



NOTES OF CPISA MEETING WITH CPFC 6 FEBRUARY 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
Steph Pavesi	CPFC	Public Catering Operations Manager
Foz Bowers	CPFC	Head of Merchandising
Matt Franks	CPFC	
Keith Powell	CPISA	Chair
Ian Weller	CPISA	Treasurer
Peter Saysell	CPISA	Vice Chair
Sue Maisey	CPISA	Secretary
Sandy Weller	CPISA	Membership and communications

TICKETING

Resale Scheme – CPISA feedback that there is a lack of trust in the scheme and a belief that tickets are going to away supporters rather than to Palace fans. CPFC confirmed that resale tickets can only be sold to people who are club members or have a purchasing history as a Palace supporter. Whilst it is against the terms and conditions of issue the club cannot stop people giving tickets to friends or neighbours. However, when identified that the tickets have ended up with away fans, the club have taken action including taking season tickets away from the season ticket holders who are responsible for what happens to their tickets.

Those who give/sell tickets to another need to ensure the ticket is not going to an away supporter and to take that responsibility. If the resale scheme is used and the tickets should fall into the hands of away supporters it is the club's responsibility.

At each match there are around 2000 no shows. This is apparent with the empty seats in the Holmesdale Upper Tier, but the club cannot sell their seats. The use of the resale scheme would help to address the empty seats and make more tickets available to other fans as well as giving season ticket holders money back which could offset the cost of their future season tickets.

It was noted that the rate at which some tickets sell for matches was not normal and suggested that some members were touts. Touting is an issue and it is getting more difficult

to track. The club is aware that there is buying through social media and people are currently using screenshots, however this is being looked at. Any concerns about away supporters present in home areas should be reported to the control centre if possible with seat and row details to enable the situation to be addressed.

CPISA feedback information provided to them by a season ticket holder relating to an incident of them using the club resale scheme and their ticket going to a Manchester United supporter would be gained and forwarded to the club.

Action - CPISA to contact the person reporting this and forward seat information to the club

Season Ticket Waiting List – CPFC advised that there are around 2000 on the waiting list. The season ticket allocation for this year was sold out and a half year season ticket has not been offered this year. It is possible that the allocation for next season's season tickets will have to be reduced to allow for more ticket sales.

Season Tickets – CPISA queried whether season ticket prices for next season had been decided. This has been considered but not yet determined. Early bird season tickets would be available along with various options to enable payment as in previous seasons.

Away Tickets – CPISA asked about away tickets being forwarded so close to the match as with Brighton away tickets. Brighton tickets were still being sold. The current mechanism for checking and sending tickets meant that this was done as one transaction to prevent any mistakes with the tickets sent out. The club were looking at a new way of undertaking the process, and are working with Fortress to achieve this.

Allocations – CPFC confirmed full allocations had been taken for Nottingham Forest and for Spurs, but not for Everton. The Liverpool match was likely to be moved to a Sunday or Monday evening. Liverpool were usually flexible on handbacks but this would mean sticking ticket sales section by section.

Travel Refund – CPISA advised that broadcasters moving matches was an issue for overseas season ticket holders. CPISA fed back a comment from a fan living abroad that Ryan Air's policy on refunds was that these were not given unless the flight itself was cancelled. It was queried whether the club would be willing to cover refunds. The club suggested that it was possible to purchase refundable Ryan Air tickets and were not in a position to meet air travel refunds.

Compensation - the question was raised again by CPISA re the Premier League (PL) and broadcasters addressing the impact on supporters of fixture changes and devising a compensation scheme for those financially disadvantaged. It was recognised that supporters might be able to get refunds from clubs, hotels and rail services, but this was not always possible for everyone. The club was also affected in its arrangements for matches with such changes, but was unable to do anything. It was noted the PL had recently given a donation to the police. This was advised as a thank you for their work outside of grounds. The point was made though that fans were important to clubs and to the PL commercial deals.

Coaches – CPISA noted that fans had reported that on several occasions the travel coaches have arrived at their destination in good time but spent 30 - 50 minutes trying to find a parking space providing limited time to gain refreshments before kick off and that the away ground was not always expecting the coaches. It was queried whether destination clubs were

aware and expecting the travelling coaches. The coaches try to get to the destination two hours before kick off. Coach 1 is always the coach with supporters with disabilities and mobility challenges. The destination club are notified that the coaches are coming and the coaches should know the route and where to park. The club will check with the coach company about these matters.

Action - club to check with coach company about routes and parking

Selhurst Rail Station issues – the Selhurst Station entrance by the railway club was removed when the lifts were installed, which was understood to be a temporary measure, leaving just one main entrance. This has caused a hold up of people in the alleyway, so making it impossible for anyone reaching Platform 4 in time to catch the early special train to Victoria. The closure had turned out not to be temporary measure. The situation at Selhurst Station has been raised at the Safety Advisory Group and the station, club and police are in discussions about finding a solution and are looking at possibly creating an entrance at the back of the station. This however will take time and financial resources.

Action - club to keep CPISA advised of progress on Selhurst Station developments

COMMUNICATIONS

Wi-fi – CPISA advised the club that the poor wi-fi prevented people in the Lower Holmesdale getting 3G and 4G mobile signals and meant they could not be contacted in an emergency during the match. It also precluded texting the alert number to report any crowd issues. The wi-fi worked when there were a low number in the stadium, but was not capable of covering 20,000 as it was unable to take the load. There was a new head of technology who would be looking at the issue. A change in the system was required to manage the load - this would be a big project. This included seeing how other clubs were covering wi-fi.

