

MANCHESTER UNITED FANS' FORUM – MINUTES

FRIDAY 28TH APRIL 2017

FORUM MEMBERS PRESENT

Gaynor	Bagnall	Season Ticket Holder Rep
Chas	Banks	MUDSA Rep.
Matthew	Harris	Official Member Rep.
Alan	Harvey	Family Stand Rep.
Terry	Holland	MUSC Rep.
Roger	Muckle	Executive Member Rep.
Adrian	Short	Official Member Rep.
Ian	Stirling	Fans' Group Rep.
Keith	Udale	MUSC Rep.
Paul	Warlow	MUSC Rep.
Andy	Whitehead	Season Ticket Holder Rep.
Jared	Winder	Local Resident Rep.

CLUB AND FOUNDATION OFFICIALS PRESENT

Richard	Arnold	Group Managing Director
David	French	Director of Venue
Sam	Kelleher	Head of Ticketing and Membership
Andrew	Lisgo	Corporate Media Relations Manager
Chelsea	Mould	T&MS Operations Manager
Rebecca	Newton	Head of Communications, Manchester United Foundation
Dan	Schofield	Head of Venue Operations
Guy	Smith	Director of Venue Operations

Topic	Speaker	Topic Notes
1. Introductions / Apologies	RA	<p>Apologies</p> <ul style="list-style-type: none"> Peter Rickard, 65+ Rep Ryan Grogan, 16-21 Rep Phil Townsend, Director of Communications John Alexander, Club Secretary John Shiels, Chief Executive, Manchester United Foundation <p>Introductions</p> <ul style="list-style-type: none"> Dan Schofield, Head of Venue Operations (joining the Forum, replacing Guy Smith who will be leaving at the end of the season) Rebecca Newton, Head of Communications, Manchester United Foundation (standing in for John Shiels)
2. Minutes (last meeting)	RA	<ul style="list-style-type: none"> Minutes were approved
3. Security & Operations Update	GS	<p>Security</p> <ul style="list-style-type: none"> At the last Forum we reported on the successful operations put in place for the Europa League game vs. Feyenoord to control 'risk elements' of the visiting supporters and to prevent the widespread attempts of Feyenoord supporters to gain entry into home areas of the stadium. The draw for the last 32 versus St Etienne meant that we were able to continue and improve the measures put in place including using E1 and E2 car parks as visitor holding and screening areas. Ticketing restrictions were also put in place to prevent away supporters purchasing tickets for home areas.

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		<ul style="list-style-type: none"> • The intelligence gathering process for Europa League opponents presents a number of challenges compared to the Champions League with some clubs having limited experience of travelling in European competitions and operating on a smaller infrastructure. • This was the case with St Etienne who hadn't travelled to the UK for a number of seasons. The intelligence was that of a lively set of supporters who would march en masse to the stadium; however there was no intelligence to suggest a significant risk of disorder. We were also led to believe that several thousand St Etienne supporters would travel to Manchester without tickets. • As it turned out the St Etienne supporters were some of the most challenging we have hosted at Old Trafford in recent years. They were hostile to the stewarding of both our own teams and the 30 stewards who travelled from St Etienne. Despite a more thorough searching regime than Feyenoord, we are disappointed that a number of pyrotechnic devices were deployed in the stadium and we have received some questions about the validity of the search regime including the searching of supporters coming into home areas of the stadium. • Since the game we have conducted a multi-agency debrief with GMP to capture key learnings from the operation & to see how we can improve – although the vast majority of the operation, including the approach of visiting supporters to the stadium, was deemed to be successful. • However, given the deployment of pyrotechnics and the hostility shown towards the stewarding operation the police have supported our policy of restricting visiting supporter allocations to the lower bowl of the stadium based on the risk to our own supporters and staff. • We have investigated the possibility of netting solutions for upper tiers of the stadium; however these are not particularly practical given the dimensions of the stadium and the need to provide flexibility between differing visitor allocations and the differing risks between domestic and European fixtures. In particular the large distance from the top of the East Stand roof to the front of the upper tier and the need to flexibly accommodate different visitor allocations; this would need netting capable of being in place at the sides to allow the visitors to have one third, two thirds or the whole of East Tier 2, i.e. we would need multiple fixing points. Side netting would also impact sightlines of some home supporters in adjacent seating. We have visited several other stadia in Europe where netting is deployed but not seen any with the requirements for such flexible use. • In terms of Premier League fixtures we have no plans to relocate visiting supporters to the upper tiers of the stadium and in any case this would go against the new Premier League ruling that visitor fans need to be close to the pitch. • In terms of mitigating against the risk of missile throwing and pyrotechnic activation we have installed a state of the art camera system (Panormera) over recent weeks. This was in use at the Rostov game for the first time and allows us to monitor high risk areas of the stadium and retrospectively zoom in to investigate any incidents. Additional overhead cameras have also been installed which now greatly increases the probability of identifying the perpetrators of any incidents. • Searches are carried out by the police on arrival to the stadium, outside of Old Trafford; however the Club will look at options to prevent further incidents of pyrotechnics within the ground. The CCTV in place also allows the crowds to be monitored and identify any offender, leading to possible arrest.

