

**CUSTOMER ASSISTANCE GUIDE
PERMIT APPLICATION SUBMITTAL REQUIREMENTS**

SIGNS

- Please read all of the following information.
- The following is a check list. You must have a “checkmark” in all the sections listed below prior to submitting your application.

_____ “Affidavit of Exemption” (See attached form) If you are hiring a contractor to construct your structure, and they have workers’ compensation, have the contractor or their insurance carrier provide us with a “Certificate of Insurance” showing proof of such. If the homeowner or a contractor without workers’ compensation is constructing the structure, the attached form must be completed and notarized.

_____ Plans **MUST** be PDF Format, unsecured, unencrypted, and no digital signatures attached to file. ALL NEW PYLON/POLE SIGNS AND LARGE MONUMENT SIGNS MUST BE STAMPED BY A PENNSYLVANIA REGISTERED DESIGN PROFESSIONAL.

_____ Plans **AND** Application must be submitted electronically by going to our website, **www.mdia.us**, and click on Offices, and then the “Submit Plans” icon next to Wexford Office address. Once the plans are approved, they will be returned to the design professional and/or applicant, and it will be their responsibility to make as many hard copies as needed and provide them to the BCO and the municipality so the permit can be issued. No permits will be issued, and construction **shall not** start until all applicable fees are paid. It is then required that a completed set of MDIA stamped and approved plans be on the jobsite and made available to the field inspector during the entire course of construction.

_____ Drawings must be in compliance with appendix H of the IBC (attached).

_____ Site plan showing placement of sign on lot and or building.

_____ Support structure or attachment of sign.

_____ Type of lighting.

_____ Electrical wiring method, size, type and location including disconnects required.
(Reference NEC Article 600)

_____ Height of sign from grade.

_____ Workers compensation insurance certificate or an affidavit of exemption.

_____ Completed permit application.

MDIA will review plans submitted to determine code compliance. If the minimum submittal requirements are not met, we will ask the applicant to supply additional information. If the minimum requirements are met, the plans will be marked “approved”. A permit will be issued and the applicant will be notified of the inspection fees and when they can pick-up the permit at the Municipal Building. All fees shall be paid prior to the issuance of the permit. Then use the inspection procedures provided to have all of the required inspections performed.

INSPECTION PROCEDURES SIGNS

- Building permit must be posted on the site of the work and clearly visible from the road until completion of the project.
- Your approved plans must be available at all times for inspections. These are the plans that were submitted with your application and were marked “Approved” by the Building Code Official.
- The permit applicant or authorized agent is responsible for scheduling all inspections.
- **DO NOT schedule an inspection if the work is not ready!!!!**
- When scheduling an inspection, you must supply your permit number to the inspector.

PLEASE GIVE THREE (3) WORKING DAYS ADVANCE NOTICE

FOOTING INSPECTION WILL BE GIVEN PRIORITY

MIDDLE DEPARTMENT INSPECTION AGENCY, INC.

Free standing signs:

1. Footing inspection – hole must be dug for support posts. The inspection must be approved prior to placing of concrete.

Inspector: Patrick Duffy

Phone: 1-800-922-6342

2. Electrical inspection if applicable
 - Trench inspection prior to backfill (if applicable)
 - Final inspection

Inspector: John Balsler

Phone: 412-292-9073

3. Final inspection – when job is completely finished, prior to occupancy permit and after all other required inspections have been done and approved.

Inspector: Patrick Duffy

Phone: 1-800-922-6342

Wall mounted signs:

1. Attachment inspection

Inspector: Patrick Duffy

Phone: 1-800-922-6342

2. Electrical inspection

Inspector: John Balsler

Phone: 412-292-9073

3. Final inspection – when job is completely finished, prior to occupancy permit and after all other required inspections have been done and approved.

Inspector: Patrick Duffy

Phone: 1-800-922-6342

BEFORE DIGGING CALL 811 – SEE ATTACHED BROCHURE

The provisions contained in this appendix are not mandatory unless specifically referenced in the adopting ordinance.

