



Hovertravel User Group Meeting. (HUG)
Thursday 3rd November 2022 – 11am (Teams)

In Attendance

• Neil Chapman	Hovertravel	Managing Director
• Terri Frost	Hovertravel	Duty Manager
• Vaughan Martin	Regular User	
• Richard Price	Regular User	
• Jan Brooks	Isle Access	
• Sarah Williams	Commuter	
• Sarah Redrup	Regular User	
• Lisa Hollyhead	Sight for Wight	

-
- **Matters Arising & Feedback.**
 - **Hover Care Priority (assisted) Boarding;** The company advised in recent months there has been an increased level of negative feedback, in relation to the service known as Priority Boarding. Following a review, the company shared its suggestion with the group to 'reverse' the boarding order. Meaning those requesting assistance, would board last rather than first, allowing the team to assist after the majority have boarded. Hover Care seats would also be moved closer and in line of sight with the check in area. Feedback from all HUG members was encouraging and agree a trial should proceed. It was requested to also review the number of Hover Care seats. [Action Hovertravel to set up trail](#)
 - **Bikes and boarding;** Whilst raised at the HUG meeting 15th June in relation to the bikes coming through the terminal. It was noted the process has improved at Ryde, but still bikes coming through Southsea terminal. The main concern was the transfer of oil and dirt onto seats, when bikes are placed next to seats. [Action; customer notice to remind bikes where possible to not come through terminal and be mindful of other passengers, especially in relation to seats.](#)
 - **General Service;** All HUG members shared a number of compliments and experiences as to the service levels received from Hovertravel teams. It was very much appreciated and noted, advising the company will share this with the teams in the weekly update.
 - **Digital Inclusion;** Feedback was noted, following a HUG member witnessing an elderly couple being refused assistance when stating they were unable to use online booking. It was raised as to what the company could do to avoid such issues, and ensure digital Inclusion. The company apologised, and will undertake a review as to this, as it is totally committed to ensure all have access to our services. [Action Hovertravel to review and put measure in place to improve this area of the service.](#)
 - **Standby Queue & Process;** Feedback as to the managing of the standby queue, when space is not available on the next departure, and the following was noted i) Staff to check the standby queue for any confirmed passengers ii) consider the use of standby cards iii) signage and wayfinding, explaining the standby queue (and 5min rule – see below). [Action Hovertravel to review all feedback given.](#)
 - **5 Minute Rule;** Feedback from majority of HUG members was noted, in relation to the awareness and implementation of the 5-minute rule, and it was questioned why is it in place. It was suggested a greater use of signage of the rule, and to expand and share with the customers its reasons, and importance. [Action Hovertravel to review and implement the suggestions.](#)

- **Check In Process;** Feedback was shared on an occasion when the company operated a ‘first come first served’ check in and requested clarity. It was advised Hovertravel operates a book service, and regardless of delays the booked system should remain. HUG members all agreed. [Action Hovertravel to remind the operations team of the agreement.](#)
- **Weather Disruption Policy;** The company requested any feedback from the current arrangements and services, in relation to transfer to Wightlink. All advised the system works well, and wish for it to remain.
- **Season Pass Benefits on renewal;** It was raised by a HUG member of the benefits upon renewal, and assurance that these would be aligned to the time of purchase. In addition, greater awareness with the team and public as to the benefits offered. [Action Hovertravel to act on this feedback.](#)
- **Disruption for those with reduced mobility;** It was raised for the company to review and ensure that in the event of disruptions those requiring additional assistance are ensured. It was noted, Hovertravel do have 2 staff members at the Wightlink terminals when transfer is in operation. [Action Hovertravel to review.](#)
- **Delay information;** To ensure in the event of delays, the customers in the terminal are offered and given the up-to-date information as to the issues. Evidence was shared, that this is not as consistent as it could be. [Action Hovertravel to review 3rd Nov.](#)

Timetable;

- **Island Line Connectivity;** The company shared its proposal to improve the connectivity with the hovercraft & Island Line, once they revert to a 2-train service. It was advised the company is willing to undertake a consultation, to obtain feedback as to a timetable change. It would not affect the number of services. All HUG members agreed, greater connectivity with the rail would be advantageous, and a review to be done.

AOB

Next Meeting; it was requested a ‘in person’ meeting, and at the end of the day if possible.

Neil Chapman thanked all the HUG members for the continued support and feedback, it really is appreciated the engagement and feedback.

Next Meeting date; Thursday 2nd March 2023 @ 5pm – Solent Views, Hovercraft Centre of Excellence, Hovertravel, Ryde

Dates for 2023

- Thursday 2nd March 2023 @ 5pm – Solent Views (in person)
- Thursday 22nd June 2023 @ 11am – Teams (virtual)
- Thursday 28th September 2023 @ 5pm – Solent Views (in person)
- Thursday 24th November 2023 @ 11am – Teams (virtual)