

PLANNING AND LAND USE MANAGEMENT COMMITTEE

Tuesday, May 4, 2021

**JOHN FERRARO COUNCIL CHAMBER, ROOM 340, CITY HALL - 2:00 PM
200 NORTH SPRING STREET, LOS ANGELES, CA 90012**

**MEMBERS: COUNCILMEMBER MARQUEECE HARRIS-DAWSON, CHAIR
COUNCILMEMBER GILBERT A. CEDILLO
COUNCILMEMBER BOB BLUMENFIELD
COUNCILMEMBER MARK RIDLEY-THOMAS
COUNCILMEMBER JOHN S. LEE**

**Armando Bencomo - Legislative Assistant - (213) 978-1080
(Questions can be submitted to clerk.plumcommittee@lacity.org)**

In conformity with the Governor's Executive Order N-29-20 (March 17, 2020) and due to concerns over COVID-19, this Los Angeles City Council committee meeting will be conducted telephonically.

The audio for this meeting is broadcast live on the internet at <https://clerk.lacity.org/calendar>. The live audio can also be heard at: (213) 621-CITY (Metro), (818) 904-9450 (Valley), (310) 471-CITY (Westside) and (310) 547-CITY (San Pedro Area). If the live audio is unavailable via one of these channels, members of the public should try one of the other channels.

Members of the public who would like to offer public comment on the items listed on the agenda should call 1 669 254 5252 and use Meeting ID No. 161 644 6631 and then press #. Press # again when prompted for participant ID. Once admitted into the meeting, press *9 to request to speak.

Requests for reasonable modification or accommodation from individuals with disabilities, consistent with the Americans with Disabilities Act can be made by contacting the City Clerk's Office at (213) 978-1133. For Telecommunication Relay Services for the hearing impaired, please see the information located at the end of this agenda.

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Note: For information regarding the Committee and its operations, please contact the Committee Legislative Assistant at the phone number and/or email address listed above. The Legislative Assistant may answer questions and provide materials and notice of matters scheduled before the City Council. Sign Language Interpreters, Communication Access Real-Time Transcription (CART), Assistive Listening Devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting/event you wish to attend. Due to difficulties in securing Sign Language Interpreters, five or more business days notice is strongly recommended. For additional information, please contact the Legislative Assistant listed above.

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GENERAL PUBLIC COMMENT

MULTIPLE AGENDA ITEM COMMENT

ITEM(S)

(1) **20-0246**
CD 11

REQUEST TO CONTINUE TO 5/18/21

CONTINUED FROM 4/20/21

Categorical Exemption from the California Environmental Quality Act (CEQA) pursuant to Article 19, Section 15308, Class 8, and Article 19, Section 15331, Class 31 of the State CEQA Guidelines, and report from the Cultural Heritage Commission relative to the inclusion of the Chili Bowl located at 12244-12248 West Pico Boulevard, in the list of Historic-Cultural Monuments.

Applicant: Adrian Scott Fine, Los Angeles Conservancy

Owners: David and Katherine M. Manzano, and 12244 Pico, LLC c/o Rohit Jain

Case No. CHC-2019-6975-HCM

Environmental No. ENV-2019-6976-CE

Fiscal Impact Statement: No

Community Impact Statement: Yes.

For:

West Los Angeles Neighborhood Council

(2) **15-1107**

City Administrative Officer report relative to authorizing the Director of Planning, or designee, to execute a First Amendment to Contract Nos. C-126625, C-126627, C-126628, C-126629, C-126630, C-126637, and

C-126642; and a Second Amendment to Contract No. C-126635, for the continued provision of planning, urban design, landscape architecture, architecture and/or project management, and economic analysis services; to establish the total not-to-exceed compensation limits in the cumulative amount of \$5,076,700; and, retroactively extend the contract terms by 24 months from November 12, 2020 through November 11, 2022, for a total contract term of seven years.

Fiscal Impact Statement: Yes

Financial Policies Statement: Yes

Community Impact Statement: None submitted.

