



Notes taken by John Drinkall who attended Supporters' Committee meeting on Wednesday 27th September.

Matters from previous meeting:

- Previous minutes stated that members' only turnstiles were in place in every stand. JD said this was not the case in west stand and asked if was to be introduced. The intention is to replace all external scanners with internal scanners (already in place in part of east stand). These are far faster and, as such, it is felt that members' only turnstiles are not necessary.
- JD also mentioned issues with queuing in south west corner as there are 6 turnstiles close together (4 for west and 2 for west upper). It isn't obvious which queue is which. Club will look into putting up a segregating barrier.

Venue Catering:

- Query regarding why catering outlets throughout the stadium sell different things? Aim is for all street food to be available at all outlets which means that in some locations there is insufficient space to stock everything else. However, all offerings are available on each concourse, though these may be in different kiosks.
- Mobile ordering was discussed but this isn't practical at the present time due to space constraints.
- Request for additional shelves for people to place drinks, food, condiments but currently space constraints mean that there are as many shelves as is practical / safe, particularly in west upper.
- Vegetarian / vegan options are available in the form of waffle fries, cheesy chips, cauliflower bites. Other options are being considered but current take up is small so this is not a priority.
- Everyone agreed that the standard of food was excellent and this is reiterated by a number of online blogs who state that MKM stadium food is the best of the 92 clubs.

Match day operations

- The club are still waiting for a response from Hull City Council regarding measures to aid traffic leaving the stadium. This is being chased up.
- Complaint about standard of toilets. This was received with dismay by club officials who appreciate that the toilets aren't great in a 20 year old stadium but believed that they are of a decent standard. They intend to carry out a full survey of all toilets in the stadium and correct any problems. All toilets should be inspected and cleaned for each match, and at half time if needed.
- Disabled parking around main bowl is fully occupied and there is little facility for extending this. One member brought up issue of having a south stand parking pass but could not park in the bay which corresponded to the number on the pass. It was pointed out that passes are solely to give access to the south stand car park and

that the numbers on the passes are for admin purposes only and not as an indicator of a reserved bay.

- Disabled parking on Walton Street should be sufficient but the club will look into ensuring that this is adequately signed and coned off.
- Poor Wi-Fi - improving the Wi-Fi is prohibitively expensive and, in common with the majority of grounds, will not be addressed.
- Leaking roof – a number of surveys have been undertaken and repairs are ongoing. Fans are asked to bring issues to the notice of the club as some leaks are difficult to spot and only become apparent during heavy rain.
- Question asked as to whether north stand could exit via north west corner but this not possible as this is designated as an emergency exit only and not for general use.
- Poor lighting on walkway towards Argyle Street – this has been looked into but the club is limited as to what can be done as any lighting used cannot detract from the signalling and lighting on the railway. The club will look into this again but must be guided by Network Rail.
- JD mentioned two lights out on route from MKM to Tigers' Trust Arena. Club responded that lighting in west park is responsibility of Hull CC, however, club are arranging a cherry picker to sort these two lights.
- Comments re capacity issues raised by people having to walk around the barriers on the walkway to Argyle Street. These have been taken on board and the barriers will be removed.
- Dave Batte (Disabled Supporters representative) asked if it was possible for a steward to get drinks / food on behalf of wheelchair users who find it difficult to access the concourse at half time. This was generally agreed to be a good idea and will be looked into.

Tiger Leisure

- There have been issues with new badging on some of the shirts. The suppliers have carried out extensive testing and not found a problem at the factory. It is suggested that there is an issue with the crests being damaged in transit. Every shirt is now reheat sealed as it comes into Tiger Leisure. As a result the number of problems has reduced considerably.

Match Day Experience

- There is a feeling that Tiger Travel prices have increased and that departure times are getting later (except for Sunday which was a one-off). Club officials reiterated that the club do not make anything on travel and it is provided at cost. Unfortunately these costs have increased from the travel operators and these have had to be passed on to fans.
- Regarding departure times it was explained that these are set by the coach operator who attempt to get fans to the venue 90 minutes before kick-off. To do this they have to make estimates re roadworks, traffic etc and base leave times on these assumptions.

