Transport for London quarterly performance report

Quarter 1 2024/25
(1 April 2024 – 22 June 2024)

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Contents

The financial information included in the report is unaudited and does not constitute TfL's statutory accounts. TfL's draft audited Statement of Accounts for the year ending 31 March 2024 was published in July 2024.

Rachel McLean, TfL's Chief Finance Officer

Introduction

TfL completed a remarkable turnaround in its finances during 2023/24 and we are now focused on delivering our 2024/25 Budget. This report covers our financial performance for the first quarter, 1 April 2024 to 22 June 2024, measured against the Budget, which was approved by the Finance Committee in March 2024.

While ridership continues to grow across our services, building on the last financial year's nine per cent year-on-year growth in journeys, in the early part of the financial year demand has grown by less than expected in our Budget. The Quarter 1 results show journeys have grown by three per cent, compared to the six per cent year-on-year growth assumed in the Budget.

This is largely owing to a range of economic factors, which are impacting both leisure and commuting demand. There is also a range of other factors impacting customer choices including seasonality, weather and national rail strikes.

We continue to strive to meet and exceed customer expectations encouraging more Londoners, commuters and visitors to make sustainable public transport their first choice, although our revised forecast anticipates this trend of lower demand growth will continue. While we remain on track to deliver an end-of-year operating surplus, this is currently forecast to be lower than projected in our Budget.

As every penny of our operating surplus is re-invested into our network, this is a potential pressure for future years, which will be addressed in our upcoming Business Plan. We are striving to deliver an improvement in the operating surplus reported in this latest forecast by actively growing all sources of income, continuing to deliver our savings programme and slowing discretionary expenditure.

We have a successful record of responding to risk, managing our forecasts and delivering savings. Our like-for-like costs are below 2019/20 costs in real terms. In the year to date, our operating costs are one per cent lower than Budget, driven by the release of general contingency held to partially mitigate the risk on revenue. We retain contingency in our Budget over the remainder of the year to support the mitigation of risk and we have prepared a contingency plan to manage or defer expenditure if this becomes necessary.

Capital renewals are £7m, or four per cent, higher than Budget. We aim to deliver a total of £795m in renewals this year, more than £30m from 2023/24, as we increase renewals investment to address the backlog of asset replacement and support our plans to increase ridership. We will work with the new Government to secure longer-term capital funding, enabling us to invest in the capital's infrastructure more efficiently and effectively. Our current capital funding arrangements with Government include funding confirmed in June 2024 for 10 new Elizabeth line trains, which will allow us to increase capacity in the coming years.

Investing in London's infrastructure means we can continue to support jobs and growth throughout the UK and continue to contribute to a more sustainable and green future, maintaining London's position as a competitive global city supporting the national economy.

Rachel McLean
Chief Finance Officer

Business at a glance

Keeping London moving, working and growing to make life in our city better

How we report on our business

Our transport activities

Underground
London Underground

Elizabeth line

Buses
London Buses

Streets and other operations
Transport for London Road Network, London Dial-a-Ride, London River Services, Santander Cycles, Victoria Coach Station and IFS Cloud Cable Car

Rail
DLR, London Overground and London Trams

Our commercial property company

Places for London
Our commercial property company Places for London Limited (Places for London), which will deliver a dividend. We will invest this dividend back into London's transport network

Facts and figures

985 trains on our network

580km of TfL-operated highway

761km of Rail and London Underground routes

8,700 buses on our network

6,400 traffic signal sites that we operate

2024/25 Budget at a glance

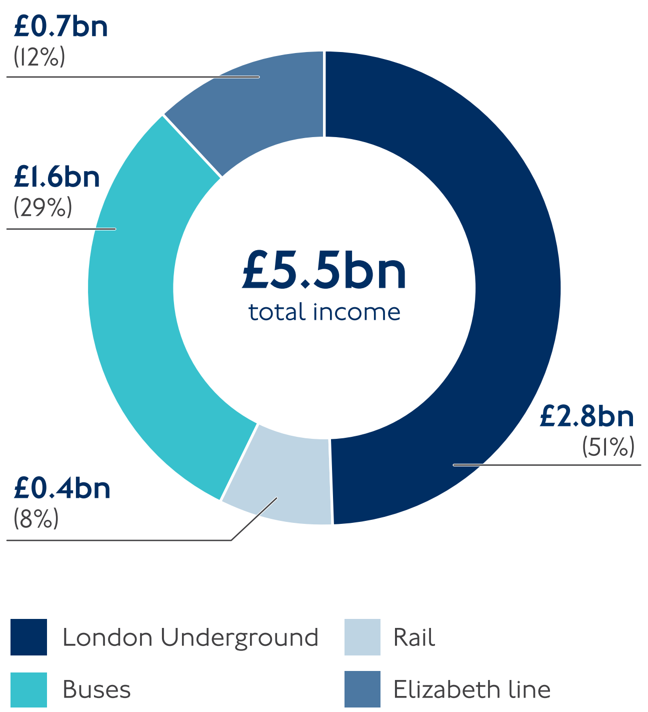
- Grants £2.5bn
- Passenger income £5.5bn
- Other income £1.6bn
- Borrowing £0.5bn
- Cash reserve movements £0.2bn

Sources of funds **£10.3bn**

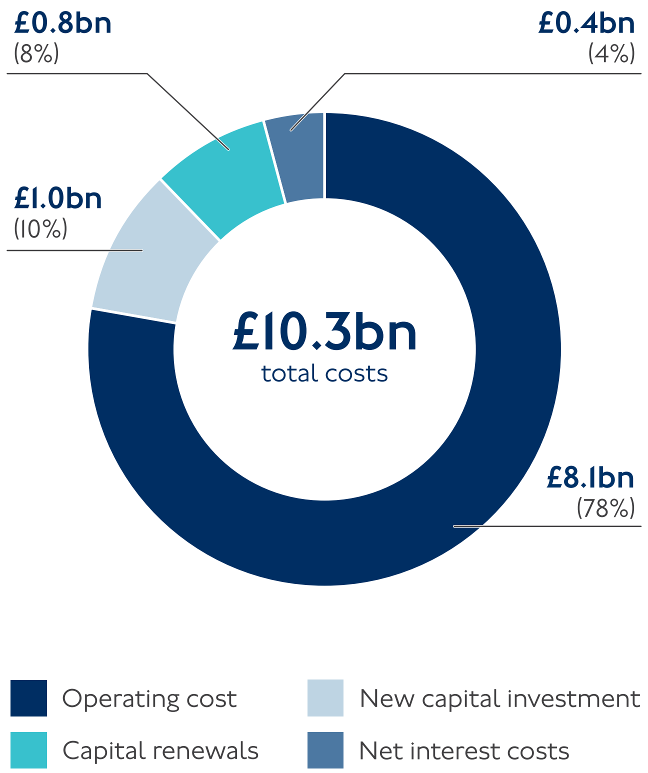
90% spent on running and operating the network every day

10% spent on renewing and improving the network through one of the largest capital investment programmes in Europe

Total passenger income



Total costs



Financial summary

Our performance in the year to date

Income statement

TfL Group (£m)	Q1 2024/25	Q1 Budget	Variance	Q1 2023/24	Variance
Passenger income	1,192	1,229	(37)	1,183	9
Other operating income	364	361	3	302	62
Business rates retention	501	501	-	442	59
Other revenue grants	69	86	(17)	56	13
Revenue	**2,126**	**2,177**	**(51)**	**1,983**	**143**
Operating cost	(1,839)	(1,863)	24	(1,675)	(164)
Operating surplus before interest and renewals	**287**	**314**	**(27)**	**308**	**(21)**
Capital renewals	(202)	(195)	(7)	(151)	(51)
Net interest costs	(97)	(94)	(3)	(99)	2
Operating (deficit)/surplus	**(12)**	**25**	**(37)**	**58**	**(70)**
Places for London net contribution	8	8	-	20	(12)
Operating (deficit)/surplus including Places for London	(4)	33	(37)	78	(82)

Capital expenditure

TfL Group (£m)	Q1 2024/25	Q1 Budget	Variance	Q1 2023/24	Variance
Capital renewals	(202)	(195)	(7)	(151)	(51)
New capital investment	(193)	(204)	11	(208)	15
Total TfL capital expenditure	**(395)**	**(399)**	**4**	**(359)**	**(36)**
Places for London	(18)	(30)	12	(30)	12
Crossrail	(8)	(16)	8	(18)	10
Total capital expenditure	**(421)**	**(445)**	**24**	**(407)**	**(14)**

Cash flow statement

TfL Group (£m)	Q1 2024/25	Q1 Budget	Variance	Q1 2023/24	Variance
Operating surplus before interest and renewals	**287**	**314**	**(27)**	**308**	**(21)**
Less London Transport Insurance (Guernsey) Limited and London Transport Museum (LTM)	1	-	1	-	1
Net cash generated by TfL operating activities	**288**	**314**	**(26)**	**308**	**(20)**
Cash flows from investing activities					
Capital renewals	(202)	(195)	(7)	(151)	(51)
New capital investment	(193)	(204)	11	(208)	15
Ring-fenced capital funding	33	115	(82)	178	(145)
Working capital movements	76	(52)	128	(59)	135
Net cash utilised by investing activities	**(286)**	**(336)**	**50**	**(240)**	**(46)**
Free cash flow	**2**	**(22)**	**24**	**68**	**(66)**
Cash flows from financing activities					
Net interest paid	(97)	(94)	(3)	(99)	2
Net TfL borrowing	301	200	101	(9)	310
Net cash generated from financing activities	**204**	**106**	**98**	**(108)**	**312**
Net change in cash	**206**	**84**	**122**	**(40)**	**246**

In Quarter 1, there is an operating deficit of £12m, owing to the lower than anticipated passenger income and without Government revenue top-up support. However, we are still forecasting to deliver an operating surplus over the full year.

At the end of Quarter 1, total passenger income was £1,192m, £9m higher than last year's total of £1,183m. In 2022/23, we received revenue top up from the Government and the prior year total includes £37m for this, making the underlying year-on-year increase £46m. However, lower than expected passenger demand growth has led passenger income to be £37m below the budgeted amount.

TfL's passenger journeys at the end of Quarter 1 totalled 827 million, an increase of seven million from 2023/24 and a three per cent year-on-year increase after seasonal adjustments have been made. This is lower than the six per cent anticipated in the Budget, owing to a range of economic factors, where recent data has shown slowing growth in retail sales and employment, which are impacting both leisure and commuting demand. There is also a range of other factors impacting customer choices including seasonality, weather and national rail strikes. We are working hard to understand how we can better influence travel on our network including by analysing commuter and leisure travel patterns.

Other operating income is in line with Budget for this quarter. There has been a 21 per cent increase compared with Quarter 1 last year owing to receipts from road network charges.

Total operating costs are £1,839m in the quarter, £24m lower than Budget. This is mainly owing to the release of general contingency, which was held centrally in the operating cost budget to manage against risks, including the risks to passenger demand growth.

Total TfL capital expenditure (excluding Crossrail construction and Places for London) is £395m in the year to date, and within six per cent of Budget. The underspend in capital enhancements is owing to the rephasing of project spending, which has been offset by an increase in spending on renewals.

TfL cash balances, excluding balances committed to Crossrail construction, London Transport Museum, London Transport Insurance (Guernsey) Limited and Places for London Limited, at the end of Quarter 1 are £1,559m. This is £362m higher than last year.