(3) **21-0282**
CD 6

TIME LIMIT AND LAST DAY FOR COUNCIL ACTION: 5/26/21

Mitigated Negative Declaration, No. ENV-2016-4617-MND, Mitigation Measures, and related California Environmental Quality Act (CEQA) findings, report from the Los Angeles City Planning Commission, Resolution relative to a proposed General Plan Amendment to change the land use designation from Low Medium I Residential to Neighborhood Commercial within the Mission Hills-Panorama City-North Hills Community Plan, and draft Ordinance relative to effectuating a Vesting Zone change from [T][Q]RD3-1 to (T)(Q)C1-1, pursuant to Sections 12.32 F and Q of the Los Angeles Municipal Code; for the demolition of one duplex, and the construction, use, and maintenance of a three-story, maximum 35-feet in height, 36-unit mixed use building; the Project consisting of 1,060 square feet of ground floor commercial space and residential and commercial parking and two stories (37,680 square feet) of residential above, totaling 66,760 square feet on a 32,675 square foot lot; will provide two one-bedroom units, 20 two-bedroom units, and 14 three-bedroom units; and, will set aside three units for Very Low Income Households and two units for Extremely Low Income Households as required by Los Angeles Municipal Code (LAMC) Section 11.5.11 (Measure JJJ); a total of 71 vehicle parking spaces, which includes 65 residential and 6 commercial spaces, will be provided; and, a total of 46 bicycle parking spaces will also be provided, including 40 long-term spaces and 6 short-term spaces; vehicular access to the Project site will be from one driveway on Van Nuys Place to the north and one driveway on Vesper Avenue to the east; the Project will also provide 3,872 square feet of landscaping

and 6,690 square feet of open space, including a 2,865 square foot rear yard with a tot lot, 3,690 square foot courtyard, 365 square foot gym, and 600 square foot recreation room; and 10 non-protected trees proposed for removal; for the properties located at 9701-9707 North Vesper Avenue, subject to Conditions of Approval.

Applicant: Bobby Younessi, Western Paradise, LLC

Representative: Athena Novak, AHN and Associates, LLC

Case No. CPC-2016-4616-GPAJ-VZCJ

Environmental No. ENV-2016-4617-MND

Fiscal Impact Statement: Yes

Community Impact Statement: None submitted.

(4) **20-1594**
CD 4

CONTINUED FROM 4/6/21

Categorical Exemption from the California Environmental Quality Act (CEQA) pursuant to Article 19, Section 15308, Class 8, and Article 19, Section 15331, Class 31 of the State CEQA Guidelines, and report from the Cultural Heritage Commission relative to the inclusion of the Seiter Residence, located at 2924 North Montcalm Avenue, in the list of Historic-Cultural Monuments.

Applicant: Francesco Carrozzini

Owner: Pier F. Carrozzini; and Janet L. MacPherson, et al.

Case No. CHC-2020-5538-HCM

Environmental No. ENV-2020-5539-CE

Fiscal Impact Statement: No

Community Impact Statement: None submitted.

(5) **20-1617**

CD 15

CONTINUED FROM 4/6/21

Categorical Exemption from the California Environmental Impact Quality Act (CEQA) pursuant to Article 19, Section 15308, Class 8 and Article 19, Section 15331, Class 31 of the State CEQA Guidelines, and report from the Cultural Heritage Commission relative to the inclusion of the Leone's Castle, located at 1055-1059 South Walker Avenue, in the list of Historic-Cultural Monuments.

Owner/Applicant: Joanne Adler, Trustee, Adler Trust

Case No. CHC-2020-5215-HCM

Environmental No. ENV-2020-5216- CE

Fiscal Impact Statement: No

Community Impact Statement: None submitted.

