

MANCHESTER UNITED FANS' FORUM – MINUTES

FRIDAY 1ST MARCH 2019, OLD TRAFFORD

Topic	Speaker	Topic Notes
1. Introductions / Apologies	CR	<p>Apologies</p> <ul style="list-style-type: none"> • Mark Heaton (Executive Club Rep) • Josephine Loughnane (Official Member Rep) • Harry Sutcliffe (16-21 ST Holder Rep)
2. Minutes of Last Meeting	CR	<ul style="list-style-type: none"> • Approved and issued on time
3. Security Update	JL	<ul style="list-style-type: none"> • The installation of high security hostile vehicle mitigation bollards is complete at several locations around the perimeter of the stadium. Work continues to finish a small number of remaining locations • As part of the security work, the construction of the E2 Spur Road from Wharfside Way into the E2/E1 car parks is now complete and has been used on all match days since the Brighton fixture. Initial feedback from car park users is that this improves both access and egress on match day. The spur road has also been in use for non-match days since then • We continue to remind all supporters and visitors that they 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) • We recognise the concerns raised by MUDSA on behalf of the disabled supporters, given their position immediately in front of the away supporters is somewhat unique. To mitigate the risk of missiles being thrown during European fixtures, we installed temporary netting for the Juventus, Bern Young Boys and PSG matches. Whilst effective for the first two matches, the netting proved ineffective for the PSG fixture, whereby away supporters climbed the stanchions resulting in them breaking and the net falling away. Fortunately, due to the timely and effective intervention of stewards, injuries were prevented. In light of the above, we continue to conduct a thorough review of the netting solution for European matches • With regard to domestic fixtures, whilst there are examples of isolated incidents of missile throwing this season, these have been minimal. Therefore to ensure we maintain the safety of our disabled fans whilst acting proportionately, our intention is to: <ol style="list-style-type: none"> a. Formally remind clubs that we have a zero tolerance in relation to the issue of missiles, such as pyrotechnics, being thrown within the stadium and that extra vigilance will be in place given the position of our disabled fans b. Conduct an assessment prior to each match, based on intelligence gathered and the previous history of the visiting club's supporters c. Where it has been established that there have been relevant instances of missile throwing, or specific intelligence, the netting may be deployed – e.g. due to the propensity for pyrotechnics or smoke bomb use in Europe, netting would more likely to be in place for UCL/UEL matches

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<p>4. Transportation Update</p>	<p>JL</p>	<ul style="list-style-type: none"> • We continue to encourage all supporters to review their travel plans to ensure they arrive early for all fixtures which will assist our safety and security measures. Up to date advice, including information about travel to specific matches and ongoing road works across certain parts of the city, can be obtained from the TfGM (transport for Greater Manchester) website www.tfgm.com • The information on the website is extremely helpful and includes information about latest updates; locations of current work; alternative route maps; park and ride locations and top tips for road users • At the last meeting there was an enquiry about the numbers of trams. We are informed that TfGM do deploy the maximum number of available trams to support match day travel at each match • We continue to discuss travel issues with senior representatives at TfGM and Manchester & Salford Councils, who are making every effort to help to reduce the impact of the current roadworks across the City
<p>5. Ticketing & Operations Update</p>	<p>SK</p>	<p>Atmosphere</p> <ul style="list-style-type: none"> • As previously mentioned, given the clubs' and fans' desire to ensure that atmosphere is consistently as good as the most 'atmospheric games' (like last weekend), we have continued with atmosphere trials this season <ul style="list-style-type: none"> - This season's average noise level is significantly up on prior years, and the Reading & Liverpool games have been widely referred to as some of the best atmospheres in recent years - This indicates that, despite only running small trials of c600 – c1,000 supporters, the right supporters are participating and making a difference - I think everyone is of the same opinion that we want this to, not only be maintained, but grow • We have also advised previously that following positive feedback to the MUST open letter in the last Forum of last season, that we had approved their request to relocate the Family Stand - this was also supported in the results of a survey issued to over 70k supporters in the summer • As a reminder, in the last Forum we identified that it will be possible to relocate the Family Stand over the next few years (without adversely affecting family groups, as all supporters in this area will need to move out anyway at some point) <ul style="list-style-type: none"> - Each season c500-600 STHs move out of the Family Stand & we did not backfill vacated seats for the 2018/19 season - Therefore around 1,200 seats will be available for next season, and will be dedicated to improving the atmosphere • As promised in the last Fans' Forum, we held our first subgroup meeting on 22nd January. The meeting was attended by James, Ian & Alan, as well as reps from The Red Army (TRA), along with Collette, Jim, Charlie and myself <ul style="list-style-type: none"> - TRA are an independent fan group who have expanded rapidly from two fans, who were keen to address the atmosphere within the stadium, to a group that have led / co-ordinated more than 10 successful atmosphere trials and have 10,000 followers of which 3,200 have actively participated in a trial

