

I called into the non-emergency line earlier today because as I made my way to work I noticed some property damage along my usual route. I met with Deputy's Gentry and Alpy shortly after the call, at the location of the crimes, and discussed what I saw as I left my office yesterday, and then what I saw this morning. Certainly, the expectation would be for them to be polite and professional with me, but they were personable, and I greatly appreciate that. I am not one for political correctness, nor muted communication from my government, and that they were interactive and willing to provide character to the conversation meant a lot to me as a citizen of Loudoun County. Their style made the conversation flow, and objectively, I believe their approach would make any interaction with the public that more productive. I'm grateful they responded so quickly to a non-emergency, and were very quick to establish a potential timeline, and where they may be able to retrieve camera footage to locate possible suspects. We've had several incidents like this around my office park over the past year, not all damage related, but nonetheless, crimes that are misdemeanors, and that create eyesores for all. In addition, much of the area businesses cater to families and children, and while this incident would not singularly deconstruct our appearance, the crimes I've noticed in my time here collectively do, and I know other people are aware of at least some of them. I also know from my professional background that with these types of crimes there would be very little in the way of leads to follow-up on, so all they can really do is observe and report. Still, that they were willing to exercise that extra effort just to see if they could resolve the criminal report with a result is very meaningful. There are other parts of the country where this level of effort is discouraged. I'm not sure if it says a lot about the Sheriff's Office policies, but it definitely says a lot about these two deputies and their willingness to leave no stone unturned. I am very grateful that these two deputies are willing to investigate the petty crimes that are occurring in the area around my office, and my experience with them tells me that I'm well protected by personable, professional, and polite deputies. And that means a lot to me.

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I want to thank both officers for their courteous, professional, informative and effective conduct when they responded yesterday morning to another neighbor's complaint about a large commercial vehicle parking on our residential street continuously for the last several weeks. Over the past 28+ years we have lived in this house, we have always appreciated the quality service your department provides. My interaction with these two officers yesterday morning only reinforces our opinion and I wanted to give you feedback on high level of service I experienced. Please pass on my appreciation to the officers. Thank you!

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I was driving home after a long day at work, and was pulled over for my front right headlight being out. It wasn't out when I had driven in to work, early that A.M. Officer Haimerl pulled me over on Claiborne, and issued a warning. He was very professional and courteous. Upon returning from writing the citation, he thanked me for my service (U.S. Navy, 2005-2011). I was very appreciative of his thoroughness and professionalism. I just wanted him to know that I went out that next morning got a replacement headlight and installed it (did them both, actually, just to be safe). Thanks again, Sir!

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Officer was extremely professional and competent at his job. (Deputy T. P. Alpy)

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Cell phone in pocket and bumped it by accident without knowing it went into emergency mode. The two officers were very professional and explained why they arrived at the house in depth. Officers on the force is an asset to the Loudoun County Sheriff's Office and more importantly, to the community. Also, it was noted that anything I may need and or questions, please call. Officer Gentry will be on patrol in the area. I sincerely commend these two Officers and the Loudoun County.

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Deputy Ronald Beach assisted in the investigation of a multi-vehicle accident yesterday at the intersection of Legacy Park Drive and Belmont Ridge Road. Deputy Beach was professional, courteous, and projected a positive image of the LCSO. Please pass along our family's thanks for a job well done.

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Officer Bradley pulled up to assist with a flat; extremely helpful and courteous. Didn't leave until car was back in motion! Thanks!

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Deputy Alpy sent another deputy to pick me up at my home in order to retrieve my car which had been missing. When I arrived at the location of my vehicle, Deputy Alpy was most courteous and helpful in explaining what had happened to the car and the individuals who were involved in the taking of the vehicle. He went out of his way to take care of me and to explain everything. Kudos to him and to the other deputy (whose name I don't have) for being such exemplary employees of the LCSO. You can be justifiably proud of such stellar employees. Thank you so much.

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I've had an issue for the past year of a neighbor parking too close to my driveway, not allowing me to put out the recycling/trash and making it difficult to turn in to, or back out of my drive. I've asked her to please back up...she refuses. So, I called the non-emergency number today and Deputy Smith called when she arrived. The neighbor had JUST left to go pick up her child. We spoke, and I showed her pics of the car being too close. She agreed and told me to call next time she's parked there. Said woman pulled up about that time and saw us talking and made sure she parked in a more appropriate way. She came out of her vehicle and began escalating the issue by screaming at us. Deputy [Casey] Smith was quick to have me move back to my house as she told the woman to calm down. After the neighbor left, Smith came back to talk with me and told me that it's obvious with her escalation that she's trying to get me irritated. I

told Smith that I don't fight... "i'm a lover not a fighter" and would call them should she try anything further. Smith was kind, considerate, compassionate, honest, and amazing with quick conflict resolution!! I am a counselor and teach conflict resolution (called conscious communication versed in non-violent) and Smith astounded me with her grace at this particular skill. I felt it was important to commend her for being so kind, knowledgeable, and her ability to handle the angry woman. People need to know when they do things well!!

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Dear Sheriff Chapman and Captain Ahlemann,

I apologize that it has taken me so long to write you, I had wanted to do so immediately but life just happens. Early in the morning on May 13 this year (Mothers Day), our family was startled awake by a break in on our property in Lovettsville. Within 10 minutes from me dialing 911, Deputy Ambrose was putting one of the burglars we had detained in cuffs. Deputy Ambrose and Deputy Nelson were amazing, they were very thorough despite the torrential downpour that occurred just after they arrived and continued throughout their time here. Not only did they do an amazing job in their investigation, but they were wonderful to my family. Even though our children are older (the youngest is 16) they took time to talk to them and make them feel safe. Deputy Nelson took time to take my calls about a shoe we found in our neighbors yard that belonged to one of the burglars that got away, and when we found the car down the street matching the description of the car they used that night. He could have let me go to his voicemail, especially since he should have been off several hours earlier that morning. He also took time to talk to my husband and I after we saw the burglar who got away at the store later that day. He was kind enough to follow up with us and let us know what was going on throughout their investigation as well. I know it is their job, but in our opinion they went above and beyond. We wanted to praise your officers for being not only great officers, but also great men! It can be a thankless job and they often do not get even a thank you, they deserve much more!

Sincerely,

[REDACTED]