

# MANCHESTER UNITED FANS' FORUM – MINUTES

## FRIDAY 30<sup>TH</sup> SEPTEMBER 2016

### FORUM MEMBERS PRESENT

|         |           |                            |
|---------|-----------|----------------------------|
| Matthew | Harris    | Official Member Rep.       |
| Jared   | Winder    | Local Resident Rep.        |
| Gaynor  | Bagnall   | Season Ticket Holder Rep.  |
| Andy    | Whitehead | Season Ticket Holder Rep.  |
| Roger   | Muckle    | Executive Club Member Rep. |
| Keith   | Udale     | MUSC Rep.                  |
| Andrew  | Dunham    | Official Member Rep.       |
| Ryan    | Grogan    | 16-21 Rep.                 |
| Alan    | Harvey    | Family Stand Rep.          |
| Terry   | Hollan    | MUSC Rep.                  |
| Phil    | Downs     | MUDSA Rep.                 |

### CLUB AND FOUNDATION OFFICIALS PRESENT

|         |          |   |
|---------|----------|---|
| Ed      | Woodward | Executive Vice Chairman                       |
| Philip  | Townsend | Director of Communications ('Chair')          |
| David   | French   | Director of Venue                             |
| Sam     | Kelleher | Head of Ticketing and Membership Operations   |
| John    | Shiels   | Chief Executive, Manchester United Foundation |
| Guy     | Smith    | Director of Venue Operations                  |
| Chelsea | Mould    | T&MS Comms & Admin Team Leader                |

| Topic                               | Speaker | Topic Notes  |
|-------------------------------------|---------|--|
| <b>1. Introductions / Apologies</b> | PT      | <p><b>Apologies</b></p> <ul style="list-style-type: none"> <li>Adrian Short (Official Member Rep.)</li> <li>Peter Rickard (65+ Rep.)</li> <li>Michelle Houghton (New Season Ticket Holder Rep.)</li> <li>Paul Warlow (New MUSC Rep.)</li> <li>Richard Arnold (Group Managing Director)</li> </ul> <p><b>Introductions</b></p> <ul style="list-style-type: none"> <li>PT welcomed the new members to the Forum, explained the purpose of the Forum and outlined its past achievements in improving the matchday experience for fans</li> </ul>  |
| <b>2. Minutes (last meeting)</b>    | PT      | <ul style="list-style-type: none"> <li>The minutes of the last meeting were adopted</li> </ul>   |
| <b>3. Summer Update</b>             | EW      | <ul style="list-style-type: none"> <li>Ed Woodward gave a summary of the activity on and off the pitch since the last meeting, including the busy summer in the transfer market</li> </ul>   |
| <b>4. Security Update</b>           | GS      | <p><b>Bournemouth Evacuation</b></p> <ul style="list-style-type: none"> <li>GS thanked everyone for their patience and co-operation on what was a challenging day for all. He summarised the events of the day; the discovery of a suspect device in the North West Quadrant shortly before the Bournemouth game led to the controlled evacuation of the whole of Streford End (West Stand) and the Sir Alex Ferguson Stand. The East Stand and Sir Bobby Charlton Stand were not required to evacuate and our priority throughout was to ensure the safety of those in the immediate vicinity of the affected area</li> </ul> |

| Topic  | Speaker   | Topic Notes  |
|--|-----------|--|
|  |           | <ul style="list-style-type: none"> <li>• Once this evacuation had taken place the area was still under police investigation and it became clear that it was not going to be feasible to play the match that day and it was therefore abandoned. This was initially announced to those who had been evacuated and were waiting inside the stadium. This was of course picked up by media present and relayed across the world</li> <li>• It was only much later in the day that the suspect package was identified as a training device and the entire stadium declared clear</li> <li>• We'd also like to apologise to spectators for the inconvenience caused by the game being re-arranged at 48 hours' notice</li> <li>• The overall feedback from the day was positive and this was the only large scale full evacuation of a stadium of this size on record. All spectators in the affected areas were evacuated efficiently without significant delay or incident. All of our safety procedures were put to the test and worked</li> <li>• Since then a huge amount of time has been invested in a thorough debrief of the events of the day. This has involved liaison with third parties including GMP, NWAS, Trafford Council and the SGSA. We have identified a number of areas where improvements can be made and all relevant changes have been implemented including: <ul style="list-style-type: none"> <li>- Safety briefings for non-safety staff; e.g. catering staff</li> <li>- Changes to emergency messaging system</li> <li>- Dedicated steward stand managers</li> <li>- Improvements to PA system</li> <li>- More megaphones available to staff</li> <li>- Improvements to lost property system</li> <li>- Improvements to official club messaging including social media</li> </ul> </li> <li>• Overall, despite the inconvenience we know was caused, we do believe the evacuation, and the opportunity to review everything in detail in the weeks since has put us in an even better position in relation to safety and security. No other stadium has had an opportunity to test their systems in this way. However we are keen to stress that we will not be resting on our laurels and we are constantly looking at ways to improve the safety and security operation. Our overarching aim remains to ensure that all supporters and staff return home safely after each and every matchday</li> </ul> |
| <p><b>5. Disability Provisions / Ticketing Changes</b></p> | <p>DF</p> | <ul style="list-style-type: none"> <li>• DF reminded members that the Club has already implemented a number of positive changes for disabled supporters in the 2015/16 season, such as the installation of Friends &amp; Family seating, opening a Changing Places Accessible Toilet facility and putting in place a specialist Access Stewarding team</li> <li>• The improvements have continued into the 2016/17 season, with the Club directly appointing a new Disability Liaison Officer (Emma James) and an Equality &amp; Inclusion Officer who will also fulfil the required Disability Access Officer role (Rishi Jain who has joined from 'Kick it Out'); additionally the Club has also taken full control of all ticketing &amp; membership operations relating to our disabled supporters from the start of this season; previously MUDSA managed this, and has done a fantastic job over the years</li> <li>• We are also at an advanced stage of planning to increase the number of wheelchair spaces and amenity / easy access seats at Old Trafford; we are now undertaking structural surveys in the stadium, and finalising the construction plan and timings for agreement by the Board</li> </ul>   |

