



PARTICIPANT INPUT SUMMARY

10th Avenue Health Precinct Accessibility Working Group

Hosted by the City of Vancouver

Workshop facilitation and reporting by Susanna Haas Lyons

October 13, 2016, 9:00 am – 12 pm

Town Hall Meeting Room, Vancouver City Hall

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BACKGROUND

The City of Vancouver is upgrading the 10th Avenue Corridor to be more safe, convenient, comfortable, and fun for people of all ages and abilities to walk and cycle.

In April 2016, the City presented three design options for the 10th Avenue Corridor at Public Open Houses, which were based on stakeholder input. Concerns were raised about accessibility in and around the Health Precinct (West 10th Avenue from Yukon to Oak).

In response, the City convened an Accessibility Working Group in July 2016 to give input on accessibility in and around the Health Precinct; 28 stakeholders participated. At this workshop, some participants expressed strong opposition to having the bike route on 10th Avenue. Other key issues that were raised included:

- Need for safe crossings for vulnerable populations;
- Parking near health services;
- Passenger zones adjacent to health services;
- Access to the Health Precinct by transit;
- Wayfinding, information and awareness; and,
- Research and usage data.

A second workshop with the Accessibility Working Group was held on October 13, 2016 to provide updates on key issues and explore additional approaches to address accessibility concerns in the Health Precinct. City presentations and participant discussions focused on the priority issues identified during the July meeting.

This is a summary report of the October 2016 meeting of the 10th Avenue Health Precinct Accessibility Working Group. The report represents themes heard from individual participant worksheets as well as questions and discussion in response to the City's presentation.

Next Steps for the 10th Avenue Health Precinct planning include:

- Check-in on November 7, 2016 with Health Precinct Stakeholders including participants from the Accessibility Working Group sessions
- Design information for the upcoming Public Open House to be posted online mid-November 2016
- Four Public Open House events to be held in late November 2016
- Presentation to Council in 2017

PARTICIPANT INPUT: KEY THEMES

SAFE CROSSINGS FOR VULNERABLE PEDESTRIANS

What Participants Like	Participant Concerns and Suggestions
<ul style="list-style-type: none">• “City staff is making an effort to improve the planning, planners have looked at trying to decrease risk of accidents”• Safer pick up and drop off locations• Safer road crossings• Safer bike lane crossings	<ul style="list-style-type: none">• Risk of injury to people crossing bike lanes and roads• Depending on bicycles yielding is not enough to ensure safety, consider requiring dismounting• An enforcement plan is needed• Reroute the bike route away from the Health Precinct• HandyDART drivers will be impacted if the bike traffic is continuous• Willow and Laurel Streets are congested, impacting pedestrian crossing safety

PARKING NEAR HEALTH SERVICES

What Participants Like	Participant Concerns and Suggestions
<ul style="list-style-type: none">• Staging areas for drivers to wait for patients	<ul style="list-style-type: none">• Parking issues cannot be separated from the design of West 10th• Need more parking to support caregivers accompanying patients• 30-minute staging areas are too short• Blusson Spinal Cord Center (BSCC) visitors’ parking needs are insufficiently addressed• Bicycle parking needed• Vancouver Coastal Health has an important role to play in addressing parking issues

PASSENGER ZONES ADJACENT TO HEALTH SERVICES

What Participants Like

- “I feel heard regarding the July meeting”
- Longer and wider passenger zones
- Flush surface at passenger zones
- Sheltered passenger waiting areas

Participant Concerns and Suggestions

- Passengers crossing bike lanes may be unsafe
- Need additional width in passenger zones for accessible vehicles
- Insufficient passenger zone spaces for medical service buildings, in particular Blusson
- Passenger shelter at Mary Pack may conflict with HandyDART

WAYFINDING, INFORMATION AND AWARENESS

What Participants Like

- Recognizing Health Precinct in highly visible ways
- Cycle like a Canadian Campaign

