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 Items are either obsolete or have been superseded by newer NARA approved records schedules.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This schedule is superseded by DAA-0237-2019-0012: FAA Hotline Tips, Complaints and Reporting Systems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9 GRS OR SUPERSEDED JOB CITATION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>
</tbody>
</table>

**NOTIFICATION TO AGENCY**

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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.

**NAME OF PERSON WITH WHOM TO CONFER**

Mary Couch
Suzanne Holloway

**DATE RECEIVED**

3-16-96

**NAME OF PERSON WITH WHOM TO CONFER**

Mary Couch
Suzanne Holloway

**DATE**

7-9-96

**SIGNATURE OF AGENCY REPRESENTATIVE**

[Signature]

**TITLE**

AGENCY RECORDS OFFICER

**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 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

**ADDRESS**

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

**FROM (Agency or establishment)**

Deputy Transportation Federal Aviation Admin

**MAJOR SUBDIVISION**

Office of the Administrator

**MINOR SUBDIVISION**


**REQUEST FOR RECORDS DISPOSITION AUTHORITY**

(See Instructions on reverse)

**TO**

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

**DATE**

MAR 13 1996
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, like 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.

1. 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

2. 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