

Island Link Forum meeting notes, Fishbourne

Thursday 8 December 2022

FastCat later sailings

Wightlink recognised some of its customers were keen to see the reintroduction of late evening FastCat services between Ryde Pier and Portsmouth Harbour as leisure travel begins to return to normal levels. Passenger numbers are being monitored and, ahead of making a decision on restoring these sailings, charter vessels would be operating weekend sailings in the run-up to Christmas. Up to now, 62 people had booked on these crossings.

Customers asked how Wightlink is promoting the new services to encourage people to travel and were informed of the marketing campaigns.

Customer experiences

Some Forum members passed on information about various customer experiences. They were asked to encourage the individuals to inform Wightlink so the incidents could be investigated and the customers concerned receive replies.

Members received presentations on accessible travel, progress on the pedestrian walkway along Ryde Pier and an explanation of why some Lymington-Yarmouth cancellations had been caused by a temporary shortage of Masters on this route.

The next meeting was scheduled for Thursday 27 April 2023.