KEYNSHAM TOWN COUNCIL

Minutes of the Bus Services Committee meeting held on
Wednesday 9th September 2026 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, and Pam Turton, Director of Bus Operations for WECA

10. INTRODUCTIONS

Those present introduced themselves.

11. APOLOGIES FOR ABSENCE

RESOLVED:
To receive and accept apologies from Councillor A Beaumont. Also, Les Smith and Julie Hopkins of Keynsham & District Dial-A-Ride.

12. NOT PRESENT

To note that Cllr D Brassington was not present.

13. MINUTES OF LAST MEETING

RESOLVED:
That the minutes of the meeting of the Bus Services Committee held on 2nd July 2026 be confirmed as a true record and signed by the Chairman.

14. REPORT FROM DIAL-A-RIDE

RESOLVED:
To note that there was no written report presented from Dial-a-Ride.

15. REPORT UPDATE ON THE K1 AND K2 SERVICE FROM WECA

Pam Turton of WECA reported as follows:

- *There were a lot of discussions during the lead up to the decision (in July 2026) to confirm the way forward in respect of the K1 and the introduction of the K2 service and it was fair to say that it was not an easy process.*

- *From an MCA perspective it was acknowledged that they need to get better at working with the Town Council. She informed the Committee that the reason she was attending this meeting was to primarily to listen to the feedback from the community and the Town Council, so that WECA can understand what is working well and what is working less well, what the residents think of the services and to hear about any reliability or accessibility concerns that need to be addressed.*
- *WECA would like to learn how we can work better together, going forward e.g. whether attending this meeting regularly or if we would like information to be sent to us on a regular basis.*
- *Patronage data for the K1 and K2:*
  The K1 continues to be a well-used service with about 2,000 passengers per month. Early days' data for the K2 (month of August) was recorded as at about 500 passengers for the month and WECA will continue to monitor this service.
- *In terms of punctuality and reliability there have been some issues with the K1 in particular, not arriving on time or turning up, and they are working through these with the Bus Operator, but it would be good to get the customers and Town Council's feedback in respect of this. The Clerk has already sent over one such complaint and had a response.*

Q & A

MB – Q *Thanks for getting the K1 back on track for residents of Keynsham South. How long will the contract for K1 and K2 Services be, when does the current round of funding end and what criteria will you be using to assess whether K2 will continue after the trial period?*

A. *We have committed to both Services and the contract will run until March 2029 when the current round of funding ends.*

The DfT have issued some new guidance and some new requirement on the MCA on how they deal with service changes or routes. They have a new policy and process to go through that will influence the decisions that are taken on those services. The Policy is being discussed at the moment. So that will inform any decisions made on routes so currently it is difficult to answer fully. In respect of Keynsham Town Council's ability to influence this, WECA would be very happy to come out and talk to the Council about that. The primary route for that to be adopted is through the enhanced partnership, and that is with all the constituent authorities (B&NES, S. Glos and Bristol). They are essentially going to be the Board of the enhanced partnership to decide what the Policy says.

HMF – Q *It is encouraging to hear that the K2 has started off well and we should be promoting that it takes them direct to the A4, where they do not have to wait long for a bus into Bath (as these are more frequent too). From my point of view, comments that I have received are that people say that the K2 is a great service to get them to and from their local doctor's surgery in the Chocolate Quarter. Also, coming back from Bath there is still a need for WESTLink to get people home. I think that there is still work to be done to improve this and also, I do not know too much about the relationship with the schools and young people getting to school. When we have finished looking at the proposed A4 work and the Draft Local Plan we will come back*

to look at how our buses can be improved further. Now that the schools are back, we can see how this affects the data.

A. *I can get our team to look at localised marketing to promote links to other transport etc. if this is wanted and to raise awareness and get people interested in using the bus.*

DB - Q. *I support Martin's words of thanks. Yes, we did go through a frustrating time, and I am conscious that we berated our WECA Officers significantly, but this was only born out of frustration. I look forward to establishing a good working relationship going forward.*

I am pleased to hear that the K1 is used in the way that we thought that it would be, but I want all of our Keynsham buses to succeed. I think that we should have had discussions in the first instance about how the K1 might be used potentially to include routes to school from Keynsham north. The majority of children in Keynsham go to Wellsway and many of the children that go to Broadlands are from outlying estates and they rely on school transport to be bused to school. If there is a point at which we can have a discussion about changes to a bus that could undertake an early morning school drop off and a pickup at the end of the school day.

