Work **P**rogramme
2019 – 2022

OUTLINE

1. INTRODUCTION

The Association of European Vehicle and Driver Registration Authorities (EReg) is a cooperation of European organisations dealing with subjects concerning the registration and documentation of vehicles and drivers in Europe. EReg enables its members to take a harmonised approach in matters of joint interest: the implementation and execution of effective and efficient policies for registration and licensing, that improve the mobility and safety of vehicles and drivers in Europe. EReg helps making this possible by playing an important role in realising the following objectives:

1. Share knowledge, experience and good practices;
2. Identify, follow and influence European developments and regulations;
3. Establish exchange and cooperation arrangements with relevant other parties;
4. Promote effective and efficient data exchange;
5. Take initiatives aimed at improving the performance of tasks by the members as European partners.

Once every three years, representatives of the EReg Member organisations elect a new Chairman from their midst for a period of three years. Linked to that period is a three-year work programme that reflects priority topics for knowledge gathering and sharing, as identified and ranked by the EReg Members. A work programme also describes the activities of the Chairman and Secretariat to manage the network and presents plans to keep increasing sustainable value in the course of the three-year period.

This EReg Work Programme for 2019-2022 presents an evaluation of the past years and the current functioning of the EReg Association, as well as the identified points of improvement and an overview of foreseen topics of common interest for the years ahead. It consists of three main parts with subjects foreseen to be especially relevant for the upcoming period:

1. Priority subjects of common interest and the agenda of upcoming activities;
2. Identified focus areas to further increase the value of the EReg network;
3. Continuity and sustainability of the Association as an organisation.

Since EReg is driven by interests of its committed members, this Work Programme is a representation of the outcomes of two active consultations among the members of EReg as well as evaluations, remarks and questions raised over the past three years. The members were first consulted via the questionnaire 'Input EReg Work Programme 2019-2022'. After receiving the online input of 22 individual member organisations, a workshop was organised in Paris on 22 March 2019, to interactively identify and discuss what should be the main focus areas and priority subjects of this new Work Programme, based on the presented outcomes of the questionnaire.

Questions, remarks and other ideas concerning EReg are appreciated and may always be directed to the EReg Secretariat at secretariat@ereg-association.eu.

2. EVALUATION OF THE EREG ORGANISATION 2016 – 2019

As mentioned in the introduction, the EReg Secretariat sent out the questionnaire 'Input EReg Work Programme 2019-2022' to all members to gain insight in their reflections on past developments, the current state of EReg and foreseen and/or desired new ideas. The questionnaire was answered by 22 members. An overview of the results can be found in Annex I of this document.

The results of the questionnaire prove that members consider EReg a very valuable addition to their work. In the first place, membership of EReg is beneficial to organisations because it brings about the connection to a valuable international network they can utilise whenever required or desired. This international network is acknowledged to be most useful for sharing and gaining knowledge, experiences and good practices. All members stated that the different EReg platforms provide them and their organisations with important information and enable them to better identify, follow and influence European developments in their field of expertise. EReg facilitates opportunities for members to meet face-to-face to cooperate in multiple ways, which is the essential foundation of the network. Members were asked to evaluate specific activities in the questionnaire. There is broad agreement that the yearly General Meeting and Annual Conference are highly appreciated. EReg Topic Groups, the main instruments to share knowledge and harmonise approaches, are also clearly very useful. The Chairman, Secretariat and Advisory Board that compile the structure of EReg all prove to be appreciated and useful to maintain the network.

The EReg Association will continue to support the members to build partnerships, exchange knowledge and jointly contribute to, implement and execute policy initiatives in the future. EReg will strive to stay relevant and keep improving its functioning to maximise value for members. The results of the questionnaire show specific areas that leave room for improvement. During the workshop in Paris, members have identified which are the most important areas that deserve attention to make steps towards sustainable progress in the upcoming three years.

The highlighted focus areas can broadly be divided into two categories that embody several ideas for improvement, which will be explained in more detail in Chapter 4 and 5:
1) Increase the value of EReg membership
2) Manage the continuity and sustainability of the EReg organisation

In the Work Programme questionnaire, EReg Members have expressed how they see the importance and urgency of a series of identified subjects with (expected) common interest, by rating them within different levels of priority. Chapter 3 of this Work Programme presents the outcomes of that consultation: the subjects that remain of high priority and the 'new' ones that should be developed into action plans. The overview of this consultation can be found in Annex II and Annex III.

3. EREG PRIORITY SUBJECTS FOR 2019-2022

In the Work Programme questionnaire, EReg members have expressed the importance and urgency of a series of identified subjects, by rating them within different types of priority. The outcomes have been discussed in more detail during the Work Programme workshop in Paris. France. An overview of the prioritisation on the short, mid and long term can be found in the table of question 28 in Annex I and in Annex II. It's necessary to keep in mind that short term does not necessarily mean that these subjects are considered more important or a bigger challenge than topics voted to deserve attention on longer term; it rather says something about the urgency of the subject. However, voting 'not at all' obviously does say something about the (lack of) importance of that subject to EReg members.

Action plans will be developed for the identified priority subjects of the coming years. These might lead to the setting up of new Topic Groups, Academies, webinars, or the inclusion of the subject into the scope of an existing Topic Group. The EReg Chairman and Secretariat will follow progress on the subjects that are mentioned by the members of EReg as having priority for the period 2019-2022. Activities concerning these subjects will be started at the appropriate time.

3.1 Existing Topic Groups and work items

EReg will continue to work on the following subjects in the currently existing EReg Topic Groups (see Annex III):
   a. EReg Topic Group I on International data exchange.
   b. EReg Topic Group XII on Exchange of information concerning Certificates of Conformity (CoC).
   c. EReg Topic Group XX on GDPR in international data exchange (will continue as a Taskforce on Data Protection).

3.2 Subjects for (new) EReg Topic Groups

New Topic Groups will be based on the list of priority topics in Annex II. Nevertheless any topic that might come up in the period of this work program can result in a Topic Group as long as there are enough participants that actively support that Topic Group, in providing a chair, a secretariat and time and resources to make the Topic Group run. Topic Groups take quite some effort and resources from our members. To guarantee a high quality outcome, and to prevent too many Topic Groups running at the same time, the EReg Secretariat will advise on the feasibility and the Advisory Board has to approve Topic Group proposals and action plans.

The members identified 4 areas of interest: International data exchange, in-vehicle data, Innovation & e-government services and Sustainability & environmental zones. In 2019 a new Topic Group started on registration processes and data quality.

As in other years a main focus will stay on international data exchange. After all that is what literally connects the EReg members. With the growing availability of data of all sorts that Registration Authorities can use to improve their processes and execution of their legal tasks,

or that generate new obligations, the need for exchange of that data will grow as well. This area has a strong link with the work that is done in EUCARIS.

The second important area expressed by the members, focuses on in-vehicle-data. The vehicle contains a large amount of data and continuously collects, enriches and sends data, relating to failing parts, location of the vehicle, speed, emissions but also about road works and accidents. Data is the new fuel, it enables market parties to develop new services and governments can use this data to carry out their tasks even better. However, many stakeholders are already examining what they can do with this data and are define their role. Registration authorities should be aware of these developments. How to get access to in-vehicle data, what it would mean for registration authorities and how to use it for their tasks are important questions that need to be addressed.

The third area is Innovation & e-government services. The speed of innovation is very rapid, and the drafting of legislation often very slow. There are important developments in the areas of: Innovation in Driving Licences, Autonomous vehicles, Artificial Intelligence, Cybersecurity in a connected world. These developments have a large impact the registration authorities. An example is software and autonomous vehicles. How to update vehicles software, how to make sure that authorities have an understanding of the software version of the vehicle? These are questions that are currently relevant and will need to be addressed in the coming years.

Last but not least is the area of Sustainability & environmental zones. The registration of electric vehicles might for instance lead to changes and additions in the national registers of the vehicle registration authorities. At the same time national governments are introducing low emission zones, congestion charging & urban traffic restrictions. To be able to enforce these zones and restrictions inquiries might have to be made to the vehicle registers. There is a lot to be learned from the way in which different countries deal with the sustainability challenge in the mobility domain and the tasks the registration authorities in the respective countries perform. In the coming years, EReg will accommodate the exchange of best practices and experiences on this topic in the EReg Member States.

With the growing availability, usage and exchange of new data from new sources, the matter of keeping a good high quality register and matching registration processes are key. Subjects like data quality, harmonised registration procedures, transparency on sources etc. are very important. For example in fraud reduction, (re)registration of vehicles, to keep track of a vehicle during its lifecycle and even vehicle safety (software versioning). The subject of registration processes and data quality is part of EReg Topic Group Group XXI, which started in September 2019. Part of the work of this Topic Group is to revitalise the work that was previously done by EReg Topic Group II.

4. INCREASE THE VALUE OF EREG MEMBERSHIP

EReg Members highly appreciate the usefulness and benefits of the network and its functions and activities. In order to increase the value of EReg membership even more over the next three years, members identified possibilities for improvement, especially in the quality of some specific means of communications and the follow-up of questionnaires and meetings.

