

# Supplementary Materials for Increasing Attendance at The Pollards Hill Lunch Club

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## SM-A: Initial Questions for Commonsense Staff

1. What is your role at Commonsense?
  - a. Do you work closely with the Lunch Club?
2. Did you take part in helping with the meal delivery service during the pandemic?
  - a. What improvements would you make to the service?
  - b. What kind of packaging was used for the meals?
  - c. How were the meals delivered?
  - d. Did you perform a wellness check with every meal you delivered?
  - e. What other tasks did you perform outside of delivering the meals? (picking up supplies, prescriptions, other groceries)
  - f. How was cost per meal determined?
  - g. How was the route determined?
  - h. How were the members contacted?
  - i. Did you guys ever do any formal feedback forms?
3. What are your thoughts on possibly implementing a meal delivery service?
  - a. What concerns do you have?
4. How many meals are you able to produce a day?
  - a. Are you open to making more diverse meals?
  - b. How is the menu currently decided?
5. How is the lunch club currently run?
  - a. Are most of the members back to being in person?
  - b. Have you received any new members throughout the pandemic or after?
  - c. What improvements would you want to see in the lunch club?

## SM-B: Local Lunch Club Staff Interviews

1. What is your role at SMCA?
2. How did you operate your lunch club before the pandemic?
  - a. Was it a daily service?
  - b. How many patrons did you serve on a regular basis?
3. How is the menu established for the lunch club? Is it a regular rotation of meals or is it up to whatever the chefs want to make?
4. What happened when the lockdown began? How did the lunch club pivot in your eyes?
5. What services were still operating during covid lockdowns? What services were halted?
6. Were lunch club members still served food during lockdown? How were lunch club members contacted for food during this time?
  - a. Were meals still being served during lockdown?
  - b. How often were patrons contacted?
  - c. Was there a choice of menu?
  - d. Did any new individuals join the lunch club during the initial COVID lockdown?
7. Did you keep in contact with patrons to check on their well being during lockdowns?
  - a. If so, how was this documented? And how was this conducted?
8. Did members pay for meals during this time? If so, how were payments collected?
  - a. What were the costs of meals for members during this time?
9. Did you deliver meals during the pandemic?
  - a. What containers were used for these home-delivered meals?
    - i. Did lunch club members return these containers?
    - ii. How were these containers stored in vehicles during transport?
    - iii. Were the meals kept warm right before transport or during transport?
  - b. Who delivered meals?
    - i. How were meals delivered (what vehicles were used)?
    - ii. How were delivery routes coordinated?

## SM-C: Questions for Local Lunch Club Members

1. How did you hear about this organization?
2. What brought you to the organization?
3. What do you like about the Lunch Club?
4. What do you think about the menu?
  - a. Do you have a choice in meals? Would you appreciate choices?
  - b. Are there specific cuisines you would like to see?
5. How close to the organization do you live?
6. How do you travel to attend the lunch service?
7. Do you live with other people?
8. Do you need assistance preparing meals at home?
  - a. How often do you prepare your own meals?
9. Have you experienced any major life changes during the course of the pandemic?
  - a. How did the pandemic affect your access to food?
10. Do you have reliable access to technology/internet?
  - a. How comfortable are you using it on your own?
11. Did you utilize the organization's services during lockdown?
  - a. How did this impact you?
  - b. Did you appreciate being checked in on by the meal delivery drivers?
12. How often do you plan to be in person at the lunch club?
  - a. Would you be interested in using a meal delivery service for the days you do not come in person?
  - b. How often would you want meals delivered to your house?