| Topic                                 | Speaker        | Topic Notes  |
|---------------------------------------|----------------|--|
|                                       |                | <ul style="list-style-type: none"> <li>Following a review of all policies and procedures relating to disabled supporters, we will be looking to implement further changes for the 2017/18 season to further align disabled and non-disabled policies and procedures</li> </ul>   |
| <p><b>6. Ticketing Discussion</b></p> | <p>KU / SK</p> | <p><b>Domestic Away Tickets - Background</b></p> <p><b>Keith Udale:</b></p> <ul style="list-style-type: none"> <li>Over 4 seasons ago the Forum started to discuss the possibility of having a second loyalty pot for domestic away games. Discussions took place on the number of people who had applied for the games since the introduction of the loyalty pot but were not a part of this. Sam did a lot of work on this and a table was prepared</li> <li>This was put on hold whilst a verification of the loyalty pot was carried out, both by ST holders going to the ticket office with proof you were still alive and also by pick up's at away games</li> <li>Last season pick up's were concentrated on ST holders in the standard pot, which resulted in a large percentage of cancellations and no shows</li> <li>This season, anyone with exec tickets who is successful in the ballot is required to confirm they are using the ticket and/or give the names, addresses, contact telephone number and e-mail address of the person/people using the tickets</li> <li>Fans can only use a credit card for one ticket application, if the same card is used twice, then both applications will be removed before the ballot is run. Individuals can have up to 6 tickets in one application. The intention is to prevent ticket touting and to give more people a chance of getting tickets</li> </ul> <p><b>Domestic Away Tickets – Implementation</b></p> <p><b>Q:</b> How much longer will the verification of the people applying for tickets take to reach a conclusion, should the sub-committee be meeting again to prepare a proposal for discussion? When could the second loyalty pot be implemented?</p> <p><b>Sam Kelleher:</b></p> <ul style="list-style-type: none"> <li>SK reminded members that the primary reason the Club is doing this, is to help get more United fans at every away game by receiving full allocations</li> <li>A key part of this, is ensuring that the people allocated tickets are actually the people using them, and stopping the minority of supporters that behave badly from receiving tickets</li> <li>Since the process began in 2013/14 the Club has validated c2.5k STHs, and as a result ticket applications have reduced by 41% (i.e. many people who had no intention of going themselves have stopped applying) and the loyalty pot now stands at c700 vs. 950 at the start of this process, and as a result there has been noticeable improvement in behaviour</li> <li>This decrease has led to success rates for applications in the standard pot increasing from 8% to between 30% and 35%</li> <li>However, this has not, as yet, translated into increased ticket allocations for grounds where they have been reduced from full entitlement</li> </ul> |

