

Nome Public School Board, Facilities Service Report, April 09, 2026.

Jonathan Duarte, Facilities Director

Maintenance Snapshot:

- Scheduled Work Order in progress: 73
- Completed Tickets: 204

Staffing:

- Custodian Rotational Supervisor- Jake Mckeown
- Custodian III -Stan Burgess
- Custodian II- Thuong Nguyen
- Custodian II- Julianna Duarte (Rotational)
- Custodian I- Trevor Ozenna, Fred Holmes and Jason Baker
- 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 Department Tasks with Status:

- Building D - Hot water generator upgrade completed. Testing supply demand.
- District Buildings A and B, PM's are completed.
- DO custodial closet leak repaired demo and upgrade in progress.
- Dorm laundry room, plumbing, electrical updated and completed.
- Fleet vehicles under repairs.
- NBHS Mechanical Room- 6 month Pm's is complete.
- NBMHS Door PM and quoting new replacements.
- NBMHS Ice machine PM completed.
- NBMHS Intercom programming updates in progress for ANSEP.
- NBMHS Library/ Study room under renovation.
- NBMHS Shop and NACTEC air compressor conditioning upgrade in progress.
- NES Outside lighting updated.
- NES Ice machine PM completed.
- Taylor Fire annual inspections completed. Working on discrepancies and header leak repairs.

Janitorial Department Tasks with Status:

- Floor burnishing in the gym scheduled for in house PM.

Safety Concerns:

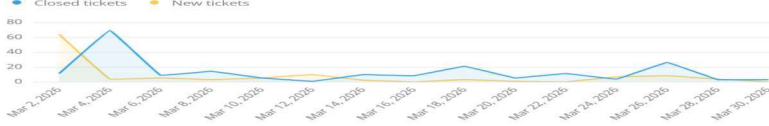
- Keeping egress clear of debris basic general house keeping.

All Activity

Explore ticket analytics filtered only by your permission level

03/01/2026 > 04/01/2026

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



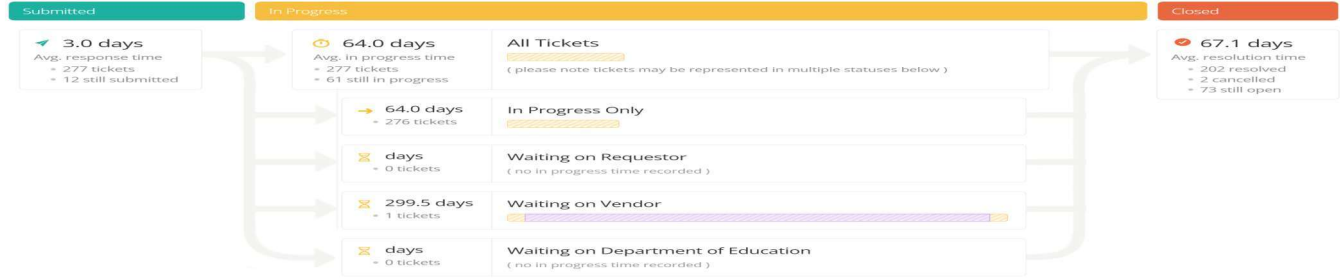
1.5 days
Response time (avg)
for all ticket statuses

204
Tickets now closed
out of 277 submitted

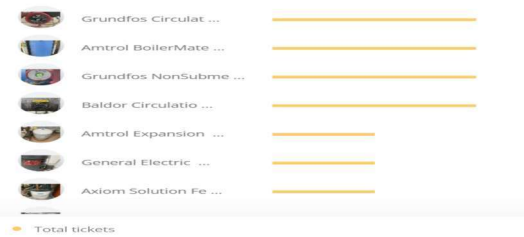
46.2 days
Resolution time (avg)

73
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)



172 minutes
Avg. time logged per ticket

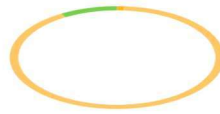
SLA Response Time

No data available

SLA Resolution Time

No data available

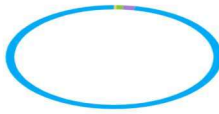
Tickets by Priority



Total Tickets Over Time



% Parts Used



Tickets Submitted For



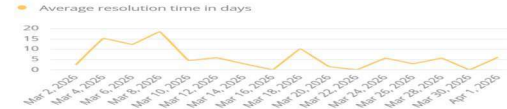
Quantity Parts Used



Response Time



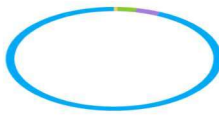
Resolution Time



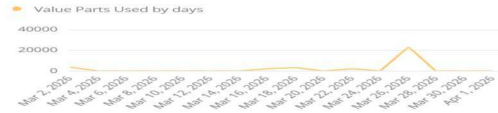
Top 10 Parts Used



% 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