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		<ul style="list-style-type: none"> - They have established a good working relationship with both ourselves and supporters / groups – e.g. MUST • This meeting focused on atmosphere, specifically regarding the 1,200 seats that will be available next season in the Stretford End • Given the success of the fan-led approach to trials conducted in the last two seasons, the subgroup supported continuing this (pending final approval by this Forum); to summarise our recommendations: <ul style="list-style-type: none"> - Prior to allocating any Season Tickets in the area, we are keen to continue the current approach applied to ‘atmosphere trials’ for the 19/20 season - Therefore proposal is that TRA will accept applications for, and conduct ballots for each game in the 19/20 season - Applications for these individual matches will be accepted from 2019/20 Season Ticket holders - Ahead of implementing Season Tickets within this area for 2020/21, TRA will publish clearly how they intend to allocate Season Tickets, initial thoughts are that preference will be given to those supporters who either; have participated in the most ‘atmosphere trials’ at that time, are regular attendees for away games, or sit within the previous dedicated areas / have been engaged with atmosphere improvements in recent seasons - MUFC will validate that all recipients of tickets are valid tickets holders • Does anyone object to the proposals or have any questions? No objections or questions were raised • It was highlighted that the creation of the subgroup had enabled a more detailed discussion regarding key topics, and helped to reach a quicker formal proposal – it was agreed that meetings would be held on a regular basis <p>Official Club Sanctions</p> <ul style="list-style-type: none"> • Up until 5 years ago we were regularly criticised by supporters for our efforts in relation to a) reduced away game ticket allocations, and b) ticket touting at both home and away matches • As a result we implemented a series of measures, aimed at increasing our allocations and reducing the tickets available to criminal gangs and touts - these actions were designed in co-operation with this Forum, MUST and the FSF • This process has worked: <ul style="list-style-type: none"> - We now receive over 4,000 additional tickets per season - There has been an 80% reduction in the number of games where we don’t get our full allocation (remaining 20% is MCFC and Liverpool who have conditions in their safety certificates) - We have gone from multiple arrests and ejections at each away game, to an average of less than one so far this season • Ticket Touting is still an issue, but the above means we can take a more targeted approach to ensure that the impact on match going fans is negligible • Our aim is <u>not</u> to stop genuine, loyal fans going to away games and we are aiming to be more precise in the application of sanctions (particularly in the cases of loyal supporters)

