

**CITY PLANNING COMMISSION
REGULAR MEETING AGENDA
THURSDAY, MAY 27, 2021 after 8:30 a.m.
(via TELECONFERENCE)**

**Meeting presentations will be made available here (<https://tinyurl.com/CPC5-27-21>) May 24, 2021
Compliant Day of Submissions will be added to this drive as they are received**

Samantha Millman, President
Caroline Choe, Vice President
Jenna Hornstock, Commissioner
Helen Leung, Commissioner
Yvette López-Ledesma, Commissioner
Karen Mack, Commissioner
Dana Perlman, Commissioner
Vacant, Commissioner
Vacant, Commissioner

Vincent P. Bertoni, AICP, Director
Kevin J. Keller, AICP, Executive Officer
Shana M. M. Bonstin, Deputy Director
Arthi L. Varma, AICP, Deputy Director
Lisa M. Webber, AICP, Deputy Director

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

POLICY FOR DESIGNATED PUBLIC HEARING ITEMS:

In conformity with the Governor's Executive Order N-29-20 (March 17, 2020) and due to concerns over COVID-19, the City Planning Commission meeting will be conducted using zoom webinar and telephonically.

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/82987601208>)
AND USE MEETING ID: 829 8760 1208 AND MEETING PASSCODE: 068241.**

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 above or call **(213) 338 8477** or **(669) 900-9128** and use **Meeting ID No. 829 8760 1208** and then press #. Press # again when prompted for participant ID. You may use **meeting passcode: 068241**.

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.

Written submissions are governed by Rule 4.3 of the City Planning Commission Rules and Operating Procedures which are posted online at <https://planning.lacity.org>, by selecting "About", "Commissioners", "City Planning Commission", and "Operating Procedures". However, please see revised submission guidelines below which have been modified in order to accommodate the conduct of the meeting telephonically.

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 must 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 and must be submitted electronically to cpc@lacity.org. 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 agenzized here, 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 on line 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**

- Update on City Planning Commission Status Reports and Active Assignments
- Legal actions and issues update
- Other Items of Interest
- Advance Calendar
- Commission Requests

2. **NEIGHBORHOOD COUNCIL POSITION STATEMENTS ON AGENDA ITEMS**

Presentation 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. 829 8760 1208** and then press #. Press # again when prompted for participant ID. You may use **meeting passcode: 068241**.

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 8.3, 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-2020-4566-DB-HCA**

CEQA: ENV-2020-4567-CE

Plan Area: North Hollywood – Valley Village

Council District: 2 – Krekorian

**Last Day to Act: 05-27-21

Continued from: 04-22-21

PUBLIC HEARING – Completed March 22, 2021

PROJECT SITE: 10912 – 10914 1/2 West Blix Street

PROPOSED PROJECT:

Demolition of an existing four-unit residential building and the construction of an approximately 21,695 square foot, five-story (54-foot height), residential building over one level of subterranean parking, on a 9,735 square foot lot. The new building has 18 residential units, including one affordable unit for low-income households and two affordable units for very low-income households. The Project includes 16 vehicle parking spaces, 18 long-term bicycle parking spaces, and 1,430 square feet of common open space located in a rear patio on the ground floor and a roof deck and recreation room on the fifth floor. The 12 existing non-protected trees on the property, including four of significant size, are proposed for removal. New landscaping will include five trees, two of which will be planted in the parkway adjacent to the subject property.

