

DRAFT FAQ

	Question	Answer
1	What are the Suggested Routes to Schools Map?	The Suggested Routes to Schools Maps is a collaboration between the Los Altos School District, Montclair Elementary School and the City of Los Altos. There is one map per school. These maps represent typical routes getting to school from within the school's attendance boundary. Maps are available at each school's website.
2	How do I request a crossing guard for an intersection on a route to school?	Please contact your school's Principal. The Principal will request that the Los Altos School District work with the Los Altos Police Department to determine the need for a crossing guard at that location.
3	Who manages the Crossing Guard program?	The Los Altos Police Department.
4	How can I get a new crosswalk installed?	Please contact the Engineering Division at 947-2780. Engineering staff will conduct field observations and collect data to determine need of the crosswalk.
5	What's the process for requesting a new bike lane?	Please contact the Engineering Division at 947-2780. Engineering staff will conduct field observations and collect data to determine feasibility and need of the bike lane.
6	I'd like to install a bike rack in front of my business – what's the process?	The process to install a bike rack includes issuing a Special Encroachment Permit. Typically a plan drawing is required identifying the business site and location of the proposed bike rack. Please contact the Engineering Division at 947-2780 to further discuss the requirements of the special encroachment permit.
7	How do I report a malfunctioning traffic signal?	Please contact the Engineering Division at 947-2780. Please identify the location of the intersection, time of day and issue with the traffic signal.
8	How can I make a suggestion for road improvement or report a traffic issue?	Please contact the Engineering Division at 947-2780. Please identify the location, description of improvement or issue to be addressed.