

**E2401800627 - MSG - POLICE ADMINISTRATIVE MESSAGE**  
**WESTFALL RD/MT HOPE AVE ROC**

Unit ID	Car ID	Agency	Dispatch Group	Status	Time	Employee	ID	Terminal	Location	Comment	Unit Devices	Employee Devices
135B		CTYP	RPS	DP	08:40:05		8004	pd12	WESTFALL RD/MT HOPE AVE ROC			
135B	135	CTYP	RPS	AM	08:56:31		811459	\$135B	WESTFALL RD/MT HOPE AVE ROC			
135B	135	CTYP	RPS	UE	08:56:31	CLARK , COREY	811459	\$135B	WESTFALL RD/MT HOPE AVE ROC			
135B	135	CTYP	RPS	DC	08:56:31	CLARK , COREY CLARK , COREY CLARK , COREY	811459	\$135B	WESTFALL RD/MT HOPE AVE ROC	Device 0003705E/MDT/Default System System added for employee 811459.	0003705E/MDT/Default System (811459),0003705E/MDT/Default System (811459),0003705E/MDT/Default System (811	
135B	135	CTYP	RPS	UC	08:56:38	CLARK , COREY	811459	\$135B	WESTFALL RD/MT HOPE AVE ROC	GPS SIGNAL STRENGTH HIGH	0003705E/MDT/Default System (811459)	
135B	135	CTYP	RPS	AM	08:57:35	CLARK , COREY	811459	\$135B		officers are onscene	0003705E/MDT/Default System (811459)	

1 PSS 24-0084  
2  
3  
4  
5

6 ALLEGATION: Improper Procedure  
7  
8  
9

10 PERSONNEL: Officer Fantigrossi  
11  
12

13 STATEMENT OF: MS. LAN NGUYEN-SANTIAGO  
14  
15

16 DATE: February 9, 2024  
17  
18

19 TIME: 10:46 a.m.  
20  
21

22 PLACE: Professional Standards Section  
23 846 South Clinton Avenue  
24 Rochester, New York  
25

26 PRESENT: Sergeant Joshua Kelly, PSS  
27 Sergeant Michael Collins, PSS  
28 Christina Kelley, ASL Interpreter  
29 Margaret Jennings, Deaf Interpreter  
30 Rachel Tozzi, Case Worker Advocate  
31  
32

33 REPORTED BY: Linda Farnum  
34 Police Stenographer  
35  
36

1 LAN NGUYEN-SANTIAGO, having first been duly sworn, was  
2 examined and testified as follows:

3 **EXAMINATION BY SERGEANT KELLY:**

4 Q. Ms. Nguyen-Santiago, prior to this statement I  
5 gave you an advisement form. Did you read and understand  
6 this form?

7 A. Yeah.

8 Q. Did you sign the form?

9 A. Yes.

10 Q. For the record, please state and spell your full  
11 name?

12 A. Lan, L-A-N, Nguyen, N-G-U-Y-E-N, hyphen,  
13 Santiago, S-A-N-T-I-A-G-O.

14 Q. What is your address?

15 A. [REDACTED]

16 Q. What is your age and date of birth, please?

17 A. [REDACTED]

18 Q. Ms. Nguyen-Santiago, your statement today is  
19 regarding a complaint that has been filed against a member  
20 of the Rochester Police Department. Can you state the date  
21 and time this incident occurred?

22 A. January 18, 2024.

23 Q. And do you know approximately what time?

24 A. I had dropped my husband off, I was stopping to  
25 get gas, and the accident was 6:29 in the morning.

1 Q. Can you state the name of the officer involved?

2 A. I do not. I don't remember who he is.

3 ADVOCATE TOZZI: Do you want -- I have the  
4 information. Do you want me to add the information that we  
5 know from this or just not?

6 SERGEANT KELLY: Where is she gaining the  
7 information from? Is it from the report?

8 ADVOCATE TOZZI: I have a copy of the form she  
9 had filled out, so it's the report. Do you want -- the  
10 police report. Do you want us to use that or --

11 SERGEANT KELLY: We can use the last name on it.

12 Is this the name right here?

13 ADVOCATE TOZZI: Yup. There we go. Yes, that's  
14 what I have.

15 SERGEANT KELLY: For the record, the report  
16 is authored by Officer Ryan Fantigrossi,  
17 F-A-N-T-I-G-R-O-S-S-I, badge slash ID number 2033.

18 MS. NGUYEN-SANTIAGO: oh, I did not see that. I did  
19 not notice that that day. Learning something new that  
20 there's -- officers have those numbers on them.

21

22 **EXAMINATION BY SERGEANT KELLY:**

23 Q. Can you describe the officer to me?

24 A. Gentleman, tall, um, thin, actually kind of about  
25 the same as the deaf interpreter who's sitting here.

1 Q. Okay.

2 ADVOCATE TOZZI: Do you remember the skin color?

3 Do you remember --

4 MS. NGUYEN-SANTIAGO: Yeah, the same as everybody  
5 here. Light brown skin tone.

6 SERGEANT COLLINS: Pause for a minute.

7

8 (There was a pause in the proceedings.)

9

10 **EXAMINATION BY SERGEANT KELLY:**

11 Q. Lan, can you state what the officer's car number  
12 was?

13 A. No, but it's on the report, right? I didn't see  
14 it, but I'm assuming that it's on the report somewhere.

15 SERGEANT KELLY: We're just trying to get  
16 clarifying questions, what she can remember.

17 ADVOCATE TOZZI: You don't have to worry about  
18 going into great detail, the officers will ask --

19 SERGEANT COLLINS: Yes.

20 ADVOCATE TOZZI: -- to be able to get the answers.  
21 So don't worry about trying to remember everything.

22 MS. NGUYEN-SANTIAGO: Yes.

23

24 **EXAMINATION BY SERGEANT COLLINS:**

25 Q. And, Lan, was there only one officer present?

1           A. Just one. Well, there were two police cars so  
2 two officers, but only the one that I spoke with. The other  
3 one, I don't know who that was. I didn't meet the other  
4 person that was there.

5           SERGEANT COLLINS: okay.

6

7 **EXAMINATION BY SERGEANT KELLY:**

8           Q. Can you explain to me what happened on that day?

9           A. So, as I said, I dropped my husband off at work.  
10 I needed to put gas in the car. I got onto Westfall after I  
11 had put gas in the car, and Mt. Hope, that intersection.  
12 There's a gas station right there, there's a Burger King  
13 right there. So I got to the light. The light was green.  
14 I made sure nobody was coming. I pulled out. And next  
15 thing I knew, my car was jolted. I was trying to hold onto  
16 it because it was slick, so I was sliding a little bit. The  
17 car ended up being tilted sideways. When I got out later on  
18 I found out the tire had been blown or something had  
19 happened with it. So the front of the car was okay, but the  
20 back, where I was hit on the side, was damaged. I tried to  
21 grab my phone to be able to call the police. My phone had  
22 slid across the car. I had to find it. It was all bashed  
23 up. It was very very cold. So I tried to call the  
24 officers, as I said, after I finally got my phone. I tried  
25 calling 9-1-1. They asked where the accident happened. I

1 had to look around because I didn't know the name of the  
2 streets that I was on. But I told them where I was. And  
3 then I said very clearly to them, I am deaf, I need you to  
4 bring an interpreter. At 6:44 the officer showed up, and he  
5 kind of motions to me. He says, I'm here. And then  
6 something about deaf. And then he told me to wait. That's  
7 all I got from him. And then he gestured that he needed my  
8 ID, he needed something else, and --

9                   INTERPRETER KELLEY: Okay. Clarification for the  
10 record, gentlemen. The person that Lan was talking to was  
11 the woman of the other car. She had left. She came back.  
12 And she is the one that said, give me -- you know, she  
13 tried gesturing with me, I need a picture of your ID and  
14 then we can go, we're done. That's basically what she was  
15 saying at the time. She was talking the whole time. I  
16 didn't understand a word she said. She just kind of  
17 gestured that she needed, obviously, my driver's license.  
18 She used a lot of gestures, you know, showed me a picture  
19 and everything. And then she said, we'll just go, we'll  
20 take off. And I said, no. No, no, no. We're staying. So  
21 this was before any officer had shown up. So I then waited  
22 for the police to show up. They finally came. They took  
23 the picture of my ID. They got the ID. He kept coming  
24 back and forth talking to me. My daughter was with me in  
25 the car. So he kept coming back. By that point my

1 daughter was with me in the car because my husband had  
2 called her. After I called him to say I was in an accident  
3 he called my daughter to come and be with me. So my  
4 daughter had seen what the car looked like. As I said, it  
5 was tilted because it wasn't going anywhere. The other  
6 woman who was the driver kept coming back trying to talk to  
7 us. And then she kept saying to my daughter, your mom's  
8 ID, I want your mom's ID. And I kept saying, no, I want to  
9 wait for the police to come. I want to wait for the police  
10 to come. So we waited for the police to come. We stayed  
11 in our separate vehicles waiting. And then somewhere  
12 around 8:20 maybe is when an officer showed up. And he  
13 came over. And he looked at the cars. But the whole time  
14 he's talking, I didn't understand. He tried to write  
15 something down, and I didn't understand what he had written  
16 down to me because, again, English is not my first  
17 language. So I didn't understand what was being said.

18 ADVOCATE TOZZI: If I could interrupt for just  
19 one moment.

20 SERGEANT KELLY: Let's take a brief pause.

21  
22 (There was a pause in the proceedings.)  
23

24 **EXAMINATION BY SERGEANT KELLY:**

25 Q. When the officer walked up to the vehicle, was

1 your daughter already there?

2 A. My daughter was in her car. I was in my car.  
3 Because the gas station was right there. So that's where we  
4 were. The accident happened right near the gas station. So  
5 my daughter was --

6 INTERPRETER JENNINGS: Just clarifying.

7 A. My daughter was sitting in her vehicle. I was in  
8 my vehicle. The police showed up. He walked over to my  
9 car. My daughter was still in her car --

10 Q. Okay.

11 A. -- when he started talking.

12 Q. What happened with the interaction between the  
13 officer and you?

14 A. So the police came over. He's talking. I  
15 indicated to him that I'm deaf. I tried to say again that I  
16 had asked for an interpreter. He wrote something down. And  
17 I did not understand what he wrote. But I finally  
18 understood that what he was trying to ask me was about the  
19 light, if it was green or not. And that, yes, the light was  
20 green, that's why I was going. And then he kept talking.  
21 And he wrote -- he had written other things, but I didn't  
22 understand, except that he was asking me if the light was  
23 green.

24 Q. Okay.

25 A. He also asked --

1           Q.    Let's slow down for just a second.  we're just  
2 going to take it a little bit slower.  That way we can get  
3 some clarifying questions in-between.

4           A.    Okay.

5           Q.    How did the officer know that you were deaf?

6           A.    Well, he was talking and talking and talking, and  
7 I kept indicating to him, I'm deaf, I'm deaf, I'm deaf.  I  
8 couldn't hear him.

9           Q.    Okay.  How did you request an interpreter?

10          A.    When I called 9-1-1, I asked them to bring an  
11 interpreter.  So when I called at 6:29, when I called them,  
12 I told them I'm deaf, I need an interpreter.

13          Q.    Did you ever ask the officer on scene for an  
14 interpreter?

15          A.    I tried as best I could to gesture to him, I'm  
16 deaf, I would like an interpreter.  And so I gestured to him  
17 trying to make him understand I didn't understand what he  
18 was saying, and I needed somebody else there.

19          Q.    Did you have a card or anything that indicates  
20 that you're deaf and need an interpreter?

21          A.    No.

22          Q.    Did you present him with a -- did you present him  
23 with a piece of paper with a map drawn on it of the  
24 intersection when he first walked up?

25          A.    Yeah.  He was still talking talking talking, and

1 I did show him what I had drawn.

2 Q. And you put the positions of the vehicles on the  
3 map?

4 A. Yes. Because, again, he's still talking. I  
5 didn't understand anything he was saying. So all I could do  
6 was just show him the paper that I had written on.

7 Q. Did he pause during that time and you were able  
8 to communicate what was on the map?

9 A. I texted my daughter and had her get out of her  
10 car and come to us so I could figure out what he was saying.  
11 I didn't understand. He wanted my ID. There was something  
12 else he was saying I didn't understand. So the only way  
13 that we did understand each other was that my daughter came  
14 over and had to provide communication for us.

15 Q. Did he ever ask your daughter, can you please  
16 communicate for me and interpret for me?

17 A. I have no idea if he said it to her or not  
18 because I'm deaf. So I don't know what he said to her. And  
19 my daughter, once she got there, I was totally out of the  
20 picture. The two of them talked back and forth. I had no  
21 idea what was going on. I asked my daughter what was  
22 happening, but my daughter was talking with him. Because I  
23 had no idea what was going on. I mean, it should have never  
24 happened because I had no idea what was going on. I  
25 couldn't communicate. If there was an interpreter there as

1 I asked, I would have understood everything that was going  
2 on. But there was no interpreter, so whatever was happening  
3 between the two of them, their conversation, I have no idea.  
4 And if I asked my daughter, my daughter did not -- did not  
5 fill me in. I just kept saying, what's going on, what's  
6 going on. And she said, just wait, Mom, just wait, Mom,  
7 just wait. So I sat and waited. So I was basically on  
8 hold.

