

I am writing to report an additional accessibility incident and to request substantive answers and status updates regarding num and safety matters I have raised with transit management over the past several months.

This is not the first time I have reported the abrupt transition, crest, or lip at the top of ramps on certain Kelowna transit vehicle barrier, particularly as it affects manual wheelchair users, has already been raised in previous correspondence.

The August 2 incident adds a separate and important issue: what assistance, if any, conventional-transit operators are permitted to provide when a manual wheelchair user cannot independently cross that known ramp transition.

August 2, 2026 incident

At approximately 8:37 a.m. on Sunday, August 2, 2026, I boarded Route 2 northbound on shuttle bus 2930.

The driver was helpful. During our conversation, however, he told me that only HandyDART drivers may assist manual wheelchair users on a ramp.

As I understood and recall his explanation, he said he had previously been seen assisting someone and had gotten into trouble. The union does not want conventional-transit drivers helping manual wheelchair users in this manner.

I am paraphrasing the conversation. I am not identifying the operator, alleging misconduct, or asserting that his understanding is necessarily correct. I am asking BC Transit, Transdev, and the applicable union to confirm or correct the information I was given.

The attached photograph shows the deployed ramp on bus 2930 and the transition at the top. This is the same general ramp-transition barrier I have raised previously.

For some manual wheelchair users, the raised edge, crest, lip, or abrupt change in angle can create a barrier that is difficult or impossible to cross without assistance.

I have also reported or observed similar concerns involving other shuttle buses and newer electric buses.

The fact that a ramp deploys does not, by itself, make the vehicle accessible. Manual wheelchair users must be able to cross the ramp and safely board or exit the vehicle.

Operator-assistance questions

Please provide direct written answers to the following questions:

1. Are conventional-transit operators permitted to provide requested physical assistance to a manual wheelchair user who cannot cross the transition at the top of a deployed ramp?
2. If operators are not permitted to assist, who established that restriction: BC Transit, Transdev, the union, an insurer, WorkSafeBC, or another organization?
3. What written policy, operating procedure, training standard, safety rule, collective-agreement provision, or other authoritative source is the basis for that restriction?
4. Have conventional-transit operators been instructed, warned, or disciplined for helping manual wheelchair users cross the ramp transitions?
5. Does the applicable union advise conventional-transit operators not to provide this assistance?
6. Has the union negotiated, requested, supported, or enforced any restriction concerning physical assistance to manual wheelchair users?
7. What is a manual wheelchair user expected to do when the ramp deploys but they cannot independently clear the upper transition?
8. Is leaving a manual wheelchair user unable to board or exit considered an acceptable outcome under current policy?
9. What immediate accommodation is an operator expected to provide in that situation?
10. Is there an escalation procedure that allows an operator to obtain assistance without leaving the passenger behind?
11. What training do operators receive concerning manual wheelchair users, ramp-transition barriers, requested assistance, and accommodations?
12. Is an operator permitted to assist a manual wheelchair user at the passenger's explicit request and direction?
13. If physical assistance is prohibited for occupational-health or safety reasons, what alternative accommodation is required?
14. Who is responsible for ensuring that the alternative accommodation is available immediately rather than after the passenger boards or exits?

Previously reported ramp problem

Because the ramp-transition problem has already been reported, I am not merely requesting that this be opened as another new

Please provide an update on the earlier reports, including:

1. What investigation has already been completed?
2. Which vehicles or vehicle models have been inspected?
3. What measurements, testing, or accessibility assessments were performed?
4. Were manual wheelchair users involved in evaluating the ramps under actual operating conditions?
5. What findings were made concerning the transition at the top of the ramp?
6. What maintenance, engineering, equipment, or fleet changes have been considered or implemented?
7. What corrective work is planned for affected shuttle buses?
8. What corrective work is planned for newer electric buses with a similar transition?
9. What interim accommodation has been established while a permanent solution is developed?
10. What is the expected timeline for corrective action?

Please also confirm whether bus 2930 will be inspected and whether I will receive the findings and any resulting maintenance records.

