

Valdez Ports & Harbors Customer Feedback Tracker 2025–2026

This document contains a summary of customer and stakeholder feedback for the 2025 season. The table below includes the date received, the customer/stakeholder name, and the feedback or initial comment. This summary is for review by the Ports & Harbors Commission as part of Goal 5: Seasonal Operations and Continuous Improvement.

Date Received	Customer/Stakeholder Name	Feedback (Initial Comment)
2025-09-29 00:00:00	Richard Thorne	Good morning, I have been going to Valdez from North Pole a couple of times a year bringing my 20ft river boat and enjoying the fishing there. I rent a daily slip for it so I don't have to take it out while we are there, and that is an awesome service you have. I have always had great service from everyone involved with the docks and fees with harbor master office. It makes the trip easier and less stressful. I now have purchased a bigger boat 26 foot Bayliner and it sounds like it will be much
2025-09-29 00:00:00	Paul Woodward	My overall experience at Valdez harbor is positive. I do have a couple of suggestions to improve the experience for people like me haul our boats over for a weekend or two in August for Silver fishing. Maybe display a QR code at the harbor master office for quick reference to things like 72 hour weather, derby info, fishing reports, harbor map showing transit parking, and any other useful info. Also, keeping cash on hand for launching is inconvenient. Maybe install a kiosk for appropriate h
2025-09-29 00:00:00	R.W. Campbell Ph.D.	Hi Jeremy: Been a while, I hope you're well. I've been coming to

		Valdez for several years now to service the RCAC buoys. I've found the harbor staff to be consistently helpful, professional, and on-the-ball- both the Sarahs are great to work with, and AJ is a treasure. The facilities are great, and well maintained. I really can't think of anything to complain about. Keep up the good work. Cheers, Rob -- R.W. Campbell Ph.D. Prince William Sound Science Center 700 New England Cannery R
2025-09-29 00:00:00	Sonja Corazza F/V Malamute Kid	Hello Valdez Harbor, We are commercial seiners who have fished out of Valdez for forty years and we have found the Valdez Harbor operations to be the best in the State of Alaska. First, the Harbormaster and all the people who work in the office and around the docks are consistently kind, helpful and knowledgeable. I have found that they will go out of their way to help us solve a problem and go the extra mile to help people. Beautiful facilities mean nothing without nice staff and Valdez has bo
2025-09-29 00:00:00	Greg Dehn President & Owner Pangaea Adventures www.pangaeaadventures.com 907-201-9028 (mobile)	Valdez Harbor Team, I wanted to take a moment to express my sincere appreciation for the outstanding support your team has provided to our business this season. From assistance with moorage and timely lifts to the maintenance pads, to the day-

		to-day expertise you bring, your professionalism has made a real difference for us. The courtesy and respect shown by your staff reflect a true commitment to service. It has been clear in every interaction that your team takes pride in their work and in he
2025-09-29 00:00:00	Joe Kotula	Good Morning---I have used the harbor for several years--- -----the people have been great-everything is well taken care of-I am going to be 72 years old and will use the harbor next summer--and then thats it-Joe Kotula
2025-09-29 00:00:00	Mike Talerico	Hello, my only thought/ complaint, is when we come down we usually stay 8-10 days, drive the RV down and drag the boat, pay for the launch and a slip if available!! But I can't park my trailer unless it's attached to a vehicle, without paying and extra \$5 per day, if it's attached to a vehicle I can park it free as long as I payed for a launch and for a slip??? Why does that matter?? Seems like my trailer should be able to be there with or without a truck attached to it ??? Sent from my iPhone
2025-09-29 00:00:00	Scott Smith	Hi thanks for reaching out around our thoughts and experience using the harbour while visiting and fishing in and around Valdez. We normally come to fish and use the harbour for launching and mooring , but decided not to do the trip from Whitehorse Yukon this year. We opted to explore SE Ak . In the past our experience has been good . We enjoy using

		the harbour facilities. The staff and facilities are both friendly and in good condition. The cleaning stations are great , clean and there are nu
2025-09-29 00:00:00	Jeff Bailey	My experience using the Valdez Harbor was excellent as usual. It's so nice to have responsive staff who care about the facility and boat owners. Jeff Bailey Sent from my iPhone
2025-09-29 00:00:00	Wayne Martin 907-863-6867	Hello Valdez. I live in Palmer and really enjoy bringing my boat to Valdez. You guys do a great job. Not sure if it's on your list, but the only suggestion I would have is to fill in or smooth out the bumps on the ramp itself. It's getting pretty bad. Love your town and harbor and will continue visiting. Thanks Wayne Martin 907-863-6867
2025-09-29 00:00:00	Ron Mahoney	From: RON MAHONEY <ronmahoney48@gmail.com> Sent: Saturday, September 27, 2025 1:08 PM To: Harbor <Harbor@valdezak.gov> Subject: Re: Harbor User Feedback Letter I only,y use the small boat harbor and facilities, and only in the summer, as a non-resident owner of a family boat we keep in Valdez year around at a friends place.