9 Q. Did you have a chance --

10 A. I know that the law says that if you ask for  
11 accommodations, you should bring someone. And, so, I know  
12 that I said to 9-1-1 I needed someone there.

13 Q. Did you have a chance to review the accident  
14 report I sent you in the mail?

15 A. I didn't understand it. I mean, I saw it, but,  
16 as I said, I don't understand English. That's why the  
17 advocate is here to be able to help with that, because I --  
18 no, I did not understand it. I looked at it. But it's very  
19 difficult for me to understand because it was in English.

20 Q. Did the advocate help you to understand it?

21 A. Yes.

22 Q. Was it accurate?

23 A. Yes.

24 SERGEANT KELLY: Okay.

25 Do you have any questions?

1                   SERGEANT COLLINS: Yes.

2                   SERGEANT KELLY: Sergeant Collins is going to ask  
3 you a few questions.

4

5 **EXAMINATION BY SERGEANT COLLINS:**

6                   Q.     I just have one question, just for clarification  
7 purposes.

8                   You mentioned that you gestured to the officer  
9 that you needed an interpreter. My first question is, how  
10 did you gesture to him? And, also, do you recall when you  
11 gestured? Was it at the beginning of the interaction, was  
12 it in the middle, was it at the end?

13                  A.     I remember --

14                  INTERPRETER KELLEY: Sorry. Third language.  
15 We're trying to get there. Okay.

16                  A.     The minute he came up I let him know I didn't  
17 understand, I'm deaf. And I made as many hand gestures as I  
18 could trying to get him to understand I didn't understand  
19 anything he was saying, that we needed somebody else there.  
20 So I pantomimed it, did everything I could trying to get him  
21 to understand, I don't understand what you're saying.

22                  SERGEANT COLLINS: Thank you.

23                  MS. NGUYEN-SANTIAGO: You're welcome.

24                  SERGEANT KELLY: One further question.

25

1           **EXAMINATION BY SERGEANT KELLY:**

2           Q.     Did Officer Fantigrossi issue a citation or  
3     ticket to you?

4           A.     I got a big piece of paper. I don't know if --  
5     he gave me a piece of paper.

6           Q.     Is this similar to the form?

7           A.     Yes. Yes, that.

8           Q.     Okay. This is an Accident Exchange Form. It's  
9     not a citation or ticket.

10           SERGEANT KELLY: For the record, it's Accident  
11     Information Exchange Form for CR#24-012063.

12           INTERPRETER KELLEY: And then, Sergeant Kelly,  
13     while you were reading that, the interpreter clarified with  
14     Ms. Santiago that that was the only paper that I got, and I  
15     got it -- the officer gave it to my daughter, and my  
16     daughter gave it to me. But, other than that, that was the  
17     only paper I got that day.

18

19           **EXAMINATION BY SERGEANT KELLY:**

20           Q.     Okay. Is there anything else during this time  
21     that Officer Fantigrossi did?

22           A.     No, because after that he gave me the paper.  
23     Well, he gave my daughter the paper. I got the paper. He  
24     said, we're done, going home -- go home. I'm just happy  
25     that nobody was really seriously injured. That's all that I

1 was worried about at that point. But that was it.

2 Q. Is there any other further complaint about his  
3 conduct on scene?

4 A. To be honest, I don't know what his demeanor was  
5 like because I don't understand what he was saying. So, I  
6 mean, he was fairly calm, is what it looked like. But, if  
7 he said anything that would have been wrong, I don't know.  
8 And he didn't seem angry. He just didn't communicate with  
9 me.

10 SERGEANT KELLY: Sergeant Collins, do you have  
11 any further questions?

12 SERGEANT COLLINS: I don't.

13 SERGEANT KELLY: Okay.

14 At this time do you have any questions, Advocate  
15 -- I'm sorry -- Rachel?

16 ADVOCATE TOZZI: No questions, but I did want to  
17 add the one note that we had is that, that day was snowy.  
18 It was icy. It was slick out. And that's what we believe,  
19 you know, from that -- that's what we're thinking what the  
20 accident was caused by.

21 I do want to clarify that when she called 9-1-1  
22 -- you specifically said, I'm deaf, I need an  
23 interpreter -- and when the officer showed up there was no  
24 one there to communicate with her. And even though she let  
25 him know she didn't understand what was being said. And he

1 even tried to write. And, again, she made it very clear  
2 she didn't understand what he was writing. So after all of  
3 that and the forms and everything that she got, she  
4 immediately called Andrew, who is my boss at the Deaf  
5 Refugee Advocacy, to let us know that there had been an  
6 interaction with the police and that what the citizen --  
7 what the situation had been. And so that's how we got  
8 involved, just to let you know. And that's why I'm here as  
9 the case worker just to make sure that the information was  
10 there that she -- that we understand it was an ADA  
11 violation, blah blah blah. So that's the reason I'm here.

12 SERGEANT KELLY: I have a question for Rachel.

13 ADVOCATE TOZZI: Sure.

14 SERGEANT KELLY: Do you have an officer that you  
15 can communicate with to clarify any questions regarding  
16 incidents involving --

17 ADVOCATE TOZZI: Does DRA have one? Is that what  
18 you're asking?

19 SERGEANT KELLY: Yes, if they have any --

20 ADVOCATE TOZZI: No, we don't have anyone  
21 specifically that we work with from RPD.

22 SERGEANT KELLY: Okay.

23 ADVOCATE TOZZI: But, from my understanding, we  
24 do have a police station in the building that our office is  
25 at, but there's rarely anyone there. So we don't have any

1 interaction with them. So anytime we have -- we have to  
2 call and get someone else.

3 SERGEANT KELLY: We can communicate after the  
4 interview to get some of these cleared up.

5 ADVOCATE TOZZI: That would be great. Yes, that  
6 would be great.

7 SERGEANT KELLY: Does Lan have anything further  
8 to add to this?

9 MS. NGUYEN-SANTIAGO: Nope, I'm good.

10 SERGEANT KELLY: Okay. So we will conclude this  
11 interview at 11:24 a.m.

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## C E R T I F I C A T I O N

I, Linda A. Farnum, hereby certify that I reported in stenotype shorthand the interpreted statement of Ms. Lan Nguyen-Santiago in the above-entitled matter on February 9, 2024, and that the foregoing transcript, numbered pages 2 through 16, was typed by computer-aided transcription and constitutes a true, accurate, and complete record of those stenographic notes.

Linda Farnum

Linda A. Farnum

## Police Stenographer

Dated this 13th day of February 2024

## **Kelly, Joshua P.**

---

**From:** Kelly, Joshua P.  
**Sent:** Monday, January 29, 2024 10:10 AM  
**To:** 'scheduling'  
**Subject:** RE: Interpreting Services - time change?

Michele,  
Thank you for all the assistance. I will let Lan know about the confirmation.

Sergeant Joshua Kelly  
Rochester Police Department  
Professional Standards Section  
846 S. Clinton Ave.  
Rochester, NY 14620  
(585)428-1171  
[Joshua.Kelly@cityofrochester.gov](mailto:Joshua.Kelly@cityofrochester.gov)

---

**From:** scheduling <[scheduling@slc-inc.com](mailto:scheduling@slc-inc.com)>  
**Sent:** Monday, January 29, 2024 10:08 AM  
**To:** Kelly, Joshua P. <[Joshua.Kelly@CityofRochester.Gov](mailto:Joshua.Kelly@CityofRochester.Gov)>  
**Subject:** RE: Interpreting Services - time change?

Good morning,  
I verified with the interpreter. Yes, 2/9 at 10 am will work.  
Thank you,  
Michele Lago  
Interpreting Services Scheduling Coordinator  
Sign Language Connection @ Center for Disability Rights, Inc.

---

**From:** Kelly, Joshua P. <[Joshua.Kelly@CityofRochester.Gov](mailto:Joshua.Kelly@CityofRochester.Gov)>  
**Sent:** Friday, January 26, 2024 2:10 PM  
**To:** scheduling <[scheduling@slc-inc.com](mailto:scheduling@slc-inc.com)>  
**Subject:** RE: Interpreting Services - time change?

Michele,  
Lan is not able to do anything on 2/8 after 12:30? Does Friday, 2/9 at 10:00 AM work?

Sergeant Joshua Kelly  
Rochester Police Department  
Professional Standards Section  
846 S. Clinton Ave.  
Rochester, NY 14620  
(585)428-1171  
[Joshua.Kelly@cityofrochester.gov](mailto:Joshua.Kelly@cityofrochester.gov)

---

**From:** scheduling <[scheduling@slc-inc.com](mailto:scheduling@slc-inc.com)>  
**Sent:** Friday, January 26, 2024 11:37 AM  
**To:** Kelly, Joshua P. <[Joshua.Kelly@CityofRochester.Gov](mailto:Joshua.Kelly@CityofRochester.Gov)>  
**Subject:** Interpreting Services - time change?

Warning: This email originated from an external source. Please do not open attachments, click on links, or provide your username or password if the source is suspicious.

Good morning,  
On 2/8 at 10 am the interpreter, Chris Kelley needs to be in Court now to interpret an assignment.

I'm wondering if it is possible for you to meet your client, Lan Nguyen-Santiago on 2/8 at 12:30 pm or later? Chris is free until 3:30 pm.

Please advise.  
Best,  
Michele Lago  
Interpreting Services Scheduling Coordinator  
Sign Language Connection @ Center for Disability Rights, Inc.

## **Kelly, Joshua P.**

---

**From:** Kelly, Joshua P.  
**Sent:** Wednesday, January 24, 2024 7:53 AM  
**To:** 'scheduling'  
**Subject:** RE: sign language interpreter

Michele,

The interview is in reference to a complaint she is filing with the department and there will be a stenographer present. Christina Kelley assisted last time on 1/3/24.

Sergeant Joshua Kelly  
Rochester Police Department  
Professional Standards Section  
846 S. Clinton Ave.  
Rochester, NY 14620  
(585)428-1171  
[Joshua.Kelly@cityofrochester.gov](mailto:Joshua.Kelly@cityofrochester.gov)

---

**From:** scheduling <[scheduling@slc-inc.com](mailto:scheduling@slc-inc.com)>  
**Sent:** Tuesday, January 23, 2024 9:11 PM  
**To:** Kelly, Joshua P. <[Joshua.Kelly@CityofRochester.Gov](mailto:Joshua.Kelly@CityofRochester.Gov)>  
**Subject:** RE: sign language interpreter

Warning: This email originated from an external source. Please do not open attachments, click on links, or provide your username or password if the source is suspicious.

Hello,

Thank you for the request. I will work on it today.

What type of meeting/interview will this be with Lan Nguyen-Santiago?

Thank you,  
Michele Lago  
Interpreting Services Scheduling Coordinator  
Sign Language Connection @ Center for Disability Rights, Inc.

---

**From:** Kelly, Joshua P. <[Joshua.Kelly@CityofRochester.Gov](mailto:Joshua.Kelly@CityofRochester.Gov)>  
**Sent:** Tuesday, January 23, 2024 1:06 PM  
**To:** scheduling <[scheduling@slc-inc.com](mailto:scheduling@slc-inc.com)>  
**Subject:** sign language interpreter

Hello,

The Rochester Police Department is in need of your services for a sign language interpreter. I have spoken with Lan Nguyen-Santiago and she would prefer to come to our office on Monday, February 5<sup>th</sup> at 10:00 AM until approximately 11:00 AM. Can you please let me know if this date and time would be reasonable? We are located at 846 S. Clinton Ave. Rochester. I can be reached by email or the phone number listed below with any questions. Thank you for your assistance.

Sergeant Joshua Kelly  
Rochester Police Department  
Professional Standards Section  
846 S. Clinton Ave.  
Rochester, NY 14620  
(585)428-1171  
[Joshua.Kelly@cityofrochester.gov](mailto:Joshua.Kelly@cityofrochester.gov)



## City of Rochester

Rochester Police Department  
185 Exchange Boulevard, Suite 630  
Rochester, New York 14614-2124  
[www.cityofrochester.gov/publicsafety/police/](http://www.cityofrochester.gov/publicsafety/police/)

David Smith  
Chief of Police

March 14, 2024

Ms. Lan Nguyen-Santiago

RE: PSS 24-0084

Ms. Nguyen-Santiago:

Since your complaint was received, the Professional Standards Section has determined that additional time will be necessary to complete the work on your complaint. The investigation into your complaint is still pending completion, and is currently in the Summary Phase.

Please be assured that this unanticipated delay will be limited to as short a time as thoroughness will permit. As soon as the investigative process has been completed, you will be sent a written notice of the case finding.

We appreciate your consideration. Should you have any questions, please contact Sergeant Joshua Kelly of Professional Standards Section, at 428-7131 during normal business hours.

- Investigative Phase-currently under investigation which includes interviewing all involved parties.
- Summary Phase-Once the Investigation stage has been completed, a synopsis of the information is completed during this stage.
- Review Phase - The completed investigation is currently in Departmental review. Each level of Command reviews the case package for thoroughness, fairness and accuracy.