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		<ul style="list-style-type: none"> • Therefore, as promised, in the last Forum we are now seeking your approval to make the following changes/improvements ahead of next season: <ul style="list-style-type: none"> - The introduction of more 'Levels', to provide clarity and differentiate between sanctions - Increase transparency, e.g. remove 'indefinite' suspensions wherever possible - Introduction of the concept of repeated breaches vs. isolated incidents - Removal of 3-Year suspensions, with 1-Year suspensions replacing these • We also advised that upon approval, any change to sanctions will be applied retrospectively • Claire left you all a draft printed version of the revised document - the most prominent changes that are being proposed are: <ul style="list-style-type: none"> - Reduction of Ticket Touting from a 'Level-4' offence, to 'Level-3' (resulting in a 1 year suspension) - The split of current 'Level-2' offences into three, given the severity of certain offences - Repeat offences' will be subject to further sanctions (e.g. committing a level 2 offence for the second time, would result in a level 3 sanction) • We believe these changes make the sanctions process much clearer for all supporters and will provide clarity on the sanctions that may be imposed following an offence • Please can you all review the proposed changes, and send any feedback to Claire by 7th March. Once finalised, we will publish the new document on manutd.com • It was requested that the Club consider implementing a 'permanent' ban. RA advised that we previously had lifetime bans which the current management team felt were (in a lot of cases) overly punitive. However, if an incident was deemed to be very serious then an indefinite ban could be issued
<p>6. MUDSA Update</p>	<p>CB</p>	<p>Ponchos</p> <ul style="list-style-type: none"> • We've finally sorted out a distribution and collection system with the assistance of Chris Noble and the match day team. In effect this means that everyone who needs one, gets one • Equally important, as they hand them out, the team have been pointing out to people that we are only lending them to them. This has resulted in a 100% return rate. Helped no doubt by the guys standing by the exit collecting them at the end of the game • Finally, we're resorting to sticking large ugly labels on them to dissuade people from pinching them <p>Christmas party</p> <ul style="list-style-type: none"> • MUDSA would like to thank the players plus Claire Robson and her staff for their support of the MUDSA Christmas party. Held on December 18th in the Manchester Suite, it was a superb event and as the whole squad turned up, for many of the members', it was more exciting than Christmas!

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		<ul style="list-style-type: none"> • Universal access to the Phil Downs Ability Suite has been a great success and no problems to speak of, except people pinching the remote control for the TV's - we seem to be a nation of tea leaves! <p>Social Media</p> <ul style="list-style-type: none"> • We've taken on another committee member in a guy called Ric Clement. Ric is a former sergeant in the Army and he definitely knows his stuff from his time working with Army charities. We've co-opted him on to the committee and he has been doing a great job for us • This is an area where we plan to expand our activities in the coming year, so keep an eye out and please support us when you can <p>The Foundation</p> <ul style="list-style-type: none"> • We continue our work with the Foundation via Nathaniel's efforts plus by the time we next meet, I should be able to give you the details of the 3 year plan currently being formulated by John Eades and Alex Wilson of the Foundation • This will lay down a framework of how we will be working together in the future and how best MUDSA can support the Foundation • Nathaniel Yates, the MUDSA youth ambassador, has been busy visiting various Foundation projects on a regular basis, spreading the word about MUDSA and our activities and trying to get some of the youngsters involved • As part of his involvement at Stockport College's health and social care class, Nathaniel has arranged for United's DAO, Rishi Jain, to visit the college and give a talk to the class about equality and diversity • Nathaniel is also working with Daniel Landstpom, from the Cheshire FA to assist them in setting up a pan ability team
<p>7. Accessible Stadia Update</p>	<p>SK</p>	<ul style="list-style-type: none"> • As you will recall at the Fans' Forum we discussed our plans to introduce 118 new wheelchair positions and 158 new amenity seats in dedicated facilities across Old Trafford, including a new purpose-built concourse at the back of the Stretford End • Our plans were announced more widely via a story on the club website towards the end of November, which received positive coverage and we subsequently contacted all supporters affected by the proposals. We are doing everything we can to ensure the transition is as smooth as possible and would again like to thank supporters for their understanding • The design and construction programme is progressing well, with construction set to commence in the summer (during the close season). Once the facilities have been built, we will then need to undertake testing during the 2019/20 season and as soon as each facility is approved from a safety perspective, we will then be able to 'roll-out' its immediate and permanent use

