

New St. Paul's Hospital and Health Campus  
**POLICY STATEMENT CONSULTATION SUMMARY**

May 2017



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## Overview

City of Vancouver Staff have prepared a Policy Statement to guide the redevelopment of the new St. Paul’s Hospital and health campus on Station Street. Between March 2016 and May 2017, a three-phase planning program was undertaken that engaged residents, property owners, businesses and stakeholders. Five open houses and three workshops were held. A total of 747 people attended and 2078 online and hardcopy questionnaires were received.

### Policy Statement Process



This document summarizes, for each phase:

- A. Consultation goals
- B. Outreach, attendance and feedback metrics
- C. What we asked (questionnaire)
- D. What we heard

This is followed by an overall summary of who we heard from and their experience of the process.

In addition to these consultation events, individual meetings with local residents and property owners were held throughout the process. Staff also attended Clinical Planning Community Forums hosted by Providence Health Care (PHC) and Vancouver Coastal Health (VCH), as well as Social Impact Assessment meetings hosted by CommunityIMPACT Consulting.

In-depth summaries of these consultation efforts can be found at the following websites:

|                                      |                                |
|--------------------------------------|--------------------------------|
| Phase 1 Consultation Summary         | <i>vancouver.ca/newstpauls</i> |
| Phase 2 Consultation Summary         |                                |
| Social Impact Assessment Summary     |                                |
| PHC Community Consultation Summaries | <i>thenewstpauls.ca</i>        |

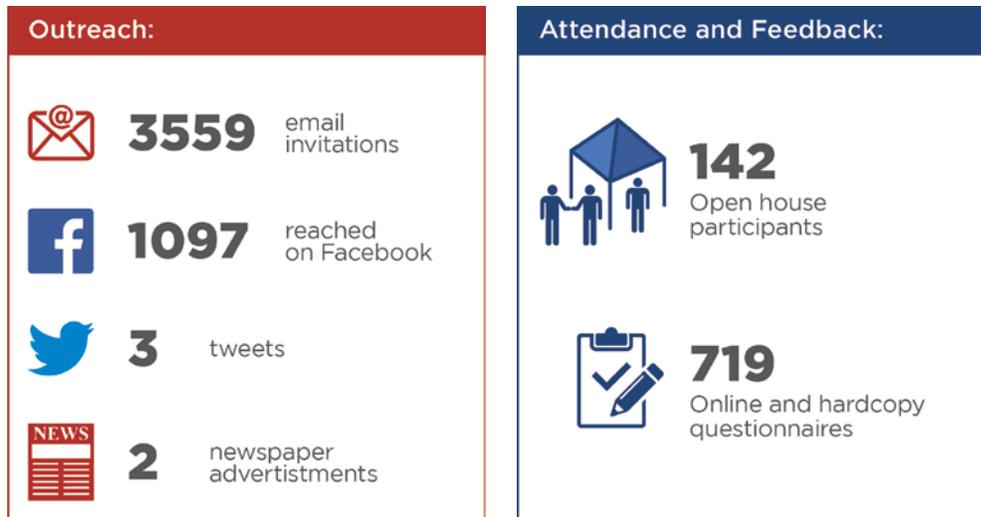
## Phase 1: Guiding Principles (March 2016)

### A. Consultation Goals

A set of Guiding Principles were developed to guide planning and design for the new St. Paul's Hospital and health campus. Staff held an open house to:

1. Gather feedback on the draft Guiding Principles.
2. Discuss the community's concerns and aspirations for the new St. Paul's site.

### B. Metrics



### C. What We Asked

The questionnaire asked:

1. Do the draft Guiding Principles reflect the future needs for the site?
2. Is there anything missing? Suggestions or refinements?

### D. What We Heard

1. The draft Guiding Principles were viewed positively. Approximately 80 per cent responded that the Guiding Principles reflected the future needs of the site as written or with refinements.
2. Members of the community were most interested in:
  - Ensuring high quality open spaces and connections through the site.
  - The ability for all people (especially those with mobility challenges) to access the hospital.
  - Traffic and parking impacts in the adjacent neighbourhood.
  - Ensuring access to health care services for West End and Downtown residents.
  - The development's impacts on housing in the neighbourhood and the social impacts the development may have on low-income and vulnerable area residents.
  - Sustainable building and site design.
  - Stability of the site in the event of an earthquake or sea level rise.

