



## Set-up Responsive Support Structure

Guiding the FastTrack advisory activities

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Responsible Authors: Christiaens, Dotter, Godin, Vanderstraeten (Mobiel 21), Trapp (Eurocities), Miah, Tricker (ICLEI)	
Responsible Co-Author(s): -	
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## Abstract

The purpose of this document is to help guide the management of advisory activities, including the FastTrack Supplier Register, the Fund, the Capacity Building Weeks, the Advisory Group, as well as the internal Exchange Hub and the Helpdesk. It offers an information and contact management structure and programme of engagement.

## Project Partners

Organisation	Country	Abbreviation
ICLEI European Secretariat GmbH	Germany	ICLEI
Eurocities asbl	Belgium	Eurocities
Mobiel 21 vzw	Belgium	M21
European Integrated Project	Romania	EIP
Vectos GmbH	Germany	VECTOS
Ethniko Kentro Erevnas Kai Technologikis Anaptyxis	Greece	CERTH
Stad Antwerpen	Belgium	Antwerp
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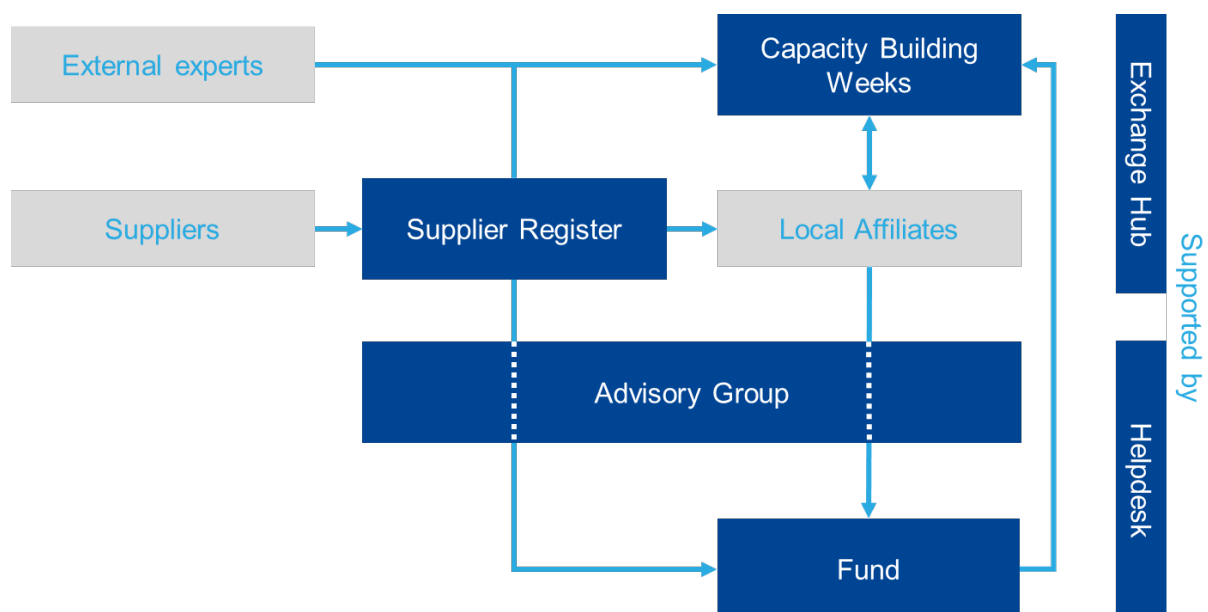
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# Executive Summary

Local authorities across Europe are motivated to take bold and swift action to accelerate the rate of sustainable change in the mobility and transport sector. However, it is not easy for them to keep pace with insights regarding what works, where, why, and how to transform innovations into worthwhile, reliable and rapidly-implemented mobility solutions. Therefore, CIVITAS FastTrack helps local authorities across Europe to accelerate their transformation by addressing these knowledge, capacity, governance, data, evidence and funding challenges, and sharing insights from this process with stakeholders around the world who serve to benefit from them.

The Local Affiliates are those non-partner local authorities that FastTrack most closely works with, and who are engaged in the learning community in FastTrack. In order to meet their needs and requests, and to provide them with tailored expertise, consultation, support and advice for new areas of knowledge in a cost-effective and rapid manner, FastTrack offers a set of headline tools and methods. These are the foundations of an information and contact management structure and programme of engagement, which are further detailed here.



**Figure 1:** A designed Responsive Support Structure

While this document serves as a methodological reference, and parts of it are also reflected in the continuously updated Frequently Asked Questions on the Exchange Hub, the Local Affiliates are able to deepen, question, share, or receive individual and collegial assistance in view of effective deployment of sustainable mobility through the ongoing tools made available and facilitated by the project (physical meetings, conference calls, bilateral calls, personal e-mails, etc.).

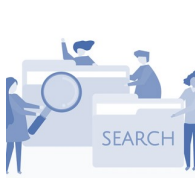
This designed responsive support structure is provided here as **Deliverable D3.1 - Set-up Responsive Support Structure**, with the following **six Chapters**:

## Chapter 1 – Managing the external interface | Mobiel 21



FastTrack presents a suite of interlinking methods that provide local authorities with opportunities to learn from the best, capturing and presenting the experiences of those who have successfully accelerated transition.

## Chapter 2 - The FastTrack Supplier Register | Mobiel 21



The Supplier Register supports a fast roll-out of innovative sustainable mobility solutions by serving as a reference to match Suppliers and Local Affiliates. It facilitates the process to claim budget from the FastTrack Fund, but is also a guidance for organising events and exchange activities.

