

# KEYNSHAM TOWN COUNCIL

Minutes of the Bus Services Committee meeting held on  
Tuesday 6<sup>th</sup> May 2025 at 10.00 a.m.  
in the Town Council Officer, 15 – 17 Temple Street, Keynsham

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## PRESENT:

Councillors D Biddleston, M Burton and H MacFie

IN ATTENDANCE: Dawn Drury - Town Clerk. Jason Freeman of Big Lemon and Terry Hopkins of Keynsham & District Dial-A-Ride. Cllr A Halliday (as observer)

In the absence of the Chair of the Bus Service Committee Cllr H MacFie was selected as Chair for this meeting.

## 32. APOLOGIES FOR ABSENCE

Cllrs A Beaumont and E Cannon.

## 33. NOT PRESENT

Cllr S Alenshasy and D Brassington.

## 34. MINUTES OF LAST MEETING

### **RESOLVED:**

*That the minutes of the last meeting of the Bus Services Committee held on 11<sup>th</sup> March 2025 be confirmed as a true record and signed by the Chairman.*

With agreement of all Committee members item 4 – Report for the Bus Operator was brought forward.

## 35. REPORT FROM THE BUS OPERATOR

Jason Freeman of Big Lemon joined the meeting virtually and gave a report as follows:

- There was no lost mileage during the month of April.
- The three electric vehicles that were on trial have now been purchased and have been sent off to be painted ready for use in Keynsham, Winford and one spare.
- These buses have been chosen as they are a lot quieter (responding to complaints from residents on Hercules Way), better for the environment (reduction in pollution) and

cost effective (a battery charge should last a full day. Buses will start the day with a full charge and in Keynsham they have been lasting a full day on one charge).

- The Big Lemon drivers have now got use to how they drive these buses and how they perform and they are now at the point that they are not having to change vehicles during the day.
- If there should be an issue of any sort it is quite quick to send out another vehicle from Parson Street.
- Currently, Big Lemon has had one of the new buses returned painted and the others are shortly undergoing repaint, so for a short while there will still be one diesel bus operating in Keynsham.
- The Keynsham service is the most popular WESTLocal service that Big Lemon operates. The passenger numbers are really pleasing from a bus operator's point of view.

Councilors commented that they were pleased with the progress that the bus has made.

A question was posed that it is great to hear that Keynsham is getting new buses and this will be a great opportunity to promote the new buses, also how the Council is committed to protecting the environment and the K1 service itself to the community once more, including a photo shoot with one of the new buses. There was also a mention of the election of the new WECA Mayor. The Clerk will ask the Town Council's Business and Community Engagement Officer to organise this.

A question was asked whether there was an App or whether an App could be produced so that the K1 buses could be tracked by residents for real time information on when their bus would be turning up. Jason reported that there already is an App that does real time tracking known as Bustimes.org. Also, Big Lemon's website details any bus route disruptions or cancellations. It was suggested that this be promoted at the same time as the introduction of the new electric bus that will be serving the K1 routes.

An issue was raised regarding a resident's report that there were difficulties for the K1 service in respect of vehicular parking near St. Francis Church on Warwick Road causing issues for the drivers and when navigating through this area. Jason reported that their drivers had not reported anything to him.

Another question was asked about the designated point of rest, by the bus gate near Alexander Road and the issue of conflict between the bus and residents in vehicles wanting to use the bus gate. Jason reported that this was not a major issue for their bus drivers, and none had highlighted this part of the route as being a problem. Jason reported that once the bus gate is adopted this problem should be resolved.

The Clerk reported that the March data will be added to the Councillors' Share Point account after the meeting. She reported that the data for each month is not usually forwarded until the first week of the following month. Jason reported that the bus carried 1856 passengers in April.

A problem in respect of a resident waiting for a bus that did not turn up was raised. This was reported on the Keynsham Town Council Bus Service complaints and compliments log. Jason reported that there were no issues reported on the 12<sup>th</sup> April and there was no lost mileage in April 2025.

A further question was asked in respect of the changes to the 524 service and that it would no longer be bringing passengers from Oldland to Keynsham, as consultation results showed that residents preferred this route to go to Longwell Green instead. Jason said that he was not aware of this and that this was not a WESTLocal service and could be run by Euro Coaches.

Jason reported that WECA have moved the goal post for September timetable changes that should be submitted to the Combined Authority. He reported that the current route works really well, and the Drivers enjoy driving the passengers that use the K1 service. Jason confirmed that if the routes became much longer or two hourly there could be possibly a risk of losing passenger numbers.

Jason confirmed that there were possibly 15 minutes that could be used during the shorter circuits and members of the Committee asked whether a stop at Tesco could be considered. Terry confirmed that buses could stop at Tesco if there were commercial bus routes. Terry also requested that the Big Lemon drivers be asked not to park blocking the entrance and exit of the West View Doctors Surgery. Terry reported that the K1 service had not affected the Dial-A-Ride passenger numbers. Jason said that they point passengers to Dial-A-Ride as a community service running in Keynsham.

In response to a question raised by Terry, Jason confirmed that Big Lemon do cover Stockwood and Whitchurch to an extent as parts are within the Bristol area that they cover.

