



Chris Coghlan MP

Member of Parliament for Dorking and Horley
House of Commons, London SW1A 0AA

Mr. Nick Hill
Commercial Director, Metrobus
By email:

cc: Cllr. Matt Furniss, Cabinet Member for Transport, matt.furniss@surreycc.gov.uk

Ref: CC09628

6th October 2025

Dear Nick

Re: Timetable Changes in Horley

Thank you for meeting with me at short notice on Friday last. During the meeting and as we walked some of the affected bus stops, you did persuade me that Metrobus had mitigations in place to compensate for the loss of service along Horley Row and a section of the Brighton Road. From the furious responses I have since received, it is quite clear that many of your passengers do not agree.

I am disappointed that Metrobus and Surrey County Council, have cut residents' access to bus services without adequate or properly detailed notice to my constituents or to me.

Further, I was disappointed to discover that what should have been a welcome additional service (Fastway 100) to residents on Westvale Park has been resourced and delivered at the expense of their neighbours in Meath Green, who have come to rely on the service over many years.

"This will have a severe impact on elderly people and less able bodied people in North East Horley who rely on the 100 bus get to appointments, grocery shops etc."

"I work nights so the new route means I will have to walk into Horley to get the bus that stops near my work as all the others don't start 'til 4:00, 5:00, 6:00am!"

"Please reinstate the old route for the 100 bus we need a bus than get people into Horley town and to Redhill hospital this was a big mistake by the metro bus company."

I have attached these and many more direct complaints from dozens of local residents who have lost a service they relied upon for many years. Please review these complaints as a matter of urgency and provide a full reply to my constituents as soon as possible.

I look forward to your early response and stand ready to work with you, Surrey County Council and the local community to seek to resolve the difficulties identified.

Yours sincerely

Chris Coghlan MP