# SM-D: Initial Questions for Pollards Hill Lunch Club Members

1. How long have you been attending this lunch club?
  - a. Have you gone to any other lunch clubs?
  - b. What are some of the things you enjoy about it?
  - c. How often do you attend?
  - d. Did you know any of the other attendees before coming here?
  - e. How were you made aware of it?
  - f. Would you recommend the Lunch Club to your friends?
  - g. What changes or improvements would you make or like to see?
2. What do you think about the menu at the lunch club?
  - a. Would you appreciate choices?
  - b. Are there specific cuisines you would like to see?
3. How far do you live from the lunch club?
  - a. How do you travel here?
  - b. Do you live alone?
  - c. How often do you cook for yourselves?
    - i. If you live with your family, how often do they cook for you?
  - d. Do you go grocery shopping often?
4. During the lockdown, was food made less accessible?
5. During the lockdown, did you receive meals delivered to you?
  - a. If so:
    - i. How many meals per week?
    - ii. Were they frozen or warm?
    - iii. How were you made aware of the service?
    - iv. How much did each meal cost?
    - v. How did you pay for the meals?
    - vi. Do you have any complaints with the service?
    - vii. Would you or anyone you know be interested in a service like this post-pandemic?

- viii. Did the delivery driver interact with you at all?
- b. If not:
  - i. Would you have liked to receive meals?
  - ii. How much would an appropriate cost be for each meal?
  - iii. How would you prefer to pay for a service like this?
  - iv. How frequently would you like meals?
  - v. Would you prefer frozen or warm?
- 6. Do you have any suggestions for this lunch club? (Things you would like to see etc...)

## SM-E: Summary of Local Lunch Club Findings

Organization/Name	Date of Interview	Summary
Brenda and Ruby (SMCA Lunch Club)	March 21, 2022	<ul style="list-style-type: none"> <li>● No offering during the Pandemic</li> <li>● Before Pandemic had a lunch club along with an exercise class which they are trying to bring back after Covid</li> <li>● Gained clients through word of mouth and many of the clients already knew each other</li> <li>● Patrons not interested in a meal service since they enjoy social aspect of in person lunch club</li> <li>● <b>2 Staff &amp; 2 Members</b></li> </ul>
Abdul Mohidin (FISH)	March 24, 2022	<ul style="list-style-type: none"> <li>● Delivered hot meals to people during the pandemic (80-90 meals a week)</li> <li>● Did not charge for meals but collected donations from people</li> <li>● Performed short wellness checks on the patrons when meal was delivered</li> <li>● Organization contains 6 trustees and 3 staff (lots of volunteers)</li> <li>● Staff would organize routes</li> <li>● Lots of referrals from other organizations</li> <li>● <b>1 Staff</b></li> </ul>
Fitzroy Dawson (MCT)	March 23, 2022	<ul style="list-style-type: none"> <li>● Picked up cooked food and delivered them to distribution centers</li> <li>● <b>1 Staff</b></li> </ul>
Elodie and Chris (Wimbledon Guild)	March 23, 2022	<ul style="list-style-type: none"> <li>● Delivered frozen meals during the pandemic to around 40 people (had a license for this service and food was labeled with ingredients and allergens)</li> <li>● Patrons kept in contact through phone call and meals were ordered by phone call</li> <li>● Doubled clientele during the pandemic with the delivery service</li> <li>● <b>2 Staff &amp; 3 Members</b></li> </ul>



Jude and Jackie (Merton Community Fridge)	March 23, 2022	<ul style="list-style-type: none"> <li>● Organization that receives and seeks out food from places like grocery stores and local bakeries to provide groceries to people in need</li> <li>● Part of Sustainable Merton (deals with green issues in the area)</li> <li>● Has a large volunteer team of around 30 people with one paid employee to coordinate</li> <li>● <b>2 Staff</b></li> </ul>
Hope Coffee Club (Stella)	March 30, 2022	<ul style="list-style-type: none"> <li>● Very tight-knit community, everyone is local and keeps in touch outside of the coffee club</li> <li>● Completely free of charge and had volunteers from the church</li> <li>● Gave out leaflets to get the word out about the coffee club</li> <li>● Suggestions for Commonsides' service: <ul style="list-style-type: none"> <li>○ Make the service more social (not only talking to the people that you sit with at the table)</li> <li>○ Have more activities during the lunch club</li> <li>○ Help make non-regulars welcome to the club</li> </ul> </li> <li>● <b>2 Staff &amp; 5 members</b></li> </ul>
Silver Youth Center		<ul style="list-style-type: none"> <li>● <b>2 Staff &amp; 7 members</b></li> </ul>