4.1 Quality of EReg communications

EReg communications cover the communication via email by the EReg Secretariat and materials including questionnaires, website, newsletter and publications such as The Vehicle and Driver Chain in Europe and the EReg Annual Report. The strength of the EReg Association is its intense, frequent and many-sided communication and cooperation through the exchange of information and documentation with the use of digital tools as well as in face-to-face meetings. Overall, the quality of the content and the accuracy and topicality of EReg's digital and published communications was assessed positively in the questionnaire. However, especially the newsletter, website and The Vehicle and Driver Chain publication have been identified as points for improvement.

As a general improvement of EReg communications, the coming years special attention will be paid to modernising the look and feel of the website and publications. The readability of EReg communications will be enhanced by updating the design. These will be updated in a more recognisable, harmonised and professional look.

4.1.1 EReg newsletter
The EReg newsletter serves as a source of information about the agenda and reports of activities by EReg and/ or umbrella organisations and developments in the field of vehicle and driver registration and documentation. The target group includes the professionals that work within member organisations as well as many other relevant stakeholders interested in the work of EReg. Important (European) developments that might impact the way in which the vehicle and driver registration authorities implement and execute policy are communicated to the EReg Members through the newsletter and the 'News Items' page on the EReg website. Members expressed to find EReg communications, including the newsletter, to be very useful to identify, follow and influence European developments and regulations.

EReg Members pointed out that there is room for improvement when it comes to the quality of EReg newsletters. During the Work Programme workshop in Paris, some practical ideas for improvement were mentioned that deserve attention in the next term. Members expressed that the currentness of newsletters could be more consistent, the length should preferably be no longer than two pages, and the structure of the current newsletter leaves some room for improvement. As a result of shorter newsletters, the frequency could go up to quarterly. Also, the EReg Secretariat is currently (summer 2019) developing a new Newsletter format which will be more appealing to read with a nice looking design and structure to it. EReg communications deserve a uniform branding with a modern look and feel, that will also be applied to the newsletter.

Generally, members were satisfied with the informative content of newsletters. Still, new ideas to improve content were mentioned and would be appreciated. For example, the active

contribution of members will keep newsletters interesting by giving each newsletter a different perspective and focus and if possible a personal touch. A suggestion was made to introduce an article or column written by a different member every newsletter. Rotation of the main-contributor of the newsletter would mean that every EReg Member will contribute every few years. Contributions can be based on the content of national news or newsletters of home organisations. These articles or columns offer a great way to highlight (national) developments and best practices, for instance.

EReg will continue to publish the EReg newsletters on the public part of the website. Subscribers will keep receiving the newsletters in their email. The look and feel of the newsletter will be modernised and harmonised along with the other means of EReg communication. Handling a clear structure of the newsletter will help readers to jump to the topics they are especially interested in and improve readability. The addition of a contribution of a different EReg Member each publication (quarterly) will bring more variety and inspirational content into newsletters. At the same time, it's important to keep the EReg Secretariat as editor and publisher to include EReg news and to be able to maintain a consistent scheme and structure.

4.1.2 EReg website

The EReg website is an essential channel for both internal and external communication. The public part of the website offers general information about the EReg Association, its activities and its members. The private login part offers all representatives of the EReg Member organisations participating in activities such as the General Meeting & Annual Conference, Topic Groups or Academies detailed information about the meeting (documents) and news items about the activities within the EReg Association. Since being newly developed in 2014, no major changes have been made to the website. The work that has been performed was for purposes of maintenance.

During the coming years the EReg website will be further developed. The look and feel will be refreshed and modernised. Special attention will be paid to user-friendliness and clarity by organising a consistent way of presenting essential information. User-friendliness could for example easily be improved by adding a search functionality to find the information or documents one is looking for effectively. Besides improving the EReg website, EReg will analyse possibilities to integrate the EReg website with the Vehicle and Driver Chain website. The two websites are currently separate, which can be inefficient. The Vehicle and Driver Chain could for example become a separate menu on the EReg website, working with one and the same username and password for members.

Once the website has been refreshed with some updates and a modern design, EReg Members can expect to receive a short website manual and overview of their login details to make sure everyone has access to the available information and knows how to maximise benefit of the website.

Since sharing experience and best practices is one of the most valued functions of EReg, it would be positive to have access to an updated overview of 'best practices' of the EReg Member organisations on the website. This would facilitate targeted exchange of practices between members, as they would be enabled to contact the organisation that best practices a

specific activity or topic directly for information. Thereafter, the exchange of information on the best practice concerned could be established via different means of communications. In order to successfully update this section of the website, EReg will requests its Members to provide the information on this best-practices.

4.1.3 Publication: The Vehicle and Driver Chain in Europe
Members have expressed that they find the booklet publication of the Vehicle and Driver Chain in Europe very useful. The Vehicle and Driver Chain offers insight into the way in which (national) vehicle and driver registration authorities are structured and how they perform their tasks. The EReg Secretariat has been working on a new and updated version of the Vehicle and Driver Chain in Europe publication, that was published in the summer of 2019. Country specific information is also available on the private login part of the Vehicle and Driver Chain website. Members are invited and responsible to keep their own country information accurate.

4.1.4 Webinars and Q&A
For some members, traveling forms an obstacle to actively join EReg meetings such as Topic Groups. While meeting face-to-face is most valuable for the connectedness of the network and will remain the preferred way to exchange knowledge, EReg will start looking into the possibility of organising complementary webinars to follow meetings via e.g. Skype. The idea to organise webinars has received positive feedback in the questionnaire. Generally, members were also enthusiastic about a second webinar idea of sharing perspectives with partner organisations AAMVA (United States and Canada) and Austroads (Australia and New Zealand). Next to the option to organise complementary webinar EReg will, once again, look into the possibility to develop a 'Question & Answer' functionality in the refreshed and updated website.

4.2   Follow-up of questionnaires

EReg questionnaires are an important instrument to share knowledge and gain insight into the different ways vehicle and driver registration authorities implement and execute policy and consequently provide their products and services. The EReg structure is strongly dependent on responsive and committed EReg contact persons in each member organisation. The value of EReg questionnaires depends on the efforts of EReg Members to fill in the different questionnaires and the quality of their responses. EReg contact persons are active internally to gain input from their own colleagues at their home organisation, and externally to gain input from other relevant stakeholders within their home country. Logically, the more effort respondents put into completing a questionnaire, the more valuable and representative the input will be to EReg or to the organisation requesting the questionnaire on a specific subject.

The information collected though the questionnaires is broadly available to members, as the results of each questionnaire can be found in an overview document published on the private login part of the EReg website. Members have expressed that the quality of the overview result documents of questionnaires could be improved. Also, members would like to be informed about the takings and follow-up actions of the questionnaire requestor after providing them with information on behalf of their organisation. More attention could be paid to this remark in the future, possibly through the newsletter, short (best) practice updates on the website, in webinars, or (if the questionnaire is linked to a Topic Group) through Topic Group documentation.

4.3 Follow-up of Topic Groups

Topic Groups are essential components of EReg and can encompass different purposes, including: sharing knowledge to enhance common understanding and good practice with current processes; considering subjects where new practices need to be agreed because of their impact on the daily operations of the vehicle and driver registration authorities; influencing European developments; the promotion of efficient international data exchange.

Each new EReg Topic Group starts with the formulation of an Action Plan in which the intended goals, approach and planning are described. Every EReg Topic Group is requested to report on the progress within the Topic Group by filling in a format progress report. The EReg Chairman and Secretariat use this progress report to coordinate the Topic Groups. Each Topic Group finishes its activities after presenting its results, conclusions and recommendations in a Final Report to the EReg Members during the General Meeting. The final reports are approved and made available to all Members and stakeholders after that. An overview of the current EReg Topic Groups can be found in Annex III.

EReg Members consider the Topic Groups to be very useful. Members especially show their appreciation for the choice of subject, the quality and obtained results of the meetings. However, when it comes to participation and commitment of the members and following-up on results of Topic Groups, there is room for improvement. In the near future, special attention will be paid to evaluating and improving information sharing about the outcomes and progress on action points of a Topic Group. The reports of EReg Topic Groups are not only written by and for the EReg Members; they have become a valuable source of information for EReg's partner organisations and other relevant stakeholders, such as the European Commission. Related to improving the follow up of Topic Groups, it is interesting to monitor what changes or other actions have been introduced as a result of the conclusions and recommendations that were stated in a final report of a Topic Group and what benefits this has brought to EReg Members. A few years back the EReg Secretariat introduced a follow-up system. In the coming years, this follow-up process will be evaluated and updated to improve the monitoring of the progress of action items and the benefits or new developments that have emerged from the Topic Group efforts.

4.4 Peer programme 'Connecting Europe'

In the questionnaire, a new idea was introduced that could (inter)actively contribute to the strength and connectedness of EReg's foundations: intensify valuable cooperation through the exchange of knowledge, experience and best practices between professionals of European vehicle and driver registration authorities. The idea was received positively and speaks of a "peer programme" that would exchange professionals of different EReg member organisations that work in the same area of expertise and thus face similar challenges.

