

**CITY PLANNING COMMISSION  
REGULAR MEETING AGENDA  
THURSDAY, JULY 25, 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/CPC7-25-24>) by Monday, July 22, 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  
Karen Mack, Commissioner  
Michael Newhouse, Commissioner  
Vacant, Commissioner  
Vacant, Commissioner

Vincent P. Bertoni, AICP, Director  
Shana M. M. Bonstin, Deputy Director  
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](mailto: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/85612814319> AND USE MEETING ID: 856 1281 4319 AND PASSCODE 256634.** 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. 856 1281 4319** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 256634**. 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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
  - Fiscal Year 2023-24 Department of City Planning Housing Stats Update
- Items of Interest
- Advance Calendar
- Commission Requests
- Meeting Minutes – August 25, 2023; September 14, 2023

## **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](mailto: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. 856 1281 4319** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 256634**.

### 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-2022-3935-DB-SPR-WDI-HCA

CEQA: ENV-2022-3868-SCEA

Plan Area: Hollywood

Related Case: CPC-2022-3867-DB-MCUP-SPR-WDI-HCA

Council District: 13 – Soto-Martinez

Last Day to Act: 07-25-24

Continued from: 06-13-24; 06-27-24

**PUBLIC HEARING** – Completed March 6, 2024

**PROJECT SITE:** 1610 – 1638 North Las Palmas Avenue;  
1623 – 1645 North Cherokee Avenue

#### **PROPOSED PROJECT:**

Demolition of two existing structures and associated surface parking lot and the construction, use, and maintenance of a new fifteen-story, 374,494-square-foot mixed-use building with 393 dwelling units, including 44 units (11 percent of the base density) set aside for Very Low-Income households with a maximum building height of 183 feet over three subterranean levels of parking with 336 vehicular parking spaces provided on-site and a total of 232 bicycle parking spaces (194 long-term spaces and 38 short-term spaces). The Project will maintain 11,333 square feet of existing commercial space. The Project provides 40,775 square feet of open space, including courtyards on the second and third levels, community and recreation rooms, roof deck areas, and private balconies.

#### **REQUESTED ACTIONS:**

1. Pursuant to Public Resources Code Section (PRC) 21155.2(b), in consideration of the whole of the administrative record, the Sustainable Communities Environmental Assessment No. ENV-2022-3868-SCEA (SCEA), Findings pursuant to PRC 21155.2, and the Mitigation Monitoring Program;
2. Pursuant to Section 12.22 A.25 of the Los Angeles Municipal Code (LAMC), a Density Bonus Compliance Review to permit a housing development project consisting of a total of 393 residential

units, of which a minimum of 44 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 an increase in Floor Area Ratio (FAR) to allow a 4.76:1 FAR across the entire site;
  - b. An Off-Menu Incentive to permit a reduction in Building 2 to Building 1 building separation to allow 26 feet and nine inches in lieu of the otherwise required 42 feet;
  - c. A Waiver or modification of a development standard to permit a reduction in Building 2 to Building 3 building separation to allow 20 feet in lieu of the otherwise required 42 feet;
  - d. A Waiver or modification of a development standard to permit a reduction in the side yard to allow a 10-foot two-inches side yard in lieu of the otherwise required 16 feet in Building 1's northerly side yard;
  - e. A Waiver or modification of a development standard to permit a reduction in the side yard to allow a five-foot five-inches side yard in lieu of the otherwise required 16 feet in Building 1's westerly side yard;
  - f. A Waiver or modification of a development standard to permit a reduction in the side yard to allow a five-foot three-inches side yard in lieu of the otherwise required 16 feet in Building 2's southerly side yard;
  - g. A Waiver or modification of a development standard to permit a reduction in the side yard to allow an 11-foot side yard in lieu of the otherwise required 16 feet in Building 3's easterly side yard;
  - h. A Waiver or modification of a development standard to permit a reduction in the side yard to allow a 10-foot one-inch side yard in lieu of the otherwise required 16 feet in Building 3's southerly side yard;
3. Pursuant to LAMC Section 16.05, a Site Plan Review for a project resulting in a net increase of more than 50 residential units; and
  4. Pursuant to LAMC Section 12.37, a Waiver of Dedications and Improvements to waive the project's dedication requirements along Las Palmas Avenue and Cherokee Avenue.

