



DEPARTMENT OF HEALTH & HUMAN SERVICES

m32021

San Francisco District
1431 Harbor Bay Parkway
Alameda, CA 94502-7070
Telephone: 510/337-6700

Via Federal Express

Our Reference: 29-40083

March 30, 2000

William F. Compton, President and CEO
TWA
One City Center
515 N 6th Street
St. Louis, MO 63101

WARNING LETTER

Dear Mr. Compton:

On February 10 and 22, 2000, Investigator Lorna F. Jones of this office conducted an inspection of your airline service area and watering point located at the San Francisco International Airport. Your operations at this site are in serious violation of the federal regulations for interstate conveyance sanitation, found in Title 21, Code of Federal Regulations, Part 1250 (21 CFR 1250), and section 361 of the Public Health Service Act. As a result of these inspectional findings, this facility has been classified as "Provisional."

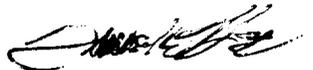
Lack of proper sewage disposal was demonstrated at the facility in the form of standing pools of blue water around the area, an uneven floor which contributed to the standing water, and blue tissues around the dumpster. Lack of proper handling of potable water at the watering point was demonstrated through failure to cap the hose, which was exposed to debris around the cabinet.

This letter is not intended to be an all-inclusive list of deficiencies at your airline support facility and it is your responsibility to ensure adherence to each requirement of the regulations. You should assure that all TWA facilities are in compliance with the regulations.

At the conclusion of the inspection, Investigator Jones issued the Form FDA 483, Inspectional Observations, to William Boyes, Station Manager, and

discussed it with him by telephone. A copy of the FDA 483 is enclosed for your information. Failure to take prompt corrective action may result in appropriate regulatory action, such as injunction, without further notice. You should notify this office within fifteen (15) working days of receipt of this letter of the specific steps you have taken to correct the violations, including an explanation of preventive measures taken to preclude recurrence of similar violations. If corrective action cannot be completed within fifteen (15) working days, cite the reason for the delay and the time by which the corrections will be completed. Your response should be sent to Suzanne Schenck, Compliance Officer, at the above address.

Sincerely yours,


Acting Director
San Francisco District

Enclosures: FDA-483

cc: William Boyes, Station Manager
TWA
P.O. Box 280008
San Francisco International Airport
San Francisco, CA 94128