

County of Santa Clara

Department of Environmental Health

Consumer Protection Division

1555 Berger Drive, Suite 300, San Jose, CA 95112-2716

Phone (408) 918-3400 www.ehinfo.org



OFFICIAL INSPECTION REPORT

Facility FA0202815 - SUBWAY		Site Address 607 GREAT MALL DR, MILPITAS, CA 95303		Inspection Date 05/20/2026		Placard Color & Score GREEN 72		
Program PR0308014 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name SS43 LLC		Inspection Time 10:05 - 11:30			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By LORENA				FSC Alma Delia Ramirez 09/11/2029

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification	X						
K02	Communicable disease; reporting/restriction/exclusion	X						S
K03	No discharge from eyes, nose, mouth	X						
K04	Proper eating, tasting, drinking, tobacco use	X						
K05	Hands clean, properly washed; gloves used properly			X	X			N
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures	X						S
K08	Time as a public health control; procedures & records						X	
K09	Proper cooling methods						X	
K10	Proper cooking time & temperatures						X	
K11	Proper reheating procedures for hot holding		X		X			N
K12	Returned and reservice of food	X						
K13	Food in good condition, safe, unadulterated	X						
K14	Food contact surfaces clean, sanitized			X	X			S
K15	Food obtained from approved source	X						
K16	Compliance with shell stock tags, condition, display						X	
K17	Compliance with Gulf Oyster Regulations						X	
K18	Compliance with variance/ROP/HACCP Plan						X	
K19	Consumer advisory for raw or undercooked foods						X	
K20	Licensed health care facilities/schools: prohibited foods not being offered						X	
K21	Hot and cold water available			X				N
K22	Sewage and wastewater properly disposed	X						
K23	No rodents, insects, birds, or animals			X				S

GOOD RETAIL PRACTICES		OUT	COS
K24	Person in charge present and performing duties		
K25	Proper personal cleanliness and hair restraints		
K26	Approved thawing methods used; frozen food		
K27	Food separated and protected		
K28	Fruits and vegetables washed		
K29	Toxic substances properly identified, stored, used		
K30	Food storage: food storage containers identified		
K31	Consumer self service does prevent contamination		
K32	Food properly labeled and honestly presented		
K33	Nonfood contact surfaces clean	X	
K34	Warewash facilities: installed/maintained; test strips		
K35	Equipment, utensils: Approved, in good repair, adequate capacity	X	
K36	Equipment, utensils, linens: Proper storage and use		
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use		
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored		
K41	Plumbing approved, installed, in good repair; proper backflow devices		
K42	Garbage & refuse properly disposed; facilities maintained		
K43	Toilet facilities: properly constructed, supplied, cleaned		
K44	Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing		X
K45	Floor, walls, ceilings: built, maintained, clean		X
K46	No unapproved private home/living/sleeping quarters		
K47	Signs posted; last inspection report available		

OFFICIAL INSPECTION REPORT

Facility FA0202815 - SUBWAY	Site Address 607 GREAT MALL DR, MILPITAS, CA 95303	Inspection Date 05/20/2026
Program PR0308014 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name SS43 LLC	Inspection Time 10:05 - 11:30
K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

K11 - 8 Points - Improper reheating procedures for hot holding; 114014, 114016

Inspector Observations:

Meatballs measured 61F while maintained in the microwave. Per the employee present, she had taken them out of the walk-in cooler less than 15 minutes prior, and had been reheating them for approximately 7 minutes. When instructed to properly reheat the meatballs, employee proceeded to reheat meatballs for an additional 8 minutes in the microwave, and then placed them into the steam table. When asked if they were done reheating, employee gave assent; However, meatballs in marinara measured 72F.

**Note: Ensure steam table is turned on and allowed time to heat up prior to placement of potentially hazardous foods inside.*

[CA] RTE food from commercially processed, hermetically sealed container shall be reheated to >135°F for hot holding.

Ensure microwave is properly operable and in good repair.

[COS] Meatballs were placed back into the microwave and reheated to 169F, and thereafter placed back into the steam table.

Minor Violations

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations:

Employee present observed handling cash and a receipt, then proceeded to begin assembling a customer's sandwich without first washing their hands.

[CA] Employees shall wash their hands in all of the following scenarios:

- (1) Immediately before engaging in food preparation, including working with nonprepackaged food, clean equipment and utensils, and unwrapped single-use food containers and utensils.*
- (2) After touching bare human body parts other than clean hands and clean, exposed portions of arms.*
- (3) After using the toilet room.*
- (4) After caring for or handling any animal allowed in a food facility pursuant to this part.*
- (5) After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.*
- (6) After handling soiled equipment or utensils.*
- (7) During food preparation, as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks.*
- (8) When switching between working with raw food and working with ready-to-eat food.*
- (9) Before initially donning gloves for working with food.*
- (10) Before dispensing or serving food or handling clean tableware and serving utensils in the food service area.*
- (11) After engaging in other activities that contaminate the hands.*

[COS] Employee washed their hands.