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		<ul style="list-style-type: none"> • Further work is planned over the coming weeks and by the start of next season all of our cameras will have been upgraded to digital and will enhance facial recognition throughout the stadium. This is part of a longer term ongoing project to upgrade our security infrastructure. • JW asked if these cameras operate throughout the stadium or just in the away section. GS confirmed that these are not just in the away end, but also currently in the East and West stands, with further developments ongoing. • We continue to liaise with the relevant authorities over counter terrorism measures and have obviously taken the opportunity to do so immediately after the Westminster attack. We have reinstated some bollards installed for the Olympic Games on Sir Matt Busby Way and are working through plans to install additional measures and enhance the security of those already in place. In the meantime you will continue to witness the deployment of police vehicles at key strategic entry points to enhance security. • We have also continued our policy of searching all vehicles on car parks adjacent to the stadium. However I would reiterate that the UK national threat level remains unchanged and there is no specific intelligence of an attack on the stadium. • As communicated at the previous Fans' Forum we have reached agreement with Northern Rail to suspend the third inbound service to the Ground Halt rail platform adjacent to the Sir Bobby Charlton Stand. This is for security reasons due to increasing congestion around the Munich Tunnel in the period leading up to kick-off. This commenced at the Chelsea game on Easter Sunday and will continue for all games going forward, however please note there will be no trains operating to & from the station for Sunday's game vs Swansea due to engineering works. • CB highlighted concerns around the safety of disabled supporters sitting below away fans following the pyrotechnics used by St. Etienne fans, and also raised the concern of the growing number of coins being thrown by visiting supporters. • RA said that these incidents need to be reported and published to highlight and publicise the problem, and that Manchester United would raise the concerns to the relevant clubs. <p>Operations</p> <ul style="list-style-type: none"> • After feedback from the previous Forum we have increased the range of drinks on offer by adding red wine to the kiosks; this started at the Bournemouth game on 4th March. All kiosks now stock both red and white wine, both new this season.
<p>4. Ticketing Update</p>	<p>SK</p>	<p>Background</p> <ul style="list-style-type: none"> • In previous Forum's we have committed to review how a ticket exchange for away games may be implemented once we had completed the initial round of validations. • We have received feedback directly from Season Ticket holders, MUST and individuals within this Forum. Over 74% of respondents (based on c9k responses), wanted an exchange to be implemented. • 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.