During the Work Programme workshop in Paris, a small elaboration on this idea introduced the wish to be able to pay targeted visits that will directly help and inspire both organisations. Being able to gain insight into the actual best practices of each EReg member organisation on the website makes this possible, as members can select an organisation to visit or host based on a challenge that they face that might match with a best practice or priority topic of the hosting country. Whenever a visit to another EReg member organisation is paid, the visiting

organisation commits to hosting a professional of their own host in return. However, the exchange doesn't necessarily need to happen at the same time. Rather, it would be most valuable to pay a visit during a time when there are certain interesting developments or events scheduled and both parties are prepared and can create room for exchange. It was also mentioned that exchanging two professionals from the same cluster/department back and forth could in some cases be almost duplicating a visit. As the professionals of the two departments establish a personal relationship and exchange information intensively already during the first visit, the return visit may also be paid by a professional of another department interested in the ways of working of their counterparts within the hosting organisation.

The exchange would in principle last for two to three workdays, with a maximum of one week. As a follow up after the exchange, it would be valuable to all EReg Members to get an overview of the experiences of both organisations involved. The EReg Secretariat should be notified of any EReg exchange visits. A peer programme proposal was presented during the EReg General Meeting in Lisbon, together with the experiences of two organisations (DVLA and RDW) that have already tried out this idea as a pilot. The General Meeting responded positively to the idea.

5. MANAGE THE CONTINUITY AND SUSTAINABILITY OF THE EREG ORGANISATION

In order to ensure the continuity and sustainability of the EReg network in the future, it is important to pay special attention to strengthening and maturing the network and safeguarding the knowledge and experience that's currently available.

5.1 Strengthen EReg's position

The foundation and biggest assets of the EReg Association are the connectedness and cooperation between committed members. EReg's main goal is to bring together these members, professionals of the European Registration Authorities, to achieve a more intensive European cooperation and enable the development of better registration policies and regulations that are easier to implement and execute.

Enabling the development of better policies and regulations on a European level requires monitoring (identifying, following, communicating, acting upon, influencing) important developments in the field. The questionnaire proved that members believe advanced cooperation is necessary to do this effectively. EReg's function as a monitor and liaison between national authorities and European bodies is considered very useful. It especially provides many individual EReg Members with more and better opportunities to effectively influence and contribute to the development of policy and regulations that impact registration authorities.

To be able to pursue this most effectively, EReg needs to hold a strong and recognised position that is widely visible and understood. The more European countries and regions become a member of EReg, the broader and wider information can be shared and the more powerful and established EReg's voice will be(come). Over the past years, several new members have joined the EReg Association, bringing in new valuable best practices and experiences. The EReg Chairman and Secretariat actively work to make EReg more widely known and recognised in- and outside of Europe. They identify interest from other vehicle and driver licence registration authorities in other EU countries to become a member of EReg. If a registration authority is interested in becoming EReg Member, it is important to connect EReg to the right contact person in the organisation. The 'observer status' could then be offered as an invitation to the General Meeting & Annual Conference, to enable the candidate to experience the benefits of EReg membership first hand. Ideally, to pursue EReg's larger missions and ambitions, all European states and regions should be a member of EReg. As a concrete goal for the next three years, EReg should grow and strengthen its recognised position in Europe by (again) adding three new European members to the network.[1]

5.2 CEO meetings

Over the past years, the CEO's or other executive board members of EReg Member organisations have met three times to discuss topics that their organisations are dealing with. The CEO meetings generate further support from senior executive management for EReg activities and lower possible barriers for European cooperation between registration authorities. The CEO meetings are acknowledged to effectively assist in the sustainability of the network.

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[1] Special focus will be on EU countries; Austria, Bulgaria, Republic of Cyprus, Czech Republic, Italy and Slovenia

As previous meetings proved to be beneficial and highly appreciated, the CEO's underlined the importance of continuing to organise occasions to meet each other in the future. The last CEO meeting took place in Lisbon on 8 May 2019.

5.3   Contact persons

EReg is dependent on the commitment and responsiveness of member organisations; the EReg contact persons in particular. EReg contact persons are appointed to manage communications between their organisation and EReg. On one hand, they are expected to raise awareness by receiving and distributing EReg information to the right professionals within their home organisation, possibly getting them to support and participate in EReg activities. On the other hand, they gather input or information on behalf of their home organisation and report back to EReg. In order to safeguard continuity of the EReg network, it is crucial to have a fully informed, up-to-date and responsive group of contact person within all member organisations at all times.

At the same time, the responsibilities of the EReg Members differs greatly in terms of the vehicle registrations, licensing, testing and driver licensing functions that they have responsibility for. These functions are also often shared between Registration and licensing authorities, Ministries and other (public) authorities. The contact persons in the EReg members have a special role in connecting their colleagues from different departments within their organisation, but also other colleagues in other organisations and ministries in their countries. With the broadening of the scope of the activities of registration authorities, due to developments such as digital services and new technologies that will change traditional vehicles into modern computers, strengthening the relations between all relevant stakeholders in the countries of the EReg members will become even more important in the future.

Of course, EReg highly appreciates the commitment and efforts of contact persons, and will continue to support them as much as possible in their task. For example, regular personal contact between the national contact persons, EReg Chairman and Secretariat, and the improvement of the EReg communications will help in this. Furthermore, it might especially be useful to new EReg Members to know exactly what it entails to function as a national contact person for EReg. Function profiles will be drafted for this purpose. In order to make those more vibrant and relatable, it could be considered to record video material of for example interviews with contact persons about their work. Asking them questions about what they like most, their most memorable moments, their vision on the importance of EReg, how much time they put into their work for EReg etc. would also benefit the exchange of experience and strengthen the connectedness of the network.

5.4   Chairman and Advisory Board positions

The EReg Chairman and Secretariat are the contacts of the EReg Association for (aspiring) EReg Members and external stakeholders, such as the European Parliament, the European Commission and other (umbrella) organisations within Europe and on a global level.

Besides being a true connector, the Chairman has many other internal responsibilities, for instance initiating and chairing meetings, acting upon identified European developments by (if possible) aligning and communicating the position(s) of EReg Members on important topics of common interest. The Chairman is elected by the General Meeting for a period of three years

and can be re-elected one time. Mr Servi Beckers of The Netherlands was appointed the EReg Chairman position for his second term at the EReg General Meeting 2019 in Lisbon.

The EReg Advisory Board currently consists of six representatives of different EReg member organisations and the EReg Chairman. The Advisory Board members are elected by the EReg General Meeting. They meet at least two times a year and fill an important position in advising and help 'supervising' the EReg Chairman and Secretariat. Members of the Advisory Board are elected for a period of five years and can be re-elected once. It is important that the Members of the Advisory Board represent the geographical diversity within Europe.

Because it is important for the strength, reputation and continuity of the EReg network to have a committed Chairman and maintain a representative and active Advisory Board, EReg should invest in establishing a strong pool of interested candidates, and possible successors, for positions such as Chairman and member of the Advisory Board in the future. To create such a pool, first and foremost, this means EReg should clarify what exactly it entails being Chairman, Deputy Chairman or Advisory Board member. Function profiles will be drafted in order to be able to both inform and be able to attract possible candidates. In order to make profiles more relatable and interesting, and to provide transparency to members, in addition to the function profiles on paper, it could be valuable to record video material of for example interviews with the Chairman, members of the Advisory Board and the EReg Secretariat about their work. Asking them questions about what they like most, what are their most memorable and least favourite moments, their vision on the importance of the position, how much time, effort and resources they put into their work for EReg etc. will give more insight in the work of EReg and the (deputy) chairman and Member of the Advisory Board functions.

In the future, the Chairman's responsibilities would preferably be divided between the Chairman, the Deputy Chairman and the other Advisory Board members, where possible. To ensure continuity and efficient handover, and with the elected support of the General Meeting, teamwork between the Chairman and Deputy Chairman could make the Deputy Chairman a logical successor to the Chairman. Also, members of the Advisory Board have a good understanding of what the Chairman position is all about and could therefore be a strong pool of candidates for this position. It will be examined what kind of structures and mechanisms can work to divide the responsibilities and ensure continuity. Through the CEO meeting, the encouragement of CEOs could help gaining support within the home organisation for a Chairman, Deputy Chairman or Advisory Board member's efforts. The EReg Secretariat takes care of the daily operations and is a valuable sparring partner for the Chairman, Deputy Chairman and Members of the Advisory Board. Next to this the Secretariat takes care of the preparations of meetings and events and can act as a representative of EReg upon request.

Besides making an effort to safeguard the continuity and sustainability of EReg by clarifying and (selectively) presenting these positions to members, suggestions for possible additions to or to intensify current activities of the Chairman were raised. The Chairman, in cooperation with the EReg Secretariat, manages and preferably extends the network of stakeholders to EReg. Therefore, it is suggested to enable the Chairman and Secretariat to take up extra efforts to strengthen, enlarge and promote EReg. This could for example be done by paying visits to meet with officials of (potential new) member organisations, policy makers in Brussels and in the member states, umbrella organisations and other relevant external stakeholders.

