



ttp consulting
transport planning specialists

Exchange House, Upminster

Travel Plan

August 2025

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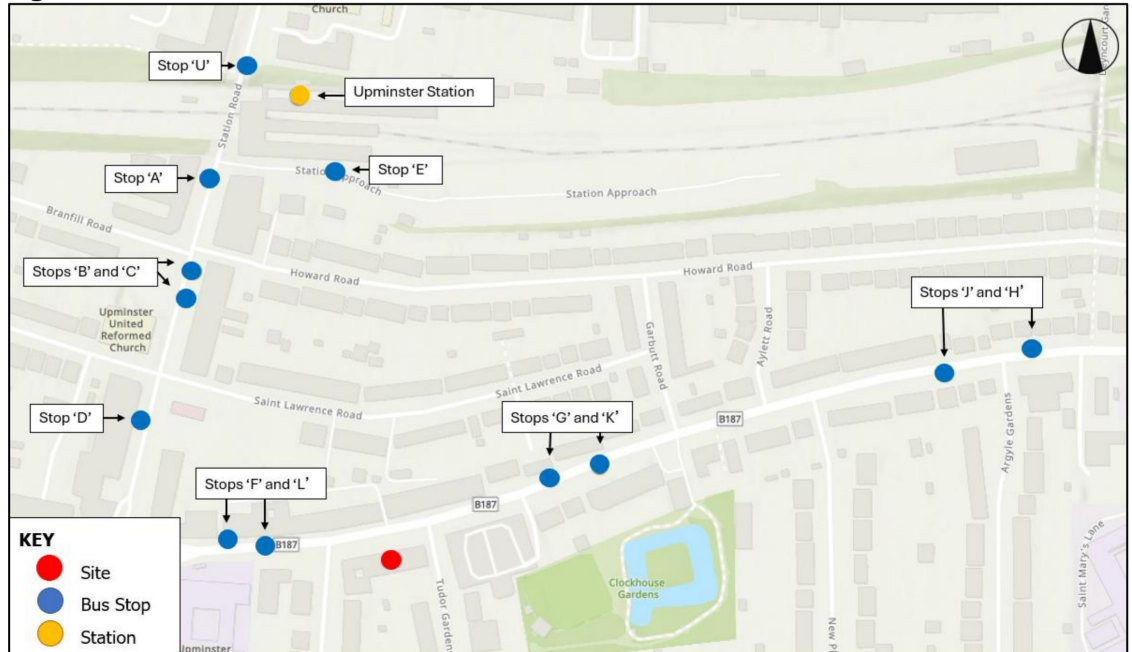
Appendices

- Appendix A - Bus Map
Appendix B - PTAL Report

1 INTRODUCTION

- 1.1 This Travel Plan has been prepared by TTP Consulting in relation to Exchange House, 180-182 St Marys Lane in Upminster. Exchange House is a three-storey building located on the southern side of St Marys Lane in Upminster. A site location plan is provided at **Figure 1.1**.

Figure 1.1: Site Location Plan



- 1.2 Exchange House is a 539 square metre office building with a car park to the rear containing 17 parking spaces, two of which are within garages. The building was approved for use as offices by Havering Borough Council in 1977 (application reference 1484/76). Condition 2 of the decision notice states;

"Before any of the buildings hereby permitted is first occupied, the area set aside for car parking shall be laid out and surfaced to the satisfaction of the Local Planning Authority and retained permanently thereafter for the accommodation of vehicles visiting the site and shall not be used for any other purpose."

- 1.3 The reason for the condition is given as;

"To ensure that car parking accommodation is made permanently available on the site to the standards adopted by the Local Planning Authority and to prevent the obstruction of nearby streets by parked vehicles."

- 1.4 The permitted use of Exchange House is Class E, formerly use Class B1. Use Class E allows use of the building for commercial, business and service purposes, which allows the building to be used for a much wider range of purposes than the former B1 office use class.

- 1.5 To enable the building to appeal to the range of tenants that could occupy it under Class E use, a section 73 application is being made to vary condition 2 to enable flexible use of part of the car park. This will enable part of the car park area to be used as amenity space or parking to suit the needs of potential tenants.
- 1.6 The proposals could result in parking on site reducing to five spaces, one of which would be configured to provide parking for blue badge holders. In addition, it is proposed that long stay cycle parking be provided for four bikes in one of the garages and a stand for two visitor cycles be located at the front of the site.

