

Appendix A

DfT Connectivity Tool Guidance

[< Back](#)

Interpreting Connectivity Scores and the Connectivity Matrix

You may also find [user manual \(/help/guidance\)](/help/guidance), guidance on [applying the Connectivity Tool \(/help/applying-connectivity-tool\)](/help/applying-connectivity-tool) or [understanding the data \(/help/understand-the-data\)](/help/understand-the-data) useful.

Key points

The Connectivity Tool gives each square a connectivity score from 0 to 100. The score helps users understand how well-connected a square is to locations of interest by walking and wheeling, cycling and public transport, compared with other squares across England and Wales.

The [Connectivity Matrix](#) is a set of tables that help users judge whether a square's connectivity score is high or low for its destination type, transport mode, and how urban or rural the square is.

When interpreting the connectivity score, remember that:

- The score is a **relative measure**, not an absolute measure of connectivity – it shows how places compare to other places.
- A score of 50 does **not** mean a location has average connectivity.
- Scores should **not be directly compared** across different transport modes or destinations.
- The Connectivity Matrix can be used to help users compare a square with squares of the **same rural-urban class**.
- The score should be used **alongside** local evidence, site knowledge and professional judgement.

- **Driving is not included in the overall connectivity score**, although users can view scores for car-based journeys separately.

What does the connectivity score show?

Each square receives a score between 0 and 100. A higher score means the square is better-connected relative to other squares. A lower score means it is less well-connected relative to other squares.

Connectivity scores for each square are calculated as a percentage relative to the highest-scoring square in England and Wales, which is 100.

More detail on how the scores are calculated is available on the [Understand the Data \(/help/understand-the-data\)](/help/understand-the-data) page.

What does the connectivity score *not* show?

The connectivity score does not give a final judgement on whether a location is suitable for development, investment or a transport intervention. It is one source of evidence.

The score does not currently measure:

- the **quality** of walking, wheeling, cycling or public transport routes, such as footway width, surface condition, lighting, segregated cycling facilities or step-free access;
- the **cost** or **affordability** of travel;
- service **reliability** or **crowding**;
- the specific travel needs of **different people or groups**; or
- electric bicycles or other **assisted modes** of transport.

For these reasons, the score should always be used alongside local evidence, professional judgement and other material considerations.

How should connectivity scores be interpreted?

Connectivity scores should always be interpreted comparatively. This is because the score tells users how a square's connectivity compares to other squares, rather than whether its connectivity is "good" or "bad" in isolation.

For example, a square's score may look low when compared to all scores nationally, but it could be relatively high for a rural area. Similarly, a score may look high nationally, but it may be low for a dense urban area.

This is why users should interpret the score in context. The most useful comparison is often with similar types of place, rather than with all places in England and Wales. This guidance proposes using rural-urban classifications (RUCs) as one of the ways to compare similar places. More detail is given later in this guidance page.

Does a score of 50 mean a location has average connectivity?

No. A score of 50 does not mean that a location has average connectivity.

The connectivity score is not a simple scale where 0 is the worst, 100 is the best, and 50 is the average.

The same connectivity score can mean different things depending on how other squares perform. For example, a score of 50 can be relatively well-connected, or poorly connected, depending on:

- the transport mode being considered;
- the destination being considered; and
- the rural-urban classification of the location.

Users should therefore avoid interpreting a connectivity score on its own. They should use the relevant tables in the [Connectivity Matrix](#) (detailed below) to understand where the square's score sits in the wider distribution.

Can scores be compared across transport modes or destinations?

Scores for different transport modes or destinations should not be directly compared with each other. Each square's score is calculated relative to other squares for a specific transport mode or destination – so comparison between destinations or modes does not provide meaningful information.

As an example, a square of interest may have:

- a score of 60 for access to education;
- a score of 70 for access to health services.

However, this does not automatically mean the square of interest is better connected to health services (70) than to education (60). This is because the other squares may score significantly higher than 70 for access to health services, meaning the square of interest's score of 70 would be relatively worse. Each square needs to be interpreted against its own destination.

The same applies to transport modes. A location may have a walking score of 60 and a public transport score of 50. This does not automatically mean it is better connected by walking than by public transport. Each square should be interpreted against its own transport mode.

What is the Connectivity Matrix?

The Connectivity Matrix is a set of tables that help users judge whether a square's connectivity score is high or low for its destination type, transport mode, and how urban or rural the place is.

This allows users to compare a location with similar places, rather than comparing it with all places nationally.

The Matrix shows percentile thresholds for different combinations of:

- rural-urban classification;
- transport mode;
- destination type;

The exact rural-urban classifications used in the Matrix are described in more detail later in this guidance.

What do the percentiles in the Connectivity Matrix mean?

The Connectivity Matrix uses percentiles. These indicate the percentage of [Output Areas](https://www.ons.gov.uk/methodology/geography/ukgeographies/statisticalgeographies) (<https://www.ons.gov.uk/methodology/geography/ukgeographies/statisticalgeographies>) which have a lower or higher connectivity score.

For example:

- A square with a connectivity score at the 20th percentile threshold has a higher connectivity score than only 20% of Output Areas, meaning its score is lower than 80% of Output Areas;
- A square with a connectivity score at the 90th percentile threshold has a higher connectivity score than 90% of Output Areas, meaning its score is lower than only 10% of Output Areas.

This means:

- the 20th percentile is in the bottom 20%;
- the 50th percentile is the average;
- the 90th percentile is in the top 10%.

Users should focus on where a score sits in the relevant distribution, rather than on the connectivity score in isolation. For example, if the square of interest is in an “Urban major conurbation”, then the first column of Connectivity Matrix tables is the most relevant.

Which comparison should I use?

Different tables in the Connectivity Matrix answer different questions. Users should choose the right table for the question they are asking.

Question	Best Table
How does my square compare to squares of the same rural-urban classification?	Connectivity Matrix
How does my square compare to other squares of the same destination type, nationally?	Table A
How does my square compare to other squares of the same transport mode, nationally?	Table B

The Connectivity Matrix is most useful when users want to understand whether an overall connectivity score, or a score for a particular transport mode and destination combination (e.g. Walking to Education), is high or low relative to its rural-urban classification.

See below for the By Destination table (A), the By Mode of Transport table (B) and the Connectivity Matrix.

Table A: By destination

	Overall	Education	Leisure	Health	Shopping	Residential	Workplaces
10th percentile	38.9	34.1	37.8	25.9	38.1	45.6	36.9
20th percentile	52.1	47.0	48.7	43.1	56.5	55.2	45.9
30th percentile	58.6	55.1	54.9	51.1	64.9	60.5	51.0
40th percentile	63.1	60.6	59.6	56.9	70.6	64.3	54.7
Median	66.8	65.0	63.6	61.7	75.2	67.3	58.0
60th percentile	70.2	68.9	67.5	66.1	79.3	70.2	61.1
70th percentile	73.7	72.8	71.7	70.3	83.4	73.5	64.4

	Overall	Education	Leisure	Health	Shopping	Residential	Workplaces
80th percentile	77.8	77.1	76.8	74.9	87.4	77.4	69.1
90th percentile	83.2	82.7	83.3	80.6	91.6	84.6	78.8

Table B: By mode of transport

	Overall	Walking	Cycling	Public transport	Driving
10th percentile	38.9	33.7	48.4	40.7	74.6
20th percentile	52.1	48.0	58.1	53.5	79.8
30th percentile	58.6	55.5	63.1	59.7	82.6
40th percentile	63.1	60.7	66.7	64.2	84.5
Median	66.8	64.8	69.7	67.8	86.2
60th percentile	70.2	68.5	72.5	71.2	87.6
70th percentile	73.7	72.1	75.5	74.7	89.0
80th percentile	77.8	76.3	78.7	79.0	90.6
90th percentile	83.2	81.6	83.6	85.3	92.5

Connectivity Matrix

Score by destination

Overall

**Score by mode of transport**

Overall (except driving)

**Table C: Connectivity Matrix**

	Urban major conurbation	Urban minor conurbation	Urban city and town	Rural town and fringe	Rural village	Rural hamlets and isolated dwellings
10th percentile	64.1	58.5	52.7	35.1	14.9	7
20th percentile	68.5	62.1	57.3	39.8	19.5	11.3
30th percentile	71.8	64.9	60.6	43.2	22.9	15.1
40th percentile	74.5	67.3	63.3	46	25.8	18.7
Median	77.2	69.5	65.7	48.4	28.5	22.4
60th percentile	79.9	71.7	68	50.8	31.1	26.7
70th percentile	82.7	74	70.5	53.1	34.1	31.5
80th percentile	86.2	76.8	73.3	56	37.8	37
90th percentile	90.5	80.2	77.2	59.8	42.6	44.9

How do I use the Connectivity Matrix?

To use the Connectivity Matrix:

1. Select the square of interest in the Connectivity Tool.
2. Note the relevant connectivity score.
3. Identify the rural-urban classification of the square. This can be done either by: consulting [Map 1](#) later in the guidance; or locating the Output Area the square of interest is in from the [Office for National Statistics \(ONS\)](#) (<https://geoportal.statistics.gov.uk/datasets/53360acabd1e4567bc4b8d35081b36ff/about>), and checking that Output Area's rural-urban classification in this ONS [file](#) (<https://geoportal.statistics.gov.uk/datasets/53360acabd1e4567bc4b8d35081b36ff/about>).
4. After determining the rural-urban classification, find the relevant table for the transport mode and destination in the Connectivity Matrix.
5. Choose the correct column based on the square's rural-urban classification.
6. Compare the square's score with the percentile thresholds in that column.
7. Use this to judge whether the score is relatively high or low for that type of place, and mode/destination mix.

Users can repeat this process for the overall score, a specific transport mode, or a specific destination type.

Examples of Using the Connectivity Matrix

Example 1 - A planning team is assessing a site in a small town. The site has an overall connectivity score of 57. The team identify based on [Map 1](#) that the site likely sits within a “Rural town and fringe” Output Area. They use the ONS website links from the [How do I use the Connectivity Matrix section](#) of the guidance to confirm this.

If the team only looked at their site's connectivity score in the national context (Table [A](#) or [B](#)), the score would put their site in the bottom 30%. This suggests it is not well-connected compared to all Output Areas in England and Wales.

However, the team then checks the [Connectivity Matrix](#) table for overall connectivity, and compares their score against the “Rural town and fringe” column. In that comparison, a score of 57 would put their site in the top 20% of “Rural town and fringe” Output Areas. This shows that the site has good connectivity relative to similar areas.

The interpretation is therefore more balanced:

- nationally, the site may not appear highly connected;
- for a “Rural town and fringe”, the site may be relatively well-connected;
- the score should still be considered alongside local evidence, site conditions and professional judgement.

Example 2 – a developer is assessing a site in a large city, with an overall connectivity score of 80. They identify based on [Map 1](#) that the site is in an “Urban major conurbation”.

The connectivity score of 80 puts the site in the top 20% nationally. However, when the developer checks the overall connectivity table in the [Connectivity Matrix](#), they find that the site is only in the top 40% for “Urban major conurbations”.

The developer looks for further insights in the other [Connectivity Matrix](#) tables, as well as Tables [A](#) and [B](#). The site has an overall walking (destination) score of 67, which would place it in the top 50% nationally, but the bottom 40% for an “Urban major conurbation”. This could suggest to the developer that improving walking infrastructure may be a priority on the site.

Why does rural-urban context matter?

Knowing the rural-urban classification of an area of interest provides an extra layer of context to the connectivity score.

Different types of places tend to have different levels of transport connectivity. Dense urban areas usually have more nearby destinations and more transport options than dispersed rural areas. This affects how connectivity scores should be interpreted.

A score that appears low nationally, may be relatively high for a “Rural village”. On the other hand, a score that appears high nationally may be relatively low for an “Urban major conurbation” (such as Manchester or London).

These distinctions can be checked in the [Connectivity Matrix](#). For example:

- 55 may appear low when compared with all locations nationally (being in the bottom 30% nationally), but may be relatively high for a “Rural town and fringe” (in the top 30%);

- 74 may appear high nationally (being in the top 30%), but may be relatively low for an “Urban major conurbation” (bottom 40%).

This can be an important distinction for decision-making. Understanding whether a place is relatively better or worse connected can help with planning and prioritisation.

If a location is relatively well connected, this could support a case that it's well-placed for growth, because access to destinations of interest by different transport modes are stronger than similar settlements. This provides evidence which can be used alongside place-based evidence.

What rural-urban classifications are used in the Connectivity Matrix?

The Connectivity Matrix uses the ONS's [Rural-Urban Classification 2011](https://www.ons.gov.uk/methodology/geography/geographicalproducts/ruralurbanclassifications/2011ruralurbanclassification) (<https://www.ons.gov.uk/methodology/geography/geographicalproducts/ruralurbanclassifications/2011ruralurbanclassification>).

