

MANCHESTER UNITED FANS' FORUM – MINUTES

FRIDAY 21ST SEPTEMBER 2018

FORUM MEMBERS PRESENT

Chas	Banks	MUDSA Secretary
James	Coatsworth	Season Ticket Holder Rep.
Phil	Cowper	65+ Rep.
Alan	Harvey	Family Stand Rep.
Darryl	Hewlett	Season Ticket Holder Rep.
Josephine	Loughnane	Official Member Rep.
Ian	Stirling	Fans' Group Rep.
Mick	Thorne	MUSC Rep.

CLUB AND FOUNDATION OFFICIALS PRESENT

Richard	Arnold	Group Managing Director
John	Eades	Operations Director, MU Foundation
David	French	Director of Venue
Sam	Kelleher	Head of Ticketing & Membership
Jim	Liggett	Head of Security
Kate	Lowe	Commercial Media Relations Manager
Claire	Mulroy	T&MS Office Manager
Collette	Roche	Chief Operating Officer

Topic	Speaker	Topic Notes
1. Introductions / Apologies	RA	Apologies <ul style="list-style-type: none">• Rebecca Britain (at a Premier League meeting)• Seb Chowdhury (Official Member Rep.)• Ben Cooper (Official Member Rep.)• Craig Dilley (MUSC Rep.)• Mark Heaton (Exec Rep.)• Janine Kasmir (Local Rep.)• John Shiels (Chief Executive, MU Foundation)• Harry Sutcliffe (16-21 Season Ticket Holder Rep.)• David Young (Season Ticket Holder Rep.) Introductions <ul style="list-style-type: none">• John Eades (Operations Director, MU Foundation)• Kate Lowe (Commercial Media Relations Manager)• Mick Thorne (MUSC Rep, Oxford & Banbury)
2. Minutes (last meeting)	RA	<ul style="list-style-type: none">• Minutes approved
3. Update on Actions (from last meeting)	RA	<ul style="list-style-type: none">• In the final forum of the 2017/18 season we advised that GMP would attend the first Fans' Forum of 2018/19 in order to establish a closer dialogue with match-going fans, however, unfortunately, the relevant personnel were not available today, so we will look to invite to a Forum later in the season• All other actions from the last Forum will be covered within the following updates today

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<p>4. Security & Operations Update</p>	<p>JL</p>	<ul style="list-style-type: none"> • The safety and security of all supporters and visitors continues to be a matter that we take very seriously and we are constantly reviewing our processes to keep everyone safe • The 'Bag Policy' has been reviewed over the summer; there are now 6 'Bag Drop' facilities at Old Trafford, located in E2 car park (including one specifically for away supporters), N2 car park and at the back of W2 car park; these are designed to allow supporters to leave larger items (e.g. bags over the permitted A5 size, suitcases, pushchairs, rucksacks, etc.) or any items that are forbidden under the Ground Regulations • We are advising supporters who wish to use a 'Bag Drop' to arrive 2-hours before KO to ensure that they do not miss the start of the game • This season we have introduced a £5 charge to leave an item with us in a 'Bag Drop'. All profits will go to Manchester United Foundation to support their work using football to engage and inspire young people across Greater Manchester to create a better life for themselves and the communities in which they live • We would like to remind all visitors that on a match day no medium/large bags should come onto the forecourts, into the tunnel areas, or anywhere in close proximity to the stadium, what we refer to as the stadium 'footprint' • All supporters and visitors can significantly assist the safety and security operation by not bringing any bags to the stadium, however, we know this isn't always possible so kindly ask that only bags of the permitted size are brought to the stadium (there are exceptions for medical or baby care equipment); RA also made the point that we would prefer people don't bring bags to the stadium, dropping bags off doesn't cause too much of a problem, but at collection time there can be queues as everyone tends to leave the stadium at the same time • The club is currently embarking upon a number of projects to improve the safety and security of all visitors to Old Trafford; these include the construction of a slip road entry and exit to the E2 car park from Wharfside Way • Once complete, the existing entry points to the car park will no longer be used; this will remove the need to have vehicles travelling close to the forecourt on match days • In addition, there is a programme to install high security hostile vehicle mitigation bollards at a number of points around the perimeter of the stadium; these works are scheduled for completion ahead of the New Year (however the work activity will be phased to minimise the impact on match days) • Following the trial suspension of the train service to Old Trafford on a match day between December 2017 and February 2018, the service has not re-commenced; from an MUFC perspective the safety and security concerns remain and we would not be supportive of the service being re-established unless those concerns can be satisfactorily addressed • RA also advised that as the train goes into the Munich Tunnel there isn't enough space to hold and check people disembarking, and as we can't check people boarding at various stations, we feel this causes a safety risk and therefore won't continue the service; however, we are looking at longer term plans for where we could place a new platform