Travel Plan Aim

- 1.7 This Travel Plan is an outline document that can be developed and implemented by the future occupier of the building to encourage and facilitate travel to/from the site by sustainable modes of transport. The Travel Plan aim is to enable staff and visitors to make more informed decisions about their travel which helps to minimise impacts on the local environment. The Travel Plan aims to raise awareness of the benefits of sustainable travel, particularly public transport and active modes including walking and cycling.

Policy

National Planning Policy Framework

- 1.8 The National Planning Policy Framework was most recently updated in February 2025 and sets out the Government's planning policies for England and how these are expected to be applied. When considering the transport effects of a development, the NPPF states at Paragraph 118 that;
- "All developments that will generate significant amounts of movement should be required to provide a travel plan, and the application should be supported by a vision-led transport statement or transport assessment so that the likely impacts of the proposal can be assessed and monitored."*

Travel Plan Benefits

- 1.9 There are considerable benefits that can be brought about by implementing a Travel Plan including:
- Improved access to essential services and jobs;
 - Improved travel choice; and
 - Opportunities for healthier lifestyles.

Travel Plan Coordinator

1.10 A Travel Plan Coordinator (TPC) will be responsible for implementing the measures and initiatives in the Plan to encourage staff and visitors to travel by sustainable modes of transport such as car share, walking, cycling and public transport instead of single occupancy car use. The Travel Plan Coordinator's details will be added to the Travel Plan once appointed.

1.11 The primary responsibilities of this role include:

- Managing the development and implementation of the Travel Plan measures;
- Promoting the objectives and benefits of the Travel Plan;
- Monitoring the success of the Travel Plan against targets;
- Acting as a point of contact for all staff and visitors regarding travel and the Travel Plan;
- Updating the Travel Plan document; and
- To propose changes if the Aim Targets are not met.

Scope of the Report

1.12 The remainder of this Travel Plan is structured as follows:

- Section 2 - Describes the existing situation including site accessibility and likely travel patterns;
- Section 3 - Presents the Travel Plan objectives;
- Section 4 - Sets out how the Travel Plan will be managed;
- Section 5 - Identifies the measures to encourage sustainable travel;
- Section 6 - Details the targets and monitoring; and
- Section 7 - Provides the Action Plan.

