

**CITY PLANNING COMMISSION  
REGULAR MEETING AGENDA  
THURSDAY, DECEMBER 8, 2022 AFTER 8:30 A.M.  
(via TELECONFERENCE)**

Meeting presentation will be made available here (<https://tinyurl.com/CPC12-08-22>) by Monday, December 5, 2022  
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.*

Samantha Millman, President  
Caroline Choe, Vice President  
Helen Campbell, Commissioner  
Jenna Hornstock, Commissioner  
Helen Leung, Commissioner  
Yvette López-Ledesma, Commissioner  
Karen Mack, Commissioner  
Dana Perlman, Commissioner  
Renee Dake Wilson, 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](mailto:cpc@lacity.org)  
(213) 978-1299

**POLICY FOR DESIGNATED PUBLIC HEARING ITEMS:**

In accordance with Government Code Section 54953, subsections (e)(1) and (e)(3), and in light of the State of Emergency proclaimed by the Governor on March 4, 2020 relating to COVID-19 and ongoing concerns that meeting in person would present imminent risks to the health or safety of attendees and/or that the State of Emergency continues to directly impact the ability of members to meet safely in person, the City Planning Commission's December 8, 2022 meeting will be conducted via telephone and/or videoconferencing.

**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/89798420463> AND USE MEETING ID: 897 9842 0463 AND PASSCODE 131251.**

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. 897 9842 0463** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 131251**. For virtual meeting participation information, please click [here](#).

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](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 and must be submitted electronically to [cpc@lacity.org](mailto: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](mailto:cpc@lacity.org) no later than three working days (72 hours) prior to the meeting. For Telecommunication Relay Services for the hearing impaired, please see the information located on the last page of this agenda.

If you challenge these agenda items in court, you may be limited to raising only those issues you or someone else raised at the public hearing agendized 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 online at <http://planning.lacity.org>, by selecting "About," "Commissions, Boards & Hearings," filter by "City Planning Commission." For additional information regarding the format of this telephonic public meeting, please visit our website at <http://planning.lacity.org>.

If you would like to receive a determination letter for any item on today's agenda, please email your request to [cpc@lacity.org](mailto:cpc@lacity.org). Please include your contact information (email or mailing address) and the case number associated with the item.

**Información en español acerca de esta junta puede ser obtenida llamando al (213) 978-1300. Servicios de traducción al español están disponibles, de ser solicitados con un mínimo de 72 horas de anticipación, en todas las juntas de la comisión.**

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

- DCP Processes related to the Tree Protection Ordinance
- Legal actions and issues update
- Items of Interest
- Advance Calendar
- Commission Requests
- Approval of Meeting Minutes – September 22, 2022

## **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 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. 897 9842 0463** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 131251**.

**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-2022-3413-CA**

CEQA: ENV-2022-3414-CE

Plan Area: Citywide; Bel Air – Beverly Crest; Hollywood;

Sherman Oaks – Studio City – Toluca Lake – Cahuenga Pass

Related Case: CPC-2022-3712-ZC

Council Districts: 4 – Raman

5 – Koretz

\*\*Last Day to Act: 01-21-23

Continued From: 11-17-22

**PUBLIC HEARING** – Completed July 13, 2022

**PROJECT SITE:** Santa Monica Mountains within Council Districts 4 and 5

**PROPOSED PROJECT:**

Code Amendment to Sections 12.03, 12.04, 12.32, 13.21, 13.22, and 16.05 of the Los Angeles Municipal Code (LAMC) to create a new “Wildlife District,” or “WLD” Supplemental Use District. The proposed Wildlife District Ordinance (Ordinance) aims to reduce cumulative development impacts on plants, animals and natural resources while providing co-benefits related to climate resilience and public health. The Ordinance proposes development standards for lot coverage, floor area, grading and height limitations and as well as native landscaping/trees, fence, trash enclosure, window and lighting requirements. The Ordinance includes regulations that apply to private properties within the District, including additional discretionary review where lots contain/adjacent to natural resources, such as waterways and open space. The Ordinance details regulations and procedures for project review and includes a map identifying lots subject to natural resource provisions.

