

MAR 13 1996

REQUEST FOR RECORDS DISPOSITION AUTHORITY

(See Instructions on reverse)

LEAVE BLANK (NARA use only)

JOB NUMBER

N1-237-96-2

DATE RECEIVED

3-16-96

NOTIFICATION TO AGENCY

In accordance with the provisions of 44 U.S.C. 3303a the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10

TO NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR)
WASHINGTON, DC 20408

1 FROM (Agency or establishment)

Dept of Transportation Federal Aviation Admin

2 MAJOR SUBDIVISION

Office of the Administrator

3 MINOR SUBDIVISION

4 NAME OF PERSON WITH WHOM TO CONFER

Mary Couch

Suzanne Holloway

5 TELEPHONE

202-267-4535

202-267-3852

DATE

7-9-96

ARCHIVIST OF THE UNITED STATES

John W. Paul

6 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 on the attached 1 page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified, and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,



is not required,



is attached, or



has been requested

DATE

MAR 6 1996

SIGNATURE OF AGENCY REPRESENTATIVE

TITLE

AGENCY RECORDS OFFICER

| 7 ITEM NO | 8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION | 9 GRS OR SUPERSEDED JOB CITATION | 10 ACTION TAKEN (NARA USE ONLY) |
|-----------------|--|--|---------------------------------------|
| 1. | Consumer Hotline see attached page | | |

JUL 12 1996 MAR Copy to: Agency
NNT
NSX

FAA's Consumer Hotline

The FAA's Consumer Hotline is a nationwide, toll-free telephone service provided for citizens with complaints concerning matters within FAA's purview. These include carry-on baggage, child safety seats, and user services provided by FAA, i.e. pilot examinations, aircraft certification, and facility operations.

Files include Hotline call records, correspondence, reports, and related documents accumulated by the staff in the course of the operation.

- / Paper Files 1993 -
Total cubic volume 8 feet
Average per year 5 cubic feet (Files are growing due to the increased use of the Hotline)

Electronic Files 1985 - (One continuous file)
Total records in database 7,100

Disposition

- Z Paper Files Cut off files annually Destroy when 2 years old
- Electronic Files Destroy individual data records when paper files are destroyed
- Documentation Update as needed Destroy superseded documentation