2 EXISTING SITUATION

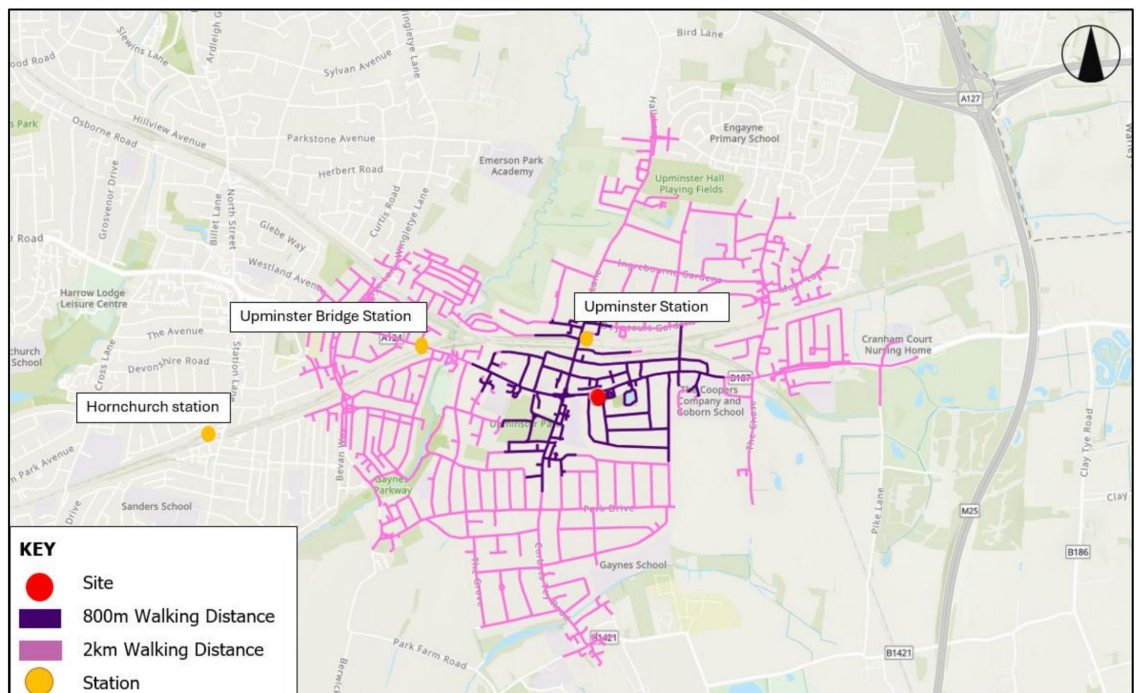
Site and Surrounding Area

- 2.1 Exchange House is a three-storey building located on the southern side of St Marys Lane in Upminster. The floor area of the building is 539 square metres and it has a car park to the rear that currently provides parking for 17 cars. Vehicular access is taken from St Marys Lane via an undercroft passageway that provides access to the car park at the rear of the site. Pedestrian access is available from a forecourt at the front of the site.
- 2.2 The site is located within the town centre and is surrounded by a mix of residential and commercial uses including a Waitrose supermarket on the eastern side of the site.

Access on Foot

- 2.3 The site benefits from being within a short walking distance of public transport services and local facilities. Footways are provided on both sides of St Marys Lane and other roads in the vicinity. These provide convenient access to town centre facilities and surrounding residential areas. **Figure 2.1** shows an 800 metre (10 minute) and 2km (25 minute) walk distance around the site. A range of town centre facilities is accessible within the 800 metre walk distance as well as local areas of public open space including Upminster Park and Clockhouse Gardens.

Figure 2.1: Walking Isochrone Map



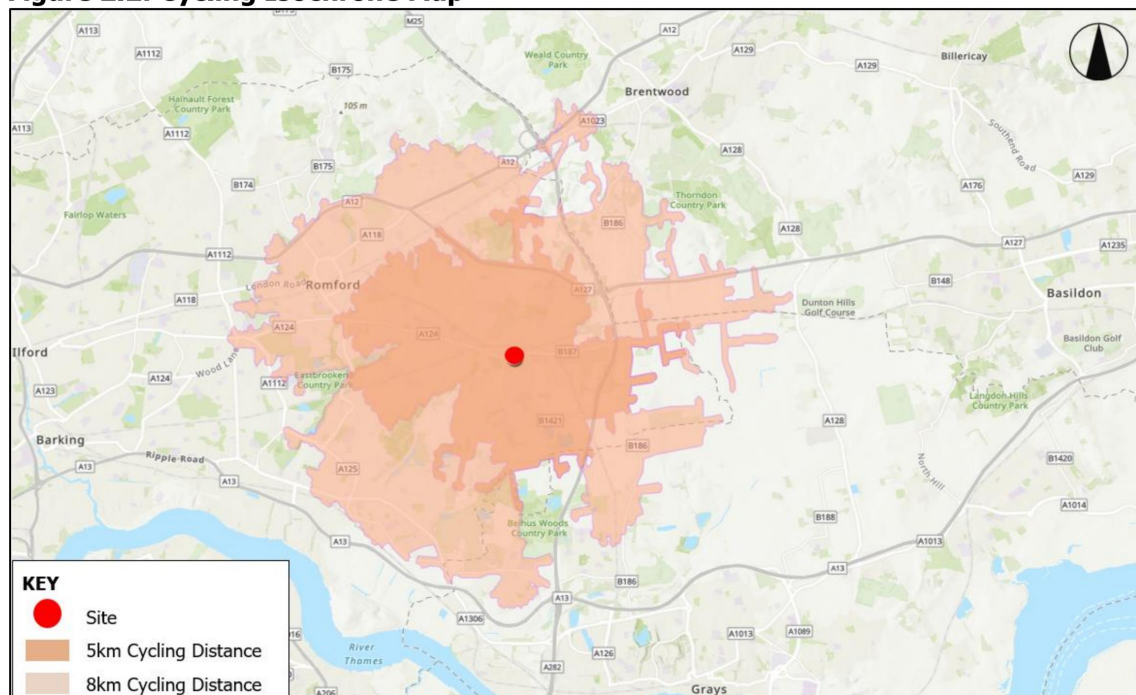
2.4 **Table 2.1** shows distances between the site and public transport stops and local amenities. This demonstrates that there are a number of public transport services accessible within a short walking distance of the site as well as a range of amenities.

