



Hovertravel User Group Meeting. (HUG)
Thursday 24th March 2022 – 10am (Teams)

In Attendance

• Neil Chapman	Hovertravel	Managing Director
• Terri Frost	Hovertravel	Duty Manager
• Loretta Lale	Hovertravel	Head of Commercial
• Sarah Redrup	Graces Bakers	
• Jan Brooks	Isle Access	
• Vaughan Martin	Commuter	
• Yvonne Williams	Regular User	
• Darren Claydon	NHS IOW Ambulance service	

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- **Matters Arising.**
 - **Service Status;** App to have R'A'G in the circles added as suggested by Sight For Wight – This has now been completed, and thanked Lisa for this observation.
 - **Booking System;** Hovertravel continues to received feedback of ongoing issues with 'manage your booking' and other elements of the online experience. It was requested the HUG group, from the next meeting add this to the agenda going forward.
 - **Freight;** Feedback was received from Graces Bakery, stating they have been using hover freight for several years and continue to find it the most reliable and quickest way of getting their last-minute small orders across the Solent. It was noted, it would be useful if a system of 'notice of arrival' could be implemented. [Action; HT to review process to ensure a prompt 'notice of arrival to the customer of freight items'](#).
 - **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 ; Now resolved, and the company advised its aspirations to move to a electronic form of season card.](#)
 - **Hover Care (online);** Hovertravel advised they are planning to upgrade the website to offer a number of accessibility tools. [This is now in place, RECITE me has been implemented.](#)
 - **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 is reviewing its procedures to ensure all Hover Care passengers are able to have priority boarding.](#)
 - **Bikes and boarding;** It was requested the company ensures a consistent process for the boarding of bikes, in both Ryde & Southsea. [Action HT to review.](#)
 - **Covid Measures;** Discussion as to the actions of the company following the Governments relaxation of Covid Measures. Hovertravel confirmed, a number of hygiene measures will remain, such as ventilations in terminal, cleaning of craft hand rails on each crossing and hand sanitizer. It was confirmed the company will continue to monitor all feedback from staff and customers and follow all government guidance in this matter.

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.

HUG – IT ‘on line experience’

- It was requested for all HUG members to forward any feedback in relation to the online experience.

AOB

HUG Meeting ; After 2 years of virtual HUG meeting’s, it was suggested to meet ‘in person’ at the newly refurbished meeting rooms above the terminal in Ryde, all agreed this would be useful.

Hover Care ‘Try B4 You Fly’; it was advised the company is holding another of its events for those with reduced mobility on Thursday 5th May, and encouraged any of the community to attend. Registering is on line.

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

Next Meeting dates; Wednesday 15th June 2022 @ 5pm – Solent Views, Hovertravel Terminal, Ryde

Dates for 2022

- Thursday 3rd November 2022 10am Teams