Participant Concerns and Suggestions

- Enforcement required to achieve desired behaviours
- Rerouting the bike route is the safest solution
- Signage should be responsive to Health Precinct users
- Cross-institution collaboration needed

RESEARCH AND USAGE DATA

What Participants Like

- Living Lab research to understand design impacts

Participant Concerns and Suggestions

- Request for City commitment to respond to results of research

ACCESS TO THE HEALTH PRECINCT BY PUBLIC TRANSIT

What Participants Like

- Benches to support pedestrian travel on sloped streets
- Recognizing how street slope impacts pedestrians with disabilities
- Moving bus stop on Oak closer to 10th

Participant Concerns and Suggestions

- More bus stops accessible to Hospital Precinct
- Offer a shuttle to improve transit access to the Health Precinct
- Orient benches for passenger safety and convenience

CITY PRESENTATION

Dylan Passmore, Senior Transportation Engineer, City of Vancouver, presented a summary of what was shared by participants of the July Accessibility Working Group meeting, and the City's response to these concerns.

WHAT THE CITY HEARD

Desire to Reroute the Bike Route

The City heard that some participants strongly want cyclists to be routed around the Hospital Precinct, rather than continuing to be on 10th Ave. Some of the arguments behind this opinion include the perceived increase in risk to pedestrians with increased numbers of people biking, the reduction of parking options for vulnerable users, and the sense that people biking are unaware of vulnerable pedestrians and generally act disrespectfully.

The City is committed to clearly include this position in their Council Report on the 10th Avenue Corridor Project. In addition, the opportunity to present at Council is open to all.

Six Key Issues

The City's presentation addressed the six key issues raised by stakeholders during the July workshop, as reported on page three.

Proposed Changes in Plans for 10th Avenue Health Precinct

In response to the results of the July Accessibility Working Group meeting, the City made eight updates to the 10th Avenue Corridor plan:

1. Doubling the number of pick-up/drop-off spots in the passenger zones in front of the Mary Pack Arthritis Centre and Eye Care Centre
2. Flush surfaces at passenger zones
3. Shelters at the passenger zones
4. Single-file bikeway at passenger zones
5. Two fully raised intersections on 10th Avenue between the 4-corners of Willow and Heather Streets, and one raised crossing of 10th Avenue on the east side of the Laurel Street intersection (at the Mary Pack Arthritis Centre)
6. New traffic signal at Ash and 10th Avenue
7. Formalizing a “Hospital Zone”
8. Commitment to “Living Lab”

DETAILED PARTICIPANT INPUT

The following pages detail the participants’ feedback on these and other proposed designs for the 10th Avenue Health Precinct. After hearing the City’s presentation on each topic, participants gave input via group discussion and individual worksheets, which are summarized below.

Sentences in quotation marks are direct quotes from a participant.

SAFE CROSSINGS FOR VULNERABLE PEDESTRIANS

What Participants Like

“City staff is making an effort to improve the planning, planners have looked at trying to decrease risk of accidents”

Safer pick up and drop off locations

- Passenger shelters and large refuge zones
- More pick up / drop-off spaces at Mary Pack and the Eye Care Center

Safer road crossings

- Signalling the intersection of 10th Avenue and Ash Street
- Additional yield markings
- Raised crosswalks and intersections
- Posting 30km/hour speed limit signs

Safer bike lane crossings

- The use of paint to reinforce yielding and looking for both pedestrians and cyclists at crossings
- Narrowing bike lanes at pick up and drop off sites to make cyclists aware that they need to slow

Participant Concerns and Suggestions

Risk of injury to people crossing bike lanes and roads

- Slow-moving, blind/visually-impaired and hearing impaired persons are at risk when crossing the bike lane between the pick-up/drop-off zones and medical service buildings
- “Clearly defined markings need to be at every intersection; these need to be both visual for the sight impaired but also have tactile effects for those that are blind.”
- Consider rumble strips or other texture changes to announce to bikers the need to slow down and give priority to pedestrians
- Granite texture to deter cyclists straying from the bike path may be difficult for wheelchairs and stretchers to access or cross

Depending on bicycles yielding is not enough to ensure safety

- Consider implementing bicycle dismount zones where crossings are congested.
- “How to get cyclists to stop and yield? Patients are slow moving. Cyclists tend to be impatient”

An enforcement plan is needed

- “People and cyclists who tend to ignore signs will keep on doing so with impunity”
- “How are you going to enforce rules that lead to understanding of vulnerable pedestrians and bikers being respectful of this area?”

