

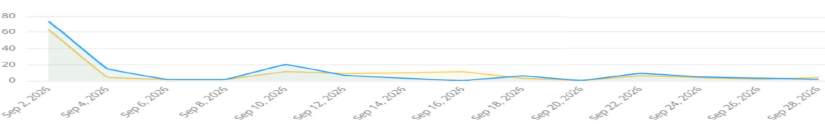
All Activity

Explore work order analytics filtered only by your permission level

09/01/2026 09/30/2026

Work Order Resolution Over Time

(closed work orders vs. newly submitted)



6.8 hours
Response time (avg)
for all work order statuses

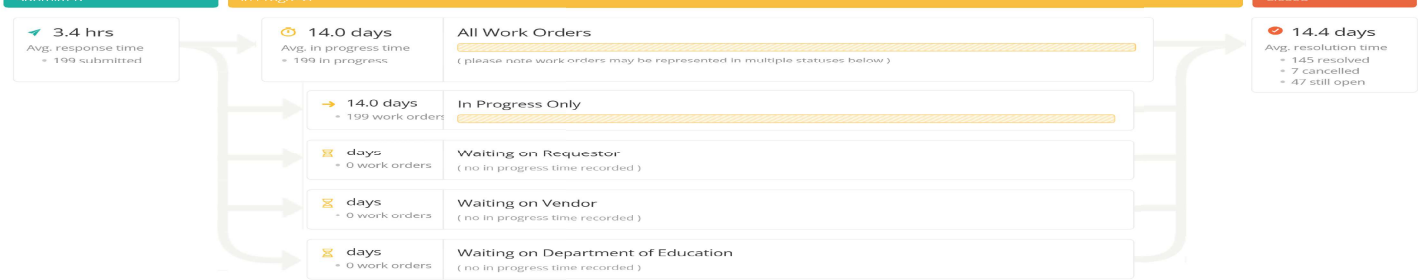
152
Work Orders now closed
out of 199 submitted

8.2 days
Resolution time (avg)

47
Work Orders still open
0 waiting on requestor

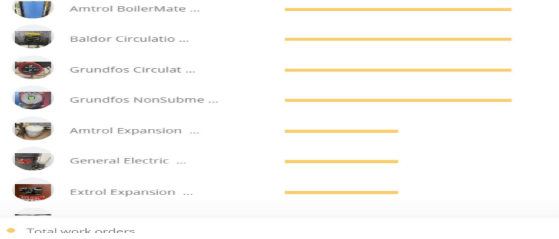
Work Order Pipeline Analysis

(shows time spent in each status, along with work order routing for all workflows)

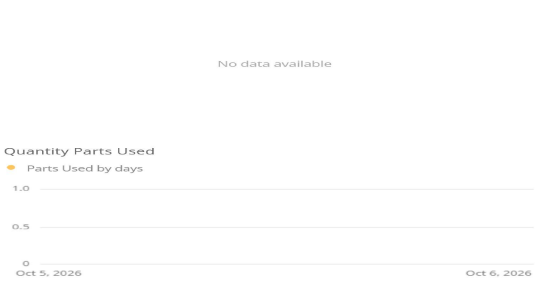


Top Models

(sorted by total work orders)



% Parts Used



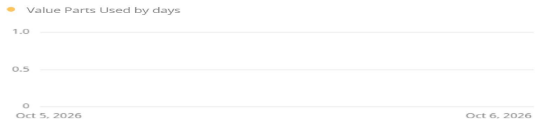
Top 10 Parts Used



% Value Parts Used



Value Parts Used



Top Issue Categories

(sorted by total work orders)



Total work orders

Overall Satisfaction

(click bars below for specific results details)

No data available

52.3 minutes
Avg. time logged per work order

Work Orders by Priority



Work Orders Submitted For



SLA Response Time



SLA Resolution Time



Total Work Orders Over Time



Response Time



Resolution Time



Nome Public School Board, Facilities Service Report, October 05, 2026.

Jonathan Duarte, Facilities Director

Maintenance Snapshot:

- Scheduled Work Order in progress: 47
- Completed Tickets: 152

Staffing:

- Custodian II- Thuong Nguyen
- Custodian II- Julianna Duarte (Rotational)
- Custodian I- Trevor Ozenna and Fred Holmes
- Custodian III- Jonaie Duarte (Rotational)
- Custodian I- Jorena Duarte (Rotational)
- Maintenance Technician III- Gregory Biegel (Rotational)
- Maintenance Technician III- Nicholas Trojano (Rotational)
- Maintenance Technician III- Joshua Brant (Rotational)
- Maintenance Technician II/ Janitor - Michael I Tall
- Maintenance Technician II- Bill Baxter
- Maintenance Technician II- Jason Baker
- Maintenance Technician II- James Ventress (Part-time)

Maintenance Department Tasks with Status:

- Apartment annual maintenance 70% completed.
- Fleet vehicle maintenance is ongoing. Inspections and oil changes.
- Shuttle bus new engine is nearly complete for installation.
- NBMHS Door PM completed and created tickets for new replacement parts.
- NBMHS Gym repainted the lower south wall.
- NBMHS Exterior electrical repairs ongoing. Lights and plugins.
- NBMHS Siding replacement underway. (contracted to Run it Wild LLC)
- NES Door C4- Ramp structural frame under repairs. Corrosion damages.
- NES Roof leak repair to classrooms 127-130. Patched
- Shop Bay Door Pm's completed. Repair parts on order.

Janitorial Department Tasks with Status:

- Maintaining expected levels of sanitation with limited staffing.

Safety Concerns:

- None at this time.