(6) **21-0163**
CD 14

Sustainable Communities Environmental Assessment (SCEA), No. ENV-2016-4555-SCEA, dated August 20, 2020, Errata to SCEA dated February 23, 2021, Errata No. 2 to SCEA dated April 29, 2021, Mitigation Monitoring and Reporting Program, Mitigation Measures, related California Environmental Quality Act (CEQA) findings, and reports from the Department of City Planning relative to compliance with the CEQA requirements for the use of a SCEA, as authorized by Public Resources Code (PRC) Section 21155.2, for future consideration of the development of the proposed 1024 Mateo Project identified as Planning Case Numbers CPC-2016-4554-GPA-VZC-HD-DB-SPR and VTT- 74596; and for the determination that the Project is a Transit Priority Project, as defined by PRC Section 21155, that has incorporated all feasible mitigation measures, performance standards, or criteria set for in prior EIRs, including SCAG 2020-2045 RTP/SCS Program EIR SCH No. 2019011061; for the demolition of the surface parking lot and the 16,960 square-foot maintenance service building, and the construction, use and maintenance of a single 257,287 square-foot mixed-use building containing a total of 106 live/work condominium units and approximately 119,845 square feet of commercial space, including 13,979 square feet of retail space, 13,126 square feet of restaurant space, and 92,740 square-feet of office space; with 9 units of the 106 units to be set aside for Very Low Income Households; for the properties located at 1000, 1016, and 1026 South

Mateo Street; 2006, 2010, 2016, and 2018 East Bay Street; and, 2001, 2007, 2011, 2015, 2019, and 2023 East Sacramento Street.

Applicant: Sammi Shaaya, Mateo Arts, LLC

Representative: Joel Miller, Gensler

Case Nos. CPC-2016-4554-GPA-VZC-HD-DB-SPR; VTT-74596

Environmental No. ENV-2016-4555-SCEA

Fiscal Impact Statement: No

Community Impact Statement: None submitted.

(7) **21-0476**

Report from the Department of Cannabis Regulation (DCR) and Resolution relative to authorizing the Executive Director, DCR, to act on behalf of the City to submit a grant proposal, including any amendments thereof, and execute a Grant Agreement for a Proposition 64 Public Health and Safety Grant administered by the State of California Board of State and Community Corrections.

Fiscal Impact Statement: No

Community Impact Statement: None submitted.

(8) **21-0308**
CD 10

Categorical Exemption (CE) from the California Environmental Quality Act (CEQA) pursuant to Article 19, Section 15332, Class 32 of the CEQA Guidelines, and related CEQA findings; report from the Department of City Planning, and an Appeal filed by Margarita Lopez, Coalition For An Equitable Westlake/MacArthur Park (Representative: Claudia Medina, Law Office of Claudia Medina), from the Director of Planning's determination in approving CE No. ENV-2020-2195-CE-1A as the environmental clearance for the construction, use, and maintenance of a 21,480 square foot, six-story, 30-unit residential building, with three units reserved for Extremely Low Income Household occupancy for a period of 55 years, one level of subterranean parking and one level of ground floor

parking, providing a total of 22 on-site automobile parking spaces; and two on-site trees, one of which on-site tree is proposed to be removed; for the properties located at 316-322 South Catalina Street.

Applicant/Owner: Shawn Naim, Frontier Acquisitions, LLC

Representative: Sami Kohanim, Land Use Developers Corp.

Environmental No. ENV-2020-2195-CE-1A

Related Case: DIR-2020-2194-TOC-HCA

Fiscal Impact Statement: No

Community Impact Statement: None submitted.

(9) **21-0122**
CD 14

CONTINUED FROM 4/6/21

Categorical Exemption from the California Environmental Quality Act (CEQA) pursuant to Article 19, Section 15308, Class 8 and Article 19, Section 15331, Class 31 of the State CEQA Guidelines, and report from the Cultural Heritage Commission relative to the inclusion of the International Institute of Los Angeles, located at 435-455 South Boyle Avenue, in the list of Historic-Cultural Monuments.

Owners: E. Stephen Voss, International Institute of Los Angeles;
International Institute of Los Angeles

Applicant: Vivian Escalante, Boyle Heights Community Partners

Case No. CHC-2020-899-HCM

Environmental No. ENV-2020-900-CE

Fiscal Impact Statement: No

Community Impact Statement: None submitted.

