

## Questions For Supporters Forum Meeting

18<sup>th</sup> April 2024

1. What is the primary reason for the closing of the A444 after the game. This is causing massive disruption to travel of tens of thousands of fans. Not just the 30,000 people attending the games but users of the Arena shopping Mall plus the general travelling public who are expecting to use one of the major roads in and out of Coventry. Can the safe passage of pedestrians across the A444 be handled in a different way? Are there any plans for an additional pedestrian bridge? (CCLSC) & CCSWSC & SBA  
[This was a planned second closure, first being earlier in the season. With the crowds getting bigger at the CBS Arena we are working closely with the CBS Arena Safety Team to review all options ahead of next season to ensure all supporters leave the stadium in a safe manner . We are reviewing all feedback received to date on road closures to come up with the best and safe solution.](#)
2. The Arena was built and received planning permission on the basis of a 'sustainable' green travel plan. The current public transport options to and from the CBS are nothing short of scandalous. What can be done working with CCC, The West Midland Major and the London Northwestern to improve the public transport options to and from the CBS going forward? (CCLSC) & LGBTQ+ members [This has been raised previously and something the club is aware of and will look into with all external parties.](#)
3. Can we please find a permanent home in the ground for large Supporters Group Flags? What about using the big white wall under the security viewing box? (Rugby Supporters) [We will raise this with the CBS Arena Operations team to see if we have any potential options. Flags are currently on the segregation either side of the away supporters as other seating areas are now in use.](#)
4. Can we look at the queuing systems inside the ground for the toilets and concession stands again, as it is still very difficult to move around on the concourse. (Rugby Supporters) & LGBTQ+ members [This will be raised with the CBS Arena operations team.](#)
5. Could mobile drinks sellers be deployed during busy periods in high traffic areas to ease queuing times before and during the game? (Rugby Supporters) [This will be raised with the CBS Arena catering team.](#)
6. Can we look again at the area for smokers from blocks 1-4. It is currently a long walk round at half time through a crowded concourse to the smoking area. Could the original area be re-opened but move the smoking area away from the door or alternatively, allow supporters to use the main entrance area alongside the Corporate Area smokers? (Rugby Supporters) & LGBTQ+ [All smoking areas will be reviewed during the close season. Reason the one in the North-West corner was moved earlier this season was to stop dispersal of smoke into the Family Zone area.](#)

7. What can the club do about fans buying tickets for the points then selling them on? (Rugby Supporters)

Fans earn points for buying tickets. If they wish to pass tickets to family/friends, Club is not able to take action unless this is sold above face value etc.

8. Can the club consider a season ticket exchange platform which will allow season ticket holders to sell their set if they cannot attend a match? (Rugby Supporters)

This is an option the club is exploring.

9. When is the wi-fi at the CBS going to be improved? (Rugby Supporters) – We are currently reviewing all infrastructure within the stadium which have an impact on the club's matches.

10. Does the Club/CBS Arena have a plan to invest in a new PA System at the Arena? (LGBTQ+ members & SBA) This is covered within questions 9, however, we have done some improvement work on the PA system and within some areas of the stadium there has been a small improvement. However, we understand the current frustration with the sound quality and something we are aware of.

11. Can the club switch from a mobile number to a short 5-digit number to make it easier to report abuse/discrimination/anti-social behaviour on match days? Also, can this be printed on match tickets and season ticket cards? (LGBTQ+ Members) – Something we can review to ensure we make this process as smooth as possible and is as visible around the stadium

12. Cannabis and cocaine use inside the stadium continues to be prevalent and users are clearly able to enter the stadium without being thoroughly searched. Is there a specific plan to combat this moving forward? (LGBTQ+ members) & CCLSC – To be raised with the CBS Safety Team. In the past the club has worked closely with the EFL in a league-wide campaign to combat drug-use at football matches.

13. After the player sales of Hamer and Gyokores and the potential income from a possible sell on fee from the latter, is Doug prepared to match any monies that we receive to put towards player transfers if we are promoted to the Premier League? (CCSWSC) & SBA

14. Do the club feel that the prices of certain lines of the clothing range are reasonable given the cost of living crisis. i.e. £100 for an adult bench coat? Can the club confirm if the sales justify the pricing? (CCSWSC)#

This is in line with pricing at other Clubs with similar standard of products. Club very happy with retail sales and continuing upward trend, plus positive feedback on range

and quality of products across lines. Retail prices are largely determined by the price that products are purchased at wholesale. Specifically the bench coat is selling very well.

