



Minutes

Name of meeting

Floating Bridge User Group meeting

Date and time

24 June 2019

Venue

Northwood Cemetery Shelter @ 5:30pm

Present

Council Officers and Members
Cllr Ian Ward – Portfolio holder for infrastructure (Chair)
Cllr Lora Peacey-Wilcox - Elected Member Cowes
Cllr Jane Rann – East Cowes Town Council
Cllr Neil Oliver – Cowes Town Council
Alex Minns – Head of Commercial Services, IWC
Sean Newton – Commercial Services Manager, IWC
Mark Downer – Parking operations Manager IWC
Roger Rickman
Jeanie Pelling
Nichola Roe

Apologies

Peter Carter - Floating Bridge Supervisor IWC
Jayne Tyler - Executive Support Assistant IWC
Cllr Michael Paler – East Cowes Town Council
Pauling Wallis
Ken Glendenning
Will Darling
Jill Bredon

1. Welcome, Introductions and ground rules.

2. Minutes of last meeting

Agreed and action items reviewed: -

Trials on 21.03.19 – successful and indicates that the chains can be tensioned which will enable a quicker and quieter crossing. Proposal being presented to CHC for three part solution – chain tensioning system, guide piles to ensure vessel sits squarely on the slipways and traffic light system to prevent vessels crossing the chains then they are tensioned.

Saver Cards – discussion about availability, accessibility for older people without internet access to validate, outlets, crew to sell cards, advertising.

Impact of works at the St. Mary's junction start in September 2019 for 15 months – consider giving cards for free again?

Noted: now available to purchase from Rashley's

Action: Mark/Peter to look at further outlet in Cowes – Post office?

Action: Allan Bridge (Sales Manager) to be invited to next meeting to discuss progress on advertising at Cowes and East Cowes, advertising cards on FB screens, improved marketing and sales opportunities

Noted: Approximately 1,000 free saver Cards were issued during the road works at Staplers. There are currently 5,014 Saver Cards in circulation.

Proposed implementation of contactless – proposal received from TransIQ for replacement of all existing handheld units (as not compatible), card readers, development works and software – approx. £30k plus £3k per annum support and software costs. If implemented consider lower price for contactless payments to promote and encourage use.

Service Charter – finalised and displayed (copy attached to notes)

Road works – now commenced at both Cowes and East Cowes and on programme.

Change – can this be issued as credit onto Saver Card. **Action:** Mark to investigate

3. Progress on resolution of outstanding issues
Northwest outer prow hinge – being replaced on Tuesday 25 June; FB6 will be out of service with a replacement foot passenger launch in place
Replacement chains – scheduled to be fitted 9 to 11 July (FB6 will be out of service for this period with a replacement foot passenger launch in place)
Guide wheels – the remaining 5 will be changed before the new chains are fitted (dates to be advised)
Chain trough noise reduction – works taking place during chain replacement works 9 -11 July
Cheek plate noise reduction –replacement HDPE cheek plates to be fitted during chain replacement works 9 -11 July
Longer fingers (including sound absorbing materials to replicate the shoe) – design work is ongoing in this regard
4. Management update:
Mark run through summary of figures which covered usage numbers, income/expenditure, hours operated, % of scheduled hours – all of which are on iwfloatingbridge.co.uk
Action: Spreadsheet detailing figures from Jan 15 to date to be attached to notes
Action: trading accounts to be attached to notes
Discussion regrading good news stories relating to ongoing performance >90%; look to tie in with good news story about staff training. **Action:** Mark to discuss with Comms
5. Open Forum
NO asked had the contract for the push boat been awarded; confirmed that CHC were successful
NO asked for confirmation that should the Medina crossing proceed that the floating bridge would be retained for next 20-25 years. Cllr Ward advised that there were no plans to remove the floating bridge.
PW had (prior to the meeting) asked if staff could routinely advise the amount of credit on a card; it was discussed and agreed that the onus should be on the customer to ask and the staff will happily advise

JP complimented the staff on their attitude and friendliness.

6.

Date of next meeting – preferably early September 2019. **Action:**
Jayne to set date, time and venue

Attachments:

Service Charter

Income and usage spreadsheet

Summary of income and expenditure