

MANCHESTER UNITED FANS' FORUM – MINUTES

FRIDAY 13TH SEPTEMBER, OLD TRAFFORD

FORUM MEMBERS PRESENT

Chas	Banks	MUDSA Secretary
James	Coatsworth	Season Ticket Holder Rep.
Keith	Coutts	65+ STH Rep.
Alan	Harvey	Season Ticket Holder Rep.
Janine	Kasmir	Local Rep.
John	Massey	Executive Club Rep.
Rick	McGagh	Season Ticket Holder Rep.
Anthony	Sewart	Family Stand Rep.
Ian	Stirling	Fans' Group Rep.
Mick	Thorne	MUSC Rep.

CLUB AND FOUNDATION OFFICIALS PRESENT

Rebecca	Britain	Club Secretary
Charlie	Brooks	Director of Communications
Sam	Kelleher	Head of Ticketing & Membership
Jim	Liggett	Director of Venue Operations
Claire	Mulroy	Ticketing & Membership Services Manager
Rebecca	Newton	Head of Communications, MU Foundation
Collette	Roche	Chief Operating Officer

Topic	Speaker	Topic Notes
<ul style="list-style-type: none"> Introductions / Apologies 	CR	<p>Apologies</p> <ul style="list-style-type: none"> Richard Arnold, Group Managing Director John Shiels, MU Foundation Chief Executive Kieran Stockton, Official Member Rep. Peter Wood, MUSC rep. <p>Introductions</p> <ul style="list-style-type: none"> Welcome to our new reps: <ul style="list-style-type: none"> Keith Coutts, 65+ John Massey, Executive Club Rick McGagh, ST holder Anthony Sewart, Family Stand Kieran Stockton, Official Member Peter Wood, MUSC
<ul style="list-style-type: none"> Minutes of Last Meeting 	CR	<ul style="list-style-type: none"> Approved
<ul style="list-style-type: none"> Accessible Stadia Update 	SK	<p>Accessible Stadia Update</p> <ul style="list-style-type: none"> We'd like to provide an update on 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 These plans were the result of our close work with MUDSA and other stakeholders over the last couple of years, and we would again like to thank MUDSA in particular for their continued hard work in trying to ensure we have the best available facilities for our disabled supporters

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		<ul style="list-style-type: none"> • The design and construction programme is progressing well, with construction work starting over the summer break in several areas around the site, primarily near to the Stretford End but also near the East Stand (South East corner). Foundation ground works and other enabling works have been completed, and the construction areas will be securely cordoned off to ensure the safety of fans and staff whilst works are ongoing throughout the season • It is expected that construction for the smaller facilities (Away Section, Stretford End Tier 1 and NW Quad) will be completed during the first half of the 2019/20 season, whilst works for the larger new Stretford End Tier 2 facility will continue into the second half of the season • As soon as each new area is complete, we will need to undertake necessary assessments from both a safety and customer service perspective; once approved by the relevant authorities, we will then be able to 'roll-out' each areas immediate and permanent use • CBa asked for confirmation that the new accessibility areas had been built with the ability for flexible seating to be deployed, i.e. if a disabled supporter wished to sit with friends/family could the seating be configured to permit this. SK confirmed this had been briefed, and that further communication would be sent as/when areas were deployed for testing
<ul style="list-style-type: none"> • Security Update 	<p style="text-align: center;">JL</p>	<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, and work continues to finish a section on SMB Way • Supporters will see additional signage around the stadium this season to remind of our bag policy. 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; we know this isn't always possible so kindly ask that only bags of the permitted size are brought (there are exceptions for essential medical or baby care equipment). All information is available on our website • To the west of the stadium, on the W1 and W2 car parks, fencing is in now in place on match day to help direct supporters through designated entry points from the car park onto the stadium footprint. This is an additional security measure to ensure that no unauthorised over-sized bags/luggage come into the vicinity of the stadium. At this point supporters will be offered advice and directed by additional staff to the nearest bag drop facility for their convenience • The location of away supporters directly behind the South-East Quadrant accessible seating area has led to requests from our disabled supporters for the club to provide them with greater reassurance and an enhanced safety provision, particularly in relation to the possibility of flares being thrown by opposing fans at certain European fixtures <ul style="list-style-type: none"> - In recent Fans' Forum meetings & through consultation with MUDSA, it has been requested that we explore the possibility of installing a permanent netting solution - We have carefully reviewed a number of options in recent

