



## NOTES OF CPISA MEETING WITH CPFC 14:00 - 23 April 2024

### PRESENT

Sharon Lacey	CPFC	Chief Operating Officer
Nikki Gibbons	CPFC	Supporter Liaison Officer and Disability Access Officer
Sarah O'Connell	CPFC	Executive Assistant
Paul McGowan	CPFC	Head of Ticketing
Ben Collins	CPFC	Head of Security and Safety Officer
Clive Mitchell	CPFC	Health and Safety Coordinator
Foz Bowers	CPFC	Head of Merchandising
Terry Byfield	CPFC	Production Manager
Keith Powell	CPISA	Chair
Ian Weller	CPISA	Treasurer
Peter Saysell	CPISA	Vice Chair
Sue Maisey	CPISA	Secretary
Sandy Weller	CPISA	Membership and communications

### ACTION POINTS FROM THE LAST MEETING

- *Action - CPISA to forward information on Manchester United supporter to the club - CPISA confirmed the information had been forwarded.*  
**Further action: the club will check for receipt and come back to CPISA.**
- *Action - club to check with coach company about routes and parking*  
The club had spoken to the coach company. Routes are pre-planned and given to the drivers, but are subject to change due to conditions on the road. The club obtain details of coach parking and drop off/pick up points for supporters with disabilities, if parking is not close to the turnstiles.
- *Action - club to keep CPISA advised of progress on Selhurst station developments*  
Representatives from the club, Council and police have recently met with the rail management for Selhurst Station to discuss mitigating the congestion problems at the station post-matches. There is a proposal to create a back entrance to the station. However, there will have to be a feasibility assessment, and it will be costly. The Council and club are exerting pressure for the rail management to progress the position.

The suggestion that the second front entrance might be used has been rejected as there would be a loss of control of entry to the station, which might lead to the station having to be closed completely to allow passenger numbers to be controlled. A shorter term solution might be an entrance on the side by the alley, later followed by the back entrance, which would entail local consultation. The request was made for a proper explanation to advise supporters.

CPISA made the point that in the meantime the police should take action to prevent the risk of people being pushed into the road. The police and Council have taken videos of the position at the station and are pressing for a solution.

**Further Action - club to advise of further progress on Selhurst Station**

- *Action - the club to keep CPISA updated on progress with wi-fi improvements.*  
The ability to connect to wi-fi was considered a problem due to the volume of people and an IT issue. Every year each department at the club have to submit budgets for acceptance and it was possible wi-fi improvement would be included. The Head of IT would look into the issue and the club would contact Aston Villa to enquire how that club improved their wi-fi.

**Further Action - club to update on progress with wi-fi issue.**

- *Action - club to provide VAR Notifications on the Holmesdale ribbon.*  
The club are able to provide notification of VAR on the Holmesdale ribbon, but first need to discuss this with the Premier League, with a view to introducing it next season if agreed.

**Further Action - club to update on progress towards VAR notifications on Holmesdale ribbon**

- *Action - club to set up calendar of monthly events on the website*  
The possibility of producing a calendar month by month to incorporate fixture changes is still being explored, but all fixtures can be found on the website..

**Further Action - club to advise on progress with monthly event calendar**

- *Action - club to set up mini-league tables on the website*  
Mini league tables are already available for U/21s and U/18s, but the possibility of more teams are being explored.

**Further Action - club to update on whether other mini-league tables can be added.**

- *Action - club to arrange for vouchers for pre-paid programmes*  
This will be explored further over the summer.

**Further Action - club to update on vouchers for programmes**

- *Action - club to advise on stewards keeping watch on Block F (Holmesdale).*  
Stewards are keeping an eye on Block F and there is extra security. There have been no adverse reports or issues reported. The club will continue to have extra stewards and security around the block. If there are any issues, supporters are advised to use the text alert.

- *Action - club to update on handrail and space configuration.*

Structural engineers have looked at the installation of handrails in Upper Holmesdale. A handrail every four rows was considered, but the structural engineers advised this was not possible, but are looking to come up with some alternative suggestions.

