

August 11, 2019

Sherriff of Loudoun County 803 Sycolin Rd. SE Leesburg, VA 20175

RE: Commendation Dear Sheriff:

My wife and I are new residents to the county. In the early morning of August 7th I took my wife to

Inova Loudoun Hospital. When she was released around 3 am I asked the discharge nurse how to get back to Ashby Ponds. She printed out a map which was not much help as reading road signs in the pitch black of night is almost impossible. One of your Deputies pulled up about this time and I saw her talking to him. The next thing we know, she informed us that he would lead us back to Ashby Ponds!

My son is a police officer and I know they have a lot on their plate. For him to do this for complete strangers reinforces my faith in mankind! I do not know his name or cruiser# but am sure you can probably track him down by the time and location. He deserves a letter of commendation in his file for taking the time to help a newcomer out!

Thank him for my wife and I.

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My wife and I, son, his wife and his 2 children attended Children's Day at Leesburg Village. To say the least they had wonderful experience your officers were cordial, approachable and informative. My grandchildren were reluctant to attend but when there did not want leave. We especially liked the Forensic officer who has a gift with small children. He was funny and keep the children engaged throughout his talk. My son and his wife are both scientist and were impressed with the technical aspects of your team and their ability to communicate highly technical details to people who are highly technical. Officer Tyler Bradley and Sgt. Vermeer seem to our friends now as we met them the other night at the Quarterly open House at Ashburn. We realize what a difficult you team has. Please be ware you have our full support and appreciate your to reach out to the community.

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I am diabetic, and I was on my exercise walk when my sugar when down severely, plus with the heat was beginning to overheat. I knew that I was about to collapse, fortunately Officer Rounds was driving buy and I flagged him down. He immediately started to help me, told me to sit down and got more information from me. He called for an ambulance. He asked me if sugar would help me, when I nodded he went to his vehicle and from his own lunch box gave me two apple sauces and a granola bar, by the time the ambulance arrived, although my blood sugar was still low, I had passed the danger point. all the time we spent waiting for the EMT, officer Rounds was very comforting and reassuring. Being diabetic, specially in the stage I am, can be very dangerous and unassisted even fatal. What impressed me the mos, was Officer Rounds professionalism and empathy all throughout. About a week later he came to our home to check up on my condition. I wasn't home but my wife was very impressed with Officer Round professionalism and true kindness. Our eternal gratitude and best wishes to Officer Buck Rounds and everyone in the Loudoun County Sheriff's office. God bless you all.

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One of my tires went flat when I turned onto Algonkian Parkway and while I was trying to change the tire Sergeant Martin pulled up behind me and asked if I needed assistance. He noticed I had my

kids with me and asked if they needed something to drink because it was really hot.

After my oldest said yes, Sergeant Martin contacted Deputies Franco and Hernandez to bring drinks for my kids.

In the meantime I was having trouble changing my tire and Sergeant Martin suggested that he could call a tow truck to assist me.

Sergeant Martin along with Deputies Franco and Hernandez exemplified dedication to public service and I truly appreciate their assistance. They made a very stressful situation a little easier.

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My wife and I had an unfortunate experience with a roofing contractor who fled with our materials deposit. As we later found out he was unlicensed, so we had no recourse from the state recovery fund. (He gave us a license number. But it turned out to be just a business license, not the required contractor's license. Lesson learned!)

Enter Sheriff's Deputy Juan Vargas. The very first thing he said when he came to take our report was, "I'm so sorry this happened to you." Then he got down to business and said, "Please tell me what happened, and we'll see what we can do. □ And for the next 45 minutes, he took our report, went through our paperwork and helped us build our case. He then returned to his vehicle for a short time to use his computer and came back with the exact case law which had been broken. He advised us that to complete the case, we needed to send a "demand letter" via certified mail with return receipt requesting return of the deposit within 21 days.

Deputy Vargas gave us his email address and kept in touch with us during that time. After the required 21 days had expired, he filed the case and an arrest was quickly made. To make a long story not much longer, the case snaked its way slowly through the court system with a bunch of hearings and continuances. But the bottom line was that the case Deputy Vargas turned over to the LC Commonwealth's Attorney's Office was airtight, and gave the prosecutor a lot of leverage. After about nine months, every penny we lost had been returned to us, and we were made whole.

From what I understand, making full recovery in an unlicensed contractor fraud case doesn't happen very often. But thanks to Deputy Juan Vargas' hard work and attention to detail, combined with the pressure exerted by the LC Commonwealth's Attorney's Office, we were the exception. I was impressed with Deputy Vargas' compassion and professionalism, and it is front-line first-responders like him that give the LC Sheriffs Office it's stellar reputation. Good work LCSO. Good work LC Commonwealth's Attorney's Office. And good work Deputy Juan Vargas!

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I just wanted to express our sincere gratitude and thanks to the LCSO for the manner in which they've handled matters of concern pertaining to the upkeep of safety of our neighborhood. There have been several "incidents" of a non-emergency nature that were reported in our neighborhood in the past, to which the LCSO has always responded promptly, and addressed the incident in a swift and efficient manner. Regardless of the fact that these incidents were primarily of a non-emergency nature (but yet. still of some concern!), the office, as well as the deputies themselves, has always treated these situations with as much importance as if it were actual emergencies. The deputies, in each situation, have conducted themselves in an extremely professional and courteous manner towards all parties involved. I speak for everyone in our immediate neighborhood, when I say "thank you!", very sincerely, for your service and for striving to keep our neighborhoods safe! Your efforts are truly appreciated!

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