## SM-F: Summary of Commonsense Interview Findings

<b>Commonside Interviews (9 staff/volunteers &amp; 15 members)</b>		
<b>Commonside Staff Member</b>	<b>Date of Interview</b>	<b>Summary</b>
Ann	March 16, 2022	<ul style="list-style-type: none"> <li>• She delivered the meals using her vehicle during the pandemic along with Christine (had a regular delivery route)</li> <li>• Her neighbor donated food</li> </ul>
Ann Follow-up	April 7, 2022	<ul style="list-style-type: none"> <li>• Need to fix up activities and services before promoting them on the leaflet</li> <li>• Location of activities varies depending on how popular it is (size of room needed)</li> </ul>
Jenny	March 21, 2022	<ul style="list-style-type: none"> <li>• Works on the Step Forward program at Commonsense, but had close involvement with the Lunch Club during the lockdown period</li> <li>• Participated in delivery</li> </ul>
Jenny Follow-up	April 8, 2022	<ul style="list-style-type: none"> <li>• New leaflet ideas: post them to other locations, put on bulletin boards/newspaper, online</li> <li>• Need to attract a younger audience (people in their 50s) that would be better with the internet to find information</li> <li>• Maybe providing art classes, dance classes, music related stuff (younger school children could come perform?)</li> <li>• More socialization between staff/volunteers and the lunch club members</li> </ul>
Christine	March 22, 2022	<ul style="list-style-type: none"> <li>• Foresees issues with running a meal service along with the in-person lunch club due to a number of factors such as staffing</li> <li>• Meals were delivered warm and they used an insulated bag</li> <li>• Doubts on the reliability of</li> </ul>

		volunteer help as they can easily come and go
Joy, Vivian, Mercy	April 7, 2022	<ul style="list-style-type: none"> <li>• Make extra portions of food in case people decide to show up unannounced but give it out after lunch so there is no food wasted</li> <li>• Started making the lunch menu weekly based off the opinions of the lunch club members</li> <li>• People don't really like if they have to be moved around - they usually sit with the same people at the same spot</li> <li>• Volunteers work more on the dining side and not in the kitchen (serving food and cleaning)</li> </ul>
Vivian	March 24, 2022	<ul style="list-style-type: none"> <li>• Had no trouble with switching to packaging meals for delivery</li> <li>• Believes she could handle cooking around 30-40 meals (currently cooks around 20 meals)</li> <li>• Have to cater meals towards the taste of patrons and therefore variety in food is limited (lots of potatoes)</li> </ul>
Lorraine and Lindsay	April 7, 2022	<ul style="list-style-type: none"> <li>• Current leaflet is only kept within Commonsides and printed in small batches at a time</li> <li>• People usually have to register for membership - but can stop by lunch club at any time within notice</li> <li>• Will call to check on client if they have not shown up in a while</li> <li>• Promote the lunch club at the cafe and other services that Commonsides holds</li> <li>• One member that is in charge (has followers) and is the reason the environment does not feel as welcoming</li> </ul>
Deniz	April 7, 2022	<ul style="list-style-type: none"> <li>• Currently working to update the website and wants to add more interactive factors</li> <li>• Lunch club needs a clear vision of what they want to do and work</li> </ul>

		<p>towards it</p> <ul style="list-style-type: none"> <li>● Lunch club is a bit “formal” so trying to make it more relaxed - there is resistance from some members</li> <li>● Look into other activities to invite more people and have more socialization</li> </ul>
Lunch Club Members	March 30, 2022	<ul style="list-style-type: none"> <li>● Enjoy the environment of Commonsides and like the friendliness of everyone</li> <li>● Would like the lunch club to run for longer hours</li> <li>● Everyone is very local ~ 15 minutes or closer</li> <li>● Everyone enjoyed the activities that used to be offered (bingo, quizzes)</li> <li>● No suggestions for improvement</li> </ul>
Lunch Club Members Follow-up	April 11, 2022	<ul style="list-style-type: none"> <li>● Some members are open to moving the seating sometimes and sitting with new people and others aren't as open</li> <li>● Most members are not comfortable with the internet but the younger ones are somewhat familiar with online stuff</li> <li>● The majority would enjoy having activities back and be welcoming to new members because the lunch club has become so small <ul style="list-style-type: none"> <li>○ Would enjoy bingo, excursions (with other lunch clubs too), quizzes, dancing, music, picnic</li> </ul> </li> <li>● They are all local and most have been coming to Commonsides for a long time (over 10 years)</li> </ul>