The Chairman and/ or EReg Secretariat could also visit conferences and other meeting platforms of relevant umbrella organisations to give public speeches about EReg's purpose, developments and ambitions, or reflect those in contributions to newsletters, magazines or website articles of umbrella organisations.

The EReg Chairman and Secretariat will draft a process to formalise ideas that ensure continuity of Chairman and Advisory Board positions, and put them into practice.

5.5   Advance regular cooperation with EUCARIS

EUCARIS, the European Car and Driving Licence Information System, is an exchange system that connects countries to enable them to share vehicle and driving licence information and other transport related data. Historically and today, EReg and EUCARIS are closely linked and have many dependencies. Over the next three years, with regard to the growing priority that international data exchange is getting, EReg will research possibilities to strengthen and advance cooperation. A proposal to give EUCARIS a standing invitation to the EReg Advisory Board meetings was approved by the EReg General Meeting in Lisbon in 2019. Having EUCARIS present at regular EReg meetings ensures periodical exchange of information on the latest and most important developments of common interest.

5.6   Partnerships with umbrella- and global organisations

Within Europe, EReg is an expert partner in vehicle and driver licence registration and offers insight to policy makers on a national and European level. The vast majority of the questionnaire respondents think that EReg is very useful in maintaining and strengthening relations with the European bodies. EReg provides them with the crucial ability to stay up-to-date on European developments and timely signal and (jointly) act upon opportunities to influence policies and regulations. The EU-monitor that was introduced as part of the previous Work Programme is considered very valuable by its users.

Close relationships with umbrella organisations aids EReg in this responsibility. Umbrella organisations are a broad range of stakeholders in the vehicle and driver licence domain involved in for instance enforcement and taxation. Currently, policy areas are more and more interwoven and the interests of EReg and umbrella organisations on specific subjects are closely knit. These organisations include the International Motor Vehicle Inspection Committee (CITA), the European Insurance and Reinsurance Federation (CEA), Confederation of Organisations in Road Transport Enforcement (CORTE), Euro Contrôle Route (ECR), the International Commission for driver testing (CIECA), the European Association of Motorcycle Manufacturers (ACEM), the Type Approval Authority Meeting (TAAM), the European Automobile Manufacturers' Association (ACEA), the Conference of Directors of Roads (CEDR), the Federation Internationale de l'automobile (FIA). To promote especially efficient cross border data exchange at the European level, good cooperation between these stakeholders in all EReg member states is of great importance. EReg will continue to explore opportunities to strengthen contacts with other umbrella organisations that would strengthen and mature EReg's recognised position in Europe.

As mentioned before, besides the familiar close collaboration between the European registration authorities, EReg has alliances with external 'umbrella' organisations, within Europe and on a global level. Globally, EReg has established alliances with AAMVA (United

States and Canada) and Austroads (Australia and New Zealand), to collaborate in the pursuit of common goals through the exchange of information and best practices. Visiting one another's conferences and gaining detailed insight in developments and practices outside of Europe has proved to be fruitful and valuable to EReg's position in the past. In the questionnaire, all respondents but one have answered that information exchange outside the EU should be a topic of interest, rather on the mid- to long term. Ideas about possibilities to intensify cooperation and increase the value of the alliances in the future over time will be further discussed in the upcoming three years. These could next to paying visits to the conferences of partner organisations and inviting them to visit the EReg Annual Conference, include organising webinars to exchange information and experience on certain topics of common interest, and integrating Vehicle and Driver Chain information, regulations and best practices of three continents into one publication.

6. PLANNING OF EREG ACTIVITIES 2019-2022

For the period 2019-2022 the Chairman and Secretariat will perform the following activities:

A. Priority subjects of common interest

A1.1   International data exchange
A1.2   In-vehicle data
A1.3   Innovation & e-government services
A1.4   Sustainability & environmental zones

B. Increase the value of EReg membership

B1   Modernise and harmonise the EReg communications with a modern look and feel
B2.1   Improve the quality of the EReg newsletters
B2.2   Draw up the EReg Newsletter (3-4 per year)
B3.1   Modernise the look and feel of the EReg website incl. user-friendliness
B3.2   Maintain and update the content and working of the EReg website
B3.3   Facilitate targeted exchange of 'best practices' between members
B3.4   Update and integrate the Vehicle Chain website with the EReg website
B4   Take follow up actions on the EReg questionnaires
B6.1   Advice on feasibility of Topic Groups
B6.2   Assist the Chairmen of EReg Topic Groups when needed
B6.3   Share information about the outcomes and progress on action points of a Topic Group
B6.4   See to quality of the EReg Topic Groups
B6.5   Look into possibilities to improve the working of, and the products that are written by EReg Topic Groups
B7   Promote the EReg peer programme

C. Manage the continuity and sustainability of the EReg organisation

C1   Make EReg more widely known and interest other vehicle and driver registration authorities to become EReg member (acquisition). Acquire three new European members to the network

C2 Organise CEO meetings to which directors/representatives of the Board of organisations representing the EReg members are invited

C3 Assist the EReg contactpersons in their responsibilities

C4.1 Invest in the continuity of the positions of Chairman and Advisory Board Member

C4.2 Intensify current activities of the Chairman to extend the network of stakeholders to EReg

C5 Advance cooperation between EReg and EUCARIS

C6.1 Explore opportunities to strengthen contacts with other parties and umbrella organizations to proactively share knowledge and to improve implementation of policy

C6.2 Develop and maintain a good relationship with representatives of the European Commission and European Parliament

C6.3 Share knowledge and actively advise on EU decision-making on executable policy

C6.4 Intensify cooperation and increase value of the alliances with AAMVA and Austroads

D. Finances

D1 Set up budget proposals

D2 Collect membership fees

D3 Monitor state of financial affairs

D4 Draw up the financial report including auditor report

E. Structure

E1 EReg General Meeting & Annual Conference

E2 EReg Advisory Board

E3 Legal base EReg (AISBL)

E4 Draw up and publishing EReg Annual Reports

F. EReg Work Programme

F2 Implement Work Programme 2019-2022

F3 Prepare new EReg Work Programme 2022-2025

	2019-2020	2020-2021	2021-2022
A. Priority subjects of common interest			
A1.1 International data exchange	- Coordinate the start-up of new activities such as Topic Groups, EReg Academies and other activities related to the priority subjects. Link the activities of EReg to the EUCARIS activities	- Coordinate the start-up of new activities such as Topic Groups, EReg Academies and other activities related to the priority subjects. Link the activities of EReg to the EUCARIS activities	- Coordinate the start-up of new activities such as Topic Groups, EReg Academies and other activities related to the priority subjects. Link the activities of EReg to the EUCARIS activities
A1.2 In-vehicle data	- Organise an EReg Academy on the subject.	- Coordinate the activities of the subject in EReg Topic Group, probably in TG I	- Coordinate the activities of the subject in EReg Topic Group, probably in TG I
A1.3 Innovation & e-government services	- Coordinate the start-up of new activities such as Topic Groups, EReg Academies and other activities related to the priority subjects.	- Coordinate the start-up of new activities such as Topic Groups, EReg Academies and other activities related to the priority subjects.	- Coordinate the start-up of new activities such as Topic Groups, EReg Academies and other activities related to the priority subjects.
A1.4 Sustainability & environmental zones	- Coordinate the start-up of new activities such as Topic Groups, EReg Academies and other activities related to the priority subjects. Organize an EReg Academy on light electric vehicles	- Coordinate the start-up of new activities such as Topic Groups, EReg Academies and other activities related to the priority subjects.	- Coordinate the start-up of new activities such as Topic Groups, EReg Academies and other activities related to the priority subjects.
B. Increase the value of EReg membership			
B1 Modernise and harmonise the EReg communications with a modern look and feel	- Update the design and create a more recognizable harmonized and professional look. create a uniform branding with a modern look and feel that will be applied to all publications	- Look into the possibilities of using digital tools to complement the communication products - Have a tryout with the use of webinars to follow meetings	- Based on findings of the tryout of the webinars, start offering webinars
B2.1 Improve the quality of the EReg newsletters	- Shorten the length of the Newsletter and develop a Newsletter format and structure in line with the other communication products	- Invite EReg Members to actively contribute to the newsletters with their own article or column giving the newsletter a different focus, perspective and a personal touch	-
B2.2 Draw up the EReg Newsletter (3-4 per year)	- Publish Newsletter at least in January 2020, June 2020	- Publish Newsletter at least in September 2020, December 2020, March 2021, June 2021	- Publish Newsletter at least in September 2021, December 2021, March 2022, June 2022
B3.1 Modernise the look and feel of the EReg website	- Make an inventory of possible improvements to the website and discuss this with the website developer	- Implement major changes to the website, including look and feel, user-friendliness and clarity. Introduce a search functionality - look into the possibility to develop a 'Question and Answer' functionality in the EReg website	- Implement last changes to the website and evaluate the changes that were made.

