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SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT

Minutes of Regular Meeting of the  
Board of Directors of the District

August 23, 1979

SEP 10 1979

P.C.T.

Upon notice duly given, the Board of Directors of the Southern California Rapid Transit District met at a regular meeting in the District Board Room, 425 South Main Street, Los Angeles, California, at 1:24 p.m. on August 23, 1979, at which time President Marvin L. Holen called the meeting to order.

Directors Present:

Donald Gibbs	Thomas G. Neusom
David K. Hayward	Jay B. Price
Marvin L. Holen	Ruth E. Richter
Gerald B. Leonard	Charles H. Storing
Mike Lewis	George Takei
Carl Meseck	

Staff Present:

Jack R. Gilstrap, General Manager  
Samuel M. Black, Manager of Operations  
Richard T. Powers, General Counsel  
Joe B. Scatchard, Controller-Treasurer-Auditor  
Robert G. Williams, Manager of Customer Relations  
Paul Taylor, Director of Bus Planning  
David Dominguez, Manager of Equal Employment Opportunities  
Tom Michael, Director of Personnel  
Don Gardner, Senior Engineer, Rapid Transit Development  
Brian Pearson, Chief Engineer, Bus Facilities  
Helen M. Bolen, Acting District Secretary

Also present were members of the news media and the public.

Presentation of Certificate of Merit for Outstanding Service

Director Richter presented a Certificate of Merit for Outstanding Service to W. F. Sidenburg, Vehicle Supervisor. Mr. Sidenburg gave assistance at the scene of an accident and is credited with minimizing injuries sustained and possibly with the saving of a life.

Presentation of Certificates of Merit

Director Hayward presented Certificates of Merit to Johnnie Mae Amos, Information Operator-of-the-Month, Johnnie Brazzle, Jr., Maintenance Employee-of-the-Month, and Jesse P. Cortez, Operator-of-the-Month.

Approval of Agreement with Airport Service, Inc., and Cessation of the District's Airport Express Service

President Holen summarized the District's position on the matter of airport express service and the events to date. Mr. Jim Lyons, attorney for Airport Service, Inc. appeared before the Board and questioned the word 'sole' in Section 3 of the proposed agreement. Director Takei moved approval of the draft resolution and the agreement prepared by the District with the exclusion of the word 'sole' in both the resolution and the agreement, which motion was seconded.

Director Price raised several points concerning the binding of future Boards by the agreement, the determination of acceptable level of service, etc.

Director Price moved that the motion be amended

Resolution  
No. Assigned

to include the following language in Section 3 of the contract: "The District will not be hindered or prohibited from converting from bus service to rail service when it is agreed by the S.C.R.T.D., UMTA and DOT that travel patronage warrants the conversion for the convenience of the public". Also that the draft resolution be amended to reflect this change. There was no second to this motion to amend. There was further discussion and a call for the vote on Director Takei's motion. Director Price then reiterated his request for the inclusion of his proposed language and made a substitute motion to that effect. Director Leonard seconded the substitute motion which failed on a Roll Call vote as noted below:

Ayes:	Leonard, Price
Noes:	Gibbs, Hayward, Lewis, Meseck, Neusom, Richter, Storing, Takei, Holen
Abstain:	None
Absent:	None

The question was called for on Director Takei's original motion, which motion was passed on a Roll Call vote as noted below, and the following resolution was adopted:

Resolution  
No. Assigned

Ayes: Gibbs, Hayward, Leonard, Meseck,  
Price, Takei  
Noes: Lewis, Neusom, Richter, Storing,  
Holen  
Abstain: None  
Absent: None

R-79-348

WHEREAS, there has been presented to this meeting a proposed agreement with Airport Service, Inc. which in substance provides as follows:

- a. That in the event the Southern California Rapid Transit District determines that the level of airport express service provided by Airport Service, Inc. to Los Angeles International Airport is not adequate, then upon notice, the District may provide airport express service; and
- b. That the District will have the right to provide airport express service over any exclusive guideway route to Los Angeles International Airport;

NOW, THEREFORE, BE IT RESOLVED, that the proposed agreement is hereby approved; and

RESOLVED FURTHER, that within ten (10) days following execution of the proposed agreement by Airport Service, Inc., the District shall do the following:

- a. Withdraw its petition for rehearing before the Public Utilities Commission; and
- b. terminate its current airport express service.

