



Frequently asked Questions

What area does Trip Link serve?

Trip link serves Chelan and most of Douglas county.

How can I apply?

You can apply by calling the Trip link office at 509-664-7630 or by mailing in a completed application. Applications can be found on our website.

How do I know if I am eligible?

You may be eligible if you live outside of the Link service area, have no other means of transportation, are a senior citizen, disabled or ill but do not qualify for Link-Plus services.

Who will drive me on my trips?

Trip link is a self- directed program. You will recruit your driver and arrange your trips. For example: You may choose a neighbor, friend, relative that does not live with you, ect. You arrange your trips according to your needs and your availability.

Can I have more than one volunteer driver?

Yes, you can use as many volunteer drivers as you need to. Who you transport you is your choice.

How do I get paid?

You will document on the mileage form we provide to you how many miles each trip totals and submit your miles reimbursement form to us at the end of each month. We will mail you a check to reimburse you for the miles your volunteers drove. You will pay your volunteers their reimbursement after you receive your check. WE DO NOT PAY THE DRIVERS DIRECTLY.

How many miles can I be reimbursed for?

We will give you a limit (monthly mileage bank) of how many miles you can be reimbursed for based upon the information you provide in your application. We understand that each applicant will have specific needs, and some may require more miles each month than others. We will not pay for any excess miles driven that go beyond your monthly mileage bank limit. Your available mileage bank limit does not accrue or carry over to the next month.

Can my monthly mileage bank limit change?

Yes, your monthly mileage bank limit may be something we adjust by increasing or decreasing it, but we will always communicate any changes to you prior to the change going into effect. If you feel you need more miles or less miles than your current monthly limit, please communicate this to us so we can re-evaluate your current limit.

Where can I go?

You can go to any location you choose to. Some examples are: Doctor appointments, dental appointments, grocery shopping, church, hair salon.

Can I claim miles if I send someone on an errand without me?

NO, you have to be riding in the vehicle for you to qualify to be reimbursed for those miles. If you send a volunteer driver to pick something up for you, for example a prescription, you cannot claim those miles because they were not giving YOU a ride.

Can I be reimbursed mileage for trips outside of Chelan and Douglas county?

No, you will only be reimbursed for mileage that was driven within Chelan and Douglas county.

Can I split my trip with another eligible rider?

Yes, you may split your mileage with another eligible rider. You work out the details with your driver and invite your companion with you. Both riders must be enrolled in the Trip Link program in order for you to split the mileage. You cannot both claim the total miles for the trip. Each rider would report a portion of the mileage on their monthly mileage chart.

For more information, please contact us:

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