

MANCHESTER UNITED FANS' FORUM – MINUTES

WEDNESDAY 1ST FEBRUARY 2017

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.
Ian	Stirling	Fans' Group Rep.
Keith	Udale	MUSC Rep.
Paul	Warlow	MUSC Rep.
Peter	Rickard	65+ Rep.
Alan	Harvey	Family Stand Rep.
Terry	Holland	MUSC Rep.
Chas	Banks	MUDSA Rep.
Adrian	Short	Official Member Rep.
Roger	Muckle	Executive Member Rep.

CLUB AND FOUNDATION OFFICIALS PRESENT

Richard	Arnold	Group Managing Director
Philip	Townsend	Director of Communications
Andrew	Lisgo	Corporate Media Relations Manager
David	French	Director of Venue
Sam	Kelleher	Head of Ticketing and Membership
John	Shiels	Chief Executive, Manchester United Foundation
Guy	Smith	Director of Venue Operations
Chelsea	Mould	T&MS Operations Manager

Topic	Speaker	Topic Notes
1. Introductions / Apologies	RA	<p>Apologies</p> <ul style="list-style-type: none"> Michelle Houghton, Season Ticket Holder Rep (Michelle has now resigned from the position) John Alexander, Club Secretary Ryan Grogan, 16-21 Rep <p>Introductions</p> <ul style="list-style-type: none"> Andrew Lisgo, Corporate Media Relations Manager, joining the Forum officially Peter Cushing, Clodagh Buckley and Dawn Sexton from Transport for Greater Manchester (TfGM) Jamie Leeming, from MUDSA (Observer. Jamie will deputise for Chas if he cannot attend)
2. Minutes (last meeting)	RA	<ul style="list-style-type: none"> Approved
3. TfGM Presentation	GS (PC/CB/DS)	<ul style="list-style-type: none"> Peter Cushing (Metrolink Director) gave fans an update on current tram situation. Improvements in traffic management and the number of double trams used on a match day mean that clearance times at Old Trafford tram station are now c20-25 mins (down from 40-45 mins). Peter gave a presentation on the new Trafford Centre line and said that discussions were ongoing over two possible park and ride facilities along it.

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<p>4. Security & Operations Update</p>	<p>GS</p>	<p>Feyenoord Security Review</p> <ul style="list-style-type: none"> • Firstly we wanted to report back on the Feyenoord game which took place immediately after the last forum. Extensive planning went into that fixture with GMP, the local authorities, UEFA, Feyenoord and other stakeholders. Around 3,000 Feyenoord supporters marched from the city centre to the stadium and a bespoke entry system was put in place in E2 car park, to ensure that only valid ticket holders were admitted and to carry out the usual Matchday searches. • Overall the event went off without major incident. There was no significant disorder in or around the stadium, 25 Feyenoord supporters were ejected from home areas, and around 300 Feyenoord supporters were refused entry to home areas at the turnstiles. Whilst it was apparent there were a few Feyenoord supporters who did enter the stadium these were in the minority compared to hundreds who travelled to Manchester in the hope of getting to see the game and many more who wanted to travel from the Netherlands. • We'd like to pass on our thanks to all our supporters who co-operated and ensured the event passed off safely. We will be writing to all supporters ahead of the St Etienne game to remind them of regulations and asking for similar co-operation. <p>Other Security Updates</p> <ul style="list-style-type: none"> • Away supporters in home areas of the stadium continues to be an area of focus. Most incidents involve existing Season Ticket holders or Executive Club members passing on tickets either knowingly or unknowingly to supporters of the visiting team. We make clear in our terms and conditions that all, other than tickets for the visitors section, are for home areas of the stadium and any supporters making themselves known as supporters of the visiting team are liable to ejection. Where the presence of visiting supporters in home areas causes incidents of disorder we will take action against the ticket holder as was the case at the recent game versus Middlesbrough where an arrest was made and the ticket holders concerned are facing sanctions. • The Tottenham game in December took place less than 24 hours after the attacks near Besiktas' stadium in Istanbul. There is no intelligence to suggest that any such attack is imminent in the UK however, as a precaution, we have stepped up our searching of vehicles entering our car parks. This aspect will be kept under review and feedback taken from reps on ensuring items in cars are checked. • Further work has been ongoing to improve the flow of supporters through Matchday security searches. We are looking at trialling drop down shelves to facilitate quicker bag searches and also investigating dynamic signage to help communicate information as spectators approach the turnstiles. • We continue to take on feedback about searches both at the turnstiles and on approaches to the stadium. We know there is further work to be done to improve consistency and efficiency of some of the security staff, and we are working with our security partner to address this. We also need to ensure the operation doesn't cause unacceptable consequences on crowd flows around the stadium. • Therefore there will be occasions when there will need to be some flexibility on the style of search. However please rest assured that all spectators are subject to a search and all bags are fully searched. We can only reiterate previous messages asking supporters to arrive earlier and not to bring bags.

