

INTER OFFICE MEMO

To: Marketing, Planning, & Legislative Committee

Date: 02/27/2024

From: Ryan Jones, Manager of Marketing & Communications

Reviewed by: MR

SUBJECT: Community Events

Background:

County Connection offers a mobile lobby, where staff visit various locations 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 19 mobile lobby events in February, 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. There were no additional community events planned in February. Looking forward, staff has 20 Mobile Lobby events scheduled in March.

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: February 2024 Calendar

Attachment 2: March 2024 Calendar



County Connection

FEBRUARY 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 ORINDA LIBRARY 10a-Noon	02 -	03 -
04 -	05 MARTINEZ AMTRAK 9-11a	06 DANVILLE LIBRARY 10a-Noon	07 CLAYTON LIBRARY 10a-Noon	08 CONCORD LIBRARY 10a-Noon	09 PH SENIOR CENTER 10a-Noon	10 -
11 -	12 RIDING RT 17 N Concord BART @11:28a Concord BART @Noon	13 RIDING RT 1 Rossmoor @11:14a Mitchell Park 'n Ride @12:05p	14 WC BART 9-11a	15 RIDING RT 28 Amtrak @9:50a Concord BART @10:48a	16 MORAGA LIBRARY 10a-Noon	17 -
18 -	19 RIDING RT 98X Walnut Creek BART @10:52a Amtrak @11:43a	20 ORINDA BART 9-11a	21 PLEASANT HILL BART 8-10a	22 RIDING RT 93X Antioch @7:07a	23 MARTINEZ SENIOR HEALTH FAIR 9a-Noon	24 -
25 -	26 SAN RAMON TRANSIT CENTER 10a-Noon	27 RIDING RT 35 San Ramon Transit Center @10:33a Dublin BART @11:38a	28 ST. MARY'S COLLEGE 9:30-11:30a	29 N. CONCORD BART 10a-Noon		



County Connection

MARCH 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 RIDING RT 98X Walnut Creek BART @10:52a Amtrak @11:43a	02 -
03 -	04 MARTINEZ AMTRAK 9-11a	05 RIDING RT 17 N. Concord BART @10:28a Concord BART @11:00a	06 CLAYTON LIBRARY 10a-Noon	07 ORINDA LIBRARY 10a-Noon	08 PH SENIOR CENTER 10a-Noon	09 -
10 -	11 N. CONCORD BART 9-11a	12 DANVILLE LIBRARY 10:30a-12:30p	13 LAFAYETTE BART 9-11a	14 CONCORD LIBRARY 10a-Noon	15 MORAGA LIBRARY 10a-Noon	16 -
17 -	18 MARTINEZ SENIOR 10a-Noon	19 RIDING RT 20 DVC @12:07P Concord BART @12:30p	20 RIDING RT 93X Antioch BART @7:07a	21 PLEASANT HILL BART 9-11a	22 WALNUTCREEK BART 9-11a	23 -
24 - 31	25 SAN RAMON TRANSIT CENTER 9-11a	26 ORINDA BART 9-11a	27 RIDING RT 1 Rossmoor @9:14a Mitchell Park 'n Ride @10:05a	28 RIDING RT 21 San Ramon Transit Center @10:41a Walnut Creek BART @11:43a	29 -	30 -