Table 2.1: Approximate Distances to Local Public Transport Stops and Amenities			
Amenity	Location	Distance	Approximate Walking Time*
Public Transport Stops			
Corbets Tey Road bus stops (L and F)	St Marys Lane	80m	1 – 2 minutes
Tudor Gardens bus stops (G and K)	St Marys Lane	110m	1 – 2 minutes
Gaynes Road bus stop (D)	St Marys Lane	320 m	4 minutes
Upminster Station bus stops	St Marys Lane	320 m	4 minutes
Upminster Station	Station Road	480m	6 minutes
Amenities			
Waitrose and Partners	St Marys Lane	40m	< 1 minute
Amazon Counter	St Marys Lane	40m	< 1 minute
Panchem Pharmacy	St Marys Lane	90m	1 – 2 minutes
Coffee Bloom Cafe	St Marys Lane	100m	1 – 2 minutes
*Based on an average walking speed of 80m per minute			

Access by Bicycle

2.5 It is generally accepted that cycling is a sustainable mode of travel for journeys up to 8km in length. **Figure 2.2** shows a 5km and 8km cycling distance from the site. Hornchurch and Corbets Tey are accessible within a 5km cycle of the site whilst Romford, Averyly and Wennington are located within an 8km cycling distance.

Figure 2.2: Cycling Isochrone Map



Public Transport Accessibility

Bus

- 2.6 The closest bus stop to the site is located at Corbets Tey Road circa 80 metres (a 1 – 2 minute walk) East of the site on St Marys Lane. The stop provides access to bus routes 346 and 646. Gaynes Road stop on Station Road is approximately 320 metres away (a 4 minute walk) and provides access to the 370 and 248 routes. A summary of local services is provided at **Table 2.2**, whilst a copy of the local bus map is provided at **Appendix A**.

Table 2.2: Local Bus Services					
Bus Stop	Route		Frequency every 'x' minutes		
	No.	Destination	Mon- Fri	Sat	Sun
Corbets Tey Road (F and L)	346	Dagnam Park Square – Lexington Way	20	20	20
	646	Wincanton Road – Moor Lane	School Days (08.00 and 08.06)		
Gaynes Road (D)	370	Mercury Gardens – Lakeside Bus Station	10 – 15	10 – 20	15 – 20
	248	Romford Market – Moor Lane	10 – 15	10 – 20	15 – 20

Train

- 2.7 Upminster station is located 480 metres (a 6 – 7 minute walk) to the north of the site. The station provides access to the District line with regular departures towards central and west

London. In addition, the Liberty overground line provides access to Romford and c2c rail services link Upminster to central London and Shoeburyness.

PTAL

- 2.8 Public Transport Accessibility Levels (PTALs) are a theoretical measure of the accessibility of a given point to the public transport network, taking into account walk access time and service availability. The method is essentially a way of measuring the density of the public transport network at a particular point. The scale has a range of 0 (worst) to 6b (best), with 6b demonstrating high levels of accessibility. The site has a PTAL rating of 4, demonstrating that it has a good level of accessibility to public transport. The PTAL report is included in **Appendix C**.

Local Highway Network

- 2.9 St Marys Lane is a two-way road that passes in a west/east alignment between the centre of Upminster to the west and West Horndon to the east. There is a footway on either side of the road and street lighting in the vicinity of the site. The road is subject to a 30mph speed limit. To the north of the site, on street pay and display parking bays operate between 9.30am – 6.30pm from Monday to Friday. To the east, single yellow lines operate between 8am – 6.30pm from Monday to Saturday and to the west restrictions apply between 8am – 9.30am from Monday to Friday. Streets to the north and south of St Marys Lane typically have a combination of single and double yellow line waiting restrictions.
- 2.10 Long stay public parking is available at Hoppy Hall Car Park (Corbets Tey Road) which provides 100 spaces. The car park is accessible within a ten minute walk of the site.

Baseline Travel Patterns

- 2.11 The choice of travel mode used by staff and visitors will be influenced by a number of factors including journey distance, weather conditions, quality and safety of the route, access to a car and availability of parking at the end of the journey, along with the opportunities to travel by sustainable modes.
- 2.12 **Table 2.3** provides the assumed baseline mode share for staff trips, based on the 2011 Census data for the workplace population for the middle layer super output area (Havering 022) in which the site is located. This has been used rather than 2021 data as COVID 19 restrictions mean that travel patterns may not be representative of usual conditions.

