

**CITY PLANNING COMMISSION
REGULAR MEETING AGENDA
THURSDAY, FEBRUARY 8, 2024 AFTER 8:30 A.M.
LOS ANGELES CITY HALL, COUNCIL CHAMBER, ROOM 340
200 NORTH SPRING STREET, LOS ANGELES, CA 90012**

Meeting presentations will be made available here (<http://tinyurl.com/CPC02-08-24>) by Monday, February 5, 2024.
Compliant Day of Hearing Submissions will be added to this drive.

RACIAL EQUITY VALUE STATEMENT:

Equitable planning demands that race does not determine whether or not one thrives in Los Angeles. The Los Angeles City Planning Commission prioritizes a planning process that centers the needs of those most harmed by systemic racism. Our goal is the creation of affordable, prosperous, resilient and healthy communities where all Angelenos experience the feeling that they belong.

Vacant, President
Monique Lawshe, Vice President
Maria Cabildo, Commissioner
Caroline Choe, Commissioner
Ilissa Gold, Commissioner
Helen Leung, Commissioner
Karen Mack, Commissioner
Jacob Noonan, Commissioner
Elizabeth Zamora, Commissioner

Vincent P. Bertoni, AICP, Director
Shana M. M. Bonstin, Deputy Director
Arthi L. Varma, AICP, Deputy Director
Lisa M. Webber, AICP, Deputy Director

Cecilia Lamas, Commission Executive Assistant II
cpc@lacity.org
(213) 978-1299

POLICY FOR DESIGNATED PUBLIC HEARING ITEMS:

Pursuant to the Commission's general operating procedures, the Commission at times must necessarily limit the speaking times of those presenting testimony on either side of an issue that is designated as a public hearing item. In all instances, however, equal time is allowed for presentation of pros and cons of matters to be acted upon. Every person wishing to address the commission in person must complete a speaker's request form and submit it to the Commission staff.

CITY PLANNING COMMISSION MEETINGS CAN BE LISTENED TO BY DIALING (213) 621-2489 OR (818) 904-9450.

YOU CAN ALSO VIEW THE MEETING ONLINE VIA ZOOM AT: <https://planning-lacity-org.zoom.us/j/84151355541> AND USE MEETING ID: 841 5135 5541 AND PASSCODE 304082. Members of the public who wish to participate in the meeting and offer verbal public comment remotely to the City Planning Commission can either access the link located above or call **(213) 338-8477** or **(669) 900-9128** and use **Meeting ID No. 841 5135 5541** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 304082**. For hybrid meeting participation information, please click [here](#). The ability to provide public comment remotely, an optional participation feature, may be subject to technical issues. Should technical difficulties occur or persist, the in-person meeting shall continue to be conducted. **Remote participation is available only for those wishing to provide public comment; applicants and appellants are required to attend the meeting in person.**

Written submissions, which are optional, may be submitted prior to, or at, the meeting. These submissions are governed by the City Planning Commission Rules and Operating Procedures posted online at <https://planning.lacity.org>. However, please see submission guidelines below which have been modified to accommodate the hybrid meeting format.

Initial Submissions, not limited as to volume, must be received by the Commission Executive Assistant no later than by 4:00 p.m. on the Monday prior to the week of the Commission meeting. Materials are to be emailed to cpc@lacity.org. **Secondary Submissions** in response to a Staff Recommendation Report or additional comments must be received electronically no later than 48-hours before the Commission meeting. Submissions shall not exceed ten (10) pages, including exhibits, and must be submitted electronically to cpc@lacity.org. Photographs do not count toward the page limitation. **Day of Hearing Submissions** within 48 hours of the meeting, up to and including the day of the meeting are limited to 2 pages plus accompanying photographs. Day of Hearing Submissions are to be submitted electronically to cpc@lacity.org and 15 hard copies must be submitted at the in-person meeting. Submissions that do not comply with these rules will be stamped "**File Copy. Non-Complying Submission.**" Non-complying submissions will be placed into the official case file, but they will not be delivered to or considered by the Commission, and will not be included in the official administrative record for the item at issue.

The Commission may RECONSIDER and alter its action taken on items listed herein at any time during this meeting or during the next regular meeting, in accordance with the Commission Rules and Operating Procedures and provided that the Commission retains jurisdiction over the case. If a Commission meeting is canceled or adjourned due to lack of quorum, all remaining agenda

items shall be continued to the next regular meeting or beyond as long as the continuance is within the legal time limits of the case or cases.