| Topic | Speaker | Topic Notes   |
|-------|---------|---|
|       |         | <ul style="list-style-type: none"> <li>• Therefore, we need to continue and expedite the validation exercises. There are around 10k validations still to be done</li> <li>• If we were to carry on at the pace we undertook validations last season, it would take c10 years to complete this process</li> <li>• However, this season we have more than doubled the number of collections at each game, and validated c1k ticket holders over the course of the first 4 away games (of which, 75% collected their ticket, 19% cancelled in advance, and 6% did not collect at all)</li> <li>• Because of the high number of cancellations – and given that the sanction for those who do cancel is to collect at every subsequent away game (as agreed in last April's Fans' Forum) – more and more collections each game relate to those that have already been asked to collect, but have cancelled</li> <li>• This means that fewer new people can be validated each match; if we carried on at this rate, it is likely to take at least 4-seasons</li> <li>• Therefore, in order to expedite, we are planning to conduct full-scale ticket collections at a number of games during the remainder of this season and over the course of next season (around 1k 'new ' validations per game)</li> <li>• This should mean that we can complete the initial validation exercise by the end of the 17/18 season but the situation will be kept under review and the timescale will depend on the success rate for validations</li> <li>• Only when we are further down the line with validations, and we have seen positive benefits in terms of increased allocations, will we look to reconvene the sub-committee and revisit away ticket allocation methodology</li> <li>• Validations will continue into the future, even once the initial process is complete. It is anticipated that there will be collections at every game but the Club will try to minimise the number of full collections</li> </ul> <p><b>Q:</b> This season the verifications has continued, should this be all tickets, standard pot, loyalty and execs, because so far I know of exec and loyalty pot being called to collect tickets.</p> <ul style="list-style-type: none"> <li>• Checks will be focused on Standard Pot STs and Execs, however, some Loyalty Pot members will be asked to collect if they purchase returns/cancelled tickets and/or there has been irregular activity on their account</li> </ul> <p><b>Q:</b> Should the standard pot ST holders who did not pick up be subject to the same checks as the loyalty pot – bring ID to the ticket office before the end of November (can't be sooner because we only have 1 premier ship home game after Stoke in October).</p> <ul style="list-style-type: none"> <li>• This can be reviewed in the future, however, we are in the process now of validating all concessionary ticket holders (to ensure that they are the age they have told us they are) which will take the remainder of this season. This can be looked at for next season</li> </ul> <p><b>Q:</b> If the person using the execs is a ST holder, can't the exec holder just provide the name and ST number of the person as all the details are on the system.</p> |

| Topic | Speaker | Topic Notes  |
|-------|---------|--|
|       |         | <ul style="list-style-type: none"> <li>• We will review this. However development to our ticketing system is currently frozen until around 2018</li> <li>• I will reflect on the overall online user journey in the Q&amp;A at the end of the meeting</li> </ul> <p><b>Q:</b> Fair allocation of tickets from the home club – now the cost of the tickets for away fans has been reduced will the home club be looking for ways to reduce the allocation because they can charge their own fans more money.</p> <ul style="list-style-type: none"> <li>• So far, we have no evidence of this occurring, however the games we have played to-date are not those clubs that have caused issues in the past</li> <li>• We have again written to Sunderland, West Ham and Tottenham and have requested to be present at their SAG meeting. Both Tottenham and West Ham have advised they will fully engage with us ahead of the relevant meetings with their local authorities</li> <li>• If we see any evidence of clubs trying to reduce our allocation without a justified reason for doing so, it will be reported to the Premier League and contested as strongly as possible</li> </ul> <p><b>Q:</b> We heard last season that Spurs reported that the fans who turned up were far more unruly than with the reduced allocation the season before, is there documentation of this and was it discussed with the club, does it also mean a reduced allocation this season.</p> <ul style="list-style-type: none"> <li>• Feedback was received (see below), but we do not yet know if this will mean further reduced allocations <ul style="list-style-type: none"> <li>- Fans would not sit in correct seats and refused to move from stairways</li> <li>- Foul and abusive towards staff from both home club and MUFC</li> <li>- Tickets confiscated from a number of fans who attempted to enter on Junior / OAP tickets</li> <li>- High numbers refused entry / ejected due to being intoxicated</li> <li>- People arrested for fighting outside following ejection</li> <li>- 1x arrest for racially abusing a steward on segregation line</li> </ul> </li> <li>• It was requested by the Forum that the Club try to obtain video footage of poor behaviour to assist with retrospective sanctioning of those causing issues at away games</li> </ul> <p><b>Q:</b> The club have had their own stewards at away games this season, this has helped to a certain extent, but there is still the issue of fans bringing alcohol into the stands, especially in the second half.</p> <ul style="list-style-type: none"> <li>• The role of our stewards is to assist the home stewards and away fans, they do not officially have any jurisdiction at the ground</li> <li>• We will specifically ask the grounds we visit if they would like our stewards assistance with this</li> <li>• Forum reps advised this was an issue at Old Trafford for home games and GS confirmed it would be looked at</li> </ul> <p><b>Q:</b> It has been proposed that there be at least one Euro style pick up for domestic away games, subject to the home club and police agreeing to this and the logistics of finding a venue and being able to staff it sufficiently to get the tickets distributed in a shorter period of time than a Euro away.</p> |