**Applicant:** J & J Hollywood, LLC  
Representative: Michael Gonzales, Gonzales Law Group APC

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

7. [CPC-2022-3867-DB-MCUP-SPR-WDI-HCA](#)  
CEQA: ENV-2022-3868-SCEA  
Plan Area: Hollywood  
Related Case: CPC-2022-3935-DB-SPR-WDI-HCA

Council District: 13 – Soto-Martinez  
Last Day to Act: 07-25-24  
Continued from: 06-13-24; 06-27-24

**PUBLIC HEARING** – Completed March 6, 2024

**PROJECT SITE:** 6626 – 6636 West Hollywood Boulevard;  
1638 – 1644 North Cherokee Avenue

**PROPOSED PROJECT:**

Demolition of two existing structures, a partial demolition of a portion of the rear of two existing structures and the demolition of an associated surface parking lot and the construction, use, and maintenance of a new thirteen-story, 201,880-square-foot mixed-use building with 240 dwelling units, including 27 units (10.5 percent of the base density) set aside for Very Low-Income households with a maximum building height of 155 feet over two subterranean levels of parking with 108 vehicular parking spaces provided on-site and a total of 166 bicycle parking spaces (144 long-term spaces and 22 short-term spaces). The Project will maintain 27,881 square feet of existing commercial space. The Project provides 25,500 square feet of open

space, including a courtyard on the third level, a community room on the 13th floor, roof deck area, and private balconies.

**REQUESTED ACTIONS:**

1. Pursuant to Public Resources Code Section (PRC) 21155.2(b), in consideration of the whole of the administrative record, the Sustainable Communities Environmental Assessment No. ENV-2022-3868-SCEA (SCEA), Findings pursuant to PRC 21155.2, and the Mitigation Monitoring Program;
2. Pursuant to Section 12.22 A.25 of the Los Angeles Municipal Code (LAMC), a Density Bonus Compliance Review to permit a housing development project consisting of a total of 240 residential units, of which a minimum of 27 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 a 4.5:1 Floor Area Ratio (FAR) in lieu of the otherwise permitted FAR in the C4-2D Zone;
  - b. An Off-Menu Incentive to permit an increase in height to allow a building height of 155 feet in lieu of the otherwise required 45 feet;
  - c. A Waiver or modification of a development standard to permit a reduction in the side yard to allow a 10-foot six-inches side yard in lieu of the otherwise required 16 feet in Building 6's easterly side yard; and
  - d. A Waiver or modification of a development standard to permit a reduction in the side yard to allow a 10-foot five-inches side yard in lieu of the otherwise required 16 feet in Building 6's southerly side yard;
3. Pursuant to LAMC Section 12.24 W.1, a Main Conditional Use Permit to allow the sale and dispensing of a full line of alcoholic beverages in conjunction with a maximum of five restaurant spaces totaling approximately 27,000 square feet of indoor space with a maximum of 690 indoor seats and approximately 3,000 square feet of outdoor patio space with a maximum of 210 outdoor seats;
4. Pursuant to LAMC Section 16.05, a Site Plan Review for a project resulting in a net increase of more than 50 residential units; and
5. Pursuant to LAMC Section 12.37, a Waiver of Dedications and Improvements to waive the required dedication requirements along Cherokee Avenue.

