

KEYNSHAM TOWN COUNCIL

Minutes of the Bus Services Committee meeting held on
Tuesday 11th March 2025 at 10.00 a.m.
in the Town Council Officer, 15 – 17 Temple Street, Keynsham

PRESENT:

Councillors S Alenshasy, A Beaumont, , D Biddleston, M Burton, E Cannon and H MacFie

IN ATTENDANCE: Dawn Drury - Town Clerk

14. APOLOGIES FOR ABSENCE

There were none.

15. NOT PRESENT

Cllr D Brassington

16. MINUTES OF LAST MEETING

RESOLVED:

That the minutes of the last meeting of the Bus Services Committee held on 9th January 2025 be confirmed as a true record and signed by the Chairman.

17. UPDATE ON KEYNSHAM BUS SERVICE SINCE THE LAST BUS SERVICES COMMITTEE MEETING ON 9TH JANUARY 2025

RESOLVED:

To receive a verbal update and feedback on the Bus Service from members of the Committee and the Town Clerk:

- Infrastructure issues.

To note that there were no updates here as these will be dealt with under an item further on in the agenda.

- Use of the Bus Service.

To note that it was reported that a resident living in Dartmouth Walk has informed a Councillor that the K1 Service is a real lifeline for them.

To note that there have been some good comments about the bus drivers.

- Promotion of the Bus Service

To note that it is still being reported that the bus is not always displaying the K1 Service clearly. The Clerk confirmed that this has been reported to the bus operator.

18. REPORT FROM THE BUS OPERATOR

A representative from Big Lemon was unable to attend the meeting so a written report was received from the Bus Operator as follows:

Overall, Big Lemon are not having too many operational issues with the services, and for 90% of the time they are using an electric bus (not budgeted for) in the initial grant bid, as they work to reduce our carbon footprint.

- Passenger numbers are consistent average 2100 per month
- They have lost just 1 mile over the past 2 months due to an operation issue
- They have had a few driver compliments (word of mouth) from other drivers
- Just 2 complaints of note, both via the Town Council, concerning destination blinds/display of K1, and bus blocking the road, both issues were resolved on the same day.

RESOLVED:

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

The importance of instigating bus gate markings and signage was reiterated by Cllr Biddleston to avoid the blocking of the bus gate. Cllr Halliday added information regarding the double parking, that occurs occasionally and how difficult it is for the bus to park in another location.

This matter is considered further under item 12 of the agenda.

Cllr Burton requested data for the month of January and February 2025. The Clerk confirmed that these were in the Councillors SharePoint file. The data will be in the one drive and not emailed each month.

19. COMPLAINTS AND COMPLIMENTS LOG

RESOLVED:

To receive and note the complaints and compliments log.

20. FEEDBACK FROM ONLINE QUARTERLY MEETING WITH WECA

Feedback was given as follows:

Going forward a meeting will be held with WECA & WESTLocal representatives quarterly.

The Clerk reported that:

- WESTLocal complimented Keynsham on having good passengers' numbers and running a good service compared to other WESTLocal community bus services.
- That there was no guaranteed funding for existing or additional bus services beyond March 2026. WESTLocal/WECA are going to look into sourcing funding so that services may be continued.
- Those present had discussed the submission of the Change Request forms and it was confirmed that minor amendments to the route that are not operational and are simple may be submitted monthly. More substantial changes should be submitted 70 days in advance of the September submission deadline, in June 2025.

The Clerk was asked to seek clarification of the actual date for substantial submission changes in June.

Cllr Burton commented on the communications and publicity process being very long winded and concerns were expressed to WESTlocal.

Cllr Alenshasy asked about what constituted a substantial change and the submission of changes. This is explained in the current agreement and a copy will be put in the Councillor SharePoint file.

Substantial changes would include:

- Adding additional stops that would substantially change, the length of the time that the circular route takes. When setting up the K1 service the Council was told that WESTLocal's would accept a route in the region of hour in length. The time of the route is set to allow for the driver's toilet, lunch and rest breaks.
- Increasing the length of the route substantially.

Initial advice in respect of proposed amendments to the existing K1 route may be sought from WESTLocal via the Clerk. Any proposed changes would then need to be approved by full Council.

RESOLVED:

To receive and note the verbal feedback from the Clerk and Councillors in respect of the online quarterly meeting with WECA.

21. FEEDBACK FROM THE COMMUNICATIONS MEETING WITH WECA COMMS TEAM

Feedback was given as follows:

This meeting was attended by the Town Clerk and Business and Communications Officer. WESTLocal informed the Clerk that she could submit a purchase order requesting £2,936 to cover communications and marketing officer time and materials.

The fact that a request has been outstanding for Keynsham Town Council logos on the K1 buses since the set-up of the service.

It was suggested that the Council Officers produce a window sticker logo and send this to WESTLocal /WECA seeking approval to be displayed in the window of the buses.

The Clerk will contact the bus operator for an update on the use of the new electric buses and the lack of signage the same. The response will be communicated to Councillors.

