



Office of the Chief
Records Officer for the
U.S. Government

Sent Via Email. No Hard Copy to Follow.

June 23, 2025

Jeffrey Jones
Acting Agency Records Officer
Department of Homeland Security
Federal Emergency Management Agency (FEMA)

Dear Mr. Jones:

The National Archives and Records Administration (NARA) acknowledges receipt of FEMA's report of the loss of phone call recordings made to FEMA contact centers regarding disaster response. FEMA's Recovery Technology Programs Division, part of the Individual Assistance (IA) Division in the Recovery Directorate, operates the contact center. In the spring of 2025, FEMA became aware that some evaluated recordings were inadvertently purged.

According to this report, FEMA records inbound and outbound telephone interactions between disaster survivors and FEMA employees. The recordings are used for quality assurance purposes, where a small portion of them are evaluated for determining the level of service provided to survivors and used as part of employee performance metrics. These recordings are temporary records scheduled under disposition authority N1-311-08-001, item 1a, and have a retention period of 6 years.

NARA understands that FEMA found that 97 audio recordings were permanently deleted from their system. Although FEMA has been manually adjusting deletion dates to ensure recordings are retained for the required 6 year period, 97 recordings were inadvertently overlooked in this process. As a result, these recordings from March 18-28 were purged from the system, and cannot be recovered. To prevent the future loss of recordings in this manner, FEMA has worked with a vendor to implement a recording extender to replace the manual extension method.

Based on this information, the reporting requirements of 36 CFR 1230.14(a) have been met and NARA considers this matter closed. I appreciate your attention to this matter. If you have any questions or wish to discuss this further, please contact the Records Management Oversight and Reporting Program by email at UnauthorizedDisposition@nara.gov.

Sincerely,

A handwritten signature in black ink that reads "William Fischer". The script is fluid and cursive, with the first letters of both first and last names being capitalized and prominent.

WILLIAM FISCHER
Chief Records Officer
for the U.S. Government (Acting)