

INTER OFFICE MEMO

To: Marketing, Planning, & Legislative Committee

Date: 1/19/23

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 in January throughout Central Contra Costa County. We scheduled 21 mobile lobby events, which included visiting libraries, 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. Customers 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: January 2023 Calendar

Attachment 2: February 2023 Calendar

Attachment 1

JANUARY -- 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<u>1</u>	<u>2</u> Holiday	<u>3</u> Ride Route 17 Leaves: N Concord BART @9:28AM Concord BART @10:00AM	<u>4</u> Orinda BART 8:30 - 10:30	<u>5</u> Martinez Amtrak 12-2	<u>6</u> Ride Route 10 Leaves: Concord BART @8:30AM Clayton Library @8:59AM	<u>7</u>
<u>8</u>	<u>9</u> San Ramon Transit Center 10-12	<u>10</u> Danville Library 10-12	<u>11</u> Pleasant Hill Library 10-12	<u>12</u> Lafayette Library 10-12	<u>13</u> Moraga Library 10-12	<u>14</u>
<u>15</u>	<u>16</u> Martinez Senior Center 10-12	<u>17</u> Clayton Library 12-2	<u>18</u> Concord Library 12-2	<u>19</u> Orinda Library 10-12	<u>20</u> Ride Route 1 Leaves: Rossmoor @12:14PM Mitchell P&R @1:05PM	<u>21</u>
<u>22</u>	<u>23</u> Ride Route 21 Leaves: WC BART @10:40AM SRTC @11:45P	<u>24</u> Lafayette BART 10-12	<u>25</u> Concord EDD Office 9:30-12	<u>26</u> Ride Route 6 Leaves: Lafayette BART @11:00AM Orinda BART @12:15PM	<u>27</u> Pleasant Hill Senior Center 10-12	<u>28</u>
<u>29</u>	<u>30</u> Ride Route 35 Leaves: SRTC @7:31AM Dublin BART @8:06PM	<u>31</u> Walnut Creek BART 10-12				

Attachment 2

February -- 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<u>1</u>			<u>1</u> Orinda BART 8:30 - 10:30	<u>2</u> Martinez Amtrak 12-2	<u>3</u> Ride Route 10 Leaves: Concord BART @8:30AM Clayton Library @8:59AM	<u>4</u>
<u>5</u>	<u>6</u> Walnut Creek Library 10-12	<u>7</u> Danville Library 10-12	8 Pleasant Hill Library 10-12	<u>9</u> Lafayette Library 10-12	<u>10</u> Moraga Library 9-11	<u>11</u>
<u>12</u>	<u>13</u> Ride Route 96X Leaves: WC BART @8:40AM	<u>14</u> Concord Library 12-2	<u>15</u> Clayton Library 10-12	<u>16</u> Orinda Library 10-12	<u>17</u> Martinez Senior Center Health Fair 9-1	<u>18</u>
<u>19</u>	<u>20</u> Ride Route 21 Leaves: WC BART @8:40AM SRTC @9:45P	<u>21</u> Lafayette BART 12-2	<u>22</u> Concord EDD Office 9:30-12	<u>23</u> DVC Pleasant Hill 9-11	<u>24</u> Pleasant Hill Senor Center 10-12	<u>25</u>
<u>26</u>	<u>27</u> Pleasant Hill BART 10-12	<u>28</u> Walnut Creek BART 10-12				