

Mrs Krystyna Pilkington  
Clerk To The Council

Our ref: 8000040920

clerk.shevingtonpc@yahoo.co.uk

12 March 2016

Dear Mrs Pilkington

**RE: 635 Bus Service**

Thank you for your letter on behalf of the Shevington Parish Council, in relation to the 635 bus service. I was sorry to read of the inconvenience the change to this service is having on local residents.

As you are aware, the 635 bus service has been experiencing anti-social behaviour to the evening journeys on a frequent basis, including missiles being thrown at the vehicles and disruptive passengers in the Shevington area. As a result of this, the decision has been taken to reroute the 8:00pm, 9:00pm and 10:00pm journeys from Wigan, and the 8:29pm, 21:29pm and 10:29pm journeys from Wrightington, on a temporary basis as of 25 February 2016. The rerouting means that these journeys will not serve Shevington, Plough and Harrow, and New Miles Lane.

In relation to your request for the service to be rerouted only on selective days, unfortunately we will be unable to fulfil this, as the incidents have been continuous and not just on certain days. There are 2 youth clubs that run in areas on the 635 bus route and we believe that the offending youths are associated with these clubs, who have a number of events on throughout the week.

I can fully understand the inconvenience this must be causing to passengers, but please be assured we will not reroute the service for longer than necessary. Transport for Greater Manchester (TfGM), the bus operator and the TfGM TravelSafe Unit (TSU), will continue to monitor the service on a regular basis, with the objective of returning the service to its original route as soon as possible.

As you can appreciate, the health and safety of our passengers is of the utmost importance and we have to ensure that we are not exposing passengers to any risks or putting them in a vulnerable situation.

I hope that this information proves useful to you and we will continue to notify you with any updates. If I can be of any further assistance please do not hesitate to contact me, or a member of our Customer Relations team at [customer.relations@tfgm.com](mailto:customer.relations@tfgm.com) or call on 0161 244 1000.

Yours Sincerely

**Customer Engagement Officer**