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		<ul style="list-style-type: none"> • Due to road works on the Manchester and Salford inner ring roads we have been advised by TfGM that there will be significant delays during evening fixtures (up to 50/60% additional travel time) • It is a 12-month programme of work and we are in discussions with TfGM on the best solution to this during matchdays and we will be issuing travel advice to fans during this period
<p>5. Ticketing Update</p>	<p>SK</p>	<p>Atmosphere Initiatives</p> <ul style="list-style-type: none"> • At the last Fans' Forum we discussed a number of points with respect to a proposal to 'reclaim the Stretford End', including relocation of the Family Stand and International Suite seats; at the time we stated that we will be considering along with all other fan-driven atmosphere initiatives and suggestions • Since the last Forum we issued a 'Matchday Experience' survey to over 70k match-going supporters, and we are currently analysing the results and reviewing alongside all other inputs so that we have an holistic view • We will hopefully be in a position to present findings & any recommendations at the next Forum; however, once we have assessed all the data & inputs, a key next step will be to discuss this info with key stakeholders to ensure that any proposed initiatives, such as relocating the Family Stand are viable and widely supported, and plans are fully thought through • In the meantime, one fan-led atmosphere initiative already successfully trialled last season at the Brighton match in March, and again this season vs. Leicester, will be repeated as and when we can during the 18/19 season; this is where we relocate individuals, whose names are provided by 'The Red Army', into one area for specific matches where we have adequate space • Trials will only be confirmed on a game-by-game basis and assessed, however at the Leicester trial, noise levels at the game were the loudest on record, around 6dB up on the loudest fixture from last season, Liverpool @ 92dB • The next trial will take place this weekend against Wolves, and we are working closely with MUST and The Red Army to ensure that as many people who want to participate in such trials <p>Away Game Checks / Validations</p> <ul style="list-style-type: none"> • After 4 full seasons of away ticket collections, we have taken a step back from compulsory collections as we reached a point in the 2017/18 season when we received the full allocation for the majority of game • However, over this time we identified that large volumes of tickets were not being used by the registered holder • Therefore, this season we plan to undertake a number of initiatives to identify individuals who pass on their tickets to people who are ineligible to attend away matches, with the main aim of tackling touts, but minimising the impact to the majority of ticket holders • For example, at the first two away games this season, we undertook some targeted spot checks based on intel received from fans, and at Brighton that intel led to 30 ticket checks, of which 29 turned out to have been bought on the black market and/or passed to people who were not eligible Season Ticket holders