Resolution  
No. Assigned

Executive Session - Consideration of Labor Matters

President Holen reported that the District's negotiating team with the unions wish to present a report to the Board and that he would entertain a motion to adjourn to Executive Session.

On motion duly made, seconded and carried, the Board adjourned to Executive Session at 1:57 p.m.

The meeting reconvened at 4:26 p.m., with Directors Gibbs, Hayward, Holen, Leonard, Lewis, Price, Richter, Storing and Takei responding to Roll Call.

No report of matters discussed in Executive Session was made.

Report of the Surface Operations Committee

On motion of Director Price, seconded and carried as noted below, Agenda Items No. 4 through 8 were approved and the following resolutions were adopted:

Ayes:	Gibbs, Hayward, Holen, Leonard, Lewis, Price, Richter, Storing, Takei
Noes:	None
Abstain:	None
Absent:	Meseck, Neusom

Resolution  
No. Assigned

R-79-349

RESOLVED, that the General Manager is authorized to award a contract to General Electric Company, Mountain View Road, Lynchburg, Virginia, the only bidder responding to Bid No. CA-03-0106-P, covering procurement of Dispatch Center consoles and radio equipment at a total bid price of \$594,375, which procurement is funded in part under UMTA Capital Grant Projects No. CA-03-0106, CA-03-0040, CA-03-0090 and CA-03-0121, and is subject to the prior concurrence of UMTA; form of contract subject to approval of the General Counsel.

R-79-350

RESOLVED, in accordance with Section 8.3 (b) (4) of the Rules & Regulations, Requisition No. 9-3399-1008 is approved, and the Purchasing Agent is authorized to call for bids covering the District's requirements for brake blocks for a two-year period; form of bid requirements and specifications subject to approval of the General Counsel.

R-79-351

RESOLVED, that Requisition No. 9-3399-1004 is approved, and the General Manager is authorized to execute a contract with Witco Chemical, Golden Bear Division, 10100 Santa Monica Blvd., Century City, covering the District's requirements for #250 torque fluid for a one-year period at an estimated cost of \$345,000; form of contract subject to approval of the General Counsel.

R-79-352

RESOLVED, that all bids received in response to Bid No. 6-7921 are hereby rejected, and the Purchasing Agent is authorized to reissue bids with revised specifications covering the procurement of two engine lathes; form of bid requirements and revised specifications subject to approval of the General Counsel.

Resolution  
No. Assigned

R-79-353

RESOLVED, that the General Manager is authorized to award a contract to EBASCO Risk Management Consultants, Inc., under RFP No. 87904, covering an audit of the District's Public Liability & Property Damage and Workers Compensation Programs, at a cost not to exceed \$20,500; form of contract subject to approval of the General Counsel.

Report of the Facilities & Construction Committee

Director Gibbs, Chairman of the Facilities & Construction Committee, reported that the Committee had considered Agenda Items No. 9 through 11 and made the following recommendations.

Under Agenda Item No. 9, the Committee discussed at length the various sites for park-and-ride lots in the West San Fernando Valley, with the recommendation that Items No. 9a and 9b be withdrawn at this time and that Item No. 9c be referred back to staff for investigation of other potential sites, with a report to come back to the Board at its first meeting in September. The Board concurred with the Committee report.

On motion of Director Gibbs, seconded and carried as noted below, Agenda Item No. 10 was approved, and the following resolution was adopted:

Resolution  
No. Assigned

Ayes: Gibbs, Hayward, Holen, Leonard,  
Lewis, Price, Richter, Storing,  
Takei  
Noes: None  
Abstain: None  
Absent: Meseck, Neusom

R-79-354

RESOLVED, that Environmental Negative Declarations for the West Los Angeles and Universal City Transportation Centers are hereby approved, and staff is authorized to file Notices of Determination for each project.

Director Gibbs reported that Agenda Item No. 11 had been removed from the agenda and staff directed to contact the principals of the structural engineering firms to the effect that the period to receive proposals would be extended for two additional weeks. The Board concurred in this recommendation.

Report of the Customer Relations & Public Information Committee

Director Richter, Chairman of the Customer Relations & Public Information Committee, reported that Agenda Item No. 12 reading as follows, has been removed from the agenda and staff has been directed to bring the item back to the Board at the first meeting in September with the estimates on the cost of establishing the West Los Angeles Customer Service Center.



Resolution  
No. Assigned

"Consider report on District's expanded information program and establishment of a West Los Angeles Customer Service Center."

