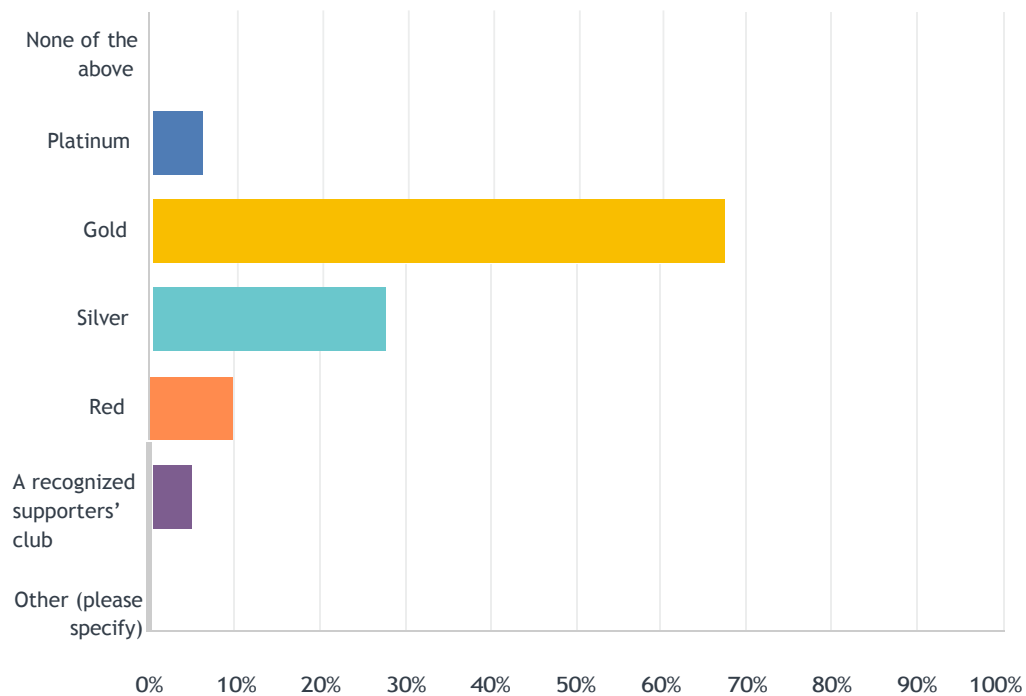
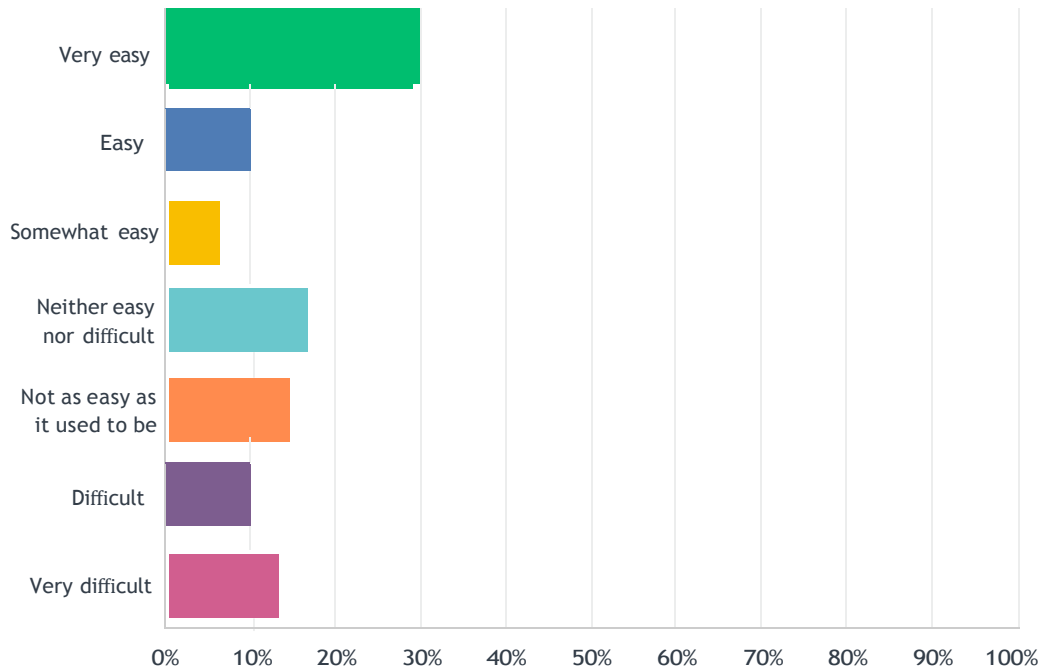