The Woolwich Ferry now operates a two-boat service seven days a week

TfL Group balance sheet

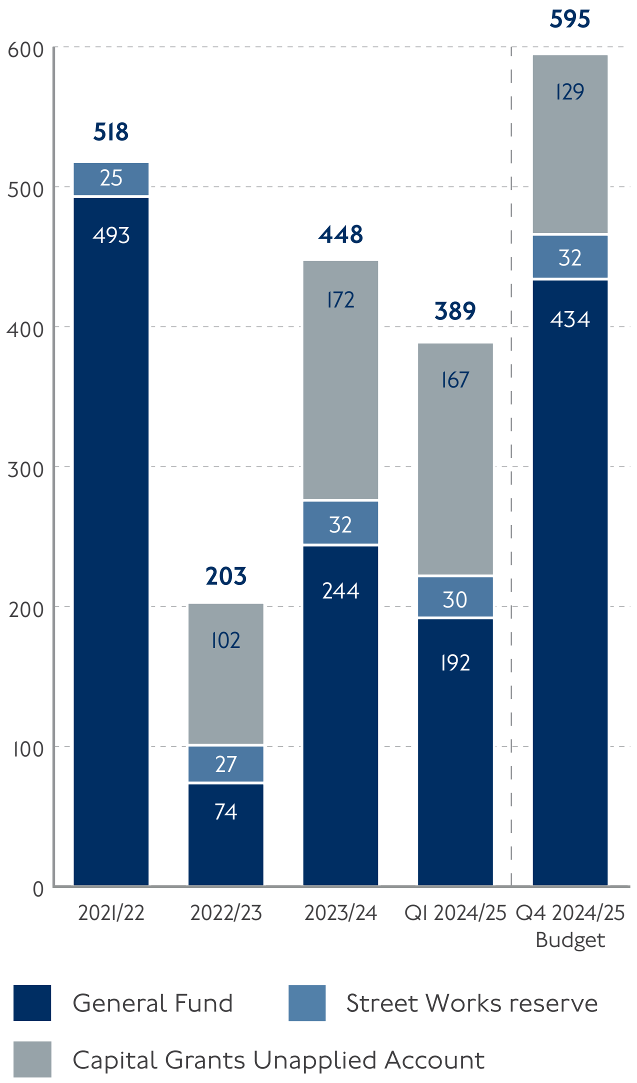
TfL Group (£m)	22 June 2024	31 March 2024	Movement
Intangible assets	269	272	(3)
Property, plant and equipment	45,393	45,261	132
Right-of-use assets	1,892	1,970	(78)
Investment property	1,535	1,615	(80)
Investment in joint ventures and associated undertakings	199	193	6
Derivative financial instruments	29	29	-
Finance lease receivables	-	18	(18)
Deferred tax asset	13	-	13
Retirement benefit surplus	2,354	2,353	1
Debtors	21	30	(9)
Long-term assets	**51,705**	**51,741**	**(36)**
Inventories	106	101	5
Debtors	426	609	(183)
Derivative financial instruments	4	1	3
Finance lease receivables	9	7	2
Cash and investments	1,681	1,494	187
Current assets	**2,226**	**2,212**	**14**
Creditors	(2,081)	(2,056)	(25)
Borrowings	(1,882)	(864)	(1,018)
Right-of-use lease liabilities	(275)	(275)	-
Private Finance Initiative (PFI) liabilities	(15)	(16)	1
Other financing liabilities	(20)	(21)	1
Derivative financial instruments	(23)	(11)	(12)
Provisions	(193)	(157)	(36)
Current liabilities	**(4,489)**	**(3,400)**	**(1,089)**

TfL Group (£m)	22 June 2024	31 March 2024	Movement
Creditors	(58)	(320)	262
Borrowings	(11,356)	(12,072)	716
Right-of-use lease liabilities	(1,980)	(2,029)	49
PFI liabilities	(58)	(61)	3
Other financing liabilities	(93)	(95)	2
Derivative financial instruments	(44)	(49)	5
Deferred tax liabilities	(436)	(422)	(14)
Provisions	(52)	(55)	3
Retirement benefit obligation	(84)	(84)	-
Long-term liabilities	**(14,161)**	**(15,187)**	**1,026**
Net assets	**35,281**	**35,366**	**(85)**
Reserves			
Usable reserves	389	448	(59)
Unusable reserves	34,892	34,918	(26)
Total reserves	**35,281**	**35,366**	**(85)**

In the year to date, the main movements on the balance sheet are:

- Property, plant and equipment: £132m increase, driven by capital expenditure on the Piccadilly line upgrade and DLR rolling stock replacement
- Debtors: £183m decrease, reflecting settlement of the 2023/24 revenue top up from the Department for Transport ([DfT] £93m), which is offset by an increase in cash
- Short-term and long-term borrowings: £302m increase to fund our capital programme and cover our cash and liquidity needs

Usable reserves (£m)



Usable reserves of the Corporation are those that can be applied to fund future expenditure. They are made up of the General Fund, Earmarked Reserves, the Capital Grants Unapplied Account and the Street Works Reserve.

Usable reserves are generally lower than TfL's cash balance, as elements of cash will be restricted for certain purposes and because cash payments are made in arrears in line with supplier payment terms.

TfL's General Fund represents sufficient cash-backed reserves held by the Group to cover risks that may arise. The Group has a target General Fund balance of £500m.

At the end of 2022/23, the General Fund reserves fell below our target of £500m. This was largely driven by the purchase of the Class 378 rolling stock. The savings from this purchase over the remaining life of the assets will further support TfL as it rebuilds its usable reserves. The 2024 Business Plan set out our plan to grow usable reserves back to target levels by the end of 2025/26.

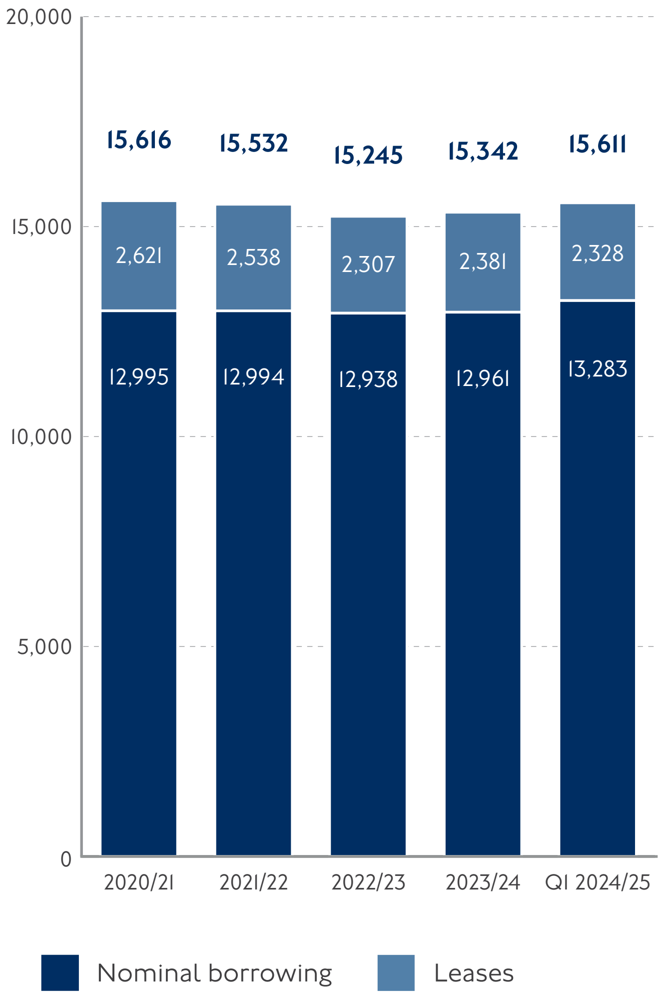
Usable reserves at the end of Quarter 1 2024/25 decreased by £59m, primarily owing to adverse working capital movements.

New trains on the Elizabeth line will improve frequency and capacity

Debt and cash

Our borrowing and cash balances

Total debt (£m)



Borrowing update

There has been an increase of £322m in the level of our outstanding borrowing, excluding leases, during Quarter 1. During the quarter, we borrowed under a committed loan facility with the UK Infrastructure Bank and under our Commercial Paper programme to fund our capital programme and meet our cash and liquidity needs. The increase in borrowing was planned and is part of our mitigation for the shortfall in DfT funding for 2024/25 where we only received £250m of the £500m requested. We have therefore accelerated borrowing previously planned in 2025/26 into 2024/25.

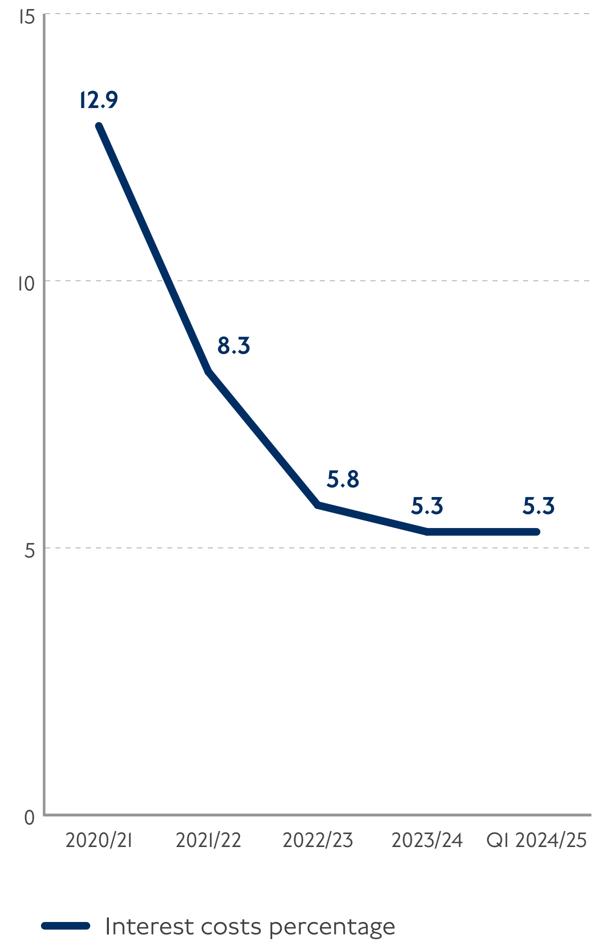
Credit ratings

We are rated by three leading international credit rating agencies. On 15 April 2024, Fitch upgraded TfL's outlook to stable. On 20 May 2024, S&P Global Ratings (S&P) upgraded the long-term rating for TfL to AA- from A+ and the short-term rating to A-1+ from A-1 with a stable outlook. On 15 July 2024, Moody's Ratings (Moody's) upgraded the long-term rating for TfL to A2 from A3 and the short-term rating to P-1 from P-2 with a stable outlook.

Credit ratings on 15 July 2024

Agency	Long-term rating	Short-term rating
Moody's	A2-stable outlook	P-1
S&P	AA- stable outlook	A-1+
Fitch	AA- stable outlook	F1+

Interest costs (% of total revenue)*



* Interest costs include interest costs for borrowing and other financing liabilities

Interest costs (£m)

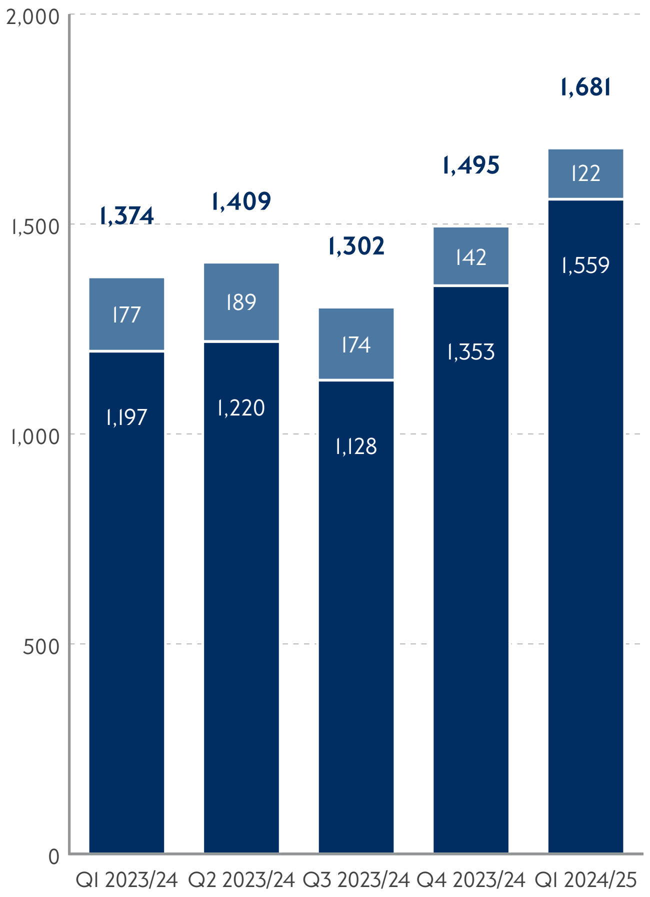
Q1 2024/25	(115)
2023/24	(479)
2022/23	(455)
2021/22	(442)
2020/21	(446)

The ratio of interest costs to total revenue (excluding Extraordinary Grant from Government) helps us to monitor the affordability of our debt. The ratio has been decreasing since 2020/21. This is because our total revenue improved significantly post-pandemic, while most of our debt remains at fixed interest rates.

Interest costs and income (£m)

Year to date	Q1 2024/25	Q1 Budget	variance
Interest income	17	17	-
Interest costs	(115)	(111)	(4)

Cash balances (£m)



TfL

Crossrail project, Places for London Limited, London Transport Museum and London Transport Insurance (Guernsey) Limited cash balances

Cash balances at the end of Quarter 1 were £1,681m. Of the total cash balance, £122m was held for the Crossrail project, London Transport Museum, London Transport Insurance (Guernsey) Limited and Places for London Limited.

We continue to manage our cash in line with our liquidity policy, aiming to hold TfL cash balances on average of at least 60 days' worth of operating costs. This is equivalent to around £1.3bn in 2024/25. Our cash balances were temporarily higher at the end of Quarter 1, owing to large cash inflows just before the end of the quarter. Preserving liquidity by maintaining a minimum cash balance is crucial to our financial resilience.

Our current liabilities (those falling due within 12 months) outweigh our current assets. Of these, cash is the only truly liquid element. While our long-term assets outweigh our short-term liabilities, the former is mainly property, plant and equipment. This is largely fixed infrastructure or specialist assets that would not be convertible into cash, even over a longer period, to meet our long-term liabilities when they fall due.

