



District of North Saanich

STAFF REPORT

To: Rob Buchan
Chief Administrative Officer

Date: May 9, 2016

From: Coralie Breen
Planner

File: 6440-20; 6480

Re: District of North Saanich 2016 Community Survey Draft Report (May 4, 2016)

RECOMMENDATION:

That Council receive this staff report (May 9, 2016) for information.

STRATEGIC PLAN IMPLICATIONS:

This matter relates to the following Council strategic priorities:

Protect and Enhance Rural, Agricultural, Heritage, Marine and Environmental Resources

The Official Community Plan (OCP) states that the vision statement should be considered as the foundation or cornerstone of the principles for OCP direction on land use. The vision is to:

Retain the present rural, agricultural and marine character of the community.

The primary objective of the District of North Saanich 2016 Community Survey was to obtain feedback on the core community values and goals reflected in the Official Community Plan (OCP), and on whether Area 1 (McTavish) and Area 2 (Tsehum) as currently in the OCP is consistent with those values.

INTRODUCTION/BACKGROUND:

The purpose of this staff report is to provide Council with the District of North Saanich 2016 Community Survey Draft Report (May 4, 2016) (the Report). The Report presents the findings of the survey and is provided to Council in advance of the District of North Saanich Community Workshop (May 17, 2016) presented by Ipsos LP. The Workshop will formally present the results and provide opportunity for discussion.

Ipsos conducted both a telephone survey and an online survey.

Telephone Survey

The telephone survey was intended to provide a random and representative sampling of community opinions.

Ipsos interviewed 300 adult (18+ years) residents of North Saanich between April 6th and April 20th, 2016.

The overall margin of error for the telephone survey, which takes into account the weighting, is +/- 6.0%, 19 times out of 20. The margin of error is larger for any sub-groupings of the sample.

Online Survey

The online survey was intended to give all residents with an opportunity to provide their feedback.

A total of 371 respondents completed the online survey between April 7th and April 20th, 2016. The online results shown in this report are based only on the 319 North Saanich resident respondents with no District staff in their household.

No weighting was applied to the online data. No margin of error is applicable to the online results as the survey was not intended to be random or representative.

The telephone survey results are the main focus of this report. It is the strong view of Ipsos that the telephone results provide the more reliable and representative picture of public opinion. The online results are presented side by side for each question in this report.

In addition to this report, there are some materials including the final questionnaires for both surveys as well as the detailed tables for both surveys which will be available at the workshop and on the District website after the workshop.

FINANCIAL:

Council has approved \$38,000.00 for the community survey and focus groups (6 COW/8 Council).

OPTIONS:

Council may:

1. Receive the staff report as information.

NEXT STEPS IN THE COMMUNITY SURVEY TIMELINE:

Focus group selection and recruitment (Ipsos LP)	Current
Draft Focus Group Questions to Council	May 24 th
CAC Meeting	June 8 th 4 – 6 pm
Focus Group meetings	June 21 st 4 – 6 & 6: 30 – 8:30
Final Community Survey (Report #2)	
Staff Report to Council	July 18th

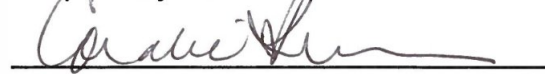
INTERDEPARTMENTAL INVOLVEMENT/IMPLICATIONS:

The report was circulated to the District of North Saanich Directors for review.

SUMMARY/CONCLUSION:

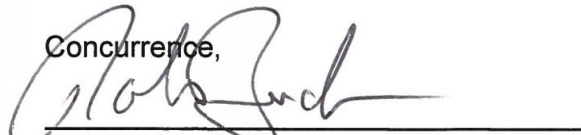
The District of North Saanich 2016 Community Survey Draft Report (May 4, 2016) is provided for information only.

Respectfully submitted,



Coralie Breen
Planner

Concurrence,



Rob Buchan
Chief Administrative Officer

Concurrence:




Anne Berry, Director of Planning & Community
Services



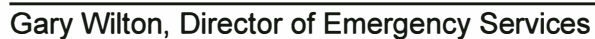
Eymond Toupin, Director of Infrastructure
Services



Theresa Flynn, Director of Financial Services

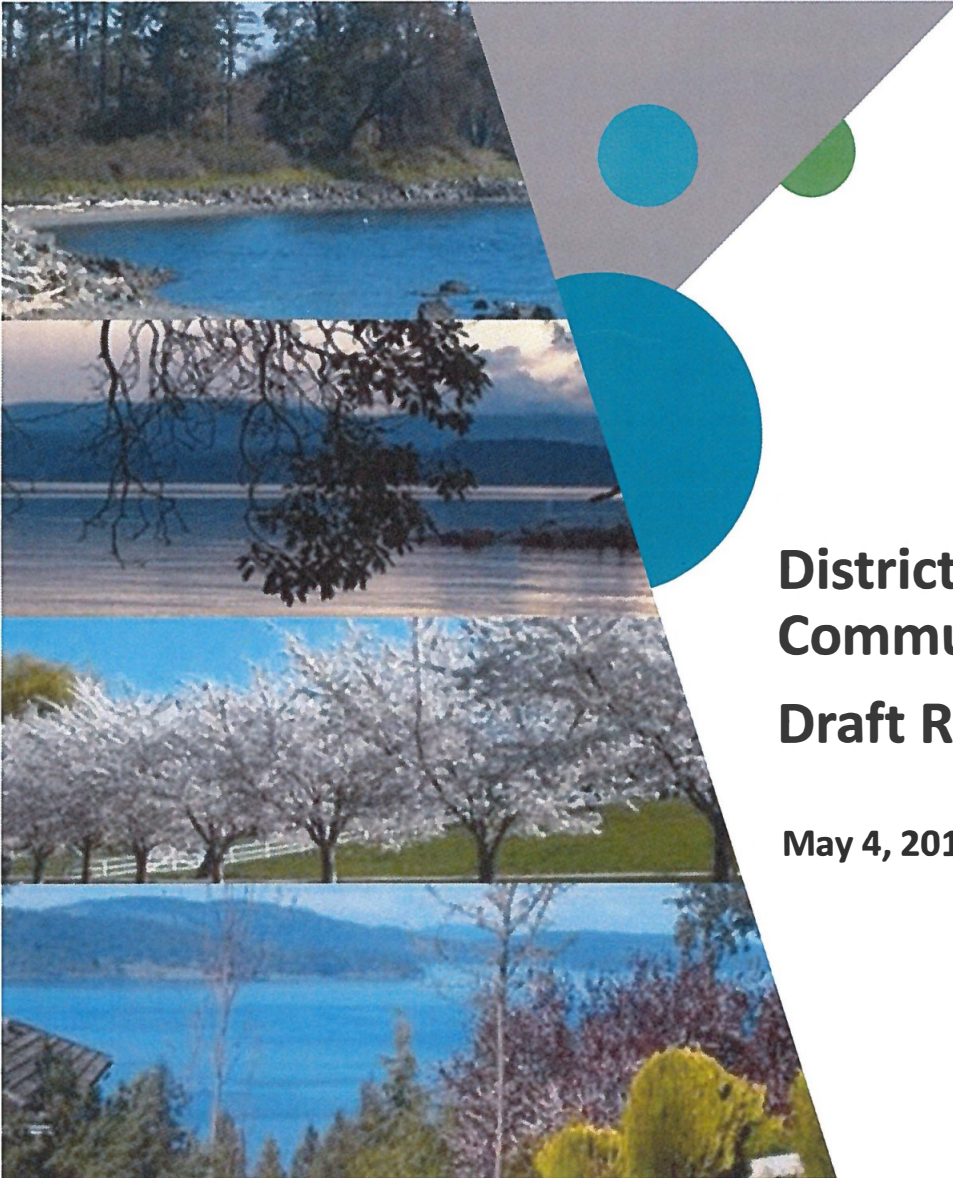


Curt Kingsley, Director of Corporate Services



Gary Wilton, Director of Emergency Services

Appendix A District of North Saanich 2016 Community Survey Draft Report (May 4, 2016)
Appendix B Workshop Agenda (May 17, 2016)



Ipsos Public Affairs



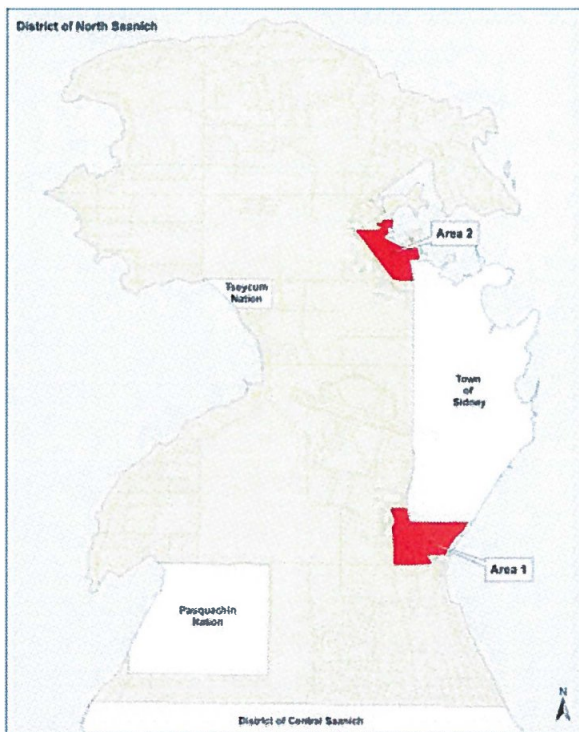
District of North Saanich 2016 Community Survey Draft Report

May 4, 2016

Background and Methodology

Ipsos Public Affairs

This report presents the findings of the District of North Saanich's 2016 Community Survey. The primary objective of this survey was to obtain feedback on the core community values and goals reflected in the Official Community Plan (OCP), and on whether Area 1 (McTavish) and Area 2 (Tsehum) as currently in the OCP is consistent with those values.



