



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME EL POLLO LOCO #3669				REINSPECTION DATE Not Specified	INSPECTOR Rubi Guido	DATE 11/2/2021
LOCATION 758 W HIGHLAND AV, SAN BERNARDINO, CA 92405				PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 9:20 AM	TIME OUT 10:15 AM	FACILITY ID FA0005196	RELATED ID CO0080909	PE 1621	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 05 - CORRECTIVE ACTION / FOLLOW UP REQU ACTION: 03 - REINSPECTION REQUIRED	

RETAIL FOOD PROTECTION - Public Eating PI (25-99 Seats)

Based on an inspection this day, the items marked below identify the violation(s) in operation or facilities which must be corrected. Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional inspection to be billed at the hourly rate as provided in the San Bernardino County Code, [Schedule of Fees](#).

Administrative Order to Show Cause (OSC): The Permittee has the right to a hearing if requested in writing within 15 calendar days of receipt of this notice, to show cause why the permit to operate should not be suspended or revoked; otherwise the right to a hearing shall be deemed waived.

See the following pages for the code sections and general requirements that correspond to each violation listed below.

16K999 Complaint Inspection

Compliance Date: Not Specified

Inspector Comments: The purpose of this visit was to conduct a complaint inspection.

Reference - HSC

NATURE OF COMPLAINT:

The complainant alleged that the dining room was dirty and that there were cockroaches and flies all over.

FINDING(S):

The manager stated the following:

- Was not aware of this complaint or any similar complaints.
- Has not seen any live or dead cockroaches in the facility since the last pest control service.
- Ecolab services the facility on a monthly basis. The most recent service was on 10/25/21.

OBSERVATION(S):

- Two (2) live nymph cockroaches on the wall behind the reach-in coolers that are located in the drive through area. The manager eliminated these cockroaches at the time of inspection.
- One (1) dying adult cockroach on the floor behind the reach-in coolers that are located in the drive through area. The manager eliminated the cockroach at the time of inspection.
- One (1) live cockroach in a drill hole in the wall, near the cove base tiles behind the reach-in coolers that are located in the drive through area. The manager sealed this hole at the time of inspection.
- One (1) dead adult cockroach on the windowsill located to the right of the drive through area.
- No live or dead cockroaches anywhere else in the facility.
- Twelve (12) drill holes in the wall, near the cove base tiles behind the reach-in coolers that are located in the drive through area. The manager temporarily sealed these holes until pest control is called to the facility. The manager stated that Ecolab was contacted to service the facility today, 11/2/21.
- Gaps/openings in the wall, around the wires behind the two reach-in coolers that are located in the drive through area.
- Large gaps/openings in the walls to the left of the drive through window.
- No flies in the kitchen.
- Two (2) insect control devices (fly lights) installed in the dining area.
- No trash/debris and no soiled tables, floors, walls or ceilings in the dining area.
- The manager provided the most recent Ecolab invoice (10/25/21) that indicated no cockroach activity.

RESULT(S):

A follow-up inspection will be conducted on 11/3/21 to verify compliance. If compliance is not met upon reinspection, then a billable follow-up inspection and/or further legal action will follow.

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



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LOCATION 758 W HIGHLAND AV, SAN BERNARDINO, CA 92405	INSPECTOR Rubi Guido

16K023 No rodents, insects, birds, or animals **⚠ CRITICAL ⚠**

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114259.1, 114259.4, 11425

Inspector Comments: Observed the following:
 - Two (2) live nymph cockroaches on the wall behind the reach-in coolers that are located in the drive through area. The manager eliminated these cockroaches at the time of inspection.
 - One (1) dying adult cockroach on the floor behind the reach-in coolers that are located in the drive through area. The manager eliminated the cockroach at the time of inspection.
 - One (1) live cockroach in a drill hole in the wall, near the cove base tiles behind the reach-in coolers that are located in the drive through area. The manager sealed this hole at the time of inspection.
 - One (1) dead adult cockroach on the window sill located to the right of the drive through area.

Eliminate all dead and/or live cockroaches/vermin from the facility and ensure all affected areas are cleaned and sanitized. The food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies.

Note: A follow-up inspection will be conducted on 11/3/21 to verify compliance. If compliance is not met upon reinspection, then a billable re-inspection and/or further legal action will follow.

Violation Description: Food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies. (114259.1, 114259.4, 114259.5) Live animals are not allowed in a food facility unless, food employees with service animals may handle or care for their service animal if they wash their hands as required or persons who are licensed pursuant to Chapter 11.5 of Division 3 of the Business and Professions Code. (114259.4, 114259.5)

More Information: https://youtu.be/1yuxW_p9Bxs

16K045 Floors, walls and ceilings: built, maintained, and clean

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114143 (d), 114266

Inspector Comments: Observed the following:
 - Twelve (12) drill holes in the wall, near the cove base tiles behind the reach-in coolers that are located in the drive through area. The manager temporarily sealed these holes until pest control is called to the facility. The manager stated that Ecolab was contacted to service the facility today, 11/2/21.
 - Gaps/openings in the wall, around the wires behind the two reach-in coolers that are located in the drive through area.
 - Large gaps/openings in the walls to the left of the drive through window.

Eliminate all holes/gaps/openings in the floors, walls, and ceilings. Ensure floors, walls, and ceilings are clean and in good repair.

Note: A follow-up inspection will be conducted on 11/3/21 to verify compliance. If compliance is not met upon reinspection, then a billable re-inspection will follow.

Violation Description: The walls / ceilings shall have durable, smooth, nonabsorbent, and washable surfaces. All floor surfaces, other than the customer service areas, shall be approved, smooth, durable and made of nonabsorbent material that is easily cleanable. Approved base coving shall be provided in all areas, except customer service areas and where food is stored in original unopened containers. Food facilities shall be fully enclosed. All food facilities shall be kept clean and in good repair. (114143 (d), 114257, 114266, 114268, 114268.1, 114271, 114272) Cleaning must be an approved dustless method. (114268.1) Mats and duckboards, if used, must be removable and easily cleanable. (114272) Open-air barbecues or wood-burning ovens floor surfaces must extend a minimum of five feet and be impervious or easily cleanable. (114143(d))

Overall Inspection Comments

No summary comments have been made for this inspection.

FREE Classes to L.E.A.R.N!

Liaison Education And Risk Network (L.E.A.R.N.) is a FREE class based on the fundamentals of Active Managerial Control and the Centers for Disease Control and Prevention's five risk factors that lead to foodborne illnesses. Find out when the next L.E.A.R.N. class is by checking our [calendar](#).

Signature(s) of Acknowledgement

NO Sig

NAME: Vicky Hernandez
 TITLE: Manager

Total # of Images: 0