This classification groups places according to their settlement type. It considers factors such as settlement size, population density and how built-up or dispersed an area is.

The standard 2011 classification includes ten categories:

- **Urban major conurbation**
- **Urban minor conurbation**
- **Urban city and town**
- Urban city and town in a sparse setting
- **Rural town and fringe**
- Rural town and fringe in a sparse setting
- **Rural village**
- Rural village in a sparse setting
- **Rural hamlets and isolated dwellings**
- Rural hamlets and isolated dwellings in a sparse setting

However, for the Connectivity Matrix, only the six categories in bold are used.

The four “in a sparse setting” classifications have been combined with their relevant non-sparse counterpart. For example, the areas defined as ‘Urban city and town in a sparse setting’, are now classified as ‘Urban city and town’.

This is done because the “in a sparse setting” classifications account for a small share (under 2%) of total Output Areas, and combining them makes the Matrix easier to use, with clearer comparison groups.

See [Map 1](#) for a rural-urban classification breakdown of England and Wales.

Why can national comparisons be misleading?

A national comparison shows how a location compares with all Output Areas in England and Wales. This can be useful, but it does not always give the most relevant context.

This is because different types of places have different typical levels of connectivity. Dense urban areas usually score higher than rural areas because they tend to have more destinations and transport options nearby.

For example:

- a rural location may score below the national average, but still be highly connected for a rural area;
- an urban location may score above the national average, but still be poorly connected compared with similar urban areas.

For this reason, users should consider both the national comparison and the relevant rural-urban comparison.

What does each of the six rural-urban classifications mean?

The six classifications broadly describe different types of settlement, from the most dense urban places, to the least dense rural ones. See [Table C](#) below for individual descriptions.

Table C: Rural-Urban Classifications

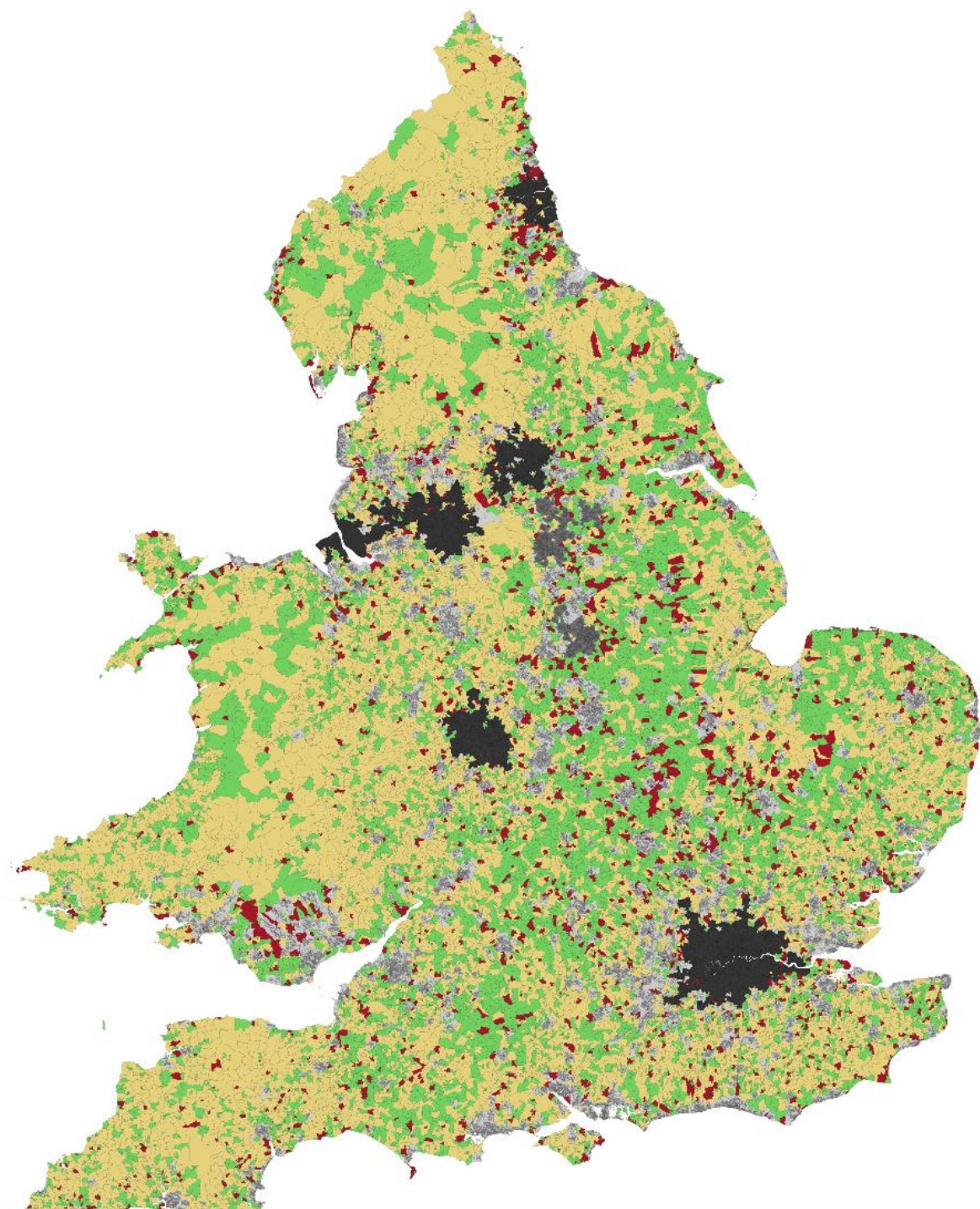
RUC 2011	Classification Description	% of total Output Areas	Number of Output Areas
Urban Major Conurbation	There are six urban major conurbations. These are London, West Midlands, West Yorkshire, Tyneside, Merseyside and Greater Manchester.	32.6%	61,500
Urban Minor Conurbation	There are two urban minor conurbations: Nottingham and South Yorkshire.	3.4%	6,418
Urban City and Town	Built-up urban areas, with a minimum population of 10,000 inhabitants, which do not form part of major and minor conurbations. Commonly observed in areas such as Lincoln, Derby & York.	45.0%	84,958
Rural Town and Fringe	Areas with fewer than 10,000 inhabitants, and associated with a larger neighbouring town. Commonly observed in areas of Northumberland, South Oxfordshire & Wiltshire.	9.4%	17,782
Rural Village	Areas with fewer than 10,000 inhabitants, but with a denser physical form than in hamlets and isolated dwellings. Commonly observed in areas of Mid Suffolk & West Sussex.	5.8%	11,011
Rural Hamlets and Isolated Dwellings	Areas with fewer than 10,000 inhabitants, dispersed housing, and no clear nucleated settlement. Commonly observed in areas of Cornwall & Carmarthenshire.	3.8%	7,211

Note: For more information about the methodology used for classifying Output Areas into the rural-urban classifications, see the [Office for National Statistics guidance](https://www.ons.gov.uk/methodology/geography/geographicalproducts/ruralurbanclassifications/2011ruralurbanclassification) (<https://www.ons.gov.uk/methodology/geography/geographicalproducts/ruralurbanclassifications/2011ruralurbanclassification>). See the [What are Output Areas](#) section for more detail on Output Areas.

How are the rural-urban classifications distributed across England and Wales?

[Map 1](#) below shows a map of Output Areas in England and Wales, coloured by their rural-urban classification.

Map 1



- Urban Major Conurbation
- Urban Minor Conurbation
- Urban City & Town
- Rural Town & Fringe
- Rural Village
- Rural Hamlets & Isolated Dwellings



How much do connectivity scores vary across rural-urban classifications?

Connectivity scores range from an average of 22.4 in “Rural hamlets and isolated dwellings”, to 77.1 in “Urban major conurbations”.

This shows how important it is to differentiate between different types of places.

Are there any limitations of the 2011 rural-urban classifications?

The 2011 classification is based on 2011 Census data, and therefore does not reflect recent development or changes in settlement patterns which could have changed an area’s rural-urban classification.

However, this is unlikely to materially affect the [Connectivity Matrix](#). The urban major and minor conurbation classifications are largely fixed (relating to established conurbations like the West Midlands and London). The main possible change is in “Rural town and fringe” Output Areas becoming “Urban city and town” if they have grown above 10,000 people since 2011. As these areas make up a relatively small share of overall Output Areas, such changes are unlikely to alter the overall distribution significantly.

Users should therefore treat the classification as a useful guide, rather than a definitive judgement, and use it alongside local knowledge when interpreting connectivity scores.

There is a 2021 version of the rural-urban classifications, however, this was not chosen to be used to help interpret the connectivity scores as almost 75% of Output Areas fall into a single category, making it less useful for comparing connectivity across different types of places.

Can I see the rural-urban classification in the Connectivity Tool?

Rural-urban classifications are not currently displayed directly in the Connectivity Tool. This means that when a user selects a square, the tool does not currently show the rural-urban classification for that location.

This functionality may be added in a future update. Until then, users should use the supporting map and tables in this guidance, use the ONS links referenced in the [How do I use the Connectivity Matrix](#) section, and apply local knowledge as appropriate.

What are Output Areas?

[Output Areas](https://www.ons.gov.uk/methodology/geography/ukgeographies/statisticalgeographies) (<https://www.ons.gov.uk/methodology/geography/ukgeographies/statisticalgeographies>) are small geographic areas used by the Office for National Statistics to publish census and related data.

Each Output Area typically contains between 40 and 250 households, with a resident population between 100 and 625 people.

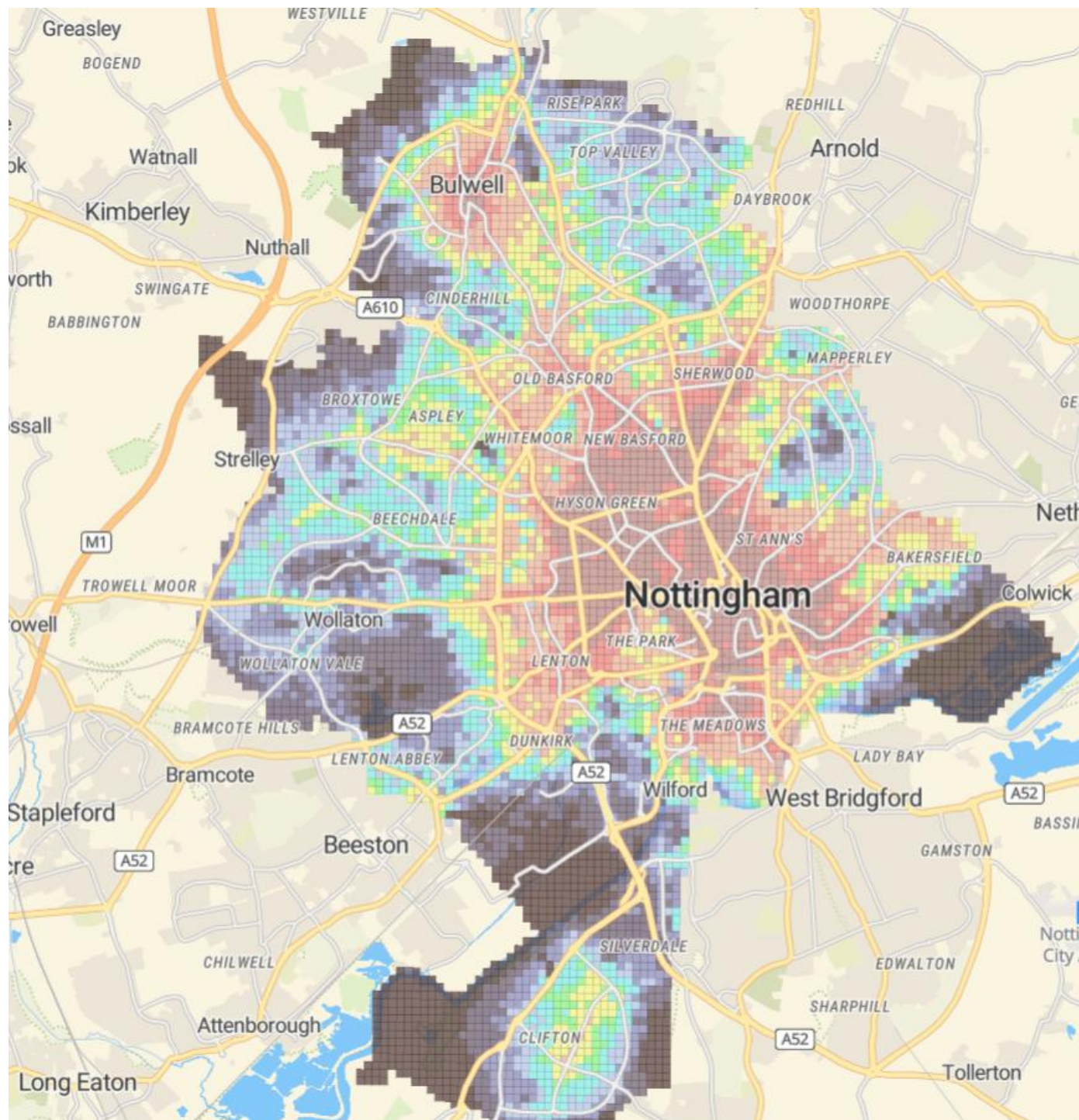
The Connectivity Matrix uses Output Areas to calculate connectivity score thresholds as they are the smallest standard geography used for the rural-urban classifications, and provide a consistent geographic unit for comparing connectivity across England and Wales.

