

How Bullitt County Public Schools uses data and preventative maintenance to power world-class facilities

THE CHALLENGE

Replacing an outdated, disconnected system that hindered visibility and communication

For Bullitt County Public Schools, the goal has always been clear: ensure a world-class learning environment through efficient, reliable facilities operations. But with 29 buildings serving more than 12,900 students, the district's previous work order management system wasn't always up to the task.

Danny Clemens, Director of Buildings and Grounds, described the old system as disconnected and outdated. "It truly lacked a lot of collaboration and communication, which I think is the secret sauce in having world-class facilities," he explained. The system offered no visibility into whether requests were completed or in progress, and there were no real-time updates or communication between stakeholders and the maintenance team. "It was like someone just entering something into a void and hoping it would get done."

This lack of transparency not only frustrated school staff but also made it hard for the Buildings and Grounds department to operate strategically. Technicians had no efficient way to document or review past work. Notes and photos—key elements for long-term asset tracking—were often missing or difficult to locate. The inability to spot patterns in recurring issues meant missed opportunities for preventative maintenance or timely replacements.

BULLITT COUNTY PUBLIC SCHOOLS

 **Shepherdsville,
Kentucky**

 **12,900+
Students**

 **29 Buildings**

BC
MOVING FORWARD

From a budget perspective, the team struggled to extract insights from their previous system to justify budget requests or capital investments. There was no clear reporting to identify trends, aging assets, or inefficient workflows. This left Clemens without the data to build a compelling case for funding or future planning.

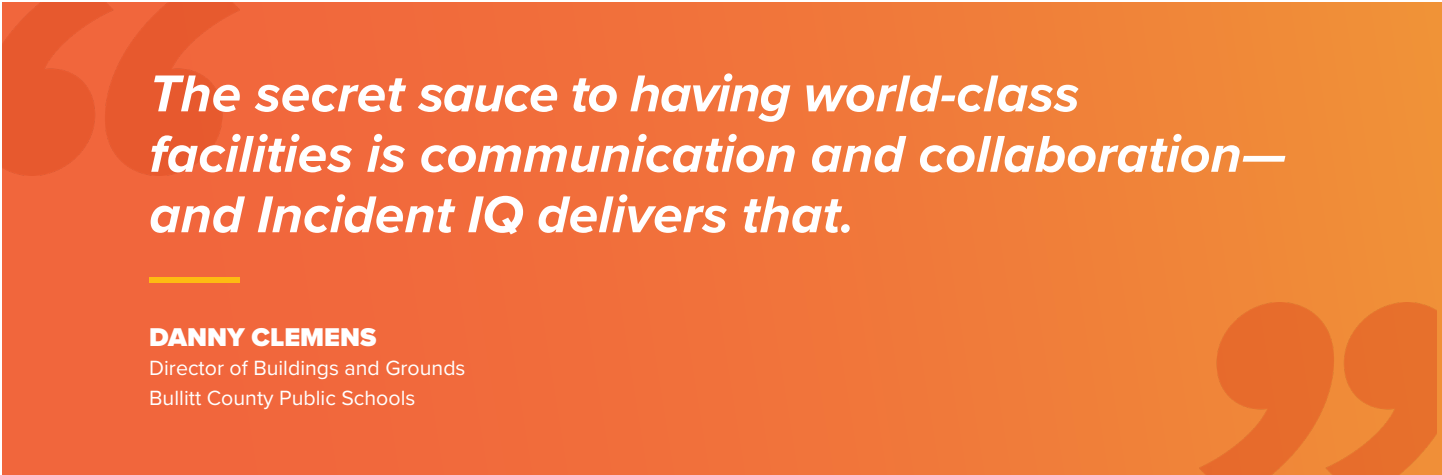
Meanwhile, reactive maintenance monopolized the team's time and resources. Without automated reminders and recurring tasks, preventative maintenance was harder to manage, increasing the risk of critical breakdowns that could disrupt classroom learning. "We don't want a teacher to be distracted because it's too hot or cold," Clemens emphasized. "Our goal is uninterrupted learning."

THE PLAN

Adopt Incident IQ as a unified platform across IT and Facilities

The district needed a user-friendly maintenance management system that would justify budget requests with accurate data, automate and scale their preventative maintenance program, and communicate in real-time with stakeholders, managers, and technicians across the district.

Bullitt County Public Schools was already using Incident IQ for their technology department when the Technology Director, Kevin Fugate, saw the potential of moving to a unified platform for both IT and Buildings and Grounds.



The secret sauce to having world-class facilities is communication and collaboration—and Incident IQ delivers that.