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<p data-bbox="118 1043 400 1115">8. MU Foundation Update</p>	<p data-bbox="507 1061 547 1093">JS</p>	<ul data-bbox="611 141 1506 1585" style="list-style-type: none"> <li data-bbox="611 141 1506 376">• Wes Brown and WWE stars Dana Brooke and Ember Moon joined participants at the second annual 'Be a Star' rally. To coincide with Anti-Bullying Week and World Kindness Day, the trio spoke to year 7 pupils about different types of bullying, how it's affected their careers and where to go for support. The WWE 'Be a Star' campaign aims to ensure a positive social environment through education and awareness <li data-bbox="611 398 1506 633">• Students from Manchester Academy in Moss Side were left speechless when Ander Herrera surprised their Spanish class. Herrera conducted a Q & A session in Spanish about his footballing career. The United midfielder also dropped into a PE lesson with some budding young footballers. The experience left pupils inspired, and more knowledgeable about different cultures and languages <li data-bbox="611 656 1506 958">• The Manchester United first team attended the bi-annual Dream Day for fans living with life-limiting illnesses. Supporters travelled from across the UK to spend some quality time with their footballing heroes. The first team also made Christmas visits to young patients at three local hospitals; Royal Manchester Children's Hospital, Francis House Children's Hospice and The Christie. The players gave out signed United gifts and engaged with patients who were going through a difficult time during the festive period <li data-bbox="611 981 1506 1216">• We delivered our first Foundation Christmas party for 138 children from our Partner Primary Schools. Children in attendance had struggled with difficulties such as being made homeless, or had lost parents as well as those from families that are struggling financially. There was also a surprise appearance from the entire women's team who spent two hours with the pupils <li data-bbox="611 1238 1506 1440">• Ole Gunnar Solskjaer and the first team squad attended the annual United for Unicef Gala Dinner. The event celebrated the 20-year partnership between Manchester United and Unicef, and raised a fantastic £225,000 for Unicef's Children's Emergency Fund, which supports children affected by disasters or living through conflict <li data-bbox="611 1462 1506 1585">• It was asked if the MU Foundation were aware of the changes to the OFSTED framework around mental health resilience. It was confirmed the Foundation were aware and fully supportive, and have been actively supporting for the last decade

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9. Members' Questions	CB	
a. Mascots	CB	<p>Q: With a heavy focus on match day mascots, I noticed against Bournemouth our young mascot was left alone in the centre circle without a friendly Utd player offering support. My heart sank for her as she looked to be part of the occasion. Please pass it on. Let's make our kids feel welcomed and show they are part of our club, not just pre-match off the field but immediately before the kick off!</p> <ul style="list-style-type: none"> It is difficult to comment on one particular example; however the comments have been noted and have been passed on to the teams that deal with Matchday mascots. Overall we receive excellent feedback from any children who are allocated Mascot roles, unlike other Club's we are free and regularly ensure the Foundation give this opportunity to deserving young supporters
b. Time Added On	RB	<p>Q: What is the reason for not displaying the amount time added on at the end of the match? Can this be shown for future matches?</p> <ul style="list-style-type: none"> We are reviewing the potential for the scoreboard display to incorporate the stated amount of added time once the countdown clock stops Rules do not permit us to run a countdown of the added time so we would only be able to state the total number of minutes as announced by the Fourth Official
c. Liverpool Away	JL	<p>Q: Away fans are used to the 25/30 minute lock in after the game has finished at Anfield. However at this season's game, we were not allowed access to the concourse to use the toilet facilities. The stewards backed by the police absolutely refused anyone to leave the stand to go to the toilet. This is totally unacceptable. Can the club complain to Liverpool FC and ensure that next season this does not happen again. A letter could also go to the Chief constable of the Merseyside Police who should instruct their officers the need for people to use these facilities.</p> <ul style="list-style-type: none"> The approach for stadia in the UK is that during any post-match supporter holdback (which is coordinated by the host club stewards and police), they allow, facilitate and manage visiting supporters to go to the concourses to use the toilet facilities This is usually fully agreed in pre match meetings involving both supporter group representatives and incorporated into the host club policing and stewarding policy We have approached LFC for an explanation to the report of not allowing our supporters to use the toilets and are awaiting a response. Going forward we will request that MUFC travelling stewards are located on the LFC away concourse to help ensure the MUFC fans are allowed to use the toilets during the holdback as per the mutually agreed policy