		We've been doing this every year since 2002. Overall we are very satisfied with all aspects. We really appreciate all the people that staff the harbor office and the other f
2025-09-29 00:00:00	Ross Burton C-10	I have been promised that my water would be connected in my slip, but they still haven't connected it up. Is there a way that they could get it connected? Thanks Ross Burton Slip C10 cell 801-450-3289
2025-09-29 00:00:00	Dale Burns Slip F-50	Thanks for requesting feedback. The debris cleanup has degraded the past couple years and there were some pretty big branches to drive through this year. The only other negative comment concerns fueling. Rumor had it when the new slips for the big boats were being created, there was going to be a fuel dock to support it but we had to not fuel in the evening this year because of big boats and people stacking up waiting, causing congestion. Several times only one of the two fuel docks were active
2025-09-29 00:00:00	Dominic Malenfant	I want to provide my positive feedback on harbor services for us visiting from Fairbanks during silver salmon season. Harbor personnel were extremely helpful as usual. The process to rent a slip and park is easy and convenient. We love coming down because everything we need is within walking distance. The harbor facility is clean and well kept. Thank you! Dominic Malenfant Interior Property Mgmt

		907-371-6410
2025-09-29 00:00:00	Jim Swor	From: Jim Swor <jkswor@gmail.com> Sent: Saturday, September 27, 2025 2:00 PM To: Jeremy Talbott <JTalbott@ValdezAK.Gov> Subject: Comments about storage I pulled my boat from my slip before leaving and asked if I could park it overnight so I could get my Rv read to leave. Was told for \$15 I could. You know I paid for a slip for many years and only use it maybe 3 months out of 12. And you guys probably rent it out during that time. So why not let a paying customer as a small favor park the boat
2025-09-29 00:00:00	John Nobles	Ma'am I personally am very happy with the harbor in general. They never failed to give me a slip before I was assigned one. Since I have been assigned a slip they have help me with every question and issue I have had. Very pleased with this service. John Nobles
2025-09-29 00:00:00	Anita Burrel Thorne	We have only been to your harbor once after motoring over from Whittier where we have a slip. We were most impressed by how quickly you found a slip for us to overnight in and how reasonable your charges were. Very nice harbor. Anita & Burrel Thorne
2025-09-29 00:00:00	Josh Miller	Sent from my iPhone As a charter vessel operator the best part of my season is interacting with all the crew at the Valdez Harbor.

		Efficient, helpful , professional and friendly. Their season long support has assisted Valdez Water Taxi and Charters on a daily basis. Client referrals, docking assistance with disabled vessels, vessel security, maintaining a clean, safe and well organized harbor are just a few of the ways the harbor crew keep Valdez Harbor a great place to operate. Regards facil
2025-09-29 00:00:00	Mark Elliott	Your Harbor is your first straight operation. We enjoy coming over there from Whittier. Whittier is a joke compared to your operation. We would gladly get a slip over there but it's too far to drive from Anchorage. We come over every year and do a short haul out And spend four or five days in your town. Again, you guys have a class operation and we have told that to all of our Boat friends. In fact we have one friend that decided to move over to your new Harbor from Whittier. I wish we were clos
2025-09-27 00:00:00	Dareck Smith	Let's start off by saying I don't appreciate after 3 years of communication. Trying to start an Airbnb that the ordinance protects people like fish Central and Valdez outfitters For short-term rental, but because my verbiage is different. I'm not allowed. Next year i'm pressing on that even more. I want the boat rentals out. If I can't do a short term rentals, they can't either. Maintenance wise The harbors are always dirty, filled with debris The

		fish boxes dumped out of the harbor tend to make
2025-09-27 00:00:00	Darren Webster	Good day This is in response to the survey email. I want to say you Harbor master office staff was very friendly and great to work with. This year was my fourth year renting a transient slip. This year I brought down a lot bigger boat, and they measured and confirmed the size. They recommended a slip so I could lean the boat. They answered all my questions. When I was in there once and there was a couple ahead of me and they were very rude to your staff, and it was totally uncalled for. But
2025-09-27 00:00:00	Susan Canthony	I normally would not respond but your harbormaster and employees SO impressed us in the summer of 2024, the last time we were in Valdez with our boat and likely the last time we will be as the boat is for sale and my husband is 85. They were incredibly helpful and considerate, A-1. Everything else went very well, but that most of all impressed us as OUTSTANDING.
2025-09-27 00:00:00	Ken	Hey guys. Good season in Valdez. I have no suggestions, all went well. . Thank you for doing what you do. Much appreciated Thank you, Ken
2025-09-27 00:00:00	Jim Vohden	Thanks for the opportunity to comment! We always have a great time