REQUESTED ACTIONS:

1. Pursuant to 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; and
2. Pursuant to Section 12.22 A.25 of the Los Angeles Municipal Code (LAMC), a Density Bonus to permit the construction of a 21,695 square foot, five-story, 54-foot high multiple-family building with 18 residential units, including one unit affordable for low-income households and two units affordable for very low-income households, and one level of subterranean parking, with the following requested incentives:
 - a. On-Menu Incentive to allow a floor area ratio (FAR) of 3.75:1 in lieu of the 3:1 FAR otherwise required in the R3 Zone;
 - b. On-Menu Incentive to allow a height of 54 feet in lieu of the otherwise permitted 45 feet in the R3 Zone;
 - c. On-Menu Incentive to allow up to a 20 percent reduction in open space to permit 1,720 square feet in lieu of the required 2,150 square feet under LAMC Section 12.21 G;
 - d. Waiver of Development Standards to allow a total of 16 vehicle parking spaces, 45 percent less than otherwise required under LAMC Section 12.22 A.25, Parking Option 1, with three vehicle spaces (10 percent) replaced by bicycle parking; and
 - e. Waiver of Development Standards to allow a 12-foot three-inch wide passageway extending from a street to one entrance of the dwelling units when there is no entrance opening directly onto a public street, in lieu of the 16-foot wide passageway required under LAMC Section 12.21 C.2(b).

Applicant: Garen Boyajian, Blix Equities, LLC
Representative: Donna Shen Tripp, Craig Lawson & Co., Inc.

Staff: Kora McNaughton, Planning Assistant
kora.mcnaughton@lacity.org
(818) 374-9908

7. **CPC-2018-3003-GPA-ZC-HD-SPP**
CEQA: ENV-2018-3004-MND
Plan Area: Sunland – Tujunga – Lake View Terrace
Shadow Hills – East La Tuna Canyon

Council District: 7 – Rodriguez
**Last Day to Act: 05-27-21

PUBLIC HEARING – Completed December 14, 2020

PROJECT SITE: 9666 and 9668 North Sunland Boulevard

PROPOSED PROJECT:

Construction of a two-story, 25 foot in height building with 6,006 square feet of floor area over a 1,430 square foot subterranean basement comprised of six general office spaces, one medical office space, and one coffee shop on a currently vacant approximately 10,797 square-foot site. The Project will provide 12 automobile parking spaces at-grade and 11 bicycle parking spaces (four short-term and seven long-term). A maximum of 800 cubic yards of grading is proposed.

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-2018-3004-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 Sections 555, 556, and 558 of the Los Angeles City Charter and Section 11.5.6 of the Los Angeles Municipal Code (LAMC), a General Plan Amendment to the Sunland – Tujunga – Lake View Terrace - Shadow Hills – East La Tuna Canyon to change the land use designation from Very Low I Residential and Neighborhood Commercial to Neighborhood Commercial across the entire site;
3. Pursuant to LAMC Section 12.32 F, a Zone and Height District Change from RE40-1-K to (T)(Q)C1-1VL-K to construct a two-story, 25-foot in height building with 6,006 square feet of floor area comprised of six general office spaces, one medical office space, and one coffee shop; and
4. Pursuant to LAMC Section 11.5.7 C, Project Permit Compliance Review for the San Gabriel/Verdugo Mountains Scenic Preservation Specific Plan.

Applicant: David Muradyan
Representative: Mailian and Associates

Staff: Sarah Hounsell, City Planner
sarah.hounsell@lacity.org
(818) 374-9917

8. [CPC-2020-251-GPA-ZC-HD](#)
CEQA: ENV-2020-252-ND
Plan Area: Wilshire Community Plan

Council District: 10 – Ridley-Thomas
**Last Day to Act: 06-07-21

PUBLIC HEARING – Completed April 6, 2021

PROJECT SITE: 6000 – 6032 West San Vicente Boulevard

PROPOSED PROJECT:

Demolition of an existing two-story approximately 21,000 square-foot specialty medical hospital and surface parking lot and the construction, use, and maintenance of a new five-story approximately 81-feet high specialty medical hospital and surface parking lot. The Project will provide 40 vehicle parking spaces in the surface parking lot and on a portion of the ground floor of the building.

