



Ferry Matters

Guemes Island Ferry

A Skagit County Public Works Publication

Fall 2015

Ferry Manager's Corner

Please check website regularly

We are less than a month away from the implementation of a fare increase, which prompted this newsletter. Our goal is to provide more information and try to answer some frequently asked questions. A priority for me is to keep you as informed as possible about all matters related to ferry operations. So, if you ever have any questions, please feel free to contact me.

Also, please check our website often over the coming months for the latest updates to this information. And, if you haven't already, consider signing up for our ferry list serve. It's a great way to receive email updates, and signing up is easy! Simply go to the ferry webpage at www.skagitcounty.net/ferry, and use the link on the right hand side of the page.



Fare Increase Takes Effect October 1

Following a public process, the Board of Skagit County Commissioners approved Resolution R20120261, on September 8, 2015, revising the Skagit County Ferry Fare Structure.

A general fare increase will take ef-

fect October 1, 2015, the first day of the non-peak season. If you would like to view the new non-peak fare schedule, there is a link at the bottom of the 'Schedule and Fares' page at www.skagitcounty.net/ferry.

Punch Card Sales and Refunds

Unexpired punch cards may still be used until September 30, 2015. Initially, the County was going to stop the sale of punch cards at the current rates, effective with the rate increase resolution on September 8, 2015. However, we were informed that this caught some off-guard.

Therefore, the County has decided to re-open the window during which folks can purchase punch cards. Please be aware that the County will stop selling punch cards at the old rates after Friday, September 18, 2015.

If you need to get punch cards to last until the new rates go into effect, please purchase them on or before September 18. If you do not use these punch cards before September 30, 2015, you can apply for a refund through our Accounting office. We are asking for 30 days to process the refunds, and a refund check will be mailed to you, so you may want to consider that fact when you are deciding whether or not to purchase a punch card between now and September 18.

Beginning September 21, punch cards will be available for purchase at the

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Guemes Island Ferry

Skagit County Public Works
Ferry Division

Ferry Operations Division Manager:

Captain Rachel Rowe

Direct Line: (360) 416-1466

Dock: (360) 293-6433

Public Works Front Desk: (360) 416-1400

Ferry Website: www.skagitcounty.net/ferry

Email:

pw@co.skagit.wa.us or rrowe@co.skagit.wa.us

Punch Card Sales; Refunds for Unused, Unexpired Cards

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new rates. When we stamp the expiration date on your new punch cards, we will take into consideration the fare increase implementation date, and the haul-out dates (for the vehicle and driver punch cards).

On September 8, 2015, the Board of Skagit County Commissioners also approved Resolution R20150262, temporarily establishing a refund policy for unused punch cards due to the rate increase. This means that once the rate increase goes into effect on October 1, 2015, riders who have unused portions of unexpired punch cards can apply for a refund through our Public Works Accounting Office. For the purposes of the policy, unexpired punch cards shall be those stamped with an expiration date of September 30, 2015, or later. Punch cards stamped with an expiration date occurring before September 30, 2015 can be used until their expiration and shall not be eligible for any refund. The policy also applies to all unexpired punch cards, including vehicle and driver convenience punch cards. The County will allow refunds between October 1, 2015, and October 30, 2015 only. Requests for refunds submitted after October 30, 2015 shall not be considered. Please keep in mind that this refund program is optional. Also, please be aware that **NO REFUNDS or EXCHANGES WILL BE ISSUED AT THE FERRY OFFICE.**

Applications for refunds will be available on our website, at www.skagitcounty.net/ferry, at www.linetime.org, in our Anacortes terminal office, or at our Public Works front desk. For ease of reference, an application has also been attached to this newsletter. To make this as easy as possible, folks have three options for returning their punch cards for a refund. Applications for refunds will not be accepted at our ferry office. The options for submitting an application for refund are as follows:

1) Fill out the application, then make a copy of your application and punch card (or you can take a photo with your smartphone, or use a scanning app on your smartphone). Please then mail your application and your old punch card

to: Skagit County Public Works, 1800 Continental Place, Mount Vernon, WA 98273; or