Reroute the bike route away from the Health Precinct

- Vulnerable people need safe access to their medical destinations, making the Health Precinct a poor choice for a bike route

- “Moving the major bike route north of Broadway or south of the hospital would relieve the tension between pedestrians and cyclists”
- “Bike route should change for this section of 10th for safety. As a biker and Senior I do not see why this can’t be done. It would be safer and more cost-effective”

HandyDART drivers will be impacted if the bike traffic is continuous

- “Drivers do assist people into buildings, but their time is constrained, and may not have enough time to wait for cyclist traffic... the narrowed lanes will be busy all the time”

Willow and Laurel Streets are congested, impacting pedestrian crossing safety

- “Willow has a challenging grade for wheelchair users (especially manual), and cyclists go through the stop sign”
- Both Willow and Laurel have two-way stop signs only and are busy
- Consider a traffic signal to deal with traffic volume

PARKING NEAR HEALTH SERVICES

What Participants Like

Staging areas for drivers to wait for patients

Participant Concerns and Suggestions

Parking issues cannot be separated from the design of West 10th

Need more parking to support caregivers accompanying patients

- “Caregivers for patients frequenting facilities in the Health Precinct have limited options for parking in order to accompany the patient to their appointments”
- “Hospital transfers are often required by the hospitals to stay with the patient, and so temporary drop off zones are not adequate”
- “Upcoming new mental health building will increase parking needs in the area.”

30-minute staging areas are too short

- Staging “doesn’t address needs of patients to be accompanied by others when accessing buildings. 30 minutes is not enough time. Easier now with on-street parking”

Blusson Spinal Cord Center (BSCC) visitors' parking needs are insufficiently addressed

- “BSCC must have a dedicated drop-off. It is the busiest point on 10th for patient transport and non-emergency ambulance. This building has almost 100% disabled user group with high need for drop-off and accessible parking”
- “The steep grades necessitate accessible parking adjacent to BSCC. Many manual wheelchair users cannot navigate these hills and, therefore cannot access the center via public transit. HandyDart, personal vehicles, or taxis are their only options”
- Consider: “if access to parking at BSCC is blocked from 10th Avenue, it could be accessed via Heather or 12th”

Bicycle parking needed

- “I’m not entirely sure there is adequate bike parking outside at the VGH Cycling Center, which is reserved for VGH and Health Precinct staff. A possible solution may be to work with VGH to install bike racks on their property near entrances or off West 10th Avenue on the secondary streets”

Vancouver Coastal Health has an important role to play in addressing parking issues

- “Proximity of parking to facilities and enough parking availability are both problems that need to be dealt with in a timely way to coincide with proposed upgrades on 10th. Otherwise safety of health precinct users is in jeopardy. VCH has responsibility in this regard that has not been met”
- “VCH needs to realize and act on their parking obligations.”

PASSENGER ZONES ADJACENT TO HEALTH SERVICES

What Participants Like

“I feel heard regarding the July meeting”

Longer and wider passenger zones

- Providing additional length in the pick-up and drop-off zones to accommodate more vehicles and make side loading possible

Flush surface at passenger zones

Sheltered passenger waiting areas

- “Love the sheltered passenger waiting zones”

- Might improve safety. “This might serve to alert cyclists of passengers waiting for pick up and cause a change in speed or to yield as needed.”

