

City Matters Full-group Meeting (1 of 6)

Wednesday 7th October 2026

2026/27 Season

Manchester City Representatives present

Name	Role
Danny Wilson	Managing Director Operations – Matchday and Medlock Square
Francine Warburton	Director of Service Support
David Soutar	Senior Fan Engagement Lead
Eve Jones	Supporter Liaison Officer
Matthew Williams	Senior Communications Manager

Guest attendees present

Name	Role
Clive Wilton	Facilities Director
Rachel Hayward	Senior Traffic & Transport Manager
Marie Hodgson	Director, Eastern Gateway Development
Becci Billington	Head of Events and Activations
Callum Hildebrandt	Activation Manager
Oliver Hamer	Production Lead
Dominic Macklin	Head of Fan Journey
Steve Gilholme	Head of Events (Transport for Greater Manchester)
Katie Dempster	Director – EDI

City Matters Representatives present

Name	Role
David Djordjevic	Season Ticket Members Representative
Michael Wooley	Over 65's Representative
Liam Chant	Fan Activations Representative
Sam Roberts-Newton	Under 25's Representative
Lee Broadstock	LGBTQ+ Representative (Chair)
Howard Cohen	Disabled Fan Representative
Asim Rahman	Asian & Mixed Heritage Representative
Brian Worrall	Cityzens Matchday Member Representative

Apologies

Name	Role
Kevin Parker	Official Supporters Club Representative
Jahmal Williams-Thomas	Black & Mixed Heritage Representative
Rachel Bancroft	Women's Representative
Lee Barber	Families Representative

Agenda

- City Matters Dedicated Topic
- Matchday Travel & Transport
- Matchday Atmosphere & Medlock Square
- AOB

City Matters Dedicated Topic

The meeting opened with a discussion on the recent developments in the Premier League's case against the Club. The Club reiterated that, as this remains an ongoing legal process, there is limited information that can be shared at this stage. Members were shown a video message to staff from CEO Ferran Soriano, who reiterated the Club's position and the Club's confidence in its case.

City Matters representatives shared feedback on the feeling amongst supporters, highlighting uncertainty within the fanbase, together with the impact of sustained media attention and increased hostility from rival supporters. Feedback was raised regarding supporter welfare and safety at away fixtures, including the upcoming match at Anfield. The Club confirmed it continues to work with the relevant authorities and stakeholders on supporter safety.

In response to questions from City Matters regarding next steps and potential timings, the Club reiterated that it would be inappropriate to speculate on potential outcomes or timelines while proceedings remain ongoing.

It was agreed that, where appropriate, City Matters representatives would continue to signpost supporters to the Club's public statements and communications regarding the Premier League process, whilst ensuring wider supporter feedback is channelled through the usual City Matters routes. The section concluded with a discussion on the importance of continuing to address the wide range of issues that also matter to supporters.

Matchday Travel & Transport

The Club introduced the Facilities and Travel & Transport teams, alongside representatives from Transport for Greater Manchester (TfGM).

Travel data showed a continued reduction in car usage, with increased use of Metrolink services and Matchday Buses. Matchday Bus usage has increased by 15% compared to the first four home fixtures of last season. City Matters noted that additional parking restrictions around the stadium may have contributed to this shift.

Recent improvements included the introduction of the Belle Vue Academy car park, a new exit from Blue Car Park, police support at key junctions and enhanced live traffic management to improve egress. The Club also continues to review Matchday Bus routes and is trialling earlier and later services to support fans arriving early or staying longer. City Matters welcomed the potential benefits for disabled supporters.

The Club outlined initiatives encouraging cycling, including staffed cycle storage facilities. Concerns around bike theft were acknowledged by the Club, with reassurance provided that manned security is placed onto the main cycle storage areas, recognising previous concerns.

TfGM confirmed tram services now operate from Victoria to Etihad Campus and discussed ongoing efforts to improve reliability. City Matters raised examples of delays and cancellations, particularly on the Ashton line, which TfGM attributed largely to network interference and ageing infrastructure.

The Club presented the "You Smart Thing" journey planner, with future ambitions to personalise travel recommendations at the point of ticket purchase. TfGM highlighted its engagement with supporters through Blue Moon and dedicated Matchday Bus communication channels.

