



NOTES OF CPISA MEETING WITH CPFC 14:00 – 3rd September 2024

PRESENT

Sharon Lacey	CPFC	Chief Operating Officer
Nikki Gibbons	CPFC	Supporter Liaison Officer and Disability Access Officer
Paul McGowan	CPFC	Head of Ticketing
Foz Bowers	CPFC	Head of Merchandising
Terry Byfield	CPFC	Production Manager
Matt Franks	CPFC	Marketing Manager
Keith Powell	CPISA	Chair
Ian Weller	CPISA	Treasurer
Peter Saysell	CPISA	Vice Chair
Sue Maisey	CPISA	Secretary
Sandy Weller	CPISA	Membership and communications

ACTIONS OUTSTANDING FROM PREVIOUS MEETINGS

- Selhurst Railway Station** - the situation is still with the station authorities. The club have put comments forward. The station authorities have to take action but the club cannot make them do so.
Ongoing Action: Club to advise when there is further progress on the Selhurst Station position.
- Wifi** - Wi-Fi no changes have been made as the cost is prohibitive. Some people have found it better and others not. It may vary at different games and the number in the stadium and those utilising the Wi-Fi can make a difference. 5G is still on it's way.
Ongoing Action: Club to advise when 5G available
- Handrail** - there is still no solution from the construction experts to installing handrails in the Holmesdale Upper Tier. The club reiterated its offer to anyone having mobility difficulties anywhere in the stadium, the club would look to accommodate them in a more suitable place.
Ongoing Action: CPISA to monitor fan comments and issues re this and to let people know of club's offer.
Ongoing Action: Club to continue to seek a resolution to improve safety

4. **Ticketmaster Review** – matchday feedback has been reviewed by the club and fundamentally the club are happy as this was the smoothest season ticket renewal/transition. There are some things the club would wish to improve - associated with the wallet access and possible App issues. The club are looking to introduce rotating barcodes and Bluetooth to improve security and reduce touting for digital tickets. The number of complaints received had been mainly down to the previous provider.
Ongoing Action: Club to advise when new ticketing innovations are to be introduced.
5. **Coach Travel** - the club are proposing to have free coach travel to one of the away matches. Everton had been suggested, but the quotes submitted from coach companies were too high to consider. The club will be taking the full allocation for Everton away match.
Ongoing Action: Club to notify which away match is chosen for free coach travel.
6. **PA System** - the installation of the new PA system is still planned but has not started yet, so there is no change from before.
Ongoing Action: Club to notify when the work on the new PA system starts
7. **Rail Seating** - the club are putting together proposals as to where it would work. The club are talking with authorities now but want to wait until the new stand is in place.
Ongoing Action: Club to update on rail-seating when more information is available.
8. **Selhurst Park Centenary Celebration** - T shirts will be thrown into the crowd at half time. This is being celebrated in the programmes and the new Eagle has been introduced. CPISA suggested an exhibition for the centenary and a possible centenary dinner although recognised that this might be limited in the number that could attend. The club had an idea for a 100 gifts for a 100 days. The club were open to ideas from supporters whether for matchdays or non-matchdays.
Ongoing Action: Club to update on progress with Selhurst Park Centenary Celebrations.
9. **Ticket Resale Refunds** - the club have now posted on the website the next resale refund windows which will be:
- Refund Window 1 opens from 10:00am UK time on Monday, 2nd December 2024 and closes at 10:00 am Monday, 9th December 2024
 - Refund Window 2 opens from 10:00am UK time Monday, 26th May 2025 and closes 17:00 Monday, 9th June 2025.
10. **New Main Stand Update** - there was no update, the preparatory works are still ongoing and the position remained as in the summer.
Ongoing Action: Club to update on any news on the new Main Stand.
11. **Academy and Spectators** - the Academy stand is still being built. Planning permission has been received for floodlights. When spectators will be able to attend the club will have to submit a spectator management plan to Bromley Council, for crowds over a certain limit.
Ongoing Action: Club to advise when spectators can attend the matches at the academy.