		in Valdez, and all of the harbor operations. One thing we noticed this summer was there were no outhouses between the harbor master and the boat ramp. It's a long walk if ya know what I mean! Guess we appreciated them in the past more than we realized. Other than that, keep up the good work! Jim
2025-09-27 00:00:00	Jake Wise	Thank you the harbor and its staff are awesome! Truly a example other ports should fallow Jake wise Sent from my iPhone
2025-09-27 00:00:00	Jim & Dee Dee Wilcox Bennett	Thank you for this opportunity to give some feedback on the operations of the harbor. We are recreational boaters with a boat on H dock. We appreciate the width of the new slips on H Dock. We also like the upgrade of the ramps. We have some concerns: 1. Our most serious one is that the new electrical breakers service several boats. The breakers are extremely sensitive, and it's been problematic this summer with the breakers randomly tripping, and not knowing which boat is tripping them. It'
2025-09-27 00:00:00	Dave Hoffman	I have used the Valdez harbor many times over the past nearly 30 years. It has always been well maintained, clean and in great working order. the recent addition of the fee station is great eliminating the need for cash. the

		cleaning stations and bathrooms and showers are also great. keep up the good work and improvements. Thanks for all you do, Dave
2025-09-27 00:00:00	Blake Carter	You guys run a tight ship, wouldn't suggest that you change a thing. Really appreciate you and looking forward to another year!
2025-09-27 00:00:00	Kevin and Lori Blanchard "Sound Fin-Addict", Raider 280 Offshore North Pole, AK	Jeremy, Thanks so much for the opportunity to provide feedback and comments. First and foremost, my wife and I think Valdez harbor is an overall outstanding facility operated by friendly, dedicated, helpful staff - KEEP IT UP! Some more details for you: I am a recreational boater who in the past mostly only utilized your launch ramp for day fishing trips, but this spring my wife and I purchased a larger boat and utilized many more of the facilities at the harbor - specifically transient sl
2025-09-27 00:00:00	Dave Bergman	The launch is In need of repair or a new launch built, additionally there is always extensive amounts of debri present. A lot of money was spent on the construction of a new harbor and this issue was overlooked. Thank you, Dave Bergman Sent from my iPhone
2025-09-27 00:00:00	Tammy & Lance Million	Just to drop a note about Valdez Harbor We purchased an ocean boat this year and visited Homer, Seward and Valdez. Valdez was so much better than any

		of the Harbors we visited. We were given a slip at a reasonable price and this made everything so much easier for us as beginners. We wish all Harbors were this easy. Made a call to harbor office as we launched and received a slip number. How can it get any better than that. Will be back Sent from my Verizon, Samsung Galaxy smartphone Get Outlook
2025-09-27 00:00:00	Alan Odom	We have been utilizing the harbor for 14 years, we have never felt like our problems were less important than any other person, before we got our slip we were always put in one, may have had to move a time or two but we never were without one, the new docks are great, nice upgrade, Thank you. Keep up the good work 👍 Sent from my iPad
2025-09-27 00:00:00	John Ross	Valdez harbor is always clean. Also good customer service at the harbor office Sent from my iPad
2025-09-27 00:00:00	Bob Coleman Faitbanks	Everything went as usual this year. Staff was Top Noch, polite and very helpful. Both office and Maintenance staff. I couldn't be more satisfied. Bob Coleman Faitbanks
2025-09-27 00:00:00	James Burton	Hi Jeremy, I don't have any complaints about the harbor - I always enjoy my stay there. There is one item I've

		mentioned to people before, and would be nice to have for the commercial fleet. I like to store my salmon seines in Valdez but there's not a place to really do any net cleaning. In Cordova, we have a fire hose connection on the ocean dock that we can use to thoroughly rinse our nets out before we put them away. Of course, we're billed by the gallon, but it's worth it to put the n
2025-10-01 00:00:00	William Lusk	I spoke with Bill Lusk by phone regarding his concerns with harbor operations and fees. Refund for Moorage: Bill was upset that staff are unable to issue him a refund for his annual moorage when he sells his vessel mid-year. He compared this to commercial fishermen, who he believes were offered relief last season, and expressed frustration that the same flexibility was not available to him. Leeway on Fees: He would like harbor staff to have the authority to negotiate or reduce fees based on in
2025-10-01 00:00:00	Daniel Olivia	Greetings, Having been a longtime visitor of Valdez, and having used your harbor facilities on a yearly basis in one form or another since the early 2000's, I welcomed your outreach to share comments and feedback on all aspects of your operations. To help understand my usage, I have had a transitory slip off and on since sometime around