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		<ul style="list-style-type: none"> Reps asked about improving bag searches with one Rep asking if they can search on the approach to stadium or turnstiles, GS advised that the club are already looking into this. <p>Manchester United: Ground Halt Railway Platform</p> <ul style="list-style-type: none"> As part of our ongoing development of Matchday security measures, we are working with Northern Rail to review the operation of trains running to the Ground Halt railway platform adjacent to the Sir Bobby Charlton Stand. The enhanced spectator searches undertaken by the club have increased congestion in the Munich Tunnel area and therefore we are looking to amend the timetable of inbound trains. In particular the final train arriving before kick-off is under review. A detailed announcement will be made in due course but it is possible this will be implemented later this season.
<p>5. Ticketing Update</p>	<p>SK</p>	<p>Domestic Away Game Validation</p> <ul style="list-style-type: none"> As agreed in previous Forums, there will be a wholesale ticket collection for Leicester away coming up on Sunday 5th February. An update will be given in the next Forum. At this point only 400 (around 14%) of 2,900 supporters originally allocated a ticket have cancelled. Assuming that large groups of people do not fail to collect at the game on Sunday (or don't cancel between now and the game), this would show a big increase in the percentage of people who collect & attend. <p>Domestic Away Ticket Exchange</p> <ul style="list-style-type: none"> In the last Forum, we committed to review how a ticket exchange for domestic away games may be implemented once we had completed the initial round of validations. We have received feedback directly from members of this Forum and Season Ticket holders. Over 74% of respondents (based on c9k responses) wanted an exchange to be implemented. To confirm, the intention would be to offer a ticket exchange, not a resale site, so any implementation would be a simple mechanism to allow people to transfer tickets to family and friends that qualify. The majority of respondents (c77%) only want people to be able to transfer their ticket to Season Ticket holders, with a split opinion on which Season Ticket holders could be the recipient of tickets. Over two-thirds of respondents to the survey stated they did not want a limit on the number of occasions people could transfer their ticket (which is out of step with the number of applications we allow the Loyalty Pot to miss each season). Forum Members disagreed and suggested this was aligned. A Forum Member asked if we would consider <i>“enhanced success for group apps up to perhaps 10+ to encourage community and camaraderie amongst our away support. Encouraging people to apply (and travel?) and watch together reduces need to migrate within ground to be with mates (which leads to aisle blocking etc.)”</i>. We would have no problem with increasing the permitted number of fans per application to 10; however, we would never want to compromise the integrity of the ballot by offering these an enhanced success rate. Members agreed.