Access DLR is a six-month trial offering customers pre-booked assistance

Full year forecast

Quarter 1 forecast

TfL Group (£m)	Full year forecast 2024/25	Full year Budget 2024/25	Variance	Full year 2023/24	Variance
Passenger income	5,378	5,530	(152)	5,233	145
Other operating income	1,489	1,478	11	1,520	(31)
Business rates retention	2,170	2,170	–	1,914	256
Other revenue grants	273	290	(17)	397	(124)
Revenue	**9,310**	**9,468**	**(158)**	**9,064**	**246**
Operating cost	(8,022)	(8,082)	60	(7,788)	(234)
Operating surplus before interest and renewals	**1,288**	**1,386**	**(98)**	**1,276**	**12**
Capital renewals	(796)	(795)	(1)	(763)	(33)
Net interest costs	(431)	(430)	(1)	(414)	(17)
Operating surplus	**61**	**161**	**(100)**	**99**	**(38)**
Places for London net contribution after interest	26	26	–	39	(13)
Operating surplus including Places for London	87	187	(100)	138	(51)

Capital expenditure

TfL Group (£m)	Full year forecast 2024/25	Full year Budget 2024/25	Variance	Full year 2023/24	Variance
Capital renewals	(796)	(795)	(1)	(763)	(33)
New capital investment	(1,039)	(1,026)	(13)	(1,108)	69
Total TfL capital expenditure	**(1,835)**	**(1,821)**	**(14)**	**(1,871)**	**36**
Places for London	(162)	(145)	(17)	(87)	(75)
Crossrail	(39)	(39)	–	(50)	11
Total capital expenditure	**(2,036)**	**(2,005)**	**(31)**	**(2,008)**	**(28)**

Our latest forecast confirms we continue to make an operating surplus this year to fund investment. The operating surplus is currently forecast to be lower than last year, owing to the end of the Government revenue top-up grant and the projection of the current passenger income trend. However, on an underlying basis – removing non-recurring income and costs – the forecast operating surplus for 2024/25 does represent a year-on-year improvement.

Revenue is forecast to be £158m lower than Budget, as our forecast anticipates the trend of lower growth observed in the year to date to continue.

Operating costs are expected to be £60m lower than Budget. This is mainly owing to the release of general contingency, which was held centrally in the operating cost budget to manage against risks, including the risks to passenger demand growth. We will continue to look for opportunities to deliver further savings over the remainder of the year to offset the slower growth in passenger demand. Some contingency remains in the forecast to manage remaining risks.

Excluding the impact of contingency, operating cost and capital expenditure are forecast to be close to Budget.

We are striving to deliver in excess of operating surplus in this latest forecast, and we are doing so by actively growing income, continuing to deliver our savings programme and slowing discretionary expenditure.

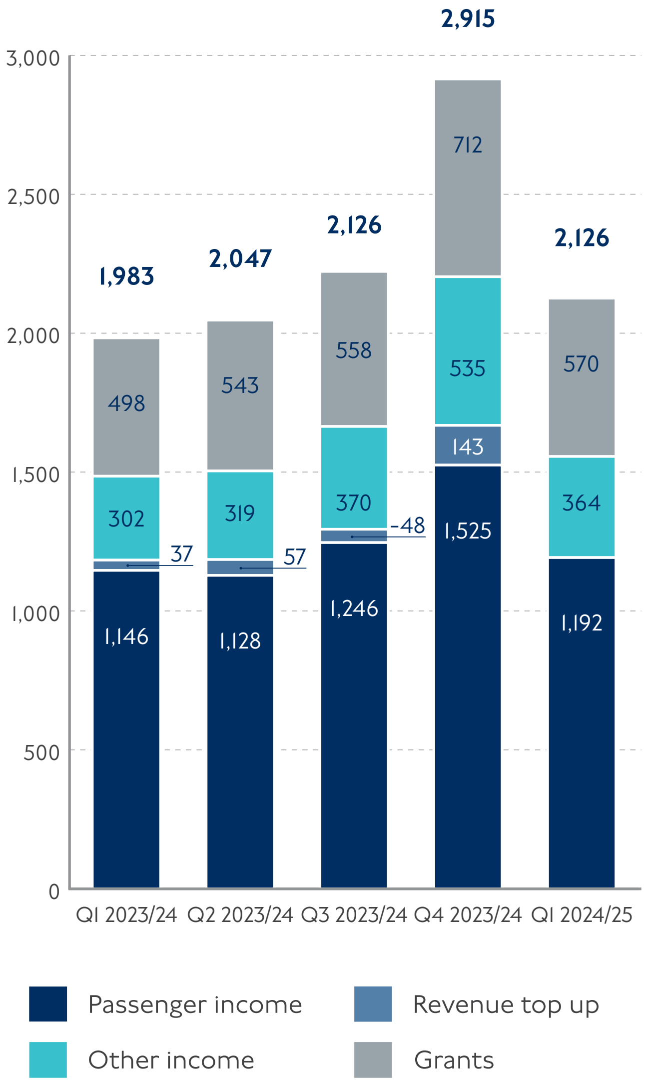
We have a very successful record of responding to risk, managing our forecasts and delivering savings. Our like-for-like costs are below 2019/20 costs in real terms. We retain contingency in our Budget over the remainder of the year to support the mitigation of risk and we are preparing an action plan to manage or defer expenditure if this becomes necessary.

Financial trends

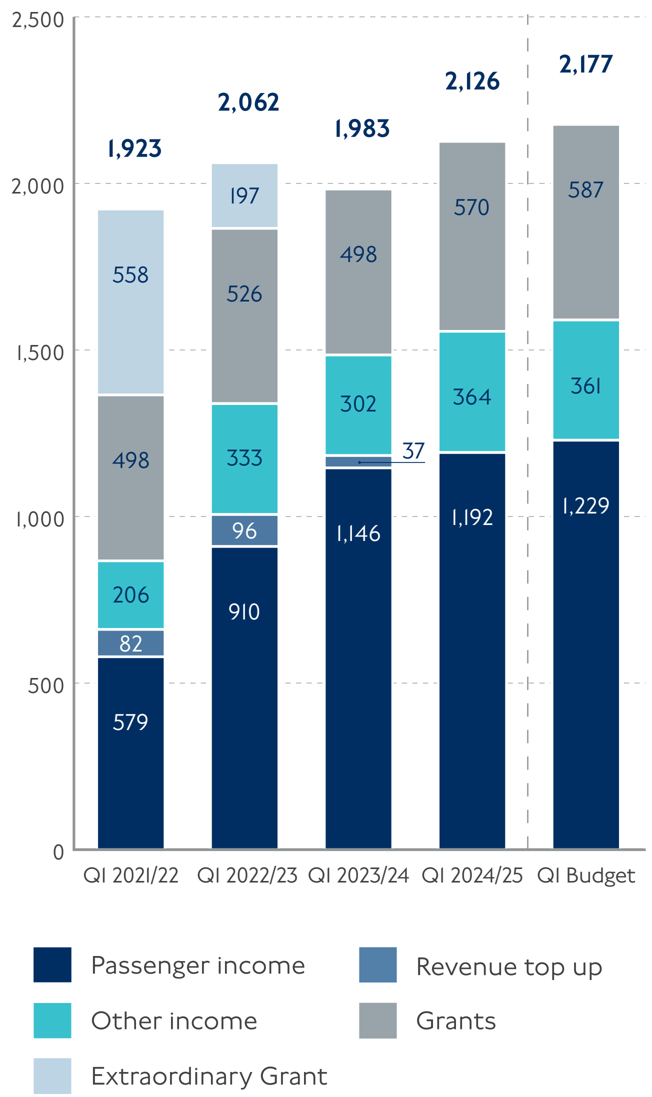
Our overall trends in the short and long term

Total revenue (including Extraordinary Grant from Government)

Quarterly (£m)*

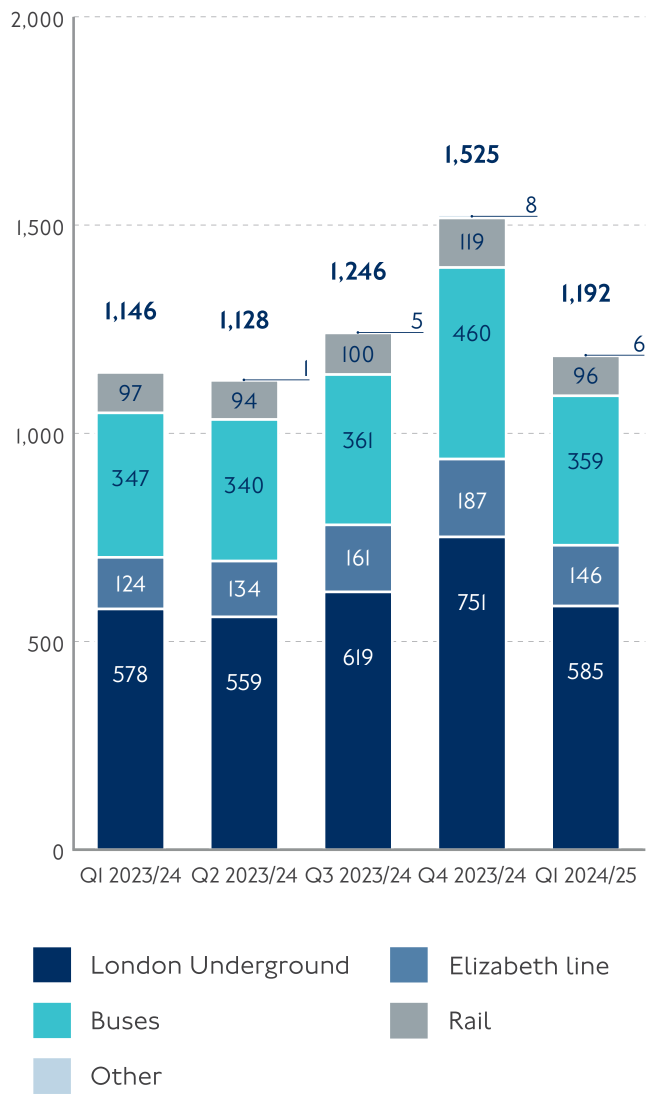


Year to date (£m)

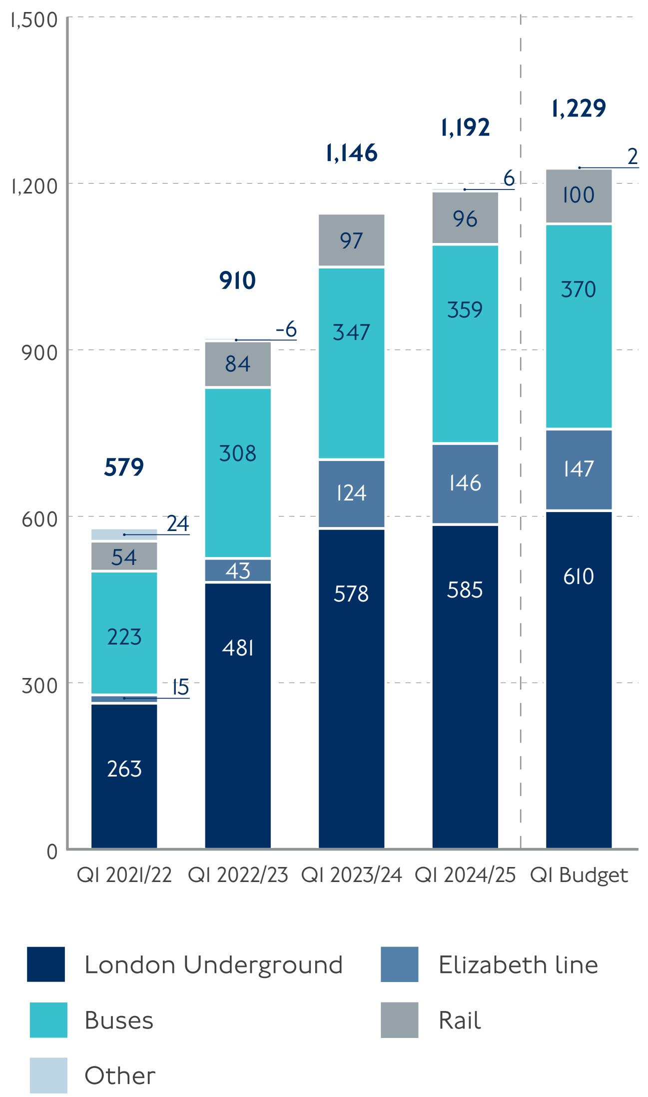


Total passenger income

Quarterly (£m)*



Year to date (£m)



Year-to-date total revenue £51m below Budget

7%▲ year on year

Total revenue is £51m below Budget, mainly owing to lower-than-expected passenger income. Timing differences in the receipt of grants have contributed to a £17m variance to Budget, while other operating income is slightly ahead of Budget.

