



**Diversity, Equity,
and Inclusion**

One Government Center
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To whom it may concern,

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.

To enjoy the audio track on a TV, people who are deaf or hard of hearing need to have captioning turned on. This ordinance makes the city of Toledo a more welcoming and disability-friendly place.

You were recently reported to be in violation of this ordinance and are receiving this letter as a warning. Please review the information below to learn more about how you can avoid future violations and penalties.

What is closed captioning? Closed captioning refers to text that reflects an audio track and can be read while watching visual content. This ordinance requires having the text box at the bottom of a TV screen turned on.

Where does this apply? The ordinance applies to all businesses open to the public in Toledo: a business, an educational institution, or a refreshment, entertainment, recreation, health, or transportation facility of any kind that is available to the public. For example, this includes bars and restaurants, hospitals and doctor's offices, entertainment venues, and any other place of public accommodation in Toledo.

Who is responsible? Owners, manager(s), and employee(s) are responsible for ensuring close captions on a television in a place of public accommodation.

What if the TVs in my business do not have closed captioning?

Closed captioning is required by federal law to be a feature on all televisions produced after July 1993. If your TV is more than 30 years old and doesn't have closed captioning capability, this ordinance does not apply.

What are the consequences if I do not turn the captions on?

Each violation is a minor misdemeanor. The first offense will receive a warning letter and all subsequent violations punishable by a maximum fine of \$150. Where a Responsible Person is not immediately apparent, there shall be a rebuttable presumption of responsibility on the part of the owner of the Place of Public Accommodation.

We appreciate your cooperation in making Toledo a more welcoming and disability-friendly place. Read more at toledo.oh.gov/closed-captions