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		<ul style="list-style-type: none"> • A number of other suggestions were received, however these related to the methodology applied to ballots, which (as mentioned in previous Forums) will not be reviewed until the validation exercise is complete. • Unless anyone has any additional questions or feedback, we will progress our planning on an exchange, based on this approach. Fans should note that the exchange may either only be eligible to 'adult' supporters, or that we may need to restrict tickets to be transferred between the same age categories due to complexities with other clubs' pricing structure for concessionary tickets. It is further complicated by the fact that we are unable to reprint away tickets. • We will not make a final decision regarding the potential implementation of such an exchange until we have presented our findings / proposal to this Forum. • Reps asked about our Man City allocation being reduced: SK advised that Man City have stated that "persistent standing is a continued safety concern, particularly in the higher tiers of the Etihad Stadium. Throughout this and last season, the Licensing Authority monitored behaviour at several high profile games, including the game against Manchester United last season. Due to the persistent standing at games (where all supporters stood for the duration of the game), the safety certificate was amended to reduce the capacity of the visitors' section for games where persistent standing is likely" – SK also advised that supporters in the third tier would be communicated to, and the only way of this reduction being challenged, would be if they did not persistently stand at the forthcoming fixture.
6. MUDSA Update	CB	<ul style="list-style-type: none"> • CB introduced Jamie Leeming, who will deputise for Chas if he is unable to attend. Jamie is a member of the MUDSA Committee & the editor of the Rollin' Reds magazine. • Since the last Fans' Forum, MUDSA has held a series of meetings with the club and begun the process of introducing greater transparency in to the ticketing process. With the club's help and cooperation, the figures for how many disabled fans apply for home games but fail to get a ticket, is now published openly. • The first time we received application stats from the club was late in 2016 and the number of unsuccessful applications came as a heck of a shock to most people, but especially the committee - we had no idea the failure rate was so high. • It's clear that the planned upgrading of disabled facilities is going to be a very welcome development for those disabled supporters who have been left out in the cold for years. However we are aware of the disruption it will cause to the able bodied supporters who will be displaced and that's why we believe that the phasing in of the new disabled facilities over time is the best way forward. • The MUDSA committee have had a number of meetings with the club to discuss the issues arising from the future changes and we feel we are making good progress. It is a huge task though and we are hoping that the able bodied supporters will be patient with us and accept the changes with good grace. Although we do understand, that is easier to say, than do. • I would ask though that the able bodied fans who are inconvenienced by this change, try to bear in mind that 20 years ago I was a fit healthy man, who went to the gym three times a week and played cricket twice a week, before being struck down by the illness that put me into this wheelchair. Jamie sat next to me here was surfing when he had an accident that did for him.

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		<ul style="list-style-type: none"> I fervently hope that none of you, or the people you represent ever have anything like that happen to you. However, the statistics say you will. Maybe not you, but one in four of you will and that's when you'll need MUDSA and the new facilities will hugely increase your chances of actually getting a ticket. Speaking personally, I'm proud that the club I've supported since my first game here, Christmas day 1957 Luton town: We won 3-0 (Goals by Charlton, Edwards & Tommy Taylor) and played them at their ground the next day and drew 2-2 are not just paying lip service to the changes needed, but biting the bullet and doing it properly. It's not going to be easy, but it is going to make a huge difference to United's disabled supporters and that should be lauded, not pilloried.
<p>7. Disabled Provisions Update</p>	<p>DF</p>	<p>Summary</p> <ul style="list-style-type: none"> As all of you will no doubt have seen, the club made an announcement on Tuesday 24th January regarding the expansion of facilities for disabled supporters. As a reminder of the changes, in summary: <ul style="list-style-type: none"> The club will be undertaking significant structural changes to the stadium to comply with Accessible Stadia guidelines – these structural changes (including the use of reversible platforms) will be complete by August 2017 2,600 Season Ticket holders will have to be relocated The relocation will take place over 3 years to make sure we can accommodate as many of the 2,600 Season Ticket holders in similarly priced areas of the stadium as possible We have put together a series of measures to help affected Season Ticket holders, including a goodwill package and appointing a dedicated account manager to help them with their moves The club has also implemented a number of ticketing policy changes for disabled supporters, including the introduction of Season Tickets & changes to pricing The changes were announced following an 18-month period of discussions with the EHRC and consultation with a number of other specialist stakeholders. The club are really proud to say that the majority of affected Season Ticket holders have, of course, been very understanding of the need to be relocated and the benefit it will bring to disabled supporters. We have received a small number of complaints about the goodwill package offered but it is the most generous package ever offered to fans and our expectation is that the vast majority of fans will be found seats in similar price bands before they are financially impacted. Most of those in the cheaper seats affected (East Stand Lower) will not be affected financially until 2022/23 at the earliest; by which time it is anticipated that most if not all will have been found similar seats. With a few exceptions for those who need to move to widen entrance passageways this summer, it is largely those in the more expensive seats that have to move this summer; with the cheapest seats affected being moved as late as possible.