Concerns were raised by City Matters regarding steward support for disabled supporters boarding Matchday Buses, particularly for ambulant supporters with less visible disabilities. TfGM and the Club agreed to review this issue. Members also suggested improving journey-time information displayed after matches and requested clearer signage to bus locations.

Discussion covered anti-terrorism measures requiring buses to be temporarily held post-match, the opening of Ashburys station and plans to integrate transport across the Bee Network. TfGM explained how these initiatives will improve overall connectivity for supporters.

The Club shared plans for the Cyan Lines walking-route project between the city centre and Etihad Campus, aimed at improving safety, accessibility and wayfinding. City Matters supported the concept, noting that current walking routes can be congested and difficult to navigate.

TfGM outlined future Metrolink enhancements, including new turnstiles, signage, ticketing improvements and infrastructure works that will allow more trams to operate. Members expressed concerns about reliability during the transition period and highlighted the importance of communicating accurate waiting times.

Additional concerns were raised regarding pedestrian movement in Orange Car Park and the impact on vehicle egress. The Club agreed to review stewarding requirements.

The section concluded with discussion on how transport improvements can be communicated more effectively to fans.

Matchday Atmosphere & Medlock Square

The Events & Activations team introduced plans for Medlock Square, outlining opening times, locations and upcoming matchday activities. The area is intended to provide a more immersive fan experience through enhanced entertainment, technology and engagement opportunities.

The Club shared plans to trial live matchday shows while retaining established experiences such as the Blue Carpet. Early feedback on Medlock Square from the first event during the Arsenal Women's fixture was positive.

Members were reminded that City Matters would continue to play a role in shaping matchday experiences and providing supporter feedback. Discussion included pre-match traditions, walkout elements, goal celebrations and light-show activations.

The Club explained that audio and video content is switched off in hospitality lounges and concourses 15 minutes before kick-off to encourage fans to take their seats.

A discussion then focused on atmosphere within the stadium. Members questioned whether loud pre-match music and pyrotechnics can hinder -generated atmosphere. The Club explained that these elements are designed to enhance excitement but acknowledged differing supporter views.

Further feedback was raised about pyrotechnics, particularly regarding visibility, accessibility and environmental impact. Members suggested reviewing the timing and location of displays. The Club recognised previous feedback on this issue.

City Matters discussed attendance in 'singing sections' after half-time, delays caused by stewarding, and supporter behaviour in concourse areas. Members noted that atmosphere in the Pep Guardiola Stand has improved following its expansion, although some safe-standing areas include some fans who are choosing to sit.

Discussion moved to matchday music and traditions, including Boys in Blue. Views were mixed, although there was broad recognition of the importance of long-standing supporter traditions.

Members reviewed communications around reporting antisocial behaviour. The Club reiterated its commitment to inclusion and anti-discrimination measures, while City Matters suggested messaging could focus more on encouraging positive behaviours.

The Events & Activations team were thanked for recent efforts to increase awareness of City Matters through stadium content. The Club also shared supporter satisfaction and atmosphere data from recent seasons.

The meeting section concluded with a discussion regarding the best version of Blue Moon to play on a matchday. City Matters agreed to gather further supporter feedback before providing detailed recommendations.

Any Other Business

The Club discussed the policy surrounding physical season cards, which are currently provided primarily based on age or accessibility requirements. Members highlighted that many fans would like a physical card for personal preference or as a keepsake. The Club agreed this could be reviewed.

The importance of NFC technology was noted, although alternatives such as QR-code access may be considered. Members also expressed concerns about digital-only access for supporters who are less comfortable using mobile technology.

Cup Scheme enrolment issues were raised following reports of conflicting communications. The Club reiterated its commitment to ensuring eligible supporters are correctly enrolled and receive any associated benefits.

The allocation process for 18-25 away tickets will be discussed further at a future subgroup meeting, including reviewing concerns that some supporters experienced with the application process.

Recent Service Support wait times were acknowledged as being longer than desired. The Club advised that improvement measures are being implemented and further information will be shared at future meetings.

The meeting concluded with updates regarding Pep Guardiola's attendance at the PSG fixture and plans surrounding the Ricky Hatton tribute match. A City Matters representative agreed to contact the holder of the Ricky Hatton banner ahead of the event.