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		<p>months and our primary objectives have been to ensure the safety of our supporters whilst also minimising impact on seating. With this in mind, and considering there is little history of flare use and/or aggressive behaviour at domestic fixtures, it has not been deemed necessary to implement netting for all matches</p> <ul style="list-style-type: none"> - For those matches categorised as having a higher risk of flares being used by opposing fans, which - based on past precedent - may be games in the Europa League, we will look to deploy a netting solution similar to that used for the FC Barcelona fixture in April 2019 - Additionally, we will ensure that there is a significantly increased and visible security presence at these matches and the allocation of tickets issued to these teams will also be reduced <ul style="list-style-type: none"> • The use of this netting would mean that a small number of wheelchair positions or seats may not be available for these specified matches. We have undertaken an indicative assessment of all Premier League clubs and are pleased to confirm that we do not anticipate any seats or positions being affected for any league games. However, if we receive intelligence that alters this, we will contact any affected supporters to discuss alternative options • It was agreed feedback would be given to CBa on any action taken/sanctions issued to supporters from the relevant away team after throwing items towards the accessible seating areas
<ul style="list-style-type: none"> • Transportation Update 	<p>JL</p>	<ul style="list-style-type: none"> • We understand that supporters continue to be impacted by roadworks and traffic congestion on their way to and from home matches • We would like to reassure you that we are collaborating with senior representatives at TfGM and Manchester, Trafford & Salford Councils; representing the concerns of supporters and match day staff and seeking assurances that wherever possible roadworks are organised to minimise the impact on match day traffic • The extensive programme of road works across the city will continue throughout the season and we encourage all supporters to monitor the Transport for Greater Manchester website www.tfgm.com for up to date advice relevant to their journey • A summary of major work underway or planned for the coming months: <ul style="list-style-type: none"> - MSIRR Phase 3 & 4 will include the full closure of Hampson St and lane closures on Trinity Way Aug-Dec 2019 - Great Ancoats St will have overnight lane closures June – Nov 2019 and then lane closures Jan-Oct 2020 - Princess Parkway will have lane closures Jan-Sept 2020 - Trafford Road will have off-peak / weekend / evening lane closures and temporary traffic lights Jan-Aug 2020 • The Conservative Party Conference will also disrupt a variety of roads in the city centre 29th Sept – 3rd October (Arsenal 30th Sept KO 8pm) • The new Metrolink line, including the Wharfside stop closest to the stadium, is due to open in the first half of 2020; this should be before the end of the season but that depends on the success of testing (which is due to commence in October 2019)

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<ul style="list-style-type: none"> Ticketing & Operations Update 	SK	<p>Ticketing System Upgrade</p> <ul style="list-style-type: none"> Those of you who regularly use our ticketing website may have noticed that there have been some slight updates recently to the layout of pages and user journey, we have upgraded the ticketing system and are now cloud based, which should mean that we can be much more flexible with developments, and process many more transactions in peak periods than ever before as well as review some of the historic processes we have in place With that in mind, as we look to continue to improve the website and overall ticketing system functionality, we have now commenced work with Ticketmaster to implement a number of customer service improvements that are at the stage of implementation planning We are also significantly investing in a longer term programme of enhancements to functionality that should maximise the benefits for our fans and would appreciate your thoughts and suggestions of how things can be improved. If you could email Claire with any suggestions that you have in relation to how we can improve it would be appreciated <p>Away Game Checks / Validations</p> <ul style="list-style-type: none"> For background information to our new reps, we received a lot of complaints from supporter groups and this Forum about the number of occasions where our away allocation was reduced As a club, we are extremely proud of our away support, which is renowned as the best in the country, however, given we have received reduced ticket allocations from other clubs for some time now, we made a commitment to undertake processes to maximise the number of United fans at every away game There were two key parts to this: <ul style="list-style-type: none"> Ensuring that the people allocated tickets were actually the people using them Stopping the small minority of supporters (who were generally not eligible Season Ticket holders) that misbehave from receiving tickets, as this was cited by other clubs as the primary reason for our reduced allocations We therefore implemented (via this Forum) a collections policy that was in place for 4 years, where we asked a cross-section of fans to collect at each away game (this averaged 200 people a game and on one occasion all 3,000 ticket holders for Leicester away) Over this time we identified that a relatively significant number of tickets were not being used by the registered holder. Once our process helped reduce this, we received positive feedback on the results from fans, and simultaneously our allocations were increased for all clubs other than Liverpool and MCFC where there are genuine exceptions Therefore, last season we relaxed the compulsory collections and instead conducted targeted spot checks, based on intel received from fans