REQUESTED ACTIONS:

1. Pursuant to CEQA Guidelines Section 15074(b), consideration of the whole of the administrative record, including the Negative Declaration, No. ENV-2020-252-ND (“Negative Declaration”), and all comments received, that there is no substantial evidence that the Project will have a significant effect on the environment;
2. Pursuant to Section 11.5.6 of the Los Angeles Municipal Code (LAMC), a General Plan Amendment to modify footnote 5.1 of the Wilshire Community Plan to include the subject property; and
3. Pursuant to LAMC Section 12.32 C and F, a Zone and Height District Change from C2-1-O to (T)(Q)C2-2D-O.

Applicant: 6000 SV Holdings, LLC
Representative: Alfred Fraijo, Jr., Sheppard Mullin Richter and Hampton LLP

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

9. [VTT-82288-1A](#)
CEQA: ENV-2018-6667-SE
Plan Area: Venice
Related Case: CPC-2018-7344-GPAJ-VZCJ-HD-SP-SPP-CDP-MEL-SPR-PHP

Council District: 11 – Bonin
**Last Day to Act: 06-01-21

PUBLIC HEARING REQUIRED

PROJECT SITE: 2102 – 2120 South Pacific Avenue; 116 – 302 East North Venice Boulevard;
2106 – 2116 South Canal Street; 319 East South Venice Boulevard

PROPOSED PROJECT:

Merger and re-subdivision of a 115,674 square-foot site to create two ground lots and seven airspace lots, with a maximum of 140 dwelling units, 685 square feet of supportive uses, 2,255 square feet of retail uses, an 810 square-foot restaurant with 1,060 square feet of outdoor and indoor Service Floor area, 2,875 square feet of art studio use, and a new public parking structure.

APPEAL:

An appeal of the February 2, 2021, Deputy Advisory Agency’s Determination which:

1. Determined, pursuant to Assembly Bill 1197 in furtherance of providing Supportive Housing under Public Resource Code Section 21080.27(b)(1), that based on the whole of the administrative record as supported by the justification prepared and found in the environmental case file, the Project is statutorily exempt from the California Environmental Quality Act (CEQA);

2. Approved, pursuant to Sections 17.03, 17.06, and 17.15 of the Los Angeles Municipal Code (LAMC), a Vesting Tentative Tract Map No. VTT-82288 for the merger and re-subdivision of land to create two ground lots and seven airspace lots, as shown on map stamp-dated December 12, 2018; and
3. Adopted the Conditions of Approval and Findings.

Applicant: Sarah Letts, Hollywood Community Housing Corporation;
Rebecca Dennison, Venice Community Housing
Representative: Christopher Murray, Rosenheim & Associates, Inc.

Appellant: Venice Vision
Representative: Jamie T. Hall, Channel Law Group, LLP

Staff: Ira Brown, City Planning Associate
ira.brown@lacity.org
(213) 978-1453

10. **CPC-2018-7344-GPAJ-VZCJ-HD-SP-SPP-CDP-MEL-SPR-PHP**

CEQA: ENV-2018-6667-SE
Plan Area: Venice
Related Case: VTT-82288-1A

Council District: 11 – Bonin
**Last Day to Act: 06-30-21

PUBLIC HEARING – Completed January 13, 2021

PROJECT SITE: 2102 – 2120 South Pacific Avenue; 116 – 302 East North Venice Boulevard;
2106 – 2116 South Canal Street; 319 East South Venice Boulevard

PROPOSED PROJECT:

Demolition of an existing surface parking lot (LADOT Lot 731) containing 196 vehicular parking spaces (bisected by Grand Canal) and a two-story, four-unit residential structure; and the merger and re-subdivision of a 115,674 square foot site to create two ground lots and seven airspace lots for the construction, use and maintenance of a 103,957 square foot, mixed-use, 100 percent affordable housing development (a 36,157 square-foot structure west of Grand Canal and a 67,800 square-foot, structure east of Grand Canal) consisting of 140 dwelling units of which 34 are Joint Living and Work Quarters (136 restricted affordable dwelling units and four unrestricted Manager Units), 685 square feet of supportive services, 2,255 square feet of retail uses, an 810 square-foot restaurant with 1,060 square feet of indoor and outdoor Service Floor area, and 2,875 square feet of art studio.

