



## Minutes of the Meeting ; Monday 23<sup>rd</sup> September 2024 (Teams) – 11am

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Neil welcomed all HUG members to the meeting and thanked all for their time and support in attending. It was noted the meeting in June had to be cancelled due to a number of the members having other commitments.

### Agenda;

- Matters Arising from previous meeting
- Service Performance
- Timetable Update.
- Priority Standby.
- Health Travel.
- Accessibility travel & Connectivity by rail
- New Products ; Hover Plus
- Southsea Survey (Transport HUB)
- HUG 2025 – Members, location & dates.
- AOB

**Matters Arising from previous meeting;** Health travel continues to be a priority for the company to ensure the island community and medical professionals have a seamless and affordable travel experience. A request by HUG member was made to enquire if the 'discounted appointment ticket' offered by Hovertravel can ensure its availability for 'plus 1' & 'dentistry appointments'. This was agreed.

**Service Performance;** Hovertravel performance was shared for the reported period. Noting the company now reports all delays and cancellations, giving the reasons: i) weather ii) resources (staff) iii) technical & iv) other (giving the reasons). All agreed, this is helpful.

**Timetable;** Following feedback from customers and HUG members following the trial of the revised timetable in the afternoons during maintenance periods (1 craft), this will now be extended for the full winter period November through to March.

- The company will be undertaking planned maintenance on both craft (5 weeks each) between Monday 4<sup>th</sup> November and Sunday 8<sup>th</sup> December 2023 inclusive and in January (dates to be confirmed).
- Hovertravel will not be operating on 25<sup>th</sup>, 26<sup>th</sup> Dec & 1<sup>st</sup> Jan.
- Communication to the customers issued.

**Priority Standby;** Following feedback from our regular users, the company will be implementing from October the 'Priority Standby' for all NHS Professionals on Duty Travel, Seasons & Flexi Care Holders and Hover Care passengers.

**Health Travel;** Request was made to ensure the Carers at the various Care Homes are aware of travel concessions and opportunities.

**Accessible Travel by Rail;** It was welcome the users of rail & hover tickets can now request assistance via the National Rail system (PA), ensuring those requiring assistance can obtain this for any through rail ticket holders via Hovertravel across the UK.

HUG member presented feedback of a user of the system, only a few days prior complementing the level of service offered.

It was suggested a QR code on each leaflet would be of great use for many.

**New Products;** Hover Blue discounts for Islanders, has now been extended to those on Portsmouth. In addition, those purchasing regular ticket such as Flexi & Season's will now be able to take advantage of the Hover Plus loyalty scheme, offering additional benefits and discounts.

**Southsea Survey (Transport HUB);** A reminder to all HUG members and those using Hovertravel services to complete the Portsmouth City Council survey, in relation to the proposed Transport HUB. Deadline is 29<sup>th</sup> September 24.

**HUG Membership, meetings and dates;** HUG has now been in place for over a decade, with a great deal of achievements completed through the proactive feedback and support from HUG members. A discussion was held with members as to how we can further develop this, it was noted as follows:

1. Invite users from wider groups, such as ; IOW Council, Nursing Homes, Dentistry, Wessex Cancer Trust, Schools/Students & maybe a Councillor.
2. Location; All agreed, a meeting in person is preferred between 5pm and 6pm at Ryde.
3. Frequency & Dates 2025; All supported quarterly, and dates for 2025 to be advised.

## **AOB**

**Website ;** Feedback was forwarded (by email) by a HUG member, as to the difficulties in navigating the website. This was noted, and advised the IT Director is reviewing the 'Pathway' when booking to make it easier.

**Delay Notification;** It was requested, if a delay to a service that a notification is issued. At the current time the user has to check the website to obtain service status. This was noted, and advised, until the new app is in place this is the service status update process, with the exception of a material delay or cancellation then this is issued by WhatsApp (users need to sign up for).

**Group Bookings;** It was enquired if when a large group booking is taken this is advised to the regulars. This was noted, but advised every seat is available for all to use, and we are unable to issue notification if a group is booked.

Neil thanked again to all HUG members for their time and support, and advised the meeting dates for 2025 will be advised shortly.