(10) **21-0119**

CD 13

Categorical Exemption from the California Environmental Impact Quality Act (CEQA) pursuant to Article 19, Section 15308, Class 8 and Article 19, Section 15331, Class 31 of the State CEQA Guidelines, and report from the Cultural Heritage Commission relative to the inclusion of Taix French Restaurant, located at 1911-1929 West Sunset Boulevard; and 1910-2018 West Reservoir Street, in the list of Historic-Cultural Monuments.

Owners/Applicants: 1911 Sunset Investors LLC c/o Chris Riha; and Raymond M. Taix, et al., c/o Annie Sperling, Silver Lake Heritage Trust

Case No. CHC-2020-5524-HCM

Environmental No. ENV-2020-5525-CE

Fiscal Impact Statement: No

Community Impact Statement: None submitted.

(11) **20-1509**
CD 13

CONTINUED FROM 3/16/21

Categorical Exemption (CE) from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines, Section 15314, Class 14, and related CEQA findings, report from the Los Angeles City Planning Commission (LACPC), and an Appeal filed by Claudia Ruano from the determination of the LACPC in approving a Conditional Use to permit the operation of a public charter elementary school in the RD5-1 and C2-1 Zones; involving the construction, use, and maintenance of a new 2,500 square-foot classroom and approximately 5,700 square-foot outdoor play space serving an existing public charter school in the C2-1 and RD5-1 Zones, for the properties located at 2515 West Beverly Boulevard, 110 North Coronado Street, and 114-128 North Coronado Street, subject to Modified Conditions of Approval.

Applicant: Katrina Conley, Citizens of the World Charter School

Representative: Shawn Keltner, Keltner Company

Case No. CPC-2019-6138-CU-1A

Environmental No. ENV-2019-6139-CE

Fiscal Impact Statement: Yes

Community Impact Statement: None submitted.

(12) **21-0022**
CD 13

CONTINUED FROM 4/6/21

Categorical Exemption pursuant to the California Environmental Quality Act (CEQA) Guidelines, Article 19, Class 32 and related CEQA findings, report from the Los Angeles City Planning Commission (LACPC) and Appeal filed by Temple CW, LLC (Representative: Stephen Allen Jamieson, Attorney Law Office of Solomon, Saltsman and Jamieson) from the decision of the LACPC in determining that the Project is exempt from CEQA pursuant to Article 19, Class 32 of the CEQA Guidelines, and there is no substantial evidence demonstrating that an exception to a categorical exemption pursuant to CEQA Guidelines, Section 15300.2 applies, for the construction, use, and maintenance of a new, six-story, 47,000 square foot mixed-use building with 72 dwelling units, including seven dwelling units set aside for Extremely Low Income Households (or nine percent of the proposed density) and with 700 square feet of commercial space; the building will be constructed with five residential levels above one ground level of parking and commercial use and one level of subterranean parking; the Project will provide a total of 72 automobile parking spaces, eight short-term and 58 long-term bicycle parking spaces; the Project includes 72 one-bedroom units, and a total of 5,794 square feet of open space for residents, for the property located at 1614-1626 West Temple Street, subject to Conditions of Approval.

Applicant: Michael Cho

Representative: Josh Kreger; Craig Lawson and Co., LLC

Environmental No. ENV-2019-7520-CE-1A

Related Case No. DIR-2019-7519-TOC-1A

Fiscal Impact Statement: Yes

Community Impact Statement: None submitted.

(13) **20-0603**

CD 13

RELATED TO ITEM 14

CONTINUED FROM 3/16/21

Categorical Exemption pursuant to California Environmental Quality Act (CEQA) Guidelines, Section 15332, Class 32, report from the Los Angeles City Planning Commission (LACPC), and an Appeal filed by Ahmad Heydar, Hollywood Villas, LLC on behalf of the Concerned Neighbors of Lexington Avenue and La Mirada Avenue Association, in part from the determination of the LACPC in determining a Categorical Exemption for the Lexington I Project, for the demolition of two existing duplexes, and the construction, use, and maintenance of a five-story, 56-foot tall, 21-unit multi-family dwelling, to be constructed with four residential levels over one at-grade parking level; the Project will provide a total of 29 automobile parking spaces, and includes grading resulting in the export of 800 cubic yards of soil, for the properties located at 5817-5823 West Lexington Avenue.

