

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

**Date:** 10/29/2024

**From:** Ryan Jones, Manager of Marketing & Communications

**Reviewed by:** AMS

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**SUBJECT: Community Events**

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**Background:**

County Connection offers a Mobile Lobby, where staff visit various locations within our service area. When possible, staff also participates in select community and business events, and coordinates Class Pass field trips for schools served by our fixed routes.

**Additional Information:**

County Connection continues in-person customer outreach with the Mobile Lobby throughout our service area, including visits to libraries, senior centers, and transit hubs to assist people with trip planning, Regional Transit Discount (RTC) card and LINK (paratransit) applications, signing up with the Clipper app, and answering other general inquiries of our services.

Staff has 18 Mobile Lobby events scheduled in November, including participating in the San Ramon Kids' Book Fair (11/3).

For those who wish to come to our office, our lobby is open to the public weekdays from 8:00 a.m. to 3:00 p.m., and our Customer Service Representatives answer phones from weekdays from 6:30 a.m. to 6:30 p.m.

**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 2024 Calendar



*County Connection*

# NOVEMBER 2024



IN PERSON HELP WITH SENIOR/YOUTH CLIPPER CARDS - PARATRANSIT SERVICES - TRIP PLANNING

## VISIT A COUNTY CONNECTION LOBBY NEAR YOU!

SUN	MON	TUES	WED	THUR	FRI	SAT
					01 ORINDA BART STATION 8:30-10:30a	02 -
03 -	04 -	05 SAN RAMON SENIOR CENTER 10a-Noon	06 -	07 ROSSMOOR HEALTH FAIR 10a-1p	08 MARTINEZ SENIOR CENTER 9-11a	09 -
10 -	11 -	12 ORINDA LIBRARY 9:30-11:30a	13 -	14 LAFAYETTE BART STATION 8:30-10:30a	15 CONCORD LIBRARY 9-11a	16 -
17 -	18 RIDING RT 15 Pleasant Hill BART @11:10a Concord BART @12:23p	19 WALNUT CREEK BART STATION 8:30-10:30a	20 -	21 PLEASANT HILL SENIOR CENTER 8:30-10:30a	22 CLAYTON LIBRARY 10a-Noon	23 -
24 -	25 N. CONCORD BART STATION 8-10a	26 MARTINEZ AMTRAK 8-10a	27 -	28 	29 -	30 -