

Monroe Livingston Regional EMS Meeting

September 21, 2015

Meeting Minutes

Call to order – Reg Allen

Chair Report – Reg Allen

- STEP Conference 2016 – Council Discussion
 - April 8-9, 2016 with preconference on April 7th held at the Hilton Garden Inn at College Town.
 - To be brought to PIER Committee for consideration, need to know by our November meeting.
 - Also a question of if we are interested in contributing.
- How am I doing, What could I be doing better?
 - Reg will be sending around an email to everyone so you can send your opinions and feedback for him as chairman. This will not be anonymous as he would like to continue to improve in this position, no requirement to do so.
- January 2016 Meeting is on January 25th – 4th Monday at 1600hrs.
- 2015 MLREMS Goals Review
 - Select an electronic (cloud) storage platform, which has an administrator function, allows for email addresses, and allows the administrator a varied level of access permissions for users. Develop a standardized filing format for all MLREMS documents.
 - Due September 30, 2015
 - Develop continuity guides for each position on the Executive team, including exec officers and committee chairs. The guide is an overview of what the position does on a daily, weekly, monthly, annual basis. This will serve to provide continuity of transition when a new person takes on an executive position or committee chair position.
 - Due December 1, 2015
 - Create a standardized data dictionary consistent with NEMSIS 3 and make this directory available in a common electronic format for use by MLREMS agencies.
 - Due 4th quarter of Calendar year 2015

Vice Chair Report – Tom Coyle

- Background Check Status
 - We need a policy change. The vendor we have chosen has a one part form (in the policy it states a two part form). Fill out the form and return to Tom, you can email if you choose. Once the checks come back, we will shred these forms.
 - Change proposed, motion seconded. Passes.

Secretary Report – Tim Frost

- Approve Minutes
 - July 2015
 - Minutes approved
- Verifying dates of the members on REMAC
- Working on solidifying Google Drive process with Mike and Program Agency.

Treasurer's Report – Mike Hoskins

- Root cause of \$76.54 discrepancy was identified as an error in timing between the Division of Prehospital Medicine ledger to the accounting office at the University of Rochester and our bookkeeper.

A process is now in place to alleviate this problem in the future. MLREMS will release the extra \$76.54 and address this in the next quarter voucher with the DOH and the University of Rochester.

- August Financial Report sent out
- Meeting monthly with Tim Frost and the Program Agency staff to facilitate document storage and email distribution procedure/process through Google Drive and Gmail respectively. Also working with NEG regarding policies for said records.

System Medical Director – Jeremy Cushman

- Spinal Motion Restriction Rollout – expected to Go Live October 1st.
 - All local EDs have received information from Dr. Cushman. An advisory will be issued regarding this.
- SEK Project
 - Slowed due to some procurement issues. We do have State approval of our training materials. As soon as the supply chain finishes out, we will be going live.
- Stroke Collaboration CME
 - Mike Meyer & Ben Sensenbach have put together. Institutions are required to provide Stroke trainings to EMS providers. We have managed to get all institutions to meet to create a collaborative training.
 - October 14, 2016 at the PSTF.
- October 22nd 10am at the University of Rochester
 - Jerry Hoffman Grand Rounds
 - Overdiagnosis – a worsening epidemic
 - Open to the EMS community, will be offering CME for it.
- RTAC
 - Opportunities to improve communication between EMS and Hospitals.
 - Next meeting: October 13th

Program Agency Report – Ben Sensenbach

- ALS Internship and Clearance Process – electronic form for website being tested.
- Assisting with CON processes
- Met with Hoskins and Frost to assist with Google Drive transition and templates.

Livingston County Report – Karen Dewar

- Livingston County has been offered another grant

Monroe County Report – Tim Czapranski

- Airport Drill last Friday
- October Western Regional Drill “WRECKIT”
- Monroe County Crime Labs
 - Test samples of drugs off the streets periodically. They will have two classes to offer to EMS. Details to follow.

REMAC – Elizabeth Murray, DO

- Very active Training & Ed and SCT Committee’s, great work.
- A few action items for September meeting related to spinal motion restriction.
- January REMAC meeting will be the same date as MLREMS on January 25th.