**Further Action - club to update on handrail options from structural engineers**

- *Action - club to set up size guide information in shops.*  
Size guides are available online and are now available in store.

## **AGENDA ITEMS**

### **TICKETING**

**Ticket Touting** - the club had investigated following CPISA identifying websites selling tickets for Palace matches at inflated prices. The club were able to block 300 tickets for the Manchester City match and have since cancelled 150 accounts/season tickets. For the West Ham match 150 tickets were stopped and 70 accounts cancelled. There was a mix of individual and organised touting crime involved.

CPISA made the point that on one website for the Liverpool away match, tickets were on sale for the away end, prior to tickets being put on sale for Palace supporters. The club believed this was Palace supporters anticipating obtaining tickets for the match and placing them for sale in advance. Two season ticket holders were known to have sold tickets to Liverpool supporters, as the purchasers queried with Palace why they had been able to buy them.

The club aimed to stop around 100 tickets at the Newcastle match. It had also identified 4 Fulham away tickets up for sale. As the tickets sold out at 6000 points the club deduced the seller would have to be a season ticket holder.

Those found to have bought tickets for the Manchester United or Aston Villa matches from unacceptable sources would have their tickets cancelled without a refund.

There were a number of Palace season ticket holders on final warnings as regards ticket sales. A concern for the club, other than away fans in home areas, was the possibility of protesters or terrorists gaining entry. The club conceded it was an ongoing battle and that many of the selling companies were based abroad.

**Ticketmaster** – CPISA asked if there would be any review of how the change to Ticketmaster has gone. The club are pleased with the switch to Ticketmaster and believe its use has reduced touting and there has been an increase in supporters using it. It has not been without a few teething issues, but has contributed to the smoothest season ticket distribution. Most recently there were over 1200 transfers for the West Ham match from using the system. The club are willing to take on board any feedback and may conduct their own survey.

**Digital Ticketing** - this was a contentious issue for some fans. The club made it clear that every club has moved over to digital away tickets and ultimately are working towards all digital ticketing. The club have done an exercise to identify those that hold season ticket cards, but have used digital tickets for away matches. They will be expected to move over to digital ticketing.

In total there are around 2000 with season ticket cards - mainly the older/younger generations and those with disabilities. As more move over, this number will decrease. Digital ticketing will also apply to supporters with disabilities and their carers. The club, however, will continue to provide cards to those without access to digital means and will work with fans to ensure that no one is excluded from owning a season ticket through disability, capability or access to relevant technology.

**Digital information** – The club were asked whether they make money from digital information held on fans. The club confirmed they do not sell info to third parties and that fans must choose what communication they receive and from whom via the online form when they open their on line account. If the club do have permission to communicate they will send information to fans eg about forthcoming matches, club shop, corporate hospitality etc.

**Season tickets** – the number of season tickets for next season will be the same as this ie 17,250 season tickets for next season. The club had indicated there might be a reduction, but decided against it. Season ticket holders who have been no shows in this season will be contacted. There is a significant waiting list for season tickets (currently over 2,000 and growing). In the summer the club will provide information about ticket sharing and ticket transfers.

**Key worker/military discounts being discontinued** – CPISA asked for an update on this. CPFC advised that in 2017 the club had decided to stop offering the discount. There were around 50 people receiving the discount including people employed in senior positions in the military, the scheme was not specifically aimed at those on the low wages or blue light workers.

Despite the club advising the offer would cease, the club actually continued to allow it. However, last year recipients were informed the discount would cease from the following season. The people involved were not able to renew automatically and had to contact the club so all were notified. The club advised that they have to balance what initiatives they support and this was used by only a very small number of people and although they are aware that the issue was taken to the press and social media, they had only received 2 complaints, which they have been dealing with.

**Ticket Prices** - the club was thanked for freezing season ticket prices, and was asked whether this applied to the women's season tickets and ticket prices. The club said they had yet to decide on the amount for the women's season tickets, particularly with their pending promotion to the WSL. The club had also not yet decided on the cost of tickets for next season.

