



To: Zero Waste Advisory Commission

From: Richard McHale
Interim Director
Austin Resource Recovery Department

Date: April 10, 2019

Subject: **Director's Monthly Report to the Zero Waste Advisory Commission**

Soil Kitchen

April 13th, 9 a.m - 2 p.m.

April 14th, 9 a.m. - Noon

East Austin Garden Fair at Parque Zaragoza Recreation Center, 2608 Gonzales Street, 78702

The Soil Kitchen is an opportunity for backyard food gardeners to receive free soil testing. To help educate Austinites about services available via the City's Brownfields Revitalization Office, the Soil Kitchen event highlights the similarities between screening backyard garden soil and testing commercial land for possible contaminants before future development.

Fix-It Clinic

April 7th, 2 p.m. - 5 p.m.

North Village Library, 2505 Steck Avenue, 78757

Don't toss it, fix it! That's the message City of Austin wants to get out so less repairable items end up in landfills. According to the EPA, the average American tosses almost five pounds of trash per day and much of it could have been repaired, reused or recycled. To help Austin reach its Zero Waste by 2040 goal, Austin Resource Recovery and the Circular Economy Program is encouraging residents to bring their favorite broken items to Fix-It Clinics where they can save money and reduce waste while learning valuable repair skills. Visit austintexas.gov/fixitclinic to find future events. They will be offered at libraries all around town throughout the year.

DEA National Prescription Drug Take Back Day

April 27, 10 a.m. – 2 p.m.

Recycle and ReUse Drop Off Center, 2514 Business Center Drive, 78744

The DEA National Prescription Drug Take Back Day addresses a crucial public safety and public health issue. These collections offer a safe, and environmentally responsible way to dispose of unused or expired prescription drugs. Residents of Austin can bring their unwanted or expired prescription or over the counter drugs to the Recycle and Reuse Drop Off Center on Saturday, April 27, along with their other Household Hazardous Waste. Other sites will be available for prescription drug collection, and these sites can be located at the DEA website (takebackday.dea.gov).

Master Plan Update

The Request for Proposal (RFP) for the Master Plan update was posted February 4, 2019. The RFP is available on the [Purchasing Office's website](#) and closed on March 19, 2019. On February 20, 2019, the City's Corporate Purchasing Office hosted a public meeting to provide an overview of the required solicitation documents and answer questions from interested contractors. ARR staff attended the meeting in person and via phone to address inquiries. The questions and answers from the meeting are also posted online [here](#). The evaluation team met on Friday, April 5th to finalize the evaluation. The next step is for Purchasing to compile the information and recommend an award.

URO Educational Outreach Efforts

URO education and outreach efforts continue with staff responding to calls, e-mails, and on-site meetings in the month of March. As of March 10, 2019, 71% of multifamily and commercial properties reported access to recycling, 59% of brick and mortar properties have reported access to a food recovery method, and 18% of mobile food vendors have reported access to a method of food recovery. Mobile Food vendors continue to be a focus of proactive outreach. City staff is coordinating with Austin Health by providing ARR staff at the food permitting office to provide education and resources to complete diversion plans onsite. Additionally, outreach contactors have launched projects to provide proactive phone calls, e-mails, and door-to-door site visits to food permitted businesses. Final letters of ordinance deficiency were delivered to properties and permit holders on the week of March 25th. Staff will continue to work with properties and permit holders to bring them into compliance or be transferred to Austin Code.

URO Q&A

Does staff contact commercial customers if their reports are lacking information? Do we contact them if the reports are ok?

If a submission is lacking data, the website will not allow the submission to be completed – but the form itself does not verify ordinance compliance. If the user fully completes the form, the user will receive a confirmation that their submission was received. Users are required to attest that the submitted information is true and accurate.

There are two review processes based off of “complaints.” The first is a citizen submitted complaint against a property. When a citizen complaint is received staff conducts an audit of the property, including site visits, diversion plan reviews, and communication with the responsible party. The second process is staff initiated complaints based on annual diversion plan submissions. Staff visits properties beginning in spring (after diversion plan due date) to verify compliance of properties that have not submitted a diversion plan or have outliers in submitted data. This process includes site visits, diversion plan reviews, and communication with the responsible party. Administrative rules require that the responsible party correct any non-compliant issues within 60 days or the case will be transferred to Austin Code.

