

Hovertravel – Hovertravel User Group (HUG)
Minutes – 29th May 2019

Present: Mrs J Horrocks (JH), Mr N Chapman (NC), Mrs L Lale (LL), Mr S Forster (SF), Miss K Cook (KC)

Minutes from meeting held on 29th May

- Hovertravel welcomed everyone to the virtual HUG meeting

- **Service Update**
- **On Time Performance:** Hovertravel provided an update of On Time Performance for April (94.64%).
- **Reliability:** Hovertravel provided an update of Reliability for April (95.43%) which saw an improvement on the previous month.
- **Additional Commuter Services:** SH asked if Hovertravel was looking into an additional 15 minute commuter service in particular at 1745 from Southsea. HT answered saying that there are no plans to increase frequency to 15 minutes but we are still finding that people book their crossing and do not travel on their booked service. There should be capacity on services around this time.

- **Performance Update**
- **D Day:** HT reminded customers that it is business as usual on Wednesday 5th June and we will be operating to timetable with the exception of two cancelled services and just four amended services. HT directed customers to the latest edition of HoverNews - <https://www.hovertravel.co.uk/hovernews/>

HT closed the meeting with a thanks to those who submitted questions in advance. HT advised that we have a new website and booking system which went live last week. HT advised that the trial of using Twitter for HUG had provided usual feedback over the last 3 months and following a review further information about future HUG meetings will be communicated.

Meeting finished at 1400