

INTER OFFICE MEMO

To: Marketing, Planning, & Legislative Committee

Date: 3/22/23

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 March throughout Central Contra Costa County. We scheduled 23 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. For community events, Earth Day is in April and staff will participate in the John Muir Earth Day Event in Martinez on April 22 and the Lafayette Earth Day on April 23. As well, staff will be participating in Truck Time in San Ramon on April 29, a youth-focused event that allows participants to explore trucks and vehicles they see in service for the community.

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: March 2023 Calendar

Attachment 2: April 2023 Calendar

Attachment 1

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

Attachment 2

April -- 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						<u>1</u>
<u>2</u>	<u>3</u> Walnut Creek Library 10-12	<u>4</u> Danville Library 10-12	5 Pleasant Hill Library 12-2	<u>6</u> Lafayette Library 10-12	<u>7</u> Moraga Library 9-11	<u>8</u>
<u>9</u>	<u>10</u> San Ramon Transit Center 9-11	<u>11</u> Concord Library 12-2	<u>12</u> Clayton Library 10-12	<u>13</u> Orinda Library 10-12	<u>14</u> Martinez Amtrak 10-12	<u>15</u>
<u>16</u>	<u>17</u> Martinez Senior Center 10-12	<u>18</u> Lafayette BART 12-2	<u>19</u> Ride Route 35 Leaves: SRTC @7:31 Dublin BART @8:06	<u>20</u> Treat Towers Earth Day 12-2	<u>21</u> Pleasant Hill Senor Center 10-12	<u>22</u> John Muir Earth Day 10-4
<u>23</u> Lafayette Earth Day 11-2	<u>24</u> Ride Route 11 Leaves: Concord BART @9:43 Pleasant Hill BART @10:30	<u>25</u> Walnut Creek BART 10-12	<u>26</u> Orinda BART 9-11 <u>Class Pass</u> Monte Gardens Elementary 27 students/7 adults	<u>27</u> Ride Route 19 Leaves: Amtrak @10:48 Concord BART@11:30 <u>Class Pass</u> Silverwood Elementary 31 students/10 adults	<u>28</u> North Concord BART 8-10	<u>29</u> San Ramon Truck Time 9-1