Year-to-date passenger income £37m below Budget

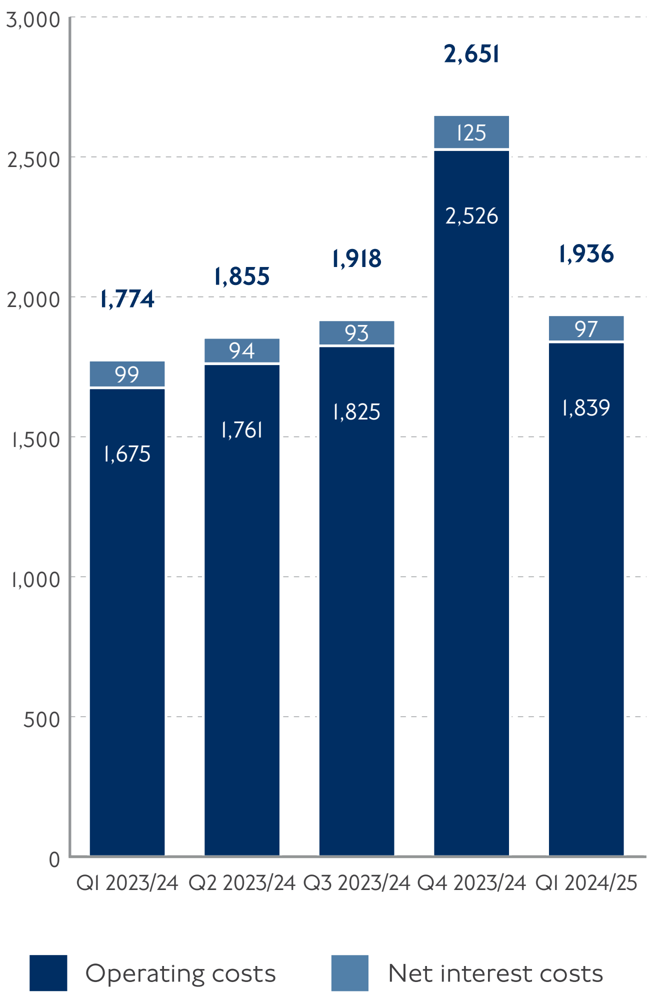
4%▲ year on year

Passenger income is £37m lower than Budget, driven by lower passenger demand growth on the London Underground, buses and rail. However, higher than budgeted demand on the Elizabeth line and Trams is partly offsetting the slower growth on the rest of the network.

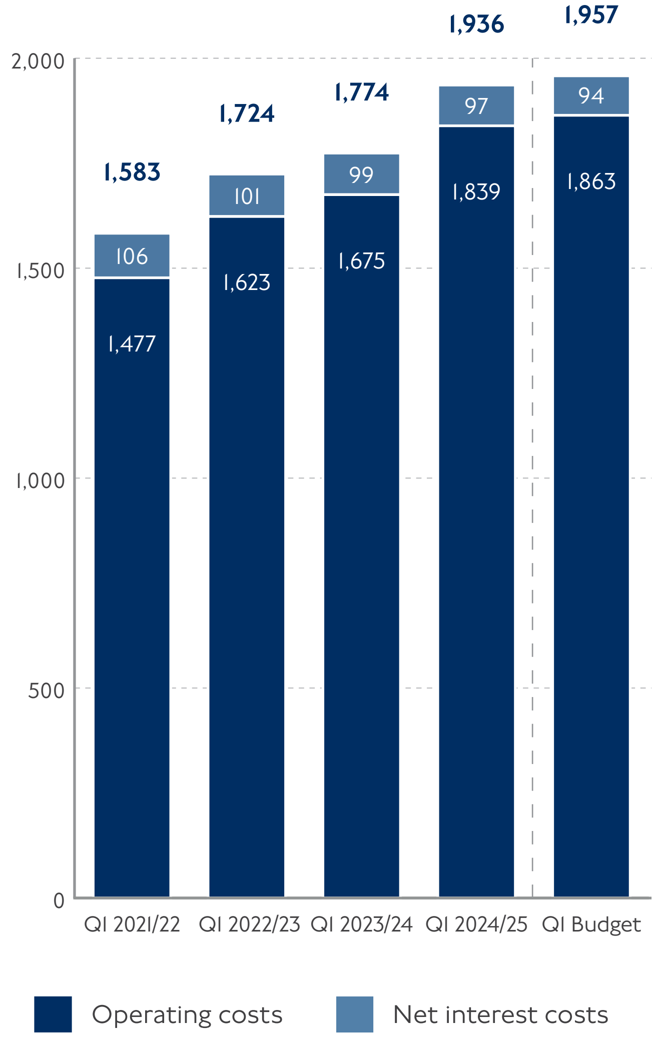
* Quarter 4 is longer than quarters 1 to 3 (16 weeks vs 12 weeks)

Total cost

Quarterly (£m)*

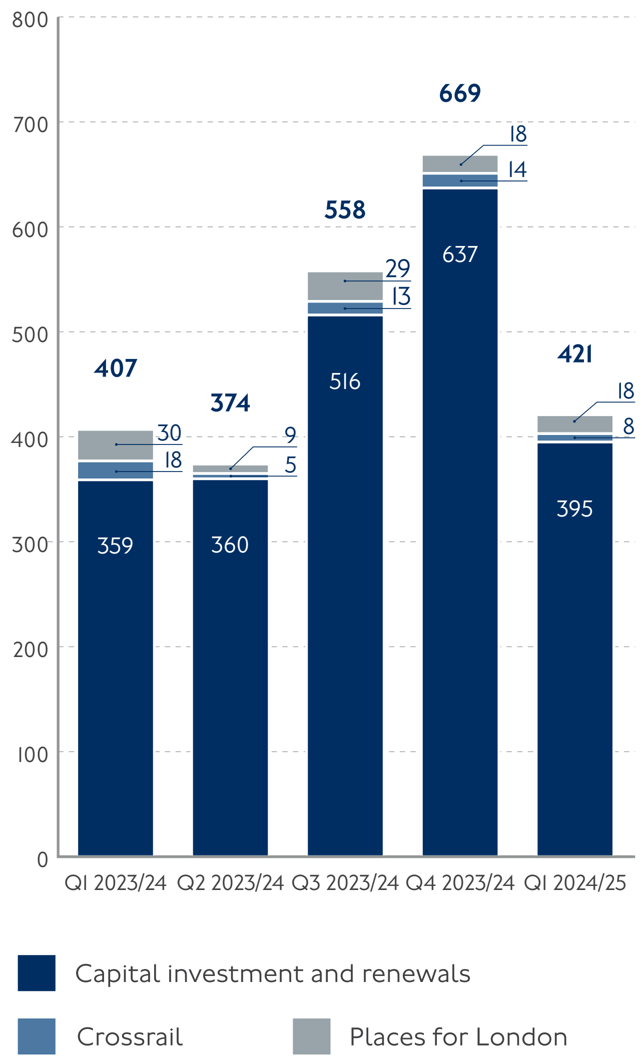


Year to date (£m)

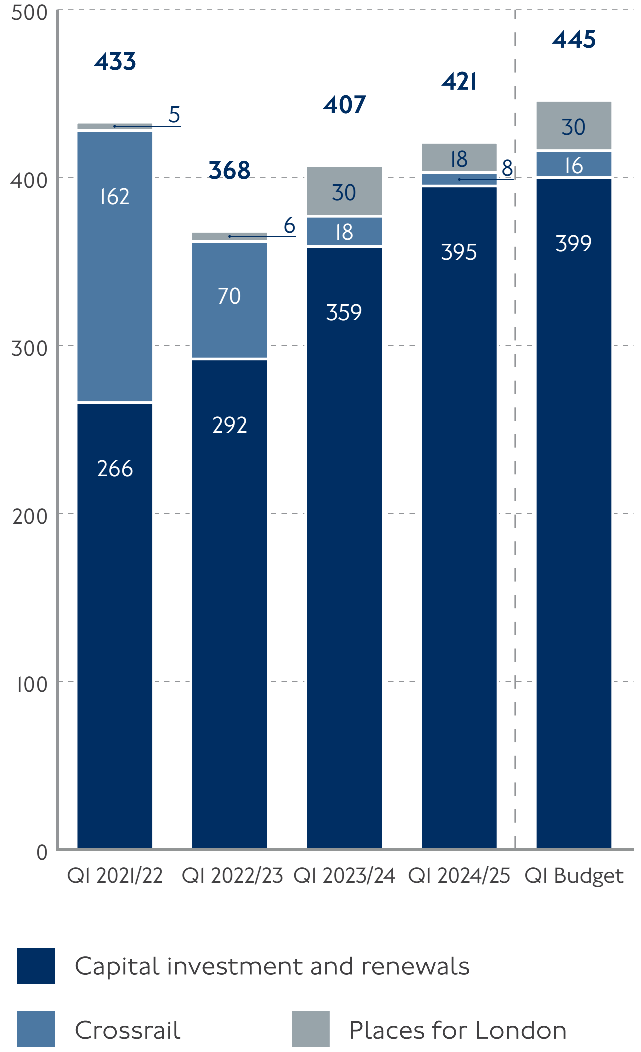


Total capital expenditure (including Crossrail)

Quarterly (£m)*



Year to date (£m)



Year-to-date operating costs £24m below Budget

9%▲ year on year

Our core operating costs are £12m higher than Budget, mainly from higher road-user charging bad debt, which is offset by the release of central contingency.

Total capital expenditure £24m below Budget

3%▲ year on year

Total capital expenditure is lower than Budget, driven by an underspend in capital enhancements largely from rephasing of project spending. This has been offset by renewals spend, which is ahead of the year-to-date target. We expect to hit Budget over the full year.

* Quarter 4 is longer than quarters 1 to 3 (16 weeks vs 12 weeks)

