**QUESTIONS FROM HULL 2017 PRESS TEAM**

***Q. Can you send me the audio that people will hear when they answer the phones?***

* We can send a sample chunk that gives a good preview (attached)

***Q. Is there any chance I can experience the car in advance of next Friday so I know what I’m pitching in to media? If not, can you send me a script?***

* Press can see the car get-in on 29th September but we’ll be rehearsing and won’t be able to offer any car experiences.
* We can send you the script for the car journeys (attached)

***Q. When will I be able to watch a preview of the films in advance of 1 October?***

* We can send them to you via Vimeo link whenever you need.

***Q. I understand 297 phone boxes will ring but only 150 people will get through at once. Is there a holding message? Can you send me it?***

* The ring of the phone boxes will be slightly staggered. If a phone box isn’t answered another will ring immediately after, so all phone boxes will be rung within the space of 5 – 10 minutes.
* Yes there is a message if you try and dial in while waiting. Yes we can send it later this week.

***Q. I thought we’d decided in the meeting to only use the 0800 number but the 01482 one is on the flyer. Does that mean we aren’t going with the 0800 number at all and if we are, how are we promoting it? I think we need to make it clear whether the number is free from a landline/mobile/pay phone or whether there is a charge and if so, how much.***

* This issue has been solved and the original number is now free from KCOM phone boxes. Landline and mobile will be charged at the standard network rate.
* From any KCOM landline (including the phone boxes) you can call *50 2097*.
* From any other phone, you need the Hull prefix as well so you would call *01482 50 2097*.

***Q. Do you have a link to download the app? Do we want to share this with Hull Daily Mail for their web article? Can you download it in advance of 1 October?***

* Platform-dependent iOS or Android. On App store or Play Store from 1 October. We will send links to the project team in advance once it’s accepted by the App Store.

**REACTIVE MEDIA Q&As**

I think we need a media Q&A / crisis comms plan. Do we want to put any of the answers to these questions out proactively to manage expectations?

***Q. How many people will be able to experience the car?***

* 40 people a day probable maximum, x 9 days = 360 total

***Q. Why can only one person experience the car at a time?***

* There is only room for one person (and their accompanying adult if under 18) because of the driver, actor and technical operator. It’s an intimate, one-on-one experience that places the participant at the centre.

***Q. What does the tech person do?***

* They monitor the flow of incoming calls and the progress of car journeys to direct cars to pick up the next person in the queue.

***Q. Is there an age limit?***

* If the participant in the car will be unaccompanied, they must be over 18 years of age. The car has space for one accompanying adult along with the participant.

***Q. What will happen with the interviews with the passengers in the car? Will they be broadcast anywhere? If so, are you asking people to sign a permission form before entering the car?***

* We ask for a verbal release as the audience member finishes the experience. An edit of the interview audio may be used in documentation.

***Q. Will there be seating at the screenings? / Can you book seating if you have a disability?***

* Some seating will be available for those who need it but, but the screenings are generally not seated.

***Q. Why didn’t the phone box near me ring?***

* Thanks to amazing Hull 2017 Volunteers who helped us test nearly 300 phone boxes in advance, we found that a handful of Hull’s phone boxes can’t ring, but you can still dial in from them using the number 50 2097.

***Q. Is the car accessible if anybody has any disability requirements?***

* Yes, there will be a wheelchair-friendly, bookable car experience on Sunday 29th October 2017.
* To find out more about accessibility at the experience, please speak with a Hull 2017 Volunteer at the screenings, or email hello@wemadeourselvesover.com

***Q. Is the film available in other formats eg subtitles, sign language etc?***

* All films are available with subtitles and in an audio-described version. These will be released on YouTube in addition to the standard films.
* The audio-described public screening will be at Pickering Park on Saturday 14 October, from 15:00 – 16:00.
* To find out more about accessibility at the experience, please speak with a Hull 2017 Volunteer at the screenings, or email hello@wemadeourselvesover.com.

***Q. Why can only one person per phone box speak to somebody from the future?***

* Sorry, we’re not quite sure what this question means

***Q. What if there is a queue?***

* Anybody participating will have received all the information they need via phone calls to the number they registered with. Volunteers will be on hand where necessary to answer any questions about queueing times.
* There will be event security but not dedicated to the phone boxes. We will monitor and assess on Sunday as to what staffing might be assigned solely to monitor phone boxes, and adjust as necessary for the rest of the month.

***Q. I answered the phone but didn’t get to ride in the car, why not?***

* The intimate and immersive nature of the car journeys means that there has to be a limited capacity. We have been careful throughout our messaging of the project not to guarantee a car journey to any participant.
* Each weekend is a new opportunity for participants to be in the right place, at the right time, for a car journey.

***Q. How do you decide who gets to ride in the car?***

* It’s a first-come, first-served system, with information given over the phone that tells participants where the cars are going to be next. Participants who follow the instructions and make sure they are where they need to be at the right time stand the best chance of being picked up by a car.
* If it’s over-subscribed then it’s about who is willing to wait for the next opportunity.

***Q. Why aren’t you screening the film near me? How did you decide where the screenings would be held?***

* We took suggestions from the public in Hull via a call-out throughout the year as to where we should screen the films. We have gone for the best spread and mix of central and community locations.

***Q. I’ve got a bill for £?? after ringing the number. Why wasn’t it free?***

* Our partners KCOM have made calls from KCOM landlines and from phone boxes free, but your network operator will charge you at your standard rate for calls from your mobile.

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