

Questions from Supporters Forum Members for Club Management.

1. Is there any up-date on the Callum O'Hare contract situation? (CCSWSC)
2. Is it true that we are looking to sign another Japanese player? (CCSWSC)
3. Are we actively looking at bringing in any players in the current transfer window? (CCSWSC)

Dave confirmed we've never commented on speculation on players.

Doug said the answer to 3 is Victor Torp

4. There is a lack of stock availability in the club shop on certain lines, poor range of winter clothing. Is this something the club is looking to improve going forward? (CCSWSC)

Tynan advised with Doug coming in as owner and Elite group going bust the club were able to bring retail back in house. Having taken this decision it's proving very successful, no details but a commercial update may be given shortly.

The timing of these changes had an impact upon stock ordering due to the buying cycles. Doug has agreed to Tynan and Raz the super store taking some calculated risks on lines and new products. Extra investment in multiple areas is allowing the club to progress massively.

Steve C said about coats and woolly hats. Rasoul advised that a lot of the processes were done quite late to get those product lines supplied due to the timelines mentioned. Purchased 500 hats and sold out in a couple of weeks. There are Hummel bench coats that have arrived and will be available in the shop and on-line shortly. Hope to set up a Autumn, winter, spring, summer set of products.

Jim asked if there was any chance of getting his book stocked in the club shop. Rassoul said we can have a look. It was confirmed programmes are available in the club shop. Club are looking at providing e-cards that can be purchased to give as gifts, alongside physical gift cards already available.

5. In September 2023, the club unveiled the Hummel equality warm-up shirts. The communication from the club at the launch indicated that proceeds from the sale/auction of the kits worn by the players would be directed towards supporting local equality-focused projects. Is there any up-date as to which projects these proceeds will be funding? (LGBTQ+)

Jodie advised it was a Hummel initiative, they have a dedicated club LGBTQ+ day where they will give details as to how the money raised will be donated / used.

6. Would the club consider helping further promote equality-based supporter groups (Proud Sky Blues; LGBTQ+; and the Disabled Supporters Group? (LGBTQ+)

Jodie advised that Lewis has done a great job of progressing the LGBTQ+ group and we now have an active disabled supporter's forum that is meeting regularly. The Club already promotes LGBTQ+ and will continue to do so in the future

7. As discussed previously at this meeting, the large bottleneck of fans at full time walking towards Windinghouse lane and Jimmy Hill way is an accident waiting to happen. Are there plans to address this? (CCSWSC)
8. Accident waiting to happen using the underpass into the shopping centre after the game. The lighting has improved, can the curbs be removed? Any other safety considerations being considered? Moving the temporary fence to widen the area would help? (Sky Blue Talk)

Answer to 7 - Colin wanted to highlight that if there are safety issues these should be passed on in real time so raise them with him and he will be a conduit with the club.

Dave advised as the season has progressed with increased fans we have been aware of an issue with Judds Lane and getting over the roundabout. Have discussed with police, council. Tried a road closure for the Birmingham City game which was helpful but it is hugely expensive and hugely annoying to other non football traffic.

Ongoing assessment that John will be getting involved in to help the situation. He's watched from the control room. The major problem is people crossing the road outside of the crossing areas. This is the area we need to try and negate.

John advised Dave has passed him the information. John wants to look at this with the arena over the next few games. We want the stadium sold out 31-32000, this is on his remit to do this as safely as possible.

Answer to 8 – Dave has raised the issue of widening the temporary fence with the arena in the past, it is an obvious quick solution. It hasn't been done. The Underpasses issues were raised 6-8 weeks ago and the issue was passed by Dave to the arena. Ownership of the underpass was a real issue between the owner, council and national rail, but once confirmed, improvements to lighting were made.

Pete raised the issue of removing curbs from this area as people are mis-stepping.

Steve raised the issue of the police leading Leicester fans from outside the footprint back towards the arena and the Leicester fans were very aggressive. Pete agreed to email Dave outside of the meeting.

9. Only opening certain doors at half time for smokers is causing congestion in the concourse resulting in difficulty accessing the toilets and bars. Last season, more doors were open and bars outside were available which eased the congestion considerably. Is this something the club can look into? (CCSWSC)

There was a real issue with having a number of doors open for smokers with lots of smoke coming into the concourse especially in the Family zone. The club have had emails of thanks for limiting the number of doors open and only one complaint.

10. What plans are there for organising queuing around entering the stadium to blocks 14 - 33? (especially the lower number turnstiles) (Corporate Area & Sky Blue Talk)

Tynan advised the outside bar areas were initially open right up until kick off. Stadium owner now shuts the outside hospitality area 30 mins before kick off. Pete pushed back to say his supporters are saying 40 minutes to get in and unsafe moving so many people around the area. John will take a close look at this over the next few games and look at signage, advice and guidance so we take a multi-faceted approach to improving things. The arena are looking at clear signage.

