**VERMONT FORENSIC LABORATORY**

PO BOX 47
WATERBURY, VERMONT 05676-0047
TEL: 802-244-8788
FAX: 802-241-5557
http://vfl.vermont.gov

# DATAMASTER TECHNICAL SUPPORT INQUIRY

**Agency/Site:** St. Albans VSP **DataMaster Serial #:** 100171

Date: 11/5/2014 Requestor: Patricia Whitney

Instrument Supervisor: Patricia Whitney Phone #: (802) 524-5993

Taken By: Robert Driscoll

Problem: Simulator solution out of range

Laboratory Response: Asked DMT supervisor to perform an accuracy and precision check. A&P showed simulator solution out of range at 0.092 g/210L. DMT supervisor changed the solution but still getting error codes according to DMT operators. R. Driscoll to investigate on site.

Work Performed: Printed Breath Record History and Status Record History reports and no errors noted after simulator solution was changed. Spoke to DMT operator who observed the failed message to try and understand the point of failure. After selecting a "DUI" or "Check-in", the instrument displayed an error box stating to change the simulator solution. After looking at the simulator solution change report, it was found that the protocol failed and was never completed. Performed a simulator solution change protocol to satisfy the DMT requirements; instrument now running as expected.

☒ On Site ☐ In-house Attachments: 15 pages

Performed By: Robert Driscoll RCD Date: 11/19/2014

Final Review: [signature] Date: 11/19/2014

## Driscoll, Rob

**From:** Whitney, Patricia
**Sent:** Thursday, November 06, 2014 2:37 PM
**To:** Driscoll, Rob
**Subject:** RE: Message from "RNP0026731E25F4"

Checked it first thing this morning and all is looking well. Will keep you posted if we experience any change. Thank you!

Patricia Whitney
Administration
Vermont State Police
St. Albans Barracks
802-524-5993 Ext. 2702
Patricia.Whitney@state.vt.us

-----Original Message-----
From: Driscoll, Rob
Sent: Thursday, November 06, 2014 2:16 PM
To: Whitney, Patricia
Subject: RE: Message from "RNP0026731E25F4"

Patricia,

I assume you were able to get your DMT up and running yesterday? I never heard back.

Regards,
Rob

Robert Driscoll
Vermont Forensics Laboratory
103 South Main Street
Waterbury, VT 05671
Electronics Technician
Rob.Driscoll@state.vt.us
Desk: (802) 241-5817
Cell: (802) 585-0123

-----Original Message-----
From: Whitney, Patricia
Sent: Wednesday, November 05, 2014 10:09 AM
To: Driscoll, Rob
Subject: FW: Message from "RNP0026731E25F4"

Here you go!



2 of 16 ROD

Patricia Whitney
Administration
Vermont State Police
St. Albans Barracks
802-524-5993 Ext. 2702
Patricia.Whitney@state.vt.us

-----Original Message-----
From: stalbans_copier@dps.state.vt.us [mailto:stalbans_copier@dps.state.vt.us]
Sent: Wednesday, November 05, 2014 9:54 AM
To: Whitney, Patricia
Subject: Message from "RNP0026731E25F4"

This E-mail was sent from "RNP0026731E25F4" (Aficio MP C4501).

Scan Date: 11.05.2014 09:54:05 (-0500)
Queries to: stalbans_copier@dps.state.vt.us