Area 1 – McTavish



Area 2 – Tsehum



Background and Methodology (continued)

Ipsos conducted both a telephone survey and an online survey.

Telephone Survey

The telephone survey was intended to provide a random and representative sampling of community opinions.

Ipsos interviewed 300 adult (18+ years) residents of North Saanich between April 6th and April 20th, 2016.

The telephone sample was pulled from listed phone numbers based on postal walks. A screening question was included at the start of the survey to confirm residency in North Saanich. In addition, households with members who work for the District of North Saanich and/or the media were excluded from the survey via an upfront screening question.

The overall response rate to the telephone survey was 31%. This is calculated based on 389 willing respondents (300 completed interviews plus another 89 over-quota respondents) out of 1,247 total potential respondents (i.e. contacted and spoken with).

The telephone survey data were statistically weighted to ensure the sample's overall age and gender composition reflects that of the actual adult North Saanich population according to Census data. Despite Ipsos' best efforts to engage younger residents, the final number of 18 to 34 year olds in the sample was too small to apply a statistical weight to this age group. As such, age weighting was applied to those under 55 years and 55+ years. The impact of the weighting is shown in the Sample Characteristics tables at the end of this report. The main impact was weighting women down from 60% of the sample to a Census proportion of 51%, and to weight the 55+ years age group down from 70% of the sample to a Census proportion of 56%.

Analysis of the data shows the weighting had minimal impact on the overall results. For example, on the question of what Council should do in regard to bylaw 1352 (q7), none of the results would change by more than 1% if the weighting was not applied. The weighting had a similarly negligible impact on other questions.

The overall margin of error for the telephone survey, which takes into account the weighting, is +/- 6.0%, 19 times out of 20. The margin of error is larger for any sub-groupings of the sample.

Background and Methodology (continued)

Online Survey

The online survey was intended to give all residents with an opportunity to provide their feedback.

The District of North Saanich was responsible for promoting the survey within the community.

A total of 371 respondents completed the online survey between April 7th and April 20th, 2016.

A maximum of 3 surveys per IP address were accepted and no surveys were excluded for being over this limit. More than 3 surveys did come from two IP addresses, but the District confirmed that these surveys were completed at a verified business location among multiple employees.

The final online sample included the following:

- 319 North Saanich residents with no District staff in their household.
- 12 respondents with a District staff member in the household (including 4 non-residents).
- 44 non-residents of North Saanich (including 4 with a District staff member in the household).

The online results shown in this report are based only on the 319 North Saanich residents with no District staff in their household. Results for District staff households and non-residents can be found in the detailed tables for the online survey (under separate cover).

No weighting was applied to the online data.

No margin of error is applicable to the online results as the survey was not intended to be random or representative.

Background and Methodology (continued)

Ipsos Public Affairs

Additional Report Notes

The telephone survey results are the main focus of this report. It is the strong view of Ipsos that the telephone results provide the more reliable and representative picture of public opinion. Nevertheless, the online results are presented side by side for each question in this report.

Some totals in the report and in the detailed tables may not add to 100%. Some summary statistics (e.g. total familiar) may not match their component parts. The numbers are correct and the apparent errors are due to rounding.

In addition to this report, there are some materials under separate cover, including the final questionnaires for both surveys as well as the detailed tables for both surveys.

Ipsos Public Affairs

PHONE SURVEY SUMMARY



Phone Survey Summary

There is strong support (between 87% and 98%) for all nine objectives in the Official Community Plan (OCP) that are meant to provide the framework for future land use.

There are divided opinions as to whether the increased density housing permitted in Areas 1 and 2 is consistent with the objectives in the OCP.

- 48% say the increased density is consistent with the overall objectives in the OCP. 46% say it is not consistent.
- Fewer, 44%, say the increased density is consistent with the cornerstone objective to retain the present rural, agricultural and marine character of the community. 51% say it is not consistent.

There is also a split in terms of the approach desired from Council with respect to bylaw 1352 and the increased density housing permitted in the two areas.

- 33% want Council to allow the permitted increased density housing to proceed.
- 17% want Council to repeal the bylaw and allow none of the permitted increased density housing to proceed.
- 47% want Council to make some changes the number, type, location or other characteristics of the increased density housing permitted. The top suggestions for changes are less density, more affordable housing, more single/larger units and increased lot sizes.

There is support for several different housing types in Areas 1 and 2.

- A majority say they support seniors housing (85%), townhouses (73%), social or assisted housing (71%) , half acre residential housing (69%), small lot housing (66%) and one acre residential housing (54%).
- There is less support for either three story apartments (40%) or four story apartments (24%).

FULL RESULTS

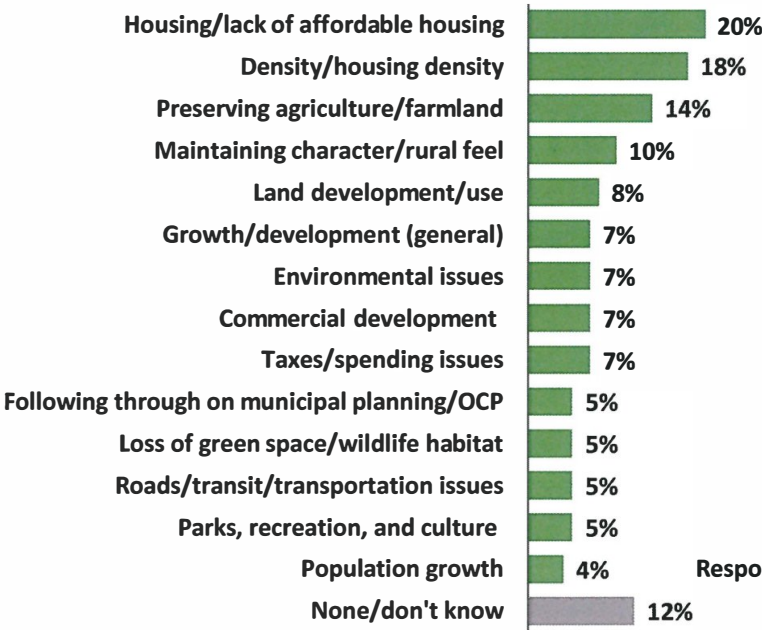


Most Important Community Issues (Coded Open-Ends, Multiple Responses Allowed)

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Housing, land use and development dominate the issues agenda for North Saanich residents. The two most frequently mentioned top of mind issues both relate to housing, including housing/lack of affordable housing (20% mentioned) and density/housing density (18%). The next two most mentioned issues both deal with the agricultural/rural character of the community, including preserving agriculture/farmland (14%) maintaining character/rural feel (10%).

Online survey respondents listed the same top four issue priorities as phone respondents, though in a slightly different order with maintaining character/rural feel as the most mentioned issue (16%).



Top Online Responses

- Maintaining character/rural feel (16%)
- Housing/lack of affordable housing (13%)
- Preserving agriculture/farmland (10%)
- Density/housing density (9%)
- Growth/development (general) (7%)
- Land development/use (6%)
- Over-development/limit development (6%)
- Following through on municipal planning/OCP (4%)
- Taxes/spending issues (3%)
- None/don't know (6%)

Responses < 4% not shown for phone survey.

