

New E-Ticketing System

Guemes Island Ferry Electronic Ticketing System Announcement

We're thrilled to announce the launch of our new electronic ticketing system!

Starting March 19th, 2025, you will have the option of pre-purchasing ferry tickets via Skagit County's website using Anchor's user-friendly, mobile-ready platform. Upon purchase, you will receive a QR code on your phone to scan at the ferry, simplifying boarding procedures.

Here's what you need to know:

- **Platform Provider:** Anchor, renowned for its work with Washington State Ferries, Pierce County Ferries, San Francisco Bay Ferry, NYC Ferry, Fisher Island Ferry, and many more.
- **Launch Date:** March 19th, 2025
- **How to Purchase:**
 - **Online:** Pre-purchase tickets via Skagit County's website.
 - **App:** Download our easy-to-use
 - **In-Person:** Tickets available at the ferry office in Anacortes, located within the main lobby of the terminal building.

Accepted Payment Methods:

- **At the Ferry Terminal – 500 I Avenue, Anacortes:** Credit, Debit, Apple Pay, Google Pay (No cash accepted)
- **In-Person Cash Payments:** Available at 1800 Continental Place, Mount Vernon, WA, M-F 8:00 a.m. to 4:00 p.m.

FAQs

What ticketing options are available online?

- All existing fare categories, including single rides, oversize vehicles, and convenience passes, will be accessible for online pre-purchase. However, for needs-based convenience passes and specialized fares like charters or after-hours services, alternative arrangements will be necessary.
- Needs-based passes will be available only at 1800 Continental Place, Mount Vernon, WA between the hours of 8:00 a.m. and 4:00 p.m. For charters or after-hours services, call (360) 293-6433 or email pw@co.skagit.wa.us.

Can I print my tickets from home?

- Yes, but the QR code on the printed ticket must be scannable. Alternatively, tickets can be emailed or texted to a mobile device.

Does Ferry have a mobile app?

- Yes, you can download the mobile app to Apple and Android devices. All riders are encouraged to use the mobile app for an easy and convenient way to purchase and store your tickets in one place.

<https://apps.apple.com/si/app/guemes-island-ferry/id6479539683>

https://play.google.com/store/apps/details?id=com.hornblower.guemes&hl=en_US

Will my tickets cost more?

- The 2023/2024 fare schedule will be in effect through February 25. Skagit County Commissioners have set fares effective February 26 through December 31, 2025. Peak pricing will be applicable from May 20 to September 30, with non-peak rates from October 1 to December 31.

How do I purchase without reliable internet or mobile devices?

- For those without reliable internet access or mobile devices, in-person ticket purchases are available at the ferry ticketing office within the main lobby of the Anacortes terminal building. Printed QR codes can be provided for convenience.

What happens if the ferry terminal loses power, internet, or cellular connectivity:

- The Ferry Division has back-up plans in place for continuity of service for our riders. In the event riders are unable to pre-purchase due to any connectivity issues, we will process transactions in our ticket office.

What will the process be like at the ferry terminal?

- Pre-purchasing tickets will be the easiest way to facilitate a quick boarding process. Simply present your QR code to the purser while waiting for the ferry to scan upon boarding. For those without pre-purchased tickets, they can be bought at the ticket office in the main lobby of the Anacortes terminal building. QR codes can be received via text, email, or printed for presentation upon boarding.

When tickets are purchased ahead of time, they are associated with a specific date of travel. What will be done to clearly communicate that this is not a “reservation” like other ferry systems provide?

- We do not sell timed tickets for specific ferry sailings and this will be clearly communicated on our website and the ticketing app.

Can I still buy tickets at the Continental Office?

- Yes, cash payments or purchases for needs-based tickets, or any other tickets, can still be made at 1800 Continental Place, Mount Vernon, WA during normal business hours (Monday through Friday, 8:00 a.m. to 4:00 p.m.).

Why the shift to online ticketing?

- Embracing an online ticketing system resonates with Skagit County's dedication to fostering critical and sustainable infrastructure. This transition enhances accessibility, upholds superior customer service standards, and meets industry expectations while streamlining processes for both citizens and Skagit County staff.

Why was the ferry ticketing launch delayed?

- The electronic ferry ticketing software was originally planned for launch in June 2024. After our beta testing period and listening to feedback from the community, we decided to delay the launch to allow for additional time to fix the bugs we encountered because of the payment processor we initially contracted for the project. Skagit County has now contracted with a new payment processor, and we are now ready to launch again!

What is the impact on the ferry budget?

- The Skagit County Ferry operating budget accommodates the project. Under the agreement with Anchor Operating System, LLC, expenses are capped at \$84,000 for the inaugural year (2024), followed by a 7% charge on subsequent transactions. This covers various aspects such as software, hardware, maintenance, and support.