



# ALABAMA 911 BOARD

Texty 17.6  
Talk About it Tuesday  
February 7, 2023

# Introduction & Contact Information

**Office Phone: 334-440-7911**

**Leah Missildine**

**Executive Director for the Alabama 9-1-1 Board**

Email: [leah@al911board.com](mailto:leah@al911board.com)

**Adam Brown**

**Deputy Director for the Alabama 9-1-1 Board**

Email: [adam@al911board.com](mailto:adam@al911board.com)

**Dana Nation**

**Program Coordinator for the Alabama 9-1-1 Board**

Email: [dana@al911board.com](mailto:dana@al911board.com)

**Michelle Peel**

**Program Coordinator for the Alabama 9-1-1 Board**

Email: [michelle@al911board.com](mailto:michelle@al911board.com)



# Agenda

- Texty 17.6 Upgrade
- Board Announcements



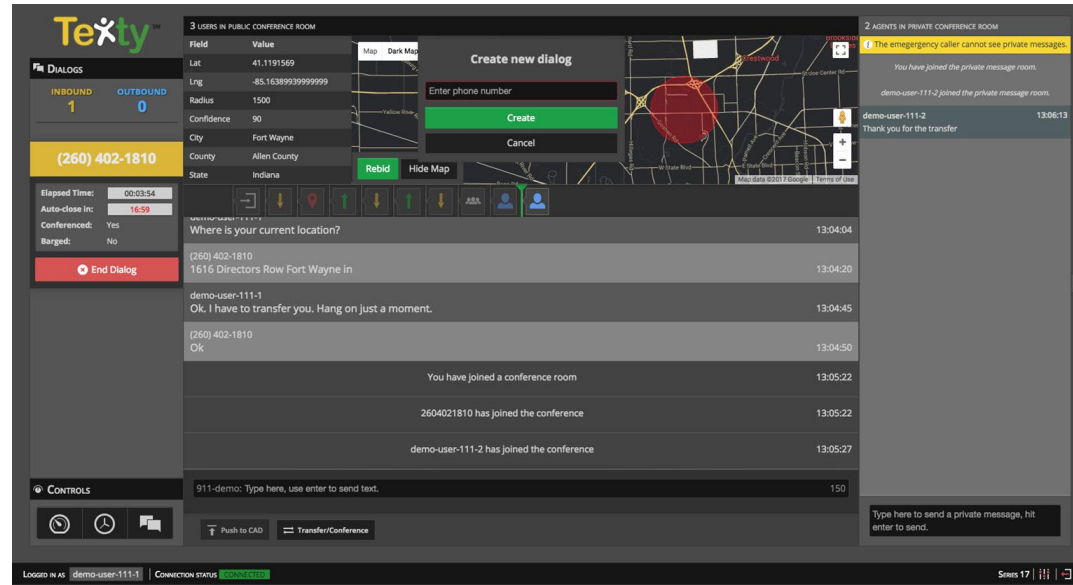
# Texty 17.6 Release Updates



# Texty 17.6 Upgrade

Upgrade will be performed by INdigital staff at 0800 Thursday, February 9, 2023

PSAP will be logged off during the upgrade and will see updates when logged back in.



# New Features

1. What3Words Integration
2. PSAP Alert Messages
3. Displayed Elevation
4. From-911 Number Display
5. Bigger Logout Button
6. Prioritize Texty Application
7. Updated Functionality



Field	Value
Location Type	Network
Latitude	41.119493
Longitude	-85.163880
Elevation	212 meters
Radius	52 meters
What3Words	meant.fades.flat

A screenshot of a mobile application interface. On the left is a data table with fields for Location Type, Latitude, Longitude, Elevation, Radius, and What3Words. The 'What3Words' field is circled in blue. On the right is a map showing a location in New York City, with a green circular area highlighting a specific location. The map includes street names like 'Executive B' and 'Aramark'.

When we receive a caller's location, the 3 word string that describes the location will be displayed next to the map. The words are clickable which will copy them to the clipboard to be pasted into another application.

Field	Value
Location Type	Detected in Message
Latitude	40.712875
Longitude	-74.006102
Address	City Hall Park Greenway
City	New York
County	New York County
State	New York

A screenshot of a mobile application interface showing a map of New York City. A red pin is placed on the map, and a red line indicates the location. The map includes street names like 'City Hall Park Greenway' and 'New York'. Below the map is a list of messages and a text input field.