B3.2 Maintain and update the content and working of the EReg website	- Check content pages and update when necessary - Request EReg Members to bring forward articles, best-practices or news items to post on the website	- Check content pages and update when necessary - Request EReg Members to bring forward articles, best-practices or news items to post on the website	- Check content pages and update when necessary - Request EReg Members to bring forward articles, best-practices or news items to post on the website
B3.3 Facilitate targeted exchange of 'best practices' between members	- Request EReg Members to bring forward best-practices to post on the website - Update the best-practices page on the website	- Request EReg Members to bring forward best-practices to post on the website - Research the possibilities to further exchange information based on the best-practices	- Request EReg Members to bring forward best-practices to post on the website
B3.4 Update and integrate the Vehicle Chain website with the EReg website	- Invite members to update the country report on the Vehicle and Driver Chain website - Analyse the possibilities to integrate the Vehicle Chain website with the EReg website	- Invite members to update the country report on the Vehicle and Driver Chain website - Discuss the possibilities with the website developer	- Invite members to update the country report on the Vehicle and Driver Chain website - Implement the integration of the two websites
B4.1 Improve the overview document of EReg questionnaires	- Overview documents of the EReg questionnaires are published on the private part of the EReg website - Inform EReg Members on the follow up actions of the EReg questionnaires	- Overview documents of the EReg questionnaires are published on the private part of the EReg website - Inform EReg Members on the follow up actions of the EReg questionnaires	- Overview documents of the EReg questionnaires are published on the private part of the EReg website - Inform EReg Members on the follow up actions of the EReg questionnaires
B6.1 Advice on feasibility of Topic Groups	- Advice on Action Plan, relate it to other work of EReg and Advisory Board approves Topic Group proposals and action plans	- Advice on Action Plan, relate it to other work of EReg and Advisory Board approves Topic Group proposals and action plans	- Advice on Action Plan, relate it to other work of EReg and Advisory Board approves Topic Group proposals and action plans
B6.2 Assist the Chairmen of EReg Topic Groups when needed	- Assist current EReg Topic Groups when requested	- Assist (new) Topic Groups when requested	- Assist (new) Topic Groups when requested
B6.3 Share information about the outcomes and progress on action points of a Topic Group	- Evaluate the current follow-up system of Topic Groups	- Evaluate the current follow-up system of Topic Groups - Monitor changes that have been introduced at EU level as a result of the conclusions and recommendations and link this to the results of the Topic Group. Via newsitem, EU Monitor or other communication channels. -	- Monitor changes that have been introduced at EU level as a result of the conclusions and recommendations and link this to the results of the Topic Group. Via newsitem, EU Monitor or other communication channels.

B6.4 See to quality of the EReg Topic Groups	- Look into the practice of EReg Topic Groups see whether improvements are required Update the progress and follow-up of recommendations of EReg Topic Groups	- Evaluate changes in the practice of EReg Topic Groups - Update the progress and follow-up of recommendations of EReg Topic Groups	- Update the progress and follow-up of recommendations of EReg Topic Groups
B6.5 Look into possibilities to improve the working of, and the products that are written by EReg Topic Groups	- Make an inventory of possible improvements and write an overview document / presentation to inform all EReg participants	-	-
B6.6 Monitor the benefits or new developments that have emerged from the Topic Group efforts	-	-	-
B7. Promote the EReg peer programme	- Draw attention to the possibilities of the peer programme in the EReg Newsletter and on the EReg website - Provide an overview of peer programme exchange on the EReg website -	- Draw attention to the possibilities of the peer programme in the EReg Newsletter and on the EReg website - Update an overview of peer programme exchange on the EReg website -	- Draw attention to the possibilities of the peer programme in the EReg Newsletter and on the EReg website - Update an overview of peer programme exchange on the EReg website -
C. Manage the continuity and sustainability of the EReg organisation			
C1 Make EReg more widely known and interest other vehicle and driver registration authorities to become EReg member (acquisition). Acquire three new European members to the network	- Albania, **Austria**, Bosnia, **Bulgaria, Croatia**, **Cyprus, Czech Republic,** Herzegovina, **Italy,** Montenegro, Serbia, **Slovenia**		
C2 Organise CEO meetings to which directors/representatives of the Board of organisations representing the EReg members are invited	- Organise a CEO meeting and evaluate the meeting and the appreciation by the participants - Try to engage CEOs from all EReg Members	- Organise a CEO meeting and evaluate the meeting and the appreciation by the participants - Try to engage CEOs from all EReg Members	- Organise a CEO meeting and evaluate the meeting and the appreciation by the participants - Try to engage CEOs from all EReg Members
C3.1 Assist the EReg contactpersons in their responsibilities	- Have regular contacts with the national contact persons - Help new EReg representatives understand their roles and the EReg organisation - Draft function profiles to inform EReg Members what it entails to function as a national contact person	- Have regular contacts with the national contact persons - Help new EReg representatives understand their roles and the EReg organisation - Record video material / have interviews with contactpersons about their work	- Have regular contact with the national contact persons - Help new EReg representatives understand their roles and the EReg organisation

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C4.1 Invest in the continuity of the positions of Chairman and Advisory Board Member	- Draft function profiles to clarify what it entails to be Chairman, Deputy Chairman or Advisory Board Member - Divide the responsibilities of the Chairman where possible	- Record video material / have interviews with the Chairman, Advisory Board Membesr and EReg Secretariat about their work - Divide the responsibilities of the Chairman where possible - Look into the practices of other organisations on the roles and responsibilities of Chairman and Advisory Board Member	-
C4.1 Intensify current activities of the Chairman to extend the network of stakeholders to EReg	- Paying visits to officials of (potential new) member organisations - Pay visits to policy makers in Brussels and stakeholders of umbrella organisations - Visit conferences and other meeting platforms - Give public speeches	- Paying visits to officials of (potential new) member organisations - Pay visits to policy makers in Brussels and stakeholders of umbrella organisations - Visit conferences and other meeting platforms - Give public speeches	- Paying visits to officials of (potential new) member organisations - Pay visits to policy makers in Brussels and stakeholders of umbrella organisations - Visit conferences and other meeting platforms - Give public speeches
C5 Advance cooperation between EReg and EUCARIS	- Research possibilities to strengthen and advance cooperation	- Make a proposal for more cooperation and discuss this with the Advisory Board	- Present proposal at General Meeting 2022
C6.1 Explore opportunities to strengthen contacts with other parties and umbrella organizations to proactively share knowledge and to improve implementation of policy	- Contact representatives of other parties and umbrella organisations hen relevant, invite them for relevant sessions and inform them about relevant publications and developments	- Contact representatives of other parties and umbrella organisations hen relevant, invite them for relevant sessions and inform them about relevant publications and developments -	- Contact representatives of other parties and umbrella organisations hen relevant, invite them for relevant sessions and inform them about relevant publications and developments -
C6.2 Develop and maintain a good relationship with representatives of the European Commission and European Parliament	- Organise meetings between EReg Chairman or Advisory Board Member to representatives EC (DG Move, DG DIGIT, DG ENTR) - Contact MEPS when relevant, invite them for relevant sessions and inform them about relevant publications - Visit conference and stakeholder meetings of the EC and EP - Invite representative EC as key-note speaker at the General Meeting - Involve representatives of the EC in the activities of EReg and specially of the Topic Groups	- Organise meetings between EReg Chairman or Advisory Board Member to representatives EC (DG Move, DG DIGIT, DG ENTR) - Contact MEPS when relevant, invite them for relevant sessions and inform them about relevant publications - Visit conference and stakeholder meetings of the EC and EP - Invite representative EC as key-note speaker at the General Meeting - Involve representatives of the EC in the activities of EReg and specially of the Topic Groups	- Organise meetings between EReg Chairman or Advisory Board Member to representatives EC (DG Move, DG DIGIT, DG ENTR) - Contact MEPS when relevant, invite them for relevant sessions and inform them about relevant publications - Visit conference and stakeholder meetings of the EC and EP - Invite representative EC as key-note speaker at the General Meeting - Involve representatives of the EC in the activities of EReg and specially of the Topic Groups