Applicant: Daniel Pourbaba, 5817 Lexington, LLC

Representative: Erika Woods, Diaz Group, LLC

Case No. DIR-2019-5388-DB-1A

Environmental No. ENV-2019-5389-CE-1A

Fiscal Impact Statement: Yes

Community Impact Statement: None submitted.

(14) **20-0603-S1**
CD 13

RELATED TO ITEM 13

CONTINUED FROM 3/16/21

Categorical Exemption pursuant to CEQA Guidelines, Section 15332, Class 32, report from the Los Angeles City Planning Commission (LACPC), and an Appeal filed by Doug Haines on behalf La Mirada Avenue Neighborhood Association and Concerned Neighbors of Lexington Avenue (Representative: Robert Silverstein, The Silverstein Law Firm), in part from the determination of the LACPC in determining that the Lexington II Project is exempt from CEQA for a Transit Oriented Communities (TOC) Affordable Housing Incentive Program, for the demolition of the two existing single-family structures with associated accessory structures, and

the construction, use and maintenance of a five-story, 56-foot tall, 17-unit multi-family dwelling, to be constructed with four residential levels over one at-grade parking level; the Project will provide a total of 17 automobile parking spaces, for the properties located at 5806-5812 West Lexington Avenue.

Applicant: Daniel Pourbaba, 5806 Lexington, LLC

Representative: Erika Diaz, Woods, Diaz Group, LLC

Case No. DIR-2019-7067-TOC-1A

Environmental No. ENV-2019-5389-CE-1A

Fiscal Impact Statement: No

Community Impact Statement: None submitted.

(15) **21-0175**
CD 13

Sustainable Communities Project Exemption (SCPE), No. ENV-2020-4929-SCPE, and report from the Department of City Planning relative to determining that the proposed Project is statutorily exempt from the California Environment Quality Act pursuant to Public Resources Code (PRC) Section 21155.1; a Transit Priority Project pursuant to PRC Section 21155; and, a Sustainable Communities Project that meets all requirements of Subdivisions (a) and (b), and one of the requirements of Subdivision (c) of PRC Section 21155.1; for the development of 91 residential units, eight of which would be restricted to Very Low Income households, and 10,000 square feet of commercial uses in a six-story building over three levels of subterranean parking on a 26,890 square-foot (0.62 acre) lot; the Project site is currently improved with a two-story commercial building and a surface parking lot, to be demolished to permit the construction of the proposed Project; the proposed building to be approximately 89 feet in height and contain approximately 80,670 square feet of floor area, resulting in a proposed Floor Area Ratio of 3:1; for the properties located at 4100 West Sunset Boulevard and 1071-1089 North Manzanita Street.

Applicant: James Frost, Junction Gateway, LLC

Representative: Dave Rand, Armbruster Goldsmith and Delvac LLP

Case: CPC-2016-1103-MCUP-DB-SPR

Environmental: ENV-2020-4929-SCPE

Fiscal Impact Statement: No

Community Impact Statement: None submitted.

(16) **21-0176**
CD 13

Sustainable Communities Project Exemption (SCPE), No. ENV-2020-4930-SCPE, and report from the Department of City Planning relative to determining that the proposed Project is statutorily exempt from the California Environment Quality Act pursuant to Public Resources Code (PRC) Section 21155.1; a Transit Priority Project pursuant to PRC Section 21155; and, a Sustainable Communities Project that meets all requirements of Subdivisions (a) and (b), and one of the requirements of Subdivision (c) of PRC Section 21155.1; for the development of 108 residential units, 10 of which would be restricted to Very Low Income household; 4,500 square feet of fitness center uses, 999 square feet of restaurant uses, and an 850 square-foot community room in a five-story mixed-use building over two levels of subterranean parking on a 36,206 square-foot (0.83 acre) lot; the Project Site is currently improved with a motel, a vacant auto shop, one single-family residence, and two duplex residences, to be demolished to permit the construction of the proposed Project; with the proposed building to be up to 60 feet in height and contain up to 101,300 square feet of floor area, resulting in a Floor Area Ratio of 3:1; for the properties located at 4301-4311 West Sunset Boulevard and 4300-4314 West Effie Street.