Staff is currently in discussions with Austin Code to clarify roles and responsibilities as part of the ordinance related enforcement.

How does staff advertise the complaint process to customers?

Information on URO complaints is provided at education and training sessions and is available on the URO webpage. Staff is currently evaluating webpage improvements to make navigation for complaints easier.

Now that the URO has completed implementation and all properties are required to comply, education to employees and tenants is much easier. Staff anticipates developing education campaigns related to URO complaints for employees and tenants to ensure that properties are meeting the requirements.

Expansion of Household Hazardous Waste Program

- Look into a pilot for on-call home pick up of HHW in different areas of Austin.
 - Staff has explored this option in the past; it would require at least 2 new vehicles, retrofitted to have the appropriate capacity and spill response equipment. This would require at least one additional FTE for each vehicle.
 - The vehicles would cost approximately \$100,000, plus \$10,000 in annual maintenance. Along with the full burden of the additional staff, which would cost \$165,632 per year, and fuel, estimated at \$5,450, the first year total would be \$281,082.
- The Austin Resource Recovery Public Information Office includes education about the Recycle and Reuse Drop-Off Center (RRDOC) through the website, social media rotation, monthly newsletter, presentations, booths, and advertising campaigns. RRDOC promotion always includes promotion of HHW collection, specifically paint and battery drop-off. Additionally, we promote drop-off of batteries for proper disposal at participating Austin Public Libraries.
 - BOPA events are not promoted due to the above reasons concerning regulatory and safety concerns

On-Call Bulk Pilot Totals

(April-December 2018)

Materials	Total Tons
Bulk	274.91
Metals	19.08
Appliances	8.72
Electronics	0.79
Total	303.49

Current On-Call Bulk Request Process

When the customer calls 3-1-1 to request an On-Call Bulk service pick up, 3-1-1 will create a Service Request. The Austin Resource Recovery Customer Service Rep (ARR CSR) has 48 hours to contact the customer either by email or telephone. If there is no answer, than the ARR CSR will leave a message. The customer has 1 business day to call back; if the customer does not make contact with the ARR CSR, than the ARR CSR makes a second attempt to call the customer. If there is no contact with the customer after the ARR CSR's second attempt, than the ARR CSR closes the Service Request without leaving a message.

If contact is made, the ARR CSR usually schedules the On-Call bulk collection date for the following week. The customer is given a confirmation via email or phone, and the collection date is scheduled on SharePoint where the Route Supervisor closes the Service Request on SharePoint and in the CSR system.

Proposal for new On-Call Bulk Request Process

The new on-call bulk request process would require the 3-1-1 to generate a Service Request after the customer calls 3-1-1 to request an on-call bulk service pickup. The ARR CSR would have 48 hours to contact the customer either by email or telephone. If there is no contact, the ARR CSR leaves a voice mail stating the customer has 3 business days to call back to schedule a pickup time. The ARR CSR makes a second attempt after waiting 3 business days; if there is no contact than the ARR CSR leaves a second message stating that the service request will be closed.

The ARR CSR will usually schedule the on-call bulk collection for the following week if contact is made with the customer. The ARR CSR will utilize SharePoint to schedule the on-call bulk requests, and send

a confirmation to the customer either by email or phone. Operations will take the information and build their most efficient routes. Once the items are collected, the Route Supervisor will close the request on SharePoint and in the CSR System.

Curbside Composting Program Analysis Question and Answer

Do we have a sense for what the garbage collection decrease of almost 800,000 pounds from September 2017 to September 2018 looks like in volume?

- One cubic yard of mixed Austin Resource Recovery municipal solid waste compacted in a collection truck equals approximately 800 pounds. This means that the garbage collection decrease of 795,460 pounds equals approximately 990 cubic yards.
- To put this volume in perspective, 990 cubic yards is about 1/3 of Council Chambers.