Table 2.3: Method of Travel to Work (Haverling - 022)		
Mode	Number	Percentage
Underground / Overground	170	6%
Rail	243	9%
Bus	206	7%
Taxi	37	1%
Motorcycle	15	1%
Car Driver	1,645	58%
Car Passenger	117	4%
Bicycle	35	1%
Walking	349	12%
Total	2,817	100%

- 2.13 The table shows that 62% of the workplace population travel to work as either a driver or passenger of a car with 22% using public transport and a further 13% walking or cycling.
- 2.14 The modal split presented above will be used to set the interim targets for mode shift, outlined in Section 3. However, to establish the actual baseline modal split for travel to the site a travel survey should be undertaken within the first 6 months of occupation by a new tenant to provide accurate information on how users travel to the site. Targets can be reviewed and revised as appropriate once baseline surveys have been assessed.

3 OBJECTIVES & TARGETS

3.1 This section sets out the overarching objectives for the Travel Plan, as well as targets for the short and medium term. It includes indicators through which progress towards meeting the targets will be measured.

3.2 The Travel Plan's over-riding objective is:

To engage with and encourage staff and visitors to use the most sustainable way of travelling to and from the site through more effective promotion of sustainable travel modes. This will minimise the impact of the operation of the site on the surrounding highway and public transport network.

3.3 The sub-objectives are:

- Sub-objective 1: To increase staff and visitor awareness of the advantages and availability of sustainable / active modes of transport and car-share;
- Sub-objective 2: To promote the health and fitness benefits of active travel to all users;
- Sub-objective 3: To introduce a package of physical and management measures that will facilitate travel by sustainable modes; and therefore,
- Sub-objective 4: To reduce unnecessary single occupancy car use for the journey to and from the site by staff and visitors.

Targets

3.4 Targets are measurable goals by which the progress of the Travel Plan can be assessed. Targets are essential for monitoring progress and success of the Travel Plan. Targets should be 'SMART' – specific, measurable, achievable, realistic and time-related.

3.5 Targets come in two forms – Action and Aim Targets. Action Targets are defined actions that need to be achieved by a certain time. Aim Targets are quantifiable and in the case of this travel plan relate to the degree of modal shift the plan is seeking to achieve.

Action Targets

3.6 The key targets are set out below:

- A Travel Plan Coordinator should be appointed within one month of a new tenant moving into the site;
- TPC to implement measures to encourage sustainable travel by staff and visitors;
- TPC to provide updated information on travel options should changes arise.

Aim Targets

3.7 The Interim Aim Target is set out for staff and visitors to the site in **Table 3.1** below. The target is set to measure progress towards the main objectives over 5 years. The baseline figure is taken from the Census data as detailed in section2 and will be reviewed and revised once baseline travel surveys have been undertaken. Targets should be expanded at that time to identify which Travel modes should increase so as to achieve a reduction in single occupancy car trips.

Table 3.1: Travel Plan Aim Targets				
Target	Mode Split (Method of Travel to Work)			
	Baseline	(Year 1)	(Year 3)	(Year 5)
Reduce car driver trips by 10 percentage points	62%	59%	56%	52%

4 TRAVEL PLAN MANAGEMENT

Travel Plan Co-ordinator

- 4.1 The TPC should be appointed within one month of occupation of the site by a new tenant. The TPC will be responsible for overseeing the management, development, implementation, monitoring and review of the Travel Plan.
- 4.2 The duties of the Travel Plan Co-ordinator will include the following:
- To take responsibility for data collection and review of the Travel Plan;
 - To oversee the development and implementation of the Travel Plan;
 - To design and implement effective marketing and awareness-raising campaigns to promote the Travel Plan;
 - To act as a point of contact for staff and visitors requiring information;
 - To ensure the travel information is up to date; and
 - To make changes if the targets are not being achieved.
- 4.3 Regular updating of this Travel Plan document is part of the responsibility of the nominated person.