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d. Data Protection	JL	<p>Q: Does the club share data about fans with GMP? If so, under what circumstances and is there a written protocol, and does the club retain data shared by GMP?</p> <ul style="list-style-type: none"> • The club shares personal data with Greater Manchester Police and other law enforcement agencies as and when required for the purposes of the prevention and detection of crime, terrorist activity and for purposes of ensuring crowd safety on a match day • Data sharing is carried out in full compliance with applicable laws (including the General Data Protection Regulation, also known as “GDPR”) pursuant to a written agreement between the club and GMP. Further information on Manchester United’s data protection policies can be found on the club’s website at www.manutd.com/en/help/privacy-policy
e. Kiosk Offering	JL	<p>Q: Are there any plans in place to improve the selection of beers available at the kiosks? Supporters would like to see a wider selection including local beers.</p> <ul style="list-style-type: none"> • We are currently reviewing the possibility of installing draught beer in select locations around the stadium. Due to storage limitations this is not currently feasible around the whole stadium but we are certainly looking at every avenue to include this option from our kiosks – we will be trialling enhanced facilities with alternative product offerings next season in certain locations • We have also spoken with local brewers to explore the possibility of local/craft beers. The current hold back is their inability to produce the beer in PET (plastic) bottles which is the only way we can facilitate these products on our bars for the volume we would sell • Introducing glass bottles would considerably slow down service due to the requirement to decant from the glass bottles into a plastic drinking vessel. We do however continue to explore the options
f. Security	JL	<p>Q: Can additional security staff be placed at East Tier 2 and West upper and lower turnstiles on match days to ease queues for supporters getting into the ground?</p> <ul style="list-style-type: none"> • The safety and security of all visitors to the stadium is our utmost priority. Accordingly we have search procedures in place to ensure that prohibited items do not access the stadium • We are aware that such search protocols have the potential to cause queues and it has always been our objective to mitigate these queues and access supporters as quickly and effectively as possible • To these ends we have adopted a number of measures to ensure queues are kept to a minimum and fans arriving in good time have accessed the stadium prior to kick off: <ul style="list-style-type: none"> – Regular ‘arrive early’ communications to all fans – Restricted bag size policy to reduce search time – Expanded barrier queuing lanes to increase the turnstile capacity and search capability – Additional staff deployed to turnstile search blocks – Redeployed additional staff to turnstile blocks to target specific queues

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		<ul style="list-style-type: none"> All these measures do have the required effect and predominantly all fans have accessed the stadium prior to kick off. We continue to monitor all turnstile blocks on every match day (including post-dating analysis over the course of this season to ensure our staff are deployed appropriately)
<p>g. Trafford Bar Tram Station</p>	<p>JL</p>	<p>Q: (Reworded) After the Bournemouth game, the Trafford Bar Tram Station was very congested. This is in part due to the fact that there are 3 routes running through this stop; Airport, East Didsbury and Altrincham. This means supporters wait while trams go past, when supporter's further back in the queue out onto the street could be boarding. Some suggestions:</p> <ul style="list-style-type: none"> Could the Altrincham trams only stop at Old Trafford on matchdays? Could trams stop at different ends of the station so that people going to East Didsbury could wait at one end of the platform, and Altrincham at the other end? If there is a need to queue, could different entrances for different routes be used? <ul style="list-style-type: none"> Upon receipt of the above information we have contacted TfGM who in turn have communicated this to Metrolink who are responsible for managing this issue. We have received the following response <ul style="list-style-type: none"> Please thank the supporter for this, we agree that there is a need to review operations at Trafford Bar following matches at Old Trafford with the current design difficult to control effectively, for this reason we are currently tendering work to enhance the stop for event days, including options to create separate queues. That being said we are constrained by the space available on our property and customers will still have to queue off stop before entering the queuing system to ensure the platforms operate safely For this game in particular we had to request additional drivers on over time to support with extra services above and beyond the timetable, as we were operating a Sunday service, we usually have significant uptake for this work and crowds clear quickly, given the time of year (i.e. between Christmas and New Year) we struggled to reach the number of services we would usually offer. KeolisAmey Metrolink are working with the drivers' union to understand how we can manage this more effectively in the future Unfortunately we cannot stop services to Altrincham calling at Trafford Bar as these services carry non-event customers as well who may wish to alight at Trafford Bar or change there for other services, we must serve the needs of the whole network not just the event. The idea of stopping services at different points of the platform has been reviewed in the past but with the limitations of the signalling system and the additional risk of having two services in the stop at one time this was deemed too high risk when assessed. As above we are looking to enhance the stop and this should improve the customer experience