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		<ul style="list-style-type: none"> • However, there was a lot of negative ‘chatter’ online following the above mentioned checks, therefore I’d like to restate that we are undertaking such checks to tackle touts and to ensure that as many tickets as possible are used by eligible Season Ticket holders, and given the shocking stat from the Brighton checks, I hope you all support these initiatives • As a reminder, if a ticket holder cannot attend a game, they can use the official away game ticket exchange to allocate their ticket to another eligible supporter (www.manutd.com/awayforwarding), or alternatively they can call 0161 868 8000 to cancel their ticket – tickets must not be transferred in any other way • In discussions the club confirmed that people using tickets purchased on the black market were still allowed to attend the game, however, the registered ticket holder will be sanctioned in accordance with the Official Club Sanctions; it was also confirmed that in this instance, anyone who had transferred their ticket to another eligible Season Ticket holder would not be sanctioned <p>European Away Games</p> <ul style="list-style-type: none"> • Following discussions in Fans’ Forum meetings last season, now that the UCL Group Stage draw has taken place, the agreed changes to the ticket allocation process for European away games is being implemented; as a reminder: <ul style="list-style-type: none"> - Credits were frozen as they stood at the end of 2017/18, i.e. a maximum of 34 (3-seasons) - Brought forward the application process period to 3-days post draw with ballot (based on credits as normal) being on the Monday after the draw - 2nd/subsequent ballots conducted randomly (as opposed to using credits) - Cancellation period offered after each ballot (as opposed to just the 1st ballot), however after that window, cancellations can still be made subject to demand - Those unsuccessful in the 2nd ballot will be given the opportunity to subscribe to a ‘last-minute’ returns list (i.e. for those who will be able to travel at short notice) - Credits will only be issued to those people who collect tickets (and this will only be 1 credit rather than the 2 previously issued) • Members of the Forum were supportive of the new fan-led processes, however, concerns were raised regarding running all 3 ballots at once • A suggestion was made to run 1 ballot per week allowing time between each one for fans to assess their success in the ballot and if they want to apply again for another match; all agreed to continue discussing the process and make tweaks where necessary <p>Valencia</p> <ul style="list-style-type: none"> • As part of initial discussions surrounding ticket prices and allocations for our away game at Valencia, we established that once again our supporters were being subject to excessive ticket prices for this game • We envisaged that the maximum ticket price would be c£55 (and conducted the ballot based on this) however Valencia then confirmed that our supporters were to be charged £77 • We immediately challenged Valencia in a bid to get them to lower the ticket price, but to no avail • We then sent an official request requesting them to review the ticket price, however Valencia advised that they weren’t prepared to change the price

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		<ul style="list-style-type: none"> • Therefore, similar to the Sevilla situation in the 2017/18 season, we took the difficult decision to charge Valencia fans £77 for the game leg at OT and use the additional £22 to subsidise our travelling fans so that they do not have to pay any more for their ticket than £55 originally charged in the ballot • To ensure we do not breach any UEFA rulings, all non-member tickets will therefore be charged £77 for the fixture at OT • Press coverage to-date is again supportive of this approach, and we will continue to lobby UEFA on this topic; additionally, with MUST's support, Football Supporters Europe is also tackling UEFA with respect to this ongoing ticket price issue <p>Everton Fixture Date Move</p> <ul style="list-style-type: none"> • On Monday 3rd September, our home game against Everton was rescheduled from Saturday 27th Oct to Sunday 28th Oct • This is a result of other Premier League games moves that have in turn impacted the broadcast selections • Tottenham Hotspur's home game against Manchester City was rescheduled from Sunday to Monday evening as a result of Tottenham's new stadium not being ready and they couldn't play at Wembley due to an NFL game on that date • We understand that supporters are frustrated by this, especially those who have booked non-refundable travel and accommodation • To assist, we have offered all Match Ticket purchases a refund if they can no longer attend the rescheduled game • MUST (with our support) has already made contact with SKY and will hold informal conversations about change made at relatively short notice, and we will also support any conversations they wish to have with their counterparts at Spurs
<p>6. Accessible Stadia Update</p>	<p>DF</p>	<p>Accessible Stadia Update</p> <ul style="list-style-type: none"> • Following the successful completion of safety assessment tests during the 2017/18 season, two new wheelchair user platforms have been implemented in the 2018/19 season, in the East Stand (in front of existing platforms) and the South Stand, which provide 40 new wheelchair positions, plus 18 new amenity seats • In terms of the remaining platforms, we are currently working on a test plan for the 2018/19 season with a view to commencing tests after the Super League Grand Final in October • The club would again like to thank those Season Ticket holders who were necessarily relocated over the summer <p>Safe Standing</p> <ul style="list-style-type: none"> • As previously discussed in Forum meetings, in principle the club is supportive of safe standing in specific areas of the stadium, and being keen to progress as soon as practicable, we plan to be proactive and at the forefront of any debate on this matter, e.g. with the Premier League, and we anticipate that very soon we will be asked to submit views and data as part of the DCMS' review of football's all-seater policy • In the meantime, we have established an internal working group led by Collette Roche (COO) who are considering options and implications that any change in legislation should bring

