

CITY PLANNING COMMISSION
***CORRECTED* SPECIAL MEETING AGENDA**
THURSDAY, NOVEMBER 17, 2022 AFTER 8:30 A.M.
(via TELECONFERENCE)

Meeting presentations will be made available here (<https://tinyurl.com/CPC11-17-22>) by Tuesday, November 15, 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
(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 November 17, 2022 special 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/89302917251> AND USE MEETING ID: 893 0291 7251 AND PASSCODE 042951.

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. 893 0291 7251** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 042951**. 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. **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 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. 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. **DETERMINATION TO CONTINUE HOLDING MEETINGS VIA TELECONFERENCE**

Motion Required. Pursuant to Government Code Sections 54953(e)(1)(B)-(C), (e)(3)(A), and (e)(3)(B)(i), a determination that the COVID-19 State of Emergency continues to directly impact the ability of members to meet safely in person and possible Commission Action.

2. **DIRECTOR'S REPORT AND COMMISSION BUSINESS**

- [Update on City Planning Commission Status Reports and Active Assignments](#)
- Legal actions and issues update
- Items of Interest
- Advance Calendar
- Commission Requests

3. **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. 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.

4. **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. 893 0291 7251** and then press #. Press # again when prompted for participant ID. Please use **Meeting Passcode 042951**.

5. 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.

6. CONSENT CALENDAR (6a and 6b)

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.

6a. CPC-2021-9000-VZC-ZV-CU-SPR
CEQA: ENV-2021-9001-MND
Plan Area: Sunland – Tujunga – Lakeview Terrace
Shadow Hills – East La Tuna Canyon

Council District: 7 – Rodriguez
**Last Day to Act: 11-17-22

PUBLIC HEARING – Completed August 25, 2022

PROJECT SITE: 12121 West Foothill Boulevard

PROPOSED PROJECT:

Demolition and removal of an existing single-family dwelling and accessory structures, including a garage, carport, and barn, and the construction of a new three-story, 41 feet in height, self-storage building (ExtraSpace Storage) with a floor area of 130,094 square feet, equating to a floor area ratio (FAR) of approximately 1.49:1. The self-storage building will contain 1,259 storage units, and 1,022 square feet of ground floor ancillary storefront retail/office space. The Project proposes a surface parking lot that will contain 27 vehicle parking stalls and will provide 28 bicycle parking stalls, 14 short-term and 14 long-term parking stalls. Proposed hours of operation for the self-storage use are from 9:00 a.m. to 7:00 p.m., daily.

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-2021-9001-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 12.32 F and 12.32 Q of the Los Angeles Municipal Code (LAMC), a Vesting Zone Change from [T][Q]MR1-1VL-CUGU to (T)(Q)M1-1VL-CUGU;
3. Pursuant to LAMC Section 12.27, a Zone Variance to allow reduced vehicle parking of 27 parking stalls in lieu of 48 parking stalls otherwise required pursuant to LAMC Section 12.21 A.4;
4. Pursuant to LAMC Section 12.24 W.50, a Conditional Use to permit a self-storage building for household goods in the proposed M1 Zone within 500 feet of an A or R Zone or residential use;

5. Pursuant to LAMC Section 12.24 F, a Conditional Use to allow a maximum building height of 41 feet, zero inches, in lieu of the otherwise permitted 37 feet pursuant to LAMC Section 12.17.6 A.10; and
6. Pursuant to LAMC Section 16.05, a Site Plan Review for a development project that results in an increase of 50,000 square feet of non-residential floor area.

Applicant: Margo Conley, 12121 Foothill Boulevard, LLC
Representative: Stacey Brenner, Brenner Consulting Group

Staff: Trevor Martin, City Planning Associate
trevor.martin@lacity.org
(213) 978-1341

6b. [CPC-2021-10278-CU](#)

CEQA: ENV-2021-10280-MND
Plan Area: Chatsworth – Porter Ranch

Council District: 12 – Lee
**Last Day to Act: 11-17-22

PUBLIC HEARING – Completed June 14, 2022

PROJECT SITE: 9201 North Winnetka Avenue

PROPOSED PROJECT:

Demolition of approximately 140,000 square feet of floor area and the construction of three buildings to be used for manufacturing, light industrial (including studio production/movie/television/sound production), or warehousing, with a total floor area of approximately 273,500 square feet.