11. Currently, Blocks 2-4 have no direct access. Why is this? Supporters are having to enter through the family zone blocks. (Corporate Area & Sky Blue Talk)

Tynan advised there are not dedicated turnstiles for those two blocks, they were never built in the stadium. A fire door was used until circa 2010. The correct turnstiles to get into these blocks is the North stand corner – Family zone

12. Contact details for supporters clubs. I could not find any details in the match day programmes. Is this something that could be incorporated? (CCSWSC)

Dave confirmed there is a place on the CCFC website for supporters group information.

13. Are there plans to improve transportation to and from the CBS now attendances are higher? (CCSWSC)
14. How are the discussions going with the train operator on improving the train service to and from the arena? (CCSWSC)
15. Can the club work with service providers to provide dedicated shuttle buses to and from the arena to the city centre? This works well at both Stoke and Reading. (CCSWSC)
16. New COO :- Travel to the arena by bus and train plans? (Sky Blue Talk)

Dave advised that the club have not pursued any answers to this currently. Increased numbers are not finding it difficult to get to the game and increasing numbers are coming to the game over the season.

The issue with the train operator has not changed from the one last time. Club met with Andy Street and Chief executive of the council, separately, and raised it with them. The issue is platform availability at Coventry station. This won't change quickly.

John advised it's something that the club need to look at in terms of reducing traffic and making it possible to improve bus services from and to the arena and town

17. Fans from other areas of the stadium are finding their way into Club Coventry post-match for drinks etc. Can this be addressed for future games? (Corporate Area)
18. Torn jeans and replica shirts are still on display pre and post match (worn by adults). Can the stewards be encouraged to enforce the dress code more effectively? (Corporate Area)

Tynan advised that they have introduced coloured wrist bands for the various corporate areas but some people do find there ways into areas that they shouldn't have access to, but a lot less than previously. They are working on it and will continue to do so.

19. The Corporate areas have improved markedly with their offerings and with bar service. However, half-time coffee is difficult to get as there is not enough serving points, especially in Club Coventry. Can this be addressed? (Corporate Area)

Tynan confirmed this will be addressed.

20. Are there plans to sell the balcony seating at a cheaper price? Linked with executive boxes and premium prices – how has it gone to-date? Early plans for 2024/25?

Tynan advised that the balcony was a premium restaurant – the lounge was supposed to hold 1000 people on tables of 10. They've done an event with 800 and it was too many, both practically and for fire regulations. There are 1100 seats on the balcony. The restaurant can hold 1100 standing but if you take up half the restaurant for seating there is a surplus of seats on the balcony. There is no general admission access without going through corporate.

It was tried a few seasons ago but it didn't work. They do sell sports bar packages for the balcony as this helps increase the numbers in the crowd.

21. Opening of the whole ground – aims, plans under John Taylor the new COO? What are the plans to maximise home attendances? What are the clubs plans for the away end at the CBS? (Sky Blue Talk)

Covered under Doug's update

22. What plans are there, if any, to enable junior and senior season tickets to be up-graded to an adult ticket without having to pay the full price? Have the club considered a re-sell process? (Sky Blue Talk)

Changed a couple of years ago to mean that you have to purchase a full value ticket in line with other clubs that they have spoken to

Tynan confirmed they are looking at a re-sell process, now that sell-outs are happening.

23. What are the club expectations on allowing an adult friend to use an adult season ticket where the owner is unable to attend? (Sky Blue Talk)

Tynan advised that while there are clear terms and conditions, we don't think it's unreasonable for another adult to use your adult season ticket, concession to use concession etc.

24. What is the reason for only making one block at a time available for purchase for home games? (Sky Blue Talk)

Tynan advised it's about operational cost and filling blocks before moving on

Given the record season ticket numbers and the number of games moved from Saturday at 3.00pm, do the club have any plans to maintain their value? (Sky Blue Talk)

Tynan advised that this is where the re-sell process will come into play.

25. How are negotiations progressing for a longer lease at the CBS? (Sky Blue Talk)

Half a year into the 5 year deal – lots going on – nothing more to say on this point at this time.

26. What is the performance directors role? (Sky Blue Talk)

Answered in the main agenda

- 28 Would be good to have some roads names after Coventry City legends (Jim Brown). Do the club think it's a good idea? How do we take it forward?

The club absolutely agree that this is a really good idea. Colin will take this up on behalf of the supporters forum. Suggestion to write to our own local councillors but Colin will plan this.

29 Vouchers released to people who went to Leeds Away game – Can this be used to make a donation to the family zone?

No, sorry it's a logistical nightmare due to systems in place and staff resourcing – Answer from Dave B / Tynan

30 The speaker system isn't good enough, can it be improved?

The club have experienced this and have discussed this with the stadium owner. John will include this as a safety issue for an urgent resolution to be sought