5 MEASURES

- 5.1 This section of the Travel Plan outlines the specific physical and management measures to be implemented as part of the Travel Plan which will help to achieve the indicative targets. The implementation of the listed measures, which include awareness initiatives and infrastructure provision are the core of the Travel Plan.
- 5.2 The Travel Plan Coordinator will seek to reduce single occupancy car use, whilst promoting car sharing and encouraging walking, cycling and the use of public transport.
- 5.3 The measures outlined below are considered suitable for the site; however, the list is not exhaustive, and the Travel Plan Coordinator is encouraged to investigate suitable initiatives.

Measures to Encourage Walking

- 5.4 Walking is a truly sustainable method of travel which offers predictable journey times and a range of physical and psychological benefits. The Travel Plan Coordinator will encourage staff and visitors to walk whenever possible highlighting the environmental, economic and health benefits linked with active travel modes. Staff and visitors will also be provided with information and advice concerning suitable routes.
- 5.5 The Travel Plan Coordinator will ensure staff and visitors are aware of 'walking' initiatives including:
- Walking Works – A programme tailored to provide advice on a range of walking initiatives and costs;
 - Promotion of health benefits of walking to be promoted e.g., [NHS Walking for health](#);
 - The promotion of organisations such as the [Ramblers Association](#) which provides information on walking routes, local walking groups and the benefits of walking; and
 - Participation in events such as walk to work day.

Measures to Encourage Cycling

- 5.6 Cycling is generally accepted as a mode of transport to replace car journeys up to 8km in length or replace short public transport journeys. It is also free (excluding the purchase and maintenance of the bicycle) and would form part of a person's daily exercise. Staff and visitors will be provided with information and advice concerning cycle routes in the local area and the TPC will ensure staff and visitors are aware of cycling initiatives set up by the London Borough of Havering and other organisations, including:

- [Bike Week](#): the biggest nationwide cycling event in the UK which will take place from the 10th – 16th June 2025;
- The [Bike 2 Work Scheme](#) enables employees to be able to obtain a voucher to purchase a bicycle / cycle equipment for a reduced amount. The Travel Plan Coordinator will ensure staff and visitors are aware of this scheme to ensure they can take advantage or discuss this with their employer; and
- Promote cycle training that is available for people that lives or works in the borough <https://www.haverling.gov.uk/travel-1/cycling-walking/3>.

5.7 The TPC will review cycle parking, storage and changing facilities for staff and consider potential improvements if necessary.

Measures to Encourage Public Transport Use

5.8 It is important to recognise that, where possible, walking and cycling are usually favourable to public transport because they have fewer environmental impacts and offer health benefits. Nevertheless, public transport remains important, particularly for journeys of more than 5 miles (8km). To encourage use of public transport, the TPC could implement the following measures:

- Up-to-date details of bus and rail services, including route information and service frequencies, will be made available to staff and visitors;
- National Rail and Trainline related apps will be promoted through all relevant means.

Car Sharing

5.9 The TPC will investigate the best methods for implementing a car share scheme at the site. Dependent upon the different travel patterns and needs of staff and visitors, a number of methods will be assessed:

- A car share database could be set up. This can be done online through www.liftshare.com (or similar organisations), where membership is free. These organisations provide web-based car share schemes for private groups, or they can be open to the general public. If implemented, measures should be taken to encourage membership and promote the scheme by the TPC;
- The TPC can design and operate a car share database/spreadsheet; or

- An informal matching system can take place through word of mouth and social interaction with car share events organised for all staff and visitors interested in car sharing.

6 MONITORING AND REVIEW

- 6.1 The Travel Plan is part of a continuous process for improvement, requiring monitoring, review and revision to ensure it remains relevant. This section sets out the proposals for monitoring and review of the Travel Plan.
- 6.2 The monitoring programme begins once the Travel Plan has been launched and continues for a period of 5 years. Further travel surveys will take place on the 1st, 3rd and 5th anniversary of the implementation of the Travel Plan to monitor progress towards the interim and final targets.
- 6.3 Additional monitoring of the following will also be used to judge whether the implementation or proportion of certain measures needs to be modified. The following factors will be monitored on a constant basis:
- The level of usage of any cycle parking;
 - Demand for additional storage/changing facilities; and
 - Comments received from staff and visitors relating to the operation and implications of the Travel Plan.
- 6.4 A Travel Plan Review will occur each year over the lifetime of the Plan that will ensure the Travel Plan remains up-to-date. The review will consider feedback gathered throughout the year and updated travel surveys gathered during years 1, 3 and 5. The Travel Plan will be updated as necessary following each review to include progress towards targets and revisions needed to help achieve targets.