Q1 What sort of membership do you hold? (Tick all that apply)



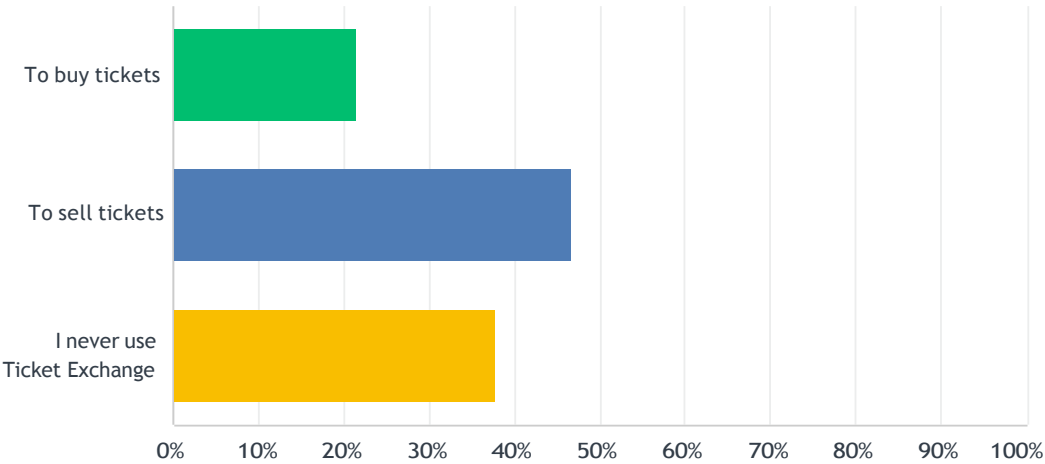
None of the above	2.01%
Platinum	6.04%
Gold	67.11%
Silver	27.52%
Red	9.40%
A recognised supporters' club	4.70%
Other (please specify)	0.67%

Q2 How easy is it for you to get tickets for matches at the Emirates when you want to?



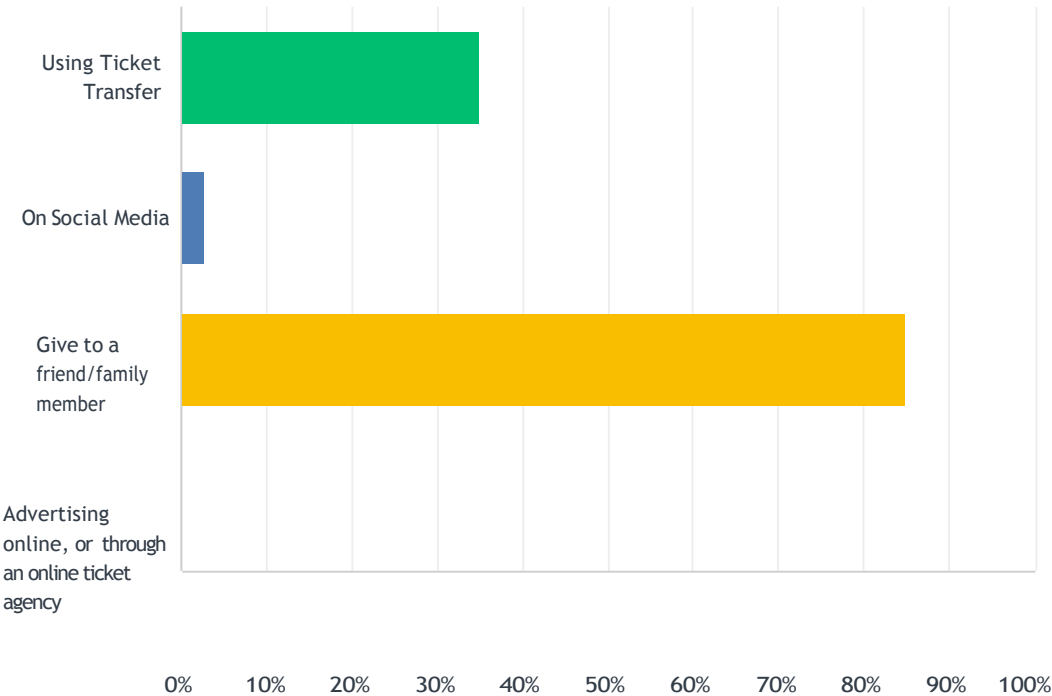
Very easy	28.77%
Easy	10.96%
Somewhat easy	6.16%
Neither easy nor difficult	16.44%
Not as easy as it used to be	14.38%
Difficult	10.27%
Very difficult	13.01%