Applicant: James Frost, Junction Gateway, LLC

Representative: Dave Rand, Armbruster Goldsmith and Delvac LLP

Case Nos. CPC-2016-1104-DB-SPR; VTT-74141

Environmental No. ENV-2020-4930-SCPE

Fiscal Impact Statement: No

Community Impact Statement: None submitted.

(17) **20-1624**
CD 5

CONTINUED FROM 4/6/21

Sustainable Communities Environmental Assessment (SCEA) (ENV-2019-5735-SCEA), dated November 2020, Erratum dated February 2021, Mitigation Measures, Mitigation Monitoring Program (MMP), related California Environmental Quality Act (CEQA) findings, and reports from the Department of City Planning relative to compliance with the CEQA requirements for use of a SCEA as authorized pursuant to Public Resources Code (PRC) Section 21155.2, by the proposed project identified as Planning Case Numbers ZA-2018-3422-ELD-CU-DRB-SPP-WDI-SPR; VTT-82107; for the construction of a new 12-story, 176,580 square-foot Eldercare Facility containing up to 53 Senior Independent Housing dwelling units, 77 Assisted Living Care Housing guest rooms, and 46 Alzheimer's/Dementia Care Housing guest rooms, a new 2,520-square foot Fellowship Hall event space for use by an existing Church on the project site, and 2,923 square feet of shared space, including a multipurpose room, kitchen with pantry, and storage for use by the Eldercare Facility and existing Church, and a new two-story, 19,703 square foot childcare facility containing classrooms, administrative office space, multipurpose/group space, and Church-related administrative offices, the demolition of an existing preschool, Fellowship Hall, administrative offices, surface parking lot, and a single-family residence, and the retention of the existing Church on the project site, for the properties located at 10822 West Wilshire Boulevard and 10812 West Ashton Avenue.

Applicant: Stephen Brollier, Belmont Village Senior Living

Representative: Mark Armbruster, Armbruster Goldsmith and Delvac LLP

Case Nos. ZA-2018-3422-ELD-CU-DRB-SPP-WDI-SPR; VTT-82107

Environmental No. ENV-2019-5735-SCEA

Fiscal Impact Statement: No

Community Impact Statement: None submitted.

(18) **09-0969-S3**

CONTINUED FROM 4/6/21

Reports from the Department of City Planning and City Administrative Officer relative to policy recommendations and amending Sections 19.00 through 19.12 of the Los Angeles Municipal Code for a Comprehensive Fee Update to more accurately reflect the cost of providing planning and land use services, based on new trends and data collected since the fee ordinance was last updated in February 2018 (Ordinance 185432). **(Also referred to Budget and Finance Committee)**

Fiscal Impact Statement: Yes

Financial Policies Statement: Yes

Community Impact Statement: Yes

Against:

Hollywood United Neighborhood Council

Mar Vista Community Council

Wilshire Center Koreatown Neighborhood Council

Wilmington Neighborhood Council

Mid City West Community Council

Arroyo Seco Neighborhood Council

Westside Neighborhood Council

Westwood Neighborhood Council

Empowerment Congress North Area Neighborhood Development Council

P.I.C.O. Neighborhood Council

Bel Air-Beverly Crest Neighborhood Council

Against, Unless Amended:

Hollywood Studio District Neighborhood Council

Del Rey Neighborhood Council

United Neighborhoods of the Historic Arlington Heights, West Adams, and Jefferson Park Communities Neighborhood Council

Greater Wilshire Neighborhood Council

Greater Valley Glen Neighborhood Council

If you challenge this Committee's action(s) 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 delivered to the City Clerk at or prior to, the public hearing. Any written correspondence delivered to the City Clerk before the City Council's final action on a matter will become a part of the administrative record.

Materials relative to items on this agenda can be obtained from the Office of the City Clerk's Council File Management System, at lacouncilfile.com by entering the Council File number listed immediately following the item number (e.g., 00-0000).

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 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.