## ACCURACY & PRECISION REPORT

STATE OF VERMONT

DataMater DMT: 100171
Location: St. Albans VSP

---

Date: 11/05/2014
Time: 09:47:02

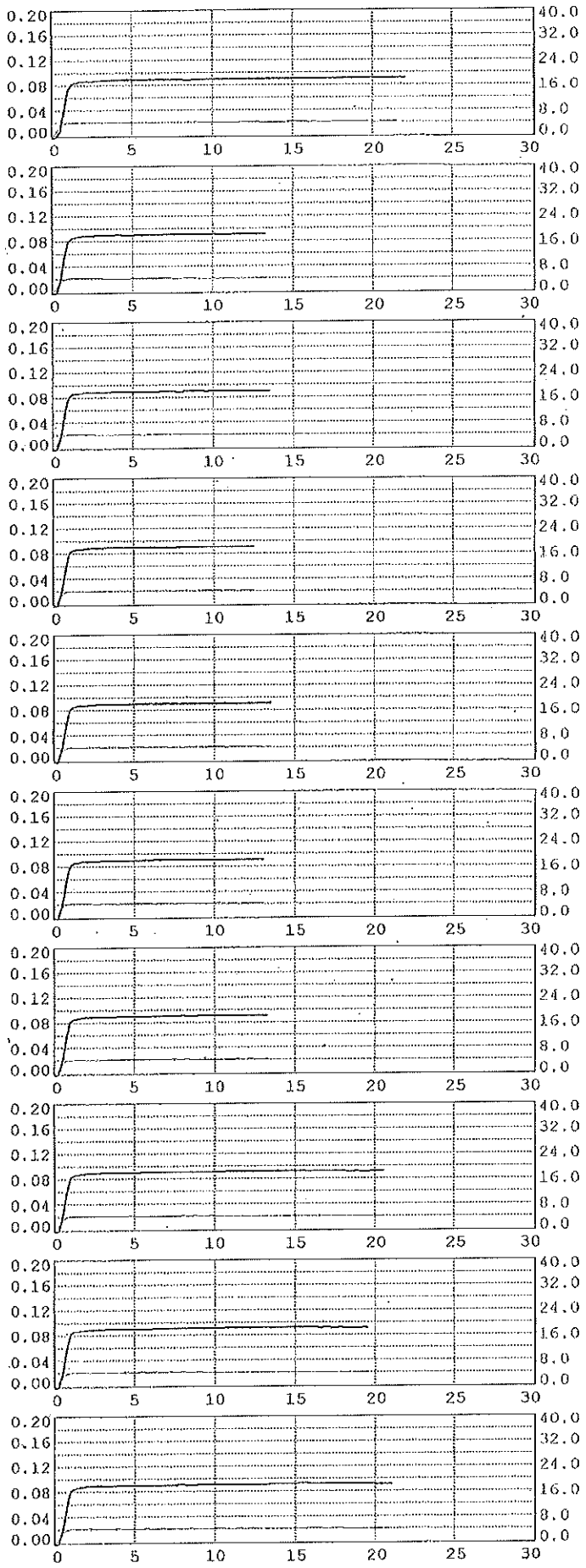
SUPERVISOR NAME:
PATTY A WHITNEY

SOLUTION LOT #: 14-04-100
SOLUTION CONCENTRATION: 0.099

---

| | | |
|---|---|---|
| BLANK TEST | 0.000 | 09:47 |
| CALIBRATION CHECK | PASSED | 09:48 |
| SIMULATOR VAPOR 34.1°C | 0.093 | 09:48 |
| SIMULATOR VAPOR 34.1°C | 0.092 | 09:49 |
| SIMULATOR VAPOR 34.1°C | 0.092 | 09:50 |
| SIMULATOR VAPOR 34.2°C | 0.093 | 09:51 |
| SIMULATOR VAPOR 34.1°C | 0.092 | 09:52 |
| SIMULATOR VAPOR 34.2°C | 0.092 | 09:53 |
| SIMULATOR VAPOR 34.1°C | 0.093 | 09:54 |
| SIMULATOR VAPOR 34.1°C | 0.093 | 09:56 |
| SIMULATOR VAPOR 34.1°C | 0.093 | 09:57 |
| SIMULATOR VAPOR 34.2°C | 0.093 | 09:58 |
| BLANK TEST | 0.000 | 09:59 |

Average = 0.092
Std Dev = 0.000






4 of 16 ROD

# SOLUTION CHANGE

DataMaster DMT: 100171
Location: St. Albans VSP
Date: 11/05/2014
Performed by: PATTY A WHITNEY

## Accuracy and Precision Check

Concentration =
Lot # =
Range =
Average =
Std Dev =

Simulator Temperature:

Solution Change Failed

Performed by Patty Whitney Date 11/18/2014



5 of 16 RCD

## Driscoll, Rob

**From:** Whitney, Patricia
**Sent:** Monday, November 10, 2014 7:40 AM
**To:** Driscoll, Rob
**Subject:** RE: Data master is out of range

The screen is not reflecting it is out of range. I am doing an accuracy precision check. Will keep you posted.