NYS EMS Council and Advisory Committee– Jason Bortle

- Nothing new to report from the State DOH since the last MLREMS Executive meeting communication.

Systems Ops Committee Report – Jason Bortle

- Committee met on 8/25 with Sensenbach, Dewar, Bonfiglio and myself in attendance
 - Discussed mutual aid 12-06 forms
 - Provide contact info to agency leaders for GIS to print out maps of response areas and mutual aid plans for their agencies to assist in form completions
 - Awaiting 12-06 forms from Geneseo and Lima
 - Discussed meeting with dispatch centers (Monroe & Livingston) to gain further insight into procedures for dispatching resources and mutual aid agencies.
 - Received email from agency leader if committee would look at their run cards for mutual aid to ensure compliancy and best interest of patient care – agreed to have committee review.
- Henrietta CON expansion into Rush has been received and will be reviewed and sent to lawyer
- Transfer of Rural Metro CON to AMR is now being processed
 - F&C being performed independently by the State DOH and send their findings directly to the regional council
- Awaiting information from Pinsky regarding status of Cuylerville's TOA
- Pittsford/ER CON – word back from State DOH that ER does not have a valid CON
 - As there is no valid CON in place for ER, there can be no transfer to Pittsford. No reason to vote at next MLREMS.
- Motion to accept transfer of the CON application from Rural Metro to Envision Health Care Incorporated as complete to be forwarded to NYS for F&C. Seconded. Vote. Motion passes.

Nominations Elections and Governance – Mark Philippy

- Open seats
 - 3rd battalion transport agency
 - Healthcare representative/EMS physician seat
 - Livingston County transport agency
- Seats up for re-election
 - November meeting – letters of intent need to be sent to NEG 10 business days prior to the November meeting at least.
- Recruitment
- Code of Ethics/Conduct
 - Confidentiality section
- Dr. Eran Muto as REMAC Rochester General opening, Motion to accept? Seconded. Motion passes.
- By-laws amendment MLREMS – attendance
 - Motion to accept changes. Seconded. Vote. Motion passes.
- By-laws amendment REMAC – hospital representatives
 - Little need for physician letter of intent as we get one from the hospital. We will be distributing this proposed change to Council for review.
- Next NEG Meeting October 13th.

PIER Committee Report – Reg Allen for Donna Bailey

- Community CPR page on mlrems.org
- Mission/vision status
- Awards application process

Training & Education Committee Report – Eric Rathfelder

- Fall CIU

- Training centers will pay and host. This will change to being two evenings in the fall to boost participation.
 - Universal pay rate
 - Will be in December or January, just awaiting AHA changes.
- BLS Preceptor Program, target date Spring 2016

New Business

- None

Next Meeting is November 16th at Monroe County (MLREMS Elections) at 1600






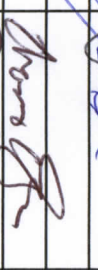
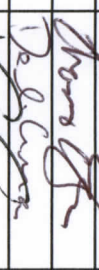













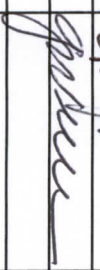

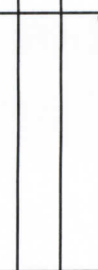
Link for full meeting video:

<https://youtu.be/6vbi5Ney3IA>

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2-7F

MOTION 1: ACCEPT CONSOLIDATED APPLICATION PURSUANT TO PHIL 3010 FOR TRANSFER OF STOCK AND MERGER THE CONTINUING INTERESTS OF WP ROCKET HOLDINGS INC. TO AMR HOLDING, INC., A SUBSIDIARY OF ENVISION HEALTHCARE, INC. AS COMPLETE TO BE FORWARDED TO NYS FOR F? C MOTION - JASON BORTLE 2ND TIM FROST 20-YES 0-NO 0-ABSTENTION 5 ABSENT **PASS**