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		<ul style="list-style-type: none"> The main aim of this exercise was, and still is, to tackle touts and people who cause trouble at away games, whilst minimising the impact to the majority of ticket holders. At the first two games of this game this season 100% of tickets we checked (a total of 14 tickets) had been touted, which is in-line with last season, and 1-year sanctions have been placed on all ticket holders 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
<ul style="list-style-type: none"> Fans Forum – Focus Groups Meeting Update 	SK	<ul style="list-style-type: none"> Last season we implemented additional meetings where a core group of attendees from this Forum were joined by other subject matter experts to discuss the finer details of subjects regularly raised in this meeting Subjects discussed in last season’s meetings included atmosphere improvements and European away game allocation methodology The purpose of these sub group meetings is not to finalise policy amendments or change processes, but to have open discussion and make recommendations back to the Fans’ Forum The most recent meeting took place on Thursday 15th August, and the main topic of conversation further to the Forum in May (as well as questions submitted in advance of today’s meeting) was home game ticket access for Official Members Historically, up to the end of the 2010/11 season, ballots were conducted for every home Premier League game, however this process was changed as supporters didn’t want to have to wait until very close to the game for confirmation as to whether they could attend This season, Premier League fixtures were announced on 13th June, and we went on sale to Official Members for all games other than those vs. Arsenal, Chelsea, Liverpool, Manchester City and Tottenham, on Monday 1st July <ul style="list-style-type: none"> Subsequent all-game ticket releases have been scheduled for 22nd July, 12th August, 1st October and 6th January (as well as a minimum of 35 individual match releases) Ticket releases are timed based on anticipated hand-backs from contractual allocations e.g. visiting team allocations, players, Thomas Cook etc. The Club is in a position now where it has the highest number of Official Members ever at this point, and ended last season with over 240k Official Members, all wanting to access a relatively small number of tickets Attendees at the meeting believe, providing communication is clear, continuing to release tickets as they become available is the best and fairest approach for the majority of games However, when demand is particularly high, the group recommended changing the ballot process – the random ballot is what drove the majority of complaints last season (with the main request being that supporters prior attendance in that season is taken into consideration)

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		<ul style="list-style-type: none"> The general feeling amongst the sub-group was that we need to 1) provide a number of opportunities to obtain tickets, 2) reward loyalty, and 3) feed in to the match-going culture, as Official Members who regularly attend are more likely to retain this behaviour as Season Ticket holders Therefore the group's proposal is to initially ballot "big" games as we do now, however giving preference to supporters who have attended, or <u>attempted</u> to attend by applying for, the highest number of home games that season Any tickets subsequently released closer to the game would then be sold on a first-come, first-served basis in order to give e.g. those who travel for a "once in a lifetime" trip a chance of attending As the sales arrangements for 2019/20 are already confirmed, we will spend the remainder of the season ensuring that 1) there will always be opportunity for Official Members to obtain 'credits', and 2) that all data is available to us, before presenting the final proposal both internally and to you, in the May Fans' Forum
<ul style="list-style-type: none"> MUDSA Update 	CBa	<p>Netting/Safety</p> <ul style="list-style-type: none"> The club will be deploying the netting we saw for the first time last season on a game by game evaluation basis. At this point, it's envisaged this will mostly mean Europa League games, not PL matches. However, this will be monitored throughout the season and we'll discuss it again next May <p>MUDSA Dinner</p> <ul style="list-style-type: none"> MUDSA are thrilled that the Manager has agreed to be our special guest at our Annual dinner, held in the Manchester Suite on 8th November. Bearing in mind we have a Europa league game the night before, it's a heck of a commitment for him to make and we'd like to place on record our thanks to him It's a tremendous event and one of the highlights of the season for our members; to join us please visit www.mudsa.org.uk <p>Level Playing Field NW Forum</p> <ul style="list-style-type: none"> The LPF forum event went really well and we had people attending from all over the country. I spoke briefly about the new facilities which are being built, and in general about the relationship between the club and its disabled supporters It's only really when you mix with disabled supporters from other clubs (which I also do in my role as United rep on the PL DAG) that you realize how much more support we get from our club compared to the rest <p>MUDSA Cup</p> <ul style="list-style-type: none"> This year's MUDSA cup took place at the AON Training Complex and due to the number of teams that entered, we ended up with 2 cups this year, for different age groups Aston Villa, Manchester City, Hull City, Arsenal, Cardiff City, Norwich City all sent teams and the kids had a fabulous time. We were a little nervous when both City teams came through the round robin stages and then won their semi-finals, but Cardiff

