

**CITY PLANNING COMMISSION  
REGULAR MEETING AGENDA  
THURSDAY, JUNE 12, 2025 AFTER 8:30 A.M.  
LOS ANGELES CITY HALL, COUNCIL CHAMBER, ROOM 340  
200 NORTH SPRING STREET, LOS ANGELES, CALIFORNIA 90012**

Monique Lawshe, President  
Michael Newhouse, Vice President  
Maria Cabildo, Commissioner  
Caroline Choe, Commissioner  
Martina Diaz, Commissioner  
Phyllis Klein, Commissioner  
Karen Mack, Commissioner  
Jacob Noonan, Commissioner  
Elizabeth Zamora, Commissioner

Vincent P. Bertoni, AICP, Director  
Kevin J. Keller, AICP, Executive Officer  
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

**\*MEETING CANCELED\*  
DUE TO LOSS OF QUORUM**

**\*Items previously noticed for this date are continued to the next regular meeting date.**

The next regular meeting of the City Planning Commission  
will be held at **8:30 a.m.** on **Thursday, June 26, 2025** at:

**VAN NUYS CITY HALL, COUNCIL CHAMBER, 2<sup>ND</sup> 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 §§ 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)

**An Equal Employment Opportunity/Affirmative Action Employer**

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate. The meeting facility and its parking are wheelchair accessible. Sign language interpreters, assistive listening devices, or other auxiliary aids and/or other services may be provided upon request. To ensure availability of services, please make your request no later than three working days (72 hours) prior to the meeting by calling the Commission Executive Assistant at (213) 978-1299 or by e-mail [cpc@lacity.org](mailto:cpc@lacity.org)

***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.***

**CITY PLANNING COMMISSION  
REGULAR MEETING AGENDA  
THURSDAY, JUNE 12, 2025, AFTER 8:30 A.M.  
LOS ANGELES CITY HALL  
JOHN FERRARO COUNCIL CHAMBER, 3RD FLOOR, ROOM 340  
200 NORTH SPRING STREET, LOS ANGELES, CA 90012**

Meeting presentations will be made available here (<https://tinyurl.com/CPC6-12-25>) by Monday, June 9, 2025.  
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.*

Monique Lawshe, President  
Michael Newhouse, Vice President  
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**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.

**YOU CAN ACCESS THE MEETING VIA ZOOM AT: <https://planning-lacity-org.zoom.us/j/89060941762> OR BY CALLING (213) 338-8477 OR (669) 900-9128. USE MEETING ID 890 6094 1762 AND PASSCODE 106111.** For hybrid meeting participation information, please click [here](#). The ability to provide public comment remotely, an optional participation feature, cannot be guaranteed. If staff is unable to establish a strong remote connection the in-person meeting shall continue to be conducted. **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 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.

**Translation Services** may be available if requested 72 hours in advance of this meeting. Please call (213) 978-1300 or email [cpc@lacity.org](mailto:cpc@lacity.org) to make a request for in person translation services.

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.

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.

## **1. DIRECTOR'S REPORT AND COMMISSION BUSINESS**

- Legal actions and issues update
- Items of Interest
  - Informational Presentation on the City's Climate Vulnerability Assessment (CVA)
- Advance Calendar
- Commission Requests
- Meeting Minutes – February 13, 2025; February 27, 2025; March 27, 2025; April 10, 2025

## **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.

## **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)**

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-2023-6763-CU**

CEQA: ENV-2023-6764-CE

Plan Area: Southeast Los Angeles

Council District: 15 – McOsker

Last Day to Act: 06-12-25

**PUBLIC HEARING** – Completed April 21, 2025

**PROJECT SITE:** 9702 – 9718 South Holmes Avenue; 1800 – 1804 East 97th Street

**PROPOSED PROJECT:**

The Project is for the change of use of a portion of a 12,062 square foot Sunday school to a charter high school (College Bridge Academy) at 9702-9718 South Holmes Avenue in the [Q]R4-1 Zone. The scope of work does not propose any physical changes at this time and will maintain the existing 30 foot in height building. The campus will utilize the fellowship hall for assemblies and will maintain their 40 existing parking spaces. The charter school enrollment will have a maximum of 24 students in each grade (grades 9-12) for a total of 96 students. Hours of operation for the charter school will be Monday through Friday 7:30 a.m. to 6:30 p.m. with a limited number of special events annually extending beyond these hours.

