



External Stakeholder Relations Committee Agenda

Tuesday, July 7, 2026 at 3:30 PM

COTA-WG Porter Boardroom, 33 N High St, Columbus OH

1. **Call to Order**
2. **Roll Call**
3. **Approval of External Stakeholder Relations Committee Minutes**
 - A. May 5, 2026 External Stakeholder Relations Committee Minutes
4. **New Business**
 - A. Customer Experience Action Plan - Sarah McQuaide, COTA Marketing and Engagement Director
 - B. Government Affairs Update - Casey Blazer, COTA Government Affairs Director
 - C. Accessible Transportation Advisory Committee Update – Amy Hockman, Deputy Chief Operating Officer, On Demand and Customer Care
 - D. COTA Advisory Panel Update - Casey Blazer, COTA Government Affairs Director and Kenny Ganter, COTA Service Planner
 - E. LinkUS Public Engagement Update- Jeff Pullin, COTA Public and Media Relations Director
5. **Other Business**
6. **Adjournment**

Next Meeting: 3:30 pm, Tuesday, September 8, 2026

External Stakeholder Relations Committee Members

- Erika Clark Jones, Chair
- Pete Bucher, Trustee
- Brent Pastorek, Trustee
- Heather Ulrey, Trustee
- Patrick Harris, Chief Staff Liaison