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18 December 2015

Dear *Michael*,

## **Consideration of Petition PE1549**

Thank you for your letter of 10 December.

The further information you have requested about our Veterans Oyster photocard scheme is as follows.

### Policy objectives

The introduction of the Veterans Oyster photocard fulfilled a commitment made by the Mayor in his 2008 election manifesto. He wanted to support the Armed Forces and he thought the provision of free travel on our services would make a real difference to those who have served our country. He wished to show solidarity with those who served the UK and who have suffered as a result, including those who have lost spouses or parents.

The initiative also addressed concerns that veterans were not entitled to existing travel concession even though they may face issues such as serious injury, mental illness and unemployment. An eligible individual of any age would be able to apply for the Veterans scheme, while the Freedom Pass and 60+ Oyster photocard have age limits.

### Financial modelling and scheme costs after implementation

In view of the small numbers of people involved and the limited impact this would have on demand for our services, we did not undertake any detailed financial modelling for the scheme. While we incur costs for the smartcards and photocards, administering the scheme and managing customer queries, etc, they have not increased since implementation. There is the cost of free travel, but not all of the photocard holders live in London or travel on our network every day.

### Non-London residents

Offering the concession to eligible UK veterans, regardless of whether they are London residents or visitors, was the right step to take in recognition of their service to the country.

### Legal challenges

As mentioned previously, we have not received any legal challenges to this policy.

I hope the above is helpful, but please let me know if you have any further questions.

Yours sincerely

**Mike Brown MVO**