| Topic | Speaker | Topic Notes  |
|-------|---------|--|
|       |         | <ul style="list-style-type: none"> <li>As mentioned previously, this is still proposed. We need to find a venue within 15 minutes' walk of the stadium that is big enough to accommodate 30-40 staff to conduct the collections</li> </ul> <p><b>Q:</b> Watford away – there was no facility set up for the club to securely manage the allocation, in the end there was a trestle table and a couple of barriers, luckily there were sufficient Manchester United stewards on duty. If there cannot be a secure pick up point arranged for future games, the pick-up should be cancelled. Also when I was there for the 2<sup>nd</sup> time at 11-45 there were still a large number not collected, how many failed to pick up?</p> <ul style="list-style-type: none"> <li>It is not acceptable for staff or supporters to be asked to work / collect tickets in that environment</li> <li>The Club was advised that a secure indoor collection point was arranged. When staff arrived on the day this turned out not to be true. If this had been communicated earlier, we <b>would not</b> have continued with the collection</li> <li>This has been raised retrospectively with Watford to ensure other clubs do not have a similar experience</li> <li>Fortunately the Club managed to liaise with our Security team to redeploy the stewards and arrange additional security staff at extremely short notice</li> <li>The Club would like to thank all supporters who collected tickets at this game for their patience. There were 16 tickets left uncollected at kick-off</li> </ul> <p><b>Q:</b> Liverpool away, 60 disability tickets and 60 carers, where are all these positioned, because I don't remember there being so many in previous seasons, also why was the allocation not increased when they have added 10,000 to their capacity</p> <ul style="list-style-type: none"> <li>15 wheelchair positions + 15 carer seats are located on the Wheelchair Platform and 10 other pairs of seats are taken from the standard seat allocation - that's a total of 50 tickets (note we publish all of this information online after each game has been played)</li> <li>Premier League rules are that each club is offered 3k tickets or 10% of the stadium capacity (whichever is less). Liverpool's away allocation is 3k, but our allocation is reduced to 2,593 due to conditions within Anfield's safety certification (note this specifically names Manchester United's allocation must be limited due to the behaviour of their supporters)</li> </ul> <hr/> <p><b><u>Important Updates Following the Fans' Forum Meeting</u></b></p> <ul style="list-style-type: none"> <li>The Club has reviewed and amended the sanction for people who do not collect their ticket at an away ground when requested, to match that of those who cancel in advance after being asked to collect</li> <li>Therefore, when a supporter is requested to collect their ticket at the away ground, do not cancel in advance, and then do not collect their ticket (leaving it unused for another supporter) they will be asked to collect at every subsequent game they are successful for</li> <li>Any Season Ticket holder who cancels in advance twice, or does not collect twice, after being asked to collect their ticket, will be issued with a 12 month away game ban, as per previous agreed sanctions</li> </ul> |

| Topic                          | Speaker   | Topic Notes  |
|--------------------------------|-----------|--|
| <p>7. MU Foundation Update</p> | <p>JS</p> | <p><b>Community Collaboration</b></p> <ul style="list-style-type: none"> <li>Community Shield: Amazing partnership working between the Foundation and club, and demonstrates real leadership to the rest of football of how club and their community activity should inter relate. Children and young people that have attended our activities were chosen to appear alongside players on the Players Team Coach, as a mascot, and someone walked on with the trophy. All players also received a message of support/motivation from our children as they sat in their place in the Wembley changing room. The club also opened up their web site to the activity around the day. To say that those involved and their families felt very special would be a huge understatement</li> </ul> <p><b>Hub Schools</b></p> <ul style="list-style-type: none"> <li>Basis of our Community activation. We continue to expand our centres around Greater Manchester. New schools in last few months: Loreto High School, Whalley Range / Levenshulme (Manchester), Werneth (Stockport), The Oldham Academy North, Waterhead Academy (Oldham), associated with these schools will be a multiple of Primary Schools too</li> </ul> <p><b>GMP</b></p> <ul style="list-style-type: none"> <li>There are some major issues starting to emerge in some of our localities of activity. In the Moss Side and Hulme area of Manchester where we are very active, there is an emergence of gangs. Together with GMP we are looking to offer some solutions before it escalates out of control</li> </ul> <p><b>Timperley Junior and South Manchester Girls' Leagues</b></p> <ul style="list-style-type: none"> <li>Two local grassroots leagues, which between them organise grass roots football for over 7000 youngsters every weekend. We continue to support the committees on these leagues who are finding sourcing financial support more difficult which eventually ends up with league structures breaking down and finishing. It is imperative that we continue to help grass roots survive and even flourish. We do a number of initiatives with the leagues, Coach Ed, Volunteering and education opportunities of older players to keep them in the game, hosting of presentations, supply of medals for finals</li> </ul> <p><b>Referees' Leadership Course</b></p> <ul style="list-style-type: none"> <li>Working closely with Leagues, we have just created an additional leadership element to the traditional Referee course, in the hope that this will enhance even more the job prospects of the young people involved.</li> </ul> <p><b>Fundraising Events</b></p> <ul style="list-style-type: none"> <li>JS was asked if the Foundation has stopped holding fundraising dinners and the like. He replied that the Foundation keeps its fundraising under constant review and had taken a decision to see what the effect of not doing such events would be. Lunches and dinners are very labour-intensive and do not necessarily yield significant amounts of money. At the moment, more effort is being put into the legends' matches, which give much greater returns for the amount of work put in</li> <li>The Foundation is currently looking for a strategic fundraiser but still benefits from the auction proceeds at the club-organised Player of the Year awards.</li> </ul> <p><b>Legends v Barcelona Legends</b></p> <ul style="list-style-type: none"> <li>The proposed game in the summer was cancelled by Barcelona. The home leg at Old Trafford is scheduled for 4 June. At the moment, there is no set date for the away leg</li> </ul> |