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-2021-10280-MND (“Mitigated Negative Declaration”), all comments received, the imposition of mitigation measures and the Mitigation Monitoring Program prepared for the Mitigated Negative Declaration; and
2. Pursuant to Section 12.24 U.14 of the Los Angeles Municipal Code, a Conditional Use for a Major Project Development that results in 100,000 square feet or more of floor area in nonresidential or non-warehouse uses in the M2 Zone.

Applicant: Jill Saperstein, Wincal, LLC
Representative: Adrienne Asadoorian, Rosenheim & Associates, Inc.

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

7. [CPC-2021-4937-CU-DB-SPR-WDI-HCA](#)

CEQA: ENV-2021-4938-SCEA
Plan Area: Westchester – Playa del Rey

Council District: 11 – Bonin
**Last Day to Act: 12-12-22

PUBLIC HEARING – Completed October 24, 2022

PROJECT SITE: 6501 – 6521 South Sepulveda Boulevard;
6502 – 6520 South Arizona Avenue

PROPOSED PROJECT:

Demolition of an existing commercial shopping center, industrial building, and associated surface parking lots, the maintenance of an existing one-story commercial restaurant building, and the construction, use, and maintenance of a new eight-story mixed-use building with 362 residential units and approximately 3,700 square feet of new commercial space on the ground floor; 41 residential units will be reserved for Very Low Income households. The Project will provide 520 vehicle parking spaces.

REQUESTED ACTIONS:

1. Pursuant to Public Resources Code Section 21155.2(b), in consideration of the whole of the administrative record, adopt the Sustainable Communities Environmental Exception, No. ENV-2021-4938-SCEA, considered and adopted by the City Council on September 30, 2022, (“SCEA”), and adopt Findings pursuant to PRC 21155.2; adopt the mitigation monitoring and reporting program;
2. Pursuant to Los Angeles Municipal Code (LAMC) Section 12.22 A.25, a Density Bonus Compliance Review to permit a housing development project consisting of 362 residential units, of which a minimum of 41 will be set aside for Very Low Income households, and with the following Off-Menu Incentives:
 - a. An Off-Menu Incentive to allow a maximum Floor Area Ratio (FAR) of 3.85:1 in lieu of the otherwise permitted 1.5:1;
 - b. An Off-Menu Incentive to allow a 26 percent reduction in the required amount of open space;
 - c. An Off-Menu Incentive to allow a zero-foot distance between main buildings in lieu of the otherwise required distance;
3. Pursuant to LAMC Section 12.24 U.26, a Conditional Use 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;
4. Pursuant to LAMC Section 16.05, a Site Plan Review for a development project creating 50 or more residential dwelling units; and
5. Pursuant to LAMC Section 12.37 I, a Waiver of Dedication and Improvements to waive the otherwise required dedications and improvements along Sepulveda Boulevard.

Applicant: FRH Realty, LLC
Representative: Jonathan Lonner, Burns & Bouchard, Inc.

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

8. [CPC-2022-5432-ZC-CPIOA](#)
CEQA: ENV-2008-1781-EIR-ADD2
Plan Area: South Los Angeles

Council Districts: 1 – Cedillo
8 – Harris Dawson
9 – Price
**Last Day to Act: 01-22-23

PUBLIC HEARING – Completed September 21, 2022

PROJECT SITE:

The Project Location is a 5.26 square mile area located within the South Los Angeles Community Plan Area (CPA) which includes neighborhoods to the west and south of the University of Southern California (USC) campus and Exposition Park. The Project Location is generally bounded by the Santa Monica freeway (Interstate 10) to the north; the Harbor Freeway (Interstate 110) to the east; to the south along Gage Avenue, from the Harbor Freeway westerly to Vermont Avenue, along West 62nd Street westerly from Vermont Avenue to Normandie Avenue; and along Martin Luther King Jr. Blvd. westerly from Normandie Avenue to Western Avenue, the westernmost boundary.