12. **Sponsorship** - CPISA will continue to work with the club around fans' views on sponsorship. There is no update on the current shirt sponsor and their contract, so the sponsorship remains in place. The same applies for the sleeve sponsor. The club stated that the current sponsor & shirt sponsor is perfectly ok and breaks no regulatory regulations in the UK. The issue remains that fans were unhappy with the choice.

Ongoing Action: Club to advise if there is any change to the sponsorship situations but in reality it seems unlikely to be any changes now.

13. **Plastic Season Tickets** - the situation around plastic season tickets was confusing, without clearly articulated eligibility criteria prior to ST renewals. Some people had been given tickets and some hadn't when their circumstances were similar and the process is feeling unfair to fans as they talk to each other. Some fans had felt pushed by the club to buy a smartphone, then received a plastic card which had annoyed them. Others had been declined or advised they should collect paper tickets which was an issue for some fans for a variety of reasons including timing and mobility issues.

The club acknowledged that it could have done things better and that there would always be a small number unable to transition. However, the club were not pushing digital ticketing just because of the Premier League's policy it is a club policy to go fully digital apart from a very small number of fans with special needs/issues. Payment for plastic cards was not an option. When the new stand was built there would be a different way of entry, which would be digital only.

The SLO will remain in contact with those unable to transition to digital and those for whom it would take longer to transition. A letter would be sent to those without a phone number or email address held by the club. Those who appealed about having a plastic card will collect printed tickets for the next game whilst the appeals are reviewed.

CPISA noted that Liverpool had introduced season ticket cards produced by the club with the person's photo on it preventing the card from being passed around, which addresses the club's security concerns. CPFC would consider this, but had experienced push back in the past about photo ID.

The point was reiterated about the need for clear criteria with plastic cards. The club advised that going forward plastic cards would be limited to the elderly (not 65 yrs old as originally introduced) and to those with disabilities, or health conditions preventing use of smart phones. Club reserves the right to ask for medical information. The club said it would write to those that have required a card with the criteria. The club understands that it may never achieve 100% digital.

Action: Club to provide clear and published eligibility criteria to explain the position around plastic season tickets to fans.

14. **Manager Forum** - the club were looking to have a forum and quiz night. Now transfer time is over the club can look at the possibilities.

Action: Club to notify any planned forum events.

15. **Holmesdale Ribbon** – despite agreement at the previous meeting there was no VAR on the ribbon at the last match. The minutes applause for the supporter also did not go on the ribbon. The club explained that there is a play list devised 5 days before a match for

advertising, which VAR messages can override, but other items would have to be added to the schedule.

With the applause the club put this up on the screen, but it was pointed out again not all can see the screen. The club would speak to ADI which deals with the working of the advertising boards, whether a person's name could be included on the advertising boards. This would have to be checked with relatives as the name would be going round the stadium and as advertising boards might appear on TV. If several people passed away it might be more difficult and a case of having to pick one. If there is more than one request for the screen it is usually someone on social media or who has done something for a long time for the club.

Another consideration was that the advertising sponsor would have bought the time. One minute in advertising terms is a long time. There are sponsors for the 90 minutes of a match and then separate sponsorship contracts for half time and extra time. There is a clear need for another screen so all would be able to see and the club had looked at a variety of possibilities in the ground, but none were suitable. It was suggested by the club this would have to wait for the new stand.

Action: Club to update and clarify what is possible as what had previously been discussed may not be viable.

NEW AGENDA ITEMS

TICKETING ISSUES

1. **Additional Ticket Points** - these were around the ground to help with matchday printed tickets. The away ticket office was at Holmesdale/Park Road end and there is a ticket reprint station at Entrance 9 (near the Information Centre) for any real time issues/paper ticket collections. It was noted that the Holmesdale office did not appear to be open. It was open but the small windows may obscure it.