118-800-5011  
 Test 911: Click on this link, allow location services and read or reply the 3 words on the screen to the dispatcher. <https://us.findme.w3w.co/> 11:39:02

(720) 934-1028  
 Clip.apples.leap 11:39:22

Location Event Received - View marker on map 11:39:23

Latitude: 40.712875 | Longitude: -74.006102  
 Approximate location at center: The Bridewell, City Hall Park Greenway, Lower Manhattan, Manhattan Community Board 1, Manhattan, New York County, New York, 10000, United States

Test 911: [Type here, use enter to send text. 1015

In addition, when a what3words sequence is received, the location will be displayed in the map area.

# Displayed Elevation

If elevation is received with the caller location, it will now be displayed next to the map.

The screenshot shows a mobile application interface with a data table on the left and a map on the right. The table lists various location fields and their values. The 'Elevation' field is circled in blue, indicating it is the focus of the slide. The map shows a street view with a green circular area of interest around a location labeled 'Indigital Telecom'. Other labels on the map include 'Aramark', 'Cabaret Gentlemen's Club', and '1516'. The interface includes zoom controls (+/-) and a location pin icon.

Field	Value
Location Type	Network
Latitude	41.119493
Longitude	-85.163880
Elevation	212 meters
Radius	52 meters
What3Words	meant.fades.flat



# Available Training Video - What 3 Words

The screenshot shows a computer monitor displaying a training video interface. The interface is dark-themed and features the 'Textly' logo in the top left corner. A large '9-1-1' graphic is prominently displayed. Below the logo, there is a section titled 'Mr. Davinci' with a timer showing '0:00' and a 'Call Ending' button. The main content area displays a video player with a transcript. The transcript text reads: 'You are now in a program (888-400-1910)'. Below this, there are three numbered items: '1. 9-1-1: Do you have a 9-1-1 hang up protocol. What is the protocol of your business and do you have an emergency?', '2. 9-1-1: Do you have a 9-1-1 hang up protocol. What is the protocol of your business and do you have an emergency?', and '3. 9-1-1: Do you have a 9-1-1 hang up protocol. What is the protocol of your business and do you have an emergency?'. To the right of the video player, there is a smartphone mockup displaying a text message conversation. The message content includes 'Send us a CSV containing all the... for the... address...', 'Please provide... transcript', and 'The... transcript...'. At the bottom of the screen, a Windows taskbar is visible with various application icons.

# We now have the ability to send messages to all Texty Users

When logging in the tab will be highlighted in red. An administrator can open a support ticket with INdigital to have a message created and sent.