What is the local authority view within the Connectivity Tool?

The local authority view groups connectivity scores within a selected local authority area and displays them in 10 colour bands. This can help users quickly see how connectivity varies across a specific area.

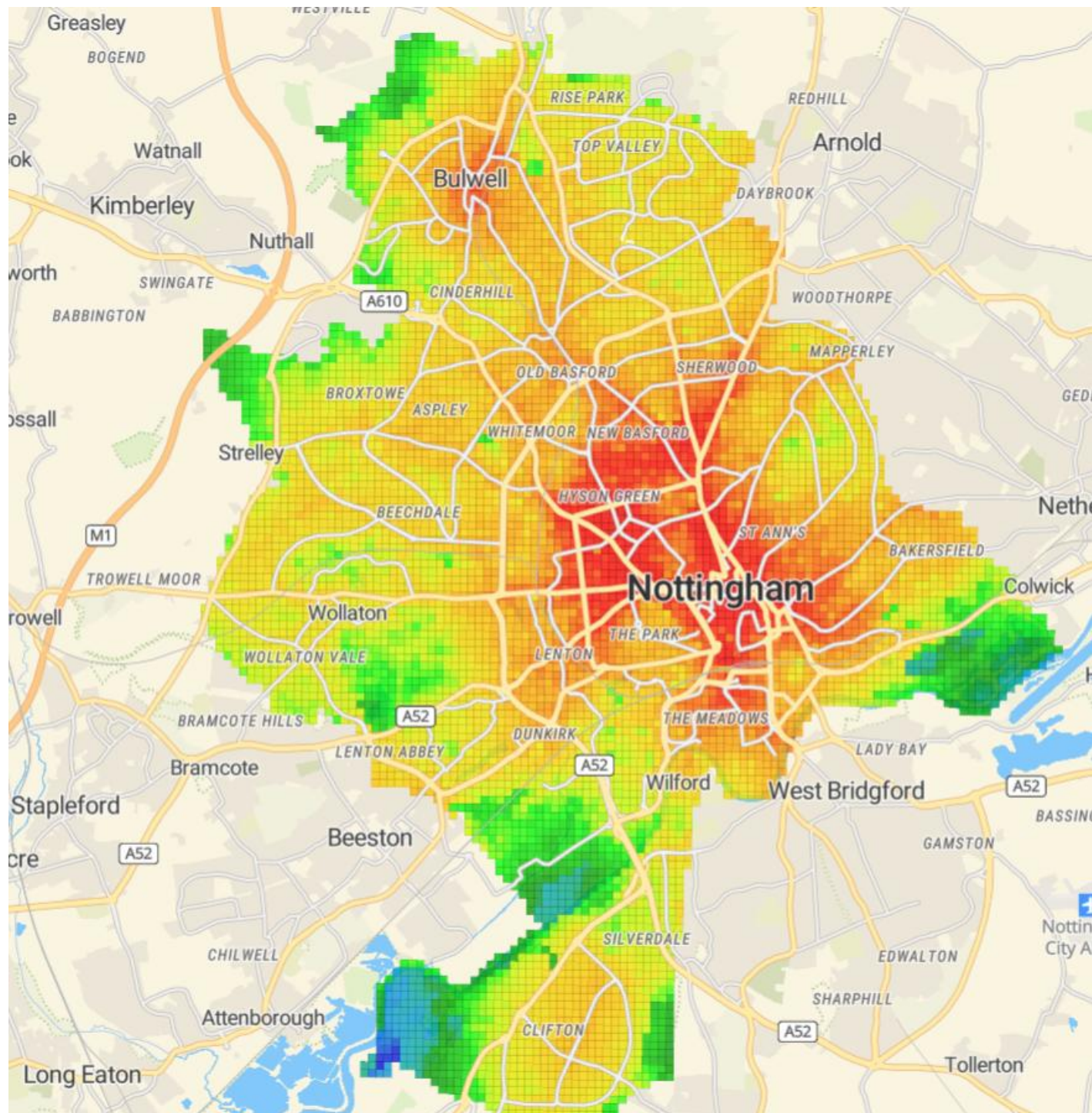
The colour bands are presented in [Map 2](#). [Map 3](#) has been added to demonstrate how local authority view differs from the default Connectivity Tool.

Map 2





Map 3





How should the local authority view be interpreted?

The local authority view only provides indicative connectivity differences. The bands are created by dividing all scores in the local authority into 10 equal groups, rather than reflecting meaningful thresholds of connectivity.

This means the local authority view should not be used on its own to inform decisions or draw firm conclusions. It is best used to get a quick, high-level sense of variation within an area, before using the connectivity scores and [Connectivity Matrix](#) for more robust interpretation.

Future updates to the tool may change how connectivity scores are presented.

Also See

- [User manual \(/help/guidance\)](/help/guidance)
- [Applying the Connectivity Tool \(/help/applying-connectivity-tool\)](/help/applying-connectivity-tool)
- [Understanding the data \(/help/understand-the-data\)](/help/understand-the-data)

Appendix B

DfT Connectivity Report for Application Site

Connectivity Tool Lite

Guidance

Explore the score

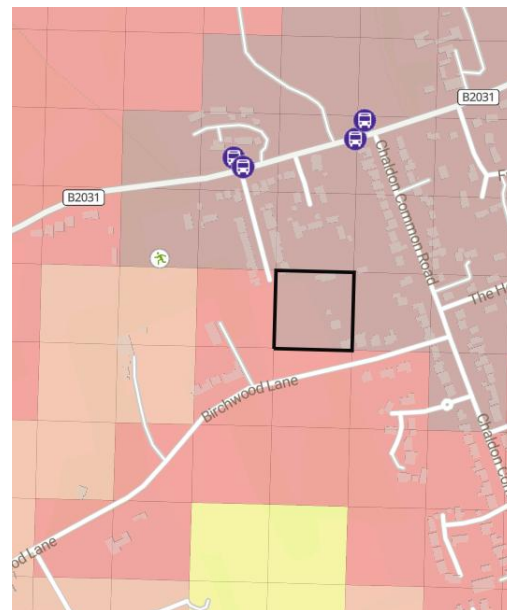
Please see [Interpreting Connectivity Scores \(/help/interpreting-connectivity-scores\)](/help/interpreting-connectivity-scores) for guidance

Square ID 532150_155050

Local authorities Tandridge
Surrey

Latitude 51.279275

Longitude -0.106674



Overall

Type	National score	Tandridge	Surrey
Overall (except driving)	52	A	A
Public transport	55	A	A
Walking	45	B	B
Cycling	65	A	A
Driving	86	A	A

Education

Type	National score	Tandridge	Surrey
Overall (except driving)	45	A	A
Public transport	58	A	A
Walking	33	B	B
Cycling	64	A	A

Type	National score	Tandridge	Surrey
Driving	82	A	A

Leisure

Type	National score	Tandridge	Surrey
Overall (except driving)	51	A	A
Public transport	52	A	A
Walking	46	B	B
Cycling	66	A	A
Driving	83	A	A

Health

Type	National score	Tandridge	Surrey
Overall (except driving)	48	A	A
Public transport	53	A	A
Walking	38	B	B
Cycling	67	A	A
Driving	85	A	A

Shopping

Type	National score	Tandridge	Surrey
Overall (except driving)	51	A	A
Public transport	55	A	A
Walking	46	B	B
Cycling	67	A	A
Driving	87	A	A

Residential

Type	National score	Tandridge	Surrey
Overall (except driving)	60	A	A
Public transport	58	A	A
Walking	60	B	B

Type	National score	Tandridge	Surrey
Cycling	73	A	A
Driving	91	A	A

Workplaces

Type	National score	Tandridge	Surrey
Overall (except driving)	51	A	A
Public transport	52	A	A
Walking	41	B	B
Cycling	61	A	A
Driving	82	A	A

Appendix C

DfT Connectivity Tool Snapshots

[Back](#)

Beta This is a new service – [your feedback \(opens in new tab\)](#) will help us to improve it.

Connectivity score: **52**

Local authority band: **A**

J I H G F E D C B A

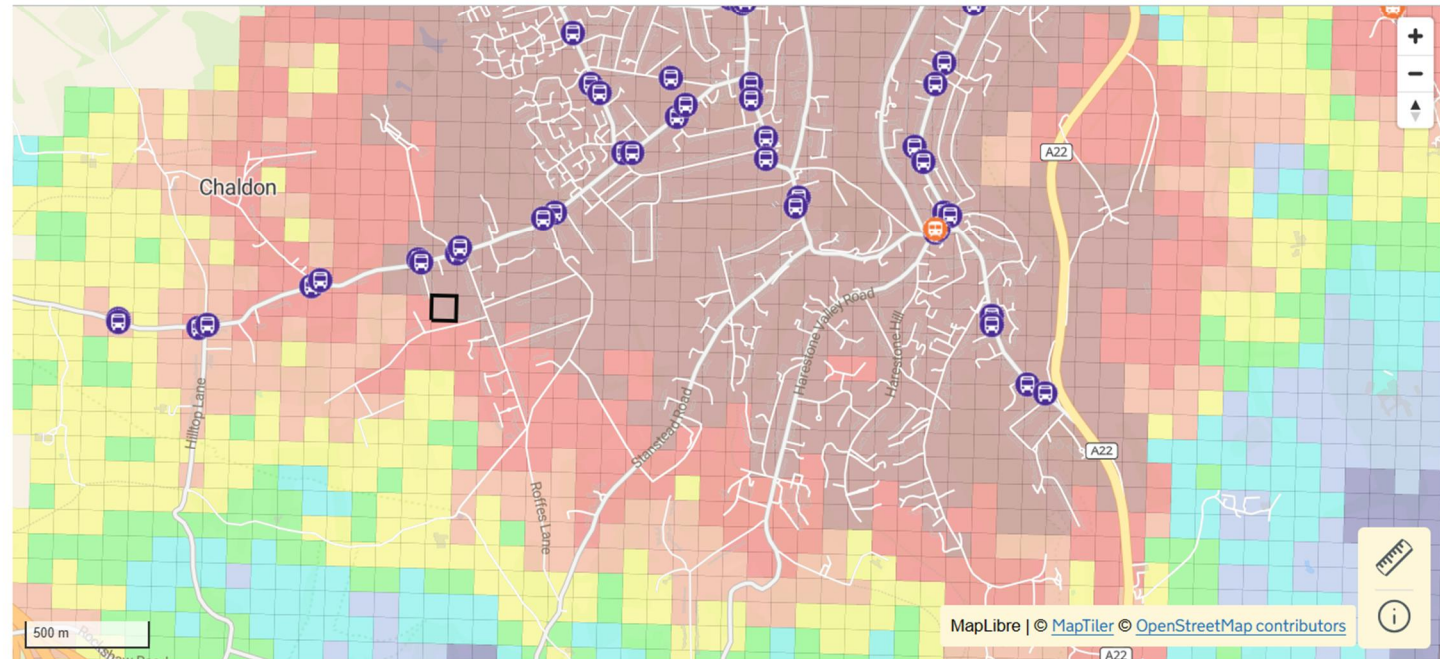
Score

[Settings](#)

Current selection

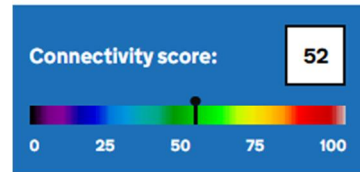
Square ID 532150_155050

Local Tandridge



[Back](#)

Beta This is a new service – [your feedback \(opens in new tab\)](#) will help us to improve it.