**Key Takeaways**

- Utilizing connections to local grocery stores and their soon to be thrown out foods
- People like the social aspect of the Lunch Clubs
- Can look into introducing other services like a fitness/exercise class
- A lot of these services rely on reliable volunteers/staff
- Need to ensure that all regulations and rules are followed
- A lot, if not all, lunch clubs have gone back to in-person and stopped the meal delivery service
- Important to maintain communication with the clients/members
- Commonsides is able to produce more meals as well as more diverse meals

# SM-G: Electric Cargo Bicycle Cost Analysis

## Background

Commonside Community Development Trust initially planned to implement a sustainable meal delivery service for their elderly patrons in the community of Merton, England. This goal has since changed after determining that nearly all of the elderly who attend lunch clubs have no interest in receiving meals delivered to them, with the social aspects of their lunch club experience being more important than the food itself. That is not to say there is no place for a service of this type, so there is a possibility that a local organization might want to start a business in this area. The goal of this report is to examine the financial costs associated with using an electric bicycle for this purpose using a conventional automobile as a benchmark.

## Staff-Owned Vehicles

During the COVID-19 lockdown, staff-owned vehicles were used to transport the meals to patrons. This was seen as the only option during the lockdown, and was effective for delivering the meals to lunch club patrons, with the whole route taking approximately one hour to complete.

To continue to use staff-owned vehicles to deliver meals or travel for Commonside for any other reason, additional insurance must be purchased on the vehicle owner's plan. This added coverage is usually between £30 and £40 and is paid annually. Aside from this initial cost, Commonside would provide the owner of the vehicle 44p per mile to account for fuel costs as well as wear and tear on the vehicle.

## Electric Cargo Bicycles

There are numerous options that exist in the E-Bike market, for the purposes of this analysis we will focus solely on bicycles that are designed to carry cargo in some capacity. The majority of these bikes make use of the Bosch Cargo Line Motor systems. These systems are powered by lithium-ion batteries that have a capacity ranging from 400 to 600 Watt-Hours which makes them nearly twice as large as the batteries found in non-cargo applications. This extra battery capacity is needed when delivering cargo as the weight of the load placed on the bike in addition to the weight of the operator creates more rolling resistance and adds to the vehicle's inertia.

Many electric cargo bicycles are available for purchase in the UK with a variety of different specifications. For the purpose of this cost analysis, a list of eight cargo bikes was compiled to determine the average values for specifications relevant to determining cost. This list was formatted in a spreadsheet from which the average range, battery capacity, charging time, and cost were calculated (Table 1).

*Table 1: Potential Cargo Bike Options*

Manufacturer	Model	Price (GBP)	Range (Miles)	Charging Time (Hours)	Battery Capacity (WH)
Raleigh	Pro Cargo Bike	4950	37	6	400
Raleigh	Pro Cargo Trike	5950	43	6	500
Bergamont	E-Cargoville LT	3700	47	4.5	500
Bergamont	E-Cargoville LJ	5000			500
Tern	GSD S00	5700	41	5	500
Ridgeback	Butcher Electric Bike	2900	62	6	600
Babboe	Pro Bike Midmotor	3500	38	6	
Yuba	Spicy Curry V3	5000	60	4	500

From this compilation of values along with Commonsense’s electricity cost (13p per kWh) the cost per mile to operate an average electric bicycle can be determined. As seen in Figure One, the amperage required by the charger in all cases is 4 Amperes, a value shared across the board due to all bikes making use of the same battery system. The result of the calculation yields an average cost per mile of £.014 per mile, or 1.4p per mile — a value significantly lower than the 44p per mile of the automobile.

