

## Questions for Dave Boddy – 13<sup>th</sup> April 2023 @ 5.00pm

1. What is the club's vision / dream for the 2023/2024 season? (SBTalk)

Answered in main agenda

2. How effective has the new points system for away match tickets been so far this season? Are you anticipating making any changes for 2023-24? (CCLSC)

CCFC believe it's been very effective – very few complaints – number games that haven't sold out. They are happy with the way it's operated. CCLSC – It's worked really well for them. They would be happy sticking with it as it is. DB doesn't anticipate any changes for next season – looking to honour commitments to supporter's groups. L&W supporters sometimes miss out but they recognise that's just how it works. Some issues with sitting together. PR – Family zone – usually in the top first group. Those who speak to them in the Zone with find it works well and rarely miss out on tickets. Cumulative system so the last 3 years points are added up.

3. Would the club consider the possibility of allocation a number of tickets to each supporters group to sell should the club reach Wembley? (SWSC)

DB – Been to Wembley twice in his time at the club – Lots of lessons learned from those experiences. Would be 7 days between play off semi final and final this year. This would mean the club would have to keep the same principle as before – season tickets first then general sale

4. Can you up-date the group on communication between the club and the Arena on opening times for fans to access the stadium? This was a particular problem for the Sunderland game which was an early kick-off. There was a significant delay before fans were able to access the stadium. (CCLSC)

DB – was aware that the gates opened 9 mins late for the Sunderland game. This was due to the not having enough stewards available inside the ground, due to the delay of the coach arriving which was transporting agency staff to the ground. The club is dependent on 10-12 agencies to provide stewarding. This was the exception to the rule and both Hull and Watford games the gates were open a few minutes before anticipated. (1.28 for Hull and 1.25 for Watford)

5. The Anecdote bar has on occasion employed staff to work behind the bar who were unable to serve alcohol. This led to increases in queues and waiting times. Were the club aware of this issue? (CCLSC)

DB – Advised the club were not aware of the issue, so if there are any issues such as these can they be fed to MH or DB so that they can be discussed as part of the post-match meeting held after every game with the Arena, who operate the bar and the catering staffing.

Where will be playing next season? Will we know before season tickets are on sale? (SBTalk)

Answered in the main agenda

6. Can we please have an up-date on season ticket prices and availability for the 2023-24 season? (CCLSC)

As above

7. Will there continue to be an early bird price for existing season ticket holders. (CCLSC)

As above – MH added that in previous season's, all season ticket holders (new or old) have been able to access an early bird price. He also confirmed finance will continue to be available for those that require this.

8. There were a record number of season ticket holders in 2022-2023. However, the large number included of concessionary tickets and free JSB season tickets? Would it be help to explain the numbers in more detail ahead of the 2023-2024 ticket prices? It may help fans understand any price changes for 2023-2024 and the impact on the club's revenues. (CCLSC)

DB explained that there are circa 1900 jsb's u13, circa 2200 60+ CCLSC explained the questioning. DK explained that 2500 of the season tickets sold were for under £25. DK repeated the feeling that CCFC need to make more money from season tickets and ticketing, and are trying to come up with something that's appropriate. He accepted he may get this wrong and if he does that's on him. Ticket revenue is hugely important for our club.

9. What is the actual position with Ticketmaster and the club receiving the money for season tickets? (Is it when season tickets are paid for or when the game is played). (CCLSC)

DB confirmed that he had covered in the Middlesborough programme – The situation is that certain credit card merchants withdrew from football and ticket master stepped in to act as card merchant, as well as being ticketing partner, and were really helpful. A percentage of the money is received up front and percentage on a game by game basis. DB would not give details of the split.

10. Is there any update on Safe Standing at the CBS Arena? Moving away fans? (SBTalk)

DB explained that there are two aspects of standing - Persistent standing and safe standing. Football stadium licensing authorities are having a big crackdown on persistent standing. CCFC are looking at the potential of railed seating and have been over the last 12 months. No decision has yet been made on the direction that they will go. The main area this is an issue is at the back of blocks 14, 15 and 16 – it is these areas that would become safe standing. They are working with the arena, Council and Sports Ground Safety Authority. This won't affect capacity and is a particular issue given the steepness of the angle at the back of those stands.