2) Fill out the application, and bring it to the Receptionist desk, at Skagit County Public Works, 1800 Continental Place, Mount Vernon, WA 98273. Please bring your old punch card with you. If you did not get a chance to make a copy of your application and old punch card, please let the receptionist know, and we can make one for you. If you need an application, we can also provide one to you when you arrive; or

3) Attend the 'Punch Card Return Open House' at the Guemes Island Community Center, on October 7, 2015, from 3:30 - 7:30 p.m. Please note that refunds will not be issued on this day; we will be accepting applications for refunds. The refunds will still take up to 30 days to process, and you will receive a check in the mail.

FAQs

Q: Why can't we just do refunds and/or exchanges for punch cards at the ferry office?

A: While this may seem like a simple solution, the ferry terminal office will not be handling refunds or exchanges of punch cards because we are not equipped to properly handle them. The refund checks need to be issued through Accounts Payable at our Public Works office. We also do not have enough cash at the terminal to handle transactions that may require that people get money back (like if they want to exchange a Car & Driver for a Walk-On punch card). At the end of every day, the books will be over or short. Additionally, not every transaction will be a simple one; especially during the haul-out when the ferry crew's main focus at the ferry terminal is getting passengers and all of the necessary supplies back and forth on the passenger-only service.

Q: Can I give my application for a refund to a ferry worker instead of mailing it in, or taking it to Mount Vernon?

A: Ferry workers will not be responsible for handling refund applications. Please do not ask them to take your applications. There are three options for submitting the refund applications. We have added an open house at the Guemes Island Community Center for those who do not wish to use the mail system or drive to Mount Vernon.

We are pleased to provide you with pertinent ferry related information that we hope you will find helpful. This newsletter will be distributed via the list serve. The newsletter will also be posted on our website.



Skagit County Public Works
1800 Continental Place
Mount Vernon, WA 98273
(360) 416-1400

Ferry Division – ATTN: MARIE HENRY
 Punch Card Return Application

Policy: Resolution R20120262 establishes a temporary, one-time refund for unused portions of unexpired punch cards. This policy applies only to punch cards stamped with an expiration date of September 30, 2015, or later. Punch cards stamped with an expiration date occurring before September 30, 2015 shall not be eligible for a refund. All requests for refunds must be submitted to the Public Works Accounting Office on or before October 30, 2015. Requests for refund submitted after October 30, 2015 will not be considered and no refund shall be issued. Refunds/Exchanges will **NOT** be issued at the Anacortes Ferry Terminal.

Instructions: Mail this order form along with your original punch card to Skagit County Public Works at the address listed above. Please allow up to 30 days to receive your check in the mail. Please make a copy of your application & punch card prior to submitting your application (you can also take a photo with your smartphone, or use a scanning app on your smartphone). Skagit County is not responsible for lost or stolen mail.

Customer Information

Name: _____
 Mailing Address: _____

 City, State, Zip: _____
 Telephone #: _____

Please check which punch cards you are including in your application* (Accounting will add up the total*):

- 20-Trip Vehicle & Driver \$6.80 / unused trip
- 20-Trip Vehicle & S/D Driver \$5.95 / unused trip
- 20-Trip Motorcycle & Rider \$4.25 / unused trip
- 20-Trip Motorcycle & S/D Rider \$3.40 / unused trip
- Peak 10-Trip Vehicle & Driver \$10.00 / unused trip
- Non-Peak 10-Trip Vehicle & Driver \$8.00 / unused trip
- Peak 10-Trip Vehicle & S/D Driver \$9.00 / unused trip
- Non-Peak 10-Trip Vehicle & S/D Driver \$7.00 / unused trip
- 25-Trip Adult Passenger \$2.12 / unused trip
- 25-Trip S/Y/D Passenger \$1.28 / unused trip

**Public Works
 Administration Use Only**

Total Refund: \$ _____

*Please do not forget to include your punch card with the application.