

**CITY PLANNING COMMISSION
REGULAR MEETING AGENDA
THURSDAY, MAY 23, 2024 AFTER 8:30 A.M.
VAN NUYS CITY HALL
COUNCIL CHAMBER, 2ND FLOOR
14410 SYLVAN STREET
VAN NUYS, CA 91401**

Meeting presentations will be made available here (<https://tinyurl.com/CPC5-23-24>) by Monday, May 20, 2024.
Compliant Day of 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.

Monique Lawshe, President
Elizabeth Zamora, Vice President
Maria Cabildo, Commissioner
Caroline Choe, Commissioner
Martina Diaz, Commissioner
Ilissa Gold, Commissioner
Karen Mack, Commissioner
Michael Newhouse, Commissioner
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Haydee Urita-Lopez, 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/81784639605> AND USE MEETING ID: 817 8463 9605 AND PASSCODE 654185. 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. 817 8463 9605** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 654185**. 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, Appellants, and/or Representatives 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 revised 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

- Legal actions and issues update
 - [Update on City Planning Commission Status Reports and Active Assignments](#)
- 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. 817 8463 9605** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 654185**.

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 (5a & 5b)

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.

5a. CPC-2018-3286-VZC-HD-SPE-ELD-SPPA-SPP-SPR

CEQA: ENV-2018-3287-MND
Plan Area: Encino – Tarzana

Council District: 4 – Raman
Last Day to Act: 05-31-24

PUBLIC HEARING – Completed May 10, 2022

PROJECT SITE: 17017 – 17031 West Ventura Boulevard; 4929 North Genesta Avenue;
5018 North Amestoy Avenue

PROPOSED PROJECT:

Construction, use, and maintenance of two buildings located over one standard lot and one master ground lot containing three air space lots, separated by an alley. The first lot fronting Ventura Boulevard will be developed with a three-story, approximately 48 feet, two-inch-high medical office building containing 55,416 square feet of floor area. The second set of lots, which is to the north of the proposed medical office building across the alley, will contain 90 Eldercare guest rooms comprised of 66 senior assisted living guest rooms and 24 Alzheimer's/Dementia guest rooms in a five-story, 65-foot, in height building containing 80,225 square feet of floor area. The Project will provide a total of 364 parking spaces for both the Medical Office and Eldercare guest rooms located at grade and within three below-grade levels. Combined, the Project would contain approximately 135,641 square feet of floor area.

REQUESTED ACTIONS:

1. Pursuant to CEQA Guidelines Sections 15162 and 15164, in consideration of the whole of the administrative record, that the Project was assessed in Mitigated Negative Declaration, No. ENV-2018-3286-MND and Mitigation Monitoring Program, as adopted on July 21, 2023, ("Mitigated Negative Declaration"), and no subsequent EIR, negative declaration, or addendum is required for approval of the Project;
2. Pursuant to Section 12.32.Q of the Los Angeles Municipal Code (LAMC), a Vesting Zone Change and Height District Change from C4-1VL to (T)C4-2 for lot 1 and P-1VL to (T)C2-2 for lot 2;
3. Pursuant to LAMC Section 14.3.1, an Eldercare Facility Unified Permit for the development of an eldercare facility on a newly created 35,663 square foot lot (after the proposed merger under VTT-74892) with 66 assisted living guest rooms and 24 Alzheimer's/Dementia guest rooms for a total of 90 guest rooms and the following deviations to permit:

- a. 80,225 square feet of floor area in lieu of 35,663 square feet for a 2.25:1 Floor Area Ratio (FAR) in lieu of a 1:1 FAR permitted in the Ventura / Cahuenga Boulevard Corridor Specific Plan Section 6.B.3;
- b. A height of 65 feet in lieu of 30 feet permitted by Specific Plan Section 7.E.1.C.2; and
- c. Relief from the transitional height limits in LAMC Section 12.21.1.A.10;
4. Pursuant to LAMC Section 11.5.7.F.1(d), Specific Plan Exceptions from the Ventura/Cahuenga Boulevard Corridor Specific Plan (Ordinance No. 166,560) in conjunction with the development of a three-story Medical Office Building to permit:
 - a. 55,416 square feet of floor area in lieu of 22,521 square feet permitted for a 2.46:1 FAR in lieu of a 1.0:1 FAR permitted in Section 6.B.3; and
 - b. 87 percent lot coverage in lieu of 60 percent required in Specific Plan Section 7.B.2;
5. Pursuant to LAMC Section 11.5.7 E, a Specific Plan Adjustment for the proposed medical office building to permit a height of 48 feet, two inches in lieu of 45 feet otherwise permitted in Section 7.E.1.f of the Ventura-Cahuenga Boulevard Corridor Specific Plan;
6. Pursuant to LAMC Section 11.5.7 C, a Project Permit Compliance Review pursuant to the Ventura-Cahuenga Boulevard Corridor Specific Plan; and
7. Pursuant to LAMC Section 16.50 C, a Site Plan Review for the development of 90 Eldercare guest rooms and 55,416 square feet of non-residential uses (medical office).

