

## INTER OFFICE MEMO

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

**Date:** 10/26/2022

**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 continued customer outreach with the mobile lobby in October throughout Central Contra Costa County. We scheduled 21 mobile lobby events, which included visiting libraries, farmer's markets, senior centers, and transit hubs where we helped people with trip planning, RTC and LINK (paratransit) applications, signing up with the Clipper app, and answered other general inquiries of our services. We have found that many of our customers, particularly our senior customers and underserved communities, find it is convenient to meet our staff while we're out in their respective neighborhoods. 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. We did not participate in any additional community or business events for October.

### **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 2022 Calendar

Attachment 1

NOVEMBER -- 2022						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		<u>1</u> Concord Farmers Market 9-2	<u>2</u> Orinda BART 8:30-10:30	<u>3</u> Rossmoor Senior Health Fair 9-2	<u>4</u> Ride Route 10 Leaves: Con BART @9:30AM Clayton Library @9:59AM RUN# 101051	<u>5</u>
<u>6</u>	<u>7</u> Walnut Creek Library 11:30-1:30	<u>8</u> Moraga Library 2-4	<u>9</u> Pleasant Hill BART 8:30-10:30  Latinx + Native American Heritage Festival - Miramonte High 5-8	<u>10</u> Lafayette Library 10-12  <u>Class Pass</u> Las Juntas Elementary - Martinez 48 students/6adults	<u>11</u> Walnut Creek BART 9-11	<u>12</u>
<u>13</u>	<u>14</u> San Ramon Transit Center 9-11	<u>15</u> Clayton Library 2-4	<u>16</u> Concord Library 12-2	<u>17</u> Orinda Library 9-11	<u>18</u> Pleasant Hill Senior Center 10-12	<u>19</u>
<u>20</u>	<u>21</u> Martinez Senior Center 10-12	<u>22</u> Danville Library 10-12	<u>23</u> Ride Route 35 Leaves: SRTC @9:01AM Dub BART@10:06AM RUN# 351031/351011	<u>24</u> Thanksgiving Day - Closed	<u>25</u> Walnut Creek Kaiser Shadelands 8:30-10:30	<u>26</u>
<u>27</u>	<u>28</u> Danville Senior Center 10:30-12:30	<u>29</u> Lafayette BART 8:30-10:30	<u>30</u> Concord EDD Office 9:30-12			