

Motor Carrier Division Customer Contact Guidelines

April 6, 2010

Please use the following as a guideline when communicating with the Motor Carrier Division. Our goal is to answer your questions or resolve your issues and/or concerns at the lowest level; however we understand there are times when certain issues must be elevated to a higher level immediately.

OPERATIONS

<i>IF~</i>	<i>CONTACT~</i>
You have questions regarding the processing of a specific IRP application, such as fees due, required documents, status, etc.	Contact your Case Manager. The Case Manager Contact List is available at http://www.dmv.ca.gov/mcs/mcs.htm
You have questions regarding the processing of a specific MCP application, such as fees due, required documents, status, etc.	Contact a representative in MCP Operations at (916) 657-8153.
You have contacted your IRP Case Manager or spoke with a representative in MCP Operations and believe you need additional assistance.	Contact the appropriate Operations Section Manager. <ul style="list-style-type: none"> • Motor Carrier Permit Operations Lugenia Johnson at ljohnson3@dmv.ca.gov or (916) 657-6722 • International Registration Plan Operations Daniel Magdaleno at dmagdaleno@dmv.ca.gov or (916) 657-6201 If sending an email, please carbon copy Connie Price at: cprice@dmv.ca.gov .
You have contacted the appropriate Section Manager and believe you need additional assistance.	Contact Connie Price, Motor Carrier Services Branch Chief at: cprice@dmv.ca.gov or (916) 657-8926.

PROGRAM AND POLICY DEVELOPMENT

<i>IF~</i>	<i>CONTACT~</i>
You have a question regarding: <ul style="list-style-type: none"> • Motor Carrier Programs <ul style="list-style-type: none"> • IRP • MCP • Permanent Fleet Registration • Unified Carrier Registration • Performance and Registration Information System Management (PRISM) • A policy or procedure • IRP Operating System • MCP Operating System 	Contact Debra Hill, Program and Policy Development Branch Chief at: dhill@dmv.ca.gov or (916) 657-6360.

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SYSTEM PROBLEMS

IF~	CONTACT~
You are experiencing problems with mCarrier.	Contact: egriffin@dmv.ca.gov and jgarcia3@dmv.ca.gov Send a carbon copy of the email to: amarbray@dmv.ca.gov , dhill@dmv.ca.gov and rmata@dmv.ca.gov

BUSINESS PARTNER (BPA)/ BONDED WEB USER CONTRACT

IF~	CONTACT~
You have questions or concerns regarding a BPA or Bonded Web User contract issue.	Contact Virginia Vu, BPA Administrator at vvu2@dmv.ca.gov or (916) 657-8571. <ul style="list-style-type: none"> • If sending an email send a carbon copy to dhill@dmv.ca.gov If Virginia Vu is not available by telephone contact Debra Hill by email or telephone at (916) 657-6360.

UNRESOLVED ISSUES

IF~	CONTACT~
You have exhausted all efforts to resolve an issue, concern, problem, or questions and believe you need additional assistance.	Contact Craig Hanson, Deputy Director at: chanson@dmv.ca.gov or (916) 657-7141. <ul style="list-style-type: none"> • If sending an email, send a carbon copy to Debra Hill, Program and Policy Development Branch Chief at dhill@dmv.ca.gov If Craig Hanson is not available by telephone, contact Debra Hill by email or telephone at (916) 657-6360.

~Business hours are Monday, Tuesday, Thursday, Friday 8am to 5pm and Wednesday 9am to 5pm~