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h. Family Stand	JL	<p>Q: New pizza slices are a great addition in the family stand, but the next big protest is: bring back chocolate buttons</p> <ul style="list-style-type: none"> We're the first stadium to launch the pizza twist and have been very encouraged by the demand. We are always looking at new products to serve from our kiosks that are easy to eat and offer good value for money We constantly review our confectionary offer. Following a robust tender process we chose a supplier that will be in place for the following two seasons. Our current supplier is Nestle and so we are unfortunately unable to stock chocolate buttons which are a Cadbury product
i. European Away Game Credits	SK	<p>We have received a number of questions relating to European away games and the ballot process. I have summarised these, and will attempt to cover off answers to all of them together.</p> <ol style="list-style-type: none"> The new ballot process for European away games has created an exclusive group for fans who have high credits. Fans with low credits never really get a chance of obtaining tickets in the first ballot, and as they don't get a credit for applying it means the fans with high credits continue to get more credits thus strengthening their position When additional tickets are made available for European away games, can the hand backs be based on credits instead of random? Could we go back to the same process as last season i.e. 1 credit for applying and two for attending If someone returns a ticket more than once following the ballot, they should be banned from applying for the next game Can 2 credits be given for collection of European away ticket and can these credits be given retrospectively for this season when the credits for applying were withdrawn? <ul style="list-style-type: none"> All of the changes to European away games were undertaken following input / specific requests from this Forum throughout the 2017/18 season This topic obviously has a lot of differing views and therefore I propose we take this away for discussion in the next subgroup meeting As a reminder, the purpose of this group is not to finalise policy amendments or change processes, but to have open discussion and make recommendations back to the Fans' Forum All attendees agreed with this proposal
j. European Away Ticket Allocations	SK	<p>Q: Can you please breakdown the PSG allocation of the 2,200 tickets into groups of where these were allocated, Sponsors, Players, Staff, Ability, Thomas Cook and Supporters.</p> <ul style="list-style-type: none"> Cat A (Hospitality Tickets) tickets are generally allocated internally (e.g. we provide a ticket to each of the travelling Under 19 squad / 1st team player friends/families), as well as our Official Travel Partner, Thomas Cook

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		<ul style="list-style-type: none"> UEFA (and home clubs) do not recommend that these are allocated as part of the standard allocation process – hence why we do not make them available for application To specifically answer the question, currently, 10% of tickets have been allocated to players families and the youth team (which is a UEFA requirement) and 90% have gone to fans, with 30% to those travelling with Thomas Cook and 70% to those travelling independently
k. European Away Game Comms	SK	<p>Q: Can the numbers of tickets available in the 1st ballot for European games be announced before the ballot instead of the total allocation and give indication of how many credits will be successful based on credits list and available tickets?</p> <ul style="list-style-type: none"> In theory yes, however this is not always possible due to the tight timeframes between the draw taking place and timing of the first ballot. If we were to return to the approach used in prior seasons this is something we would be able to do more regularly
i. Thomas Cook European Away Games	SK	<p>Q: Can there be a stated deadline for applying with Thomas Cook for European away games?</p> <p>The Thomas Cook ballot closes before club 2nd ballot so fans cannot wait for that to know if they have a ticket, it also shuts suddenly without warning which has caught a few people out</p> <ul style="list-style-type: none"> Other than PSG, Thomas Cook packages have not sold out this season. This is why there is no apparent deadline for applications, as they remain on sale in order to try and fill the aircraft they have secured for the Official Club Trip However, we can request that Thomas Cook make this clearer (i.e. that applications will close, or priority will be given to those who have applied by a certain date) It was raised whether a review of the allocation of tickets provided for the Official Club Trip (operated by Thomas Cook) could be undertaken, or if we could consider reintroducing the 'flight-only' option to the booking process with Thomas Cook – SK advised that we would investigate this and refer to the subgroup meeting that would be held ahead of the next Forum
m. European Away Ticket Allocations	SK	<p>Q: European Away Tickets - how does the club allocate the Cat 1 tickets and why isn't there an option available to apply for them in the ballot?</p> <ul style="list-style-type: none"> Covered Question J
n. Season Tickets Frozen	SK	<p>Q: I have heard quite often that Junior Season Ticket holders have relinquished their season tickets when they have been accepted into university. Quite often the university is too far and too costly to travel to each home game. Is there any facility for the Season Ticket holder to have their "membership frozen" for the 3/4 seasons they are away? After university, they would reapply for a season ticket with their original number. When they have successfully purchased a Season Ticket, they could have the years they were a holder previously credited to their account. i.e. if they were silver status as a junior, they could be silver status straightaway rather than starting all over again.</p>