Passenger journeys

Our performance based on passenger numbers

Q1 year to date: 2024/25

827m total journeys	**856m** Budget	**820m** 2023/24

London Underground
274m 3%▼ Budget

London Buses
434m 4%▼ Budget

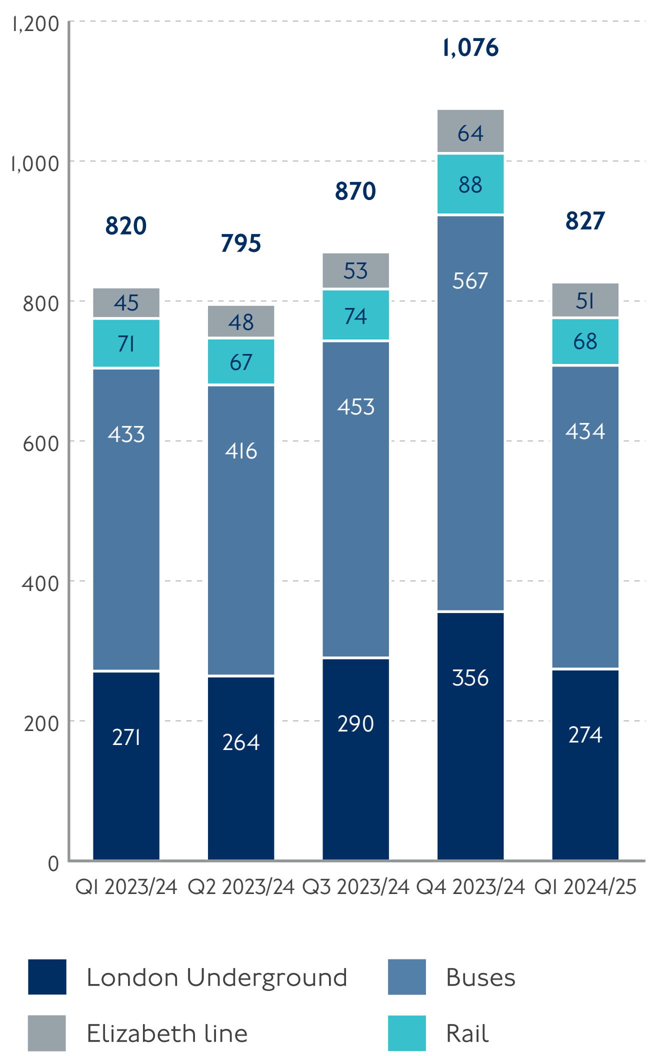
DLR
22m 1%▼ Budget

London Overground
42m 3%▼ Budget

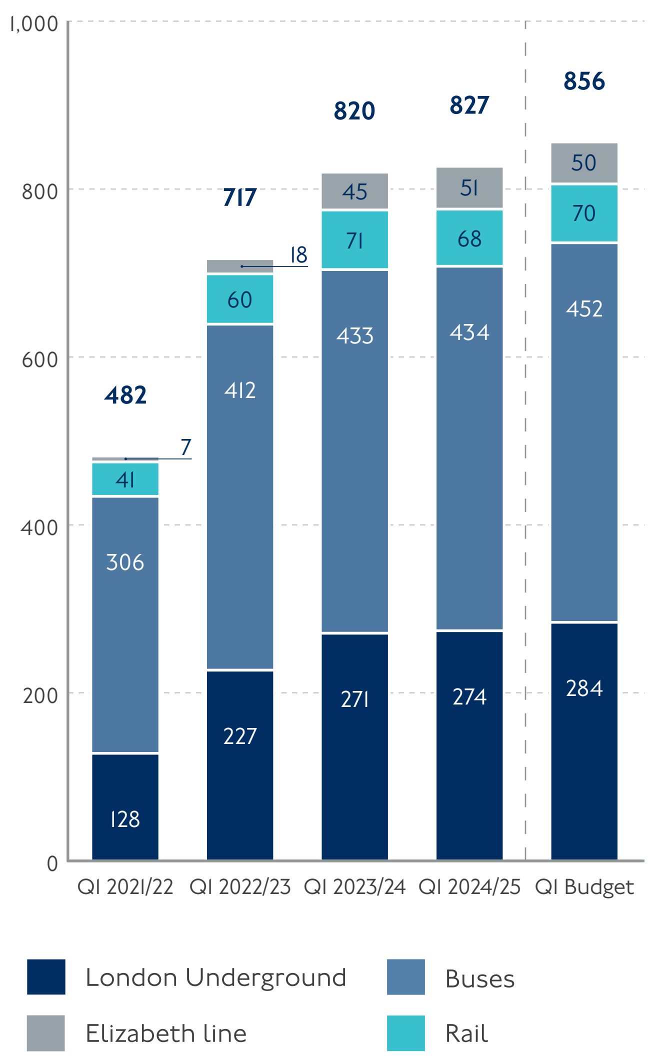
London Trams
4m 2%▲ Budget

Elizabeth line
51m 3%▲ Budget

Quarterly (millions)*



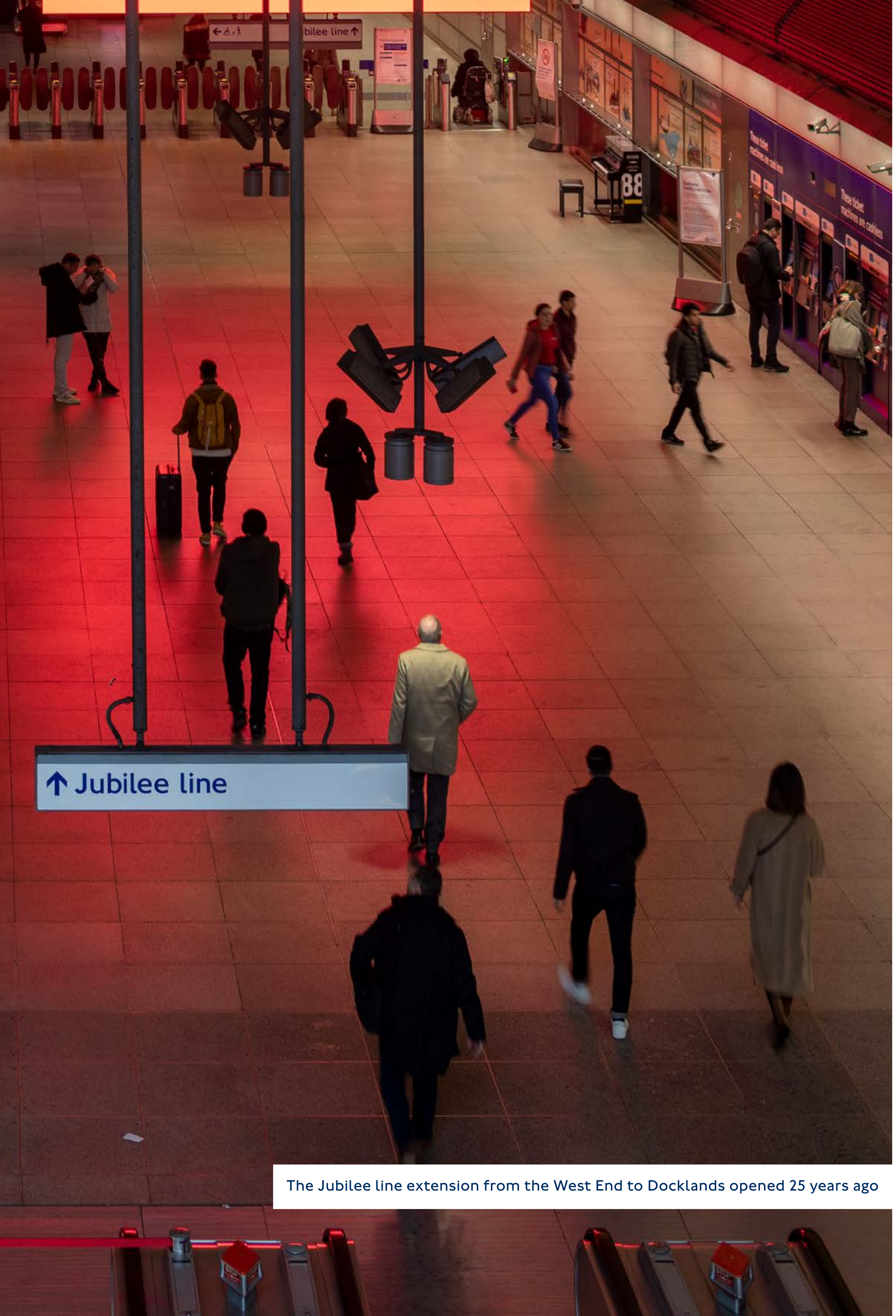
Year to date with Budget (millions)



Passenger journeys across the network continue to grow with 827 million journeys this quarter, compared with 820 million journeys in the same quarter last year. Despite this year-on-year growth, the number of journeys is 29 million below Budget.

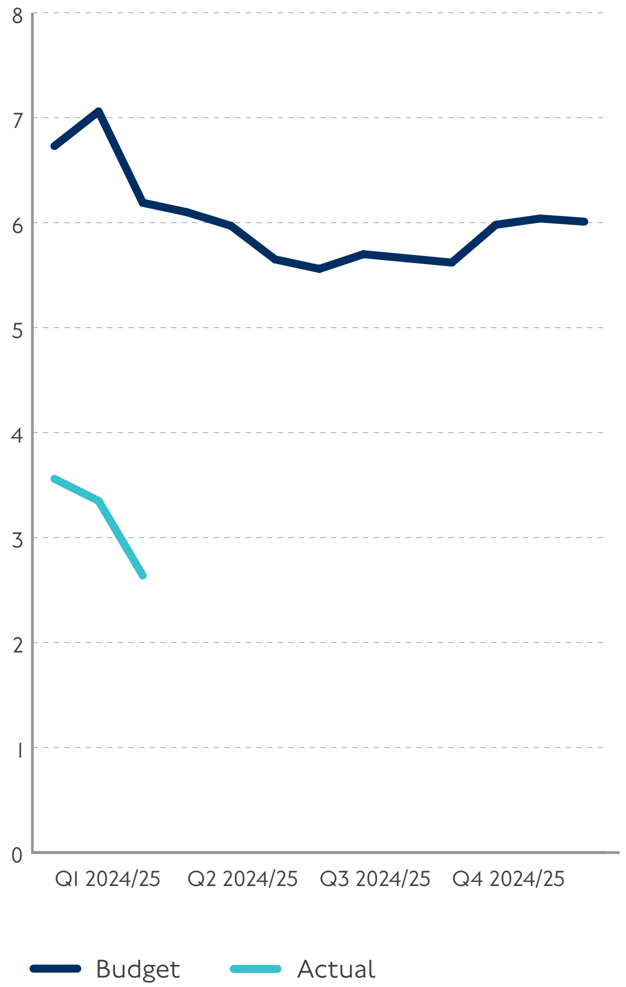
The reduction in demand compared with Budget is across most of the network except for the Elizabeth line and Trams. The Elizabeth line continues to see increases two years after the start of through running of operation.

* Quarter 4 is longer than quarters 1 to 3 (16 weeks vs 12 weeks)

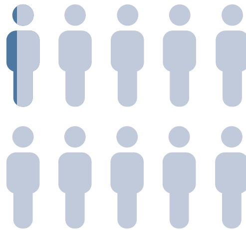


The Jubilee line extension from the West End to Docklands opened 25 years ago

Passenger journeys cumulative year-on-year growth (%)*
(TfL)



TfL demand at the end of Quarter 1 totalled 827 million, 29 million below Budget. However, compared to the same quarter last year, demand has increased by seven million, showing a continuous rise in activity across most areas of the network.



Passenger journeys are up
3%
year on year

* Prior year baseline has been adjusted to reflect seasonal differences across quarters

Underground

TfL celebrates 25 years since the Jubilee line extension connected the West End and London Docklands

Financial summary

Underground (£m)	Q1 2024/25	Q1 Budget	Variance	Q1 2023/24	Variance
Passenger income	585	610	(25)	578	7
Other operating income	6	6	-	7	(1)
Revenue	**591**	**616**	**(25)**	**585**	**6**
Operating cost	(555)	(558)	3	(509)	(46)
Net contribution	**36**	**58**	**(22)**	**76**	**(40)**
Indirect operating cost	(86)	(91)	5	(109)	23
Net Interest cost	(64)	(62)	(2)	(65)	1
Capital renewals	(111)	(107)	(4)	(92)	(19)
Operating deficit	**(225)**	**(202)**	**(23)**	**(190)**	**(35)**
New capital investment	(89)	(103)	14	(97)	8

Passenger income is £25m below Budget, owing to fewer Underground journeys made this quarter. This decrease is largely attributed to the timing of public and other holidays, and National Rail strikes.

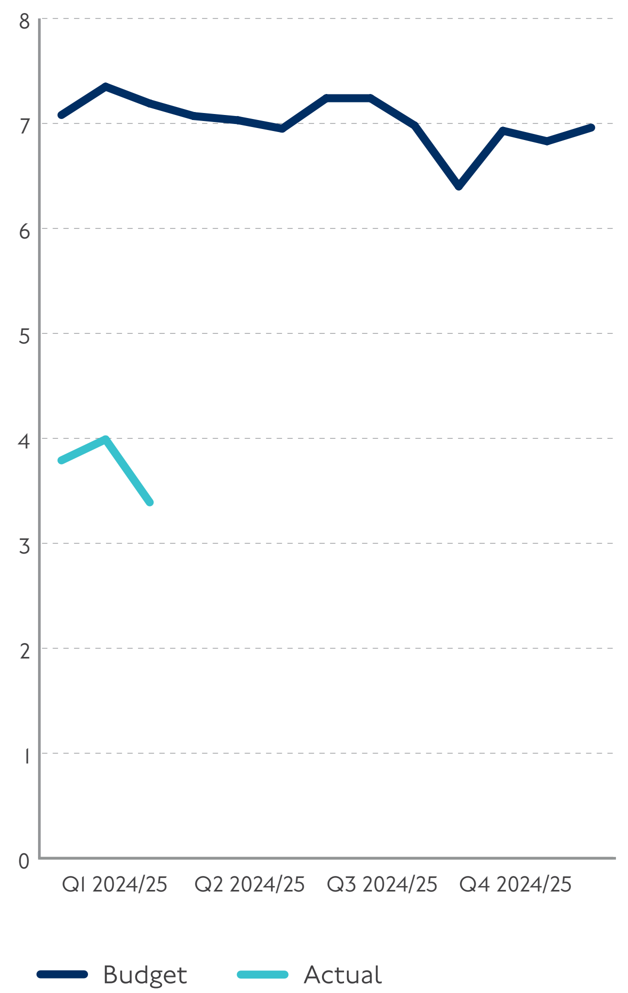
Direct operating costs are broadly in line with Budget, with Central line improvements costs offset by savings.

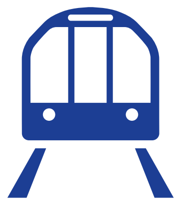
Capital expenditure is £10m lower than Budget. The underspend is owing to delays across the major rolling stock and signalling programme, which is partially offset by the overspend in the renewals delivery programme.

We're launching mini ramps at 17 additional step-free stations and interchange platforms to help customers with reduced mobility travel more easily on the network. This follows the successful roll-out of 47 mini ramps at London Underground stations earlier this year.

Customers can request a mini ramp at the gate line or by pressing the information button at a Help Point. The mini ramps are quick and easy for our customers to use. They are wider and shorter than the boarding ramps, have a yellow line in the middle to help the user guide their mobility aid into position and require no locking in place before customers can board.

Passenger journeys cumulative year-on-year growth (%)*
Underground





Tube journeys are up
3%
year on year

* Prior year baseline has been adjusted to reflect seasonal differences across quarters

Elizabeth line

Funding secured for 10 new Elizabeth line trains

Financial summary

Elizabeth line (£m)	Q1 2024/25	Q1 Budget	Variance	Q1 2023/24	Variance
Passenger income	146	147	(1)	124	22
Other operating income	3	2	1	2	1
Revenue	**149**	**149**	**-**	**126**	**23**
Operating cost	(118)	(118)	-	(96)	(22)
Net contribution	**31**	**31**	**-**	**30**	**1**
Indirect operating cost	(5)	(5)	-	(4)	(1)
Net Interest cost	(20)	(19)	(1)	(20)	-
Capital renewals	(3)	(3)	-	(2)	(1)
Operating surplus	**3**	**4**	**(1)**	**4**	**(1)**
New capital investment	(1)	(1)	-	-	(1)
Crossrail construction costs	(8)	(16)	8	(18)	10
Total capital expenditure	**(9)**	**(17)**	**8**	**(18)**	**9**

Passenger income is in line with Budget and £22m higher than last year. On Friday 24 May, we celebrated the Elizabeth line's second birthday. This transformational service has clocked up more than 350 million customer journeys since it opened.

