

Nome Public School Board, Facilities Service Report, February 10, 2026.

Jonathan Duarte, Facilities Director

Maintenance Snapshot:

- Scheduled Work Order in progress: 99
- Completed Tickets: 219

Staffing:

- Custodian Rotational Supervisor- Jake Mckeown/ Nathan Lopez
- Custodian III -Stan Burgess
- Custodian II- Thuong Nguyen
- Custodian II- Julianna Duarte (Rotational)
- Custodian I- Trevor Ozenna and Fred Holmes
- Custodian I- Jonaie Duarte (Rotational)
- Custodian I- Jorena Duarte (Rotational)
- Maintenance Foreman - Cliff McHenry
- Maintenance Technician III- Ilya Komarov
- Maintenance Technician II- James Ventress
- Maintenance Technician II- Bill Baxter

Maintenance Department Tasks with Status:

- District Buildings A,B,C and G, PM's are on going.
- Fire Inspection- Urgent Repairs completed. Vacuum relief valve and corroded tee replaced with new. 6" header temporarily patched. Materials on order. Plumbing and panel discrepancies mitigated and ready for annual inspection.
- Incident iQ work order data input in progress, continuing to work on back logs.
- NBHS Boiler PM's. Higher frequency of problems. Warm weather creates more mechanical cycling.
- NBHS Mechanical Room- 6 month Pm's are 40% complete.
- NBHS Roof Drain Leak Repair- Post-Reroof installation. Further work required during spring time.
- NBMHS Door PM and installing new stops.
- NES Boiler Exhaust Troubleshooting.
- NES Heating Issues are listed and ordering materials.
- NES Plumbing addressed and currently in operation. Pursuing long term solutions.
- Vehicle Fleet Update: Auto-001 seeking mechanic for head gasket repair. Auto-007, major component repairs completed. Equipment -021 requires new center pins.

Janitorial Department Tasks with Status:

- New employee onboarding and training.
- Inventory stock and preparing quote for janitorial service year 2026- 2027.

Safety Concerns:

- Continual coordination between multiple groups/teams on emergency egress is clear and free of debris.

All Activity

Explore ticket analytics filtered only by your permission level

01/01/2026 > 01/31/2026

Ticket Resolution Over Time

(closed tickets vs. newly submitted)



2.6 days
response time (avg.)
for all ticket statuses

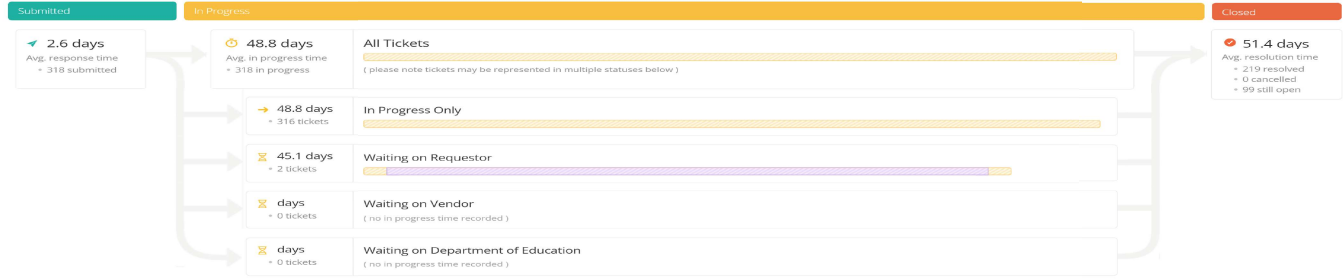
219
Tickets now closed
out of 318 submitted

38.8 days
Resolution time (avg.)

99
Tickets still open
0 waiting on requestor

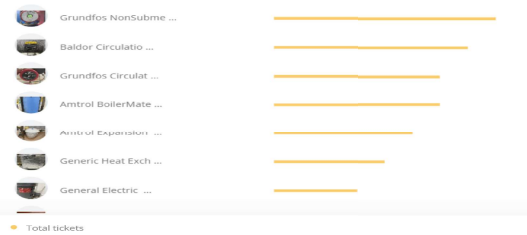
Ticket Pipeline Analysis

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

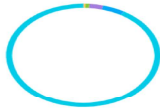


Top Models

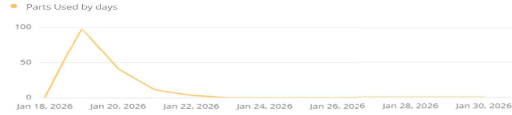
(sorted by total tickets)



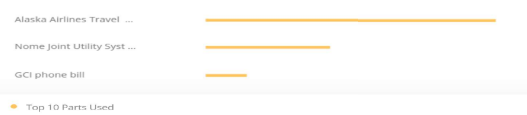
% Parts Used



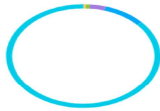
Quantity Parts Used



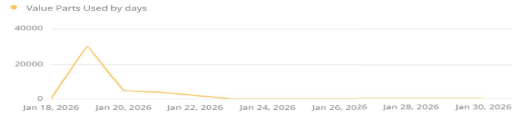
Top 10 Parts Used



% 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

Avg. rating (out of 5.0) Survey responses

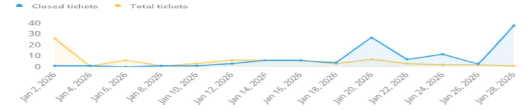
SLA Response Time

No data available

SLA Resolution Time

No data available

Total Tickets Over Time



Response Time



Resolution Time

