

Nome Public School Board, Facilities Service Report, June 2025

Jonathan Duarte, Facilities Director

Maintenance Snapshot:

- Scheduled Work Order in progress: 14
- Completed Tickets: 117

Staffing:

- Custodian Rotational Supervisor- Brandon Kent
- Custodian Lead- Elizabeth Nolan
- Custodian Lead- Julianna Duarte
- Custodian III -Stan Burgess
- Custodian II- Thuong Nguyen
- Custodian I- Cody Foret, Jordan Tessateskie and Andrew White.
- Rotational Custodian - Marlyna Rhinehart
- Maintenance Foreman- Ilya Komarov
- Maintenance Technician II- James Ventress
- Maintenance Technician I- Bill Baxter

Maintenance Department Tasks with Status:

- Apartment- Unit 2D Turnover maintenance repairs completed.
- District- Digitizing construction and as-built drawings with NJUS.
- Fleet Vehicles- Routine summer schedule maintenance.
- NBHS- Beltz roof project is underway. UIC Team arrival 6/10/25.
- NBHS- Boiler 2 Fuel mixing regulator failed. Pending parts.
- NBHS- Building A preventative maintenance (PM) schedules completed.
- NBHS- Building B preventative maintenance (PM) schedules completed.
- NBHS- Building C preventative maintenance (PM) schedules completed.
- NBHS- Building D preventative maintenance (PM) schedules completed.
- NBHS- Door maintenance is ongoing.
- NBHS- Gym hot water system under repairs. Installing components.
- NBHS- Fire system inspection completed by Taylor Fire.
- NBHS- Kitchen heat exchanger needs to be replaced. Preparing for installation.
- NBHS- Salmon room incubator temporarily repaired. Installed new home runs and larger capacity.
- NBMHS- Heating repairs to original units. Completed
- NES- Routine schedule change out on air handler filters has been completed.
- NES- Fuel level sensor wiring installed. Pending custom sensor.

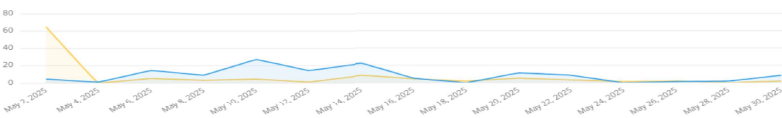
Janitorial Department Tasks with Status:

- Complete daily assignments.
- Training new employees.

Safety Concerns:

- None at this time.

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



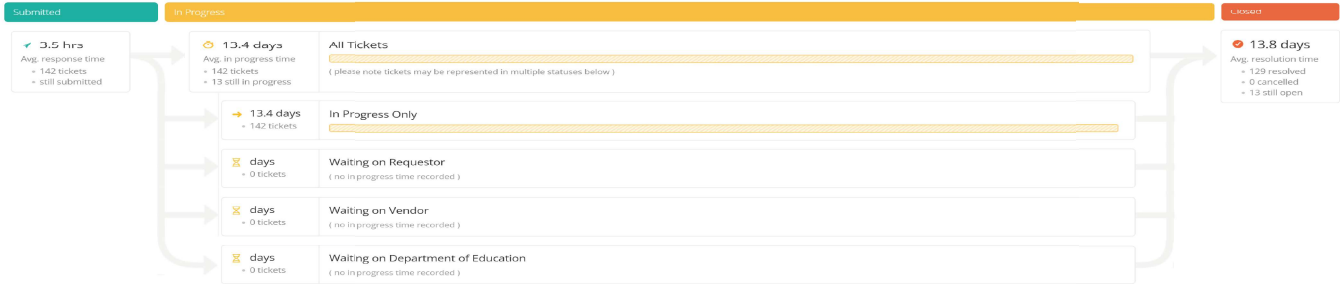
7.1 hours
Response time (avg)
for all ticket statuses

129
Tickets now closed
out of 142 submitted

9.4 days
Resolution time (avg)

13
Tickets still open
0 waiting on requestor

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



Labor Logged (hrs)



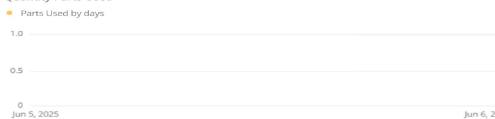
Labor Cost (\$)



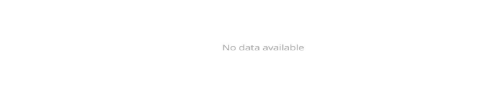
% Parts Used



Quantity Parts Used



% Value Parts Used



Value Parts Used



Top Issue Categories (sorted by total tickets)



Overall Satisfaction

(click bars below for specific results details)



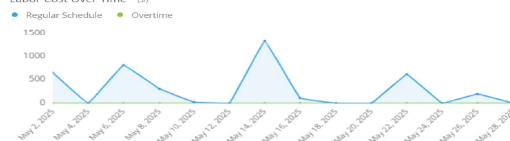
Labor Logged Over Time (hrs)



SLA Response Time

No data available

Labor Cost Over Time (\$)

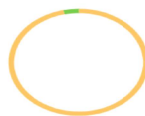


SLA Resolution Time

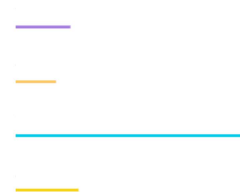
No data available

212.8 minutes
Avg. time logged per ticket

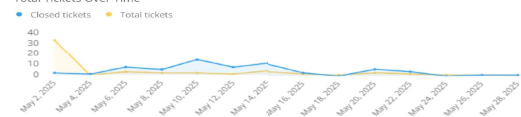
Tickets by Priority



Tickets Submitted For



Total Tickets Over Time



Response Time



Resolution Time