## Chapter 3 - The FastTrack Fund | Mobiel 21



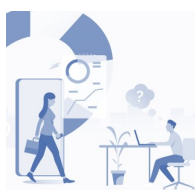
Via the FastTrack Fund, Local Affiliates can apply for limited financial support for springboard studies, the organisation of further in-depth exchange activities, and access to tailored expert advice from the FastTrack Supplier Register, all in support of their specific local chosen innovations.

## Chapter 4 - The FastTrack Advisory Group | ICLEI



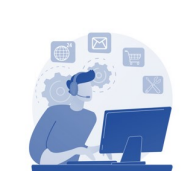
The Advisory Group accompanies the project-implementation. Its members are appointed using the many contacts available from within the consortium. The group provides non-binding advice and its recommendations are transparently documented and communicated to all project partners.

## Chapter 5 - The FastTrack Exchange Hub | Eurocities



The Exchange Hub is the main online exchange and communication interface with the project partners as well as the community of Local Affiliates. It combines the functionalities learning, storing, discussing and finding, and allows the Innovation Community to stay in regular touch.

## Chapter 6 - The FastTrack Helpdesk | Mobiel 21



The Helpdesk delivers the first-line assistance to answer all kinds of questions related to the Exchange Hub like granting access to new colleagues, finding specific documents and information, managing new folders and pages and much more.

# 1 Managing the external interface of the FastTrack Community



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Work Package 3 manages the external interface of the FastTrack Community with the outside world from two angles. First, through the organisation of Meet The FastTracker events, meeting places during the Capacity Building Weeks where Local Affiliates can meet with and learn from solution providers, external experts, academia, policymakers and citizen representatives are set up. Secondly, also networking opportunities with other initiatives and projects coming are actively scanned.

## 1.1 The purpose of the External Interface

The overarching purpose of the activities is to allow for 'serendipity' in the innovation process the Local Affiliates undertaking. Serendipity generally refers to an unplanned fortunate discovery. Serendipity is a common occurrence throughout the history of product invention and scientific discovery. In other words, by bringing in external expertise and stakeholder perspectives, we challenge the line of thought guiding the innovation processes within FastTrack. Although its results can never be predicted (as serendipity is per definition unplanned), the bare fact of having processes and plans being challenged by external parties is instructive, will lead to increased quality and hopefully to one or more unplanned fortunate discoveries.

First, Work Package 3 will draw external expertise into the FastTrack Community through the set-up of the **Supplier Register** in which Local Affiliates can find leading experts and suppliers categorised by topic cluster, skills streams and field of expertise. Next to that, there's a need to bring in certain trends which live in society today, that are deemed to have great impact on innovation as a whole, or mobility solutions more specifically. We have identified those trends and bring them into FastTrack as horizontal topics or Skills Streams. There are **3 Skills Streams**:

1. **Digitalisation and data management:** The rapid evolution in digitalisation and data being used as evidence base, monitoring tool or means to deliver services to end-users, is presenting policymakers and practitioners with great opportunities and the one side, but maybe even greater challenges on the other. Data management, data ownership and access, data collection and analysis are, among others, topics to be explored based on the FastTrack Needs Assessment (featured in Work Package 1). Next to that, digitalisation also presents challenges or problems such as accessibility (digital gap) and accountability (whom to hold responsible).
2. **Funding, financing, and business models for mobility solutions:** A recurrent issue in implementing innovative mobility solutions is finding and securing the right financing mix. City budgets are generally limited and need to be topped up by national funding, private investment, public-private partnerships or even more innovative ways of financing. Next to that, so-called 'new' mobility providers such as ride-hailing, micro-mobility and MaaS companies have developed their own business models (sometimes with questionable profitability) in which cities have to find their place and roles.

3. **Governance, participation and cooperation:** Whatever you do for me without me, you do against me (Ghandi) is a quote that illustrates rather well how increased citizen involvement and vociferousness has been challenging classic governance models. Not only citizens want to have their say, also the abovementioned public-private partnerships or the emergence of 'new' mobility providers have presented city officials with new challenges on how to keep their democratic power and influence on mobility policy.

The Skills Streams will be used as **points of focus during the Meet The FastTracker Events and the networking opportunities** (see also Table 1 below for further information). Next to that, the Skills Streams are also used in the Supplier Register as a criterion for categorisation to allow Local Affiliates to choose suppliers that have demonstrated expertise in these fields.

Finally, FastTrack also establishes **network opportunities and synergies** with various initiatives and projects, such as the EIT Urban Mobility, CIVITAS ELEVATE, International Urban Cooperation (IUC), EIP-SCC, Green Capitals Network, the Sustainable Procurement Platform, the Big Buyers initiative, and innovation actions such as ULaaDs, MOVE21, SCALE-UP. Relevant synergies and exchange of expertise will be explored for the activities, workshops and plenary sessions planned during the weeks. Contacts will be **monitored via an internal log** to coordinate, record and demonstrate engagement with such external projects and programmes.

## 1.2 The content of the External Interface

During each Capacity Building Week a dedicated time slot will be allocated to a Meet The FastTracker Event. These events will follow the organic flow of an innovation process and bring in external expertise, challenging views and create room for 'serendipity'. Meet The FastTracker Events will have different formats (tailored to the specific topic) but will always have one aim: providing the Local Affiliates with as much learning and networking opportunities as possible. Therefore, formats such as speed-dating, market places, guided networking exercises, world cafés and the like will be used.

Next to that, a room to 'unformat' these FastTracker Events will be created. This means that in every Meet The FastTracker Event, there will be a time slot that is not pre-structured but leaves room for informal talks.

