



## Hovertravel User Group Meeting. (HUG)

Thursday 27<sup>th</sup> August 2020–10am (Zoom)

### In Attendance

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|--------------------|-------------------------------|-------------------|
| • Neil Chapman     | Hovertravel                   | Managing Director |
| • Terri Frost      | Hovertravel                   | Duty Manager      |
| • Mike Sizer-Green | Wessex Cancer Trust           |                   |
| • Jonathan Marren  | Ryde School                   |                   |
| • Jan Brooks       | Isle Access                   |                   |
| • Yvonne Williams  |                               |                   |
| • Richard Price    |                               |                   |
| • Sarah Williams   |                               |                   |
| • Victoria White   | Head Of IOW Ambulance Service |                   |

### Apologies

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|------------------|-------------|--------------------|
| • Vaughan Martin |             |                    |
| • Loretta Lale   | Hovertravel | Head of Commercial |
| • Sarah Williams |             |                    |

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- **Matters Arising from the last meeting.**
  - Southsea experience; it was requested if there are any improvements to the queueing management and arrival procedure could be undertaken. [Hovertravel have implemented a new range of queueing measures, along with new signage.](#)
  - Terminal Ventilation; a request to implement ways to improve the ventilation in the terminals. [Policy to open the doors when safe to do so. It was requested by the HUG grp to see if Southsea windows could be opened to increase ventilation.](#)
  - Bike carriage; now there are greater numbers traveling, a request to review the bike carriage process was noted. [Hovertravel developing online booking process for bikes. HUG grp asked that consideration for 3-wheeler bikes \(Trikes\) to be considered for carriage.](#)
  - Mystery Shopping; these will start shortly, undertaken by Isle Access, to include the Covid Secure Standards. [Action Hovertravel to contact Isle Access.](#)
  - QA Cancer Treatment volumes; Wessex Cancer Trust to provide any data to share with Hovertravel as to any material changes to the capacity for cancer treatments. [Wessex Cancer Trust reported an increase forecasted for treatment, due to Covid and asked Hovertravel to consider this. Action; set up a meeting to review the transport & booking provision for those attending hospital appointments.](#)
  - Ryde Parking (Those attending Cancer Treatment); Hovertravel to approach IOW County Council to research any support for those attending Cancer Treatment. [Action Hovertravel.](#)
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### **Timetable – Update**

- An update of the current timetable was presented. The Winter services commence 1<sup>st</sup> October 2020, with no change for the coming season's operational hours. Next Summer is being reviewed. Additional services added when required. Hovertravel is continually reviewing the demand to services as we proceed through the recovery phase of Covid 19, with the return of schools and the office workers.
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### **Covid Secure Standards**

- The company updated the HUG Grp of the current measures implemented to ensure Hovertravel is Covid Secure. The company continues to follow the Government Guidelines and mitigation actions are implemented following a number of Risk Assessments being done. These are reviewed at H&S Meetings. We continue to monitor the latest guidance to ensure the Covid Secure Standards are maintained.
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### **Booking procedures & Update of Products.**

- The company will be launching the long awaited 'manage your booking' in mid-September.
  - Hover Flexi – regular travellers' feedback has shown many of the season card holders will not be travelling daily due to 'working from home'. Hovertravel is to launch a new range of products to align with the revised needs of our customers. These will be launched 1<sup>st</sup> September.
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### **AOB**

Victoria White, Head of the Isle of Wight Ambulance service presented how the Ambulance Service & Hovertravel developed its partnership to provide a 'Rapid Off Island Transfer'. This included the background to the services, along with how this is being developed for the future.

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Neil Chapman thanked all the HUG members for the continued support and feedback and in addition the kind comments of appreciation for our staff & service.

**Next Meeting dates; Thursday 12<sup>th</sup> November @ 10am – Zoom**