PROPOSED PROJECT:

The proposed project is the South Los Angeles Community Plan Implementation Overlay Amendment Project. The Proposed Project includes zone changes that amend the text and figures in the South Los Angeles Community Plan Implementation Overlay (CPIO) District. The proposed CPIO amendment creates a new Protected Unit Area in the Residential Subareas that adds tenant protection regulations that reflect recent changes in state law, established by the Housing Crisis Act (collectively, Senate Bill (SB) 330 and SB 8) and adds some additional tenant protections beyond what is required under state level. The Proposed Project applies these tenant protection regulations, in addition to applying the existing applicable CPIO development regulations and design standards, to properties currently within the Residential Subareas (Chapter V) of the CPIO and to additional multi-family (R2, RD and R3) zoned properties, inclusive of a zone change to R1R3 (Rear Mass Variation) for two R1 zoned neighborhoods (36.02 acres total) within the project area. Finally, the Proposed Project amends the Transit-Oriented Development (TOD) Subareas (Chapter III) of the CPIO to upgrade access to bonus incentives for certain nodes within the Protected Unit Area from a lower to higher intensity TOD subarea.

REQUESTED ACTONS:

1. Recommend that the City Council find, based on the independent judgment of the decision-maker, after consideration of the whole of the administrative record, including Environmental Impact Report, SCH No. 2008101098, (ENV-2008-1781-EIR and ENV-2008-1780-EIR), certified on November 22, 2017 (Project EIR), the Addendum dated October 2022 and the Addendum dated November 2022 (Exhibit C.1), the Project was assessed in the Project EIR; and pursuant to CEQA Guidelines, Sections 15162 and 15164, that no subsequent or supplemental EIR, or negative declaration is required for approval of the Proposed Project;
2. Conduct a public hearing on the Proposed Project as described in this Staff Recommendation Report;
3. Approve the Staff Recommendation Report as the Commission Report and recommend the Council adopt the Findings in the Staff Recommendation Report;
4. Approve and Recommend pursuant to Section 12.32 F of the Los Angeles Municipal Code (LAMC), that the City Council adopt the proposed zoning ordinance to make the zone changes as shown in the Proposed Zoning Map in Exhibit A.2 and pursuant to 12.32 and 13.14 adopt the ordinance to amend the South Los Angeles CPIO District, as shown in Exhibits B.1, B.2, and B.4;
5. Find that in accordance with LAMC Section 13.14 C.5, the proposed amendments to the South Los Angeles CPIO District (Exhibits B.1, B.2, and B.4) are consistent with, and necessary to implement the programs and policies of the South Los Angeles Community Plan; and
6. Instruct the Department of City Planning to finalize the necessary zone ordinances to be presented to the City Council, and authorize the Department of City Planning to make non-substantive text edits as necessary to correct typographical or formatting errors, including any non-substantive corrections to the map figures.

Applicant: City of Los Angeles

Staff: Zuriel Espinosa, City Planner
zuriel.espinosa@lacity.org
(213) 978-1249

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

5 – Koretz
**Last Day to Act: 01-21-23

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 ACTONS:

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
(213) 978-1370

10. *CPC-2022-3712-ZC

CEQA: ENV-2022-3414-CE
Plan Area: Citywide; Bel Air – Beverly Crest; Hollywood;
Sherman Oaks – Studio City – Toluca Lake – Cahuenga Pass
Related Case: CPC-2022-3413-CA

Council Districts: 4 – Raman
5 – Koretz
**Last Day to Act: 01-21-23

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 ACTONS:

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
(213) 978-1370

The next regular meeting of the City Planning Commission will be held on **Thursday, December 8, 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. For assistance, please contact the Ethics Commission at (213) 978-1960 or 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.

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.