Outstanding complaints and missing updates

The ramp issue is only one part of my outstanding correspondence.

My email records show repeated contacts with transit management from at least April through July 2026 concerning matters t

- accessibility and safety concerns;
- wheelchair ramp deployment and transition barriers;
- wheelchair securement;
- passengers being left behind;
- operator conduct;
- requests to preserve onboard video and audio;
- vehicle and equipment concerns;
- service failures;
- and other disability-related barriers.

I have also submitted commendations when operators provided helpful or professional service.

Some messages have been acknowledged or forwarded. However, many matters have not received substantive findings, clear corrective-action reports, or meaningful progress updates.

The attached screenshots illustrate the volume and persistence of this correspondence.

I am therefore requesting a consolidated written status report covering all of my outstanding transit complaints and follow-ups onward.

For each matter, please provide:

1. The date and subject of the complaint.
2. Any assigned complaint, file, or case number.
3. The organization and individual responsible for investigating it.
4. Whether relevant video, audio, operator reports, maintenance records, or other evidence were preserved.
5. The current investigation status.
6. The findings reached to date.
7. Any corrective or preventative action taken.
8. Whether the matter is considered open or closed.
9. If closed, the date it was closed and the basis for closing it.
10. If still open, the next action and expected completion date.
11. Whether I was previously sent the findings or closure decision.
12. If no findings were provided to me, why no substantive update was issued.

Please do not limit your response to the August 2 incident while leaving the previously reported matters unanswered.

Broader accessibility impact

I am raising these concerns for myself and for disabled riders throughout Kelowna.

People who are non-speaking, Deaf or hard of hearing, or who have intellectual, cognitive, neurological, or communication disabilities face additional barriers to filing detailed complaints, repeatedly following up, navigating several organizations, or pressing for direct action.

The transit system cannot depend on every affected passenger having the ability, equipment, time, and persistence required to and repeatedly demand accountability.

Accessibility barriers should be identified and corrected even when the people most affected are not able to submit extensive correspondence.

Media inquiry and request for a statement

I intend to write a future story about these accessibility barriers, the history of complaints, the ramp-design problem affecting users, the operator-assistance question, and the responses provided by the organizations involved.

Please identify someone authorized to speak with me on the record on behalf of BC Transit and Transdev.

Because a union position was specifically mentioned during the August 2 conversation, I am also requesting contact with a union representative who can confirm or correct that information.

If interviews are not available, please provide written statements suitable for quotation and attribution addressing:

- the ramp-transition problem affecting manual wheelchair users;
- the investigation and status of previous complaints;
- the operator-assistance policy;
- any union position or restriction;
- operator training and occupational-safety considerations;
- immediate and interim accommodations;
- vehicle inspection and maintenance procedures;
- and planned corrective action.

My email records demonstrate the volume and persistence of my previous correspondence. Despite this, I have received few or no meaningful updates concerning many of the underlying issues.

That continuing lack of response leaves me asking whether another broader media story, potentially receiving national or international attention, will be required before these accessibility concerns receive serious examination and practical correction.

I would prefer that BC Transit, Transdev, and the union address these matters directly, transparently, and promptly.

Please do not respond only by stating that the matter has been received or forwarded.

I am requesting direct answers, findings, status updates, identification of responsible decision-makers, corrective actions, and

Preservation request

Please preserve all potentially relevant records concerning:

- Route 2 northbound;
- shuttle bus 2930;
- approximately 8:37 a.m. on August 2, 2026;
- the deployed ramp and boarding by a manual wheelchair user;
- operator communications or reports;
- onboard video and audio;
- vehicle inspection and maintenance records;
- accessibility reports;
- training materials;
- operating policies;
- union-management communications concerning assistance to manual wheelchair users;
- and my earlier complaints and follow-up correspondence.