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		<ul style="list-style-type: none"> • Our view is that supporters successful in the ballot can transfer their ticket to any eligible Season Ticket holder (e.g. they have three years tenure and attend all home cup games, as long as they don't already have a ticket for the game). • Over 2/3s of respondents to the survey stated they did not want a limit on the number of occasions people could transfer their ticket, which is the opposite of Forum Reps, where the vast majority said this should be capped at twice a season. • Our view is that this needs to be the same for the Loyalty Pot and Standard Pot, and as the Loyalty Pot are only allowed to miss two applications a season, and transferring a ticket would class as a 'missed application', there should be a limit of two occasions per season. • Some Supporters' Clubs have requested that Secretaries can transfer tickets on behalf of members. This will not be permitted as tickets are for use by the registered holder, and they will be able to transfer the ticket to another authorised supporter. • Some Forum Reps have asked if the existing validation process will continue. The short answer is yes it will, and implementation of an exchange would be conditional on validations continuing. <p>Proposal</p> <ul style="list-style-type: none"> • Implement a trial 'ticket transfer system' for away games in 2017/18 for Season Ticket holders, and if successful expand to Executive Club Members in 2018/19. • The facility will be available from when ballot results are confirmed, right up to the day of the game. • Supporters who do not wish to use this service will still be able to cancel their ticket through the club, and receive a full refund. • Transfers will only be available to 'adult' supporters as we are unable to reprint / reissue tickets for away games (once a ticket is allocated and sent to an under 16 supporter, it is will either have had a stub removed or have been stamped and therefore cannot be used by an adult). • 'Qualifying' supporters would be Season Ticket holders who are Silver Level (3 years tenure) and have purchased all home cup games; and for future seasons, Executive Club Members. • Transfers will be limited to twice per season. • A concern was raised that people may get tickets who had not applied for the game, and it was asked how this could be prevented. The majority of the Forum believed that this would not be an issue as anybody getting a ticket through the exchange would be an eligible Season Ticket holder. • RA reiterated that this is something new for the club and supporters and is being trialled following the request of fans / in consultation with the Forum. The system will remain under review and looked at again in 12 months. • Forum members asked whether if someone was selected to validate at a game could they transfer, and if so, would the validation transfer also? Following the meeting, the club can now confirm that if a supporter is asked to collect at a game, and subsequently transfers their ticket, the new ticket holder will be asked to collect.

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<p>5. Disabled Provisions Update</p>	<p>DF</p>	<ul style="list-style-type: none"> • Implementation plan for increased disabled facilities is on track; prototype of the new wheelchair platform had been built and tested in situ, and inspected by Chas • To reiterate that the club is really proud that the majority of affected Season Ticket holders have been very understanding of the changes and need to be relocated • Of the Season Ticket holders who will be impacted by these changes: <ul style="list-style-type: none"> - 11% have successfully moved and are happy with their new seat location - 14% have relocated, but will be called back if any seats are released in their preferred area immediately after the renewal deadline - 62% have not yet moved, but their preferences have been logged, and will be called if any seats in their preferred area immediately after the renewal deadline - 11% are still considering their options - 1% of those who will need to move for 2018/19 or beyond wish to remaining in their current seat for as long as possible - 6 people have advised that they will not renew because they are losing their seat - In terms of Season Ticket holders who need to relocate for next season, there are just two people we haven't been able to speak to, one person who lives close by and the other from NI; we will try to make direct contact by/at Sunday's game
<p>6. MUDSA Update</p>	<p>CB</p>	<ul style="list-style-type: none"> • Since the last Fans' Forum, MUDSA has paid tribute to the previous MUDSA Secretary, Phil Downs M.B.E. • The committee and the members had a plaque made, which was erected in the Ability suite and kindly unveiled by Sir Alex Ferguson. David Gill attended and said a few words, as did Richard Arnold. • In previous reports, I've mentioned how big changes have taken place for MUDSA with all ticketing and ancillary disabled issues being taken inside the club. Before this happened, if you were disabled and wanted to see a game you had to be a MUDSA member. This is no longer true and this made the old database redundant, hence the changes. • As part of the fulfilment of the MUDSA 'five point plan', we are refreshing MUDSA and separating its database from the club so it stands alone. • We have also updated the MUDSA constitution, as the original was written in 1998 and so much has changed since then, it needed a radical overhaul. In fact, the whole of MUDSA needed to be brought up to date to cope with the new challenges we face over the next three years, as the new structure takes shape, season by season, until completion. • We've carried out this exercise by writing to every single disabled United supporter registered by the club as either an Official Member or a Season Ticket holder. No one has been left behind. • Each new MUDSA member and their carer will receive a membership card which they can use for everything from getting a discount on MUDSA merchandise to casting their vote at the AGM. Although this will be a new start, we intend to remain a democratic organisation and wish to make the transition as smooth as possible by maintaining as much as we can of the old organisation. • It's free to join and as well as the card, each new member will receive a rather cool "MUDSA Member" badge. • The new refreshed membership scheme was launched on April 20th and Richard was kind enough to come down to the Ability Suite and metaphorically speaking "cut the ribbon" and launch the scheme. We intend to expand the membership alongside the expansion of facilities. So, as the number of disabled people attending games increases, so will the membership.

