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The critical need for
improving seniors
transportation

on the Sunshine Coast

Get Moving Monthly Feature

Reflecting on HandyDART's Progress: A Year of Growth and Improvement

One of the most commonly used and desirable transportation methods for seniors who do not drive is the handyDART. In September 2024, the Sunshine Coast Regional District (SCRD) and BC Transit implemented significant enhancements to the handyDART service to better meet the needs of the community. These changes included expanded service hours and increased capacity during peak times, directly responding to feedback from riders.

Service Enhancements Implemented:

- **Extended Weekday Hours:** Service now operates from 8:30 a.m. to 5:00 p.m., an additional half-hour each weekday.
- **Increased Saturday Service:** Saturday hours were extended to 9:30 a.m. to 5:00 p.m., providing more flexibility for weekend travel.
- **New Sunday Service:** HandyDART introduced Sunday service from 9:30 a.m. to 5:00 p.m., ensuring weekend accessibility.

Outcomes: Unmet Rides Reduced:

An important measure of handyDART's impact is the number of unmet rides. These are trips that riders requested but could not be provided, often due to high demand, limited service hours, or scheduling constraints. In 2023, there were 196 unmet rides, reflecting challenges in meeting demand during busy times. Following the September 2024 service expansions, this number dropped to 138, demonstrating that longer hours and other improvements helped more riders reach their destinations.

2024 Ridership:

In 2024, monthly ridership was estimated at 582 rides, with 732 registered riders

Looking Forward:

Looking ahead, even more improvements are planned. In 2026, handyDART service on the Sunshine Coast is set to expand again with the addition of a new vehicle and 2,900 service hours. These initiatives aim to enhance the overall experience for all users and ensure that handyDART continues to meet the growing needs of the Sunshine Coast community.

References:

1. Coast Reporter Article:

<https://www.coastreporter.net/local-news/whats-in-the-works-for-the-public-limousine-service-on-the-sunshine-coast-10737246>

1. SCRD 2025 Intergovernmental Roundtable: [https://www.scrd.ca/wp-](https://www.scrd.ca/wp-content/uploads/2025/05/2025-May-29-AGENDA-PACKAGE-Intergovernmental-Roundtable-on-Sunshine-Coast-Transit-Service-Priorities.pdf?utm_source=chatgpt.com)

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1. HandyDART Service Review Engagement Summary:

<https://www.scrd.ca/wp-content/uploads/handyDART-engagement-summary.pdf>



Learn more about HandyDart

Visit: translink.ca/rider-guide/transit-accessibility/handydart

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