

ORIGINAL

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5508 Satel Drive
Orlando, FL 32810
November 7, 2003

Ms Blanca S. Bayo, Director
Division of the Commission Clerk & Administrative Services
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED PSC
03 NOV 10 AM 9:50
COMMISSION
CLERK

Dear Ms. Bayo:

Thank you for allowing to submit an idea to the Public Service Commission. Let me start with a brief background.

I recently submitted an idea regarding 911 systems to the Florida Department of Law Enforcement. The idea was presented through the Savings Sharing program. Upon FDLE's review, I was told that the idea actually falls under the jurisdiction of the Public Service Commission. Although the idea was rejected because it was not within FDLE's jurisdiction, I believe it still has merit as it would generate numerous benefits.

I have enclosed the idea in the format that it was originally submitted to the FDLE. Although it has various components, it essentially proposes the incorporation of the new video cell phone technology into the 911 systems throughout the State. If this were accomplished, citizens could relay to the 911 center live images of traffic accidents, road rage drivers, crimes in progress, suspicious characters, etc.. The 911 centers could in turn relay these images to the police officers in the vicinity. In cases of accidents, this would give them instant information on what to expect upon arrival and allow them to allocate resources accordingly. As for seeking crime suspects, they would be afforded complete and reliable descriptions, instantaneously.

As mentioned in the attached materials, portable video telephones are becoming quite popular. I am amazed that no government authorities have latched onto their potential. Here's a chance for Florida to take the lead and be shown as an innovator in the area of law enforcement.

Please let me know if there is anything you can do to help implement such a system throughout the State of Florida. I realize that a final and definitive answer on whether anything can be done would take some time. But I would be most appreciative if you could convey some idea of where you stand on this concept in the very near future.

I can be reached at 407-644-8203 or at savingssharing@hotmail.com. I look forward to your comments.

- AUS _____
- CAF _____
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- COM _____
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- OPC _____
- MMS _____
- SEC I
- OTH _____

Sincerely,

Robert Mitchell, Jr.

* CMP - for handling

DOCUMENT NUMBER-DATE

11176 NOV 10 03

COMMISSION CLERK

FLORIDA DEPARTMENT OF LAW ENFORCEMENT **MEMBER SAVINGS SHARING PROGRAM PROPOSAL FORM**

Please Read Instructions Before You Begin

1. Title of Proposal: 911 calls

2. Summarize your cost saving idea or proposal: Develop a statewide 911 network that is designed to receive text "calls" from citizens through the internet (e-mail) and instant messaging. Also, enable 911 to receive e-mailed pictures and video from citizens through the new video enabled cellular telephones that have come on the market. Still pictures and video could also be sent via conventional computer set-ups.

CURRENT PROCESS

Currently, throughout the State of Florida 911 calls may only be made via telephone. There is a strict reliance on audio requests for help and inquiries.

3. a. Describe how the process was performed previously: (Use additional sheets, if necessary) The process as performed "previously" is the same as the current process, described in the immediately preceding text.

b. Calculate the cost of the current method (total operating expenditures such as salaries, OPS, expenses, and one year's amortized cost of any equipment) for the 12 months preceding implementation of this proposal.

From ___/___/___ To ___/___/___ Total Cost for the Year \$ _____

Since I am not an employee of the Department of Law Enforcement, I do not have access to such information, nor would I know where to seek it within your Department. Any requests for such information that I would need to make of FDLE employees would basically require them to put aside their more pressing work; an exercise that would be wasteful if the basic logic of this idea fails to impress the reviewers. If the reviewers like the basic logic of the idea and can perceive benefits, yet still request that I secure this information from FDLE employees (an effort that will need to be later duplicated by FDLE employees in order to confirm anything I report), I guess I will have no choice. Again, I believe the logic of the idea and its obvious benefits should spur the reviewers to secure such information in an efficient manner through channels best known to them.

