



Third Party Agents Working Group Charter

I. **NAME**

The name of the working group is the Third Party Agents Working Group, hereafter called the *Working Group*.

II. **PURPOSE AND ANTICIPATED DELIVERABLES**

The *Working Group's* purpose is to provide guidance to jurisdictions who are using third party agents to process motor vehicle and driver license transactions. Due to the increase in processing by third party agents there is also a rise in the need for written contracts or memorandums of understanding (MOU) and audit processes for these agents. The *Working Group* is expected to develop interim guidance and a best practice document for administering and auditing third parties and vendors who process on behalf of jurisdiction agencies. These documents will not include any guidance related to commercial driver license (CDL) transactions performed by a third party agent.

III. **BACKGROUND**

More and more transactions are being performed on behalf of jurisdictions by third party agents. As a result, jurisdictions are in need of some guidance for standard performance expectations, the language that should be provided in contracts or MOUs including how to protect data, and put audit processes in place.

IV. **MEMBERSHIP**

The *Working Group* will include members appointed by the Chair of the sponsoring Standing Committee, representing the following disciplines:

- *Twelve representatives from all four regions comprised of subject matter experts in vehicle and driver programs, fraud, auditing, and third party agent contracting.*
- *Technical advisors from non-jurisdictional entities who act as an agent of the state*
- *Additional input may be gained from reaching out to stakeholders of this community.*

The *Working Group* will be comprised of a chair and vice-chair, to be elected by the *Working Group* members.

V. MEETING PROCEDURES

The *Working Group* will meet as needed by conference call or in-person. The presence of two-thirds of the members, either in person or by teleconference, shall constitute a quorum. A majority vote of the members present shall constitute an official action on the *Working Group*.

VII. CHARTER AMENDMENTS

Any member of the *Working Group* may propose an amendment to this charter. All proposed amendments will be circulated to all *Working Group* members and if approved by a majority of the *Working Group*, forwarded to the *Steering Committee of the Standing Committees* for final approval.