

KEYNSHAM TOWN COUNCIL

Minutes of the Bus Services Committee meeting held on
Tuesday 28th October 2025 at 7.00 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. Jason Freeman of Big Lemon (online)

19. APOLOGIES FOR ABSENCE

RESOLVED:

To receive and note apologies from Colin Morris of Big Lemon and Terry Hopkins of Keynsham and District Dial-A-Ride.

20. NOT PRESENT

Councillors D Brassington, and S Leach (formerly S Alenshasy),

21. MINUTES OF LAST MEETING

RESOLVED:

That the minutes of the last meeting of the Bus Services Committee held on 2nd September 2025 be confirmed as a true record and signed by the Chairman.

Item 4 on the agenda was brought forward to allow the Bus Operator to give his report.

22. REPORT FROM THE BUS OPERATOR

Jason, the Bus Operator gave a verbal report as follows:

- There have been only a few incidents of lost mileage and these equate to about one trip in the last two months.
- Passenger numbers still seem to be increasing on some journeys whilst others remain static. Some routes are now at full capacity. Most months passenger numbers are over 2000.
- The Town Council was thanked for its prompt payment of their invoices each month.

A question was asked in respect of the routes that are at capacity.

Jason responded that these tend to be the school runs to and from Wellsway and Chandag. Occasionally there are other trips, where the drivers allow the passengers to stand, if they are only travelling a couple of stops.

Thanks were expressed to Big Lemon. Jason was asked to give feedback to his drivers in respect of the reports that the office staff have received about how accommodating and welcoming the Big Lemon bus drivers are.

RESOLVED:

To receive and note the report.

23. UPDATE ON KEYNSHAM BUS SERVICE SINCE THE LAST BUS SERVICES COMMITTEE MEETING ON 2nd September 2025

a) Infrastructure

RESOLVED

- (i) To note that there has been no update on the Bus Gate.*
- (ii) That the Town Clerk write a letter to B&NES Council Enforcement Department requesting that they take action against the Developer for non-compliance of a condition of the Section 106 Agreement to provide and put into force a Bus Gate.*
- (iii) That the Chair of the Bus Services Committee approves and signs the letter to Enforcement.*
- (iv) That copies of the letter be forwarded to Daniel Friel, Principal Engineer – Transport Development Management, B&NES Council, and all Ward Councillors in Keynsham.*

b) Use of the Bus

The Service is still well used. August and September figures were once again very good.

The Bus is being used by customers to access activities and events at Queens Road Methodist Church.

The Town Council's laminated sign showing that the Bus is a Town Council service is not being transferred from one bus to another, when one bus is out of action and a WESTlink bus is used as a replacement. The Town Clerk will request that Big Lemon produce additional signage that can be passed on to the drivers, so that they carry spare signage on the bus which can then be transferred to the replacement bus.

The school run is a very much appreciated service on the K1 route.

If a replacement bus is required, the Bus Operator should ensure that the bus is of a size that can fit along some of the narrower roads of Keynsham.

A request was made for an analysis of the peak periods of travel over the past year to help Council understand the times of day when journeys need promoting more. The Town Clerk will ask Big Lemon if this data is something that they can produce, if not Cllr Cannon will have a go at producing the data so that the usage is clearer.

RESOLVED

To receive and note the information above.

c) Promotion of the K1 Bus Service

A promotional article is being published in the next edition of Keynsham Voice, as requested by the Committee at the last meeting.

The Town Clerk and Deputy Town Clerk have a meeting with Marcia of WECA Marketing and Communications Team in respect of the high-level promotions campaign. As resolved at Town Council the £5,000 worth of funding is to be outsourced to a marketing agency that Council appoints, once quotes have been received.

Marketing should be aimed at those that do not have internet access at home so that they are updated with news and information.

It was suggested that more door-to-door drops should be arranged to highlight the service to those that are not aware of the same.

A special Christmas article should be planned for Keynsham Voice.

