

Meals on Wheels Analytics at Santropol Roulant

▼ About this Dashboard

This dashboard contains metrics pertaining to the Meals on Wheels program run by Santropol Roulant in Montreal, QC. The data comprising this dashboard comes from Sous Chef and Santropol Roulant's volunteer tracking systems. Built by Moiz Shaikh and Jared Balakrishnan, graduate students at McGill University. Please note that unless explicitly mentioned, all the metrics and visuals are restricted to just the year set in the filter below.

▼ How to Use this Dashboard

Viewing

In order to view this dashboard, simply navigate to www.santropolroulant.org/mow-analytics.

To get the numbers from a given visual, simply hover over the visual and the tooltip will show you the values you are looking for.

If you would like to look at the SQL queries that power the metrics, please click on the three dot menu on the top pane and hit the **Show Queries** button.

Filtering

This dashboard is designed to provide employees working with the Meals on Wheels Program (MoW) at the Roulant to be able to have access to critical metrics relating to the administration of this program.

The insights presented here are primarily used to help author the annual letter to benefactors and at the Annual General Meeting (AGM), so the main access pattern for this dashboard is ***being able to access all of the listed metrics for a particular calendar year***.

Keeping this in mind, the user of this dashboard should pick a year to filter the data by in the next subsection titled *Select a Year to Filter Dashboard By*. The farthest one can go back to is 2017.

Downloading PDFs

This dashboard can be downloaded in a print-friendly format. To do so, simply click on the three dot menu on the top header of the webpage and click on the **Print PDF** option.

Modifying or Maintaining

In order to be able to modify the contents of this dashboard (adding KPIs, deleting KPIs) or maintaining the dashboard, you will need to be given access by someone working with the IT team at the Roulant.

If you would like to contribute to the development of this project, we would be happy to hear from you. All you need to know in order to contribute to this dashboard is a good handle of SQL (MySQL and DuckDB dialects), Python and a little JavaScript.

▼ Style Guide

The style guide for this dashboard is very minimalist.

Text

All text in this dashboard is rendered in Black (hex #000000).

Visuals

Other than heat maps and geographical maps, all visuals are to be filled with the Santropol Burgundy (Hex Code #7C305E).

Select Year to Filter Dashboard By:

Billing

This section details some of the specifics regarding billing activity for the Meals on Wheels program (MoW) at the Roulant.

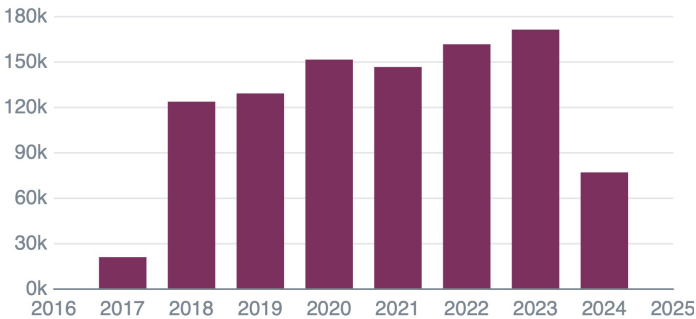
Specifically, the figures shown in the visuals and numbers below are calculated using the amount of money that was charged to the clients receiving meals from the Roulant.

► About (FR)