Longitude -0.106674

[Explore the score](#)

[Cancel location selection](#)

Filter map

[Hide](#)

Filter the data shown in the connectivity score map

☐ Show local authority view

Score by destination

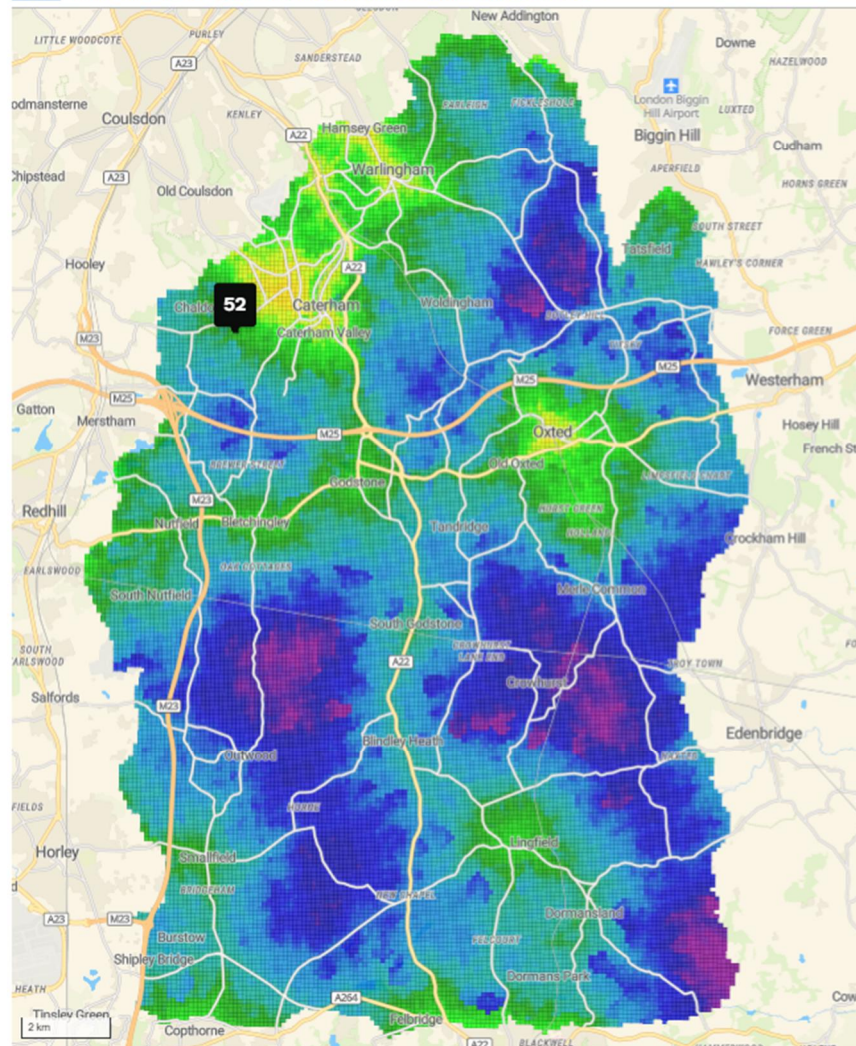
Overall

Score by mode of transport

Overall (except driving)

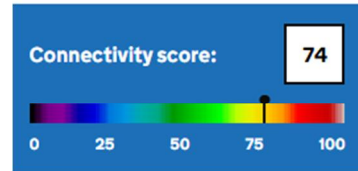
Show public transport stops

[Show](#)



[Back](#)

Beta This is a new service – [your feedback \(opens in new tab\)](#) will help us to improve it.



Longitude -0.089069

[Explore the score](#)

[Cancel location selection](#)

Filter map

[Hide](#)

Filter the data shown in the connectivity score map

☐ Show local authority view

Score by destination

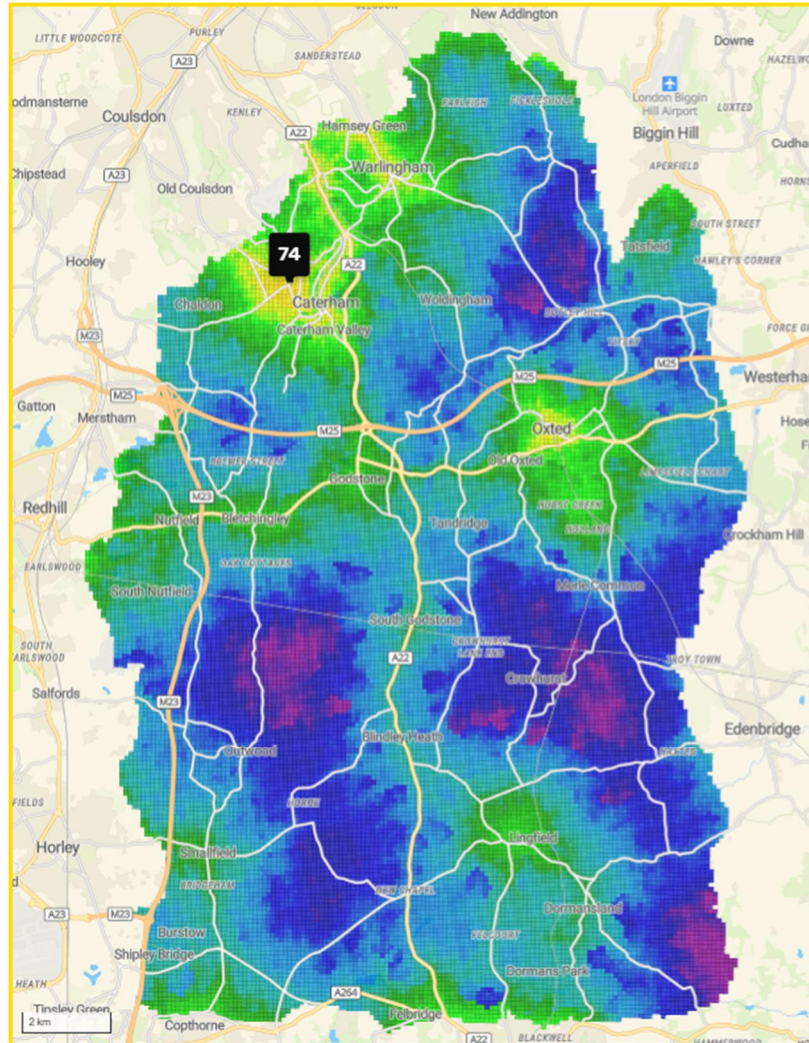
Overall

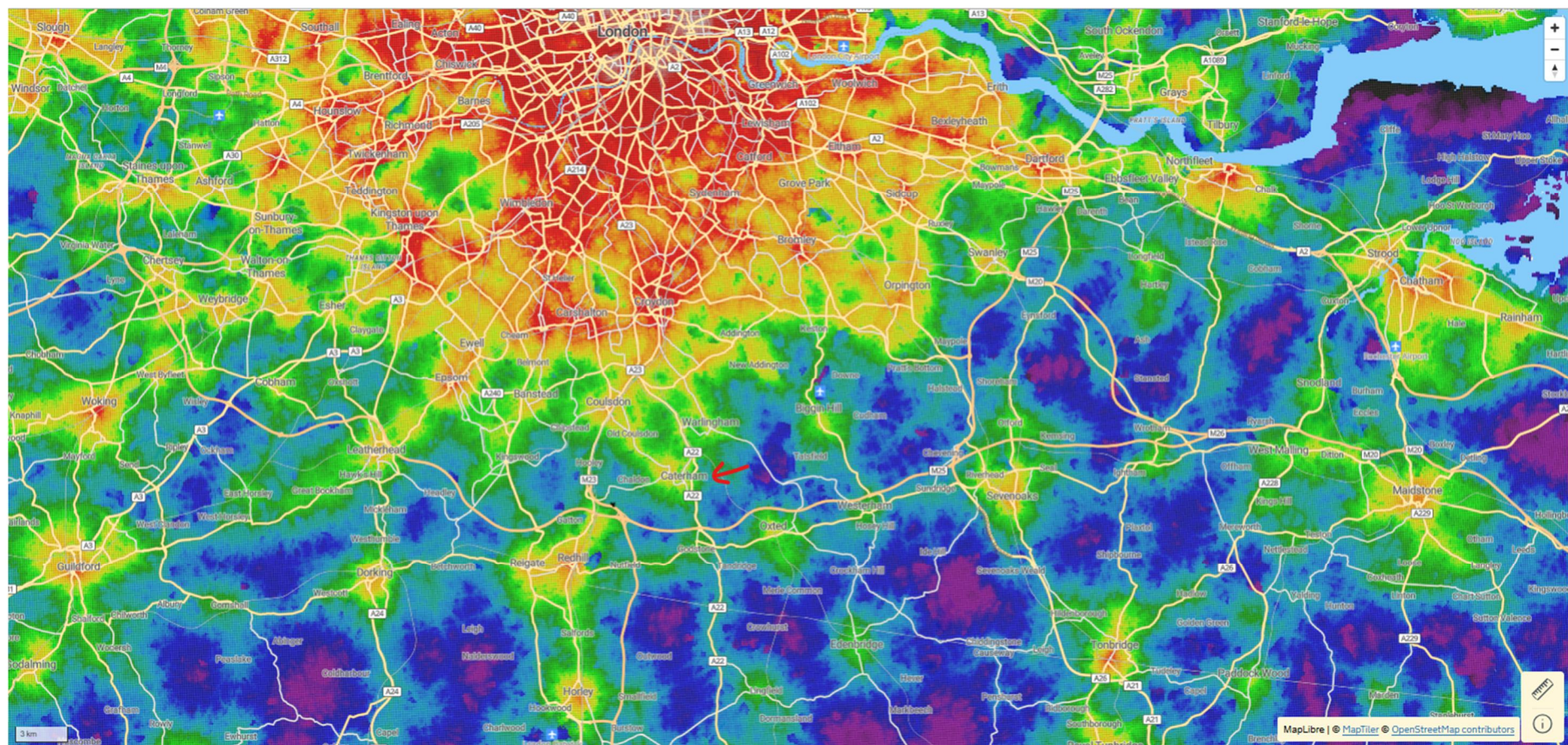
Score by mode of transport

Overall (except driving)

Show public transport stops

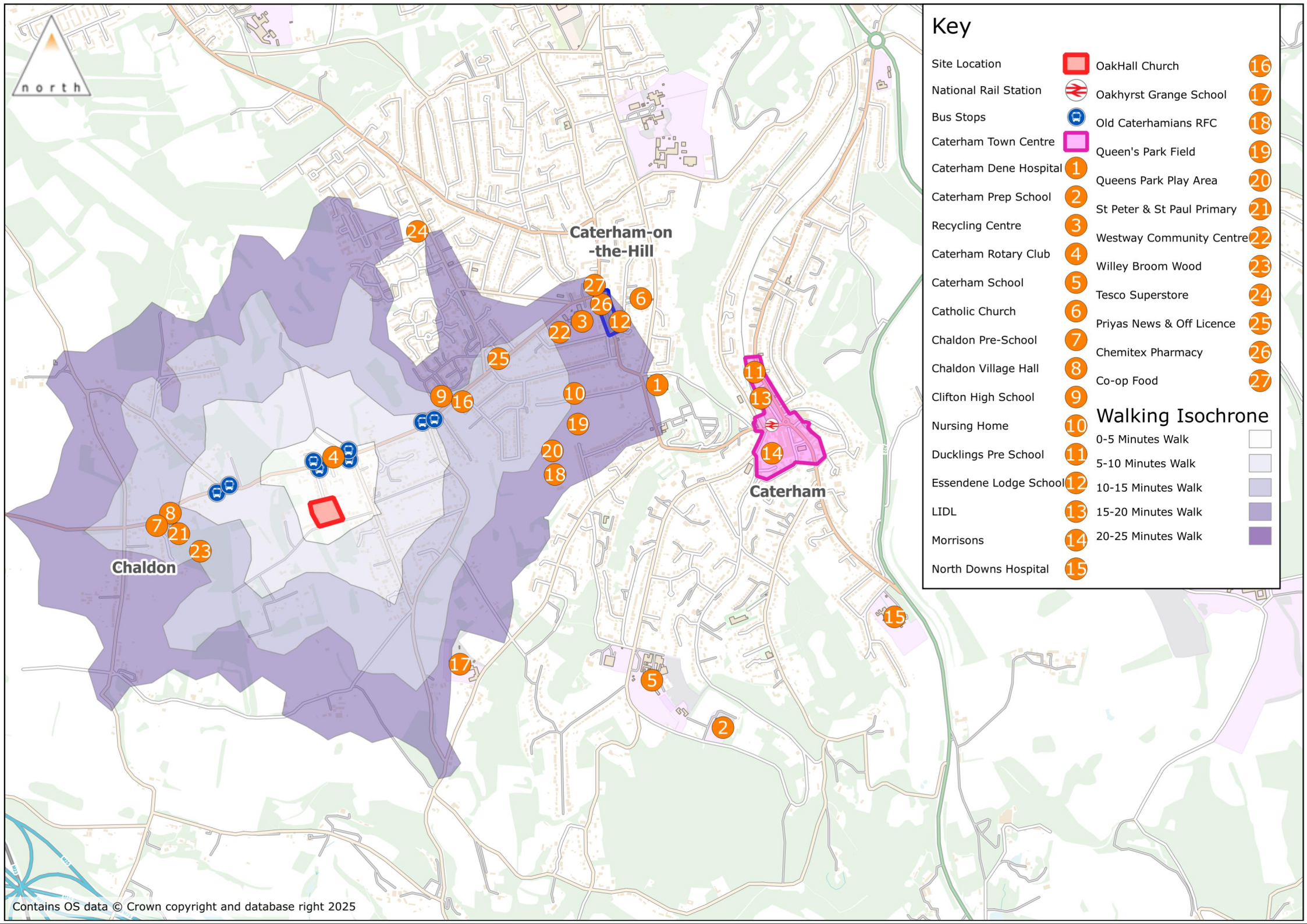
[Show](#)