**REQUESTED ACTIONS:**

1. Pursuant to California Environmental Quality Act (CEQA) Guidelines, an Exemption from CEQA pursuant to CEQA Guidelines, Article 19, Section 15301 (Class 1) and Section 15305 (Class 5), and that there is no substantial evidence demonstrating that an exception to a categorical exemption pursuant to CEQA Guidelines, Section 15300.2 applies; and
2. Pursuant to Section 12.24 U.24 of the Los Angeles Municipal Code, a Conditional Use to allow the change of use of a portion of an existing Sunday school to a charter high school serving grades 9-12, located in the [Q]R4-1 Zone.

**Applicant:** Tree Life Missionary Baptist Church  
Representative: Armen Ross, The Ross Group, Inc.

**Staff:** Anacany Hurtado, City Planner  
[anacany.hurtado@lacity.org](mailto:anacany.hurtado@lacity.org)  
(213) 482-7085

6. [VTT-82213-1A](#)  
CEQA: ENV-2018-3337-SCEA  
Plan Area: Downtown  
Related Case: CPC-2018-3336-SN-TDR-CUB-SPR-MS

Council District: 14 – Jurado  
Last Day to Act: 06-26-25

## **PUBLIC HEARING REQUIRED**

**PROJECT SITE:** 1600 – 1618 South Flower Street; 1601 – 1623 South Hope Street;  
426 – 440 West Venice Boulevard

## **PROPOSED PROJECT:**

A Vesting Tentative Tract Map No. 82213 (stamped map, dated June 11, 2018) for the subdivision of the site into one ground lot and four airspace lots, and a Haul Route for the export of up to 52,000 cubic yards of soil.

## **APPEAL:**

An appeal of the April 3, 2025, Deputy Advisory Agency's determination which:

1. Pursuant to California Public Resources Code Section 21155.2, the Deputy Advisory Agency has reviewed and considered the information contained in the Senate Bill (SB) 375 Sustainable Communities Environmental Assessment (SCEA) prepared for the Project, No. ENV-2018-3337-SCEA, and the Erratum dated September 2024, all comments received, as well as the whole of the administrative record, and Found, pursuant to Public Resources Code (PRC), Section 21155.2, after consideration of the whole of the administrative record, after imposition of all mitigation measures, there is no substantial evidence that the Project will have a significant effect on the environment; Found that the City Council held a hearing and adopted the SCEA on October 1, 2024 pursuant to PRC Section 21155.2(b)(6); Found 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 Environmental Impact Reports (EIRs), including SCAG 2020-2045 RTP/SCS EIR; Found all potentially significant effects required to be identified in the initial study have been identified and analyzed in the SCEA; Found 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; Found the SCEA reflects the independent judgment and analysis of the City; Found the mitigation measures have been made enforceable conditions on the Project; and Adopted the SCEA and the Mitigation Monitoring Program prepared for the SCEA;
2. Approved, pursuant to Sections 17.03 and 17.15 of the Los Angeles Municipal Code, a Vesting Tentative Tract Map No. 82213 (stamped map, dated June 11, 2018) for the subdivision of the site into one ground lot and four airspace lots, and a Haul Route for the export of up to 52,000 cubic yards of soil; and
3. Adopted the Conditions of Approval and Findings.