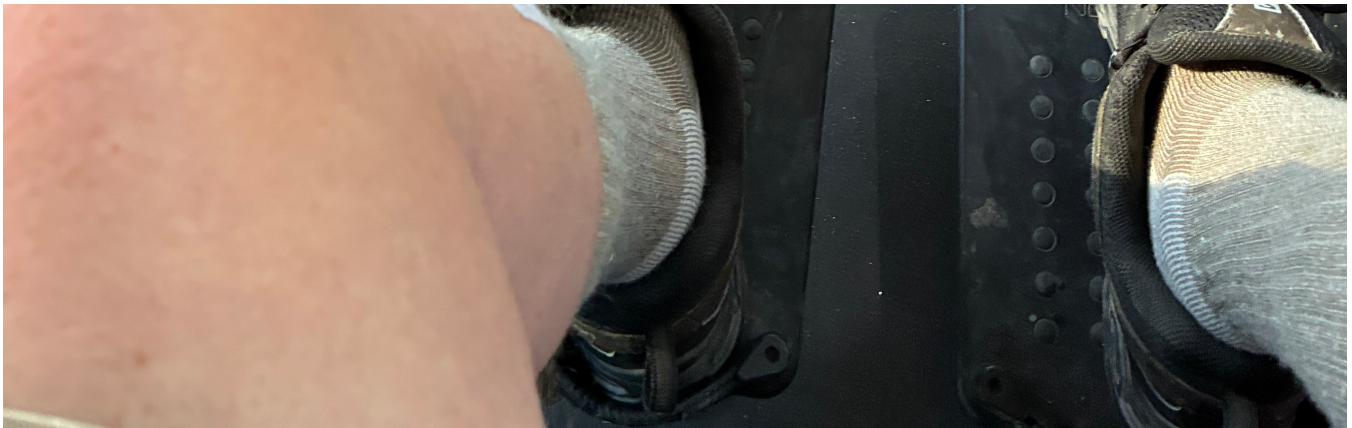
Please confirm receipt and provide the initial consolidated status report and substantive response within seven business days.

Randy Millis
Kelowna, British Columbia

Attachments:

1. Photograph of the deployed ramp and upper transition on shuttle bus 2930
2. Screenshots illustrating previous transit accessibility and safety correspondence





8:46

5G+



Melissa Campbell & Crai - Sele

Fwd: July 21, 2026 – Follow-up: ...

All Mailboxes

Current Mailbox



Transit Managemen... 2026-0

Re: Accessibility Complaint – Route

Thank you for your attention to the matters. I have now received

More Results



Pankaj.Bahniwal@tr... 2026-0

RE: July 21, 2026 – Follow-up: Tran

Further to my previous correspondence, in which I provide

  **Pankaj.Bahniwal@tr...** 2026-
Re: Formal Complaint and Immed...
Please add this email to my previous
submitted complaint and evidence

  **Pankaj.Bahniwal@tr...** 2026-
Formal Complaint and Immediate P
I am submitting this formal compla
regarding the conduct of security

 **Pankaj.Bahniwal@tr...** 2026-
Accessibility Concern: Manual Whe
I am writing to report a significant
accessibility concern I experienced

 **Pankaj.Bahniwal@tr...** 2026-
Request to Preserve Onboard Vid...
I am submitting a complaint regard

 **Pankaj BAHNIWAL**





Pankaj.Bahniwal@tr... 2026-(

Re: Follow-up to Complaint – Route
I am writing to report a significant

8:46

5G+



Pankaj.Bahniwal@tr... 2026- (1) **Select**

Request to Preserve Onboard

I am submitting a complaint regard

All Mailboxes

Current Mailbox



Pankaj.Bahniwal@tr... 2026-(

Re: Follow-up to Complaint – Route

I wish to provide one final update to
complaint. After I was left behind b



Pankaj.Bahniwal@tr... 2026-(

Re: Follow-up to Complaint – Rou...

Since submitting my complaint, a
second Route 11 bus (bus 6022)



Pankaj.Bahniwal@tr... 2026-(

Follow-up to Complaint – Route 1...

