

AGM DISCUSSION: What works well / is important for your matchday experience?

Over the two 15 minute sessions, around 20 people joined this break-out group.

The group were asked to contribute in turn one topic each which they wished to raise. Most contributions related

- to the new stadium,
- a few to Kingsmeadow,
- with one 'other' comment.

- The majority of matters raised were about the Plough lane stadium:
 - Half-time activities on the pitch – awards, presentations etc
 - Access/egress. Congestion/dispersal.
 - Atmosphere and acoustics. Design and materials.
 - Toilets: number and cleanliness. Need to be replenished and cleaned after kick-off and half-time.
 - Detailed design of the new stadium. Layout and facilities.
 - Safe experience, especially for women and families.
 - Parking and/or drop-off for supporters with disabilities.
 - Communal areas – replicate matchday atmosphere from Kingsmeadow if possible.
 - Man of The Match presentation must be retained in current format.
 - Access to players after the match (whole team whenever possible).
 - Youngsters/teenagers: attract with ticket pricing and design in shared experiences.
 - Learn lessons from Gamesmakers – as greeters and guides.
 - Player appearances in Club Shop.
 - Access to Club Mascot before and during the match.

- There were some comments about experiences at Kingsmeadow:
 - Access/egress
 - Safe parking of coaches for visiting supporters. These often are positioned blocking sightlines for the drivers of vehicles attempting to exit Jack Goodchild Way.
 - Chemflow end – stewarding is an ongoing issue and improvements are noted but RyGas ticketholders are still sneaking in.
 - I noted that no-one raised any issues about bars, catering (or the Club Shop).

- One respondent stated that referees should be more accountable. Their performances often ruined his matchday. He had been told that the referee in the Wigan Athletic match had given a lot of debatable decisions (although he was not at that match himself).

Most attendees spoke up in turn. There were supportive comments on most topics raised. I did not perceive any dissension. Unfortunately there was insufficient time to develop any of the themes.

Tim Hillyer