

CITY PLANNING COMMISSION
***CORRECTED* REGULAR MEETING AGENDA**
THURSDAY, SEPTEMBER 9, 2021 after 8:30 a.m.
(via TELECONFERENCE)

Meeting presentation will be made available here (<https://tinyurl.com/CPC9-09-21>) by Tuesday, September 7, 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
Renee Dake Wilson, Commissioner
Vacant, Commissioner

Vincent P. Bertoni, AICP, Director
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/89542987177>)
AND USE MEETING ID: 895 4298 7177 AND MEETING PASSCODE: 321649.**

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. 895 4298 7177** and then press #. Press # again when prompted for participant ID. You may use **Meeting Passcode: 321649**.

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
- Meeting Minutes – August 12, 2021; August 26, 2021

2. **NEIGHBORHOOD COUNCIL PRESENTATION**

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. 895 4298 7177** and then press #. Press # again when prompted for participant ID. You may use **Meeting Passcode: 321649**.

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 (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-2020-5837-DB-CU-SPR-VHCA**
CEQA: ENV-2020-5838-ND
Plan Area: West Los Angeles

Council District: 5 – Koretz
**Last Day to Act: 10-18-21

PUBLIC HEARING – Completed August 17, 2021

PROJECT SITE: 9500 – 9530 West Pico Boulevard

PROPOSED PROJECT:

Demolition of an existing car wash and office building for the construction of a new six-story mixed-use building with 108 residential units above approximately 3,250 square feet of commercial space on the ground floor. The Project proposes to provide 134 vehicle parking spaces within two subterranean levels and a portion of the ground floor.

REQUESTED ACTIONS:

1. Pursuant to CEQA Guidelines Section 15074(b), consideration of the whole of the administrative record, including the Negative Declaration, No. ENV-2020-5838-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 12.22 A.25 of the Los Angeles Municipal Code (LAMC), a Density Bonus Compliance Review to permit a housing development project consisting of 108 dwelling units, of which 13 will be set aside for Very Low-Income households, and requesting the following Incentives and Waivers of Development Standards:
 - a. An Off-Menu Incentive to allow a maximum floor area ratio (FAR) of 3.75:1 in lieu of the otherwise permitted 1.5:1 FAR pursuant to LAMC Section 12.21.1 A;
 - b. An Off-Menu Incentive to allow a maximum height of 72 feet and six stories in lieu of the otherwise permitted 45 feet and three stories (with up to 10 additional feet in height permitted for mechanical equipment, stairways, elevator towers, etc. as permitted by LAMC Section 12.21.1 B.3);
 - c. An Off-Menu Incentive to allow residential parking in excess of 54 spaces to be provided as compact-dimension spaces in lieu of the otherwise permitted number of compact-dimension residential vehicle parking spaces pursuant to LAMC Section 12.21 A.5.c; and
 - d. A Waiver of Development Standards to waive the otherwise required commercial loading space pursuant to LAMC Section 12.21 C.6;
3. Pursuant to LAMC Section 12.24 U.26, a Conditional Use Permit to allow a Density Bonus for a housing development project in which the density increase is greater than otherwise permitted by LAMC Section 12.22 A.25; and
4. Pursuant to LAMC Section 16.05, a Site Plan Review for a development project creating 50 or more residential dwelling units.

Applicant: Reuben Robin, TRG 9500 W PICO, LLC
Representative: Jessica Hencier, Craig Lawson & Co., LLC

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

6. [CPC-2019-7522-VZC-CU-SPR](#)
CEQA: ENV-2019-7523-MND
Plan Area: Wilshire

Council District: 5 – Koretz
**Last Day to Act: 09-09-21
Continued from: 06-10-21

PUBLIC HEARING – Completed July 15, 2020

PROJECT SITE: 1434 – 1456 South Robertson Boulevard

The Applicant requests that the matter be continued to a date certain of November 18, 2021.

PROPOSED PROJECT:

Demolition of six existing structures, and the construction, use and maintenance of a new, seven-story, 84-foot tall, 131-room hotel with a 945 square-foot ground floor commercial space. The Project would provide a total of 77 automobile parking spaces.

