

KEYNSHAM TOWN COUNCIL

Minutes of the Bus Services Committee meeting held on
Tuesday 2nd September 2025 at 6.00 p.m.
in the Town Council Office, 15 – 17 Temple Street, Keynsham

PRESENT: Councillors D Biddleston, M Burton, E Cannon, A Halliday and H MacFie

IN ATTENDANCE: Dawn Drury - Town Clerk. Terry Hopkins of Dial-A-Ride (in person) and Colin Morris of Big Lemon (online)

1. **APOLOGIES FOR ABSENCE**

RESOLVED:
There were none.

2. **NOT PRESENT**

Cllrs S Alenshasy and D Brassington.

3. **MINUTES OF LAST MEETING**

RESOLVED:
That the minutes of the last meeting of the Bus Services Committee held on 24th July 2025 be confirmed as a true record and signed by the Chairman.

4. **UPDATE ON KEYNSHAM BUS SERVICE SINCE THE LAST BUS SERVICES COMMITTEE MEETING ON 24th JULY 2025**

RESOLVED:
(i) Infrastructure

There has been no update on the bus gate. We will continue to pursue this.

(ii) Use of the Bus

The service is still well used. July figures were in line with April and May.

(iii) Promotion of the K1 Bus Service

It was suggested that a plan be drawn up as to how this is going to happen.



5. REPORT FROM THE BUS OPERATOR

The bus operator gave a verbal report as follows:

Colin confirmed that the K1 bus was doing well compared to other services. He said that thinking ahead and any changes or the introduction of a second service, this must be planned so that it does not dilute the successful K1 service.

Currently journeys cost about £24.00 per passenger per journey and WECA have a ceiling of £40.00 per passenger per journey so the K1 service is well within the limit.

Council needs to think carefully about the service that they want WECA to invest in when they make their funding decision for March 2026. WECA will not start working on funding for next year until November because currently they do not know what their funding is going to look like.

Colin informed the Committee about the public enquiry that they had to attend and the outcome which will have no effect on the K1 service. Basically they had to surrender two operator's discs due to paperwork not being completed correctly. In the meantime, Big Lemon subcontracted the work to another operator. He added that all services affected will be sorted and back to normal after 21st September 2025. We are confident that all the paperwork on K1 and other buses services are now all in order.

Questions from Councillors:

Q. Will there be a move to electronic buses from diesel?

A. We will slowly transition to electric buses. The electric bus that the operator was using for the K1 service was sent away for painting and up seating to give more seats. We have had a few issues with the batteries, and these are being sorted too. Every electric bus that is put on the road by Big Lemon is being done off the operators own back with their own finances. They are not funded by WECA or the Government for this. There is no assistance for running electric buses.

Q. On the Origin Destination data report, please can the headers be explained.

A. The Bus Operator explained the meaning of all the headers as follows:

Bus revenue – Actual cash that the Bus Operator takes from customers.

Card revenue – Those passengers paying for their travel by card or via their phone.

Shadow revenue – Big Lemon does not get so this will always be zero.

Tickets sold – Tickets sold for cash/card.

Number of Concs – Concessionary fare passengers.

Passes zero cost trips – flat fare charged for the £2.00. This calculates as a different total and includes the number of children they have carried free during the school holiday free travel period and also Birthday free travel. WECA will pay the bus operator direct for these fares as

these are part of one of their promotions. Big Lemon participates in all the promotions that WECA want to run. They have just received their purchase order numbers so they can now claim the promotional fares for the past two months.

Total Pax – Total number of passengers carried. This figure covers all users of the service during a specific month.

The ticketer system can be a bit messy and is not 100% ideal for the revenue and passengers to sales report is a lot easier to read.

Any further questions to be emailed to the Clerk so that this can be forwarded on to Big Lemon for a more detailed response.

RESOLVED:

To receive and note the report.

6. **BIG LEMON UPDATE**

RESOLVED

To receive and note the update.

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

RESOLVED

To receive the verbal report from Terry Hopkins as follows:

Since the last meeting Dial-A-Ride has been very busy with lots more bookings. The increase in door-to-door services has equated to over 2000 passengers in the last two months. There is an average of 9 -12 new member door to door passengers each month.

At the end of July, Dial-A-Ride attended the Music Festival to promote their service. In August two road shows were set up on a Saturday from 10 a.m. – 4.00 p.m, one in Ashton Way Car Park and the other at Tesco. An officer from WECA attended one of these road shows. Future events include promoting the service at Saltford Hall and giving a talk at a coffee morning in the Methodist Church Key Centre. There will be lots more promotional activities arranged before Christmas.

Terry attended a community transport conference in Exeter and some very interesting topics and issues were covered including:

In their agreement with WECA it states that should the organisation reach what is in the agreement WECA will take their Sec 19 agreement away. The attendees of the conference were told that WECA cannot do this by law. The only organisation that can take away a Section 19 agreement is the organisation that the permits were purchased from, which is the Community Transport Association. Also, if you operate a bus service that has concessionary fares, the funds from the concessionary should go to the organisation/operator that is

overseeing the bus service. The concessionary fares do not go to the Council but the organisation that provides the operation.