7 ACTION PLAN

7.1 The Travel Plan Action Plan is outlined in **Table 7.1**.

Table 7.1: Travel Plan Action Plan		
Action	Target	Responsibility
Production of Travel Plan	Completed Travel Plan	Site Owner
Appointment of Travel Plan Coordinator	Within one month of occupation by a new tenant	Tenant
Launch of Travel Plan	Within six months of first occupation by a new tenant	TPC
Provision of Travel Information	Ongoing	TPC
Travel Surveys	Travel surveys will take place within 6 months of occupation.	TPC
Ongoing Monitoring	Gather feedback from staff and visitors	TPC
Monitoring Surveys	1, 3 and 5 years after launch	TPC

Appendix A

Buses from Upminster



How to use this map

- Find your destination on the map or in the Destination finder
- See the coloured lines on the map and numbers in the Destination finder for the bus routes that go to your destination
- Check the Destination finder and map (at the end of each coloured line) for the bus stops to catch your bus from
- Use the central map to find the nearest bus stop for your route
- Look for the bus stop letters at the top of the stop (see example for stop A to the right)



Key

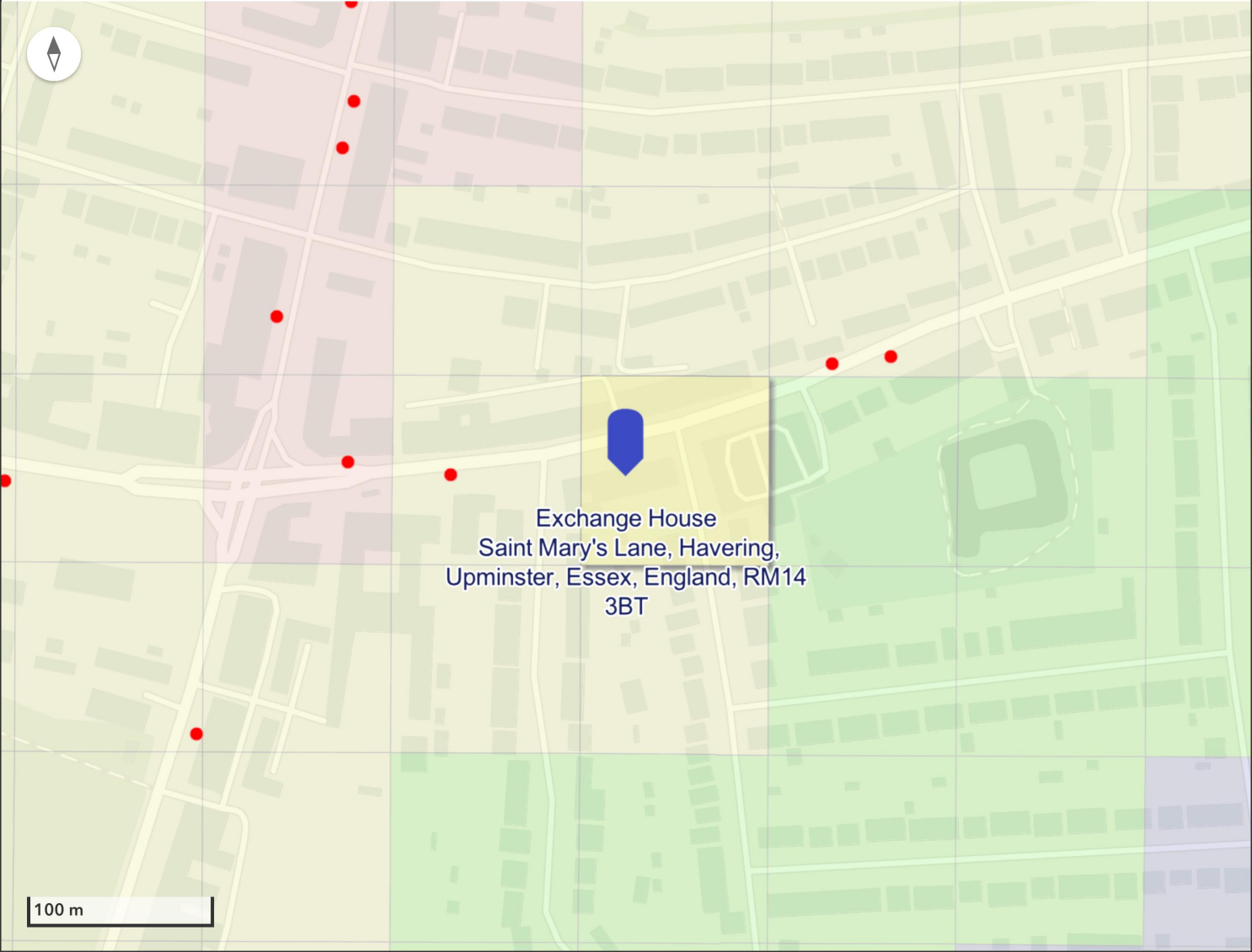
	Connections with London Underground
	Connections with London Overground
	Connections with Elizabeth line
	Connections with National Rail
	Taxi rank
	Monday to Saturday daytimes off-peak
	School journeys