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		<p>won one final and Norwich the other. Phew!</p> <ul style="list-style-type: none"> Nathaniel Yates, the MUDSA youth ambassador presented gold medals and trophies to the winners, with the runners up also receiving a silver medal. All the kids who entered received a medal and had a great day - if you google "MUDSA Cup" you'll be able to see a short video with the highlights; you might even catch a glimpse of me and my missus! A big thank you to Alex Wilson from the MU Foundation who did all the hard work while we grabbed the glory <p>Social Media</p> <ul style="list-style-type: none"> I'd like to give a plug to our social media guru Rick Clement who has now set up our official Twitter account @MudsaO so if you could all give us a follow and a re-tweet we'd be very grateful <p>Disabled Facilities Expansion</p> <ul style="list-style-type: none"> MUDSA is very pleased to see the expansion in facilities for disabled supporters currently taking place at Old Trafford, the detail of which we discussed in these meetings last season We are all confident that we will reach the end of what has been a long journey by the end of the season and the club will be fully compliant with the Accessible Stadia Guide in every way; operationally and not just numbers of spaces provided I'd like to thank the club for taking on board our suggestions and comments throughout this process, especially embracing the idea of flexible seating to provide friends and family positions
<ul style="list-style-type: none"> MU Foundation Update 	RN	<p>The Treble Reunion</p> <ul style="list-style-type: none"> The Treble Reunion took place on 26th May, to celebrate the anniversary of Manchester United winning the coveted Treble in 1999. Exactly twenty years to the day, United and Bayern Munich met once again with many '99 legends returning for each side. The squad included David Beckham, Gary Neville, Paul Scholes, Nicky Butt and Ole Gunnar Solskjaer exciting a crowd of over 61,000 fans at Old Trafford The event celebrated the '99 season on every level, with an opening ceremony featuring the Premier League, FA Cup and Champions League trophies and an appearance from Russell Watson singing 'Nessum Dorma' BT Sport was the regional broadcaster for the game and MU Media the international broadcaster (live on the MU App) On Club social #Treble99 Reunion generated 8.5m interactions across Facebook, Twitter and Instagram, ranking in the top 10 for most interactions on a match day last season The event was a huge success on and off the pitch as the Reds beat the Germans 5-0, raising over £1.5 million for Manchester United Foundation <p>Overview of pre-season tour in Australia</p> <ul style="list-style-type: none"> During Manchester United's pre-season tour in Perth, the Foundation hosted a number of fundraising events to benefit young people in both Greater Manchester and Western Australia

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		<ul style="list-style-type: none"> Over \$178,000 AU dollars were raised by Manchester United Foundation and local charity Telethon, who formed a partnership ahead of Tour 2019 to fund a programme that will give physically and intellectually disabled children a chance to play football. The amount was raised through various events, such as an open training session and a Gala Dinner with Bryan Robson, Denis Irwin and Ole Gunnar Solskjaer <p>Girls Development</p> <ul style="list-style-type: none"> The Girls' Regional Talent Club (RTC) that works with players aged 9-16 years old, held their annual trials in June, with over 400 girls attending. 18 trialists were selected to join the elite programme that provides opportunities for girls to play football at the highest level The RTC induction evening took place in July and was attended by Women's team Head Coach Casey Stoney. We have received great support from the Women's team across all Foundation programmes and received 50 comp tickets to every home game of the 2018/19 season <p>Disability and Inclusion</p> <ul style="list-style-type: none"> The MUDSA Disability Cup took place on Saturday 29th June at the Aon Training Complex, resulting in Norwich and Cardiff being crowned champions. A video of the event was posted across Foundation social media channels and shared by Norwich, Hull and Cardiff City community Twitter accounts. The video had over 26,000 views on Instagram and 518,903 impressions on Twitter <p>Street Reds</p> <ul style="list-style-type: none"> On 30th July, MU Foundation hosted Newcastle Foundation Kicks participants, where 20 young people from each club took part in a multi-event tournament, activities, stadium tour and workshops through the partnership with Michael Carrick Foundation <p>School Partnerships</p> <ul style="list-style-type: none"> The team are getting ready for the new school year with 23 high schools and two SEN schools. We also now work with 24 primary schools in Greater Manchester, recently welcoming Alexandra Park Primary, Oldham <p>Statistics</p> <ul style="list-style-type: none"> Our schools model means we have coaches working in schools every day of the school year and most evenings at our disability programmes and Street Reds sessions, supporting young people across the region. This equates to approximately 20,000 young people and over 200,000 hours of delivery