Q3 Do you use Ticket Exchange



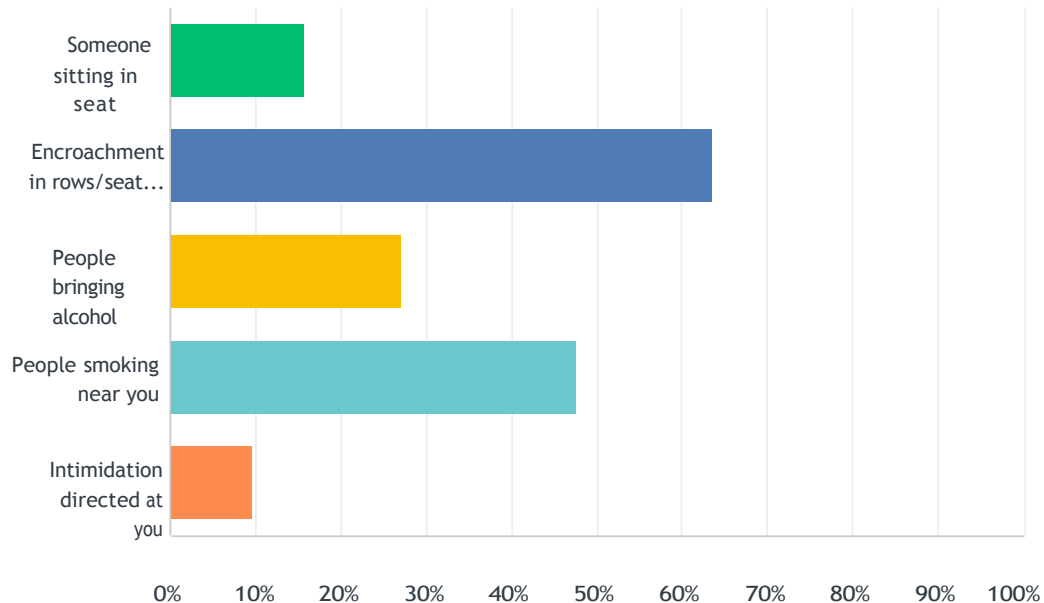
To buy tickets	21.62%
To sell tickets	46.62%
I never use Ticket Exchange	37.84%

Q4 Do you sell or share your ticket/s in other ways?



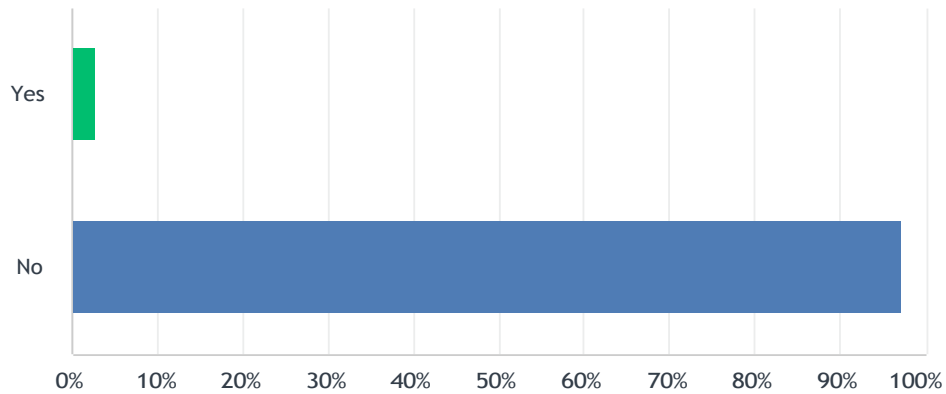
Using Ticket transfer	34.91%
On social media	2.83%
Give to a friend/family member	84.91%
By advertising online, or through an online ticket agency	0.00%

Q5 Have you experienced any of the following at matches this season



Someone sitting in your seat	15.87%
Encroachment in rows/seats after HT (or at other times) by people who were not there at the start of the match	63.49%
People bringing alcohol onto the terraces	26.98%
People smoking near you (tobacco or e-cigarettes)	47.62%
Intimidation directed at yourself or others near you	9.52%

Q6 Have you used the club's Anti-Social Text service (67777) or reported offensive/discrimination to a steward on a match day?