I wish to add several important fact

...which to add several important facts
my complaint regarding Route 11, b

  **Pankaj.Bahniwal@tr...** 2026-C
Complaint – Route 11 Bus 9263 P...
I am submitting a formal complaint
regarding an incident involving Rou

 **Pankaj.Bahniwal@tr...** 2026-C
Driver Commendation
Date: July 5, 2026 Time: Approxim
8:54 p.m. Bus: 2930 Route: Route

 **Pankaj.Bahniwal@tr...** 2026-C
Regarding Ramp Deployment for W
I wanted to share a brief observatic
from this morning regarding Bus 60

 **Pankaj.Bahniwal@tr...** 2026-C
Driver Commendation –
Please add the following comm

 **Pankaj BAHNIWAL**



my earlier commendation regarding
correspondence, in which I provide

8:47

5G



Pankaj.Bahniwal@tr...

2026-

Re: Formal Complaint and Im

Select

Please add this email to my previous

All Mailboxes

Current Mailbox

More Results



Pankaj.Bahniwal@tr...

2026-

Formal Complaint and Immediate P

I am submitting this formal compla

regarding the conduct of security



Pankaj.Bahniwal@tr...

2026-

Accessibility Concern: Manual Whe

I am writing to report a significant

accessibility concern I experienced



Pankaj.Bahniwal@tr...

2026-

Request to Preserve Onboard Vid..

I am submitting a complaint regard

wheelchair securement incident th



Pankaj.Bahniwal@tr... 2026-
Complaint – Route 11 Bus 9263 P...
I am submitting a formal complaint
regarding an incident involving Rou



Pankaj.Bahniwal@tr... 2026-
Driver Commendation
Date: July 5, 2026 Time: Approxim
8:54 p.m. Bus: 2930 Route: Route



Pankaj.Bahniwal@tr... 2026-
Regarding Ramp Deployment for W
I wanted to share a brief observatic
from this morning regarding Bus 60



Transit Manag...



8:47

5G

Select



Pankaj.Bahniwal@tr... 2026-0

Accessibility Complaint - Route 25

All Mailboxes

Current Mailbox

service complaint regarding a Rout



Pankaj.Bahniwal@tr... 2026-0

Follow-Up Request – Evidence Pres

Thank you for your responses and

confirming that my concerns have



Transit Managemen... 2026-0

Re: Urgent Accessibility and Safe...

Thank you for your response and fo

forwarding the matter to BC Transi



Kenneth HARRISON... 2026-0

Urgent Accessibility and Safety R...

Given the seriousness of these

incidents, I am requesting that an



Sandeep DHILLON,... 2026-0

Accessibility and Safety Complai...

Today at approximately 11:14 AM, I

disembarked from Route 2 shuttle



Pankaj BAHNIWAL 2026-0

Re: Driver Behaviour

I sent two messages through your portal because this happened twice



Transit Managemen... 2026-0

Formal Safety Complaint – Bus 601

I am filing a formal safety complain regarding an incident on Route 11



Never heard back from anyone since

Please preserve all onboard video &

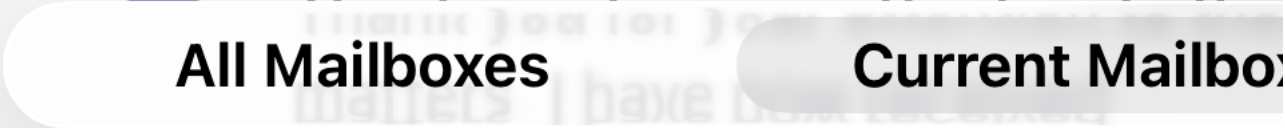
audio recordings associated with R



Transit Managemen... 2026-0 **Sele**

Re: Accessibility Complaint – Re

Thank you for your assistance





Pankaj.Bahniwal@tr... 2026-0
Accessibility Complaint – Route 2 F
I am filing a formal accessibility and
service complaint regarding a Rout



Pankaj.Bahniwal@tr... 2026-0
Follow-Up Request – Evidence Pres
Thank you for your responses and
confirming that my concerns have



Transit Managemen... 2026-0
Re: Urgent Accessibility and Safe...
Thank you for your response and fo
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Kenneth HARRISON... 2026-0
Urgent Accessibility and Safety R...
Given the seriousness of these
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Sandeep DHILLON,... 2026-0
Accessibility and Safety Complai