

Hovertravel – Hovertravel User Group (HUG)
Minutes –27th March 2019

Present: Mr S Attrill (SA), Mrs J Horrocks (JH), Mr N Chapman (NC), Mrs L Lale (LL), Mr S Forster (SF) Ms K Cook (KC)

Minutes from meeting held on 27th March

- Hovertravel welcomed everyone to the first virtual HUG meeting.
- **Service Update**
- **On Time Performance:** Hovertravel provided an update of On Time Performance for February (91.25%). HT stated we are striving to improve and last week we saw results of 99.42%.
- **Reliability:** Hovertravel provided an update of Reliability for February (93.19%). HT stated that we are aiming for 100%, last week's performance was 98.6%.
- **Summer Timetable** - HT gave an update on the Summer timetable which starts on 1st April 2019. Printed timetables are available in the terminals now.
- **New Services** - HT pointed out new services which are now in operation. The 0800-service ex Ryde due to high capacity on the 0745 & 0815 Monday to Friday. HT stated we are also running extra services from Southsea at 0815 and in the evenings, we have a 1715 from Southsea and 1700 from Ryde.
 - Zoe on Twitter asked about two cancellations on the 0800 from Ryde without notification and what were the reasons for cancellations. HT answered these were both technical issues which occurred. HT believed there was not enough time to send notifications, but we will endeavor to notify whatever we can in the future.
- **Performance Update**
- **Gold Card Holder Discounts:** Zoe on Twitter asked if Gold Card holders still gain discounts and if so what are they and how do they access them? HT answered – currently there is an offer of 50% off standard prices for your travel partner and we are extending this offer until 31st May. These are accessed at the cashier desk on production of the season or travel card. **ACTION LL**
- **Value Added Discounts:** Zoe on Twitter asked about the discounts that commuters used to get on local restaurants, etc and will these be returning. HT answered that we are looking into our value-added offers and we would welcome any ideas or suggestions that you might have. **ACTION LL**
- **IT Manage my booking:** Zoe on Twitter asked about the self-service facility on the website (topping up cards, advance bookings of crossing etc) and if it is still in the pipeline. HT answered that our planned manage my booking facility will be announced in due course, but phase one is already live with self-service advance bookings for season and travel cards.
- **New HUG approach:** Zoe on Twitter asked with twitter being a new approach to the physical HUG meetings taking place, how will this way forward be evaluated and how will a decision made as to whether this is the best way forward? HT answered that this is a three-month trial and we will evaluate it against the objectives for the Hovertravel User Group, welcome all thoughts.
- **Disabled Access Day:** HT mentioned the success of the recent Disabled Access Day and announced another event taking place in Southsea on 2nd April with a focus on Autism. Also thanked Euan's Guide and Isle Access for support with the event and for future accessibility events.
- **Ideas & Other Updates**
- **Excursions:** HT gave details of Excursions to Lee-on-Solent on designated weekends for visits to the museum and pleasure trips. These trips are additional to the standard timetable.

HT closed the meeting with a thanks to those in attendance and invited them to share details of the #HUGhour so we can expand our reach to all sectors of our customers.

Meeting finished at 1400
Next meeting 24th April @ 1300