

## INTER OFFICE MEMO

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

**Date:** 2/21/23

**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 February throughout Central Contra Costa County. We scheduled 20 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: February 2023 Calendar

Attachment 2: March 2023 Calendar

Attachment 1

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

## Attachment 2

## March -- 2023

| <u>SUNDAY</u> | <u>MONDAY</u>   | <u>TUESDAY</u>                          | <u>WEDNESDAY</u>                              | <u>THURSDAY</u>  | <u>FRIDAY</u>  | <u>SATURDAY</u> |
|---------------|---|---|---|--|--|-----------------|
| <u>1</u>      |   |   | <u>1</u><br>Orinda BART<br>8:30-10:30         | <u>2</u><br>Martinez Amtrak<br>2   | <u>3</u><br>Ride Route 10 Leaves:<br>Concord BART @8:30AM<br>Clayton Library @8:59AM<br><br><u>CLASS PASS</u><br>Las Lomas High, Walnut Creek,<br>26 students/3 adults | <u>4</u>        |
| <u>5</u>      | <u>6</u><br>Walnut Creek Library<br>10-12   | <u>7</u><br>Danville Library<br>10-12   | <u>8</u><br>Pleasant Hill Library<br>12-2     | <u>9</u><br>Lafayette Library<br>10-12                                     | <u>10</u><br>Moraga Library<br>9-11  | <u>11</u>       |
| <u>12</u>     | <u>13</u><br>San Ramon<br>Transit Center<br>11-1  | <u>14</u><br>Concord Library<br>12-2    | <u>15</u><br>Clayton Library<br>10-12         | <u>16</u><br>Orinda Library<br>10-12                                       | <u>17</u><br>Ride Route 21 Leaves:<br>WC BART @8:40AM<br>SRTC @9:45P   | <u>18</u>       |
| <u>19</u>     | <u>20</u><br>Martinez<br>Senior Center<br>10-12<br><br><u>CLASS PASS</u><br>Creative Play Center<br>Pleasant Hill, 20 students/10<br>adults | <u>21</u><br>Lafayette BART<br>12-2     | <u>22</u><br>Concord<br>EDD Office<br>9:30-12 | <u>23</u><br>DVC Pleasant Hill<br>9-11                                     | <u>24</u><br>Pleasant Hill<br>Senior Center<br>10-12   | <u>25</u>       |
| <u>26</u>     | <u>27</u><br>Pleasant Hill BART<br>10-12  | <u>28</u><br>Walnut Creek BART<br>10-12 | <u>29</u><br>Saint Mary's<br>10-12            | <u>30</u><br>Ride Route 18<br>Leaves:<br>P Hill BART@9:50<br>Amtrak @11:19 | <u>31</u><br>North Concord BART<br>10-12   |                 |