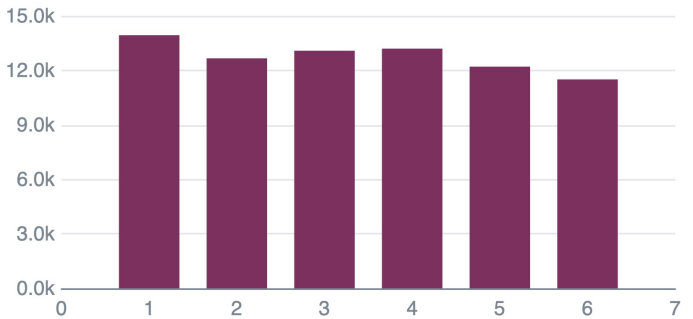
Total Amount Billed this Year

\$76,563

Billing by Year



Billing by Month



Change in Billing Trends

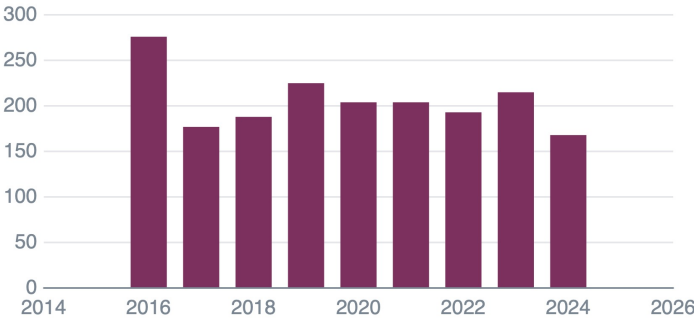
Bill Year	Total Billed	Prev Year Billing	Billing Growth Percent
2,024	77k	171k	-55.20
2,023	171k	161k	6.00
2,022	161k	146k	10.26
2,021	146k	151k	-3.22
2,020	151k	129k	17.35
2,019	129k	123k	4.42
2,018	123k	21k	499.75
2,017	21k	-	-

Santropol Roulant Customers - Information

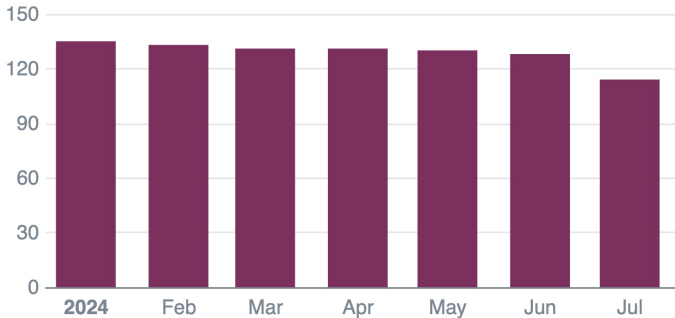
The section below discusses some key metrics related to the clients receiving meals through the Roulant's Meals on Wheels Program.

► About (FR)

Clients serviced Over the Years



Clients serviced this Year



Clients Serviced this Year

165

New Clients Added this Year

32

Clients Lapsed this Year

3

Low Income Clients

64

Regular Clients

138

Episodic Clients

27

Clients Over 65

137

Clients Over 80

84

Average Client Age

76

Median Client Age

78

Anglophone Clients

89

Francophone Clients

75

Female Clients

104

Male Clients

61

Orders and Deliveries

This section contains metrics related to orders and deliveries made and received by the Roulant's Meals on Wheels clients. There is also a discussion of the methods of delivery used by the Roulant's volunteers.

► About (FR)

Meals Ordered

12,995

Meals Delivered

12,246

Meal Orders Canceled

652

Average Meals Delivered Per Day

By Car

By Foot

121

5,213

7,160

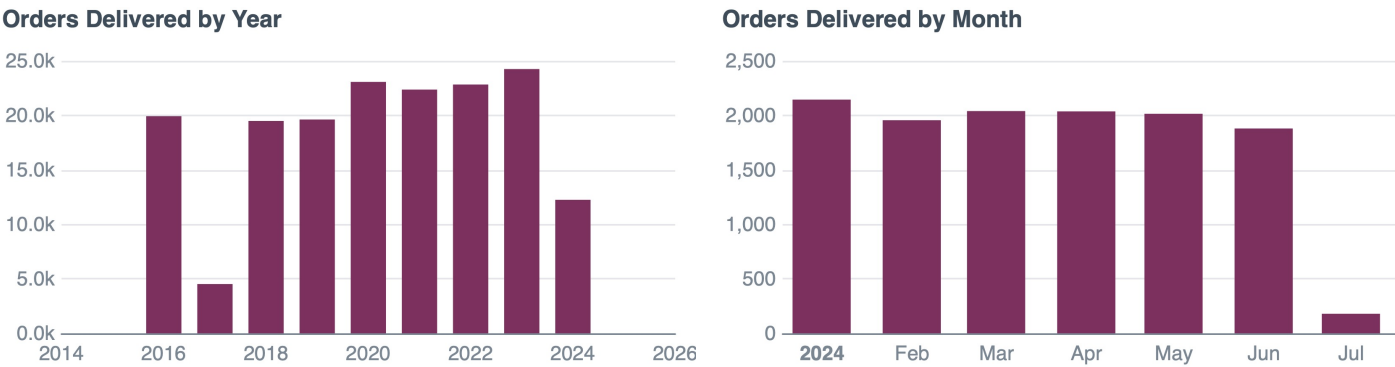
By Bike

15

Orders Delivered

The below shown visuals capture the number of orders delivered by the Roulant per year (historically) and the number of orders delivered by the Roulant per month (restricted to the selected year) respectively.

