

**Hovertravel – Hovertravel User Group (HUG)**  
**Minutes – 24<sup>th</sup> April 2019**

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

**Minutes from meeting held on 24<sup>th</sup> April**

- Hovertravel welcomed everyone to the virtual HUG meeting.
  
- **Service Update**
- **On Time Performance:** Hovertravel provided an update of On Time Performance for March (96.4%).
- **Reliability:** Hovertravel provided an update of Reliability for March (85.5%). HT stated that unfortunately the record-breaking bad weather affected reliability.
- **Additional Services over Easter:** Hovertravel operated an additional 40 services due to high demand over the Easter weekend.
  
- **Performance Update**
- **D Day:** Hovertravel announced that they are looking to work with for veteran associations on the Isle of Wight.
- **Victorious:** With this being the eighth annual Victorious Festival, Hovertravel is operating late services up to 1am in the morning.

HT closed the meeting with a thanks to those who submitted questions in advance. Hovertravel reminded everyone that you can submit feedback and comments anytime with the hashtag #HUGhour

**Meeting finished at 1400**  
**Next meeting 29<sup>th</sup> May at 1300**