



SEPTEMBER 7, 2023

Closed Captioning Process Updates

Closed Captions Required

In December of 2022, a closed captioning ordinance went into effect that requires **all places of public accommodation in Toledo to have closed captioning** on any TVs located in the building.

This includes bars and restaurants, hospitals and doctor's offices, entertainment venues, and any other place of public accommodation in Toledo. The goal of the ordinance is to make the City of Toledo a more welcoming and disability-friendly place.

Owners, manager(s), and employee(s) are responsible for ensuring close captions on a television in a place of public accommodation. Each violation is a minor misdemeanor punishable by a maximum fine \$150.

Compliance Process Overview

The City of Toledo will communicate with businesses on the new requirements.

Partners like the Ability Center and Health Department will be critical to distribution of educational materials.

Businesses reported to be in violation will receive one warning letter with educational information. Subsequent violations will be subject to fines.



1. Proactive Communication

A press release went out this morning to outline the new requirements.

Handouts with information will be distributed online, at community events, and by partners as they interact with businesses.

All information is available online at toledo.oh.gov/closed-captions

2. Reporting Violations

Engage Toledo will intake resident reports of violations.

Information required for reporting:

- Name of the business
- Address of the business
- Date/time violation was observed
- Caller's name and phone number

Engage Toledo will create a service request and provide ID to caller.

3. Courtesy Warning

First time violators will receive a warning letter from Diversity, Equity, and Inclusion.

Letter will contain more educational information on the requirements – who is responsible, how to comply, and potential consequences.

4. Notice of Violation

Repeat violations will receive a notice of violation from Code Compliance.

Code Compliance inspectors will then inspect the business for compliance within 30 days.

Businesses still found to be in violation will be notified of their penalty.



Thank you.

➔ **toledo.oh.gov/closed-captions**