

Not For Profit Board Summit

September 17 – 18, 2024

- Day 1 Key Topics
 - Voice of the Resident and Customer of Tomorrow
 - Board Governance/Fiduciary Responsibility
 - Reinvesting in Your Community – Planning for the Future
 - Networking/Tour at Trillium Woods
- Day 2 Key Topics
 - Senior Living: The Next Decade
 - Financial Partnerships and Decision Analytics
 - Maximizing Board Partnership through Marketing & Sales
 - The Digital Leap: Secure Tech Strategies
 - Navigating the Current and Future Care Continuum



soundingboard

Dining & Transportation

September 2024 & October 2024





The LCS Sounding Board is an online resident research panel currently comprised of ~750 Independent Living residents across LCS communities nationwide. This panel allows LCS to gather resident feedback for market research purposes, which drives innovation.

Conducted by:

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Data Collection Highlights

Dining

Transportation

344

357



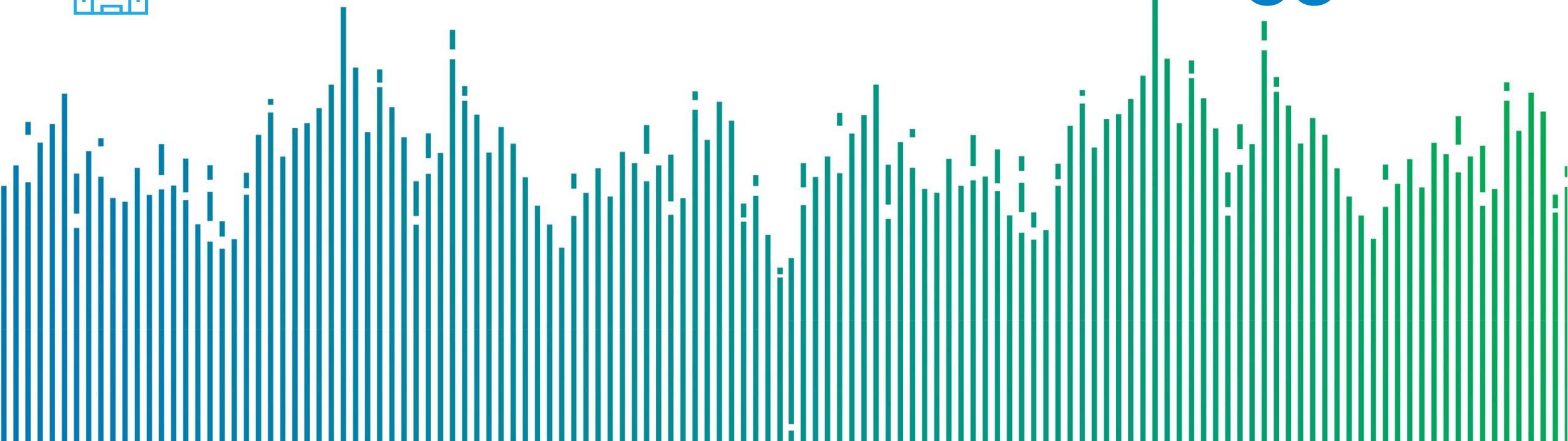
Number of **Sounding Board panelists** who participated in this online questionnaire in October 2024



Number of **LCS Communities** represented by respondents

42

58





Key Findings - Dining

Dining Satisfaction

Residents are more satisfied with dining overall than they were in 2022 but have not gotten back to pre-pandemic satisfaction levels. Nearly 8 out of 10 residents are somewhat or very satisfied with the dining services in their community now, compared to nearly 9 out of 10 residents before the pandemic.

In Person Dining

Residents are eating in person at our dining venues far less often post COVID. 69% of residents ate in person at least one/day prior to the pandemic, compared to 29% in 2024 and 51% in 2022.

Take - Out Meals

27% of the time, respondents are opting for take-out or meal delivery at our communities in lieu of eating in-person at one of the dining venues.

Nearly half of respondents (46%) would be comfortable using an automated (robot) service to take phone orders for take-out at their communities' dining venues.

An additional 32% would be open to using an automated system, if it works well and they receive assistance to get comfortable with it.

8 out of 10 respondents (79%) would be comfortable using an online ordering system for take-out meals from their dining venues. An additional 13% would be open to using an online system, if it works well and they receive assistance to get comfortable with it.

6 out of 10 respondents (59%) would opt for take and brake meals at least once a month if they were made available.

Miscellaneous Feedback

8 out of 10 respondents have a specified amount of flexible dining dollar/points per month included in their monthly fee.

6 out of 10 respondents are currently required to use a reservation system for dining. Among those required to do so, nearly 6 out of 10 respondents are somewhat or very satisfied with the current reservation system at their community. Themes among those who are dissatisfied mention having a hard time getting a time that they want as well as frustration with having to plan far in advance.



Key Findings - Transportation

Vehicles

87% of residents have at least one personal vehicle on campus.

Among residents who have a vehicle on campus, **only 8% are electric / require plug-in charging**. This is an increase of 6 percentage points from 2021.

Parking

Nearly 8 out of 10 respondents (78%) are satisfied with parking accommodations at their communities.

Nearly all respondents park in the same location year-round, not being affected by seasonality/weather.

Transportation Services

Two-thirds (66%) of residents utilize the transportation services provided by their community with some degree of frequency. This is down about 10 percentage points from 2021.

While not all residents are using community-provided transportation, nearly all (96%) say that it is somewhat or very important for their community to provide it.