*Figure One: Calculation of Bicycle Operational Cost*

$$\begin{aligned}
 \text{ChargerAmps} &:= 4\text{A} & \text{ChargeTime} &:= 5.36\text{hr} \\
 \text{ChargerVolts} &:= 240\text{V} & \text{AverageRange} &:= 46.86\text{mi} \\
 \text{ElectricityCost} &:= .13 \cdot \frac{\square}{\text{kW}\cdot\text{hr}} \\
 \text{ChargerWatts} &:= \text{ChargerAmps} \cdot \text{ChargerVolts} = 960\text{ W} \\
 \text{ChargerkWhr} &:= \text{ChargerWatts} \cdot \text{ChargeTime} = 5.146\text{ kW}\cdot\text{hr} \\
 \text{ChargeCost} &:= \text{ChargerkWhr} \cdot \text{ElectricityCost} = 0.669\square \\
 \text{CostPerMile} &:= \frac{\text{ChargeCost}}{\text{AverageRange}} = 0.014 \frac{\square}{\text{mi}}
 \end{aligned}$$

In addition to the reduced operating cost, to implement an electric bike would require no additional insurance costs as it would fall fully under Commonsense’s existing policy. The major cost associated with the use of a bike is the initial purchase price which, of the eight bikes

examined, averaged £4,600 — a significant sum of money for a non-profit organization to lay out alone without grants or other support .