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Members' Questions: Ticketing		
a. Ticket Purchase Process	SK	<p>Q: Why is it such a terrible experience to try and buy tickets at the beginning of the season, I sit on a computer for up to 5 hours and get no joy or it tells me that the Adobe flash player isn't working so I can't pick my seats!! (Adobe is already installed!!)</p> <p>It is such a painful experience and I know Manchester United don't give a hoot because it's been the same for many years now.</p> <ul style="list-style-type: none"> • Hopefully I have already covered off that the match ticket purchase methodology is under review by this forum and the sub-group earlier in this meeting (<i>post meeting we will pull in relevant paragraphs to minutes</i>) • The issue outlined in the question, i.e. the ability to pick a seat on mobile devices, or the requirement to update flash player has already been rectified in recent weeks following the upgrade
b. Ticket Prices	SK	<p>Q: What is the justification of the huge price rise in match day Members' prices 38% for junior tickets?</p> <ul style="list-style-type: none"> • We did consider removing the Official Members discount for the forthcoming season but this was reversed for those under the age of 16, I'll refer to a statement the club released at the end of July: <p><i>At Manchester United we appreciate the support of our younger fans and we are committed to helping them to watch live, affordable football. This is reflected in a range of targeted discounts, including an 18-25 year old price class for young adults (capped at £15 per game) and discount for all supporters aged under 21 (ranging from 25% to 50%)</i></p> <p><i>Following feedback from a small number of fans regarding a revised Under 16 membership offer, and after discussion with MUST, we have reviewed the terms and we can confirm that for this age group, £5 discount on all match tickets will continue be offered this season. For all other members, discount will continue to be offered for matches that go on general sale</i></p> • Unlike the majority of other PL Clubs, irrespective of location within the stadium, we offer tickets to those under the age of 16 at a single price (£13.00) and do not apply a cap on the number that are made available; by comparison most other Premier League Clubs currently charge their supporters under the age of 16 more (including a maximum of £70 at London based clubs and £50.50 locally) • We also issue significant numbers of tickets for <u>every game</u> free of charge to local young supporters via our Foundation, ticket donations, and have recently offered all local schools complimentary tickets for the Rochdale and Astana matches • Some forum members were unaware of the ticket donation scheme and it was agreed more communications would be sent to Season Ticket Holders

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<p>c. Application dates</p>		<p>Q: Why are there the unreasonable application dates and selling arrangements far in excess of actual date and kick off times being known?</p> <ul style="list-style-type: none"> • Historically, up to the end of the 2010/11 season, ballots were conducted for every home Premier League game, however this process was changed as supporters didn't want to have to wait until very close to the game for confirmation as to whether they could attend • This season, Premier League fixtures were announced on 13th June, and we went on sale to Official Members for all games other than those vs. Arsenal, Chelsea, Liverpool, Manchester City and Tottenham, on Monday 1st July <ul style="list-style-type: none"> - Subsequent all-game ticket releases have been scheduled for 22nd July, 12th August, 1st October and 6th January (as well as a minimum of 35 individual match releases) - Ticket releases are timed based on anticipated hand-backs from contractual allocations e.g. visiting team allocations, players, Thomas Cook etc. • The Club is in a position now where it has the highest number of Official Members ever at this point, and ended last season with over 240k Official Members, all wanting to access a relatively small number of tickets • Attendees at the meeting believe, providing communication is clear, continuing to release tickets as they become available is the best and fairest approach for the majority of games • However, when demand is particularly high, the group recommended changing the ballot process – the random ballot is what drove the majority of complaints last season (with the main request being that supporters prior attendance in that season is taken into consideration) • The general feeling amongst the sub-group was that we need to 1) provide a number of opportunities to obtain tickets, 2) award loyalty, and 3) feed in to the match-going culture, as Official Members who regularly attend are more likely to retain this behaviour as Season Ticket holders • Therefore the group's proposal is to initially ballot "big" games as we do now, however giving preference to supporters who have attended, or <u>attempted</u> to attend by applying for, the highest number of home games that season • Any tickets subsequently released closer to the game would then be sold on a first-come, first-served basis in order to give e.g. those who travel for a "once in a lifetime" trip a chance of attending • As the sales arrangements for 2019/20 are already confirmed, we will spend the remainder of the season ensuring that 1) there will always be opportunity for Official Members to obtain 'credits', and 2) that all data is available to us, before presenting the final proposal both internally and to you, in the May Fans' Forum

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d. Late Returns – Domestic Away Games	SK	<p>Q: Would the club consider introducing a 'last minute returns list' for domestic away games that fans could sign up for when unsuccessful in ballot (as they have for European games) instead of the random outbound calls?</p> <ul style="list-style-type: none"> We will review anything that makes accessing tickets easier for supporters, however, we haven't considered this as tickets are usually sold with relative ease for domestic away games We have received feedback around the outbound call process, and for the game against West Ham next week we are trialing selling any 'returned tickets' through the website with notifications being sent by text message which until the recent ticketing system upgrade hasn't been possible

