

**CITY PLANNING COMMISSION
REGULAR MEETING AGENDA
THURSDAY, OCTOBER 24, 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/CPC10-24-24>) by Monday, October 21, 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
Michael Newhouse, Vice President
Maria Cabildo, Commissioner
Caroline Choe, Commissioner
Martina Diaz, Commissioner
Phyllis Klein, Commissioner
Karen Mack, Commissioner
Jacob Saitman, Commissioner
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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
(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/83959874460> AND USE MEETING ID: 839 5987 4460 AND PASSCODE 582509. 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. 839 5987 4460** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 582509**. 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
- 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. 839 5987 4460** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 582509**.

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-2022-8609-ZC-HD-SPE-SPP-CU-SPR**

CEQA: ENV-2022-8611-MND

Plan Area: Canoga Park – Winnetka – Woodland Hills – West Hills

Related Case: AA-2022-8610-PMLA-1A

Council District: 3 – Blumenfield

Last Day to Act: 10-24-24

Continued from: 08-22-24

09-12-24

PUBLIC HEARING – Completed May 14, 2024

PROJECT SITE: 21101 West Ventura Boulevard

PROPOSED PROJECT:

Minor improvements to an existing hotel on the site, which would include the configuration of hotel parking areas, demolition of the existing hotel swimming pool, and construction, use, and maintenance of a new pool and ancillary structures to the eastern portion of the hotel project site and a six-story, 112,204-square foot self-storage facility, including approximately 111,173 square feet of self-storage for household goods with an 804-square foot associated office and support space, with loading areas, and surface parking. The self-storage building will be a maximum of 80 feet four inches, as measured from grade to the top of the roof structure with a maximum Floor Area Ratio (FAR) of 3.7:1. The Project would include 99 vehicle parking spaces for the hotel site and 29 parking spaces for the self-storage building site to be provided in surface parking lots located on the Project Site. Additionally, the Project would include 16 short-term bicycle parking spaces and 16 long-term bicycle parking spaces.

REQUESTED ACTIONS:

1. Pursuant to CEQA Guidelines Section 15074(b), consideration of the whole of the administrative record, including the Mitigated Negative Declaration, No. ENV-2022-8611-MND (“Mitigated Negative Declaration”), all comments received, the imposition of mitigation measures and the Mitigation Monitoring Program prepared for the Mitigated Negative Declaration;
2. Pursuant to Section 12.32 F of the Los Angeles Municipal Code (LAMC), a Zone Change and Height District Change from C4-1LD and P-1LD to (T)C2-2;
3. Pursuant to LAMC Section 11.5.7 F, Specific Plan Exceptions from the Ventura/Cahuenga Boulevard Corridor Specific Plan (Ordinance No. 166,560) in conjunction with the development of a self-storage building to permit:

Self-storage site (Parcel A):

- a. 112,204 square feet of floor area in lieu of 40,024 square feet permitted for a 3.7:1 FAR in lieu of a 1.25:1 FAR permitted in Section 6.B.1.a;

- b. 80 feet four inches in height in lieu of 45 feet as permitted in the Specific Plan Section 7.E 1.e.3; and
- c. Zero feet landscape buffer in lieu of 10 feet along Clarendon Street and six feet 11 inches in lieu of 10 feet along Alhama Drive as required in Specific Plan Section 7.D 1.b;

Hotel Site (Parcel B):

- a. Zero feet landscape buffer in lieu of 10 feet along Alhama Drive and four feet landscape buffer in lieu of 10 feet along Ventura Boulevard as required in Specific Plan Section 7.D 1.b; and
- b. 99 parking spaces in lieu of 134 parking spaces as permitted in the Specific Plan Section 7.F.1.d;
- 4. Pursuant to LAMC Section 11.5.7 C, and Section 9 of the Ventura/Cahuenga Boulevard Corridor Specific Plan, a Specific Plan Project Permit Compliance Review to permit the construction of a self-storage facility with an associated office space and the relocation of a swimming pool at an existing hotel;
- 5. Pursuant to LAMC Section 12.24 W.50, a Conditional Use to allow for the development of a storage building for household goods within 500 feet of a residential use;
- 6. Pursuant to LAMC Section 12.24 S, a Conditional Use to allow up to 20 percent parking reduction for the storage building, otherwise required by the Code; and
- 7. Pursuant to LAMC Section 16.05, a Site Plan Review for a development of a project resulting in a net increase of 50,000 square feet of nonresidential floor area.

Applicant: Brian Kearney, Johnson Development Associates, Inc.
Representative: Sarah Houghton, three6ixty

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

7. AA-2022-8610-PMLA-1A

CEQA: ENV-2022-8611-MND

Plan Area: Canoga Park – Winnetka – Woodland Hills – West Hills

Related Case: CPC-2022-8609-ZC-HD-SPE-SPP-CU-SPR

Council District: 3 – Blumenfield

Last Day to Act: 10-24-24

Continued from: 08-22-24

09-12-24

PUBLIC HEARING REQUIRED

PROJECT SITE: 21101 West Ventura Boulevard

PROPOSED PROJECT:

Subdivision of one lot into two lots under Case No. AA-2022-8610-PMLA-1A.

