

TGFC Meeting Minutes

Present: S Tovey, B Dewing, S King, D Vass, K Ryan, H Benfield, M Catlin, J Moore, S Colebrook, P House, T Needham, J Brindley, R Gregory, G Price, A Mitchell, S Green/Tony, P Wilkins, G Raggett, B Thompson, I Marshall, C Hollier,

Apologises: J Cannings, S Cornell-Davies, M Fulcher, L Webb-Brown

1	Meeting Opened 11.am Saturday 28 September 2019	
2	<p><u>Q&A with Mark Catlin:</u></p> <p>Any issues arising (Soton FC): The following issues were discussed:</p> <p>A) Lack of stewards & directions to North Stand not displayed well enough? <i>MC advised wasn't aware of any issues but would raise internally.</i></p> <p>B) SFC Coaches facing the wrong way to exit the city post-game? <i>(it was suggested that ideally the coaches need to be facing the other way to allow them to exit safely).</i> <i>MC advised wasn't aware of any issues but would raise internally.</i></p> <p>C) Damage to seats in the Milton End caused by SFC fans, is the club sending the bill to SFC for the damage? <i>MC explained that he has made SFC aware of damage, but PFC fans had caused damage at previous youth team fixture at SFC and didn't pay for that.</i></p> <p>D) Why the Police did not use the Bubble for the away fans? <i>Explanation given around it being a Tuesday fixture and difficult for police to manage as many SFC fans were travelling directly from work to the game., MC praised PFC fans and was thankful there was no serious injuries/large scale arrests.</i></p> <p>E) Stolen wheelchair? <i>(this has now been returned)</i></p> <p>F) Disabled Fans: <i>(Basher said there was some banter between fans however no major issues)</i></p> <p>Mark formally thanked everyone and stated that overall , off the pitch, the day was a relative success and everyone handled the game as well as can be expected with minimal disorder for such a high profile and potentially volatile fixture.</p>	<p>Send emails to Johnny with any issues arising</p> <p>On-going</p>

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<p>Ground Update:</p> <p>Mark spoke about the potential planning for the refurbishment at the Milton End. He advised internally that the plans are completed and planning permission is now the next stage of the process. However, MC explained the club are in discussions with Portsmouth City Council for support with uplifting the surrounding areas (mainly sustainable travel into the Fratton area), and this was now key for any future works progressing. Mark suggested we Google the recent Forbes article from Michael Eisner when he built Disney Paris to illustrate just how important a travel network is to the success of any development.</p> <p>Squad Update/Injuries:</p> <p>Brynn Morris is waiting for an operation on his Groin. Oli Hawkins is out for 4 to 6 weeks with torn muscle. Jack Whatmough slight set back with knee injury. Lee Brown is progressing and should be back for the Doncaster Game. Marcus Harness is available for today's game.</p> <p>Disabled Lift/Luckett's Coaches:</p> <p>Issues discussed whereas the Luckett's Coach Drivers were not trained or aware of how to use the coach lift or find the safety straps. Also drivers have been parking the coaches on gravel leading to problems with manoeuvring the wheelchairs.</p> <p>It was explained the drivers are going to be interviewed by Luckett's and Johnny Moore will be attending a meeting with Luckett's in the near future.</p> <p>Date of Rotherham Match:</p> <p>The club did arrange for the game to go ahead in November however Rotherham declined this date due to their fixtures, this is a work in progress.</p>	<p>On-going</p> <p>JM to attend meeting when date arranged</p> <p>TBA</p> <p>No further actions</p>
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	<p>Car Parking Changes:</p> <p>Barriers were put in place in the car parking areas this year, and the feedback has been very positive.</p>	
3	<p><u>Refund/Credit for the Bury Match:</u></p> <p>Due to the sad fate of the Bury Football Club there was a discussion around the options for refunding season ticket holders, this included Hospitality and the Car Parking season tickets holders.</p> <p>There were options discussed for either a credit to put towards a cup game or credit/voucher to spend in the Pompey Shop.</p> <p>This was put to a vote and everyone was in favour of these options.</p>	On-going
4	<p><u>Introduction of no bags and the Fast Food Policy reviewed:</u></p> <p>There was a discussion on the introduction of no bags over the A4 size being brought into the ground.</p> <p>It was explained that most venues including concerts and football games do not allow any kind of bags into the venues.</p> <p>It was suggested this will be introduced slowly with a view to eventually having a no bag policy.</p> <p>There was a discussion about fans bringing fast food into the ground and the cost of the clean up afterwards which is expensive.</p> <p>Again this will be a slow work in progress to get the message out to the fans and there will be exceptions for people with dietary requirements..</p>	On-going

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<p>5</p>	<p><u>Kit Sales/ Kit Colours 2020/21:</u></p> <p>Kit sales for 2nd/3rd kits this season have increased from last year's sales. Home kit sales however are not up.</p> <p>The grey kit is a popular sale with the fans, however not so popular on the pitch and deemed to be bland. In the past the white kits had been low on sales.</p> <p>There was a long discussion around colours to avoid and the older popular colours e.g. the Salmon Pink and the Gold kits.</p> <p>Overall the Blue & White Kits are the most popular.</p> <p>Next year's home kit has been chosen.</p>	
<p>6</p>	<p><u>Hospitality Lounges & Kiosks updates:</u></p> <p>The Legends Lounge was closed for the Burton game.</p> <p>Caterers were discussed and it was explained that Centre Plate will be staying and potentially another company will be brought in for the hospitality lounges.</p> <p>Hospitality Lounges were discussed and people asked why single tickets to a table cannot be purchased, it was explained that there was a misunderstanding about this and people can be added to a table it may be though they may need to move tables if the chosen table is full.</p> <p>It was explained that the Kiosk tills' are due to be upgraded which may help with the pace of service.</p> <p>Someone spoke about how the Programme sellers are not easily found in the North Stand so they do not see them to purchase a programme.</p> <p>There were some grumbles about issues with staff in the North Stand e.g. never smiling, no personality or manners and slow service with little or no training.</p>	<p>N/A</p> <p>On-going</p> <p>People to email Johnny with any issues</p>

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	<p>AM advised all the above would be fed back to the various departments.</p>	
7	<p><u>Ticket Updates:</u></p> <p>Courtney spoke about issues with ticket ordering that still need to be ironed out.</p> <p>Dedicated emails were discussed this seems to be working well.</p> <p>The points system was discussed Pam said that some people who are not season ticket holders or in the membership scheme that only go to away games are not getting on the point system ladder and asked if this can be addressed.</p> <p>It was explained that season ticket holders will always supersede any other fans for away tickets.</p>	<p>People to email concerns to Courtney</p>
8	<p><u>Any Other Business:</u></p> <p>The Pompey DSA McMillian Coffee and Cake Morning was discussed, this was held at the Howard Rd Community Centre on 27.09.19 and it was a great success.</p> <p>Scoreboard adverts were discussed and it has come to light that fans are unable to see certain parts in the last 5 mins due to the adverts covering it.</p> <p>Added time was discussed the question was asked why this is not shown on the scoreboard, it was explained this is down to the referee to control added time and is only allowed be shown on TV, not at the stadium.</p>	
<p><u>Date & Time for Next Meeting to be arranged:</u></p>		