

INTERREG Alpine Space

**“e-mobility SMART grid for passengers and last mile freight
transports in the Alpine Space – e-SMART”**

Best Practice Template

June 2021

Best Practice

1. General Information		
Title of the practice	e-HUB	
Please select the project acronym	e-MOTICON	
Specific objective	<ul style="list-style-type: none"> • Communication (vertical and horizontal). • Policy transfer and implementation (vertical and horizontal). • Knowledge dissemination: exchange of best practices, new technologies on charging infrastructure and e-Mobility, results of pilot actions. 	
Main institution involved	Province of Brescia and Local Authorities	
Location of the practice	Country	Italy

2. Detailed Description	
Detailed information on the practice	<p><i>E-HUB help-desk, developed in Italian and English languages, aims to coordinate from the transnational to the local level the knowledge and planning of Electric Charging Stations and e-mobility models through a virtual and physical Help-desk. It aims to:</i></p> <ul style="list-style-type: none"> <i>-transfer the macro-regional policies, information and best practices to the local territories (Municipalities);</i> <i>-transfer the local needs (function of territorial aggregator of Municipalities/Provinces);</i> <i>-facilitate the participation of Local Authorities to Regional, National and European co-funded projects;</i> <i>-implement actions for e-mobility promotion, increasing capacities of PAs and supporting them in the experimentation of new instruments and solutions in cooperation with the territorial stakeholders and business sector.</i>
Resources needed	3 FTE
Timescale (start/end date)	<p>8 e-HUB help-desk set-up and implemented, 1 per e-MOTICON partner (Italy, Slovenia, Austria and Germany); more than 45 local and regional workshops/ bilateral meetings with stakeholders were organized; Increased exchange of experiences, stakeholder needs and expectations collected and cooperation among Public Administrations, investors and e-mobility end-users (not quantifiable). On Brescia e-HUB more than 15 documents uploaded (strategies, regulation, case studies, templates, newsletters).</p>

Evidence of success (results achieved)	<i>Why is this practice considered as good? Please provide factual evidence that demonstrates its success or failure (e.g. measurable outputs/results).</i>
Difficulties encountered/ lessons learned	<i>e-HUB help-desk needs to be constantly updated (i.e. new initiatives, new regulations...) by the Public Authority. This is simple issue but fundamental for the real-time services and support for citizens and e-mobility users.</i>
Potential for learning or transfer	<i>Easy transferability to other EU context, above all for Public Authorities (from National to Local level), since, as per Province of Brescia, they can focus and promote on e-mobility issues by implementing a simple webpage and create e-mobility virtual helpdesk, constantly updated and shared through social media. The virtual helpdesk must be strictly connected to physical meetings and activities. However, above all in this new pandemic era, it could be an efficient reference and user-friendly instrument for e-mobility and Alternative fuel public and private stakeholders.http://e-mobility.provincia.brescia.it/en_GB/e-hub/. Ease of Implementation: Easy; Impact: high; Benefit-cost ratio: very high.</i>