



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

SEPTEMBER 14, 2021

TO: BOARD OF DIRECTORS

THROUGH: STEPHANIE N. WIGGINS SNW
CHIEF EXECUTIVE OFFICER

FROM: JAMES GALLAGHER JG
CHIEF OPERATIONS OFFICER

SUBJECT: REMOVAL OF ENC BUSES FROM SERVICE

ISSUE

On Friday, September 10, the option order buses currently being manufactured and delivered to Metro by El Dorado National California, Inc. (ENC) were removed from service due to concerns related to thermal damage identified on printed circuit boards on these buses.

BACKGROUND OR DISCUSSION

On July 29, 2021, Metro Bus Operations Control Center issued a notification of a fire on a bus at Division 3. The bus was out-of-service at the time of the incident and there were no passengers or employees on the bus. The fire originated in an electric panel located at the right, rear corner of the interior of the bus. Both Metro and ENC immediately dispatched forensic investigators to determine the cause of the bus fire. The problem appears to be limited to circuit boards installed in the electric panel on the option order ENC buses. To date, ENC has been proactive in investigating and correcting this issue. Metro and ENC also began extensive inspections of ENC buses to ensure that other buses did not experience the same issue.

Metro has removed approximately 180 ENC option order buses from revenue service. No bus runs have been cancelled due to lack of buses. Metro has extra buses that had recently been removed from service as the new ENC buses arrived, and these buses are being placed back into service to replace the ENC buses that were removed from service.

ENC has also been directed to discontinue delivery of new buses until the issues with the printed circuit boards are corrected on the option order buses. Metro will continue to meet with ENC on a regular basis to assess their progress on

resolving the problems with these circuit boards and to provide future direction on delivery of new buses.

NEXT STEPS

ENC is working with the manufacturer of the printed circuit boards to identify the root cause of the failure of this electrical component. ENC is currently projecting completion of any design changes to the printed circuit boards and electrical system on the option order buses by the end of September 2021. The production of new components is expected to begin thereafter, with installation of the new components during the fourth quarter of calendar year 2021.