

To: Marketing, Planning, & Legislative Committee

Date: 11/25/2024

From: Ryan Jones, Manager of Marketing & Communications

Reviewed by: AMS

SUBJECT: Community Events

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 14 Mobile Lobby events scheduled in December and will be participating in the Broadway Plaza Parade of Lights in Walnut Creek (12/5) and Holiday Frolic Parade in Martinez (12/6).

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: December 2024 Calendar




County Connection

DECEMBER 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	02 RIDING RT 1 Rossmoor @10:14a Mitchell Park 'n Ride @11:05a	03 WALNUT CREEK BART STATION 8:30-10:30a	04	05 PLEASANT HILL SENIOR CENTER 8:30-10:30a	06 CLAYTON LIBRARY 10a-Noon	07
08	09 MONUMENT CRISIS CENTER 10a-Noon	10 N. CON BART STATION 8:30-10:30a	11	12 RIDING RT 15 Pleasant Hill BART @10:10a Concord BART @10:48a & 11:23a	13 MARTINEZ SENIOR CENTER 9-11a	14
15	16 LAFAYETTE BART STATION 8:30-10:30a	17 CONCORD LIBRARY 9-11a	18	19 ORINDA BART STATION 8:30-10:30a	20 RIDING RT 93X Antioch BART @7:07a	21
22	23 RIDING RT 35 San Ramon Transit Center @10:01a Dublin BART @10:38a	24	25 CHRISTMAS DAY NO SERVICE 	26	27	28
29	30 PLEASANT HILL BART STATION 8-10a	31				