As part of the initial answer moving away fans would be a discussion if we were filling the stadium. DB explained that the away end is a stand-alone concourse and seats up to 6000 visiting fans and that the concourse is geared up for this number. The home end goes up to block 12. While it can be halved internally with a shutter, it would take significant expenditure to do anything different due to the single concourse and infrastructure inside and outside and in the stadium bowl.

Following a question on the gap between away and home fans, DB advised this was not a gap issue but a number issue and the police and safety authorities not allowing 6000 visiting fans at the CBS. Home fans couldn't sit in block 12 as this is part of the away concourse underneath the seats, so would reduce away capacity.

11. Will season ticket holders be able to move their seats for free (as in previous years)? (CCLSC)

Yes

12. Would the club consider officially affiliating the individual supporter groups? Could the club consider having a section for supporter club's details in the match day programme? (SWSC)

DB explained that all supporters groups are listed on the CCFC website and are therefore deemed as affiliating as such. Happy to advertise events on Club News pages – simply feed this into Mark Hornby.

13. Match Day programmes: The number of fans drinking at Dhillon's on match day is increasing. Would the club consider selling match day programmes at Dhillon's or in the vicinity of Dhillon's? More visibility around the ground and the concourse would be helpful. Could this be considered? (SWSC).

DB explained they did sell programmes in the Sky Blue Tavern last season but the sales were poor, but it's a good idea and the club will be looking to work with Dhillons at the Brewery location. They subcontract the selling process and they are aware of issues with getting programmes around the ground. Other supporters groups were happy to support the selling of programmes away from the ground to their members too

14. Can any improvements be made to speed up the exit from Car Park A after the game? (Diamond Club). Can more staff be deployed to help improve exit from both car parks. It is a free for all at the moment. (SBTalk)

MH explained that fundamentally no car can move on the stadium imprint until pedestrians have exited, then it is the away coaches and then it is cars from the car parks – this is for safety reasons, instructed by the Arena's Safety Officer on matchday. Mike Garlick (MG) explained some of the issues that they have had. DB / MH again asked for real-time issues to be fed to them so they can discuss these with the car park manager at the post match meeting with the arena.

15. Corporate Area Dress code: Staff try to stop unacceptable dress code issues. However there continues to be some supporters, particularly some ladies who continue to wear torn jeans and replica shirts which they hide under their coats on entry. These ladies are not teenagers but mature ladies. Are there any plans to address this for 2023-2024? (Corporate Members)

DB advised that stewards are briefed to check as people come in. Supporters asked to feed this to the host and staff to resolve this on match day, rather than engage with other fans themselves.

16. Who decision was it to ban replica shirts in the Premier Lounge? Can the decision be rescinded? (Diamond Club)

DB explained that replica shirts have never been allowed in corporate areas at the stadium.

17. When will Supporter's Clubs be able to present their Player of Year Trophies to the winning players? (SWSC)

DB explained that the end of season award date has been announced and that any supporters club wishing to present player of the season awards to players should advise JJ and they will be able to present them after the final game of the season in the lounge.

Shirt sponsorship by gambling companies is becoming a little more toxic. Recently both Italy and Spain have announced bans. What plans have the club for future shirt sponsorship? (CCFPA)

DK confirmed that we won't have Boyle sports on our shirts after this season. He won't have a gambling company on CCFC shirts while he is owner and would rather have no one at all. Not that this will be the case but it is a principle he wanted to make clear.

18. How has the training ground ownership been addressed during the sale to Doug King? Was the ownership of the training ground transferred from the club to a SISU parent club in the past? Also was the training ground subject of a sale offer subject to alternative site being made available. (SBTrust)

DB explained that the training ground was always owned by Otium (i.e. what was then the trading name of CCFC) and never by Sisu and confirmed that there haven't been offers for the sale of Ryton. Logic of the previous owner was to provide a new training ground and then sell Ryton but that not going to happen. DK said CCFC do own the training ground and won't be selling it while DK is the owner. Ryton is being transformed.