Participant Concerns and Suggestions

Passengers crossing bike lanes may be unsafe

- “I don’t like the way passengers at drop-off points have to cross bike lane.”
- “Making cyclists go single file could exacerbate the risk; cyclists get impatient very easily”

Need additional width in passenger zones for accessible vehicles

- “Need another 2-feet for safely getting out of vehicle in a wheelchair, exit ramps are 6 feet long”
- “Passengers getting off from the side of vehicles landing on the bike lane is a concern”
- Need “special provision for HandyDART offloading from the rear of the vehicle taking more space at the drop off”

Insufficient passenger zone spaces for medical service buildings, in particular Blusson

- Need passenger zones next to each medical building, not just a few
- “Drop off and parking for Blusson is a huge issue. Need to address this before the 10th Ave plan is started”
- Lack of turnout at BSCC will result in higher use of Eye Care passenger zones
- Laurel and Willow intersections need additional passenger zones

Passenger shelter may conflict with HandyDART

- The Mary Pack passenger shelter in the passenger zone will conflict with HandyDART drivers bringing patients to the door of building

WAYFINDING, INFORMATION AND AWARENESS

What Participants Like

Recognizing Health Precinct in highly visible ways

- “Love the concept of clear signage upon entering 10th Street. Maybe flags at each pole like they have on Cambie bridge”
- Use a well recognized symbol for the Hospital Zone

VGH Commuter Center’s Cycle like a Canadian Campaign

- “The Cycle like a Canadian Campaign is fantastic. Way to go”

Participant Concerns and Suggestions

Enforcement required to achieve desired behaviours

- “Signs and paint will not always help change bad habits. How are you going to enforce rules?”
- “I’d like to see a plan with VCH and VPD for monitoring enforcement of Health Precinct laws, speed limits and bike-route norms at least for the first few years”

Rerouting the bike route is the safest solution

- “Wayfinding improvements are good but they aren’t good enough to prevent accidents or injuries to vulnerable pedestrians who have no choice to go to unique medical services not available elsewhere”
- “I like to emphasize this again, City should reroute the bike lane from West 10th as [the cyclists] are able-bodied; moving them around will be the best solution and less costly”
- “I’m disappointed that no consideration [has been given] to relocating the bike lane or getting them to dismount”

Signage should be responsive to Health Precinct users

- Signage should be universally designed and tested with wheelchair users, people with visual impairments, seniors, ESL, those with cognitive impairments, etc. to see if it will work
- Signs need to be consistent throughout the corridor
- “Wayfinding consultant either needs to be aware of visual impairments or bring Persons With Disabilities Advisory Council on board.”
- “The CSA is currently developing national standards for healthcare facilities signage and wayfinding. It will be important to take these into consideration”
- Remember that skateboarders may need their own targeted messaging

Cross-institution collaboration needed

- “The various health serving organizations in the Health Precinct are not working together to facilitate wayfinding”
- Need to clarify who is responsible for the wayfinding signs

RESEARCH AND USAGE DATA

What Participants Like

Living Lab research to understand design impacts

- “Living Lab monitoring usage in various ways is an excellent idea”
- “Collaborating with UBC researchers is a great idea”
- “Willingness to study impacts of major usage changes on 10th”

Participant Concerns and Suggestions

Request for City commitment to respond to results of research

- “Need City commitment to act and respond to what the data shows, a mechanism for responding to the collected data”

ACCESS TO THE HEALTH PRECINCT BY PUBLIC TRANSIT

What Participants Like

Benches to support pedestrian travel on sloped streets

- New, sheltered seating to be available on side streets for those needing to access facilities on 10th from transit on Broadway

Recognizing how street slope impact pedestrians with disabilities

- Recognizing sloped streets

Moving bus stop on Oak closer to 10th

- “Permanent 10th and Oak bus stop for number 17”

Participant Concerns and Suggestions

More bus stops accessible to Hospital Precinct

- “Add new bus stops”
- “Difficult to access VGH from Broadway due to the steep incline. Perhaps a new transit route along 12th would help with access to VGH by transit”

Offer a shuttle to improve transit access to the Health Precinct

- “Hills make manual wheelchairs and pedestrians in poor health struggle to get access from Broadway. Shuttle or sponsored service would be helpful”