Respectfully,

Sergeant Joshua Kelly  
Rochester Police Department  
Professional Standards Section  
846 S. Clinton Avenue  
Rochester, NY 14620  
585-428-1171

9589 0710 5270 0656 4639 28





# Rochester Police Department

## General Order



EFFECTIVE DATE: <b>April 20, 2015</b>	SUBJECT: <b>AMERICANS WITH DISABILITIES ACT (ADA)</b>	ORDER # <b>517</b>
RESCINDS:  G.O. 517 (08/22/13)	REFERENCE STANDARD (S):  NYS:	PAGE  1 of 10
ATTACHMENT (S):		
Chief's Signature: <i>Michael L. Ciminelli</i>		

### I. DEFINITIONS

- A. Disability - A physical or mental impairment that substantially limits one or more of the major life activities of an individual; a record of such an impairment; or being regarded as having such impairment.
- B. Guide Dog, Hearing Dog, Service Dog - A dog which is properly harnessed and has been or is being trained by a qualified person to aid and guide a person with a disability. (New York State Civil Rights Law § 47-b (4) definition).
- C. Public Facilities - Public Facilities include, but shall not be limited to, all modes of public and private transportation, all forms of public and private housing accommodations whether permanent or temporary, buildings to which the public is invited or permitted, all educational facilities and institutions, all places where food is offered for sale, all theatres, including live playhouses and motion picture establishments and all other places of public accommodations, convenience, resort, entertainment, or business to which the general public or any classification of persons therefrom is normally or customarily invited or permitted.
- D. Service Animals - Dogs that are individually trained to do work or perform tasks for people with disabilities. (Americans with Disabilities Act definition)

NOTE: The miniature horse is not included in the definition of service animal, however, the Department of Justice has added a specific provision under Title 28 § 35.136(i) of the Code of Federal Regulations. Under this provision, a public entity must make reasonable modifications in policies, practices, or procedures to permit the use of a miniature horse by an individual with a

disability if the miniature horse has been individually trained to do work or perform tasks for the benefit of an individual with a disability. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility.

1. Whether the miniature horse is housebroken.
2. Whether the miniature horse is under the owner's control.
3. Whether the facility can accommodate the type, size and weight of the miniature horse.
4. Whether the presence of the miniature horse will not compromise legitimate safety requirements necessary for safe operation of the facility.

## **II. POLICY**

- A. It is the policy of the Rochester Police Department (RPD) to ensure that a consistently high level of police service is provided to all members of the community, including persons with disabilities. This level of service will involve first responder recognition of the nature and characteristics of various disabilities, and appropriate physical and emotional support to people with disabilities who seek to access police services or who come into contact with the police. Such services include, but are not limited to:
  1. Recognition of symptoms and appropriate medical and emotional support for people experiencing seizures;
  2. Sensitivity to persons with impairments;
  3. Rapid access to interpreters for people with hearing and/or speech disabilities who have a need to communicate with police personnel;
  4. 24-hour access to professional support systems for people with mental disabilities;
  5. Access to police information, programs and publications for people who have impaired vision or hearing;

6. Recognition of the difference between characteristics common to certain disabilities (such as epilepsy, diabetes and deafness) and those associated with antisocial or criminal behavior or reaction to alcohol and drug abuse; and
7. Other services to ensure access for persons with visual, mental, emotional and medical disabilities, including "invisible" disabilities, such as diabetes, epilepsy, multiple sclerosis, loss of hearing and others.

B. It is the policy of the RPD to ensure effective communications with deaf or hard of hearing persons who are in need of police services that are short of duration and simple in content. Such communications may be furnished through the use of Department personnel who are capable of effectively communicating in sign language or other methods available (e.g. TTY or written materials) where effective. In situations where the legality of the conversation may be part of the basis for an enforcement or court action, or may be questioned in court, appropriate steps, including but not limited to, securing the services of a certified interpreter, must be taken to ensure that the communication is accurate.

C. It is the policy of the RPD to ensure that persons with disabilities and their service animals are afforded access to all public facilities as required by the Americans with Disabilities Act (ADA), New York State Civil Rights Law Article 4-B Section 47 and the Code of Federal Regulations Title 28 § 35.136(i).

D. It is not the intent of this policy to provide detailed information on all disabilities. However, it is incumbent upon the employees of this Department to be aware of the various disabilities within the community and to familiarize themselves with the manner in which to respond to the needs of persons with disabilities.

### **III. PROCEDURES**

#### **A. Visual Disabilities**

Proper identification of an RPD employee is imperative to a blind or visually impaired person. When an employee responds to a call for service from a visually impaired individual and that disability is known or recognized:

1. The Emergency Communications Department (ECD) may be instructed by the employee to call the complainant to advise them that the employee is on the scene and may identify the responding employee by name;
2. Employees need not raise their voices to communicate with the individual; and/or
3. Employees need not grab the individual's arm to lead them in a particular direction. The individual may need to take the employee's arm for guidance.

B. Intellectual Disability

1. Employees should recognize that people who have an intellectual disability have varied degrees of limited intellectual functioning. In all situations, employees should:
  - a) Ask short questions;
  - b) Be patient when waiting for a response;
  - c) Repeat questions and answers if necessary;
  - d) Have individuals repeat questions in their own words; and
  - e) Provide reassurance.
2. When dealing with someone who is lost or has run away, the employee may gain improved response by accompanying the person through a building or neighborhood to seek visual clues.
3. In responding to the needs of persons with a severe or profound intellectual disability, the employee should seek the aid of the individual's friends or family, or refer to other community agencies whose services are specifically directed at the needs of disabled individuals.

C. Mobility Impairments

1. Most visibly identifiable are those persons with mobility impairments. These disabilities include persons who have difficulty walking, use wheelchairs or other mobility aids, and persons who are immobile.

2. In critical situations, employees should be aware of the most safe and expedient manner of assisting persons with mobility impairments without causing additional and unnecessary strain or injury.

**D. Invisible Disabilities**

1. Many disabilities, unless identified to the employee by the individual, are difficult to recognize. Consideration must be given to an individual who indicates to an employee that they are experiencing distress related to an invisible disability. An individual prevented or detained from obtaining immediate treatment may experience a seizure or other reaction, at which time they may have reached a critical physical state.
2. Involuntary behavior associated with some invisible disabilities may resemble behavior characteristically exhibited by intoxicated, or less frequently, combative individuals. An inaccurate assessment may lead to unnecessary confrontation, injury and denial of needed medication and/or medical treatment.
3. An employee's first obligation is to protect the individual from additional harm.

**E. Speech and Hearing Disabilities**

1. The City of Rochester has a very large population of individuals who are deaf or hard of hearing. Occasionally, an officer will interview or interrogate an individual who is deaf or hard of hearing.
  - a) Successful police contact with citizens is characterized by effective communication between the parties whether it is a suspect, victim, witness or complainant with whom the officer is talking. As such, police officers encountering an individual who is deaf or hard of hearing should use appropriate auxiliary aids and services whenever necessary to ensure effective communication with the individual.
  - b) Police contact with citizens occurs most frequently during routine traffic stops. In situations involving drivers who are deaf and use sign language for communication, when possible, the officer should use

appropriate sign language to initiate the exchange with the driver and should explain in writing the necessity for a stop and citation if the driver is to be charged with a traffic violation. The officer may **not** ask a family member or friend of the driver to interpret.

NOTE: The driver may present a Deaf Driver Communication Visor Card which may be utilized to facilitate effective communication during a traffic stop.

- c) In situations where the legality of conversations between the police and an individual who is deaf or hard of hearing may be questioned in court proceedings (e.g. when a Miranda warning is given), the police must take appropriate steps including, but not limited to, securing the services of a certified interpreter whenever necessary to ensure that the conversations are effective.
2. It is the policy of the RPD that it will furnish appropriate auxiliary aids and services whenever necessary to ensure effective communication with individuals who are deaf or hard of hearing.
  - a) Auxiliary aids and services include certified interpreters, written materials, note pads and other effective methods of making aurally delivered materials available to individuals who are deaf or hard of hearing.
  - b) When an auxiliary aid or service is required to ensure effective communication, the RPD must provide an opportunity for individuals who are deaf or hard of hearing to request the auxiliary aids and services of their choice and must give primary consideration to the choice expressed by the individuals. "*Primary consideration*" means that the RPD must honor the choice, unless it can show that another equally effective means of communication is available, or that the use of the means chosen would result in a fundamental alteration in the nature of its service, program, or activity, or in undue financial and administrative burdens.

- c) The procedures below address only those situations where a police officer, after consulting with the individual who is deaf or hard of hearing, determines that the services of a certified interpreter are necessary to ensure effective communication.

3. Arrest Upon Probable Cause Without An Interview

In circumstances where an individual who is hearing would have been arrested on probable cause without an interview, then a suspect who is deaf or hard of hearing in the same situation usually does not need to be provided with a certified interpreter.

However, a certified interpreter may be required if an officer is unable to convey to the arrestee the nature of the criminal charges by communicating on a note pad or by using another means of communication. The arrestee should be transported to a temporary detention room at the Public Safety Building where either the arresting officer or the transporting officer can convey the information through the interpreter when they arrive.

4. Interview Needed to Establish Probable Cause to Arrest

If a police officer needs to interview a suspect who is deaf or hard of hearing to determine if there is probable cause to make an arrest, a certified interpreter **must** be provided.

5. Interrogating An Arrestee

- a) An officer seeking to interrogate an arrestee who is deaf or hard of hearing must obtain the services of a certified interpreter prior to any interrogation.
- b) Members must secure the services of a certified interpreter in order to accurately provide Miranda warnings to a deaf or hard of hearing arrestee prior to any interrogation.

NOTE: Just as with a hearing suspect, a suspect who is deaf or hard of hearing may be questioned without being provided Miranda warnings in compelling circumstances when the need for answers to questions in a situation posing a threat to the public

outweighs the need for the *Miranda* Rule. Known as the "Public Safety Exception," this rule allows the police, when confronted by a volatile situation, to take immediate action to protect the public without jeopardizing the admissibility of incriminating statements. In such situations, the member's primary purpose must be to take necessary action to deal with a public danger – NOT to acquire incriminating evidence, and must be strictly limited to questions necessary to deal with that danger, e.g. locate a gun discarded by a suspect during a foot chase in a populated area. Once the member receives information needed to deal with the public safety issue, all further questioning must immediately cease until *Miranda* warnings are given by a certified interpreter, and a proper waiver has been received.

#### 6. Issuance of Appearance Ticket

In circumstances in which an individual who is not deaf or hard of hearing would be issued an appearance ticket without being questioned by the investigating officer, then a suspect who is deaf or hard of hearing in the same situation need not be provided with a certified interpreter. If an officer has stopped a suspect for committing a non-criminal infraction and the officer is unable to convey to the violator the nature of the non-criminal infraction by communicating on a note pad or by using another means of communication, then the officer should use their discretion as to whether to call a certified interpreter to the scene or whether to issue a warning rather than a citation.

#### 7. Interviewing a Victim or Critical Witness

If an officer is able to communicate effectively by writing questions on a note pad and having the victim or witness who is deaf or hard of hearing write their responses, then the officer may proceed with the interview using a note pad. However, if an investigating officer is unable to communicate effectively with a victim or critical witness by using a note pad or some other means of communication other than a certified interpreter, then the investigating officer must provide the victim or critical witness with a certified interpreter. If the investigating officer cannot wait

until a certified interpreter arrives because the officer has to respond to another priority call, the following procedures apply:

- a) If the investigation does not involve a serious offense, then: *[a]* the officer can have a certified interpreter dispatched to the victim's or critical witness' location and request the dispatcher re-contact the officer when the interpreter arrives. If a certified interpreter is unable to respond or if the officer cannot return to the scene, the officer must document their investigation as completely as possible and file the appropriate report; or *[b]* the officer can ask the victim or critical witness to come voluntarily to the Section office when a certified interpreter is available. At that time, the investigating officer can return to the Section to complete the investigation. If a certified interpreter is unable to respond, the officer must document their investigation as completely as possible and file the appropriate report.
- b) If the investigation does involve a serious offense and if the victim or witness who is deaf or hard of hearing is critical to establishing probable cause for an arrest or for completing the investigation, then the investigating officer, before leaving the scene, must contact their supervisor and advise the supervisor of the case. The supervisor will determine if an investigator will be called in to wait for a certified interpreter. This investigating officer must then document their investigation as completely as possible and file the report.

#### 8. Obtaining Certified Interpreters

Officers will arrange for a certified interpreter through their supervisor. The supervisor will contact the ECD supervisor, who will notify a certified interpreter via the Department's contracted sign language vendor. When contacting ECD for an interpreter, the supervisor should provide the incident type, the name of the individual to whom the services will be provided and the location of the interview and contact information for the investigating officer. The Department's liaison to the deaf and hard of hearing community can be

contacted for questions as to the need for a certified interpreter.

**9. Reports/Evidence**

All identifying information on the interpreter must be included in the report, including the interpreter's name, the time the interpreter was called, their time of arrival and departure. All written questions and responses between and among police officers and persons with hearing impairments must be treated as evidence and handled accordingly.

**F. Service Animals**

1. Members will recognize that persons with disabilities and their service animals must have unrestricted access to all public facilities as required by the Americans with Disabilities Act (ADA), New York State Civil Rights Law Article 4-B Section 47, and the Federal Code of Regulations Title 28 § 35.136(i).
2. Members may be called upon to mediate or enforce violations of these laws per current training and directives (Refer to Training Bulletin C-08-13).
3. Members who are authorized to issue an appearance ticket for a violation of § 47-b (2) of the New York State Civil Rights Law will include the following documents in the case package.
  - a) Appearance Ticket, RPD 1302, returnable to Rochester City Court.
  - b) Accusatory Instrument, RPD 1271, citing § 47-b (2) New York State Civil Rights Law.
  - c) Supporting Deposition, RPD 1270, of any witnesses or victim.
  - d) Incident Report.

