

Report of RFC Senior Management Meeting with STAR 21 November 2012

Attendees RFC:

Nigel Howe – CEO
Bryan Stabler – Finance Director
Pat Coyne – Commercial Director
Craig Mortimer- Zhika – Head of Communications
Jackie Evans – Customer Services and HR Manager
Dave Evans – Football Community Trust Manager
Sue Hewitt – Football Secretary
Debbie Graham – PA to Nigel Howe

Attendees STAR:

Paul Ellix – Chairman
Richard Langley – Vice-Chairman
Dave Strawn – Board Member

1. Following the recent Act of Remembrance STAR stated that it intended that it should become an annual event and suggested that the Memorial Wall should be re-sited from it being adjacent to Gate 10 to a more prominent position. The club agreed and undertook to look into where it should be sited.
2. STAR asked the club for an explanation of its recent developments with Viagogo Ticket Exchange. The club indicated that it considered that it was a good, commercially sound, business undertaking and that a number of Premier League clubs had dealings with Viagogo. STAR raised concerns about the potential of away fans buying tickets for home areas of the stadium and the potential of profiteering by people who were not supporters. The club agreed that there were some risks and that it had introduced stipulations that tickets were only made available to member card holders and that a limit of twice face value as far as ticket cost is concerned. It also agreed to look at introducing restrictions from next season on the amount of times a season ticket holder could place their unused ticket for sale on Viagogo to prevent non-supporters buying season tickets as a vehicle to make a profit.
3. Following a number of concerns raised by STAR the club agreed to look at whether it could instigate changes to the way that seats for away matches are allocated to ensure that those supporters who are either “away season ticket” holders or who have an

entitlement to purchase tickets early in the selling cycle do not get seats with the poorest views. The club re-emphasised that the order of the sale of seats for away games is usually dictated by the home club.

4. STAR ensured that the club was aware that an Early Day motion that was tabled for discussion in Parliament in December on safe standing and that STAR would be contacting local MPs. The club stated that in the event of standing areas being permitted it agreed with STAR's position that the ticket cost should not be less than for equivalent seated areas. It also said that it agreed with the principle of safe standing.
5. STAR commented that the Windsor Lounge appeared to be open for use by supporters after the Everton home game. The club acknowledged that it was and that, although it is a primarily a hospitality area, a match by match assessment would be made on whether it could be opened to supporters and that supporters would be advised accordingly. It stated that it would not be open after the match with Manchester United.
6. STAR raised a number of issues relating to the Garden of Remembrance.
 - a. The club agreed to move the black sports cabin that had been placed in front of the Garden of Remembrance.
 - b. The Garden of Remembrance details that were on the previous club web site are not on the new web site. The club said that it was aware that some articles had not been transferred and would get the Garden of Remembrance put back onto the web site.
 - c. STAR asked the club if a small area in front of the Garden of Remembrance Gate could be concreted as currently there are loose stones that cause a problem for wheelchair users. The club agreed to do so.
7. STAR asked the club for an update of what its thinking was on the proposed expansion of the stadium. The response was fairly non-committal in so much that whilst expansion remains a live issue it is not one that is at the forefront of its thinking. The club stated that should the expansion take place then the East Stand would be the first area. As it is not imminent no further detail was provided.