- “TransLink shuttle from parking and Transit stops on Broadway and SkyTrain at Cambie until adequate parking and pick up drop off zones are in place on 10th”

Orient benches for passenger safety and convenience

- “Make sure that they are close to the buildings that they serve so the drivers know where to find the person and that the people are not in harm’s way of other vehicle traffic”

APPENDIX — WORKSHOP PARTICIPANTS

PARTICIPANT NAME	GROUP
Arlene Vanderhoeven	Eye Care Centre
Arthur Orsini	VGH - Commuting Centre
Beatrice Ho	Seniors Advisory Committee
Ben Bolliger	Active Transportation Policy Council
Cathy Browne	Persons w Disabilities AC
Chris McBride	Spinal Cord Injury BC
Colleen McGuinness	Seniors Advisory Committee
Dale Lutes	Seniors Advisory Committee
Dellie Lidyard	Seniors Advisory Committee
Doug Steele	VCH/Fraser Health
Gabrielle Peters	Barrier Free BC
Jacques Courteau	Persons w Disabilities Advisory Committee
Jenny Blome	Rick Hansen Foundation
Jill Weiss	Persons w Disabilities Advisory Committee
Jocelyn Maffin	Persons w Disabilities Advisory Committee
Jojo Allinson	VCH - Patient Transportation
Juli Kennedy	VCH - Lower Mainland Facilities Management
Lachlan Morrison	VCH - Patient Transportation
Laura Mackenrot	Persons w Disabilities Advisory Committee
Leila Scharnberg	Arthritis Centre - Mary Pack
Lowell McPhail	VCH - ICORD
Lynn Shepard	Westside Seniors HUB
Mary Nieforth	VCH - Emergency Health Services

PARTICIPANT NAME	GROUP
Mary-Jo Fetterly	Persons w Disabilities Advisory Committee
Nahum Ip	PHSA - BC Ambulance
Paul O'Shaughnessy	VCH - Vancouver Coastal Health
Samantha Brown	CNIB
Scott Ricker	Seniors Advisory Committee
Sharon Petty	VCH - Vancouver Coastal Health
Tanya Paz	Active Transportation Policy Council
Tom Patch	Persons w Disabilities Advisory Committee

City staff from the following departments:

- Project Delivery
- Projects & Development Services
- Streets Design
- Transportation Design
- Transportation Planning
- Urban Design

Facilitator: Susanna Haas Lyons

APPENDIX — MEETING EVALUATION

This is a sample of participants' feedback about the workshop.

1. Is there anything you'd like to tell us about the 10th Avenue Corridor Health Precinct that you didn't have a chance to say at the workshop?

- "I think the safety and convenience of the most vulnerable people in our community are being sacrificed to accommodate cyclists"
- "Would like to see this bikeway detoured around 10th Ave to not risk the safety of all citizens"
- "I'm concerned about the 10th Ave corridor changes proceeding while hospital parking and drop off at BSCC hasn't been agreed on"
- "With all of the constraints applied to the biking route has anybody asked bikers if this is what they want? ... you would never be able to convince the bikers to slow down and single file in addition to the other constraints outlined in the proposal."

2. What worked well at the workshop?

- "Very much appreciate the open-minded approach of Dylan Passmore [Senior Transportation Engineer, COV] - thank you!"
- Well organized discussion and presentation around specific issues
- "Liked the worksheet as a way to capture more ideas"
- "You have shown how you are trying to reduce risk"

3. What could have been improved about the workshop?

- "Not enough room for talking about other options besides a bikeway on 10th"
- "The designs don't really deal with safety issues for persons with disabilities"
- Information from VCH and Translink outlining their plans to address the issues
- "Could a large map / diagram be posted for the precinct and changes for each meeting?"

4. Do you have any questions or suggestions?

- "Do not hold meetings in the early morning — that's the time for health care needs for persons with disabilities / elders"
- "Detour the bike path"
- "Thank you for having this to hear voices of the people"