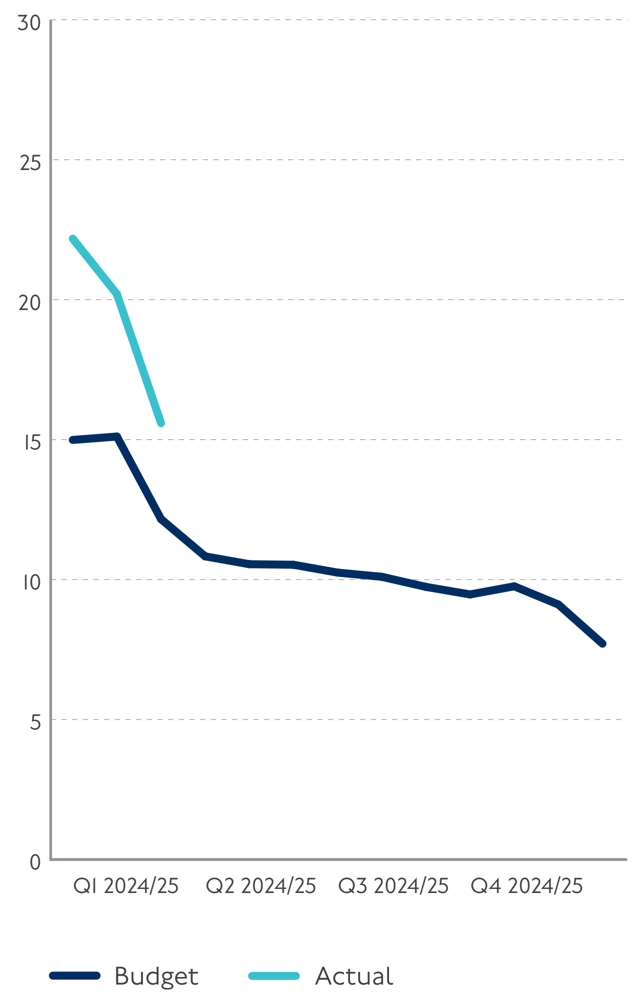
Operating costs are in line with Budget and £22m higher than last year.

We are now investing in new trains for the Elizabeth line, to improve train frequency and capacity. These trains will be funded by the Government and help boost our supply chains.

The current, 70-strong fleet of Alstom-built Aventra Class 345 trains would be insufficient to meet demand later this decade and through the 2030s. This sustained, long-term investment will enable us to serve our future customers and continue to deliver a reliable and accessible service for the capital. The new trains are being assembled at Alstom's facility in Derby, so will be supporting railway industry jobs across the rest of the UK.

Passenger journeys cumulative year-on-year growth (%)*

Elizabeth line



* Prior year baseline has been adjusted to reflect seasonal differences across quarters

Elizabeth line journeys continue to grow, with more than 51 million journeys made this quarter. This represents a 16 per cent increase compared to last year and just over one million higher than Budget. On average, there are 700,000 passenger journeys on the line every weekday.

Elizabeth line journeys are up

16%

year on year

Buses

We are enhancing bus routes and increasing bus lanes

Financial summary

Buses (£m)	Q1 2024/25	Q1 Budget	Variance	Q1 2023/24	Variance
Passenger income	359	370	(11)	347	12
Other operating income	3	3	-	2	1
Revenue	**362**	**373**	**(11)**	**349**	**13**
Operating cost	(548)	(546)	(2)	(506)	(42)
Net contribution	**(186)**	**(173)**	**(13)**	**(157)**	**(29)**
Indirect operating cost	(1)	(1)	-	(2)	1
Capital renewals	(4)	(5)	1	(6)	2
Operating deficit	**(191)**	**(179)**	**(12)**	**(165)**	**(26)**
New capital investment	(1)	-	(1)	-	(1)

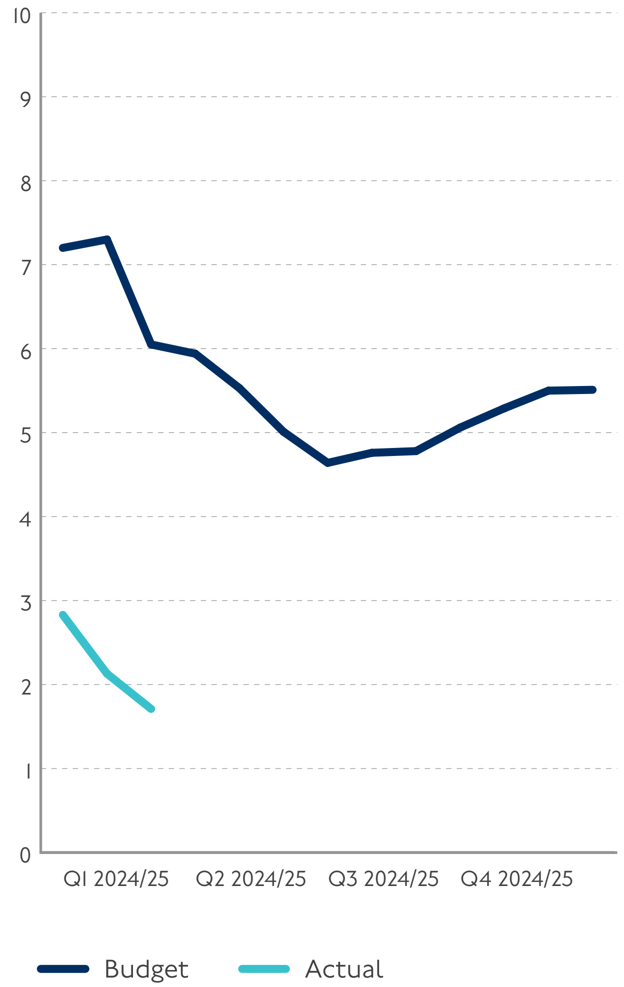
Total revenue is £11m lower than Budget, owing to passenger income, which is lower than expected because of lower than anticipated bus journeys. Passenger income is £12m higher than last year as demand continues to increase, although at a slower rate than previously seen.

Operating costs are broadly in line with Budget but are £42m higher than last year, owing to higher costs in our tendering programme, inflationary increases on contract, and additional expenses related to expanded services.

Work is continuing at pace to deliver our target of 25km of new bus lanes on London's roads by 31 March 2025.

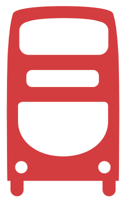
To date, we have delivered 10.9km of new bus lanes on TfL and borough roads against this target. We are working closely with boroughs to ensure we remain on track to deliver the remaining 14.1km by the end of the financial year.

Passenger journeys cumulative year-on-year growth (%)*
Buses



* Prior year baseline has been adjusted to reflect seasonal differences across quarters

Bus ridership is two per cent higher than last year but lower than Budget. Journeys are 434 million in the year to date, 18 million lower than Budget.



Bus journeys are up
2%
year on year

Streets and other operations

TfL launches major new initiative to encourage Londoners to try cycling on Sundays

Financial summary

Streets and other operations (£m)	Q1 2024/25	Q1 Budget	Variance	Q1 2023/24	Variance
Passenger income	2	3	(1)	3	(1)
Other operating income	289	287	2	237	52
Revenue	**291**	**290**	**1**	**240**	**51**
Operating cost	(291)	(285)	(6)	(247)	(44)
Net contribution	**-**	**5**	**(5)**	**(7)**	**7**
Indirect operating cost	(28)	(32)	4	(17)	(11)
Net Interest cost	(6)	(5)	(1)	(6)	-
Capital renewals	(41)	(40)	(1)	(27)	(14)
Operating deficit	**(75)**	**(72)**	**(3)**	**(57)**	**(18)**
New capital investment	(38)	(39)	1	(51)	13

Total revenue is largely in line with Budget. Other operating income is slightly higher than Budget, with higher road-user charging income from the Congestion Charge and Ultra Low Emission Zone (ULEZ), compensating for lower road-enforcement penalty income.

Operating costs are £6m below Budget, but £44m higher than last year. This increase is mainly owing to the expansion of ULEZ, which has increased operating costs, and higher than budgeted bad debt expense, owing to a decrease in payment rates.

We have launched a major new programme of leisure cycle routes and support to encourage Londoners who are new to cycling to explore the capital by cycle on Sundays. TfL Cycle Sundays has been developed in collaboration with leading cycling organisations and aims to offer beginner-friendly journeys for Londoners, and provides people with an easy and sustainable way to maintain their mental and physical wellbeing, and to build up their confidence.

On 6 May 2024, we introduced a new and enhanced timetable on the Woolwich Ferry. Customers now benefit from a two-vessel service every day of the week, in addition to extended operating hours, with services running every 15 minutes from 05:00 to 21:00. These improvements have doubled the frequency of services at the weekend, helping to reduce waiting times and offer better and more reliable connections with the capital's transport network.

Volume analysis

	Q1 2024/25	Q1 Budget	Variance	Q1 2023/24	Variance
Congestion Charge volumes (thousands)	3,524	3,625	(101)	3,854	(330)
Congestion Charge and enforcement income (£m)	78.7	77.1	1.6	78.6	0.1
ULEZ volumes (thousands)	3,733	3,399	334	2,556	1,177
ULEZ charge and enforcement income (£m)	151.4	135.0	16.4	98.6	52.8

Cycling

Quarter 1 saw 2.1 million Santander Cycle Hire journeys made, a two per cent reduction compared to Quarter 1 last year. Poor weather and lower-than-anticipated hires in April were the primary reasons for the reduction. Casual hiring decreased by 13 per cent, while member hiring increased slightly by one per cent compared to the same quarter last year.

Quarter 1 saw the one millionth e-bike hire take place. A total of 157,000 hires were made during the quarter, an eight per cent increase compared to Quarter 1 last year.

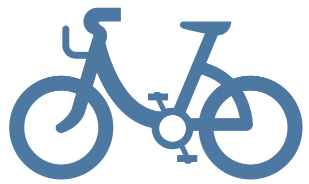
Traffic flow

Traffic flows across London are 0.8 per cent lower than they were last year. However, flows are up by 4.3 index points from the last quarter - 88.7 compared to 84.4 in the previous quarter. This represents an increase of five per cent in total traffic flows.

Fleet of

12,000

cycles of which 600 are e-bikes, based at more than 800 docking stations



Traffic flow (volume) year-on-year change

0.8%▼

Compares traffic flow volumes for the year to date with the corresponding quarters in the previous year

Volume analysis

	Q1 2024/25	Q1 2023/24	Variance
Santander Cycles			
Number of hires (millions)	2.1	2.2	(0.1)
Victoria Coach Station			
Number of coach departures (thousands)	46.2	47.8	(1.6)
London River Services			
Number of passenger journeys (millions)	2.7	2.6	(0.1)
London Dial-a-Ride			
Number of passenger journeys (millions)	120.2	127.7	(7.5)
Taxi and Private Hire			
Number of private hire vehicle drivers	107,608	105,602	2,006
Taxi drivers	17,233	18,090	(857)
IFS Cloud Cable Car			
Number of passenger journeys (thousands)	344.3	401.3	(57.0)

Quarter 1 saw 2.1 million Santander Cycle Hire journeys made

Rail

More accessible journeys for DLR customers as a new pre-booked assistance trial begins

Financial summary

Rail (£m)	Q1 2024/25	Q1 Budget	Variance	Q1 2023/24	Variance
Passenger income	96	100	(4)	97	(1)
Other operating income	3	3	-	2	1
Revenue	**99**	**103**	**(4)**	**99**	**-**
Operating cost	(136)	(133)	(3)	(128)	(8)
Net contribution	**(37)**	**(30)**	**(7)**	**(29)**	**(8)**
Indirect operating cost	(6)	(10)	4	(6)	-
Net Interest cost	(8)	(8)	-	(8)	-
Capital renewals	(23)	(23)	-	(11)	(12)
Operating deficit	**(74)**	**(71)**	**(3)**	**(54)**	**(20)**
New capital investment	(60)	(58)	(2)	(56)	(4)

Passenger income is £4m below Budget, owing to lower-than-expected demand - overall Journeys are 68 million, two million lower than Budget.

