

Nome Public School Board, Facilities Service Report, September 4, 2025

Jonathan Duarte, Facilities Director

Maintenance Snapshot:

- Scheduled Work Order in progress: 34
- Completed Tickets: 177

Staffing:

- Custodian Rotational Supervisor- Jake Mckeown
- Custodian Rotational Supervisor- Brandon Kent
- Custodian III- Elizabeth Nolan
- Custodian III -Stan Burgess
- Custodian II- Thuong Nguyen
- Custodian I- Cody Foret, Jordan Tessateskie, Janis Knox, Andrew White and Trevor Ozenna.
- Custodian I- Jonaie Duarte (Rotational)
- Maintenance Foreman- Ilya Komarov
- Maintenance Technician II- James Ventress
- Maintenance Technician II- Bill Baxter
- Maintenance Technician I- David Immingan

Maintenance Department Tasks with Status:

- Apartment PM's completed.
- Alaska Public Risk Alliance (APRA) completed property inspections.
- District Buildings A,B,C,D,E,F and G, PM's Completed.
- District Furniture moves for several different areas and classrooms are completed.
- Heavy Equipment attachments cleaned, buffed, painted and ready for winter.
- NBHS- Beltz roof project close out, 97% complete. Post clean up and final punchlist for substantial completion 9/19/25.
- NBHS- Boiler 2 Fuel mixing regulator replaced and back in service.
- NBHS- Boilers PM'd.
- NBHS- Freezer Upgraded. Ilya was able to piece the unit and replace it with new components.
- NBHS- Gym locker, Hot water system repaired.
- NBHS- Hot Water Generator replaced and in service.
- NBHS- Kitchen heat exchanger needs to be replaced. Preparing for installation.
- NBHS- Parking lot maintenance completed.
- NBHS- Snow plow welded, painted and ready for winter.
- NBHS- Walk in refrigerator repaired and serviced.
- NES- Boilers PM'd.
- NES- Floors waxed and deep cleaning complete.
- NES- Freezer and Refrigerator recharged with R410 and serviced.
- NES- Interior wall- Spot patch and touch up paint completed.
- NMS Corporate Safety Audit completed.
- Pool Maintenance Turn- around in process. Basin cleaned, grout and tiles under repair.
- Quonset Hut- Repurposed old foam from the re-roof project to line the interior walls. Built shelves and reorganized the area.

Janitorial Department Tasks with Status:

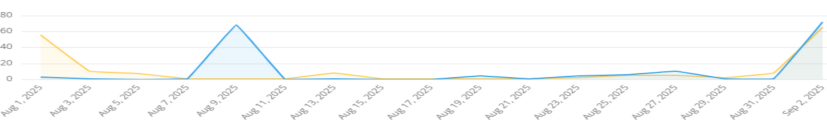
- Summer deep cleaning completed at the Elementary.
- Complete daily assignments around the reroof project.
- Cleaned up the high school in a week to prepare for opening day. Both teachers, maintenance and janitorial departments worked to prepare for opening day.
- Restocking annual shipment of inventory from Staples.

Safety Concerns:

- None at this time.

Ticket Resolution Over Time

(closed tickets vs. newly submitted)



6.8 hours

Response time (avg)
for all ticket statuses

177

Tickets now closed
out of 211 submitted

4.8 days

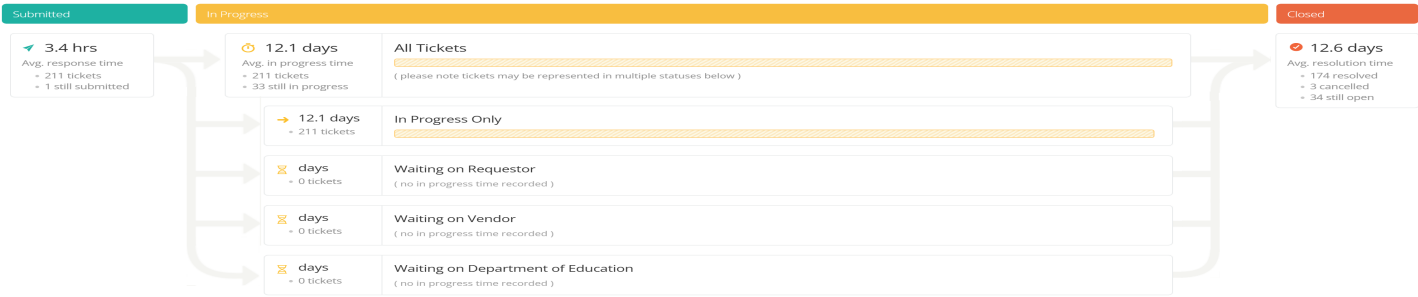
Resolution time (avg)

34

Tickets still open
0 waiting on requestor

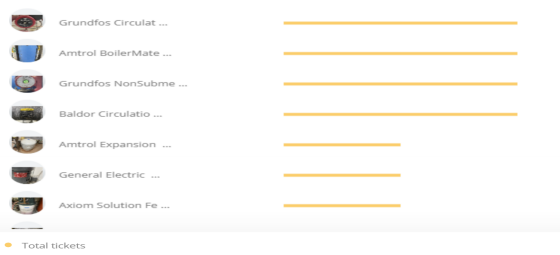
Ticket Pipeline Analysis

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



Top Models

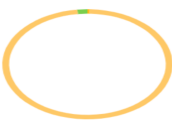
(sorted by total tickets)



569.6 minutes

Avg. time logged per ticket

Tickets by Priority



Tickets Submitted For



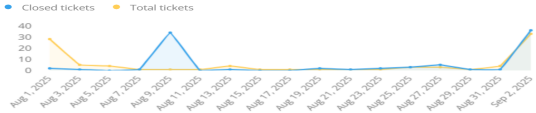
SLA Response Time

SLA Resolution Time

No data available

No data available

Total Tickets Over Time



Response Time



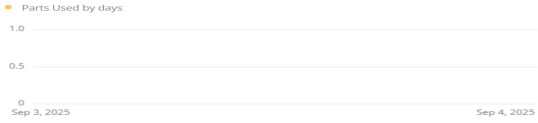
Resolution Time



% Parts Used

No data available

Quantity Parts Used



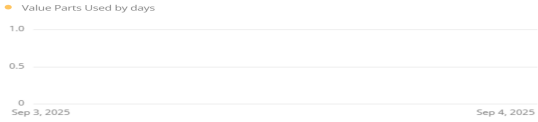
Top 10 Parts Used

No data available

% Value Parts Used

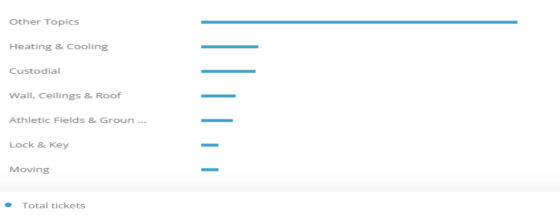
No data available

Value Parts Used



Top Issue Categories

(sorted by total tickets)



Overall Satisfaction

(click bars below for specific results details)

No data available