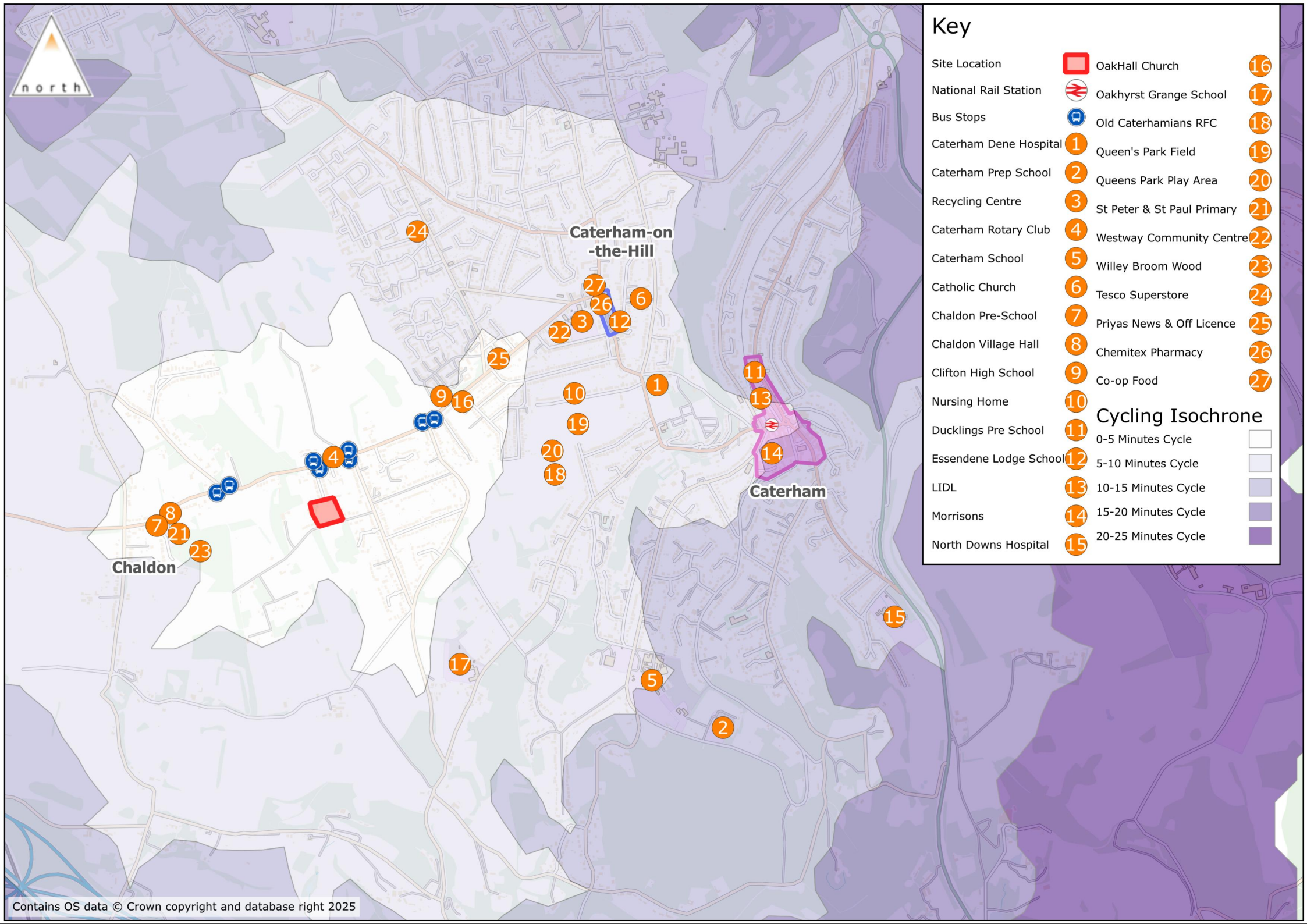
Appendix D

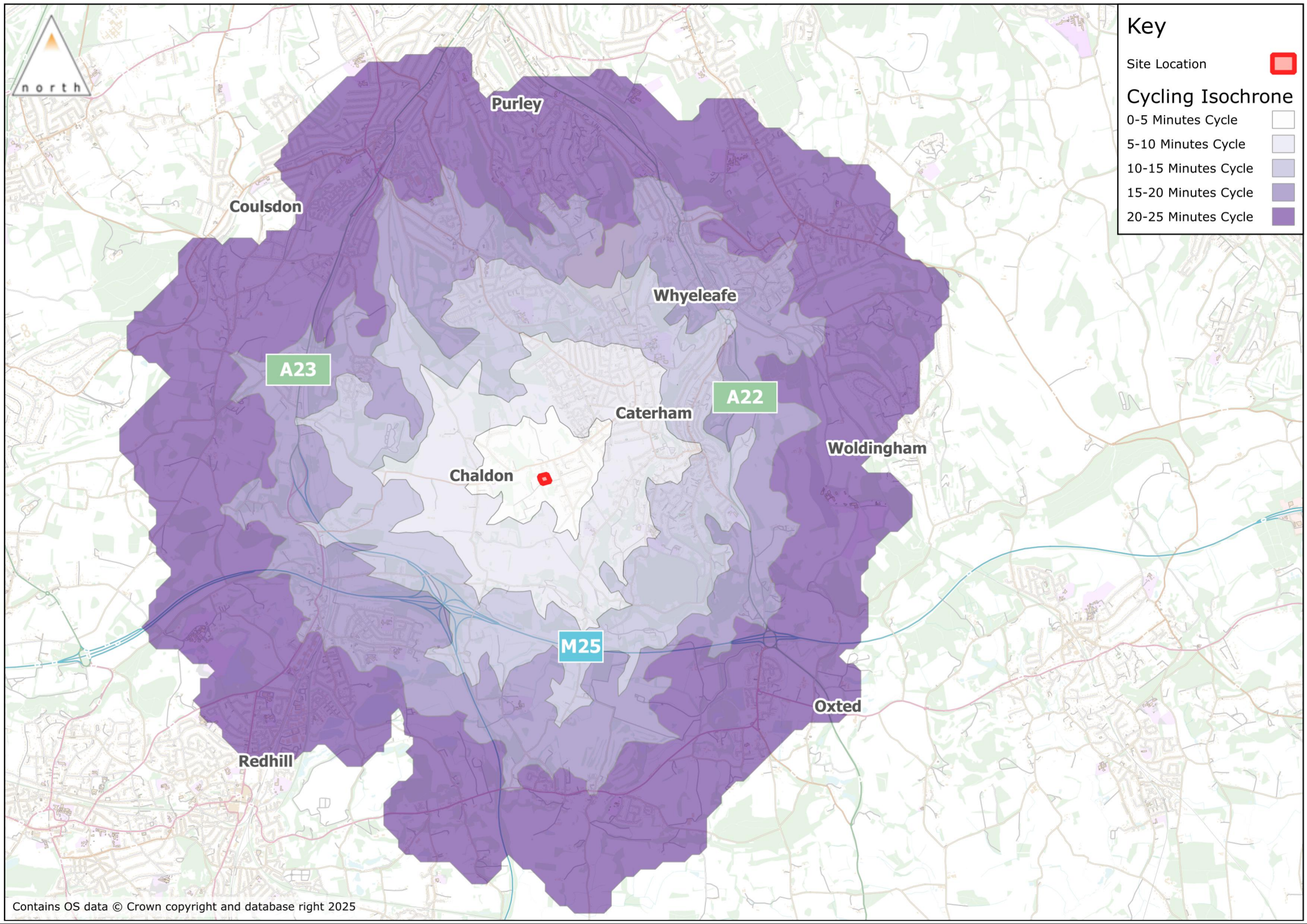
Walking & Cycling Maps and Tables



Local Amenity	Distance from Site	Journey Time	
		Walking	Cycling
Mount Avenue bus stops	150 metres	2 minutes	1 minute
Clifton Hill School (Special Education)	800 metres	11 minutes	4 minutes
Oakhall Church	850 metres	12 minutes	4 minutes
Café 181	850 metres	12 minutes	4 minutes
Chaldon Pre-School	850 metres	12 minutes	4 minutes
Chaldon Village Hall	850 metres	12 minutes	4 minutes
The Village Beauty Spa	1.1 kilometres	16 minutes	5 minutes
Priyas News & Off Licence	1.1 kilometres	16 minutes	5 minutes
Westway Common	1.2 kilometres	18 minutes	5 minutes
Agon Athletic F.C	1.3 kilometres	19 minutes	6 minutes
Queen's Park Fields & Play Area	1.4 kilometres	19 minutes	6 minutes
The Harrow Pub	1.4 kilometres	21 minutes	7 minutes
The Westway Community Centre	1.5 kilometres	20 minutes	6 minutes
St Peter & St Paul Church	1.5 kilometres	20 minutes	6 minutes
The Caterham Arms Pub	1.5 kilometres	20 minutes	6 minutes
Costercut Convenience Store	1.5 kilometres	21 minutes	6 minutes
Hillcroft Primary School & Nursery	1.6 kilometres	22 minutes	6 minutes
Coffee & Creams Cafe	1.6 kilometres	22 minutes	6 minutes
Eddie's Cafe	1.6 kilometres	22 minutes	6 minutes
Caterham Hill Library	1.6 kilometres	22 minutes	6 minutes
Caterham Methodist Church	1.6 kilometres	22 minutes	8 minutes
Whitehill Tower	1.6 kilometres	24 minutes	8 minutes
The Royal Oak Pub	1.7 kilometres	23 minutes	7 minutes
Co-op Food	1.7 kilometres	24 minutes	7 minutes
Tesco Superstore	1.7 kilometres	24 minutes	7 minutes
FILTR coffee shop	1.7 kilometres	24 minutes	7 minutes
The King & Queen	1.7 kilometres	24 minutes	7 minutes
Townend Social Club	1.8 kilometres	24 minutes	7 minutes
Caterham Community Association Centre	1.8 kilometres	24 minutes	8 minutes
Weston Drive Playground	1.8 kilometres	25 minutes	6 minutes
Skaterham Skatepark	1.8 kilometres	25 minutes	7 minutes
Essendene Lodge School & Nursery	1.8 kilometres	25 minutes	8 minutes
Hurley Birds Nursery	1.8 kilometres	25 minutes	8 minutes
Caterham Dene Hospital	1.8 kilometres	26 minutes	8 minutes
Town End Recreation Ground	1.8 kilometres	26 minutes	7 minutes
Chemitex Pharmacy and Travel Clinic	1.9 kilometres	24 minutes	8 minutes
Old Caterhamians RFC	1.9 kilometres	26 minutes	8 minutes
Centenary Hall and Bar	1.9 kilometres	27 minutes	8 minutes

Bright Horizons Day Nursery & Pre-School	2 kilometres	28 minutes	8 minutes
Sacred Heart of Jesus Catholic Church	2 kilometres	28 minutes	9 minutes
Oakhurst Grange School	2 kilometres	30 minutes	11 minutes
Caterham Railway Station	2.3/2.6 kilometres	32 minutes	10 minutes
Morrisons	2.7 kilometres	38 minutes	11 minutes
Caterham School	2.7 kilometres	38 minutes	12 minutes
Lidl	2.9 kilometres	40 minutes	11 minutes
Caterham Prep School	3.2 kilometres	46 minutes	14 minutes
North Downs Hospital	3.2 kilometres	50 minutes	23 minutes