APPENDIX H

SIGNS

SECTION H101

GENERAL

H101.1 General. A sign shall not be erected in a manner that would confuse or obstruct the view of or interfere with exit signs required by Chapter 10 or with official traffic signs, signals or devices. Signs and sign support structures, together with their supports, braces, guys and anchors, shall be kept in repair and in proper state of preservation. The display surfaces of signs shall be kept neatly painted or posted at all times.

H101.2 Signs exempt from permits. The following signs are exempt from the requirements to obtain a permit before erection:

1. Painted nonilluminated signs.
2. Temporary signs announcing the sale or rent of property.
3. Signs erected by transportation authorities.
4. Projecting signs not exceeding 2.5 square feet (0.23 m²).
5. The changing of moveable parts of an approved sign that is designed for such changes, or the repainting or repositioning of display matter shall not be deemed an alteration.

SECTION H102

DEFINITIONS

H102.1 General. Unless otherwise expressly stated, the following words and terms shall, for the purposes of this appendix, have the meanings shown herein. Refer to Chapter 2 of the *International Building Code* for general definitions.

COMBINATION SIGN. A sign incorporating any combination of the features of pole, projecting and roof signs.

DISPLAY SIGN. The area made available by the sign structure for the purpose of displaying the advertising message.

ELECTRIC SIGN. A sign containing electrical wiring, but not including signs illuminated by an exterior light source.

GROUND SIGN. A billboard or similar type of sign which is supported by one or more uprights, poles or braces in or upon the ground other than a combination sign or pole sign, as defined by this code.

POLE SIGN. A sign wholly supported by a sign structure in the ground.

PORTABLE DISPLAY SURFACE. A display surface temporarily fixed to a standardized advertising structure which is regularly moved from structure to structure at periodic intervals.

PROJECTING SIGN. A sign other than a wall sign, which projects from and is supported by a wall of a building or structure.

ROOF SIGN. A sign erected upon or above a roof or parapet of a building or structure.

SIGN. Any letter, figure, character, mark, plane, point, marquee sign, design, poster, pictorial, picture, stroke, stripe, line, trademark, reading matter or illuminated service, which shall be constructed, placed, attached, painted, erected, fastened or manufactured in any manner whatsoever, so that the same shall be used for the attraction of the public to any place, subject, person, firm, corporation, public performance, article, machine or merchandise, whatsoever, which is displayed in any manner outdoors. Every sign shall be classified and conform to the requirements of that classification as set forth in this chapter.

SIGN STRUCTURE. Any structure which supports or is capable of supporting a sign as defined in this code. A sign structure is permitted to be a single pole and is not required to be an integral part of the building.

WALL SIGN. Any sign attached to or erected against the wall of a building or structure, with the exposed face of the sign in a plane parallel to the plane of said wall.

SECTION H103

LOCATION

H103.1 Location restrictions. Signs shall not be erected, constructed or maintained so as to obstruct any fire escape or any window or door or opening used as a means of egress or so as to prevent free passage from one part of a roof to any other part thereof. A sign shall not be attached in any form, shape or manner to a fire escape, nor be placed in such manner as to interfere with any opening required for ventilation.

SECTION H104

IDENTIFICATION

H104.1 Identification. Every outdoor advertising display sign hereafter erected, constructed or maintained, for which a permit is required shall be plainly marked with the name of the person, firm or corporation erecting and maintaining such sign and shall have affixed on the front thereof the permit number issued for said sign or other method of identification approved by the building official.

SECTION H105 DESIGN AND CONSTRUCTION

H105.1 General requirements. Signs shall be designed and constructed to comply with the provisions of this code for use of materials, loads and stresses,

H105.2 Permits, drawings and specifications. Where a permit is required, as provided in Chapter 1, construction documents shall be required. These documents shall show the dimensions, material and required details of construction, including loads, stresses and anchors.

