

Jacqui Russell
Head of Consumer Policy



Managing Directors
Train Operating Companies

April 2022

Dear colleague,

Passenger information licence condition

I am writing to confirm that, from **30 April 2022**, we are supporting train operators in adopting the new Customer Information Pledges to satisfy the requirement of the passenger information licence condition to publish a code of practice.

In November 2019, we wrote to the Rail Delivery Group (RDG) to ask that the industry publish a Passenger Information Improvement Plan. In its June 2020 reply, RDG set out what has now become the “Smarter Information, Smarter Journeys” programme. Its commitments under this programme included updating its code of practice (ACOP014 dated October 2016) that we currently accept as meeting the requirement of the passenger information licence condition.

Through the “Smarter Information, Smarter Journeys” programme the industry has worked together to develop the [Customer Information Pledges](#). When RDG launched them in December 2020 it proposed that train operators adopt them as their code of practice for the delivery of passenger information. We consider that the Pledges are good practice and we support train operators in adopting them to satisfy the requirement to publish a code of practice under the licence.

We note the industry’s intention that the Customer Information Pledges should:

- demonstrate that operators care by putting customers’ needs first;
- commit to a set of guiding principles that will bring real consistency to the information provided to customers when they choose to travel by train;
- allow for enough flexibility across the network to ensure that train operators meet all customers’ needs, which might be slightly different locally, whilst still maintaining consistency across the industry; and,
- bring together good practice from across the railway - and other industries - to support customers during disruption and get them where they need to be as quickly as possible.



We have updated our regulatory guidance to recognise the development of the Pledges and we will monitor compliance with the licence condition, and so the Pledges, on an ongoing basis. To inform our compliance monitoring, we expect each train operator to complete and submit a compliance reporting template by 30 April 2022. For 2022, the compliance reporting template follows the form developed by RDG under the Smarter Information, Smarter Journeys programme. I am attaching a copy of our updated regulatory guidance and the compliance reporting template to this letter.

Confirmation that you will be adopting the Pledges to satisfy the requirement of the passenger information licence condition to publish a code of practice, and a completed compliance reporting template, should be submitted to passengerinformation@orr.gov.uk by 30 April 2022. If you have any queries please contact me or Nick Layt.

I have copied this letter to members of the RDG Customer Information Group.

Yours sincerely

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