| Topic                         | Speaker   | Topic Notes   |
|-------------------------------|-----------|---|
|                               |           | <p><b>Other Notes</b></p> <ul style="list-style-type: none"> <li>We are presently in the process of renegotiating our relationship with UNICEF</li> </ul>   |
| <p><b>8. MUDSA Update</b></p> | <p>PD</p> | <ul style="list-style-type: none"> <li>Phil Downs updated members on developments at MUDSA</li> <li>PD explained the situation which has been developing over the last year, some elements of which members were aware of, as disabled supporters and the facilities on offer to them has featured highly in the last 12-18 months</li> </ul> <p><b>Current Facilities</b></p> <ul style="list-style-type: none"> <li>The level of service and facilities offered to disabled fans at Old Trafford has always been 5 star. Often the subject of international attention, the way services are delivered here have spread far and wide however, along with other clubs inhabiting relatively old stadiums it hasn't always been possible to provide the ideal number of spaces</li> <li>Due to increasing awareness and activities at societal level indicating demographic shifts clubs and the Premier League have been asked by the Equality and Human Rights Commission (EHRC) to assess the overall level of availability at their stadiums and comply with the standard as laid down in the Accessible Stadia Guide</li> <li>The Club has sat down with all interested parties including the MUDSA committee members and surveys/questionnaires have been circulated to gather a broader opinion on other aspects of service delivery which will take us into the next generation of facilities</li> </ul> <p><b>Changes</b></p> <ul style="list-style-type: none"> <li>As DF mentioned earlier, following on from discussions with the EHRC and Premier League, the Club has now taken full control of all ticketing &amp; membership operations relating to our disabled supporters, to help further align disabled and non-disabled policies and procedures</li> <li>Additionally, the Club has now also directly appointed a Disability Liaison Officer as well as an Equality &amp; Inclusion Officer – aspects of these roles that PD previously fulfilled on behalf of the Club</li> <li>Therefore, given these changes, MUDSA is about to embark on an exciting new era, and PD's situation has also changed; he is now becoming a Consultant to the Club to help it through the transition period, and to work on discreet projects given my background and experience</li> <li>And MUDSA, which has recently celebrated its first 25 years – and subject of an excellent MUTV documentary – will now focus on working with both the Club, and the Manchester United Foundation, to develop a support network capable of reigniting the hopes of those people who have long since dismissed their chances of being able to come and see a live game for reasons relating to the lack of carer support or transport; we hope the triumvirate of the Manchester United brand, the MU Foundation and MUDSA can glue together the necessary parts capable of reaching into the community &amp; engaging people in the idea of making this project work and possibly inspire others into using it as a template</li> <li>Also, MUDSA and the MU Foundation will look to collaborate on another project aimed at giving sports/physical activities a higher profile amongst disabled people – and there is definitely more interest in making these projects succeed following on from the amazing successes of our Paralympians in London and Rio – a positive legacy of the games that</li> </ul> |



| Topic                               | Speaker   | Topic Notes   |
|-------------------------------------|-----------|---|
|                                     |           | <p>can be put to good use</p> <ul style="list-style-type: none"> <li>• PD told the meeting that the MUTV documentary on MUDSA has been nominated for a RTS award</li> <li>• PD told the meeting it was his last Fans' Forum meeting. EW thanked him for all his wisdom and input as the only member surviving from the first meeting over 15 years before</li> </ul>  |
| <p><b>9. Members' Questions</b></p> |           |   |
| <p>a. Domestic travel options</p>   | <p>DF</p> | <p><b>Q: To provide some context, last season Flybe liaised with fan groups on the United game away at Bournemouth and changed the times of an existing Bournemouth to Manchester flight that evening to allow Reds to get home on it. They said it was commercially beneficial and also received good PR for it.</b></p> <p><b>Fans have raised the issue that whilst they can continue to look for these non-official solutions, it is definitely worth exploring whether the club can also assist. Obvious examples would be Bournemouth and Southampton, though of course even flying to Gatwick for the away game at Palace could make sense. It would only need 150 or so people out of a few thousand with tickets to find this an attractive option for it to succeed, though of course pricing would be an issue.</b></p> <p><b>It has also been noted by fans that Virgin Media are providing free travel to Southampton fans coming to OT on Aug 19th and are also discounting away tickets so that Southampton fans pay £20 not £30. The club may wish to consider any travel options that are introduced (such as flights) being offered in conjunction with a commercial partner (Aeroflot being an obvious one).</b></p> <ul style="list-style-type: none"> <li>• DF said that the Ticket Office team will discuss potential options with the Sponsorship Services team who manage the relationships with our partners</li> <li>• DF had also contacted Thomas Cook Sport to discuss the question, and they provided the following statement:</li> <li>• “As the Official Supporter Travel Supplier to the club, Thomas Cook Sport will always explore all options to provide a cost effective and efficient way for the clubs supporters to get to away fixtures, both domestically and internationally. On top of the coaches we supply for domestic away fixtures, the example provided in relation to flying to long distance domestic games is one we've reviewed on a number of occasions and don't believe it to be a cost effective way for supporters to get to games. There are also commercial and operational risks to chartering aircraft that need to be assessed and reviewed ahead of offering a guaranteed service to supporters which is cost effective. To try and provide a tangible piece of evidence, if we looked at Southampton away on the 11th March 2017, there are a number of factors as to why we don't currently offer a charter flight service for this game. Aircraft cost alone, as we stand at the present date, including the relevant airport taxes etc. would be about £160 - £170 per person based on a 150 seater aircraft. There is then the potential added cost of running coach transfers to and from the ground/city centre before and after the game and also any other costs we may incur. As it stands, this game could also move yet for TV or cup progression reasons and as such would then throw further mitigations into the rationale behind not chartering. Southampton Airport due to the runway size has restrictions on which flight crew can actually operate into and out of that base. This itself</li> </ul> |

