

To: Board of Directors

Date: 5/7/2025

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: Appointment to Advisory Committee Representing City of Pleasant Hill

Background:

On April 21, 2025, the Pleasant Hill City Council appointed John Crowe to serve on County Connection's Advisory Committee as the primary member representing the City of Pleasant Hill. This appointment will be for an unfilled term that will expire June 30, 2026.

Financial Implications:

None.

Recommendation:

Staff recommends Board approval of the appointment of John Crowe as the primary representative for the City of Pleasant Hill on County Connection's Advisory Committee.

Action Requested:

Staff requests the appointment of John Crowe be approved by the Board, effective May 16, 2025, through June 30, 2026.

Attachments:

Attachment 1: City of Pleasant Hill Application.

Attachment 2: City of Pleasant Hill Letter of Appointment



APPLICATION FOR BOARDS, COMMISSIONS AND COMMITTEES*

*Measure K Oversight Committee and Contra Costa Transportation Authority - submit different application. See online or contact Juanita Davalos at jdavalos@pleasanthillca.org

SUMMARY OF BACKGROUND AND EXPERIENCE

(Applications Received Are Public Record)

First Name *

JOHN

Last Name *

CROWE

Street Address *

724 Duke Circle

City *

Pleasant Hill

State *

CA

Zip Code *

94523

Cell Phone *

9253914351

Daytime Phone *

9253914351

Occupation *

Manager

Employer *

SP Plus

Email Address (Type "None" if no email address) *

johncrowe2011@gmail.com

Do you live in Pleasant Hill? * If yes, how many years? Are you a U.S. Citizen?

Yes ▾

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Yes ▾

(Planning Commission candidates must be U.S. Citizens and be a Pleasant Hill resident for at least one year)

Can you attend daytime meetings? * Can you attend night meetings? *

Yes ▾

Yes ▾

How did you learn about the vacancy(ies) you are applying for? *

- City's Outlook newsletter (in mail)
- City's biweekly Update (e-news)
- Vacancy Notice posting (at City Hall, Library or other location)
- Other (friend, etc.). Please specify:

High School Attended

Lenox Memorial High School

Did you graduate?

Yes ▼

College Attended

Hesser College

Did you graduate?

Yes ▼

Graduate School Attended

Did you graduate?

▼

Trade or Special School Attended

Do you have any special skills or knowledge that you believe would be helpful in serving on the commission or committee in which you have expressed an interest? Explain. *

Commercial Driver License with Passenger & Airbrake endorsements
40 years of transit experience

95/500 characters

Please indicate any further information or comments you wish to make that would be helpful in reviewing your application. *

Have managed or oversee all modes of transit at SFO, OAK and SJC. Managed the Marguerite Shuttle at Stanford University as well.

128/500 characters

Please attach a copy of your resume.

[Resume -John Crowe.docx](#) (143 KB)

Sign your name in the Signature box below: *

John R. Grove

[clear](#)

Date *

04/01/2025



Please select the commission/committee/boards that you are interested in serving on, and indicate your priority preference. When vacancies occur, all applicants will be considered by the City Council Interview and Nominating subcommittee, and a recommendation will be forwarded to the full City Council for final appointment. Applications may be submitted at anytime, and will be kept on file until considered or up to one year.

I am interested in serving on the following (indicate by numerical order your preference if selecting more than one):

▼

ARCHITECTURAL REVIEW COMMISSION

Reviews site plans, architectural structures and signing related to new development in Pleasant Hill. Must have demonstrated talent and interest in aesthetics and architectural design through experience, training, education or occupation. (5 members - residency in Pleasant Hill is not required.)

2 ▼

CIVIC ACTION COMMISSION

Organizes major events such as the summer concert series and Community Service Day. (9 members - must be Pleasant Hill residents.)

▼

COMMISSION ON AGING

Considers matters affecting the aging in the community; provides awareness of resources; and creates events of benefit to the aging population. (9 members - three may be under age 55 and up to three may live outside of Pleasant Hill.)

▼

DIVERSITY COMMISSION

Makes recommendations on diversity, social justice and equity training; plans inclusive and welcoming events; and makes policy recommendations regarding diversity and inclusion. (7 members - must be residents or up to three non-residents may be appointed if they own/work for a business in Pleasant Hill.)

▼

EDUCATION COMMISSION

Fosters communication and partnership among Pleasant Hill schools. (11 members - must reside in either Valley View or Pleasant Hill Middle School attendance areas.)

▼

PLANNING COMMISSION

Provides recommendations to the City Council on land use, zoning, General Plan, other planning related issues. (7 members - must be a U.S. citizen and reside in Pleasant Hill for at least one year prior to appointment.)

TRAFFIC SAFETY COMMISSION

Reviews traffic safety problems in the community and recommend actions. Candidates must be engaged in professional engineering, traffic safety, law enforcement or related vocational or professional pursuits which involve a technical and practical understanding of vehicular traffic systems.

OTHER

Write in the name of the commission, committee or board you are interested in below for which there is a vacancy as listed at that is not listed on this application.