**Applicant:** J & J Hollywood, LLC  
Representative: Michael Gonzales, Gonzales Law Group APC

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

**8. CPC-2016-3182-CA-AMDT3**

CEQA: ENV-2024-2777-CE  
Plan Area: Citywide

Council District: All  
Last Day to Act: 09-27-24

**PUBLIC HEARING REQUIRED**

**PROJECT SITE:** Citywide

**PROPOSED PROJECT:**

A proposed ordinance amending provisions in Sections 12.21, 12.24, 12.32, 13.08, 13.17, 16.03, 16.05, 17.01, 17.02, 17.03, 17.05, 17.06, 17.51, 17.53 and 18.12 of Chapter 1, and the Table of Contents, Sections 13A.1.7., 13A.2.1., 13A.2.2., 13A.2.4., 13A.2.7., 13A.2.9., 13A.2.10., 13B.1.4., 13B.2.1., 13B.2.2., 13B.2.3., 13B.2.4., 13B.2.5., 13B.4.1., 13B.4.2., 13B.4.3., 13B.4.4., 13B.4.5., 13B.5.1., 13B.5.2., 13B.5.3., 13B.5.4., 13B.5.5., 13B.7.2., 13B.7.3., 13B.7.5., 13B.7.6., 13B.7.7., 13B.7.8., 13B.8.4, 13B.8.5., 13B.8.6., 13B.8.7., 13B.10.3., 13B.10.4., and 13B.11.1. of Article 13 of Chapter 1A of the Los Angeles Municipal Code to

address technical corrections and clarifications and bring certain provisions into compliance with state regulations as part of regular maintenance of the Zoning Code.

**REQUESTED ACTIONS:**

1. Determine, based on the whole of the administrative record, that the proposed ordinance is not a project under CEQA pursuant to Section 15378(b)(5) of the California Public Resource Code and is exempt from CEQA pursuant to Section 15061(b)(3) of the California Public Resource Code;
2. Approve and recommend that the City Council adopt the proposed Zoning Code Amendment Ordinance (Exhibit A) pursuant to Los Angeles Municipal Code Section 13B.1.3.D.3.;
3. Adopt the Staff Recommendation Report as the Commission's report on the subject; and
4. Adopt the attached Findings.

**Applicant:** City of Los Angeles

**Staff:** Bonnie Kim, City Planner  
[bonnie.kim@lacity.org](mailto:bonnie.kim@lacity.org)  
(213) 978-1330

**9. DIR-2021-1538-TOC-SPP-HCA-1A**

CEQA: ENV-2021-1539-CE  
Plan Area: Hollywood

Council District: 13 – Soto-Martinez  
Last Day to Act: 10-23-24

**PUBLIC HEARING REQUIRED**

**PROJECT SITE:** 1115 North Berendo Street (1115 and 1117 North Berendo Street)

**PROPOSED PROJECT:**

Demolition of an existing duplex and a detached garage, and the construction, use, and maintenance of a five-story, 15,479 square-foot, 30-unit residential building within Subarea C (Community Commercial) of the Vermont/Western Station Neighborhood Area Plan (SNAP) Specific Plan.

**APPEAL:**

An appeal of the April 24, 2024, Director of Planning's determination which:

1. Determined, that based on the whole of the administrative record, the Project is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines, Article 19, Section 15332, Class 32 (In-Fill Development Project), and there is no substantial evidence demonstrating that any exceptions to a categorical exemption pursuant to State CEQA Guidelines, Section 15300.2 applied;
2. Approved with Conditions, pursuant to Section 12.22 A.31 of the Los Angeles Municipal Code (LAMC), a Transit Oriented Communities (TOC) Affordable Housing Incentive Program for a Tier 4 project with a total of 30 dwelling units, of which four dwelling units will be reserved for Extremely Low Income Household Occupancy for a period of 55 years:

**Base Incentives:**

- a. Up to 80 percent increase in density;
- b. 2.30:1 Floor Area Ratio (FAR); and
- c. No residential parking;