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7. MUDSA Update	CB	<ul style="list-style-type: none"> • MUDSA members have been pleased to see the permanent deployment of the new wheelchair platforms in the South Stand and Lower East stand this season; these platforms provide an extra 40 wheelchair spaces plus a number of Easy Access seats have been added • This meant a number of members on the waiting list were able to obtain Season Tickets; some of them had been waiting for many a long year for this opportunity and were thrilled • The club now have 700+ disabled members on the Season Ticket waiting list, and MUDSA has circa 900 members, which should give you an idea of how big the demand is out there amongst the disabled community to see United • As the expansion of disabled facilities continues, the club will be carrying out further trials this season by deploying the platforms in the North East quadrant area, so keep an eye out for those, prior to their permanent deployment next Summer • Eventually, when the entire expansion is complete, the split between ST holders and ballot applicants will mirror the split between non-disabled STs and Match Tickets, plus allocation for away disabled fans of course • Inevitably, there will be occasions when Season Ticket holders will be unable to attend a match; after discussions between MUDSA and the club regarding the best way to maximise the use of the specialised facilities to their full potential, a ticket exchange system has been launched for disabled Season Ticket holders • If unable to attend a match, they can lend their ticket to a supporter with the same disability, or return it to the club for a refund, which will allow it to be used by a member who has failed in the ballot and is on the wait list; a third option is to return their ticket for a non-disabled supporter to use, which again will free up a specialist space/seat • Finally on this subject (again after discussions with the club) the club has launched a “Late returns” scheme whereby disabled members who can reach Old Trafford quickly can sign-up for any late, match day cancellations • So if someone breaks down on the way to the game, or feels ill and wants to go home, they can let the club know and the club will try it's best to fill those empty places at short notice, using the list of people who sign-up; allocations will be done on a random basis • We're hopeful this will help alleviate concerns about empty spaces in the accessible seating area • At the last Fans' Forum I mentioned that MUDSA had appointed a youth ambassador, Nathaniel Yates and the work he had been doing working with Alex Wilson at the MU Foundation • I'm pleased to be able to tell you that MUDSA sponsored our first large scale Pan ability football tournament on 28th July at the AON Training Centre; it was rather unimaginatively called the MUDSA cup, but the kids had the time of their lives – I was particularly taken by one little chap playing in calipers, yet wearing shin pads! FA rules you see!