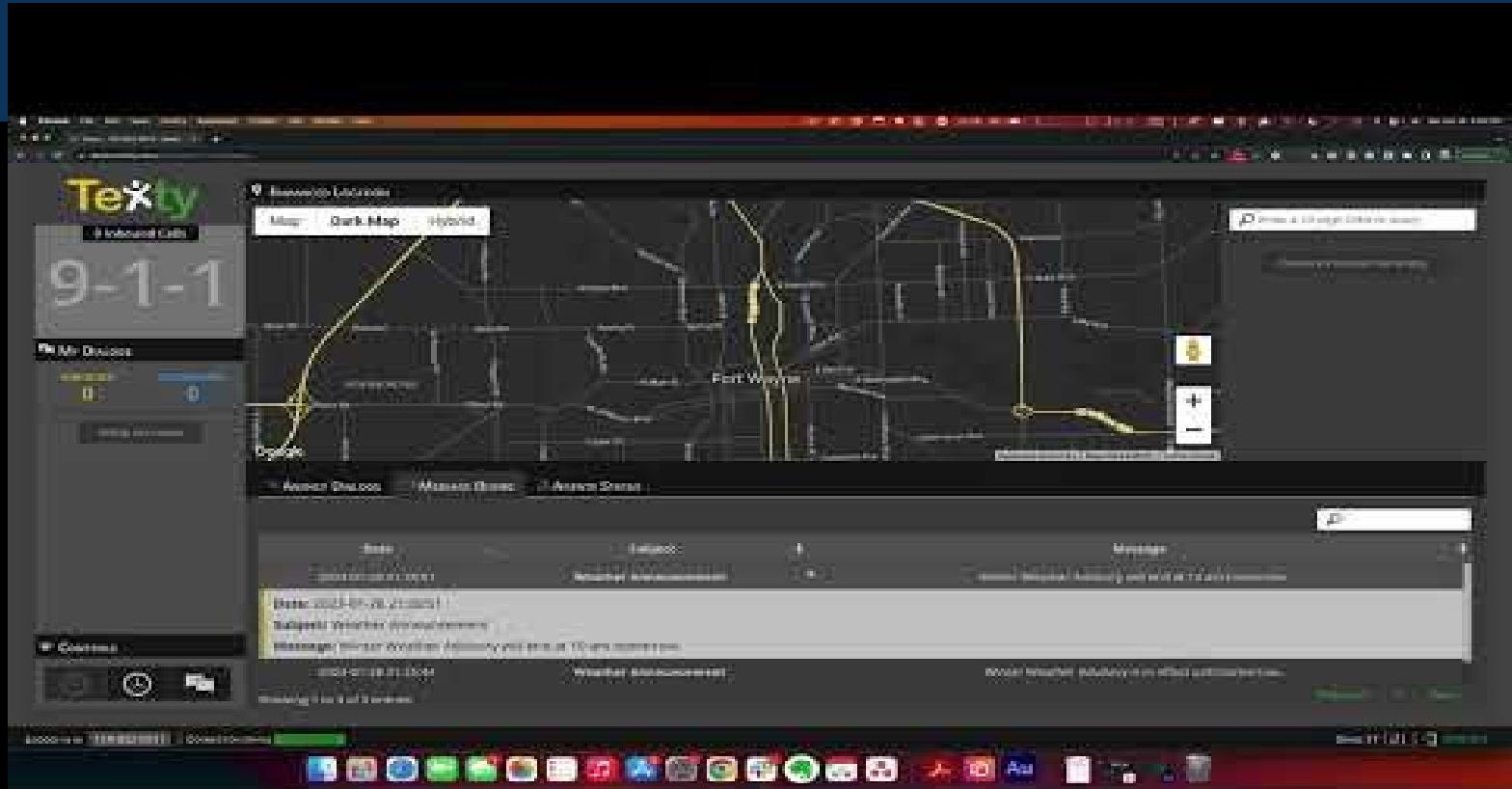
The screenshot shows a web interface with three tabs: 'AGENCY DIALOGS', 'MESSAGE BOARD', and 'AGENTS STATUS'. The 'MESSAGE BOARD' tab is active and highlighted in red. Below the tabs is a search bar with a magnifying glass icon. The main content area displays a table with three columns: 'Date', 'Subject', and 'Message'. The table contains three entries. At the bottom left, it says 'Showing 1 to 3 of 3 entries'. At the bottom right, there are navigation links: 'Previous', '1', and 'Next'.

Date	Subject	Message
2022-10-31 17:26:04	Franklin County Calls Diverted	Franklin County is offline for maintenance. All traffic has been directed here.
2022-10-26 06:36:15	NWS Warning	NWS issued a tornado warning starting at 10am.
2022-09-27 17:54:15	System maintenance	Statewide maintenance will be performed on 10/15 at 2am. Some systems may be offline.

Showing 1 to 3 of 3 entries

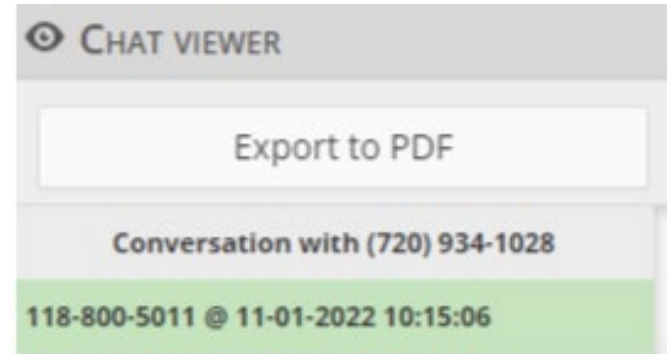
[Previous](#) [1](#) [Next](#)

# Available Training Video - Message Board



# From-911 Number Display

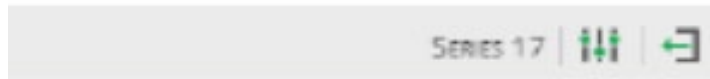
Some outbound sessions are never responded to, which can leave no easy way to identify who the messages were sent to. We have added a message at the top of the conversation that displays the number. This will also be in the exported PDF.