**Action - club to advise on the Women's season ticket and ticket prices**

**New parents** - the possibility of a 'maternity leave' break for recent mothers was raised. The club confirmed that children under 2 were not permitted in the ground without permission because of significant safety factors including being hit by stray balls and noise levels. However, in rare cases where this was agreed there was no charge for the infant. The club stated that women could retain their season tickets and use the transfer or resale process for matches they were unable to attend to offset costs and ensure that they did not lose their seat.

**Wolves match** - the tickets for the match would go on sale on Thursday 25 April. The club were taking the full allocation, as a lower amount meant location in another part of the stadium, albeit the club had never sold out their allocation for Wolves.

**Coaches** - as there was predicted rail disruption on the date of the Wolves match, CPISA enquired whether free coach travel might be provided. There were some coach availability issues as the club had sought an extra coach for use for the Foundation's bike ride to Wolves. The club however would check with other coach companies to see if they might be able to help.

**Action - club to advise whether free coach travel is possible.**

**Points needed for different stages of away ticket releases** - the gap between the top amount of loyalty points required for away matches and the next level below was considered by some fans to be too wide. The club could make the points needed closer for each stage of release, but on the flip side it might prevent people buying tickets together in the next phase and more work was needed prior to decision.

**Action - club to advise any change with away game loyalty points**

## COMMUNICATIONS

**Junior Eagles Easter Egg Hunt** - CPISA had been contacted by fans to raise that some Junior Eagles who had previously participated in the hunt were disappointed to be excluded. The club said that Junior Eagles were included in the first round of invitation and apologised if this was not as clear as it should have been. The initial stage was open to Junior Eagle members and then a second phase to season ticket holders.

**Loyalty points discrepancies in online accounts** – CPISA asked if it was possible that the two places that points are shown on fan accounts could have the same correct figure or if not could the correct figure only be visible on the website. The club were looking at the situation and confirmed that the data upload is correct but is not changing the incorrect figure shown (that is the one you see when you click on your name at the top of the home screen and look at your account info). If this can't be resolved this incorrect figure will be removed. To find the correct figure, fans should log in to their account, click on the tickets tab at the top and then the match tickets box from the options displayed. At the top of this click on the person icon and the correct loyalty points number will be here.

**Action - club to confirm when resolved**

**Microphones** – CPISA mentioned that the quality of microphones at press conferences appeared to be deteriorating again. The club advised this might be due to the length of cable, or how close the speaker holds the microphone. The club would look into the situation and ensure the participants were pre-instructed in the best way to use the microphone.

**Action - club to improve sound levels on press conferences**

## STADIUM

**Rail Seating** - the club expects to install a few more rows of rail seating. The situation is seen as a challenge because not everyone in each area will wish to stand. There may be scope for those currently near the front but who wish to stand to exchange seats with those further back but there needs to be enough options available to offer to people to facilitate any change. It was noted that people in the Arthur had began to stand more, which was a concern. The installing of rail seating could not be termed safe standing as this would also have to be installed in the away end too and this would further limit capacity.

**Action - club to continue to look at options and update on increased rail seating rows**

**Steps** - there was concern that steps in some areas of the ground were flaking at the edge creating a trip hazard. The main stand was wooden so it was difficult to undertake any repairs, but there was a covering of slip resistant paint. The club were looking to use a special resin on the steps during the summer. In the Lower Holmesdale part of a step had come away. The club would check and arrange for its repair.

**Action - club to update on repairs/safety improvements to steps**

**Safety Advisory Group** - the query was raised as to whether the part of the meeting to which supporter representation was excluded was actually highly sensitive or had become more custom and practice. The club advised that if there was anything to convey then representatives would be advised. The closed part of the meeting is used to discuss other events or proposed activities like table top exercises.

**Paying respects for RIP fans** - the request was made for the centre of the Holmesdale to carry a message when a minute's applause in respect of people who have passed away is commenced, so those in the Whitehorse Lane end can see and pay their respects. The Holmesdale LED during games is on a timed system. The club accept requests for applause, but relies on the fans, so if the applause does not start at the expected time, the club do not put up the notice. However, it was possible that with one minute applause, the operator might hit a button so the message comes up all around.