Yes	2.76%
No	97.24%

Q7 If 'no', but if you have seen any, what stopped you from reporting it?

Comments fall under 3 main areas:

1. **Not aware of the number and not clear what can/should be reported & what can't/shouldn't i.e. what is considered Anti Social behaviour at football**

- People in general don't know what anti social limits are any more as the rules keep changing all time and what one person believes to be ok and within the law is another person's idea of breaking the law. It's is I believe a generation problem
- Too many people to report
- Shock, it was a man peeing with the cubicle open in the Ladies Toilets and we challenged him he just laughed
- It's a football stadium. Not a church

Suggestions to overcome this:

Flash the number around the ground during the match

Stewards to be more watchful

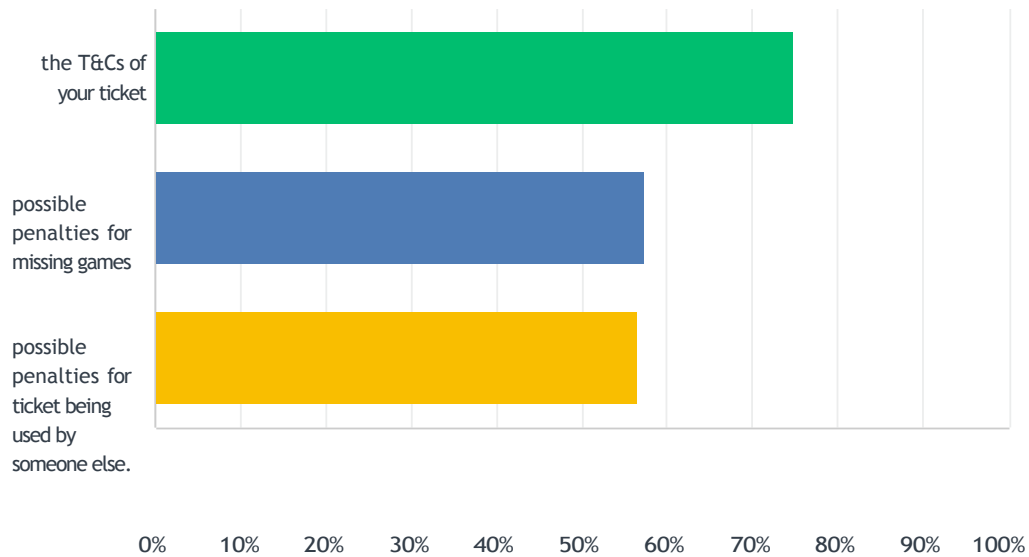
2. **Fear that reporting would possibly make the situation worse**

- Worried about fallout if no action is taken against offending person/action & it becomes known who has made a complaint
- Fear of consequences / not getting proper or prompt support
- It really disrupts every think around you during the game for everyone
- I'm not a snitch
- Peer group pressure

3. **Seems to be ad hoc supporters not regulars**

- This is particularly at League Cup and UEL group games
- Very occasional racist comments from people who don't normally sit in my area
- A young man in the adjacent seat invited a friend to stand in front of him, but they didn't come back after half time. They didn't cause me any particular trouble or inconvenience and I didn't feel like reporting them on principle.

Q8 Sharing, loaning, handing over or selling your ticket - how aware are you of ... (tick all that apply)



the terms and conditions of your ticket/membership	74.78%
possible penalties for consistently missing matches	57.39%
possible penalties for your ticket being used by someone else	56.52%

Q9: any other issues with ticketing that you would like to make the club aware of?