**REQUESTED ACTIONS:**

1. Recommend that the City Council determine, based on the whole of the administrative record, that the proposed Ordinance is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Sections 15061(b)(3), 15307 (Class 7) and 15308 (Class 8), and no exception to a categorical exemption pursuant to CEQA Guidelines Section 15300.2 applies (Exhibit E);
2. Conduct a public hearing on the Proposed Project;
3. Approve and Recommend that the City Council adopt the Proposed Wildlife District Ordinance, CPC-2022-3413-CA (Exhibit A) amending Sections 12.03, 12.04, 12.32, 13.21, 13.22, and 16.05 of the LAMC, to establish a Wildlife Supplemental Use District;
4. Adopt the Staff Recommendation Report as the Commission Report on the subject; and
5. Adopt the Findings as recommended by Staff.

**Applicant:** City of Los Angeles

**Staff:** Patrick Whalen, City Planner  
[patrick.whalen@lacity.org](mailto:patrick.whalen@lacity.org)

7. **CPC-2022-3712-ZC** Council Districts: 4 – Raman  
CEQA: ENV-2022-3414-CE 5 – Koretz  
Plan Area: Citywide; Bel Air – Beverly Crest; Hollywood; \*\*Last Day to Act: 01-21-23  
Sherman Oaks – Studio City – Toluca Lake – Cahuenga Pass Continued From: 11-17-22  
Related Case: CPC-2022-3413-CA

**PUBLIC HEARING** – Completed July 13, 2022

**PROJECT SITE:** Santa Monica Mountains within Council Districts 4 and 5

**PROPOSED PROJECT:**

A Code Amendment to Section 12.04 of the Los Angeles Municipal Code to amend the Zone Map to apply the Wildlife Ordinance SUD to properties in the Wildlife District boundaries. The Zone Change Ordinance establishes the boundaries and identifies the corresponding properties subject to the provisions of the Wildlife Ordinance.

**REQUESTED ACTIONS:**

1. Recommend that the City Council determine, based on the whole of the administrative record, that the proposed Ordinance is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Sections 15061(b)(3), 15307 (Class 7) and 15308 (Class 8), and no exception to a categorical exemption pursuant to CEQA Guidelines Section 15300.2 applies (Exhibit E);
2. Conduct a public hearing on the Proposed Project;
3. Approve and Recommend that the City Council adopt the Proposed Zone Change Ordinance, applying the Supplemental Use District Zone WLD to the zones of those parcels lying within the Project boundaries identified in the proposed Ordinance Map CPC-2022-3712-ZC (Exhibit B);
4. Adopt the Staff Recommendation Report as the Commission Report on the subject; and
5. Adopt the Findings as recommended by Staff.

**Applicant:** City of Los Angeles

**Staff:** Patrick Whalen, City Planner  
[patrick.whalen@lacity.org](mailto:patrick.whalen@lacity.org)  
(213) 978-1370

8. **CPC-2020-2115-DB** Council District: 10  
CEQA: ENV-2020-2116-CE \*\*Last Day to Act: 12-08-22  
Plan Area: South Los Angeles Continued from: 03-24-22; 06-23-22; 10-27-22

**PUBLIC HEARING REQUIRED**

**PROJECT SITE:** 1848 South Gramercy Place

**The Applicant requests that the matter be continued to a date certain of February 23, 2023.**

**PROPOSED PROJECT:**

Redevelopment of the Project Site by replacing the existing single-family residence with a seven story, 33-unit apartment building with three units set aside for Very Low-Income households.

**REQUESTED ACTIONS:**

1. Pursuant to CEQA Guidelines, Article 19, Section 15332, Class 32 (In-fill Development), 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 for a Housing Development with a total of 33 units (with three units – 13 percent of the total base number of units, set aside for Very Low-Income Households), to permit the following Off-Menu Incentives and Waivers of Development Standards:
  - a. An Off-Menu Incentive to allow a 5.1:1 floor area ratio (FAR) in lieu of 1.5:1 permitted by LAMC;
  - b. An Off-Menu Incentive to allow a seven-story building with a height of 75 feet (to the rooftop parapet) in lieu of 45 feet otherwise permitted in the C1.5 Zone;
  - c. Waiver of Development Standards to waive the transitional height requirement per the South LA CPIO Section II A.2(d);
  - d. A Waiver of Development Standards to allow side yard setbacks of zero feet from the first to second floors, and five feet from the third to seventh floors in lieu of 10 feet;
  - e. A Waiver of Development Standards to allow a rear yard setback of five feet from the first to second floors, and 10 feet from the third to seventh floors in lieu of 19 feet;
  - f. A Waiver of Development Standards to allow a reduction in open spaces to 1500 square feet in lieu of 3700 square feet;
  - g. A Waiver of Development Standards to allow a passageway width of 12 feet in lieu of 20 feet;
  - h. A Waiver of Development Standards to allow a commercial frontage of 10 feet in lieu of 17.5 feet;
  - i. A Waiver of Development Standards to allow a landscape buffer of zero feet in lieu of five feet requirement per the South LA CPIO Section II C.4; and
  - j. A Waiver of Development Standards to allow a ground floor height of 10 feet five inches in lieu of 14 feet per the South LA CPIO Section II A.1(b).