Q1. In your view, as a resident of the District of North Saanich, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: All respondents (phone n=300, online n=319)

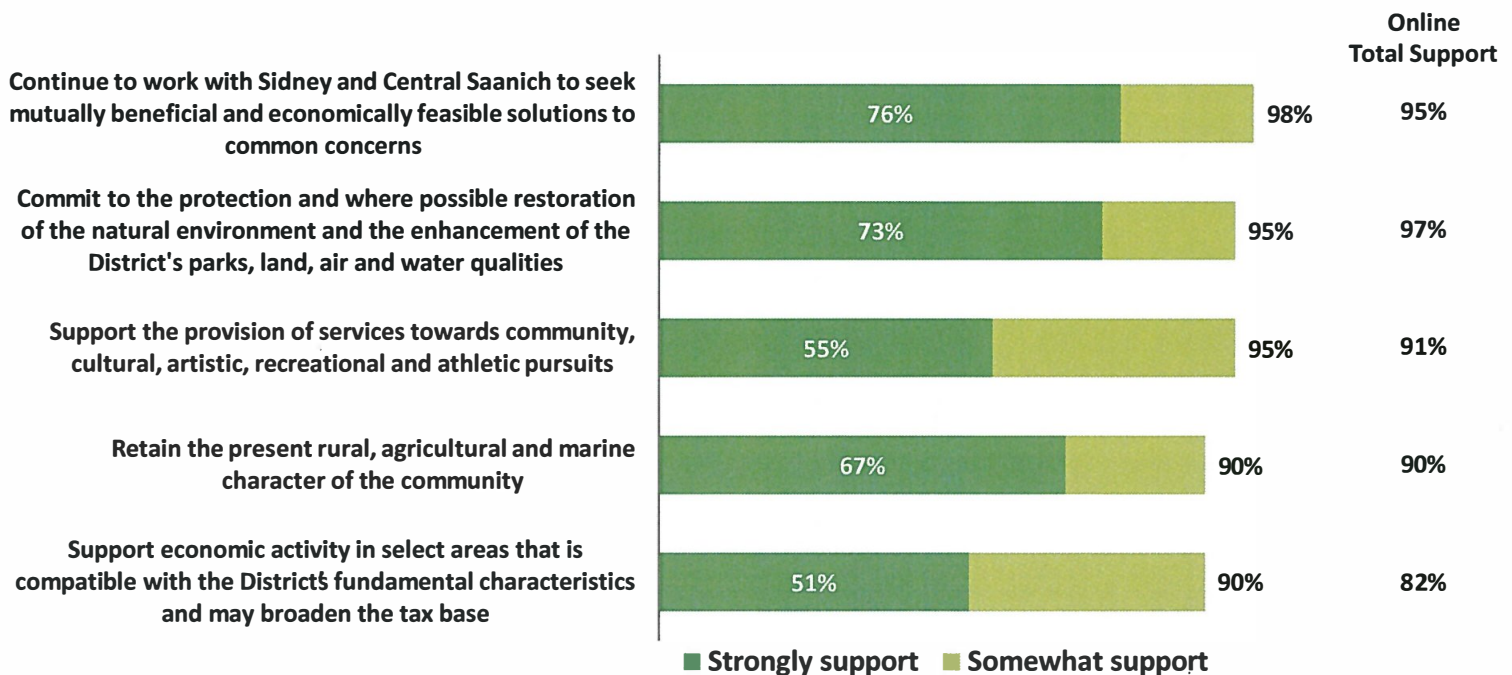


Support for OCP Objectives (Slide 1 of 2)

Ipsos Public Affairs

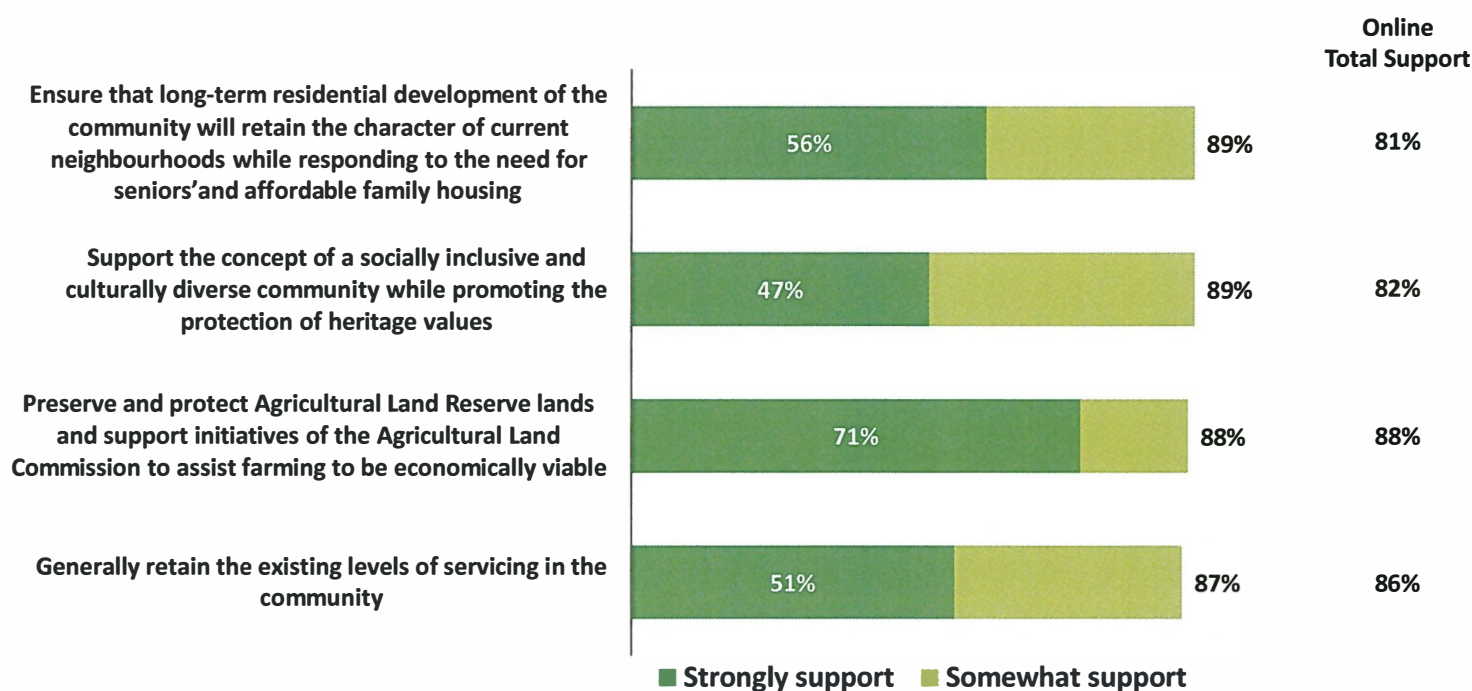
North Saanich residents are highly supportive of all nine objectives in the Official Community Plan (OCP) that are meant to provide the framework for future land use. Support ranges from a high of 98% for working with neighbouring municipalities on common concerns to a low of 87% for retaining service levels in the community. Nine-in-ten (90%) residents say they support the cornerstone objective of retaining the present rural, agricultural and marine character of the community.

Online survey respondents are also highly supportive of all nine objectives. Their highest support was for protection/restoration of the natural environment and enhancement of parks/land/air/water (97%). Their lowest support was for ensuring that development will retain the character of current neighbourhoods while responding to the need for seniors/affordable family housing (81%).



Support for OCP Objectives (Slide 2 of 2)

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Q2. Do you strongly support, somewhat support, somewhat oppose or strongly oppose including this objective in the plan?
(Shortened version – see final questionnaire for full question wording)

Base: All respondents (phone n=300, online n=319)