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		<ul style="list-style-type: none"> Members asked if the club would seek volunteers to move. DF replied that it would but that exercise cannot begin until we know what the final position is with regard to renewals. That is the reason the Season Ticket renewal deadline has been brought forward; to assist in the very complex process of relocating all the movers as a result of the development. DF confirmed there will be no impact on the number of tickets available to Official Members. SK also confirmed that there will be no 'transfers, seat moves or name changes' for current ST holders in tier 1 of the stadium and no new sales in tier 1 to help free up seats for those affected by the changes.
<p>8. MU Foundation Update</p>	<p>JS</p>	<p>School Hubs of the Community</p> <ul style="list-style-type: none"> We work in Greater Manchester's most deprived areas. Through a designed matrix we are able to identify those local schools that are most challenging and consequently need our support. In each school we place a full time officer. We believe that one way to break the cycle of poverty for the young people we work with is to inspire them to work hard at school and give them the employability skills to get a job. A recent example of this is when we staged an event to encourage girls to get engaged in the STEM subjects (Science, Technology, Engineering and Maths). We invited an all-female audience (250 girls and staff) from our schools to attend the film Hidden Figures. A film which demonstrates that without 3 Afro American women being drafted to help with the white male dominated Apollo programme, we might never have landed a man on the moon. The intention (pre film) is to have a panel of prominent, industry leading female scientists, mathematicians, engineers and technologists to show the girls in the audience how they have succeeded. <p>"Devo Manc" A schools presence in each borough</p> <ul style="list-style-type: none"> Presently much of our work is done around Greater Manchester. It is our intention to have a school in each of the ten boroughs. This gives us the opportunity to assist the children we work with in broadening their horizons, removing the lack of confidence to travel, making them more employable. <p>UNICEF / Find a Better Way</p> <ul style="list-style-type: none"> Still working on finalising contracts, but work with these two charities will tend to form the strategy around our International Outreach work.
<p>9. Members' Questions</p>		
<p>a. Loyalty Pot success rates</p>	<p>SK</p>	<p>Q: There are c105 Loyalty Pot members unsuccessful each ballot which gives around an 85% success rate. I do not see this as fair, as the loyalty pot has reduced in size from 950 in 2013 to around 700 members, and believe that everyone in the Loyalty Pot should now get a ticket?</p> <ul style="list-style-type: none"> We remain committed to ensuring our most regular away attendees receive access to tickets. This is not something we want to change. The loyalty pot success rate is capped at 85%, increasing this would just mean that this small group of supporters (in comparison to c50k other Season Ticket holders + 8k execs who can apply) would be guaranteed tickets.

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		<ul style="list-style-type: none"> This success rate will apply regardless of how many people are in the Loyalty Pot, even if it reduced to 100, an 85% success rate would still apply. The only time we would review this (separately to a full review of our away ticketing balloting) would be if a) we received a large allocation of tickets – over 4,000, or b) if the success rates of the standard pot significantly grew.
b. Thomas Cook Sports packages	SK	<p>Q: There has been conflicting reports as to what tickets will be available to trips organised by Thomas Cook for Chinese supporters; in one report it says that they will have access to home games, euro away and domestic away games – can the club please confirm that the current method of allocating tickets for domestic away games and euro away will not be changed to accommodate this new arrangement?</p> <ul style="list-style-type: none"> This partnership does not impact the allocations for any away games. The wording used in the announcement was “As well as home Match Breaks, Thomas Cook Sport also offers a range of supporter trips for fans supporting United away from Old Trafford, including European and domestic league matches would offer trips” – this relates to the existing services offered by Thomas Cook, i.e. coach travel (only) for domestic games, and packaged trips (which do include a ticket) for European away games – not domestic away games. We agreed to amend the above wording on the club website to make it clearer.
c. Fenerbahce and Zorya credits	SK	<p>Q: Fenerbahce & Zorya away - what was the result of the proof of travel for the 2 away games?</p> <ul style="list-style-type: none"> Over a third of tickets allocated in each ballot cancelled before each game took place, of those who didn't cancel, 64% have validated for Fenerbahce and 68% for Zoyra.
d. Crystal Palace away disorder	GS	<p>Q: At Crystal Palace there was chaos on the concourse at half time – beer being thrown over people, fighting amongst United fans, and also large quantities of beer were taken back into the stand – yet no stewards or police to be seen?</p> <ul style="list-style-type: none"> Firstly, we deplore violence at any time, and were appalled to see the footage taken from a mobile phone showing beer and mustard being thrown and a subsequent fight between our fans. I can confirm that 3 supporters were arrested for affray in connection with this incident. As with all arrests at away games we are now pursuing via the sanctions process and each supporter identified will be issued the appropriate action (which in this case is a three year suspension from attending or applying for home and away games). As at all domestic away games we sent a team of stewards to the game who act in a liaison capacity and help ensure aisles and vomitories are kept clear. However these stewards are not trained to intervene in incidents of disorder. The Metropolitan Police do not generally deploy a significant number of officers within the stadium so the immediate response should have come from the Crystal Palace security response team.