**Applicant:** Akhilesh Jha  
 Representative: Hamid Degnan, HRD Arch

**Staff:** Rafael Fontes, Planning Assistant  
[rafael.fontes@lacity.org](mailto:rafael.fontes@lacity.org)  
 (213) 978-1179

**9. [CPC-2018-2223-CU](#)**

CEQA: ENV-2018-2224-CE  
 Plan Area: Sherman Oaks – Studio City –  
 Toluca Lake – Cahuenga Pass

Council District: 4 – Raman  
 \*\*Last Day to Act: 12-30-22

**PUBLIC HEARING** – Completed October 25, 2022

**PROJECT SITE:** 3477 North Laurelvale Drive

**PROPOSED PROJECT:**

Continued use and operation of a private swim school at a private residence.

**REQUESTED ACTIONS:**

1. Pursuant to CEQA Guidelines, Sections 15301, Section 15323 Class 1, and Class 23, 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 Los Angeles Municipal Code Section 12.24 U.24, a Conditional Use Permit to allow the use and operation of a private swim school at a private residence in the RE15-1-H Zone.

**Applicant:** William Marsh, Swim to Bill  
 Representative: Stacey Brenner, Brenner Consulting Group

**Staff:** Correy Kitchens, City Planner  
[correy.kitchens@lacity.org](mailto:correy.kitchens@lacity.org)  
 (818) 374-5034

10. [ZA-2021-6672-CU-CCMP-DB-HCA-1A](#)

CEQA: ENV-2021-6673-CE  
Plan Area: South Los Angeles

Council District: 1 – Cedillo  
\*\*Last Day to Act: 12-08-22

**PUBLIC HEARING REQUIRED**

**PROJECT SITE:** 2323 South Scarff Avenue

**PROPOSED PROJECT:**

Construction, maintenance, and use of a 10-unit apartment building totaling four stories in height, consisting of three residential levels over on-grade parking. The proposed building will have a Floor Area Ratio (FAR) of 2.37:1; 20,996 square feet of floor area, and a maximum height of 40 feet six inches. One unit, or 10 percent of the unit total, will be set aside for Very Low Income households.

**APPEAL:**

An appeal of the August 25, 2022, Zoning Administrator’s determination which:

1. Determined, based on the whole of the administrative record, that the Project is exempt from CEQA pursuant to the 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 Section 12.22 A.25(c) of the Los Angeles Municipal Code (LAMC), a Density Bonus for the construction, use and maintenance of a 20,996 square-foot, 10-unit residential apartment building, including one unit for a Very Low Income Household, and measuring 40 feet, six inches in height and providing 18 parking spaces on the ground level, on a vacant Non-Contributing Lot;
3. Approved, pursuant to LAMC Section 12.24 W.52, a Conditional Use for the construction, use and maintenance of a 20,996 square-foot, 10-unit residential apartment building including one unit for a Very Low Income Household, and measuring 40 feet, six inches in height and providing 18 parking spaces on the ground level, on a vacant Non-Contributing Lot, within a Neighborhood Stabilization Overlay area;
4. Approved, pursuant to LAMC Section 12.20.3.L, a Certificate of Compatibility for the construction, use and maintenance of a 20,996 square-foot, 10-unit residential apartment building, including one unit for a Very Low Income Household, and measuring 40 feet, six inches in height and providing 18 parking spaces on the ground level, on a vacant Non-Contributing Lot within the University Park Historic Preservation Overlay Zone (HPOZ);
5. Determined, pursuant to LAMC Section 12.20.3 C, that the Project is not subject to street dedication and/or improvement requirements as set forth under LAMC Sections 12.37 A-C and 17.05, provided that the existing sidewalk(s) is in compliance with the accessibility guidelines adopted to comply with Title II of the Americans with Disabilities Act; and
6. Adopted the Conditions of Approval and Findings.