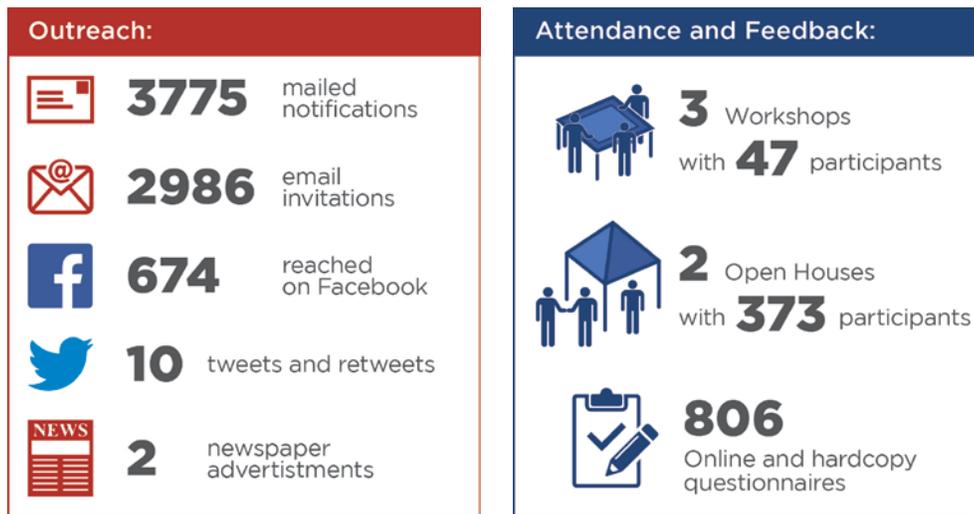
## Phase 2: Development Concept Options (June 2016)

### A. Consultation Goals

The project design team prepared two development concept options ('Urban Court' and 'Pedestrian Spine'). Workshops and open houses were held to:

1. Share refined Guiding Principles.
2. Gather feedback on the general strengths and weaknesses of each of the two concepts.
3. Receive additional comments to inform the development of a Preferred Concept and draft policies.

### B. Metrics



### C. What We Asked

The questionnaire asked:

1. How well does each concept achieve the Guiding Principles?
2. What do you like and dislike about the 'Urban Court' concept?
3. What do you like and dislike about the 'Pedestrian Spine' concept?
4. Do you have any additional comments or feedback?

## D. What We Heard

1. Overall, respondents did not think one concept or the other better achieved the Guiding Principles.
2. For 'Urban Court,' respondents most often mentioned they liked:
  - The open space concept with an urban court and main entrance facing Thornton Park.
  - The location of the hotel.
3. For 'Pedestrian Spine,' respondents most often mentioned they liked:
  - The north-south orientation of the inpatient tower.
  - The pedestrian connections through the site.
4. Additional suggestions to consider:
  - Provide enough parking and manage traffic to reduce impacts on the neighbourhood.
  - Provide good connections to the site, including for those in the West End who are currently patients at St. Paul's and for those with mobility challenges.
  - Ensure that the site will be stable and resilient in the event of sea level rise, floods and earthquakes.
  - Provide high quality open space.
  - Provide good wayfinding so people can easily find their way around the health campus.
  - Consider and mitigate the consequences that the hospital will have on the people who currently live in the neighbourhood.