| Topic                                      | Speaker   | Topic Notes   |
|--|-----------|---|
|  |           | <p>creates in-house clearance restrictions on most airlines. Furthermore, if this game became an evening kick off, the airport would need to gain an extension to stay operational beyond its normal hours and as such, would pass on these costs to the airline and subsequently the supporters. Thomas Cook Sport will continually review the services we offer though, and if we believe there is a cost effective way for supporters to get to long distance domestic away games by flying, we'll always explore and offer such a service. For the current season though, there doesn't appear to be such an opportunity. As a commitment and evidential piece in relation to going above and beyond for the clubs supporters with regards to Official Supporter Travel, the work we've done this week in relation to the Feyenoord away fixture will hopefully demonstrate how seriously and diligently we take our relationship with the club and its supporters. Thomas Cook Sport managed to extend the flying hours at Rotterdam Airport with no costs implications for supporters in order to ensure that the best possible Day Trip in terms of logistics was made available to supporters. We're not aware of another travel company that has managed to offer this service to the clubs supporters for this fixture and it will be interesting to see if any visiting club to Feyenoord in the Europa League this season are able to negotiate such privileges for its supporters. We welcome more feedback moving forward though and appreciate the input supporters provide. It's only with such collaborative communication we can ensure we're providing services that the clubs fans want and are happy to use."</p>  |
| <p>b. Website issues with ticket sales</p> | <p>SK</p> | <p><b>Q: Regards queries, I had one from several members regarding the allocation/application of tickets for members. There has been quite a few complaints about the difficulty of buying games when the system went live last month (you could buy all matches online for the whole season). A list of the issues are as follows:</b></p> <p><b>1-Website crashed</b><br/> <b>2-Took hours to get through to the ticket portal</b><br/> <b>3-Ticket office could not answer calls</b><br/> <b>4-Call back facility from ticket office came through days later</b><br/> <b>5-Only able to buy tickets selected in basket then logged you out and had to wait hours to get back into the system</b><br/> <b>6-Membership numbers not been recognised but we're fine when talked to a member of staff</b></p> <p><b>As you will probably know it was not a great experience for the fans and is there any way we could not go back and do staggered sales of matches like we used to do in the past as this worked well and stopped major errors on the state and disappointment in fans not getting tickets.</b></p> <p><b>1 - Website crashed</b></p> <ul style="list-style-type: none"> <li>• The 'crash' was only experienced by a very small percentage of users; however this is still far from ideal</li> <li>• Ticketmaster have been unable to identify the specific cause for this error but they will continue to monitor our website to ensure it performs optimally going forward</li> </ul> <p><b>2 - Took hours to get through to the ticket portal</b></p> <ul style="list-style-type: none"> <li>• We appreciate that the high demand for tickets meant that many people were forced to queue for a long time before they could access the site</li> <li>• This queueing mechanism is designed to ensure the website doesn't break down during periods of high demand; unfortunately this can cause long delays for some fans</li> <li>• Ticketmaster are currently designing a new online sales platform that will have much better performance, this is due for release in summer 2018</li> </ul> |

