LOS ANGELES COUNTY
Aging & Disabilities Department

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

31 September 29, 2026

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September 29, 2026

The Honorable Board of Supervisors
County of Los Angeles
Kenneth Hahn Hall of Administration 383
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

APPROVAL OF ORDINANCE AMENDING TITLE 11— HEALTH AND SAFETY — OF THE LOS ANGELES COUNTY CODE BY ADDING CHAPTER 11.67— CLOSED CAPTIONING IN PLACES OF PUBLIC ACCOMMODATION IN THE UNINCORPORATED AREAS OF LOS ANGELES COUNTY

(ALL SUPERVISORIAL DISTRICTS)
(3-VOTES)

SUBJECT

The County of Los Angeles Aging & Disabilities Department (AD) requests approval of the enclosed ordinance for introduction that establishes requirements to expand accessibility and promote inclusive communication in businesses operating within the unincorporated areas of Los Angeles County; to implement an informational and educational campaign to increase public awareness and support compliance.

IT IS RECOMMENDED THAT THE BOARD:

1. Introduce, waive reading, and place on the agenda for adoption the enclosed ordinance (Exhibit A) amending Title 11—Health and Safety—of the Los Angeles County Code by adding Chapter 11.67, Closed Captioning in Places of Public Accommodation, requiring responsible persons at places of public accommodation in unincorporated Los Angeles County to activate closed captioning on capable television receivers in use in public areas, subject to specified exceptions, and directing AD to implement a public education and outreach campaign.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION(S)

Closed captioning improves access to televised content for individuals who are D/deaf or hard of hearing and others who benefit from text-supported communication, including older adults, English-language learners, and people with auditory-processing needs. Although captioning capabilities are common, they are not always activated in public settings. The purpose of the ordinance is to expand access to closed captioning in places of public accommodation in unincorporated Los Angeles County and promote more inclusive access to televised information and programming.

On September 30, 2025, the Board of Supervisors adopted the motion, *Fostering Inclusivity Through Closed Captioning in Los Angeles County*,[1] directing AD, in consultation with the Los Angeles County Commission on Disabilities (LACCOD), the Department of Economic Opportunity (DEO), County Counsel, and other relevant departments, to report back with: (1) a draft Closed Captioning ordinance and proposed implementation plan for the unincorporated areas of Los Angeles County; (2) details regarding an informational and educational campaign; and (3) stakeholder engagement with representatives from the business community. This report provides the requested ordinance, proposed implementation plan, campaign details, and results of the stakeholder engagement process.

Beginning January 1, 2027, the ordinance requires a responsible person at a place of public accommodation in unincorporated Los Angeles County to ensure that closed captioning is activated and remains activated during regular business hours on capable, closed captioning television receivers in use in public areas. Closed captioning must be displayed in the same language as the audio, subject to specified exceptions.

Under the proposed implementation approach, AD will coordinate the education and outreach campaign, receive and track complaints, and analyze complaint data. DEO will support outreach to affected businesses, while LACCOD, other participating departments, and community stakeholders will assist with developing accessible, multilingual, and culturally appropriate educational materials.

IMPLEMENTATION OF STRATEGIC PLAN

The recommended action supports the following Countywide Strategic Plan Goals:

- North Star 1, Focus Area D, Strategy 7 (Older Adults & People with Disabilities) by promoting accessibility and improving equitable access to televised information for people who are Deaf or hard of hearing, including older adults and people with disabilities.
- North Star 2, Focus Area F, Strategy 1 (Engagement) by engaging businesses, community organizations, and residents through education and outreach to promote awareness and compliance.

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[1] Los Angeles County Board of Supervisors, "Fostering Inclusivity Through Closed Captioning in Los Angeles County," motion adopted September 30, 2025 (https://file.lacounty.gov/SDSInter/bos/supdocs/207861.pdf)

- North Star 3, Focus Area C, Strategy 1 (Policies and Practices) by advancing an equity-based policy that reduces communication-access barriers in places of public accommodation.