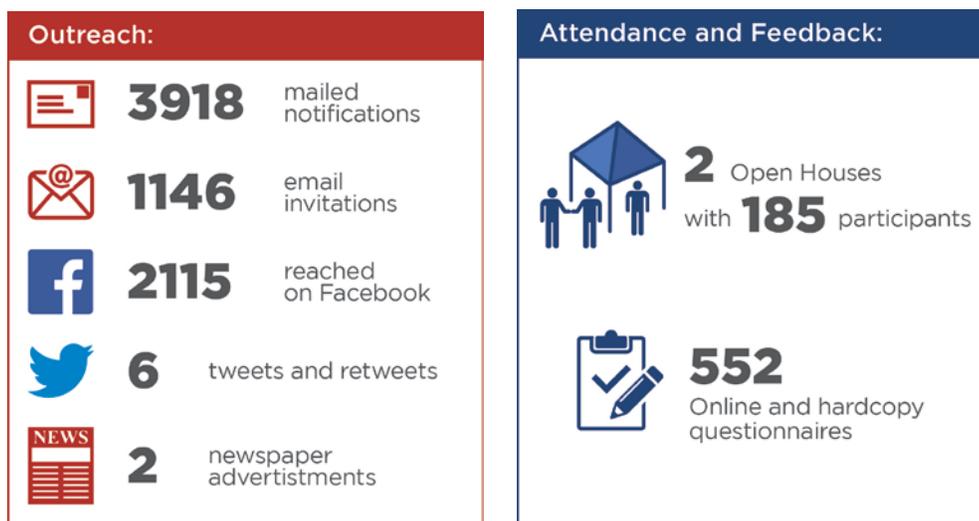
## Phase 3: Preferred Development Concept and Draft Policy Statement (May 2017)

### A. Consultation Goals

Based on public feedback on the two Development Concept Options and further technical study, a Preferred Development Concept and draft policies were prepared. Staff held open houses to:

1. Share the draft policies and illustrations of a Preferred Development Concept prepared by the project design team.
2. Receive feedback on the draft policies to bring forward to inform work at the rezoning stage.

### B. Metrics



### C. What We Asked

The questionnaire asked:

1. What do you think are the strengths of the draft policy statement?
2. What's missing or needs further consideration during the upcoming rezoning process?

## D. What We Heard

1. Respondents most often mentioned the following as strengths of the draft policy statement (20 or more respondents, ranked by frequency):
  - The variety of open spaces and the positive health benefits associated with access to the outdoors.
  - New complete streets and the variety of transportation options.
  - Strong sustainability requirements.
  - The general mix of land uses on the site.
  - Inclusion of a hotel and conference centre.
  - Requirement for childcare centres on site.
  - The urban design, form and density.
  - Requirement for height transitions and respectful interface with the existing community.
  - Walking connections and accessibility.
  - Inclusion of spaces for community use, social enterprise, non-profits and/or affordable retail.
  - Support for the delivery of high quality health care services.
  
2. Respondents most often mentioned that the following issues require further consideration during the rezoning process (20 or more respondents, ranked by frequency):
  - Management of traffic congestion in the neighbourhood.
  - Ensuring enough parking is provided (including concerns about the cost of parking).
  - Ensuring good walking and transit connections to the hospital (including wayfinding and accessibility).
  - Resilience of the site in the event of an earthquake, sea-level rise and flooding.
  - The future of the Burrard Street site and the ability of those in the West End to access health care services.
  - The safety of open spaces.
  - The impact of the development on housing in the local area and potential displacement of low-income residents.