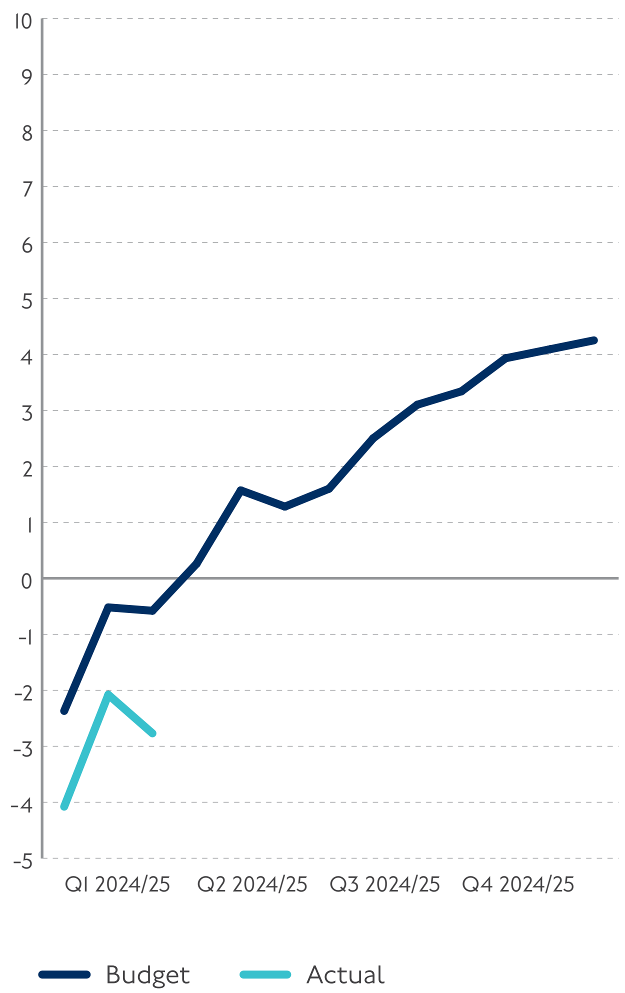
Capital investment is in line with Budget and £16m higher than last year.

Access DLR, a new six-month trial has begun. This allows customers to pre-book assistance when travelling on the DLR. DLR customers will be able to pre-book an available timeslot for assistance with their journeys online or by phone at least two hours before their journey for travel seven days a week.

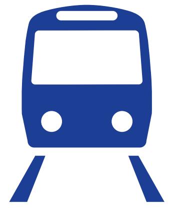
Making London more accessible and inclusive is a priority for TfL. DLR stations have been step-free since it was introduced, but we know this only addresses one element of accessibility. Access DLR, along with the new DLR trains, will make the DLR network more widely accessible to the growing community around east and southeast London. We hope more Londoners will feel comfortable using DLR services with these improvements in place.

Passenger journeys cumulative year-on-year growth (%)*

Rail

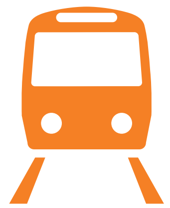


Rail journeys are three per cent lower than last year. Growth on London Overground was offset by fewer journeys on Trams, owing to engineering works from 29 March to 24 April 2024 suspending services east of East Croydon station, along with lower than anticipated demand on the DLR.



Rail journeys are down **3%** year on year

DLR journeys are down **5%** year on year



London Overground journeys are up **1%** year on year

London Trams journeys are down **24%** year on year

* Prior year baseline has been adjusted to reflect seasonal differences across quarters

Places for London

Our property company is creating spaces that will help support London's growth and development

Financial summary

Places for London (£m)	Q1 2024/25	Q1 Budget	Variance	Q1 2023/24	Variance
Other operating income	24	25	(1)	23	1
Operating cost	(16)	(17)	1	(3)	(13)
Net contribution	**8**	**8**	**-**	**20**	**(12)**
Indirect operating cost	(2)	(2)	-	(2)	-
Operating surplus	**6**	**6**	**-**	**18**	**(12)**
New capital investment	(18)	(30)	12	(30)	12
Property receipts	-	20	(20)	8	(8)
Net capital expenditure	**(18)**	**(10)**	**(8)**	**(22)**	**4**

Net contribution in Quarter 1 is in line with the Budget.

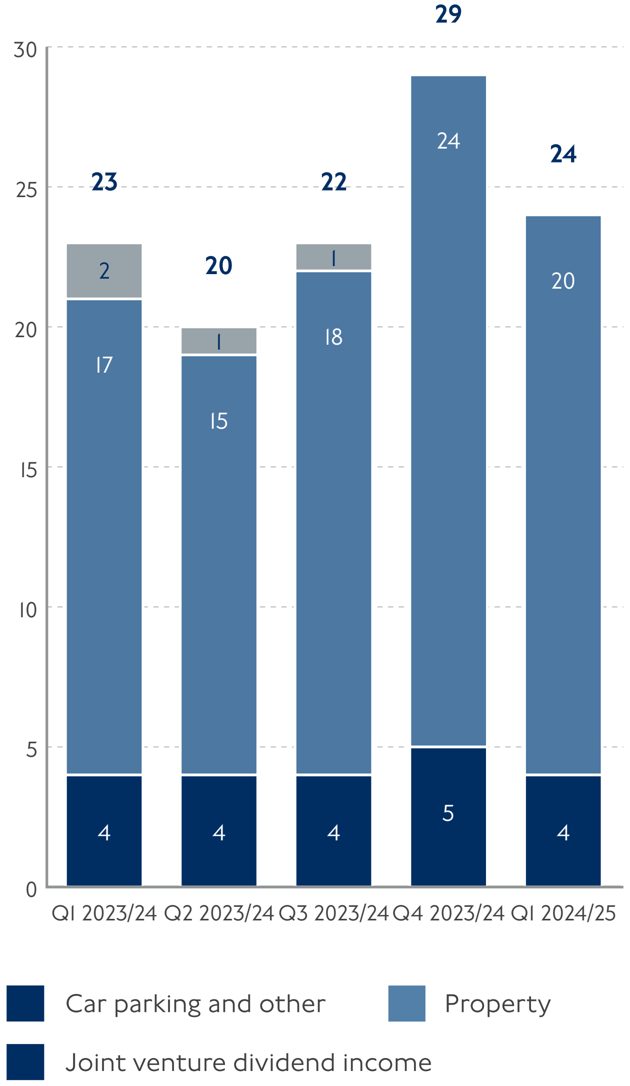
Operating income is £1m lower, owing to the delayed receipt of a joint venture dividend. This is now forecast to be received in the second quarter.

Operating costs are £1m lower than Budget, driven by the delayed start to several projects resulting in costs being rephased to later in the year. Costs are £13m higher than the previous year owing to a one-off settlement dispute with a tenant resulting in a number of years' rent being paid to settle their account to date. This resulted in a reversal of the bad debt provision and therefore reduced operating cost.

New capital investment is £12m lower than Budget, driven by the reprofiling of several projects and joint venture investments to later in the year.

Property receipts are £20m lower than Budget, this relates to two receipts which are now expected in the second quarter.

Other operating income (£m)
Quarterly*



In April, we started delivering 74 affordable homes on land adjacent to Snaresbrook station with our partner Pocket Living. When complete, the homes will be available to first-time buyers who live or work in Redbridge at a 20 per cent discount to the local market. This will open up the prospect of home ownership to many more local people.

Following our acquisition of Buck Street Market in Camden last year, we have appointed BoxPark to operate the space, which is adjacent to Camden Town Tube station. By purchasing Buck Street Market we have diversified our portfolio further and generated a sustainable income while safeguarding our long-term vision to upgrade Camden Town station.

In June, businesses moving into Victoria Arcade began their shop installation. Later this year, the arcade will reopen to the public for the first time since 2020 following a comprehensive refurbishment and restoration of its period features. Places for London has invested around £1.5m in transforming the iconic, grade II-listed retail thoroughfare. Once complete, the arcade will support up to seven businesses in a highly-desirable location adjacent to Victoria's rail and Tube stations, and Victoria Market Halls – another successful business on Places for London's estate.

* Quarter 4 is longer than quarters 1 to 3 (16 weeks vs 12 weeks)

Capital expenditure

TfL completes major work to improve travel through Tolworth

Financial summary

Capital expenditure (£m)	Q1 2024/25	Q1 Budget	Variance	Q1 2023/24	Variance
Piccadilly line upgrade	(59)	(69)	10	(63)	4
DLR rolling stock replacement	(51)	(53)	2	(52)	1
Four Lines Modernisation	(16)	(19)	3	(24)	8
Other	(1)	(2)	1	-	(1)
Major rolling stock and signalling	**(127)**	**(143)**	**16**	**(139)**	**12**
Safe and Healthy Streets	(19)	(20)	1	(23)	4
Environment	(14)	(14)	-	(24)	10
Technology	(11)	(15)	4	(9)	(2)
Rail and station enhancements	(16)	(18)	2	(8)	(8)
Silvertown Tunnel	(2)	(7)	5	(3)	1
Bank station capacity upgrade	-	(2)	2	2	(2)
Other enhancements	(4)	15	(19)	(4)	-
Total new capital investment	**(193)**	**(204)**	**11**	**(208)**	**15**
Renewals	(202)	(195)	(7)	(151)	(51)
Places for London	(18)	(30)	12	(30)	12
Crossrail project	(8)	(16)	8	(18)	10
Total capital expenditure	**(421)**	**(445)**	**24**	**(407)**	**(14)**

Total TfL new capital investment, excluding Crossrail construction and Places for London, was £193m at the end of Quarter 1, £11m lower than Budget.

Key deliverables for each of our main programmes are:

Piccadilly line rolling stock
We remain on track to receive the first new train in September 2024 and to begin system integration testing on the Piccadilly line shortly after its arrival. The first train into passenger service remains on track for late 2025. The revised delivery profile enables 80 per cent of the new Piccadilly line trains to be assembled in the UK at Siemens' manufacturing facility in Goole, Yorkshire (previously 50 per cent).

Good progress continues to be made on the delivery of infrastructure and system enabling works to ensure the existing railway will be ready to support the testing of the new train later this year. We are working with our supply chain partners to drive innovation and identify opportunities to further reduce delivery costs.

Modifications are progressing in the existing depots at Northfields and Cockfosters to provide initial maintenance facilities for the first new trains. The construction of three new stabling and reversing sidings at Northfields is almost complete with final commissioning planned for October 2024. At Cockfosters depot, site preparation and enabling works are underway for the new wheel-lathe facility, and a contract has been awarded for building construction.

The first of two new cab simulators is being commissioned in readiness for the start of train operator training and arrangements are being finalised for installation. Good progress continues to be made on the design and delivery planning for the end-state depot facilities. Early input from the contractors aims to reduce the schedule and cost to complete both depots.

DLR rolling stock and systems integration
Manufacture of the new rolling stock in Spain is on schedule, with 34 of the 54 trains completed. We encountered some challenges during integration testing works towards the end of 2023, which has had an impact on when the first train can enter service. Testing has now resumed and we expect the new trains to start entering passenger service later in 2024/25.

Following Buckingham Group, the principal contractor for the Beckton depot northern sidings contract, entering administration, we have made alternative arrangements with Morgan Sindall, our southern sidings contractor, to ensure completion of these works. We anticipate bringing the southern sidings into service shortly after the northern sidings later this year.

Construction has started on a second entrance at Blackwall station, with piling works now complete. Power resilience works have been completed on three of four routes on the DLR network.

Silvertown Tunnel

At Silvertown, backfilling of the cut and cover areas has been completed and landscaping has begun. At Greenwich, following completion of waterproofing of the tunnel domes, similar backfilling has also been carried out. The installation of mechanical, electrical and power systems continues within the tunnels. Cable pulling is progressing well and approximately 75km of electrical cable has been fitted over the course of Quarter 1.

The last quarter has seen several more productive weekend closures of the Blackwall Tunnel to enable implementation of the road layout for the new Silvertown Tunnel on the A102 road approach. The last gantry was installed in May and drainage works continue along with road resurfacing. Safety barrier installation has also begun. Fit-out works are progressing at both portal buildings, with the scaffolding taken down and final exterior finishes being installed.

Planning for the Silvertown Tunnel bus network continues. This is to support the planned increase in the number of buses able to cross the river in this area from five to 21 buses an hour in each direction in the busiest times between 07:00 to 19:00, Monday to Friday. This marks a step change in bus accessibility in London east of Tower Bridge. All the buses in the Silvertown Tunnel bus network will be zero emission at the tailpipe.

Four Lines Modernisation

The new automated signalling system is in place at 62 stations, including the whole of the Circle and Hammersmith & City lines, as well as the east end of the District line. The remaining areas to go live include the Metropolitan line north of Finchley Road and small sections of the west end of the District line, from Barons Court to Stamford Brook and Fulham Broadway to East Putney.

The programme is now focused on the development, implementation and testing of the signalling software to enable the go live of the new system in the remaining signalling migration areas. Metropolitan line areas are the most technically complex and present significant challenges associated with the integration of the new system with the Jubilee line and also Neasden depot train control software, the management of manually driven Chiltern trains and integration with the Piccadilly line.

We have continued to make progress in developing and testing the new signalling software in the next two areas to go live - Finchley Road to Preston Road and in the Harrow area. This has enabled a better understanding of the challenges of these complex areas and the schedule to complete the works.

Preparations for the introduction of a new timetable in early 2025 are continuing. This will improve average journey times between Stepney Green and Upminster by five to 10 per cent. This builds on previous journey time improvements the programme has already delivered.