Ticketing / membership

- It was felt that current away ticketing policy is good (ie one ticket per member) but the question was asked that when Hull City get into the Premier League, how away tickets will be allocated. We were told that part of the one ticket per member system allowed the club to allocate a point to each person as they buy a ticket. Consequently these points can be used as a prioritisation system.
- An issue was raised that the seating plan on the website is difficult to read for those who are colour blind. This can be looked into but it was pointed out that when a particular stand is highlighted, only available seats are shown and so this does not affect the ordering process.
- There will be additional monitoring of turnstiles as it is evident that a number of adults are still accessing the stadium using concessions tickets.
- Dan Little (Disabled Supporters representative) asked if there was a way to highlight disabled seating with adjacent general seating for away matches as it currently isn't obvious which areas can be bought together. This will be looked into.

Streaming

- It was asked why night games are not available to stream to UK viewers, particularly as EFL allow games to be shown outside the 2.45 -5.15pm window. It was explained that previously streaming could be made available only 24 hours before the game but now this has been extended to 14 days. The club are keen to have people to attend the match rather than watch on stream as this will impact ticket sales.
- There had been a complaint about having to pay extra to watch interviews / highlights on Tigers+. The Tigers+ system is still in the developmental stage and there are currently 800 video on demand subscribers and many more use the match pass system. It was agreed that important interviews (eg with Chairman) should be free and this will be introduced as the system develops.

General Club

- Complaint about having to play on Friday night as this made it difficult for out of town supporters to attend. It was explained that pitch use is on a first come first served basis and Hull FC fixtures go in the diary before the football fixtures are announced. However, this situation is reversed at the beginning of the rugby season when football fixtures are already in the diary.
- The idea of an outside fan zone was raised again and this has been covered before. It has been looked at but there are issues re space around the outside of the stadium. This could be something that could be introduced in the future but it will depend on stadium development. It was pointed out that the club has received The Family Gold Award three years running which is unprecedented.
- It was asked whether the sponsored blocks near the stadium entrance could be cleaned as many are difficult to read and also would there be an option for people to buy more blocks. It was felt that this isn't a cleaning issue but a wear and tear issue. Plans are in hand for the club's 120 anniversary next year and these will include opportunities for fans to buy commemorative items – these will be released in due course.

- A comment was made about the limited food offering in the Dugout and why it was not the same as is available on the concourse. This is due to there being no kitchen facilities in The Dugout.
- A comment was made as to the number of ex-players returning to the MKM and plans are in place to form an ex-players association.
- It was asked if there should be some commemoration to Ebenezer Cobb-Morley – a Hull man who was a founding father of the football association. The club will look into this in more detail as it was agreed that there should be something to commemorate his influence on the game.

AOB

- Following Acun and Tan's statements before the Leeds match the LUFC Trust have contacted HCST to congratulate the club on how well the situation was handled. This was reiterated by other attendees who have been in contact with Leeds fans who expressed the same opinion.
- Question was asked as to whether it would be possible to pay annually for membership. This is currently an option.
- More rousing music was suggested for the start of the second half as it's a bit flat at the moment – all present agreed and the club will look to facilitate this.
- In the past, although players have kit sponsors, fans were able to sponsor individual items of kit (eg socks). Club thought this was a good idea and will look into this.
- Comment re unused press desks in upper west are being used by fans at half time as places to eat / drink and leaving mess and litter behind. Stewards will now be asked to keep an eye on this area and discourage this.
- Concern re high-jacking of club's social media pages by advertisers and possibly scammers. Club aware of this problem but is very difficult to prevent. It is a problem throughout the football league.
- Question was raised regarding safe standing in north stand. This has been considered in the past but discounted as being cost prohibitive. However, the club are aware that the SAG (Safety Advisory Group) are unhappy with the amount of standing in the north stand seating area and have serious safety concerns. Whilst the club has no record of any accidents or injuries caused by this situation the SAG may take the view that it is unsafe and do have the option to close the stand. Clearly this is a situation nobody wants and the installation of safe standing is being given a higher priority and may come into force next season.
- Dave Batte informed the meeting that there had been a move to allow disabled supporters to take part in the half time ball control activity. This has been arranged with a disabled supporters group who were overwhelmed and grateful for the opportunity to take part.
- It was asked whether there was any progress with Hull City Ladies being integrated with the club to which the answer was no. Olly Burdett (Tigers Trust) explained that the Trust engages with a number of female footballers.

No date for the next meeting was set but it is expected that it will be in the New Year.