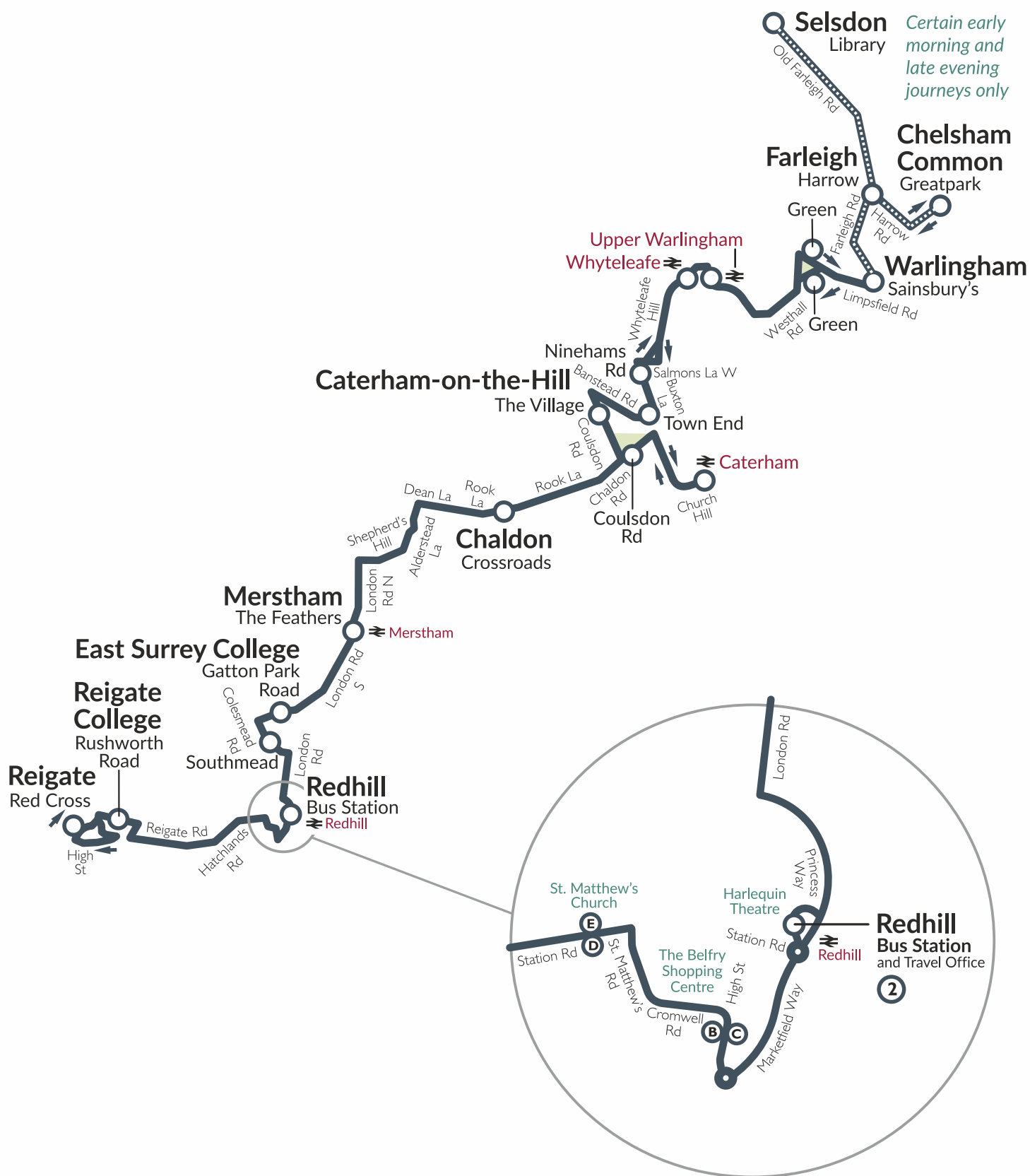




Appendix E

Metrobus Service 411 Route Map and Timetables

Reigate - Redhill - Caterham - Warlingham



This map is not to scale.

A detailed interactive map showing all stops is available at metrobus.co.uk

[Recite Me](#)

[Buy Tickets \(/tickets\)](#)

[Contactless journeys \(/contactless/funding-sources\)](#)

[Login / Register](#)

411

☆

Reigate - Selsdon

via Redhill, Colesmead, Merstham, Chaldon, Caterham, Whyteleafe, Warlingham, Chelsham, Great Park, Farleigh

⚠ 1 active service update

Show updates ▾



↓ To Selsdon

↓ To Reigate

📍 Major stops

📍 All stops

31/07/2026

Update

Toggle expansion of sidebar»	411	411	411	411	411	411
Selsdon Library (/stops/4...	07:00	-	-	-	-	-
Selsdon Library (/stops/4...	07:00	-	-	-	-	-
Hawthorn Crescent (/stop...	07:01	-	-	-	-	-
Selsdon Nature Reserve (/...	07:01	-	-	-	-	-
Cranmer Court (/stops/40...	07:04	-	-	-	-	-
Farleigh, Harrow (/stops/4...	07:06	-	-	-	-	-

>>	411	411	411	411	411	411
Daniels Lane (/stops/4000...	07:06	-	-	-	-	-
Bramber Way (/stops/400...	07:07	-	-	-	-	-
Chelsham Common (/stop...	07:08	-	-	-	-	-
Chelsham Common, Great ...	07:09	-	-	-	-	-
Chelsham Common (/stop...	07:09	-	-	-	-	-
Bramber Way (/stops/400...	07:10	-	-	-	-	-
Daniels Lane (/stops/4000...	07:11	-	-	-	-	-
Farleigh, Harrow (/stops/4...	07:12	-	-	-	-	-
Parsonage Close (/stops/4...	07:12	-	-	-	-	-
Green Lane (/stops/40004...	07:13	-	-	-	-	-
Green Hill Lane (/stops/40...	07:14	-	-	-	-	-
Sunnybank (/stops/40004...	07:14	-	-	-	-	-
Warlingham Sainsburys (/...	07:16	09:30	11:30	13:30	15:30	17:39
Marks Road (/stops/4000...	07:16	09:30	11:30	13:30	15:30	17:39
Warlingham Green (/stops...	07:19	09:33	11:33	13:33	15:33	17:42
Hillbury Road (/stops/400...	07:19	09:33	11:33	13:33	15:33	17:42
Homefield Road (/stops/4...	07:20	09:34	11:34	13:34	15:34	17:43
Clovelly Avenue (/stops/4...	07:21	09:34	11:34	13:34	15:34	17:44
Paddock Walk (/stops/400...	07:21	09:34	11:34	13:34	15:34	17:44
Westview Road (/stops/4...	07:21	09:35	11:35	13:35	15:35	17:44
Oakley Road (/stops/4000...	07:22	09:35	11:35	13:35	15:35	17:45
Upper Warlingham Station...	07:23	09:36	11:36	13:36	15:36	17:46
Whyteleafe Station (/stop...	07:25	09:38	11:38	13:38	15:38	17:48
Badgers Walk (/stops/400...	07:26	09:39	11:39	13:39	15:39	17:49
Radio Agency (/stops/400...	07:27	09:40	11:40	13:40	15:40	17:50
Kenley Aerodrome (/stops...	07:27	09:40	11:40	13:40	15:40	17:50
Salmons Lane Green (/sto...	07:28	09:41	11:41	13:41	15:41	17:51
Buxton Lane, Ninehams R...	07:29	09:42	11:42	13:42	15:42	17:52
Portley Lane (/stops/4000...	07:29	09:42	11:42	13:42	15:42	17:52
MaCaulay Road (/stops/40...	07:30	09:43	11:43	13:43	15:43	17:53
Banstead Road, Recreatio...	07:31	09:44	11:44	13:44	15:44	17:54

>>	411	411	411	411	411	411
<u>Banstead Road (/stops/40...</u>	07:32	09:45	11:45	13:45	15:45	17:55
<u>Milton Road (/stops/4000...</u>	07:33	09:46	11:46	13:46	15:46	17:55
<u>The Village (/stops/40004...</u>	07:35	09:47	11:47	13:47	15:47	17:56
<u>The Village, Brigade Place ...</u>	07:37	09:49	11:49	13:49	15:49	17:58
<u>Guards Avenue (/stops/40...</u>	07:39	09:51	11:51	13:51	15:51	18:00
<u>Yorke Gate (/stops/40004...</u>	07:40	09:52	11:52	13:52	15:52	18:01
<u>Hambledon Road (/stops/...</u>	07:40	09:52	11:52	13:52	15:52	18:01
<u>Caterham, Coulsdon Road ...</u>	07:42	09:54	11:54	13:54	15:54	18:03
<u>Douglas Brunton Day Cent...</u>	07:42	09:54	11:54	13:54	15:54	18:03
<u>High Street (/stops/40004...</u>	07:43	09:55	11:55	13:55	15:55	18:04
<u>Caterham, Court Road (/st...</u>	07:44	09:56	11:56	13:56	15:56	18:05
<u>Caterham Hospital (/stops...</u>	07:45	09:57	11:57	13:57	15:57	18:06
<u>Caterham Station (/stops/...</u>	07:48	09:59	11:59	13:59	15:59	18:08
<u>Caterham Station (/stops/...</u>	07:48	10:02	12:02	14:02	16:02	18:11
<u>Caterham Hospital (/stops...</u>	07:50	10:03	12:03	14:03	16:03	18:12
<u>Caterham, Court Road (/st...</u>	07:50	10:04	12:04	14:04	16:04	18:13
<u>High Street (/stops/40004...</u>	07:51	10:05	12:05	14:05	16:05	18:14
<u>Douglas Brunton Day Cent...</u>	07:52	10:06	12:06	14:06	16:06	18:15
<u>Caterham, Coulsdon Road ...</u>	07:53	10:07	12:07	14:07	16:07	18:16
<u>Roffes Lane (/stops/4000...</u>	07:53	10:07	12:07	14:07	16:07	18:16
<u>Chaldon Common Road (/...</u>	07:54	10:08	12:08	14:08	16:08	18:17
<u>Mount Avenue (/stops/40...</u>	07:55	10:09	12:09	14:09	16:08	18:17
<u>Doctors Lane (/stops/400...</u>	07:56	10:10	12:10	14:10	16:09	18:18
<u>Chaldon, Crossroads (/sto...</u>	07:57	10:11	12:11	14:11	16:10	18:19
<u>Rook Lane (/stops/40004...</u>	07:57	10:11	12:11	14:11	16:10	18:19
<u>Dean Lane (/stops/40004...</u>	07:58	10:12	12:12	14:12	16:11	18:20
<u>Alderstead Heath (/stops/...</u>	07:59	10:12	12:12	14:12	16:12	18:20
<u>Alderstead Lane (/stops/4...</u>	07:59	10:13	12:13	14:13	16:12	18:21
<u>Ridge House (/stops/400...</u>	08:00	10:14	12:14	14:14	16:13	18:22
<u>Shepherd's Hill (/stops/40...</u>	08:01	10:14	12:14	14:14	16:14	18:22
<u>London Road North, Shep...</u>	08:02	10:15	12:15	14:15	16:15	18:23

>>	411	411	411	411	411	411
Church Hill (/stops/40004...	08:03	10:16	12:16	14:16	16:16	18:24
Merstham, The Feathers (/...	08:04	10:17	12:17	14:17	16:17	18:25
The Grove (/stops/40004...	08:04	10:17	12:17	14:17	16:17	18:26
Rocky Lane (/stops/4000...	08:05	10:18	12:18	14:18	16:18	18:27
East Surrey College, Gatto...	08:07	10:20	12:20	14:20	16:20	18:29
Northmead (/stops/40004...	08:09	10:21	12:21	14:21	16:21	18:30
Redhill, South Mead (/stop...	08:10	10:22	12:22	14:22	16:22	18:31
Linkfield Lane (/stops/400...	08:11	10:23	12:23	14:23	16:23	18:32
Redhill Bus Station (/stops...	08:16	10:28	12:28	14:28	16:28	18:35
Redhill High Street (/stops...	08:17	10:29	12:29	14:29	16:29	-
St Matthews Road (/stops...	08:17	10:30	12:30	14:30	16:30	-
Donyngs Leisure Centre (/...	08:18	10:31	12:31	14:31	16:31	-
Police Station (/stops/400...	08:20	10:33	12:33	14:33	16:33	-
Reigate Grammar School (...)	08:21	10:34	12:34	14:34	16:34	-
Chart Lane (/stops/40004...	08:22	10:34	12:34	14:34	16:34	-
Reigate College (/stops/4...	08:24	10:37	12:37	14:37	16:37	-
Reigate, Red Cross (/stops...	08:27	10:40	12:40	14:40	16:39	-

Get in touch (contact)

01293 449191 :01293449191

feedback@metrobus.co.uk <mailto:feedback@metrobus.co.uk> (mailto:feedback@metrobus.co.uk)

Follow us



(<https://www.facebook.com/metrobusuk/>)

Download the Metrobus app

(https://play.google.com/store/apps/details?referrer=utm_source%3Doperator-website%26

PDF Timetables, maps and fares:

Select a PDF to download



(<https://apps.apple.com/us/app/metrobus-sussex-surrey-kent/id1557708690?pt=1590190&c>

[Learn more about the Metrobus app \(/app\)](/app)

Join our mailing list to receive news updates direct to your inbox

Sign up to our newsletter (<https://emails.metrobus.co.uk/k/The-Go-Ahead-Group/r>)

© Metrobus is a trading name of Brighton & Hove Bus and Coach Company Ltd 2026 (registered in England 00307468)

Registered Office: 55 Degrees North, Pilgrim Street, Newcastle Upon Tyne, NE1 6BL

VAT number: GB475 6131 38

[Recite Me](#) [Cookie Preferences](#) [About us \(/about-us\)](/about-us) [Fleet list \(/fleet-list\)](/fleet-list) [Our Data \(/open-data\)](/open-data)
[All policies and statements \(/policies\)](/policies)