H105.3 Wind load. Signs shall be designed and constructed to withstand wind pressure as provided for in Chapter 16.

H105.4 Seismic load. Signs designed to withstand wind pressures shall be considered capable of withstanding earthquake loads, except as provided for in Chapter 16.

H105.5 Working stresses. In outdoor advertising display signs, the allowable working stresses shall conform to the requirements of Chapter 16. The working stresses of wire rope and its fastenings shall not exceed 25 percent of the ultimate strength of the rope or fasteners.

Exceptions:

1. The allowable working stresses for steel and wood shall be in accordance with the provisions of Chapters 22 and 23.
2. The working strength of chains, cables, guys or steel rods shall not exceed one-fifth of the ultimate strength of such chains, cables, guys or steel.

H105.6 Attachment. Signs attached to masonry, concrete or steel shall be safely and securely fastened by means of metal anchors, bolts or approved expansion screws of sufficient size and anchorage to safely support the loads applied.

SECTION H106 ELECTRICAL

H106.1 Illumination. A sign shall not be illuminated by other than electrical means, and electrical devices and wiring shall be installed in accordance with the requirements of NFPA 70. Any open spark or flame shall not be used for display purposes unless specifically approved.

H106.1.1 Internally illuminated signs. Except as provided for in Sections 402.16 and 2611, where internally illuminated signs have facings of wood or approved plastic, the area of such facing section shall not be more than 120 square feet (11.16m²) and the wiring for electric lighting shall be entirely enclosed in the sign cabinet with a clearance of not less than 2 inches (51 mm) from the facing material. The dimensional limitation of 120 square feet (11.16 m²) shall not apply to sign facing sections made from flame-resistant-coated fabric (ordinarily known as "flexible sign face plastic") that weighs less than 20 ounces per square yard (678 g/m²) and that, when tested in accordance with NFPA 701, meets the fire propagation performance requirements of both Test 1 and Test 2 or that when tested in accordance with an approved test method, exhibits an average burn time

of 2 seconds or less and a burning extent of 5.9 inches (150 mm) or less for 10 specimens.

H106.2 Electrical service. Signs that require electrical service shall comply with NFPA 70.

SECTION H107 COMBUSTIBLE MATERIALS

H107.1 Use of combustibles. Wood, approved plastic or plastic veneer panels as provided for in Chapter 26, or other materials of combustible characteristics similar to wood, used for moldings, capping, nailing blocks, letters and latticing, shall comply with Section H109.1, and shall not be used for other ornamental features of signs, unless approved.

H107.1.1 Plastic materials. Notwithstanding any other provisions of this code, plastic materials which burn at a rate no faster than 2.5 inches per minute (64 mm/s) when tested in accordance with ASTM D 635 shall be deemed approved plastics and can be used as the display surface material and for the letters, decorations and facings on signs and outdoor display structures.

H107.1.2 Electric sign faces. Individual plastic facings of electric signs shall not exceed 200 square feet (18.6 m²) in area.

H107.1.3 Area limitation. If the area of a display surface exceeds 200 square feet (18.6 m²), the area occupied or covered by approved plastics shall be limited to 200 square feet (18.6 m²) plus 50 percent of the difference between 200 square feet (18.6 m²) and the area of display surface. The area of plastic on a display surface shall not in any case exceed 1,100 square feet (102 m²).

H107.1.4 Plastic appurtenances. Letters and decorations mounted on an approved plastic facing or display surface can be made of approved plastics.

SECTION H108 ANIMATED DEVICES

H108.1 Fail-safe device. Signs that contain moving sections or ornaments shall have fail-safe provisions to prevent the section or ornament from releasing and falling or shifting its center of gravity more than 15 inches (381 mm). The fail-safe device shall be in addition to the mechanism and the mechanism's housing which operate the movable section or ornament. The fail-safe device shall be capable of supporting the full dead weight of the section or ornament when the moving mechanism releases.

