

Rachel Hart serves as Chief Communications Officer for the City of Toledo, where she has transformed how the city engages residents through modern, accessible communication. She led development of a new city website, digital services, and a refreshed brand, while expanding newsletters, a weekly podcast, and social media—doubling audience reach. Hart has guided critical communications during emergencies, including COVID-19, the Point Place tornado, and the Arlington sewer collapse. With nearly seven years of service to Toledo and a background in web development, she has been recognized as a 20 Under 40 honoree committed to building trust and strengthening connections between government and the community. She is a graduate of Bowling Green State University.