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e. Pies in NW Quad	GS	<p>Q: Pies served in the NW quadrant are over-heated and terrible, not like the pies we tried at one of the previous Fans' Forum meetings. Can the staff be given training on how to cook them and ensure they are fit for consumption; feelings are that the pies at OT are the worst in the premiership; can we go back to Hollands pies?</p> <ul style="list-style-type: none"> We are aware of an issue with ovens in the NW quad which is the likely cause of this issue - these have now been serviced which should address the problem. They are the same pies that we served (and were well received) at the Fans' Forum. We will have the opportunity to review pie suppliers at the end of the season and would be grateful for any feedback from supporters. We will also use any break in supply agreements to review opportunities to broaden the range of our products as agreed at the last Forum. I would also like to take this opportunity to update you following a request at the last Forum; we have removed the requirement to decant into plastic glasses in Stretford End tier 2 on a trial basis starting at the Reading FA Cup game. We have communicated with all ticket holders in that area to ask them for their co-operation and to remind them that consuming alcohol in view of the field of play is a criminal offence. We will continue to review this with GMP over the remainder of the season in the hope that this can become a permanent change.
f. 2017/18 Pre-season Tour	PT	<p>Q: Is there any news on the venues and dates for the 2017 per-season tour; we have read that it will be in USA probably based in or around San Francisco and early notice will help us all secure flights at a reasonable cost (unless there are a couple of seats available on the team plane)?</p> <ul style="list-style-type: none"> There is no update, as contracts have not been signed, nor has the opposition been chosen. It is likely the trip will be to the USA but we are not in a position to confirm anything. As soon as things are finalised, we will announce the details; we appreciate the efforts that fans go to when they follow the team on tour and will let them know at the earliest opportunity.
g. Scoreboards	GS	<p>Q: I've been asked if any improvements could be made to the half time scoreboard as it is sometimes difficult to see the halftime scores?</p> <ul style="list-style-type: none"> There are no current plans to replace the existing scoreboards in the stadium. However if any further details can be provided on the exact location and nature of the problem we will investigate.
h. Possibility of Wi-Fi in the Stadium	GS	<p>Q: I've been asked if there are any updates regarding investigations into the feasibility of Wi-Fi in the stadium?</p> <ul style="list-style-type: none"> We are actively researching stadium Wi-Fi solutions to replace our current wireless network and have an ongoing project looking at potential solutions and providers in the wireless technology market place. We have no immediate plans at present to roll out a solution but are continuing our research to find the right solution for Old Trafford.
i. Singing Section	SK	<p>Q: Did the 'singing section' at last season's FA Cup Final really work; was it too large an area; could it be compressed in size to be more effective? Likewise is the 'singing section' at Old Trafford really working – there are a lot of people standing but not a lot of noise coming out of that area (for example, other areas at the EFL Cup Semi-Final 1st leg vs. Hull other home areas seemed louder)?</p>