FISCAL IMPACT/FINANCING

No additional net County cost will be requested for the recommended action. AD and participating departments will implement public education, outreach, complaint intake, and data-collection activities using existing staff and resources.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The ordinance adds Chapter 11.67 to Title 11 of the Los Angeles County Code and applies to places of public accommodation in unincorporated Los Angeles County, including, but not limited to, lodging establishments, restaurants, entertainment venues, retail establishments, transportation carriers, personal-service businesses, medical facilities, and government offices.

The ordinance requires closed captioning in the same language as the audio on capable televisions in use in public areas. It does not require closed captioning to be activated on more than one of every five capable receivers displaying the identical channel or program. When two or more receivers have closed captioning activated under this provision, the receivers may not be adjacent. Exceptions apply when captioning conflicts with the program's primary function or viewer experience, no receiver is available in a public area, or the receiver cannot display closed captioning.

The ordinance directs AD, in coordination with specified countywide partners and stakeholders, to begin a multilingual, linguistically, and culturally appropriate education and outreach campaign before January 1, 2027. The campaign will include stakeholder partnerships and input from the D/deaf and hard-of-hearing community. Educational materials will be disseminated through business associations, chambers of commerce, service organizations, community-based organizations, and Los Angeles County communication channels.

Under the ordinance, an individual may file a complaint with AD alleging a violation. During the first 36 months after the education campaign begins, AD will collect and analyze data on the number and nature of complaints received to identify compliance trends and determine whether additional education is needed. AD may conduct additional education campaigns if it determines that overall compliance is below 80 percent. Chapter 11.67 will sunset if AD’s analysis shows compliance of at least 80 percent and AD notifies the Executive Officer of the Board of Supervisors, or on December 31, 2031, whichever occurs first.

County Counsel has reviewed and approved the ordinance as to form. The ordinance does not supersede State or federal accessibility requirements, including requirements concerning effective communication and reasonable accommodations under the Americans with Disabilities Act, and includes a severability provision.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The ordinance and public education campaign are expected to enhance accessibility in public spaces without disrupting existing services in Los Angeles County. AD will coordinate implementation activities with participating departments and stakeholders using existing staff and resources. Approval of the recommended action is not expected to affect current County services.

CONCLUSION

Approval of the recommended action will expand access to closed captioning in public areas of places of public accommodation and advance Los Angeles County's accessibility, inclusion, and equitable access goals.

Should you have any questions, please contact me directly, or your staff may contact Victoria Jump, Acting Chief Deputy, at VJump@ad.lacounty.gov.

Respectfully Submitted,

Maral V. Karaccusian
Maral V. Karaccusian
Director

MK:VJ:SH:IP:jw

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Department of Economic Opportunity

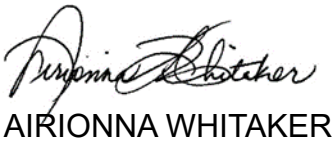
Enclosure

EXHIBIT A

ANALYSIS

This ordinance amends Title 11 – Health and Safety of the Los Angeles County Code by adding Chapter 11.67 – Closed Captioning in Places of Public Accommodation requiring places of public accommodation, as defined, to activate Closed Captioning on televisions operating during business hours unless included exceptions apply.

DAWYN R. HARRISON
County Counsel

By 
AIRIONNA WHITAKER
Deputy County Counsel
Social Services Division

AW:dd

Date Received: 3/17/2026

Date Revised: 4/17/2026

ORDINANCE NO._____

An ordinance amending Title 11 – Health and Safety of the Los Angeles County Code, relating to Closed Captioning in Places of Public Accommodation.

The Board of Supervisors of the County of Los Angeles ordains as follows:

SECTION 1. Chapter 11.67 is hereby added to read as follows:

CHAPTER 11.67 CLOSED CAPTIONING IN PLACES OF PUBLIC ACCOMMODATION

11.67.010 Purpose and Applicability.

The purpose of this Chapter is to expand access to closed captioning in places of public accommodation within unincorporated Los Angeles County.

