



NOTES OF CPISA MEETING WITH CPFC 14:00 – 9 July 2024

PRESENT

Sharon Lacey	CPFC	Chief Operating Officer
Nikki Gibbons	CPFC	Supporter Liaison Officer and Disability Access Officer
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
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 FEBRUARY AND APRIL MEETINGS

1. **Selhurst Railway Station** - At present there is no real progress in solving the congestion issue at the station. The club are in conversation with the railway authorities over this issue, but the railway authorities are seeking significant financial support from the club for survey work and any recommendations suggested. The club do not really feel it is their responsibility to get involved financially but are willing to assist in other ways.
Ongoing Action: club to update on progress with discussions and solutions for congestion at Selhurst Railway Station.
2. **Wi-fi** - improvements have been made to wi-fi around the ground and 5G is expected to be coming soon.
Ongoing Action: CPISA will monitor if the issue is resolved for fans
3. **VAR on Holmesdale Ribbon** - the club will be showing information re VAR on the Holmesdale LED ribbon for VAR checks, as shown on the main screen, so more supporters have sight of what is happening. **Action closed**

4. **Monthly Calendar** - a monthly calendar of fixtures/events will be introduced on the website from August 2024. **Action closed**

5. **Handrails** - Construction engineers have been looking at ways to install handrails in the Holmesdale Upper Tier, but there is a problem with the width of the stairs, and they have yet to find a solution, but will continue to consider the issue. Any supporter in the Holmesdale Upper Tier who has concerns about their safety on the stairs and who wishes to move location can contact the club to arrange an alternative seat.
Ongoing Action: club to update on the construction engineers' considerations for handrails on the Holmesdale Upper Tier.

6. **Match programme vouchers on line:** this has now been implemented. **Action closed**

7. **Ticketmaster Feedback Survey-** the Box Office manager is compiling a survey to review Ticketmaster. The Ticketmaster ticketing template is good but quite rigid, being the same for all clubs that use their digital platform, so difficult to raise questions about its use and around finding information on ticket transfers etc. For those supporters purchasing online the club will add some questions and seek any suggestions or recommendations. The club have found Ticketmaster better than the previous ticket provider with a smooth season ticket renewal and resale facility. The club are also the first club to be able to provide Ticketmaster sales through apple and google wallets.
Ongoing Action: club to update on Ticketmaster review.

8. **Free Coach travel to an away fixture** - the club will continue to adhere to the policy of a free coach trip. Coach travel however is difficult and expensive due to the costs which includes the requirement for a second driver. The club recently approached several coach companies about their services and prices, and Clarkes was the best, although the club consider the company may need to improve their services going forwards.
Ongoing action: match to be identified for the coming season for free travel. Some ideas were discussed and the club will update

9. **Loyalty Points** - the club have decided that loyalty point arrangements will remain the same for the coming season.
Ongoing Action: the club agreed they would consult CPISA and FAB around ideas and changes to loyalty points in the future when changes are nearer to happening

10. **Stadium Public Address System-** The PA System is being replaced and will be significantly improved. The club have identified the contractor and are looking to have a new improved system for the new season. This may not be right at start of season but will happen during. We have been told it will be fantastic!
Ongoing Action: CPISA will monitor fan experience

11. **Rail seating** - The club have been in further discussion about rail seating but in order to implement alternative seating is firstly required for those not wishing to stand at matches. The club are working on what can be done. **Ongoing Action:** club to update on rail seating position in due course

- 12. Repair/Safety Improvements to Steps** – a hard wearing, non-slip resin bond has been applied to all steps (apart from Main Stand) to improve their safety and visibility. This is a far more expensive investment than annual painting, however, this should last for several years, making it good value for money. **Action closed:**
- 13. Minutes Applause Message on LED banner** - the club advised that a message signifying a minute's applause could be flagged up on the LED banner. **Action closed**
- 14. Selhurst Park Centenary** – The Centenary will be a year of celebration and started with the Beer Festival. The club will make announcements through the year on events and happenings. Asked whether supporters might be involved the club advised that stories had already be sent through and the club were happy to receive stories and welcomed any other plans and suggestions that fans might have. **Action** - Club happy to receive any ideas from supporters and to advise on updates for the Selhurst Park Centenary celebrations.
- 15. Open Day** - the club expect to hold an open training session on 8 August 2024 -and may add some pizzazz to the occasion. The invitation to the training session, will first go out to children - members, then schools. **Action** - club to update on Open Day shortly. **Action closed since meeting**