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C6.3 Share knowledge and actively advise on EU decision-making on executable policy	- Send Final Reports of the EReg Topic Groups to the EC - Communicate with the EC about progress - React to public EC consultations - Be eager on invitations to present EReg's opinion on several subjects	- Send Final Reports of the EReg Topic Groups to the EC - Communicate with the EC about progress - React to public EC consultations - Be eager on invitations to present EReg's opinion on several subjects - Publish at least one position paper	- Send Final Reports of the EReg Topic Groups to the EC - Communicate with the EC about progress - React to public EC consultations - Be eager on invitations to present EReg's opinion on several subjects - Publish at least one position paper
C6.4 Intensify cooperation and increase value of the alliances with AAMVA and Austroads	- Organise a second Global Summit in The Netherlands in 2020 -	- Take action on the activities of the Communique - Visit each others conferences	- Take action on the activities of the Communique - Visit each others conferences
D. Financial structure			
D2 Set up budget proposals (goals is a credit balance)	- Present Budget Proposal 2020-2021 at EReg General Meeting	- Present Budget Proposal 2021-2022 at EReg General Meeting	- Present Budget Proposal 2022-2023 at EReg General Meeting
D3 Collect membership fees	- Send invoices in October/ November 2019	- Send invoices in October/ November 2020	- Send invoices in October/ November 2021
D4 Monitor state of financial affairs	- Present overview at General Meeting 2020 - Present overview at EReg Advisory Board meetings	- Present overview at General Meeting 2021 - Present overview at EReg Advisory Board meetings	- Present overview at General Meeting 2022 - Present overview at EReg Advisory Board meetings
D5 Draw up the financial report including auditor report	- Prepare and present financial overview at the EReg General Meeting 2020 (including yearly indexation)	- Prepare and present financial overview at the EReg General Meeting 2021 (including yearly indexation)	- Prepare and present financial overview at the EReg General Meeting 2022 (including yearly indexation)
E. Structure			
E1 EReg General Meeting & Annual Conference	- Organise EReg General Meeting & Annual Conference 2020 (May 2020 the Netherlands)	- Organise EReg General Meeting & Annual Conference 2021 (May 2021 Spain	- Organise EReg General Meeting & Annual Conference 2021
E2 EReg Advisory Board	- Organise at least two Advisory Board meetings (October 2019 and January 2020)	- Organise at least two Advisory Board meetings (October 2020 and January 2021)	- Organise at least two Advisory Board meetings (October 2021 and January 2022)
E3 Legal base EReg (AISBL)	- Register the new EReg Chairman and Advisory Board member(s) in register in Brussels	- Register eventual mutations in Chairman and/or members of the Advisory Board in the register in Brussels	- Register eventual mutations in Chairman and/or members of the Advisory Board in the register in Brussels

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E4 Draw up and publishing EReg Annual Reports	- Publish EReg Annual Report 2019-2020	- Publish EReg Annual Report 2020-2021	- Publish EReg Annual Report 2021-2022
F. EReg Work Programme			
F2 Implement Work Programme 2019-2022		- Review progress Work Programme and discuss it with the EReg Advisory Board	- Review progress Work Programme and discuss it with the EReg Advisory Board
F3 Prepare new EReg Work Programme 2022-2025			- Prepare EReg Work Programme 2022-2025 - Discuss draft with Advisory Board - Discuss draft with EReg members during the General Meeting 2022

ANNEX I OUTCOMES QUESTIONNAIRE 'INPUT EREG WORK PROGRAMME 2019-2022'

The EReg Secretariat sent out the questionnaire 'Input Work Programme 2019-2022' to all EReg Members, of which 22 organisations completed the questionnaire. Below you will find an overview of all the input EReg has collected from the following countries and regions:

Iceland	Finland	UK	Isle of Man
Latvia	The Netherlands	France	Lithuania
Hungary	Switzerland	Portugal	Belgium
Norway	Estonia	Jersey	Germany
Poland	Denmark	Gibraltar	Sweden
Spain	Romania		
			22

Question 3: How would you rate the usefulness / benefits of EReg?

Base	21	100
Excellent	5	24
Very Good	**11**	**52**
Good	5	24
Average	0	0
Poor	0	0

Question 4: How does EReg contribute to your work?

- EReg topic groups are helpful for us and the EReg conference is important for us where we can meet colleagues, share knowledge, and good practises. We find questionnaires interesting as it gives us a hint on which topics are high level in various European countries.
- Most actual and important issues that registration authority faces locally in their country can always be discussed during EReg meeting to find the right solution in cooperation with other EReg members, sharing best practices.
- Knowledge.
- Outcomes Topic Groups.
- Large European network.
- Benchmarking with EU-colleagues, joint resources in influencing on EU-level, best practices.
- EReg contributes to our work by providing the opportunity to have a greater understanding of the vehicle registration and driver licensing regimes across Europe. It also provides the opportunity for us to keep other vehicle registration and driver licensing authorities informed about changes we intend to make to our own regimes. Most recently, driver licensing policy has been part of the workgroup on mobile driving licences. The work undertaken as part of the workgroup has informed thinking and development of our own services.
- For the Isle of Man we look at best practices/ideas and how we can maintain a relationship with our colleagues across this subject.
- Meeting and better knowledge of foreign counterparts.
- Creatively.
- It is a great forum to discuss common issues and being a strong network we have many contacts throughout Europe we can reach out to when needed.

- Meeting and connecting with colleagues in other member states; collecting information from different member states on some specific topics.
- Currently: Orientation thanks to network. Future: focus on long-term projects.
- EReg contributes with opportunities to share experience and knowledge, and follow other countries developments.
- Improves contact with other registration authorities and share knowledge.
- Best practises and working methods.
- Little.
- Significantly.
- Knowledge sharing across borders.
- It enables the Dept to check all Re-Registered via the website.
- In discussions within the TG- common issues(legal, operational) that can be sorted out together. Important contact point for information on future developments within EU- to plan ahead. Networking with other registration authorities – easy to get in touch in various operational issues.
- Provides insight about best practices.
- Discussing problems of our field of activity during the Annual Conferences and TG's works.

Question 5: Where do you consider EReg most useful? (Please rank the mentioned activities from 1 (most important) to 5 (least important)

	Share knowledge, experience and good practices (1)		Identify, follow and influence European developments and regulations (2)		Take initiatives aimed at improving the performance of tasks by members as European partners (4)		Establish exchange and cooperation arrangements with relevant other parties (5)		Promote effective and efficient data exchange (3)	
Base	20	100	20	100	21	100	21	100	22	100
1	11	55	4	20	1	5	3	14	2	9
2	0	0	9	45	4	19	3	14	5	23
3	2	10	2	10	3	14	6	29	7	32
4	0	0	5	25	9	43	2	10	5	23
5	7	35	0	0	4	19	7	33	3	13

Question 6: Can you rate the usefulness of the following functions and roles in the organisation?

	General Meeting		Annual Conference		EReg Chairman		EReg Secretariat		Advisory Board	
Base	22	100	22	100	22	100	22	100	22	100
Very useful	18	82	19	86	20	91	22	100	8	36
Somewhat useful	4	18	3	14	2	9	0	0	13	60
Not very useful	0	0	0	0	0	0	0	0	1	4
Not at all useful	0	0	0	0	0	0	0	0	0	23

	Topic Groups		Academies		Articles of Incorporation		Relationship with EU Commission		Relationship with umbrella organisations	
Base	22	100	20	100	20	100	22	100	22	100
Very useful	17	77	2	10	5	25	14	64	8	36
Somewhat useful	5	23	15	75	12	60	7	32	9	41
Not very useful	0	0	2	10	3	15	1	4	3	14
Not at all useful	0	0	1	5	0	0	0	0	2	9

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Question 7: How would you rate:

	General Meeting		Annual Conference		EReg Chairman		EReg Secretariat		Advisory Board	
Base	*22*	*100*	*22*	*100*	*22*	*100*	*22*	*100*	*22*	*100*
Very useful	18	82	19	86	20	91	22	100	8	36
Somewhat useful	4	18	3	14	2	9	0	0	13	60
Not very useful	0	0	0	0	0	0	0	0	1	4
Not at all useful	0	0	0	0	0	0	0	0	0	23

	Topic Groups		Academies		Articles of Incorporation		Relationship with EU Commission		Relationship with umbrella organisations	
Base	*22*	*100*	*20*	*100*	*20*	*100*	*22*	*100*	*22*	*100*
Very useful	17	77	2	10	5	25	14	64	8	36
Somewhat useful	5	23	15	75	12	60	7	32	9	41
Not very useful	0	0	2	10	3	15	1	4	3	14
Not at all useful	0	0	1	5	0	0	0	0	2	9

Question 8: Could you indicate to what extent you agree or disagree with the following statements?

	EReg provides the opportunity for vehicle and driver registration authorities to share and develop best practices		EReg offers us more influence in EU decision-making		Advancing cooperation between European vehicle and driver registration authorities is necessary to influence EU policy		Thanks to the EReg network I am much more effective and efficient in my work		Information from EReg is nowadays indispensable in my job	
Base	*22*	*100*	*22*	*100*	*22*	*100*	*22*	*100*	*22*	*100*
Completely agree	19	86	4	18	13	59	4	18	0	0
Agree	3	14	9	41	9	41	12	55	11	50
Neutral	0	0	9	41	0	0	5	23	7	32
Disagree	0	0	0	0	0	0	1	4	4	18
Completely disagree	0	0	0	0	0	0	0	0	0	0

	The position of EReg is strengthened by working together with external stakeholders		Suggestions and ideas of my organisation are taken seriously by EReg		In many EReg meetings and communication I pick up information that may otherwise been missed		EReg offers value for money	
Base	*22*	*100*	*22*	*100*	*22*	*100*	*22*	*100*
Completely agree	4	18	2	9	12	55	9	41
Agree	12	55	17	77	8	36	9	41
Neutral	6	27	3	14	2	9	4	18
Disagree	0	0	0	0	0	0	0	0
Completely disagree	0	0	0	0	0	0	0	0

EReg Work Programme 2019-2022

Question 9: What should EReg improve in your opinion?