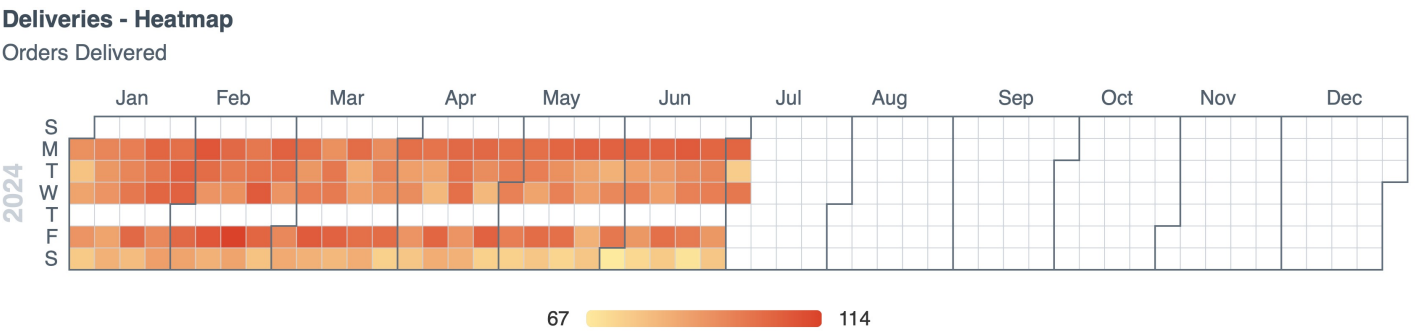
► About this Visual (FR)



Meal Delivery Activity Heatmap

This visual allows the reader to hover along the heatmap to deduce the number of meals that were delivered on a given day for the current year.

► About (FR)



All Routes

Listed here are the currently active meal delivery routes, the various delivery methods that service these routes and the number of clients that are serviced along these routes:

► About (FR)

Route Name	Route Description	Route Serviced By	Clients Along Route
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Mile-End #1	Mile-end route.	walking	18
Westmount	Westmount route.	walking	17
Centre-Sud	Centre-Sud	walking	10
McGill	McGill route.	walking	14
Downtown #1	Centre-Ville/Downtown	walking	12
CDN #1	CDN route.	driving	21
NDG #1	Notre-Dame-de-Grâce	driving	12
CDN #2	2e partie de CDN	driving	17
NDG #2	2e partie de Notre-Dame-de-Grâce	driving	18
Centre-Sud #2	2e partie de Centre-Sud	walking	8

10 of 14 records

Route Rankings

The meal delivery routes are ranked below in terms of the number of meal deliveries that were made along each of them in the selected calendar year:

► About (FR)

Name	Number of Meals Delivered
NDG #2	1,463
CDN #1	1,405
Mile-End #1	1,356
CDN #2	1,353
McGill	1,173
Centre-Sud	1,059
NDG #1	1,007
Westmount	969
Mile-End #2	946
Downtown #1	845

10 of 12 records

CLSC Partnerships

The table displayed below lists all of the unique Centre Local de Services Communautaires (CLSCs), which are free clinics and hospitals run and maintained by the Québec government.

For a client to be eligible to receive meals from the Roulant's Meals on Wheels program, they need to be referred to the Roulant by a physician or care worker affiliated with a CLSC.

► About this Table (FR)

