

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 FA0240119 - EL POLLO LOCO		Site Address 1090 S WHITE RD, SAN JOSE, CA 95127		Inspection Date 02/21/2024	
Program PR0340144 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name COASTAL VALLEY ENTERPR		Inspection Time 12:50 - 16:45
Inspected By GABRIEL GONZALEZ	Inspection Type ROUTINE INSPECTION	Consent By MARIA GUTIERREZ	FSC Maria Olivas 07/27/2024		

Placard Color & Score
YELLOW
61

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						S
K06 Adequate handwash facilities supplied, accessible	X						
K07 Proper hot and cold holding temperatures		X		X			S
K08 Time as a public health control; procedures & records	X						
K09 Proper cooling methods		X		X			
K10 Proper cooking time & temperatures	X						S
K11 Proper reheating procedures for hot holding					X		
K12 Returned and reservice of food	X						
K13 Food in good condition, safe, unadulterated	X						
K14 Food contact surfaces clean, sanitized	X						
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						
K22 Sewage and wastewater properly disposed		X		X			
K23 No rodents, insects, birds, or animals			X				

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		X
K40 Wiping cloths: properly used, stored		
K41 Plumbing approved, installed, in good repair; proper backflow devices		X
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		
K45 Floor, walls, ceilings: built, maintained, clean		X
K46 No unapproved private home/living/sleeping quarters		
K47 Signs posted; last inspection report available	X	

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K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

K07 - 8 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: Red tomato sauce (Salsa Roja) measured at 70F on cook line counter during inspection. Sticker label stated that Salsa Roja was prepared approximately 5 hours prior to inspection. Sticker label stated that it is to be discarded at 11:59 PM/by the end of the day but not documentation or procedures were provided that Salsa Roja has been approved to be stored without temperature control. Original box container of Salsa Roja stated it contains tomatillo and that it needs to be kept refrigerated.

[CA]: Potentially Hazardous Food (PHFs) must be cold held at 41F or below at all times.

[COS]: Salsa Roja was voluntarily discarded by PIC during inspection.

Follow-up By
02/26/2024

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: 1. MAJOR: Multiple cilantro cream dressing prepared approximately 4 hours prior to inspection measured at 45F-46F inside 2 door reach in at drive thru and 1 door reach in underneath cash register. Ambient temperatures of units measured at 41F during inspection.

2. MINOR: Crunchy chicken taco inside walk in cooler measured at 50F with sticker label indicating it was prepared approximately 3 1/2 hours prior to inspection. Crunchy chicken taco trays observed secured with plastic wrap and stacked on top of each other. Chicken tinga inside walk in cooler measured at 44F and 43F with sticker label stating it was prepared approximately 5 hours prior to inspection. Chicken tinga observed stacked on top of each other and secured with lid. Ambient temperature of walk in cooler measured at 41F during inspection.

[CA]: Potentially Hazardous Foods (PHFs) shall be cooled from 135F to 70F within 2 hours and then from 70F to 41F within 4 hours (6 hours total). Use shallow metal pans, smaller portions, ice paddles and ice baths to assist with rapid cooling. When placing food in the refrigerator to cool, containers should be loosely covered or uncovered if protected from overhead contamination, to facilitate heat transfer from the surface of the food. Ensure PHFs are properly cooled down to 41F prior to storing at 2 door reach in and 1 door reach in.

[COS]: Cilantro cream dressing containers were voluntarily discarded by PIC via trash. Chicken tinga and crunchy taco were relocated to upright freezer to rapidly cool down during inspection. Chicken tinga and crunchy taco measured at 41F by the end of inspection.

Follow-up By
02/26/2024

K22 - 8 Points - Sewage and wastewater improperly disposed; 114197

Inspector Observations: Wastewater actively backing up and overflowing onto floor from several floor sinks and floor drains at the 3 compartment sink, underneath ice machine, underneath preparation sink, and by the main cook line. Per PIC, sewage back up started during inspection.

[CA]: Liquid waste shall be disposed through the approved plumbing system and shall discharge into the public sewerage or into an approved private sewage disposal system.

[COS]: PIC voluntarily self-closed the facility during inspection. PIC called technician during inspection. Specialist turned on all sinks and flushed toilets and observed proper liquid waste water disposal by the end of inspection. Specialist instructed staff to set up mop sanitizer with 100 PPM of Chlorine sanitizer to be used to mop all infected areas.