- Provide overviews of answers and conclusions to different questionnaires.
- Ereg should improve the efficiency of communication with EU to get more influence on EU decision-making.
- Follow up of Topic Group Results. Improve alignment with EU. Keep focus on core tasks EReg. Not too far by shooting with other issues. Better distribution of workload: RDW does a lot at the moment.
- It could be assessed, if more co-operation and joint ventures with external stakeholders and umbrella organisations coulf benefit the position of EReg.
- It would be useful to have more consideration of the issues for driving licensing authorities that fall out of the United Nations Conventions in addition to EU Legislation. Particularly in view of ongoing engagement with USA, Australia etc
- Would there be an option to include some formal networking sessions where representatives of each member country can have small group or one to one discussions around contact information/exchange cooperation etc.?
- Unfortunately, my organisation does not have the time to invest fully in EReg's proposals, nor the belief that this structure is essential to advance cooperation within the European Commission. To be more recognised and useful, EReg has to make further progress towards offering useful services to facilitate exchanges between authorities and produce expertise and concrete proposals to promote the harmonization and simplification of registration procedures.
- Active collaboration between meetings
- The simpler / clearer - the better (applies to all EU requirements).
- EReg should and could be more influental when communicating with the Commision. It would be very grateful if EReg used its authority more to make all members come along with the ideas (for example making insensitive registry data public and more easier to access).
- Focus on consolidation. Focus on Europe.
- More influence on EU regulations and legislation process.
- Generally satisfied.
- Offer participants meetings via Skype or other similar electronic services.
- Strengthening the impulse to EC.

Question 10: How would you rate the quality of the content of the communication of EReg in general?

Base	22	100
Excellent	7	32
Very good	12	55
Good	2	9
Average	1	4
Poor	0	0

Question 11: How would you rate the accuracy and currentness of EReg communication in general?

Base	22	100
Excellent	3	14
Very good	14	64
Good	4	18
Average	1	4
Poor	0	0

Question 14: Can you rate the usefulness of the following publications and communications?

	Communication by EReg		EReg Website		EReg Newsletter		Work Programme		The Vehicle Chain publication	
Base	*21*	*100*	*21*	*100*	*19*	*100*	*20*	*100*	*19*	*100*
Excellent	7	33	3	14	2	10	1	5	3	16
Very good	**9**	**43**	**9**	**43**	**8**	**43**	**9**	**45**	**8**	**42**
Good	4	19	7	33	7	37	**9**	**45**	5	26
Average	1	5	2	10	0	0	1	5	3	16
Poor	0	0	0	0	2	10	0	0	0	0

	The Vehicle Chain website		The external communication of EReg with the European Commission and other European organisations, such as CITA and CORTE, CIECA	
Base	*19*	*100*	*20*	*100*
Excellent	3	16	0	0
Very good	**9**	**47**	**10**	**50**
Good	4	21	9	45
Average	3	16	1	5
Poor	0	0	0	0

Question 15: Did you use the EReg EU monitor?

Base	*22*	*100*
Yes	14	64
No	8	36

Question 16: If yes, how would you rate the EReg EU monitor?

Base	*14*	*100*
Excellent	1	7
Very good	**7**	**50**
Good	6	43
Average	0	0
Poor	0	0

Question 17: How would you rate the best practices carousel at the EReg Annual Conference?

Base	*20*	*100*
Excellent	8	40
Very good	**9**	**45**
Good	3	15
Average	0	0
Poor	0	0

- Good addition. Keep up! Makes the Conference more interactive. They comes literally on the move. Promotes the contacts.
- Standard of presentations variable and room for improvement, based on what was available in Berlin. Standard template to assist might be useful.
- Publish on the EReg website the various solutions and good practices presented during carousels, in a fun and practical form (e.g. thematic database with 1 sheet per practice).
- Give more time for discussions.

Question 18: Did you attend the EReg Academy on the General Data Protection Regulation (GDPR)?

Base	22	100
Yes	6	27
No	16	73

Question 19: If yes, how would you rate the EReg Academy?

Base	14	100
Excellent	1	17
Very good	4	66
Good	0	0
Average	1	17
Poor	0	0

Question 20: What kept you from attending the meeting?

Base	14	100
Money	1	7
Time	6	40
Interest in the topic	3	20
Other	5	33

- Prior work commitments. Would be useful if remote participation was available.
- Both money and time, as we are a small member it is not always approved by my Senior Managers to attend due to financial costs and the time taken away from work.
- Difficulty to mobilize the resource persons on this subject within our structure.
- We took part of the Topic Group related to GDPR.
- Funding & Work Commitments

Question 21: Did a representative of your organisation participate in the CEO meeting?

Base	22	100
Yes	12	55
No	10	45

Question 22: If yes, how would you rate the CEO meeting?

Base	11	100
Excellent	4	36
Very good	5	46
Good	2	18
Average	0	0
Poor	0	0

Question 23: What kept your organisation from attending the CEO meeting?

Base	13	100
Money	0	0
Time	6	46
Interest in the topic	2	15
Other	5	39

- CEO was on annual leave. The Director was due to attend in his place but travel delays prevented him from attending.
- Our organisation was being re-organised during 2018.

Question 24:

The EReg Advisory Board is considering introducing a peer programme *'Connecting Europe'*. The aim of the programme is to enhance the ties between the European Registration Authorities, thus creating a stronger and active network of colleagues, that can bridge the cultural differences, and understand the differences in local challenges, by providing the possibilities and lowering the barriers for employees of EReg members to gain 'live' experience at a colleague registration authority in another member state. Countries are invited to send exchange-employees to a Registration Authority in another country. By doing so the Registration Authority obliges itself to also receive exchange-employees.

Base	22	100
Excellent	**11**	**50**
Very good	5	23
Good	4	19
Average	1	4
Poor	1	4

Question 25:

EReg is looking into the possibility to start organising webinars in additional to all the meetings that are currently available. What do you think of this possibility?

Base	22	100
Excellent	9	41
Very good	**8**	**36**
Good	4	19
Average	0	0
Poor	1	4

Question 26:

Would you be interested in webinars to share an EReg, AAMVA and Austroads perspective?

Base	22	100
Yes	19	86
No	3	14

Question 27: What are the top-three best practices that your organisation is proud of?

1	2	3
International informal exchange	Approach to tellerfraude	Registration card
Dematerialisation and simplification of citizens' administrative procedures for their registration certificate and driving license	Web service pour l'information des citoyens sur l'historique technique de leur véhicule	Data mining tool for fraud detection
To be updated	Online services	Promote sustainable mobility
Online vehicle registration		
Selfservices	Data distribution	Co-operation with other companies (ex customs, insurance, tax, police)
Developing road safety education throughout	Developing vehicle testing to EU standards	Ensuring driver testing is robust through benchmarking with other jurisdictions
Schools as per requirement of the Vienna Convention for Road Traffic		
Project execution: requirements engineering, software development and testing all under one roof	Internet based requests and responses to all of our registers	Close collaboration with statistics, type approval and market surveillance; all under one roof
E-services - Exchange of ownership	E-services - Vehicle history check	E-services - Driving licence exchange
E-services for citizens regarding data from central register - provided by Ministry of Digital Affairs	Consultation of sector regulations with self-governmental parties	We pay attention to social notions with regard to simplifications of procedures
Vehicle Registration exchange of information	RESPER	TACHONET
Vehicle Data Service Application	Register of Temporary Licence Plates	
Driver licence issue	Registration for services in advance	Vehicle change of ownership
Alle borgere og virksomheder har adgang til at betjene sig selv (fx ejer/bruger skifte / kørtøjsoprettelse / forsikringsanmodning	App løsninger	
We successfully support 28 autonomous road traffic agencies centrally (as the EU is aiming for)	Dealing with linguistic diversity (4 languages in Switzerland)	Despite the variety of business cases, we have a leading, centralized system
Modern technology for vehicles identification	New technology for vehicles' authenticity certification	
eCoC	Verification of origin	Normal recidence
Vehicle registry up to date	Online services	Well educated and trained staff
eServices widely used in both vehicle registrations and driver's licenses	Efficient information exchange	Semi-automated processes
Road Safety Contribution	Digital Services	Customer Service

Question 28: Which of the following subjects should be included in the EReg Work Programme 2019-2022? And on what term?

