

Questions for Dave Boddy – 30th September 2021 @ 5.00pm

1 Ticket office issues: - What have been the main challenges so far this season? What has been done to put them right and do you expect any further problems? (Pete Griffiths)

CH explained that a number of supporters had experienced issues with the ticket office since the start of the season and that some still haven't received their season tickets. DB explained that CCFC have been dealing with 2 third party providers, Ticketmaster and Fortress who manage the turnstile software at the Arena. 15-20 other stadiums share these third-party providers. They couldn't get the systems to talk to one another and so after 3 weeks they decided to put a new router in. This all meant season ticket printing was delayed but with the new router this issue should not happen again.

He confirmed the issue is now limited to about 70 Phase 2 tickets that have not reached supporters. These are in the process of being sent again. He explained lots of clubs have had issues. He also added that Ticketmaster have issues with the postal system in Manchester and some first-class post can take upto 7 days to be delivered.

All those forum members with supporters who had issues agreed to check and confirm whether this covered the issues they were aware of and come back to TS or MH with any further queries.

2 Have the number of season tickets and increase in revenues from food and beverage within the stadium been reflected in the budget available to Mark Robbins or will be in January or summer 2022? (Pete Griffiths)

DB confirmed that their ambitious forecasts were based on 17,000 average attendance and we are beating that on tickets and season ticket income by about 1,500. However there has been lots of unforeseen costs, associated with moving back to the CBS Arena.

So currently the increased income is filling the increased expenditure from various unforeseen activity. All the money is going to support the clubs long term aims.

For instance, the new club shop cost double the budgeted forecast. Goal line technology costs each Championship club £72k a year (which was budgeted for) but in order to connect the power at the Arena there was an extra 5-figure cost and there have been lots of similar issues so far this season.

TS added that for context 1,500 extra people per home game would equate to about £400k extra income over a season.

The final comment referred to protecting assets in January and how CCFC are looking to copy the Brentford model in terms of transfer dealings and progressing.

3 There are large queues outside before most games. Do we know why? What plans are there to tackle this? (Pete Griffiths)

There was a long discussion about the outside bars and looking at how to use these to reduce the numbers of people queuing in the road. SC - West Midlands Police explained that if it was his decision, he would close the Arena footprint to traffic an hour before kickoff – similarly to most other Midlands venues. He has concerns of a collision or vehicle attack.

Further point was raised about the way cars were being parked in Car Park A leading to tailbacks on the A444 with waiting cars.

Lots of reasonable suggestions were made but how this will work is a very live issue that the club and police will be discussing over the coming weeks.

One issue of closing to cars are the two businesses (Casino/Hotel) and their clientele while games are taking place.

In terms of long queues at turnstiles with 20,000 fans attending it is not possible for supporters to turn up 15 mins to kick off and expect to get in before the game starts.

DB explained that they had a pre-match discussion before Peterborough about circumstances of delaying the kickoff. It was agreed that this couldn't be done 5 mins before but more 30 mins before in fairness to both teams.

At 7:15 DB went with the Wasps operations manager to the control room. At that point there were 5,000 fans in the Arena and in the 5 mins it took to walk to the control room another 2,000 came in and while they were talking another 1,000 entered.

It was pointed out by a member of the Forum that if it takes 5 mins for 2,000 to be admitted then for 20,000 that is 50 mins. All agreed to make it clear to their supporters' groups that we need to be arriving in good time. We are a much bigger team with much bigger attendances and our actions need to reflect this on match days.

4 The club have kindly rewarded those who bought a Ricoh Return Membership, with a £25.00 voucher to spend on merchandise via the on-line store. I would like to know why they cannot be exchanged in the club shop. What if some fans who cannot order on-line or get someone to do it for them? Would it not be possible to arrange for exchanges to be covered in a shop purchase for the remainder of this year once the offer date closes? (Ray Stephens)

MH advised that our retail partner advised us that there was a choice of either redeeming the £25 in person or online but not both. The suggested option of online suits most but not all. TS confirmed there was no laptop in the club shop for customers to use.

5 Are the club actively reviewing the potential of safe standing at the CBS Arena? Or is this going to be included in the new stadium design only? (Colin Henderson)

DB advised that the Sports Ground Safety Authority sent a circular last week for any club that want to consider this to reply within a fortnight. CCFC have not done this for next season. They will speak to Wasps about it and ultimately it will be their choice and there will be a significant cost.

6 Are the club considering selling replica shirts without the Boyle Sports on them? I know some people who won't buy them because they are advertising a betting company. Other clubs are offering this (e.g., Stoke City). (Jim Brown)

TS advised that contractually adult shirts have Boyle Sports on them. Junior shirts do not have the sponsor on, for legal reasons. Since Hummel have taken the contract for shirts the numbers have risen from 8-9,000 to 30,000 each season. Following a question regarding Stoke it was agreed that this was a different matter as not only do BET365 sponsor Stoke they also own the club.

7 Has the club made any planning for/testing for the use of COVID Passports in case they are required at short notice during the autumn/winter of 2021? (Colin Henderson)

DB advised that EFL had done a seminar today. The CCFC team will be watching a video of the presentation. DB recognized the implementation of Covid passports would add significant time to

get supporters into the stadium. TS added that all those companies in the hospitality industry are struggling for staff, CCFC for stewards, Delaware North for their staff too.

8 Is any data being collected on Covid transmission linked with crowds at the CBS arena? (Pete Griffiths)

DB / MH explained that its not possible to keep details of transmission but there have been a couple of positive cases relating to the hotel and the Legends Lounge. All those attending the Legends Lounge on that day were written to by CCFC, and Public Health England praised the Club for their response.

9 JSB Xmas party – what are the current plans? Are there any plans to have an open day at Ryton for JSB members once Covid restrictions have been relaxed? (Pete Griffiths)

DB explained how much pride CCFC have taken in the closeness of players, management and supporters and previous visits and appearances in the community, but until further notice players and management cannot engage as previously due to the COVID risk. As it is, a Christmas party is very unlikely at this stage. PR added that without the players the JSB party is not the same. The Club and Family Zone are looking forward to doing something different when we can get the players there. She explained that plans for the JSB party in December start in October so no plans will start until they are sure the players can be involved.

10 Can CCFC do anything about running buses from town to the ground on match days? (Pete Griffiths)

Some history of the bus service from town to the Arena was discussed and it appears that when the issue was previously discussed National Express required some funding from CCFC to cover their costs. TS / MH will investigate further.

All groups were asked to speak to their members to see if a bus service would be used

11 Can car parking packages be included as part of season tickets or match package purchases? (Pete Griffiths)

TS advised that car parking is part of corporate packages and as the car parking is pretty much sold out for the season there would appear to be no need to try any further packages to increase sales. Following a question about disabled parking from KH, TS will speak with the car parks manager although it was felt the issue on the Friday against Peterborough was due to another event taking place on the same evening.

12 Season ticket costs – are these likely to be reduced game by game to entice people to commit given the excellent start to the season? (Pete Griffiths)

DB confirmed that Season Tickets will be available throughout the season and the next tranche will be marketed before the Derby game on 23rd October.