

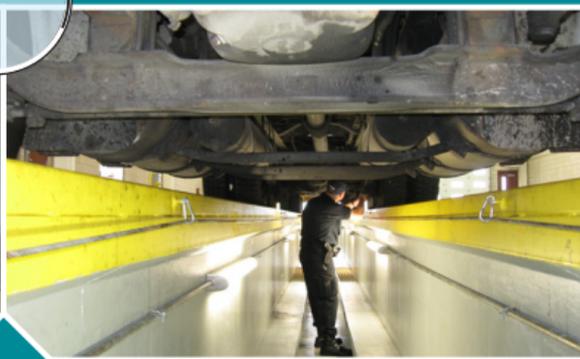
Wisconsin State Patrol Motor Carrier Enforcement Investigation Unit



Where can I go
to get help
for motor carrier
enforcement questions?

(608) 267-9762

Motor Carrier Enforcement
Information System
(MCEIS)





What is MCEIS?

Motor Carrier Enforcement Information System

While simple in design and technology, the Motor Carrier Information Line with eleven years of operation, has proven to be a very reliable and highly-used method of delivering timely answers to **specific Commercial Motor Vehicle regulatory questions.**

In essence, MCEIS has set up a voice-mailbox that is monitored daily (every hour on the hour), Monday through Friday, 8:00 AM to 3:00 PM. Callers receive a return phone call within two hours and any calls received after 3:00 PM are returned the next business day. The information line is closed on holidays and other state mandated closures.

All callers will get at least one call-back at the phone number they provide. Half of the system is automated and the other half provides a person to talk with.

How does the system work?

What can users expect?

Your call will be answered by an automated voice-mailbox. You will be asked to leave your **name, telephone number, and message.** Please speak clearly, and leave a **DETAILED MESSAGE.** An answer will be researched and a return phone call made to the phone number provided.

If more information is needed, additional calls will be made: If no one is available to take the call-back, a message will be left. After that time, no additional call-backs will be made.



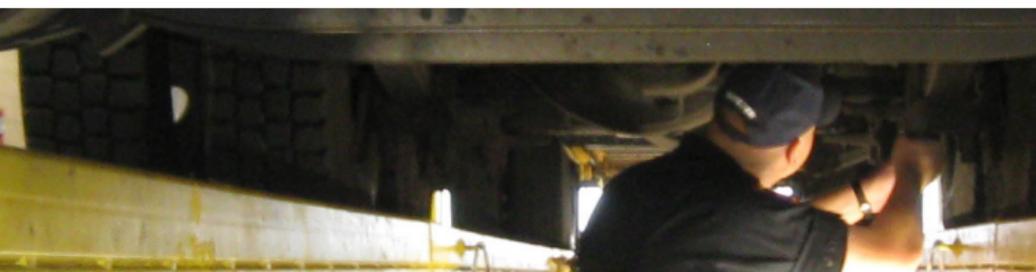
Who staffs the MCEIS line?

The Investigative Staff of the Wisconsin State Patrol, Motor Carrier Enforcement Investigation Unit (MCEIU) provide this information service. Highly trained investigators research all regulatory questions. It is important to recognize that the investigative staff are assigned the task of fielding Motor Carrier Enforcement (MCE) inquiries. All inquiries including how to get DOT numbers, CMV permits, CMV registration and CDL licensing will be referred to the appropriate resource for response.

MCE has a responsibility to support our customer base when dealing with MCE inquiries. Over the last several years, a common question is: How are inquiries regarding traffic stops, citations, and other Inspector/Trooper related incidents handled? Whenever a customer calls MCEIS with these questions, the call is referred to the appropriate supervisor for disposition. If the call is about, **HOW** or **WHY** a specific FMCSR/CMV/Trans rule or regulation is being applied or interpreted, then the MCEIU staff does the research and answers the question.

If I call the MCEIS line about a non Motor Carrier Enforcement question **what can I expect?**

The staff utilizes a comprehensive referral list of telephone and web-site contacts. This list helps us provide the necessary contact information to make sure you get your question answered by the most appropriate program source.



What if I have a complaint about a Commercial Motor Vehicle carrier or driver?

We hear many different types of complaints or concerns. However two common types of questions frequently surface: (1) workplace safety concerns, and (2) motor carrier safety issues.

Work place safety issues where employers are alleged to be forcing employees to operate unsafe equipment or violate driving time requirements are answered by the Occupational Safety & Health Administration (see list included).

Motor carrier operational complaints and concerns are answered by the Federal Motor Carrier Safety Administration National Hot Line (see list included).

NOTE: Of course if you witness dangerous or unsafe practices while driving, and the activity appears to endanger life or property, call 911 for immediate assistance.



Other Commercial Motor Vehicle Telephone Resources

Wisconsin Commercial Trucks

Motor Carrier Registration.....	608-266-9900
CDL.....	608-264-7049
Fuel Tax	608-266-9900
PC/LC Number.....	608-266-9900
Oversize/Overweight Permits.....	608-266-7320

Federal Motor Carrier Safety Administration

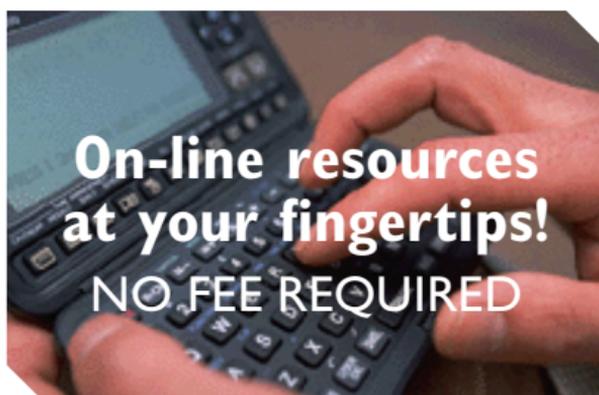
USDOT Number.....	1-800-832-5660
MC # (Operating Authority).....	202-366-9805
FMCSA Safety Hotline.....	1-888-368-7238
FMCSA Wisconsin.....	608-662-2010

Drivers & License Plates and Titles

Driver License/Records.....	608-266-2353
License Plates and Titles.....	608-266-1466

Occupational Safety & Health Administration

OSHA Hotline.....	1-800-321 (OSHA) - 6742
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WI State Patrol
[wisconsindot.gov/Pages/about-wisdot/
who-we-are/dsp/default.aspx](http://wisconsindot.gov/Pages/about-wisdot/who-we-are/dsp/default.aspx)

Federal Motor Carrier Safety Administration
<http://www.fmcsa.dot.gov/>

FMCSA National Consumer Database
<http://nccdb.fmcsa.dot.gov/HomePage.asp>

Occupational Safety and
Health Administration
<http://www.osha.gov/>

OSHA On Line Complaint Site
<http://www.osha.gov/pls/osha7/eComplaintForm.html>



**Questions about your driver
or carrier inspection report?**

Go to the FMCSA web-site:
<http://dataqs.fmcsa.dot.gov>



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