The Board concurred in the Committee's recommendation.

On motion of Director Richter, seconded and carried as noted below, Agenda Item No. 13 was approved and the following resolution was adopted:

Ayes: Gibbs, Hayward, Holen, Leonard,  
Lewis, Price, Richter, Storing,  
Takei  
Noes: None  
Abstain: None  
Absent: Meseck, Neusom

R-79-355

WHEREAS, due to the growth in ridership and the increase in number of District Customer Service Centers, a need exists to allow authorized designees of the Passenger Agent to provide refunds to purchasers of RTD Passes;

NOW, THEREFORE, BE IT RESOLVED, that Section 11.3 of the Rules and Regulations is revised to allow authorized designees of the Passenger Agent to provide refunds to purchasers of RTD Passes, with said revised Section 11.3 of the Rules and Regulations attached to these Minutes as Exhibit I.

Resolution  
No. Assigned

Report of the Personnel Committee

Director Takei, Chairman of the Personnel Committee, reported that the Committee had considered Agenda Items No. 14-a, 15 and 16 at its meeting and recommended approval of these items, and that Agenda Item No. 14-b, at the request of Director Leonard, was carried over for consideration by the full Board. On motion of Director Takei, seconded and carried as noted below, Agenda Items No. 14-a and 15 were approved, and the following resolutions were adopted:

(Director Neusom entered the meeting at 4:32 p.m.)

Ayes: Gibbs, Hayward, Holen, Leonard,  
Lewis, Neusom, Price, Richter,  
Storing, Takei  
Noes: None  
Abstain: None  
Absent: Meseck

R-79-356

RESOLVED, that Requisition No. 9-4600-39 is approved and the General Manager is authorized to enter into contracts with retired employees C. A. Tolley and E. C. Markles covering scheduling and run cutting services to be performed in connection with the 1980 Sector Improvement Program, at a rate of \$20 per hour with contract limit not to exceed \$15,000 nor to extend beyond June 30, 1980; form of contracts subject to approval of the General Counsel.

Resolution  
No. Assigned

R-79-357

RESOLVED, that Requisitions No. 9-2210-159, 9-2210-160 and 9-2210-161 covering outside legal services, are approved and the General Manager is authorized to award contracts for a one-year period as follows:

- a. Musick, Peeler & Garrett, in connection with condemnation proceedings, labor matters and special litigation, in an estimated amount of \$75,000;
- b. O'Melveny & Myers, in connection with financial, legislative and rapid transit matters, in the estimated amount of \$25,000; and
- c. Paul, Hastings, Janofsky & Walker, in connection with civil rights and personnel matters, in the estimated amount of \$15,000;

form of contracts subject to approval of the General Counsel.

In addition, the Personnel Committee has requested that a report be brought to the Committee regarding the establishment of additional positions in the General Counsel's Office to handle much of the work that has been assigned to outside counsel in the past.

On motion of Director Takei seconded and carried as noted below, Agenda Item No. 16 was approved and the following resolution was adopted:

Resolution  
No. Assigned

Ayes: Gibbs, Hayward, Holen, Leonard,  
Lewis, Neusom, Price, Storing,  
Takei  
Noes: Richter  
Abstain: None  
Absent: Meseck

R-79-358

RESOLVED, that the General Manager is authorized to award a contract to Canyon Research Group, Inc., 741 Lakefield Road, Westlake Village, under RFP No. 77906, covering development of a mechanics training program, at a cost not to exceed \$25,000; which project is funded in part under UMTA Grant No. CA-09-0069; form of contract subject to approval of the General Counsel.

Agenda Item No. 14-b - Referred to Rapid Transit Committee

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Agenda Item No. 14-b concerning the establishment of a Non-Contract position of Director of Architecture & Planning, Rapid Transit was discussed. Director Leonard stated that the Rapid Transit Committee was initiating a series of meetings to determine the procedure to put together the management function for the Rapid Transit Starter Line Program, and he requested that this item be held up until the Rapid Transit Program is better defined.

General Manager Gilstrap responded that it is staff's judgement that whatever management

Resolution  
No. Assigned

system is developed, the need for this position will exist and the District will benefit greatly from having an architect on the staff. After further discussion, Mr. Gilstrap asked that the item be withdrawn from consideration.

On motion of Director Takei, seconded and carried by all Directors present, Agenda Item No. 14-b was referred to the Rapid Transit Committee.