K14 - 3 Points - Food contact surfaces unclean and unsanitized; 113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101, 114105, 114109, 114111, 114113, 114115(a,b,d), 114117, 114125(b), 114141

OFFICIAL INSPECTION REPORT

Facility FA0202815 - SUBWAY	Site Address 607 GREAT MALL DR, MILPITAS, CA 95303	Inspection Date 05/20/2026
Program PR0308014 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name SS43 LLC	Inspection Time 10:05 - 11:30

Inspector Observations:

Quaternary ammonium measured 0 ppm from the dispenser at the three compartment sink. Per manager, dispenser is currently broken, and she has ordered a replacement but has not had time to drop it off at the store yet.

[CA] Manual sanitization shall be accomplished in the final sanitizing rinse by contacting a chlorine solution of 100 PPM concentration for at least 30 seconds or by contacting a quaternary ammonium solution of 200 PPM concentration for at least 60 seconds.

Maintain quaternary ammonium dispenser in good repair.

[SA] Employee disconnected the bag of quaternary ammonium dispenser from feed tube and demonstrated manual dilution of sanitizer in three compartment sink.

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations:

Hot water handle of the preparation sink is inoperable. Water measured at 72F.

Water measured at 117F maximum from the faucet at the three compartment sink.

[CA] Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility except at handwash sinks.

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations:

1. One dead cockroach observed on the floor in the back storage area.

No other evidence of cockroaches observed

Sticky traps observed clear of activity.

Employee provided pest control report conducted by Ecolab 5/11/2026, which noted no vermin activity.

[CA] Clean and sanitize area of dead cockroach. Continue to work with pest control.

2. Three flies observed in the back kitchen area, near the soda syrup dispensers and the mop sink.

[CA] Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies.

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations:

Cabinet underneath the soda machine at the front service area observed to have accumulation of old food debris/staining of shelf.

[CA] Maintain clean to prevent the attraction of vermin.

K35 - 2 Points - Equipment, utensils - Unapproved, unclean, not in good repair, inadequate capacity; 114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182

OFFICIAL INSPECTION REPORT

Facility FA0202815 - SUBWAY	Site Address 607 GREAT MALL DR, MILPITAS, CA 95303	Inspection Date 05/20/2026
Program PR0308014 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name SS43 LLC	Inspection Time 10:05 - 11:30

Inspector Observations:

1. Expanding foam has been used to seal the pipe connection underneath the hand sink. Foil appears to have been wedged in between the crevice of the front service counter and the wall (near the steam table).

[CA] Discontinue the use of unapproved materials to seal. Aforementioned materials are not of durable construction and may provide harborage for vermin.

2. Facility has installed unapproved wooden support beams in the back storage area, above the water heater and the mop sink.

[CA] Paint/varnish wood, or else remove to prevent the harborage of vermin. Surfaces shall be smooth, durable, cleanable, and nonabsorbent.

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Inspector Observations:

Numerous cardboard boxes observed stacked up in the following locations:

- In a pile on the floor of the back storage area
- In a pile on a prep table next to the water heater

[CA] Remove cardboard to prevent the harborage of vermin.

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations:

Floor underneath the transformer box at the back kitchen is deteriorated and has accumulation of debris.

[CA] Maintain floors clean and in good repair to prevent the harborage of vermin.

Performance-Based Inspection Questions

- Needs Improvement - Hot and cold water available.
- Needs Improvement - Hands clean/properly washed/gloves used properly.
- Needs Improvement - Proper reheating procedures for hot holding.

Measured Observations

Item	Location	Measurement	Comments
frozen chicken	walk-in freezer	8.00 Fahrenheit	
chicken	countertop cold hold - front service - left	37.00 Fahrenheit	
sliced cheeses	countertop cold hold - front service - left	38.00 Fahrenheit	
warm water	hand sink - front service	100.00 Fahrenheit	
sliced tomatoes	countertop cold hold - front service - right	36.00 Fahrenheit	
tuna	countertop cold hold - front service - left	34.00 Fahrenheit	
steak	walk-in cooler	37.00 Fahrenheit	
turkey	countertop cold hold - front service - left	36.00 Fahrenheit	
quaternary ammonium sanitizer	three compartment sink dispenser	0.00 PPM	measured greater than 400 ppm directly from bag of quaternary ammonium
ham	countertop cold hold - front service - left	37.00 Fahrenheit	
water	three compartment sink	117.00 Fahrenheit	
pepperoni	walk-in cooler	37.00 Fahrenheit	
egg	countertop cold hold - front service - right	38.00 Fahrenheit	

Overall Comments:

Spoke with the manager, Liz, via phone.

OFFICIAL INSPECTION REPORT

Facility FA0202815 - SUBWAY	Site Address 607 GREAT MALL DR, MILPITAS, CA 95303	Inspection Date 05/20/2026
Program PR0308014 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name SS43 LLC	Inspection Time 10:05 - 11:30

When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than **6/3/2026**. Any major change in menu or any change in ownership must have prior approval by this Department. This may require structural and/or equipment changes or remodeling to accommodate new operations.

Legend:

[CA]	Corrective Action
[COS]	Corrected on Site
[N]	Needs Improvement
[NA]	Not Applicable
[NO]	Not Observed
[PBI]	Performance-based Inspection
[PHF]	Potentially Hazardous Food
[PIC]	Person in Charge
[PPM]	Part per Million
[S]	Satisfactory
[SA]	Suitable Alternative
[TPHC]	Time as a Public Health Control



Received By: Lorena
Employee
Signed On: May 20, 2026