The obvious comments offered about there not being enough tickets to meet demand but genuine concerns raised about problems faced on the following areas:

Silver / Red Memberships

- They are alienating silver members with the lack of tickets made available. This will come back to bite them when the team drop down the pecking order
- Paying for silver access and being unable to obtain tickets for games against non top-6 teams at 10.20am suggests misrepresentation of the silver scheme and is effectively breach of contract.
- Much harder obtaining tickets via Silver Membership. What have the club done to cause this?
- I have a son who is now a red member he's 20 but as a silver member I can't buy him a ticket 2 months before a match. He was a junior gunner then cannon club member for his whole life so this seems unfair.
- It's very hard to get tickets as a silver member only managed 1 game this season it used to be easier at Highbury
- I have been a silver member for around 25 years, until the end of last season apart from odd game, could always get a ticket sometimes 2 days before a game, my oldest is a silver young adult, youngest a junior gunner, and am assigned with 5 other members who same as me, even though we are all signing in not one of us been to a premiership home game, applied for every game, spend 40 minutes online getting through, then when through about 4 scattered tickets left, phonline to busy ring back later, is there any point in us being members if cannot get a ticket, know we are top but we have challenged in other seasons and tickets all round, am sure not the only member to express this.
- I have been a member since 2003 when I returned to the UK after living in the USA. Initially Red now Silver (I started going to Highbury in 1958 and was regular attender though the 1960s and early 70s.) I don't live in London and can only go to one game a year. I am maintaining my membership solely to have priority for this one game when I take my grandson (now aged 9) near his birthday in November. I pay for his Junior Membership. This year was the first when I was unable to obtain a ticket. It was the home match v Nottingham Forest. I called the box office at one second past the release time and was immediately put in a 45 minute queue. By the time i reached the front there were no two seats together anywhere in the ground. I wrote a letter of complaint but did not receive a reply. There is no point being a Silver Member and paying for my grandson's membership if we can't get to see even one low-level match a year. I'm very angry but what can I do?
- This season, it has become almost impossible to get tickets via the club website. I've been told that there is a 300% increase in demand from silver members, and that some memberships, which have been dormant for years, have now sprung back into life because Arsenal are top of the league. I find it quite annoying, as since the silver scheme was devised, I've always gone to upwards of 20 home games a season. This year, I'll be lucky to get to half that number. So oddly, just as Arsenal look like potential champions, I feel quite removed from the whole thing. The 10am sales for silver members are a disaster, Even when I get in a queue at 9.40 (I'm not allowed in any earlier), by the time I get on the site, the tickets are gone by 10.10. And even if it suggests seats are available, clicking on it just triggers a 'We are unable to reserve the seat' sign. It's annoying and stressful because I'm at work. What used to take 5 mins is now a marathon, and usually a fruitless one. What I don't understand is that Junior Gunners (with a parent I think) have equal access on the day which didn't used to be the case. I don't think they pay as much as I do for a silver membership. It's unfair, and Arsenal need to sort it out.
- It's very difficult to obtain tickets using my silver memberships. When sitting in block 17 for 10 seasons prior to this season there were approximately 10 tickets near me that were occupied by different people each game. Some of these people would attend several games a season, indicating that the tickets were held by an individual, not by the club. In my opinion held by a tout. I now sit in Block 2. There are 2 pairs of tickets either side of me that are invariably empty / occupied by different individuals. [AISA member is more than happy to discuss this further – we have contact details].
- Introduce home credits for Silvers/Reds as soon as possible - would reduce number of tickets going into hands of touts (e.g. if caught, a '15+ Silver' would be banned and reset back to a '0+ Red'. This system would also reduce number of fans joining the queue, when selling in staggered sales a la away tickets, while also rewarding loyal fans who have attended most regularly over the last x seasons... let's be honest, the supply and demand issues and members moaning are only really happening now because the 'Fair-Weather Fans' want to go again because we're top of the league and playing well! Fix the 'unable to load seat map' and 'unexpected error. your basket has been cleared' glitches; also stop asking us to prove we're not bots multiple times in the same session. Re-implement option where we can add tickets to our basket using a "price limit" slider (eg. I don't care

where the tickets are, and I don't need to see the stadium seating plan or the unreliable list of blocks "available", I just want 2x tickets together for under £50 each, if available of course).