SECTION H109 GROUND SIGNS

H109.1 Height restrictions. The structural frame of ground signs shall not be erected of combustible materials to a height of more than 35 feet (10668 mm) above the ground. Ground signs constructed entirely of noncombustible material shall not be erected to a height of greater than 100 feet (30480 mm) above the ground. Greater heights are permitted where

approved and located so as not to create a hazard or danger to the public.

H109.2 Required clearance. The bottom coping of every ground sign shall be not less than 3 feet (914 mm) above the ground or street level, which space can be filled with platform decorative trim or light wooden construction.

H109.3 Wood anchors and supports. Where wood anchors or supports are embedded in the soil, the wood shall be pressure treated with an approved preservative.

SECTION H110 ROOF SIGNS

H110.1 General. Roof signs shall be constructed entirely of metal or other approved noncombustible material except as provided for in Sections H106.1.1 and H107.1. Provisions shall be made for electric grounding of metallic parts. Where combustible materials are permitted in letters or other ornamental features, wiring and tubing shall be kept free and insulated there from. Roof signs shall be so constructed as to leave a clear space of not less than 6 feet (1829 mm) between the roof level and the lowest part of the sign and shall have at least 5 feet (1524 mm) clearance between the vertical supports thereof. No portion of any roof sign structure shall project beyond an exterior wall.

Exception: Signs on flat roofs with every part of the roof accessible.

H110.2 Bearing plates. The bearing plates of roof signs shall distribute the load directly to or upon masonry walls, steel roof girders, columns or beams. The building shall be designed to avoid overstress of these members.

H110.3 Height of solid signs. A roof sign having a solid surface shall not exceed, at any point, a height of 24 feet (7315 mm) measured from the roof surface.

H110.4 Height of open signs. Open roof signs in which the uniform open area is not less than 40 percent of total gross area shall not exceed a height of 75 feet (22 860 mm) on buildings of Type 1 or Type 2 construction. On buildings of other construction types, the height shall not exceed 40 feet (12 192 mm). Such signs shall be thoroughly secured to the building upon which they are installed, erected or constructed by iron, metal anchors, bolts, supports, chains, stranded cables, steel rods or braces and they shall be maintained in good condition.

H110.5 Height of closed signs. A closed roof sign shall not be erected to a height greater than 50 feet (15 240 mm) above the roof of buildings of Type 1 or Type 2 construction, nor more than 35 feet (10 668 mm) above the roof of buildings of Type 3, 4 or 5 construction.

SECTION H111 WALL SIGNS

H111.1 Materials. Wall signs which have an area exceeding 40 square feet (3.72 m²) shall be constructed of metal or other approved noncombustible material, except for nailing rails and as provided for in Sections H106.1.1 and H107.1.

H111.2 Exterior wall mounting details. Wall signs attached to exterior walls of solid masonry, concrete or stone shall be safely and securely attached by means of metal anchors, bolts or expansion screws of not less than 3/8 inch (9.5 mm) diameter and shall be embedded at least 5 inches (127 mm). Wood blocks shall not be used for anchorage, except in the case of wall signs attached to buildings with walls of wood. A wall sign shall not be supported by anchorages secured to an unbraced parapet wall.

H111.3 Extension. Wall signs shall not extend above the top of the wall, nor beyond the ends of the wall to which the signs are attached unless such signs conform to the requirements for roof signs, projecting signs or ground signs.