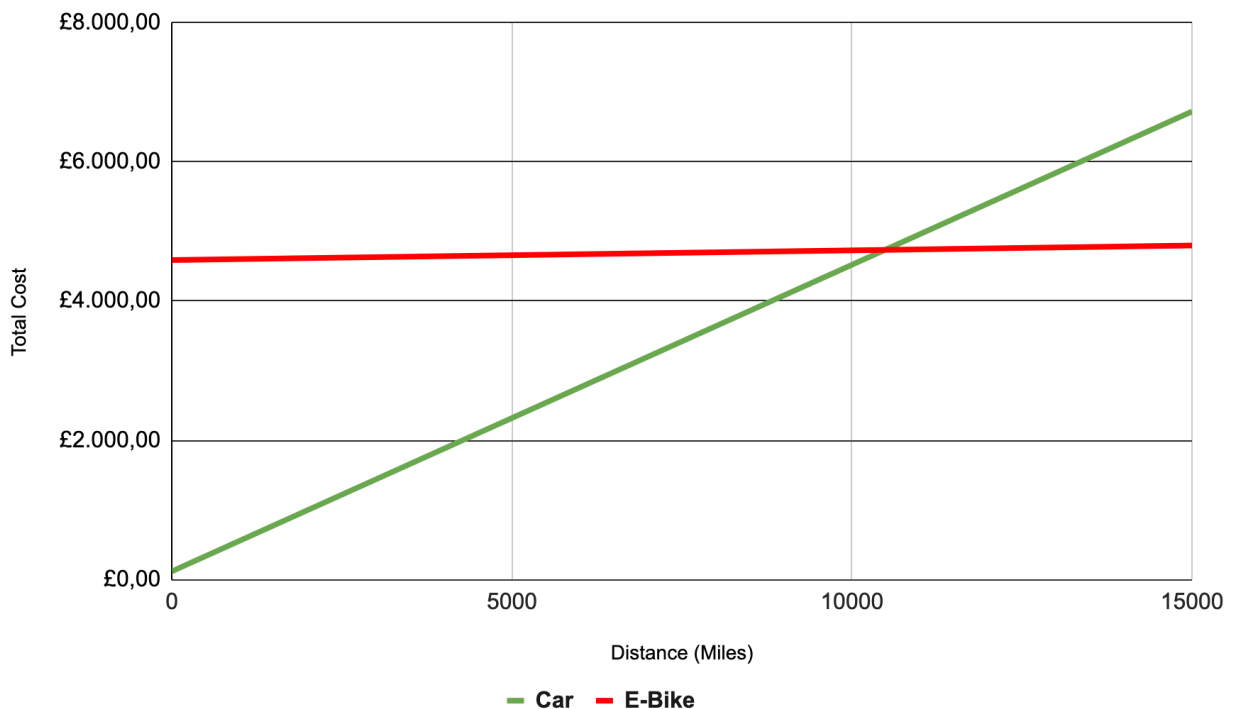
## Final Cost Comparison

The significantly different operating and initial costs of both vehicles can be examined and compared using a simple system of two linear equations as seen in Equation One. Substituting the known values for both vehicles and solving the system yields the minimum distance (in miles) needed to see an overall cost savings over the staff owned vehicle. This value is calculated to be approximately 10,500 miles of distance, a value that would be difficult for Commonsense to attain in a reasonable amount of time (Figure Two). The input value for the car's initial cost was £120 to approximate three years of use.

Equation One: Vehicle Total Cost as a Function of Distance

$$Total\ Cost = Initial\ Cost + Additional\ Expenses + \frac{Cost}{Mile} * Miles$$

Figure Two: Graph of Bike and Car Costs



## Summary

From a financial perspective alone, the use of an electric cargo bicycle for the transportation of meals when compared to a staff owned vehicle is seen to be relatively unfeasible. The distance needed to travel in total is quite immense, especially when comparing it to the relatively short journeys completed by staff when operating at full capacity during the lockdowns. This means that the total time to see any savings would be very great. It should be noted that this cost analysis only serves to show the distance required to attain any cost savings, and does not account for travel time, another variable that could prove the bike to be a more reasonable option. However, this is a far more complicated aspect of the cost calculation, and would require an existing delivery route to be known for comparison.

This reason, when compounded by the lack of existing Commonsense patrons, lack of staff willing to deliver meals on a bicycle, and general lack of manpower to operate the service, leads us to recommend against the implementation of a meal delivery service. However, should Commonsense or any other organization of its type find customers for a meal delivery service, this document and the data/equations within can help summarize the cost of operating an electric bike for this use.



## SM-H: Follow Up Questions for Commonsides Staff

1. Is there any current advertising for the lunch club?
  - a. Facebook Posts or Leaflets?
    - i. How do you determine where to give out/place leaflets?
    - ii. What kind of information do you think is essential to include on the posts or leaflets?
    - iii. Does this method seem effective? (how many people have come because of these)
    - iv. What methods of advertisement do you believe would be received the best by elderly people? (website, facebook, an automated message on the phone?)
2. How do you account for people who come in spontaneously?
  - a. Do they contact you or notify you somehow?
  - b. How do you know how much food to prepare each day?
  - c. Do you think making drop ins more accessible would help gain more clients? (Making it feel less of a commitment to come to Commonsides)
3. How do you account for when the patrons get sick or don't come in on their regular day?
  - a. Do you call them to check up on them or do they call to tell you that they are not coming in?
  - b. Would you be willing to deliver them a hot meal if they cannot make it for health reasons?
  - c. How often does this occur? (where people get sick and can't come)
4. Do you currently or have you ever held any activities before, during, or after the lunch club?
  - a. If yes,
    - i. What activities did you or do you currently have?
    - ii. Do you have any activities in mind that you think people would like?
    - iii. How do you determine which activities to do?
    - iv. Do you advertise these activities in advance? How?
    - v. Do people seem to enjoy participating in these activities?
    - vi. Would you be open to rearranging the seating of the lunch club? (moving people or tables)
  - b. If no,
    - i. Would you be willing to incorporate activities?
    - ii. What kinds of activities do you think the patrons would enjoy?
5. Would you be open to keeping the lunch club open longer?
  - a. Reopening a coffee club that used to run before this service?
  - b. Offering tea and coffee after the lunch club ends so people can stay and chat?
6. Would things be easier with volunteers helping?

- a. How do you normally recruit volunteers?
- b. Is there any incentive for people helping?
- c. Have any volunteers returned to help post-pandemic?
- d. How do you manage the service if a staff member is out sick or has to take a day off?

