

Engage·TOLEDO

Ambassador Academy

Frequently Asked Questions

What is the Engage Toledo Ambassador Academy?

The Engage Toledo Ambassador Academy is an eight week course designed to inform citizens about municipal operations and inspire civic engagement. Class members will interact with department leaders who will provide “behind-the-scenes” perspectives on how Toledo is working to enhance service delivery systems for residents and businesses through technology and best management practices.

Who is eligible to participate?

The Academy is open to all City of Toledo residents 18 years of age or older.

What is the attendance requirement?

Participants in the academy must attend five (5) out of the seven (7) classes to graduate and become Engage Toledo Ambassadors.

Do I need to apply to enroll?

Yes, participants must complete an application to enroll in the academy.

How do I apply?

Applications are available online. Simply fill out an application and submit to ETAA@toledo.oh.gov or print out an application and mail to Engage Toledo Ambassador Academy, 420 Madison Avenue, Toledo, Ohio, 43604.

How are participants selected?

Participants will be accepted on a first-come, first-served basis, with some exceptions possible to ensure broad representation across the city.

(More)

What if I am not selected? Will you have another class?

Class size is limited to approximately 25 people so it is likely that not everyone who wants to participate will be able to do so. We plan to host two sessions a year.

Why would I want to participate in the Engage Toledo Ambassador Academy?

The Academy is a great way to find out more about how the City of Toledo is working for you but also relies on private citizens to help report issues. Additionally, citizens who may consider applying for an appointment to one of Toledo's many boards and commissions will gain insight into how the City functions. By knowing more about how the City currently performs work, citizens can provide constructive input to leaders for continuous improvement.

Where are the classes located?

The classes will be held at different city facilities depending on the featured curriculum. Selected participants will receive acceptance letters that include an agenda for each class and directions, along with contacts to address questions or accessibility issues.

May I bring a guest to classes with me?

Due to space restrictions, classes are limited to participants only; however, guests are invited and encouraged to the graduation ceremony.

What is expected of me when I graduate?

It is hoped graduates of the Academy will share their knowledge with friends, family members and colleagues to further increase civic engagement in our community.

Graduate ambassadors will be invited to serve in the role of citizen liaison to the city. For example, ambassadors will have the knowledge to appropriately direct other citizens to use Engage Toledo and understand why some things issues take longer than others to resolve.

What do I need to do if I cannot attend a class for any reason?

If you cannot attend a class, please email ETAA@toledo.oh.gov or call Engage Toledo at 419-936-2020.

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What do I wear to each class?

The classes are informal. Participants are encouraged to wear comfortable shoes, as there will be tours and interactive exercises.

Whom do I contact with more questions?

Please email any questions or comments to us at [ETAA @toledo.oh.gov](mailto:ETAA@toledo.oh.gov).