The **external expertise or bits of knowledge** will be found **via five sources**:

1. The Needs Assessment and the Fingerprints from WP should allow us to determine exactly which bits of knowledge, expertise or skill, Local Affiliates are looking for.
2. The Call for Suppliers and the Supplier Register.
3. The active engagement of the FastTrack Community to point towards relevant external expertise.
4. The active scanning of opportunities for knowledge exchange via the above-mentioned synergies.
5. The Exchange Hub that will both be used as an inspiration (based on content populated by Mobiel 21 and the technical partners) and as a repository to take stock of the results of the Meet The FastTracker Events in the format of bite-sized bits of knowledge.

### Meet The FastTrackers

The Meet The FastTracker Events will be organised as non-formal as possible, using formats such as speed-dating and guided networking exercises to maximise interaction with Local Affiliates.

Week	Title	Example external attendees	Formats	Skills Streams	Legacy in FastTrack
1	Meet the <b>supplier</b>	Mobility solution providers, companies, industry	Pitches Speed dates Marketplace	Digitalisation	Supplier Register Exchange Hub Knowledge Bulletin
2	Meet the <b>implementer</b>	City officials, practitioners, policymakers	Presentations and/or videos of best practices  Peer-to-peer exchange in small groups	Governance  Data management	Exchange Hub Knowledge Bulletin
3	Meet the <b>funder</b>	European Commission, investors, PPS-experts, business developers	Keynotes Guided networking exercises  Business Model Challenge	Funding, financing and business models	Exchange Hub Knowledge Bulletin
4	Meet the <b>beneficiary</b>	Citizen groupings, civil society representatives	Case stories Group discussions	Participation and cooperation	Exchange Hub Knowledge Bulletin
5	Meet the <b>network</b>	EIT Urban Mobility, CIVITAS ELEVATE, International Urban Cooperation (IUC), EIP-SCC, Green Capitals Network, the Sustainable Procurement Platform, ULaaDs, MOVE21, SCALE-UP	Presentations	All	Exchange Hub Knowledge Bulletin Networking and learning opportunities

Table 1: Overview of Meet the FastTracker Events

Each Meet The FastTracker Event will make use of different formats (tailored to the specific topic). As an example, a **preliminary programme of the first Meet The FastTracker Event** can be found below. The planning for the upcoming events will always be made after the previous one is finished. That way lessons learned, new needs and feedback can be taken into account.

Timing	Method	Description
T minus 1 month	Matchmaking	LA's will have to register for the Meet the supplier event and indicate the type of suppliers they would like to meet. Based on this information we will match them with relevant suppliers from the register and create small groups of matched LA's and suppliers.
During the meet the supplier event	Pitching and speed dating	Within these matched groups the suppliers will give a short elevator pitch. After these pitches, speed dates of 5 minutes will be organised between each Local Affiliate (LA) and supplier of the matched group. When there is really a match and LA's want to talk more in depth with a supplier they can plan a digital coffee with that supplier.
	Online marketplace	Since the suppliers in the matched groups are limited we want to give the LA's the chance to meet the other suppliers as well. Thanks to an online marketplace (which will be based on the supplier register of the exchange hub) LA's have the chance to get more information on the other suppliers as well. If they want to talk to one of these they can plan a digital coffee with them.
	Digital coffees	During the first capacity building week some moments will be reserved for digital coffees. LA's can plan a digital coffee with a supplier they want to talk to during the whole week.
T plus 1 month	Follow-up meeting	M21 will organise follow-up meetings with LA's to check their feedback and any open issues

**Table 2:** Meet the FastTracker Event 01 - example

## Skills Streams

For each Skills Stream FastTrack will seek out leading experts in the respective Skills Stream to give a general but pragmatic overview during the Capacity Building Weeks on skills and expertise needed to tackle the challenges Local Affiliates have indicated in the Needs Assessment. FastTrack recognises its role a Coordination and Support Action to in particular bring in expertise from other Horizon 2020 and CIVITAS projects and partners. Based on that overview, Work Package 3 will create an **overview of learning opportunities** (to be communicated and listed on the Exchange Hub) based on:

- Best practices in Ambassador Cities (i.e. those cities who are formal partners in the project) or Technical Partners.
- Learning opportunities as they are offered in the wide community by sister-projects, theme-specific projects or support actions.
- The Supplier Register.

Work Package 3 will **not reinvent the wheel** but build on that vast amount of learning opportunities in the wider community outside FastTrack, as also is the objective in WP3. Work Package 3 will take stock of the proceedings of these learning opportunities by collecting presentations, info sheets and meeting minutes on FastTrack's internal project management platform, for further curation onto the Exchange Hub as part of the learning programme. To make sure there's also a longer lasting legacy of the work done for the Skills Streams, Work Package 3 will provide **3 FastTrack Bulletins on the Skills Streams**. The Bulletins are insightful, relatively short (max 10 pages) documents which present the reader with:

1. An introduction to the Skills Stream
2. An overview of current challenges in this specific field
3. A digest of sources (online and offline) where local policymakers and practitioners can find expertise and knowledge to build expertise and skills to tackle these challenges.

## 1.3 Monitoring the External Interface and Support Structure

To monitor the progress of the activities in Work Package 3, Mobiel 21 coordinates with Work Package 4 and **keep track of the following KPI's and report regularly to the Steering Committee** of FastTrack.

1. How many posts on Exchange Hub.
2. How many bits of knowledge on Exchange Hub.
3. How many cooperations with external sources / projects.
4. How many entries in the Supplier Register.
5. How many attendees to the Meet The FastTracker Events.
6. How many unique contacts approaching the Helpdesk.
7. How many Helpdesk questions.
8. How many applications to the Fund.

