

Frequently Asked Questions

Shopping Run Pilot

Why is a pilot being done?

Many residents use this amenity; however, the schedule has been static (see following question) since its inception, but changes in businesses around Montebello have not. Residents at Montebello have seen changes over the past two decades – the opening (and closing) of a Shopper's Warehouse at Penn Daw, a Walmart, many new stores at Hybla Valley shopping mall, a Lowe's at Beacon Hill, and a Trader Joe's in Old Town Alexandria to name a few.

Many changes are completed or underway, e.g., a mixed use retail/residential complex just south of Beacon Hill Mall. A noted change is increased traffic congestion near Penn Daw Mall from the opening of a Walmart. More changes are coming. These are but two of many other changes that potentially impact the shopping run schedule.

Over the years many residents have expressed interest in having the bus go to alternative locations on the shopping runs, and since the shopping run schedule for the Montebello shuttle bus has not been updated since they began, it is an excellent time to reassess resident needs. One way is to obtain resident feedback on the shopping run schedule.

Ultimately, the goal of the pilot is to increase resident satisfaction by providing better service (route times, stops at desired locations, etc.) to residents.

When was the shopping run schedule last updated?

The shopping run schedule for the Montebello shuttle bus has not been updated since they began.

How long will the pilot shopping runs last?

The current plan is to run the test in August and September.

What will happen based on resident feedback?

Based on resident feedback, the schedule may be altered during the pilot. This makes it vital that all residents who use this amenity provide comment to the CII.

How can resident feedback be provided?

Resident feedback – there are many choices which include the surveys below, available in paper and electronic form (available on the Montebello website after you log in -- on the right hand side of the home page is the link for surveys or use the drop down menu under the Home menu items or click http://www.ahn01.com/montebello/vote_detail.asp?id=1). It is a single question Yes/No survey. There is also a link to provide comments on the Survey page. You will need to log-in to complete the survey or comment form. Survey forms (paper) are also available on the shuttle bus. In addition, residents can submit survey answers via email and/or stopping by the Association office to drop off their form.

What has the Committee done so far?

This process has already started. The Committee on Innovation and Improvement (CII) designed a two-part survey to explore the possibilities for this amenity and making the new runs productive.

- The first part of our two-part survey was open-ended to allow residents to contribute their ideas of an optimal itinerary. At the Board's suggestion, the first survey was sent to the Area Development Committee through Chair Fred Hechlinger. It was also sent to the Bus Club through Carole Hall. Bus Club member and regular rider Peg Hutchinson acted as our liaison and conducted a paper ballot questionnaire of bus riders. As a result of ideas contributed by survey participants, Target was substituted for Panera Bread in the proposed south run, and Friday was selected as the day for the north run.
- The second part of CII's community-wide survey will include a web survey. Paper ballots, which are available on all bus runs and in the plastic holders next to the mail boxes, can be submitted in the Association box. The current plan is to run the test in August and September. CII hopes the new itinerary will entice more residents to enjoy this valuable amenity.

Is there a proposed timeline?

August and September: Test the pilot runs.

August 9 Board Meeting and August 23 Board Work Session: Survey results to date will be reviewed in case minor changes are needed before the end of the run.

September 14 CII meeting will review the input on the shopping runs and make a recommendation to the Board.

What are the stops for the pilot?

- Copies of the schedule time and stops are available on the Montebello web site, in the plastic holders in each tower on the Lobby level, and on the shuttle bus.
- The north run stops are Huntington Metro, Chico's, Trader Joe's, Belleview Shopping Center's Safeway, Beacon Mall Giant, Walmart and return to Montebello. The only change to the present north run is the substitution of Trader Joe's for the Torpedo Factory.
- The south run test will have stops at Huntington Station, Target, Marshall's, Giant, Home Goods, Sherwood Hall Library, Safeway at Mount Vernon Square, Walmart and back to Montebello. The south run test will be on Mondays and Wednesdays.

What will happen to the data collected on resident feedback?

Based on resident feedback, the schedule may be altered during the pilot. This makes it vital that all residents who use this amenity provide comment to the CII. At the end of the pilot, the Committee will reassess the data and comments and report to the Board on a potential revised shopping run schedule based on resident input.

Why was the Huntington Avenue stop chosen over North King's Highway?

The North King's highway stop at the Kiss-N-Ride was temporarily eliminated because eventually, Montebello will only have emergency ingress/egress via the current route the bus now takes. The new turn around will be further down the road from Montebello's rear gate. Additional reasons: for people who have difficulty walking but are not in a wheelchair the escalator at N. Kings Hwy. from the train to the turnstile is extraordinarily steep. The situation is better at Huntington which doesn't involve two escalators; the elevator at Huntington has a better service record than the elevator down from N. Kings Hwy. to the turnstile; on the return from the Metro the elevator down to Huntington is more conveniently located than the elevator at the end of the platform going up to the turnstile, and then a second elevator ride is required to go up to N. Kings Hwy. This stop was the recommendation of the majority of the initial survey participants and the CII committee.

End of FAQ Sheet

Article from the August *Times of Montebello*

The shopping runs for the Montebello shuttle bus have not been updated since they began. Responding to residents' requests to modify the bus itinerary to include some of the new and desirable shopping opportunities in our area, the Committee on Innovation and Improvement (CII) designed a two-part survey to explore the possibilities for this amenity and making the new runs productive.

The first part of our two-part survey was open-ended to allow residents to contribute their ideas of an optimal itinerary. At the Board's suggestion, the first survey was sent to the Area Development Committee through Chair Fred Hechlinger. It was also sent to the Bus Club through Carole Hall. Bus Club member and regular rider Peg Hutchinson acted as our liaison and conducted a paper ballot questionnaire of bus run riders. As a result of two ideas contributed by survey participants, Target was substituted for Panera Bread in the proposed south run, and Friday was selected as the day for the north run.

The north run stops are Huntington Metro, Chico's, Trader Joe's, Belleview Shopping Center's Safeway, Beacon Mall Giant, Walmart and return to Montebello. The only change to the present north run

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The second part of CII's community wide survey will include a web survey. Paper ballots, which are available on all bus runs and in the plastic holders next to the mail boxes, can be submitted in the Association box. The current plan is to run the test in August and September. CII hopes the new itinerary will entice more residents to enjoy this valuable amenity.