

Meals on Wheels Analytics at Santropol Roulant

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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.

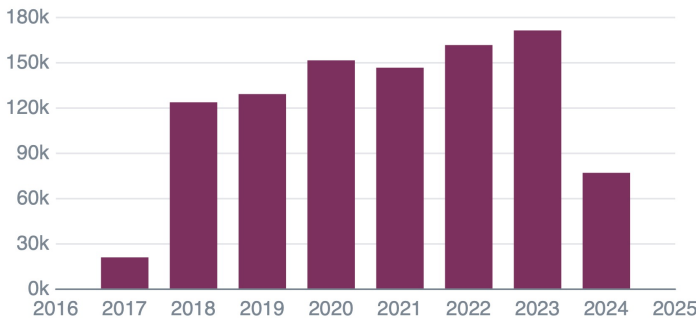
Specifically, the figures shown in the visuals and numbers below are calculated using the amount of money that was charged to the clients receiving meals from the Roulant.

- ▶ About (FR)

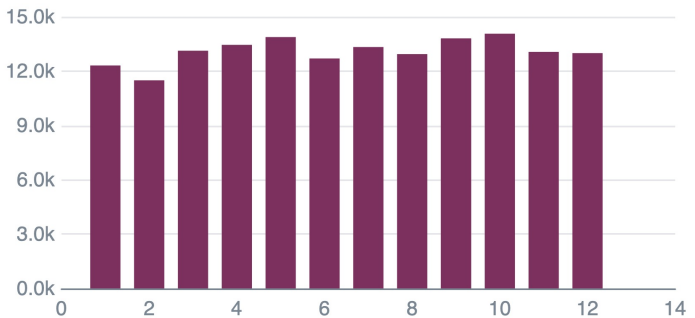
Total Amount Billed this Year

\$170,881

Billing by Year



Billing by Month



Change in Billing Trends

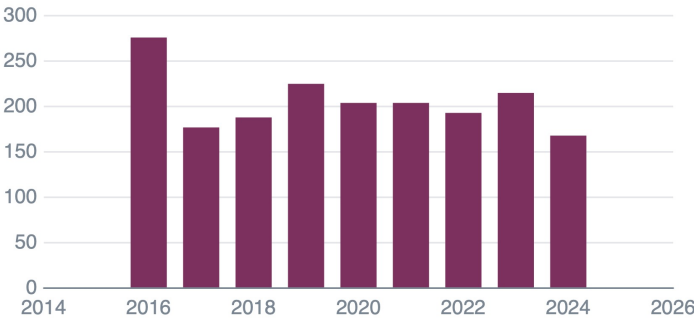
Bill Year	Total Billed	Prev Year Billing	Billing Growth Percent
2,024	77k	171k	-55.20
2,023	171k	161k	6.00
2,022	161k	146k	10.26
2,021	146k	151k	-3.22
2,020	151k	129k	17.35
2,019	129k	123k	4.42
2,018	123k	21k	499.75
2,017	21k	-	-

Santropol Roulant Customers - Information

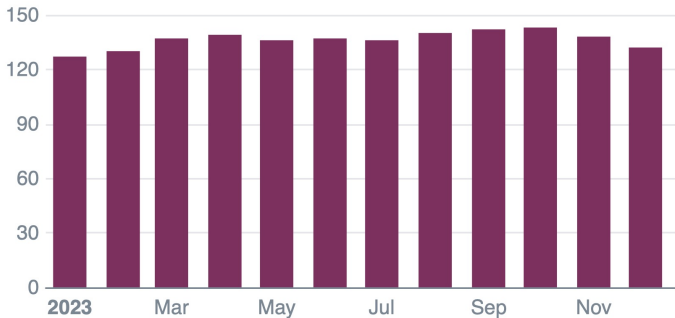
The section below discusses some key metrics related to the clients receiving meals through the Roulant's Meals on Wheels Program.