## Who did we hear from?

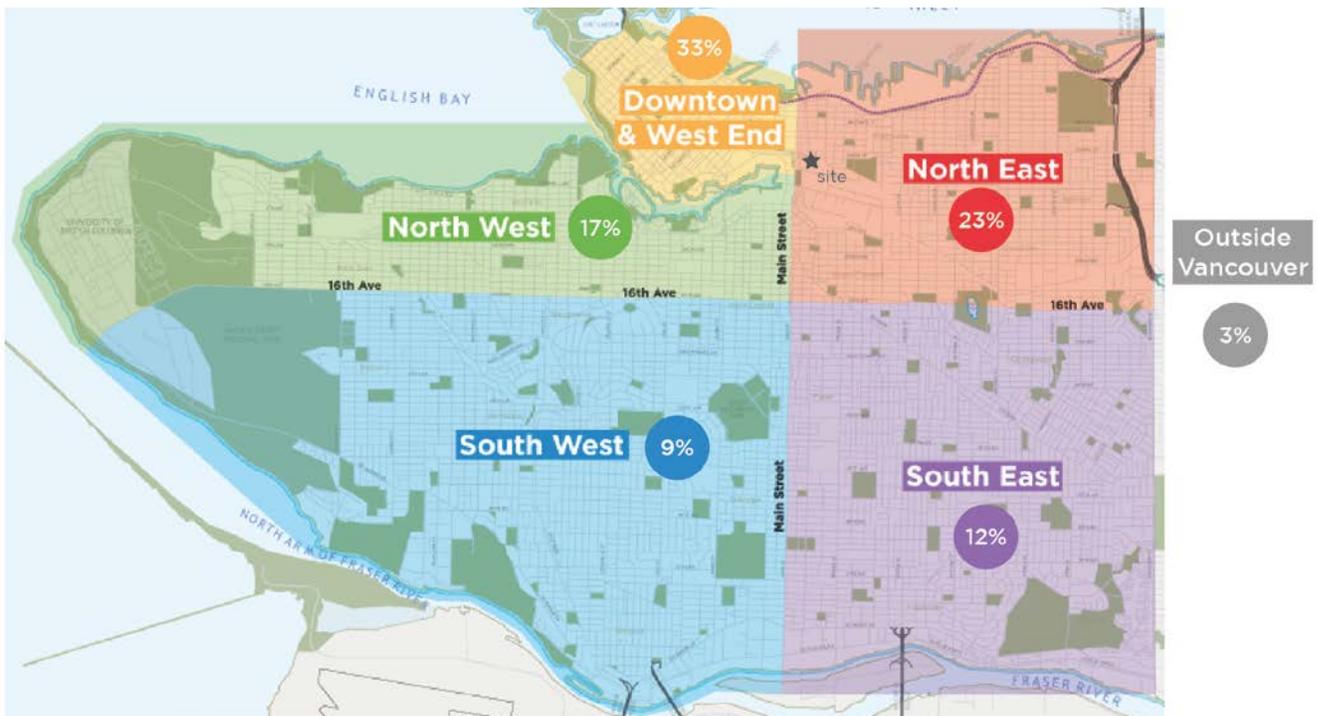
In each questionnaire, we asked respondents to tell us a little about themselves. Overall we heard from a broad cross-section of people across the City and from a balance of age groups.

*Note: Percentages may not add up to 100 due to rounding or questions left unanswered by respondents.*