APPEAL:

An appeal of the May 30, 2024, Advisory Agency's determination which:

- 1. Found, pursuant to CEQA Guidelines Section 15074(b), after consideration of the whole of the administrative record, including Mitigated Negative Declaration (MND), Case No. ENV-2022-8611-MND, as circulated on March 21, 2024, and all comments received, with the imposition of mitigation measures, there is no substantial evidence that the Project will have a significant effect on the environment; Found the MND reflects the independent judgment and analysis of the City; Found the mitigation measures have been made enforceable conditions on the Project; and adopted the MND and the Mitigation Monitoring Program prepared for the MND;
- 2. Approved, pursuant to Sections 17.51 and 17.53 of the Los Angeles Municipal Code (LAMC), parcel Map No. AA-2022-8610-PMLA composed of one lot, located at 21101 Ventura Boulevard for a maximum of two lots, as shown on the map stamp-dated December 13, 2022, in the Canoga Park – Winnetka – Woodland Hills – West Hills Community Plan; and
- 3. Adopted the Conditions of Approval and Findings.

Applicant: Brian Kearney, Johnson Development Associates, Inc.
Representative: Sarah Houghton, three6ixty

Appellant: West Valley Alliance for an Optimal Living
Representative: Jamie T. Hall Channel Law Group, LLP

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

8. **CPC-2022-7045-CU3-DB-DRB-SPPC-HCA**

CEQA: ENV-2022-7046-CE
Plan Area: Westwood

Council District: 5 – Yaroslavsky
Last Day to Act: 10-31-24

PUBLIC HEARING – Completed July 17, 2024

PROJECT SITE: 1515 South Veteran Avenue (1505, 1507, 1509, 1511, 1513, 1517, 1519, 1521, and 1523 South Veteran Avenue)

PROPOSED PROJECT:

Demolition of three existing multi-family dwellings and construction of a new 67-foot tall, six-story multi-family dwelling over one level of subterranean parking consisting of 65 parking spaces. The proposed Project will provide 47 dwelling units and one Accessory Dwelling Unit (ADU), including five Very Low Income dwelling units. The proposed Project will be approximately 92,090 square feet with a Floor Area Ratio (FAR) of 5.55:1. There are no Protected Trees on-site, however, one Street Tree is proposed for removal. The proposed Project also involves grading consisting of 10,840 cubic yards of cut and 85 cubic yards of fill and a haul route for the export of 10,775 cubic yards of earth.

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 12.24 U.26 of the Los Angeles Municipal Code (LAMC), a Class 3 Conditional Use Permit to allow a 46 percent increase in density over the project site in lieu of the 35 percent increase in density allowed under LAMC Section 12.22 A.25;
3. Pursuant to LAMC Section 12.22 A.25, a Density Bonus/Affordable Housing Incentive Program Compliance Review to allow the construction of a Housing Development Project totaling 47 dwelling units and one ADU, reserving five dwelling units for Very Low Income households for a period of 55 years with the following Off-Menu Incentives and Waivers of Development Standards:
 - a. An Off-Menu Incentive for an increase in FAR to 5:55:1 in lieu of the maximum of 3:1 allowed in the [Q]R3-1-O Zone;
 - b. An Off-Menu Incentive for an increase in building height to 67 feet in lieu of the maximum of 45 feet allowed in the [Q]R3-1-O Zone; and
 - c. An Off-Menu Incentive for a reduction in open space to 3,686 square feet in lieu of the 9,400 square feet required by Section 6.A.1 of the Westwood Community Multi-Family Specific Plan;
 - d. A Waiver of Development Standards for a reduction in the front yard setback to six inches in lieu of the 15 feet required by LAMC Section 12.10. C.1;
 - e. A Waiver of Development Standards for a reduction in the northerly side yard setback to six feet 3-5/8 inches in lieu of the nine feet required by LAMC Section 12.10. C.2;
 - f. A Waiver of Development Standards for a reduction in the southerly side yard setback to six feet 3-5/8 inches in lieu of the nine feet required by LAMC Section 12.10. C.2.

4. Pursuant to LAMC Section 16.50, a Design Review for compliance with the requirements of the Westwood Community Design Review Board; and
5. Pursuant to LAMC Section 13B.4.2. of Chapter 1A, a Project Compliance Review for a project in the Westwood Community Multi-Family Specific Plan.

Applicant: Brennen Hakimian Holdings LLC
Representative: Dana Lydon, WTARCH

Staff: Kenton Trinh, City Planner
kenton.trinh@lacity.org
(213) 482-7092

9. **DIR-2019-6738-SPPA-SPP-TOC-SPR-HCA-M1-1A**

CEQA: ENV-2024-359-CE
Plan Area: Hollywood

Council District: 4 – Raman
Last Day to Act: 02-27-25

PUBLIC HEARING REQUIRED

PROJECT SITE: 1666 North Vermont Avenue (1642 – 1666 North Vermont Avenue;
4646 – 4650 West Prospect Avenue; and 4685 – 4697 West Hollywood Boulevard)

PROPOSED PROJECT:

Modification request includes an increase in overall Floor Area Ratio (FAR), commercial FAR, the total open space, commercial parking, residential parking, overall height by a foot, transparency along Prospect Avenue, bike spaces, and removal of two previously proposed ground floor retail spaces for an expanded grocery store use. The Modification also includes a decrease in residential square footage and transparency along the Hollywood Boulevard and Vermont Avenue frontages.