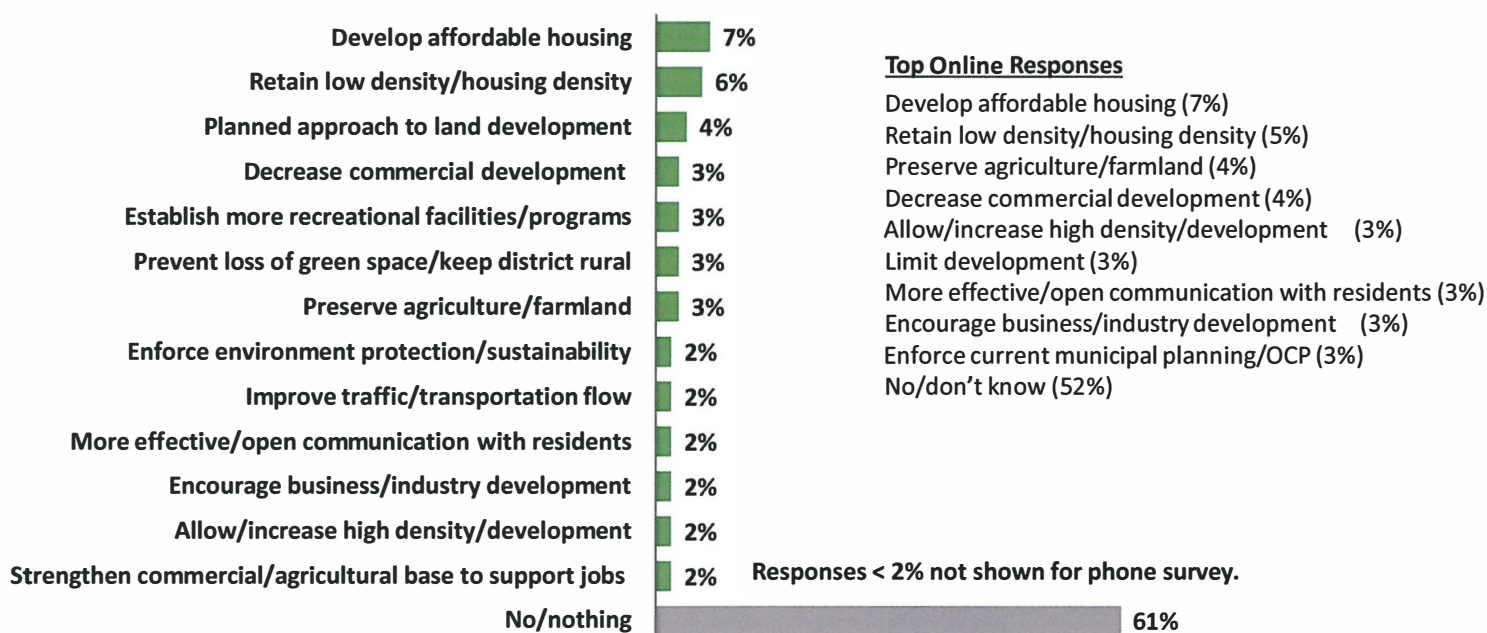


Other Objectives Desired in Official Community Plan (Coded Open-Ends, Multiple Responses Allowed)

Ipsos Public Affairs

Six-in-ten (61%) North Saanich residents had no suggestions for other important objectives to be added to the Official Community Plan to help guide land use decision making. The top two open-ended suggestions related to developing affordable housing (7% mentioned) and to retaining low density housing (6%).

Roughly half of the online respondents (52%) also had no suggestions for additional OCP objectives. Their top two suggestions were the same as in the phone survey, namely to develop affordable housing (7%) and to retain low density housing (5%).



Description Provided for Bylaw 1352

Ipsos Public Affairs

Survey respondents were read (phone) or shown (online) the information below about bylaw 1352 prior to being asked any further survey questions.

Phone Survey Description

As you may know, in July 2014, North Saanich Council passed bylaw 1352 which permitted new increased density housing in two defined areas of North Saanich. This increased density housing could include small lot houses, townhouses or apartments.

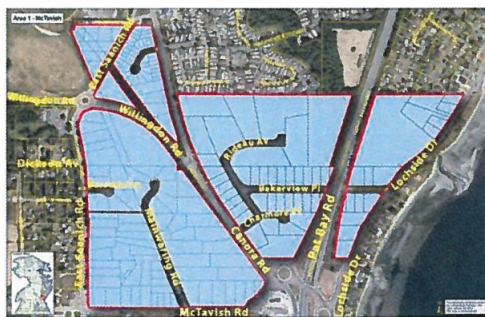
Area 1 is 126 acres in size and is bounded by McTavish Road on the South, the Sidney border on the North, East Saanich Road on the West and Lochside Drive on the East. Area 2 is 79 acres in size and is mostly bounded by John Road on the South, McMicken Road on the North, Pat Bay Highway on the West and McDonald Park Road on the East. Area 2 also includes the Windward Kiwanis Village just East of McDonald Park Road.

Online Survey Description (and maps)

As you may know, in July 2014, North Saanich Council passed bylaw 1352 which permitted new increased density housing in two defined areas of North Saanich. This increased density housing could include small lot houses, townhouses or apartments.

Area 1 is 126 acres (51 hectares) in size and is bounded by McTavish Road on the South, the Sidney border on the North, East Saanich Road on the West and Lochside Drive on the East. Area 2 is 79 acres (32 hectares) in size and is mostly bounded by John Road on the South, McMicken Road on the North, Pat Bay Highway on the West and McDonald Park Road on the East. Area 2 also includes the Windward Kiwanis Village just East of McDonald Park Road.

Maps of Area 1 and Area 2 can be found below (much bigger in actual survey).

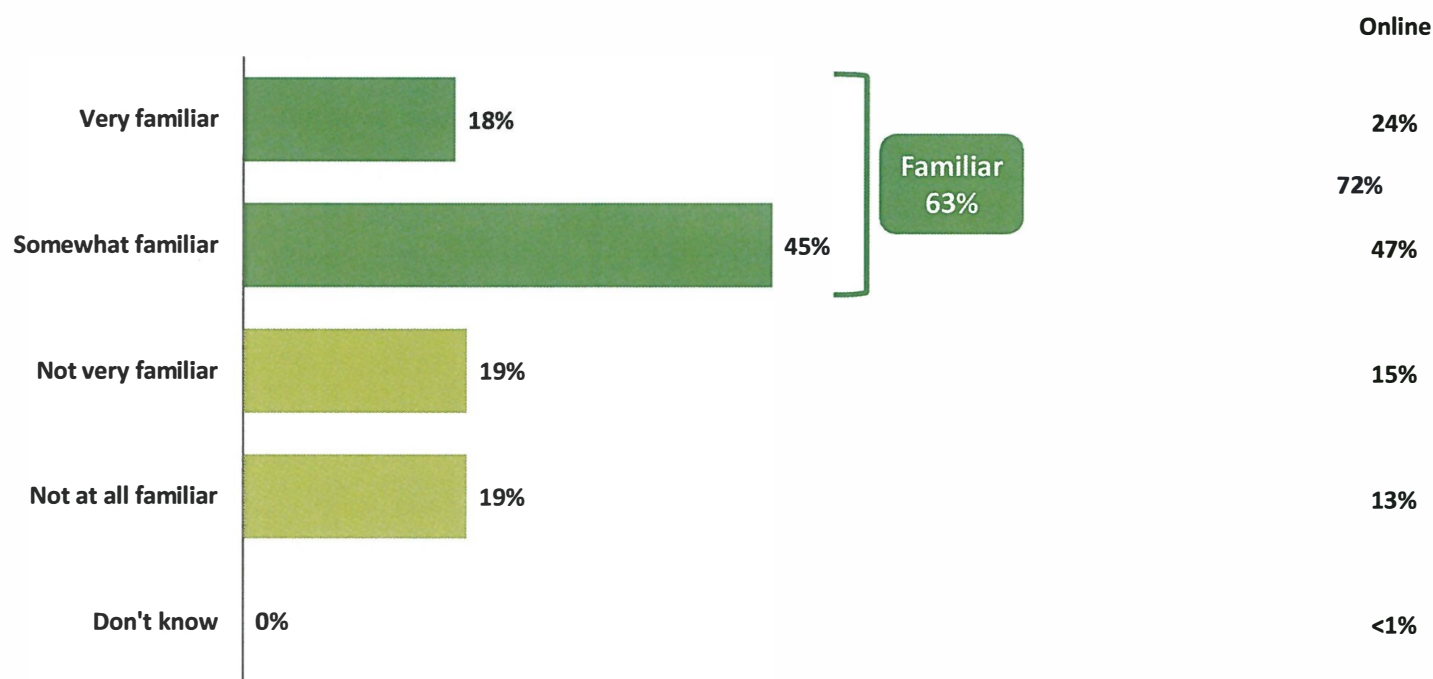


Familiarity with Bylaw 1352

Ipsos Public Affairs

Slightly less than two-thirds (63%) of North Saanich residents say they are either very familiar or somewhat familiar with bylaw 1352 and the increased density housing permitted in the two areas. Most of those familiar describe themselves as somewhat familiar (45%) rather than very familiar (18%).

Online survey respondents are slightly more likely to say they are familiar with bylaw 1352. Slightly more than seven-in-ten (72%) say they are either very familiar or somewhat familiar with the bylaw.