The structure west of Grand Canal (West Site) is three-stories and 35 feet in height with a 59-foot in height architectural campanile located at the northwest corner of the subject site with a roof access structure resulting in a structure with a maximum of 67 feet in height and four stories with a mezzanine. The structure east of Grand Canal (East Site) is three-stories and 35 feet in height. The Project will provide a total of 357 automobile parking spaces comprising of 61 residential spaces, 42 commercial spaces, 27 Beach Impact Zone (BIZ) spaces, 226 public spaces, and 136 bicycle parking spaces (19 short-term and 117 long-term).

The Project also includes the export of 9,100 cubic yards of building material and soil, and the removal of 24 non-protected on-site trees and 11 non-protected street trees.

REQUESTED ACTIONS:

1. Pursuant to Assembly Bill 1197 in furtherance of providing Supportive Housing under Public Resources Code Section 21080.27(b)(1), that based on the whole of the administrative record as supported by the justification prepared and found in the environmental case file, the project is statutorily exempt from the California Environmental Quality Act (CEQA);

2. Pursuant to Los Angeles City Charter Section 555 and Section 11.5.6 of the Los Angeles Municipal Code (LAMC), a General Plan Amendment to the:
 - a. Venice Community Plan General Plan Land Use Map to amend the land use designation of the subject site from Open Space and Low Medium II Multiple Family Residential to Neighborhood Commercial;
 - b. Certified Venice Local Coastal Program Land Use Plan (LUP) maps to amend the land use designation of the subject site from Open Space and Low Medium II Multiple Family Residential to Neighborhood Commercial; and
 - c. Certified Venice Local Coastal Program Land Use Plan (LUP) text pertaining to the proposed development;
3. Pursuant to LAMC Sections 12.32 F and 12.32 Q, a Vesting Zone Change and Height District Change from OS-1XL-O to (T)(Q)C2-1L-O and pursuant to LAMC Section 11.5.11(e) and California Government Code 65915(k), three Developer Incentives to permit:
 - a. Reduced residential parking pursuant to AB744;
 - b. The required residential parking for the building on the East Site to be located in the building on the West Site; and
 - c. RAS3 side and rear yard requirements per LAMC 12.10.5 in lieu of the yard requirements in the proposed C2 Zone;
4. Pursuant to LAMC Section 11.5.7 G, a Specific Plan Amendment to the Venice Coastal Zone Specific Plan to:
 - a. Create a new subarea "Subarea A" to permit a Permanent Supportive Housing project that includes Restricted Affordable housing units with supportive services and establishes Land Use Regulations and Development Standards; and
 - b. Amend the Map Exhibits to add the new subarea and change the zoning from OS-1XL and RD1.5 to C2-1LO for the new subarea;
5. Pursuant to LAMC Section 11.5.7 C, a Project Permit Compliance Review for a project within the Venice Coastal Zone Specific Plan;
6. Pursuant to LAMC Section 12.20.2, a Coastal Development Permit for a project located within the Dual Permit Jurisdiction of the California Coastal Zone;
7. Pursuant to Government Code Sections 65590 and 65590.1 and the City of Los Angeles Interim Mello Act Compliance Administrative Procedures, a Mello Act Compliance Review for the demolition of four Residential Units and the construction of 140 Residential Units in the Coastal Zone; and
8. Pursuant to LAMC Section 16.05, a Site Plan Review for a Project which creates or results in an increase of 50 or more dwelling units.

Applicant: Sarah Letts, Hollywood Community Housing Corporation;
 Rebecca Dennison, Venice Community Housing
 Representative: Christopher Murray, Rosenheim & Associates, Inc.