Name of other commission, committee or board applying for not listed above:

For information on the application and appointment process, or for an application to be sent to you if submitting this form online is not an option, please contact Juanita Davalos at jdavalos@pleasanthillca.org or 925-671-5283.

John Crowe

PROFESSIONAL EXPERIENCE

January 2018 – Present
SP+ Transportation

General Manager
Oakland International Airport

- + Overall responsibility for managing and operating OAK Shuttle Bus System and Ground Transportation Management Services
- + Manage 77 employees in 24/7 operation including AOA (Airside) readiness
- + Responsible for operational and financial efficiencies Coordinate shuttle bus fleet preventative maintenance program
- + P & L responsibility
- + Provide Airport with proactive, creative solutions to commercial vehicle movements, curbside usage, fee collections, etc.

November 2015 – January 2018
Transdev Services, Inc.
(formerly Veolia Corporation)

General Manager, Shuttle Bus Transportation Services
Stanford University, Palo Alto, CA

- + Overall responsibility for managing and operating Stanford University's comprehensive campus and community-based Shuttle Bus System having fixed route and charter services operating 22 hours per day
- + Responsible for recruiting, screening, hiring, training and managing over 130 employees, including 115 Drivers
- + Responsible for shuttle fleet consisting of 88 shuttle buses of various types and sizes, and the maintenance of said fleet P & L responsibility
- + Reduced overtime from 18% to 6%
- + Increased Driver pool from 83 to 115 in eight months in highly competitive market

February 2012 – November 2015
SuperShuttle International

General Manager
San Francisco, CA

- + Overall responsibility for managing and operating shared ride services serving three San Francisco Bay area Airports
- + Increased franchise fleet by 11% and number of independent contractor operators with sedans by 26% in first 14 months
- + Directed the work of 116 franchisees, 31 independent contractors and 14 employees
- + Responsible for operating budget and weekly accounting reports
- + Worked closely with Airports Landside Operations



March 2002 – February 2012
ShuttlePort/Veolia Transportation

General Manager
Oakland International Airport

- + Overall responsibility for managing and operating OAK Shuttle Bus System and Ground Transportation Management Services including taxicabs and shared ride shuttle vehicles
- + Managed 100 employees in 24/7 ground transportation operation
- + Coordinated all communications with Company, Airport Landside Operations, Bay Area Rapid Transit (BART) and Alameda County Sheriff's Department
- + Acted as Human Resources Manager including negotiations with Teamsters Local 853, corrective actions and grievance hearings
- + Coordinated Safety Risk Management (SRM) process (including Quarterly Safety Meetings)
- + Directed the safe airfield movement of shuttle buses

February 2000 – March 2002
ShuttlePort / DAJA

Assistant General Manager
San Francisco International Airport

- + Directed staff of 113 Curbside Ambassadors in the Taxicab, Shared Ride Shuttle and Limousine Program's 24/7 operation
- + Coordinated all communications between Company and Airport Landside Operations, Airport Duty Managers and San Francisco Police
- + Served as Human Resources Manager including negotiations with two different Unions

August 1999 – November 1999
Waikiki Trolley and E Noa Tours

Assistant General Manager
Honolulu, HI

- + Oversaw operations of rapidly growing tour and transportation company having 208 employees
- + Directly managed 30 Customer Service Representatives who directed passengers and sold tickets (cash, credit card and vouchers) from 14 curbside locations
- + Oversaw six Managers and Transportation Supervisors and 16 Dispatch and Reservations personnel
- + Managed maintenance shop, bus yard, fleet and office custodial staff
- + Managed upkeep of fleet and kiosk advertising placards

EDUCATION

Hesser College • Portsmouth, NH • Associate of Arts, Business
California State University • Oakland, CA • Human Resources Management Executive Certificate Program





City of Pleasant Hill

City Clerk

April 21, 2025

John Sanderson
Director of ADA and Specialized Services
County Connection/CCCTA
2477 Arnold Industrial Way
Concord, CA 94520

Re: Appointment of John Crowe to the County Connection Advisory Committee

Dear John:

The Pleasant Hill City Council, at its meeting of April 21, 2025, approved forwarding a recommendation to the County Connection/CCCTA Board of Directors to nominate John Crowe for appointment as the primary representative for Pleasant Hill on the County Connection Advisory Committee. The recommendation is to complete the unfilled alternate position term through June, 2026.

Please notify John directly with information on next steps and confirmation of the Board's ratification. His application with contact information is attached. If you can also provide me with documentation of the Board's action it will be appreciated! Here is my contact information:

City of Pleasant Hill
Attn: Juanita Davalos, Administrative Analyst
100 Gregory Lane
Pleasant Hill, CA 94523

Thank you for your attention to this matter, and please let me know if you have any questions. I can be reached at jdavalos@PHillCA.gov or 925-671-5283.

Sincerely,

Juanita Davalos
Administrative Analyst II/Deputy City Clerk
City Manager's Office/Economic Development

Attachment: Application

cc: John Crowe

100 Gregory Lane, Pleasant Hill, CA 94523-3323 – (925) 671-5270

www.pleasanthillca.org