Requests for reasonable modification or accommodation from individuals with disabilities, consistent with the Americans with Disabilities Act can be made by contacting the Commission Executive Assistant at (213) 978-1299 or by email at cpc@lacity.org no later than three working days (72 hours) prior to the meeting. For Telecommunication Relay Services for the hearing impaired, please see the information located on the last page of this agenda.

If you challenge these agenda items in court, you may be limited to raising only those issues you or someone else raised at the public hearing described in this notice, or in written correspondence on these matters delivered to this agency at or prior to the public hearing.

If you seek judicial review of any decision of the City pursuant to California Code of Civil Procedure Section 1094.5, the petition for writ of mandate pursuant to that section must be filed no later than the 90th day following the date on which the City's decision became final pursuant to California Code of Civil Procedure Section 1094.6. There may be other time limits which also affect your ability to seek judicial review.

Agendas and Adopted Minutes are available online at <http://planning.lacity.org>, by selecting "About," "Commissions, Boards & Hearings," filter by "City Planning Commission." For additional information regarding the format of this telephonic public meeting, please visit our website at <http://planning.lacity.org>.

If you would like to receive a determination letter for any item on today's agenda, please email your request to cpc@lacity.org. Please include your contact information (email or mailing address) and the case number associated with the item.

Información en español acerca de esta junta puede ser obtenida llamando al (213) 978-1300. Servicios de traducción al español están disponibles, de ser solicitados con un mínimo de 72 horas de anticipación, en todas las juntas de la comisión.

1. DIRECTOR'S REPORT AND COMMISSION BUSINESS

- Election of Officers
- Legal actions and issues update
- Items of Interest
- Advance Calendar
- Commission Requests

2. NEIGHBORHOOD COUNCIL POSITION STATEMENTS ON AGENDA ITEMS

Presentations by Neighborhood Council representatives on any Neighborhood Council resolution, or community impact statement filed with the City Clerk, which relates to any agenda item listed or being considered on this agenda. The Neighborhood Council representative shall provide the Board or Commission with a copy of the Neighborhood Council's resolution or community impact statement by email to cpc@lacity.org. At the Chair's discretion, presentations of Neighborhood Councils on any matter listed on the agenda for this Commission meeting may be taken at the time the agenda item is taken for consideration.

3. GENERAL PUBLIC COMMENT

The Commission shall provide an opportunity in open meetings for the public to address it **on non-agenda items**, for a cumulative total of up to thirty (30) minutes, on items of interest to the public that are within the subject matter jurisdiction of the Commission.

Members of the public who wish to participate in the meeting and offer public comment to the City Planning Commission, can either access the link located at the top of this agenda or call **(213) 338-8477** or **(669) 900-9128** and use **Meeting ID No. 841 5135 5541** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 304082**.

4. **RECONSIDERATIONS**

- a. **MOTIONS TO RECONSIDER** – The Commission may make a motion to reconsider a Commission Action on any agenda items from its previous meeting, consistently with the Commission Rule 9.3, provided the Commission retains jurisdiction over the matter.
- b. **MERITS OF ANY ITEM THE COMMISSION HAS VOTED TO RECONSIDER** – If a majority of the Commission has approved a motion to reconsider a Commission Action, the Commission may address the merits of the original Commission Action.

5. **CONSENT CALENDAR (NO ITEMS)**

Consent Calendar items are considered to be not controversial and will be treated as one agenda item. The Consent Calendar will be enacted by one motion. There will be no separate discussion of these items unless the item is removed from the Consent Calendar, in which event the item will be considered as time allows on the regular agenda.

6. **CPC-2018-6404-CPU (HG); CPC-2018-6402-CPU (W-HC)**
CEQA: ENV-2019-3379-EIR
Plan Area: Harbor Gateway; Wilmington – Harbor City

Council District: 15 – McOsker
Last Day to Act: 04-18-24

PUBLIC HEARING – Completed November 9, 2023

PROJECT SITE:

The Harbor LA Community Plans consist of the boundaries of the Harbor Gateway Community Plan Area (CPA) and the Wilmington-Harbor City Community Plan Area (CPA). The two community plan areas are collectively known as the Harbor LA Plans. The plan areas are geographically continuous of one another. The combined area of the Harbor LA Community Plans is approximately 15.3 square miles. The Harbor Gateway CPA contains approximately 3,229 acres and is situated in the southern portion of Los Angeles. The CPA is a narrow corridor which links the City's harbor, San Pedro, Wilmington and Harbor City communities to the main body of the City. The Harbor Gateway CPA is bordered by the South and Southeast Los Angeles CPAs to the north (at 120th Street); the cities of Gardena and Torrance to the west; and Carson and unincorporated Los Angeles County to the east; and it shares a common boundary with the Wilmington-Harbor City CPA to the south (at Sepulveda Blvd). The Wilmington-Harbor City CPA contains approximately 6,481 acres and is situated in the far southern portion of the City, near Los Angeles Harbor. It is bordered by the Harbor Gateway CPA to the north; the San Pedro CPA and the Port of Los Angeles to the south; and is adjacent to the cities of Torrance, Lomita, and Rancho Palos Verdes to the west; and the cities of Carson, Long Beach, and unincorporated Los Angeles County to the east.

PROPOSED PROJECT:

The proposed project includes amending both the policy documents and General Plan Land Use Maps for the Harbor Gateway and Wilmington-Harbor City Community Plans. Unless otherwise provided, the updated Harbor Gateway and Wilmington-Harbor City Community Plans are collectively referred to as the "Proposed Plans". The Proposed Plans would also adopt several zoning ordinances to implement the updates to the Community Plans, including rezoning all parcels in the CPAs to regulate specific uses and apply development standards (including height of structures, Floor Area Ratios, and site configuration) using the City's New Zoning Code, amendments to the Clean Up Green Up (CUGU) Overlay, and related amendments to the General Plan, including the Framework Element and Mobility Plan necessary to implement the Plan. The amendments to the Policy Documents and the General Plan Land Use Maps for the Harbor LA Community Plans are intended to guide development through the year 2040 by establishing the City's broad planning goals, policies, and objectives, the arrangement of land uses and intensities, as well as specific development standards for the Plan areas. The Harbor LA Community Plans are intended to improve the link between land use and transportation in a manner that is consistent with the City's adopted General Plan Framework Element, Mobility Element, Senate Bill 375 and other state laws.

REQUESTED ACTIONS:

1. Conduct a public hearing on the Proposed Plans as described in this Staff Recommendation Report;
2. Approve the Staff Recommendation report as the Commission Report;
3. Approve and Recommend that the City Council adopt the Findings in the Staff Recommendation Report;
4. Recommend that the City Council instruct the Director of City Planning to amend the Environmental Protection Measures (EPMs) pursuant to Division 4C.13 (Environmental Protection) of the New Zoning Code as appropriate to implement the Mitigation Monitoring Program (MMP);
5. Find that the City Planning Commission has reviewed and considered the Draft Environmental Impact Report (EIR) (City EIR No. ENV-2019-3379-EIR and State Clearinghouse No. 2019080248), as shown in Exhibit A8, and direct staff to prepare a Final EIR, EIR findings, a Statement of Overriding Considerations, and the MMP for City Council consideration;
6. Recommend the City Council adopt the Resolutions in Exhibit A to certify a Final EIR, adopt EIR findings and a Statement of Overriding Considerations, and adopt a Mitigation Monitoring Program;
7. Instruct the Department of City Planning to finalize the necessary General Plan land use designation maps, zone ordinances to be presented to the City Council, and authorize the Department of City Planning to make additional, non-substantive text edits to the plan policy documents and land use designation maps to correct typographical errors, and make other technical corrections/ modifications to the zoning ordinances as necessary;
8. Approve and Recommend that the Mayor approve and the City Council adopt, pursuant to LAMC (Chapter 1A) Section 13B.1.1 and City Charter Section 555, the attached Resolutions in Exhibit A to amend the General Plan as follows:
 - a. Amend the General Plan Land Use Element and adopt the Harbor LA Community Plans as shown in Exhibit A1, inclusive of the revisions shown in Exhibit A2; adopt the General Plan Land Use Map for the Harbor LA Community Plans, inclusive of Symbols, Footnotes, and Corresponding Zone and Land Use Nomenclature as shown in Exhibit A4, and the General Plan Land Use Maps and Matrices as shown in Exhibit A5;
 - b. Amend the Mobility Plan 2035 to reclassify selected Street Designations and Enhanced Networks, as shown in Exhibit A7; and
 - c. Amend the Citywide General Plan Framework Element, as shown in Exhibit A6.
9. Approve and Recommend that pursuant to LAMC (Chapter 1A) Sections 1.5 and 13.B.1, and City Charter Section 558, the City Council adopt the draft ordinance to amend the Zoning Map, as shown in Exhibit B1 (Zone Change Maps and Matrices);
10. Approve and Recommend that pursuant to LAMC (Chapter 1A) Sections 1.5, 13.B.1, 1.5.4, and City Charter Section 558, the City Council adopt the proposed Harbor LA Plans Community Benefits - Local Affordable Housing Maps as shown in Exhibit B4;
11. Approve and Recommend that the City Council pursuant to LAMC (Chapter 1A) Section 13B.1.4. and City Charter Section 558 adopt the proposed ordinance to amend the Clean Up Green Up (CUGU) Ordinance as shown in Exhibit B5;
12. Approve and Recommend that pursuant to LAMC (Chapter 1A) Sections 1.5, 13.B.1, 8.2.7, 8.2.8 and City Charter Section 558, the City Council adopt the proposed Conservation District and Individual Historic Resource Review Supplemental Districts and Maps shown in Exhibit B3;
13. Approve and Recommend that pursuant to LAMC (Chapter 1A) Sections 1.5, 13.B.1, 1.5.12. and City Charter Section 558, the City Council adopt the proposed Hazardous Sites Maps shown in Exhibit B2;
14. Authorize the Director of Planning to present the resolutions and proposed General Plan amendments (Exhibits A4, A5 and A6) to the Mayor and City Council, in accordance with City Charter Section 555 and LAMC (Chapter 1A) Section 13B.1.1, and the proposed zoning ordinances (Exhibits B1-B5, C1 and C2) to the City Council, in accordance with City Charter Section 558 and LAMC Section 13.B.1; and
15. Approve and Recommend that the City Council adopt the New Zoning Code Ordinance to amend Chapter 1 and 1A ("New Zoning Code") of the Los Angeles Municipal Code to add new zoning districts and related regulations to Articles 1-12, and Articles 14 and 15, and amend the accompanying Zoning Code Maps established in Division 1.5 (Zoning Code Maps) of Article 1 of the New Zoning Code (Exhibit C2).