Staff: Ira Brown, City Planning Associate
ira.brown@lacity.org
 (213) 978-1453

11. [DIR-2020-5861-TOC-DRB-SPP-HCA-1A](#)
 CEQA: ENV-2020-5862-CE
 Plan Area: Westwood

Council District: 5 – Koretz
 **Last Day to Act: 06-01-21

PUBLIC HEARING REQUIRED

PROJECT SITE: 10939 – 10949 West Ohio Avenue; 1450 South Veteran Avenue

PROPOSED PROJECT:

Demolition of the existing apartment building, garages, and all other on-site structures and the construction of a new six-story, maximum 64-foot eight-inch in height, 18,732 square foot, apartment building consisting of 18 units. Two levels of subterranean parking are proposed

consisting of 16 parking spaces. The Project requires a haul route for 5,000 cubic yards of dirt. One existing Street Tree will be removed. The Project reserves one unit for Extremely Low Income and two units for Very Low Income occupancy for a period of 55 years.

APPEAL:

An appeal of the February 2, 2021, Planning Director's Determination which:

1. Determined, that based on the whole of the administrative record, that the Project is exempt from the California Environmental Quality Act (CEQA) pursuant to State CEQA Guidelines, Article 19, Section 15332, Class 32, and there is no substantial evidence demonstrating that an exception to a categorical exemption pursuant to CEQA Guidelines, Section 15300.2 applies;
2. Approved, pursuant to Sections 12.22 A.31 and 12.22 A.25(g) of the Los Angeles Municipal Code (LAMC), a Transit Oriented Communities Affordable Housing Incentive Program for a project totaling 18 dwelling units, reserving one unit for Extremely Low Income and two unit for Very Low Income occupancy for a period of 55 years, with additional incentives:
 - a. Open Space. A 25 percent reduction in the open space requirement, allowing at least 1,350 square feet in lieu of the 1,800 square feet otherwise required;
 - b. Open Space. A 25 percent reduction from the Specific Plan's open space location requirement to allow 56.25 percent (760 square feet) of open space to be provided on the ground floor in lieu of the requirement that 75 percent of open space be provided on the ground floor; allowing the remaining 43.75 percent (590 square feet) of open space to be provided above the ground floor for a total of 1,350 square feet of open space; and
 - c. Yard/Setback. A 30 percent reduction in the north and south side yard setbacks, allowing six feet four inches in lieu of the nine foot side yard setbacks otherwise required in the [Q]R4-1L Zone and Westwood Community Multi-Family Specific Plan;
3. Approved with Conditions, pursuant to LAMC Sections 11.5.7 C and 16.50, a Project Permit Compliance and Design Review in the Westwood Community Multiple Family Specific Plan for the Project; and
4. Adopted the Conditions of Approval and Findings.

Applicant: Brennen Hakimian, Brennen Hakimian Holdings LLC
Representative: Dana Lydon, Warren Techentin Architecture

Appellant: Vojin Hadzi-Pavlovic

Staff: Dylan Sittig, City Planning Associate
dylan.sittig@lacity.org
(213) 978-1197

The next meeting of the City Planning Commission
will be held at **8:30 a.m. on Thursday, June 10, 2021**

****Pursuant to Mayor Garcetti's Emergency Order issued on March 21, 2020, which was subsequently extended on April 17, 2020, the time to act on this item has been tolled for the duration of the local emergency period. Please note that other State law provisions may also apply.**

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. For assistance, please contact the Ethics Commission at (213) 978-1960 or ethics.commission@lacity.org.

**Reasonable Accommodations Consistent with Federal and State Law and
California Governor's Executive Order N-29-20**

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 services may be provided upon request. To ensure availability, your request should be received no later than three working days (72 hours) in advance of the need. For more information please call the Commission Executive Assistant at (213) 978-1299 or by e-mail 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 detail 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 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.