15. Some fans are complaining that the atmosphere is not the same now the away fans have been effectively pushed into the corner of the stadium, obviously just people's opinion but what are CCFC's thoughts on this? (CCSWSC) The overall objective of this trial is to ensure we get as many home fans in the ground as possible and to reduce the away capacity to the required levels. The Leeds game was a fantastic example, a record crowd at the CBS Arena for a Coventry game and the atmosphere was electric. We have reviewed all options with the away end however, we have to take into consider the stadium infrastructure and external safety guidance. If we go ahead next season with the current location season card holders will have an opportunity if there would like to relocate closer to the away fans. The next phase is to look to reduce the segregation between Home & Away which again will help towards the overall atmosphere within the ground.

16. FA Cup Semi Final tickets allocation method. How is the plan determined and what sign – do the various parties involved have? Could the timings of purchase be spread more evenly to prevent the chaos that happened during the first morning? The three hours' notice was very short. I.e. Tiers of points like the away tickets sales. (CCLSC) & Diamond Club

Ticket info issues by the FA to the Club, plan decided internally for sales and sales process signed off by the FA.

17. Could the club sell blocks of tickets for Wembley to each approved Supporters Group to enable their members to sit together for the semi-final? (CCLSC) & Diamond Club

No we are not able to.

18. The seating plan with coloured dots was not clear, and not usually friendly. Are Ticketmaster the best company available to meet supporters needs? There was not a clear policy for those fans who need accompanying carers or have any form of disability when the SF tickets were announced. Consideration should also be given to those supporters who do not have high speed internet access, or none at all and may need to contact CCFC ticket office for assistance? Can the club address these concerns going forward for future ticketing events such as any play-off final etc? (Diamond Club) / SBA

Yes, they are the market leaders, no other company can handle such volume. Full information for all supporters was on our website. Fans do not need high speed internet access – ticket office was available via email. Policy of no sales in person was done to avoid queues, which caused complaints and issues for supporters and the club for previous Wembley trips. Venues around the world use TicketMaster and like ourselves these events sell-out.

19. Does the club receive any financial benefit from parking within the CBS footprint on match days? (CCLSC) – **No.**
20. For the car parks used further out like P2 next to the Novotel run by Big Parking, do the landowners and or CCFC benefit financially from this parking? -**No, CCFC does not benefit.**
21. Big Parking have already announced that parking fees will go up for next season, without saying how much, but we can subscribe now at the current rate (£230 or £10 / match). Does the club have any say on how much it costs to park, or what increase is applied? (CCLSC) – **We have a good relationship with Big Parking so we will raise the above.**
22. What's the future for these bricks, since they are attached to the Frasers real estate? Is there any on-going cleaning/maintenance/repair programme for these bricks and who pays? Have the club considered a volunteer's day to clean the bricks? (CCLSC) **There are no plans for these to be removed etc. We are working with the CBS Arena to ensure these very important areas are upkept including the memorial garden.**
23. Is there any news on season ticket prices for 2024/25 and date of release? (CCLSC & SBA)
- Fan are advised to check our website and social media for announcements**
24. Is there any feedback from the trial usage of the South Stand? (SBA) **As per above.**
25. Reading Football Club offered their supporters the chance to have their season tickets added to their Google/Apple wallets in addition to receiving physical cards. Are the club considering this going forward. (CCLSC)
- The club is exploring the possibility of digital ticketing. This will require upgrades to software systems as well as turnstile hardware upgrades.**
26. Can the club make it possible for JSB vouchers to be used and tickets purchased on-line for those living far away from Coventry? (SBA)
- The club is exploring this option.**
27. Was there a reason for dropping armed services tickets? Are there any plans to re-introduce them? (SBA)
- The club haven't dropped armed services tickets and we still currently offer this. Proof must be shown in advance of receiving this discount and this is added to the fans account.**

28. Any plans to change block availability and open them to all to aid supporting planning? (SBA)

Blocks opened on staggered basis to support matchday planning (e.g. stewarding plans, turnstiles plans, catering plans etc) and helps keep costs of matchdays more manageable. This was demonstrated recently when we opened the majority of blocks for the Preston match, these blocks didn't sell-out and fans spread themselves around.

29. Are there any plans to adjust points process for away ticket allocation? Details on ticket access at each stage and points for iFollow purchases?

Club feels that the points system is working well for away games. Club does not publish details of points levels, especially as this changes each week. This is linked to ticket purchase and through Ticketmaster system, not linked to other purchases.

30. Are there any further plans to up-grades at Ryton and any plans for Cat1 academy provision.