Members' Questions: Stadium / Match Day Experience

e. South Stand Seat Moves	SK	<p>Q: Can the club review the need to move so many supporters from South Stand lower for European games. This often results in some of our more senior fans being moved into areas with more steps / that are steeper</p> <ul style="list-style-type: none"> We understand the frustration this causes, however, we always move supporters to the best possible available seats in the stadium and, where possible, at a comparable or increased price without charging the ticket holder the additional cost In the event supporters' original seats are returned to us, we will also offer the ticket holder the opportunity to move back 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 – unfortunately the only seats available to move people into, are those that haven't been taken by other Season Ticket holders Given we have now completed seat moves because of the accessible facility changes, it is recommended that any supporters impacted by seat moves for certain cup competitions, who are unhappy with having to do so, relocate their Season Ticket to an alternative location (where they will not be required to move for cup games) Having said the above, we do not expect this issue/complaint to be as prominent this season, given we are in the Europa League, and there are alternative seats available to allocate to UEFA/relocate Season Ticket holders to
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f. Safe Standing	JL	<p>Q: The club has been doing a lot of work to look into Safe Standing including a questionnaire to all supporters last season. What are the conclusions from this and what is the clubs current stance?</p> <ul style="list-style-type: none"> As we have communicated to our fans and to the Premier League in the past, as a club we support the idea of rail seating in principle. A large majority of our supporters are also in favour, as evidenced by previous surveys. However, we recognise that it is a complex subject, and our number one priority will always be the safety of our supporters and compliance with legislation
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		<ul style="list-style-type: none"> Following a change made to the Sports Ground Safety Authority's (SGSA) Green Guide, clubs are now permitted to install seats incorporating barriers in their stadiums where they have issues with persistent standing (subject to certain specific criteria). As a result of this change, two Premier League clubs have recently installed seats with rails (Tottenham, as part of their new stadium construction, and Wolves), and we are in dialogue with them to understand the process that they went through, as well as the ongoing management of their rail seating areas It should be noted that despite the changes in the Green Guide, clubs are still expected to enforce the all-seater policy and manage persistent standing (as per the SGSA's 'Enforcement Approach 2019/20 – Overview' paper). Clubs may only look to "install seats incorporating barriers or independent rails in areas where persistent standing continues to take place...only once all other measures have been tried" We will undertake a detailed and comprehensive study on the feasibility of installing a rail seating trial area at Old Trafford, working closely with all relevant stakeholders including the SGSA and our local Safety Advisory Group. We will communicate our findings as soon as they are ready to be shared
g. Executive Club Facilities	SK	<p>Q: The minutes of the last Fans' Forum said 'the club have completed a detailed analysis of Executive facilities and have a long term plan in place'. Can you please confirm if that plan states that the executive seats in the Stretford End will be retained or returned to regular fans?</p> <ul style="list-style-type: none"> The International Suite (which is the suite referred to) was refurbished this summer. We did receive a request from MUST to 'reclaim the Stretford End' which we have discussed at length in this forum It was this request that led to the approx. 1,000 seats you now see being used by The Red Army in Stretford End Right Side We have already committed to look at extending this area (subject to demand and a successful implementation) There are no current plans in relation to the International Suite
h. Atmosphere	SK	<p>Q: There has been a significantly improved atmosphere for the first two home games this season thanks to the new atmosphere section in the Stretford End. Can the club confirm they will continue to support this initiative and look to extend the area further?</p> <ul style="list-style-type: none"> Yes we agree that there has been an increase in 'atmosphere' from this section and positive feedback has been received from those within the section, and from other parties From a health and safety perspective we still have to review the impact of changes on a match-by-match basis For example, we have not allocated all the seats for the first few matches. This is to ensure that all safety issues are carefully considered and satisfactorily addressed in an incremental manner

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		<ul style="list-style-type: none"> We continue to carefully monitor and review the new section with the support of independent experts At this stage, we continue to support expansion in principle but it will be subject to the safety considerations above
<p>i. Family Stand / Atmosphere Section</p>	<p>SK</p>	<p>Q: I've witnessed on two occasions now (Chelsea and Crystal Palace) the notable increased volume of bad language and persistent standing that is affecting ticket holders in the Family Stand (particularly children). The steward at entrance 209 told me today that she'd moved two children and their accompanying adult to different seats in the South section of the Family Stand in order to be away from the undesirable experience these two children were being subjected to</p> <ul style="list-style-type: none"> As a reminder this decision was made for a number of reasons including 1) the 'Reclaim the Stretford End' request and 2) historic tensions with having the dedicated family area in the heart of the Stretford End Given the changes made last summer, we relocated all supporters that would remain in the area, from their existing seats, and made outbound calls to ask for their preferences (e.g. to be allocated seats nearer to / further away from the 'atmosphere section') We called supporters who had the youngest children in their booking first, as we assumed they would want to be situated further away from the new section We also offered supporters the opportunity to relocate entirely, with a price freeze to be applied for the current season We have also prevented the sale of new Season Tickets in North Stand Tier 2 for the last two years in readiness for any future sales and/or relocations (this area is one of the highest pricing categories where under 16s will receive the maximum benefit from applicable discounts) Any supporters who chose to remain in the area, but are now reconsidering can contact us on 0161 868 8000 and we will happily look into alternative seating options It was agreed the club would re-contact all people in the Family Stand and ask them if they wished to move seats now they have seen the atmosphere section in operation at several games
<p>j. Toilets</p>	<p>JL</p>	<p>Q: The women's toilets I know was raised at the last meeting but more and more women are coming to matches and it just results in longer and longer queues</p> <ul style="list-style-type: none"> Whilst the ticket purchase data doesn't suggest a significant increase in female attendance, we do believe that female attendance is increasing, which proves the diversity of our fan-base Obviously we welcome and encourage as many fans to attend matches as possible, and therefore I have initiated a review of concourse CCTV to establish what alterations can be made to the current offerings for all fans, within the existing stadium footprint