Action: The club will alert stewards to additional ticket points open to assist people.

2. **Norwich match** - the information given to obtain a paper ticket was confusing. If a paper ticket was required the message was to contact the box office. However, an email to the box office resulted in a response to telephone the box office, which then resulted in an instruction to visit the box office to collect a paper ticket. The point was made by CPISA that it would have been easier for the initial announcement to advise people to go to the box office for a paper ticket from the outset.

3. **Leaflet** - a leaflet had been left on some seats but not all in the stadium at the West Ham match to do with season tickets. The leaflets were promoting season ticket +.

4. **Away Matches** - the matter of the time for advertising and time to purchase away tickets was raised again. The club have to wait on the opposing side to send details of the ticketing arrangements. The information for QPR away was expected this week. The club would have to advise if both tiers at QPR were available. The club were advised for Fulham away some seats had no view of the pitch.

Action: Club to find out which seats at Fulham were affected

COMMUNICATIONS

5. **Brentford Complaints** - the complaints from Palace supporters following their search experiences when entering Brentford's stadium were sent to the club by CPISA and have been forwarded by the club to Brentford. There is nothing CPFC can do, but hopefully Brentford would take note. The club did comment that apparently pyrotechnics were being given to children to bring into grounds so this might create a concern. The Palace stewards can attend away grounds, but cannot take an active role such as searches, but act in a customer service role and to help give a sense of calm.

Action: Club to advise if Brentford has responded to them on the complaints forwarded.

Action: CPISA will look at other action if response from Brentford is unsatisfactory

6. **Plastic Card Emails** - emails were sent to people multiple times about plastic cards and some had the wrong names. The club advised this was human error and that they had apologised to the fans affected.

7. **Programme Vouchers** - were reintroduced but ran out early. Some people that had applied were being sent postal programmes which arrived after the West Ham match. The club said the only way a physical programme would be received would be if there was a subscription. The club were content to get more vouchers but the cut off date for applications would be the match against Manchester United. There had to be 30 requests for voucher books to make it worthwhile to order more. The club will increase the number for next season

Action - Club to advise if there are further requests and if sufficient to purchase additional vouchers this season. More vouchers to be purchased for the start of next season.

8. **Technical Issues with Palace TV** - this included Manager's Press Conference on 23 August and the U/21 match against Blackburn. The Manager's Press Conference was to be held at the same time as the Blackburn match was in progress. However, there was a storm in Blackburn which affected the electrical transmission. It was so bad the transmission was pulled, unfortunately, this was too late to set up for the Manager's Press Conference elsewhere to begin at the agreed start time of 1.30pm.

For international supporters it seems that sound was only coming through one speaker. The club considered that it should be the same whether in this country or abroad as it was the same system. It was possible it might be a Wi-Fi issue. The club asked for examples about the sound.

Action: CPISA to forward examples of defective sound for international supporters.

9. **Glad All Over Telephone Music** - the club recognised the need to address the continuous Glad All Over holding music which can be very grating after a while for those telephoning in. The music side was undertaken by an outside company. It was suggested it might be possible to add some commentaries from games. The club would look to create content for the telephone.

Action: Club to address the music and find/create alternative content for their telephone holds.

10. **Congratulatory Medal Ceremony** - it was suggested that supporters should have the opportunity to congratulate the players that had gained medals over the summer. The club thought this was difficult logistically because the players were involved in warm ups etc pre match.

The club did suggest that this could be done for the Olympians and Para-Olympians in the local area. The club will look at what can be done to celebrate their success including possibly inviting them to the Fans' Zone.

Action: Club to advise on invitations to sporting medal holders.

STADIUM SAFETY

11. **Palace v West Ham** - there were safety concerns over the collapse of the pitch boundary and for the wellbeing of the ball boy in front of the board when it fell on him. The club noted that the incident was not as bad as it appeared and the ball boy involved was not injured. The boards are designed to be collapsable. The ball boy should not have been sitting there. There are now measures to ensure the ball boys are sitting in a safe place.