Patricia Whitney
Administration
Vermont State Police
St. Albans Barracks
802-524-5993 Ext. 2702
Patricia.Whitney@state.vt.us

**From:** Driscoll, Rob
**Sent:** Monday, November 10, 2014 7:34 AM
**To:** Whitney, Patricia
**Subject:** Re: Data master is out of range

Patricia,
What exactly is wrong with the DMT? If the solution is out of range there is nothing that displays on the screen when the instrument is idle.

Rob

Sent from my iPhone

On Nov 10, 2014, at 7:31 AM, "Whitney, Patricia" <Patricia.Whitney@state.vt.us> wrote:

Please see below.

Patricia Whitney
Administration
Vermont State Police
St. Albans Barracks
802-524-5993 Ext. 2702
Patricia.Whitney@state.vt.us

**From:** VSP St. Albans Troopers [mailto:A2TROOP@DPS.STATE.VT.US] **On Behalf Of** Rolandini, Derek
**Sent:** Saturday, November 08, 2014 4:23 AM
**To:** DPS - a2troop
**Subject:** [A2TROOP] Data master is out of range

Troops,

The Data master is currently out of range. Its flashing a code indicating the solution needs to be replaced.

7 of 16 KCD

## ACCURACY & PRECISION REPORT

STATE OF VERMONT

DataMater DMT: 100171
Location: St. Albans VSP

---

Date: 11/10/2014
Time: 07:36:15

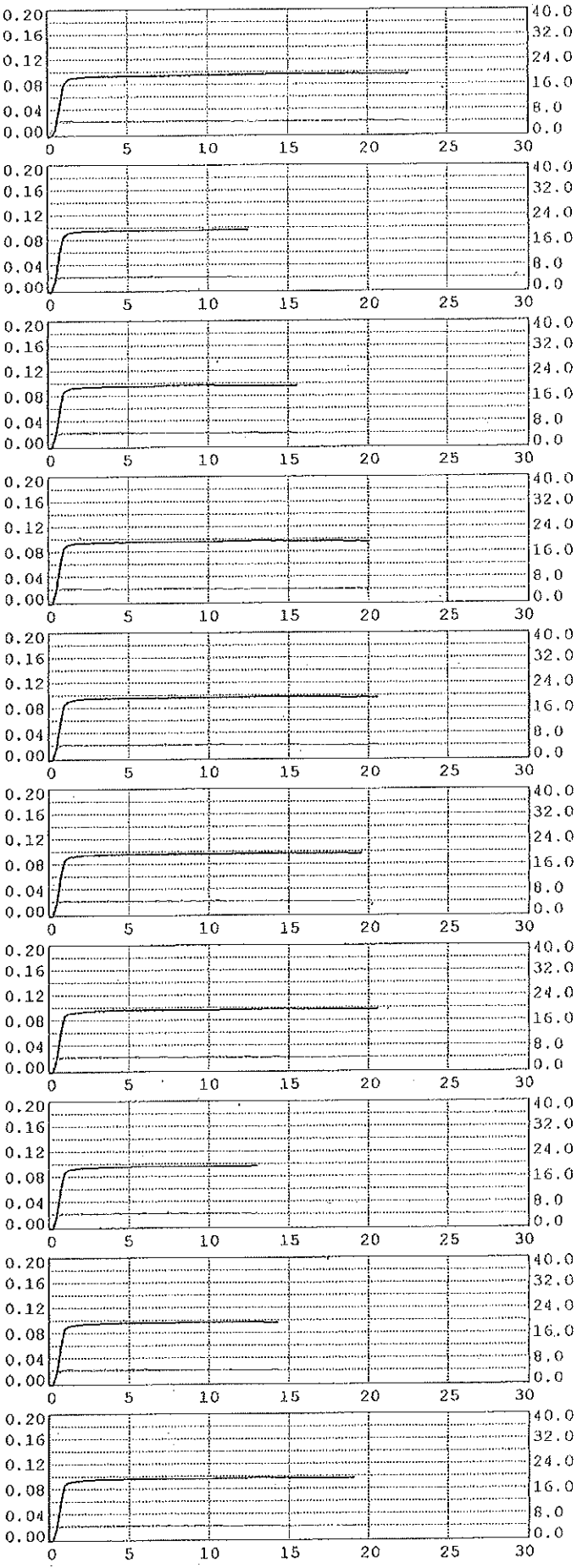
SUPERVISOR NAME:
PATTY A WHITNEY

SOLUTION LOT #: 14-04-100
SOLUTION CONCENTRATION: 0.099

---

| | | |
|---|---|---|
| BLANK TEST | 0.000 | 07:37 |
| CALIBRATION CHECK | PASSED | 07:37 |
| SIMULATOR VAPOR 34.2°C | 0.098 | 07:37 |
| SIMULATOR VAPOR 34.2°C | 0.098 | 07:38 |
| SIMULATOR VAPOR 34.2°C | 0.097 | 07:39 |
| SIMULATOR VAPOR 34.1°C | 0.098 | 07:41 |
| SIMULATOR VAPOR 34.1°C | 0.098 | 07:42 |
| SIMULATOR VAPOR 34.2°C | 0.098 | 07:43 |
| SIMULATOR VAPOR 34.2°C | 0.098 | 07:44 |
| SIMULATOR VAPOR 34.2°C | 0.098 | 07:45 |
| SIMULATOR VAPOR 34.1°C | 0.098 | 07:46 |
| SIMULATOR VAPOR 34.2°C | 0.098 | 07:48 |
| BLANK TEST | 0.000 | 07:48 |

Average = 0.097
Std Dev = 0.000






8 of 16 KD

## Driscoll, Rob

**From:** Whitney, Patricia
**Sent:** Monday, November 10, 2014 9:59 AM
**To:** Driscoll, Rob
**Subject:** RE: Message from "RNP0026731E25F4"

Thank you.

Patricia Whitney
Administration
Vermont State Police
St. Albans Barracks
802-524-5993 Ext. 2702
Patricia.Whitney@state.vt.us

-----Original Message-----
From: Driscoll, Rob
Sent: Monday, November 10, 2014 9:58 AM
To: Whitney, Patricia
Subject: Re: Message from "RNP0026731E25F4"