Topic	Speaker	Topic Notes
k. Kiosks	JL	<p>Q: Kiosks Strategy; a system of some tills being card only, some being cash only and some being both is causing untold delays and hassle let alone difficulty for the foreign supporters at the kiosks. This impacts on 10 minutes of waiting after the 2nd half has started.</p> <ul style="list-style-type: none"> To confirm, any segregation of queues is to make service as quick as possible for all fans, irrespective of their preferred payment method The speed and efficiency afforded by an increased cashless solution is something that we are certain benefits this objective. Statistics illustrate that we are now processing transactions faster than ever before We have already looked at the signage solution installed and made some minor changes in some areas (and will continue to do so)
l. Stretford End Seating	SK	<p>Q: Will the new (accessibility) seats being installed into Stretford End tier 2 impact on the stewarding of the area i.e. will fans who currently stand be made to sit?</p> <ul style="list-style-type: none"> When installing any accessible facilities we ensure that each seat/position will have a clear line of sight, and the view of people who may not be able to stand in moments of excitement is not impeded by people standing in front
m. Match Day Rail Service	JL	<p>Q: Is there any update as to if/when the train stop under South Stand will reopen?</p> <ul style="list-style-type: none"> 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
n. Mobile Phone Coverage	JL	<p>Q: It is difficult/impossible at times to get any reception from mobiles with 3G or 4G in the Manchester Suite lower bar area – there is also no Wi-Fi in the Manchester Suite lower bar?</p> <ul style="list-style-type: none"> We are currently in the process of reviewing our stadium-wide mobile connectivity, with the ambition to have an upgraded 4G Distributed Antenna System (DAS) in place in the near future We will also look to future-proof the system for 5G, such that it can be swiftly implemented once this technology is ready to be deployed within stadiums We have recently completed a targeted install of Wi-Fi in the areas most recently refurbished International & Salford Suites as part of the refurbishments in those areas which has produced positive results. We are looking into the feasibility of a wider roll-out
o. Electric Charging Points	JL	<p>Q: Are the club looking at providing electric chargeable points in the supporter's car parks, especially when government subsidies are currently available?</p> <ul style="list-style-type: none"> This is definitely something that we will be considering as part of our future development plans

