
From: You You Xue
Sent: Tuesday, May 14, 2024 3:31 PM
To: City Council
Subject: Public comment 14 May 2024 council meeting

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To the CLERK: I would like these comments to be read in during the PUBLIC COMMENT time. I have prepared these comments to be under three minutes if read aloud.

Dear Mountain View City Council,

This is You You Xue (*pronounced yo-yo sh-way*) from Millbrae. I am opening a new restaurant in Mountain View at The Village at San Antonio Center. I previously addressed you over Zoom at your January 23rd, 2024 meeting. I expressed my dissatisfaction with how difficult it has been to obtain planning and building approval and permits to start a business in Mountain View. Unfortunately, our experience in getting our permits has not improved at all.

I am unable to join the meeting today in person. However, I still wanted to express my ongoing frustration with the inefficiencies that we are experiencing. When I chose Mountain View as the next expansion destination for my restaurant group, I expected to have our 3 million dollar investment into a world class restaurant welcomed and facilitated to the furthest extent possible. After all, we are creating an amenity that will bring a mixed-use development to life, and will benefit thousands of Mountain View residents who are looking for delicious Chinese food.

Instead, we have been burdened with unbelievably long timelines for plan review, phone lines that always go to voicemail, and nonsensical comments on our designs. For example, the Building Department staff rejected our first set of plans, and gave us a hard time about the state of our sewer lateral, claiming that the age of our sewer lateral likely meant it was time to install a replacement. Just to be clear, the sewer lateral they are referring to was installed just months ago with the construction of The Village. We were planning on opening by Valentine's Day, and that was pushed back to Memorial Day, and now I feel we'd be lucky if we can open by Christmas.

The City must do better. Not for us, because we have already suffered this process, but for others looking to invest in the City of Mountain View. Small business investment should be *facilitated* and not *obstructed*. The City can hire additional staff to shorten extraordinary timelines, institute policies that require responses to phone calls, and have a public portal where stakeholders can see expected review times. The City can also provide timeline preference to less-complex projects and prioritise first-generation tenant work at new and critical developments like San Antonio Center. Finally, the City must seek to reduce red tape, and identify ways to reduce the burden imposed on small businesses whilst still maintaining the integrity of building and planning reviews.

We are disappointed by this entire experience and still have not gotten our permit, but we are nonetheless looking forward to welcoming everyone to our grand opening, whenever that may be. If any Councilmembers feel they can assist us or other similarly situated tenants on this matter, I ask that you reach out to me directly. Thank you and good evening.