COST SAVING PROPOSAL

4. a. Describe how the process would be performed under this proposal: (Use additional sheets, if necessary)

It seems reasonable to presume that a significant number of 911 telephone calls to law enforcement agencies throughout the State of Florida originate with people who are out and about in the community and have a cellular telephone at their disposal. However, many people are restricted to having text-only devices. These text devices (primarily involving instant messaging) could readily be used to report an emergency situation. Some type of network should therefore be established by FDLE among the State's local law enforcement agencies that would enable the receipt of such text messages. All of this will require the establishment of a special internet and/or telephone based "911" address that would be universally recognized. Hopefully, this concept would expand to the rest of the country and perhaps throughout the world. Whatever system is devised, we should have some method of identifying the caller, or tracing them, to reduce the prospect of crank calls.

Somewhat of a precedent for this can be found with the FDLE e-mail system for missing children, which allows people to register missing child alerts. This basic concept could simply be expanded to cover all sorts of 911-type inquiries and requests for help that usually go to law enforcement authorities throughout the State.

I concede that most people would find it more efficient to use a conventional telephone or cellular telephone in calling law enforcement authorities in an emergency situation. The number of instant messaging, pager and other written text emergency inquiries would likely be smaller. But I have set this forth because of the precedent of the missing children system and the fact that many people who are out and about may be limited to text systems. And there emergency needs will be no less serious than those of people with telephones. SEE ATTACHED FOR CONTINUATION

b. Calculate the cost of the proposed method (total operating expenditures such as salaries, OPS, expenses, and one year's amortized cost of any equipment) for the 12 months following implementation of this proposal.

From ___/___/___ To ___/___/___ Total Cost for the Year \$ _____

Since I am not an employee of the Department of Law Enforcement, I do not have access to such information, nor would I know where to seek it within your Department. Any requests for such information that I would need to make of FDLE employees would basically require them to put aside their more pressing work; an exercise that would be wasteful if the basic logic of this idea fails to impress the reviewers. If the reviewers like the basic logic of the idea and can perceive benefits, yet still request that I secure this information from FDLE employees (an effort that will need to be later duplicated by FDLE employees in order to confirm anything I report), I guess I will have no choice. Again, I believe the logic of the idea and its obvious benefits should spur the reviewers to secure such information in an efficient manner through channels best known to them.

But I will hazard an estimate here. There would obviously be some one-time costs associated with bringing all the local law enforcement agencies on-board. However, they would be responsible for securing their own computers to receive the calls. FDLE would simply "orchestrate" things. In other words, management costs.

Member(s) Nominated for the Savings Sharing Program:

Name(s)	Program/Section	Class Title
Robert Mitchell, Jr. _____ _____	____Agency for Health Care Administration _____	Registered Nurse _____

Contact information:

5508 Satel Drive
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407-644-8203
savingssharing@hotmail.com

Program/Regional Director: _____

4. a. Describe how the process would be performed under this proposal:

CONTINUATION FROM PRIOR PAGE

We should now take notice of the expansion of cellular telephones that can send pictures through the wireless internet. Mobile telephone video transmissions that involve moving images are on the horizon. Such images, still or moving, would obviously be of great help in reporting the circumstances surrounding any emergency incident. They could even be forwarded to those who are on their way to the scene, on their telephones. Photographs of fleeing criminals could greatly speed the identification process and the subsequent search. Again, we would need to establish a unified approach to such submissions and figure out a way for law enforcement and emergency authorities to receive them. The other expectations as outlined in the beginning text could also apply to these image submissions.

The reviewers should not underestimate the power of these devices. They have exploded in Japan and have begun to make tremendous inroads here. In fact, their small size has led to cell phones being confiscated at the parties of publicity-shy celebrities. After all, with just a few clicks, one's image can be transmitted around the world.

Despite these capabilities, now law enforcement agencies have seen its potential benefit. Here's a chance for Florida to be seen as an innovative leader in the electronic aspect of law enforcement.

The overall benefit of these proposed approaches would be that the public would have new avenues to report crime. This will lead to increased apprehensions. This would in turn lead to decreased crime throughout the State. It would be very difficult for me to place a dollar figure on these benefits. But in many situations, they could be termed priceless.