

Chris Coghlan MP  
Member of Parliament for Dorking and Horley  
By-mail

8<sup>th</sup> October 2025

Dear Chris,

**Re: Bus service changes in Horley**

Thank you for your letter and for meeting last Friday in Horley.

Changing existing bus services can be emotive, especially when associated with new housing. These responses are not untypical, but it is important to ensure bus services evolve as new areas of population develop.

We remain of the view that the decision to re-route the 100 to serve the residents at Westvale Park was the right one and took the steps discussed to provide mitigations to the four pairs of bus stops affected including re-routeing the 424. No-one has been left without a bus service and the bus provision along the A23 has been enhanced to a 'turn up and go' service level to many destinations.

It has been suggested that half of the journeys on route 100 should be changed back to operate along Bonehurst Road and Horley Row. We do not believe this to be the correct move because:

- This would halve the service now being experienced by the residents at Westvale Park who are otherwise cut off from the local community
- A 15-minute frequency is key to offering a 'turn up and go' level of service that can persuade people to leave their cars at home
- It would introduce long gaps in service at Westvale Park
- The 3 minute longer journey along one route than the other would result in uneven gaps in buses along the rest of the route
- It would reduce the ability for our control team to be able to correct late running buses to get services back on time

We would be happy to discuss alternative arrangements with your constituents by calling 01293 449191 or by emailing [info@metrobus.co.uk](mailto:info@metrobus.co.uk).

Part of **GoAhead**

We will take on board the feedback about the times of the early and late buses along Bonehurst Road A23 and will look to see whether this can be improved in future service changes, although it should be noted that the first bus to Gatwick and Crawley is currently at 04.31 daily and at 04.51 towards East Surrey Hospital and Redhill on Mondays to Saturdays. The last bus from East Surrey Hospital back to Bonehurst Road is at 00.54 and from Gatwick South is at 22.52 on Mondays to Saturdays. These first and last buses are currently all on route 460.

I appreciate the challenges, but it was not possible to change the 100 to serve Westvale Park without it impacting on some roads previously served. The changes mitigate the impact to ensure that no-one has been left without a service.

Yours sincerely



**Nick Hill**  
**Commercial Director**