

Photocard Schemes – Key Statistics

This data is for the financial year 2019/20 and will be updated annually.

Applications are usually rejected because a customer has applied who is not eligible for the scheme. As more applications are made online, this will become less of an issue, as seen with the 60+ scheme. Where applications are rejected because the payment failed or the photo was rejected, these will be counted as rejections but the application will be progressed once these issues have been resolved.

Adult Oyster Photocard Schemes

60+ London Oyster photocard scheme

A 60+ London Oyster photocard allows Londoner's to travel free on public transport in London from the age of 60 until they qualify for a Freedom Pass. For more information on this photocard scheme, see www.tfl.gov.uk/60pluslondon

Financial Year	Applications Received	Cards despatched	Reissues
2019/20	79,642	114,284	34,619

18+ Student Oyster photocard scheme

An 18+ Student Oyster photocard gives holders a 30% discount on adult Travelcards and Bus & Tram Pass season tickets. For more information, see www.tfl.gov.uk/18plus

Financial Year	Applications Received	Cards despatched (included lost/stolen/damaged)	Lost/stolen/damaged replacement cards
2019/20	151,315	195,897	32,478

Note: Number of applications rejected includes application which were later accepted. Those that were rejected for payment or photo issues can be resolved and the application be successful later.

Apprentice Oyster photocard scheme

An Apprentice Oyster photocard gives holders a 30% discount on adult Travelcards and Bus & Tram Pass season tickets. For more information, see www.tfl.gov.uk/apprenticeoyster

Financial Year	Applications Received	Cards despatched (included lost/stolen/damaged)	Lost/stolen/damaged replacement cards
2019/20	5,859	6,778	979

Veteran's Oyster photocard scheme

A Veteran's Oyster photocard allows free travel for eligible war veterans. For more information, see www.tfl.gov.uk/veterans

Financial Year	Applications Received	Cards despatched
2019/20	765	963

Zip Oyster Photocard Schemes

16+ Oyster Photocard Scheme

A 16+ Oyster Photocard allows the holder to travel for free on buses and trams in London (T&Cs apply) and at a reduced rate on Tube, DLR, London Overground and most National Rail services in London. For more information, see www.tfl.gov.uk/16plus

Financial Year	Applications Received	Cards despatched	Lost/stolen/damaged replacement cards
2019/20	82,289	124,350	60,447

Under 16 Zip Oyster Photocard Schemes

These are the 5 -10 and 11 - 15 Zip Oyster photocard schemes, both of which gives free travel on Tube, DLR, London Overground and TfL Rail For more information see www.tfl.gov.uk/zip

Financial Year	Applications Received incl incomplete online applications)	Cards despatched	Lost/stolen/damaged replacement cards
2019/20	131,112	165,216	197,961