REQUESTED ACTIONS:

1. Pursuant to CEQA Guidelines Section 15074(b), consideration of the whole of the administrative record, including the Mitigation Negative Declaration, No. ENV-2019-7523-MND (“Mitigated 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 Sections 12.32 F and Q of the Los Angeles Municipal Code (LAMC), a Vesting Zone Change from C2-1-O to RAS4-1-O;
3. Pursuant to LAMC Section 12.24 W.24, a Conditional Use Permit to allow a hotel within 500 feet of an R Zone; and
4. Pursuant to LAMC Section 16.05, a Site Plan Review for a development resulting in an increase of 50 or more dwelling units or guest rooms, or combination thereof.

Applicant: Sinan Sinanian, Sinanian
Representative: Eric Lieberman, QES, Inc.

Staff: Oliver Netburn, City Planner
oliver.netburn@lacity.org
(213) 978-1382

7. [CPC-2019-6289-GPA-ZC-HD](#)
CEQA: ENV-2019-6290-MND
Plan Area: South Los Angeles Community Plan

Council District: 9 – Curren D. Price, Jr.
**Last Day to Act: 09-09-21
Continued from: 07-08-21

PUBLIC HEARING – Completed April 2, 2021

PROJECT SITE: 640 – 700 West 27th Street

PROPOSED PROJECT:

Demolition of an existing surface parking lot with 247 parking spaces for AAA employees and the development of a new, 201,345 square feet four and a half-story parking structure with up to 750 parking spaces (including 15 ADA accessible spaces) and up to 70 long-term and short-term bicycle parking spaces to serve AAA employees. The parking structure will be approximately 48 feet. The Project includes a total of 18,206 square feet of open space, including 13,473 square feet of landscaped area.

REQUESTED ACTIONS:

1. Pursuant to CEQA Guidelines Section 15074(b), consideration of the whole of the administrative record, including the Mitigation Negative Declaration, No. ENV-2019-6290-MND (“Mitigated 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 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 change the land use designation of the Site from the existing Low Medium II Residential to the proposed Community Commercial designation; and
3. Pursuant to LAMC Section 12.32 F, a Zone and Height District Change from existing RD1.5-1-O to C2-2-O.

Applicant: Raju T. Varma, ACSC Management Services Inc.
 Representative: Alfred Fraijo, Jr., Sheppard Mullin Richter and Hampton LLP

Staff: Sergio Ibarra, City Planner
sergio.ibarra@lacity.org
 (213) 473-9985

8. [CPC-2019-4884-CU-DB-SPR](#)
 CEQA: ENV-2019-4885-CE
 Plan Area: San Pedro

Council District: 15 – Buscaino
 **Last Day to Act: 06-30-22

PUBLIC HEARING REQUIRED

PUBLIC HEARINGS – Completed January 16, 2020 and October 28, 2020

PROJECT SITE: 2111 – 2139 South Pacific Avenue

PROPOSED PROJECT:

Development of a new four-story, 45-foot and five-inch-tall mixed-use residential building comprised of 100 dwelling units (including 11 units restricted to Very Low-Income Households) with 1,800 square feet of ground floor retail space. The Project will provide 84 vehicular parking spaces in two subterranean parking levels, and 75 long-term and eight short-term bicycle parking spaces. The Project will be 77,945 square feet in floor area and have a Floor Area Ratio (FAR) of 3.26:1. The site is currently improved with a 1,490 square foot single-tenant bar, surface parking lot, and vacant lot, with 12 non-protected palm trees on the subject site and ten non-protected palm trees along the public right-of-way, all of which will be removed to clear the lot. The Project proposes grading and export of 20,000 cubic yards of soil.

