Schedule Number: N1-237-96-02

All items in this schedule are inactive. Items are either obsolete or have been superseded by newer NARA approved records schedules.

Explanation / Description:

This schedule is superseded by DAA-0237-2019-0012: FAA Hotline Tips, Complaints and Reporting Systems

Date Reported: 08/18/2021
<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>DESCRIPTION OF ITEM AND PROPOSED DISPOSITION</th>
<th>9 GRS OR SUPERSEDED JOB CITATION</th>
<th>10 ACTION TAKEN (NARA USE ONLY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Consumer Hotline</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>see attached page</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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Documentation Update as needed Destroy superseded documentation