In respect of the displaying of a promotional sign stating the Keynsham Town Council support the K1 service with KTC logo. Jason said that Big Lemon would be happy to put an A4 laminated sign in their bus windows. Big Lemon are happy to print and laminate on behalf of the Council. Magnetic signage does not stick well to the Big Lemon buses.

**RESOLVED:**

***To receive a report from the Bus Operator on the service.***

With agreement of all Committee members item 5 – Report for Dial-A-Ride was brought forward.

**36. REPORT FROM DIAL-A-RIDE**

Terry of Dial-A-Ride gave a report as follows:

- The Dial-A-Ride service is going fine.
- They have appointed a second volunteer to their office. This person will be working on some statistical projects to calculate the number of passengers using the service to access Doctors and Dentists.
- The door-to-door service is serving 800 – 900 people per month on average.
- Stats are also being worked on to ascertain group bookings for the last twelve months together with stats on the number of children carried on the two school buses during the last twelve months.
- Working with WECA is proving difficult in respect of funding. Their service was one of the few that did not receive a 2% uplift. They need to submit financial data under a very strict timeline

(by the 7<sup>th</sup> of each month). WECA do not understand that there is a charity commission requirement to keep a specified amount of reserves in the bank account to keep the community bus service going should anything unforeseen happen, but they see the accounts as storing large sums of money.

- A concern was raised about the amount of paperwork and the 50-page agreement that WECA had expected them to sign up to.
- A requirement to record every passenger that travels, bus pass number creates even more work. Dial-A-ride do not have the resources to scan the bus pass numbers.
- There is a real need to employ another full-time office assistant, but they do not have the funds to do this, so current staff take work home to get it done.

It was reported that Councils can put in written questions to WECA and as Keynsham Town Council part fund the Dial-A-Ride service it would be appropriate to write a letter.

It was suggested that a request be made to the WECA Mayor that she meets with all of the Community Transport providers to listen to their concerns (including having to wait for funding).

**RESOLVED**

- (i) *That it is recommended to Council that the Clerk writes on behalf of Dial-A-Ride to WECA and the new WECA Mayor to summarise some of the concerns that have been raised during this meeting, affecting this community transport service.*
- (ii) *That a meeting be arranged for all community transport service providers.*

**37. UPDATE ON KEYNSHAM BUS SERVICE SINCE THE LAST BUS SERVICES COMMITTEE MEETING ON 11<sup>TH</sup> MARCH 2025**

**RESOLVED:**

*To note that matters relating to infrastructure issues, use of the K1 service and promotion of the service have been covered under the minute items above.*

**38. COMPLAINTS AND COMPLIMENTS LOG**

**RESOLVED:**

*To receive and note the complaints and compliments log.*

**39. QUERY REGARDING POSSIBLE TWO HOURLY ROUTE SERVICE**

**RESOLVED:**

*To receive and note the information recorded above.*

**40. Q4 WESTLocal Highlight Report**

**RESOLVED:**

*To note that the Q4 Highlight Report that was approved at Council on Tuesday 15<sup>th</sup> April 2025 has been submitted to WECA.*

#### **41. NEW SERVICE COMMUNICATION**

A conversation was had about the WESTLocal buses and the suggestion that if this service is disbanded for any reason, that the buses be given to community transport groups and Town or Parish Council bus service operators to create additional much needed bus routes.

**15-minute change submission** – A discussion was had in respect of including Tesco on the current K1 route (part of Keynsham North). A couple of possibilities including St. Ladoc Road with a stop near St. Francis Road were mentioned.

**RESOLVED:**

*That the Clerk submit a couple of possible routes including a stop at Tesco to Big Lemon for consideration.*

Plans detailing three possible route options for a second Keynsham service were present.

Option 1 of the three will be funded by Sec 106 funding from the Minsmere estate. In this case, KTC would submit an application to B&NES Council for the Sec 106 funding a bus service for several years and the Council would appoint the bus operator and run the service.

The question of involving Saltford on a route was raised, and running the same within an hour was thought not to be feasible, especially as it was cross parish boundary. So, this route will not be taken forward.

A service to the Newbridge and Brislington Park and Rides was also suggested especially as Newbridge P & R would allow for onward travel to the RUH.

It was suggested that Council approach Cllrs A Beaumont and Cllr G Leach to work on a possible Keynsham North bus service route.

**RESOLVED:**

*That Councillors bring their suggestions for possible routes to the next meeting, these will be considered and those agreed as possible routes be passed on to Big Lemon to be time trialled.*

#### **42. EMAIL COMMUNICATION FROM PRINCIPAL TRANSPORT OPERATIONS OFFICER, WECA.**

**RESOLVED:**

*To note that this has been actioned, and the £60 charge has been taken from the Bus Operator.*

43. INCORRECT BILLING BY THE BUS OPERATOR

*RESOLVED:*

*To receive and note the information.*

44. FINANCIAL DATA SUBMITTED TO WECA IN RESPECT OF MARCH 2025

*RESOLVED:*

*To receive and note the information.*

45. BUS GATE – UPDATE

*RESOLVED:*

*That there were no updates on the Bus Gate at Bilbie Green.*

46. DATE OF NEXT MEETING

*RESOLVED:*

*To note that a Doodle Poll will be sent out to ascertain the date and time for a meeting in early July 2025 for the next meeting of the Bus Services Committee.*

The meeting finished at 11.30 a.m.

Signed: (CHAIR) .....

Date: .....