**Action - club to advise whether minute applause message is possible**

**Lower Holmesdale Toilets** - the long queues for the ladies toilets in the Lower Holmesdale was raised and the need to address the matter as previously discussed. There also a lack of hot water from the taps. The club confirmed there should be warm water. The club would check if there was a plumbing problem. The previous ideas about reconfiguring toilets would be relooked at in the summer

## MERCHANDISE

**Kits** - there will be a new kit for next season which was likely to have a new shirt sponsor.

**Action - club to advise on new kit and sponsor**

**Sales** - it was queried if rather than the end of the season sale it might be possible to have lower prices during the season. The club advised merchandise and clothing sales were growing and particularly for baby and infant goods and that there was no plan at this time to reduce prices overall as the current process of end of season sales worked well.

**Women's T Shirt** - there would be a special T shirt for the women's match on 28 April 2024 to celebrate the expected Championship title and promotion of the Palace women's side to the WSL.

**Scarf Promotion** - there was a possibility of a scarf promotion next season after the initial period for shirt sales.

**Half n half scarves** - the club gains no benefit from the sale of these scarves. Those selling them are unofficial traders. The club intend to take steps to emphasise official merchandise next season.

## ACADEMY

**Building work** – CPISA asked whether the stand is now complete. The Academy stand is now in place and the roof on. It was still a working site, but it was anticipated work would be completed this summer.

## WOMEN

**Next Season** - it was queried whether the women's team would continue to play at Sutton next season given we are likely to be promoted. The club were looking at various factors. The WSL requires a higher quality pitch, so the club would have to see if the Sutton pitch/ground can be upgraded. The club were looking at other areas and were seeking a permanent place for the Women's team. This included the old Sea Gas site at Beckenham.

**Action - club to update on arrangements for Women's matches next season and permanent home going forward**

## SELHURST PARK CENTENARY

**Arrangements** – CPISA noted that there was still little published about plans for the Centenary. The club confirmed that there were things planned and that these, when confirmed, would be publicised with information. The club had received some ideas. The delay in arrangements had been due to intervening factors.

**Action - club to update on plans for Selhurst Park Centenary**

## EVENTS

**Beer Festival Stand** - CPISA understood that other organisations would have stands at the Beer Festival and indicated that they would also like to be included. The club agreed for CPISA to have a stand too.

**Open Day** - the club was asked whether there would be a fans' open day during the summer as this was centenary year. This was possible, but the club would have to check what the players were doing. The current manager was supportive of such events. There was a good reception for the open training session.

**Actions - club to advise on prospects of an open day**

## ANY OTHER BUSINESS

**FA Cup Replays** - the club was asked for its view on the recent announcement of no more replays in the FA Cup. The club would like replays to continue, but there was pressure due to the European fixtures.

## ACTION POINTS ARISING

1. Action - club to advise of further progress on Selhurst Station
2. Action - club to update on progress with wi-fi issue
3. Action - club to advise progress towards VAR notifications on Holmesdale ribbon
4. Action - club to advise on progress with monthly event calendar
5. Action - club to update on mini-league tables.
6. Action - club to update on vouchers for programmes
7. Action - club to update on handrail suggestions from structural engineers
8. Action - club to advise on proposed feedback survey on Ticketmaster
9. Action - club to advise on the Women's season ticket and ticket prices
10. Action - club to advise whether free coach travel is possible.
11. Action - club to advise any change with loyalty points
12. Action - club to advise the decision on loyalty point entries
13. Action - club to advise on microphone improvements
14. Action - club to update on increased rail seating rows.
15. Action - club to update on repairs/safety improvements to steps
16. Action - club to advise whether minute applause message is possible on LED banner
17. Action - club to advise on new kit and sponsor
18. Action - club to update on arrangements for Women's matches next season
19. Action - club to update on plans for Selhurst Park Centenary
20. Action - club to advise on prospect of an open day