**Applicant:** Jacob Taban, Venice Hope Group, LLC.  
Representative: Alex Irvine, Irvine and Associates Inc.

**Appellant:** Faramarz "Fred" Yadegar

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

7. **CPC-2018-3336-SN-TDR-CUB-SPR-MS**

CEQA: ENV-2018-3337-SCEA

Plan Area: Downtown

Related Case: VTT-82213-1A

Council District: 14 – Jurado

Last Day to Act: 06-26-25

**PUBLIC HEARING** – Completed March 5, 2025

**PROJECT SITE:** 1600 – 1618 South Flower Street; 1601 – 1623 South Hope Street;  
426 – 440 West Venice Boulevard

**PROPOSED PROJECT:**

The South Park Towers Project (Project) proposes the demolition of 89,510 square feet of commercial uses within four buildings for the construction of a two-tower, mixed-use development consisting of 250 residential dwelling units, 300 hotel guest rooms, and 13,120 square feet of ground floor retail uses, for a total of 452,630 floor area on an approximately 1.6-acre site; and up to 23 stories in building height.

**REQUESTED ACTIONS:**

1. Based on the whole of the record and the decision-making body's independent judgment, the Project was analyzed in the Sustainable Communities Environmental Assessment No. ENV-2018-3337-SCEA (SCEA) and Erratum dated September 2024, adopted by the City Council on October 1, 2024, including the adoption of the Mitigation Measures and Mitigation Monitoring Program for the Project;
2. Pursuant to Section 12.32 S of the Los Angeles Municipal Code (LAMC), the establishment of a Sign District (-SN Supplemental Use District) to provide a comprehensive set of sign regulations for the Project Site;
3. Pursuant to LAMC Section 14.5.6 B, a Transfer of Floor Area Rights (TFAR) for the transfer of greater than 50,000 square feet of floor area of up to 226,121 square feet of floor area for a Transit Area Mixed-Use Project, from the City of Los Angeles Convention Center (Donor Site) at 1201 South Figueroa Street, to the Project Site (Receiver Site), thereby permitting a maximum 6:1 Floor Area Ratio (FAR) in lieu of the otherwise permitted 3:1 FAR;
4. Pursuant to LAMC Sections 12.24 W.1 and 12.24 S, a Conditional Use Permit for the sale and dispensing of a full-line of alcoholic beverages for on-site consumption within the proposed hotel, and to allow a 20 percent reduction in the required amount of vehicle parking;
5. Pursuant to LAMC Section 16.05, a Site Plan Review for the construction of a proposed development project which will create an increase of more than 50 dwelling units or guest rooms; and
6. Pursuant to LAMC Section 12.21 G, a Director's Determination to allow for up to a 10 percent reduction in the total required residential open space.

**Applicant:** Jacob Taban, Venice Hope Group, LLC.  
Representative: Alex Irvine, Irvine and Associates Inc.

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



8. **CPC-2024-3202-DB-PR-VHCA**

CEQA: ENV-2024-3203-CE

Plan Area: Hollywood

Council District: 5 – Yaroslavsky

Last Day to Act: 06-30-25

**PUBLIC HEARING** – Completed February 24, 2025

**PROJECT SITE:** 8251 – 8271 West Melrose Avenue; 705 – 711 North Harper Avenue

**PROPOSED PROJECT:**

Demolition of four existing commercial buildings, and an associated surface parking lot, and the construction, use, and maintenance of a mixed-use building consisting of 90 dwelling units, with 10 units restricted to Very Low Income Households, and 15,271 square feet of commercial uses, resulting in a total floor area of 110,300 square feet, or a Floor Area Ratio (FAR) of 4.52:1. The proposed project is comprised of a six-story, 69-foot in height mixed-use building, with two subterranean parking levels. The Project includes 96 automobile parking spaces on-site within two subterranean levels, 94 bicycle parking spaces (78 long-term and 16 short-term), and 7,840 square feet of open space. There are three existing street trees in the public right-of-way adjacent to the project site. The Project will maintain three existing street trees and plant three new Street Trees and 20 new on-site trees. There are no existing protected trees on-site. Development of the Project will require the cut and export of approximately 20,194 cubic yards of soil. No import or fill is proposed.