SECTION H112 PROJECTING SIGNS

H112.1 General. Projecting signs shall be constructed entirely of metal or other noncombustible material and securely attached to a building or structure by metal supports such as bolts, anchors, supports, chains, guys or steel rods. Staples or nails shall not be used to secure any projecting sign to any building or structure. The dead load of projecting signs not parallel to the building or structure and the load due to wind pressure shall be supported with chains, guys or steel rods having net cross-sectional dimension of not less than 3/8 inch (9.5 mm) diameter. Such supports shall be erected or maintained at an angle of at least 45 percent (0.78 rad) with the horizontal to resist the dead load and at angle of 45 percent (0.78 rad) or more with the face of the sign to resist the specified wind pressure. If such projecting sign exceeds 30 square feet (2.8 m²) in one facial area, there shall be provided at least two such supports on each side not more than 8 feet (2438 mm) apart to resist the wind pressure.

H112.2 Attachment of supports. Supports shall be secured to a bolt or expansion screw that will develop the strength of the supporting chains, guys or steel rods, with a minimum 5/8 inch (15.9 mm) bolt or lag screw, by an expansion shield. Turn buckles shall be placed in chains, guys of steel rods supporting projecting signs.

H112.3 Wall mounting details. Chains, cables, guys or steel rods used to support the live or dead load of projecting signs are permitted to be fastened to solid masonry walls with expansion bolts or by machine screws in iron supports, but such supports shall not be attached to an unbraced parapet wall. Where the supports must be fastened to walls made of wood, the supporting anchor bolts must go through the wall and be plated or fastened on the inside in a secure manner.

H112.4 Height limitation. A projecting sign shall not be erected on the wall of any building so as to project above the roof or cornice wall or above the roof level where there is no cornice wall; except that a sign erected at a right angle to the building, the horizontal width of which sign is perpendicular to such a wall and does not exceed 18 inches (457 mm), is permitted to be erected to a height not exceeding 2 feet (610 mm) above the roof or cornice wall or above the roof level where there is no cornice wall. A sign attached to a corner of a building and parallel to the vertical

line of such corner shall be deemed to be erected at a right angle to the building wall.

H112.5 Additional loads. Projecting sign structures which will be used to support an individual on a ladder or other servicing device, whether or not specifically designed for the servicing device, shall be capable of supporting the anticipated additional load, but not less than a 100-pound (445 N) concentrated horizontal load and a 300-pound (1334 N) concentrated vertical load applied at the point of assumed or most eccentric loading. The building component to which the projecting sign is attached shall also be designed to support the additional loads.

**SECTION H113
MARQUEE SIGNS**

H113.1 Materials. Marquee signs shall be constructed entirely of metal or other approved noncombustible material except as provided for in Sections H106.1.1 and H107.1.

H113.2 Attachment. Marquee signs shall be attached to approved marquees that are constructed in accordance with Section 3106.

H113.3 Dimensions. Marquee signs, whether on the front or side, shall not project beyond the perimeter of the marquee.

H113.4 Height limitation. Marquee signs shall not extend more than 6 feet (1829 mm) above, nor 1 foot (305 mm) below such marquee, but under no circumstances shall the sign or signs have a vertical dimension greater than 8 feet (2438 mm).

**SECTION H114
PORTABLE SIGNS**

H114.1 General. Portable signs shall conform to requirements for ground, roof, projecting, flat and temporary signs where such signs are used in a similar capacity. The requirements of this section shall not be construed to require portable signs to have connections to surfaces, tie-downs or foundations where provisions are made by temporary means or configuration of the structure to provide stability for the expected duration of the installation.

TABLE 4-A SIZE, THICKNESS & TYPE OF GLASS PANELS IN SIGNS

MAXIMUM SIZE OF EXPOSED PANEL		MINIMUM THICKNESS OF GLASS (inches)	TYPE OF GLASS
Any dimension (inches)	Area (square inches)		
30	500	1/8	Plain, plate or wired
45	700	3/16	Plain, plate or wired
144	3,600	1/4	Plain, plate or wired
>144	> 3,600	1/4	Wired glass

For SI: 1 inch=25.4 mm, 1 square inch = 645.16 mm².

TABLE 4-B THICKNESS OF PROJECTION SIGN

Projection (feet)	Maximum Thickness (feet)
5	2
4	2.5
3	3
2	3.5
1	4

For SI: 1 foot=304.8 mm.

