



Dear Orlando City Fans,

First of all, thank you for your continued support of Orlando City. We wanted to provide you with an update on the implementation of our new Fan Code of Conduct and the actions the Club is taking to enforce it.

For background, during the course of 2014 the Club has given both Supporter Groups ample opportunity to police themselves (our preferred course of action) and previously took the following steps to communicate to The Ruckus and the Iron Lion Firm (ILF) about the expected standards of behavior of their members:

- May 4 - Met with Ruckus and ILF leaders to communicate to them the standards of behavior expected for the remainder of the season and the consequences associated with not complying with these new standards.
- May 21 - Phil Rawlins and Adrian Heath personally met with the members of both Supporter Groups at the tailgate area prior to the game to once again impress on them the need to comply with the new standards of behavior.
- June 20 - Phil Rawlins met with leaders of the ILF to address complaints of “bullying” by certain members of the ILF toward other Orlando City fans.

Following the unfortunate incidents at the Tampa game where four fans were arrested and several others ejected from the stadium, the Club personally contacted each supporter arrested in an attempt to understand their views of the incident. The Club then undertook the following steps:

- We placed the fans arrested on indefinite suspension from attending OCSC matches pending resolution of their legal cases.
- The club indefinitely suspended the privileges for both The Ruckus and ILF Supporter Groups beginning with the last home match July 12, pending their agreement to implement the new Fan Code of Conduct.
- We requested an in-person meeting with leaders of both Supporter Groups to discuss the incidents. The Ruckus leadership accepted this invitation and met with Club staff at OCSC’s offices on July 9. The ILF leadership declined our invitation to meet and during a subsequent telephone conversation asked to have their status as a Recognized Supporter Group removed.



- E-mails were sent to all fans detailing the new Fan Code of Conduct, including a special e-mail directed to all Season Ticket Members in the Supporter Section.
- The Fan Code of Conduct was published on OrlandoCitySC.com and distributed to ALL fans entering the stadium at the last home match.
- The vast majority of fans fully complied with the Fan Code of Conduct and cheered the team on to another home victory. However, four fans were ejected for continuous use of inappropriate and offensive language. Each of these individuals has subsequently been banned from attending future OCSC matches – home and away – until December 2015.
- Subsequent to the match, after receiving feedback from fans and reviewing video footage of supporter behavior, an additional 11 fans have been informed that they are also being banned from attending future OCSC matches – home and away – until after the MLS All-Star Game in 2015.

Orlando City greatly regrets having to take these steps but has made it clear throughout the season to the leaders of both groups that continued use of inappropriate and offensive language, antisocial and aggressive behavior, and bullying other fans **will not be tolerated under any circumstances**. Simply put, we are committed to enforcing the new Fan Code of Conduct and to ensuring a safe, fun and enjoyable experience for all fans who attend our games.

On a related but happier note, the Club is pleased to announce the following fan initiatives:

- I. Process for Becoming an 'Officially Recognized Supporter Group':**
As promised prior to our last home game, Orlando City is now accepting applications from any group of Season Ticket Members that wish to be recognized by the Front Office as an Official Supporter Group. The guidelines for achieving this status are as follows: (i) have at least 50 season ticket members committed to join the group, (ii) establish a formal process for electing a minimum of five (5) leadership positions within the group, and, (iii) the group's commitment to uphold and enforce the Fan Code of Conduct amongst its members. Any fans interested in starting a new Officially Recognized Supporter Group are encouraged to contact Alex Wolf (awolf@orlandocitysc.com).



- II. The Ruckus Returns:** After an in-depth discussion with its leadership and their commitment to uphold the Fan Code of Conduct, the front office has lifted The Ruckus' suspension, effective immediately. We are pleased to welcome The Ruckus as the first Officially Recognized Supporter Group under the new Fan Code of Conduct. Starting with the next home match on August 2, Ruckus members may return to using drums, banners, tifos, etc. The Supporter Tailgate will also re-open.
- III. New 'OCSC Fan Advisory Council' Initiative Unveiled:** In an effort to provide a 'voice' to ALL Orlando City Soccer fans, the Club is creating a new 'OCSC Fan Advisory Council' that will meet on a regular basis to provide feedback to the Club regarding a wide variety of topics. The Council's membership will be comprised of a full cross-section of fans e.g., Club Seats, Suites Holders, Midfield Seats, North End, Family Section, ADA, etc. Any fans interested in joining can contact Lauren Voorhies (lvoorhies@orlandocitysc.com) or apply online at www.orlandocitysc.com/club/fac/.

In closing, we want to thank the overwhelming majority of our fans who passionately support our team every week and who have welcomed these measures to ensure their continued enjoyment of the games. We are excited about these new initiatives and remain convinced that we will have the best and loudest fans in MLS. And, as always, fans are encouraged to chant, cheer & passionately support the team.

Thanks again for your support, Go Lions!