



Public Health
Environmental Health Services

RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME EL POLLO LOCO #3613			REINSPECTION DATE Not Specified	INSPECTOR Amanda Gaspard	DATE 9/11/2015
LOCATION 1066 E HARRIMAN PL, SAN BERNARDINO, CA 92415			PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 3:10 PM	TIME OUT 4:43 PM	FACILITY ID FA0013735	RELATED ID CO0052149	PE 1622	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 03 - CORRECTIVE ACTION / NO FOLLOW UP RE ACTION: 01 - NO FURTHER ACTION REQUIRED

RETAIL FOOD PROTECTION - Public Eating PI (100-Up Seats)

16K997 Foodborne Illness Complaint Inspection

Compliance Date: Not Specified

Not In Compliance

Reference - HSC

Inspector Comments: Received complaint. Complainant was diagnosed with a positive case of Salmonellosis, and ate at this facility during the incubation period. (The incubation period matched the time frame that the complainant ate at the facility.) The complainant ate at other food facilities in San Bernardino County during the incubation period, and these other facilities are also being inspected as part of the investigation.

The manager stated that no employees have recently called in sick, or exhibited symptoms of being ill while at work. The manager stated that no other similar complaints have been received recently. The manager stated that there have been no food processing changes, no sewage/wastewater issues, no changes in food suppliers, no additional food suppliers added, no hot water failure, no water outage, etc. in recent memory. The manager stated that two new employees were recently hired; observed valid, current San Bernardino County food handler cards for these two new employees. (Note: the facility had three employees which were missing food handler cards, but these were not the new employees.)

The manager stated that other than the Victory refrigerator issue which was discovered during the investigation (see violation category 16K007 below), there have been no other refrigerator issues.

The manager stated that approximately one month ago, the facility had an electrical outage. The facility voluntarily closed. Employees (including the manager) stayed on sight to monitor potentially hazardous food temperatures. The manager stated that she held the raw chickens on ice, and regularly monitored the temperatures to ensure that they were holding at 41F or below. Some other potentially hazardous food items exceeded 41F and the facility discarded these items.

Observed multiple violations in the facility during the investigation. See below for more information. A routine inspection was also conducted on this date (facility scored a 90 = A letter grade). See routine inspection report (PR0018174) for more information. The complaint is now closed. All follow-up / re-inspection activity will be coded off of the PR0018174 (program record).

Description: A foodborne illness complaint report has been received by Environmental Health.



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16K007 Proper hot and cold holding temperatures

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 113996, 113998, 114037

Inspector Comments: Observed the following cold holding violations:

- 1) Sour cream holding between 44F and 48F (took multiple temperatures, measuring 44F, 45F, and 48F), in the cold station/line refrigerator.
- 2) Salsa holding between 47F and 48F, in the cold station/line refrigerator.
- 3) House salsa (in to-go containers) holding between 64F and 65F, in the Victory refrigerator next to the drive-through window.
- 4) Pico de gallo salsa (in to-go containers) holding between 61F and 62F, in the Victory refrigerator next to the drive-through window.
- 5) Marinated chicken breasts holding between 44F and 45F, in the walk-in refrigerator.
- 6) Pico de gallo salsa holding at 47F in the salsa bar in the customer dining area.
- 7) House salsa holding between 44F and 48F (took multiple temperatures, measuring 44F, 47F, and 48F), in the salsa bar in the customer dining area.

Maintain food in cold holding at 41F or below.

Corrected on site. The operator voluntarily discarded the salsa containers which were holding in the 60sF. See VC&D. The operator placed bags of ice on the marinated chicken breasts to rapidly cool them.

The Victory refrigerator (next to the drive-through window) had an ambient air temperature in the 60sF.

Repair / replace refrigerator, within 72 hours. Ensure that refrigeration units containing potentially hazardous food can maintain the food in cold holding at 41F or below.

The manager immediately put in a maintenance service request. Inspector will conduct a re-inspection to determine compliance. Failure to comply by the deadline may result in additional billable re-re-inspections. (The facility will store salsa to-go containers in another refrigerator until the Victory refrigerator is repaired.) Note: the re-inspection will be coded off of PR0018174.

Violation Description: Potentially hazardous foods shall be held at or below 41F or at or above 135F. (113996, 113998, 114037, 114343(a))

More Information: http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/510012_how_to_keep_food_out_of_danger_zone.pdf

16K021 Hot and cold water available

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 113953(c), 114099.2(b)

Inspector Comments: Observed the following water temperature violations at the two handwashing sinks in the men's restroom:

- 1) The left handwashing sink had no cold water available. When turning the handle to the left, no water came out of the faucet. (Note: warm water at 100F was available at the left handwashing sink.)
- 2) The right handwashing sink had no warm water available. When turning the handle to the right, no water came out of the faucet. (Note: cold water was available at the right handwashing sink.)

Ensure that warm water (minimum 100F) is available at all handwashing sinks at all times.

Corrected on site. The manager changed the valves at the bottom of the sinks. After correction, observed that both warm water and cold water were available at both of the handwashing sinks.

Violation Description: An adequate, protected, pressurized, potable supply of hot water and cold water shall be provided at all times. (113953(c), 114099.2(b) 114101(a), 114189, 114192, 114192.1, 114195)



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16K039 Thermometers provided and accurate

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114157, 114159

Inspector Comments: Observed that there was no thermometers in the following refrigerators:
1) Small-reach in refrigerator directly next to the fryer (below the churro station).
2) Victory refrigerator, next to the drive-through window.

Provide thermometers. Ensure that the thermometers are readily visible and placed in the warmest part of the refrigeration unit.