| Topic | Speaker | Topic Notes  |
|-------|---------|--|
|       |         | <ul style="list-style-type: none"> <li>• In the meantime, we are working with Ticketmaster to try and ensure the capacity of the current site is maximised during future ticket releases so that the length of any queues are minimised</li> </ul> <p><b>3 - Ticket office could not answer calls</b></p> <ul style="list-style-type: none"> <li>• Similarly to the website, our Contact Centre was also extremely busy on fixture release day due to the sheer volume of fans who wanted to buy tickets</li> <li>• We maximised our staffing and extended our opening hours to 22:00 to ensure we could answer as many calls as possible; however we appreciate that we couldn't answer every call</li> <li>• We are working hard with Ticketmaster to improve the online experience so that fans can easily self-serve online and not have to telephone us</li> <li>• This will help reduce the number of phone calls going forward, which will mean an improved answer rate</li> </ul> <p><b>4 – Call back facility from ticket office came through days later</b></p> <ul style="list-style-type: none"> <li>• Due to the large amount of call-back requests received, it wasn't possible to call everyone back the same day as this would have meant us calling people after 22:00</li> <li>• We resumed the call-backs the following morning and continued to work through the list until we had tried to contact everyone</li> <li>• We appreciate this meant that some callers experienced a long wait to speak to an advisor which isn't ideal, however all calls are handled in the order they were received, so call-backs were prioritised ahead of the new calls</li> <li>• As per the previous point, we are working hard with Ticketmaster to improve the online experience so that fans can easily self-serve online and not have to telephone us.</li> </ul> <p><b>5 – Only able to buy tickets selected in basket then logged you out and had to wait hours to get back into the system</b></p> <ul style="list-style-type: none"> <li>• Once a supporter completes their purchase, if they try and make another purchase immediately afterwards they can face a delay if there's a large queue of new customers waiting to use the site.</li> <li>• We therefore recommend that fans try to complete their purchase in a single transaction rather than several separate transactions.</li> </ul> <p><b>6 – Membership numbers not been recognised but we're fine when talked to a member of staff</b></p> <ul style="list-style-type: none"> <li>• It appears a large number of our fans have more than one 'account' number (e.g. if someone changes their email address the system may create a separate account number); this can mean that some user's online accounts become linked the 'new' account number meaning they cannot buy tickets online.</li> <li>• Our Contact Centre staff are able to resolve these errors which mean that all fans are able to purchase via telephone.</li> <li>• In the short term, we are regularly reviewing all our online account data to help ensure each person's email address is associated with the correct Membership number.</li> <li>• Under questioning, the club was not able to give assurances that the</li> </ul> |

| Topic                                   | Speaker   | Topic Notes  |
|---|-----------|--|
|   |           | <p>errors and delays experienced will be corrected in time for next season, as the system is owned and operated by a third party company and while the club will continue to push for the relevant structural work to be undertaken, it is not in control of whether it actually will be complete</p>  |
| <p>c. Stadium searches on women</p>     | <p>GS</p> | <p><b>Q: The searching system last Saturday was, I think the poorest it's been. There were 2 females on duty at the Stretford End, entrance W16. I went straight to 1 of the lines with a female doing the searches. There is usually a delay as some females bring bags but it was worse this time as the women queueing where males were doing the searches were ushered over to the front of the queue I was in. This happened several times so it took a long time for me to get in. I mentioned this to the main steward as I got through the turnstile. He said they'd already had a complaint from a male being searched by a female and she was still doing that. In the past there has sometimes been a steward directing females into the correct queue but not directing them to the front. Couldn't a sign be put up saying 'Females only' or similar? It wouldn't be a difficult task to improve things.</b></p> <ul style="list-style-type: none"> <li>The current match day enhanced security measures means that dynamic search protocols are constantly being monitored and addressed on all turnstiles. The issue of female security searchers is something we are constantly evaluating and we will endeavour to address your highlighted comments. Unfortunately it is not always possible to set hard and fast search protocols as already mentioned we continually need to dynamically react to the crowd dynamics manifesting themselves, to ensure all supporters enter the stadium in a safe, secure and timely fashion. We will discuss these comments and proposals with our security provider to ensure everything which can be done to safely and securely expedite turnstile searches is addressed</li> <li>With respect of the complaint of a male being searched by a female there should be no issue with a male requesting being searched by a male if that is their preference. Again if the female security officer is free we would direct males to that entrance if it helps speed up entry</li> <li>GS agreed to examine the possibility of improving signage.</li> </ul> |
| <p>d. Stretford End evacuation time</p> | <p>GS</p> | <p><b>Q: There's a concern raised about evacuation times from the back of the Stretford End, I assume in response to what happened at the last home game last season. Was any analysis done after the Bournemouth game regarding the evacuation and was the need for improvements relating to stadium exit highlighted?</b></p> <ul style="list-style-type: none"> <li>The conditions of the 'Guide to Safety at Sports Grounds' (Green Guide) means that we must be able to safely evacuate the stadium in under 8 minutes. This is a condition which is fully monitored by the Local Authority for due compliance. A 'slow time' test of such evacuation is witnessed at every match when the stadium clears in under 8 minutes after the final whistle and this regular activity provides further reassurance knowing that it is completed under non-emergency conditions. Following the experiences of the Bournemouth evacuation, there was a full debrief and evaluation process which I have mentioned earlier</li> <li>There were no concerns raised during the debrief process associated with evacuation times from the Stretford End</li> </ul>   |
| <p>e. Accessible away game pots</p>     | <p>SK</p> | <p><b>Q: How many accessible ticket holders are there in the loyalty pot and standard pot?</b></p> <ul style="list-style-type: none"> <li>There are 10 supporters in this Loyalty Pot (originally 11 but one has</li> </ul>  |