There were ten organisations present at the conference and Terry was the only one from B&NES. These organisations talked about how they were treated by the people that are providing funds for the services e.g. WECA or larger Councils and all ten agreed that these funding organisations do not have a clue as to how to run community transport services. Despite being invited to come out and visit the operators of community transport service no larger Council or WECA representatives have bothered to take up the invitation offer.

Terry clarified that the Town Council treat their service brilliantly, giving lots of support. When B&NES were running the service, it was okay but since WECA have taken over it has become a shamble.

A Cllr acknowledged Terry's frustrations and Terry explained the 210 hours that had been spent collating data that WECA had requested. Not having software to produce this data made this information gathering difficult. Also, trying to provide data that was GDPR compliant had added to the difficulties of WECA's request.

Q. What was driving the increase in passenger numbers over the past few months?

A. Recent promotional activities have helped and talking to people has made them understand what service Dial-A-Ride provides. A lot of people were not aware of how this service can help those with disabilities to get about. Dial-A-Ride now have a software system in place that they are paying for at a cost of £250 per month, which in the future will make them more efficient. When setting up the system members of Filton community transport who use this software spent two whole days with Dial-A-Ride staff training etc., so the August data was produced in 48 hours.

In the New Year Dial-A-Ride are going to map the town into sections and do a series of door-to-door calls to residents about the service.

Q. Does Dial-A-Ride use the Keynsham Voice to promote its service. If they need help with this Town Council staff could possibly help with drafting articles. Articles that explain the service correctly e.g. it is not just for the elderly. Cllr Biddleston as a Ward Councillor offered to assist with this too.

A. Dial-A-Ride also advertise in the Saltford Community magazine every two months free of charge as they are affiliated too them.

It was suggested that Dial-A-Ride also hold a Farmers Market stall, and the Town Clerk can help organise this.

Q. How feasible would it be to run a regular bus between Keynsham and the RUH. Would it be possible to pilot an hourly service for patients and workers?

Q. Could Dial-A-Ride provide evidence as to how often they are undertaking trips to the RUH?

A. If we were given the money Dial-A-Ride could run such a service. The current funding from WECA would not cover such a service. From April to the end of March we have carried passengers to 3100 (1550 round trips) medical appointments (RUH and Doctors). This is when we use MPVs.

Q. Please could Dial-A-Ride present their passengers, journey taken and income figures at future meetings.

The Town Clerk also contacts WESTLocal requesting their data on trips taken from Keynsham to the RUH. This will be added to the Town Council for approval to undertake this action.

The Town Clerk confirmed that the Bus Committee Terms of Reference are to be reviewed to allow the Committee freedom to action on urgent matters rather than having to wait weeks to get Town Council approval.

9. FINANCIAL DATA SUBMITTED TO WECA IN RESPECT OF JULY 2025

RESOLVED:

To receive and note the information.

10. COMPLAINTS AND COMPLIMENTS LOG

It was suggested to do a promotional article in Keynsham Voice providing the figure for the number of passengers carried to date, how well the service is doing and to add some of the compliments received to back up the story.

RESOLVED:

- (i) *To note that the Town Council has received five compliments since 24th July 2025. The Clerk read these compliments out.*
- (ii) *That a recommendation be taken to Council asking approval to produce an article in the next edition of the Keynsham Voice.*

11. RESIDENT'S REQUEST TO RESOLVE THE ISSUES OF PARKING ON WARWICK ROAD AND ADJACENT ROADS AFFECTING THE BUS MANOEUVERING IN THIS AREA

RESOLVED:

To note that the proposal is moving forward.

12. LETTER TO WECA REGARDING INCREASED FUNDING FOR BUS OPERATOR

RESOLVED:

- (i) *To note that to date no response has been received.*



(ii) *The Town Clerk and Chair to chase if there is no response in the next few weeks.*

13. LETTER TO B&NES COUNCILLORS WARREN AND HODGE REGARDING DIAL-A-RIDE ISSUES

RESOLVED:

To receive and note the report.

14. CONCESSIONARY FARE SCHEME

RESOLVED:

That a few of the Councillors in their personal capacity to work together to put forward a clear Freedom of Information request to WECA and/or the Scrutiny panel to get a definitive answer as to who concessionary fares should be returned to (e.g. the Bus Operator or the organisation providing the funding to run the service).

15. 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 late October 2025 for the next Bus Services Committee meeting.

16. EXCLUSION OF PRESS AND PUBLIC

RESOLVED:

In accordance with Standing Order 3(d) to RESOLVE that pursuant to the provision of the Public Bodies (Admission to Meetings) Act 1960, the press and public be excluded from the meeting for the following items of business by reason of the confidential nature of business to be transacted. Agenda item 15 & 16 to progress sensitive issues.

17. CHANGE REQUEST FOR THE K1 SERVICE

RESOLVED:

To receive and note the confidential report in respect of the K1 Service Change Request.

18. POSSIBLE K2 SERVICE

RESOLVED:

- (i) *To receive a verbal update from the Town Clerk.*
- (ii) *To make recommendations to full Council in respect of this matter.*

The meeting finished at 7.15 p.m.

Signed:  (CHAIR)

Date: 28. x. 2025