**E2401800627 - MSG - POLICE ADMINISTRATIVE MESSAGE**  
**WESTFALL RD/MT HOPE AVE ROC**

EVENT INFORMATION - E2401800627

01/18/24

**Event Type** : MSG; **Event ID** : E2401800627; **Priority** : 4; **Status** : A; **Source** : ANI/AI; **DGroup** : RP5;

**Disposition Code** : 40,90; **Terminal** : tc11; **Calltaker ID**: 8370

AGENCY INFORMATION

**Agency** : CTYP; **Priority** : 4; **DGroup** : RP5; **ESZ** : 810046; **Area** : CTYP285; **Added** : 01/18/24 08:39:51;

**Dispatched** : 01/18/24 08:40:05; **Closed** : 01/18/24 08:57:36; **Close ID** : 811459; **Close Terminal** : \$135B;

**Event ID** : E2401800627; **Primary Unit** : 135B;

REMARKS

01/18/24 08:39:51 (tc11) : VZW -077.622313 +043.114761  
01/18/24 08:39:51 (tc11) : REQ TO SPEAK W/ SGT ABOUT IN REG TO WAIT TIME - REL TO E2401800416  
01/18/24 08:39:51 (cad-pri -int2a) : [BRYX] EVENT NUMBER : E2401800627  
01/18/24 08:56:31 (\$135B) : Device 0003705E/MDT/Default System added for employee 811459.  
01/18/24 08:56:31 (\$135B) : Tracking device 0003705E/MDT/Default System set.  
01/18/24 08:56:31 (\$135B) : Tracking device 0003705E/MDT/Default System set for employee 811459.  
01/18/24 08:57:36 (\$135B) : officers are onscene

CROSS REFERENCED EVENTS

E2401800416E2401800417

Event	Agency	DGroup	Event Type	Event Subtype	Date Cross Referenced	Location
E2401800416	UTIL	ROTC	MVAA	default	01/18/24 08:40:00	WESTFALL RD/MT HOPE AVE ROC
E2401800417	CTYP	RP5	MVAA	default	01/18/24 08:40:00	WESTFALL RD/MT HOPE AVE ROC

CALLER INFORMATION

87(2)(b)- Invasion of Personal Privacy

LOCATION INFORMATION

WESTFALL RD/MT HOPE AVE ROC

X-STREET 1: WESTFALL RD

X-STREET 2: MT HOPE AVE

**Location Choices**



SUPPLEMENTAL INFORMATION

Person 0

Vehicle 0

Property 0

Contact Name 0

Incident Times 0

Boat 0

Gun 0

**E2401800417 - MVA - MVA CHECK & ADVISE  
WESTFALL RD/MT HOPE AVE ROC**

Unit ID	Car ID	Agency	Dispatch Group	Status	Time	Employee	ID	Terminal	Location	Comment	Unit Devices	Employee Devic
RTOC12		UTIL	RTOC	DP	06:29:30		8107	fd03	WESTFALL RD/MT HOPE AVE ROC			
285B	9935	CTYP	RP5	DA	07:35:52	FANTIGROSSI, RYAN	8281	pd10	WESTFALL RD/MT HOPE AVE ROC	Event E2401800417 Dispatch Assigned	000370BB/MDT/Default (812033)*	
285B	9935	CTYP	RP5	DP	08:30:57	FANTIGROSSI, RYAN	8004	pd12	WESTFALL RD/MT HOPE AVE ROC		000370BB/MDT/Default (812033)*	
285B	9935	CTYP	RP5	ER	08:30:57	FANTIGROSSI, RYAN	8004	pd12	WESTFALL RD/MT HOPE AVE ROC		000370BB/MDT/Default (812033)*	
275B	P-35	CTYP	RP5	DP	08:31:00	VASILE, GREGORY	8004	pd12	WESTFALL RD/MT HOPE AVE ROC		00037029/MDT/Default (812014)*	
275B	P-35	CTYP	RP5	ER	08:35:56	VASILE, GREGORY	812014	\$275B	WESTFALL RD/MT HOPE AVE ROC		00037029/MDT/Default (812014)*	
275B	P-35	CTYP	RP5	AR	08:52:51	VASILE, GREGORY	812014	\$275B	WESTFALL RD/MT HOPE AVE ROC		00037029/MDT/Default (812014)*	
285B	9935	CTYP	RP5	AR	08:53:07	FANTIGROSSI, RYAN	812033	\$285B	WESTFALL RD/MT HOPE AVE ROC		000370BB/MDT/Default (812033)*	
275B	P-35	CTYP	RP5	UC	08:56:32	VASILE, GREGORY	812014	\$275B		Unit [275B] Inf Issue Ory 0:1RegistrationInquiry1RVEH	00037029/MDT/Default (812014)*	
275B	P-35	CTYP	RP5	UC	08:57:46	VASILE, GREGORY	812014	\$275B		Unit [275B] Inf Issue Ory 0:1DriversLicenseInquiry1DALL	00037029/MDT/Default (812014)*	
275B	P-35	CTYP	RP5	~	08:57:51	VASILE, GREGORY		fd05	WESTFALL RD/MT HOPE AVE ROC	System Unit Alarm	00037029/MDT/Default (812014)*	
285B	9935	CTYP	RP5	~	08:58:07	FANTIGROSSI, RYAN		tc07	WESTFALL RD/MT HOPE AVE ROC	System Unit Alarm	000370BB/MDT/Default (812033)*	
275B	P-35	CTYP	RP5	CU	08:58:27	VASILE, GREGORY	8004	pd12	WESTFALL RD/MT HOPE AVE ROC	Alarm Timer Extended: 0	00037029/MDT/Default (812014)*	
285B	9935	CTYP	RP5	CU	08:58:28	FANTIGROSSI, RYAN	8004	pd12	WESTFALL RD/MT HOPE AVE ROC	Alarm Timer Extended: 0	000370BB/MDT/Default (812033)*	
285B	9935	CTYP	RP5	UC	09:01:39	FANTIGROSSI, RYAN	812033	\$285B		Unit [285B] Inf Issue Ory 0:1RegistrationInquiry1RVEH	000370BB/MDT/Default (812033)*	
285B	9935	CTYP	RP5	UC	09:02:50	FANTIGROSSI, RYAN	812033	\$285B		Unit [285B] Inf Issue Ory 0:1DriversLicenseInquiry1DALL	000370BB/MDT/Default (812033)*	
285B	9935	CTYP	RP5	UC	09:02:54	FANTIGROSSI, RYAN	812033	\$285B		Unit [285B] Inf Issue Ory 0:1DriversLicenseInquiry1DALL	000370BB/MDT/Default (812033)*	
285B	9935	CTYP	RP5	UC	09:06:18	FANTIGROSSI, RYAN	812033	\$285B		Unit [285B] Inf Issue Ory 0:1RegistrationInquiry1RVEH	000370BB/MDT/Default (812033)*	
285B	9935	CTYP	RP5	UC	09:09:18	FANTIGROSSI, RYAN	812033	\$285B		Unit [285B] Inf Issue Ory 0:1DriversLicenseInquiry1DALL	000370BB/MDT/Default (812033)*	
285B	9935	CTYP	RP5	UC	09:09:19	FANTIGROSSI, RYAN	812033	\$285B		Unit [285B] Inf Issue Ory 0:1DriversLicenseInquiry1DALL	000370BB/MDT/Default (812033)*	
RTOC12		UTIL	RTOC	TN	09:15:36		8211	fd04				
285B	9935	CTYP	RP5	UC	09:57:05	FANTIGROSSI, RYAN	8004	pd10		Preempt Unit 285B	000370BB/MDT/Default (812033)*	
285B	9935	CTYP	RP5	AM	09:57:05	FANTIGROSSI, RYAN	8004	pd10		Preempt Unit 285B	000370BB/MDT/Default (812033)*	
275B	P-35	CTYP	RP5	UC	09:57:07	VASILE, GREGORY	8004	pd10		Preempt Unit 275B	00037029/MDT/Default (812014)*	
275B	P-35	CTYP	RP5	AM	09:57:07	VASILE, GREGORY	8004	pd10		Preempt Unit 275B	00037029/MDT/Default (812014)*	
275B	P-35	CTYP	RP5	DA	09:57:08	VASILE, GREGORY	8004	pd10	WESTFALL RD/MT HOPE AVE ROC	Event E2401800417 Dispatch Assigned	00037029/MDT/Default (812014)*	
275B	P-35	CTYP	RP5	DP	09:57:22	VASILE, GREGORY	812014	\$275B	WESTFALL RD/MT HOPE AVE ROC		00037029/MDT/Default (812014)*	
275B	P-35	CTYP	RP5	ER	09:57:26	VASILE, GREGORY	812014	\$275B	WESTFALL RD/MT HOPE AVE ROC		00037029/MDT/Default (812014)*	
275B	P-35	CTYP	RP5	AR	09:57:35	VASILE, GREGORY	812014	\$275B	WESTFALL RD/MT HOPE AVE ROC		00037029/MDT/Default (812014)*	
275B	P-35	CTYP	RP5	AM	09:57:41	VASILE, GREGORY	812014	\$275B			00037029/MDT/Default (812014)*	

## ACCIDENT INFORMATION EXCHANGE FORM

NY State Law requires that any accident resulting in a fatality, injury or damage to property of any person (including damage to your vehicle) or entity over \$1000 be reported by YOU to the Department of Motor Vehicles (DMV) within 10 days after an accident. Failure to report an accident or failure to give correct information is a misdemeanor and may result in the suspension/revocation of your driver's license (or operating privilege in NYS) and all vehicle certifications or registrations.

**Report your Accident to DMV on DMV form MV-104 (Report of Motor Vehicle Accident). Police Accident Reports (DMV form MV-104A) DO NOT satisfy YOUR civilian reporting requirement.**

Accident Report #	Local Codes	Date	Time	# of Veh.	Town, City, Road Name		
FQWS99HMC6N6	24-012063	1/18/2024	6:29 AM	2	ROCHESTER, CITY OF - 2801 MOUNT HOPE AVENUE		
Police Agency		Officer's Name/Badge ID#					
ROCHESTER POLICE DEPT. - 02701		FANTIGROSSI RYAN J 2033					

### VEHICLE # 001

Operator's Name		Date of Birth	Address					
			87(2)(b)- Invasion of Personal Privacy					
City/State/Zip		Motorist I.D.#		Vehicle Year and Make		License Plate # and State		
ROCHESTER NY 14615-0000		87(2)(b)-		2008 MERZ				
Vehicle Type	Insurance Code and Company			Vehicle Owner				
SUBN	413 - PROGRESSIVE CSTLY INS CO			87(2)(b)- Invasion of Personal Privacy				
Vehicle Towed By			Vehicle Towed To					
454			454					

#### Miscellaneous Notes

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### VEHICLE # 002

Operator's Name		Date of Birth	Address					
NGUYEN-SANTIAGO LAN		T M	87(2)(b)- Invasion of Personal Privacy					
City/State/Zip		Motorist I.D.#		Vehicle Year and Make		License Plate # and State		
ROCHESTER NY 14621		87(2)(b)-		2012 CHRY				
Vehicle Type	Insurance Code and Company			Vehicle Owner				
SUBN	639 - GEICO GEN INS CO			87(2)(b)- Invasion of Personal Privacy				
Vehicle Towed By			Vehicle Towed To					
454			454					

#### Miscellaneous Notes

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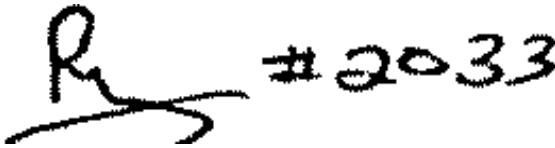
**Please wait 14 days before contacting DMV to request a copy of your accident report.**

If you want to purchase a copy of the police accident report, form MV-104A, complete DMV's "REQUEST FOR COPY OF ACCIDENT REPORT" form MV-198C and send it to DMV. The form and instructions are available at [www.dmv.ny.gov](http://www.dmv.ny.gov) or at your local DMV office.

THE FORM MV-104A MAY ALSO BE PURCHASED BY CONTACTING THE INVESTIGATING POLICE AGENCY.

