



**Arriva Kent and Surrey Limited**

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Jo Johnson MP  
House of Commons  
London  
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By email – [jo.johnson.mp@parliament.uk](mailto:jo.johnson.mp@parliament.uk)

10 May 2017

Dear Mr Johnson

**Arriva 402 Service**

Thank you for your letter dated 2 May 2017 in which you outlined concerns raised by your constituents with regard to the 402 bus service between Pratts Bottom, Kent and Bromley.

Following our major network changes in Tunbridge Wells and Maidstone on 2 April 2017, we have continued to monitor all of our services in terms of patronage. Whilst we are pleased to note that we have achieved improved punctuality and patronage growth in several areas, the section of routes between Sevenoaks and Bromley has continued to perform poorly.

As a commercial operator, we have to balance our network to ensure that our routes cover their costs of operation. Increasing levels of congestion contributing to the rising costs of operation are adversely impacting a number of routes that serve a predominantly rural catchment area. Furthermore, within the London area we need to compete with the heavily subsidised fares structure of TfL services. This impacts our overall business model.

We have been operating the 402 service to Bromley for many years and it is with regret that we will now be seeking to terminate the service at Dunton Green. We will continue to consult with Kent County Council on this matter and they may wish to consider if the service meets their criteria for support as a socially necessary service.

Yours sincerely

**Simon Loh**  
Area Managing Director  
Arriva Southern Counties

cc: Kent County Council

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