**SECTION H115
REFERENCED STANDARDS**

ASTM D 635-0:	Test Method for Rate of Burning and/or Extent and Time of Burning of Self-Supporting Plastics in a Horizontal Position	H107.1.1
NFPA 70-08	National Electrical Code	H106.1, H106.2
NFPA 701-99	Methods of Fire Test for Flame Propagation of Textiles and Films	H106.1.1

THIS FORM REQUIRES A NOTARY SEAL

AFFIDAVIT OF EXEMPTION

The undersigned affirm that he/she is not required to provide workers compensation insurance under the provisions of Pennsylvania's Workers' Compensation Law for one of the following reasons, as indicated:

_____ Property owner performing own work. If property owner does hire contractor to perform any work pursuant to building permit, contractor must provide proof of workers' compensation insurance to the municipality. Homeowner assumes liability for contractor compliance with this requirement.

_____ contractor has no employees. Contractor prohibited by law from employing any individual to perform work pursuant to this building permit unless contractor provides proof of insurance to the municipality.

_____ Religious exemption under the Workers' Compensation Law. All employees of contractor are exempt from workers' compensation insurance (attach copies of religious exemption letter for all employees).

Signature of Applicant

County of _____

Municipality of _____

Subscribed, sworn to and acknowledged before me
by the above _____ this _____ Day
of _____
20 _____.

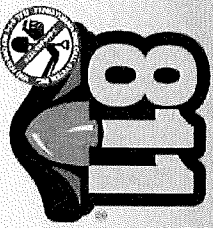
SEAL

Notary Public

**Safe digging is
no accident!**

**Know what's
below.**

**Dial 8-1-1
before you dig.**



TEMPORARY MARKING GUIDELINES

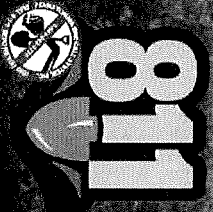
WHITE	Proposed Excavation
PINK	Temporary Survey Markings
RED	Electric Power Lines, Cables, Control and Lighting Cables
YELLOW	Gas, Oil Steam, Petroleum or Gaseous Materials, Hazardous Materials
ORANGE	Communication, Alarm or Signal Lines, Cables or Conductors and Traffic Loops
BLUE	Potable Water
PURPLE	Reclaimed Water, Irrigation and Storm Lines
GREEN	Sewers and Drain Lines

The following information is needed when you call PA One Call System.

