REGIONAL DISTRICT OF NANAIMO

NEWS RELEASE

November 27, 2026

New Online Booking System Coming to handyDART in the RDN on December 1

The Regional District of Nanaimo (RDN) is pleased to announce that BC Transit is introducing a new system to book, schedule and manage handyDART trips in our region. The new system will help accommodate more trip requests while maintaining a safe and accessible service for our riders. The BC Transit handyDART app is available for download in the App Store or Google Play. Registered RDN riders can download the app ahead of time, but they will not be able to log in until the new technology launches on December 1. Starting December 1, new riders can register on the BC Transit website.

Upcoming Changes

- Riders will be able to book their trips online or through the BC Transit handyDART App. They no longer need to rely on phone booking hours.
- Riders will be able to book their trip up to seven days in advance instead of 14 days. This means they can make their travel plans closer to the day of their trip.
- Riders will be able to change or cancel trips 24/7 online and through the app.
- The app provides riders with trip notifications and real-time bus tracking.
- A new digital registration process will make it easier for people to register for handyDART service.

Remaining the Same

- Riders can book by phone during regular operational hours.
- Service and office hours remain the same.
- Fare and payment methods remain the same.
- handyDART eligibility remains the same.

To help serve more customers, trips may be shared with other riders, follow a different route or be provided by a different driver than a rider is used to. handyDART customers can travel with a companion (friend or family) when space allows, which could help some riders transition to these changes in service delivery.

To learn more about this new booking service and to register as a handyDART user if not already signed up, visit bctransit.com/handyDART. For information about RDN Transit, visit rdn.ca/transit-system.

Quote

"This new booking system is a great step forward for handyDART riders in our region. Being able to book, change or cancel trips online or through the app, with real-time bus tracking, gives riders more flexibility, more information and more control over their travel. And for those who prefer to call, phone booking is still available, so everyone can choose what works best for them."

Stuart McLean, RDN Board Chair

Key Points

- The new technology for handyDART introduces a standardized system across the province, replacing current dispatch processes with a new, modern system.
- These digital tools are optional. Riders and caregivers can continue booking by phone.
- The new system gives BC Transit access to advanced data that will help inform future service expansions and improve handyDART service for riders.

Quick Facts

- Current riders who have taken a trip in the past 18 months will have an account created for them automatically. They can log in using the phone number or email on their profile.
- Riders do not need to rebook. All confirmed trips will be automatically moved into the new system.
- New handyDART applications can be submitted online and are typically processed within 10 to 14 days. Applicants will receive a letter by mail once approved.

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For media inquiries, please contact:

Regional District of Nanaimo
Rebecca Taylor
Communications Coordinator
250-713-2400
engagement@rdn.bc.ca