

Nome Public School Board, Facilities Service Report, December 5, 2025

Jonathan Duarte, Facilities Director

Maintenance Snapshot:

- Scheduled Work Order in progress: 16
- Completed Tickets: 164

Staffing:

- Custodian Rotational Supervisor- Jake Mckeown/ Nathan Lopez
- Custodian III -Stan Burgess
- Custodian II- Thuong Nguyen
- Custodian II- Julianna Duarte (Rotational)
- Custodian I- Jordan Tessateskie and Trevor Ozenna.
- Custodian I- Jonaie Duarte (Rotational)
- Custodian I- Jorena Duarte (Rotational)
- Maintenance Technician III- Ilya Komarov
- Maintenance Technician II- James Ventress
- Maintenance Technician II- Bill Baxter
- Maintenance Technician I- David Immingan

Maintenance Department Tasks with Status:

- Dorm bathroom ventilation upgrades.
- District Buildings A,B,C and G, PM's are on going. Lighting pack upgrades.
- District Wide door inspections to repair or replace with locksmith have been completed.
- District Vehicle and equipment annual PM's are nearly completed.
- Fire Inspection- Discrepancy repairs are being added to the schedule.
- Incident IQ work order close progress is ongoing.
- NACTEC equipment training opportunities. Servicing and practical understanding.
- NBMHS Bathroom urinal dividers installation, per student request are pending vendor quotes.
- NBMHS Carpentry shop machinery PM's are ongoing.
- NBMHS Painting hallways and damaged areas.
- NBHS Mechanical Room- 6 month Pm's are underway.
- NES Bathroom disposal containers are being worked on.
- Snow removal support from Alaska Gold Company.

Janitorial Department Tasks with Status:

- New employees are onboarding with training and learning the position.
- Dorm bathrooms are going through a deep cleaning process.

Safety Concerns:

- District wide commercial doors are being reviewed by Able Locksmith. Many doors require a complete new replacement after years of repairs and antiquated components.

Facilities & Maintenance Summary Report

Reporting Period: November 2025 through December 2025

During the most recent review period, the district received a high volume of facilities, maintenance, and operations requests across all buildings and housing units. These requests highlight ongoing needs driven by aging infrastructure, winter conditions, and increased utilization of instructional and residential spaces. The following summarizes the major categories and trends observed.

1. Heating, HVAC, and Boilers

Heating and ventilation challenges represent the largest share of incoming requests. Numerous classrooms, offices, and dorm units report temperatures that are either excessively hot or too cold, often due to malfunctioning valves, thermostats, fans, or circulation pumps. Several boilers require service, and multiple buildings have glycol contamination, low airflow, or non-functioning HVAC components. This is due to the second phase of the DDC upgrades. These issues directly affect learning conditions and remain top priority for maintenance teams.

2. Door Hardware, Locks, and Key Access

A significant number of requests involve malfunctioning doors, broken handles, misaligned thresholds, and locks that either fail to latch or can be forced open. Security concerns are present in several instructional and residential spaces. Key-related needs—including re-keying/ pinning, processing keys, and software support for key management—continue to grow, especially for programs with expanded staffing such as ANSEP.

3. General Building Repairs & Safety Issues

Facilities requests span from wall, ceiling, and flooring repairs; window issues; plumbing leaks; restroom fixture failures; mold cleanup; and minor structural damage caused by weather or wear. Several program and student areas require repair of damaged cabinetry, shelving, partitions, and blinds. Dorms and apartments report additional needs including appliance fixes, bathroom repairs, and general remodeling support.

4. Grounds, Exterior Maintenance & Snow Removal

Seasonal weather continues to place heavy demand on grounds crews. Snow removal is required across all campuses, parking areas, dorms, and district office facilities. I am very thankful Alaska Gold has been supporting us at this point in time. Exterior issues include damaged entryways, playground defects, uneven gravel walkways, non-functional outdoor lighting, and fencing repairs. Staff have also requested improvements to pedestrian safety and vehicle movement areas around ACSA. We are adding more signs around building “D”.

