Wisconsin State Patrol
Motor Carrier Investigation Unit

Where can I go to get help for motor carrier questions?
(608) 267-9762
Motor Carrier Information System (MCIS)

Websites

Wisconsin State Patrol

Federal Motor Carrier Safety Administration
https://www.fmcsa.dot.gov/

FMCSA National Consumer Database

Occupational Safety and Health Administration
https://www.osha.gov/

OSHA Online Complaint Site
http://www.osha.gov/pls/oshaw7/eComplaintForm.html

Questions about your driver or carrier inspection report?
Go to the FMCSA website:
https://dataqs.fmcsa.dot.gov

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 ....................... 800-832-5660
MC# (Operating Authority). 800-832-5660
FMCSA Safety Hotline........ 888-368-7238
FMCSA Wisconsin................. 608-662-2010

Drivers & License Plates and Titles
Driver License/Records........ 608-266-2353
License Plates and Titles ........ 608-264-7447

Occupational Safety & Health Administration
OSHA Hotline...1-800-321 (OSHA)-6742
What is MCIS?
Motor Carrier Information System

While simple in design and technology, the Motor Carrier Information System (MCIS) has proven to be a very reliable method of delivering timely answers to specific Commercial Motor Vehicle regulatory questions.

In essence, the MCIS is a voice mailbox that is monitored daily (every hour on the hour), Monday through Friday, from 8:00 a.m. to 3:00 p.m. Callers will generally receive a return phone call within two hours. Any calls received after 3:00 p.m. 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.

Who staffs the MCIS line?

The Investigative Staff of the Wisconsin State Patrol’s Motor Carrier Investigation Unit (MCIU) provides this information service. Highly trained investigators and inspectors research all regulatory questions prior to providing a response. It is important to recognize that the MCIU is available to assist with inquiries related to the Federal Motor Carrier Safety Regulations, state laws, and Wisconsin Department of Transportation administrative rules. Any inquiries regarding requests for open records, CMV permits, CMV registration, and CDL licensing will be referred to the appropriate resource for response.

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

We often receive complaints about various motor carrier related issues. Generally, these concern workplace safety or hazardous operations. Workplace issues, such as allegations of employers forcing employees to operate unsafe equipment or to violate driving time requirements are answered by the Occupational Safety & Health Administration. Motor carrier operational complaints are answered by the Federal Motor Carrier Safety Administration National Hot Line. Contact information for these agencies can be found on the back of this brochure.

How does the system work?

Your call will be answered by an automated voicemail system. You will be asked to leave your name, telephone number, and a detailed message. An answer will be researched, and a return phone call made to the phone number provided. If no one is available to take the return call, a message will be left with a response to the original inquiry.

If I call the MCIS line about an issue not related to motor carrier regulations, what can I expect?

The staff maintains a comprehensive referral list of telephone and website contacts. This list allows us to provide the necessary contact information to make sure you get your question answered by the most appropriate program source.

IF YOU WITNESS DANGEROUS or UNSAFE DRIVING or an activity that is a THREAT TO LIVES or PROPERTY, CALL 911

COMBAT HUMAN TRAFFICKING
888-373-7888
Make the call. Save lives.
www.truckersagainsttrafficking.org