



## Hovertravel User Group Meeting. (HUG)

Thursday 12<sup>th</sup> Nov 2020–10am (Teams)

### In Attendance

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|--------------------|-----------------------|--------------------|
| • Neil Chapman     | Hovertravel           | Managing Director  |
| • Terri Frost      | Hovertravel           | Duty Manager       |
| • Loretta Lale     | Hovertravel           | Head of Commercial |
| • Mike Sizer-Green | Wessex Cancer Trust   |                    |
| • Jonathan Marren  | Ryde School           |                    |
| • Lisa Hollyhead   | CEO – Sight for Wight |                    |
| • Yvonne Williams  |                       |                    |
| • Richard Price    |                       |                    |
| • Sarah Williams   |                       |                    |
| • Vaughan Martin   |                       |                    |
| • Sarah Williams   |                       |                    |
| • Darren Claydon   | IOW Ambulance Service |                    |

### Apologies

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| • Jan Brooks | Isle Access |
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- **Matters Arising.**
  - **Service Status;** HUG members shared concerns and observations in relation to the quality and timely manner the service status is being managed, with a number of complaints raised. **ACTION Hovertravel to investigate and ensure this improves.**
  - **Booking System;** HUG members presented a number of incidents where bookings had not been in place upon check in, and the distress this caused the travellers. HUG members shared a lack of confidence in the system, and requested the company to investigate and improve the online booking capabilities. **ACTION Hovertravel to set up a separate HUG (IT) meeting at the earliest opportunity, to be attended by the Head of IT to obtain further feedback, and seek solutions.**
  - Bike carriage; now there are greater numbers traveling, a request to review the bike carriage process was noted. **Hovertravel developing online booking process for bikes. HUG grp asked that consideration for 3-wheeler bikes (Trikes) to be considered for carriage. - ongoing**
  - Mystery Shopping; these will start shortly, undertaken by Isle Access, to include the COVID-19 Secure Standards. **Action Hovertravel to contact Isle Access – ongoing**
  - QA Cancer Treatment volumes; Wessex Cancer Trust to provide any data to share with Hovertravel as to any material changes to the capacity for cancer treatments. **Wessex Cancer Trust reported an increase forecasted for treatment, due to COVID-19 and asked Hovertravel to consider this – Meeting was held and enhanced profile for the transfer and partnership now in place.**

- Ryde Parking (Those attending Cancer Treatment); Hovertravel to approach IOW County Council to research any support for those attending Cancer Treatment. – [Unable to assist at this time and standard parking charges remain.](#)
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#### **Timetable – Update**

- An update of the current timetable was presented. The Winter timetable remains in place, with additional services as follows added, during the period the Fast Cat is suspended.
    - Mon-Fri            Dept Ryde            0700, 0730, 1600, 1700.
    - Mon-Fri            Dept Southsea    0715, 0745, 1615, 1715, 1745
  - Hovertravel is continually reviewing the demand to services as we proceed through the recovery phase of COVID-19 and will endeavour to meet align demand with services where ever possible.
  - Weather Disruption; Hovertravel will be implementing a 'Weather Disruption' timetable when the Hovers are cancelled due to weather and fast cats are also suspended. This will be announced 13<sup>th</sup> Nov, and will involve a complementary 'Hover Bus' from Ryde to Fishbourne, travel on the Car Ferry and a re-routed Hover-Bus to pick up at Wightlink Gunwharf Car Ferry Terminal. This will replace any existing terms and conditions, such as vouchers for the period of 14<sup>th</sup> Nov until further notice to all ticket holders.
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#### **COVID-19 Secure Standards**

- The company updated the HUG Grp of the current measures implemented to ensure Hovertravel is COVID-19 Secure. The company continues to follow the Government Guidelines and mitigation actions are implemented following a number of Risk Assessments being done. These are reviewed at H&S Meetings. We continue to monitor the latest guidance to ensure the COVID-19 Secure Standards are maintained.
  - Terminal Ventilation; a request to implement ways to improve the ventilation in the terminals. [Policy to open the doors when safe to do so.](#) [It was requested by the HUG grp to see if Southsea & Ryde windows remain opened to increase ventilation and the use of Airconditioning is reviewed.](#)
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#### **Booking procedures & Update of Products.**

- Hover Flexi – has been re-introduced for all regular travellers allow a 'freeze' or 'transfer' of seasons during the 2<sup>nd</sup> lockdown.
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#### **AOB**

Lisa Hollyhead, CEO of Sight for Wight was welcomed to the HUG group. Lisa updated the members on the great work the charity undertakes on the island, along with details of the QR code to assist those travelling with Hovertravel.

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Neil Chapman thanked all the HUG members for the continued support and feedback. Apologising for the issues raised, in relation to the booking system and service status and assured all members these will be looked into.

**Next Meeting dates; Tuesday 9<sup>th</sup> February 2021 @ 10am – Teams**