Follow-up By
02/26/2024

Minor Violations

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

Inspector Observations: One live adult German cockroach on floor near rear exit door. Multiple dead cockroaches underneath freezer around the wheels at rear dry storage area near rear exit door and around drive thru area. Pest control service reports from November 2023 - February 2024 stated no activity found.

[CA]: Eliminate evidence of cockroach in a safe, effective and legal manner. Ensure food and food contact surfaces are protected from possible contamination at all times. Continue to follow pest control service recommendations and monitor for vermin activity. Discussed with PIC sealing all cracks, crevices, and gaps to prevent entry and harborage of vermin.

[COS]: Live cockroach was eliminated during inspection.

Follow-up By
02/26/2024

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

Inspector Observations: Heavy accumulation of grease underneath cook line equipment.

[CA]: Remove accumulation of grease and maintain nonfood contact surfaces clean

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

Inspector Observations: 1 door reach in underneath steam table in disrepair (leaking and accumulation of ice on the interior surface of unit). Ambient temperature measured at 50F. Unit observed empty during inspection.

[CA]: Repair/assess unit. Ensure all cooling units are in good condition and able to properly cold hold PHF's to 41F or below at all times.

K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

Inspector Observations: Inoperable thermometer inside 1 door reach in underneath cash register. Inoperable thermometer outside of walk in cooler

[CA]: Provide an operable and accurate thermometer that is located to measure air temperature in the warmest part of the refrigeration unit. If permanently affixed temperature reading device is used, ensure it is properly working and easily viewed.

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations: 1. Active leak from drain pipe of 3 compartment sink.

[CA]: Repair drain pipe and maintain in good condition. Waste water shall be properly disposed of indirectly through an approved floor sink connected to an approved sewer system.

2. Drain lines for soda fountain machine near cash register and preparation sink at cook line extend into floor drain and past floor drain rim.

[CA]: Provide 1 inch air gap between the mentioned water line outlet and the flood level rim of a floor drain to prevent contamination that may be caused by backflow or back siphonage.

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

Inspector Observations: Gap/holes in between wall and cove base at drive thru underneath beverage dispenser.

[CA]: Close or seal all gaps to prevent entry of vermin (cockroaches, rodents, house flies).

K47 - 2 Points - Signs not posted; last inspection report not available; 113725.1, 113953.5, 113978, 114381(e)

Inspector Observations: Hand wash signage not provided for employee men restroom.

[CA]: Hand wash signage for employee restrooms shall be posted and easily visible at all times.

[COS]: Hand wash signage provided during inspection.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

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Measured Observations

Item	Location	Measurement	Comments
rice	steam table 1	164.00 Fahrenheit	
water	hand sink	105.00 Fahrenheit	
Cilantro cream dressing	2 door reach in cooler drive thru	45.00 Fahrenheit	
water	3 compartment sink	120.00 Fahrenheit	
chicken	steam table 2	180.00 Fahrenheit	
ambient temperature	2 door reach in cooler drive thru	41.00 Fahrenheit	
chicken	final cooking temperature from grill	190.00 Fahrenheit	
ambient temperature	1 door reach in under steam table	50.00 Fahrenheit	
ambient temperature	1 door reach in under register	41.00 Fahrenheit	
water	prep sink	120.00 Fahrenheit	
cilantro cream dressing	1 door reach in under register	45.00 Fahrenheit	45F-46F
crunchy chicken taco	walk in cooler	50.00 Fahrenheit	
chicken	hot box	179.00 Fahrenheit	
Salsa Roja	cook line counter	70.00 Fahrenheit	
beans	steam table 1	158.00 Fahrenheit	
corn	steam table 2	171.00 Fahrenheit	
chicken tinga 2	walk in cooler	43.00 Fahrenheit	
carnitas	1 door reach in	41.00 Fahrenheit	
chicken tinga 1	walk in cooler	44.00 Fahrenheit	
beans	hot box	180.00 Fahrenheit	

Overall Comments:

Joint inspection by Princess Lagana and Gabriel Gonzalez. Inspection report written by Princess Lagana.

Facility received a yellow placard. Specialist to conduct a follow-up inspection for the listed major violation on or by 02/26/2024 to verify compliance.

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 **3/6/2024**. 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

Maria Gutierrez

Received By: Maria Gutierrez
PIC
Signed On: February 21, 2024