## 2 The FastTrack Supplier Register



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The Supplier Register matches the FastTrack Community with Suppliers that have the right expertise to provide innovative sustainable mobility solutions. It supports a fast roll-out of innovative sustainable mobility solutions by serving as a reference to match public and internal applications from Suppliers and Local Affiliates. This pool of Suppliers is structured in a way that allows the FastTrack Community to easily communicate, exchange, learn and network with the experts, based on the Topical Clusters and Skill Streams.

### 2.1 The purpose of the Supplier Register

FastTrack gives Local Affiliates the opportunity to learn from those who have successfully accelerated sustainable transition. The project aims to bring its community of local areas together with experts and suppliers to guarantee a successful innovation deployment.

The **Supplier Register offers the possibility to smoothly link Local Affiliates with experts, providers, authorities, institutions, practitioners, and others** that have the appropriate expertise to achieve a sustainable transition in each context. The purpose of the Supplier Register is to provide a **Pool of Suppliers that matches the needs assessment of Local Affiliates** and by which they can gain further access to via the FastTrack Fund (see also Chapter 3 – The FastTrack Fund). The register gives each Local Affiliate the **opportunity to rapidly search, select and communicate with relevant experts**. Furthermore the Supplier Register supports the process of a fast roll-out of locally-effective sustainable mobility innovation.

The Supplier Register offers a structured overview of revised and selected Suppliers, and foresees **additional advantages**, such as:

- It is directly hosted on the Exchange Hub, which means that the FastTrack Community can easily communicate, network and partner with Suppliers and Experts serving Local Affiliates' needs, and it can be updated effectively and efficiently.
- It offers the possibility to fast-track further developments or parallel purposes in the project (for example, informing and exchanging between the FastTrack Community and Pool of Suppliers regarding the Capacity Building Weeks).
- It is accessible exclusively for the FastTrack Community and Pool of Suppliers, guaranteeing a smooth, safe and effective participation to implement innovative sustainable mobility solutions.
- It foresees a link towards extensive information pages of all Suppliers via the Exchange Hub, by which Local Affiliates and project partners get more detailed information about external experts and suppliers.
- After the project's lifetime the Supplier Register could become an open tool, appropriately integrated and being of added value to existing innovation network databases, like CIVITAS or EIT Urban Mobility.

## 2.2 The selection of Suppliers

A Call for Suppliers is launched in two different formats: a **public and an internal call** to receive applications for Suppliers to support Local Affiliates. The following table provides an overview on the main aspects, as well as the main differences between these two formats.

	Public Call	Internal Call
<b>Purpose</b>	The purpose is to receive applications from Suppliers to support Local Affiliates.	The purpose to allow each Local Affiliate to propose an Expert/Supplier to work with in FastTrack.
<b>Application</b>	Suppliers have to complete an online application form and to submit it by a defined deadline.	A simplified online application form, which is not publicly available, is provided to all Local Affiliates in order to forward it to proposed Suppliers.  For the internal Call for Suppliers, no deadline to submit applications is foreseen.
<b>Promotion</b>	The promotion of the public Call for Suppliers is realised through a “soft launch” via a dedicated news item and briefing of project partners and Local Affiliates.  One month later, a “hard launch” is carried out that foresees a comprehensive promotion amongst FastTrack partners, Local Affiliates, appropriate channels including CIVITAS and Innovation Communities, the FastTrack website and social media channels.	The promotion of the internal Call for Suppliers is realised through a “soft launch” via a dedicated briefing of project partners and Local Affiliates.  One month later, a “hard launch” is carried out that foresees a comprehensive promotion amongst FastTrack partners and Local Affiliates.

**Table 3:** Public and internal call for Suppliers

Local Affiliates are encouraged to mention any lack of expertise in the Supplier Register based on their needs and requirements. FastTrack will then actively seek for this right expertise. Suppliers will also be actively approached to participate in the Supplier Register, based on the needs of Local Affiliates.

Both, the public and internal applications, are revised and selected by Mobiel 21 as leader of Work Package 3 - Management of the External Interface and FastTrack Fund, in agreement with other Work Package leaders, for inclusion in the FastTrack Supplier Register.

## 2.3 The composition of the Supplier Register

The Exchange Hub (see also Chapter 5 – The FastTrack Exchange Hub) hosts the Supplier Register and is **easily accessible for Local Affiliates and project partners**. This online exchange and communication interface offers the FastTrack Community the possibility to get in touch easily with private suppliers and experts.

The Supplier Register provides an **overview of private innovators having profound and traceable expertise to address Local Affiliates' needs**. The database is built on FastTrack's logic of Topic-Based Clusters and Skill Streams. Experts are organised in the Supplier Register by one or more of the **four topical Clusters**:

1. Urban Logistics and Clean Fuels: Promoting energy-efficient urban logistics and new methods for goods distribution that contribute to better overall urban transport and creating travel options that utilise cleaner, more fuel-efficient vehicles and alternative fuels.
2. New Mobility and Active Travel: Following a holistic view of the mobility system for people and goods, including walking and cycling.
3. Public Transport: Improving the quality and efficiency of public transport, better integration with other modes, and finding new ways to get around the city.
4. Multi-modal Traffic Management: Improving traffic conditions through better coordination, traveller information, developing safe and secure roads for all users, and managing parking.

Those Clusters enable Local Affiliates to exchange specific insights in the areas where innovative solutions are needed to foster more sustainable mobility. The Clusters are subject to ongoing refinement as part of the Needs Assessment, hence the reader should expect exact titles to change prior to being finalised simultaneously with the creation of the Supplier Register.