REQUESTED ACTIONS:

1. Pursuant to CEQA Guidelines, Article 19, Section 15332, Class 32, an Exemption from CEQA, and that there is no substantial evidence demonstrating that an exception to a categorical exemption pursuant to CEQA Guidelines, Section 15300.2 applies;
2. Pursuant to Section 12.22 A.25(g)(3) of the Los Angeles Municipal Code (LAMC), a Density Bonus/Affordable Housing Incentive Program Compliance Review to permit the construction of a Housing Development Project totaling 100 units, reserving 11 units for Very Low-Income Household occupancy for a period of 55 years, with the following requested Off-Menu Incentives:
 - a. A Floor Area Ratio (FAR) of 3.26:1 in lieu of 1.5:1 as otherwise permitted in the C2-1XL-CPIO zone and San Pedro Community Plan Implementation Overlay (CPIO) Section IV-2.B;
 - b. A reduction in parking to allow 80 residential parking spaces in lieu of the 121 spaces required by Density Bonus Parking Option 1 and LAMC Section 12.22 A.25(d)(1); and
 - c. An elimination of loading space requirements of LAMC Section 12.21 C.6;
3. Pursuant to LAMC Section 12.22 A.25(g)(3), the following Waiver of Development Standard:
 - a. A 15.5-foot and two-story increase in the maximum building height to allow 45 feet five inches and four stories in lieu of 30 feet and two stories as otherwise permitted in the C2-1XL-CPIO zone and CPIO Section IV-2.A.2;
4. Pursuant to LAMC Section 12.24 U.26, a Conditional Use Permit for a 46 percent increase in density over the Project site, in lieu of the otherwise permitted 35 percent increase in density allowable under LAMC Section 12.22 A.25; and

5. Pursuant to LAMC Section 16.05, a Site Plan Review for a development project resulting in an increase in 50 or more dwelling units.

Applicant: RKD 2111 Pacific, LLC
Representative: Jonathan Lonner, Kristen Lonner, Josh Guyer
Dave Zohn, Burns & Bouchard, Inc.

Staff: Connie Chauv, City Planner
connie.chauv@lacity.org
(213) 978-0016

9. [CPC-2013-1495-CU-PA1-1A](#)
CEQA: ENV-2020-3420-CE
Plan Area: Sylmar

Council District: 7 – Rodríguez
**Last Day to Act: 09-15-21

PUBLIC HEARING REQUIRED

PROJECT SITE: 13351 – 13377 North Glenoaks Boulevard

PROPOSED PROJECT:

Continued use and operation of a campus with three charter schools, originally approved under Case No. CPC-2013-1495-CU, on an approximately 7.3-acre site in the RA-1-K Zone, and modification of conditions, including an increase in enrollment and special events; expanded operating hours; allow facility rental and filming for commercial purposes; discontinue compliance reporting requirement.

APPEAL:

An appeal of the June 17, 2021, Planning Director's Determination which:

1. Determined, pursuant to CEQA Guidelines Section 15601, based on the whole of the administrative record, that the Project is exempt from CEQA pursuant to CEQA Guidelines, Section 15301, Class 1, and there is no substantial evidence demonstrating that an exception to a categorical exemption pursuant to CEQA Guidelines, Section 15300.2 applies;
2. Conditionally Approved, pursuant to Section 12.24. M of the Los Angeles Municipal Code, a plan approval to continue the use and operation of a campus with three public charter schools in the RA-1-K Zone, originally approved under Case No. CPC-2013-1495-CU including changes to operating conditions:
 - a. Modification of Condition 7 to increase total enrollment in the three schools from 1,250 to 1,300 students;
 - b. Modification of Condition 12.a to allow rental of the facilities to third parties, subject to certain conditions;
 - c. Modification of Condition 12.c (now Condition 14) to allow filming for commercial purposes on the subject property, subject to certain conditions;
 - d. Modification of Conditions 15.a-c (now Condition 17) to allow classroom instruction from 7:40 a.m. to 3:45 p.m. daily;
 - e. Modification of Conditions 15.d.i-ii (now Condition 17) to allow active use of outdoor areas (lunch shelter areas, basketball courts, and athletic field) during school operations, special events, and third-party use of the facilities;
 - f. Modification of Condition 16 (Condition 17) to allow the schools to conduct educational activities two Saturdays a month from 8:00 a.m. to 12:00 p.m. without restriction as to the percentage of the student body that may attend;
 - g. Modification of Condition 17 to allow the schools to conduct summer school activities on weekdays from June to August from 8:00 a.m. to 5:00 p.m.;
 - h. Modification of Condition 18 (now Condition 20) to allow up to six special events per month during the school year and three per month from June to August for a maximum 64 special events per year and not more than one per day, and expand special event hours (now Condition 17) to 9:00 a.m. to 10:00 p.m. Monday – Thursday and 9:00 a.m. to 11:00 p.m.

