

HandyDART Automated Trip Review & Cancellation Service



The **HandyDART Automated Trip Review & Cancellation Service** is an easy way to review or cancel upcoming HandyDART trips.

Benefits

- Convenient and easy to use
- Available 24 hours/7 days a week



How do I sign up?

Contact the Customer Service department at **604.575.6600**
→ **OPTION 5**

A customer service agent will provide you with a **password** to access the service.

Note: Be ready to write your password down.



General Options

These commands can be used at any time during your call:

Table 1

General Options	
Return to main menu	→ OPTION # 1
End your call	→ OPTION # 3
Repeat last menu prompt	→ OPTION *
Speak to customer service	→ OPTION 5

To access this service:

Call 604.575.6600

→ OPTION 8

Log in:

- 1. Enter HandyDART Client ID
- 2. Enter Password

Main Menu

Table 2

Menu Options	
Confirm Trips	→ OPTION 1
Cancel Trips	→ OPTION 2
Account Information	→ OPTION 4
Change Password	→ OPTION 5

How to use each menu option:

Confirm Trips → **OPTION 1**

- 1. To hear a list of all your trips on a specific date → **PRESS 1**
OR
To hear a list of all of your trips → **PRESS 2**
- 2. Enter the trip date:

Table 3

Enter By Day Of The Week	
Monday	→ PRESS 1
Tuesday	→ PRESS 2
Wednesday	→ PRESS 3
Tuesday	→ PRESS 4
Friday	→ PRESS 5
Saturday	→ PRESS 6
Sunday	→ PRESS 7

OR, Enter By Full Date*

Step 1: Enter the 4-digit year (YYYY)
→ PRESS 2 0 2 5

Step 2: Enter the 2-digit month (MM) → PRESS 0 5

Step 3: Enter the 2-digit day (DD)
→ PRESS 2 7

**the example uses the date May 27, 2025*

- 3. The service will then read back your booked trips on the date entered
- 4. There are a number of command options (see Table 4) to help you navigate through your trips:

Table 4

Command Options		
Next Trip	→ PRESS	1
Cancel	→ PRESS	2
Detailed Trip Information	→ PRESS	3
To Top of List	→ PRESS	4
Repeat	→ PRESS	*

- 5. Once you have confirmed your trip(s), follow the **general options** (see Table 1) to review additional trips, or simply hang up.



Cancel Trips

→ **OPTION 2**

To cancel trips **seven or fewer days from today**, use any of the following sets of instructions:

To Cancel A Single Trip

→ **PRESS 1**

1. To hear a list of your trips on a specific date → **PRESS 1**
OR
2. To hear a list of all your trips → **PRESS 2**
→ Enter date (*see Table 3*)
3. Use the command options (*see Table 4*) to help you navigate through your trips
4. To cancel → **PRESS 2**
To confirm cancel → **PRESS 1**
OR
To abort → **PRESS 2**

To Cancel All Your Bookings For A Specific Day

→ **PRESS 2**

1. Enter date (**see Table 3**)
2. To cancel → **PRESS 1**
OR
To abort → **PRESS 2**

To Cancel All Your Bookings For A Date Range*

→ **PRESS 3**

1. Enter date (*see Table 3*)
2. You can use the **command options** (*see Table 4*) to help you navigate through your trips

To cancel → **PRESS 1**

OR

To abort → **PRESS 2**

**Up to a maximum of seven days*

Once you have cancelled your trip(s), follow the **general options** (*see Table 1*), or simply hang up.

Account Information

→ **OPTION 4**

The following information is on file:

- Client ID
- Name
- Date of birth
- Address
- Phone
- Mobility aid
- Space type (ambulatory/wheelchair)
- HandyDART eligibility start date

If your account information needs to be updated, call **604.575.6600**

→ **OPTION 4** registration

Change Password

→ **OPTION 5**

1. Enter current password
2. Enter new password
3. Re-enter new password
4. → **PRESS 3** to end your call

Frequently Asked Questions

What happens if I cancel a ride accidentally?

→ **PRESS 1** to speak to a booking agent

I didn't understand something the automated service said?

Sometimes the automated service can make names and addresses sound strange. If you need assistance

→ **PRESS 5** to speak to a customer service agent

What if I forget my password?

Your password will be given to you by the HandyDART office, please call the Customer Service department to assist you at **604.575.6600**

→ **OPTION 5**

For more information, consult the HandyDART Rider's Guide, or visit **translink.ca/handydart**.