**To obtain a blank civilian Accident Report (Form MV-104),**  
visit the DMV office nearest you  
or  
access forms online at [www.dmv.ny.gov](http://www.dmv.ny.gov)

# POLICE ACCIDENT REPORT

S U M M A R Y	Case Number <b>FQWS99HMC6N6</b>		Amended Report <input type="checkbox"/>	Original Case Number		All information contained in this report is for Law Enforcement Purposes and Police Officer Use only.					
	Date of Accident <b>01/18/2024</b>		Time of Accident <b>06:29</b> Hrs.		Day of Week <b>Thursday</b>	No. Of Vehicles <b>2</b>	No. Injured <b>0</b>	Number Killed <b>0</b>			
	Investigated at Scene <b>YES</b>	Officer Involved <b>NO</b>	Involved Agency	Accident Reconstructed <b>NO</b>	Reconstructed - Shield	Left Scene <b>NO</b>	Police Photo <b>NO</b>	No. Witnesses <b>0</b>			
	C/T/V Name Where Accident Occurred <b>ROCHESTER, CITY OF - 2801</b>				County <b>MONROE</b>						
	On Road, Street, or Highway <b>MOUNT HOPE AVENUE</b>										
	X Coordinate(Longitude/Easting)			Y Coordinate(Latitude/Northing)			Reference Marker				
	At Intersection <b>YES</b>	At Intersection with: <b>WESTFALL ROAD</b>									
	Distance Type		Distance		Direction						
	Milepost, Nearest Intersection, Route Number or Street Name										
	Literal Description										
<b>ACCIDENT ENVIRONMENT</b>											
Description of accident <b>06 - RIGHT TURN - AGAINST OTHER CAR</b>							Cost of Repair to any one vehicle more than \$1,000? <b>YES</b>				
Location of First Event <b>1 - ON ROADWAY</b>				Type of Accident - Collision With (First Event) <b>01 - OTHER MOTOR VEHICLE</b>							
Light Conditions <b>2 - DAWN</b>			Road Surface Condition <b>4 - SNOW/ICE</b>			Weather Conditions (up to two) <b>1 - CLEAR</b>					
Pedestrian Involved <b>NO</b>	Was Pedestrian/Bicyclist/Other at the intersection? <b>NOT APPLICABLE</b>			Pedestrian/Bicyclist/Other Action <b>77 - NOT APPLICABLE</b>							
<b>ROADWAY CHARACTERISTICS</b>											
Roadway <b>1 - STRAIGHT AND LEVEL</b>				Traffic Control <b>02 - TRAFFIC SIGNAL</b>							
<b>FATAL AND TRUCK/BUS</b>											
Is this a Fatal Accident? <b>NO</b>	CMV Vehicles/Persons <b>5 - NONE OF THE ABOVE</b>										
Number of Qualifying Vehicles Involved:											
No. Towed	No. of Fatal Injuries	No. Vehicles Emergency Assist.	No. Persons Transported	No. Trucks		No. Trucks Hazmat Placard		No. Buses			
Roadway Surface				No. of Lanes		Speed Limit		Work Related			
Roadway Flow											
<b>INCIDENT INFORMATION</b>											
Local Codes (Incident Number) <b>24-012063</b>											
Officer's Signature 							Officer's Last Name <b>FANTIGROSSI</b>				
							Officer's First Name <b>RYAN</b>				
							MI				
							J				
NCIC/ORI <b>ROCHESTER POLICE DEPT. - 02701</b>			Div/Troop	Pct/Zone	Sector/Station <b>SECT5</b>		Badge/Shield <b>2033</b>				
Reviewing Officer's Signature											
Reviewing Officer's Name <b>CLARK, COREY</b>							Date Reviewed <b>01/18/2024</b>	Time Reviewed <b>12:40</b>			

Describe this Vehicle/Driver <b>3 - OCCUPIED BY DRIVER</b>			Was this a Vehicle, Bicyclist or Pedestrian? <b>1 - VEHICLE</b>						
Driver's Name - Last <b>87(2)(b)- Invasion of Personal Privacy</b>		First <b>87(2)(b)- Invasion of Personal Privacy</b>			Middle <b>87(2)(b)- Invasion of Personal Privacy</b>				
Address <b>87(2)(b)- Invasion of Personal Privacy</b>		City <b>87(2)(b)- Invasion of Personal Privacy</b>			State <b>87(2)(b)- Invasion of Personal Privacy</b>		Zip <b>87(2)(b)- Invasion of Personal Privacy</b>		
Date of Birth <b>87(2)(b)-</b>	Sex <b>F - FEMALE</b>	Unlicensed? <b>NO</b>	Driver's License ID Number <b>87(2)(b)- Invasion of Personal Privacy</b>	License State <b>87(2)(b)- Invasion of Personal Privacy</b>	License Class <b>D Class</b>	Driver Ejected <b>1 - NOT EJECTED</b>	Driver Injured? <b>NO</b>		
Police Officer?			Emergency Operation						
Driver Safety Equipment Used <b>4 - LAP BELT/HARNESS</b>			Location of Most Severe Physical Complaint <b>77 - NOT APPLICABLE</b>		Type of Physical Complaint <b>77 - NOT APPLICABLE</b>		Deceased		
Driver Physical Emotional Status <b>7 - NOT APPLICABLE</b>		Injured Taken by (Source of Transport)		Injured Taken To (Medical Facility)					
Out of State Hospital Name			Other Hospital County Name		State	EMS Response Plate #			
Driver Date of Death	Extricated	Type of Extrication Equipment Used				Air Bag Deployed?	Air Bags Not In Vehicle?		
<b>OWNER INFORMATION</b>									
Address Same as Driver?	Name - Last (exactly as printed on registration)			First <b>87(2)(b)- Invasion of Personal Privacy</b>	Middle <b>87(2)(b)- Invasion of Personal Privacy</b>				
Date of Birth <b>87(2)(b)- Invasion of Personal Privacy</b>	Address			City <b>ROCHESTER</b>	State <b>NY</b>	Zip <b>14615</b>			
<b>VEHICLE INFORMATION</b>									
License Plate # <b>87(2)(b)- Invasion of Personal Privacy</b>	State <b>NY</b>	Vehicle Year <b>2008</b>	Make <b>MERZ</b>	Type <b>SUBN</b>	VIN # <b>87(2)(b)- Invasion of Personal Privacy</b>	Insurance Company and Code <b>87(2)(b)- Invasion of Personal Privacy</b>			
Pre-Accident Vehicle Action <b>02 - MAKING RIGHT TURN</b>			Type of Accident - Collision With (Second Event) <b>77 - NOT APPLICABLE</b>			Direction <b>1 - NORTH</b>	Point of Impact <b>01 - FRONT LEFT</b>		
Most Damaged Area <b>01 - FRONT LEFT</b>			Damaged Area (Enter up to 3 more damaged areas) <b>02 - FRONT CENTER</b>					Total Occupant <b>01</b>	
Apparent Contributing Factor (Primary) Driver <b>07 - FAILURE TO YIELD RIGHT-OF-WAY</b>			Apparent Contributing Factor (Secondary) Driver <b>77 - NOT APPLICABLE</b>			Vehicle Towed By <b>454</b>			
Vehicle Towed To <b>454</b>			Vehicle Model				Estimated Speed	Speed Unknown	
<b>DRIVER VIOLATIONS</b>									
Ticket Number		Violation Section and Subsection			Ticket Number		Violation Section and Subsection		
Ticket Number		Violation Section and Subsection			Ticket Number		Violation Section and Subsection		
Ticket Number		Violation Section and Subsection			Ticket Number		Violation Section and Subsection		
<b>COMMERCIAL MOTOR VEHICLE INFORMATION</b>									
Comm. Trailer Lic. Plate #	Attached to Trailer #1:	State	Year	Attached to Trailer #2:	State	Year	Cargo Body Type		
Vehicle Configuration			Driver Apparent Condition -Truck/Bus			Veh. Type	Access Control		
Number of Axles	Gross Vehicle Weight	Total Weight All Trailer(s)		Carrier Source			Over 95 Inches Wide <b>NO</b>	Over 35 Feet Long <b>NO</b>	
OverWeight Permit <b>NO</b>	OverDimension Permit <b>NO</b>	Weight Rating			Carrier Name				
Address			City			State	Zip	U.S. DOT Number	ICC MC Number
Issuing Authority	Does Vehicle have Haz. Mat. Placard? <b>NO</b>	Placard #	Haz. Mat. Released <b>NO</b>			Haz. Mat. Type			
First Event					Second Event				
Third Event					Fourth Event				
Carrier Explanation									

Describe this Vehicle/Driver <b>3 - OCCUPIED BY DRIVER</b>				Was this a Vehicle, Bicyclist or Pedestrian? <b>1 - VEHICLE</b>				
<b>DRIVER INFORMATION</b> Driver's Name - Last <b>NGUYEN-SANTIAGO</b> Address <b>87(2)(b)- Invasion of Personal Privacy</b>				First <b>LAN</b> Middle <b>T M</b> City State Zip				
Date of Birth <b>87(2)(b)-</b>		Sex <b>F - FEMALE</b>	Unlicensed? <b>NO</b>	Driver's License ID Number [REDACTED]	License State <b>NY</b>	License Class <b>D Class</b>	Driver Ejected <b>1 - NOT EJECTED</b>	Driver Injured? <b>NO</b>
Police Officer?				Emergency Operation				
Driver Safety Equipment Used <b>4 - LAP BELT/HARNESS</b>			Location of Most Severe Physical Complaint <b>77 - NOT APPLICABLE</b>		Type of Physical Complaint <b>77 - NOT APPLICABLE</b>			Deceased
Driver Physical Emotional Status <b>7 - NOT APPLICABLE</b>		Injured Taken by (Source of Transport)		Injured Taken To (Medical Facility)				
Out of State Hospital Name			Other Hospital County Name			State	EMS Response Plate #	
Driver Date of Death		Extricated	Type of Extrication Equipment Used				Air Bag Deployed?	Air Bags Not In Vehicle?
<b>OWNER INFORMATION</b> Address Same as Driver? <b>YES</b> Name - Last (exactly as printed on registration) <b>NGUYENSANTIAGO</b> Date of Birth Address City State Zip <b>87(2)(b)- Invasion of Personal Privacy</b>								
<b>VEHICLE INFORMATION</b> License Plate # <b>[REDACTED]</b> State <b>NY</b> Vehicle Year <b>2012</b> Make <b>CHRY</b> Type <b>SUBN</b> VIN # <b>[REDACTED]</b> Insurance Company and Code <b>[REDACTED]</b> Pre-Accident Vehicle Action <b>01 - GOING STRAIGHT AHEAD</b> Type of Accident - Collision With (Second Event) <b>77 - NOT APPLICABLE</b> Direction <b>1 - NORTH</b> Point of Impact <b>04 - FRONT QUARTERPAGE</b> Most Damaged Area <b>04 - FRONT QUARTERPAGE RIGHT</b> Damaged Area (Enter up to 3 more damaged areas) <b>03 - FRONT RIGHT</b> Total Occupant <b>01</b> Apparent Contributing Factor (Primary) Driver <b>13 - PASSING OR LANE USAGE IMPROPER</b> Apparent Contributing Factor (Secondary) Driver <b>77 - NOT APPLICABLE</b> Vehicle Towed By <b>454</b> Vehicle Towed To <b>454</b> Vehicle Model Estimated Speed Speed Unknown								
<b>DRIVER VIOLATIONS</b> Ticket Number Violation Section and Subsection Ticket Number Violation Section and Subsection Ticket Number Violation Section and Subsection Ticket Number Violation Section and Subsection Ticket Number Violation Section and Subsection Ticket Number Violation Section and Subsection								
<b>COMMERCIAL MOTOR VEHICLE INFORMATION</b> Comm. Trailer Lic. Plate # Attached to Trailer #1: State Year Attached to Trailer #2: State Year Cargo Body Type Vehicle Configuration Driver Apparent Condition -Truck/Bus Veh. Type Access Control Number of Axles Gross Vehicle Weight Total Weight All Trailer(s) Carrier Source Over 95 Inches Wide <b>NO</b> Over 35 Feet Long OverWeight Permit OverDimension Permit Weight Rating Carrier Name <b>NO</b> Address City State Zip U.S. DOT Number ICC MC Number Issuing Authority Does Vehicle have Haz. Mat. Placard? Placard # Haz. Mat. Released Haz. Mat. Type <b>NO</b> <b>NO</b> First Event Second Event Third Event Fourth Event Carrier Explanation								
<b>ACCIDENT DESCRIPTION/OFFICER'S NOTES</b> V1 WAS MAKING A RIGHT TURN ONTO MT HOPE AVENUE FROM WESTFALL ROAD TO HEAD NORTH ON MT HOPE AVENUE WHILE V2 WAS TRAVELING N/B ON MT HOPE AVENUE. THIS IS WHEN V1 DID STRIKE THE FRONT PASSENGER SIDE OF V2 CAUSING DAMAGE TO BOTH VEHICLES RESULTING IN BOTH VEHICLES NEEDING TO BE TOWED. DRIVER OF V1 STATES THAT V2 WAS OCCUPYING THE OUTER LEFT LANE AND WASN'T PAYING ATTENTION AS V1 MAKING THE RIGHT TURN ONTO MT HOPE AVENUE. DRIVER OF V1 STATES THAT V2 WAS TRAVELING AT A HIGH RATE OF SPEED AND VEERED OVER								

**ACCIDENT DESCRIPTION/OFFICER'S NOTES**

INTO THE LANE THAT V1 WAS TURNING INTO. DRIVER OF V2 STATES THAT SHE WAS OCCUPYING THE FAR RIGHT LANE AND THAT V1 SIMPLY TURNED INTO HER VEHICLE. R/O DID CHECK WITH CITY CAMERAS TO SEE IF THE DEPT OF TRANSPORTATION CAMERAS CAPTURED ANYTHING AND THIS CHECK RETURNED NEGATIVE. NO INJURIES REPORTED.