**REQUESTED ACTIONS:**

1. Pursuant to California Exemption Quality Act (CEQA) Guidelines Section, 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. Pursuant to Chapter 1 of the Los Angeles Municipal Code (LAMC) Sections 12.22 A.25(g)(2) and 12.22 A.25(g)(3), a Density Bonus/Affordable Housing Incentive Program Compliance Review to permit the construction of a Housing Development Project totaling 90 dwelling units, reserving 10 units for Very Low Income Households for a period of 55 years, with the following requested On-Off Menu Incentives:
  - a. An On-Menu Incentive to permit a 20 percent reduction in the required open space to provide 7,840 square feet in lieu of the 9,800 square feet otherwise required in the C4-1XL Zone;
  - b. An Off-Menu Incentive to permit a 302 percent increase in Floor Area Ratio (FAR) to allow a 4.52:1 FAR in lieu of the 1.5:1 FAR permitted in the C4-1XL Zone; and
  - c. An Off-Menu Incentive to permit a maximum building height of 69 feet in lieu of the 30 feet maximum permitted in the C4-1XL Zone; and
3. Pursuant to Chapter 1 of the LAMC Section 16.05, a Project Review for a development project resulting in a net increase of 50 or more dwelling units.

**Applicant:** David Pourbaba, TOVA, LLC & Melrose Harper, LLC  
Representative: Jordan Beroukhim, Beroukhim & Company, LLC

**Staff:** Nashya Sadono-Jensen, City Planning Associate  
[nashya.sadono-jensen@lacity.org](mailto:nashya.sadono-jensen@lacity.org)  
(213) 978-1363

9. [DIR-2024-437-TOC-PHP-HCA-1A](#)

CEQA: ENV-2024-438-CE

Plan Area: Wilshire

Council District: 1 – Hernandez

Last Day to Act: 06-12-25

**PUBLIC HEARING REQUIRED**

**PROJECT SITE:** 446 South Shatto Place

**PROPOSED PROJECT:**

Construction, use, and maintenance of a new seven-story, 90-foot six-inch tall apartment building with 60 units, including seven Extremely Low-Income units. The Project will have approximately 44,846 square feet of Floor Area for a Floor Area Ratio (FAR) of 4.23:1. The Project is providing 42 vehicular parking spaces and the planting of 15 new trees on-site.

**APPEAL:**

An appeal of the January 31, 2025, 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 (Urban In-Fill Development), and that there is no substantial evidence demonstrating that any exceptions contained in Section 15300.2 of the State CEQA Guidelines regarding location, cumulative impacts, significant effects or unusual circumstances, scenic highways, or hazardous waste sites, or historical resources applies;
2. Approved, pursuant to Section 12.22 A.31 of the Los Angeles Municipal Code (LAMC), the following project consistent with the provisions of the Transit Oriented Communities (TOC) Affordable Housing Incentive Program Tier 4, to permit a project consisting of 60 residential units by reserving seven dwelling units, equal to 11.67 percent of the total units, for Extremely Low-Income Household Occupancy for a period of 55 years, with the following Base and Additional Incentives:

**Base Incentives:**

- a. An increase of up to 4.25:1 in Floor Area Ratio (FAR); and
- b. A reduction in vehicular parking spaces.

**Additional Incentives:**

- a. Yard Setbacks. To utilize RAS 3 Yard setbacks for projects located in Commercial Zones in lieu of CR-1 setbacks;
  - b. Height. An up to 33-foot increase in the height requirement, allowing up to 90-feet six-inches in height in lieu of the permitted 75 feet per the LAMC Section 12.21.1;
  - c. Open Space. An up to 25 percent reduction in the required Open Space to allow a minimum of 4,500 square feet of Open Space in lieu of 6,000 square feet; and
3. Adopted the Conditions of Approval and Findings.

**Applicant:** Steve Hong, Shatto Summit Properties, LLC  
Representative: Sean Mo, Andmore Partners

**Appellant:** Victoria Yee

**Staff:** Bryant Wu, City Planning Associate  
[bryant.wu@lacity.org](mailto:bryant.wu@lacity.org)  
(213) 202-5435

The next regular meeting of the City Planning Commission  
will be held on **Thursday, June 26, 2025 after 8:30 a.m.**

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



### Notice to Paid Representatives:

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### 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.