- Don't believe the fairness of the online ticket allocation. I am a bond holder silver member and have only obtained tickets once. Managed to get tickets for the upcoming Brentford game by buying club level tickets on TE whilst red members are consistently getting tickets
- As a Red Member I have never been able to get a ticket.
- I had four appliances queuing for the Bournemouth match from well before the on- sale time, was on for 45 minutes then told all tickets gone. Red & Silver on sale at same time, later that day I was offered official package to stay at a hotel with a ticket - an absolute joke
- Even if I log on half an hour before tickets go on sale it is extremely difficult to get two seats next to each other. Being a Silver Member doesn't seem to be an advantage this season.
- The issue of limiting match tickets applied for by silver members through supporters clubs is contrary to original agreement and smacks of the club issuing too many silver tickets to non supporters club members.
- My main concern is about obtaining tickets for my 11 year old grandson who has been a member for most of his life. As a Gold Senior Member it seems I have no right to purchase a ticket for him. If I was a Red member it would be much easier. This strikes me as an anomaly.

TX & TT and the Website in general

- The on-line Arsenal ticket website is difficult to navigate and is not fit for purpose.
- The seat picker online is incredibly clunky and slow
- Real problems using Apple products to transfer ticket to a friend for a match via the website: tried on iMac& iPad to no avail. Can't get to the 'confirm' screen. Often have problems with Arsenal website on my Mac products. On iPhone the Arsenal App doesn't update with latest news. Sometimes can't get into it at all
- Ticket transfer is a very poor system (which is consistent with the website generally). I have only used ticket exchange once and that (surprisingly) worked well.
- I do occasionally have the season ticket holder in the seat next to me transfer me his ticket so that I can bring a friend when he can't make it. This is quick and easy but it does seem unfair that the he pays the fee for the transfer not me as the recipient.
- Recently I have had to sell my seat on TX but subsequently found I can now go but can't buy another, not my own, seat without buying another membership. Clearly if I have correctly sold my seat on TX, my seat is someone else's so my membership should allow me to buy another seat. The system does not allow it or the staff are not trained to deal with it when you speak to them. Just simpler to say no.
- Ticket exchange not working effectively when trying to buy ticket or exchange ticket.
- I am now 81 years of age and I live in the country. It is difficult getting to midweek evening matches and I have difficulty in using the ticket exchange facility. I would like to speak with somebody in the office to sell my ticket to help offset the season ticket cost when needed.
- Tickets go on sale at 10AM, yet you have to log on earlier as it seems all the tickets are gone by 10AM, why don't they stick to the advertised time. My biggest bug bear
- When the time for silver members to buy arrives there is a rush for tickets that causes glitches on the website where you can waste time looking for tickets that are being bought are you try. It is not user friendly
- Impossible to get tickets because they sell out so quickly
- There currently seems to be problems for individuals to book match tickets
- Tickets should only be passed on/sold via the ticket exchange. Only members should be allowed tickets
- Difficult to access / find Ticket Exchange. A dedicated link on the membership page might make it easier to find. Ticketmaster is a nightmare. Terrible system. But for them to operate a sanctioned black market as well, takes the piddle.
- When you do use TX touts get hold of the tickets and re-sell at a huge profit
 - Sold the Liverpool and the Sp*rs tickets on Ticket Exchange. Ended up sitting next to guys who had paid between £500 and £550. Told the club (and AISA) and the club were quick to respond and apparently removed the red membership that bought them and sold them to an online ticket tout. But more needs to be done about who has a red membership and who can get tickets. More cross referencing of email addresses, home addresses and credit card details. If someone has 20 red memberships and gets banned from using one what do they care? I would have rather given my ticket away for free to a real fan. This needs to be addressed.
 - I received an email that my Newc Utd ticket had sold within 1 minute of me receiving an email that it had been successfully posted on TX. We asked our friends to ask whoever turned up for the game how they found using TX (I was suspicious that it had sold too quickly but was told by AFC that the speed was because demand was high!!) They reported that the ticket holders knew nothing about TX & wouldn't confirm how much they'd paid & were rather cagey about how they'd got hold of the tickets. I reported this to AFC & was told they identify suspicious purchases and request in person collections with ID for

them. Still no idea what constitutes a suspicious purchase though...but a posting & purchase in less than a minute is pretty suss to me. I'm less inclined to use TX in future as I don't want to line a tout's pocket; I'd rather offer to a supporters' club member who will definitely go

- stop the touting: listen to people when they hand to you names and block and seats numbers of people that are selling tickets for huge amount over face value
- Bots being used by touts to hoover up available tickets 1) when silver members' window opens 2) when red members' window opens 3) on ticket exchange. Less IT savvy red and silver member friends sometimes ask me to try and buy them a ticket on their cards.
- Tickets on sale to Silver members sell out at a phenomenal rate compared to previous seasons: for example, all sold out 15 mins from going on sale. This suggests widespread use of automated bots to buy tickets for resale: this can only be stopped by much more stringent checking both on the ticket site and at the games.
- TX is being overrun by touts!!

