Sample Timeline

Scheduled start time: **XX:XXam/pm TZ**

Time (15 minutes to start)	Everyone dials in according to their respective roles
Time (3-5 minutes to start)	Event Specialist will ask to begin the dial
Time (Start time)	Event Specialist will count down to go live when staff/**Congressman** is ready
Time (1-2 minutes)	Moderator greets participants and tells them to press *3 for questions, introduces topic and Member
Time (3-5 minutes)	**Congressman** gives opening remarks and provides information on topic
Time	Moderator reminds participants to press *3 to ask a question, or *6 to join the **Congressman**'s e-newsletter
Time (1 minute)	Moderator introduces the first poll question
Time (1 minute)	Moderator shares poll results
Time	Moderator introduces first question** (from the phone or online)
Time (2-3 minutes)	**Congressman** answers question
Time (10 minutes)	Continue taking live or online questions
Time (1 minute)	Moderator reminds participants who are just joining how to ask a question (*3) **and join the e-newsletter (*6)**
Time (3-5 minutes)	**Congressman** does a brief overview of what has been discussed so far for new participants who have joined
Time (10 minutes)	Continue taking live or online questions
Time (2 minutes)	Moderator asks another poll question and reminds people how to ask a question (*3) and join the e-newsletter (*6)
Time (10 minutes)	Continue taking live or online questions
Time (2-3 minutes)	Moderator asks final poll question and introduces the final live question
Time (5-7 minutes)	**Congressman** answers the final question and then does closing remarks
Time (2-3 minutes)	Moderator reminds people to leave a voicemail at the end, as well as how to contact their office, etc. Event ends.

**We recommend having a few questions prepared in the case that a question is not ready to be taken live.

Sample Scripts

Introduction:

Moderator: Good evening. My name is _____ and I am the _____ in **Congressman** _____ _____'s office. Thank you for joining our interactive Access Live event. We host these events to give **Congressman** _____ the chance to speak directly with you wherever you are and reach as many of you and answer as many questions as possible. This evening we will be discussing [introduce topic and any guest speakers].

As I mentioned, this is an interactive forum and we would love to hear from you. We will be taking as many questions from constituents as we possibly can on this event. If you have a question, you can press star three (*3) on your phone keypad at any time and you will be placed in line to speak with a member of our staff. They will take down your name and a brief summary of your question. The next time you hear your name, you will be live on the call and you will be able to ask your question directly**. [If you are streaming the event on our website, you can simply type your name and question below the streaming player]**. We will do our best to answer as many questions as we possibly can this evening. We receive a lot of questions on our live events, so if we are not able to address your question, please **[leave a voicemail after the event, send us an email at xxxxx@mail.house.gov, call our office at xxx-xxx-xxxx, etc.].** Again, if you have any questions throughout the event, please press star three (*3) on your keypad or type them below the streaming player. Now, I will turn it over to **Congressman** _____.

Congressman: Hello and good evening. Thank you for joining us for this important Access Live event to discuss _____. The goal of this event is to provide you with helpful information, to answer your questions, and to tell you about the resources available to you.

Throughout the call:

Poll example script:

Moderator: Okay, everyone, we would like to hear from you! We are going to ask a quick poll question. If you are on the phone, you can vote by pressing the corresponding number on your keypad. If you are online, you can vote by selecting your response below the streaming player. We want to know how you prefer to be contacted by our office. Press 1 if you prefer the phone such as townhalls like this. Press 2 for email. Press 3 for text message. Press 4 for Social media. Again, we want to know how you prefer to be contacted by our office. Press 1 for telephone townhalls. Press 2 for email. Press 3 for text message. Press 4 for Social media.

Other poll examples:
Topic specific questions, such as, "Do you approve or disapprove of xxx?"
Press 1 for approve or press 2 for disapprove

Multiple topic questions, such as, "Of the following 5 issues, which is most important to you?"
Press 1 for xx
Press 2 for xx
Press 3 for xx
Press 4 for xx
Press 5 for xx

Ask a question and join the newsletter example script:
This is an interactive forum and we would love to hear your questions. If you have a question, you can press star 3 (*3) on your keypad at any time to get in the queue to ask a question. A member of our staff will collect your questions and we will answer as many as we can during this live event. Again, you can press star 3 on your keypad at any time to get in the queue to ask a question. If you are participating online, you can submit your question below the streaming player. **Also, for those of you that would like to join the Congressman's e-newsletter and are participating by phone, you can press star 6 (*6) on your telephone keypad and a member of our team will add you to our list.**

Just a reminder, if you would like to get in the queue to ask question, you can press star 3 on your keypad if you are on the phone. If you are streaming online, you can submit your questions below the streaming player. Also, if you would like to register for the e-newsletter, please press *6.

Closing:

We are coming to the end of our live event this evening. Thank you for taking the time to join us for this important event with **Congressman** _____. We appreciate the opportunity to speak directly with you and answer your questions. [If we were not able to get to your question this evening, **you can leave a voicemail after the event**, send us an email at xxxxx@mail.house.gov, call our office at xxx-xxx-xxxx, etc.]. We will host more of these events in the future to keep you informed on what we are working on in Washington DC, resources available to you, and other important updates. Thank you again and have a good evening!