Making London more accessible and inclusive is a priority for TfL

Headcount

Our people provide a vital service for London

Full-time equivalents, including non-permanent labour

	31 March 2024 Actual	Year-to-date net (leavers)/joiners	22 June 2024 Actual
Underground	16,146	118	16,264
Elizabeth line	385	8	393
Buses	327	17	344
Streets and other operations	2,558	31	2,589
Rail	235	5	240
Capital directorate	3,036	(7)	3,029
Professional services*	4,742	(32)	4,710
TfL total	**27,429**	**140**	**27,569**
Places for London	276	-	276
LTM	247	(5)	242
Crossrail	56	(3)	53
Total	**28,008**	**132**	**28,140**

Total headcount levels have increased by 132 since the start of the year as the number of people leaving TfL has been lower than expected.

* Professional services comprises functions within TfL including Legal, Finance, Human Resources, Ticketing, Procurement and Customers, Communication and Technology, where services are provided on a shared basis across all TfL divisions

Non-permanent labour

Agency staff and non-permanent labour have increased by more than 400 since the end of 2019/20 but remain significantly lower than 2015/16 levels. Non-permanent labour offers flexibility, particularly through times of change and temporary peaks in demand.

Reduction since December 2015

Date	Number of non-permanent labour	Weekly cost (£)	Reduction in non-permanent labour since December 2015	Weekly saving (£)
15 December 2015	3,092	5,249,002		
31 March 2022	1,422	1,995,652	1,670	3,253,350
31 March 2023	1,833	3,006,721	1,259	2,242,281
31 March 2024	1,890	3,370,446	1,202	1,878,556
22 June 2024	1,809	3,302,689	1,283	1,946,314

Non-permanent labour by length of service

Length of service	31 March 2024 Actual	Year-to-date net (leavers)/joiners	22 June 2024 Actual
0-6 months	393	(62)	331
6-12 months	308	9	317
1-2 years	449	(66)	383
2-3 years	313	(9)	304
3-5 years	233	29	262
5+ years	194	18	212
Total	**1,890**	**(81)**	**1,809**

We still have a large number of non-permanent contractors who have been working at TfL for more than two years. Many of these are working on large construction projects, but we continue to seek to reduce reliance on these resources to the extent that this is possible.

Appendix

Comprehensive Income and Expenditure (CI&E) statement

	Q1 2024/25 Year to date Actual		
TfL Group (£m)	**Gross income**	**Gross expenditure**	**Net income/ (expenditure)**
Operating segment			
Underground	591	(641)	(50)
Elizabeth line	149	(123)	26
Buses	362	(549)	(187)
Streets and other operations	291	(319)	(28)
Rail	99	(142)	(43)
Corporate overhead	64	(65)	(1)
Net operating deficit before interest and renewals	**1,556**	**(1,839)**	**(283)**
Central items not reported on a segmental basis			(268)
Net cost of services			**(551)**
Financing and investment income			20
Financing and investment expenditure			(162)
Grant income			622
Deficit on the provision of services			**(71)**
Taxation income			-
Group deficit after tax			**(71)**
Movement in fair value of derivative financial instruments			-
Total comprehensive income and expenditure			**(71)**

Detailed reconciliation of the operating deficit per the management accounts to the CI&E statement

TfL Group (£m)	**Q1 2024/25 Year to date Actual**	
Operating deficit		**(12)**
Adjustments between management and statutory reports:		
Add amounts included in the CI&E statement not reported in the management accounts income statement		
Places for London	8	
Depreciation and amortisation	(374)	
Interest payable on lease and PFI liabilities	(30)	
Contingent rentals on PFI liabilities	(4)	
Amounts capitalised into qualifying assets	6	
Capital grant income	207	
Other net operating expenditure	(1)	
		(188)
Less amounts included in the Operating Account but excluded from the management accounts income statement		
Cash payments under PFI and lease arrangements	82	
Capital renewals	202	
		284
Amounts subject to differing account treatment between the management accounts and the CI&E statement		
Specific grant income	(155)	
		(155)
Group deficit after tax per the CI&E statement		**(71)**

Performance against the GLA Budget

In March 2024, the Finance Committee approved the 2024/25 TfL Budget, under authority delegated by the Board and supersedes its submission into the GLA Budget process. It offers the latest trends and information in more detail. The following tables set out the main differences against the Mayor's Budget approved by the London Assembly on 22 February 2024.

GLA objective analysis

	Q1 2024/25 year to date			Full year 2024/25		
TfL Group (£m)	**Actual**	**GLA Budget**	**Variance**	**TfL Budget**	**GLA Budget**	**Variance**
Income						
Passenger income	(1,191.8)	(1,285.1)	93.3	(5,530.0)	(5,519.1)	(10.9)
Congestion Charge, LEZ and ULEZ income	(236.8)	(263.2)	26.4	(850.3)	(988.0)	137.7
Other income	(136.3)	(137.1)	0.8	(694.4)	(602.1)	(92.3)
Third-party contributions	(14.8)	(7.5)	(7.3)	(34.0)	(35.6)	1.6
Sub-total income	**(1,579.7)**	**(1,692.9)**	**113.2**	**(7,108.7)**	**(7,144.8)**	**36.1**
Operating costs						
London Underground	447.6	428.7	18.9	1,934.9	1,746.4	188.5
Bus, roads, compliance and policing	757.0	760.9	(3.9)	3,337.1	3,369.4	(32.3)
Contracted rail and sponsored services	154.2	145.8	8.4	654.4	647.1	7.3
Elizabeth line	118.0	121.0	(3.0)	576.4	586.6	(10.2)
Congestion Charge, LEZ and ULEZ income	157.4	147.2	10.2	487.1	575.8	(88.7)
Other	220.4	241.8	(21.4)	1,165.8	1,238.4	(72.6)
Sub-total operating costs	**1,854.6**	**1,845.4**	**9.2**	**8,155.7**	**8,163.7**	**(8.0)**
Net operating income and expenditure	**274.9**	**152.5**	**122.4**	**1,047.0**	**1,018.9**	**28.1**
Other						
Debt servicing	97.2	95.4	1.8	430.4	432.7	(2.3)
Revenue resources used to support capital investment	11.7	136.0	(124.3)	1,082.9	1,046.0	36.9
Net service income and expenditure	**383.8**	**383.9**	**(0.1)**	**2,560.3**	**2,497.6**	**62.7**

	Q1 2024/25 year to date			Full year 2024/25		
TfL Group (£m)	**Actual**	**GLA Budget**	**Variance**	**TfL Budget**	**GLA Budget**	**Variance**
Transfer to/(from) reserves	186.2	183.7	2.5	(100.8)	(57.2)	(43.6)
Financing requirement	**570.0**	**567.6**	**2.4**	**2,459.5**	**2,440.4**	**19.1**
Specific grants	0.1	-	0.1	8.4	8.4	-
GLA funding from Group reserves	20.4	18.0	2.4	37.1	18.0	19.1
Retained business rates	500.7	500.7	-	2,169.9	2,169.9	-
Council tax requirement	**48.8**	**48.9**	**(0.1)**	**244.1**	**244.1**	**-**

Capital account

	Q1 2024/25 year to date			Full year 2024/25		
TfL Group (£m)	**Actual**	**GLA Budget**	**Variance**	**TfL Budget**	**GLA Budget**	**Variance**
Crossrail	7.5	14.8	(7.3)	39.3	42.9	(3.6)
TfL new capital investment	193.1	326.6	(133.5)	1,025.7	1,314.4	(288.7)
Places for London	17.8	23.3	(5.5)	145.1	166.9	(21.8)
Renewals	201.7	186.6	15.1	795.6	761.0	34.6
Total capital expenditure	**420.1**	**551.3**	**(131.2)**	**2,005.7**	**2,285.2**	**(279.5)**
Financed by						
Capital receipts	-	14.0	(14.0)	219.8	148.2	71.6
Capital grants and third-party contributions	32.7	24.1	8.6	84.2	87.7	(3.5)
Borrowing	302.0	250.2	51.8	473.0	514.2	(41.2)
Crossrail funding sources	7.0	15.0	(8.0)	40.5	46.0	(5.5)
Revenue contributions	78.4	248.0	(169.6)	1,188.2	1,489.1	(300.9)
Total funding	**420.1**	**551.3**	**(131.2)**	**2,005.7**	**2,285.2**	**(279.5)**

GLA subjective analysis

TfL Group (£m)	Q1 2024/25 year to date Actual	Q1 2024/25 year to date GLA Budget	Q1 2024/25 year to date Variance	Full year 2024/25 TfL Budget	Full year 2024/25 GLA Budget	Full year 2024/25 Variance
Passenger income	(1,191.8)	(1,285.1)	93.3	(5,530.0)	(5,519.1)	(10.9)
Congestion Charge, LEZ and ULEZ income	(236.8)	(263.2)	26.4	(850.3)	(988.0)	137.7
Advertising income	(30.5)	(28.7)	(1.8)	(138.4)	(135.6)	(2.8)
Property income	(22.9)	(20.5)	(2.4)	(94.0)	(90.3)	(3.7)
Other income	(97.7)	(95.4)	(2.3)	(496.1)	(411.8)	(84.3)
Total income	**(1,579.7)**	**(1,692.9)**	**113.2**	**(7,108.8)**	**(7,144.8)**	**36.0**
Employee expenses	575.5	569.1	6.4	2,587.7	2,559.0	28.7
Property, utilities, cleaning and security	132.0	142.4	(10.4)	576.0	613.5	(37.5)
Bus contract payments	522.1	524.5	(2.4)	2,303.4	2,324.9	(21.5)
Other contracted services costs	202.9	197.7	5.2	886.0	855.9	30.1
Traction current	72.2	71.8	0.4	318.4	320.2	(1.8)
Maintenance	130.8	124.0	6.8	626.7	574.9	51.8
Legal and professional fees	26.6	28.9	(2.3)	126.2	125.2	1.0
Technology costs	47.5	43.8	3.7	187.3	187.5	(0.2)
Bad-debt provisioning	125.8	130.1	(4.3)	387.3	469.5	(82.2)
Investment programme	36.8	28.4	8.4	152.8	148.2	4.6
Staff recharges	(104.5)	(105.7)	1.2	(486.9)	(462.3)	(24.6)
Other operating costs	86.9	90.4	(3.5)	490.9	447.2	43.7
Total operating costs	**1,854.6**	**1,845.4**	**9.2**	**8,155.8**	**8,163.7**	**(7.9)**

TfL Group (£m)	Q1 2024/25 year to date Actual	Q1 2024/25 year to date GLA Budget	Q1 2024/25 year to date Variance	Full year 2024/25 TfL Budget	Full year 2024/25 GLA Budget	Full year 2024/25 Variance
Debt servicing	97.2	95.4	1.8	430.4	432.7	(2.3)
Revenue resources used to support capital investment	11.7	136.0	(124.3)	1,082.9	1,046.0	36.9
Total gross expenditure	**1,963.5**	**2,076.8**	**(113.3)**	**9,669.1**	**9,642.4**	**26.7**
Net service income and expenditure	**383.8**	**383.9**	**(0.1)**	**2,560.3**	**2,497.6**	**62.7**
Transfer to/(from) reserves	186.2	183.7	2.5	(100.8)	(57.2)	(43.6)
Financing requirement	**570.0**	**567.6**	**2.4**	**2,459.5**	**2,440.4**	**19.1**
Specific grants	0.1	-	0.1	8.4	8.4	-
GLA contribution	20.4	18.0	2.4	37.1	18.0	19.1
Retained business rates	500.7	500.7	-	2,169.9	2,169.9	-
Council tax requirement	**48.8**	**48.9**	**(0.1)**	**244.1**	**244.1**	**-**

About us

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport. We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners' and helping to create a safer, fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made by walking, cycling or using public transport by 2041. To make this a reality, we prioritise safety, sustainability, health and the quality of people's experience in everything we do.

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the IFS Cloud Cable Car.

We manage the city's red route strategic roads and are responsible for the maintenance, management and operation of more than 6,000 sets of traffic lights across the capital. The London boroughs are responsible for all the remaining roads within their boundaries. The experience, reliability and accessibility of our services are fundamental to Londoners' quality of life. Safety remains our number one priority and we continue to work tirelessly to improve safety across the network for both colleagues and customers.

Our vision is to be a strong, green heartbeat for London. We are investing in green infrastructure, improving walking and cycling, reducing carbon emissions, and making the city's air cleaner. The Ultra Low Emission Zone, and fleets of increasingly environmentally friendly and zero-emission buses, are helping to tackle London's toxic air. We are also improving public transport options, particularly in outer London, to ensure that more people can choose public transport or active travel over using their vehicles.

That is why we are introducing the outer London Superloop bus network, providing express bus routes circling the entire capital, connecting outer London town centres, railway stations, hospitals and transport hubs.

We have constructed many of London's most significant infrastructure projects in recent years, using transport to unlock economic growth and improve connectivity. This includes major projects like the extension of the Northern line to Battersea Power Station and Nine Elms in south London, as well as the completion of the London Overground extension to Barking Riverside and the Bank station upgrade.

The Elizabeth line, which opened in 2022, has quickly become one of the country's most popular railways, adding 10 per cent to central London's rail capacity and supporting new jobs, homes and economic growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means using information, data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible and safe to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day. None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. By working together, we are creating brighter journeys and a better city.

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