Report of the Finance Committee

Director Lewis, Chairman of the Finance Committee, reported that the Committee had met on Monday, August 20 and again on August 23rd, to consider Agenda Items No. 17 through 20.

He reported, that under Agenda Item No. 17, the Committee received a report on update on sources of funding, 1980-1990. Of special note is the fact that the Commission's income projects do not acknowledge the \$100 million diversion for rapid transit development. The Committee took the report under advisement with a request that the report on escalation assumptions be revised and that a copy of the

Resolution  
No. Assigned

SCAG Inter-County Agreement (including OCTD) for the allocation of Federal Section 5 funds for the Urbanized Area be provided. Staff was also requested to provide comments on how to best approach the Windfall Profits element.

Under Agenda Item No. 18, Chairman Lewis reported that the Committee received and reviewed the report regarding the status of the four-year capital program. Staff has been requested to prepare an attachment to the report indicating each project and the dollar amount per project.

The Board, on motion duly made, seconded and carried, accepted the information reports made by Chairman Lewis on Agenda Items No. 17 and 18.

Under Agenda Item No. 19, Chairman Lewis reported that this item had been removed from the agenda at the request of CalTrans. With the concurrence of all members present, Agenda Item No. 19 was removed from the Agenda.

Resolution  
No. Assigned

On motion of Director Lewis, seconded and unanimously carried, Agenda Item No. 20, the Operating Report for the month of July, 1979 was "Received and Filed".

Report of the Advance Planning Committee

Director Hayward, Chairman of the Advance Planning Committee, reported that the Committee had received under Agenda Item No. 21, the report concerning a request for additional service to Los Angeles Valley College. Chairman Hayward reported that the Committee concurred with the report and reported that staff has been directed to commence a study providing more direct service over extended hours to all community colleges and other similar institutions.

On motion duly made, seconded and carried, the Board received the report of the Advance Planning Committee.

(Director Lewis left the room at 4:40 p.m.)

Approval of the Consent Calendar

On motion of Director Hayward, seconded and carried as noted below, Agenda Items No. 22 through 42 on the Consent Calendar were approved

Resolution  
No. Assigned

and the following resolutions were adopted and/or  
actions taken:

Ayes: Gibbs, Hayward, Holen, Leonard,  
Neusom, Price, Richter, Storing,  
Takei  
Noes: None  
Abstain: None  
Absent: Lewis, Meseck

R-79-359

RESOLVED, that the General  
Manager is authorized to award a con-  
tract to Turco Products, 24600 South  
Main Street, Carson, the lowest responsible  
bidder under Bid No. 8-7906, covering the  
District's requirements for liquid steam  
cleaner at an estimated cost of \$57,664  
for a one-year period; form of contract  
subject to approval of the General  
Counsel.

R-79-360

RESOLVED, that the General  
Manager is authorized to award a con-  
tract to Refrigeration Sales, 23-44  
Steinway, Long Island City, New York,  
the lowest responsible bidder under  
Bid No. 7-7931, covering the District's  
requirements for freon gas for a one-  
year period, at an estimated cost of  
\$55,052; form of contract subject to  
approval of the General Counsel.

R-79-361

RESOLVED, that the General  
Manager is authorized to award contracts  
to the following responsible bidders  
under Bid No. 8-7902:

- a. Graham Brake & Diesel,  
9530 Owensmouth Ave.,  
Chatsworth, covering clutch  
drive discs at an estimated  
cost of \$10,365 for a one-  
year period;



Resolution  
No. Assigned

R-79-361  
Continued

- b. Grumman Flexible Distribution Center, 3215 North Alameda, Compton, covering bevel gear assemblies at an estimated cost of \$22,399 for a one-year period;

form of contracts subject to approval of the General Counsel.

R-79-362

RESOLVED, that the General Manager is authorized to award a contract to Arex Graphics, Inc., 256 East Third Street, Mt. Vernon, New York, the lowest responsible bidder under Bid No. 7-7923 covering procurement of 100,000 feet of mylar plastic at a total bid price of \$35,889; form of contract subject to approval of the General Counsel.