ARR Solicitations Update
As of March 22, 2019
ZWAC Meeting April 10, 2019

Upcoming Solicitations Under Development (in alphabetical order):

1. Collection, Transportation, Processing, and Disposal of Hazardous Waste: IFB – Contractor to collect, transport, process, and dispose of hazardous waste collected at the Recycle and Reuse Drop-off Center (RRDOC), as well as provide emergency response remediation services for hazardous and non-hazardous solid waste spills on City property. Current contract documents:
https://www.ci.austin.tx.us/financeonline/contract_catalog/OCCViewMA.cfm?cd=MA&dd=1500&id=NA120000173
2. Design, Development, and Maintenance of a Secure Based Data Collection and Reporting System: CO-OP – Contractors qualified to design, develop, and maintain a secure web-based data collection and reporting system for businesses, properties, and food and construction and demolition (“C&D”) permit holders (“Entities”) affected by City waste diversion ordinances (“Reporting Platform”). The City also seeks a companion database system to house all of the ordinance affected business, property, and project information since 2011 (“Database”). Current contract documents:
https://www.austintexas.gov/financeonline/contract_catalog/OCCViewMA.cfm?cd=MA&dd=1500&id=NA140000044
3. Flat Sheet Printing and Direct Mail Services: IFB – Contractor to provide a variety of flat sheet printing and related services. Current contract documents:
https://www.austintexas.gov/financeonline/contract_catalog/OCCViewMA.cfm?cd=MA&dd=1500&id=NA130000124
4. Impact Study: RFQ – Consultant to conduct a comprehensive, data-driven benchmarking study that measures the economic and tax revenue impacts associated with the recycling sector and related manufacturing industries in the Austin area. No existing contract.

Definitions:

CCO (Capital Contracting Office): Administers the procurement of professional and construction services.

CO-OP (Cooperative Contract): A contract that has been competitively bid and issued by another government or purchasing alliance with the intention of sharing it with other governmental entities.

IFB (Invitation for Bid): Formal bidding documents inviting suppliers to submit pricing for goods or services.

RFI (Request for Information): Used to obtain industry input, feedback, or reactions from potential suppliers prior to issuing a solicitation.

RFQ (Request for Quotation): Informal request to suppliers to provide quotes on specific goods or services.

RFQS (Request for Qualifications): Formal solicitation used when qualifications are the main criteria for professional services.

RFP (Request for Proposals): Formal request for a supplier to provide a solution and cost estimate to a complex need.

6. Medical Health and Evaluation Program: RFQS – Contractor to provide a medical and health evaluation program for applicants and employees potentially exposed to levels of hazardous materials, respiratory contaminants, noise, and other occupational health related conditions, as well as conduct medical and health evaluations for Commercial Driver's License drivers to determine each driver's physical ability to operate a commercial vehicle. Current Contract, NA140000170, is not available to the public. Current Contract expires on October 12, 2019.
7. New Truck Wash Equipment Retrofit: (CCO) – Contractors to provide delivery and installation of new truck wash equipment to include routine monthly inspection, maintenance, and repair. No existing contract.
8. Plastic Film Recycling Services: RFQ – Contractor to pick up, transport, and recycle plastic film that ARR collects from customers and from our own operations at the RRDOC. ARR collected approximately 15 tons of plastic film last year. No existing contract.
9. Post-Disaster Debris Removal Services: RFP – Contractor to provide emergency debris removal services in accordance with the Federal Emergency Management Administration (FEMA) policies and guidelines. No existing contract.
10. Post-Disaster Debris Monitoring Services: RFP – Contractor to provide emergency field debris monitoring services to include management and accounting services for monitoring the recovery efforts of the City's Post Disaster Debris Removal Contractor. No existing contract.
11. Recycling of Expanded Polystyrene and Similar Materials: RFQ – Contractor to pick up, transport, and recycle expanded polystyrene that ARR collects at the RRDOC. ARR collected approximately 15 tons of polystyrene last year. No existing contract.
12. Replacement Brooms for Sweepers: IFB – Contractor to provide replacement brooms and accessories for ARR's Schwarze, Tennant, and Tymco sweepers on an as needed basis. Current contract documents: https://www.austintexas.gov/financeonline/contract_catalog/OCCViewMA.cfm?cd=MA&dd=7800&id=G A140000019
13. Textiles Curbside Recycling: RFP – Contractor to develop and implement an all-encompassing curbside soft textile recyclables collection services program that will not compete with charitable clothing donation centers. Current contract documents: https://www.austintexas.gov/financeonline/contract_catalog/OCCViewMA.cfm?cd=MA&dd=1500&id=N R160000006
14. Waste Diversion and Characterization Study: RFP – Consultant to conduct a community waste diversion and waste characterization study to analyze existing programs, conduct field observations, facilitate composition evaluation, and perform data analysis to track progress towards ARR's Zero Waste goal and identify needs and opportunities for diversion of particular materials. ARR's Master Plan recommended that a waste diversion study be completed and updated every five years. No existing contract.

