

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)





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.

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.





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.

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.

COMBAT HUMAN TRAFFICKING
888-373-7888

Make the call. Save lives.
www.truckersagainsttrafficking.org



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.

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



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**





**Online resources
at your fingertips!**

Websites

Wisconsin State Patrol

<http://wisconsindot.gov/Pages/dmv/com-drv-vehs/mtr-car-trkr/mc-safety/default.aspx>

**Federal Motor Carrier
Safety Administration**

<https://www.fmcsa.dot.gov/>

**FMCSA National
Consumer Database**

<http://nccdb.fmcsa.dot.gov/HomePage.asp>

**Occupational Safety and
Health Administration**

<https://www.osha.gov/>

OSHA Online Complaint Site

<http://www.osha.gov/pls/osha7/eComplaintForm.html>



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

Go to the FMCSA website:

<https://dataqs.fmcsa.dot.gov>



January 2018