

Using KPIs to assess capacity building efficiency and impact for sustainable mobility innovations

Summary of D4.2: "Results of the engagement strategy developed and its strengths and weaknesses"

European cities are motivated to act towards the achievement of climate-neutral mobility solutions. Capacity building that fills skills gap and/or enables acquisition of new ones related to the planning and implementation of such solutions can empower local and regional authorities to identify, adopt and eventually deliver them properly. Evaluating capacity building is crucial in order to:

- map the program's progress against its goals,
- grasp the reactions of the learner and get his/her feedback,
- identify gaps and weaknesses in the learning program itself
- propose actions to address these weaknesses.

Deliverable D4.2 presents FastTrack's Key Performance Indicators (KPIs) capacity building assessment approach. FastTrack's KPI Framework analyses the **efficiency** and **impact** of FastTrack's capacity building programme through a set of 49 KPIs, monitored both at the outset of the project and throughout the course of it through concrete monitoring tools, also systematically considering the feedback from the participating cities. Based on all of the data gathered throughout the project, this report draws conclusions on the strength and weaknesses of FastTrack engagement activities, while also investigating the response of the cities involved in the project.

The methodological insights of D4.2 analysis (Chapter 2, pg. 14) are useful for evaluators of any similar structured learning program. Especially Annexes 2-4 (pg. 70-108) provide a detailed look at the main tool used for getting the feedback from the participating cities: **FastTrack Innovation Diaries**.

The conclusions drawn after the careful assessment of the KPIs (Chapter 4, pg. 59) are considered of use for any capacity building provider who wishes to increase the effectiveness of planned learning activities.

Curious to learn more?

Read FastTrack Deliverable 4.2 in full on our website at: FastTrackMobility.eu/resources.

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 innovations in the field that are rapidly changing, nor with ever updating insights regarding what works, where, why, and how to transform innovations into worthwhile, reliable and rapidly-implementable 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 local 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: marmor@certh.gr



The CIVITAS FastTrack project has received funding from the European Union's Horizon 2020 research and innovation programme under Grant Agreement no. 101006853.