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Solicitations to be Posted Within the Next 90 Days:

1. Dumpster Collection and Cleaning Services for the Central Business District: IFB – Contract to provide trash, recycling, and compost dumpster collection, collection of bulk materials and area litter clean up in the Central Business District of Austin, Texas. Current contract documents:
https://www.austintexas.gov/financeonline/contract_catalog/OCCViewMA.cfm?cd=MA&dd=1500&id=NA140000089
2. Organics Processing Services: IFB – Contractor to provide complete organics processing, sorting, composting, and marketing services to include detailed data reporting to support the City's expanding residential curbside organic materials collection program. Current contract documents:
https://www.austintexas.gov/financeonline/contract_catalog/OCCViewMA.cfm?cd=MA&dd=1500&id=NA170000183
3. Residential Trash Dumpster Collection Services: IFB – Contractor to collect, transport, process, dispose of, and clean-up trash materials generated by ARR residential customers located within the ARR service areas of Austin. ARR residential customers include single family, duplex, triplex and fourplex premises. Current contract documents:
https://www.austintexas.gov/financeonline/contract_catalog/OCCViewMA.cfm?cd=MA&dd=1500&id=NA120000143
4. Routine Non-Residential (City Facilities) Dumpster Collection Services: RFP – Contractor to collect trash, recycling, brush, bulk, and compostable Materials from City of Austin facilities. Scope may also include as-needed special event and emergency service needs. Current contract documents:
https://www.austintexas.gov/financeonline/contract_catalog/OCCViewMA.cfm?cd=MA&dd=1500&id=NA110000024

Published Solicitations:

1. Austin Resource Recovery Master Plan Update: RFP – Consultant to revise and update the current Master Plan centering on the areas of focus as identified by staff and the Zero Waste Advisory Commission. This solicitation was published on February 4, 2019 and closed on March 19, 2019. Current solicitation documents:
https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=129632
2. Latex Paint Recycling: RFP – Contractor to pick up, transport, sort, remanufacture, package, and resale latex paint collected at ARR's Household Hazardous Waste Facility. This solicitation was published on February 11, 2019 and closed on March 26, 2019. Current solicitation documents:
https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=129331

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3. Trash and Recycling Receptacles for Downtown: IFB – Contractor to provide trash and recycling containers that match receptacle design in the downtown Austin area, according to Great Streets Master Plan. This solicitation was published on March 4, 2019 and closed on March 21, 2019. Current solicitation documents:
https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=129891

Summary of Responses on Requests for Information (RFI):

No Updates

Solicitations in Evaluation or Negotiation:

No Updates

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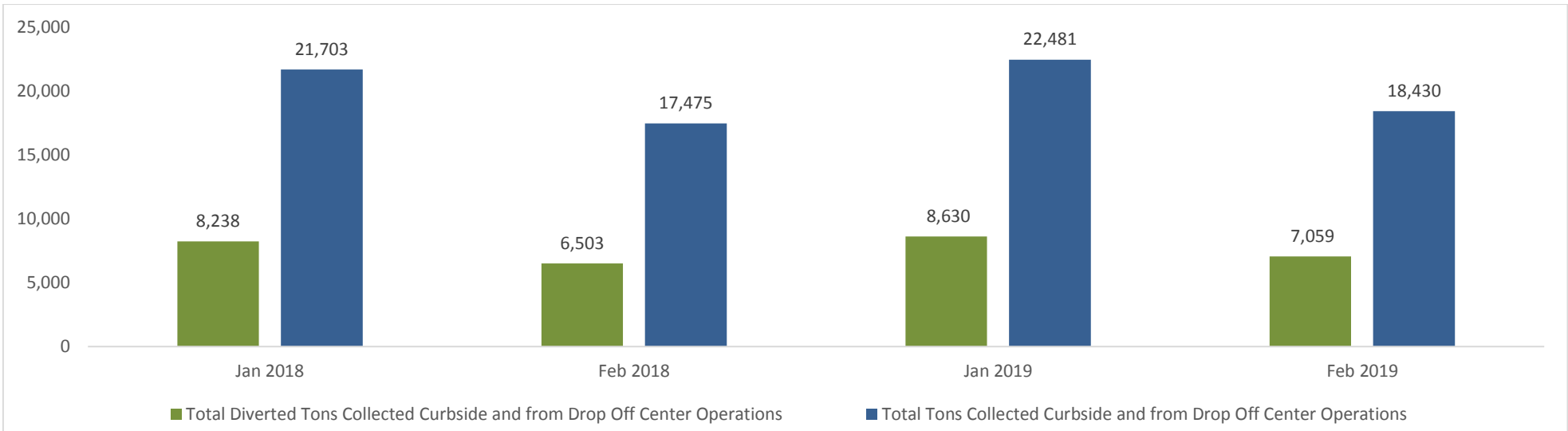
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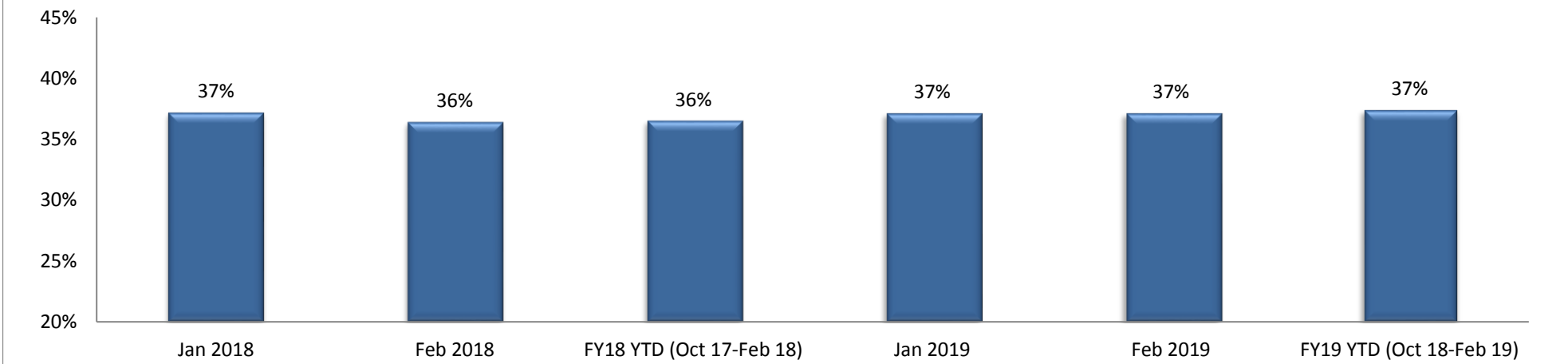
Austin Resource Recovery Curbside Collection and Drop Off Center Operations