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		<ul style="list-style-type: none"> This is an interesting question as we have already received requests to extend the section for the EFL Cup Final against Southampton but have also received lots of feedback about the lack of success of the Community Shield Singing Section (not the FA Cup Final). Another request received has been to increase the number of tickets that people can apply for from 4 to 6 for all away games, with the view being that people would sing more, if in larger groups. This was approved at the start of, and been in place all of, this season. We are always more than happy to try and help facilitate a Singing Section for finals, but ultimately we cannot force people to actually sing, that is where we would expect the like of Fans' Forum reps to help propagate any decisions to implement Singing Sections given that these were your requests. We will also consider any proposals received to help encourage / generate an atmosphere at these games. We are also happy to listen to and feedback on any requests relating to stadium atmosphere at Old Trafford, if there is anything we can do to help with this we will (e.g. we fully supported the Singing Section, but the groups involved in the request appear to have dispersed). IS confirmed there is a meeting on 10th Feb with J Stand supporters to discuss how to improve the Singing Section at both Old Trafford and within any allocation for cup finals. The club will communicate any initiatives that they suggest
j. Family Stand entertainment	DF	<p>Q: What happened to the Family Stand entertainment and an appearance from Santa at Christmas (perhaps a couple of players not selected could make an appearance now and again, this would encourage families to get in a bit earlier and spend on the catering)?</p> <ul style="list-style-type: none"> We do have Matchday entertainment in the Family Stand at the vast majority of Premier League home games. The entertainment includes (not necessarily all on same day); appearances from John Farnworth-football freestyle champion, a professional face painter, a DJ on stage, and prize giveaways (e.g. scarves) on an ad hoc basis. We don't arrange entertainment for mid-week evening matches for a couple of reasons. The number of juniors in attendance is reduced when compared to weekend games as a lot of people upgrade their junior tickets, higher non-attendance and the arrival time profile of supporters is much closer to the kick-off time. Typically in a season we have two weekend home cup games (FA Cup). The lead time from date confirmation to fixture is about two weeks making booking entertainers more difficult based on their availability. I will look to see how we can improve on this and look at Christmas matches as well. Suggestions for types of entertainment welcome.
k. EFL Cup Final applications	SK	<p>Q: What will the application process be for EFL Cup Final? Are Opt Outs lower meaning more fans are eligible? Could we consider further filtering by e.g. looking at European away applications?</p> <ul style="list-style-type: none"> Opt-out numbers have been consistent for the last few years, so last year wasn't out of the ordinary. The only time we expect a significant difference would be if we were not in the Europa League and weren't drawn at home in the English Football League (EFL) Cup (as they are the optional competitions).

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		<ul style="list-style-type: none"> • Our policy has previously been to only look at away match attendance / applications for European games, in line with the rest of that competition. • The policy for domestic finals has always been to allocate tickets to STHs with full home game credits first, and if we are oversubscribed by those, to take length of tenure into account. • We will do everything we can to accommodate all Season Ticket holders with full home credits for the EFL Cup Final – as I have mentioned above, last year’s final wasn’t affected by bizarre opt-out levels, and a lot of work went in to ensuring that all STHs with 10 credits got tickets. It took some time to achieve that, way beyond the first ballot, but we did everything we could, and will again.
<p>i. Away ticket returns</p>	<p>SK</p>	<p>Q: After the success of the transparency of allocation of Away tickets can we now look at the allocation of the returns? Some suggestions have been:</p> <ul style="list-style-type: none"> - Second ballot like Euro away games? - Returns could be prioritised in some way; e.g. people who have gone longest without being successful in a ballot? - Some form of loyalty criteria? <ul style="list-style-type: none"> • Unlike the methodology applied to ballots, I do think we have the flexibility to review this immediately. • Members discussed the issue and agreed to trial a system where 50% of returns are allocated on the basis of choosing the ‘most unsuccessful applicant’ first and 50% on a random basis from the original ballot. This will then ensure the youth still have chance for away match tickets. • This process will be applied to all ticket holders (Executive, Season Ticket, disabled and non-disabled).
<p>m. Donating Season Tickets</p>	<p>SK</p>	<p>Q: Would it be possible for season ticket holders to donate their ticket to benefit pre-registered disadvantaged groups?</p> <ul style="list-style-type: none"> • We have a process where supporters can contact us and provide details of the charity they are donating their Season Ticket to. We then issue a paper ticket. • The donation must be to a registered charity and the club must have at least 24 hours’ notice before the game.
<p>n. Big screens inside the Stadium</p>	<p>GS</p>	<p>Q: Can we replace scoreboards with large screens? Could we use sponsor to provide them? What is the club’s rationale for not providing these?</p> <ul style="list-style-type: none"> • The club have looked at the possibility of installing video screens in the past, but due to the design of the roof on each of the stands, it is difficult to come up with a scheme to install screens which does not have an impact on sightlines. This would be the case if existing scoreboard locations were to be used. Also, the club is not keen to reduce the seating capacity of the stadium in order to accommodate big screens. • However in the short term Old Trafford remains a football purist stadium and there are no current plans to introduce big screens.

