

Dear Sheriff Reynolds and Commissioner Leacock,

I am writing as a concerned resident regarding the repeated mailbox thefts occurring in and around the River Crossing community, as well as what many residents perceive to be a lack of meaningful investigative follow-up after these crimes are reported.

Over the past several years, residents have repeatedly provided law enforcement with video footage, photographs, suspect descriptions, vehicle information, and license plate numbers connected to mailbox theft incidents. Despite this, many residents feel there has been little visible investigative progress, communication, or accountability related to these cases.

Examples include:

- March 17, 2024 – Multiple mailbox break-in attempts were captured on video surveillance, including clear images of the suspects and vehicle license plate information. Reported under case #2403-3637.
- October 27, 2025 – A mailbox break-in at the sports park mailbox location was witnessed directly by a resident. Video footage and license plate information were provided to the Sheriff's Department under case #2510-5369.
- March 28, 2026 – Mailboxes on River Way were reportedly broken into and mail was stolen from numerous residents. Multiple reports were filed with the Sheriff's Department.
- April 24, 2026 – Another mailbox break-in occurred. Residents immediately provided responding deputies with video evidence, photographs, and suspect vehicle information while the suspects were still believed to be nearby. Bulverde Case 26-04876 Comal County 2604-5119
- April 29, 2026 – An attempted mailbox break-in near the Club on River Way was captured on video, including clear images of the individuals involved and the vehicle license plate. Reported under case #2604-6588.

Residents understand that law enforcement resources are limited and that not every investigation results in an arrest. However, many in the community are struggling to understand why incidents involving identifiable suspects, vehicles, and video evidence appear to receive limited follow-up or investigative attention.

Mail theft is not a minor inconvenience. It exposes residents to identity theft, financial fraud, stolen checks, and significant personal hardship. Repeated incidents also erode public confidence and create the perception that organized theft activity can continue without consequence.

As residents and taxpayers, we respectfully ask for:

- Greater investigative follow-through on reported mailbox theft incidents
- Improved communication with victims and the community regarding case status
- Increased patrol presence in affected areas during high-risk periods
- Coordination with federal postal inspectors where appropriate
- A public discussion regarding what additional steps can be taken to better protect residents

We appreciate the difficult work performed by law enforcement officers every day and recognize the challenges involved in policing a growing county. Our goal is not criticism for the sake of criticism, but rather to ask for greater urgency and accountability regarding a recurring issue that continues to impact many families in our community.

Thank you for your time and attention to this matter.

Sincerely,

[Resident Name]
[Address or Neighborhood Section, Optional]
[Phone or Email, Optional]