Description of Services		LAST FISCAL YEAR					CURRENT FISCAL YEAR			
		FY 2017	FY 2018	Jan 2018	Feb 2018	FY18 YTD (Oct 17-Feb 18)	Jan 2019	Feb 2019	FY19 YTD (Oct 18-Feb 19)	FY 2019 Goal
Tons Disposed	Tons of curbside Trash	131,815	128,829	11,635	9,522	53,294	11,842	9,656	54,413	134,253
	Tons of Curbside Bulk Disposed	11,179	10,231	857	685	3,693	894	861	4,184	11,227
	HHW Operations Tons Disposed	471	528	27	30	168	44	43	186	451
	Estimated Tons of Curbside Recycling Residuals*	9,471	10,642	947	735	4,199	1,071	811	4,984	10,670
	Total Disposed Tons Collected Curbside and from Drop Off Center Operations	152,936	150,230	13,466	10,972	61,354	13,851	11,371	63,768	156,601
*Estimated tons of curbside recycling processed by vendors as residual - based on bi-annual sample route audit										
Tons Diverted	Tons of curbside recycling	49,233	48,080	4,574	3,573	20,338	4,682	3,566	20,767	51,330
	Tons of Drop Off Center Collections Recycled/Reused	3,087	3,759	267	232	1,253	461	369	1,981	4,453
	Tons of Curbside Yard Trimmings	34,316	32,244	2,954	2,173	12,010	2,943	2,537	14,469	48,114
	Tons of Curbside Bulk Recycled	161	201	24	12	87	27	8	108	165
	Tons of Curbside Brush Collected	7,367	6,292	349	490	2,511	452	561	2,345	8,025
	Tons of Curbside Textiles Collected	245	159	12	10	49	15	11	53	157
	Tons of Carts Recycled	197	154	34	0	70	24	0	56	175
	Total Diverted Tons Collected Curbside and from Drop Off Center Operations	94,767	91,090	8,238	6,503	36,405	8,630	7,059	39,888	112,584
	Tons of Curbside Compost Collected**	5,069	14,414	1,162	904	4,971	1,800	1,508	8,779	33,565
***Tons of Curbside Compost Collected" is included in the "Tons of Yard Trimmings Collected"										
Total Tons Collected Curbside and from Drop Off Center Operations		247,704	241,320	21,703	17,475	97,759	22,481	18,430	103,655	269,185
Estimated Percent of Curbside Collected Materials Diverted from Landfills by ARR		37.51%	36.79%	37.16%	36.39%	36.49%	37.10%	37.10%	37.35%	38.20%
Pounds of Trash collected per customer per pickup		26.09	24.84	27.00	22.10	24.88	27.18	22.11	24.97	25.99
Number of Trash and Recycling Customers		194,357	199,448	198,872	198,842	197,725	201,094	201,608	201,186	198,655
Pounds of Recycled materials collected per customer per pickup (every other week)		19.61	18.65	21.37	16.69	19.09	21.61	16.42	19.16	19.99
Pounds of Yard Trimmings collected per customer per week		6.83	6.25	6.90	5.08	5.63	6.79	5.84	6.67	9.37
Number of Yard Trimmings/Organics Customers		193,110	198,325	197,598	197,609	196,738	199,986	200,497	200,119	197,487
Total tons of Dead Animals Collected from COA rights-of-way and the animal shelter		44	36	5	2	18	2	2	14	42

Austin Resource Recovery Curbside Collection and Drop Off Center Operations



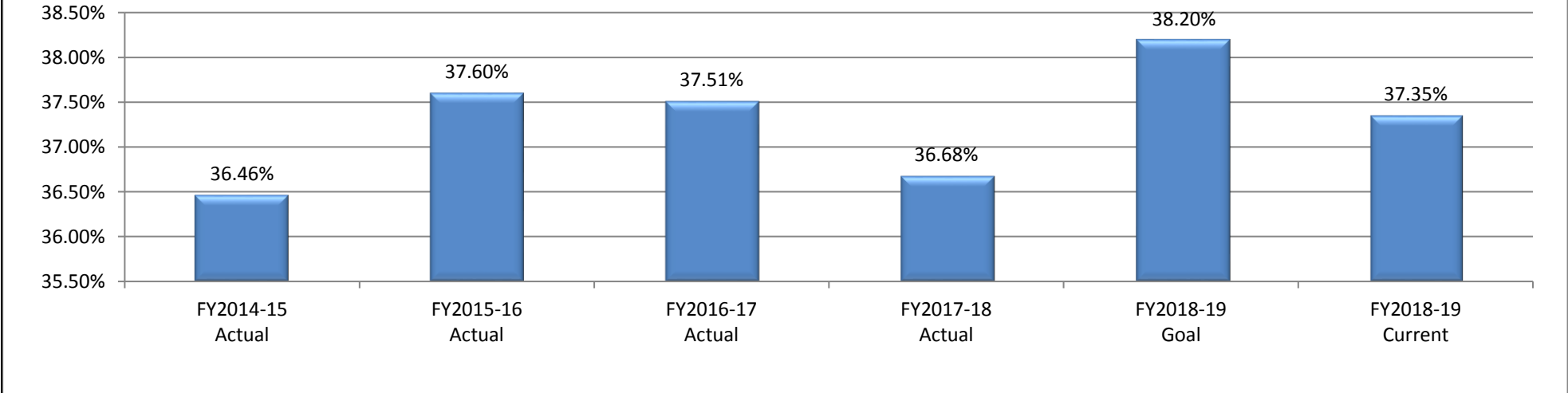
Estimated Percent of Curbside Collected Materials Diverted from Landfills by ARR