NEW AGENDA ITEMS

CPISA raised the following issues

- 1. Toilets for Fan Zone:** Toilets are not available for the Fan Zone currently. The club noted that supporters can use the toilets in Sainsbury Supermarket. If supporters with disabilities and families require facilities, then the club will allow access to the Glaziers. Asked if in the future an outside toilet might be considered, the club advised that with the new stand development it was unknown whether a Fan Zone would continue, but if it did toilet facilities would be considered.
- 2. Difficulty hearing on pitch interviews/announcements:** the new PA Sound System to be installed will be like that at Wembley - the club say this will be best in the Premier League! Action already noted from above
- 3. Resale Refunds** - ticket resale refunds from last season are still an issue. The club advised that an email was sent to all with an outstanding balance on 11 June 2024 including step by step instructions which included a timed window to claim, this was extended. Around £50,000 was claimed with about £20,000 unclaimed. The next open window will be just before Christmas.

Supporters that did not receive email notification of previous window can check their email address is current via their on line account or get in touch with the club.

Action: the club to advise exact date of the next Ticket Resale Refunds

- 4. Main Stand Development** - Supporters were asking what would happen during the main stand development. The club advised that when the building starts the seating would remain the same, but some lounges would go, including the Stanley Stephenson. The club would advise on any alternative arrangements if this was possible. Enabling work, like tanking in the Holmesdale stand, converting Crystals Nightclub into offices for the commercial and operations team have already started and will continue.

Works on site won't be visible until next summer, but business in the meantime would be as normal. The car park was not available for public use, and parking would be affected for commercial plant and staff vehicles.

Action: club to regularly update on Main Stand Developments.

- 5. Away Tickets Sales:** CPISA raised having consistent times for the sale of away tickets, for full allocations to be requested, and for the allocations to allow for a seating section for those wishing to sit and not stand. Procuring tickets from clubs in reasonable time depends on the away side. The club have emailed Leicester, Southampton and Ipswich weeks ago, but they are taking time to set up and as yet the club are waiting to receive responses from them.

There may be changes to concession prices for away tickets based on changes made at individual clubs but the basic adult £30 ticket remains

- 6. Brentford away:** seating is the same for this season, but concession prices have changed. The club will be setting up for Brentford away sales but wish to get home and friendly ticket sales covered beforehand.

- 7. Everton away:** as this would be the last away match at Goodison Park, it was suggested by CPISA that the full allocation be taken and that this might be a suitable occasion for free coach travel to the match, The club were open to considering free coach travel.

Action: club to confirm if this is possible

- 8. Sitting at away matches:** For those supporters who wish to sit at away games the club agreed that the first few rows of away seating can be designated for that purpose, Tickets would have to be purchased via the box office but there would be no guarantee as it is the responsibility of stewards at the away ground to monitor.

Action: Club to allocate seated away tickets and let fans know how to purchase.

Action closed post meeting

- 9. Palace Academy:** the stand is now in place and planning permission has been given for floodlights to be installed, however, there is build over work required which may cause delays. The stand holds 499 people, but for facilitating over 150 spectators the club have to seek an event agreement from Bromley Council. A specific event management plan will be drawn up by the club to submit to the Council. Therefore, as yet spectators are not able to attend matches at the Academy.

Action - club to update on the Academy and position for spectators.

- 10. Away Season Tickets:** there will be 300 away season tickets for season 24-25 (same as usual) they are currently on offer to existing away season ticket holders

that qualify. Those who did not attend enough matches last season have lost their away season tickets for this following season. Existing holders' application time expires 10th July after which applications will open to the waiting list.