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		<ul style="list-style-type: none"> The trophy was won by the team from Southampton who beat our lads and celebrated as though they'd won the Champions league – a big thank you goes to the club for lending us the venue, Alex Wilson from the MU Foundation for organising it all and a big thank you to Max Dunne and Aidan Barlow from the under 23's squad, for coming down, having a bit of a kick about with the kids and handing out the cup and medals; all the kids got a medal of course Finally, as an integral part of our five point plan for the future, MUDSA has committed to helping Alex in his work by sponsoring the complete running costs of a van, for him to get out and about in to the community; this is a three year minimum commitment
8. MU Foundation Update	JE	<ul style="list-style-type: none"> At the end of the season our Primary School department hosted the Foundation's fourth annual pitch day at Old Trafford; a total of 120 children from our local partner primary schools received the incredible opportunity to play small sided games on the pitch; MU Foundation volunteers from partner secondary schools and projects were also on hand to lead the activities and referee the games Rounding off the end of the 2017/18 season we totalled £234,000 from our match day lottery sales; this operates across the Executive Club suites every match day, offering fans the chance to win a signed shirt or football, and is a vital source of funding for our charity Also, we calculated that through our signed item request scheme last season we helped fans raise over £200,000 for their own charity and community initiatives Marking the start of this season we have had significant outcomes in our Employability and Skills programme; at every Old Trafford home game we now have over 50 MU Foundation participants (or former participants) working or volunteering in a range of duties including ball assistants and match day runners supporting the venue team Also in the last quarter the Employability and Skills team organised STEM (Science, Technology, Engineering and Maths skills) events in partnership with the RAF & Army; this resulted in 900 pupils from our partner schools taking part in a range of activities including an engineering workshop at Old Trafford, a residential at RAF Leeming and girls from Levenshulme and Whalley Range High schools started their academic year understanding the science behind a CSI investigation – invaluable experiences to help mould students' futures Legends and players have continued to support MU Foundation programmes; this includes Bryan Robson who launched our partnerships with two new high schools: Manchester Enterprise Academy (MEA) Central and Dean Trust Wigan; as a result, MU Foundation now works in 20 high schools across Greater Manchester with a presence in nine of the ten boroughs

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9. Members' Questions	KL	
a. Away Tickets for Executive Club Members	SK	<p>Q: Some people hold Executive and box facilities for their businesses whereby they can allocate tickets for away games, when successful in the ballot, to customers and clients depending on where the games are being played, if they are not using them themselves. How was the decision taken and was there any consultation with exec/box holders on this subject, that the people who are to use the tickets have to be named at the start of the season against each seat held</p> <ul style="list-style-type: none"> This topic was discussed in this Forum during the 2016/17 season, i.e. when we agreed to implement the Away Game Ticket Exchange for the 2017/18 season; it was decided & communicated that we would not include Executive Club Members at that time, but would look to incorporate from the 2018/19 season (this was also referred back to in the May 2018 Forum – minutes can be found online) Given that some Executive Club Members hold multiple facilities under one name, we requested such members register the details of those that regularly use the relevant facilities so they could be authorised to use away tickets; this is the only difference to the scheme in place for Season Ticket holders and, as mentioned above, is in-line with what was discussed and agreed previously in this Forum
b. Executive Club Members Away Game Ticket Exchange	SK	<p>Q: Please can you advise why you cannot exchange tickets between Executive Members and regular Season Ticket Holders and vice versa</p> <ul style="list-style-type: none"> Tickets can be exchanged between Executive Club Members and Season Ticket Holders and vice versa
c. Issuing of Minutes	DF	<p>Q: It has been nearly 5 weeks since the last forum meeting and still no sign of any minutes on the website. Can it be undertaken to publish the minutes within a specified time of the forum meeting having taken place, say 10 working days?</p> <ul style="list-style-type: none"> We acknowledge that there was an unfortunate delay in issuing the minutes following the May forum; this will not be repeated
d. Kit Design Request	CR	<p>Q: Could the club permanently include a piece of Ferguson tartan in the team's kit as a reminder of Sir Alex's legacy?</p> <ul style="list-style-type: none"> We always look to try to incorporate some reference points to either the Club's history or Manchester into the design of our kits, for example this year we have the stripes on the home shirt being train tracks linking back to Newton Heath, the Navy / Gold kit inspired by the anniversary of the '68 European cup win
e. Old Trafford Development	JL	<p>Q: I am a season ticket holder of 20+ years, and I also have a car park ticket, if a footbridge over Wharfside Way was installed (near to Sir Matt Busby Way) it would enable Wharfside Way to stay open instead of trapping stationary vehicles (including buses). Could this be considered?</p> <ul style="list-style-type: none"> The responsibility for Highway infrastructure and pedestrian movement beyond our demise and within the public realm is a Trafford Council responsibility; they would need to consider any such a proposal in the wider context of the local traffic management plan

