



Hovertravel User Group Meeting. (HUG)
Thursday 4th November 2021–10am (Teams)

In Attendance

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|-------------------|---------------------------|--------------------|
| • Neil Chapman | Hovertravel | Managing Director |
| • Terri Frost | Hovertravel | Duty Manager |
| • Loretta Lale | Hovertravel | Head of Commercial |
| • Sarah Williams | Commuter & NHS | |
| • Jan Brooks | Isle Access | |
| • Vaughan Martin | Commuter | |
| • Yvonne Williams | | |
| • Darren Claydon | NHS IOW Ambulance service | |

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- **Matters Arising.**
 - **Service Status;** App to have R'A'G in the circles add by 30th Nov, as suggested by Sight For Wight.
 - **Booking System;** Hovertravel continues to received feedback of ongoing issues with 'manage your booking'. The company wishes to have a great experience online as well in the terminal, and will be implementing a similar user group for on line activity (HUG – IT) to review and implement improvements as required from feedback. Members of HUG attending offered their support and welcomed the opportunity to work with the company to improve the service online. [ACTION HT to update.](#)
 - **Freight;** Feedback was received from Graces Bakery, stating they have been using hover freight for several years and find it the most reliable and quickest way of getting their last-minute small orders across the Solent. Feedback for improvements were shared, including the improvement in communications, such as phone line for freight, notification system to advise of parcel arrival (a number of possible systems were presented). [Action; HT advised, it has seen a considerable uplift in the use of its freight, and welcomed the feedback from Grace's and their involvement in HUG going forward. It was noted, the Head Of Ground Operations is reviewing all freight processes, and the company is looking to invest into an automated system.](#)
 - **Season/Travel Cards (print quality);** Feedback was received as to the poor quality of the print on the season/travel cards, with it being often impossible to read the bar code number. [Update ; This problem continues, and the company advised it is looking to withdraw all cards eventually for online/on phone version.](#)
 - **Hover Care (online);** Hovertravel advised they are planning to upgrade the website to offer a number of accessibility tools. This work is planned for next year.
 - **Priority Boarding for Wessex Cancer Trust;** It was noted that while the priority boarding is very welcome for those using the Daisy Bus, feedback was received that it's not implemented consistently. [Update; the company will be implementing greater profile to offer priority boarding and seating for those that require this service.](#)
 - **Car Parking Process at Southsea;** Feedback received the process to apply was not easy to use and often lengthy. Hovertravel advised, that car parking is now fully managed by Ringo, as appointed by Portsmouth City Council. Whilst we have no control in this area, we will share this feedback.

- **Transfer to Wightlink during cancellations;** Feedback to the new process of ticket acceptance was generally good, with the request to enquire why sometimes Hovertravel tickets are asked to be separated in line for boarding. [Action to speak to Wightlink.](#)
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Timetable – Update

- An update of the current timetable was presented, additional services will be added as required to the timetable. Feedback from the group was complementary as to how the company adds services when needed, and thanked the staff for this service.
 - **Later Services;** Feedback, ideas and suggestions for later services was noted in the meeting. Hovertravel advised that in previous years when they have operated late night services the usage has been very low and not sustainable without some level of support. It was noted, the staff do offer to run later services for special occasions, such as home matches for Pompey, Victorious Festival etc. It was requested to look at a late-night service before Christmas to test the market. [Action; Hovertravel agreed to review the opportunity to an ad hoc late-night service for a date prior to Christmas, and continues to monitor the overall demand for later services.](#)
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COVID-19 Secure Standards

- The company will continue 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. Feedback from HUG was to ensure Ventilation was maintained consistently in the terminals.
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AOB

N/A

Neil Chapman thanked all the HUG members for the continued support and feedback.

Next Meeting dates; Thursday 17th February 2022 @ 10am – Teams

Dates for 2022

- Thursday 17th February 2022 10am Teams
- Thursday 19th May 2022 10am Teams
- Thursday 3rd November 2022 10am Teams