DANNY CLEMENS

Director of Buildings and Grounds
Bullitt County Public Schools

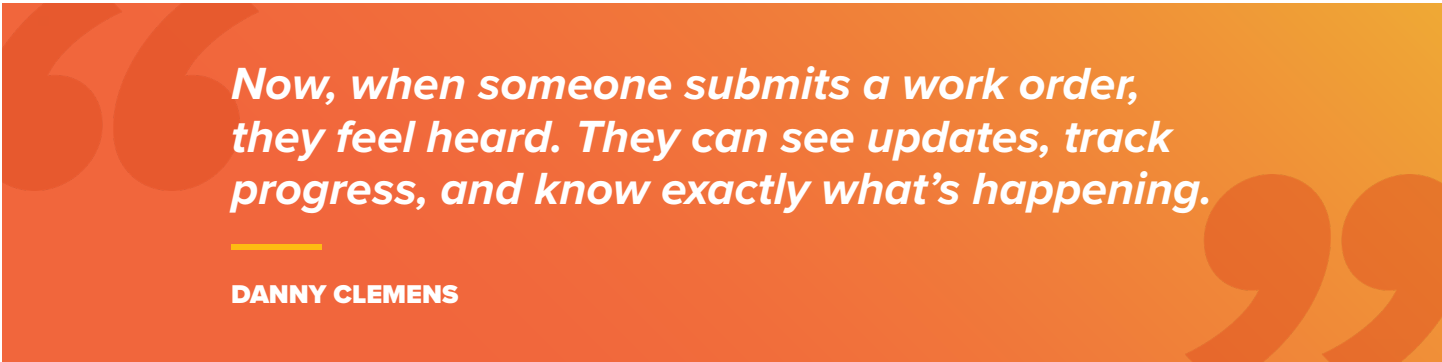
Clemens was drawn to the platform's data capabilities: "It was like being in a playground," he recalled. "I could see where work orders were coming from, who was submitting them, how long they were taking to resolve. I could even dig into agent performance and track notes and pictures for future reference. It was communication and collaboration in real time."

With implementation underway, the district launched a comprehensive training initiative with the support of Incident IQ's hands-on onboarding team. Over 100 stakeholders, including maintenance staff, custodians, managers, principals, and assistant principals, were trained via live, instructor-led sessions in order to be fully equipped to administer the new system. "[Incident IQ] is very user-friendly and simple to use," Clemens reported. "Everyone was open to the change because nobody was happy with what we were using before."

IMPLEMENTATION

Using Incident IQ, Bullitt County implements preventative maintenance and mobile capabilities to improve efficiency, reduce costs, and increase communication

Preventative maintenance quickly became a priority in the new system. Clemens and team knew that reactive maintenance had major drawbacks, including higher repair costs and a greater possibility of disruption to the students' and staff's day. Additionally, Bullitt County Public Schools takes pride in its energy reduction measures, and preventative maintenance contributes to reducing energy use. To further that, the district's energy auditor created recurring work orders for things such as changing HVAC filters and other critical routine tasks. Setting up schedules ensured automated reminders would keep tasks on their proper schedule without needing to be manually triggered. "It helps our team stay on track and efficient," Clemens noted. "It's much cheaper for us to do preventative maintenance than it is to fix things on the backend. And again, we don't want to disrupt learning in any fashion."



Now, when someone submits a work order, they feel heard. They can see updates, track progress, and know exactly what's happening.

DANNY CLEMENS

Technicians began using mobile devices, such as phones and iPads, to document issues, update work orders, and upload photos while working in the field. This not only saved time but also allowed for faster response and smarter dispatching. Supervisors could prioritize work orders based on technician location, reducing travel time and streamlining workload distribution across the district's 29 buildings.

Perhaps most importantly, the communication loop was finally closed. "Now, when someone submits a work order, they feel heard," Clemens explained. "They can see notes from the technician: If a part is on order, or if it will take 10 days to fix. In the past, they had no idea what was happening."

THE OUTCOME

Building and Grounds operations are now streamlined with improved communication, automated preventative maintenance, and data-driven budgeting

Today, Bullitt County Public Schools operates with a transparent maintenance management system that successfully keeps all stakeholders informed. District staff are no longer left wondering if a work order was received or acted upon because notes and updates are captured in real time, giving both the maintenance team and school leadership the visibility they need to stay aligned and responsive.

Preventative maintenance has become embedded in daily operations thanks to scheduled, recurring work orders. This proactive approach reduces the frequency of emergency repairs and helps their

energy efficiency efforts. In addition to that, the availability of detailed data and quick reports has transformed the district's approach to budgeting and capital planning.

Since adopting iiQ Facilities, Clemens can pull reports based on different data points like asset type, location, work order frequency, and more to allow him to identify trends. Clemens explains, "Using the data in Incident IQ, I was able to identify recurring issues with our HVAC systems and build a five-year replacement plan backed by real evidence. It gave me the insight I needed to advocate for funding and helped district leadership understand exactly why investments were needed."

These changes have led to time and cost savings as well. With mobile access, strategic work scheduling, and better oversight, the team can work faster and more efficiently. "We have only two HVAC technicians covering the entire district," Clemens said. "We have to use their time wisely, and this helps us do that." Response times have improved, and the ability to triage based on proximity and urgency helps keep costs under control.

Plus, having IT and Buildings and Grounds on the same system has streamlined the user experience for school staff who make requests, saving time and reducing confusion.

Clemens now enters budget time with high confidence. Equipped with detailed work order data and lifecycle trends, he can justify his facilities budget for the upcoming school year. At a time when many Facility Directors struggle to secure the resources needed to maintain their school districts, Clemens relies on data-driven insights and reports to help his leaders prioritize and approve his requests. "We asked for exactly what we needed—and we got it," he shared.

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