



## Owner-Operator Independent Drivers Association

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July 7, 2025

Ken Riddle  
Acting Associate Administrator, Office of Research and Registration  
Federal Motor Carrier Safety Administration  
U.S. Department of Transportation  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

**Re: Docket # FMCSA-2024-0313 “Agency Information Collection Activities; Revision of a New Information Collection Request: National Consumer Complaint Database”**

Dear Mr. Riddle:

The Owner-Operator Independent Drivers Association (OOIDA) is the largest trade association representing the views of small-business truckers and professional truck drivers. OOIDA has approximately 150,000 members located in all fifty states and Canada who collectively own and operate more than 240,000 individual heavy-duty trucks.

We are optimistic this Information Collection Request along with Secretary Duffy’s recent announcement that the National Consumer Complaint Database (NCCDB) is being migrated to a modern customer service platform to be more user- and mobile-friendly will help solve the system’s shortcomings. We support FMCSA’s efforts for launching critical improvements by September 30<sup>th</sup> which will streamline the response process, improve response timeliness, expand complaint categories to include property brokers, and initiate enforcement action when applicable.

The NCCDB is designed to receive and act on reports from drivers, carriers, and the general public about coercion and unsafe practices committed by motor carriers, unscrupulous activities conducted by brokers, and cases of freight fraud. Unfortunately, truckers do not receive a satisfactory response when they call the NCCDB hotline or submit their problem via the online portal – if they receive one at all. The lack of response from FMCSA discourages truckers from using the NCCDB to submit cases, which in turn contributes to a lack of understanding the scope of the problems our members face with motor carriers and brokers.

Many drivers are also unaware that the NCCDB is available for them to report violations of commercial regulations, nor are they aware that other complaints can be handled through the NCCDB. We believe ongoing NCCDB changes can be supplemented simply by changing the name of the system. Possible suggestions for a more logical name would be the “National Truck

Safety Hotline” or the “Truck Safety and Compliance Hotline.” A new, more practical name would help raise the platform’s awareness among professional truckers and improve its utilization.

We encourage FMCSA to keep prioritizing NCCDB modifications so the platform can become an effective and reliable tool for truckers to report concerns.

Thank you,

A handwritten signature in black ink, appearing to read "Todd Spencer". The signature is fluid and cursive, with a long horizontal stroke at the end.

Todd Spencer  
President & CEO  
Owner-Operator Independent Drivers Association, Inc.