**Applicant:** Henry Fan, Charles Kim, Patrick Jen, Orion Capital, LLC

**Appellant:** West Adams Heritage Association (WAHA)  
Representatives: Gary Kousnetz, Jean Frost (WAHA), Jim Childs (ADHOC)

**Staff:** Rafael Fontes, Planning Assistant  
[rafael.fontes@lacity.org](mailto:rafael.fontes@lacity.org)  
(213) 978-1179

Theodore L. Irving, Associate Zoning Administrator

**PUBLIC HEARING REQUIRED**

**PROJECT SITE:** 1537, 1539, 1541, 1543 West Cambria Street

**PROPOSED PROJECT:**

Demolition of an existing six-unit, multi-family residence for the construction, use, and maintenance of a 43-unit residential apartment building that is six stories, 73 feet 10 inches in height, and contains 33,695 square feet of floor area and a 5.6:1 Floor Area Ratio (FAR). Five of the units will be for Extremely Low Income households. The Project will provide 22 vehicle parking spaces, 36 long-term bicycle parking spaces, and four short-term bicycle parking spaces. The Project includes a Transit Oriented Communities Affordable Housing Incentive Program for a Tier 3 project with base and additional incentives.

**APPEALS:**

Two appeals of the September 20, 2022, 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, 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 Section 12.22 A.31 of the Los Angeles Municipal Code (LAMC), a Transit Oriented Communities (TOC) Affordable Housing Incentive Program for a qualifying Tier 3 Project totaling 43 dwelling units, reserving five units for Extremely Low Income household occupancy, occupancy for a period of 55 years, with the following three additional incentives:
  - a. Side Yard Setbacks. Allow two side yard setbacks of six feet 3.5 inches in lieu of nine feet as otherwise required by LAMC Section 12.11 C.2;
  - b. Rear Yard Setback. Allow a rear yard setback of 12 feet 7.2 inches in lieu of 18 feet as otherwise required by LAMC Section 11 C.3; and
  - c. Open Space. A 25 percent reduction in Open Space to allow 3,487.5 square feet in lieu of the 4,550 square feet otherwise required by LAMC Section 12.21 G.2;
3. Approved, pursuant to LAMC Section 12.37 I, a Waiver of Improvements to retain an existing non-standard alley along the rear, northern property line; and
4. Adopted the Conditions of Approval and Findings.

**Applicant:** Shahram Saba, Shahco Inc.  
Representative: Shahla Salah, New Real Estate Market

**Appellants:** Alma Myllyla  
Pilar Pugh

**Staff:** Marie Pichay, Planning Assistant  
[marie.pichay@lacity.org](mailto:marie.pichay@lacity.org)  
(213) 978-1470

The next special meeting of the City Planning Commission will be held on **Thursday, December 15, 2022 at 8:30 a.m.**

**\*\*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 Section 48.01 et seq. More information is available at [ethics.lacity.org/lobbying](http://ethics.lacity.org/lobbying). For assistance, please contact the Ethics Commission at (213) 978-1960 or [ethics.commission@lacity.org](mailto:ethics.commission@lacity.org).

### Reasonable Accommodations Consistent with Federal and State Law

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodations to ensure equal access to its programs, services and activities. Sign language interpreters, assistive listening devices, or other auxiliary aids and/or other services must be requested **72 hours prior to the meeting** by calling the Commission Executive Assistant at (213) 978-1299 or by email at [cpc@lacity.org](mailto:cpc@lacity.org).

### Telecommunication Relay Services

Telephone communication is one of the most important forms of communication in society today. Due to advancements in technology, telephone devices have evolved with new services and capabilities. Individuals who are deaf and hard of hearing, and individuals with a speech disability are following these trends and are rapidly migrating to more advanced telecommunications methods, both for peer-to-peer and third-party telecommunications relay service (TRS) communications.

Telecommunications Relay Service is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories for local and/or long distance calls. TRS providers - generally telephone companies - are compensated for the costs of providing TRS from either a state or a federal fund. There is no cost to the TRS user.

What forms of TRS are available? There are several forms of TRS, depending on the particular needs of the user and the equipment available: TRS includes: Text to Voice TTY-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.