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Review Status

Rejection Reason

Reviewing Officer's Name

Date Reviewed

Time Reviewed

Reviewing Officer's Signature

**TROOP REVIEW**

Review Status

Rejection Reason

Reviewing Officer's Name

Date Reviewed

Time Reviewed

Reviewing Officer's Signature

## **Kelly, Joshua P.**

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**From:** Kelly, Joshua P.  
**Sent:** Thursday, January 25, 2024 12:12 PM  
**To:** 'scheduling'  
**Subject:** RE: Interpreting Services Request

Michele,

I spoke with Lan and Thursday, 2/8 would be the best day. Can we still do 10:00AM on 2/8? Once I get confirmation, I will let Lan know. Thank you again for all the help.

Sergeant Joshua Kelly  
Rochester Police Department  
Professional Standards Section  
846 S. Clinton Ave.  
Rochester, NY 14620  
(585)428-1171  
[Joshua.Kelly@cityofrochester.gov](mailto:Joshua.Kelly@cityofrochester.gov)

---

**From:** scheduling <[scheduling@slc-inc.com](mailto:scheduling@slc-inc.com)>  
**Sent:** Thursday, January 25, 2024 11:57 AM  
**To:** Kelly, Joshua P. <[Joshua.Kelly@CityofRochester.Gov](mailto:Joshua.Kelly@CityofRochester.Gov)>  
**Subject:** Interpreting Services Request

Warning: This email originated from an external source. Please do not open attachments, click on links, or provide your username or password if the source is suspicious.

Good afternoon,  
I have been working on your request for an interpreter for Lan Nguyen-Santiago.

The interpreter, Chris Kelley isn't free on 2/5 or 2/6. Would it be possible to see if you can schedule a meeting on 2/7, 2/8 or 2/9?

Please advise.  
Best,  
Michele Lago  
Interpreting Services Scheduling Coordinator  
Sign Language Connection @ Center for Disability Rights, Inc.

## **Kelly, Joshua P.**

---

**From:** Kelly, Joshua P.  
**Sent:** Monday, January 29, 2024 12:11 PM  
**To:** 'scheduling'  
**Subject:** RE: Confirmation : Meeting/interview

Michele,

Thank you for the clarification. This is definitely helpful information to know before the interview. Thank you for all the help you have provided for this matter.

Sergeant Joshua Kelly  
Rochester Police Department  
Professional Standards Section  
846 S. Clinton Ave.  
Rochester, NY 14620  
(585)428-1171  
[Joshua.Kelly@cityofrochester.gov](mailto:Joshua.Kelly@cityofrochester.gov)

---

**From:** scheduling <[scheduling@slc-inc.com](mailto:scheduling@slc-inc.com)>  
**Sent:** Monday, January 29, 2024 12:06 PM  
**To:** Kelly, Joshua P. <[Joshua.Kelly@CityofRochester.Gov](mailto:Joshua.Kelly@CityofRochester.Gov)>  
**Subject:** RE: Confirmation : Meeting/interview

Hello Sgt. Kelly,

Our system indicates that Lan Nguyen-Santiago utilizes Deaf interpreters. Some Deaf individuals struggle to understand Hearing Certified ASL interpreters. Having a native ASL Deaf interpreter for assignments has shown to be vital for Deaf individuals that may have a significant language barrier (ex. English and ASL may not be their primary language). Just as hearing individuals use tone and intonation/reflection in our voice, Deaf individuals have nuances such as a slight head nod/adjustment or a slight eyebrow raise that a trained hearing ASL interpreter may not pick up on since it is not our native language. Not all Deaf individuals utilize Deaf ASL interpreters, it really depends on the person and/or the situation/type of appointment.

This individual has used them in the past so when I spoke with Chris Kelley to see if she thought one was needed, she also said yes for this type of appointment it would be necessary.

This is why two interpreters will be in attendance.

I hope this helps answer any questions, however, feel free to give me a call if you would like to discuss this further.

Best,  
Michele

---

**From:** Kelly, Joshua P. <[Joshua.Kelly@CityofRochester.Gov](mailto:Joshua.Kelly@CityofRochester.Gov)>  
**Sent:** Monday, January 29, 2024 11:57 AM  
**To:** scheduling <[scheduling@slc-inc.com](mailto:scheduling@slc-inc.com)>

**Cc:** Collins, Michael <[Michael.Collins@CityofRochester.Gov](mailto:Michael.Collins@CityofRochester.Gov)>; Barton, Jason <[Jason.Barton@CityofRochester.Gov](mailto:Jason.Barton@CityofRochester.Gov)>

**Subject:** RE: Confirmation : Meeting/interview

Michele,

First, thank you for the confirmation email. I am slightly confused as why there are (2) interpreters scheduled for this interview. We are interviewing (1) person and are only in need of (1) interpreter. We only needed (1) interpreter for our last interview and this interview will be setup exactly the same. Any clarification would be very helpful. Thank you

Sergeant Joshua Kelly  
Rochester Police Department  
Professional Standards Section  
846 S. Clinton Ave.  
Rochester, NY 14620  
(585)428-1171  
[Joshua.Kelly@cityofrochester.gov](mailto:Joshua.Kelly@cityofrochester.gov)

---

**From:** scheduling <[scheduling@slc-inc.com](mailto:scheduling@slc-inc.com)>  
**Sent:** Monday, January 29, 2024 11:21 AM  
**To:** Kelly, Joshua P. <[Joshua.Kelly@CityofRochester.Gov](mailto:Joshua.Kelly@CityofRochester.Gov)>  
**Cc:** scheduling <[scheduling@slc-inc.com](mailto:scheduling@slc-inc.com)>  
**Subject:** Confirmation : Meeting/interview

Warning: This email originated from an external source. Please do not open attachments, click on links, or provide your username or password if the source is suspicious.

**Job Number:** 63907

**Billing Description:** Meeting/interview

**Location:** RPD - Professional Standards Section, 846 S. Clinton Ave.14620

Thank you for requesting interpreting services from Sign Language Connection, Inc. We work hard to match the right interpreter with your request.

Your Interpreter(s) will be:

2/9/2024 10:00 AM - 11:00 AM Kelley, Christina - Meeting/interview: Hearing ASL interpreter

2/9/2024 10:00 AM - 11:00 AM Jennings, Margaret - Meeting/interview: Deaf ASL interpreter

Total billable hours: 2

To avoid unnecessary charges, cancellation must be received 2 (two) business days prior to the above date. Extending a job at the time of the service depends on the interpreter's availability. Total billable hours may be adjusted if additional service is needed. Client no shows will be billed in full.

We welcome any questions you have concerning interpreting issues, ADA regulations and cost saving ways to accommodate Deaf and Hard of Hearing clients and employees. Call (585) 454-4220.  
(Office hours: Monday - Friday 8:30 - 4:30 pm.)

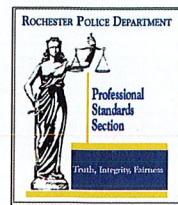
Please encourage the participants in this event to call us with any questions, concerns, or comments.

**CONFIDENTIALITY NOTICE:**

The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.



**CITY OF ROCHESTER**  
**INTER-DEPARTMENTAL CORRESPONDENCE**



**TO:** Chief David M. Smith, Chief of Police

**FROM:** Lieutenant Jason Barton, Commanding Officer, Professional Standards Section *JB 24/25*

**DATE:** March 19, 2024

**SUBJECT:** Case Closure PSS – 2024-0084

After careful review of the relevant facts, documents, and statements with respect to PSS #2024-0084, I respectfully recommend that it be closed as an incident review. On February 9<sup>th</sup>, 2024, Lan Nguyen-Santiago made a formal complaint to the Professional Standards Section regarding a vehicle crash she was involved in on January 18, 2024.

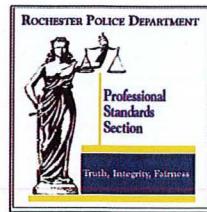
Ms. Nguyen-Santiago's complaint revolves around the Police Department not providing her with an American Sign Language interpreter. After review of applicable general orders and training documents, and consultation with the Corporation Council, Department Members are not required to provide an interpreter to conduct a vehicle crash investigation. As a result, Ms. Nguyen-Santiago's complaint does not allege any violations of any departmental policies or procedures. [REDACTED] Intra-agency



ROCHESTER POLICE DEPARTMENT  
PROFESSIONAL STANDARDS SECTION

COMPLAINANT ADVISEMENT FORM

P.S.S. #\_2024- 0084



The Rochester Police Department encourages citizens to assist in the investigation of legitimate complaints against members of this department. The statement you are about to give is necessary for a complete and impartial investigation. The Rochester Police Department takes all precautions to protect the confidentiality of citizens and statements. However, your name or the information you give may have to be revealed as part of the investigation or in conjunction with subsequent administrative proceedings or court actions.

ACKNOWLEDGEMENT

I understand that my statement is given freely and without threat or promise. Also, a copy will be made available to me upon my request and signed waiver.

Finally, I understand that an intentional false statement is punishable as a Class A misdemeanor pursuant to Section 210.45 of the Penal Law of the State of New York.

Lan Nguyen-Santiago  
Please Print Name

Lan Santiago  
Signature

Address: \_38 Saranac St \_\_\_\_\_ City: \_Rochester \_\_\_\_\_ State: NY \_\_\_\_\_ Zip: 14621

Employment: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone (H) \_\_\_\_\_ (C) (585)504-1388 \_\_\_\_\_ (W) \_\_\_\_\_ Other: \_\_\_\_\_

I Do Consent to be Videotaped

I Do Not Consent to be Videotaped

Complainant: Lan Nguyen-Santiago Allegation: Violation of the Americans with Disabilities Act (ADA)

Personnel Involved: Officer Fantigrossi

PERSONS PRESENT

Interviewer: Sergeant Kelly / Sergeant Collins Stenographer: LINDA FARNUM  
*DEAF REFUGEE*

Others: RACHEL TORZI - CASE WORKER ADVOCATE, MARGARET JENNINGS - DEAF INTERPRETER  
CHRIS KELLY - INTERPRETER ASL

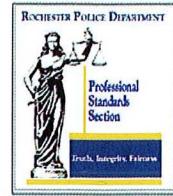
Location: 846 S. Clinton Ave. Rochester NY

Date: 02/09/24

Time: Start 10:46 Finish 11:24



**CITY OF ROCHESTER  
INTER-DEPARTMENTAL CORRESPONDENCE**



**TO: Lieutenant Jason Barton, Commanding Officer, PSS**  
**FROM: Sergeant Joshua Kelly, Professional Standards Section**  
**DATE: March 15, 2024**  
**SUBJECT: Incident Review: PSS 2024-0084**

On February 9, 2024, Lan Nguyen-Santiago came to the PSS office and signed a Citizen Complaint stating that an officer with the Rochester Police Department failed to provide her with an interpreter, as she is a member of the deaf community. The incident occurred on January 18, 2024 at 6:29 AM at 1810 Mt. Hope Ave., Rochester NY. The related Crime Report number is 2024-012063.

The focus of this investigation is Officer Ryan Fantigrossi.

**Brief Synopsis:**

On January 18, 2024 at approximately 6:29 AM, Ms. Nguyen-Santiago was operating her 2012 Chrysler SUV northbound on Mt. Hope Ave. and was involved in a motor vehicle accident at the corner of Mt. Hope Ave. and Westfall Rd. The motor vehicle accident is documented under Police Accident Report MV-104A CR# 2024-012063 / FQWS99HMC6N6. Officer Fantigrossi completed the report. On January 18, 2024, Sergeant Clark reviewed and approved the accident report. There were no citations issued to either party of the accident during this investigation.

The Emergency Communications Department (ECD) Job Card documents that the accident was originally called in to 911 at 06:29:06 hours by an uninvolved vehicle. At 06:40:13 hours, Ms. Nguyen-Santiago called 911 to report the accident and a note on the Job Card states "*This was a video relay call*". The Job Card also indicates that Officer Ryan Fantigrossi and Officer Gregory Vasile were dispatched to the scene of the accident.

Officer Fantigrossi responds to the scene of the accident and activates his Body Worn Camera (BWC) before he exits his marked patrol car. He approaches Ms. Nguyen-Santiago's vehicle that is still sitting in a northbound lane of traffic on Mt. Hope Ave. Ms. Nguyen-Santiago presents a piece of paper with what appears to be a hand drawn map of the intersection with vehicle positions and notes including "Speedway" and "Run off". She uses this piece of paper and generates the primary form of communication with Officer Fantigrossi. Officer Fantigrossi and Ms. Nguyen-Santiago then use the backside of the paper to write notes and communicate further. Ms. Nguyen-Santiago seems to understand Officer Fantigrossi as she can be observed nodding her head to indicate "Yes" during certain parts of the communication. Ms. Nguyen-Santiago's daughter walks up during the interaction. Officer Fantigrossi explains to Ms. Nguyen-Santiago's daughter some of the upcoming steps regarding the investigation. Ms. Nguyen-Santiago's daughter starts using sign language to communicate with her mother. Officer Fantigrossi positions himself so that he is facing Ms. Nguyen-Santiago as he speaks and her daughter is between them continuing to use what appears to be sign language. The video ends with Officer Fantigrossi walking back to his patrol car.

On February 9, 2024, Ms. Nguyen-Santiago came to the PSS Office and gave her stenographic statement. An ALS interpreter and a Deaf interpreter were present as she indicated that English is not

her primary language. Ms. Nguyen-Santiago states during her initial communication with Officer Fantigrossi “*I indicated to him that I’m deaf. I tried to say again that I had asked for an interpreter. He wrote something down. And I did not understand what he wrote.*” When asked, Ms. Nguyen-Santiago states that she requested an interpreter with Officer Fantigrossi by using hand gestures. She further states that she requested an interpreter while on the phone with the 911 operators.