MOTION 2: APPROVE ATTACHED POLICY MOTION - BILL MURRAY 2ND DA MURRAY 20-YES 0-NO 0-ABSTENTION 5-ABSENT **PASS**





Roll Call Vote 1	Roll Call Vote 2	NAME	POSITION HELD	TERM	SIGNATURE	Training & Ed	Finance	Systems	PIER	NEG	Exec
Y	Y	Reg Allen CHAIR	5th Battalion Transport	2015		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Y	Y	Bill Arnold	4th Battalion Transport	2016		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Donna Bailey - NOTED RA	Livingston County Transport	2016		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y	Y	Thomas Bonfiglio	City Contract	2016		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y	Y	Jason Bortle	2nd Battalion Transport	2016		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Alex Cook - NOTED TF	Livingston County Transport	2018		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y	Y	Thomas Coyle VICE CHAIR	Monroe County CON	2016		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Y	Y	Deb Curran	At Large	2018		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y	Y	Jeremy Cushman	Regional Medical Director	N/A		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Y	Y	Tim Czapranski	Monroe County EMS	N/A		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y	Y	Karen Dewar	Livingston County EMS	N/A		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Y	Y	Tim Frost SECRETARY	Community Representative	2016		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Y	Y	George Glessner	Healthcare Representative	2015		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Mike Hoskins TREASURER	At Large	2018		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Y	Y	Julie Jordan	Monroe County ALSFR	2018		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y	Y	Rommel Kirchhoff	Livingston County CON	2016		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Tom Kirchhoff ABSENT	1st Battalion Transport	2016		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y	Y	Geordie Klueber	Livingston County BLSFR	2018		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y	Y	Elizabeth Murray	REMAC Chair	2018		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y	Y	Bill Palma	Monroe County BLSFR	2016		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y	Y	Mark Philippy	At Large	2016		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Y	Y	Eric Rathfelder	Law Enforcement	2018		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Y	Y	Gwen Williams	Healthcare Representative	2015		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		OPEN	EMS Physician			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		OPEN	3rd Battalion Transport			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		OPEN	EMS Training			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		OPEN	Livingston County Transport			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		OPEN	Monroe County BLSFR			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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ABSENT

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GUESTS
September 21, 2015

NAME (PLEASE PRINT)			AGENCY	SIGNATURES
1	Benjamin Sensenbach	DPM		
2	Ross R. Zastrow	DPM		
3	Jonathan D. Sizem	HFWA Iowa		
4	Liba Pheo	presentist		
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MLREMS

MONROE-LIVINGSTON REGIONAL EMS COUNCIL

Monroe-Livingston Regional Emergency Medical Services Council

A proposal to amend the Monroe-Livingston Regional EMS Council By-Laws, version 20, Article II Membership, Section 2.05 Attendance. The intent is to provide Members with a mechanism to provide reasonable excuse for absence from Council meetings and functions as may be required by this document and the accompanying REMAC By-Laws.

This amendment in no way changes the requirement that all members of Council, and by extension the REMAC, are required to attend all meetings. The primary interest is in providing a variance whereby members who provide reasonable excuse will not suffer immediate suspension of voting rights, and will be afforded an opportunity after two missed meetings to provide an explanation to Council before rights may be suspended.

Below are the original version, as currently written, followed by the proposed amendment.

This notice is being forwarded to all members of Council via electronic mail on this 17th day of July, 2015, in accordance with Article IX, Section 9.01 of the By-Laws.

Formal vote on this Amendment will be made at the Council meeting September 21st, 2015.

Respectfully submitted,

Mark Philippy, B.A., EMT-P,
Chair

MLREMSC Nominations, Elections, and Governance Committee

Section 2.05 Attendance Requirements

- (a) Members are expected to attend all meetings of the Council.
- (b) The Council Secretary will bring members who miss one-third of the Council's meetings held in a rolling twelve-month period to the attention of the Council.
- (c) A member who is absent from one third of the Council's meetings shall have his or her voting rights suspended. The suspended member shall be notified in writing by the Council Secretary of their suspended status and may request a meeting with the Council to explain their absences or they may explain their absences in writing.
- (d) If the Council accepts the explanation in person or in writing, the suspended member shall be restored to voting status and a new rolling twelve-month period will commence, with the meeting at which the Council took action to restore the member to voting status, counting as the first meeting.
- (e) If a member who's privileges are suspended fails to appear before the Council or fails to explain their absences in writing to the satisfaction of the full Council, or should a suspended member subsequently miss an additional meeting in the same twelve-month period; the Council may declare the member's position vacant by the affirmation of a two-thirds majority of the Council.