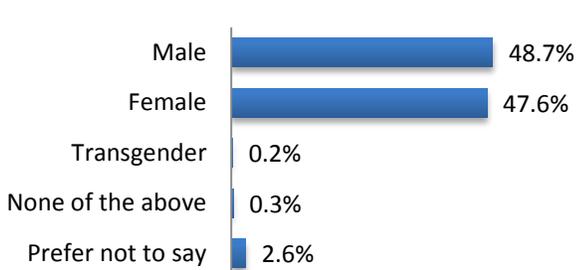
### Demographic Information

Total number of questionnaire respondents (all three phases): 2078

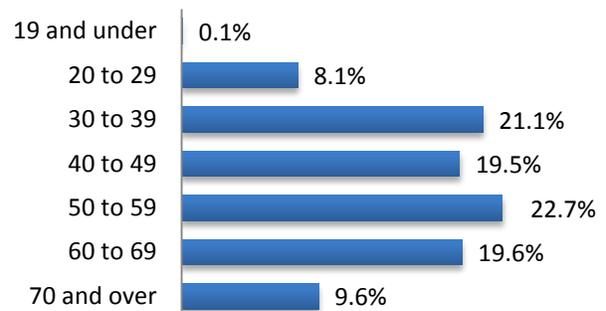
**Respondents' home postal code:**



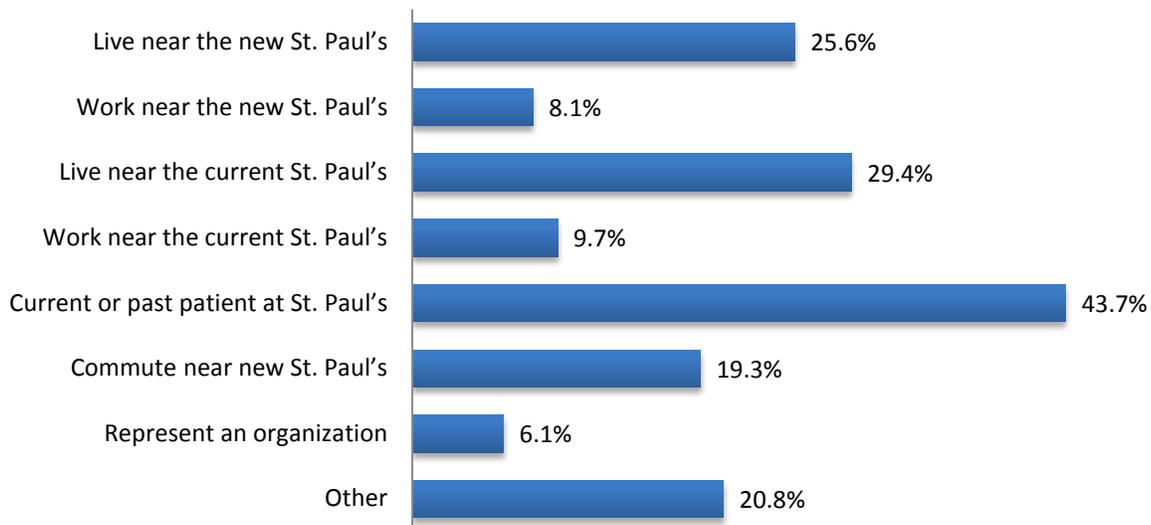
### Gender



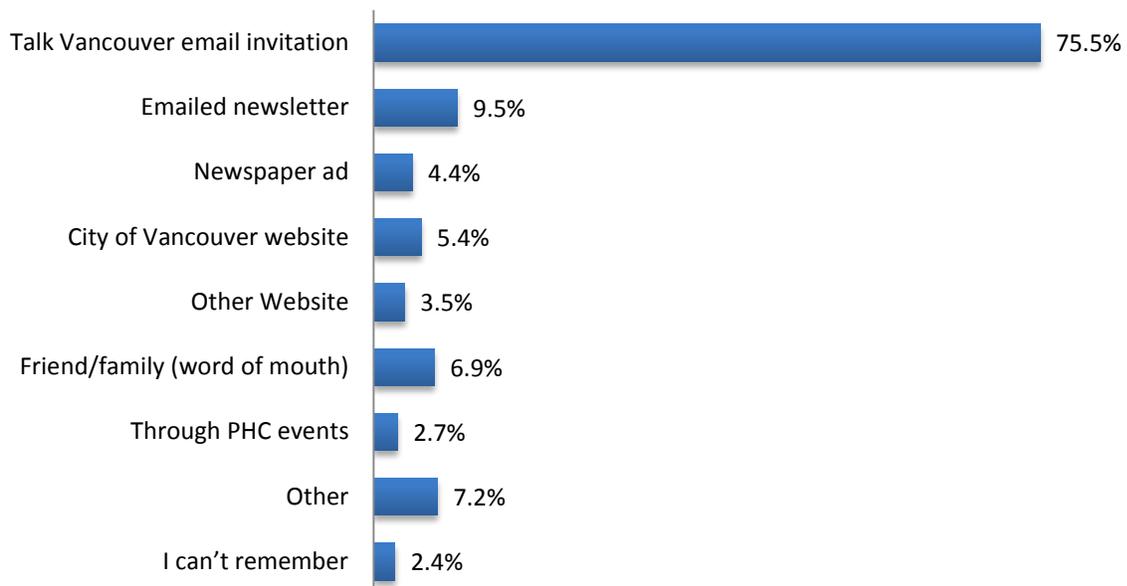
### Age



***What is your connection to the new St. Paul's? (check all that apply)***



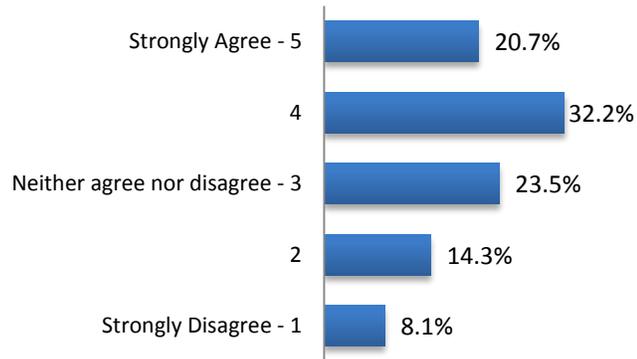
***How did you hear about the new St. Paul's consultation? (check all that apply)***