► About (FR)

Clients serviced Over the Years



Clients serviced this Year



Clients Serviced this Year

214

New Clients Added this Year

83

Clients Lapsed this Year

40

Low Income Clients

71

Regular Clients

180

Episodic Clients

34

Clients Over 65

178

Clients Over 80

116

Average Client Age

77

Median Client Age

80

Anglophone Clients

113

Francophone Clients

100

Female Clients

132

Male Clients

82

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	Meals Delivered	Meal Orders Canceled
25,788	24,245	1,348

Average Meals Delivered Per Day	By Car	By Foot
125	10,242	14,367

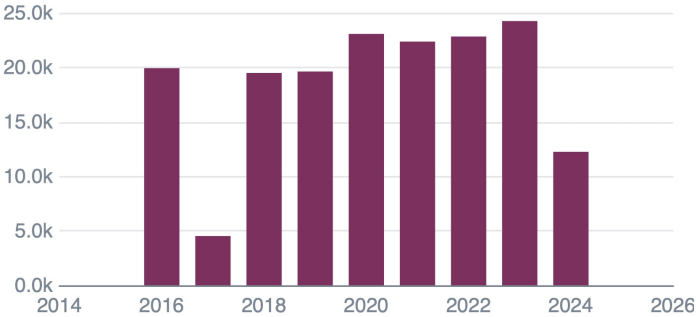
By Bike
12

Orders Delivered

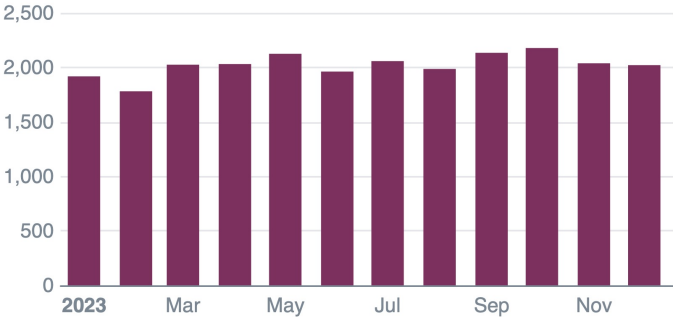
The below shown visuals capture the number of orders delivered by the Roulant per year (historically) and the number of orders delivered by the Roulant per month (restricted to the selected year) respectively.

► About this Visual (FR)

Orders Delivered by Year



Orders Delivered by Month



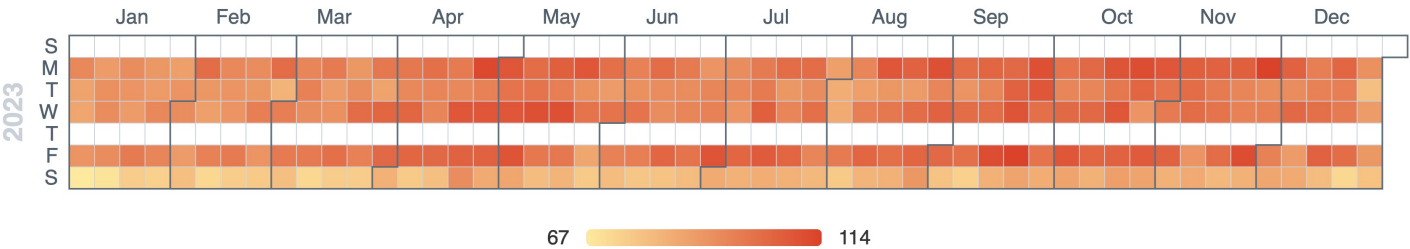
Meal Delivery Activity Heatmap

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)

Deliveries - Heatmap

Orders Delivered



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
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
CDN #1	2,961
CDN #2	2,640
Mile-End #1	2,513
NDG #2	2,418
McGill	2,400
NDG #1	2,223
Westmount	2,222
Mile-End #2	2,148
Centre-Sud	2,014
Downtown #2	1,571

10 of 13 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.

