

City Matters Full-group Meeting (1 of 6)

Wednesday 10th September 2025

2025/26 Season

City Matters Representatives present

Name	Role
Michael Ash	Over 65s Representative
Samantha Gill	Seasonal Hospitality Representative
Lee Broadstock	LGBTQ+ Representative (Chair)
Lee Barber	Families Representative
Sam Roberts-Newton	Under 25s Representative
Rachel Bancroft	Women's Representative
Asim Rahman	Asian & Mixed Heritage Representative
Jahmal Williams-Thomas	Black & Mixed Heritage Representative
Howard Cohen	Disabled Fans Representative
Brian Worrall	Cityzen Matchday Member Representative
Angela Worrall	Season Ticket Members Representative

Manchester City Representatives present

Name	Role
Danny Wilson	Managing Director – Manchester City Operations & Nominated Board Level Official for Fan Engagement
Roel de Vries	Group Chief Operating Officer (online)
Jonathan Lingham	Director of Commercial & Fan Support (online)
Kate Dempster	Director of Equality, Diversity & Engagement
Heather Leigh	Director of Product (online)
Scott Williams	Head of Product – Ticketing
Matthew Williams	Senior Communications Manager
Francine Warburton	Head of Fan Support
Jo Becker	Accessibility Lead

Manchester City guest attendees present

Name	Role
Sanjeev Shewhorak	Director of Fan Technology Solutions
Carl Capewell	Head of Safety & Security Operations
Mike B	Ticket Compliance Manager
Dylan Barry	Head of Product – Venue & Stadium Operations
Andy Grimes	Project and Commercial Planning Manager
Carly Briggs	Graduate, Fan Engagement

Apologies

Name	Role
Kevin Parker	Official Supporters Club Representative (Vice Chair)
Elliot Ward	Head of Corporate Communications

Agenda

- **Manchester City v Tottenham Hotspur – Matchday Review**
 - **16-Match Policy and Personal Attendance**
 - **Ticket Compliance Update**
 - **North Stand Operational Update**
 - **Any Other Business**
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Manchester City v Tottenham Hotspur – Matchday Review

The Club reviewed the operational challenges experienced during the opening home fixture against Tottenham Hotspur. Entrance mapping issues affected supporters in Blocks 329 and 303, causing delays at X and C turnstiles. These issues were corrected after the match, with full audits and testing completed ahead of the next match.

PDA handheld scanner software failed to recognise some Season Tickets, and this has since been updated and tested. To provide greater flexibility, access authorisation cards have been issued to empower staff at turnstiles to better assist fans entering the Stadium.

The Club has increased communication through email and social media with information and advice on how to download tickets and how to check NFC settings along with how to scan tickets on the updated turnstiles.

City Matters representatives raised concerns about queues at ticket offices, the reduced flow rate of entries compared to previous fixtures, and the impact on supporters, a small number of whom were unable to access the match. The Club confirmed they would investigate these cases individually and reinforce Steward training. City Matters also highlighted the need for more timely communications, noting that the delay in public updates led to speculation online.

In addition to dialogue with individual fans who contacted the Club, key updates have been sent directly to ticket holders as part of the pre-match information for Manchester United. This communication was shared with all Season Ticket Members and has been included in these minutes:

Turnstile Update

We want every fan to have a smooth and enjoyable matchday experience. With that in mind, following the first match with our new access system in place, we've spent time reviewing our operations, and we've made several positive changes ahead of Sunday's match.

Entrances

We have updated our technology at turnstiles B, C and X to ensure fans have a smoother entrance.

Support at the turnstiles

We're providing more tools for our ticketing support operators to help the limited number of fans without Near Field Communication (NFC) capability on their mobile phones.

Thank you for your patience. We can confirm that the match against Tottenham Hotspur will count towards one of your 10-match attendance requirements for the 2025/26 season

16-Match Policy and Personal Attendance

The Club and City Matters discussed the 16-match ticket utilisation policy and personal attendance requirements. City Matters requested greater transparency by publishing clear exemption criteria. The Club reiterated that exemptions are handled on a case-by-case basis, including for disability, health conditions, pregnancy, caring responsibilities, and other significant circumstances.

Since April 2025, the Club has spoken with all 333 Season Ticket members who have raised concerns about personal attendance. Around one-third of these queries relate to disability or health, and the Club continues to understand that these, and other circumstances, may prevent individuals from attending ten matches in person. The Club emphasised its commitment to continuing to work with affected supporters on a one-to-one basis.

City Matters suggested ongoing monitoring of the policy, supported by regular reporting via the Ticketing Sub-Group, and raised the possibility of an attendance tracker within supporter accounts in relation to Season Ticket utilisation and the Season Ticket Eligibility Pathway. The Club confirmed they will review how fans can monitor the utilisation of their Season Ticket via their online account and update City Matters.

City Matters also asked for proactive reassurance communications to fans where exemptions clearly apply.

Ticket Compliance Update

The Club provided an update on ticket misuse and compliance activity. In 2024/25, over 1,000 accounts were investigated, a significant increase on previous seasons, resulting in more than 800 suspensions for unauthorised resale. Bot activity was closely monitored during high-demand fixtures, with suspicious accounts flagged and restricted. The Club are working on improved information on the website to advise fans about safe ticket buying.

Matchday ID checks continue at home and away fixtures to ensure compliance. The Club noted that unauthorised resale is a criminal offence, regardless of whether tickets are sold at face value. City Matters welcomed the proactive stance and encouraged continued communication to supporters about the risks of unofficial third-party resale platforms.

Ahead of the UEFA Champions League fixture against Napoli, the Club outlined several actions which they have been implementing to prevent unauthorised sale of tickets.

- Strengthened sales criteria, including membership history requirements
- For official resellers;
 - Strengthened criteria for UCL home fixtures, including geo-blocking, passport required when booking, purchase history & sales data manually reviewed.
 - Communication with buyers through official resellers updated and includes detail of no away fans in home areas policy.
- Corrected misinformation on social media, raising awareness of common scams

The Club detailed information about the matchday operation which will be in place for the match against Napoli. This operational information was previously shared following the Real Madrid match.

- Additional Police resources from Greater Manchester Police
- Combined Police and steward response teams will be deployed to any incidents that may occur
- Any away supporter identified when entering a home area will be refused at the turnstiles
- Away supporters found in home areas will be asked to leave. If they refuse, they will be ejected
- Liaison with safety and security contacts at the visiting club, informing them of the above with a request for the information to be sent to their own supporters
- Post match review to identify origin of tickets and implement sanctions

City Matters acknowledged the balance between safeguarding against away supporters in home areas and ensuring full attendances and agreed to keep this under review.

North Stand Operational Update

The Club are continuing to engage with City Matters on topics relating to the North Stand. This item has not been included in the minutes due to the level of detail discussed at this time however the Club will continue to work with City Matters regularly on this topic and fans will be updated over the coming months.

We would like to thank City Matters for their feedback during this section which will be taken into ongoing discussions on the North Stand.

Any Other Business

City Matters asked about the provision of electric vehicle charging in official car parks. The Club aims to increase provision but note that this is subject to discussions with the Sports City Management Company, which oversees shared parking facilities.
