



**Hovertravel User Group Meeting. (HUG)**  
**Thursday 2<sup>nd</sup> March 2023 – 5pm (Solent Views)**

**In Attendance**

• Neil Chapman	Hovertravel	Managing Director
• Ryan Livett	Hovertravel	Duty Manager
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• Jan Brooks	Isle Access	
• Sarah Williams	Commuter	
• Sarah Redrup	Regular User	
• Lisa Hollyhead	Sight for Wight	

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- **Matters Arising & Feedback.**
  - **Hover Care Priority (assisted) Boarding;** Feedback from all HUG members was to note the new system of assisted board has worked well. Hovertravel confirmed this is now permanent process, following feedback from users over the trail, and thanked all for feedback.
  - **General Service;** As per last meeting, HUG members shared a number of complements as to how the cancellations had been handled. Including the facility of transfer to Wightlink, that has been received well.
  - **Digital / Online Customer Experience ;** An update was shared with the HUG members as to the ongoing developments to the customer experience online. HUG members raised observations for areas of possible improvements, as follows i) Main banner on account to state 'Make Booking' instead of 'View Ticket' ii) Season Ticket & preferred crossing navigation. lii) Visibility of booked crossing times.
  - **Standby Queue & Process;** Following feedback at the last HUG meeting, a trail was undertaken to 'standby cards. The results of the trail did show, a drop in customer experience and impact into OTP (On Time Performance), therefore it was agreed to not proceed with the process of standby cards, and remain with the standby line at both terminals..
  - **Disruption for those with reduced mobility;** Following the last HUG meeting in relation to assistance for those with reduced mobility, in the event of disruption and transfer. Hovertravel confirmed a mini bus is available for those with reduced/hidden disabilities, departing xx15 from Ryde & xx45 from Ryde Pier Head.

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**Timetable;**

- **Island Line Connectivity;** The company shared its results of the recent consultation, with over a thousand replies, and 84% requesting connectivity between Island Line & Hovertravel. At this time, there will be no changes to the current timetable, due to Island Line increasing their services to 2 an hour from April.
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## **AOB**

None recorded.

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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 22<sup>nd</sup> June 2023 @ 11am – Teams (virtual)

## **Future Dates for 2023**

- Thursday 28<sup>th</sup> September 2023 @ 5pm – Solent Views (in person)
- Thursday 24<sup>th</sup> November 2023 @ 11am – Teams (virtual)