- Friday and Saturday;
 - i. Modification of Condition 24 (now Condition 10) to require the presence of four monitors to direct student drop-off and pick-up traffic from 7:15 a.m. to 8:15 a.m. and 3:15 p.m. to 4:15 p.m. on weekdays;
 - j. Modification of Condition 27 (now Condition 29) to allow deliveries to the campus between 6:00 a.m. and 6:00 p.m. in certain locations; and
 - k. Modification of Condition 36 (now Condition 39) to require entitlement review every two years and filing of a Plan Approval application for proposed changes in operations, enrollment, or structures; and
3. Adopted the Conditions of Approval and Findings.

Applicant: Gerard Montero, Tri – Lake Charter School Properties LLC
Partnerships to Uplift Communities
Representative: David Moss, David Moss & Associates

Appellants: Manuel Martínez

Martha De La Mora

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

10. [DIR-2019-5859-TOC-SPP-1A](#)

*CEQA: ENV-2019-5861-CE; ENV-2019-5861-MND
Plan Area: Westlake Community Plan Area

Council District: 1 – Cedillo
**Last Day to Act: 09-09-21

PUBLIC HEARING REQUIRED

PROJECT SITE: 1346, 1348,1350 and 1354 West Court Street

PROPOSED PROJECT:

Construction, use and maintenance of a new six-story, 69-unit apartment building with at and below grade parking containing 50 vehicle parking spaces and 61 bicycle spaces. The Project includes the excavation and export of approximately 4,200 cubic yards of earth. The finished Project includes 51,137 square feet and is 75 feet in height. The Project provides eight percent of the units (six) for on-site restricted affordable units for Extremely Low-Income households consistent with the Transit Oriented Communities Housing Incentive Program guidelines.

APPEAL:

A partial appeal of the October 28, 2020, Planning Director's Determination which:

1. Determined, based on the whole of the administrative record, that the Project and a haul route for 4,200 cubic yards of earth removal are exempt from CEQA pursuant to CEQA Guidelines, Section, 15032, and there is no substantial evidence demonstrating that an exception to a categorical exemption pursuant to CEQA Guidelines, Section 15300.2 applies;
2. Approved with Conditions, pursuant to Section 12.22 A.31 of the Los Angeles Municipal Code (LAMC), a 50 percent increase in density consistent with the provisions of the Transit Oriented Communities (TOC) Affordable Housing Incentive Program in a qualifying Tier 1 incentive area for the construction, use and maintenance of a new apartment building with 69 units including 6 units for Extremely Low-Income households for a period of 55 years. TOC Tier 1 program incentives include a 40 percent increase in Floor Area Ratio or 4.2:1, 50 parking spaces in lieu of 84, and the following three additional incentives requested:
 - a. A 25 percent reduction of the western side yard to allow six feet, nine inches in lieu of nine feet otherwise required feet;
 - b. A 25 percent reduction of eastern side yard to allow six feet, nine inches in lieu of nine feet otherwise required feet; and

- c. A 25 percent reduction of rear yard setback to allow 13 feet, six inches in lieu of 18 feet otherwise required feet;
3. Approved with Conditions, pursuant to LAMC Section 11.5.7 C, a Project Permit Compliance for the construction, use and maintenance of a new six-story, 69-unit apartment building with, 50 vehicle parking spaces, 61 bicycle parking spaces on a 16,954.83 square foot parcel in the CW Zone within the Central City West Specific Plan; and
4. Adopted the Conditions of Approval and Findings.

Applicant: Lee Rubinoff, 1350 Court Partners, LLP
Representative: Aaron Belliston, BMR Enterprises

Appellant: Margarita Lopez, Coalition For An Equitable Westlake MacArthur Park
Representative: Claudia Medina, Law Office of Claudia Medina

Staff: Debbie Lawrence, Senior City Planner
debbie.lawrence@lacity.org
(213) 978-1163

The next meeting of the City Planning Commission
will be held at **8:30 a.m.** on **Thursday, September 23, 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.

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.