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		<ul style="list-style-type: none"> We have not been made aware that this is a wide-scale issue for supporters leaving to go to University. However, if a supporter did relinquish their Season Ticket and wish to purchase again at a later date they would be able to retain their existing membership number We will also place these supporters back at the top of the Waiting List which is currently over 100k However, any break in time as a Season Ticket holder would result in the supporter starting from Red Level; this is to ensure consistency for all supporters, with a range of varying circumstances
o. Fans' Forum Web Form	SK	<p>Q: The new web form is popular with Forum Representatives, It has been requested that they would like the option to reply to the supporter</p> <ul style="list-style-type: none"> The new web form was introduced so that supporters couldn't have visibility of rep personal contact details. An automatic acknowledgement email is sent to any supporters raising a question, thanking them for submitting a question and advising them it will be reviewed and where possible raised at the next Fans' Forum meeting Reps can respond further if they wish, using the contact details supplied by the supporter, however, this would mean emailing directly and sharing their personal email address (as previously advised it is recommended that all reps create a new/bespoke email account when joining the Forum)
p. Fans' Forum Attendance	SK	<p>Q: There have been a large number of absentees from the Fans' Forum meeting's, is there still the rule of 2 strikes and you are out, as there are 4 people who have missed the last 2 meetings?</p> <ul style="list-style-type: none"> This rule has not been monitored or enforced in recent seasons, in part due to the complexity of replacing reps mid-way through a season However, if reps are regularly not in attendance at meetings, we will review their attendance at the end of each season
q. Official Membership	SK	<p>Q: Can the club introduce different levels of membership based on credits given for attending games similar to the 3 year rolling system used for away tickets? Personally and I know of others last season applied in the ballot for all the top 5 games and didn't receive any of the tickets whereas others have received 3/5 tickets and others will have received all of them. I feel that a credit system built up from games attended then when the ballot occurs it will first be open to members who have been to the most games then released to members to the different memberships is the fairest way, I know Arsenal currently operate this system. This rewards fans who attend the "lesser" games and stops other fans only attending the "big" games.</p> <ul style="list-style-type: none"> Similarly to domestic away games, demand for match tickets far outweighs the supply and so a random ballot has been determined as the fairest way to allocate tickets