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		<ul style="list-style-type: none"> We have already started to develop items 4 and 5 of the MUDSA five point vision for the future plan (available to view on the MUDSA website, MUDSA.org) and met with John Shiels, the Chief Executive of the Foundation for initial talks. We had further talks with Alex Wilson last week. He's the Disability Sport and Inclusion Officer and made further excellent progress. We hope to get the programme up and running as a matter of urgency and we aim to start working with him and the Foundation next season. MUDSA intends to appoint a Junior Ambassador to "meet and greet" disabled children (attending through the auspices of The Foundation) who in many cases will be attending football matches for the first time. Our ambassador (one of our younger members) will tell the guests all about MUDSA and the many social aspects that enable both the disabled person and their carer to interact in a fun way with other people who look and sound just like them.
7. MU Foundation Update	RN	<ul style="list-style-type: none"> The Education sector is changing rapidly due to huge cuts in funding, it is estimated that most schools will experience an 8% cut this year with more to come in the next couple of years. They now have to consider their own front line services (staff) so we are working even more closely with them in terms of our offer. Had a very successful Legends tour in Australia, although the team lost 3-0. Hospital visits, a meeting with the fan club all worked well. Unfortunately the team we played against were much younger so just had more energy at the important times. Working with Michael Carrick and his team on his testimonial to be played on June 4th. They will be funding a Foundation project from some of the proceeds. We have 2 Legends games coming up against Barcelona, June 30th in the Nou Camp, and here at Old Trafford on September 2nd. As part of UNICEF partnership we went to Vietnam, and visited a project we started 2 years ago. It is excellent to see coaches that we trained 2 years ago, still doing great work in the location, helping lots of young street kids. Started working with club on finding a distribution channel where we can take unused food on match day into the city and distribute it to the homeless.
8. Members' Questions	AL	
a. Signed memorabilia	DF	<p>Q: Why does the club not sell signed or special memorabilia like that used to in the past? Other premier ship clubs do for example (Liverpool etc.) and the fans are missing out in having that extra special gift.</p> <ul style="list-style-type: none"> We are constantly reviewing and setting up different product categories since our transition from our master licensee Nike. Some areas have not been either started again or reviewed at this point. Signed and special merchandise including limited edition is an area we want to expand on. Currently we have had limited edition Adidas product, pin badge sets and signed posters & pictures available. Our plans for this area are ongoing. Thanks for the feedback and patience whilst we will continue to build and review this area.

