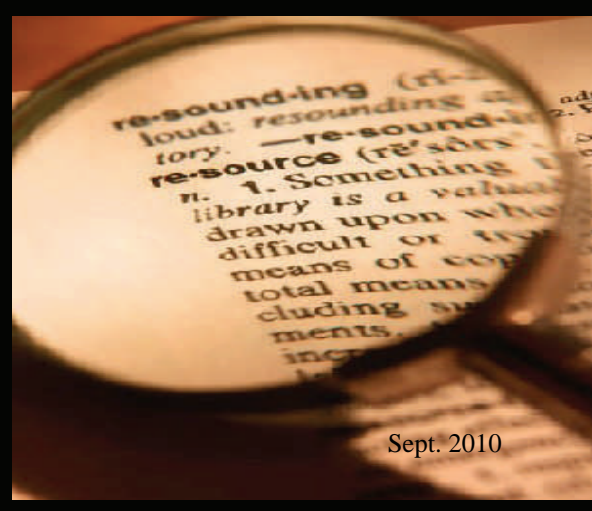




**Wisconsin State Patrol  
Motor Carrier  
Investigation Unit  
&  
Federal Motor Carrier  
Safety Administration**

**Where can I go to get  
Help for Motor Carrier  
Enforcement questions?**

**(608) 267-9762**  
*Motor Carrier Enforcement  
Information System, (MCEIS)*



Sept. 2010



## What is MCEIS?

Motor Carrier Enforcement Information System

While simple in design and technology, the Motor Carrier Information Line with over five 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.

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 Investigation Unit (MCEIU) provide this information service Monday through Friday from 8:00 AM to 4:30 PM. The information line is closed on holidays and other state mandated closures. 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 lists 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.

## What if I have a concern about MCEIS ?

For the past five years, our information line provided successful service. We are always interested in hearing from our customers. If you have any suggestions or concerns regarding MCEIU or MCEIS, please contact the Motor Carrier Enforcement Investigation Unit Manager:

**Bernard Coxhead**

**Wisconsin State Patrol**

**Motor Carrier Enforcement Investigation Unit**

**4802 Sheboygan Ave, Room 551**

**Madison, WI 53507**

**(608) 261-5858**

[bernard.coxhead@dot.wi.gov](mailto:bernard.coxhead@dot.wi.gov)

## **Other Commercial Motor Vehicle Telephone Resources**

### **Wisconsin Commercial Trucks**

Motor Carrier Registration.....608-266-9900  
CDL.....608-266-2353  
Fuel Tax.....608-266-9900  
LC Number.....608-266-1356  
Oversize/Overweight Permits.....608-266-7320

### **Federal Motor Carrier Safety Administration**

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

### **Truck & Bus & Hazardous Materials Regulatory Questions**

FMCSA Wisconsin.....608-662-2010

### **Wisconsin State Patrol 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



*On-line resources at your finger tips! - NO FEE REQUIRED -*

**WI STATE PATROL:**

<http://www.dot.wisconsin.gov/statepatrol/>

**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>



[HTTP://CSA2010.FMCSA.DOT.GOV](http://CSA2010.FMCSA.DOT.GOV)