Cllr Burton asked why the Council were still using the laminated bus timetables. The Clerk reported that she was of the understanding that stronger timetables had been ordered and that she will find out what had happened regarding these signs.

RESOLVED:

- *To receive and note verbal feedback from the Clerk in respect of an online meeting with WECA Comms Team.*
- *That a phone call (informal contact) be made to WESTLocal requesting that action be taken in respect of the Town Council logo by the end of April. If they fail to action by this deadline a letter from the Chair of Council and Clerk is be sent in early May saying that the Town Council will take the matter of production of KTC logos into their own hands and produce them in house.*

22. FINANCIAL DATA SUBMITTED TO WECA IN RESPECT OF JANUARY & FEBRUARY

It was remarked that the bus operator and Council should be congratulated on the data in respect of the usage and income generated.

January - Passenger usage 2181 and bus operator income £893.00.

February - Passenger usage 2105 and bus operator income £880.50.

RESOLVED:

- (i) To receive and note the information.*

23. INFORMATION FROM WECA ON MAKING CHANGES TO THE K1 BUS SERVICE

Small changes for April 2025.

A motion was made that a small change be considered to include a stop at Waitrose to the existing route. This would involve consultation with the bus operator, B&NES Transport Department (bus routing), Waitrose (retailer permission to stop within the supermarket grounds and WESTlocal/WECA (as to whether this would constitute a small change) and Dial-

A-Ride that use the same route. If this WECA/WestLocal confirm that this change is not considered a minor change that this change be re-considered as a substantial change at the next meeting.

Cllr Alenshasy presented a motion for extending the length of the route to include a stop at Waitrose and gave various reasons for the introduction.

A vote was taken the results were 3 members in support, 3 members against and the Chair had the casting vote. Hence the motion failed.

Substantial changes for September by June 2025.

It was suggested that small changes should be held over and Council should concentrate on lobbying

RESOLVED:

- (i) *That the motion and vote above be reported to Council and a full Council make a decision in respect of this matter.*

24. EMAIL FROM RESIDENT REGARDING THE K1 BUS SERVICE

It was remarked that as a Council there should be some comeback to emails from residents that are complaining not only to council but to the press about the way that the K1 bus route was set up which was under very difficult constraints and as a Council we are doing what is feasible. Councillors have put in a huge amount of work and are just being criticized for their actions. Some comments within the emails refer to the Town Council as being dictatorial and undemocratic.

It was suggested that the response should detail the ways in which the council met their due diligence, that it was a well research project and however laudable the wishes and ideas of individuals our job is to serve as best as we can the whole community. That this response comes from all Councillors and individual Councillors should not be singled out. That it be pointed out in the letter that residents may like to complain directly to WECA regarding the need for more funding to service bus stops in their areas.

In respect of individual Councillors responding to the emails, this is fine as long as the response is passed the Town Clerk.

RESOLVED:

- (i) *To receive and note the email.*
- (ii) *To note that a second shorter email to this effect has been received and noted by the Clerk.*
- (iii) *That the Chair and Clerk of Council send a letter of response*

25. POSSIBLE OPTION TO EXTEND/SUPPLEMENT THE K1 BUS SERVICE

It was remarked that although there may not be guaranteed funding from WECA there may be funds in BSIP (Bus Service Improvement Plan) fund and enquiries should be made as to what funding there is.

Cllr MacFie is assuming that a second service could come through with Section 106 funding. He is keen to get plans under way for a second orbital route. With a change of WECA mayor finances may become available and Keynsham need to be prepared with plans for a second route. He suggested that we make WECA aware that we will be working on a second route, and he commented that he doubted that this would be ready by September.

It was made clear that Cllr MacFie's initial draft plan of a route and proposed stops could not be included in the existing K1 service without extending the route time extensively.

A suggestion was made

RESOLVED:

- (i) *That Cllr MacFie and the Clerk with the assistance of members of this Committee, work together to put a case to go within an application for a second service.*
- (ii) *That a meeting be held with Big Lemon to just look at the route and advise in respect of timing. At a later stage there will need to be tenders sent out to possible bus operators.*
- (iii) *That any decision made by the Committee in respect of this matter be presented to full Council for approval.*

26. BUS GATE – BILBLE GREEN

RESOLVED:

- (iv) *That the Committee note that Cllr Biddleston has undertaken some investigations in respect of the bus gate and possible funding of the works that are required.*
- (v) *That the Clerk write a letter to Persimmon requesting that they fund and put in place the necessary signage and markings for the bus gate.*

27. WECA FUNDED BUS SERVICE – OLDLAND COMMON

RESOLVED:

To receive and the note the information

28. WECA FUNDED BUS SERVICE – WERN BUSES

RESOLVED:

To receive and the note the information

29. EXPERIENCE OF BUS USER

RESOLVED:

To receive and the note the information

30. DIAL-A-RIDE FUNDING

To note that this matter be added to the agenda for the next meeting of the Town Council.

31. 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 May 2025 for the next Bus Services Committee.

The meeting finished at 11.20 a.m.