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American Association of Motor Vehicle Administrators

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Now Available: Interim Report on Considerations for Administering Third Party Agents



The [Third Party Agents Working Group](#) has released an interim report, [Considerations for Administering Third Party Agents](#). Motor vehicle agencies throughout North America are increasingly using third party agents to process motor vehicle and driver license transactions on behalf of the jurisdiction. In some jurisdictions, the agencies are mandated to use a third party, such as local government entities. For other jurisdictions, the use of third parties is a long-established tradition and an integral component of their service delivery system. Whether administering or expanding an existing program or implementing a new program in a jurisdiction, a strong framework under which the third parties will operate is vital to a successful program.

The information provided in this [Interim Report](#) is a preview of the final best practice which is currently under development. It should be noted that the recommendations are not final and will be refined and further developed in the final published best practice document.

The Working Group is working extensively to review the programs in place across the membership and to identify the components that are working well and the areas where improvements can be made. In addition, they are engaged with stakeholders to recognize the impact of program specifications on them. They are continuing to conduct extensive research, talking with experts on current jurisdictional procedures, and learning about potential fraud. As a result of these efforts, it is anticipated the final [best practice document](#) will be published in the fall of 2020.

Anticipated Recommendations for Jurisdictions

- Establishing a New Third Party Program or Expanding an Existing Program
- Contracts and MOUs
- Standards of Performance
- Agreement Administration
- Program Compliance, Oversight, and Sanctions

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