Sounds great. Let me know if it errors and I will come take a look.

Thanks,
Rob
Sent from my iPhone

> On Nov 10, 2014, at 9:50 AM, "Whitney, Patricia" <Patricia.Whitney@state.vt.us> wrote:
>
> Record history report is not showing it as out of range since 11/3/14 and that is when I did the sim solution change because it did go out of range then. I will put out an e-mail that it is good to go and to notify me if it acts up again.
>
> Patricia Whitney
> Administration
> Vermont State Police
> St. Albans Barracks
> 802-524-5993 Ext. 2702
> Patricia.Whitney@state.vt.us
>
> -----Original Message-----
> From: Driscoll, Rob
> Sent: Monday, November 10, 2014 8:42 AM
> To: Whitney, Patricia
> Subject: Re: Message from "RNP0026731E25F4"
>
> Patricia,



9 of 16 RCS

> I don't see a problem. I am out of the office today and tomorrow but can take a look Wednesday if you feel there is an issue. The only other suggestion I can make is to run a stud history report. This will show any errors the instrument would have had during processing and may help us understand what is going on.
>
> Regards,
> Rob
>
> Sent from my iPhone
>
>> On Nov 10, 2014, at 8:28 AM, "Whitney, Patricia" <Patricia.Whitney@state.vt.us> wrote:
>>
>> Here it is.
>>
>> Patricia Whitney
>> Administration
>> Vermont State Police
>> St. Albans Barracks
>> 802-524-5993 Ext. 2702
>> Patricia.Whitney@state.vt.us
>>
>> -----Original Message-----
>> From: stalbans_copier@dps.state.vt.us
>> [mailto:stalbans_copier@dps.state.vt.us]
>> Sent: Monday, November 10, 2014 8:14 AM
>> To: Whitney, Patricia
>> Subject: Message from "RNP0026731E25F4"
>>
>> This E-mail was sent from "RNP0026731E25F4" (Aficio MP C4501).
>>
>> Scan Date: 11.10.2014 08:13:47 (-0500) Queries to:
>> stalbans_copier@dps.state.vt.us
>>
>> <How to UNZIP.html>
>> <SecureZIP Attachments.zip>

# Status Record History



| Status Date | Status Time | Test Type | Status Message |
|---|---|---|---|
| 11/03/2014 | 21:46:44 | DUI Subject Record | Simulator Out of Range |
| 11/05/2014 | 15:00:55 | Solution Change Record | ACCURACY AND PRECISION CHECK FAILED |



11/12/16 RCD

## Driscoll, Rob

**From:** Whitney, Patricia
**Sent:** Monday, November 17, 2014 7:56 AM
**To:** Driscoll, Rob
**Subject:** RE: DMT Down

Thank you. I am very puzzled also. Thanks for coming to the rescue.

