

CONTROLLING OFFICER'S REPLY

CSTB275

(Question Serial No. 0735)

Head: (95) Leisure and Cultural Services Department

Subhead (No. & title): ()

Programme: (4) Performing Arts

Controlling Officer: Director of Leisure and Cultural Services (Manda CHAN)

Director of Bureau: Secretary for Culture, Sports and Tourism

Question:

The work of the Department in the coming year involves “managing the Urban Ticketing System”.

- 1) Please list in a table the manpower, job duties and expenditure involved in managing the Urban Ticketing System in the past 3 years.
- 2) What are the estimated manpower and expenditure to be involved in the coming year?
- 3) Will the Department consider enhancing the Urban Ticketing System and servers to minimise lagging caused by too many people logging in for tickets at the same time?

Asked by: Hon CHAN Yung (LegCo internal reference no.: 29)

Reply:

- 1 - 2) The Urban Ticketing System (URBTIX) operates on a Public Private Partnership approach. Commissioned by the Leisure and Cultural Services Department (LCSD) through an open tender procurement arrangement, the contractor of the URBTIX ticketing system is responsible for developing the ticketing system, undertaking system operation and maintenance, as well as providing services (including booking services via the internet and mobile app as well as the telephone booking hotline) at its own cost. There were 28 staff members tasked with the management of the URBTIX in the LCSD between 2022-23 and 2024-25. Their job duties included collaborating with the contractor and monitoring its services, co-ordinating the ticketing services of front-end box offices, drawing up ticketing plans and ticket sales arrangements with event organisers and performance venues, carrying out set-ups for individual events in the ticketing system, and providing support regarding the settlement of ticket proceeds. The average total expenditure involved was about \$21 million each year. The manpower and expenditure to be involved in the coming year are expected to be more or less the same as those in the past 3 years.

- 3) The new generation of the URBOTIX ticketing system commenced service on 1 December 2022, with its functions and services enhanced by, among others, using cloud technology platforms for flexible scaling up of the system capacity to cater for the immense demand for tickets of popular events. Specifically, the new ticketing system, through its expanded system capacity and flexibility, enables the accommodation of a huge increase in the number of concurrent users on the first day of the sale of tickets for popular events, thereby facilitating a smoother ticket purchase process.

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