



# Yuma Regional Communications System PSAP Ring no Answer and Alternate Plans

The Ring no Answer (RNA) is a feature of the NG 9-1-1 Vesta System that automatically routes 9-1-1 calls from a primary PSAP to alternate PSAPs if the calls are not answered within the pre-defined time value specified in the RNA. This functionality is used during system outages, evacuations or other situations when a PSAP is unable to answer 9-1-1 calls within the time value set for the RNA setting.

There are two alternate routing plans:

- SIP Error Alternates: 9-1-1 calls are routed to these alternates if all lines are busy or the answering PSAPs does not answer the calls during the time specified in the RNA.
- Forced Alternates: 9-1-1 calls are routed to the forced alternates if the 9-1-1 system shuts down.

Functional testing of RNA and SIP Error and Forced Alternate Plans is conducted quarterly by Yuma County PSAPs.

## PSAP RNA and Alternate Plans:

<b>Yuma County Sheriff's Office</b>	
<b>RNA Value: 35 Seconds</b>	
<b>Rank:</b>	<b>PSAP:</b>
99	Yuma Public Safety
199	San Luis Public Safety
299	Somerton Public Safety
399	Tucson Public Safety Communications Center

<b>Yuma Public Safety</b>	
<b>RNA Value: 30 Seconds</b>	
<b>Rank:</b>	<b>PSAP:</b>
99	Yuma County Sheriff's Office
199	San Luis Public Safety
299	Somerton Public Safety
399	Tucson Public Safety Communications Center

<b>San Luis Public Safety</b>	
<b>RNA Value: 30 Seconds</b>	
<b>Rank:</b>	<b>PSAP:</b>
99	Somerton Public Safety
199	Yuma County Sheriff's Office
299	Yuma Public Safety Communications
399	Tucson Public Safety Communications Center

<b>Somerton Public Safety</b>	
<b>RNA Value: 30 Seconds</b>	
<b>Rank:</b>	<b>PSAP:</b>
99	San Luis Public Safety
199	Yuma County Sheriff's Office
299	Yuma Public Safety
399	Tucson Public Safety Communications Center

<b>Rural Metro Yuma</b>	
<b>RNA Value: 30 Seconds</b>	
<b>Rank:</b>	<b>PSAP:</b>
99	Yuma County Sheriff's Office
199	Yuma Public Safety
299	Somerton Public Safety
399	Rural Metro Yuma Backup Line 928-539-1812