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<p>b. Thomas Cook Sports European away allocation</p>	<p>SK</p>	<p>Q: The recent ballot for Anderlecht away left many people disappointed due to the low allocation and subsequently led to rumours concerning the various processes in play particularly in terms of the way United & Thomas Cook Sports manage ticket allocation to Thomas Cook Sports applicants. On March 28th I was advised by someone at United that the TCS ballot was completely random and had no interaction with any data provided by United concerning existing credit numbers. In effect if a person with 1 credit came up in the Thomas Cook ballot they would get a ticket.</p> <p>Subsequently I called TCS to get their view. I was advised that all Thomas Cook applicants are provided to United and these are then ordered by credits meaning those applying to TCS are actually awarded based on United credits. This sounds more positive but still leaves question marks over people with lower numbers of credits getting tickets via TCS if the majority of their applicants aren't those that travel abroad regularly.</p> <p>1. For clarity could we have an explanation at the forum of the process in respect of TCS allocation and distribution?</p> <ul style="list-style-type: none"> • As previously communicated, Thomas Cook now take credits into account when allocating tickets (in previous seasons they didn't). • Thomas Cook open for applications when the fixture is confirmed, for a set time period that they will communicate. Once that application period has closed, they ask MUFC to confirm the order in which to allocate tickets. • We return the list of applicants to Thomas Cook, sorted in the order of those with the highest number of European away credits. • This is of particular benefit to fans when Thomas Cook are oversubscribed, e.g. if they received 500 applications for a game, and have c400 spaces on their aircraft, then the 80% of applicants with the highest credits will receive the available places. • However, if TCS do not receive enough applications from supporters with higher credits to fill their aircraft, or aircrafts, they will have to allocate tickets to people with lower, or no, credits as they need to fill the plane in order to continue providing official trips that they currently do. <p>2. Would it be possible to have a high level understanding of the contractual obligation United has to TCS regarding the % of a full allocation that's given over to them? If this were common knowledge it might allow supporters to plan their applications and trips better. In other words a supporter might very clearly know he will get a ticket from United based on published figures and be able to book travel and accommodation ahead of time more confidently. Equally if the numbers don't seem to be in a supporters favour they might chose the TCS route as a preferred option.</p> <ul style="list-style-type: none"> • We cannot disclose the specifics of the contract held with the Official Club travel partner (currently Thomas Cook), however as I have previously mentioned Thomas Cook will evaluate on a game-by-game basis how many flights will be required, and we will give them enough tickets to ensure they can fill the flights, generally this is no more than one flight and therefore 200-300 tickets. <p>3. Finally on this subject is it correct that for a European final all tickets are allocated by United and TCS sell trips only?</p> <ul style="list-style-type: none"> • Each final is reviewed independently; however, if we qualify, all tickets for a Europa League Final this year will be allocated by Manchester United with Thomas Cook offering travel packages for anyone successful in the MUFC ballot.

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c. Purchasing extra tickets for Season Ticket holders online	SK	<p>Q: On occasion members are encouraged to buy up to 4 tickets for certain games at Old Trafford. The ticketing web site allows members to purchase multiple tickets on these occasions but season ticket holders are prevented from doing so. Is this by design or an over site? If it's by design what is the thinking behind allowing this benefit to members but not season ticket holders?</p> <ul style="list-style-type: none"> Season Ticket holders are entitled to purchase an additional 3 tickets for these games, and this is communicated in all relevant marketing collateral. However, unfortunately Season Ticket holders cannot purchase these additional tickets online but can do so by calling the contact centre on 0161 868 8000. This issue has been logged with our ticketing system provider (Ticketmaster Sport) for a long time, however, as previously mentioned in this Forum, Ticketmaster are not developing the current platform as they are focused on building a new sales platform that will have much better functionality & performance; this was originally due for release in summer 2018, but is now likely to be summer 2019.
d. Domestic away game ballots for Executive Club Members	SK	<p>Q: Can you please confirm that the executive ticket away ballot is run in the same manner as the loyalty pot and the standard pot, only a number of new exec holders have come to me with the same story, they get a couple of early games and then nothing after that, although some did get the EFL final</p> <ul style="list-style-type: none"> Yes, all ballots are run in the same manner using fully automated balloting software that's part of our ticketing platform. However, as previously discussed and agreed in this Forum, we are currently trialling a system of allocating half of any returned tickets received to those who are most unsuccessful in the ballot.
e. Pre-season tour	AL	<p>Q: Can it please be explained why the venue for the most important game of the pre-season tour for most travelling united fans is the last to be announced as it stops people arranging their travel without a venue for where the game is to be played.</p> <ul style="list-style-type: none"> The choice of venue is something that the promoting company decides. An announcement will be made as soon as a decision had been made and contracts signed.
f. Discussion topics/speakers	DF	<p>Q: In previous years members of the forum were asked to submit a list of topics to be discussed, rather than just a Q&A session each meeting, this season we had GMPTE in to provide information about the infrastructure of the metro and services to and from Old Trafford, something which benefits a lot of supporters, is it not possible to restart this next season.</p> <ul style="list-style-type: none"> Yes, of course. As you'll recall TfGM (who replaced GMPTE in 2011) came to the last Forum, and we welcome suggestions for future topics/speakers
g. Standard Pot success rate	SK	<p>Q: How do the club expect or plan to significantly increase the standard pot success rates when the amount of applications nearly doubles for the glamour/close games and drops by almost half for the less glamorous games?</p> <ul style="list-style-type: none"> It will always be the case that we receive more applications for games against more desirable opponents; however we are increasing the Standard Pot success rates by virtue of away game validations.

