



REFORM

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European Union
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Development Fund

Citizens' Rail project experience on citizens' involvement

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Parkstad Limburg

2 March 2017 | Kick of meeting in Thessaloniki

EU project Citizens' Rail



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[Our train](#) [Our station](#) [Our citizens](#)

From 2012 to 2015, we worked with communities to develop local and regional railways in the UK, France, Germany and the Netherlands.



About the project
Find out about the Citizens' Rail approach, our partners and the project locations where we worked.
[More](#)



Our impact
From reviving struggling lines to transforming stations and engaging passengers, read about our impact.
[More](#)



Our toolkit
Explore free case studies, inspiration and advice to help you to involve local people and businesses in their railway.
[More](#)



Our community
Join our growing online community of rail professionals and volunteers to discuss ideas and projects.
[More](#)

Project locations [\(map\)](#)

Aachen (DE)



Devon (UK)



Lancashire (UK)



Parkstad Limburg (NL)



Pays De La Loire (FR)



Themes

Community Stations

Including new & refurbished buildings



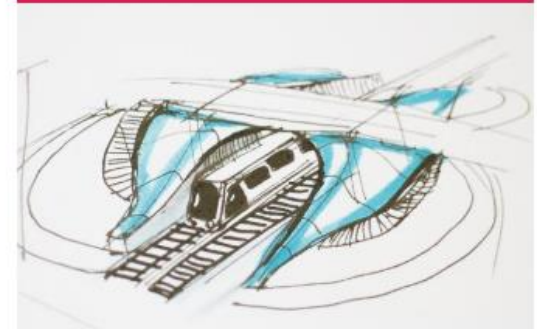
Community engagement

Events, volunteering and outreach



Station improvements

Shaped by the local community



Best practice and sharing

Workshops, evaluation, network



Improvements to lines

More trains and better stations



Information campaigns

Encouraging people to take the train



Community Stations

Locally owned Community Stations were developed as part of Citizens' Rail – in Burnley (UK) and Pays de la Loire (France).

The Burnley project saw the construction of a brand new community-focused station building, owned by Burnley Council, which includes a booking and information office, a 'coffee cart' as well as providing a base for the East Lancashire Community Rail Partnership.

Meanwhile in France, seven disused rural station buildings were consulted on with the local community to explore potential uses for the buildings.

You can read more about [creating Community Stations](#) in our toolkit.

Burnley Manchester Rd

New station building



Read more

Loire rural stations

Exploring new uses



Read more

Community engagement



Social outreach to get more people involved

Citizens' Rail engaged at grassroots level with young people, families, students, older people and businesses for better rail and social cohesion.

Some of our partners were already very experienced at community engagement, whereas for others it was a newer approach. We learned from each other to help people overcome barriers to rail travel – from a lack of awareness about services through to a lack of confidence about how to buy tickets and find timetables.

Find out more about [involving people](#) in the dedicated chapter of our toolkit.

What's happening?

Community
ambassadors



School
involvement

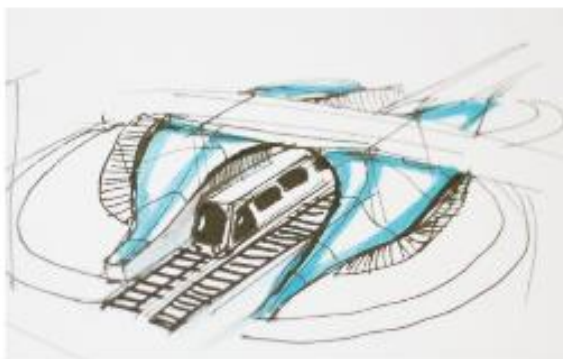


Volunteering
opportunities



Community forums





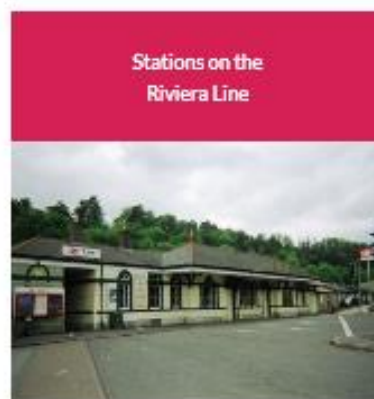
Creating better stations in partnership with the community

From improving access and shelters to making stations brighter and more welcoming, Citizens' Rail made a big impact in partnership with local communities. Young people were particularly strongly involved.