Patricia Whitney
Administration
Vermont State Police
St. Albans Barracks
802-524-5993 Ext. 2702
Patricia.Whitney@state.vt.us

---

**From:** Driscoll, Rob
**Sent:** Monday, November 17, 2014 7:55 AM
**To:** Whitney, Patricia
**Subject:** RE: DMT Down

Patricia,

I'm very confused as to what the issue is, as every time you run an Accuracy and Precision check, the sim. solution is well within it's acceptable range. I will take a ride up there this afternoon to take a look.

Regards,
Rob

Robert Driscoll
Vermont Forensics Laboratory
103 South Main Street
Waterbury, VT 05671
Electronics Technician
Rob.Driscoll@state.vt.us
Desk: (802) 241-5817
Cell: (802) 585-0123

---

**From:** Whitney, Patricia
**Sent:** Monday, November 17, 2014 7:52 AM
**To:** Driscoll, Rob
**Subject:** FW: DMT Down

Here we go again!

Patricia Whitney
Administration



12 of 16 RD

Vermont State Police
St. Albans Barracks
802-524-5993 Ext. 2702
Patricia.Whitney@state.vt.us

**From:** VSP St. Albans Troopers [mailto:A2TROOP@DPS.STATE.VT.US] **On Behalf Of** Riggen, Jay
**Sent:** Sunday, November 16, 2014 1:33 AM
**To:** DPS - a2troop
**Subject:** [A2TROOP] DMT Down

Troopers:

DMT is once again down reporting that the solution needs to be changed.

I am headed to the DMT Supervisor course on Tuesday ... but as previously reported this seems to be a previously unknown issue with an unclear solution. No pun intended.

Jay

# Breath Record History



| Test Date | Test Time | Agency | Operator Name | Alcohol Val. 1 | Alcohol Val. 2 | Sim. Conc. 1 | Sim. Conc. 2 | Status Message |
|---|---|---|---|---|---|---|---|---|
| 10/12/2014 | 01:24:30 | ST. ALBANS VSP | BENJAMIN M PATNODE | 0.139 | 0.142 | 0.097 | 0.097 | |
| 10/12/2014 | 22:54:55 | ST. ALBANS VSP | D ROLANDI | 0.074 | | 0.096 | | |
| 10/15/2014 | 22:59:49 | ST. ALBANS VSP | LUCAS J HALL | 0.146 | | 0.097 | | |
| 10/22/2014 | 23:50:58 | ST. ALBANS VSP | MICHAEL R ANDERSON | 0.150 | | 0.095 | 0.094 | RESPONSE TIMEOUT |
| 10/26/2014 | 01:31:47 | ST. ALBANS VSP | JAY RIGGEN | 0.127 | 0.124 | 0.095 | 0.094 | |
| 11/03/2014 | 21:45:12 | ST. ALBANS VSP | LUCAS J HALL | | | 0.092 | | Simulator Out of Range |

Page 16 of 16

# Status Record History



| Status Date | Status Time | Test Type | Status Message |
|---|---|---|---|
| 10/09/2014 | 11:31:17 | RFC Record | Diagnostic Check Failed |
| 10/22/2014 | 23:57:52 | DUI Subject Record | RESPONSE TIMEOUT |
| 11/03/2014 | 21:46:44 | DUI Subject Record | Simulator Out of Range |
| 11/05/2014 | 15:00:55 | Solution Change Record | ACCURACY AND PRECISION CHECK FAILED |



16 of 16 RW

# SOLUTION CHANGE

DataMaster DMT: 100171
Location: St. Albans VSP
Date: 11/17/2014
Performed by: ROBERT DRISCOLL

## Accuracy and Precision Check

Concentration = 0.099 g/210L
Lot # = 14-04-100
Range = 0.094 - 0.104
Average = 0.097 g/210L
Std Dev = 0.0000

Simulator Temperature: 34.2°C

Performed by RCD Date 11/18/2014