

ATT VOICES PANEL: SEPTEMBER 2017 MEETING NOTES

- Latest ATT Voices Panel meeting in held September 2017
- Fans' panel meeting attended by Commercial Director Sean Jarvis
- Read a synopsis of what was discussed on the evening

Details from the September 2017 meeting of the 'All Together Town' meeting have today been released.

16 members of the Voices Panel were in attendance as well as several Huddersfield Town staff members including Club Ambassador Andy Booth, Supporter Partnerships Manager Robyn Kennerdale, Retail Manager Luke Cowan, Marketing Manager Jonathan Wilkinson, Supporter Partnerships Executive Rachel Taylor, Press Officer Callum Limb, Ticket Office representatives Dan Cooper and Stef Maynard and Volunteer SLO Nathan Hosker.

The meetings topics were HDOne, Away Ticket priority, a catering update, Retail and refreshing/adding to the Voices Panel.

Andy Booth opened the meeting by welcoming the Voices Panel and introducing the Club's new Press Officer Callum Limb.

Apologies were given from Julian Winter, Chief Executive, and Ann Hough, Operations Director.

HDOne

HTSA had requested further information on the HDOne development and asked for the questions below to be submitted. SJ explained that HTAFC has two representatives on the KSDL Board, Julian Winter and Darren Bryant, and advised that they would come back to HTSA on the points raised.

- What is the Club's financial interest in the project?
- Does the Club, along with KSDL, intend to consult with the wider fan base about the proposed development?
- Are there plans to improve the transport infrastructure around the stadium to alleviate current and future traffic parking and congestion?
- Have KSDL or the Council carried out an impact study to ascertain whether HDOne will drain economic activity and jobs away from Huddersfield Town Centre?
- Are the relevant stakeholders intending to invest in community/social infrastructure alongside the planned commercial developments?
- What steps, if any, are being taken to ensure that people from the communities around the stadium benefits from any potential new employment opportunities?
- How is the management structure set up?

Away Priority

SJ asked for feedback from the Panel from themselves and other supporters they have spoken to. It is clearly a difficult subject and the Club has committed to continually review the away priority system, as well as look at other clubs and how they operate their away ticket schemes.

One VP member pointed out that, sadly, no solution will please all supporters as 2k or 3k tickets does not cover 20k+ supporters.

A question was asked regarding the use of a points system. A concern was raised that some supporters would never get an opportunity as those with a high level of points would always get tickets. The Club currently holds a ballot to enable other supporters to apply.

AB read out emails and correspondence the Club had received on the away priority issue. SJ advised they had looked at individual cases/situations. There had been some cases where supporters had tried to challenge the system unfairly. It has, and continues to be, extremely challenging for staff.

There is a desire to make away prioritisation as fair as possible. The introduction of a new system during this season would incur another tidal wave of criticism.

VP suggested sending out a survey canvassing supporters opinion.

DC advised the Ticket Office is looking at putting away blocks on the online system; in the interim, they could put a visual on Twitter. VP said the You Tube video on 'how to book' was very useful.

Catering

Feedback was given to the meeting from the Sub Group on catering, which had met KUDOS a few weeks ago.

Using AJ Pies at the stadium, a local supplier, had led to positive feedback.

KUDOS is looking at sourcing a local baker for bread rolls and new hot dogs.

Service has been good, staff look smart. Mystery shopping taking place again.

A question was raised if the beer tokens still in operation and it was confirmed they are in the LV=BR Stand. A feeling was that this needs to be promoted more.

A VP member attempted to get in HDOne Café Bar on match day to find this has been changed to Legends Bar. SJ advised that due to large increase in corporate demand, there was a need to utilise the Café Bar.

SJ thanked Phil Speight and the rest of the Catering Subcommittee for their superb work with KUDOS.

Retail/ Shirts

VP asked why the shirt sizes were so different from last season. LC advised that unfortunately the Club has no influence on the shirt sizes; it is up to individual kit manufacturers to set the sizes. The shirts that are ordered are the same sizes that the players wear. The Club had fed back to Puma their concerns and look at demand each year of sizes and try to order accordingly.

VP asked why no women's sizes are available in the red/black kit. LC advised that this kit was ordered as a Championship third kit and was due to be a limited edition.

LC advised that, as previously mentioned at a ATT VP meeting, he had looked at sourcing HTAFC DAB radios but unfortunately this wasn't financially feasible. VP asked if it was worth looking at sourcing smaller personal radios.

Refreshing/adding to Panel and visibility of ATT VP

Following supporters' comments, it was agreed that there is a need to make the VP members more accessible and increase awareness of the meeting notes and how feedback can be given via the Supporter Liaison Officer and VP members. VP members agreed to having their photos and a bio of themselves on htaafc.com.

The fan base has grown considerably since ATT was formed three and a half years ago and it was agreed that the group needed a broader range of supporters to cover different groups, Club to action.

The Club is still looking at setting up a Young Voices Panel.

AOB

VP asked if the issues regarding the scanning of Season Cards would be resolved at the next home match against Leicester City.

SJ said both Ticketmaster and the Season Card manufacturer are working to rectify the problems that had occurred at the first two home games