In respect of marketing, the Town Council has given quite a bit of time to promoting the services and printing out timetables. Future Farmers Markets can be used to promote K2 and to help increase user numbers.

I look forward to the introduction of a K3 service, a route that will possibly run from Keynsham direct to the RUH, stopping in Saltford and at the Newbridge Park and Ride to pick up passengers that currently have no alternative but to use a car to access hospital appointments. Also, there are a large number of RUH workers that live in Keynsham who drive to the RUH and then take up parking spaces, making it difficult for those wishing to park for appointments.

A. *We are bound broadly, by two dates for making service changes – September and April. So, if it is the case that KTC wants to look at further service provision, those are the dates to aim for.*

We have just appointed a new Network Manager – Head of Network, Services and Design (Richard Jeremy). It is his responsibility to manage the network and make sure that it meets the needs of the residents. The link to the RUH is a point very well made and so if you would like to meet with him and know when you would like to meet him, I am sure he would be more than delighted to come along and see what the options are around changes and the connections that need to be met.

AH – Q. *I echo Martin's thanks. As a regular user of the K1 service I can say that the service is very good and the care given to individual users by the drivers has been wonderful. This service highlights the importance of people having a service that stops close to their home, and it was great news when we heard that the K1 would continue.*

There are still pockets within Keynsham where users have difficulty getting to a bus stop due to the distance from their home and we will be looking at this.

EC – Q *Can I pick up on what AH said about bus stops and the issue about bus stops down the Charlton Road. Going in one direction there are not any bus stops. I realise that the road is highly problematic and that the road is very narrow in parts with a narrow pavement, but can you comment on whether B&NES and WECA are going to collaborate on that?*

A. *We are cooperating on it, and it is complicated and difficult to get the resolution and that is where we are up to. The way that the responsibilities are split between the MCA and Local Authority makes it quite difficult to get to the solution that we are trying to get to. Conversations are ongoing, B&NES have just had a new Executive Director, Meg Carter. In my first meeting with her I raised the importance of getting stops for the 43 sorted so it is on her radar. So, we are working together to resolve this as soon as possible. My team have come up with some creative solutions which we are working through so that we can see how we can best help the highway authority to get these stops in because we absolutely need them.*

EC – Q *I would also like to talk about process. You did not mention it, but the flurry of emails indicates that the K2 was put together at the last minute, there was an emergency tender. Why was this not thought through, has there been a lesson learnt meeting and how are you going to ensure that you do better in the future?*

A. *It was not an emergency meeting for K2, it was for K1. In respect of the question, yes to all the actions. The recognition is there for things to be done better in the future and WECA are not in any way hiding from that. There were a lot of good intentions to respond to community needs and I would not want to defend that fact that we caused so much frustration and anxiety for a community.*

There are two things that we are looking at and they are how we work with communities and the socially necessary bus services and how it influences how we go on from now. I have asked for the Policy on how we engage for communities to be completely re-written and I have brought in a specialist who has worked for transport for London, Greater Manchester, Cambridge and Peterborough Borough combined authority, to give us some guidance as to what does good look like! Coming to this meeting is a good step forward in terms of giving you the face of someone who wants to engage with KTC and is committed to engaging with KTC, so I am very happy with the themes that are coming out of the review and what is actually changing. We want to keep the dialogue open with KTC.

EC *Councillors on this Committee only meet once every two months and the news that came out about the K1 and K2 buses was poorly timed to fit with one of our Committee meetings, so I did send on behalf of the Committee an email (in June 2026) to the WECA Mayor, asking what was going on and to be kept informed and I have only just a few days ago received a response from her.*

Is there some way that Councillors can communicate with you without going through Officers to receive a timelier response?

