From:	Planning Public Comment
Sent:	Monday, March 2, 2026 2:18 PM
To:	Jared Pono; Planning Public Comment
Cc:	Rebecca Bustos; Afshan Hamid; Kranti Kapur; Lesley Xavier
Subject:	RE: Public Comment for NURC Meeting

Good Afternoon Jared,

This is to confirm your email has been received in the Planning Division and by way of my reply I am including the appropriate staff for their review.

Please note, your comments will be part of the public record on this item.

Thank you for taking the time to provide your input.

Regards,

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Community Development Department | Planning Division
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Santa Clara
The Center of What's Possible

From: Jared Pono <jcpono14@icloud.com>
Sent: Monday, March 2, 2026 10:01 AM
To: Planning Public Comment <PlanningPublicComment@santaclaraca.gov>
Subject: Public Comment for NURC Meeting

> You don't often get email from jcpono14@icloud.com. Learn why this is important

This is the public comment I'll be making at the University Relationships Committee. My name is Jared Pono. I'm a resident, and I had important improvements in mind for the app. I'm surprised that, in 2026, such a large university lacks a dedicated app team. I wanted these improvements—like live parking updates to prevent students blocking my driveway, and reminders about the non-smoking campus, because I still see people smoking on campus in 2026, even though it's been non-smoking since 2015. We have this app, and it's not being used for that. I thought these improvements could integrate with the app, but the non-smoking campus isn't reflected, and the app has been around since 2013. It had updates in 2013, but now it's 2026 and there's nothing new. Since we have the app and it's not being used for these things, I wanted to handle it internally. If I see issues—like the trash cans on my street not being pulled in after certain dates—I

know to call Steve Ross, and he handles it. But with the app, I went to IT; they said I needed a login. ACCESS tried to give me a code, but I'm not a student. They sent me back to IT, and IT told me to submit feedback on the app. I tried talking to the web team the week leading up to January 30th, and I followed up again on February 9th, after the Super Bowl. The web team gave me a generic response, and no one followed up. This went nowhere, and I know we can do better. The fact that there's no clear lane for app development is shocking. That's why I'm bringing this to the committee—because I think we can do better.

Sincerely,

Jared Pono