R-79-363

RESOLVED, that the General Manager is authorized to award the following contracts under Bid No. 8-7906 covering the District's requirements for coveralls, shop coats, shirts and pants:

- a. Garment Corporation of America, 1540 East 25th Street, Los Angeles, the lowest responsible bidder for coveralls under Item No. A, at an estimated bid price of \$26,844; and
- b. Work Wear Corporation, 2929 East Washington, Los Angeles, the lowest responsible bidder, Items B through F, which include shirts, pants and shop coats, at an estimated bid price of \$13,260;

form of contracts subject to approval of the General Counsel.

Resolution  
No. Assigned

R-79-364

RESOLVED, that the General Manager is authorized to award a contract to Will's Photolith, 425 Venice Blvd., Los Angeles, the lowest responsible bidder under Bid No. 7-7925 covering the District's requirements for lithographic plates for a one-year period, at an estimated cost of \$30,049; form of contract subject to approval of the General Counsel.

R-79-365

RESOLVED, that the General Manager is authorized to award a contract to Grumman Flexible Distribution Center, 3215 North Alameda, Compton, the only bidder responding to Bid No. 7-7924 covering the District's requirements for shaft and cam steering gear assemblies for a one-year period, at an estimated cost of \$10,310; form of contract subject to approval of the General Counsel.

R-79-366

RESOLVED, that Requisition No. 9-2250-125 is approved and the District's broker, Fred S. James & Company, 3435 Wilshire Blvd., Los Angeles, is authorized to solicit premium quotations for renewal of the District's Workers Compensation Excess Insurance for a one-year period; form of documents subject to approval of the General Counsel.

R-79-367

RESOLVED, that Requisition No. 9-7200-72 is approved and the General Manager is authorized to execute a contract with Digital Equipment Corporation, 10850 Wilshire Blvd., Los Angeles, covering maintenance for the District's Dual PDP11 Computer System for a one-year period, at an estimated cost of \$26,580; form of contract subject to approval of the General Counsel.

Resolution  
No. Assigned

R-79-368

RESOLVED, that Requisition No. 9-3399-260 is approved and the General Manager is authorized to execute a contract with Graham Brake & Diesel, 9530 Owensmouth, Chatsworth, covering procurements of 200 Durametal brake drums for testing, at an estimated cost of \$20,000; form of contract subject to approval of the General Counsel.

R-79-369

RESOLVED, that Requisition No. 9-3399-1007 is approved covering the District's requirements for miscellaneous bus parts (II) for a one-year period, and the Purchasing Agent is authorized to call for bids thereon in accordance with the Rules and Regulations; form of bid requirements and specifications subject to approval of the General Counsel.

R-79-370

RESOLVED, that Requisition No. 9-3399-1009 is approved covering the District's requirements for disposable wiping cloths for a one-year period, and the Purchasing Agent is authorized to call for bids thereon in accordance with the Rules and Regulations; form of bid requirements and specifications subject to approval of the General Counsel.

R-79-371

RESOLVED, that Requisition No. 9-3334-507 is approved covering sump maintenance for a one-year period, and the Purchasing Agent is authorized to call for bids thereon in accordance with the Rules and Regulations; form of bid requirements and specifications subject to approval of the General Counsel.

R-79-372

RESOLVED, that Requisition No. 9-3500-24 and Requisition No. 9-3500-25 are approved covering procurement of ticket office alarm system, and the Purchasing Agent is authorized to call for bids

Resolution  
No. assigned

R-79-372  
Continued

thereon in accordance with the Rules and Regulations; form of bid requirements and specifications subject to approval of the General Counsel.

R-79-373

RESOLVED, that Requisition No. 9-3399-1005 is approved covering the District's requirements for two-valve head assemblies, and the Purchasing Agent is authorized to call for bids thereon in accordance with the Rules and Regulations; form of bid requirements and specifications subject to approval of the General Counsel.

R-79-374

RESOLVED, that the sale is approved for one wrecked GMC Model TDH-4801 Bus No. 2399, Serial No. 165, to be sold to Municipality of Metropolitan Seattle at a total revenue to the District of \$3,000; terms and conditions of the sale subject to approval of the General Counsel.

R-79-375

RESOLVED, that the report dated August 16, 1979, relative to a proposed minor route modification to Line No. 716 - Canoga Park-Los Angeles Park/N/Ride is approved, and the General Manager is authorized to include in the Official Route Descriptions Third Revised Page 716, effective immediately;

RESOLVED FURHTER, that the General Manager is authorized to enter into an agreement with the Fallbrook Square Shopping Center Management for the use of their facilities as a satellite Park/Ride facility at no cost to the District; form of agreement subject to approval of the General Counsel.