Seniors / Concessions

- I am in the family zone as a pensioner of 75. I would like to take either a child or grandchild to matches but am denied tickets why?
- I think the club should allow discounted tickets for people who are older or younger who want to sit next to other friends and not for them to be segregated into a separate area
- They should allow senior citizens to remain in their own seats at a reduced rate rather than shunting them off to the Clock End. I've had a season ticket for over 30 years, I should be allowed to stay where I am but at a reduced rate, now I'm of pensionable age
- I still cannot understand, as a senior member, why in order to get a concessionary rate I have to sit in the Family Enclosure.

Prices

- As a gold member I have no issues but my experience doesn't reflect the reality of many especially when it comes to cost.
- Cat A games are too expensive
- I believe it is unfair the club takes 10% of any ticket sold on ticket exchange. It should be a simple fee, say £1.

Away Tickets

- Have been a member of the Away Supporters Group and are concerned that this is to be abolished
- Away tickets are being sold online and to people that I've never seen at away games
- Never have a chance to get an away match ticket
- Access to tickets for away games? Impossible to get
- Away tickets freely available on various sites at many times FV. How hard can this be to trace the source and close this down? Is it time for the Gold ST to be for 19 PL games only? I don't think any other team package cup games with league matches. Most other clubs offer concessionary pricing and NOT in family section only. Arsenal are out of line on this
- I would love to get along to an away game but lost my remaining credits a number of years ago. I would like to see an option on the season ticket to convert one or more home cup credits to an away game
- I was part of the away scheme now it's impossible to get tickets for the away matches so I've given up supporting over land and sea...
- Cannot still understand why Club are finishing with The Away Scheme. To me it is the heartbeat of the Club

General

- Not everyone is a tout! I sell tickets for face value and have done for many years
- I have two gold memberships which we share as a family group (2 parents, 3 children) plus close friends, relations and work colleagues. We would be upset if we could not continue to do this, because any of them are not registered members.
- I have had 2 tickets in my name since 1988 and been a member of the away scheme since it started, again with 2 memberships. Always believed that I could use the tickets for my family and friends as long as I didn't resell them (other than the ticket transfer). I am now over 70 and not in the best of health and have for the past few years spent 2 months a year in Australia with daughter and family. It seems unreasonable to me if my tickets were not renewed because I didn't use them as much as I used to!
- Aware now that I can only transfer my ticket on the Exchange. Not aware before.
- Living 250 miles away, I'm not always able to travel due to rail strikes. The club forget about the fans who have supported them for over 50 years + by making it an issue to pass on our season tickets to our friends. Feels like

Big Brother watches what we do, with our own season ticket. Making life awkward for us OAP who have been loyal supporters all our life.

- I pay a vast amount of money for my ticket and I think that I should have the right to give or sell it, at cost price, to whomever I want to, that support Arsenal
- Somehow there are still ticket touts around before every game. Very annoying when you struggle to get tickets for games. Of course, they might not be legit!
- We don't currently hold season tickets as we live too far away to attend regularly. If tickets were more easily available we would want to attend more frequently.

Suggestions

- Introduce a credit system for silver members, so that those who go to the "smaller" games get priority for the big games. Also introduce a ballot system for away games, under which a limited number of tickets (say 5-10%) are made available for those members without the required number of credits.
- I think they should bring back the phone line option with ticketmaster
- If you have a gold season ticket, the ticketing system works well but the club could increase the number of turnstiles (like double) so as to make getting in quicker and more efficient.
- People with season tickets and other membership already are disproportionately benefitted so tickets for finals, away matches etc should go to others. It just seems so much like a closed shop
- Should be able to share with a group of trusted family and friends who can register their email address with the seat owner if he/she cannot go
- Tickets should be allowed to be given to designated list of trusted people made transparent to the club and vouched for by the ticket owner
- I think we need to make sure that we can provide our season ticket to friends and family if we cannot attend. I think the fee that is taken for ticket enhance needs to be looked at considering all of the work is done by us and it's automated. It seems high