Proposed Amendment:

- (c) Members who are unable to attend Council meetings as required must notify the Secretary by electronic mail as soon as practicable after such inability is recognized.
 - 1) Such notice must include reasonable cause for the member's absence, such as but not limited to: sickness, mandated work call-back/overtime, or family emergency.
 - 2) The Secretary of Council will make the Membership at any such meeting aware of any excused absences, and such notice will be made on the record for public information.
- (d) A member who has *excused absences* from one third of the Council's meetings in a rolling twelve-month period will be asked to appear before the Council in executive session to provide explanation of their inability to attend and discuss continuation of their service.
- (e) A member who is absent *without excuse* from one third of the Council's meetings in a rolling twelve-month period shall have his or her voting rights suspended. The suspended member shall be notified in writing by the Council Secretary of their suspended status. The member may appear before the Council in executive session to provide explanation of their inability to attend and discuss continuation of their service.

- (f) If the Council accepts the explanation of the member in question, the member shall continue in their current status, and a suspended member shall be restored to voting status and a new rolling twelve-month period will commence with the meeting at which the Council took action to restore the member to voting status counting as the first meeting.
- (g) If a member who's attendance is in question fails to appear before the Council or fails to explain their absences to the satisfaction of the full Council, or should a suspended member subsequently miss an additional meeting in the same twelve-month period; the Council may declare the member's position vacant by the affirmation of a two-thirds majority of the Council.



MLREMS

MONROE-LIVINGSTON REGIONAL EMS COUNCIL

Monroe-Livingston Regional Emergency Medical Services Council

2015 MLREMS – Regional Emergency Medical Advisory Committee (REMAC)
Open Seats Election

September 21st, 2015

Rochester General Hospital - Physician Representative (Vote for One):

Dr. Eran Muto

✓

Tim Fleen, Secretary

J-L

09/21/2015

Upon voice vote of the Council membership assembled, the Secretary of the Council may be authorized to cast one (1) vote for the election of these candidates.

Under Article 25, Section 380-c (b)(2), of the New York General Business Law, you have the right, upon written request, to be informed of whether or not an investigative consumer report was requested. Under Article 25, Section 380-g, of the New York General Business Law, should a consumer report received by an employer contain criminal conviction information, the employer must provide the applicant or employee who is the subject of the report a second copy, whether printed or electronic, of Article 23-A of the New York Correction Law, which governs the employment of persons previously convicted of one or more criminal offenses. Please initial here to acknowledge receipt of Article 23-A of the New York Correction Law.



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

Case Number: 20150017

September 18, 2015

To: All Regional EMS Councils
All DOH Regional Offices

Please be advised that as a result of an investigation conducted by the Department of Health, the following individual's New York State Certification has been:

Suspended for one (1) year effective 9/4/15. The suspension is stayed.
Placed on three (3) years probation effective 9/4/15.
Assessed a civil penalty of \$2,000 of which \$1,750 is stayed.

For violations of 10 NYCRR Part 800.16(e).

Name: James Catalano
Address: 2 Brookview Lane
Troy, NY 12180
Birthdate: 7/22/1988
EMT Number: 346196

Please make sure that the chair of your REMAC receives a copy of this form. We are requesting your assistance to help ensure that any advanced medical control privileges, specific agency approvals, or other patient care responsibilities are consistent with the above enforcement action.

This enforcement action is a matter of public record and should be read into the minutes of your next regularly scheduled meeting.

Any questions in regard to this matter should be directed to the Bureau of Emergency Medical Services Investigations Unit at 518-402-0996, extension 2.

