

INTER OFFICE MEMO

To: Marketing, Planning, & Legislative Committee

Date: 11/27/2023

From: Ryan Jones, Manager of Marketing & Communications

Reviewed by: MR

SUBJECT: Community Events

Background:

County Connection offers a mobile lobby, where staff visit areas within the service area. When possible, we also participate in select community and business events, and coordinate Class Pass field trips for schools with service along fixed routes.

Additional Information:

County Connection continued customer outreach with the Mobile Lobby throughout Central Contra Costa County. We scheduled 22 mobile lobby events in November, which included visiting libraries, senior centers, and transit hubs where we helped people with trip planning, Regional Transit Discount Card and LINK (paratransit) applications, signing up with the Clipper app, and answered other general inquiries of our services. As well, we participated in 3 community events including the San Ramon 40th Anniversary Parade (11/4), tabled at the Concord Library's Unhoused Resource Fair (11/15), and marched in the Walnut Creek Holiday Parade of Lights (11/30). For those who wish to come to our office, our lobby is open to the public, 8:00 a.m.-3:00 p.m., Monday-Friday. Customer Service Representatives also answer phones from 6:30 a.m.-6:30 p.m., Monday-Friday.

Looking forward in December, we have 20 Mobile Lobby events scheduled and will be marching in the Martinez Annual Holiday Frolic (12/1).

Financial Implications:

Any costs associated with events are included in the Promotions budget.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: November 2023 Calendar

Attachment 2: December 2023 Calendar



County Connection

NOVEMBER 2023



IN PERSON HELP WITH SENIOR/YOUTH CLIPPER CARDS - PARATRANSIT SERVICES - TRIP PLANNING

VISIT A COUNTY CONNECTION LOBBY NEAR YOU!

SUN	MON	TUES	WED	THURS	FRI	SAT
			01 PH BART 10a-Noon	02 ROSSMOOR HEALTH FAIR 9a-2p	03 LAFAYETTE BART 10a-Noon	04 SAN RAMON 40TH PARADE 6:30p*
05 DAYLIGHT SAVINGS	06 MARTINEZ AMTRAK 8-10a	07 DANVILLE LIBRARY 10a-Noon	08 CLAYTON LIBRARY 10a-Noon	09 ORINDA LIBRARY 10a-Noon	10 PLEASANT HILL SENIOR CENTER 10a-Noon	11 VETERAN'S DAY
12 -	13 LAFAYETTE BART 10a-Noon	14 SAN RAMON SENIOR CENTER 9-Noon	15 N. CONCORD BART 8-10a UNHOUSED RESOURCE FAIR 2-4p*	16 -	17 MORAGA LIBRARY 10a-Noon	18 -
19 -	20 MARTINEZ SENIOR CENTER 10a-Noon	21 RIDING RT 98X WC BART @10:52a Martinez Amtrak @11:43a	22 RIDING RT 1 Rossmoor @9:14a Mitchell @10:05a	23 HOLIDAY (No service)	24 RIDING RT 19 Concord BART 11:30a Martinez Amtrak @12:18a	25 -
26 -	27 SAINT MARY'S COLLEGE 9:30-11:30a	28 WALNUT CREEK BART 9-11a	29 SAN RAMON TRANSIT CENTER 9-11a	30 CONCORD LIBRARY 10a-Noon BROADWAY PLAZA PARADE OF LIGHTS 7p*	-	-

* Community Event



County Connection

DECEMBER 2023



IN PERSON HELP WITH SENIOR/YOUTH CLIPPER CARDS - PARATRANSIT SERVICES - TRIP PLANNING

VISIT A COUNTY CONNECTION LOBBY NEAR YOU!

SUN	MON	TUES	WED	THURS	FRI	SAT
					01 LAFAYETTE BART 8-10a MARTINEZ HOLIDAY PARADE 7p*	02 -
03 -	04 MARTINEZ AMTRAK 9-11a	05 DANVILLE LIBRARY 10a-Noon	06 CLAYTON LIBRARY 10a-Noon	07 ORINDA LIBRARY 10a-Noon	08 PH SENIOR CENTER 10a-Noon	09 -
10 -	11 RIDING RT 15 Con BART @9:23a PH BART @10:10a	12 ORINDA BART 10a-Noon	13 RIDING RT 17 N. Con BART @10:28a Con BART @11:00a	14 CONCORD LIBRARY 10a-Noon	15 MORAGA LIBRARY 10a-Noon	16 -
17 -	18 MARTINEZ SENIOR CENTER 10a-Noon	19 RIDING RT 1 Rossmoor @10:14a Mitchell Park 'n Ride @11:05a	20 RIDING RT 98X WC BART @10:52a Amtrak @11:43a	21 RIDING RT 35 San Ramon TC @10:01a Dublin BART @10:38a	22 RIDING RT 19 Con BART @11:30a Amtrak @12:18p	23 -
24 - / - 31	25 HOLIDAY (No service)	26 SAN RAMON TRANSIT CENTER 10a-Noon	27 N. CON BART 9-11a	28 WC BART 9-11a	29 PH BART 8-10a	30 -

* Community Event