Nome Public School Board, Facilities Service Report, November 05, 2026.
Jonathan Duarte, Facilities Director

Maintenance Snapshot:

- Scheduled Work Order in progress: 20
- Completed Tickets: 122

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- 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:

- Processing through work tickets.
- Apartment annual maintenance 70% completed. Currently addressing repairs and maintenance.
- Fleet vehicle maintenance is ongoing.
- Shuttle bus engine installed. Currently fine tuning.
- NBMHS Door PM completed and created tickets for new replacement parts.
- NBMHS Exterior electrical repairs ongoing. Lights and plugins.
- NBMHS Freezer PM underway.
- NBMHS Gym lighting - under repairs.
- NBMHS Siding is in route to Nome. Pending installation. (contracted to Run it Wild LLC)
- NBMHS Solar panel review with electrical sales rep.
- NES Door C4- Ramp structural frame under repairs. Corrosion damages.
- Shop Bay Door Pm's completed. Repair parts on order.
- NES Exterior Building PM underway.
- NES Freezer repairs underway.
- NES Roof leak repairs on going.
- NES Window maintenance on going.

Janitorial Department Tasks with Status:

- Maintaining expected levels of sanitation with limited staffing.

Safety Concerns:

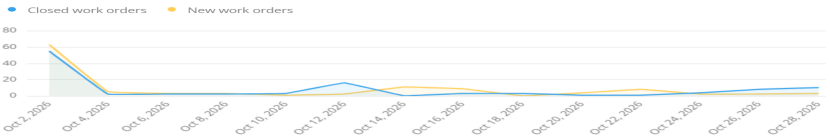
- None at this time.

All Activity

Explore work order analytics filtered only by your permission level

10/01/2026 > 10/30/2026

Work Order Resolution Over Time (closed work orders vs. newly submitted)



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

122
Work Orders now closed
out of 142 submitted

7.1 days
Resolution time (avg)

20
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)

Submitted | In Progress | Closed

2.1 hrs
Avg. response time
- 142 work orders
- still submitted

15.6 days
Avg. in progress time
- 142 work orders
- 20 still in progress

All Work Orders
(please note work orders may be represented in multiple statuses below)

15.6 days
- 142 work orders

In Progress Only

days
- 0 work orders

Waiting on Requestor
(no in progress time recorded)

days
- 0 work orders

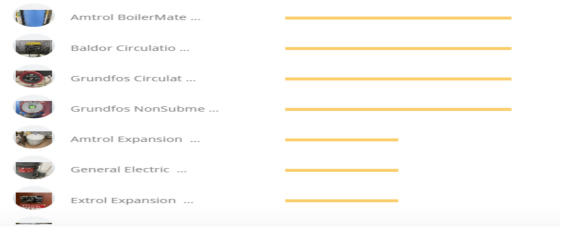
Waiting on Vendor
(no in progress time recorded)

days
- 0 work orders

Waiting on Department of Education
(no in progress time recorded)

15.9 days
Avg. resolution time
- 119 resolved
- 3 cancelled
- 20 still open

Top Models (sorted by total work orders)



39.1 minutes
Avg. time logged per work order

SLA Response Time

No data available

SLA Resolution Time

No data available

Work Orders by Priority

Work Orders Submitted For



Total Work Orders Over Time

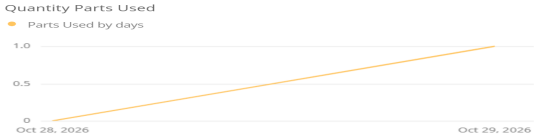


% Parts Used

Response Time



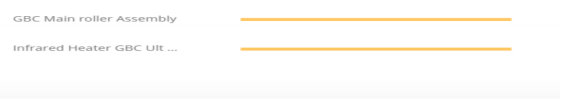
Quantity Parts Used



Resolution Time

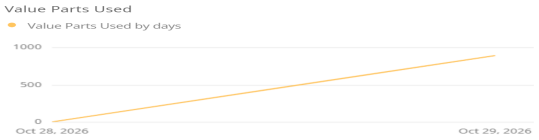


Top 10 Parts Used



% Value Parts Used

Value Parts Used



Top Issue Categories (sorted by total work orders)



Overall Satisfaction (click bars below for specific results details)

No data available

Avg. rating (out of 5.0) Survey responses