The expertise in one or more **Skill Streams** is another indicator of the Supplier Register, with a focus on funding, data and governance:

1. Funding, Financing, Procurement and Business Models
2. Digitalisation and (Big) Data Management
3. Governance, Participation, Cooperation and Co-Creation in Development, Land Use and Territorial Planning

Local Affiliates can easily select and match themselves with Suppliers via those Clusters and Skill Streams. The Supplier Register also provides an **efficient search and filter function** to narrow down a suitable Supplier based on Local Affiliates' needs. The database informs project partners and Local Affiliates of the role and main target group(s) of each Supplier, together with their scope within the FastTrack project. Background information on the Suppliers like references, prize ranges, other relevant areas of expertise and current target groups are simultaneously shared with Local Affiliates and project partners. Extensive information pages of each Supplier in the Exchange Hub are directly linked with this database.

## 2.4 Working with the Supplier Register

The Pool of Suppliers is the **first step towards putting sustainable mobility innovation for each Local Affiliate into practice**. It is a stronghold to introduce the suppliers to Local Affiliates. The organisation of the “**Meet the FastTracker**” matchmaking events during the first Capacity Building Week (see also Chapter 4 - Managing the external interface of the FastTrack Community) encourages Local Affiliates to link up with those selected sources of expertise from the Supplier Register. While the Supplier Register is helpful for connecting, networking and exchanging within FastTrack, it also tends to be a reference for **establishing a solid partnership between Local Affiliates and suppliers**.

The Supplier Register supports Local Affiliates to find the right expertise to carry out their deployment plans and to apply for the FastTrack Fund. The structure and functionalities of the Supplier Register with interlinked detailed background information of each supplier matches the applications accurately within the FastTrack Community, and with the right supplier. Additionally, applications from Local Affiliates to cooperate with a supplier are further to be analysed through the Supplier Register. This analysis provides guidance to all Work Package leaders and the Advisory Group (see also Chapter 4 – The FastTrack Advisory Group) to confirm the procedure for claiming budget from the FastTrack Fund by Local Affiliates.

Furthermore, the Supplier Register remains a **useful tool throughout the project to organise matchmaking events**, like implementing and financing innovations or how to get citizens participate in the project. The Supplier Register is thus one of the main building blocks of the Responsive Support Structure and a fundamental part of the Exchange Hub to provide information to the FastTrack Community to stimulate innovation in the local areas.

## 3 The FastTrack Fund



Via the FastTrack Fund, Local Affiliates can apply for limited financial support in order to organise springboard studies, further in-depth exchange activities, and access to tailored expert advice from the FastTrack Supplier Register, all in support of their specific local chosen innovations (and ultimately their Deployment Plan). In the light of good governance, the operation of the Fund will be appraised by the Advisory Group by providing non-binding advice. Their decisions will be transparently documented and communicated to all project partners.

### 3.1 The purpose of the Fund

The FastTrack Fund is an **essential part of the Support Structure** as it aims to help Local Affiliates with:

- Assuring attendance to the Capacity Building Weeks by providing a nominal amount of travel and subsistence costs for Local Affiliates.
- Accessing tailored expertise through the Supplier Register.

Through the Fund, Local Affiliates can access a curated list of experts and suppliers through the Supplier Register (see also Chapter 2 – The FastTrack Supplier Register). The Fund will allow Local Affiliates to **bring in interdisciplinary expertise, partner up with academia and strengthen their capacity** as a public administration, which is believed to be a success factor in driving innovation forward.

By using the Fund to engage external experts, Local Affiliates will find **bite-sized nuggets of expertise, based on needs and requirements coming from the Needs Assessment in WP1, to fill any gaps** in the development of Deployment Plans.

Last but not least, the Fund will foster **active engagement in the Capacity Building Weeks** by taking away financial and administrative barriers and by offering the chance of deepening knowledge by extra learning opportunities.

The FastTrack Fund foresees a **total amount of EUR 152,200.00**.

	Other Direct Costs	Subcontracting Costs
<b>Amount</b>	EUR 75,000.00	EUR 77,200.00
<b>Purpose</b>	Budget to cover travel and subsistence costs incurred by Local Affiliates travelling to Capacity Building Weeks.	Budget to cover springboard studies and tailored expertise through the Supplier Register.

**Table 4:** Available amount of the FastTrack Fund

As mentioned above, the Fund consists of two separate categories, with separate application procedures for each of them, as follows.

## 3.2 Application for receiving Subcontracting Costs via the Fund

These applications will be centralised and checked on eligibility by Mobiel 21. After this initial check, the **Advisory Group** will be asked to come with a “motivated decision”. Mobiel 21 will inform the Local Affiliates of this decision and will instruct the respective partner to ask for **three competitive offers** (to be chosen from the Supplier Register preferably). If the Supplier Register does not present sufficient candidates, the respective partner is invited to ask for a candidate that matches the need of the Local Affiliate. The partner that holds the subcontract will then receive those offers and evaluate them (supported by Mobiel 21). If positively evaluated, the partner will then instruct the subcontractor to work with the Local Affiliate that applied (supported by Mobiel 21).

When the subcontractor has fulfilled its task, the Local Affiliate notifies the respective partner that holds the subcontract to pay the subcontractor directly (at least within a period of 30 days after receiving the OK from Local Affiliate).

### Applying for a subcontract

Here, Local Affiliates can hire external expertise to assist in **filling gaps in their Deployment Plans**. Local Affiliates can apply for external expertise in the form of a subcontract via a separate application form, at a time responsive to Local Affiliate’s needs. In this form, accompanied by an overview on the Exchange Hub regarding the workings of the Fund, Local Affiliates will have to state:

1. Which kind of expertise is needed.
2. Three names chosen from the Supplier Register.
3. A short motivation, and how the result may add value for other LA’s or the FastTrack-community.
4. Reference to key performance criteria (guided by and in cooperation with Work Package 4 – Innovation performance), e.g. “Springboard Studies involving citizen engagement”.
5. Answers to questions which will determine their level of involvement in the project.

