



## Ferry Notice

FOR IMMEDIATE RELEASE: October 31, 2025

Jenn Rogers, Communications Manager, Skagit County

jrogers@co.skagit.wa.us · 360-416-1309

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## Guemes Ferry Weekend Update

### Transition to Stripe was Successful!

Thank you for your patience as we transitioned our payment processor for ticket purchasing from LexisNexis to Stripe this past Tuesday and Wednesday. The transition has been successful and riders may now store payment options within the app and use Google and Apple pay for online transactions. Any unused tickets purchased before October 28<sup>th</sup> are still valid and can still be used now, regardless of how you originally purchased them (app, web, in-person).

The decision to move to Stripe was based on numerous requests for a more efficient ticket purchasing process. Stored payment options ensure you do not have to type your credit card information each time you purchase a ticket, and the use of Google and Apple Pay provide another option to more easily purchase ferry tickets with payment options saved within your mobile device.

We have heard a few questions about why we decided to use LexisNexis as our payment processor if they did not offer these preferred features to our riders. When we were first working to launch the electronic ticketing system in early 2024, we had planned to use Clover as our payment processor as they were the vendor we already used for all ticket purchasing at the Anacortes terminal. Clover unfortunately could not integrate well with the Anchor app, which is why we delayed the launch altogether to early 2025. The Treasurer's Office requested we try using LexisNexis as our payment processor instead, because the Treasurer had an existing contract with LexisNexis for transactions with the Skagit County court system and the pricing structure was affordable. Unfortunately, LexisNexis has not been able to provide features that have been requested by our riders, so we have been working over the summer on the transition to Stripe.

If you have any other questions, please reach out to [ferrycomments@co.skagit.wa.us](mailto:ferrycomments@co.skagit.wa.us).

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### 2026 Ferry Fare Schedule

The ferry division met this past Tuesday with the County Commissioners to discuss the proposed 2026 fare schedule and comments received during the open public comment period and public hearing on October 21<sup>st</sup>. A recording of the work session is available on the ferry budget [website](#).

The written responses to comments will be made available online within the next week. The Commissioners are scheduled to discuss the 2026 fare schedule for potential adoption on November 10<sup>th</sup> at 1:00 p.m.

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## Upcoming Maintenance Items

There will be no second 11:15 a.m. run next week Monday and Tuesday, November 3<sup>rd</sup> and 4<sup>th</sup>, to allow for our Chief Engineer to change the oil on both ferry engines. Additionally, on Thursday, November 6<sup>th</sup>, mechanics will be replacing the hydraulic rims on the Guemes Island apron after the regular sailing schedule has ended. The work is estimated to take about three hours, and we will be unable to provide emergency response during this time.

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## 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](mailto:ferrycomments@co.skagit.wa.us).

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