Ways to pay

- Use contactless (card or device). It's the same fare as Oyster pay as you go and you don't need to top up
- Download the free TfL app to top up or buy a ticket anytime, anywhere, or visit tfl.gov.uk/oyster. Alternatively, find your nearest Oyster Ticket Stop at tfl.gov.uk/ticketstopfinder or visit your nearest TfL station
- The Hopper fare offers you unlimited pay as you go Bus and Tram journeys within one hour. Always use the same card or device to touch in
- If you fail to show on demand a ticket, validated smartcard or other travel authority valid for the whole of your journey you may be liable for a penalty fare or prosecuted.

Appendix B

PTAL Report NFC Upminster



Esri Community Maps Contributors, Esri UK, Esri, TomTom, Garmin, GeoTechnologies, Inc, METI/NASA, USGS

- TfL Stations

Underground Stations


- National Rail Stations


- Bus Stops


- Elizabeth Line Stations

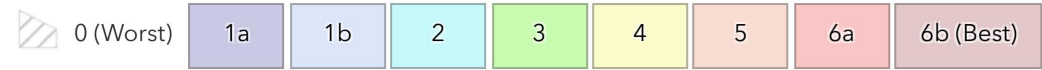

- DLR Stations


- Overground Stations


- Tramlink Stations



PTAL 2023 RESULT



PTAL 2023 Score

4

Grid ID: 112895

Coordinates: 556245,186552 (BNG)

Calculation Parameters

Day of Week: Monday-Friday

Time Period: AM Peak

Walk Speed: 4.8 km per hour

Bus Walk Access Time Threshold: 8 mins

Rail Walk Access Time Threshold: 12 mins



Mode	Stop	Route	Service Frequency	Walk Distance (m)
BUS	Gaynes Road	248	7.50	305.52

Mode	Stop	Route	Service Frequency	Walk Distance (m)
BUS	Tudor Gardens	346	4.00	117.40

Mode	Stop	Route	Service Frequency	Walk Distance (m)
BUS	Gaynes Road	370	4.00	305.52

Mode	Stop	Route	Service Frequency	Walk Distance (m)
BUS	Tudor Gardens	347	0.33	117.40

Mode	Stop	Route	Service Frequency	Walk Distance (m)
LUL	Upminster	Upminster-Ealing	5.00	578.40

Mode	Stop	Route	Service Frequency	Walk Distance (m)
LUL	Upminster	Upminster-Wimbledon	5.00	578.40

Mode	Stop	Route	Service Frequency	Walk Distance (m)
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LUL	Upminster	Upminster-Richmond	4.67	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
LUL	Upminster	Upminster-Hammersmith	0.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Grays-Fenchurch	2.67	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Upminster-Romford	2.00	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Fenchurch	1.67	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Laindon-Fenchurch	1.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Fenchurch	0.67	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Shoeburyness-Fenchurch	0.67	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Shoeburyness-Fenchurch	0.67	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Fenchurch	0.67	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Thorpe	0.33	578.40

Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Fenchurch	0.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Southend	0.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Leigh-on-Sea-Fenchurch	0.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Fenchurch	0.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Shoeburyness-Fenchurch	0.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Thorpe	0.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Grays-Fenchurch	0.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Fenchurch	0.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Fenchurch	0.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Shoeburyness-Fenchurch	0.33	578.40
Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Southend	0.33	578.40

Mode	Stop	Route	Service Frequency	Walk Distance (m)
RAIL	Upminster	Fenchurch	0.33	578.40