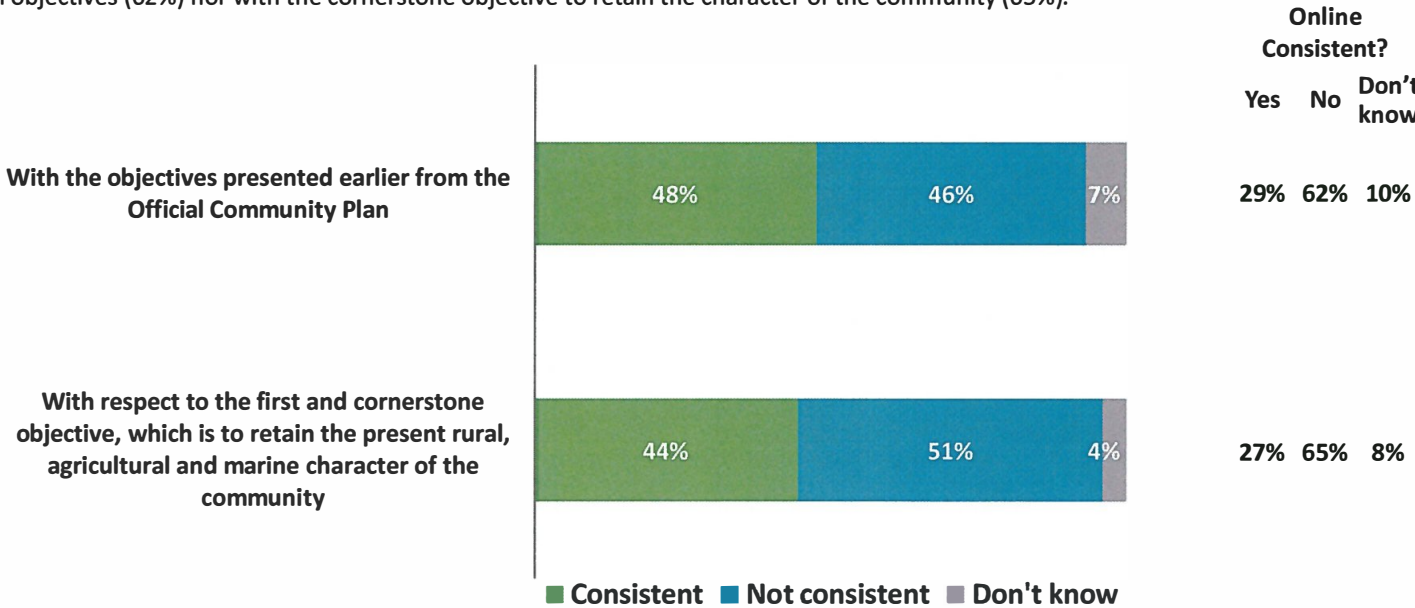
Consistency of Increased Density with OCP Objectives

Ipsos Public Affairs

North Saanich residents have divided opinions as to whether the increased density housing permitted in these two areas is consistent with the objectives in the OCP. Roughly equal numbers say the increased density is consistent (48%) and not consistent (46%) with the nine objectives in the OCP.

Residents are still divided, but the ‘not consistent’ opinion opens a bit of a gap, when asked specifically about the cornerstone objective to retain the present rural, agricultural and marine character of the community. On this objective, 51% say the increased density is not consistent, while 44% say it is consistent.

Online survey respondents are less divided, with more than six-in-ten saying the increased density is not consistent with either the overall objectives (62%) nor with the cornerstone objective to retain the character of the community (65%).



- Q5. Overall, do you think the increased density housing permitted in these two areas is consistent or not consistent with the objectives I read earlier from the Official Community Plan?
- Q6. And how about with respect to the first and cornerstone objective, which is to retain the present rural, agricultural and marine character of the community? Do you think the increased density housing permitted in these two areas is consistent or not consistent with this objective?
- Base: All respondents (phone n=300, online n=319)

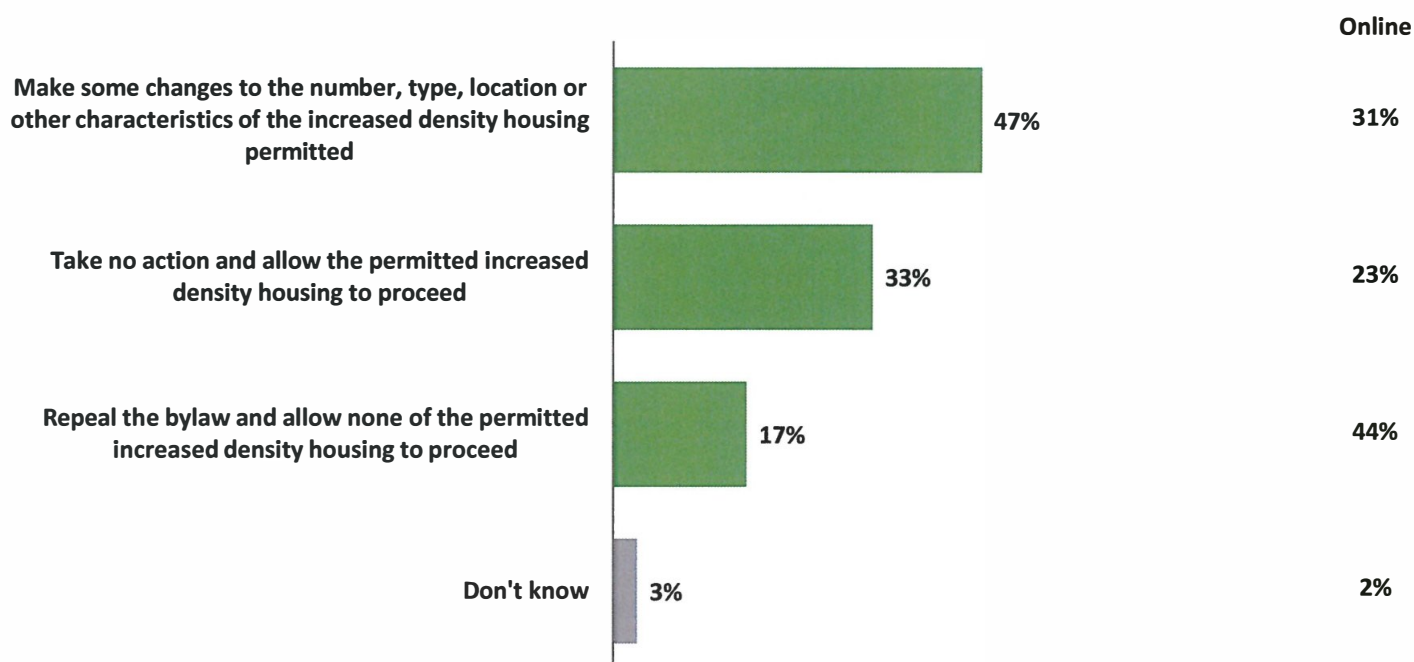


Approach Desired from Council

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North Saanich residents are split in terms of the approach they would like to see Council take with respect to bylaw 1352 and the increased density housing permitted in the two areas. Half of residents want a concrete action, including 33% who want Council to allow the permitted increased density housing to proceed and 17% who want Council to repeal the bylaw and allow none of the permitted increased density housing to proceed. Another half of residents (47%) say they want Council to make some changes the number, type, location or other characteristics of the increased density housing permitted.

Online survey respondents are also split, but the ordering of their preferences differs from the general public phone survey. Their top option, though still well short of a majority opinion, is to repeal the bylaw (44%). The second place option is to make some changes (31%) and the third place option is to allow the permitted increased density to proceed (23%).



Q7. There has been some discussion in the community about how North Saanich Council should proceed with respect to bylaw 1352 and the increased density housing permitted in these two areas. Which of the following three approaches would you most like to see Council take?

Base: All respondents (phone n=300, online n=319)