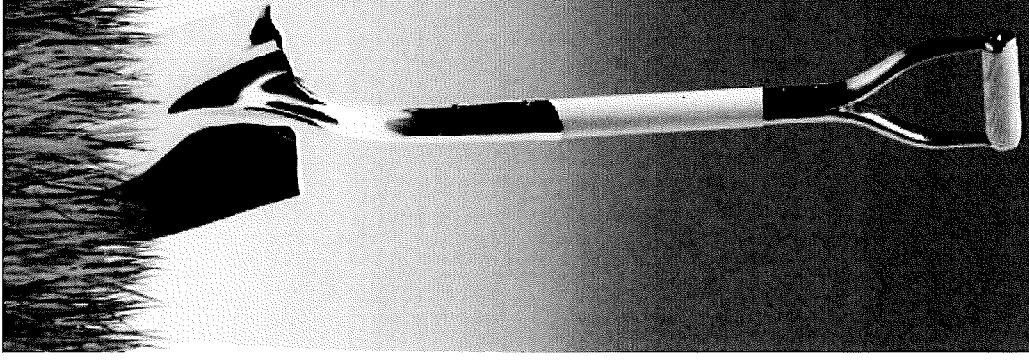
YOUR TELEPHONE NUMBER
YOUR MAILING ADDRESS
COUNTY - The name of the county where the work will take place
MUNICIPALITY - City, Township or Borough where the work will take place
THE ADDRESS WHERE THE WORK WILL TAKE PLACE
THE NEAREST INTERSECTING STREET TO THE WORK SITE
THE NAME OF A SECOND INTERSECTION NEAR THE WORK SITE
IS THE PROPOSED EXCAVATION AREA (WORK SITE) MARKED IN WHITE - Yes or No
OTHER INFORMATION THAT WOULD HELP THE LOCATOR FIND THE SITE - Card/yng information to specify the exact location of the dig
THE TYPE OF WORK BEING DONE
WHETHER THE WORK WILL TAKE PLACE IN: Street, Sidewalk, Public or Private Property
THE APPROXIMATE DEPTH YOU ARE DIGGING
THE EXTENT OF THE EXCAVATION - The approximate size of the opening, the length and width or diameter
THE METHOD OF EXCAVATION - How will the earth be moved
WHO IS THE WORK BEING DONE FOR
PERSON TO CONTACT IF THE UTILITIES HAVE QUESTIONS
THE CONTACT PERSON'S PHONE NUMBER - The phone number with area code for daytime contact
THE BEST TIME TO CALL
FAX NUMBER AND/OR EMAIL ADDRESS - The responses from the facility owners will be sent to you
SCHEDULED EXCAVATION DATE AND START TIME - not less than 3 business days or more than 10 business days
DURATION OF A JOB - How long will the job take
ANY ADDITIONAL REMARKS YOU MAY HAVE

You will be given a 10 digit serial number as confirmation of your call and our system will send you the responses from the utilities on the morning of your scheduled excavation date via fax or email

**Know what's below.
Dial 8-1-1 before you dig.**



www.pa811.org



What do we do?

We are the "Call before you dig!" company for all of Pennsylvania. If you plan to disturb the earth with powered equipment, you are required by Pennsylvania law to notify the underground utility companies of your intent to do so. Notification occurs by calling 8-1-1 or 1-800-242-1776, 24 hours of the day, every day of the year. Notification can also be done on our website at www.paonecall.org.

We will then notify the utility companies nearby of your intent to dig. The utility companies are responsible to mark where their underground lines are located with colored flags, paint or chalk.

Please Note:

- PA One Call does not mark utility lines.
- In some cases, the utility company may not mark the service lines you own.
- If you need your sewer drain cleaned be sure to check www.paonecall.org/crossore or Call Before You Dig information or call 8-1-1 for more information.

Why should you call?

Safe digging is no accident! If you are installing a fence or deck, or digging for a mailbox post, patio or other excavation project, it is important to know what's below. Dial 8-1-1 or 1-800-242-1776 before you dig. The utility companies do not want an accident, either. The best way to learn where underground utility lines are located is to call before you dig.

For more information, visit www.pa811.org



Homeowner Quick Tips

- One easy phone call to 8-1-1 three to ten business days before digging begins helps keep your neighborhood safe.
- Call on Monday or Tuesday if you plan to dig on Saturday or Sunday.
- The utility companies will mark where their underground lines are located with colored paint, flags or chalk.
- Do not remove the flags if you see them in your yard.
- Our service is no cost to homeowners.
- Did you hire someone to install your fence, deck or new patio? Ask to see the PA One Call serial number before allowing them to dig on your property.

The Excavator's Responsibility

- Dial 8-1-1 or 1-800-242-1776.
- Do not allow anyone to excavate on your property without calling.
- Always look for the markings on the ground before your dig date.
- If you do not see markings, do not allow anyone to dig. Wait for the lines to be marked by the utility.
- Whoever places the call will receive an email or fax with a list of facility owners who have marked or have not marked. Pay attention to this message.
- Respect the markings by not removing flags or disturbing the actual markings.
- Exercise care around the marked lines by hand digging.
- When the project is complete, the excavator should remove the flags or marks from the ground or pavement.
- Report mishaps by dialing 8-1-1. Report emergencies by dialing 9-1-1.