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## Inquiry Regarding Interpreter Use and PSS Case 2024-0084

Cadhla McBride <admin@transparentlawenforcement.com>  
To: Rpd.chief1@cityofrochester.gov

Mon, Jun 2, 2025 at 11:46 AM

Dear Community Affairs Division,

I'm a researcher with Transparent Law Enforcement, an independent public interest project focused on police oversight and records transparency in New York State.

I am writing to request comment or clarification regarding a case documented in a recent internal Professional Standards Section file: PSS Case No. 2024-0084, involving complainant Lan Nguyen-Santiago. According to the redacted materials, Ms. Nguyen-Santiago is Deaf and used a relay service to contact 911 following a traffic accident. The responding officer reportedly did not provide or request an interpreter, and the internal review concluded that none was necessary.

After reviewing this case and RPD's own policies (including portions of the Body-Worn Camera Manual and other interpreter guidance), I hoped to clarify the following:

1. Does the department consider traffic accidents that could lead to citations, legal proceedings, or court appearances to fall under the category of events where interpreter services are required?
2. Is the use of a relay or TTD service in contacting dispatch considered sufficient to trigger ADA-related communication accommodations, even absent a verbal request for an interpreter?
3. Was any internal review conducted regarding the absence of body-worn camera footage or a formal statement from the responding officer in this case?
4. More broadly, how does RPD ensure consistent application of interpreter protocols when interacting with Deaf or hard-of-hearing community members?

Given Rochester's large Deaf population and national leadership in Deaf education, I would be grateful for any comment you can provide on how this case fits into the department's commitment to accessibility and equity.

If there's someone else at the department better positioned to respond to these questions, I'd appreciate being directed accordingly. I'm happy to follow up by phone or in writing.

Thank you for your time and consideration.

Sincerely,  
Cadhla  
Researcher, Transparent Law Enforcement