For example, the concept for the revamp of Penhoët station was designed by students from [Nantes Design School](#), and students from each of the Citizens' Rail partner countries collaborated at a pair of two-day [masterclasses](#) to develop rail marketing plans as well as striking visions for improvements at Ellendorf and Nuth stations.

Find out more about how to [improve stations](#) while working alongside the local community in our toolkit.

Improvements were made at:



Improvement action plans were created for:





Learning from each other and sharing what works

A big part of the Citizens' Rail was about developing and sharing best practice. Our partners were keen to share methods that have proved successful and lessons that have been learned, so that other practitioners can adapt our approaches and apply them in their own local area.

Explore the resources produced as part of the project below...

Resources we produced

Toolkit



We developed a toolkit (available in [English](#), [French](#) and [German](#)) to provide inspiration, advice and guidance on how to implement community rail projects.

Evaluation



As part of the toolkit, RWTH Aachen University and the University of Central Lancashire produced an [in-depth guide](#) to evaluating community rail projects.

Network



To enable collaboration and learning to continue beyond the duration of the Citizens' Rail project, we created the [Community Rail Cafe](#), our growing online network. Perhaps you would like to join?

Workshops



We held a programme of Citizens' Rail workshops to develop thinking and share best practice around key themes of the project.

Conference



Our final conference was held in October 2015 - [watch the video](#) and see the slides from our expert speakers. An attendee from SusTrans described it as "the best conference I've ever attended".

Student masterclasses



Improvements to lines



More trains, improved stations and marketing campaigns

We improved three lines through measures including additional services, local marketing and publicity campaigns, small-scale station improvements and community involvement. The latter included social outreach, community forums and encouraging volunteers and station "Friends Of" groups.

Through these methods we will demonstrate that the use of local and regional railways can be greatly increased without the need for large scale investment (find out more in our [interactive poster](#) of our results).

Which lines were improved?

Riviera Line
(UK)



Burnley to Manchester
(UK)



La Roche-sur-Yon Line
(France)



ICT in Citizens' Rail: Web based questionnaires

Passenger research

Understand the views of those who already take the train.

Use questionnaires, face-to-face surveys or focus groups.

Use the results to plan improvements and marketing campaigns.

[Read more](#)

Non-rail-user research

Find out how people travel, and their views about rail.

Use questionnaires, face-to-face surveys or focus groups.

Use the results to plan improvements and marketing campaigns.

[Read more](#)

Evaluation of stakeholder participation

Are you involving the right stakeholders in the right ways?

Learn how to assess your current practices.


Learn about new participations methods to try.

[Read more](#)

ICT in Citizens' Rail: Web forum

COMMUNITY RAIL CAFE

Home
Forum
Blog posts
Groups
Members
About



Involvement in community rail or want to get started? [Sign up](#) (it's free) to share what you're doing, get advice and make new contacts.

GET STARTED

SIGN UP


SIGN IN

ABOUT THE SITE


The Community Rail Cafe is for everyone interested in "community rail", including volunteers, Community Rail Partnerships, train operating companies, local and national government and other agencies.

The community is

WHAT'S NEW




Celia Minougan Exeter St Thomas Station Eco Garden is blooming! Lots of Spring shoots on the sedum and the wildflower meadow. Visited today with Gary from the installer Landmark Living Roofs <http://bit.ly/2kSEf7k>




8 februari

[Nik Schofield](#) likes this.




Mike Parker-Bray Just launched this year's 'Take your teddy on the


SUPPORTED BY



New life for local lines



Our train Our station Our business



This project has received European Regional Development funding through REFORM IVS

NEWEST MEMBERS

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Thank you!

Questions welcome



Project smedia