

## INTER OFFICE MEMO

**To:** Marketing, Planning, & Legislative Committee

**Date:** 01/04/2024

**From:** Ryan Jones, Manager of Marketing & Communications

**Reviewed by:** MR

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**SUBJECT: Community Events**

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### **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 continues in-person customer outreach with the Mobile Lobby throughout Central Contra Costa County, with 17 mobile lobby events in December (3 events were canceled due to staff shortage), 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, staff participated in two holiday parades: Walnut Creek (11/30) and Martinez (12/1). In January, there are an additional 20 Mobile Lobby events scheduled.

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.

### **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: December 2023 Calendar

Attachment 2: January 2024 Calendar



*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



*County Connection*

# JANUARY 2024



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 <i>HOLIDAY (No service)</i>	02 DANVILLE LIBRARY 10a-Noon	03 CLAYTON LIBRARY 10a-Noon	04 ORINDA LIBRARY 10a-Noon	05 LAFAYETTE BART 8-10a	06 -
07 -	08 MARTINEZ AMTRAK 9-11a	09 ORINDA BART 8-10a	10 RIDING RT 21 San Ramon Transit @9:41a WC BART @10:43a	11 CONCORD LIBRARY 10a-Noon	12 PH SENIOR CENTER 10a-Noon	13 -
14 -	15 RIDING RT 1 Rossmoor @9:14a Mitchell Park 'n Ride @10:05a	16 ST. MARY'S COLLEGE 9:30-11:30a	17 SAN RAMON TRANSIT CENTER 10a-Noon	18 RIDING RT 20 Concord BART @8:45a DVC @9:07a	19 MORAGA LIBRARY 10a-Noon	20 -
21 -	22 MARTINEZ SENIOR CENTER 10a-Noon	23 WC BART 9-11a	24 N. CONCORD BART 9-11a	25 RIDING RT 35 San Ramon TC @9:21a Dublin BART @9:58a	26 PLEASANT HILL BART 8-10a	27 -
28 -	29 RIDING RT 19 Concord BART @11:30a Amtrak @12:18p	30 MARTINEZ AMTRAK 10a-Noon	31 RIDING RT 93X Antioch BART @7:07a			