## 3.3 Application for receiving Other Direct Costs as part of the Fund

Here, every Local Affiliate can apply for reimbursement of travel costs to a Capacity Building Week by using a reimbursement form (see also Annex – Reimbursement Form). Given the available budget, FastTrack envisages amounts from EUR 500.00 to up to EUR 1,000.00 to be reimbursed per Local Affiliate per trip. The ultimate amount per Local Affiliate is of course depending on:

- Number of Local Affiliates attending the Capacity Building Weeks
- Number of physical Capacity Building Weeks

As the central manager of the Fund, Mobiel 21 will:

6. Keep a centralised overview of expenditures and report to the Project Coordinator.
7. Receive all travel reimbursement forms (see the example in Annex I) and distribute them amongst the respective partners, with a request to reimburse the applicant.
8. Perform an administrative control on all travel reimbursement requests (check of eligibility, check of complete information, check on presented evidence).

9. Perform regular checks if payments are done in due time.

## 4 The FastTrack Advisory Group



The FastTrack Advisory Group accompanies the project's implementation. Its members are appointed using the many contacts available from within the consortium. The group provides non-binding advice and its recommendations are transparently documented and communicated to all project partners. If the consortium wishes to overturn the Advisory Group's advice, it will need to notify the Advisory Group via a written memorandum for this decision which will be added to the following Advisory Group meeting minutes.

### 4.1 The purpose of the Advisory Group

The external Advisory Group will **provide independent, informal advice to the consortium** to ensure it remains "on track" at meeting its overall objective, and to keep fully in touch with trends in transport innovation (from a multitude of perspectives, and in its widest sense). The project has sought representatives from the fields of **procurement, "traditional" and "new" modes of transport, citizen perspectives, innovation, other EU projects, learning/capacity building techniques** as well as more **car dependent mobility**. This has been carried out in Work Package 1 - Status Quo and Needs Assessment and reflected below in terms of its ongoing role in the project.

### 4.2 The benefits of the Advisory Group

From the FastTrack project's point of view, the Advisory Group is intended to bring the following **elements of further added value**:

- To represent the "acceleration of innovation" agenda in sustainable mobility.
- To complement the skills, expertise and background of the FastTrack consortium in sustainable mobility, and providing additional breadth of knowledge/experience.
- Bring knowledge of different mobility sectors, geographies and levels of progress in implementing sustainable mobility to the project.
- Provide a range of honest/open perspectives on the extent to which FastTrack is/can help advance practical knowledge on accelerating mobility solutions (in the role of a critical friend).
- Inform and provide non-binding opinion on the operation of key specific parts of the project, including the project's intentions for funded city advice (the FastTrack Fund).

### 4.3 The composition of the Advisory Group

The FastTrack Advisory Group **consists of 10 experts and interested parties** from the field of mobility. These persons were contacted using the large network the FastTrack consortium has. To reach an even more diverse group, an open call was also launched on the FastTrack Twitter account, asking people with an interest in mobility to apply for a seat on the FastTrack Advisory Group. The Advisory Group (status September 2021) now consists of:

<b>Name</b>	<b>Organisation</b>	<b>Added value brought to the project</b>
<b>Anna Reichenberger</b>	Regionalmanagement Steirischer Zentralraum	Expertise in regional and rural planning
<b>Carlo Giglio</b>	Dept. of Civil, Energy, Environmental and Material Engineering (DICEAM), Mediterranean University of Reggio Calabria	Experience of local advocacy in southern Europe and academic experience in mobility
<b>Fabio Scalzotto</b>	Cycling Mobility Expert	Transport innovation from a user's perspective (with a particular focus on advisory and citizen initiatives)
<b>Florinda Boschetti</b>	EIT Urban Mobility	EU Innovation Community key stakeholder
<b>Isabell Eberlein</b>	Changing Cities	Particular focus on innovation in "traditional" modes of transport
<b>Jaime Ruiz Huescar</b>	Cities Forum	Particular focus on innovation in "new" modes of transport
<b>Jeannot Mersch</b>	FEVR (former)	Transport innovation from a user's perspective (with a particular focus on safer travel)
<b>Kristina Gauge</b>	SUMP expert	Consultancy experience and working with local authorities in Eastern European countries including Baltic countries
<b>Patrick Peura</b>	Allianz Investment Management SE	Experience of overseeing investment and support programmes to increase sustainability performance
<b>Uwe Pfeil</b>	R-Tech GmbH	Linking to FastTrack's sister project, RECIPROCITY

**Table 5:** Members of the FastTrack Advisory Group

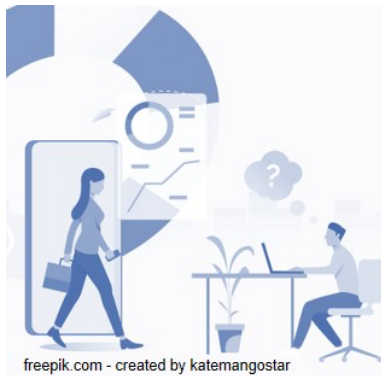
## 4.4 The activation of the Advisory Group

The FastTrack Advisory Group will **meet virtually every 6-8 months**, ideally around key project milestone and learning activities. The first meeting will confirm the activities of the group and the areas in which the group's activities can match to the FastTrack learning programme.

