**SERCCOT Meeting Minutes**

**September 20, 2016**

**Attendees:**

Michelle Pelletier, Community Counseling of Bristol County; Joanne Laferrara, GATRA; James Daniels, Bristol County College; Janet Richardi, So Co; Bill Shine, IA; Eileen Wheeler Sheehan, ABLE Associates; Rachel Fichtenbaum, Mass Mobility; Ivan Brito, M. O. Life; Ann McCrillis, Coastline; Mary Ellen DeFrias, SRTA; Mary Basilone, GATRA; Angie Azevedo, SRPEDD.

**Meeting Minutes review from June:**

* June SERCCOT Meeting Minutes were reviewed and accepted with one correction; Eilleen Wheeler Sheehan’s name was misspelled. This has been corrected.
* It was noted that Adam Blye no longer works for Mass Rides, all questions will now go to Gary St. Fleur.

**Welcome & Introductions:**

* Janet Richardi welcomed the group back after the summer break.

**Work Grants Project Update:**

* Aniko Laszlo, Rachael Fichtenbaum, and Angie Azevedo, met with the Office of Work Force Development to discuss their grantee program and introduce the idea of including transportation information and coordination in the process.
* This would include having local RCCs attend grantee meetings if companies in the SERCCOT region apply.

**Community Transit Grant Program (CTPG) Award Update:**

* SSCAC received a grant.
* GATRA received a grant for Ride Match and also a grant for 11 replacement vehicles.
* The grant for Wareham to New Bedford Shuttle was also awarded, however, the final schedule has not yet been decided. A survey will be sent to stakeholders to find the best times and days to run the shuttle.

**Ride Match Update:**

* All RTAs have signed on and are uploading information.
* Mary Basilone gave a demonstration on the new and improved Ride Match website.
* The new site is now a state-wide online database and should be up and running by mid-October. The URL is: **www.massridematch.org**.
* Mass DOT will be providing marketing support, but has yet to specify what that includes.
* Michelle Pelletier asked if we could add a description about “Service Animals” to the Accessible Transportation Terms page on the new website.

**Marketing Brochures Update:**

* The content for the new brochure has been written and was shared with the group.
* Angie Azevedo also showed a rough mock-up of the layout of the brochure. She said she would try to have a printed draft of the brochure for the next meeting.
* We plan to have several brochures, Medical, Senior, Work, Education, etc. Once the Medical brochure is developed, the others will be easy to duplicate.
* There was talk about creating an app instead of printing a brochure.
* Apps can be very expensive to produce so we would need to get a grant to fund it.

**Design Thinking Update:**

* Angie Azevedo talked about a new problem-solving concept/method called Design Thinking.
* She recently heard about Design Thinking at a conference she attended with Rachel Fichtenbaum and Aniko Laszlo.
* The unique thing about Design Thinking is that it involves the end users in the process.
* Interviews with people need to be conducted to get the answers for the problem.
* Each problem has to be taken one by one.
* Angie suggested that we contact the person who gave the presentation on Design Thinking and maybe invite her to a future meeting.

**Next Meeting:**

* Next meeting, Tuesday, October 25, will be held at SRPEDD, 88 Broadway, Taunton, MA at 9:00 am.
* December’s will be December 13, at SRPEED, 88 Broadway, Taunton, MA at 9:00 am.