Topic	Speaker	Topic Notes
Members' Questions: Other		
<p>p. Racism</p>	<p>CB</p>	<p>Q: How can Manchester United and the Fans' Forum take a lead with the issue of racism particularly on social media, as we have done with other issues?</p> <ul style="list-style-type: none"> • Manchester United has long taken a lead on this issue, whether through support for league-wide campaigns with partners like KickItOut, or our own #allredallequal initiatives against all forms of discrimination • As part of this, we have used the full reach and influence of our social channels, (as have many of our players). We released the HATRED campaign last season, led by a hard-hitting video that took real discriminatory comments from social media and filmed reactions to them of our players from both the mens' and womens' teams. The campaign film has so far been viewed 1.8 million times, with 32 million impressions and 900,000 interactions across social media. We are always developing and building allredallequal campaign and have an internal team working on this at the moment • Following recent abuse received by Paul Pogba, we issued a strong public statement condemning that racist abuse, and worked with MUST to support the production of their own allredallequal banner for the Crystal Palace game, further demonstrating the solidarity between the club and our supporters in the fight against discrimination • At the same time, we've recently met with Twitter and Facebook to discuss the issues taking place on their platforms and we're committed to working with them to make social media a safer space for all. We will update further on this in a subsequent FF meeting • We rely upon the support of our fans to challenge racism and all forms of discrimination, whether that's on social media or in the terraces. We have strong reporting methods inside the ground, where supporters are encouraged to use the Virtual Steward Service and report any concerns to their nearest steward, and we expect our supporters to report any discriminatory posts directed towards our players or the club to the platform and authorities • We do not believe that Manchester United fans will accept racism among their own and we do not believe it is possible for racists to be real Manchester United fans given it goes against everything the club stands for • It will be imperative that we work with our supporters to spread the message that discrimination is not permitted at Manchester United
<p>q. Personal Data Collection</p>	<p>SK</p>	<p>Q: Can you please confirm what the club are using the data around usage of an individual's Season Ticket for, and if they could make the data available to the individual for accuracy checking (as two fans have recently been phoned about 'missing games' they actually attended)?</p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> The primary reason for the calls is to establish why supporters who have made a commitment to attend a game, didn't turn up. This was purely a customer service call, to ensure a Season Ticket is the right product for that individual (obviously we want as many ticket purchasers to attend a game as possible) Having said that, one of the items regularly raised in this forum is reviewing the methodology applied to e.g. away game ballots Whilst we have confirmed we have no immediate plans to change that, people buying tickets and not attending home matches is a regular complaint and it may be that when we do review the way we allocate 'non-home' game tickets, this is a metric we choose to use, therefore it is also a valuable exercise to ensure that people who do attend, are physically scanning their tickets (as the question states, this is a process required to verify the accuracy of the data before any changes to policy are considered) It was requested that when the club conduct bespoke outbound campaigns that a note is added to the website to explain why – the club confirmed that this would happen in the future
<p>r. Facial Recognition</p>	<p>JL</p>	<p>Q: Manchester City have widely been criticised for their planned introduction of facial recognition technology. Can the club please confirm they are not considering such technology / surveillance?</p> <ul style="list-style-type: none"> We haven't deployed any kind of facial recognition technology at Old Trafford. While we are committed to ensuring we keep abreast of developments in relation to stadium security, we don't have any plans to install/deploy it in the foreseeable future
<p>s. European Fans Seat Location</p>	<p>JL</p>	<p>Q: Following the PSG game, have the club looked into the feasibility of moving European away fans to a different location of the ground and if so what is the latest position?</p> <ul style="list-style-type: none"> As I highlighted in my update, following the PSG game we have implemented significant additional safety and security measures to ensure fan safety and in particular our disabled community. These plans have been shared with MUDSA and affected Season Ticket holders Whilst we continually look to review/improve we have no plans to permanently move the away fans in the near future
<p>t. Director of Football Recruitment</p>	<p>CB</p>	<p>Q: What are steps taken by the board to recruit Director of Football are they looking for someone and is there a Mega Transfer Budget for Ole?</p> <ul style="list-style-type: none"> We are continually reviewing and looking at the potential to evolve our structure on the football side Much of the speculation around this type of role focuses purely on recruitment. We've materially expanded our recruitment department in recent years and we believe this runs in an efficient and productive way. Many of the senior staff in these roles have been at the club for over 10 years. Recruitment recommendations and decisions are worked on by this department and the Manager and his team, not senior management

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> We feel the players signed this summer demonstrate that this approach is the right one and any future appointment would complement this process Regarding transfer budget, we have invested significantly in the squad and we will continue to do so
<p>u. Team Success</p>	<p>CB</p>	<p>Q: One of the fans main concerns is “the success of the team” Something that over recent years, irrespective of managers looks to be connected at some level to signings. Whether it is because of the structure at present not being able to negotiate/ draw in the key players managers want, or that the aspirations of players are not as they used to be to compete at the very highest levels in the Champions League and fighting for the Premier title</p> <ul style="list-style-type: none"> We agree that recruitment is critical. We are committed to getting this right and there has been huge investment in this area to put our recruitment department into a position to be able to deliver the manager the players he wants. This process is significantly more effective than 4-5 years ago Everyone at The Club, from the owners down, is focused on competing for and winning trophies at the highest level. To do that, we have invested heavily in the playing squad and will continue to do so. At the same time, the exciting pool of talent coming through from our Youth and Academy sections is a result of increased investment in this area over the last 5 years It's important to note that while our successful commercial operation helps drive that investment, the priority is the focus on achieving success on the pitch. Similarly, it is worth noting that we are not looking at or buying players based on their commercial appeal
<ul style="list-style-type: none"> Any Other Business 	<p>CR</p>	<p>Any other business</p> <ul style="list-style-type: none"> There has been some discussion within the club as to whether the match day clock should count up from 1 minute to 90 minutes or down from 90 minutes to 0 minutes (as it currently does). There was no appetite to change the clock display so it will remain as is The improvements to the forum over the last 12 months were noted and it was requested the club increase the profile of the forum by promoting the forum members role to all supporters to encourage supporters to send feedback and increase awareness of when the Fans' Forum minutes are published Next Meeting: <ul style="list-style-type: none"> Friday 29 November, Old Trafford