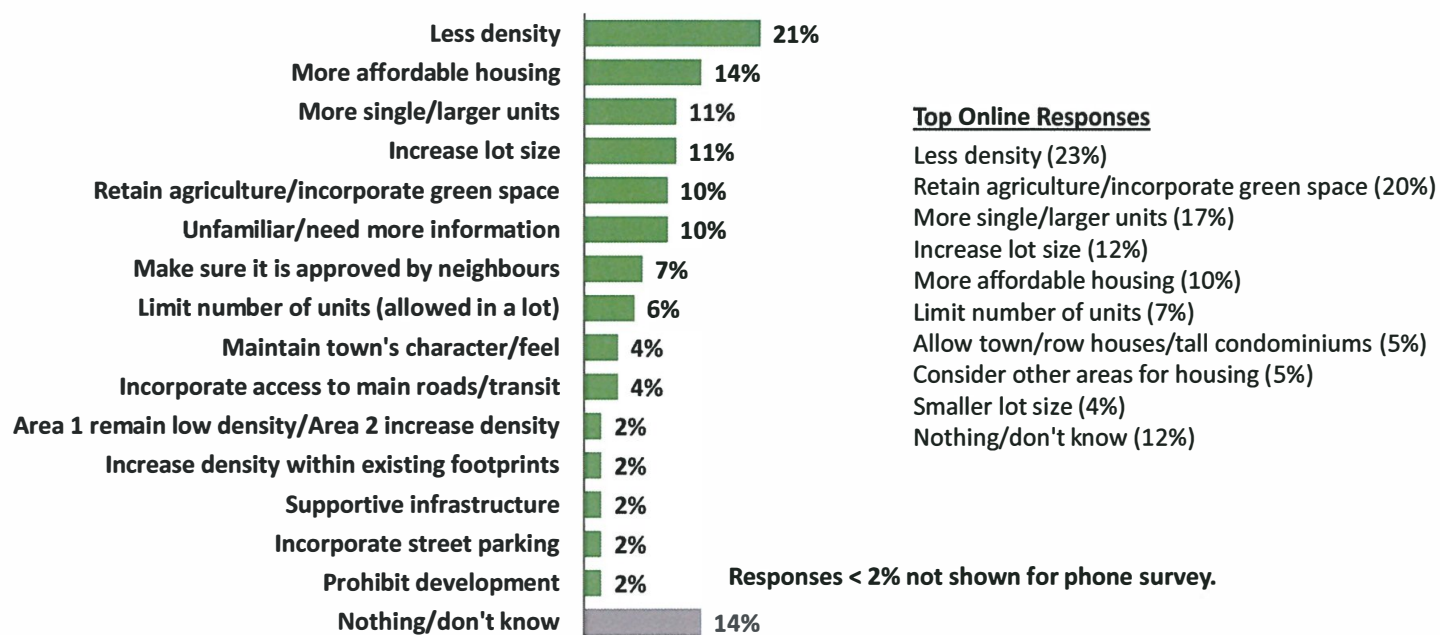


Changes Desired (Among Those Wanting Change in Q7) (Coded Open-Ends, Multiple Responses Allowed)

Ipsos Public Affairs

Those who wanted to see Council make some changes (the 47%) were asked to provide open-ended suggestions for the specific changes they would like to see. The suggestions are varied, but three of the top four responses are about less density and larger lots, including less density (21%), more single/larger units (11%) and increase lot size (11%). Other frequent suggestions include more affordable housing (14%) and to retain agricultural/incorporate green space (10%).

Online survey respondents wanting changes provided similar suggestions with the top responses being less density (23%), retain agriculture/incorporate green space (20%), more single/larger units (17%) and increase lot size (12%).



Top Online Responses

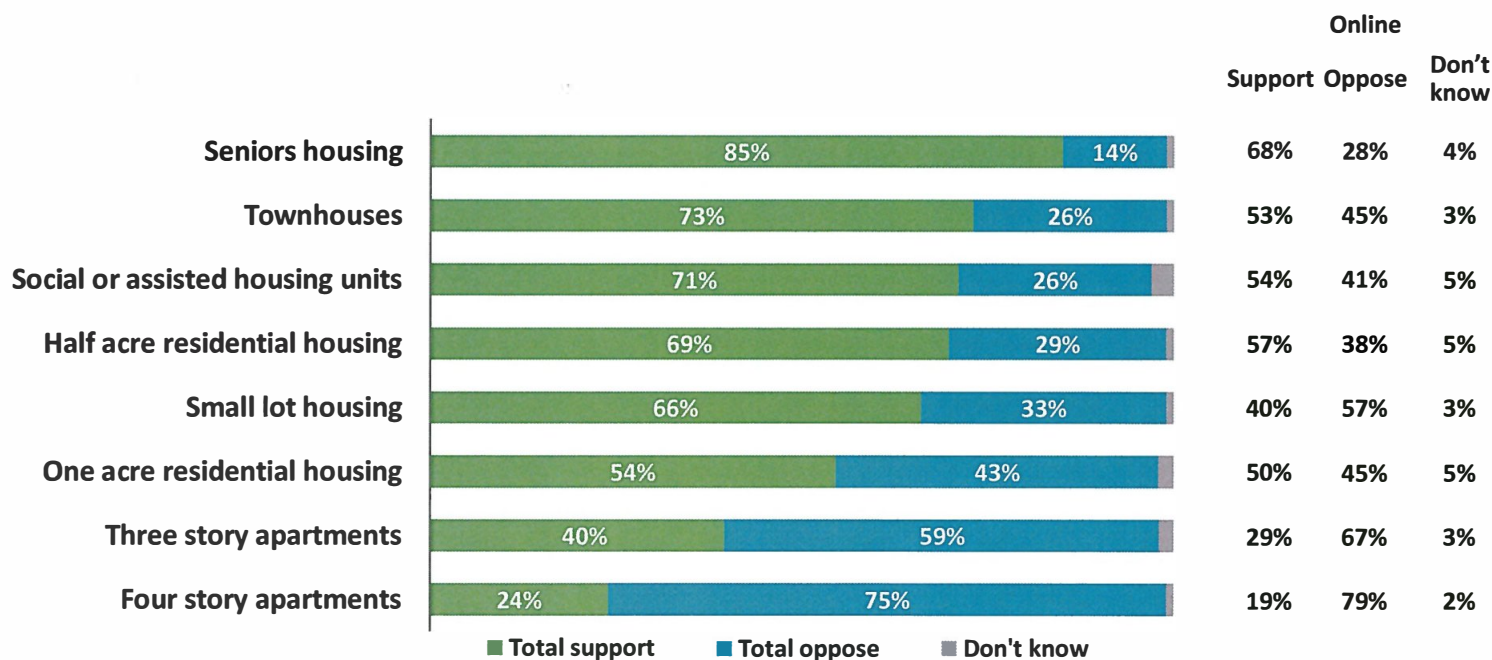
Less density (23%)
 Retain agriculture/incorporate green space (20%)
 More single/larger units (17%)
 Increase lot size (12%)
 More affordable housing (10%)
 Limit number of units (7%)
 Allow town/row houses/tall condominiums (5%)
 Consider other areas for housing (5%)
 Smaller lot size (4%)
 Nothing/don't know (12%)

Support for Housing Types in Areas 1 and 2

Ipsos Public Affairs

North Saanich residents support several different housing types in Areas 1 and 2. Seven-in-ten or more residents say they support seniors housing (85%), townhouses (73%) and social or assisted housing (71%) in these areas. A majority of residents also support half acre residential housing (69%), small lot housing (66%) and one acre residential housing (54%). There is far less support for either three story apartments (40%) or four story apartments (24%).

Online survey respondents are less supportive of all types of housing, although more than two-thirds support seniors housing (68%) and a slim majority support half acre residential housing (57%), social/assisted housing (54%) and townhouses (53%).



Q9. Generally speaking and regardless of your earlier answers, which of the following types of housing would you support in Areas 1 and 2? Would you strongly support, somewhat support, somewhat oppose or strongly oppose [READ RANDOM]?

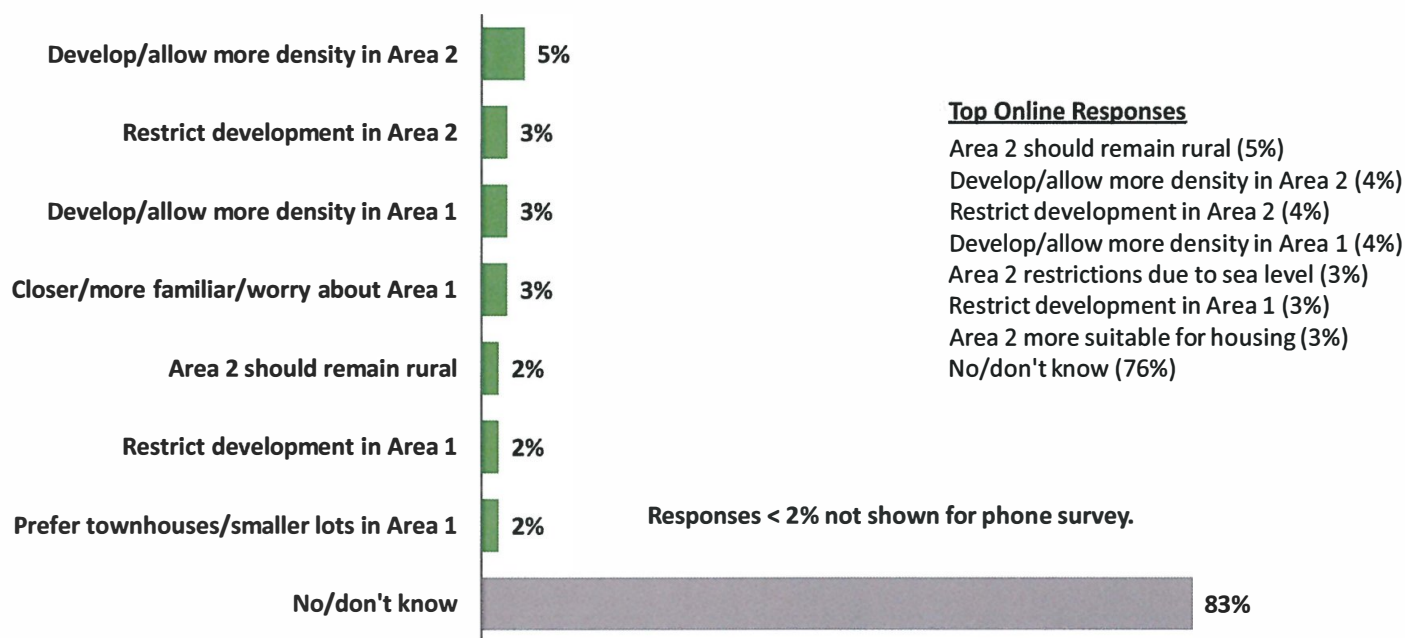
Base: All respondents (phone n=300, online n=319)

Differing Views Between Area 1 and Area 2 (Coded Open-Ends, Multiple Responses Allowed)

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The vast majority (83%) of North Saanich residents say their opinion on these issues does not differ significantly in any way between Area 1 and Area 2.