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		<ul style="list-style-type: none"> • Since we discussed and agreed in the Forum to undertake various exercises to validate that the people applying for games were in-fact those attending, the results have been extremely positive. • For example, having analysed data over the last 3 years relating to the 9 teams who have been ever-present in the League, and we have played away from OT so far this season, we have found that: <ul style="list-style-type: none"> - 26% of people who were in the Loyalty Pot were found to be no longer attending matches and all of these have been removed resulting in a big increase in the number of tickets allocated to the Standard Pot; on average 1,600 vs. 1,159 (a 38% uplift) - And as a result of our checks, more supporters are only applying for games that they personally intend to attend, giving those in the Standard Pot a greater chance of success; for example, we received 7.3k applications on average for Liverpool & Chelsea games 3 seasons ago, but now it has normalised at c5.2k applications. - The net result is that the average success rate of those in the Standard Pot has increased from 18% to 35% meaning eligible Season Ticket holders now have an average chance of receiving 1 ticket for every 3 away games applied for
<p>h. Away game validations</p>	<p>SK</p>	<p>Q: Away game validations; - scale of the cancellation complaints. - a breakdown of the cancellations and actions thereof, across the different categories of member if different responses, why ? - can the FF to accept valid reasons for cancellations and Utd to define same. - can Utd to confirm that all cancellers are not liars nor touts. - maybe there are other reasons for the ticket misuse issues e.g. Maybe another amnesty is needed re ST names or corporate / exec members are the main source for touts or a cancellation timescale is needed.</p> <ul style="list-style-type: none"> • We have received 11 complaints regarding the sanctions imposed on supporters who fail to collect. • We suspect this figure is so low because the sanction doesn't actually impact anyone significantly, i.e. they just need to collect their ticket at each game they are successful for. • In terms of different responses, I assume this is asking if any of the 11 has had the 'sanction' removed? If so, one person has had this sanction removed as they provided a valid medically-related explanation. • I can confirm that all people who cancel their tickets are not liars or touts, and as previously mentioned in this Forum we completely understand that people have many reasons for cancelling tickets. However, it is because of these validations / sanctions I am able to present the positive news I have, in response to the previous question. • In terms of an Amnesty, this process is offered every single season; however, it is important to note that if a supporter gives up their ticket and transfers it to someone else, then the new supporter starts from scratch in terms of loyalty.
<p>i. Vertigo at Wembley</p>	<p>SK</p>	<p>Q: Can United hold back some tickets for issues that arise on the day for supporters who may suffer vertigo, when they again get to Wembley. The loss of income from say two dozen seats is an irrelevance on today's TV market?</p> <ul style="list-style-type: none"> • We could review this however it will inevitably mean a number of tickets not being allocated for each game, which we do not support. • As a reminder, all tickets are despatched in advance of the game, and contain the information relating to the location of each seat, and supporters have the opportunity to discuss relocations with us in