Clsc
CLSC
CLSC
CLSC CDN
CLSC Renée Cassin NDG
CLSC BENNYFARM SAPASAD

CLSC Benny
CLSC Benny (NDG)
CLSC Benny Farm
CLSC BennyFarm
CLSC C.d.N

10 of 135 records

Volunteering at the Roulant this Year

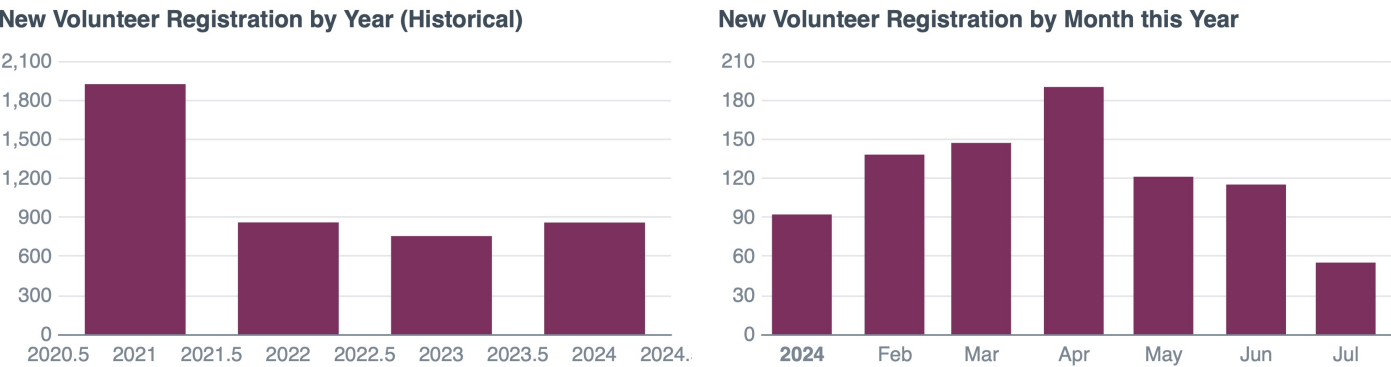
The visuals and metrics that follow are related to volunteering at the Roulant.

Trends in Volunteer Registration

The first step to volunteering at the Roulant is filling out an Airtable form listed on their website.

The below shown charts summarize yearly new volunteer registrations from the inception of the Airtable form and the monthly trend in new volunteer registrations for the current year respectively.

► About this Visual (FR)



Volunteer Registration in Numbers

► About these Numbers (EN)

► About these Numbers (FR)

Volunteers Registered	Average Age	Young Volunteers Registered
858	35	41
Adult Volunteers Registered	Senior Volunteers Registered	School Mandated Registrations
768	26	143
Paid Or Community Service Registrations	Volunteers With Prior Kitchen Experience	
37	133	

Language Demographics

This table contains a split of new volunteer registrations according to their primary language.

► About (FR)

Primary Language	Volunteers Registered
English	466
Français	238
Bilingual	148
Information not Provided	6

Age-Based Split of this year's registrations

Below listed is a more-specific breakdown of this year's volunteer registrations by age group:

► About (FR)

Age Grouping	Volunteers Registered
Adults (25-40)	367
Young Adults (18-25)	279
Middle Age (40-60)	127
Minors (< 18)	41
Seniors (60+)	21
Age Information Unavailable	13

Current Standing of Roulant Volunteers

Not all volunteers are created equal! Simply signing up to volunteer at the Roulant is not enough. Volunteers are required to go through their mandatory sessions and be listed as active in order to be able to take up any volunteering shifts.

The current standing of this year's new volunteer registrations are shown below:

► About (FR)

Current Status	Volunteers Registered
Active	275
Liste d'attente / Waitlist	186
Attended WS	175
Dropped	117
-	80
ASK MOW	11
Invited to WS	6
Inactive	4
Paused	3
Restricted	1

Volunteer Registrations by Program

When signing up to volunteer at the Roulant, volunteers are asked to mark their interest in each of the programs offered by the Roulant. The interest among the various programs among the new registrations this

year are as shown below:

► About (FR)

Meals on Wheels Delivery	Meals on Wheels Kitchen	Urban Agriculture
351	596	516
Farming	Caring Calls	Veggie Baskets
368	9	5
Events	Collectives	
381	302	

Number of Programs	Registrations
Multiple Programs	664
Only One Program	187

Delivery Shift Preferences

Volunteers looking to deliver meals as part of the Roulant's MoW program can do so by foot, bike, public transit or car. The number of new volunteer registrants from this year interested in delivering by these methods are:

► About (FR)

By Car	By Bicycle	In Pairs
89	152	128
By Public Transit	Licensed to Drive	
156	197	

Kitchen Shift Preferences

Below listed is the popularity of the various kitchen shifts available to interested volunteers:

► About (FR)

Volunteer Skills

During the registration process, Roulant volunteers are asked to indicate if they are in possession of skills that are particularly in demand. Below, we can see the number of new prospective volunteers who have marked themselves as being skilled in:

► About (FR)

Data Entry	Translation	Photography
285	183	148

Graphic Design
94

Fundraising
74

Event Management
203