Resolution  
No. Assigned

R-79-376

RESOLVED, that the report dated August 17, 1979 relative to a proposed minor route modification to Line No. 446 - El Monte-Baldwin Park-West Covina-Valinda-Walnut, in the El Monte area, is approved and the General Manager is authorized to include in the Official Route Descriptions Fifth Revised Page 446, effective September 30, 1979.

R-79-377

Resolution authorizing the certification of the findings of public hearing held July 26, 1979 in connection with the District's application to the Urban Mass Transportation Administration for Section 5 Operating Assistance Grant for Fiscal Year 1980.

(Text of complete resolution is filed with the Secretary.)

R-79-378

RESOLVED, that the General Manager is authorized to enter into a lease agreement with John F. Quist covering approximately 1,000 square feet of space for a two-year period, at a rental rate of \$386.50 per month for the premises at 8451 San Fernando Road, Sun Valley, to be used by the Stops & Zones Department for the storage and preparation of bus stop information signs; form of agreement subject to approval of the General Counsel.

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Ratified temporary route diversions as described in report dated August 17, 1979 filed with the Secretary-

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Ratified bus stop zone changes as described in report dated August 17, 1979 filed with the Secretary.

Resolution  
No. Assigned

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Received and Filed Purchasing  
Agent's report of Purchases Over \$1,000  
for the month of July, 1979.

Approval of Change of Board Meeting Date

The APTA Annual Meeting will be held in  
New York September 23-27 and a number of Directors  
have indicated they will attend this meeting. The  
second regular meeting of the Board of Directors  
is scheduled for September 27, 1979 and it is  
anticipated that a quorum would not be available.  
An alternate date of Thursday, September 20 was  
suggested.

On motion of Director Richter, seconded  
and carried as noted below, the date of the  
second regular Board Meeting in September was  
changed and the following resolution adopted:

Ayes: Gibbs, Hayward, Holen, Leonard,  
Neusom, Price, Richter, Storing,  
Takei  
Noes: None  
Abstain: None  
Absent: Lewis, Meseck

R-79-379

RESOLVED, that the meeting date  
for the Regular Meeting of the Board of  
Directors has been changed from Thursday,  
September 27, 1979 to Thursday, September  
20, 1979, due to an anticipated lack  
of quorum.

Resolution  
No. Assigned

Report of the Rapid Transit Committee

Chairman Leonard of the Rapid Transit Committee reported that the Rapid Transit Committee had agreed to meet on a regular basis to address four items identified in the public hearings dealing with station locations in the Hollywood area. These meetings will also deal with management philosophies concerning the Rapid Transit Starter Line Program. All Board members are invited to attend and participate in these Committee meetings.

There being no further business, the meeting adjourned at 4:50 p.m.

  
Helen M. Baker  
Acting District Secretary

11.3 Passenger Claims

A. Authority of Passenger Agent. All claims for refunds asserted to arise out of payments for transportation by passengers to the District for tickets, transfers, or commutation books as authorized under the District's tariffs which have not been used or which have been only partially used to secure transportation on District vehicles, and all claims for reimbursement of financial loss by passengers relating to personal property lost in buses or in terminals or stations, shall be referred to the Passenger Agent. The Passenger Agent is appointed as agent for the Board of Directors, for the purpose and with the authority to handle all such claims in accordance with the District's tariffs, and to do and perform all acts which are necessary and appropriate under Part 3 of Division 3.6 of Title I of the Government Code for and on behalf of the District in regard to such matters. Such claims as are allowed in whole or in part by the Passenger Agent shall be paid to the claimant in the amount allowed in cash by the Passenger Agent, or by check by the Treasurer at the request of the Passenger Agent. The Passenger Agent may,



in his discretion, pay or authorize the payment of any such claims in regard to such matters which he finds to be just without requiring the presentation of the type of formal written claim required under the Government Code. The Passenger Agent shall keep a written record of each claim filed and/or paid, which shall include the name and address of the claimant, the amount refunded, and a statement of the basis for the payment of the claim.

The Passenger Agent may establish, with the approval of the Treasurer, procedures for the payment of refunds to passengers upon presentation of an appropriate receipt issued by the bus Operator, as authorized in Section 11.3B. Such refunds may be made in cash, or where refund is requested by mail, by tickets, by postage stamp, or by check.

The Passenger Agent may appoint designees to process claims for reimbursement to passengers.