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		advance of the game taking place.
j. Euro away collections	SK	<p>Q: After the number of people who didn't cancel or provide back up as to their attending the 2 games in Turkey and Ukraine, did any of these people also not collect for Anderlecht, if so should there be sanctions placed on them for not collecting at all 3 venues especially as there were so many applicants with 11 credits who didn't get tickets?</p> <ul style="list-style-type: none"> We do not have a policy in place to sanction supporters who either fail to collect their ticket for an away game or choose not to validate subsequently. Any request for a new sanction would need to be discussed with this group; does anyone in the room have any thoughts on this?
k. Position of away fans near wheelchair platform	GS	<p>Q: After the St Etienne game (which is generally now considered by most of our members to be the worst experience ever with away fans) many MUDSA members have asked me to raise the possibility of moving "known to be problematic" away fans to the top tier of the East Stand, which in our experience is the safest option and the one we'd prefer. It's always worked well when they are up there.</p> <p>Or if this is not thought possible, installing a drop down expanse of netting (as clubs abroad do with our fans) in front of the away fans (to be deployed depending on the game) to stop them throwing flares and coins in to the disabled area. It's clear that the club are unable to stop fans bringing flares in, as the dogs can't detect them.</p> <p>We had someone hit on the head with a coin on Tuesday and a couple more hit on the body. I'd say around 8 or 9 in total. I'm sorry to have to tell you that this is a common occurrence in that area (depending on the team we're playing)</p> <p>Over the years I've personally seen flares (still alight) coins, lighters, empty beer bottles, empty beer cans, torn out seats, all be thrown at us and members have even had urine tipped over them as they went down the ramp after the game.</p> <ul style="list-style-type: none"> Covered in Security Update
l. Emergency procedure for wheelchair platform	GS	<p>Q: What is the Emergency procedure from the proposed wheelchair section? as it does appear to be very congested. After the incident at the Bournemouth game last season and the regular security checks since this is a real concern and needs to be addressed immediately</p> <ul style="list-style-type: none"> The emergency evacuation procedures for the extension to the accessible seating section will follow that for the existing wheelchair platform. An additional accessible entrance will be created from the United Road tunnel (under the Sir Alex Ferguson Stand) which can also act as an emergency evacuation route. The concourses will have designated refuge points for wheelchair positions. We will be supplementing our pool of specially trained Access Stewards ahead of next season to work in and around that area. All of our stewards working in that area will receive additional training. The exact evacuation route will be subject to a dynamic assessment of the situation at the time; for example full versus part stadium evacuation, it might be appropriate to hold spectators within the stadium, or to avoid a particular exit route. The creation of the new entrance along with the existing B3 entrance will offer additional flexibility to evacuate all wheelchair users. Please note that existing wheelchair platform users can be held and exited via the East Lower

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		<p>concourse if B3 is unavailable.</p> <ul style="list-style-type: none"> This will be all documented in next season's Stadium Safety Procedures Manual which will be submitted to Trafford Council as part of the Stadium Safety Certification process. All recommendations and actions identified on the back of the evacuation in May 2016 have been implemented including the procedures for supporters with restricted mobility.
<p>m. Wheelchair platform changes</p>	<p>SK</p>	<p>Q: The removal of the temporary wheelchair platform for certain games, How does it affect those wheelchair users in that section? & Will this affect ambulatory seating at all?</p> <ul style="list-style-type: none"> Accessible Season Tickets or Wheelchair Rota tickets will only be sold in areas of the stadium where wheelchair platforms & amenity seats will be available in all competitions. This means that we will not need to relocate disabled supporters from their usual positions for different competitions. The only supporters who would need to relocate from their seats in certain competitions (EFL Cup and Europa League) would be Season Ticket holders to accommodate more disabled supporters if demand for more accessible seating exists for these matches.
<p>9. Any Other Business</p>	<p>RA</p>	<ul style="list-style-type: none"> Will the club consider introducing a student season card for under 25s? SK/RA confirmed this could not be implemented for the coming season, and reiterated that discounts were already in place for all supporters under the age of 20, or over 65. Is it possible to check online how many Euro away credits? SK confirmed this can only be done over the phone due to limitations with the current ticketing system, but reminded members we do add the number of credits ahead of each European away game. KU told the Forum that some supporters were refused entry at the Chelsea away game with no real reason. KU was asked for individual details and examples for the club to look into as nothing had been highlighted in the match reports. Reps Presentations (to those whose two year term is ending): <ul style="list-style-type: none"> Adrian Short (Official Member Rep) Matthew Harris (Official Member Rep) Keith Udale (MUSC Rep) Andy Whitehead (Season Ticket Holder) Roger Muckle (Executive Club Rep) Jared Winder (Local Rep) Gaynor Bagnall (Season Ticket Holder) Peter Rickard (65+ Rep) not in attendance Date of Next Meeting: TBC (following 17/18 fixture confirmation)