A. *If is it bus related, I am more than happy to communicate with you and other Councillors to ensure that you receive a timely response and I am happy to continue attending these meetings.*

MB – Q *If we meet with Richard Jeremy to look at the potential of a new bus route what would be the timetable for that. Would we have to wait until 2029? Is it a variation of the existing ones or have you got additional funding that would support any service suggestion that Richard may approve of. Has he got the ability to introduce a new route?*

A second question, in respect of our relationship with First Bus in Keynsham, are you able to take up these issues on our behalf or should we be going direct to First Bus?

A. *You are very welcome to come to me with questions to First Bus as this would enable me to deal with them directly with the Enhanced Partnership Board, which is the statutory body through which we can hold First Bus to account, this might be a stronger route. We are working closely with First Bus and are looking at how we can work much more collaboratively and deliver a much-improved service to the community. We are refreshing our Enhanced Partnership which will be a much stronger document.*

In terms of flexibility in introducing new routes, if we are funding them or they are being publicly funded by whichever source, yes, we can introduce those routes along with service changes but if that does not work there is a way to introduce them more quickly. Richard has a wealth of experience and would be keen to help with that process. The question will always be funding and whether we can find that funding, whether it be Section 106 funding from a developer and, pulling funding from other places to fund and start a service is a limiting factor.

HMF - Q *What is your view of Dial-A-Ride?*

A. *We are a big supporter of this organisation. We are doing a lot of work with Dial-A-Ride and we know that there have been some problems in terms of getting the processes right, getting the payments right through our systems, making the grant invoicing systems as easy as possible and to strip out all the unnecessary bits that were in there before. I think that Dial-A-Ride is hugely important and it is an absolute lifeline for many people in our community. We are really trying to work out how we can better support Dial-A-Ride across the region. We have brought in Caroline, the Director of England, for the Community Transport Association, and she has been very helpful. We have just got another extra person to support that function, and we are having regular workshops with them. It is a hugely important part of the transport mix, and we are keen to be more useful and supportive for community transport going forward.*

The Town Clerk raised the issue of timetables. Currently the Town Council has no current timetables for any of the buses serving Keynsham. Council understand that the K1 and K2 routes are currently being printed. In the meantime, KTC staff are

printing timetables from the internet. Council looks forward to receiving supplies of timetables as we are getting daily visits by residents requesting the same.

The Town Clerk suggested that it may be worth getting the message out to the community that drivers are entitled to rest breaks as several users have complained about drivers sitting with their doors closed while they rest.

A request was made that the Town Clerk be cc'd into any correspondence between WECA and individual Councillors, as this has been an issue in the past, when full Council has not been updated and informed of discussions that affect the bus routes in Keynsham.

Councillors were reminded of the 2027 pre-election period when no major decisions will be made by Council and hence this would affect any proposed changes or route introductions planned for early next year (April).

Pam was thanked for her time.

RESOLVED:
To receive and note the report.

16. COMPLAINTS AND COMPLIMENTS LOG FOR K1 AND K2 SERVICE

There was one complaint recorded but this has been resolved as it was due to the timings of the K1 and K2 initially. The route times have been amended and they seem to be working now.

RESOLVED:
To receive and accept a verbal update on complaints or compliments from 2nd July 2026.

17. BUS SERVICES COMMITTEE OR BUS FORUM?

RESOLVED:

(i) That the Bus Services Committee recommends to Town Council the bi-monthly Committee meetings continue.
(ii) That the Bus Services Committee recommends to Town Council that it holds one Bus Forum meeting per year, open to the general public at the end of June or beginning of July each year.

18. TERMS OF REFERENCE

RESOLVED:

(i) That a recommendation be made to Council that the membership without voting rights be amended to read bus operator(s) and not Big Lemon.
(ii) That a recommendation be made to Council that the Terms of Reference point (i) be amended to read "To consider transport solutions, look at possible

improvements of the K1 and K2 routes and work with WECA to resolve any issues of the same, together with introducing a K3 service, if finances permit.

19. DATE OF NEXT MEETING

Richard Jeremy to be invited to the next meeting.

RESOLVED:
To note that a Doodle Poll will be sent out to ascertain the date and time for a meeting in early November 2026.

The meeting finished at 8.00 p.m.

Signed: (CHAIR) ..... Date: 3/10/26

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