Reporting Status and Diversion Results for All Categories of Waste Generation						
Category of Waste Generation	FY2014-15 Actual	FY2015-16 Actual	FY2016-17 Actual	FY2017-18 Actual	FY2018-19 Goal	FY2018-19 Current
Residential Waste Diversion (city serviced accounts)	36.46%	37.60%	37.51%	36.68%	38.20%	37.35%
Community Diversion Rate	*	42.02%	*	*	*	*

*As prescribed in the Austin Resource Recovery Master Plan, the Department will conduct a detailed waste assessment study every five years to determine progress toward our Zero Waste goal. The first such study was published in 2015 and is titled Austin's 2015 Community Diversion Study. The study focused on estimating diversion from both ARR-serviced properties and commercial properties. Commercial properties include retail businesses, food service establishments, professional offices, industrial properties, institutional facilities, government facilities, and multifamily properties five units and larger. According to Austin's 2015 Community Diversion Study, Residential Waste Diversion Rate (city serviced accounts) represents approximately 15% and the Community Diversion Rate (accounts serviced by private waste haulers) represents approximately 85% of the total citywide wastage.

Residential Waste Diversion (city serviced accounts)



Category of Waste Generation	CY 2015	CY 2016	CY 2017
Commercial Tons Landfilled**	1,062,012	1,152,661	1,708,484
Commercial Tons Recycled**	550,515	360,244	722,573
Commercial Organics Tons**	556,099	206,165	97,173

** Numbers reported here are compiled from self-reported data submitted by licensed private waste haulers via semi-annual tonnage reports required under Section 15-6-3 of the City Code on a calendar year basis and as such, ARR does not attest to the accuracy of these amounts. These numbers reflect data from 100-200 licensed haulers (number of haulers varies over time), and include haulers servicing dumpsters, roll-offs, construction and demolition debris, landscaping debris, and metal scrap. These numbers do not reflect all data sources included in Austin's 2015 Community Diversion Study.

Zero Waste Advisory Commission - April 10th, 2019

Single Stream Recycling Statistical Report

FY19: October 18 - February 2019

Texas Disposal Systems (TDS) and Balcones Resources, Inc. (BRI)

Month and Year	Contractor	Tons Delivered	Contractor Payments			Net Value to the City \$ per ton value	Landfill Cost Avoidance	
			Revenue	Processing Cost	Net Amount Due/(Owed)		Cost Per Ton	Total
October 2018	TDS	2,292.54	\$93,700	\$207,475	(\$113,775)	(\$49.63)	\$22.52	\$51,628
	BRI	2,907.11	\$60,090	\$211,519	(\$151,430)	(\$52.09)	\$22.52	\$65,468
	<i>Total</i>	5,199.65	\$153,790	\$418,994	(\$265,205)			\$117,096
November 2018	TDS	1,890.70	\$71,812	\$171,108	(\$99,296)	(\$52.52)	\$22.52	\$42,579
	BRI	3,256.23	\$65,141	\$231,092	(\$165,951)	(\$50.96)	\$22.52	\$73,330
	<i>Total</i>	5,146.93	\$136,953	\$402,201	(\$265,247)			\$115,909
December 2018	TDS	2,164.25	\$81,734	\$195,865	(\$114,130)	(\$52.73)	\$22.52	\$48,739
	BRI	3,043.88	\$60,832	\$219,414	(\$158,582)	(\$52.10)	\$22.52	\$68,548
	<i>Total</i>	5,208.13	\$142,566	\$415,278	(\$272,712)			\$117,287
January 2019	TDS	2,256.70	\$83,512	\$204,231	(\$120,719)	(\$53.49)	\$22.52	\$50,821
	BRI	3,478.81	\$67,008	\$243,334	(\$176,326)	(\$50.69)	\$22.52	\$78,343
	<i>Total</i>	5,735.51	\$150,520	\$447,566	(\$297,046)			\$129,164
February 2019	TDS	1,767.72	\$60,030	\$159,979	(\$99,949)	(\$56.54)	\$22.52	\$39,809
	BRI	2,585.31	\$45,828	\$192,534	(\$146,705)	(\$56.75)	\$22.52	\$58,221
	<i>Total</i>	4,353.03	\$105,858	\$352,512	(\$246,654)			\$98,030
FY19 Totals		25,643.25	\$689,688	\$2,036,551	(\$1,346,864)			\$577,486