Meeting	Date	Content	Notes/Comments
1	M6	Overall induction; Proposals for first FastTrack Week; Intentions for operation of FastTrack Fund	Mid-September 2021
2	M14	Mid-term progress and overview of KPIs; overview of operation of FastTrack Fund	
3	M22	Input into draft recommendations; overview of KPIs; overview of operation of FastTrack Fund	
4	M30	Activation of exploitation; review of deployment activity; closing feedback	Align with Capacity Building Week in M28 (date tbc)

**Table 6:** Envisioned meeting schedule of the FastTrack Advisory Group

## 5 The FastTrack Exchange Hub



The Exchange Hub is the main online exchange and communication interface with the Local Affiliates and the project partners. On the one hand, the Exchange Hub captures the learning of the FastTrack Innovation Community for sustainable mobility, offering a space that functions as repository of good practices, allows to simultaneously work on documents, have cluster specific discussion boards and planning tools. On the other hand, the Exchange Hub gathers the contacts and the description of offers from the innovation suppliers.

### 5.1 The purpose of the Exchange Hub

The Exchange Hub, set up through Work Package 2, serves to gather all capacity building materials in an **online repository** and making them **easily accessible**. The Exchange Hub allows project partners and local affiliates to **share relevant news or best practices** in an efficient way, and to get in contact with the Helpdesk in case of needed support (see also Chapter 6 – The FastTrack Helpdesk). The main benefit of the Exchange Hub is thus to **combine various functionalities learning – storing – discussing - finding**, allowing for the cluster communities to stay in touch regularly and throughout the project duration with their peers, and the technical partners and select suppliers to get in touch with. **Alerts can be set individually** to be kept informed about any new discussion or available documentation, new contacts in the supplier register.

Furthermore, each cluster thus has his own space and discussion board to keep the exchange on going. All project **events**, and other events that might be of relevance to each thematic based cluster, are displayed on the Exchange Hub page.

Additionally, the Exchange Hub allows Local Affiliates to **communicate with their peers** and technical support partners via discussion boards.

A specific workspace allows Local Affiliates to submit their **innovation diaries** and receive feedback on them. At a later stage, the workspace will also accommodate the development of the **Deployment Plans** as well as the exchanges related to them.

Furthermore, the Exchange Hub also hosts the **Supplier Register** (see also Chapter 2 – The FastTrack Supplier Register), where city representatives can enter various criteria to find the most fitting one. Written descriptions, links to social media and websites, as wells as video pitches allow to learn about the suppliers.

## 5.2 The involvement in the Exchange Hub

**Local Affiliates and Ambassador Cities are the main beneficiaries of the Exchange Hub.**

It is jointly their learning, exchange and coordination space. Local Affiliates are invited to use this space to interact with their cluster peers, access the online learning material, provide their feedback on them, ask further questions to technical support partners, find the right private partner to work with. The Exchange Hub also hosts the **innovation diaries** to tackle the process of their learning and to build up for their Deployment Plans.

Technical support partners as well as Ambassador cities are responsible for **enriching the repository with best practices** as well as **sharing relevant events and training opportunities**. They shall respond to any question raised by Local Affiliates within a week time. The **Supplier Register** is managed by the responsible partner Mobiel 21, who is responsible to maintain and update the repository and respond to any questions Local Affiliates might have in that regard.

## 5.3 The work with the Exchange Hub

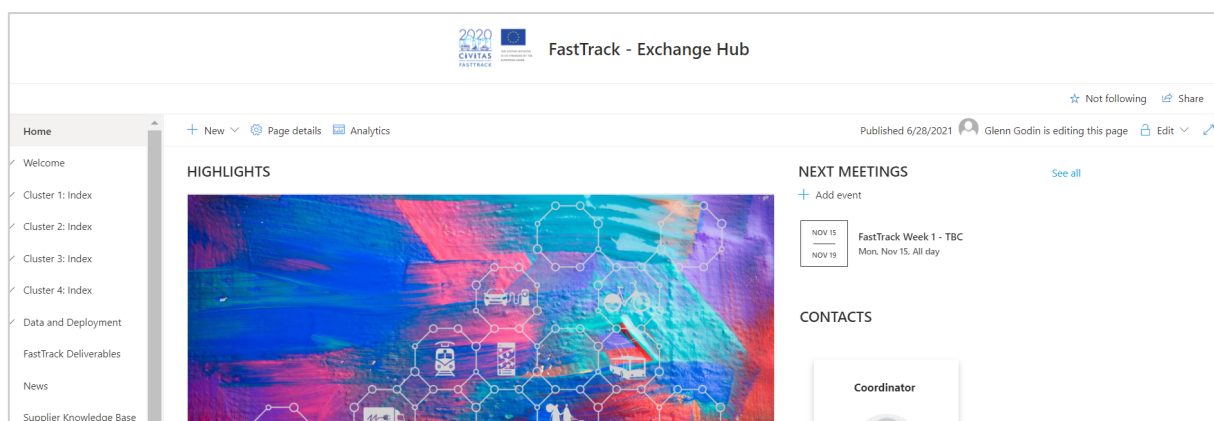
The work within the Exchange Hub is split between the partners. Each take care of specific sections that fit their objective responsibilities and the work to achieve within their respective Work Packages and clusters. The main work is to be done in **close cooperation with the Ambassador Cities and the Local Affiliates**, to which the entire spaces is primarily dedicated.