Ms. Nguyen-Santiago was provided with an approved copy of the motor vehicle accident report completed Officer Fantigrossi by mail before her appointment. During the interview, Ms. Nguyen-Santiago acknowledged that she did review the report with her deaf advocate. She further acknowledged that the report does document the facts of the accident correctly.

The Emergency Communications Department (ECD) provided a copy of all calls to 911, radio traffic, and job cards relevant to this accident. There were (4) phone calls that contained Ms. Nguyen-Santiago or parties calling on her behalf. These calls included (2) calls from Ms. Nguyen-Santiago using a relay service, (1) phone call from her daughter, and (1) from the relay service operator that was disconnected from Ms. Nguyen-Santiago. None of the phone calls contained any request for a deaf interpreter for this incident.

[REDACTED]  
Intra-agency

  
APPROVED  
Jay H. O'Neil  
3/26/21



## City of Rochester

Rochester Police Department  
185 Exchange Boulevard, Suite 630  
Rochester, New York 14614-2124  
[www.cityofrochester.gov/publicsafety/police/](http://www.cityofrochester.gov/publicsafety/police/)

David M. Smith  
Chief of Police

April 2, 2024

Ms. Lan Nguyen-Santiago  
[REDACTED]

Re. PSS #2024-0084

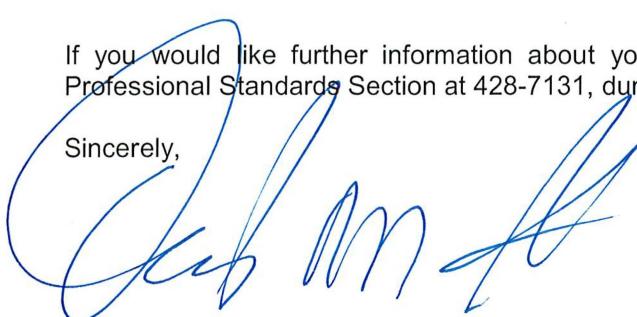
Ms. Nguyen-Santiago:

The Professional Standards Section has concluded the investigation concerning the complaint you filed against a member of the Rochester Police Department. Your complaint was regarding an incident that occurred at 1810 Mt. Hope Ave.

In your complaint, you alleged that a member of the Rochester Police Department failed to provide you with an interpreter during an accident investigation. After reviewing the evidence related to your complaint, this investigation has been classified as an Incident Review. This means that our office has been unable to find any wrongdoing with respect to the Officer's actions, and the investigation is closed.

If you would like further information about your investigation, please contact Sergeant Joshua Kelly of the Professional Standards Section at 428-7131, during normal business hours.

Sincerely,

  
David Smith  
CHIEF OF POLICE

DMS/jpk

9589 0710 5270 0656 4639 80



Phone: 585.428.7033

Fax: 585.428.6093

TTY: 585.428.6054

EEO/ADA Employer

**ATTACHMENT DESCRIPTION**

## POLICE ACCIDENT REPORT

MV-104A (6/04)

Local Codes
24-012063
FQWS99HMC6N6

 AMENDED REPORT19  
7

1	Accident Date Month 1 Day 18 Year 2024	Day of Week Thursday	Military Time 06:29	No. of Vehicles 2	No. Injured 0	No. Killed 0	Not Investigated at Scene	Left Scene	Police Photos <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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20  
-VEHICLE 1  VEHICLE 2  BICYCLIST  PEDESTRIAN  OTHER PEDESTRIAN

2	Driver Name - exactly as printed on license NGUYEN-SANTIAGO, LAN T M	State of Lic. NY
---	-------------------------------------------------------------------------	------------------

21  
13

3	2
---	---

22  
-

4	2
---	---

23  
1

5	1
---	---

24  
1

6	Ticket/Arrest Number(s)	Ticket/Arrest Number(s)
---	-------------------------	-------------------------

25  
2

7	Violation Section(s)	Violation Section(s)
---	----------------------	----------------------

26  
1

V E H I C	Check if involved vehicle is: more than 95 inches wide; more than 34 feet long; operated with an overweight permit; operated with an overdimension permit.	Check if involved vehicle is: more than 95 inches wide; more than 34 feet long; operated with an overweight permit; operated with an overdimension permit.	Circle the diagram below that describes the accident, or draw your own diagram in space #9. Number the vehicles.
VEHICLE 1 DAMAGE CODES		VEHICLE 2 DAMAGE CODES	
L E 1	Box 1 - Point of Impact 1 1 2 Box 2 - Most Damage 1 1 1 Enter up to three more damage codes 2 3 4 5	L E 2	Box 1 - Point of Impact 1 1 2 Box 2 - Most Damage 1 4 4 Enter up to three more damage codes 3 4 5
Vehicle By: 454 Towed To: 454		Vehicle By: 454 Towed To: 454	

27  
1

VEHICLE DAMAGE CODING: 1-13 SEE DIAGRAM ON RIGHT.		9.
14. UNDERCARRIAGE 15. TRAILER 16. OVERTURNED		Cost of repairs to any one vehicle will be more than \$1000.
17. DEMOLISHED 18. NO DAMAGE 19. OTHER		<input type="checkbox"/> Unknown/Unable to determine <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

28  
1

Reference Marker	Coordinates (if available)	Place Where Accident Occurred:
...	Latitude/Northing	County MONROE <input checked="" type="checkbox"/> City <input type="checkbox"/> Village <input type="checkbox"/> Town of ROCHESTER
...	Longitude/Easting	Road on which accident occurred MOUNT HOPE AVENUE
...		at 1) intersecting street WESTFALL ROAD (Route Number or Street Name)
...		or 2) N S of (Route Number or Street Name)
...	feet miles	E W (Milepost, Nearest intersecting Route Number or Street Name)

29  
-

Accident Description/Officer's notes V1 WAS MAKING A RIGHT TURN ONTO MT HOPE AVENUE FROM WESTFALL ROAD TO HEAD NORTH ON MT HOPE AVENUE WHILE V2 WAS TRAVELING N/B ON MT HOPE AVENUE. THIS IS WHEN V1 DID STRIKE THE FRONT PASSENGER SIDE OF V2 CAUSING DAMAGE TO BOTH VEHICLES RESULTING IN BOTH VEHICLES NEEDING TO BE TOWED. DRIVER OF V1 STATES THAT V2 WAS OCCUPYING THE OUTER LEFT LANE AND WASN'T PAYING ATTENTION AS V1 MAKING THE RIGHT TURN ONTO MT HOPE AVENUE. DRIVER OF V1 STATES THAT																
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30  
-

A L I N V O E D	8 9 10 11 12 13 14 15 16 17 BY							
A B C D E F	1 1 4 1 32 F - - -						MCKENZIE, DESIRAE D	
Officer's Rank and Signature	OFFICER <i>R #2033</i>	Badge/ID No.	NCIC No.	Precinct/Post Troop/Zone	Station/Beat Sector	Reviewing Officer	Date/Time Reviewed	
Print Name in Full	RYAN J FANTIGROSSI	2033	02701	SECT5	CLARK, COREY	1/18/2024 12:40		

## POLICE ACCIDENT REPORT

MV-104A (6/04)

Local Codes

24-012063

FQWS99HMC6N6

 AMENDED REPORT

19

1	Accident Date Month 1 Day 18 Year 2024		Day of Week Thursday	Military Time 06:29	No. of Vehicles 2	No. Injured 0	No. Killed 0	Not Investigated at Scene - - - - - Accident Reconstructed	Left Scene <input type="checkbox"/>	Police Photos <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	20													
VEHICLE											<input type="checkbox"/> VEHICLE <input type="checkbox"/> BICYCLIST <input type="checkbox"/> PEDESTRIAN <input type="checkbox"/> OTHER PEDESTRIAN	21												
2	VEHICLE - Driver License ID Number Driver Name - exactly as printed on license				State of Lic.		VEHICLE - Driver License ID Number Driver Name - exactly as printed on license				State of Lic.		22											
Address (Include Number and Street)						Apt. No.		Address (Include Number and Street)						Apt. No.	23									
3	City or Town			State		Zip Code		City or Town			State		Zip Code		24									
Date of Birth Month Day Year		Sex <input type="checkbox"/>	Unlicensed <input type="checkbox"/>	No. of Occupants		Public Property Damaged <input type="checkbox"/>	Date of Birth Month Day Year		Sex <input type="checkbox"/>	Unlicensed <input type="checkbox"/>	No. of Occupants	Public Property Damaged <input type="checkbox"/>	25											
Name - exactly as printed on registration				Sex <input type="checkbox"/>	Date of Birth Month Day Year		Name - exactly as printed on registration				Sex <input type="checkbox"/>	Date of Birth Month Day Year		26										
Address (Include Number and Street)				Apt. No. <input type="checkbox"/>	Haz. Mat. Code <input type="checkbox"/>	Released <input type="checkbox"/>		Address (Include Number and Street)				Apt. No. <input type="checkbox"/>	Haz. Mat. Code <input type="checkbox"/>	Released <input type="checkbox"/>		27								
5	City or Town			State		Zip Code		City or Town			State		Zip Code		28									
Plate Number		State of Reg.		Vehicle Year & Make		Vehicle Type		Ins. Code		Plate Number		State of Reg.		Vehicle Year & Make		Vehicle Type		29						
Ticket/Arrest Number(s)								Ticket/Arrest Number(s)								30								
6	Violation Section(s)								Violation Section(s)								31							
V E H I C	Check if involved vehicle is: more than 95 inches wide; more than 34 feet long; operated with an overweight permit; operated with an overdimension permit.				V E H I C	Check if involved vehicle is: more than 95 inches wide; more than 34 feet long; operated with an overweight permit; operated with an overdimension permit.				Circle the diagram below that describes the accident, or draw your own diagram in space #9. Number the vehicles.								32						
L E Enter up to three more damage codes	VEHICLE DAMAGE CODES		Box 1 - Point of Impact 1	2	L E Enter up to three more damage codes	VEHICLE DAMAGE CODES		Box 1 - Point of Impact 1	2	Rear End 1. 3. Right Angle 5. 7. Head On Sideswipe (same direction) Left Turn Right Turn Sideswipe (opposite direction)								33						
V E H I C	Vehicle By: Towed To:				V E H I C	Vehicle By: Towed To:				ACCIDENT DIAGRAM								34						
VEHICLE DAMAGE CODING: 1-13 SEE DIAGRAM ON RIGHT. 14. UNDERCARRIAGE 15. TRAILER 16. OVERTURNED 17. DEMOLISHED 18. NO DAMAGE 19. OTHER											9. Cost of repairs to any one vehicle will be more than \$1000. <input type="checkbox"/> Unknown/Unable to determine <input type="checkbox"/> Yes <input type="checkbox"/> No								35					
Reference Marker		Coordinates (if available)		Place Where Accident Occurred:								9. (Route Number or Street Name)								36				
Latitude/Northing		Longitude/Easting		County MONROE Road on which accident occurred								(Route Number or Street Name)								37				
at 1) intersecting street												(Route Number or Street Name)								38				
or 2) feet		miles		N		S		of								(Milepost, Nearest intersecting Route Number or Street Name)								39
Accident Description/Officer's notes V2 WAS TRAVELING AT A HIGH RATE OF SPEED AND VEERED OVER INTO THE LANE THAT V1 WAS TURNING INTO. DRIVER OF V2 STATES THAT SHE WAS OCCUPYING THE FAR RIGHT LANE AND THAT V1 SIMPLY TURNED INTO HER VEHICLE. R/O DID CHECK WITH CITY CAMERAS TO SEE IF THE DEPT OF TRANSPORTATION CAMERAS CAPTURED ANYTHING AND THIS CHECK RETURNED NEGATIVE. NO INJURIES REPORTED.											40													

A	8	9	10	11	12	13	14	15	16	17 BY		
L												
I												
N												
V												
E												
D												
Officer's Rank and Signature OFFICER <i>R. #2033</i>		Badge/ID No. 2033		NCIC No. 02701		Precinct/Post Troop/Zone SECT5		Station/Beat Sector SECT5		Reviewing Officer CLARK, COREY		Date/Time Reviewed 1/18/2024 12:40
Print Name in Full RYAN J FANTIGROSSI												