11.67.020 Definitions.

The following definitions shall be applicable to this Chapter:

A. "Closed Captioning" means a transcript or dialog of the audio portion of a television program that is displayed on a portion of a television receiver screen when the user activates the feature.

B. "Closed Captioning Television Receiver" or "CCTR" means a receiver of television programming that has the ability to display Closed Captioning, including, but not limited to, a television, digital set top box, and other technology capable of displaying Closed Captioning for television programming.

C. "Regular Business Hours" means the hours of any day in which a place of public area or public facility is generally open to members of the general public.

D. "Responsible Person" means an owner, manager, employee, or agent with the authority to control a CCTR in a Place of Public Accommodation.

E. "Public Area" means any part of a Place of Public Accommodation that is open to the general public.

F. "Place of Public Accommodation" means any place, licensed or unlicensed, where the public gathers, congregates, or assembles for amusement, recreation or public purposes, or any place, store, or other establishment that supplies goods or services with or without charge to the general public or any medical facility or government office. "Place of Public Accommodation" includes, but is not limited to, the following types of services or facilities: hotels, or other establishments which provide lodging to transient guests; restaurants, cafeterias, lunchrooms, lunch counters, soda fountains, or other facilities principally engaged in selling or offering for sale food for consumption upon or off the premises; public restrooms; public elevators; motion picture houses, theatres, concert halls, sport arenas, stadiums, or other places of exhibition or entertainment; bowling alleys, pool halls, arcades, and amusement parks; retail establishments; transportation carriers; barber shops and beauty shops; bars or taverns or other facilities engaged in selling or offering for sale alcoholic beverages for consumption upon the premises; and public burial facilities.

11.67.030 Activation of Closed Captioning.

A. Beginning January 1, 2027, a Responsible Person at a Place of Public Accommodation in unincorporated Los Angeles County shall ensure Closed Captioning is activated and remains activated at all times during Regular Business Hours on

capable CCTRs in use in Places of Public Accommodation that are open to the general public, consistent with the requirements and exceptions set forth in this ordinance. Closed Captioning shall be displayed in the same language as the audio.

B. Closed Captioning must be activated on televisions in use in Public Areas unless doing so would conflict with the primary function of the program or the viewer experience.

11.67.040 Exceptions.

There is no requirement to activate Closed Captioning on more than one of every five CCTRs displaying the identical channel or program.

If two or more CCTRs under this rule have Closed Captioning activated, they shall not be adjacent to each other.

Further, the requirements of Section 11.67.030 are not applicable if either of the following applies:

A. There is no receiver of television programming of any kind available in a Public Area of the Place of Public Accommodations.

B. The receiver of television programming is incapable of displaying Closed Captioning.

11.67.050 Public Education Campaign.

A. The Department of Aging and Disabilities, in coordination with the Commission on Disabilities, Office of Immigrant Affairs, the Department of Economic Opportunity, other relevant County Departments, and interested stakeholders, shall develop and implement a countywide public education and outreach campaign aimed at

increasing visibility and understanding of Closed Captioning accessibility requirements in the unincorporated Los Angeles County.

B. The campaign shall include, but not be limited to, public dissemination of educational materials through stakeholder partnerships, including business associations, chambers of commerce, service organizations, community based organizations and county communication channels; and development and dissemination of multilingual educational materials. Stakeholder input from the Deaf/Hard of Hearing community should be obtained during development of the public education campaign.

C. Outreach under this Section shall be conducted through a coordinated public education and awareness campaign and shall not be interpreted to require individualized direct contact with each Place of Public Accommodation.

D. The campaign shall be conducted in a linguistically and culturally appropriate manner.

F. The education campaign shall commence prior to January 1, 2027 and inform Places of Public Accommodation of the requirements of this ordinance.

11.67.060 Data Collection.

A. An individual may allege a violation of Section 11.67.030 by filing a complaint with the Department of Aging and Disabilities. The Department of Aging and Disabilities shall collect data on the number of complaints received and the nature of the complaints during the first thirty-six (36) months after the start date of the education campaign. The Department of Aging and Disabilities shall evaluate and analyze the data. Additional education campaigns may be conducted should the Department of

Aging and Disabilities determine that overall compliance is under eighty (80) percent within the unincorporated areas of Los Angeles County during the first thirty-six (36) months after the start of the education campaign.