Applicant: City of Los Angeles

Staff: Christopher Piña, City Planner (HG)
christopher.piña@lacity.org
(213) 978-1369

Jessica Alvarado, City Planner (WHC)
jessica.alvarado@lacity.org
(213) 978-1221

7. **CPC-2023-2058-CU-DB-MCUP-CUW-SPR-VHCA**

CEQA: ENV-2023-2059-SCEA

Plan Area: Wilshire

Council District: 5 – Yaroslavsky

Last Day to Act: 02-11-24

PUBLIC HEARING – Completed November 28, 2023

PROJECT SITE: 400, 406, 410, 414, 418, 420, 424, 426, 432 South San Vicente Boulevard

PROPOSED PROJECT:

Demolition of the Beverly Plaza Shopping Center, which consists of a two-story commercial strip mall and surface parking and one adjacent commercial building with a combined 22,494 square feet of floor area for the construction, use, and maintenance of an eight-story (100 feet above grade), mixed-use building with 126 residential dwelling units, and 11,615 square feet of ground floor commercial restaurant uses. The Proposed Project will encompass a total floor area of 208,901 square feet resulting in a Floor Area Ratio (FAR) of 6.3:1. Fifteen percent of the Proposed Project's base density (14 dwelling units) will be deed restricted for Very Low Income Households. The Proposed Project will include three levels of subterranean parking with 153 vehicle parking spaces and 109 bicycle parking spaces.

REQUESTED ACTIONS:

1. Pursuant to Public Resources Code Section (PRC) 21155.2(b), in consideration of the whole of the administrative record, adopt the Sustainable Communities Environmental Assessment No. ENV-2023-2059-SCEA (SCEA), adopt Findings pursuant to PRC 21155.2, and adopt the Mitigation Monitoring Program;
2. Pursuant to Section 12.24 U.26 of the Los Angeles Municipal Code (LAMC), a Conditional Use Permit for a housing development project in which the density increase is greater than otherwise permitted by LAMC Section 12.22 A.25. The Project seeks a density bonus increase of 37.5 percent to permit 126 dwelling units with 14 Very Low Income restricted affordable units;
3. Pursuant to Los Angeles Municipal Code Section 12.22 A.25, a Density Bonus Compliance Review to permit a mixed-use development project consisting of a total of 126 dwelling units of which a minimum of 14 will be set aside for Very Low Income Households, and with the following Off-Menu Incentives and Waivers of Development Standards:
 - a. An Off-Menu Incentive to permit 208,901 square feet of floor area (6.3:1 FAR) in lieu of 50,121 square feet of floor area (1.5:1 FAR);
 - b. An Off-Menu Incentive to permit a height of eight stories and 100 feet in lieu of three stories and 45 feet otherwise permitted in the C2-1VL-O Zone;
 - c. An Off-Menu Incentive to permit a zero-foot rear yard in lieu of 20 feet required by LAMC Section 12.11 C.3;
 - d. A Waiver of Development Standard to waive the transitional height limits otherwise required in LAMC Section 12.21.1.A.10;
 - e. A Waiver of Development Standard for an open space reduction to permit 6,200 square feet of open space in lieu of 16,575 square feet of open space required by LAMC Section 12.21 G.2; and

- f. A Waiver of Development Standard to provide a 680 square-foot loading zone with a maximum clear height of 12 feet in lieu of 809 square feet with a maximum clear height of 14 feet required by LAMC Section 12.21 C.6;
4. Pursuant to LAMC Section 12.24 W.1, a Main Conditional Use Permit for the sale and dispensing of a full line of alcoholic beverages for on-site consumption within the ground-floor commercial spaces and residential common amenity areas for residents and guests only;
5. Pursuant to LAMC Section 12.21 W.49, a Conditional Use Permit to permit a wireless communication facility (WTF) on the rooftop of the new building which would replace an existing WTF on the rooftop of the existing building to be demolished; and
6. Pursuant to LAMC Section 16.05, a Site Plan Review for a development that creates more than 50 new dwelling units.

Applicant: J.J. Abraham, 400 S. San Vicente LLC
Representative: Matt Dzurec, Armbruster Goldsmith & Delvac LLP

Staff: David Woon, Planning Assistant
david.woon@lacity.org
(213) 978-1368

8. CPC-2023-4573-DB-CU-HCA

CEQA: ENV-2023-4574-CE
Plan Area: Wilshire

Council District: 5 – Yaroslavsky
Last Day to Act: 03-24-24

PUBLIC HEARING – Completed January 9, 2024

PROJECT SITE: 8331, 8335, 8337, 8339, 8343, 8349 West 3rd Street

PROPOSED PROJECT:

Construction, use, and maintenance of a new eight-story, mixed use residential building, 100 feet in height, containing a total of 77 dwelling units with eight units reserved for Extremely Low Income Households. The proposed project will contain approximately 90,066 square feet of floor area, equating to a total Floor Area Ratio (FAR) of approximately 4.66:1, including approximately 11,026 square feet of commercial retail space on the ground floor. The Project will provide approximately 2,188 square feet of credited open space that includes a podium courtyard, sky deck, business lounge, fitness room, and aqua lounge. Additionally, 5,328 square feet of non-credited open space will include private balconies; podium courtyard, business lounge, fitness room, and aqua lounge. The Project will provide 38 vehicle parking spaces and a total of 78 bicycle parking spaces.

REQUESTED ACTIONS:

1. Pursuant to California Environmental Quality Act (CEQA) Guidelines, an Exemption from CEQA pursuant to CEQA Guidelines, Article 19, Section 15332, Class 32, and that there is no substantial evidence demonstrating that an exception to a categorical exemption pursuant to CEQA Guidelines, Section 15300.2 applies;
2. Pursuant to Section 12.22 A.25 of the Los Angeles Municipal Code (LAMC), a Density Bonus to permit a Housing Development Project consisting of 77 dwelling units, [with eight units – 15 percent of the base density set aside for Extremely Low Income Households], along with the following Off-Menu Incentives and Waivers of Development Standards:
 - a. An Off-Menu Incentive to permit a Floor Area Ratio (FAR) of up to 4.66:1 FAR in lieu of the 1.5:1 FAR otherwise permitted;
 - b. An Off-Menu Incentive to permit up to a 75 percent reduction in required open space;
 - c. An Off-Menu Incentive to permit a maximum building height of up to 100 feet, up to five additional stories, in lieu of 45 feet, three stories, otherwise permitted;
 - d. A Waiver of Development Standards to permit a reduced westerly rear yard setback of zero feet in lieu of 20 feet otherwise required; and

- e. A Waiver of Development Standards to waive the loading space requirement otherwise required pursuant to LAMC Section 12.21 C.6; and
3. Pursuant to LAMC Section 12.24 U.26, a Conditional Use to allow a Density Bonus for a Housing Development Project in which the density increase is greater than otherwise permitted by LAMC Section 12.22 A.25.

