



# Minutes

Name of meeting FB User Group Meeting

Date and time 13<sup>th</sup> January at 5:30pm

Venue Northwood Cemetery Chapel, Newport Road, Cowes

Present Alex Minns (Chair) Sean Newton, Peter Carter, Jayne Tyler (Notes) Cllr Michael Pater, Cllr Neil Oliver, Nichola Roe, Roger Rickman, Pauline Wallis, Tracy Reardon (East Cowes Business Association), Cameron Palin (CEC), Jeremy Pocock (Cowes Business Association)

Apologies Cllr Jane Rann, Cllr Lora Peacey-Wilcox, Cllr Ian Ward, Jeanie Pelling, Jill Bredon,

## 1. Welcome and Introductions:

### Previous minutes:

Noted request for more retail outlets to sell user card and they are now available from the post office in West Cowes with more outlets needed. Only 1 retail outlet has them in East Cowes and potentially the Library suggested. AM noted that saver cards can also be obtained from County Hall and the group noted that the Post office in West Cowes is better than the Premier Store in Park Road

Jeremy Pocock – Cowes Business Association arrived at meeting.

Invite Allan Bridges from Commercial Services – now resigned further rep will attend in due course

Trading accounts were to be updated SN noted that budget accountant has been asked to prepare updated accounts. **Action: SN send updated trading accounts to JT for send out with the minutes.**

New Invitations sent to suggested members.

Meetings arranged for the coming year.

Island Roads and Clarence Road – signage at the bottom of the road has faded and or hatchings on the road need to be placed.

Why do you need planning permission for signs – adverts / classified as advertising as opposed to signage.

CEC – Terms of reference, NO asked why a teacher was invited.

NO stated that the usage figures do not provide enough context, and needed to be compared with figures from 2013 onwards. AM noted that the level of confidence, which still needed to be built on.

Pricing has been reduced in respect of cars and there is a need to build confidence, the group noted that there is a better chance of getting on the boat.

CP – website needed to be updated and council publicity is slow. AM noted the use of the live updates. TR added that there was still a worry about using the floating bridge and not being able to get on a return journey

Recent generator issues noted.

Status of the floaty finder app discussed and it was stated that the floaty finder app is not required, but most use the official camera and the app is good as it tells you whether it the floating bridge is running.

**Action SN:** The issue is when the website it not updated to show that it is out of service, someone will need to update it. NR expected that this was immediate. Also, ned to update Facebook and Twitter

## 2. Terms of reference:

These were re-read by the group, with comments regarding who attends and how often it meets. AM stated that the group was set up with Member and Senior officer attending originally. Once issues have been bottomed with the Floating Bridge, the user group could continue at the same frequency and with lower level of officer attendance, discussing running hours and price increases for example.

Did people want to see it change? RR thought that the focus is shifting, the acute problems have gone, and it is a lot better than when it started. The group is a good way of getting user inputs into the service.

The group returned to the issue of the generator and PC advised the generator electronics were at fault, not the generator itself. NO noted that a statements would be useful in terms of the problem was and how it was rectified etc as this helps with transparency.

NO noted that people ask him about the FB being out of service, and AM noted the media influence on people's perspective.

Floaty Mc Floatfarce - PW noted that there the negativity of these users and didn't want to be trolled although she would have liked the opportunity to respond to negative comments.

Floating Bridge in service signs dicussed.

It was noted that teaching staff not required to attend the user group meetings. CP felt that not many lived in East Cowes to use the service.

NO stated that at the September meeting with Dave Stewart – Non user to attend the meeting was suggested. They would be able to give reasons why they don't use the floating bridge. RR noted that this was not a useful idea.

SN noted that teaching staff were concerned about reliability, hence the request.

RR asked about percentage reliability – whether or not this can be published (on the floating bridge?)

SN Variable Message Signs – approval for 4 signs (currently 7 static signs changed by FB staff) in agreed locations, of which Red Funnel will part fund 3. SN added that the messages need approval from DoT. Initial dialogue permits exceptions from service, therefore can only have a sign that gives information by exception. **Actions SN: NR asked about the possibility of messaging as a result of the SMH roundabout works. AM noted it was valid but complex, would see what can be done.**

NO – raised the issue about the meetings being held in private, AM stated that this is a user group and there whilst there are options for a public meetings, this would limit progress on to forward thinking group meeting with actions and solutions. There can be options for people to contact the group. Cllr Ward was keen for this not to happen. The user group meetings are not meant to be a political meetings. AM noted the benefit of public interaction. It was noted there was the floating bridge stakeholder group and there was a difference of opinion of what was wanted out of the user group function.

Councillor officer – does not capture SN, AM or JT.

## 3. Action: Any amendments to JT to the TOR

**Management update:**

4. AOB and next meeting – next meeting is the 23rd of April at 5:30pm at East Cowes Town Hall