5. Electrical, Lighting, Custodial & Equipment Needs

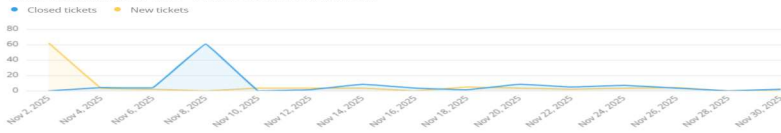
Many requests relate to lighting outages, bell/intercom issues, and electrical equipment failures. Custodial staff submitted needs for cleaning equipment, dispenser replacements, and trash management.

Educational programs requested assistance moving furniture, relocating materials, and preparing spaces for alternative instructional uses. District vehicles require annual maintenance, tire changes, winterizing, and mechanical repairs. At this point in time we have two out of fifteen pieces of equipment and vehicles that are now serviced.

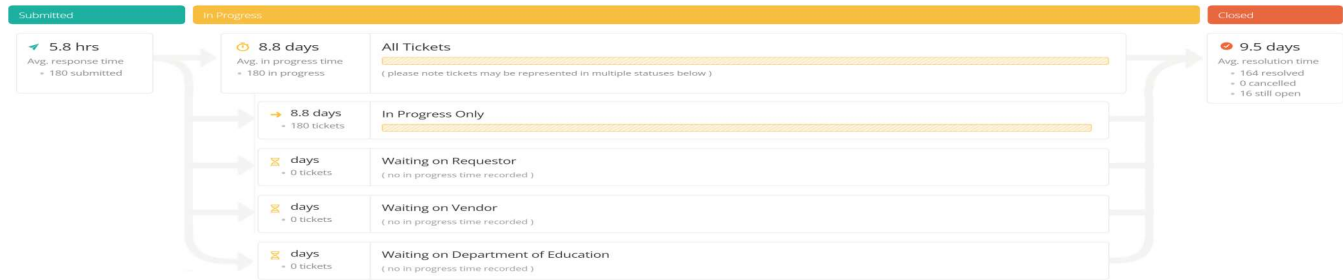
Summary

Overall, the district continues to experience a high number of facilities and maintenance needs, driven largely by aging systems and harsh seasonal conditions. Heating and ventilation issues remain the most impactful to instructional quality, while door hardware and key-access concerns present ongoing safety priorities. Continued coordination between maintenance, custodial, and administrative teams will be essential to address urgent needs while planning for long-term infrastructure improvements.

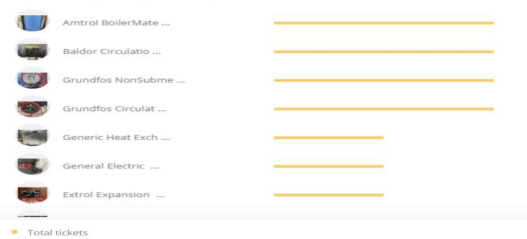
Ticket Resolution Over Time (closed tickets vs. newly submitted)



Ticket Pipeline Analysis (shows time spent in each status, along with ticket routing for all workflows)



Top Models (sorted by total tickets)



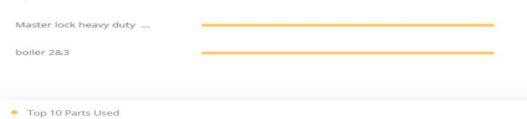
% Parts Used



Quantity Parts Used



Top 10 Parts Used



% Value Parts Used



Value Parts Used



Top Issue Categories (sorted by total tickets)



Overall Satisfaction (click bars below for specific results details)

No data available

11.6 hours
Response time (avg)
for all ticket statuses3.1 days
Resolution time (avg)164
Tickets now closed
out of 180 submitted16
Tickets still open
0 waiting on requestor

SLA Response Time

No data available

SLA Resolution Time

No data available

Total Tickets Over Time



Response Time



Resolution Time

