

Food Safety Complaint: Subway Facility Failure

Date of Incident: March 18, 2026 **Location:** Subway (located inside Gas Station) – Baltimore, MD **Complainant Certification:** ServSafe Certified Professional

Nature of Complaint

This report concerns a severe and ongoing failure of temperature-controlled storage and a direct incident of foodborne illness risk due to the sale of temperature-abused products.

Detailed Observation

- **Equipment Failure:** The refrigeration units at this dual-use location (Subway/Gas Station) have been non-functional for approximately one week.
- **Ambient Temperature Sales:** Retail "Time/Temperature Control for Safety" (TCS) items, including milk and eggs, are currently being held and sold at room temperature.
- **Improper Food Handling:** On March 18, 2026, I purchased Broccoli Cheddar soup. Upon consumption, the soup was found to be curdled and sour.
- **Documentation of Violation:** The soup container was labeled as prepared on March 17, 2026. Due to the facility's refrigeration failure, this TCS food was held at ambient temperature overnight, reheated, and served to the public.

Risk Assessment

This facility is currently operating with a critical lack of cold-holding capacity. The sale of curdled, temperature-abused soup represents a high risk for foodborne pathogens such as *Bacillus cereus* or *Staphylococcus aureus* due to improper cooling and reheating protocols.