Applicant: Daniel Kashani, 17017 Ventura LLC

Staff: Adrineh Melkonian, City Planner
adrineh.melkonian@lacity.org
 (213) 978-1301

5b. CPC-2023-5228-VCU

CEQA: ENV-2023-5229-CE
 Plan Area: Van Nuys – North Sherman Oaks
 Related Case: CPC-2008-4954-CU-PA1

Council District: 2 – Krekorian
 Last Day to Act: 05-31-24

PUBLIC HEARING – Completed May 1, 2024

PROJECT SITE: 13619, 13621, 13623, 13627, 13627 1/2, 13629, 13629 1/2, 13631, 13633, 13635, 13639, 13643, 13643 ½, 13645, 13647, 13649, 13651, 13653, 13655, 13657, 13661, 13665, Victory Boulevard; 6424, 6424 ½, 6428, 6434 1-47, 6450, 6456, 6460 Woodman Avenue

PROPOSED PROJECT:

Expansion of an existing private elementary school (Laurence School) to include an abutting apartment complex, commercial strip mall, and surface parking lot, resulting in an overall campus size of 224,229 square feet lot area with approximately 69,855 square feet of floor area. The Project will also replace 1,342 square feet of existing modular structures with 2,400 square feet of new modular structures. Adjacent to the new modulars will be the installation of eight sail shades for an additional floor area of 1,439 square feet. Maximum enrollment at the school will be expanded from 345 students to 450 students.

REQUESTED ACTIONS:

1. Pursuant to California Environmental Quality Act (CEQA) Guidelines, Section 15301, Class 1 (Existing Facilities), Section 15302, Class 2 (Replacement or Reconstruction), and Section 15303, Class 3 (New Construction or Conversion of Small Structures) and Section 15332, Class 32 (In-Fill Development Projects), and there is no substantial evidence demonstrating that any exceptions contained in Section 15300.2 of the CEQA Guidelines regarding location, cumulative impacts, significant effects, unusual circumstances, scenic highways, hazardous waste sites, or historical resources applies; and

2. Pursuant to Section 12.24 T of the Los Angeles Municipal Code, a Vesting Conditional Use to expand existing private elementary school uses by adding neighboring lots in the [Q]C1.5-1VL Zone.

Applicant: Laurence School c/o Micheal Lifrak, Woodman
Representative: Edgar Khalatian, Mayer Brown LLP

Staff: Joanna Marroquin, Planning Assistant
joanna.marroquin@lacity.org
(213) 978-1463

6. **CPC-2022-9266-CU**

CEQA: ENV-2004-1950-EIR-ADD5
Plan Area: Northeast Los Angeles

Council District: 14 – de Leon
Last Day to Act: 05-23-24
Continued from: 10-12-23; 10-26-23
11-02-23; 12-14-23
01-11-24; 03-14-24
05-09-24

PUBLIC HEARING – Completed June 27, 2023

PROJECT SITE: 1590 North Eastlake Avenue; 1425 – 1501 North San Pablo Street;
1540 – 1580 East Alcazar Street

PROPOSED PROJECT:

Construction of a new seven-story, 143.5 feet in-height, multi-discipline research facility (USC Discovery and Translation Hub) proposed to be developed on the westerly portion of the USC Health Sciences Campus. The proposed building would contain two subterranean levels and comprise approximately 201,292 square feet of floor area. The proposed use would accommodate over 84 researchers and would support both "wet" (bench) and "dry" (computational) laboratory research.