11.67.070 Other Applicable Laws.

A. Nothing in this ordinance shall be construed to imply an exemption from state or federal requirements, such as those for effective communication and reasonable accommodations required under the Americans with Disabilities Act.

B. If any section, sentence or provision of this ordinance, or the application thereof to any person or circumstances shall be declared invalid, such invalidity shall not affect any of the other sections, sentences, provisions, or applications of this ordinance which can be given effect without the invalid provision or application, and to this end the provisions of this ordinance are declared to be severable.

11.67.080 Sunset.

A. This Chapter shall sunset if the Department of Aging and Disabilities, through its analysis described in Section 11.67.060.A, shows eighty (80) percent or more compliance and notifies the Executive Officer for the Board of Supervisors or on December 31, 2031, whichever is earlier.

[CH1167AWCC]

BOARD LETTER/MEMO
CLUSTER FACT SHEET

☒ Board Letter ☐ Board Memo ☐ Other

CLUSTER AGENDA REVIEW DATE	9/9/2026
BOARD MEETING DATE	9/29/2026
SUPERVISORIAL DISTRICT AFFECTED	☒ All ☐ 1st ☐ 2nd ☐ 3rd ☐ 4th ☐ 5th
DEPARTMENT(S)	Aging and Disabilities (AD)
SUBJECT	Approval of Ordinance Amending Title 11—Health and Safety—of the Los Angeles County Code by Adding Chapter 11.67—Closed Captioning in Places of Public Accommodation in the Unincorporated Areas of Los Angeles County
PROGRAM	N/A
AUTHORIZES DELEGATED AUTHORITY TO DEPT	☐ Yes ☒ No
SOLE SOURCE CONTRACT	☐ Yes ☒ **No** If Yes, please explain why: N/A
SB 1439 SUPPLEMENTAL DECLARATION FORM REVIEW COMPLETED BY EXEC OFFICE	☐ Yes ☒ No – Not Applicable
DEADLINES/ TIME CONSTRAINTS	Advancing the item in September is timely because September is Deaf Awareness Month.
COST & FUNDING	**Total funding**: N/A **Funding source:** N/A - No additional Net County Cost will be requested. AD and participating departments will use existing staff and resources. **TERMS (if applicable):** N/A
PURPOSE OF REQUEST	The request seeks Board approval to introduce an ordinance requiring closed captioning to be activated on capable televisions in public areas of businesses and other places of public accommodation in unincorporated Los Angeles County. It also directs AD to conduct education and outreach to increase awareness, support compliance, and improve access to televised information for people who are Deaf or hard of hearing and others who benefit from captioning.
BACKGROUND (include internal/external issues that may exist including any related motions)	On September 30, 2025, the Board adopted the motion, *Fostering Inclusivity Through Closed Captioning in Los Angeles County*, directing AD, in consultation with LACCOD, DEO, County Counsel, and other relevant departments, to develop a proposed closed captioning ordinance and implementation plan, conduct stakeholder engagement, and outline an education and outreach campaign.

	The proposed ordinance responds to concerns that closed captioning capabilities are widely available but are not consistently activated in public settings. Implementation will require coordination among County departments, businesses, community organizations, and the Deaf and hard-of-hearing community. Implementation considerations include ensuring affected businesses understand the requirements and exceptions, providing accessible and culturally appropriate outreach, monitoring complaints and compliance, and carrying out these responsibilities using existing departmental staff and resources. The ordinance does not replace or supersede existing State or federal accessibility requirements.
EQUITY INDEX OR LENS WAS UTILIZED	☐ Yes ☒ No If Yes, please explain how:
SUPPORTS ONE OF THE NINE BOARD PRIORITIES	☒ Yes ☐ No
DEPARTMENTAL CONTACTS	Name, Title, Phone # & Email: Victoria Jump, Acting Chief Deputy, (213) 856-1219, VJump@ad.lacounty.gov