



## External Stakeholder Relations Committee Agenda

Tuesday, May 5, 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. March 3, 2026 External Stakeholder Relations Committee Minutes
- 4. New Business**
  - A. COTA Customer Experience Strategy - Sarah McQuaide, COTA Marketing and Engagement Director
  - B. LinkUS Communications Engagement Update - Jeff Pullin, COTA Public and Media Relations Director
- 5. Other Business**
- 6. Adjournment**

**Next Meeting:** 3:30 pm, Tuesday, July 7, 2026

### External Stakeholder Relations Committee Members

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