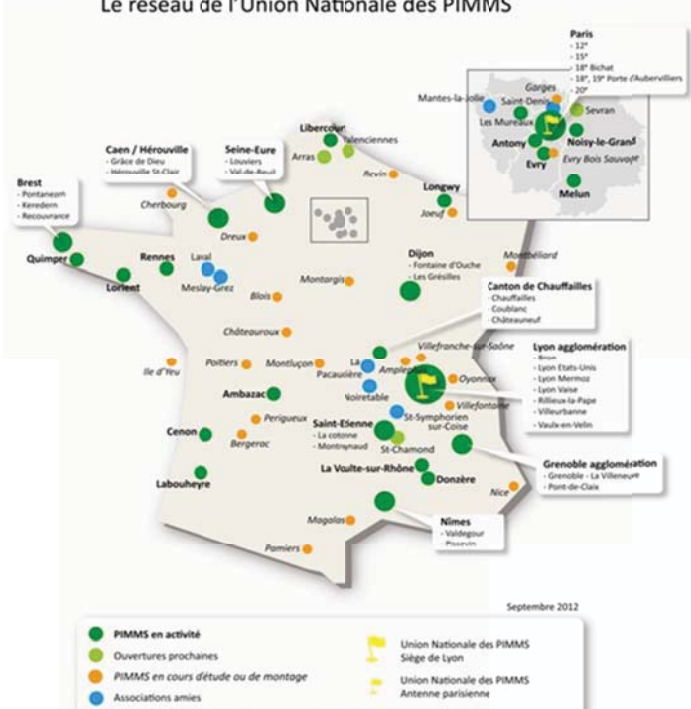


NR.	SECTION	DESCRIPTION
0	Photograph	<p style="text-align: center;">Le réseau de l'Union Nationale des PIMMS</p>  <p style="text-align: right;">Septembre 2012</p>
1.	Title of the practice	<i>PIMMS: several services grouped in the same place (P6)</i>
2.	Precise theme/issue tackled by the practice	The principle of the PIMMS is to groups at the same place several services, such as providing information on public transport and selling tickets, services with providers of water or energy, etc. There are 49 PIMMS currently in France. The creation of the PIMMS of the Canton de Chauffailles was a solution found to re-open the train station.
3.	Objectives of the practice	The PIMMS gather several services at the same place. This way, consumers must go to only one place to find several services. The running costs are also lower for each service provider. In the case of the Canton de Chauffailles, this solution was adopted as a way to reopen the train station which had been closed several years ago and to offer again to the local inhabitants the possibility to find information and buy train tickets.
4.	Location	The PIMMS presented in this example in located in the Canton de Chauffailles, France. There are currently 49 PIMMS in France, located in urban or rural areas.
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>The PIMMS from the Canton de Chauffailles was created under the initiative of the Municipality of Chauffailles that wished to open again its train station. The station had been closed in 1998 and afterwards, tickets could be bought at the tourism office until 2005. The objective was also to offer public services that were so far not available to the inhabitants.</p> <p><u>Timescale:</u></p> <p>The PIMMS in the Chauffailles railway station opened on 5 July 2010. On 1 October</p>

	<p>2010, annex offices were open in 2 neighbouring villages.</p> <p><u>Bodies involved/ implementation:</u></p> <p>Several service providers are involved:</p> <ul style="list-style-type: none"> • National Railway company SNCF • Post service La Poste • Social services (Pôle Emploi, CAF, Mission locale, MSA, MIFE, CPAM, ...) <p>All the partners are the following: SNCF, EDF, VEOLIA eau, POLE EMPLOI, L'Assurance Maladie, Les Allocations Familiales, La MIFE, La MSA, Relais de Services Publics, La CRAM, La Mission Locale, Le Pays Charolais-Brionnais, Le Conseil Régional de Bourgogne, La Poste, La Communauté de Commune et la ville de Chauffailles, Le Ministère de l'Ecologie, de l'Energie, du Développement durable et de l'Aménagement du Territoire.</p> <p><u>Process and detailed content of the practice:</u></p> <p>The Chauffailles PIMMS is open every day. The opening hours are the following:</p> <ul style="list-style-type: none"> • Monday: 6.30 to 11.45; 13.30 to 18.00 • Tuesday to Thursday: 7.30 to 11.45; 13.30 to 18.00 • Friday: 7.30 to 11.45; 13.30 to 18.30 <p>The annex offices are open only half of the day (Monday to Friday: 13.45 to 16.45 in Coublanc and 09.00 to 12.00 in Chateauneuf). However, they offer the same services as in Chauffailles.</p> <p><u>Legal framework:</u></p> <p>The PIMMS concept is developed by an organisation (Union Nationale des PIMMS) which provides a framework, with a contract (<i>Contrat de franchise sociale PIMMS</i>).</p>
<p>6.</p>	<p>Evaluation</p>
	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> • The objective of keeping the station open, with an employee available, has been reached. • 6 people are employed in the PIMMS. • A wide range of services provided. <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Strong political wish to start the initiative. • There is a PIMMS network that provides information and support to establish new PIMMS. • As the only service of transport ticketing was not profitable enough, the association with other services which would also not have been profitable by themselves. This system is therefore interesting for the service providers, because they can maintain a

	<p>selling and information point at a lower cost and for the customers who still has access in a close place to the services.</p> <ul style="list-style-type: none"> • Discussions and reflection are engaged to enlarge the range of services provided. <p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> • The employees have to be trained on many different services. • Important cost for the municipalities.
7.	<p>Lessons learnt from the practice</p> <ul style="list-style-type: none"> • The issue of mobility and transport is not limited to having a bus or train stop nearby. Access to information on transport is also to take into account. Online information is not enough. Direct contact is still necessary for many users, especially elderly people or less educated people. • Reducing cost can be done by grouping activities.
8.	<p>Contact information</p> <p>Place de la Gare 71170 CHAUFFAILLES Tel : 03 85 24 29 50 Fax : 03 85 26 65 16 Francine DEMESLAY, Directrice Mail: francine.demeslay@pimms.org; pimmscantondechauffailles@pimms.org Website: www.pimms.org http://www.facebook.com/pages/PIMMS-DU-CANTON-DE-CHAUFFAILLES/114456268637510?sk=wall http://riqvi-71.over-blog.fr/article-paysage-du-brionnais-le-pimms-de-chauffailles-53925103.html</p>