| Topic                            | Speaker | Topic Notes  |
|----------------------------------|---------|--|
|                                  |         | <p>been removed due to missing 3 applications)</p> <ul style="list-style-type: none"> <li>There are c1.3k supporters in this Standard Pot, however, average applications for away games is around 20</li> </ul>  |
| f. Accessible away ballots       | SK      | <p><b>Q: Are the percentages so high for accessible tickets in the loyalty pot because not many applied for Northampton or is the allocation between accessible and normal un-proportional?</b></p> <ul style="list-style-type: none"> <li>Tickets for wheelchair users can only be used by wheelchair users, therefore if only a small number of wheelchair users apply there will be a higher success rate</li> <li>Other accessibility success rates are in-line with the standard ticket ballots, i.e. loyalty pot capped at 85% and standard pot varies by game, but currently averaging at c30%-35%</li> </ul>   |
| g. Pre-season tour               | PT      | <p><b>Q: Pre-Season Tour – for the World Club Championship in 2008, everyone who had tickets from the club got a letter thanking them for making the journey and giving their support, is anything being considered for the trip to China, especially to go all that way for there to be only 1 game played.</b></p> <ul style="list-style-type: none"> <li>All fans who booked tickets through the Club for the cancelled match in Beijing will be invited to a home game at Old Trafford. This would include two free match tickets each (if a Season Ticket holder, they will get a refund for that match)</li> <li>We would then like a legend to present each person that travelled with a signed shirt before going into the stadium</li> </ul>  |
| h. Mourinho China meet and greet | PT      | <p><b>Q: I know the club tried to arrange for a meeting with Jose and his team with some of the ex-pats who travelled to China but time did not allow it to happen, will there be something else arranged?</b></p> <ul style="list-style-type: none"> <li>A meeting was set up with the Manager in China. Unfortunately due to the cancelled match the situation understandably changed, and it is unlikely that anything other than what has already been mentioned above will be able to be arranged with the Manager</li> </ul>   |
| i. Singing Section at Wembley    | SK      | <p><b>Q: Wembley Singing Section Community Shield – the singing did not seem so well coordinated and there did not seem to be a lot of difference to the other sections, from where we were seated, but it was a good idea, will it be considered for future trips to Wembley?</b></p> <ul style="list-style-type: none"> <li>The club was asked at an early stage to assist with a singing section at Wembley for the Community Shield</li> <li>The club accepted applications from Season Ticket holders for the match and included as part of the seating preferences an option for fans to state that they wanted to be included in the singing area</li> <li>After consultation with MUST, J-Stand representatives and this Forum it was agreed that the best location for a singing section would be immediately behind the goal in the lower tier</li> <li>The club initially forecasted c3k seats, however we received c4k applications and therefore expanded the section out from the centre of the goal towards the corners</li> <li>You will have seen from the emails relating to this trial, that we encouraged new ideas from those behind the request but received very little response to any requests for initiatives</li> </ul> |

| Topic                    | Speaker | Topic Notes   |
|--------------------------|---------|---|
|                          |         | <ul style="list-style-type: none"> <li>To specifically answer the question, yes, we will consider trialling new initiatives at future events, however, these cannot all be club led initiatives and we will need the support of those requesting, to make things successful</li> </ul>  |
| j. Away game allocations | SK      | <p><b>Q: For Bournemouth there were 1,365 of which 189 were comps (60) disabled fans (65) and Internal (64), for Hull there were 2,313 tickets of which 141 went to Comps (60), Disability (56) and Internal (26). There are no figures for Watford. However for Liverpool there are 2,593 tickets and from these there are 120 disability tickets, how is the number so high and how many disability members apply for away tickets</b></p> <ul style="list-style-type: none"> <li>The breakdown allocation figures are updated after the game has taken place, Watford was updated on Monday 19<sup>th</sup> Sep (the day after the game). As this question was submitted before the game the site had not been updated, as tickets are not fully allocated / can be cancelled until the day prior to the match</li> <li>As per my Ticketing update, there are 50 accessible tickets for Liverpool, not 120 as the question would suggest. This figure isn't online (and wasn't in the email sent to MUSC secretaries) so not sure where that came from</li> <li>The club received a total of 35 wheelchair seat applications and 18 applications from supporters requiring accessible seating for Liverpool</li> </ul> |
| 10. Any Other Business   | PT      | <p><b>Forum Place for FSF-Recognised Supporter Groups</b></p> <ul style="list-style-type: none"> <li>PT asked members to consider a request from the club to create a new place on the Forum for one representative from MU supporters' groups recognised by the Football Supporters' federation (i.e. MUST and IMUSA)</li> <li>The move would reflect both the improved relations between the club and those groups and the contribution that they have made in discussions behind the scenes over the last couple of seasons to improve transparency and service to fans</li> <li>Members agreed but wanted the club to point out that the groups must ensure a consistency of attendance</li> <li>It was agreed that their nominee must sit for a minimum of one season before being retained or replaced</li> <li>The Forum also requested that meeting dates and deadlines for questions to be submitted for future Forum's be published on the Fans' Forum area of manutd.com</li> <li>Received questions on away kit, safe standing and alcohol on concourses that will be discussed and answered in the next Forum</li> <li>Date of Next Meeting: Thu 24<sup>th</sup> Nov 2016</li> </ul>                         |