Applicant: Daniel Taban, Flores Fund LLC
Representative: Jonathan Yang, Irvine & Associates, Inc.

Staff: Alice Okumura, City Planning Associate
alice.okumura@lacity.org
(213) 978-1356

9. **DIR-2021-3405-TOC-SPR-HCA-1A**

CEQA: ENV-2021-3407-CE

Plan Area: Palms – Mar Vista – Del Rey

Council District: 5 – Yaroslavsky

Last Day to Act: 02-08-24

PUBLIC HEARING REQUIRED

PROJECT SITE: 10602 – 10646 West Venice Boulevard

PROPOSED PROJECT:

Demolition of all existing improvements (including a gas station, various commercial buildings, various residential buildings, and accessory structures) for the construction, use, and maintenance of a new seven-story mixed-use building with 136 residential units, including 14 units set aside for Extremely Low Income Households, and approximately 6,000 square feet of commercial space. The Project proposes to provide 161 vehicle parking spaces.

APPEAL:

A partial appeal of the October 6, 2023, Director of Planning's determination which:

1. Determined, based on the whole of the administrative record, that the Project is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines, Article 19, Section 15332, Class 32, and there is no substantial evidence demonstrating that an exception to a categorical exemption pursuant to CEQA Guidelines, Section 15300.2 applies;
2. Approved, pursuant to LAMC Section 16.05, a Site Plan Review for a development creating 50 or more residential dwelling units; and
3. Adopted the Conditions of Approval and Findings.

Applicant: Venice Overland LP
Representative: Matthew Hayden, Hayden Planning

Appellants: Supporters Alliance for Environmental Responsibility (SAFER)
Representative: Marjan Abubo, Lozeau Drury LLP

Staff: More Song, City Planner
more.song@lacity.org
(213) 978-1319

The next regular meeting of the City Planning Commission will be held on **Thursday, February 22, 2024 at 8:30 a.m.**

Van Nuys City Hall
Council Chamber, 2nd Floor
14410 Sylvan Street
Van Nuys, CA 91401

Notice to Paid Representatives:

If you are compensated to monitor, attend, or speak at this meeting, City law may require you to register as a lobbyist and report your activity. See Los Angeles Municipal Code Section 48.01 et seq. More information is available at ethics.lacity.org/lobbying. For assistance, please contact the Ethics Commission at (213) 978-1960 or ethics.commission@lacity.org.

Reasonable Accommodations Consistent with Federal and State Law

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodations to ensure equal access to its programs, services and activities. Sign language interpreters, assistive listening devices, or other auxiliary aids and/or other services must be requested **72 hours prior to the meeting** by calling the Commission Executive Assistant at (213) 978-1299 or by email at cpc@lacity.org.

Telecommunication Relay Services

Telephone communication is one of the most important forms of communication in society today. Due to advancements in technology, telephone devices have evolved with new services and capabilities. Individuals who are deaf and hard of hearing, and individuals with a speech disability are following these trends and are rapidly migrating to more advanced telecommunications methods, both for peer-to-peer and third-party telecommunications relay service (TRS) communications.

Telecommunications Relay Service is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories for local and/or long distance calls. TRS providers - generally telephone companies - are compensated for the costs of providing TRS from either a state or a federal fund. There is no cost to the TRS user.

What forms of TRS are available? There are several forms of TRS, depending on the particular needs of the user and the equipment available: TRS includes: Text to Voice TTY-Based TRS; Speech-to-Speech Relay Service; Shared Non-English Language Relay Service; Captioned Telephone Relay Service; Internet Protocol Relay Service; and Video Relay Service. Please visit this site for detailed descriptions, <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>.

Don't hang up! Some people hang up on TRS calls because they think the Communications Assistant (CA) is a telemarketer. If you hear, "Hello. This is the relay service ..." when you pick up the phone, please don't hang up! You are about to talk, through a TRS provider, to a person who is deaf, hard-of-hearing, or has a speech disability.

For more information about FCC programs to promote access to telecommunications services for people with disabilities, visit the FCC's Disability Rights Office website.