Action - the club to keep CPISA updated on progress with wi-fi improvements.

Loyalty points – CPISA feedback that there was some discontent with the reintroduction of loyalty points on food and drink, the fact that not everyone was aware of the reinstatement, and that it was only open to those with season tickets on their phones.

Discussions on loyalty points were ongoing at the club and the current reinstatement is currently only being trialled, to see what might be possible and has not yet been rolled out. The loyalty points are currently only redeemed for away travel, but the only away match where sales were restricted to loyalty points was for the Luton match.

The club were aware that loyalty points for some had accumulated over many years and that this might prevent some newer fans getting opportunities for away games. The club are looking to refresh the loyalty points scheme and want to look at other rewards being available to fans apart from just away games.

VAR Notification – CPISA queried whether the VAR messages could be put on the hoardings for those unable to see the screen. Use of the hoardings was complicated due to commercial partnerships. However there might be scope to use the ribbons on the Holmesdale which could possibly be used for goals too. The club would look at the feasibility.

The club were keen to have another screen, but the location was a problem - on top of the Arthur Wait was difficult as it could not be seen by all of the main stand. On top of the former

Sky Box was not possible - below it had been tried but did not work. It was considered that 2 locations should be identified and to see how they worked on match days.

Action - club to investigate the provision of VAR Notifications on the Holmesdale ribbons

Calendar of Events – CPISA asked whether a calendar of fixtures and events for first team, Academy/U21s and women could be provided on the website for ease of reference. It was thought this might become long if it was for the season, however, the club suggested that a monthly calendar could be set up.

Action - club to set up calendar of monthly events on the website.

International Page - this appeared to have disappeared from the website. This was removed as it was not performing well. There is a new page for hospitality of international groups.

Mini-leagues - the Women, U/18s and U/21s were all involved in competitions with mini-leagues. CPISA asked whether the leagues might be shown on the website to make it clearer what was required for qualifying. The club noted such matters were in write ups about matches, but the club could provide league tables

Action - club to set up mini-league tables on the website

Telephone Transfer System – raised by CPISA at our last meeting - the loop system with calls if unanswered were going from the switchboard to the Academy and if not picked up to the box office, had been rectified so calls were no longer received in the box office.

Programmes - the programmes were arriving late from the printers and sent out by royal mail. The deliveries were ad hoc, so were usually not received prior to matches. The shop were willing to have vouchers so people could collect their programmes.

Action - club to contact the people affected to arrange for vouchers for pre-paid programmes.

Selhurst Park Centenary – CPISA asked if there was any information the club can provide about preparations for the Centenary and how supporters can be involved and participate. The club needed to plan and put ideas into place. The club was thinking big, but wished to make sure it was possible before any announcements.

STADIUM

Standing – CPISA communicated an issue raised with them by a fan in the Lower Holmesdale. Fans in blocks D and E stand and those in F and G stand intermittently during a match. A number in Block F would prefer to stand. At the back of Block F people stand but there are those who wish to sit near the back, but are not open to swapping with those wishing to stand in front - which is causing some friction. The club were aware that half of Block F stand. The club will arrange for stewards to monitor the situation. When the new stand is built those wishing to sit would be able to do so safely.

Action - club to advise stewards to monitor Block F

Light Shows - CPISA let the club know there had been some comments from fans about holding light shows. The light and pyro shows were held on night matches for only 2.5 minutes. However, the LED show was not well supported by the poor PA system. The club would probably continue the displays on televised evening matches.

Advertising Boards – CPISA advised there had been complaints about the bright and flashing advertising boards, especially at the top of the stands. The club had not received any complaints about the boards. The club had consulted about the health risk of the flashing and had been advised there was minimal risk.

New Stand - the club was asked whether a contract had been tendered/settled for the construction of the stand. The survey and legal work is still in progress but things are still on track at present

Handrails and Toilets - from our last meeting when the installation of handrails and reconfiguration of space for toilets in the Holmesdale Stand were raised by CPISA, both are still being looked into.

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

Rail-seating - there was no update on the installation of further rail -seating in the Lower Holmesdale stand.

Stewards - stewards were still reported to be blocking the entrance/exits. The stewards had been told not to stand on stairs and briefed on match days about not creating blockages.

MERCHANDISE

New Merchandise - any new items of merchandise are shown on the website and go into shops for sale. There are concerns about delays in the delivery of merchandise due to shipping having to travel around Africa due to the problems in the Red Sea. It was likely to cause inventory issues down the line.

Size Guide - at the last meeting it was noted a size guide related to the different producers was available on the website. It was asked whether it was possible to display this in the shops. This was possible. The staff currently have lanyards with the information.

Action - club to set up size guide information in shops.

Action Points

Action - CPISA to contact fan reporting resale ticket going to Man U supporter and let club know seat details

Action - club to check with coach company about routes and parking

Action - club to keep CPISA advised of progress on Selhurst Station developments

Action - the club to keep CPISA updated on progress with wi-fi improvements.

Action - club to provide VAR Notifications on the Holmesdale ribbon

Action - club to set up calendar of monthly events on the website

Action - club to set up mini-league tables on the website

Action - club to arrange for vouchers for pre-paid programmes.

Action - club to advise stewards to keep watch on Block F

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

Action - club to set up size guide information in shops.