Tuesday July 14, 2015

Monroe-Livingston EMS Council
& the MLREMS NEG Committee
c/o Office of Prehospital Care
601 Elmwood Avenue, Box 655
Rochester, NY 14642

To Whom It May Concern:

I wish to inform you that Dr. Michael Santiago has resigned from his position as Rochester General Hospital's Emergency Department Voting Member Representative to the Monroe-Livingston's Regional Emergency Medical Advisory Committee (REMAC). Dr. Eran Muto has been selected by Rochester General Hospital as our choice for representation on REMAC. I will forward Dr. Muto's current Curriculum Vitae.

I am confident that Dr. Muto will be an excellent replacement Dr. Santiago, who served REMAC and RGH well during his tenure.

Sincerely,



Keith Grams, MD
Chair, Emergency Services

ERAN MUTO, DO

1036 Pondbrook Point

Webster, NY 14580

cell #: 585-746-8903

EMuto2004@yahoo.com

Eran.Muto@rochesterregional.org

EMPLOYMENT HISTORY

Director of Prehospital Care and Board Certified Emergency Medicine Physician
Rochester Regional Health System, Rochester, NY 2012-current

Clinical Assistant Professor of Emergency Medicine
SUNY Downstate Medical Center at Long Island College Hospital, Brooklyn, NY 2009-2012

Attending Physician of Emergency Medicine
Lawrence Hospital, Bronxville, NY 2011-2012

POST-GRADUATE TRAINING

Emergency Medicine Residency
St. Barnabas Hospital, Bronx, NY 2005-2008

AOA Internship, ED Track
St. Barnabas Hospital, Bronx, NY 2004-2005

EDUCATION

New York College of Osteopathic Medicine, Old Westbury, NY
Doctor of Osteopathic Medicine, 2004

Monroe Community College, Rochester, NY
New York State Certified Paramedic, 2000

State University of New York College at Oneonta, Oneonta, NY
Bachelor of Science, 1997

LICENSURE/ CERTIFICATIONS

National Board of Osteopathic Medical Examiners
Board Certified in Emergency Medicine 2011
New York State Medical License

Basic Life Support
Advanced Life Support
Pediatric Advanced Life Support
Advanced Trauma Life Support
Neonatal Resuscitation Program

RESEARCH EXPERIENCE

Cranial Defibrillation and Emergency Room Management of Electrical Injuries, A Case Report
St. Barnabas Hospital

Use of Continuous Positive Airway Pressure on Acute Asthma Exacerbations in the Emergency Room
St. Barnabas Hospital

Clinical Research Coordinator for Pediatric Cardiomyopathy Registry, NIH sponsored national registry
University of Rochester Medical Center, 1998-2000

Data Collector for Troponin Study aimed to identify early markers in Pediatric Heart Disease
University of Rochester Medical Center, 1999

Laboratory Technician, maintained transfected cell line and prepared experiments
University of Rochester Medical Center, 1998

Intern in Molecular Biology Lab, amplified IL1 β
Mary Imogene Basset Hospital, 1997

PROFESSIONAL EXPERIENCE

Thomas Jefferson University, Jefferson Medical School
Airway Management Course, Maryland, 2011

New York College of Osteopathic Medicine
Medical Student Procedure Lab Instructor

St. Barnabas Hospital Paramedic Program
Guest Lecturer on Pediatric Emergencies, 2006

Rural Metro Medical Services
Emergency Medical Technician & Paramedic, 1997-2000

Discovery Channel
Life in the ER, Documentary televised June 2008

PROFESSIONAL ORGANIZATIONS

American College of Osteopathic Emergency Physicians

ACOEP Convention San Francisco, 2010

ACOEP Convention Las Vegas, 2011

ACOEP Convention San Diego, 2013

ACOEP Convention Las Vegas, 2014

American Osteopathic Association Active Member

AOA Convention, New Orleans, 2003

AOA Convention, San Diego, 2007

American Academy of Osteopathy

Convocation, Colorado Springs, 2004

AWARDS/HONORS

Omicron Delta Kappa, National Leadership Honor Society, President

Division III Softball, Team Captain, All Conference Academic List

National Women's Leadership Award

References available upon request.