



Hovertravel User Group (HUG) IT Meeting

Thursday 10th December 2020

In Attendance

Loretta Lale	Hovertravel	Head of Commercial
Mark Carter	Hovertravel	Head of IT
Michelle Wheatley	Hovertravel	Customer Engagement Manager
Daisy Gregory	Hovertravel	Commercial & Marketing Executive
Yvonne Williams		
Lisa HollyHead	Sight for Wight	CEO

Apologies

Sarah Williams

Vaughan Martin

Neil Chapman Hovertravel Managing Director

Purpose of Meeting

To review initial feedback and current status on booking system further to issues raised at the HUG meeting on 12th November 2020 and find solutions/advise on development progress.

Feedback

A survey was initially sent to HUG users and Terminal and Call Centre Staff to capture details on any difficulties being found by customers with the booking system.

MC highlighted the key areas of feedback received and gave status on each area as follows:

- YW – Season Card issue -HT Staff had confirmed preferred bookings in place but only selected days were registered on the card.
 - Season Card was replaced with a new card with new bookings applied and is working well.
 - Previous card is being investigated by the IT Developers of the bookings system in order to gain an understanding of what caused the issue. **Action: On-going – MC**
 - YW also highlighted very little confidence in changing booking times if necessary, with ‘fear’ of removing bookings by accident or losing bookings as experience on previous ticket. **Action: LL look at Communications/guidance**

- VM – Raised an issue ahead of the meeting whereby on his MMB account, the required bookings changes showed no capacity/unable to book whereas staff at the terminal checked the same services and found seats available and were able to make the required changes.
- **Action: MC** will investigate with the developers and revert at the next HUG IT meeting.
- SW – Forwarded feedback ahead of the meeting to advise that the bookings system ‘works well’ but ‘no one knows it’s there’ and suggested a tab on the website or app which takes the user directly to the log on page.
 - **Action: LL to improve location on the website**
 - **Action: LL looking to produce a You Tube video** – Guide to MMB when it is fully functional to demonstrate its use.
- LH – Requested whether it will become possible for one adult with a travel card, to book via MMB or booking system, on behalf of children travelling with travel cards at one time, instead of having to make multiple separate bookings. This would be a good accessibility improvement. MC advised that this could be possible and we will need to look at specification and cost involved. **Action: MC discuss with developers.**
- MW – Shared feedback from Call Centre & HT Staff provided from feedback from and issues raised by customers:
 - Customers not understanding how to navigate Manage My Booking – **Action: LL Guidance Comms**
 - On Registration, customers email not matching that on our booking system – MC: explained that some of our emails are out of date and that with issues of this time HT staff can amend on our system to allow for MMB registration. **Action: LL – Comms – on-going**

MC then explained that whilst Manage My Booking is working in part, there are still some features not fully developed.

What can MMB currently do?

In order to make a bulk booking of preferred services Season Card holders currently have to requested this via the Call Centre or info@hovertravel.com.

Season Card Holders can use MMB to make a booking on a service (that is different to their preferred crossings) which is a quicker process than going through the main booking system e.g. normal preferred bookings are 0715 and rtn 1730 but on Friday I wish to travel home at 1615. I can select the crossing on MMB (subject to availability) which moves my SC from 1715 to 1615 just for the one day.

Flexi Travel Card holders can book 1week worth of preferred services on MMB and receive an email confirmation of these booked services.

What MMB can't currently do:

- Show Season Card holders their preferred crossing times. MC advised this is in development and expected for Jan 2021. – on-going

As well as the items mentioned in the Feedback section above that MC will investigate with the Developers, MC also explained fixes taking place on the system this evening.

1) Season ticket and Flexi card renewals: - Customers will be issued with a new ticket number. Through manage my booking they will be able to view this ticket and email a copy to themselves if needed. Therefore, even before expiring of an existing card, customers will be able to request or select via MMB their preferred crossings ahead of the start date of the new card.

2. Season ticket/flexi card screen to show details of all bookings regardless of status:

Issue: MMB was only showing one record for each crossing. During the pandemic and with changes to the timetable which sometimes removed services, customers bookings may have moved to a different time, then later on may the original time may have become available again and the booking changed back. MMB should have shown the changes in these bookings on screen but it was just showing one of the bookings and unfortunately this was the cancelled booking. Customer see's the booking as cancelled when in fact this was a live booking. However, the customer would have been able to board the crossing.

Solution: With this change in place, we can complete the development to display this information within Manage My Booking.

Further Actions/AOB:

The Attendees agreed that the survey for feedback on MMB should be opened out to a wider audience – **Action: LL/MW amend survey and distribute.**

Contingency – YW asks whether there could be a contingency for SC holders where they 'expect' to be booked on a preferred crossing but the boarding gate states they are not. Currently staff have to check and confirm that the SC holder is not booked. This takes time and creates anxiety for the traveller who has to go to the Standby queue. LL explained that reduced capacity does make any priority difficult but would review with the Head of Operations. **Action: LL**

Next Meeting: TBC expected w/c 11 Jan 2021 on Teams - LL will arrange with all attendees via email.