REQUESTED ACTIONS:

1. Pursuant to California Exemption Quality Act (CEQA) Guidelines, Sections 15162 and 15164, in consideration of the whole of the administrative record, that the Project was assessed in previously certified Environmental Impact Report (EIR) Case No. ENV-2004-1950-EIR, certified in August 2006 and as supported by the fifth Addendum dated September 2023, no major revisions are required to the EIR, and no subsequent EIR or negative declaration is required for approval of the Project; and
2. Pursuant to Section 12.24 U.14 of the Los Angeles Municipal Code, a Major Conditional Use Permit to permit the development of 201,292 square feet of nonresidential floor area in the C2 Zone.

Applicant: Bryan Eck, University of Southern California
Representative: Matt Dzurec, Armbruster Goldsmith & Delvac

Staff: Esther Ahn, City Planner
esther.ahn@lacity.org
(213) 978-1486

7. [CPC-2023-6037-DB-HCA](#)
CEQA: ENV-2023-6038-CE
Plan Area: Sun Valley – La Tuna Canyon

Council District: 6 – Padilla
Last Day to Act: 05-23-24

PUBLIC HEARING – Completed February 27, 2024

PROJECT SITE: 8016 North Fair Avenue

PROPOSED PROJECT:

Construction, use, and maintenance of a new 54,604 square-foot residential building containing 39 units which are 100 percent affordable (restricted to one manager's unit as well as 31 units for Low Income and seven units for Moderate Income households). The Project proposes a maximum 47-foot-tall, four-story building containing 35 parking spaces within the first floor.

REQUESTED ACTIONS:

1. Pursuant to California Environmental Quality Act (CEQA) Guidelines Section 15332 (Class 32), an Exemption from CEQA 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 for a Housing Development with a total of 39 units which will be 100 percent affordable, including 1 manager's unit, 31 units reserved for Low Income households, and seven units reserved for Moderate Income households, along with the following Off-Menu Incentives and Waiver of Development Standard:
 - a. An Off-Menu Incentive to allow an increased Residential Floor Area Ratio (RFAR) of 2.44 in lieu of the otherwise allowable 0.45 RFAR in a R1 Zone;
 - b. An Off-Menu Incentive to allow a 25 percent reduction in the required amount of open space;
 - c. An Off-Menu Incentive to allow relief from the required encroachment plane pursuant to LAMC Section 12.08 C.5;
 - d. An Off-Menu Incentive to allow for a 15-foot front yard setback in lieu of the prevailing setback pursuant to LAMC Section 12.08 C.1; and
 - e. A Waiver of Development Standard to allow relief from the required sidewall plane break pursuant to LAMC Section 12.08 C.2;

Applicant: Uzi Levy, USL Strathern LLC
Representative: Armin Gharai, GA Engineering

Staff: Esther Ahn, City Planner
esther.ahn@lacity.org
(213) 978-1486

8. [DIR-2022-9016-DB-SPR-VHCA-1A](#)
CEQA: ENV-2022-9017-SCEA
Plan Area: Palms – Mar Vista – Del Rey

Council District: 11 – Park
Last Day to Act: 05-23-24

PUBLIC HEARING REQUIRED

PROJECT SITE: 4112 – 4136 South Del Rey Avenue

PROPOSED PROJECT:

Demolition of all existing structures for the construction of a new six-story, 66 foot-high residential building with 210 units. The proposed building will be approximately 253,974 square feet with a Floor Area Ratio (FAR) of 2.06:1. The Project proposes to provide 282 automobile parking spaces in a five-level parking

structure in the center of the Project site. The Project will also provide a minimum of 128 long-term bicycle parking spaces and 14 short-term bicycle parking spaces with 34,000 square feet of open space.

APPEAL:

An appeal of the December 22, 2023, Director of Planning's determination which:

