with the contractor to review the operation of the ticketing system, and following up on the feedback received from the public through different channels including 1823 Government Hotline, emails and letters, with a view to continuously enhancing and strengthening system functions to meet the ticketing requirements under different circumstances.
4. The LCSD does not have information on the average time for a customer to make a purchase with the new and old URBTIX systems. Nevertheless, after the launch of the new system in December 2022, the overall amount of time required for ticket sales is shortened greatly compared with before. For example, as far as the ticket sales of popular concerts are concerned, the new system only takes about an hour to complete the sale of about 10 000 tickets, whereas it took a few hours in the past.

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