# SM-I: Follow Up Questions for Pollards Hill Lunch Club Members

## Part I: Interview Questions

1. How often do you come into the Lunch Club?
  - a. If you do not come each day, what would motivate you to come more?
2. Do you enjoy the current activities that Commonsides offers such as crafting and exercise? (do you currently participate?)
  - a. Do you think there are enough activities now?
  - b. What type of activities do you particularly enjoy?
    - i. Seated activities such as bingo?
    - ii. Active ones such as dancing and exercise?
  - c. What activities would you like to see at Commonsides?
  - d. Were you a member prior to the pandemic? If so, what types of activities did Commonsides offer?
  - e. What is your opinion on having quizzes or trivia during meal time?
  - f. Would you like to participate in outings if they were offered?

### Specific Activities

- How interested are you in.....
  - Bring your friend day where you could bring a loved one, caregiver or friend?
  - A covent garden outing?
  - Dancing event? Tea dance?
  - Board games (monopoly, scrabble, card games)
  - Quizzes/trivia?
  - Book club?
  - Singing?
  - Art class?
  - Young people visiting to play games with the lunch club?
  - Outdoor picnic?
- 3. Would you like the idea of the menu and activities being posted every week?
  - a. Which option would you be most comfortable with? (automated phone message, website, facebook?)
  - b. Do you have access to the internet at home? Do you feel comfortable using it?
- 4. How did you hear about Commonsides?
  - a. Leaflet? Or Word of mouth?
- 5. Are you interested in going to the Commonsides cafe on Monday and Friday?
- 6. Do you have any thoughts on the seating and layout of the dining room? (like or dislike?)

- a. How would you feel about switching up the table layout to incorporate longer tables so more people can sit together?
- b. Do you typically sit with the same people every time you come or do you switch it up?
- c. Would you be comfortable sitting with different people such as new people who want to join?
- d. Do you like it when new members join? Do you try to talk to them?

## Part II: Researcher Guided Survey Questions

1. Interviewee name:
2. What days do you typically come into the lunch club?
  - a. What motivates you to come in on these days?
    - i. Does the meal being offered influence your decision to come in?
3. What has been your favorite activity that you have participated in at Commonsides?
4. Do you tend to enjoy the activities at Commonsides? Why or why not?
5. Would you be very interested, interested, uninterested, or very uninterested in the following activities?

<b>Activity</b>	<b>Very Interested</b>	<b>Interested</b>	<b>Uninterested</b>	<b>Very Uninterested</b>
Quizzes & trivia				
Bingo				
Card & board games				
Arts & crafts				
Sing-along activities				
Exercise				
IT classes				
Films				
Excursions around Greater London				
Shopping trips				
Reflection group				
Personal safety session				
Dancing				
Outdoor picnics				

Themed events such as “Fish and Chip Friday”				
Guest Speakers				
Name that Tune				

6. Are there any activities you would like to see implemented?
7. Do you typically sit with the same people each day during the lunch service?
  - a. Do you sit in the same spot?
  - b. Would you be interested in sitting with other people in a different spot occasionally?
  - c. Do you try to include new members of the lunch club? Do you try to speak with and get to know them?
8. Would you recommend the Commonsides lunch service to your friends? Why or why not?
  - a. Have you ever brought a friend or neighbor to the Lunch Club?
    - i. If so, how did it go? Did they come back?
    - ii. If not, have you ever thought about bringing a friend or neighbor?
  - b. How would you feel about “Bring a Friend Day”?
9. Do you like the current round-table setup in the dining room?
  - a. Would you prefer a long rectangular table? Why or why not?
10. What is your comfort level using the internet? (very comfortable, comfortable, uncomfortable, very uncomfortable)
  - a. Do you have access to the internet at home?
    - i. If so, what device do you access the internet on at home?
  - b. Do you have a Facebook account that you regularly use?
11. What kind of phone do you typically use: smart phone, cell phone, landline, or nothing?
  - a. What is your comfort level making a phone call: very comfortable, comfortable, uncomfortable, or very uncomfortable?
  - b. Do you regularly text anyone?
  - c. Do you/are you able to use the internet on your cell phone?