# Bigger Logout Button

By user request, we have made the logout button more obvious.

17.5



# Prioritize Texty Application

We have enabled several functions that will keep Texty active. We found that the Texty display would sometimes get hidden behind other windows and would go inactive. This resulted in users thinking they were logged in, but were not. This should happen less frequently.

In browsers that display an icon when playing sound, you will notice that the Texty tab now periodically displays that icon. No actual sound is being played. In addition, we have added additional checks for users that do go offline for an extended period of time, over 2 hours, which will result in the user being logged out.

# Updated Functionality

Correctly format ADT alarm messages when viewing a session for another user

Most emojis are now displayed correctly when exporting the PDF of a conversation

Address detection has been refined to limit the amount of data used

Join us in celebrating the  
**55<sup>th</sup> Birthday of 9-1-1!**

**February 16, 2023 @ 10AM**

**in the Office of the Alabama 9-1-1 Board**

1 Commerce Street, Suite 620  
Montgomery, AL 36104

**Come take a spin in our video booth and share how  
you've seen 9-1-1 advance in the last 5+ decades.**

RSVP to 334-440-7911, please.

Do you have  
pictures of the last  
55 years of 9-1-1 to  
share with us?  
Email them to:

[alabama911board@gmail.com](mailto:alabama911board@gmail.com)







## Please choose each session you would like to attend.

*On Tuesday, you may choose one of the two sessions offered at 1:30 p.m. On Thursday, you may choose from Cyber Wargames or the New Directors program.*

### Tuesday, April 25, 2023

- 10 a.m. - Noon - Welcome Session
- 1:30 - 4:30 p.m. ALPST Certification Program, Website Review, & Board Programs
- 1:30 - 4:30 p.m. - GIS
- 6 p.m. - Ball Game

### Wednesday, April 26, 2023

- 9 a.m. - Noon - INdigital
- Noon - 1 p.m - Lunch
- 1 - 3 p.m. - INdigital, RapidSOS, & More
- 3 - 5 p.m. - Legal - Litigation and Liability

### Thursday, April 27, 2023

- 9 a.m. - 5 p.m. - Cyber Wargames (lunch provided)
- 9 - 11:30 a.m. - New Directors
- 11:30 a.m. - 1 p.m. - Lunch Provided
- 1 - 4 p.m. - \*Repeat\* - ALPST Certification, Website Review, & Board Programs \*Repeat\*

[User Conference Information](#)

[Registration Form](#)

[Reservations at Staybridge Suites](#)  
(\$129 - \$149/night plus taxes,  
reserve before March 24)



# Upcoming Training

Dates	Training	Location	Organization	Status	
Mar 06-Mar 10, 2023	Emergency Telecommunicator (ETC)	Tuscumbia, AL	Colbert County E911	Open Registration Deadline 02/15/23	<a href="#">More Info</a>
April 25-27, 2023	User Conference	Montgomery, AL	Alabama 9-1-1 Board	Open	<a href="#">More Info</a>
May 10, 2023	INdigital Regional Training	Auburn, AL	Alabama 9-1-1 Board and INdigital	Open	<a href="#">More Info</a>

# Board Staff Contact Information

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## (334) 440-7911

**Leah Missildine**

**Executive Director for the Alabama 9-1-1 Board**

Email: [leah@al911board.com](mailto:leah@al911board.com)

**Adam Brown**

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**Dana Nation**

**Program Coordinator for the Alabama 9-1-1 Board**

Email: [dana@al911board.com](mailto:dana@al911board.com)

**Anderson Brooms**

**GIS Program Manager for the Alabama 9-1-1 Board**

Email: [anderson@al911board.com](mailto:anderson@al911board.com)

**Nida Jackson**

**Senior GIS Specialist for the Alabama 9-1-1 Board**

Email: [nida@al911board.com](mailto:nida@al911board.com)



@alabama911board



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