- 11. Women's Team Season Tickets** - information on season ticket pricing for the Women's matches have been announced. However, there was no allowance for senior concessions as there was a reduced purchase price for fans who have first team season tickets and a reduce price for children. The club considered the amount charged did not warrant a further concession price. The club has offered direct debit payments over 6 months to help with costs.
- 12. New Shirt Sponsors** - CPISA reiterated how unhappy a great many Palace fans are with the choice of sponsor that has been chosen for the next 2 years. The club listened to the issues which included the negative associations of going back to a gambling company when the club had left that behind with the previous sponsor and issues with that company.
Action: CPISA will continue to work with the club to ensure fan opinion is taken into consideration.
- 13. Season Ticket Plastic Cards:** in total there are 17250 season tickets the same as last year. There had been 1834 applications for plastic tickets this season 24-25 down from over 2,000 the previous season. 358 of these had made use of digital away tickets, so these people will not receive a plastic card for the coming season. Applications for plastic cards have now closed. However, the club will make any reasonable adjustments for senior or vulnerable supporters. The club hope to shortly notify all who have been successful in applying for a card.
Action: Club to confirm all have been contacted
- 14. Premier League stance on plastic tickets:** The club told us that the Premier League are bringing in a rule for 2026/27 which requires clubs to be 70% digital, not including PDFs. This was agreed at the Premier Leagues last shareholders meeting. The club therefore is looking to gradually reduce card holding and move to being fully digital. Examples of other clubs W. Ham have 45,000 season tickets and only 500 plastic, Liverpool even less.
- 15. Plastic Season ticket Card Collectors:** the club was asked with the demise of the plastic card, could the club produce a form of replacement each season for those with plastic card collections to continue their collections. It was considered that a certain number would have to be ordered and the likely demand would not justify the cost.
- 16. Forum with the Manager:** it was previously mentioned that Oliver Glasner was keen on fan engagement such as this and also having open training sessions. The club was keen to have events for juniors and was considering holding a quiz night
Action: the club to provide an update re Manager forum event and other club promoted events for supporters.
- 17. Boxing at Selhurst Park:** A number of comments had been received about poor bar service, drinks not being fully available, and a 10% booking fee. Initial sales for the event did not go well, until the organisers pressed the promotion. The food and beverages on the day were provided by the club. The amount of beer ordered, and

the timings were different from the usual situation at matches and the club noted that they were probably not fully geared up to provide refreshments in the various areas. The club acknowledged that it had been a learning situation for the club and that staff would probably have to be retrained for such events in the future.

18. Gold Membership Junior Shirt: a question was raised about the time delay in Junior Gold Members being able to obtain their free shirt. The club view the Gold Membership as very good value. The club considered that last year's shirts should have been available in August.

The Junior Gold Membership for this year would be on sale from 10 July 2024. Goodie bags are obtained from China and this year the bags have been received and are ready for distribution. A shirt voucher is included as part of the Junior Gold Membership package and shirts are in stock to exchange for the vouchers, so there should be no reason for delay.

19. Gold Membership Gap: there was a gap between Gold Membership for one season and the launch for the following season resulting in a loss of discount privileges during the time gap. A request was made that the Membership should be for a year from 1 July to 30 June the following year. The clubs budget year starts in June and this year the Gold Membership launch would be in July. The club noted that launch times would have to vary from year to year.

20. Pre-Season Matches: - the point was raised that some pre-season matches were either being played behind closed doors or on tour in America, precluding the opportunity for supporters to attend and watch. The club noted that these matches were now available to watch on Palace TV in the main.

21. Centenary Watches - a query was raised as to the availability of centenary watches. The watches were a very limited online offer of around 300 watches, all of which were sold, so there were none now available.

22. Ground improvements: the club outlined the numerous improvements that had been made across the stadium, training ground and Academy. Together with the many problems and issues discovered and encountered, and financial costs entailed which this year are over £3m.

CPISA suggested that the club should produce an article providing information about the improvements made, along with the difficulties and problems so supporters have a better understanding of what is happening behind the scenes. The club agreed this was a good idea and would publish information covering the improvements and issues for supporters.

Action: club to produce an article on improvements, upgrades and related difficulties to the stadium and training facilities.

23. Stall at Beer Festival - CPISA thanked the club for providing a stall for CPISA at the Beer Festival. It enabled us to meet and talk to many supporters about CPISA's work and support provided to fans.

Action Points for Next Meeting

1. Action - club to update on progress with discussions and solutions for congestion at Selhurst Railway Station.
2. Action - CPISA will monitor to check if wifi the issue is resolved for fans
3. Action - club to update on the construction engineer's considerations for handrails on the Holmesdale Upper Tier.
4. Action - club to update on Ticketmaster review.
5. Action- match to be identified for the coming season for free coach travel. Some ideas were discussed and the club will update
6. Action- the club agreed they would consult CPISA and FAB around ideas and changes to loyalty points in the future when changes are nearer to happening
7. Action - CPISA will monitor fan experience
8. Action - club to update on rail seating position
9. Action - club to advise on updates for the Selhurst Park Centenary celebrations.
10. Action - club to advise exact date of the next Ticket Resale Refunds.
11. Action - club to update on Main Stand Developments.
12. Action - club to confirm if Everton is a suitable match for free coach travel
13. Action - club to update on the Academy and position for spectators.
14. Action - CPISA will continue to work with the club to ensure fan opinion is taken into consideration.
15. Action - Club to confirm all have been contacted
16. Action - the club to provide an update re Manager forum event and other club promoted events for supporters.
17. Action - club to produce an article on improvements and related difficulties to the stadium and training facilities.