Based on a SharePoint system, the Exchange Hub is structured into the following **key sections**:

1. **Home**: The home section introduces the Exchange Hub, indicates the key contacts and how to navigate the site. It also provides an overview of latest highlights, news and upcoming project events.
2. **Clusters 1-4**: Each cluster has his section, and the learning content is accessible through the dedicated pages for each of the five learning sequences. Learning content to watch and to read is displayed as well as the key contacts to get in touch with. A calendar of cluster events shows the main activities of each cluster and allows to plan the work. A library gathers all the documentation Local Affiliates, Ambassador Cities and technical support partners want and need to share.
3. **Skills Streams**: each Skills Stream will be represented here. Learning content to watch and to read is displayed as well as the key contacts to get in touch with. A calendar of events shows an overview of events Local Affiliates can choose to attend. A library gathers all the documentation Local Affiliates, Ambassador Cities and technical support partners want and need to share
4. **Data and deployment**: This section allows to gather KPIs and follow up on the innovation diaries and deployment plans.
5. **Supplier Register**: Provides access to a list of suppliers, indicating their contact details in a systemic manner and a reach function along cluster and skill specific criteria. The supplier info is also further fed with multimedia content when available, such as videos and pictures as well as links to relevant websites and social media accounts.

Section	Responsible Partner	Support
Access and contacts	Eurocities	Grant access to the Exchange Hub, keep the contact list up to date. Help with technical difficulties.
Home and Helpdesk	Mobiel 21, Eurocities, ICLEI	Maintain the home section, create the main events.
Cluster 1	Stockholm, Eurocities, ICLEI, Local Affiliates	Update the content of the learning sequences / respond to questions on learning material / Local Affiliates to use the learning material
Cluster 2	Antwerp, Vectos, Local Affiliates	
Cluster 3	Bologna, EIP, Local Affiliates	
Cluster 4	Budapest, CERTH, Local Affiliates	
Skills Streams	Mobiel 21, ICLEI, Eurocities	Post events and learning opportunities form outside the FastTrack Community concerning the 3 Skills Streams
News	All	News of interest to the whole community can be shared by any contact in the news section
Supplier Register	Mobiel 21	Keep the descriptions contacts and suppliers up to date, inform about new cooperation opportunities with suppliers
Data and deployment	EIP, CERTH, Local Affiliates	Collect the innovation diaries and the related KPIs through templates / forms. Local Affiliates to submit their innovation diaries in this section

**Table 7:** Roles and responsibilities related to the FastTrack Exchange Hub



**Figure 2:** FastTrack Exchange Hub homepage

## 6 The FastTrack Helpdesk



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To support the FastTrack team in using the Exchange Hub and overcoming small technical issues, a dedicated Helpdesk is established. The Helpdesk can be approached by one central address, via which partners and Local Affiliates can ask for support: [Helpdesk@FastTrackMobility.eu](mailto:Helpdesk@FastTrackMobility.eu). The Helpdesk delivers the first-line assistance to answer all kinds of questions related to the Exchange Hub, such as granting access to new colleagues, finding specific documents and information, managing new folders and pages and much more.

### 6.1 The purpose of the Helpdesk

The Exchange Hub is a great source of information that supports the capacity building and learning programme. That's why it's key that everyone in the project **learns how to work with this platform and actively contributes to get the most out of it**. A dedicated Helpdesk is essential to **assist all the project members in overcoming small technical problems, answering all kinds of questions and to optimize the platform to the needs of the users**. This way, all involved are motivated to use the platform to exchange and to receive the information they need to carry out their work within the project.

Therefore, the Helpdesk can be seen as **the engine behind the Exchange Hub**. It makes sure that the Exchange Hub is a user-friendly space, and:

- That users don't drop out because of technical issues,
- That users get assistance and support to grow confident in using the Exchange Hub, and
- That users are stimulated to add their own contributions to the Exchange Hub.

## 6.2 The support provided by the Helpdesk

The Helpdesk ensures a **continuous support to all the FastTrack project partners** in all matters related to the Exchange Hub, as shown in the following table.


		ICLEI	Eurocities	Mobiel 21
Content-related support	Being the first-line contact for project content-related questions.	x		
	Populating the Exchange Hub with information from external sources.			x
	Populating the Exchange Hub with information from Ambassador Cities.	x	x	x
	Maintaining Frequently Asked Questions to support users find their way.			x
	Managing the Supplier Register.			x
	Supporting Local Affiliates in finding a match via the Supplier Register.			x
	Supporting Local Affiliates in applying for the FastTrack Fund.			x
Administrative support	Keeping the contact list up to date.		x	
	Managing the Helpdesk page and providing a user guide and tutorials.			x
	Assisting partners in adding their own content to the Exchange Hub.			x
	Granting access to new team members on the Exchange Hub.		x	
Technical support	Being the first-line contact for technical questions.		x	
	Solving technical issues related to the Exchange Hub.		x	
	Conducting regular health checks and improvements of the platform.		x	x
	Updating on improvements and newly added and relevant information.	x	x	x

**Table 8:** Support provided by the FastTrack Helpdesk

The FastTrack Helpdesk is just one click away  
[Helpdesk@FastTrackMobility.eu](mailto:Helpdesk@FastTrackMobility.eu)

# Annex – Reimbursement Form

## Reimbursement Form



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The undersigned,

(full name).....

(function).....

at (organisation).....

(address).....

.....

asks on behalf of (personally or on behalf of organisation)

.....

the payment of the following amount :

- transport costs..... €
- subsistence costs..... €

on bank account with IBAN .....

BIC code.....

name (account holder).....

The expenses are made for attendance of :

.....

on (date) ..... in (place) .....

*Actual travel costs, meals, transfers and local transport, per-diem – based on real expenditures and/or accounting policies.*

*Any cost should be substantiated with copies or originals as proof. Costs made in other currencies should be converted at the rate on the date expenses were made to Euro. In case you can recover VAT, please calculate costs without VAT.*

Date : ..... / ..... / 20yy.

Signature :

*Please complete, print on letterhead in case the claim is made by an organisation, sign, and send back along with copies to (include respective contact person). Alternatively use postal address: (include respective address)*