1. Found, pursuant to Public Resources Code (PRC) Section 21155.2, after consideration of the whole of the administrative record, including the SB 375 Sustainable Communities Environmental Assessment (SCEA) No. ENV-2022-9017-SCEA, and all comments received, after imposition of all mitigation measures there is no substantial evidence that the project will have a significant effect on the environment; Find that the City Council held a hearing on November 7, 2023 and adopted the SCEA on December 5, 2023 pursuant to PRC Section 21155.2(b)(6); Find the project is a "transit priority project" as defined by PRC Section 21155 and the project has incorporated all feasible mitigation measures, performance standards, or criteria set forth in prior EIR(s), including SCAG 2016-2040 RTP/SCS EIR SCH No. 2015031035; Find all potentially significant effects required to be identified in the initial study have been identified and analyzed in the SCEA; Find with respect to each significant effect on the environment required to be identified in the initial study for the SCEA, changes or alterations have been required in or incorporated into the Project that avoid or mitigate the significant effects to a level of insignificance or those changes or alterations are within the responsibility and jurisdiction of another public agency and have been, or can and should be, adopted by that other agency; Find the SCEA reflects the independent judgment and analysis of the City; Find the mitigation measures have been made enforceable conditions on the project; and Adopt the SCEA and the Mitigation Monitoring Program prepared for the SCEA;
2. Approved with Conditions, pursuant to LAMC Section 12.22 A.25, a 35 percent Density Bonus (with 11 percent of the base number of units set aside for Extremely Low Income Households), for a project totaling 210 dwelling units, reserving 18 units for Extremely Low Income Household occupancy for a period of 55 years, as well as reserving three additional units for Moderate Income Household occupancy for a period of 55 years, along with the following two On-Menu Incentives for a qualifying project:
 - a. Floor Area Ratio (FAR): an increase in FAR of 18 percent to permit a FAR of approximately 2.06:1 in lieu of the otherwise permitted 1.75:1; and
 - b. Height: a maximum increase in building height of 11 feet to permit a maximum building height of 66 feet in lieu of the otherwise permitted 55 feet;
3. Approved, pursuant to LAMC Section 16.05, a Site Plan Review for a development creating 50 or more residential dwelling units; and
4. Adopted the Conditions of Approval and Findings.

Applicant: MDR Investors, LLC
Representative: Dave Rand & Olivia Joncich, Rand Paster & Nelson LLP

Appellant: Concerned Residents of Glencoe Avenue
Representative: Kristina Kropp, Luna & Glushon

Staff: Michelle Carter, City Planner
michelle.carter@lacity.org
(213) 978-1262

9. [DIR-2022-6462-TOC-VHCA-1A](#)

CEQA: ENV-2022-6463-CE

Plan Area: West Adams – Baldwin Hills – Leimert

Council District: 10 – Hutt

Last Day to Act: 05-23-24

PUBLIC HEARING REQUIRED

PROJECT SITE: 4101 – 4119 West Exposition Boulevard

PROPOSED PROJECT:

Construction of a new five-story, 62-foot six-inch tall residential development with 36 dwelling units (including four units for Extremely Low Income Household occupancy, and one unit for Very Low Income Household occupancy. The Project will have a Floor Area Ratio (FAR) of approximately 3.6:1 with approximately 40,306 square feet of floor area and 3,150 square feet of Open Space. The Project will provide 28 parking spaces and involves the export of approximately 500 cubic yards of soil.

APPEAL:

A partial appeal of the February 5, 2024, Director of Planning's determination which:

1. The City Planning Commission shall determine, pursuant to California Environmental Quality Act (CEQA) Guidelines, Article 19, Section 15332 (Class 32), an Exemption from CEQA and that 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 Section 12.22 A.31 of the Los Angeles Municipal Code (LAMC), a Transit Oriented Communities Affordable Housing Incentive Program Compliance Review for a qualifying Tier 3 project totaling 36 dwelling units, reserving four units for Extremely Low Income Household occupancy, and one unit for Very Low Income Household occupancy, for a period of 55 years, with the following requested Additional Incentives:
 - a. Yards/Setbacks. A reduction in the required side yard setbacks, allowing five feet seven inches in lieu of the eight-foot east side yard; and a reduction in the required rear yard setback to allow 10 feet six inches instead of the 15 feet otherwise required in the R3-1 Zone;
 - b. Height. A 22-foot increase in building height, allowing a maximum building height of 67-feet in lieu of the 45 feet otherwise allowed in the R3-1 Zone; and
 - c. Open Space. A 25 percent reduction in the required open space, allowing 3,150 square-feet of open space in lieu of the 4,200 square feet otherwise required per LAMC Section 12.21.G; and
3. Adopted the Conditions of Approval and Findings.

Applicant: Joshua Perttula, AEI Expo OZ Fund, LLC
Representative: Alix Wisner, Armbruster Goldsmith & Delvac LLP

Appellant: Mindy Zhao

Staff: Kyle Winston, City Planner
kyle.winston@lacity.org
(213) 978-1348

The next regular meeting of the City Planning Commission
will be held on **Thursday, June 13, 2024 at 8:30 a.m.**

Los Angeles City Hall
Council Chamber, Room 340
200 North Spring Street
Los Angeles, CA 90012

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.