



Important Update: Uber Trip Availability & Spare App Wallet Setup

To” Transportation Disadvantage (TD) Program Participant,

VoAccess is writing to inform you of an important update regarding Transportation Disadvantage (TD) program services beginning March 1.

Starting January 2026, some eligible TD trips may be provided through the partnership between VoTran and Uber, as part of our ongoing effort to improve service flexibility and reduce waiting times. This option is available for ambulatory participants only. To ensure there is no interruption in your transportation service, any participant who choose to use Uber as their transportation option, must have a Spare wallet (funding) set up to utilize Uber on demand.

Please complete the following steps:

1. Download the Spare app on your smartphone.
2. Create or log in to your Spare account.
3. Set up your Spare Wallet—this will be used to authorize and securely pay for any Uber trips provided under the TD program.
4. Uber TD trips for ambulatory passengers may be scheduled for up to 24 hours’ notice, and may be on the same day, on demand.

If You Need Assistance or if you do not have a smartphone, or if you need help downloading the Spare app or setting up your wallet:

➡ Please contact VoTran’s Customer Care Center **386-322-5100**.

Our staff can assist you with app setup or help you place a secure debit/credit card payment over the phone.

Other TD Options

Traditional TD transportation services will continue to be available for participants who are not eligible for or do not wish to use Uber. Thank you for choosing VoTran for your transportation needs. We appreciate your cooperation as we work to enhance your travel experience.

Sincerely,

VoTran / VoAccess Team

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