

## Tammy Cloud-McMinn

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**From:** Council Internet Email  
**Sent:** Tuesday, June 11, 2024 8:10 AM  
**To:** City Clerk  
**Subject:** FW: Agenda item 14 on Windsor Pointe progress

All Receive - Agenda Item # 14  
For the Information of the:  
CITY COUNCIL  
Date 6/11/24 CA  CC   
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**From:** Bradford Robbins <bradfordrobbins@gmail.com>  
**Sent:** Monday, June 10, 2024 8:29 PM  
**To:** Council Internet Email <council@carlsbadca.gov>; Scott Chadwick <scott.chadwick@carlsbadca.gov>; Mandy Mills <Mandy.Mills@carlsbadca.gov>  
**Subject:** Agenda item 14 on Windsor Pointe progress

Dear Carlsbad City Council Members,

I hope this email finds you well. I am writing to encourage council and staff to keep a focus on safety and service metrics for Windsor Pointe.

It is good to see the positive actions being taken to address the issues at Windsor Pointe, however there is a large gap between what the police chief and our housing director recommended versus what has been implemented.

The hope is the number of police calls have dropped, that residents are feeling better about the level of support and the surround community is seeing improvement, but how would we know?

There is an adage that says, "you can't improve what isn't being measured". It would be helpful to get some regular status on the metrics, and some work done to define what is important to measure.

Best regards,

Brad Robbins, Carlsbad Resident

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