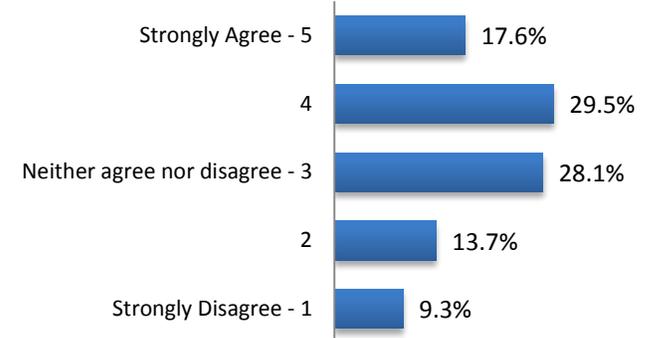
## Consultation Experience

The graphs below summarize questionnaire respondents' agreement with the following statements:

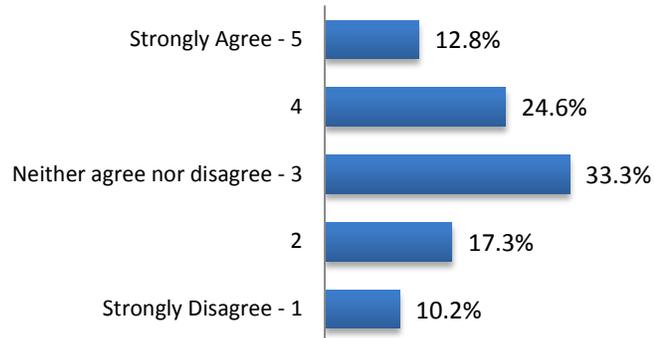
***The information presented was clear and understandable.***



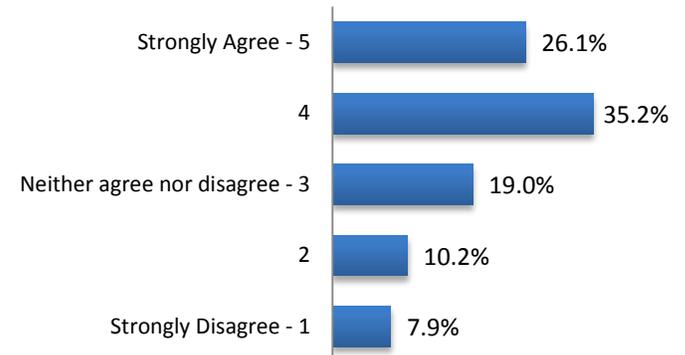
***I felt that participating was a valuable experience for me.***



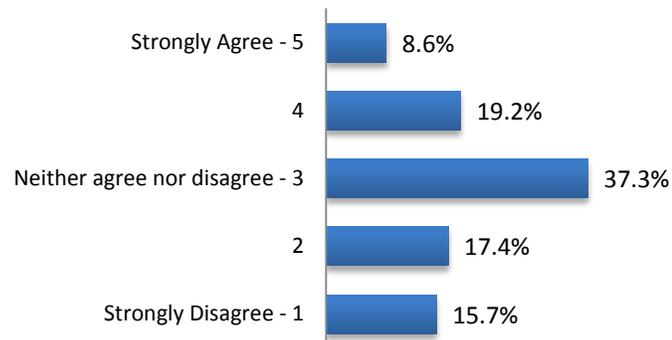
***I understood how my input would be used.***



***I had the opportunity to share my views.***



***I felt that my input would make a difference.***



***I felt I learned something new.***

