

Request for Records Disposition Authority

Records Schedule Number DAA-0237-2022-0010
Schedule Status Approved

Agency or Establishment Federal Aviation Administration
Record Group / Scheduling Group Records of the Federal Aviation Administration
Records Schedule applies to Agency-wide
Schedule Subject FAA Hotline Tips, Complaints, and the AIR21 Whistleblower Protection Program

Internal agency concurrences will be provided No

Background Information This schedule covers the Federal Aviation Administration's (FAA) hotline, noise complaints, and records of the AIR21 Whistleblower Protection Program (WBPP).

The record types covered by this schedule include: noise complaints, inquiries, hotline reports, correspondence, investigative results, supporting documentation, and other related records accumulated for the purpose of processing reports submitted to these programs. Complaint reports may include name, address, phone number, email address, flight information, certificate number of the reporter or subject of allegations, responsible party or company, job title, job description, documents used to support allegations, correspondence from individuals regarding their report, and events related thereto.

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
3	0	3	0

GAO Approval

Outline of Records Schedule Items for DAA-0237-2022-0010

Sequence Number	
1	FAA Hotline Disposition Authority Number: DAA-0237-2022-0010-0001
2	The AIR21 Whistleblower Protection Program (WBPP) Disposition Authority Number: DAA-0237-2022-0010-0002
3	Noise Complaints Disposition Authority Number: DAA-0237-2022-0010-0003

Records Schedule Items

Sequence Number	
1	<p data-bbox="345 380 516 411">FAA Hotline</p> <p data-bbox="345 432 1149 464">Disposition Authority Number DAA-0237-2022-0010-0001</p> <p data-bbox="345 489 1505 1020">The FAA Hotline is used by representatives of the aviation industry, the general public, and FAA employees to report and document issues involving aviation safety, violations of FAA regulations or policy, concerns involving FAA employees or facilities, maintenance issues, aircraft incidents, and/or aircraft accidents. The complaint should include: a detailed description of what is being reported, the names of individuals or organizations being reported, date and time when the event occurred, the specific area of concern, as well as any and all supplemental material provided by the reporting individual. Reports include inequities or operational safety concerns that are not being addressed through other agency processes. Reports are not intended to be used when other channels for dealing with problems and solutions such as agency grievance procedures, discrimination complaints or other formal appeal processes exists. The reports are also not be used to bypass the exclusive representation provided by bargaining units recognized by the FAA.</p> <p data-bbox="345 1041 919 1073">Final Disposition Temporary</p> <p data-bbox="345 1094 850 1125">Item Status Active</p> <p data-bbox="345 1146 805 1178">Is this item media neutral? No</p> <p data-bbox="345 1199 1094 1230">Explanation of limitation Electronic records only.</p> <p data-bbox="345 1251 821 1283">Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes</p> <p data-bbox="345 1304 821 1335">Do any of the records covered by this item exist as structured electronic data? Yes</p> <p data-bbox="345 1503 1149 1661">GRS or Superseded Authority Citation DAA-0237-2019-0012-0001 N1-237-95-003 / a N1-237-95-003 / b N1-237-95-003 / c</p> <p data-bbox="345 1692 659 1724">Disposition Instruction</p> <p data-bbox="345 1755 1138 1787">Cutoff Instruction Cutoff after case is closed.</p> <p data-bbox="345 1808 1167 1839">Retention Period Destroy 3 year(s) after cutoff</p> <p data-bbox="345 1881 659 1913">Additional Information</p>

2	<p>GAO Approval Not Required</p> <p>The AIR21 Whistleblower Protection Program (WBPP)</p> <p>Disposition Authority Number DAA-0237-2022-0010-0002</p> <p>The AIR21 Whistleblower Protection Program (WBPP) provides protection to employees of air carriers, as well as their contractors and subcontractors, from discrimination, discharge, or retaliation due to providing information relating to any violation of any order, regulation, or standard of the FAA or other Federal law relating to air carrier safety. The complaint should include: name, address, and telephone number, the individual's understanding of the specific order, regulation, or standard of FAA, that they believe has been violated, the name and location of the company which discharged or otherwise discriminated against the individual; their status as an air carrier, air carrier contractor or subcontractor the date individual became aware of the discrimination, the specific issue reported to the company or to the FAA, specific details relating to the safety issue such as people involved, aircraft tail numbers, date and times of the event(s), witness list, and sufficient details to allow the FAA inspectors to prove a violation of a regulation, order, or standard.</p> <p>Final Disposition Temporary</p> <p>Item Status Active</p> <p>Is this item media neutral? No</p> <p>Explanation of limitation Electronic records only.</p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes</p> <p>Do any of the records covered by this item exist as structured electronic data? Yes</p> <p>GRS or Superseded Authority Citation DAA-0237-2019-0012-0002</p> <p>Disposition Instruction</p> <p>Cutoff Instruction Cutoff after case is closed.</p> <p>Retention Period Destroy 3 year(s) after cutoff.</p> <p>Additional Information</p> <p>GAO Approval Not Required</p>
3	<p>Noise Complaints</p> <p>Disposition Authority Number DAA-0237-2022-0010-0003</p> <p>The FAA has a direct line of communication with the public by responding to their noise complaints and inquiries. (Pursuant to Public Law 104-264, Section 1210</p>

Federal Aviation Reauthorization Act of 1996; 49 U.S.C. § 40101 Public Law 112-95, Section 510; and Public Law 115-254 Section 180 FAA Reauthorization Act of 2018 regarding aircraft noise.) After review and research, the FAA develops a response to the complainant. That response either explains the situation or provides the complainant with additional resources or other points of contact to assist them better. Statistical data and related reports primarily collected from noise complaints associated with a specific geographic location are developed/tracked to determine if additional resources are required. Aspects of this data include: air traffic procedure use, aviation safety, operational concerns, the average response times for complaints, the number of responses due within a specified window of time, overdue complaints, and airports with a high level of complaints or inquiries.

Final Disposition Temporary

Item Status Active

Is this item media neutral? No

Explanation of limitation Electronic records only.

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes

Do any of the records covered by this item exist as structured electronic data? No

Disposition Instruction

Cutoff Instruction Cutoff after complaint has been responded to.

Retention Period Destroy 10 year(s) after cutoff.

Additional Information

GAO Approval Not Required

Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

Date	Action	By	Title	Organization
08/01/2022	Certify	Richard Allen	Records manager	FAA - FAA
01/03/2023	Submit for Concurrency	Carly Docca	Archives Specialist	National Archives and Records Administration - ACRA
01/11/2023	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
01/11/2023	Concur	Laurence Brewer	Chief Records Officer	National Records and Archives Administration - National Records and Archives Administration
01/12/2023	Approve	Debra Wall	Deputy Archivist	National Archives and Records Administration - ND Archives I Office