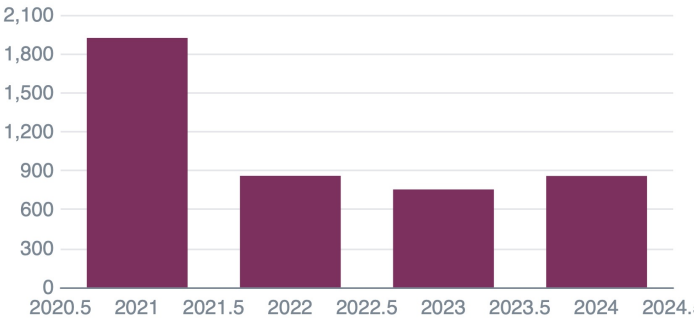
Trends in Volunteer Registration

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

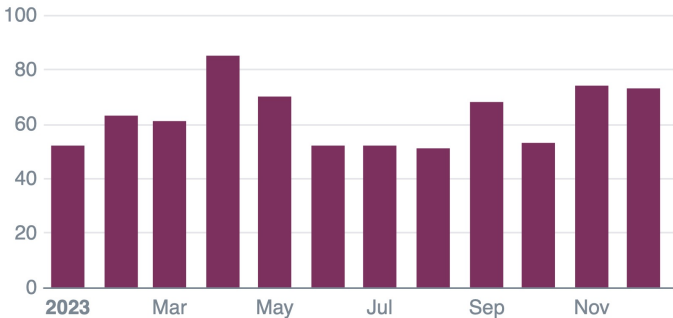
The below shown charts summarize yearly new volunteer registrations from the inception of the Airtable form and the monthly trend in new volunteer registrations for the current year respectively.

► About this Visual (FR)

New Volunteer Registration by Year (Historical)



New Volunteer Registration by Month this Year



Volunteer Registration in Numbers

- ▶ About these Numbers (EN)
- ▶ About these Numbers (FR)

Volunteers Registered	Average Age	Young Volunteers Registered
754	35	19
Adult Volunteers Registered	Senior Volunteers Registered	School Mandated Registrations
667	32	102
Paid Or Community Service Registrations	Volunteers With Prior Kitchen Experience	
11	96	

Volunteering Information Sessions

All prospective volunteers at the Roulant are required to attend a Welcome Session before they can start exploring the opportunities available to them via the Roulant. Here is a summary of the number of welcome sessions held in the last 4 years, along with the number of registrants for whom attendance information is available:

- ▶ About(FR)

Year	Welcome Info Sessions	Number of Attendees
2024	37	596
2023	61	455
2022	52	539
2021	24	320

Language Demographics

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

- ▶ About (FR)

Primary Language	Volunteers Registered
English	348
Français	244
Bilingual	146
Information not Provided	16

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)	304
Young Adults (18-25)	251
Middle Age (40-60)	114
Seniors (60+)	30
Minors (< 18)	19
Age Information Unavailable	5

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	511
Liste d'attente / Waitlist	102
-	64
Paused	25
Inactive	22
Attended WS	11
Dropped	7
ASK MOW	6
Invited to WS	4
Active - supervol (CM et accueil)	2

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
302	514	439
Farming	Caring Calls	Veggie Baskets
302	8	8
Events	Collectives	
335	269	

Number of Programs	Registrations
Multiple Programs	579
Only One Program	140

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
80	142	130
By Public Transit	Licensed to Drive	
129	184	

Kitchen Shift Preferences

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

► About (FR)

Shift	Registrations
Friday AM	52
Saturday PM	47
Monday PM	42
Saturday AM	42

Monday AM	39
Tuesday AM	29
Friday PM	23
Wednesday AM	15
Tuesday PM	14
Wednesday PM	13

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
278	165	126
Graphic Design	Fundraising	Event Management
98	51	133

Volunteering Hours

These are future state metrics, and cannot be calculated until after the new Volunteering web application goes live and collects data.

The values from 2020-2023 were synced into a MySQL database table because of which information for that time period is available. However, to fully automate this feature, the Volunteering web app will need to be live. So it is advised not to use this as a source of truth until the fixes are made.

Below listed is the information regarding the number of volunteering hours that were spread across the Roulant's various initiatives:

All Programs	MoW - Kitchen	MoW - Deliveries
28,954	10,296	9,150
MoW - Client Events	Others	
245	22	

Volunteering Spots

Below listed is the information regarding the number of volunteering spots that were filled across the Roulant's various initiatives:

All Programs	MoW - Kitchen	MoW - Deliveries
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5,757

3,183

2,574