* *Mid term is 3 years, long term is 5 years. For each subject, only one answer could be given.*

	Short term	Mid term	Long term	Not at all	Total
Toll & Road pricing	6	4	3	7	20
Environmental zones & stickers for access in cities	7	**9**	3	1	20
International data exchange	**15**	3	4	0	22
Vehicle identity (VIN/AVI/ registration plate)	**10**	7	5	0	22
Autonomous driving	4	6	**12**	0	22
Truck platooning	2	3	**11**	4	20
Driving licence innovations	**8**	6	6	1	21
Information exchange on penalty points (driving licenses)	3	7	6	4	20
Information exchange outside the EU (e.g. USA, Australia and New Zealand)	1	8	**11**	1	21
Recalls & international information exchange concerning recalls	5	6	6	3	20
Open Data & the Public Sector Information-Directive (PSI)	4	**11**	2	3	20
Data in the vehicle, data ownership	**8**	7	6	0	21
Electronic vehicle identification (EVI)	4	**9**	7	1	21
Continuous Compliancy of the vehicle / electronic Periodical Technical Inspection (ePTI)	3	6	**10**	1	20
Mobility crime and registration	7	**9**	5	0	21
Use of foreign license plates abroad	5	**8**	4	3	20
Driving licence fraud	3	**9**	6	2	20
Intelligent Transport Systems (ITS)	2	5	**9**	5	21
Circular Economy	0	3	**9**	6	18
Better Regulation Programme /REFIT	4	3	**10**	3	20
Data analytics	5	5	**7**	4	21
Electrification / electric vehicles	**8**	6	5	3	22
Single Digital Gateway	5	**8**	4	3	20

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Other relevant subjects mentioned by respondents:

- Follow-up approach to count fraud. Approach fraud with damages vehicles. Digital readout of vehicle data. Do something in the processes.
- Needed changes in the driver's licence directive. Mobile apps/eServices. Need to continue topic groups concerning international information Exchange (1) and driving licence innovations (19). Need for the re-registration topic group (new/re-starting TG 2). No interest in starting to use penalty points and/or harmonize process EU-wide, however international data Exchange on penalties could be investigated (similar to ERRU and RSI notifications, national decision on how to proceed with the information).
- Removal of the requirement to have a signature on the driving licence (short term). Work on the current eyesight medical standards for Driving and Crash Causation factors (short term).
- Development of e-services.

Question 29: What are the top-three priority topics in your organisation?

1	2	3
Driving Licence innovations	Exchange/recognition of driving licences	Digital transactions
Further increase the simplification of	Improve the robustness and performance of our information systems	
vehicle-related administrative procedures		
without compromising the security of data		
Sustainable mobility	ITS	MDL
Online registration of imported vehicles	Data exchange with other member states	GDPR
Traffic safety (vehicles, drivers, roads)	Roadsides inspectiones ex ANPR	Selfservices
Complete systems upgrade to make services	Continuing to develop road safety education	Continuing to develop and maintain effective vehicle technical inspections
more efficient		
Introducing a street charge on passenger cars; among other things: setup of a new register	Handling the diesel matter	Evolving our register on driver fitness from a partly paper based register to a fully automated register
International data exchange	Vehicle Identity	Driving licence innovations
Simplification of procedure of vehicle registration	Professional registration of vehicles	Number registration plates for electric vehicles
Vehicle Registration	RESPER	TACHONET
Introducing more and more e-services regarding driving licenses and registration of vehicles	The renewal of the main registers (vehicles, driving licenses, passports)	Introducing new license plates in 2020
E-services in driver licences	E-services in vehicle registration	
Vehicle identity	Open Data & Public Sector	Data analytics
Vehicles identification	Status of the imported vehicles	
Digitization	Simplification of legislation	Simplification for entrepreneurs

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Question 30: Do you have additional ideas to make EReg even more attractive/effective in the following period (2020-2023)?

- To plan in time the agenda of Topic Groups. We need to have the agenda somewhat sooner to be able to evaluate whether or not to attend.
- To create International KOM-places in order to learn from each other and subsequently the ability to offer international experiences. Try to get the members within who aren't a member at the moment. For example, Italy and Spain. Keep up the good work.
- Webinars to ease the access to meetings, consideration of strengthening the co-operation with stakeholders, active topic groups, achievements in EU-co-operation such as information exchange made public via newsletters etc, efficient GM&AC.
- Light but regular newsletters on registration news (short summary articles, key figures, news from the Member States, etc.). Flash questionnaires with quick syntheses (in the form of graphics in the newsletter for example) on legal or procedural issues that may be of interest to the members (e.g. how much interconnection manages your registration register, with which other sources of information?).
- The online questionnaire for the vehicle chain lacks ergonomics. Absolutely all the fields are obligatory to be able to publish or it should be possible to be able to contribute partially, by section, when all the answers cannot be given. What is missing is a leaflet explaining more clearly the meaning of the questions and the information expected in response.
- Create liabilities and legal certainty. Be more trend-setting. Not too short-term planning (meetings, questionnaires etc.).

ANNEX II EREG PRIORITY SUBJECTS 2019-2022

<u>Short term</u>
- International Data Exchange
- Vehicle Identity (VIN/AVI/ registration plate)
- Data in the vehicle, data ownership
- Driving licence innovations
- Electrification / electric vehicles

<u>Mid Term</u>
- Environmental zones & stickers for access in cities
- Electronic vehicle identification (EVI)
- Use of foreign licence plates abroad
- Single Digital Gateway
- Open data & the Public Sector Information-Directive (PSI)
- Driving licence fraud
- Mobility crime and registration

<u>Long term</u>
- Better regulation programme / REFIT
- Information exchange outside the EU
- Autonomous driving
- Truck platooning
- Circular economy
- Intelligent Transport Systems (ITS)
- Continuous Compliancy of the vehicle / electronic Periodical Technical Inspection (ePTI)

<u>Wide spread priority setting</u>
- Toll & road pricing
- Information exchange on penalty points (driving licences)
- Recalls & international information exchange on recalls
- Data analytics

During the Work Programme workshop in Paris in March 2019, participants discussed the outcomes of question 28 of the questionnaire, presented as seen above. As the table in Annex I shows, for most subjects it's difficult to logically place them in a category to give EReg attention on the short, mid or long term. The subjects under 'wide spread priority setting' were especially difficult to divide, as some members voted for the short term, while others think it shouldn't be included at all.

The workshop participants identified that the priority subject can roughly be divided into categories, of which the most important ones were considered to be the following:

<u>International data exchange</u>
- Access to and use of vehicle data (TGI)
- Vehicle status (TGXII)
- Vehicle identification (new Topic Group)
- Information exchange outside the EU (AAMVA – Africa – AUSTROADS)

(Re)-registration processes
- Facilities / technology
- Harmonisation of vehicle registration procedures
- Data models, quality, standards, ownership, protection: cybersecurity (new TG, proposal on EReg General Meeting 2019)

Innovation & e-services
- Mobile Driver Licence (evaluation of TG XVIIII planned)
- Autonomous vehicles (proposed for EReg Academy)
- Artificial intelligence (proposed for EReg Academy)
- Intelligent Transport Systems, Truck Platooning
- Cyber security and data protection (taskforce TGXX)
- Mobility crime and registration

Sustainability and environmental zones
- Data exchange
- Data registration
- Electric vehicles

ANNEX III OVERVIEW OF EXISTING AND CLOSED EREG TOPIC GROUPS

TG	Subject	Chairman	Organisation	Country	Year started	Year Finished
I	International Data Exchange	Mr Gert Jan Holland	RDW	Netherlands	2006	
II	Transfer and re-registration of vehicles within the Single Market	Mr Detlef Marek	KBA	Germany	2011	2019 revitalised in TG XXI
III	Vehicle end-of-live directive	Ms Lynette Rose	DVLA	UK	2008	2009
IV	Harmonisation commercial and temporary plates and documents	Mr Jean Lamesch	SNCA	Luxembourg	2010	Currently Part of TG II
V	Smart card vehicle registration certificate	Mr Willem Rijnberg	RDW	Netherlands	2008	2013
VI	Vehicle registration procedures	Mr Lars Carlsson	Vägverket	Sweden	2008	2009
VII	3rd directive on driving licensing	Ms Eveliis Nagel	Estonian Motor Vehicle Registration Centre (ARK)	Estonia	2008	2009
VIII	Chip on driving license	Mr Hugh Evans	DVLA	UK	2008	2009
IX	CO2 Data monitoring	Mr Peter Striekwold	RDW	Netherlands	2009	2011
X	Driving license tourism	Ms Birgit Sääv	Swedish Transport Agency	Sweden	2009	2011
XI	Tackling uninsured driving in Europe	Mr Johan Boxma	RDW	Netherlands	2011	2012
XII	CoC Data Exchange	Mr Marko Sinerkari	Trafi	Finland	2011	
XIII	Vehicle mileage registration	Mr Claudine Balesse	DIV	Belgium	2011	2014
XIV	Normal residence	Ms Birgit Sääv	Swedish Transport Agency	Sweden	2011	2012
XV	*Smart Card Standardization*	*Mr Willem Rijnberg/ Mr Hugh Evans*	*RDW/ DVLA*	*Netherlands / UK*	*2014*	*Currently interest is limited*
XVI	Preventing and combating vehicle crime and fraud	Mr Werner Postma	St AVc	Netherlands	2014	2016
XVII	Improving registration and licensing services through the use of digital service channels	Mr Hugh Evans	DVLA	United Kingdom	2015	2017
XVIII	Working in Partnerships	Mr Simo Karppinen	Trafi	Finland	2016	2018
XIX	Virtual Driving Licences	Mr Simo Karppinen	Trafi	Finland	2017	2018
XX	GDPR in International Data Exchange	Mr Servi Beckers	EReg		2017	
XXI	Registration processes and data quality	Mr Esa Aaltonen	Traficom	Finland	NEW 2019	