Topic	Speaker	Topic Notes
o. Ballot process for disabled supporters	SK	<p>Q: Is the home match ballot weighted in favour of those not in a rota?</p> <ul style="list-style-type: none"> For background information currently there is a wheelchair rota system that gives access for c165 wheelchair users to attend 1 in 3 games. These supporters are then also able to apply for the games that they are not on the rota to attend. All of our ballots are completely random; this ballot is not weighted in favour of those supporters (the vast majority) not on the rota system.
p. # of applications from disabled Supporters	SK	<p>Q: Please can you confirm if there has been an increase in the number of match applications for home and away games from previous seasons?</p> <ul style="list-style-type: none"> There has not been a significant increase in applications for home games, we cannot advise about away games as no records were previously kept by MUDSA. The notable difference this year, is that far more tickets are being allocated randomly through the ballot process, meaning much wider access to tickets is available for our entire disabled supporter database. The knock on effect of that, is that people who used to be prioritised for things like returned tickets, no longer are. Since the change in the ticketing procedures, many more disabled fans have been able to attend games this season. All tickets (whether that be those available in the original ballot, or those allocated by outbound call when we receive cancellations) are included in the ballot process, i.e. when we are calling for returns, we start with the person who was due to be allocated the next available ticket in the ballot.
q. Process for allocating 'returned' tickets for disabled supporters	SK	<p>Q1: How are tickets re-issued for away games if a member can no longer attend? E.g. would a Standard pot ticket only get issued to someone from that pot & vice-versa?</p> <ul style="list-style-type: none"> The process for returned tickets has been answered in the previous question (e.g. we call people in the order of the ballot, so the next person who would have been successful, is the first person we will call for a returned ticket). <p>Q2: What happens if a member returns a ticket to the club and specifies an individual they would like that ticket to go to?</p> <ul style="list-style-type: none"> This question relates to home games; the only time we would accept a ticket being transferred to someone else would be: <ol style="list-style-type: none"> If a Season Ticket holder requested it, and the recipient of the ticket needed the same type of seating that the original ticket holder had If we were undersubscribed for a game (i.e. the aforementioned process for allocating returned tickets wasn't applicable), we would then still require the recipient of the ticket to need the same type of seating that the original ticket holder had

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r. Fan survey	SK	<p>Q: Will the club will be happy for a survey to go out populated by questions gathered from members?</p> <ul style="list-style-type: none"> We will never prevent fans from running their own surveys. If the question here is if we will run that survey on behalf of fans, then we would work with the relevant party on a case by case basis.
s. Disabled platform construction	DF	<p>Q: Will MUDSA members be consulted on the construction plans?</p> <ul style="list-style-type: none"> As we have already announced the plans to improve the provision for disabled supporters, no further consultation is planned. It is Manchester United's responsibility to ensure on-going compliance with equality legislation, and this means we need to make decisions regarding stadium development and access policies, including those which were recently announced. In developing the announced plans & policies we did, however, conduct a wide-ranging consultation process regarding various aspects which involved a number of stakeholders. As would be expected the consultation process produced many, often divergent, views and we sought to balance these in developing the announced plans and policies.
10. Any Other Business	RA	<ul style="list-style-type: none"> CB informed the club that MUDSA is writing to the match Commander for the Blackburn game to secure adequate protection for the disabled spaces at Ewood Park. CB agreed to forward the details to SK to take up the issue with the home club. A Forum member mentioned that there were no stewards outside Hull's stadium for the EFL Cup Semi-Final match and that turnstiles were closed at one point, meaning many supporters missed a portion of the first half. The club has already made the observation to Hull but as yet has had no response. Date of Next Meeting: Friday 28th April 2017 at Aon Training Complex, time to be confirmed.