APPEAL:

A partial appeal of the May 29, 2024, Director of Planning's determination which:

1. Determined, based on the whole of the administrative record as supported by the justification prepared and found in the environmental case file, that the Project is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines, Section 15332, Class 32 (In-Fill Development Project), and there is no substantial evidence demonstrating that any exceptions contained in State CEQA Statute and Guidelines, Section 15300.2 applies;
2. Approved with Conditions, pursuant to Chapter 1, Section 11.5.7 D of the Los Angeles Municipal Code (LAMC) and the Vermont/Western Station Neighborhood Area Plan (SNAP) Specific Plan Ordinance No. 186,735, a modification of the previously approved Project Permit Compliance Review for the demolition of two commercial structures, a surface parking lot, and a billboard; and the construction, use and maintenance of a seven-story, 126,770 square-foot, 139-unit mixed-use building providing 104 residential parking spaces and 41 commercial parking spaces within Subarea C (Community Center) of the Vermont/Western Station Neighborhood Area Plan (SNAP) Specific Plan; and
3. Adopted the Modified Conditions of Approval and Findings.

Applicant: Ben Pirian, Hollywood 26 Real Estate LLC and Vermont 26 Real Estate LLC

Appellant: Supporters Alliance for Environmental Responsibility (SAFER)
Representative: Victoria Yundt, Lozeau Drury LLP

Staff: Yamilet Brizuela, City Planning Associate
[yamilet.brizuela@lacity.org](mailto:yamillet.brizuela@lacity.org)
(213) 202-5620

10. [CPC-2022-4856-CA](#)
CEQA: ENV-2022-4857-ND
Plan Area: Citywide

Council District: All
Last Day to Act: 12-30-24

PUBLIC HEARING REQUIRED

PROJECT SITE: Citywide (Except those area covered by the new Zoning Code [Chapter 1A])

PROPOSED PROJECT:

The Landscape and Site Design Ordinance would replace the City's Landscape Ordinance (Ordinance No. 170,978), comprising Sections 12.40-12.43 of the Los Angeles Municipal Code and Landscape Guidelines. The update will replace the current Landscape Ordinance and Guidelines with objective design standards through the Landscape and Site Design Point System. The Ordinance also proposes a new Outdoor Amenity Area definition to allow greater flexibility for partially covered or enclosed outdoor spaces within private or shared open space amenity areas. Additionally, the Ordinance proposes related code amendments to sections of the Los Angeles Municipal Code (LAMC) concerning street tree requirements, common open space, landscape maintenance, and site amenities.

RECOMMENDED ACTIONS:

1. Pursuant to CEQA Guidelines Section 15074(a), the City Planning Commission considered the draft negative declaration (No. ENV-2022-4857) and makes a recommendation to the City Council to: Recommend that the City Council find in its independent judgment, pursuant to CEQA Guidelines Section 15074(b), after consideration of the whole of the administrative record, including the Negative Declaration, No. ENV-2022-4857-ND ("Negative Declaration"), and all comments received, that there is no substantial evidence that the project will have a significant effect on the environment and the negative declaration reflects the lead agency's independent judgment and analysis;
2. Recommend that the City Council adopt the following amendments to Chapter 1 of the Los Angeles Municipal Code (LAMC):
 - a. Amendments to LAMC Sections 12.03 12.22, 12.40, 12.41, 12.42, 12.43, 13.08, 13.09, 14.00, and 19.04 to replace the current 1996 Landscape Ordinance with the Landscape and Site Design Ordinance and associated Point System; and
 - b. Amendments to LAMC Sections 12.03, 12.10.5, 12.11.5, 12.12.2, 12.13, 12.21, 12.21.1, and 12.22 to define Outdoor Amenity Areas and establish development standards;
3. Recommend that the City Council adopt related amendments to Section 62.177 of Chapter 6 (Establishment of Tree Replacement and Planting In-Lieu Fee) of Article 2 (Streets and Sidewalks) of the Los Angeles Municipal Code (LAMC) and amendments to Section 91.7012 of Chapter 9 (Planting and Irrigation of Cut and Fill Slopes in Hillside Areas) of Division 70: Grading, Excavations, and Fills, of Article 1 of the Los Angeles Municipal Code (LAMC) necessary for the implementation of the Landscape and Site Design Ordinance;
4. Adopt the staff report as the Commission's report on the subject; and
5. Adopt the Findings.

Applicant: City of Los Angeles

Staff: Danai Zaire, City Planner
danai.zaire@lacity.org
(213) 847-3709

The next regular meeting of the City Planning Commission
will be held on **Thursday, November 14, 2024 after 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 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.