2024/01/10 09:53:25

VKJ0005902033



**E2401800417 - MVA - MVA CHECK & ADVISE  
WESTFALL RD/MT HOPE AVE ROC**

EVENT INFORMATION - E2401800417

01/18/24

**Event Type : MVA; Event ID : E2401800417; Priority : 1; Status : A; Source : ANI/ALI; DGroup : RP5; Case**

**Numbers : CTYP24012063; Disposition Code : 34; Terminal : tc14; Calltaker ID: 8380**

AGENCY INFORMATION

**Agency : CTYP; Priority : 1; DGroup : RP5; ESZ : 810046; Area : CTYP285; Added : 01/18/24 06:29:06;**

**Dispatched : 01/18/24 07:35:52; Arrived : 01/18/24 08:52:51; Closed : 01/18/24 09:57:41; Close ID : 812014;**

**Close Terminal : \$275B; Event ID : E2401800417; Primary Unit : 275B;**

**Agency : UTIL; Priority : 3; DGroup : RTOC; ESZ : 55; Area : UTIL001; Added : 01/18/24 06:29:06;**

**Dispatched : 01/18/24 06:29:30; Closed : 01/18/24 09:15:36; Close ID : 8211; Close Terminal : fd04; Event**

**ID : E2401800416; Primary Unit : RTOC12;**

REMARKS

01/18/24 06:29:06 (tc14) : ATTMO -077.622185 +043.114997  
01/18/24 06:29:06 (tc14) : PASSERBY / DV IN THE MIDDLE OF THE RD / DRK COLORED VAN  
01/18/24 06:29:06 (cad-pri -int2a) : [BRYX] EVENT NUMBER : E2401800417  
01/18/24 06:29:30 (pd12) : BC  
Duplicate Event:Location = 1810 MT HOPE AVE ROC: @SPEEDWAY GAS STATION, Cross Street 1 = EDGE MONT RD, Cross Street 2 = WESTMORELAND DR, Type = MVA - MVA CHECK & ADVISE, Caller Name = MCKENZIE, D  
01/18/24 06:39:50 (tc11) : ESIRAE, Caller Ph Number = (585) 405-3505, Caller Address = 797 E HENRIETTA RD N SECTOR ROCHESTER, Call Source = ANI/ALI, Alarm Level = 0  
01/18/24 06:39:50 (tc11) : VZW -077.617013 +043.104215  
01/18/24 06:39:50 (tc11) : 2 VEH MVA - CLR IN SLVR BENZ SUV VS BLU/BLK MINI VAN - NO INJ  
01/18/24 06:39:50 (tc11) : End of Duplicate Event data  
Duplicate Event:Location = WESTFALL RD/WESTMORELAND DR ROC, Cross Street 1 = WESTFALL RD, Cross Street 2 = et 2 = WESTMORELAND DR, Type = MVA - MVA CHECK & ADVISE, Caller Name = SANTIAGO, LAN, Caller Ph Number = (585) 270-7979, Call Source = PHONE, Alarm Level = 0  
01/18/24 06:40:13 (tc03) : THIS WAS A VIDEO RELAY CALL - 2 VEHS - BLKNG - 2012 BLU VAN VS SILVER SEDAN  
01/18/24 06:40:13 (tc03) : End of Duplicate Event data  
Duplicate Event:Location = WESTFALL RD/MT HOPE AVE ROC, Cross Street 1 = WESTFALL RD, Cross Street 2 =  
01/18/24 07:06:21 (tc11) : MT HOPE AVE, Caller Name = MCKENZIE, DESIRAE, Caller Ph Number = (585) 405-3505, Caller Address = 400 K ENDRICK RD NE SECTOR ROC, Call Source = ANI/ALI, Alarm Level = 0  
01/18/24 07:06:21 (tc11) : VZW -077.631668 +043.117710  
01/18/24 07:06:21 (tc11) : ANOTHER CALL - S/W FOR AN OFFCR  
01/18/24 07:06:21 (tc11) : End of Duplicate Event data  
Duplicate Event:Location = MT HOPE AVE/WESTFALL RD ROC, Cross Street 1 = MT HOPE AVE, Cross Street 2 =  
01/18/24 07:30:00 (tc08) : WESTFALL RD, Caller Name = MAR, RICHARD, Caller Ph Number = (585) 269-8365, Caller Address = 400 KEND RICK RD NE SECTOR ROC, Call Source = ANI/ALI, Alarm Level = 0  
01/18/24 07:30:00 (tc08) : VZW -077.622657 +043.115201  
01/18/24 07:30:00 (tc08) : PASSERBY - 2VEHS - UNK DESC - BLKNG - UNK INJ -  
01/18/24 07:30:00 (tc08) : End of Duplicate Event data  
01/18/24 07:35:52 (pd10) : Event E2401800417 Dispatch Assigned  
Duplicate Event:Location = 1810 MT HOPE AVE ROC: @SPEEDWAY GAS STATION, Cross Street 1 = EDGE MONT  
01/18/24 07:46:30 (tc19) : RD, Cross Street 2 = WESTMORELAND DR, Caller Name = RODRIGUEZ,ROBERT-MGR, Caller Ph Number = (585) 244-3318, Caller Address = 1810 MOUNT HOPE AVE ROC, Call Source = ANI/ALI, Alarm Level = 0  
01/18/24 07:46:30 (tc19) : MCI  
01/18/24 07:46:30 (tc19) : 2 VEHS - UNK INJ - TOWN AND COUNTRY VS MERCEDES  
01/18/24 07:46:30 (tc19) : ONE VEH PULLED INTO THE PARKING LOT THE OTHER ONE CANT MOVE AND IS BLOCKING  
01/18/24 07:46:30 (tc19) : End of Duplicate Event data  
Duplicate Event:Location = MT HOPE AVE/WESTFALL RD ROC, Cross Street 1 = MT HOPE AVE, Cross Street 2 =  
01/18/24 08:02:36 (tc07) : WESTFALL RD, Caller Name = MCKENZIE, DESIRAE, Caller Ph Number = (585) 405-3505, Caller Address = 797 E HENRIETTA RD N SECTOR ROCHESTER, Call Source = ANI/ALI, Alarm Level = 0  
01/18/24 08:02:36 (tc07) : VZW -077.622206 +043.114783  
01/18/24 08:02:36 (tc07) : ANOTHER CALL SW  
01/18/24 08:02:36 (tc07) : End of Duplicate Event data  
Duplicate Event:Location = WESTFALL RD/MT HOPE AVE ROC, Cross Street 1 = WESTFALL RD, Cross Street 2 =  
01/18/24 08:12:39 (tc03) : MT HOPE AVE, Type = MVA - MVA CHECK & ADVISE, Caller Name = FEMALE , Caller Ph Number = (315) 956-5113, Caller Address = 400 KENDRICK RD NE SECTOR ROC, Call Source = ANI/ALI, Alarm Level = 0  
01/18/24 08:12:39 (tc03) : VZW -077.622337 +043.114513  
01/18/24 08:12:39 (tc03) : ANOTHER CALL - BLU VAN - BLKNG  
01/18/24 08:12:39 (tc03) : End of Duplicate Event data  
01/18/24 08:30:18 (tc01) : ANOTHER CALL - S/W  
01/18/24 08:30:22 (tc01) : SUPV NOTIFIED

01/18/24 08:31:28 (tc03) : Duplicate Event:Location = WESTFALL RD/MT HOPE AVE ROC, Cross Street 1 = WESTFALL RD, Cross Street 2 = MT HOPE AVE, Type = MVAA - MVA CHECK & ADVISE, Caller Name = FEMALE , Caller Ph Number = (585) 409-174, Caller Address = 400 KENDRICK RD NE SECTOR ROC, Call Source = ANI/ALI, Alarm Level = 0

01/18/24 08:31:28 (tc03) : 'VZW -077.619824 +043.119804

01/18/24 08:31:28 (tc03) : :ANOTHER CALL - DRK COLORED MINIVAN - BLKNG

01/18/24 08:31:28 (tc03) : :End of Duplicate Event data

01/18/24 08:36:39 (tc07) : Duplicate Event:Location = WESTFALL RD/WESTMORELAND DR ROC, Cross Street 1 = WESTFALL RD, Cross Street 2 = WESTMORELAND DR, Caller Name = SORENSEN RELAY, Call Source = PHONE, Alarm Level = 0

01/18/24 08:36:39 (tc07) : CLR STTD THEY WERE ON THE PH WITH A CONTACT USING THE RELAY SERVICE- FEM STTD SHE WAS IN A MV A- FEM CALLED FROM 585- 270-7979- FME DIDNT GIVE A NAME

01/18/24 08:36:39 (tc07) : :End of Duplicate Event data

01/18/24 08:37:19 (tc07) : :DUPPING PER SUPV SS

01/18/24 08:39:00 (tc11) : Duplicate Event:Location = WESTFALL RD/MT HOPE AVE ROC, Cross Street 1 = WESTFALL RD, Cross Street 2 = MT HOPE AVE, Caller Name = MCKENZIE, DESIRAE, Caller Ph Number = (585) 405-3505, Caller Address = 400 KENDRICK RD NE SECTOR ROC, Call Source = ANI/ALI, Alarm Level = 0

01/18/24 08:39:00 (tc11) : 'VZW -077.622314 +043.114761

01/18/24 08:39:00 (tc11) : :ANOTHER CALL - S/W FOR AN OFFCR

01/18/24 08:39:00 (tc11) : :End of Duplicate Event data

01/18/24 08:39:58 (tc19) : Duplicate Event:Location = MT HOPE AVE/WESTFALL RD ROC, Cross Street 1 = MT HOPE AVE, Cross Street 2 = WESTFALL RD, Caller Name = OANH, Caller Ph Number = (585) 230-1141, Caller Address = 111 WESTFALL RD N ROC, Call Source = ANI/ALI, Alarm Level = 0

01/18/24 08:39:58 (tc19) : 'TMOB -077.622249 +043.114579

01/18/24 08:39:58 (tc19) : :ANOTHER CALL

01/18/24 08:39:58 (tc19) : :End of Duplicate Event data

01/18/24 08:53:24 (tc14) : Duplicate Event:Location = WESTFALL RD/MT HOPE AVE ROC, Cross Street 1 = WESTFALL RD, Cross Street 2 = MT HOPE AVE, Type = MVAB - MVA NO INJURIES NOT BLOCKING, Caller Name = LAN-SANTIAGO, Caller Ph Number = (585) 270-7979, Caller Address = 120 N PLYMOUTH AVE BLDG CO ROC, Call Source = ANI/ALI, Alarm Level = 0

01/18/24 08:53:24 (tc14) : 'FTONY

01/18/24 08:53:25 (tc14) : H & R RPT - CALLER IN A 2012 CHRYSLER SUV BLK - NOT BLOCKING- SORRENSEN RELAY SERVICE USED BY C OML

01/18/24 08:53:25 (tc14) : :End of Duplicate Event data

01/18/24 08:58:27 (pd12) : Alarm Timer Extended: 0

01/18/24 08:58:28 (pd12) : Alarm Timer Extended: 0

01/18/24 09:06:24 (\$285B) : \*\* TOW REQUEST #45738 initiated at 1/18/2024 9:06:24 AM from \$285B for E2401800417

01/18/24 09:09:50 (pd10) : \*\* Tow Request Rotational Service requested for 454- JOHN & SONS REG/FLAT -- code is ACCEPT

01/18/24 09:09:50 (pd10) : \*\* Tow Request Rotational Service requested for 454- JOHN & SONS -- code is ACCEPT

01/18/24 09:57:05 (pd10) : Preempt Unit 285B

01/18/24 09:57:07 (pd10) : Preempt Unit 275B

01/18/24 09:57:08 (pd10) : Event E2401800417 Dispatch Assigned

01/18/24 12:39:09 (pd02) : \*\* TOW REQUEST #45738 has been closed :

01/18/24 12:39:09 (pd02) : >>> by: 8343 at 01/18/24 12:39:09 on terminal: pd02

## CROSS REFERENCED EVENTS

E2401800627						
Event	Agency	DGroup	Event Type	Event Subtype	Date Cross Referenced	Location
E2401800627	CTYP	RP5	MSG	default	01/18/24 08:40:00	WESTFALL RD/MT HOPE AVE ROC

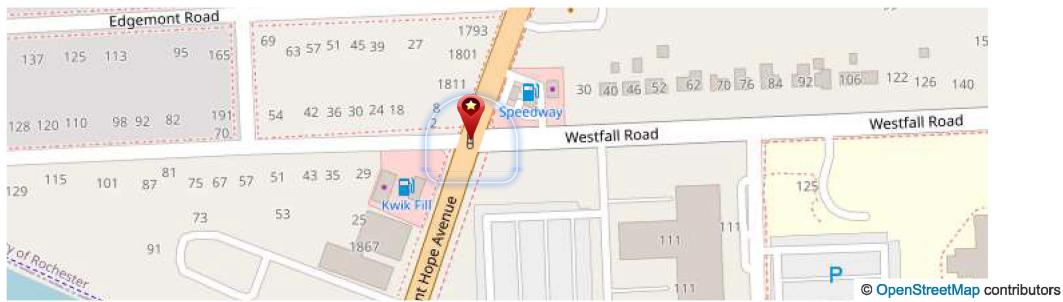
## CALLER INFORMATION

Name:	[REDACTED]
Phone:	[REDACTED]
Address:	[REDACTED]

## LOCATION INFORMATION

WESTFALL RD/MT HOPE AVE ROC
X-STREET 1: WESTFALL RD
X-STREET 2: MT HOPE AVE

**Location Choices**



## SUPPLEMENTAL INFORMATION

Person 0	
Vehicle 3	
Model: 2012	Make : CHRY
Year	State : NY
Model: town	Vehicle blue
License [REDACTED]	Color
VIN :	Remarks rt front tire flat
License 2012	License PVT
Year	Type
Unit : 285B	
ID	
Model:	Make :
Year	State :
Model:	Vehicle
License [REDACTED]	Color
VIN :	Remarks
License	License
Year	Type
Unit :	
ID	
Model: 2008	Make : MERC
Year	State : NY
Model:	Vehicle GRY
License [REDACTED]	Color
VIN :	Remarks
License	License
Year	Type
Unit :	
ID	
Property 0	
Contact Name 0	
Incident Times 0	
Boat 0	
Gun 0	