KEYNSHAM TOWN COUNCIL

Minutes of the Bus Services Committee meeting held on
Tuesday 3rd November 2026 at 6.00 p.m.
in the Town Council Office, 15 – 17 Temple Street, Keynsham

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

IN ATTENDANCE: Dawn Drury - Town Clerk, Amanda Leonard BCEO and Phil Wright, Public Transport Programme Manager for WECA

20. 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.

21. NOT PRESENT

RESOLVED: To note that Cllrs D Brassington & E Cannon were not present. It was suggested that a reminder be sent to Committee members to send in apologies or send in a substitute.

22. MINUTES OF LAST MEETING

RESOLVED:
That the minutes of the meeting of the Bus Services Committee held on 9th September 2026 be confirmed as a true record and signed by the Chairman.

23. REPORT FROM DIAL-A-RIDE

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

Phil Wright of WECA provided a 'Dial-a-Ride' and 'Community Transport' update:
Noted: Dial-a-Ride requires support around technology and together with support in respect of their challenges due to the current situation at the organisation. Their application for funding has been submitted, and this is going through assessment by WECA. There are no immediate issues with the application. The grant is to continue to run community transport operations for Keynsham. The current grant has been extended to the end of this financial year. Next grant offers guaranteed funding for 2 years. There has been a big review taking place since WECA took on Community Transport initiatives and they are working on a more partnership approach. Details of grant requirements from Dial-a-Ride are not yet known.

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WECA are looking to build on the strengths within Community Transport and share best practices among the operators. It was mentioned it would be useful to get a consultant to advice as they are using public money. There was some question on the trustee status on the Charity Commission website, but a member of the Committee gave an update that answered this question.

Dial-a-Ride drivers offer a unique service as they are trained to support passengers with dementia and wheelchair users. A comment was raised on the efficiency of using a 16 seat minibus running around one person. They are also the only service to provide a direct service to the RUH and will operate late into the night. Outcome from a recent event at the Chocolate Quarter to look at more promotion of the services was explained. There is to be the introduction of handheld ticket machines with a simplified version for community transport providers, and this is to be tested first. In respect of this some canvassing has started with Keynsham residents.

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

RESOLVED:
To receive and note the report.

Data from April: K1 looks fairly steady 2000-2500 a month dropped off in August. (1000) Change of contractor from Big Lemon to Euro Coaches. K2 Early data suggests 600-700 month. More promotional work needed in future.

Request for clarity on the K2 data as to where those passengers are catching the bus, is it The Chocolate Quarter or Keynsham East? Phil to find out and respond.

Question on livery of buses: This has been addressed, illuminated service numbers are now in place and are more visible on front of buses. Livery will not change for the next 18 months. Feedback from Cllr AH: As a user of the K1 the livery is good.
Cllr MB mentioned; Publicity challenges with K1 previously, going forward WECA to work closer with BCEO and TC. Make use of community group data held at KTC.

Cllr DB: Better breakdown of figures to support publicity activity.

Timetable of all bus services for Keynsham are available in the Town Council office Library; social media campaign was launched and handing out timetables at the Farmer's Market. Disruptions on the route, events and road closures to be communicated to Phil.

25. COMPLAINTS AND COMPLIMENTS LOG FOR K1 AND K2 SERVICE

RESOLVED:
There were no formal complaints recorded.
Young people causing disruption on the buses especially while there is free travel during school holidays have been reported. WECA rely on operators to feedback on incidents.

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26. PROPOSALS FOR IMPROVEMENT OF THE K2 SERVICE

RESOLVED:

(i) Change of route taking into consideration a Waitrose Stop. Current buses would be too big and there could be a loss of another stop. Needs balancing, if it encourages more passengers. Route changes requested at certain times (April). There is a stop outside KFC. Cllr HM to feed back to resident. Other considerations, new Lidl and Aldi supermarkets. Possible minor changes can be considered, larger changes require consultation and planning. Network review will take place in future across the region taking into consideration local knowledge. Draft local plan will form part of the review. Bus to RUH is required.
Start booking in representatives from providers for Bus Forum.

(ii) K1 & K2 timetables on all bus stops. They are in place but if they go missing KTC office need to be informed so grounds team can replace.
New for 2027, Bus forum to be held 2-3 times a year to invite residents to feedback and information sharing.
A bus map is required on all High Street stops, this is needed for clarity for residents. Phil Wright to action.

27. 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 January 2027.

The meeting finished at 7.00 p.m.

Signed: (CHAIR) ……. Date: ……

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