

Jacqui Russell
Head of Consumer Policy



John Till
Chair
Customer Information Group

27 July 2026

Dear John,

Annual Customer Information Pledges review

I am writing to confirm that we expect the Customer Information Pledges to be reviewed by 31 March 2027.

Under the passenger information licence condition, passenger train operators are required to publish a code of practice and then follow it. We agreed that this code would be the Customer Information Pledges, developed under the industry's Smarter Information, Smarter Journeys programme and now managed by the RDG Customer Information Group. We expect the Pledges to be reviewed annually.

While reviews have taken place in previous years, there has been no review for 2026/27. A recent Transport Focus [report](#) made recommendations across the whole area of customer experience, and these are being addressed in an industry response which may result in proposed amendments to the Pledges. Because of this we accept that it would not be efficient to review the pledges at present as further changes may be required.

However, regular review is still important, to ensure the pledges remain relevant. We expect to see the next review to be completed, with changes in place, by **31 March 2027**. Once agreed, we will then carry out the usual exercise of asking individual operators to complete the RDG spreadsheet to indicate their compliance with each of the pledges.

Yours sincerely

Jacqui Russell

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