Website by **Passenger**[®] (<https://passenger.tech>)

[Recite Me](#) [Buy Tickets \(/tickets\)](#) [Contactless journeys \(/contactless/funding-sources\)](#) [Login / Register](#)



411

☆

Reigate - Selsdon

via Redhill, Colesmead, Merstham, Chaldon, Caterham, Whyteleafe, Warlingham, Chelsham, Great Park, Farleigh

⚠ 1 active service update

Show updates ▾



↓ To Selsdon

↓ To Reigate

📍 Major stops

📍 All stops

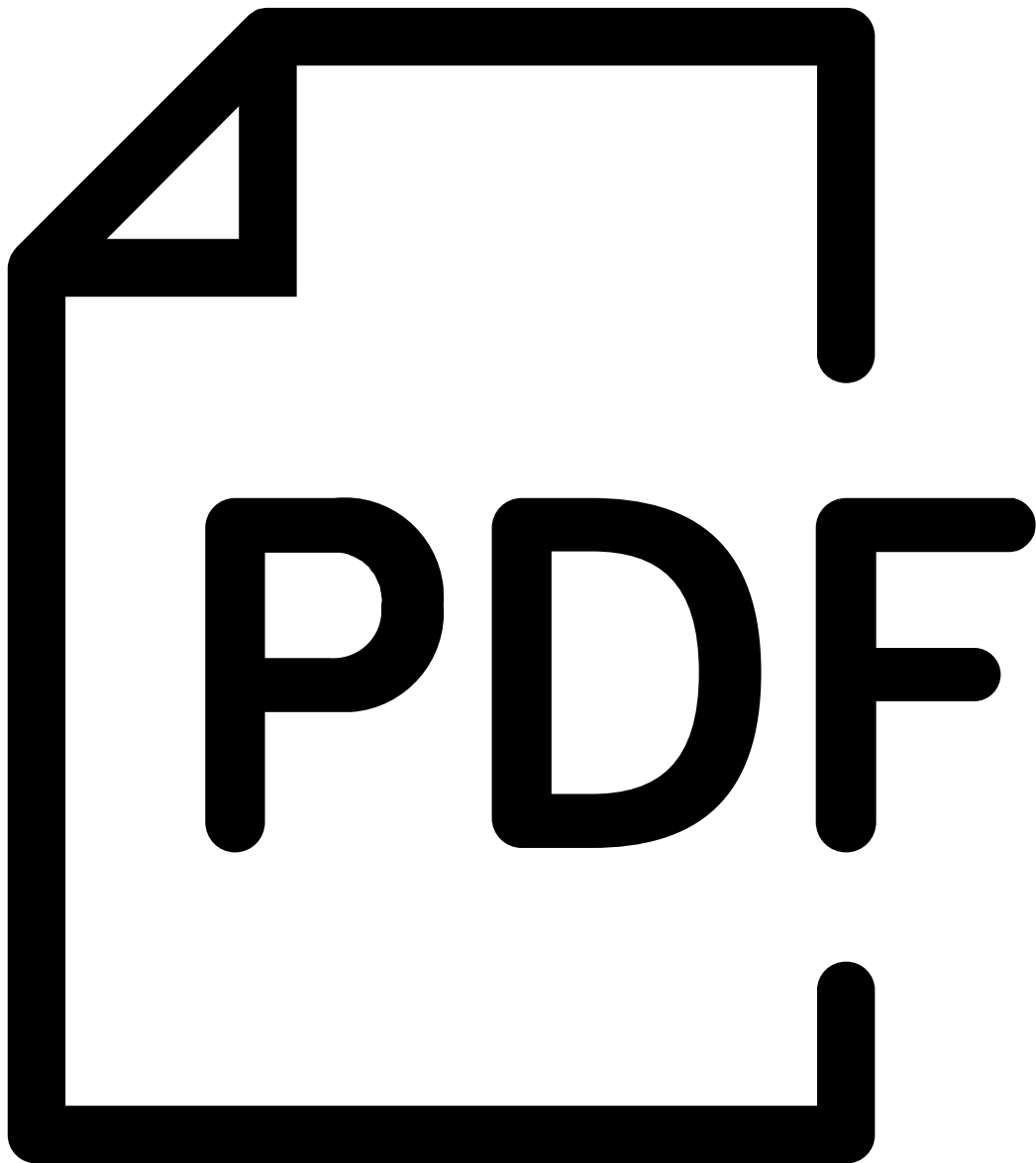
31/07/2026

Update

Toggle expansion of sidebar⌵⌵	411	411	411	411	411
Reigate, Red Cross (/stops...	09:15	11:15	13:15	15:10	17:12
Reigate College (/stops/4...	09:17	11:17	13:17	15:15	17:14
Chart Lane (/stops/40004...	09:19	11:19	13:19	15:17	17:17
Reigate Grammar School (...	09:20	11:20	13:20	15:18	17:18
Police Station (/stops/400...	09:21	11:21	13:21	15:19	17:19
Doran Drive (/stops/4000...	09:21	11:21	13:21	15:20	17:20

>>	411	411	411	411	411
Donyngs Leisure Centre (/...	09:23	11:23	13:23	15:21	17:22
St Matthews Church (/stop...	09:24	11:24	13:24	15:23	17:24
Redhill High Street (/stops...	09:25	11:25	13:25	15:24	17:26
Redhill Bus Station (/stops...	09:29	11:29	13:29	15:28	17:30
Lynwood Road (/stops/40...	09:30	11:30	13:30	15:29	17:31
Carlton Road (/stops/400...	09:31	11:31	13:31	15:30	17:32
Redhill, South Mead (/stop...	09:32	11:32	13:32	15:32	17:34
Northmead (/stops/40004...	09:33	11:33	13:33	15:33	17:35
East Surrey College, Gatto...	09:35	11:35	13:35	15:35	17:37
Rocky Lane (/stops/4000...	09:36	11:36	13:36	15:36	17:38
The Grove (/stops/40004...	09:37	11:37	13:37	15:37	17:39
Merstham, The Feathers (/...	09:39	11:39	13:39	15:39	17:41
Church Hill (/stops/40004...	09:39	11:39	13:39	15:39	17:42
London Road North, Shep...	09:40	11:40	13:40	15:40	17:42
Shepherd's Hill (/stops/40...	09:41	11:41	13:41	15:41	17:43
Ridge House (/stops/400...	09:41	11:41	13:41	15:41	17:44
Alderstead Lane (/stops/4...	09:42	11:42	13:42	15:42	17:44
Alderstead Heath (/stops/...	09:43	11:43	13:43	15:43	17:45
Dean Lane (/stops/40004...	09:43	11:43	13:43	15:43	17:46
Rook Lane (/stops/40004...	09:44	11:44	13:44	15:44	17:47
Chaldon, Crossroads (/sto...	09:45	11:45	13:45	15:45	17:48
Doctors Lane (/stops/400...	09:46	11:46	13:46	15:46	17:49
Mount Avenue (/stops/40...	09:46	11:46	13:46	15:46	17:49
Chaldon Common Road (/...	09:47	11:47	13:47	15:47	17:50
Roffes Lane (/stops/4000...	09:48	11:48	13:48	15:48	17:51
Caterham, Coulsdon Road ...	09:49	11:49	13:49	15:49	17:52
Douglas Brunton Day Cent...	09:49	11:49	13:49	15:49	17:52
High Street (/stops/40004...	09:50	11:50	13:50	15:50	17:53
Caterham, Court Road (/st...	09:51	11:51	13:51	15:51	17:54
Caterham Hospital (/stops...	09:52	11:52	13:52	15:52	17:55
Caterham Station (/stops/...	09:55	11:55	13:55	15:55	17:58

>>	411	411	411	411	411
<u>Caterham Station (/stops/...</u>	09:57	11:57	13:57	15:57	18:00
<u>Caterham Hospital (/stops...</u>	09:59	11:59	13:59	15:59	18:02
<u>Caterham, Court Road (/st...</u>	09:59	11:59	13:59	15:59	18:02
<u>High Street (/stops/40004...</u>	10:00	12:00	14:00	16:00	18:03
<u>Douglas Brunton Day Cent...</u>	10:01	12:01	14:01	16:01	18:04
<u>Caterham, Coulsdon Road ...</u>	10:02	12:02	14:02	16:02	18:05
<u>Hambledon Road (/stops/...</u>	10:03	12:03	14:03	16:03	18:06
<u>The Village (/stops/40004...</u>	10:04	12:04	14:04	16:04	18:07
<u>The Village, Brigade Place ...</u>	10:06	12:06	14:06	16:06	18:09
<u>Guards Avenue (/stops/40...</u>	10:08	12:08	14:08	16:08	18:11
<u>Milton Road (/stops/4000...</u>	10:09	12:09	14:09	16:09	18:12
<u>Banstead Road (/stops/40...</u>	10:10	12:10	14:10	16:10	18:13
<u>Banstead Road, Recreatio...</u>	10:12	12:12	14:12	16:12	18:15
<u>MaCaulay Road (/stops/40...</u>	10:12	12:12	14:12	16:12	18:15
<u>Portley Lane (/stops/4000...</u>	10:13	12:13	14:13	16:13	18:16
<u>Buxton Lane, Ninehams R...</u>	10:14	12:14	14:14	16:14	18:17
<u>Salmons Lane Green (/sto...</u>	10:14	12:14	14:14	16:14	18:17
<u>Radio Agency (/stops/400...</u>	10:15	12:15	14:15	16:15	18:18
<u>Badgers Walk (/stops/400...</u>	10:16	12:16	14:16	16:16	18:19
<u>Whyteleafe Station (/stop...</u>	10:18	12:18	14:18	16:18	18:21
<u>Upper Warlingham Station...</u>	10:20	12:20	14:20	16:20	18:23
<u>Oakley Road (/stops/4000...</u>	10:20	12:20	14:20	16:20	18:23
<u>Westview Road (/stops/4...</u>	10:21	12:21	14:21	16:21	18:24
<u>Paddock Walk (/stops/400...</u>	10:22	12:22	14:22	16:22	18:25
<u>Clovelly Avenue (/stops/4...</u>	10:22	12:22	14:22	16:22	18:25
<u>Homefield Road (/stops/4...</u>	10:23	12:23	14:23	16:23	18:26
<u>Hillbury Road (/stops/400...</u>	10:23	12:23	14:23	16:23	18:26
<u>Warlingham Green (/stops...</u>	10:25	12:25	14:25	16:25	18:28
<u>Marks Road (/stops/4000...</u>	10:26	12:26	14:26	16:26	18:29
<u>Warlingham Sainsburys (/...</u>	10:27	12:27	14:27	16:27	18:30



PDF Timetables, maps and fares:

Select a PDF to download



[Get in touch \(/contact\)](/contact)

[01293 449191 \(tel:01293449191\)](tel:01293449191)

[feedback@metrobus.co.uk \(mailto:feedback@metrobus.co.uk\)](mailto:feedback@metrobus.co.uk)

Follow us



(<https://www.facebook.com/metrobusuk/>)

Download the Metrobus app

(https://play.google.com/store/apps/details?referrer=utm_source%3Doperator-website%26

(<https://apps.apple.com/us/app/metrobus-sussex-surrey-kent/id1557708690?pt=1590190&c>

[Learn more about the Metrobus app \(/app\).](#)

Join our mailing list to receive news updates direct to your inbox

Sign up to our newsletter (<https://emails.metrobus.co.uk/k/The-Go-Ahead-Group/r>)

© Metrobus is a trading name of Brighton & Hove Bus and Coach Company Ltd 2026 (registered in England 00307468)

Registered Office: 55 Degrees North, Pilgrim Street, Newcastle Upon Tyne, NE1 6BL

VAT number: GB475 6131 38

[Recite Me](#) [Cookie Preferences](#) [About us \(/about-us\)](#) [Fleet list \(/fleet-list\)](#) [Our Data \(/open-data\)](#)
[All policies and statements \(/policies\)](#)

Website by **Passenger**[®] (<https://passenger.tech>)