		2017 for smaller <24ft vessels, and am now waitlisted for a permanent slip for something in the 32-34ft range. All personal sport fishing related. I spend 7-8 m
2025-10-01 00:00:00	Laura M. Milner	We know most everyone at the Valdez Harbor works hard to ensure a good user experience, especially Harbor Master Sarah. In our opinion, bull rails at the Old Harbor could disappear completely frankly. With the addition of bull rails, the landing area is now higher than many of our boats. Bull rails create a hazard. They hard to jump UP AND OVER especially from a moving boat as one docks. They are frankly difficult to get around, land on, etc. When requested by the resident, please remove
2025-10-02 00:00:00	. George Nassiopoulos 45 Finch Crescent Whitehorse, Yukon	In response to your survey, I have been coming to Valdez to fish for about 20 years now. I have always found the service to be top notch and friendly. This transcends multiple staff over the years but I have always found them to be consistently helpful and professional in exercising their duties. I appreciate the well maintained slips and launches, although debris can sometimes foul up the launches with sticks, branches etc. Not always, but on occasion. The bathrooms and showers could use a bi
2025-10-02 00:00:00	Gary Puly	Hi Jeremy, First of all, I've been on the water from Iceland to the

		Philippines, and I've not seen a nicer, cleaner, better-kept or modern boat harbor. We'll done. Last year I had some issues with the hot berth transient system at the harbor. One time a boat was moved into the slip while I was out, without any notification. I ended up motoring in circles while staff found me a new slip. If it had been a bit winder it might have been sketchy having to quickly abort a docking maneuver and ge
2025-10-02 00:00:00	Mary Corcoran	To the Valdez Harbor Director, Harbor Master and Staff, We have used your facilities for 35 years and must compliment you on A+ work. Facilities have had timely upgrades-everything from restrooms, to parking lots, to ramps, docks and slips. The South Harbor with its drive down dock has worked in terms of convenience and comfort. Communication to users has been so clear and again timely. Keeping up with software updates, including Facebook posts, add to this efficiency. And the best for las
2025-10-06 00:00:00	Jim Gifford	Here are my comments, feedback regarding the Harbor 2025 season. I primarily use the public boat launch and I purchase a season sticker. The launch concrete pads are

		in very poor condition, with the concrete eroding significantly between the pads, making a very bumpy ride. The West launch pad is in particularly poor conditions. Shallow water, during low low tides the end of the boat launch float is often grounded, with only 18" of water depth (I have measured it). It would be a great improv
2025-09-30 00:00:00	Bob Fine	I would like to see if there is some way to ensure power at the slips can't be turned off. On 2 occasions, I found the circuit breaker turned off. This is important for boats that don't have self bailing decks and rely on bilge pumps to bail the rain water out of the boat. If there is a way to limit the access to the breakers only by users and the harbor personnel would be great for out of town boat owners that's not there for long periods of time Thanks Bob Fine
2025-09-29 00:00:00	Kelvin Brodersen	Excellent on all afore mentioned operations!
2025-10-06 00:00:00	Travis Ritchie	Hello, Thank you for your email requesting feedback regarding harbor services, port operations, and airport operations in Hoonah. I am very pleased to reply. I do not have any specific comments on element three (3), Airport Ops as I haven't had any experience directly with this harbour aspect, but I do have some feedback to

		share regarding the other two elements. Regarding Harbor services if would like to share that, as recreational users, my family is very impressed with the overall opera
2025-10-12 00:00:00	Mike Cocklin	The new docks are wired such that if our neighbors boat trips the pedestal GFI, the main circuit breaker may also trip, leaving 6 boats without electricity until someone discovers the outage. When the main breaker trips, it sometimes caused the pedestal GFIs to trip. Resetting the main breaks does not reset any pedestal breakers leaving those boats without power. Mike Cocklin
2025-10-11 00:00:00	Jerry Cnossen	South Harbor Closing the bathrooms in the evenings due to vandalism is understandable but really inconvenient and most likely leads to other issues. If they can be identified they, and the boat they work on should be banned from the harbor forever. If closing them needs to be done again it would be great to have a sanican available at the top of the gangway. Unleashed pets are very common on the docks. North Harbor The biggest issue this last season is getting fuel. In May and June on