Ferry Notice

FOR IMMEDIATE RELEASE: October 24, 2025

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Guemes Ferry Weekend Update

Transition to Stripe Payment Processor

The ferry division will be transitioning our payment processor for ticket purchasing from LexisNexis to Stripe starting October 29th. We will still utilize the same Anchor ticketing system after the change to Stripe. In order to complete the transition, website and mobile app ticket sales will be unavailable on Tuesday, October 28th, starting at 8:00 a.m. You will still be able to purchase tickets in the Anacortes terminal on October 28th. Online and app sales are estimated to resume by Wednesday, October 29th, at 8:00 a.m.

If you are planning to ride the ferry on Tuesday, October 28th, we highly recommend you buy your tickets in advance to ensure you save time at the terminal. Any unused tickets purchased before October 28th will still be valid and can be used before, during, and after the transition, regardless of how you originally purchased them (app, web, in-person).

We have had a few questions this week about the transition:

1. **Will I have to download a new ticket app?**

   No, the ticketing platform (Anchor), which includes the mobile app, is not changing. You will not have to download any new apps.

2. **Why are you changing payment processors?**

   We have heard from our riders that they would like to be able to save their payment information in the app and use Apple / Google pay to make purchasing faster and easier. LexisNexis did not offer these features, but Stripe does! Starting October 29th, these features will be available to everyone on the Anchor app.

3. **Will I lose my stored tickets in the app?**

   No, your previously purchased, and unused, tickets in the app will not be affected by the transition. They will still be in your account after we switch to Stripe.

4. **Will my ticket cost more?**

   No, the cost for ferry tickets will not change due to the transition to Stripe.

5. **Can I still buy my tickets in the Anacortes office after the transition?**

   Yes, in-person ticket sales will remain available after we move to Stripe.

If you have any other questions, please reach out to ferrycomments@co.skagit.wa.us.

Temporary Ferry Technical Advisory Group

The County Commissioners have selected nine applicants for nomination to the Technical Advisory Group (TAG). Those nominees are: Adam Paull, Allen Bush, Becca Fong, Corey Joyce, Jonah Petrick, Paul Bieker, Ryan Monaham, Sandy McKean, and Tom Fouts. We would like to share a sincere thank you for your willingness to serve on the TAG, and support of the ferry replacement project.

The Commissioners will officially vote on the nomination of TAG members on Monday, November 3rd, during the weekly consent agenda.

The Commissioners have selected six applicants from Guemes Island and three applicants from Skagit County at-large. The TAG charter currently states the members of the TAG include five members from Guemes Island and four from Skagit County at-large. The Commissioners will be amending the TAG charter to change the membership requirements on Monday, October 27th, during the weekly consent agenda.

The ferry division has scheduled the first TAG meeting for Monday, November 17th, at 6:00 p.m. in the Anacortes Library. More details on how to join remotely will be shared soon and made available on the ferry replacement webpage.

To read more about the organization, meeting schedule, and expectations for the TAG, please visit our website. If you have questions about the TAG, please reach out to ferrycomments@co.skagit.wa.us.

2026 Ferry Fare Schedule

Thank you to everyone who submitted written comments or attended the public hearing this week on the proposed 2026 ferry fare schedule. You can rewatch the public hearing on our website here.

The ferry division is reviewing the feedback and preparing responses to discuss with County Commissioners during a work session next Tuesday, October 28th, at 9:00 a.m. in the Commissioners' Hearing Room and via Zoom. The written responses to comments will be made available online.

The Commissioners are scheduled to discuss the 2026 fare schedule for potential adoption on November 10th at 1:00 p.m.

Upcoming Maintenance Items

There will be no second 11:15 a.m. run next week Tuesday, October 28th, due to the vessel being refueled.

UPDATED - Anacortes Ferry Phone Line is Still Down

The phone line to the Anacortes ferry office is still down and will remain out of service for a while longer. The ferry division is working with the Central Services department to replace the old phone system in the Anacortes ferry office. Skagit County will be starting a process to replace all phones at the County in early 2026, and to save costs in 2025, the ferry division will not be replacing the ferry office phones until the new phones systems are replaced as part of the county-wide upgrade project.

In the meantime, please call 360-416-1466 (**UPDATED**), and leave a voicemail if you cannot reach a staff member. Someone will get back to you by the end of the next business day (Monday - Friday). Another preferable option is to email us at ferrycomments@co.skagit.wa.us.