

**Hovertravel – Hovertravel User Group (HUG)
Minutes – Monday 16th April 2018**

Present: Ms Y Williams (YW), Mr S Sale (SS), Mr V Martin (VM), Ms S Williams (SW), Mr C Wood (CW) – Operations Manager, Mr N Chapman - Hovertravel Managing Director, Mrs J Horrocks - Head Of Ground Operations, Mr P Theobald (PT), Mr J Barker (JB), Ms J Brookes (JB), Mr P Jackson (PJ), Mr S Harrington (SH), Mr S Attrill (SA)

Apologies: R Price (RP), Ms Z Irvine (ZI), Ms J Adams (JA)

Minutes from the previous meeting:

- **Lights on craft** – YW asked to look into the brightness of the lights on outside of craft. **ACTION CW to look into with MC if we can adjust the brightness or angle of the lights on the bow doors – ongoing due to other priorities**
- **Social Media/Communication** – SW asked for more engagement via twitter & facebook. Need to include operational updates but also shout about all the positive things Hovertravel are doing. **CLOSED NC provided update on improved push notifications to the app. Group agreed that we were sending out the correct balance of notifications and better information.**
- The group asked that during delays and cancellations the information given by the teams to be more accurate. The group noticed one morning where the fog has cleared yet the service has been cancelled. **CLOSED JH provided group with update – see below**

Craft Feedback

- It is now visible that water ingress is present on Solent Flyer **CLOSED – CW advised that improvement has been made to air con systems**
- There is a lot of interference on Island Express' Intercom **CLOSED**
- Planned downtime of the craft – can this be scheduled better? **CLOSED – NC updated group regarding implementation of Engineering Director**

Customer Services – Push Notifications

- The push notifications are good but are not always accurate or reliable **CLOSED – app provider changed. CW has also been holding sessions in terminals to assist customers.**

Views & comments for discussion

- Name badges for staff members – help us build a relationship with your staff **Action CW to look into further – ongoing. JB noted that people want to give compliments not just complaints**
- Online offers - these seem to have an impact on the operation **CLOSED – overall commercial strategy has changed**
- Gold card companion offer – This wasn't known about **Action LL can these be communicated? - ongoing**

AOB

- Finance office is very hard to get hold of when chasing for invoices. **CLOSED – NC advised of additional heads in finance department employed including apprentices**
- Telephone system is very frustrating when it just cuts you off. Can it just allow us to wait until someone is free? **CLOSED – system can't be changed**
- Can groups be loaded together rather than mixed with all passengers? **Action CW to remind staff of the process – outstanding – CW to remind supervisors of the process to ensure this is implemented across all teams.**

Minutes from meeting held on 16th April

- NC welcomed everyone to the meeting welcoming new members and made reference to the new Terms of Reference.

- **Operational Review & Results** JH provided group with an update of Jan – March 18 ops results including reliability, OTP & customer engagement. JH explained that we monitor OTP on a 5 minute delay of scheduled departure time & internally this is monitored by 1 minute with delay codes assigned to delays.
- **Customer service enhancements** JH provided group with an update on the revised procedures which will be in place on 1st May.
 - Priority Boarding - JH advised priority boarding is as long as there is space available on the craft. **ACTION JH to ensure voucher holders are included in priority boarding on production of expired season card**
 - Securing bookings on flights – in advance
 - If you wait, we pay (shuttle service)
- **New system update** JH provided group with update on the new system upgrade which will provide additional benefits for the season card holders where adhoc preferred bookings will be able to be made online in the future.
- **Communication review** – JH provided update on the enhanced information we will now be giving during cancellations/delays. SA provided group with an update on weather information & how Pilots gather that information to make a decision to suspend service.
 - **Hoverbus delays** – PJ asked for more updates on delays relating to the Hoverbus and for HT to provide better information **ACTION JH to investigate real time information opportunities with Stagecoach and to incorporate Hoverbus delay information into internal procedures (update since meeting – Hoverbus delay information has now been incorporated into internal procedures).**
 - **Photos on social media** – SW praised information given but asked if it could be humanised with photos on social media **ACTION LL to investigate**
 - **Hovertraveller** – Group asked for HT to provide customers with more frequent information – perhaps a monthly update or via the screens in the terminals. **ACTION LL to investigate**
- **Real time information** – PB asked for better RTI in terminals for craft and bus and reason for cancellation to be displayed **ACTION NC to understand opportunities with IT**
- **Hoverbus Timetables** – JB asked for Hoverbus timetable to be better displayed at bus stops and with larger writing. It is currently too high for all to see. **ACTION LL to discuss with Stagecoach**
- **Weather compensation** – PJ requested additional compensation via alternative ferry providers during weather cancellations. However this was not supported by all members as current compensation scheme works well. NC advised that we would not be able to go back to the old system.
- **Craft Update** – NC advised group that Hovertravel is a 2 craft business to ensure safety, security and longevity. 12000 craft are a 10 year business plan – not 30 years.
- **Uber** – SW advised that the Uber button on the app is not working **ACTION LL to investigate**
- **Safety video** – JB advised that sign language is only on departures and not arrivals & volume of safety video needs to be increased **ACTION LL to investigate**
- **Hovercare assistance** – JB asked for assistance to Hovercare passengers when cancelled. NC advised that supervisors have the authority to offer additional assistance on an adhoc basis where required.
- **NHS healthcare scheme** – SW advised for clarification regarding NHS healthcare scheme to ensure staff sell this for all hospitals and not just QA **ACTION CW to communicate to staff**

Meeting finished at 1915

Next meeting 11th July 1730

Future meeting dates 3rd October at 1730 Ryde