Appendix F

Census 2011 Method of Journey to Work Data

QS701EW - Method of travel to work

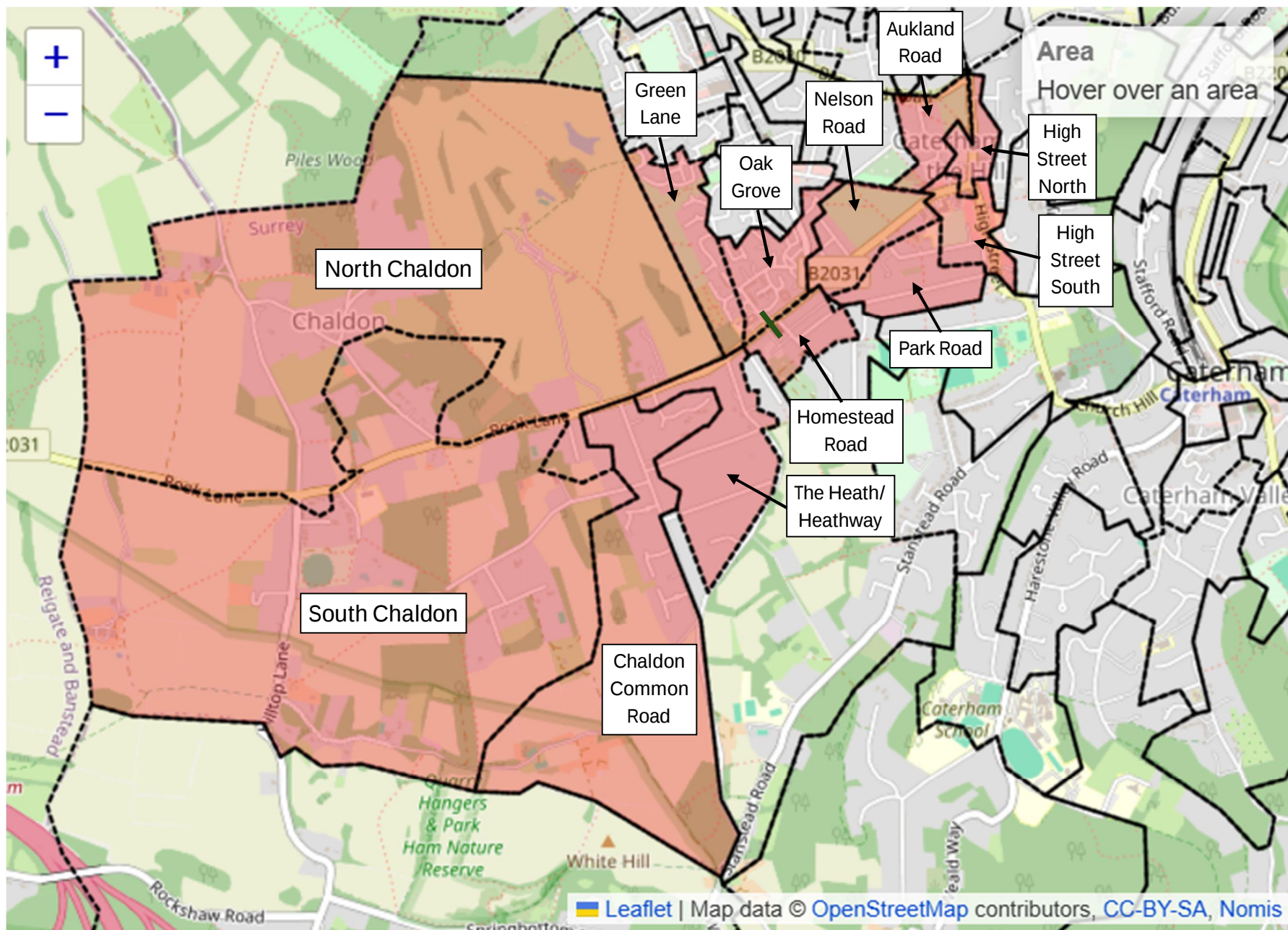
ONS Crown Copyright Reserved [from Nomis on 8 July 2026]

population All usual residents aged 16 to 74
units Persons
date 2011
rural urban Total

TRICS Total People Trips - 30 Dwellings	228
TRICS Predicted Car Trips - 30 Dwellings	140

2011 output area	Location Clue	All categories: Method of travel to work	Employed Population	Work mainly at or from home	WFH %	Underground, metro, light rail, tram	Train	Train %	Bus, minibus or coach	Bus %	Taxi	Motorcycle, scooter or moped	Driving a car or van	Driving %	Passenger in a car or van	Bicycle	On foot	Other method of travel to work	Not in employment	Relative Vehicle Trip Volume
E00157340	Oak Grove	252	158	4	3%	0	20	13%	9	6%	0	1	106	68%	5	1	10	2	94	154
E00157278	Homestead Road	216	175	9	5%	1	21	13%	9	5%	0	1	115	66%	6	2	11	0	41	151
E00157287	Park Road	234	160	14	9%	0	19	12%	5	3%	2	1	105	66%	2	2	9	1	74	151
E00157144	North Chaldon	242	148	18	12%	0	21	14%	1	1%	0	1	97	66%	4	0	6	0	94	151
E00157146	The Heath/Heathway	261	181	23	13%	0	26	14%	0	0%	0	2	117	66%	4	0	6	3	80	150
E00157339	Green Lane	216	142	9	6%	1	24	18%	4	3%	1	2	89	64%	2	0	9	1	74	146
E00157284	Aukland Road	160	113	5	4%	0	15	13%	5	4%	0	1	71	64%	4	1	10	1	47	145
E00157285	Nelson Road	234	183	9	5%	1	17	10%	18	10%	0	0	112	61%	8	1	17	0	51	140
E00157147	South Chaldon	237	157	23	15%	1	26	17%	2	1%	1	0	95	61%	5	0	4	0	80	138
E00157145	Chaldon Common Road	240	154	23	15%	0	29	19%	2	1%	0	1	92	60%	2	1	4	0	86	138
E00157281	High Street North	111	87	4	5%	1	18	22%	0	0%	4	1	43	51%	3	1	12	0	24	115
E00157286	High Street South	205	151	4	3%	0	16	11%	11	7%	2	0	73	48%	11	2	28	4	54	110

In order to protect against disclosure of personal information, records have been swapped between different geographic areas. Some counts will be affected, particularly small counts at the lowest geographies.



Appendix G

Metrobus Accessibility Information

[Recite Me](#) [Buy Tickets \(/tickets\)](#) [Contactless journeys \(/contactless/funding-sources\)](#) [Login / Register](#)



Wheelchair and Mobility Scooter users

Recite Me: accessibility and language support is at the top right of the page.

Vehicle Accessibility

All buses in our fleet are low floor with step-free entrances to make boarding and alighting easier for everyone. All of our buses also have ramps.

Wheelchair users and some class 2 scooters are welcome on board our buses.

Scooters up to 1000mm length x 600mm wide and wheelchairs 700mm wide, both with a 'turning circle' no greater than 1200mm.

In order to establish if your class 2 scooter is compatible, you will need to visit our travel shop at the Crawley Bus Station or at Redhill bus station to have your scooter assessed. If this isn't possible, please call us on [01293 449191 \(tel:01293449191\)](tel:01293449191) or feedback@metrobus.co.uk and we will do our best to help.

For more information, our customer service team are happy to help. Contact information, including opening times, can be found [here. \(https://www.buses.co.uk/contact-us\)](https://www.buses.co.uk/contact-us) [\(https://www.metrobus.co.uk/contact\)](https://www.metrobus.co.uk/contact)

For safety reasons and general customer comfort, wheelchairs and scooters must be reversed up to the 'ironing board' style cushion with the brakes applied.

A 'standing pole' or a 'pull down pole' will ensure the wheelchair is secured whilst the bus is moving. The 'pull down pole' will be deployed by your driver before departure.

The law dictates we must endeavour to ensure wheelchairs are rightly able to access the designated wheelchair space.

Our drivers will try their best to ensure wheelchair users can board first and we welcome the co-operation of other customers in making the space available.

If for any reason a wheelchair user is unable to board, we can provide a complementary taxi under the [Wheelchair Taxi Guarantee Scheme \(/wheelchair-taxi-guarantee-scheme\)](https://www.metrobus.co.uk/wheelchair-taxi-guarantee-scheme). (<https://www.metrobus.co.uk/wheelchair-taxi-guarantee-scheme>)

Ramps

Many bus stops in the city have raised kerbs to allow wheelchair users to board and alight easily. If there isn't, a manual ramp will be deployed by the driver - allowing you to board safely.

Please see our [Conditions of Carriage \(/conditions-carriage/\)](https://www.metrobus.co.uk/conditions-carriage/). ([/conditions-carriage](https://www.metrobus.co.uk/conditions-carriage/))

Live departure times

or, [find your stop on the map \(/explore\)](/explore)

[Favourites \(/favourites\)](/favourites)

Add favourites by selecting the star on a stop's departure board



[Journey planner](#)

[\(/directions\)](/directions)

[Leave at...](#)[Arrive by...](#)[Get directions](#)

[Favourites \(/favourites\)](/favourites)

Add favourites by selecting the star on a journey plan



[Times & Maps](#)

[\(/services\)](/services)

[Favourites \(/favourites\)](/favourites)

Add favourites by selecting the star on a timetable



Get in touch (/contact)

01293 449191 (tel:01293449191)

feedback@metrobus.co.uk (mailto:feedback@metrobus.co.uk)

Follow us



(https://www.facebook.com/metrobusuk/)
(https://www.instagram.com/metrobusuk/)

Download the Metrobus app

(https://play.google.com/store/apps/details?referrer=utm_source%3Doperator-website%26

(https://apps.apple.com/us/app/metrobus-sussex-surrey-kent/id1557708690?pt=1590190&c

[Learn more about the Metrobus app \(/app\).](#)

Join our mailing list to receive news updates direct to your inbox

Sign up to our newsletter (<https://emails.metrobus.co.uk/k/The-Go-Ahead-Group/r>)

© Metrobus is a trading name of Brighton & Hove Bus and Coach Company Ltd 2026 (registered in England 00307468)

Registered Office: 55 Degrees North, Pilgrim Street, Newcastle Upon Tyne, NE1 6BL

VAT number: GB475 6131 38

[Recite Me](#) [Cookie Preferences](#) [About us \(/about-us\)](#) [Fleet list \(/fleet-list\)](#) [Our Data \(/open-data\)](#)
[All policies and statements \(/policies\)](#)

Website by **Passenger**[®] (<https://passenger.tech>)

[Recite Me](#) [Buy Tickets \(/tickets\)](#) [Contactless journeys \(/contactless/funding-sources\)](#) [Login / Register](#)

Wheelchair taxi guarantee scheme

All of our buses are wheelchair accessible.

However, if for any reason a wheelchair user is unable to board the bus we have the wheelchair taxi guarantee scheme that provides a free accessible taxi.

Frequently Asked Questions:

Who calls for my taxi?

The driver will contact the control room and advise if the customer has an electric or manual wheelchair as this depends on the accessible taxi required.

What do I need to do?

The driver will provide you with a taxi guarantee information leaflet which you present to the taxi driver.

Do I need to pay for the taxi?

No, the taxi is free and all monies are paid directly to the taxi company by us.

Can I board the next bus instead of waiting for a taxi?

Yes, of course. Taxi guarantee is all about giving choice to the wheelchair user and allowing access to travel at all times.

For more information, our customer service team are happy to help. Contact information, including opening times, can be found [here \(/contact\)](#).

Live departure times

[or, find your stop on the map \(/explore\)](#)

[Favourites \(/favourites\)](#)

Add favourites by selecting the star on a stop's departure board



Journey planner

[\(/directions\)](#)

Select your start point...



Search for a destination...

[Leave now](#)[Leave at...](#)[Arrive by...](#)[Get directions](#)

Favourites (/favourites)

Add favourites by selecting the star on a journey plan



Times & Maps

[\(/services\)](#)

Favourites (/favourites)

Add favourites by selecting the star on a timetable



Get in touch (/contact)

[01293 449191 \(tel:01293449191\)](tel:01293449191)[feedback@metrobus.co.uk \(mailto:feedback@metrobus.co.uk\)](mailto:feedback@metrobus.co.uk)

Follow us

[\(https://www.facebook.com/metrobusuk/\)](https://www.facebook.com/metrobusuk/)[\(https://www.instagram.com/metrobusuk/\)](https://www.instagram.com/metrobusuk/)

Download the Metrobus app

 [\(https://play.google.com/store/apps/details?referrer=utm_source%3Doperator-website%26](https://play.google.com/store/apps/details?referrer=utm_source%3Doperator-website%26)

(<https://apps.apple.com/us/app/metrobus-sussex-surrey-kent/id1557708690?pt=1590190&c>

[Learn more about the Metrobus app \(/app\).](#)

Join our mailing list to receive news updates direct to your inbox

Sign up to our newsletter (<https://emails.metrobus.co.uk/k/The-Go-Ahead-Group/r>)

© Metrobus is a trading name of Brighton & Hove Bus and Coach Company Ltd 2026 (registered in England 00307468)

Registered Office: 55 Degrees North, Pilgrim Street, Newcastle Upon Tyne, NE1 6BL

VAT number: GB475 6131 38

[Recite Me](#) [Cookie Preferences](#) [About us \(/about-us\)](#) [Fleet list \(/fleet-list\)](#) [Our Data \(/open-data\)](#)
[All policies and statements \(/policies\)](#)

Website by **Passenger**[®] (<https://passenger.tech>)