



The PTFC Front Office meets with the 107ist Board to discuss the many aspects that comprise of and reflect the state of the club and its supporters. The conversations can be wide ranging from fan/supporter experience, community projects, business initiatives as well as team updates and insights. There has been a long and successful relationship and the meetings have remained private and confidential to allow for candid and honest conversations. However, we also want to be transparent and forthcoming when it comes to the information shared and discussed with all our supporters, so we have compiled our monthly notes from the meeting on 3/9/22 below.

*Timbers/Thorns Front Office Attendees:* Mike Golub – President of Business, Ken Puckett - Sr. VP of Operations, Ashley Highsmith - Sr. VP of Guest Experience, Chris Wilson - VP of Member Services, Katie Simons – Director, Media Relations

#### **Front Office update on action items and initiatives**

- Full/Complete list to be shared with 107ist prior to public announcement
- Anonymous reporting systems
- New hires/positions
- Increased training for all staff
- Stand Together Scholarship and additional programming

#### **Supporter engagement plans moving forward**

- Shared goal of creating an inclusive stadium/supporter section for the Portland soccer community
- Open Houses hosted to create more dialogue with wider range of fans
- Monthly newsletters along with open feedback channels and surveys
- Increased Member Services department outreach to all accounts, with renewed focus on GA

#### **107ist - Impact of recent incidents on our community**

- Shared feedback we've received from our members
- Survey supporter results from November 2021 and February 2022
- Communication needs for transparency

#### **Next Steps**

- Front Office to follow up next week with plans for future dialogue and communication