The incident occurred when West Ham supporters from 5 rows back ran down to the barrier after West Ham's first goal and pushed the boards forward. The first two rows of the stand were left empty to try to avoid such incidents. The incident is being reviewed by Croydon Council and the FSA.

Action: Club to advise on any outcome from reviews by Croydon Council and FSA.

12. **Missile reported** - to have come from West Ham supporters' corporate box at the Whitehorse Lane end onto the family stand below after West Ham's second goal. This was reported to stewards. The club advised that it was not a missile but a spillage. Security were deployed to the corporate boxes to oversee the position.

13. **Gate Closed** - there was only one gate open after the West Ham game at entrance 8 in the Whitehorse Lane, which risked causing congestion if people had not left early. The double gate had been closed in relation to a medical emergency, but both gates should have been open. It was only a few minutes that the one gate was not open.

14. **Exit gate at top of steps in Arthur Wait** – this has also remained closed at the end of matches and is causing a bottleneck on the stairs.

Action: Club to look into why this has happened

15. **Police Presence** - police were seen walking through the Lower Holmesdale stand. The police were permitted to use the stadium facilities, but were not being deployed within the stadium. The police do not consider Palace require a police presence in the stadium.

CATERING

16. **Food** - the food options for children, especially in the family stand were raised. The Club offer chicken and chips and nuggets and have introduced Oasis non-fizzy drinks. For the WSL the club will introduce popcorn as an option to crisps.

17. **Pies** - the query was raised as to why the club changed from Goddard to Pukka pies. The club review pies at the end of each season, and looked and tested a whole range of pies, including blind testing. The Pukka pies came through best. It was recognised people had preferences including for the filling and the pastries. A CPISA representative reported purchasing a Pukka pie that lacked any meat. The club would contact Pukka about their product.

Action - Club to update on Pukka pie's response and any further checks on the product.

18. **Food Packaging** - the club was asked about what it was doing to improve sustainability, such as the use of biodegradable containers and compostable cups. The club currently have to look to use recycled plastic due to their waste stream provider. The club have explored the requirements of various waste stream providers, but all have something that is limiting or restrictive. An issue is once the packaging is soiled it is no longer sustainable. If there was a compostable waste stream then cups would have to be placed in the correct bins. Any misplaced item would contaminate all. Some paper cups that have been checked for sustainability have leaked after a time.

The club are keen to focus on the quality of food for supporters, so burgers are wrapped in foil to ensure they remain hot. At present the food preparation facilities might be better. Food for the away section has to be prepared in the White Horse end. The club are planning new retail outlets and are going to have food preparation located in the Holmesdale.

Action: Club to continue to look for sustainable innovations and will update.

ACADEMY

19. **Academy Founders** - when donating were given to understand there would be an invitation to tour the Academy, a Founders' Wall with donators' names and founders' badges. The Academy tours will be re-started following completion of the site. Similarly the Founders' Wall will be established when the Academy is complete. The club have identified a possible place for it at the Academy. The badges have all been distributed to the founder donors.

Action: Club to advise when Academy tours are to re-start.

20. **Match Cancellation** - the U/21 match against Fulham on 16 August 2024 was cancelled after people waiting over an hour for the match to start. The match was cancelled as there was no ambulance present. The club attempted to obtain an ambulance service for the evening but without success, the usual ambulance service would not have been available until later.

Ambulances are usually booked by the academy staff and the club doctor was upset by the situation and will be taking responsibility for ensuring the service in future. The

referee had held on but eventually gave a time limit of 30 minutes before calling the match off. It was decided to cancel and this was communicated over the PA system. The cancellation was noted on the website.