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f. Match Day Rail Service	JL	<p>Q: Regarding the match day train service I have contacted Northern Rail, who state they want to run the trains but they have been cancelled by the club and British Transport Police (BTP). BTP say there are no issues and its down to the Club and Northern Rail. Northern Rail says it's the Club. (I have asked the local MP Kate Green the question to with no answer forthcoming so far). Please can we have a definitive answer?</p> <ul style="list-style-type: none"> Covered in the 'Security Update'
g. Gender Neutral Toilets	JL	<p>Q: Can gender neutral toilets be installed?</p> <ul style="list-style-type: none"> It's something we are looking at as we are keen to ensure that Old Trafford continues to be welcoming and inclusive to all supporters; I will keep you posted regarding progress Our commitment to equality, diversity and inclusion is important in everything that we do and we're constantly working with key stakeholders, including Stonewall, on such topics
h. Online Forums	CR	<p>Q: Some years ago there were forums which fans used to discuss; potential signings, tour game performance, team set-up etc. Is this still available, if so how do you access it?</p> <ul style="list-style-type: none"> The emergence of social media platforms has seen a move away from self-moderated forums and provides us the opportunity to reach millions of fans around the world; we are committed to continuously developing our digital media offerings to engage with fans and we are working through a number of options to ensure that, over-time, we provide supporters with a choice of services
i. Website Suggestion	CR	<p>Q: The previous website had a section CLUB STATISTICS. This listed every player that has ever played for ManU, their appearances stats and so on. It also listed every opponent we have ever faced and every score. It had current season appearances and so on. In short it was an invaluable link to the history of the club and a link to my personal history of match going since 1964. Can it be reinstated? The decade by decade history on the site is too bland and too wide sweeping to be of any real value.</p> <ul style="list-style-type: none"> Our new official website & app enables us to provide stats and information about our players and teams like never before; we are continuously developing content and will be releasing regular updates to provide the in-depth information our fans need & want, prioritising the most popular content & stats Our history section is part of that and as we activate the capabilities of our new website & app, history will not just be a dedicated destination, it will be contextual, focused and will provide real value to the fans when they need / want it All feedback is appreciated and we'll pass on to the Media team
j. Kiosk Service	DF	<p>Q: It is very hard to get a drink if you wait until the half time whistle. Could Old Trafford have a few more vendors with carts inside the concourses to reduce the queues? (East stand lower tiers).</p> <ul style="list-style-type: none"> Yes, we now have 4 mobile drink stations in operation in the East Lower concourse serving alcoholic beverages

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k. Drinking at European Games	DF	<p>Q: Will fans be allowed to drink at European matches this season? Are UEFA planning any changes?</p> <ul style="list-style-type: none"> • Yes, the UEFA regulations have changed and as a result we will be in a position to serve alcoholic beverages on all concourses as per other games
10. Additional questions		<p>Q. Why were vouchers removed from season ticket packs?</p> <ul style="list-style-type: none"> • There is now a 50% off promotion available until 60 minutes prior to kick off <p>Q. Can PL games be shown on the screens on the concourse</p> <ul style="list-style-type: none"> • If there is a game being broadcast it will be shown on the screens <p>Q. Has the Foundation considered working with a charity called 'Lads & Dads' where season ticket holders can donate tickets to the charity for distribution amongst the underprivileged within the community?</p> <ul style="list-style-type: none"> • The Foundation and the Ticket Office already has a mechanism in place for this purpose; it was agreed to publicise this more widely amongst fans
11. Next Meetings	RA	<ul style="list-style-type: none"> • Monday 26th November 2018 (day before BSC Young Boys); OT • Friday 1st March 2019 (before Southampton); OT • Friday 10 May 2019 (before Cardiff City); ATC