County Connection

Agenda Item #8

To: Marketing, Planning, & Legislative Committee **Date:** October 28, 2026

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 participate 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, Clipper Access (formerly RTC) card and LINK (paratransit) applications, signing up with the Clipper app, and answering other general inquiries about our services.

Staff has 12 Mobile Lobby events scheduled in November, including Unhoused Resource Fair at Concord Library. Acalanes High School has scheduled a Class Pass for their special education class to Saint Mary's College in Moraga.

For those who wish to come to our office, our lobby is open to the public on weekdays from 8:00 a.m. to 3:00 p.m., and our Customer Service Representatives answer phones on 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 2026 Calendar

Attachment 1

MOBILE LOBBY

County Connection

November 2026

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** RIDE RT 1 leaves Rossmoor 11:14a Mitchell Park 'n Ride 12:05p	**03** -	**04** -	**05** -	**06** RIDE RT 35 leaves San Ramon TC 11:40a Dublin BART 12:45p	**07** -
08 -	**09** RIDE RT 19 leaves Amtrak 9:56a Concord BART 10:46a	**10** -	**11** -	**12*** CLAYTON LIBRARY 10a-Noon	**13** PLEASANT HILL BART 9:30-11:30a	**14** -
15 -	**16** -	**17** -	**18** MARTINEZ SENIOR CENTER 8:30-10:30a	**19** PLEASANT HILL SENIOR CENTER 8:30-10:30a	**20** RIDE RT 28 leaves Concord BART 10:47a	**21** -
22 -	**23** RIDE RT 93X leaves Antioch BART 7:07a	**24** RIDE RT 98X leaves Amtrak 11:43a Walnut Creek BART 12:28p	**25** -	**26** HAPPY Thanks giving	**27** -	**28** -
29 -	**30** RIDE RT 9 leaves DVC 12:00p	*Unhoused Resource Fair - Concord Library 3-5pm				