WOMEN'S GAME

21. **Season Tickets** - There were 312 Women's team season ticket holders. The club were now working to attract those not already attached to Crystal Palace.
22. **Use of Season Tickets at Selhurst Park** - queried whether Women's season tickets would be usable at Selhurst Park when matches were played there. Season ticket holders would be given 24 hours priority to book seats at Selhurst Park, although this would not prevent them booking after that time.
23. **Communication** - the club was asked about what was being done to better promote the women's game. The club were contacting those that were free members, and undertaking more work in the community. The club were also encouraging those that had attended a previous game eg Watford to attend regularly. The club were also working with the Foundation to gain support.
Action - club to update on success in attracting more supporters to the women's game
24. **Sutton Facilities** - the club were asked what improvements had been made before the start of the WSL season. The pitch had been improved and a new gantry set up for the media. There was general tidying up, getting rid of some of the vegetation and improvements to the Fans' Zone. The signage had also been improved. It was conceded the toilet facilities were not the best but it was not CPFC's ground and these might have to be improved in time. It was also noted that transport links were not great.
25. **Merchandise** - the Women's team have home and away shirts with TEN as the sponsor. The club will look to widen retail opportunities. There is a new marketing executive, who will help cover all the women's marketing and promotion/retail opportunities.
Action: Club to update on wider retail opportunities for the women's teams.
26. **Mascot Package** - a Women's Mascot Package would be launched similar to that of the men's package with tickets, kit, photo and accompanying the team on to the pitch.

CPISA/FAB

27. The club raised the overlap of the work undertaken by FAB and CPISA. At the moment both were raising similar issues in their meetings with the club. The club suggested that FAB should be concentrating on strategic and high level issues and that CPISA could feed into this via their rep on FAB. A meeting between CPISA and FAB representatives was encouraged and the club were advised that contact had already been made to arrange a suitable meeting. CPISA remain an independent fan association and will need to consider how best to represent their members.

ACTION POINTS

Ongoing actions

- Ongoing Action: Club to advise when there is further progress on the Selhurst Station position.
- Ongoing Action: Club to advise when 5G available
- Ongoing Action: CPISA to monitor fan comments and issues re this and to let people know of club's offer.
- Ongoing Action: Club to continue to seek a resolution to improve safety
- Ongoing Action: Club to advise when new ticketing innovations are to be introduced.
- Ongoing Action: Club to notify which away match is chosen for free coach travel.
- Ongoing Action: Club to notify when the work on the new PA system starts
- Ongoing Action: Club to update on rail-seating when more information is available.
- Ongoing Action: Club to update on progress with Selhurst Park Centenary Celebrations.
- Ongoing Action: Club to update on any information on the New Main Stand.
- Ongoing Action: Club to advise when spectators can attend the matches at the academy.
- Ongoing Action: Club to advise if there is any change to the sponsorship situations but in reality it seems unlikely to be any changes now.

New actions arising

- Action: Club to provide clear and published eligibility criteria to explain the position around plastic season tickets to fans.
- Action: Club to notify any planned forum events.
- Action: Club to update and clarify what is possible as what had previously been discussed may not be viable.
- Action: Club will alert stewards to additional ticket points being open to assist people.
- Action: Club to find out which seats at Fulham were affected for the future
- Action: Club to advise when if Brentford has responded to them on the complaints
- Action: CPISA will look at other action if response from Brentford is unsatisfactory
Action: Club to advise if they get further requests and if sufficient to purchase more vouchers this season. More vouchers to be purchased for the start of next season.
- Action: CPISA to forward examples of defective sound for international supporters.
- Action: Club to address the music and find/create alternative content for their telephone holds.
- Action: Club to advise on invitations to sporting medal holders.
- Action: Club to advise on any outcome from reviews by Croydon Council and FSA.
- Action: Club to update on Pukka pie's response and any further checks on the product
- Action: Club to continue to look for sustainable innovations and will update.
- Action: Club to advise when Academy tours are to re-start.
- Action: Club to update on success in attracting more supporters to the Women's game.
- Action: Club to update on wider retail opportunities for the women's teams.