Similarly, three-quarters (76%) of online respondents say their opinion does not differ between Area 1 and Area 2.



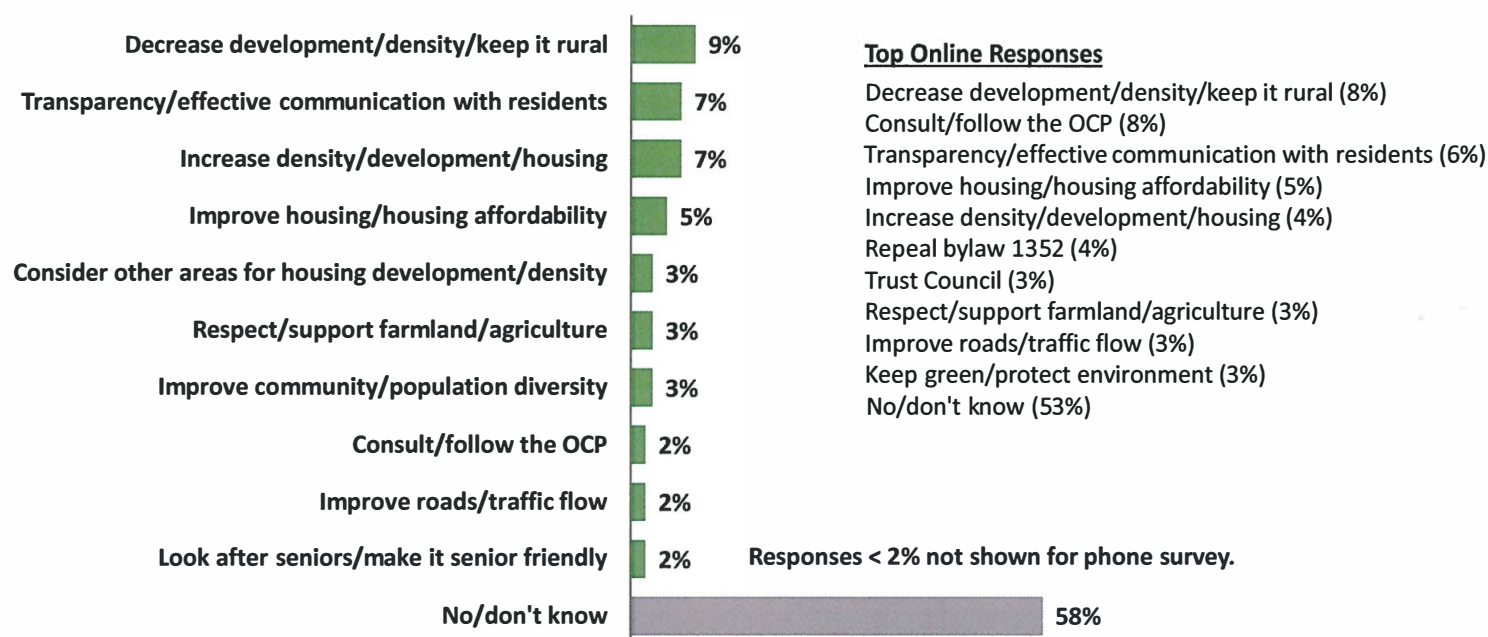
19 Q10. Do your opinions on these issues differ significantly in any way between Area 1 and Area 2?
Base: All respondents (phone n=300, online n=319)

Other Comments/Advice for District of North Saanich (Coded Open-Ends, Multiple Responses Allowed)

Ipsos Public Affairs

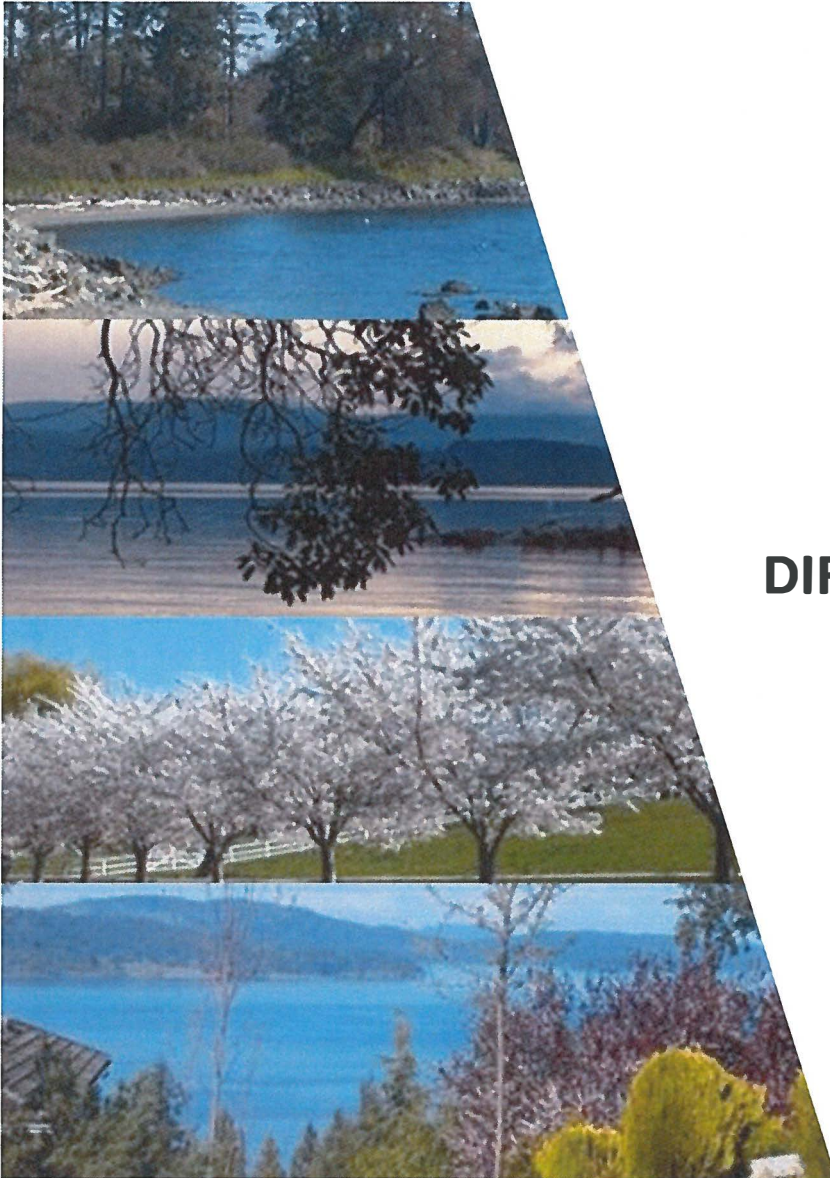
At the end of the survey, respondents were provided with an opportunity to provide additional open-ended comments or advice for the District of North Saanich on these issues. Six-in-ten (58%) had no additional comments on the issues. The top responses were to decrease development/density/keep it rural (9%), provide transparency/effective communication with residents (7%) and to increase density/development/housing (7%).

Roughly half (53%) of the online respondents also had no further comments. The top responses provided were to decrease development/density/keep it rural (8%), consult/follow the OCP (8%) and to provide transparency/effective communication with residents (6%).



20 Q11. Do you have any other comments or advice for the District of North Saanich on these issues?
Base: All respondents (phone n=300, online n=319)

DIFFERENCES BY SEGMENTS



Differences by Segments

The detailed tables (under separate cover) break out the results of the phone survey by gender, age, education and years in community. While for the most part, survey results were consistent across these segments, the few differences are summarized below.

Differences by Gender

- Men are MORE likely to say they support both three story apartments (46% vs. 34% of women) and four story apartments (29% vs. 19% of women) in Areas 1 and 2.