19. Have the club considered purchasing the Connexion which used to be owned by the club? The building offers excellent facilities. The Cricket Hall could be pulled down and re-used as two further training pitches. The existing Ryton buildings could then revert to its formal use as a home for young club apprentices. (Corporate Members)

MG gave bit of background of what used to happen with Ryton historically. DK confirmed it's not been explored and there has been investment at the Connexion, which is privately owned. It may be something to explore as its not a silly idea in the future.

20. Are Supporters Club's still being expected to pay a large membership fee, i.e., £1,500 to enable players to attend supporter's meetings, and priority for away tickets? (W&LSC)

DB advised that no membership fee is expected to be paid – There is a structure in place where supporter clubs sponsor players, matches or matchballs and receive player appearances, match worn signed items etc. CCFC think the structure is good, no real intention to change it. W&LSC – Their issue is that they only have just less than 100 supporters. MH suggested W&LSC discuss with other supporters' groups how they have made their groups work. B&N suggested 3 ways of raising funds for their group.

21. When will the W&LSC be welcomed back by the club? (W&LSC)

Linked to the q22 – DB and Ben Wilson attended a Q&A at the start of the season to support the supporters club, which raised circa £1200, which W&LSC chose to donate to a local charity. CCFC don't feel they can break the structure, as it would not be fair on other groups. Following a question raised about changing days when players are available DB advised that they have had to keep things strict so that the players training and match schedule is the priority, along with fitness and well-being, while still acknowledging and making players available to connect with supporters throughout the season.

22. Are the club talking to the SAG about how they can retain and improve the atmosphere? And how to accommodate crowds over 25,000? (SBTalk)

DB explained that the SAG are only there to discuss safety issues – that is their only remit. They have no interest in atmosphere. We have 25,000 home seats available to us if needed and it would be great to see those full and that would do wonders for the atmosphere.

23. Are there any plans to open block 13? (SBTalk)

DB explained that this would be discussed again. It was only closed after the debacle at the game with Derby County in October 2021 and with there being space to fit all the home support without using it, currently it was not a necessity.

24. Why are we one of the few clubs that has blocks between fans? (SBTalk)

DB reiterated that the gap is due to the police limiting the away numbers to 5000 out of the 6000 capacity for that end and there being no need to have home fans in the away section as well as the issues in block 13 and space for all the home fans in the seats that are available.

Police and safety group opinion is that higher number of away fans (i.e. above 3000) brings more fans looking for the day out and potentially more 'risk groups'. Police and stadium groups nervousness increases beyond this number.

DK and DB had a conversation about away capacity requirements in the Premier League, so if the club was promoted then looking at where the away fans are housed would become an issue that may require some changes to the infrastructure of the arena, as home ticket demand would be higher.

Are there any plans to have Sky TV back on the concourse (SBTalk)

MH explained that the Arena have told us that there is a technical issue only affecting the concourse. There is also a wifi issue at the arena. The arena are aware of it and are trying to resolve it as quickly as they can. It is affecting club employees, as well as us fans.

Are the club aware of the train timetable change? The first train back to Coventry after the game is now 5.50pm? Has a representation been made to the train company? (SBTalk)/ CCLSC

DB aware of the issues with the station. Representations have been made by arena, CCFC, mayor of the West Midlands. PG confirmed his involvement in the lobbying and frustrations it had brought. DB's opinion is that it would be better closing it on a match day rather than providing the very limited service and capacity it does. So the answer is yes but despite significant pushing the fundamental problems of a platform at the station and available carriages is still an issue that hasn't found a resolution.

25. Can access and transportation options top and from the stadium be improved. It seems very poor compared with many stadiums in the Championship? From memory we had a very efficient busing option to the ground from various locations when the stadium was first built. If this was improved it could help increase attendances further. (CCLSC)

MH gave details of what is available. Sky Blue Tavern run a bus from town to the stadium and other supporters clubs run coaches and plus independent pubs also. West Midlands travel do an on-demand service that you can put where you need the bus from and they will pick you up. MH directed us to the CCFC website link to the travel and car park section (<https://www.cfc.co.uk/fans/travel/>). There is also the normal bus service from town.

Extra question – London Supporters club asked could the £5 season ticket compensation be given to the family zone and used later than 31/5/23. DB promised to look into it and get back to the group