It was suggested that an article celebrating the 1st Anniversary of the service in September should be produced. Invite Helen Godwin to visit Council and celebrate our service and how well it is performing. However, members commented that is a bit late to be celebrating this in November but the information could be referenced in the next article, in Keynsham Voice.

A request was made to refresh the laminated timetables at the bus stops which are starting to look tatty. The Town Clerk will arrange this.

RESOLVED

To receive and note the information above.

24. REPORT FROM DIAL-A-RIDE

RESOLVED

- (i) *To receive and note that there was no report from Dial-A-Ride.*
- (ii) *That an item be added to the next Bus Services Committee agenda in respect of the Dial-A-Ride journeys undertaken for medical appointments and especially those to the RUH including information on what vehicles are used for such trips.*

25. FINANCIAL DATA SUBMITTED TO WECA IN RESPECT OF AUGUST AND SEPTEMBER 2025

RESOLVED:

To receive and note the information.

26. COMPLAINTS AND COMPLIMENTS LOG

RESOLVED:

To note that Keynsham Town Council has not received any complaints or compliments since the last meeting on 2nd September 2025.

27. WECA INFORMATION ON FUNDING SUPPORT FROM APRIL 2026 AND APPLICATIONS FOR ADDITIONAL SERVICES

An email has been received from the Senior Transport Operations Officer of WECA stating the following:

“At present the current funding that WECA receive from the Department for Transport (DfT) comes to an end on 31st March 2026, WECA have been informed that Local Transport Authorities around the country will receive new funding pots from the DfT from 1st April 2026. However, WECA are yet to receive any details on what this funding settlement might be.

RESOLVED:

To receive and note the information.

28. WESTLOCAL HIGHLIGHT REPORT

In accordance with clause 15.1 of the Grant Offer Letter, Keynsham Town Council are required to complete the latest Highlight Report for our scheme and return to us by 31st October. This information is needed to allow WECA to monitor progress with the schemes, therefore the report will need to provide information on the first 6 months of this financial year from April to September 2025.

RESOLVED:

- (i) To receive and note the Highlight Report.*
- (ii) To approve the Highlight Report for submission.*

29. ADVERTISING AND MARKETING FUNDING

Concerns were raised with respect to the staff capacity to source quotes and manage an external marketing agency to produce a high-level social media campaign which is to be funded with a WECA grant, as approved at full Council. Also, whether this would be achievable within any time frame to be set by WECA as the funds will only be available for a short time.

RESOLVED:

- (i) To note that Keynsham Town Council has received the sum of £1200 for advertising and marketing costs for this year to date.*
- (ii) The Town Clerk to discuss the logistics of the Marketing Campaign with WECA at the meeting that is scheduled for 29th October 2025.*
- (iii) If the Marketing Campaign should not be feasible due to the time frame, internal staffing costs in setting up the campaign being too costly, difficulty in outsourcing or the legality of outsourcing the Marketing Campaign with WECA funds, then it should be noted that as per Standing Orders Councillors can request that the resolution made in respect of this matter may be rescinded (Town Council minute number 136 FP5). This would then enable WECA to undertake the Marketing Campaign in conjunction with the Town Council staff that have the local knowledge.*

30. 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 December 2025 for the next meeting of the Bus Services Committee.

31. 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 12 to progress sensitive issues.

32. POSSIBLE K2 SERVICE

A request was made to adjust the route so that the first trip of the day takes young people from Ashton Way bus stop to Wellsway and Chandag and a similar return journey at the end of the school day.

RESOLVED:

- (i) To receive a verbal update from the Town Clerk and the information above.*

- (ii) *To recommend to full Council approval in principle, dependent on funding for the same, a tested, timed route (with a slight amendment of the route for two of the trips during the day). This route has already been approved by B&NES Council and Big Lemon. The matter is to be discussed within the main section of the Town Council agenda and not under Exclusion of the Press and Public.*

The meeting finished at 8.40 p.m.

Signed: (CHAIR) Date:

DRAFT