**Additional Incentives:**

- a. Transitional Height per TOC in lieu of the required SNAP transitional height and an up to 11-foot increase to the stepback requirement per the SNAP; and
  - b. A 25 percent reduction in the minimum common open space dimension;
3. Approved with Conditions, pursuant to the LAMC Chapter 1, Section 11.5.7 C and the Vermont/Western Station Neighborhood Area (SNAP) Specific Plan Ordinance No. 186,735, a Project Permit Compliance Review for the demolition of a duplex and a detached garage and the construction, use, and maintenance of a five-story, 15,479 square-foot, 30-unit residential building within Subarea C



(Community Center) of the Vermont/Western Station Neighborhood Area Plan (SNAP) Specific Plan; and

4. Adopted the Conditions of Approval and Findings.

**Applicant:** Yoav Atzmon, BRK, Inc.  
Representative: Ben Rocca, Rocca Development, Inc.

**Appellant:** Fred Stifter, Linoleum City, Inc.

**Staff:** Danalynn Dominguez, City Planner  
[danalynn.dominguez@lacity.org](mailto:danalynn.dominguez@lacity.org)  
(213) 978-1340

**10. [DIR-2021-1238-TOC-SPP-HCA-1A](#)**

CEQA: ENV-2021-1239-CE

Plan Area: Hollywood

Council District: 13 – Soto-Martinez

Last Day to Act: 10-23-24

**PUBLIC HEARING REQUIRED**

**PROJECT SITE:** 1114 North Heliotrope Drive

**PROPOSED PROJECT:**

Demolition of an existing single-family dwelling and a detached garage, and the construction, use, and maintenance of a five-story, 15,450 square-foot, 30-unit residential building within Subarea C (Community Commercial) of the Vermont/Western Station Neighborhood Area Plan (SNAP) Specific Plan.

**APPEAL:**

An appeal of the April 24, 2024, Director of Planning's determination which:

1. Determined, that based on the whole of the administrative record, the Project is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines, Article 19, Section 15332, Class 32 (In-Fill Development Project), and there is no substantial evidence demonstrating that any exceptions to a categorical exemption pursuant to State CEQA Guidelines, Section 15300.2 applied;
2. Approved with Conditions, pursuant to Section 12.22 A.31 of the Los Angeles Municipal Code (LAMC), a Transit Oriented Communities (TOC) Affordable Housing Incentive Program for a Tier 4 project with a total of 30 dwelling units, of which four dwelling units will be reserved for Extremely Low Income Household Occupancy for a period of 55 years:

**Base Incentives:**

- a. Up to 80 percent increase in density;
- b. 2.29:1 Floor Area Ratio (FAR); and
- c. No residential parking;

**Additional Incentives:**

- a. Transitional Height per TOC in lieu of the required SNAP transitional height and an up to 11-foot increase to the stepback requirement per the SNAP; and
- b. A 25 percent reduction in the minimum common open space dimension;
3. Approved with Conditions, pursuant to the LAMC Chapter 1, Section 11.5.7 C and the Vermont/Western Station Neighborhood Area (SNAP) Specific Plan Ordinance No. 186,735, a Project Permit Compliance Review for the demolition of a single-family dwelling and a detached garage and the construction, use, and maintenance of a five-story, 15,450 square-foot, 30-unit residential building within Subarea C (Community Center) of the Vermont/Western Station Neighborhood Area Plan (SNAP) Specific Plan; and
4. Adopted the Conditions of Approval and Findings.

**Applicant:** Yoav Atzmon, 1114 Heliotrope Partners, LLC  
Representative: Ben Rocca, Rocca Development, Inc.

**Appellant:** Fred Stifter, Linoleum City, Inc.

**Staff:** Danalynn Dominguez, City Planner  
[danalynn.dominguez@lacity.org](mailto:danalynn.dominguez@lacity.org)  
(213) 978-1340

The next regular meeting of the City Planning Commission  
will be held on **Thursday, August 8, 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](https://ethics.lacity.org/lobbying). For assistance, please contact the Ethics Commission at (213) 978-1960 or [ethics.commission@lacity.org](mailto: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](mailto: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 TIY-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.