

Support structures to help ensure project success

Summary of D3.1: “Set-up Responsive Support Structure”

FastTrack has an ambitious goal: the project is using a suite of interrelated methods to help local authorities to speed up their roll-out of innovations that can help them forge more sustainable mobility and transport. Any project this ambitious must have a clear set of structures in place that can support the project to ensure that it is effective – both with respect to its internal working, and that it is effective in accomplishing its external goals.

FastTrack has designed and put in place a responsive support structure, whose components serve to guide project work, and act as tools for FastTrack local authorities to deepen, question, share, or receive tailored assistance on effective deployment of sustainable mobility.

A **Supplier Registry**, for example, supports the fast roll-out of innovative sustainable mobility solutions by serving as a reference to match local authorities with suppliers that have solutions for them. It enables FastTrack and its partners to organise networking events and exchange activities that bring local authorities together with suitable solutions. Furthermore, the Supplier Registry helps to facilitate the process of claiming funding via the **FastTrack Fund**, which provides limited financial support for springboard studies or for the organisation of further in-depth exchange activities. Additionally, an **Advisory Group** has been put in place to accompany project implementation, and provide non-binding advice and recommendations.

In addition to these external supports, an internal support mechanism has also been put in place. An **Exchange Hub** platform works as a primary, online exchange and communication interface with project partners, as well as among the FastTrack Community of local authorities. Its features enable the Community to collaboratively learn, store information, discuss, and access key resources, all while ensuring that they stay in regular touch. Last, but not least, a **FastTrack Helpdesk** has been put in place to deliver the first-line assistance to the Community, answer all questions related to project's support structures, help find documents and information, manage Exchange Hub folders and pages, and much more.

Curious to learn more?

Read FastTrack Deliverable 3.1 in full at: <https://bit.ly/FastTrackD3-1>

Background

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

In order to meet their needs and requests, and to provide them with tailored expertise, consultation, support and advice, FastTrack makes use of a range of methods that provide local authorities with opportunities to learn from the best.

For more information, contact: helpdesk@FastTrackMobility.eu



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