Differences by Age

- Residents under the age of 55 years are MORE likely to say they support half acre residential housing (81% vs. 60% of 55+ years) and one acre residential housing (63% vs. 47% of 55+ years) in Areas 1 and 2.
- Residents 55 years and older are MORE likely to say they support three story apartments (44% vs. 34% of under 55 years) in Areas 1 and 2.

Differences by Education

- University graduates are MORE likely to say the increased density housing permitted in Areas 1 and 2 is NOT consistent with either the overall OCP objectives (51% vs. 41% of non-university graduates) nor the cornerstone objective to preserve the rural, agricultural and marine character of the community (56% vs. 47% of non-university graduates).
- University graduates are MORE likely to say they want Council to make some changes to the number, type, location or other characteristics of the increased housing permitted (51% vs. 41% of non-university graduates) and LESS likely to say they want Council to take no action and allow the permitted increased density to proceed (25% vs. 42% of non-university graduates).
- University graduates are LESS likely to say they support both townhouses (68% vs. 78% of non-university graduates) and one acre residential housing (47% vs. 60% of non-university graduates) in Areas 1 and 2.

Differences by Time in Community

- Longer term residents are LESS likely to support townhouses (66% of 21+ years vs. 79% of 0-10 years, 75% of 11-20 years) in Areas 1 and 2.
- Shorter term residents are MORE likely to support one acre residential housing (64% of 0-10 years vs. 51% of 11-20 years, 49% of 21+ years) in Areas 1 and 2.

ADDITIONAL ONLINE OPEN-ENDED QUESTIONS

Additional Online Open-Ends (Coded Open-Ends, Multiple Responses Allowed)

The number of open-ended questions in the phone survey was restricted in order to keep the survey to a reasonable length. Some additional open-ended questions were added to the online survey, because length was less of a concern. The responses to these online-only open-ends are summarized below.

Q7a. Why would you like to see Council take no action and allow the permitted increased density housing to proceed?

Base: Take no action (n=73)

Top Online Responses

More/new housing needed (27%)
Affordable housing needed (22%)
Areas suited for residential (18%)
Retain/preserve rural community (10%)
Attract youth/families (10%)
Bylaw acceptable/supported (10%)
Allows increased density (8%)
Brings in taxes/taxpayers (7%)
Increase growth in population (5%)
Increase cultures/social diversity (5%)
Nothing/don't know (11%)

Q7b. Why would you like to see Council repeal the bylaw and allow none of the permitted increased density housing to proceed

Base: Repeal bylaw (n=140)

Top Online Responses

Bylaw 1352 doesn't fit OCP (40%)
Retain rural community (24%)
Not supported in community (24%)
Retain agriculture/green space (17%)
Areas can't support density (15%)
Pressure on infrastructure/services (9%)
Other areas for development (9%)
Traffic/noise problems (8%)
Would bring urban feel (8%)
Nothing/don't know (1%)

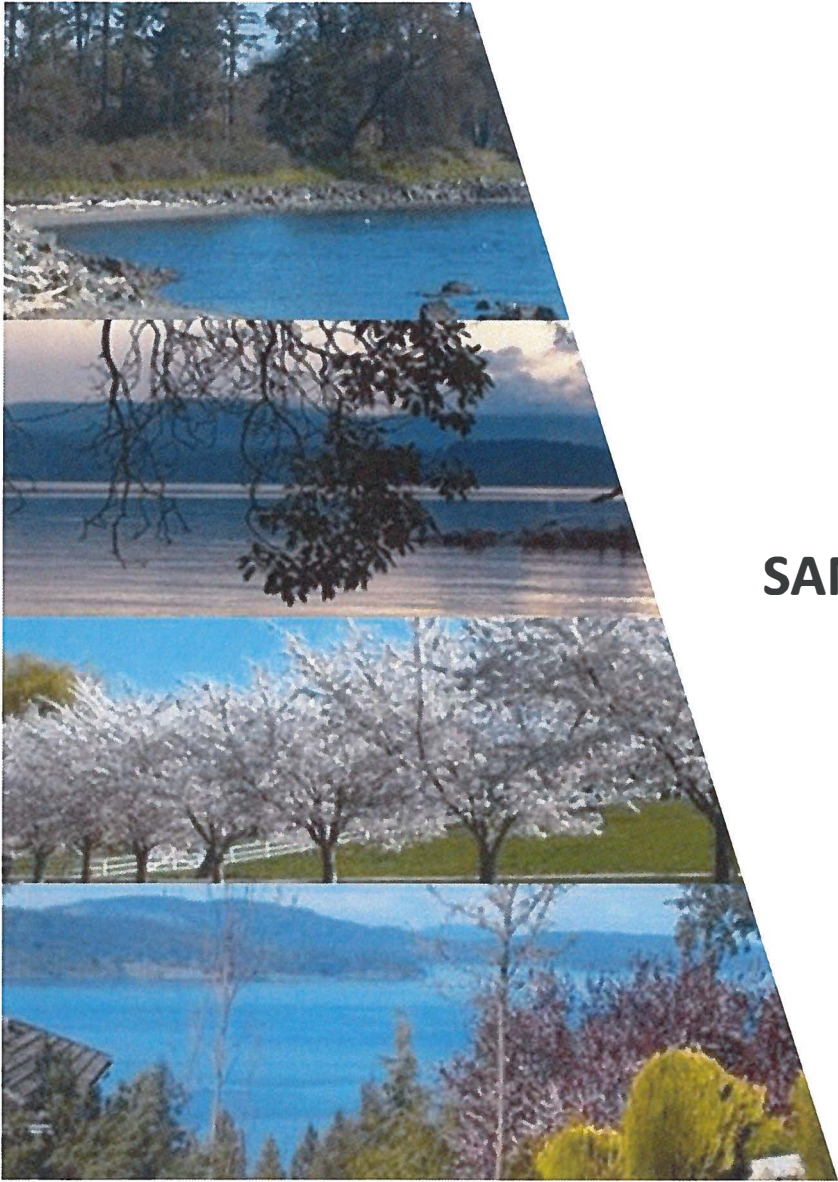
Q9a. Do you have any additional comments or suggestions regarding the types of housing you would support in Areas 1 and 2?

Base: All respondents (n=319)

Top Online Responses

Affordable housing (7%)
Single family housing (6%)
Retain agriculture/green space (6%)
Seniors housing/facilities (4%)
More 2-3 story town/row houses (4%)
Higher density (4%)
Retain rural community (4%)
Bylaw 1352 should respect OCP (4%)
No/don't know (55%)

SAMPLE CHARACTERISTICS



Weighted Sample Characteristics

	Phone Unweighted (n=300)	Phone Weighted (n=300)	Online Unweighted (n=319)
Age			
18 to 24	2%	2%	2%
25 to 34	1%	2%	8%
35 to 44	6%	9%	9%
45 to 54	21%	31%	11%
55 to 64	23%	18%	25%
65 to 74	31%	25%	34%
75 or older	16%	13%	10%
Refused	0%	0%	1%
Gender			
Male	40%	49%	50%
Female	60%	52%	49%
Other/Refused	0%	0%	1%
Time in District			
<5 years	9%	10%	13%
5-10 years	19%	19%	17%
11-20 years	33%	33%	29%
21-30 years	23%	23%	27%
>30 years	16%	15%	12%
Refused	0%	0%	2%

	Phone Unweighted (n=300)	Phone Weighted (n=300)	Online Unweighted (n=319)
Own or Rent			
Own	92%	91%	94%
Rent	6%	7%	5%
Refused	2%	3%	1%
Kids <18 at Home			
Yes	14%	19%	21%
No	86%	81%	78%
Refused	0%	0%	1%
Education			
Some HS	3%	3%	2%
Graduated HS	9%	9%	6%
Some college/trades	9%	10%	6%
Finished college/trades	19%	19%	14%
Some university	9%	9%	6%
University degree	20%	20%	23%
Graduate degree	29%	28%	37%
Refused	3%	2%	6%



Ipsos Public Affairs

CONTACT

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Ipsos Public Affairs

District of North Saanich – 2016 Community Survey Meeting Agenda

Meeting Date and Time: Tuesday, May 17, 2016 @ 1:00 pm

Meeting Location: District of North Saanich Council Chambers (1620 Mills Road)

Facilitated By: Kyle Braid (Ipsos)

Item
1. Presentation of Survey Results (20 minutes)
2. Questions and Answers on Survey Results (20 minutes)
3. Review Focus Group Methodology (10 minutes) <ul style="list-style-type: none"> • Includes high level discussion of focus group questions/topics, such as... <ul style="list-style-type: none"> • Purpose and introductions • Presentation of survey results • Overall impressions/reactions to results • Recommendations for District/Council • Advice on further communications/consultation • Specific probes/questions from District/Councils • Wrap up
4. Timeline
5. Other Items
6. Next Steps
7. Wrap Up