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		<ul style="list-style-type: none"> • While we understand that this can mean supporters who have been members for a long time, or have attended the most games, or travel the furthest may not be successful, we have historically felt that there are too many criteria that could be used to measure 'loyalty' to determine who would have priority • This proposal suggests that priority goes to those who have attended the most games, but we receive lots of other proposals from other supporters requesting that alternative criteria such as distance from the stadium, tenure, whether the Member previously held e.g. a Season Ticket are considered • Whilst we always keep an open mind, given the above, we have always veered away from e.g. implementing loyalty criteria into home game allocations – we will also review the current Official Membership offering over the next couple of years • RA advised we had made a lot of improvements over the last five years in the way tickets are issued, but have primarily focused on seasonal changes and away games. Tickets allocated to Official Members is probably one of the final areas to be looked at and we will look to see what improvements could be implemented to ensure that the system is fair for everyone
r. Loyalty Pot	SK	<p>Q: It was noted in previous minutes that the club would look at whether to give 100% success rates to the loyalty pot in allocations of 4k or more. This didn't happen for Arsenal away and is now an option for Chelsea away too. Can the club update the forum on the latest with this and whether 100% can be given to games with higher allocations?</p> <ul style="list-style-type: none"> • We committed to reviewing this for allocations of 4k or more • For the two games mentioned the average success rate for 'non-Loyalty Pot' Season Ticket holders and Executive Club members was 44% and 48.5% respectively • Therefore it wasn't deemed appropriate to guarantee tickets for those in the Loyalty Pot (who received an 85% success rate)
s. Home European Games	SK	<p>Q: What is the justification for increasing the price of home European games in the knock out stages?</p> <ul style="list-style-type: none"> • This is a historic price increase that has been in-place for a number of years • In recent years / under the current Executive Management team, the club has made the decision to freeze prices for the last decade – this approach has included not addressing oddities such as the historic price increase for European games, as well as other pricing anomalies
t. European Home Game Movers	SK	<p>Q: Can Season Ticket holders who are moved to accommodate visiting supporters for European games be given the option at the start of the season of where they can move to should moves be required?</p> <ul style="list-style-type: none"> • Unfortunately, this is not possible, as exactly which supporters are required to move, and which seats are available to move into can change game by game

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • For example, for a group stage game, there will be more seating options available to choose from due to reduced demand from the contractual allocations that will be maximised for more popular fixtures • However, we always move supporters to the best possible available seats in the stadium, where possible at a comparable or increased price without charging the ticket holder any more • In the event supporters' original seats are returned to us, we will also offer the ticket holder the opportunity to move back • SK reminded the Forum that each person required to move in a specific season is informed of this prior to the club taking payment. We only move Season Ticket holders as a last resort, and where competition rules dictate it is necessary • Given the club will have completed seat moves because of the accessible facility changes at the end of the 19/20 season, it is recommended that any supporters impacted by this relocate their Season Ticket to an alternative location (where they will not be required to move for cup games) • SK also advised that we would look to provide a firmer indication of the likely areas where people will be relocated to ahead of the 19/20 season
<p style="text-align: center;">u. Overseas Delivery</p>	<p style="text-align: center;">SK</p>	<p>Q: Is it possible that tickets sent outside the UK are sent with DHL or alternative courier? Could the option be given to supporters of a faster delivery as there have been instances of tickets, including Season Tickets arriving after the match?</p> <ul style="list-style-type: none"> • The option to select a delivery method is something we have wanted to introduce for some time. However the limitations of our existing ticketing system mean that this is not currently possible • We are working with our system provider to upgrade the system within the next 12 months, after this we will implement a series of developments (from delivery addresses to allowing full account management online) • In the meantime where we have tickets for events that are close by we will use a courier to ensure delivery wherever possible
<p style="text-align: center;">10. Any Other Business</p>	<p style="text-align: center;">RA</p>	<ul style="list-style-type: none"> • AOB from Reps • The club was thanked for the way the Munich Memorial Service is now conducted e.g. working with fan groups • It was queried why the duration of away applications being available by the phone had fluctuated for recent matches, as some older people struggle with the online process. SK confirmed that this had been under taken to establish the optimal opening period for applications, and that each channel would be open for a consistent period of time by the end of the season. SK also highlighted that applications would be accepted to the automated phone line and website going forwards • Concerns were raised with the difficulties of managing your ticketing account online. CR acknowledged that systems needed upgrading, but given the importance of the ticketing system advised that the club need to ensure that all available options

Topic	Speaker	Topic Notes
		<p>were carefully considered. CR confirmed we had identified the route we would like to take and are now undergoing rigorous testing prior to implementation</p> <ul style="list-style-type: none"> • Forum Member requested that someone from the Loyalty Pot be allocated a dedicated place on the forum, whilst it was noted that there is usually at least one person from the Loyalty Pot represented on the forum, that we would look to review this (and other positions) over the summer • RA reiterated the good work that has been undertaken by the Forum in recent seasons, and thanked all attendees for their ongoing input, which had contributed to a significant number of improvements for match-going fans in recent years • Next Meetings: <ul style="list-style-type: none"> - Friday 10th May 2019 (before Cardiff City); ATC