

**Hovertravel – Hovertravel User Group (HUG)
Minutes – Wednesday 18th July 2018**

Present: R Price (RP), Ms Z Irvine (ZI), Ms J Adams (JA), Mrs J Horrocks - Head Of Ground Operations, Mr P Theobald (PT), Mr J Barker (JB), Mr P Mulhern (PM) , Mr S Attrill (SA)

Apologies: Ms Y Williams (YW), Mr S Sale (SS), Mr V Martin (VM), Ms S Williams (SW), Mr N Chapman - Hovertravel Managing Director, Ms J Brookes (JB), Mr S Harrington (SH), Mr P Jackson (PJ)

Minutes from the previous meeting:

- Gold card companion offer – This wasn't known about **LL advised that due to very little take up in the past, we are now looking at added value offers to start from Sept/Oct. ACTION LL to confirm what the offers will be. The group requested that we offer partner offers. JA asked if we could work with Price is Wight.**
- Can groups be loaded together rather than mixed with all passengers? **All groups are advised to be loaded first. Group requested that the group are directed to the back of the craft – ACTION JH to communicate to Team Leaders.**
- **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 - update LL advises that we are looking to set up a monthly page screen providing bulleted news – ETA Sept**
- **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 – update LL discussed with Stagecoach and will now be increasing font size on all timetables ensuring accessible for all.**
- **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 & receive quote**
- **NHS healthcare scheme** – SW advised for clarification regarding NHS healthcare scheme to ensure staff sell this for all hospitals and not just QA. JP requested to remove NHS tagline **CLOSED JH provided group with an update that we are relaunching the Hovercare brand in September**
- **Uber** – SW advised that the Uber button on the app is not working **CLOSED – link now working but offer expires 27/7**
- **Photos on social media** – SW praised information given but asked if it could be humanised with photos on social media **CLOSED JH provided an update from LL that service status updates will no longer be posted on Facebook but will be posted on Twitter as not widely viewed from stats received.**
- **Priority Boarding** – vouchers holders to be included in priority boarding **CLOSED**
- **Lights on craft** – YW asked to look into the brightness of the lights on outside of craft. **CLOSED – angle & brightness have now been altered. Group to feedback if still an issue.**
- **Name badges for staff members** – help us build a relationship with your staff **CLOSED – All Team Leaders & Duty Managers now have a name badge as well as some front of house staff. JH noted that it is not a mandatory requirement for all to have name badges.**
- **Real time information** – PB asked for better RTI in terminals for craft and bus and reason for cancellation to be displayed **CLOSED screens now in both terminals advising of craft position & rail/bus times/position**

Minutes from meeting held on 18th July

- JH welcomed everyone to the meeting welcoming new members

- **Operational Review & Results** JH provided group with an update of April - June 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.
- **New Operational Team Structure** JH provided group with an update regarding the new team structure where we now have a Duty Manager on each team (3 in total) & 6 Team Leaders. Duty Manager is responsible for team across both terminals. New structure should address issues we are experiencing with inconsistency and communication. Group asked if we can promote who is the Duty Manager on shift in the terminals **ACTION LL**
- **Push notifications** – JA advised that push notifications not always working. **ACTION JH to discuss with IT**
- **Delay Information**
 - Group advised that the delay information is inconsistent across all teams. **ACTION JH to reissue Delay & Cancellation pack to TL/DMs and ensure consistent approach is followed. Delay Manager to be allocated per shift.**
 - Group were unaware the flag down = cancelled service & asked if HT can add this to a post on social media, ‘did you know that?’ **ACTION LL**
 - Better information requested for Cat times **ACTION DMs**
 - JB requested that we refresh the delay information & what people are entitled to in delays/cancellation including if you wait we pay **ACTION JH**
- **Hoverbus**
 - **Rerouting** – group requested that the Hoverbus rerouting is added to service status & website & information is communicated. JH advised that the council/Stagecoach did not inform us of the rerouting – JH chasing with Stagecoach to ensure better communication **ACTION JH/LL**
 - **Tracker** – group requested that the bus tracker is turned off when the hoverbus is not in use **ACTION JH**
 - **Delays** – group asked if the hovercraft can wait for the bus to arrive during delays. JH advised that the Team Leader on duty has the autonomy to make the decision on the day. If the bus is a couple of minutes away, then the TL should hold the craft and advise the Pilot of the delay. During a shuttle service, the bus is to connect with the hovercraft. **ACTION DMS to advise TLs**
- **Customer Hints & Tips** – JP requested for better information to be provided prior to boarding to assist ‘first time’ customers – hints and tips for loading, folding buggies etc. **ACTION LL to look into TV screens/JH to look into operational procedures**
- **Air Con**
 - **Craft** – JH advised that we have experienced supplier issues – 50% complete. To be completed by 31/7 **ACTION MC**
 - **Terminal** – Ryde Terminal air con now installed as of 18/7. Southsea terminal to be fitted by 31/7 **ACTION CW**
- **Card Printer** – PT requested date for the card printer to be in operation **ACTION IT**
- **Island Flyer** – PT asked why Island Flyer lists to starboard and appear nose heavy on some early crossings from Ryde **ACTION SA**
- **Direct Debits** – group advised some commuters are having trouble contacting finance department. JH asked for anyone struggling to make contact to forward emails to her **ACTION DC to look into comms**
- **Seats on craft** – ZI advised Velcro is damaging items of clothing **ACTION DMs to ensure crew members check head rests**
- **Good news, communication & HUG recognition** – Group advised that they would like to see HT promoting good news stories (extra craft operated etc). Group would also like to see HT

promote how we action & listen to items raised during HUG meetings 'You said, we did'

ACTION LL

- **Advance payments** – LL to check that advance payments are clearly communicated to all commuters and what card types you can purchase early **ACTION LL**
- **Manage my Booking** – Group asked for further information regarding MMB & what it will look like, will it show travel history & how many journeys left & expected timescales for going live **ACTION IT**

Meeting finished at 1915

Next meeting 3rd October @ 1730

Future meeting dates TBC