Observed that the integral/permanently-affixed temperature measuring device for the hot holding unit (containing potentially hazardous foods such as cooked rice) was not functioning. (Hot holding unit is located near the prep sink.)

Repair/replace integral/permanently-affixed temperature measuring device OR provide thermometer inside of upright hot holding unit.

Violation Description: An accurate easily readable metal probe thermometer suitable for measuring temperature of food shall be available to the food handler. A thermometer +/- 2 F shall be provided for each hot and cold holding unit of potentially hazardous foods and high temperature warewashing machines. (114157, 114159)

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/CalibratingThermometer.pdf>

16K040 Wiping cloths: properly used and stored

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114135, 114185.1

Inspector Comments: Observed quaternary ammonium level at 100 ppm in sanitizer bucket, near the cash register.

Ensure that quaternary ammonium levels are 200 ppm in sanitizer buckets.

Violation Description: Wiping cloths used to wipe service counters, scales or other surfaces that may come into contact with food shall be used only once unless kept in clean water with sanitizer. (114135, 114185.1, 114185.3 (d-e)) Sponges shall not be used in contact with cleaned and sanitized or in-use food contact surfaces. (114135)

16K041 Plumbing; proper backflow devices

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114171, 114189.1

Inspector Comments: Observed insufficient air gaps between draining pipes and floor sinks in the following areas:

- 1) Under the soda machine (next to the drive-through window). The larger diameter gray PVC pipe and the white PVC pipe on the left had insufficient air gaps and were resting inside of floor sink.
- 2) Under the cold station line, across from the grill. The metal pipe (the one in the middle of the three pipes) had an insufficient air gap. (Note: the other two metal pipes had sufficient air gaps.)

Ensure to have an air gap of at least one inch or twice the diameter of the draining pipe, whichever is greater. Pipes had diameters of greater than a half inch, and therefore must have air gaps of at least twice the diameter of the pipes.

Note: air gap is measured from the level of the actual floor (not bottom of the floor sink) to the bottom of the draining pipe.

Violation Description: The potable water supply shall be protected with a backflow or back siphonage protection device, as required by applicable plumbing codes. (114192) All plumbing and plumbing fixtures shall be installed in compliance with local plumbing ordinances, shall be maintained so as to prevent any contamination, and shall be kept clean, fully operative, and in good repair. Any hose used for conveying potable water shall be of approved materials, labeled, properly stored, and used for no other purpose. (114171, 114189.1, 114190, 114193, 114193.1, 114199, 114201, 114269)

16K042 Garbage and refuse properly disposed; facilities maintained

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114244, 114245

Inspector Comments: Observed lid of dumpster (in the back parking lot area) open.

Ensure to maintain lids of dumpsters closed to prevent access by vermin, flies, etc. and to prevent rodent harborage.

Violation Description: All food waste and rubbish shall be kept in leak proof and rodent proof containers. Containers shall be covered at all times. All waste must be removed and disposed of as frequently as necessary to prevent a nuisance. The exterior premises of each food facility shall be kept clean and free of litter and rubbish. (114244, 114245, 114245.1, 114245.2, 114245.3, 114245.4, 114245.5, 114245.6, 114245.7, 114245.8)



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16K048 Food Handler Certification

Compliance Date: Not Specified

Not In Compliance

Violation Reference - SBCC - 33.0409

Inspector Comments: Observed three (3) employees without current, valid San Bernardino County food handler cards.

Ensure that employees maintain current, valid San Bernardino County food handler cards.

Provided operator with information on how to obtain San Bernardino County food handler cards, and provided the Missing Food Handler Card – Inspector Handout form to the operator for the facility to complete with the missing information.

Employees must provide current food handler card information within 14 days. There will be a re-inspection charge of \$4.08 per minute with a minimum time of 30 minutes, and a minimum charge of \$122.50 if current food handler card information (to be written on the Missing Food Handler Card – Inspector Handout form) is not faxed to the Division of Environmental Health Services at 909-387-4272 on or before 09-25-15.

All follow-up / re-inspection activity will be coded off of the PR0018174 (program record).

Violation Description: This facility is currently in violation with the food handler certification requirement for San Bernardino County, which states all food handlers must obtain a valid food handler certificate within fourteen (14) days of employment (33.0410, 33.044). Failure to provide proof of food handler certification within fourteen (14) days will result in unannounced billable (at our current hourly rate) re-inspections to verify compliance.

This facility operator must complete the "Missing Food Handler" form provided by the inspector and fax to 909-387-4272.

More Information: http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food_worker_training.aspx

16K052 VC & D

Compliance Date: Not Specified

Not In Compliance

Reference - HSC - 113980

Inspector Comments: The operator discarded the following items:

- 1) Approximately two (2) pounds of pico de gallo salsa.
- 2) Approximately two (2) pounds of house salsa.

Description: Operator has voluntarily consented to the condemnation and destruction of food as said material being unfit for human consumption or otherwise in violation of California Health and Safety Code, Division 104, Part 5, Chapter 1 through 8, the disposition of which is provided for by Chapter 8, Article 3, Section 111895.

"I (We) hereby voluntarily agree to the condemnation and destruction of the following material(s) listed in violation number 52. By signing this Official Inspection Report (OIR), I (We) hereby release the County of San Bernardino and its agent from any and all liability."

Overall Inspection Comments

A routine inspection was also conducted on this date (facility scored a 90 = A letter grade). See routine inspection report (PR0018174) for more information.

Signature(s) of Acknowledgement

NAME:

TITLE:

Total # of Images: 0