## BEFORE THE BOARD OF COUNTY COMMISSIONERS

## FOR TILLAMOOK COUNTY, OREGON

### SITTING AS THE BOARD OF THE SOLID WASTE SERVICE DISTRICT

In the Matter of Increasing Customer Rates	)	•
for Solid Waste Disposal for Solid Waste	)	ORDER #23- <u>025</u>
Collection Franchisee, Recology Western	)	••/1
Oregon	)	SWSD #23- <u>-009</u>

This matter came before the Tillamook County Board of Commissioners, sitting as the governing body of the Solid Waste Service District (SWSD), on May 24, 2023, at the request of David McCall, Solid Waste Program Manager.

The Board of Commissioners, being fully apprised of the representations of the above-named person, and the records and files herein, finds as follows:

- 1. Recology Western Oregon has requested to increase rates charged by a collection franchisee to their customers in the unincorporated areas of Tillamook County.
- 2. Customer rates for this collection franchisee were last adjusted in Board Order #22-028, SWSD #22-002.
- 3. The Financial Report required under Appendix "C" of the Solid Waste Franchise Agreement was not available for review by the Tillamook County Solid Waste Advisory Committee (SWAC) at their May 9, 2023 meeting. The SWAC recommended at their meeting on May 9, 2023 that the requested rate increases be approved, subject to submission of the report by May 15, 2023, and subject to the recommendation of the Solid Waste Program Manager.
- 4. The Tillamook County Board of Commissioners finds that the proposed rates will be just, fair, reasonable, and sufficient to provide the proper service to the public.

### NOW, THEREFORE, IT IS HEREBY ORDERED that:

5. The Recology Western Oregon rates for unincorporated areas in Tillamook County as outlined on Exhibit "A" become effective July 1, 2023.

DATED this 24th day of May, 2023.

# THE BOARD OF COMMISSIONERS FOR TILLAMOOK COUNTY, OREGON

A = =	Aye Nay Abstain/Absent
Erin D. Skaar, Chair	
MF BUL Mary Faith Bell, Vice-Chair	<i>Y</i> /
David Yamamoto, Commissioner	6
ATTEST: Tassi O'Neil County Clerk	APPROVED AS TO FORM:
By: Johna Harland	reff
Special Deputy	William K. Sargent, County Counsel

RECOLO TCR	GY WESTERN OREGON TILLAMOOK COUNTY (UNINCORPORA	ATENI				SUMMAR' F. DATE:		ATE SHEE <sup>1</sup> /1/2023
ICK	TILLAMOOR COUNTY (UNINCORPOR)		RRENT			r. DATE.		/1/2023 NEW
CODE	DESCRIPTION	1	RATE	INC %	]	INC \$\$		RATE
CART S	SERVICES - CURBSIDE					• •		
	WITHIN 4 FEET OF THE CURB OR ROAD, AND AWAY	r FROM A	LL CARS, MA	AIL BOXES.	OR (	OTHER ITEM	IS.	
	ON CART SERVICE		<b></b> ,	,				LY RATES
32GWC	32G CART WEEKLY-CURB	\$	30.74	5.00%	\$	1.54	\$	32.28
32GEC	32G CART EOW-CURBSIDE	\$	19.98	5.00%		1.00	\$	20.98
32GMC	32G CART MONTHLY-CURB	\$	10.76	5.00%		0.54	\$	11.30
OC3C	32 GAL CART ON CALL CURB	\$	10.59	5.00%	_	0.53	\$	11.12
	EACH ADDITIONAL CART - SAME RATE						_	
90 GALI	ON CART SERVICE			·		MON	JTH	LY RATES
90GWC	90G CART WEEKLY-CURB	\$	51.31	5.00%	\$	2.57	\$	53.88
90GEC	90G CART EOW-CURB	\$	33.34	5.00%	_	1.67	\$	35.01
90GMC	90G CART OAM-CURB	\$	17.95	5.00%		0.90	\$	18.85
OC9C	90 GAL CART ON CALL CURB	\$	17.69	5.00%		0.88	\$	18.57
+	EACH ADDITIONAL CART - SAME RATE	1			_	****		
MONTH	LY CART RENT (FOR ON-CALL SERVICE)							
90GOC	90G CART WILL CALL-CURB	\$	2.70	5.00%	\$	0.14	\$	2.84
SPECIAL	PICK-UP (FOR OFF-SCHEDULE COLLEC	 T (C/S =	= Curhside	2)				PER EACH
SP32C	SPEC P/U 32G CART C/S	\$	8.02	5.00%	\$	0.40	\$	8.42
SP90C	SPEC P/U 90G CART C/S	\$	12.66	5.00%	_	0.63	\$	13.29
CART S	SERVICES - NON-CURBSIDE (SIDE	YARD)	)					
	SIDE: VISIBLE FROM THE STREET, OUTSIDE OF GAR	ages and	FENCED A	REAS.				
	ON CART SERVICE			<b>T</b>		77.77	HTI	LY RATES
32GWS	32G CART WEEKLY-SIDE	\$	31.37	5.00%		1.57	\$	32.94
32GES	32G CART EOW-SIDEYARD	\$	20.38	5.00%		1.02	\$	21.40
32GMS	32G CART MONTHLY-SIDE	\$	10.98	5.00%		0.55	\$	11.53
OC3S	32 GAL CART ON CALL SIDE	\$	10.83	5.00%	<u> </u> \$_	0.54	\$	11.37
	EACH ADDITIONAL CART - SAME RATE				<u> </u>		L	
	ON CART SERVICE							LY RATES
90GWS	90G CART WEEKLY-SIDE	\$	78.62	5.00%	\$	3.93	\$	82.55
90GES	90G CART EOW-SIDE	\$	51.09	5.00%	\$	2.55	\$	53.64
90GMS	90G CART OAM-SIDE	\$	27.51	5.00%	\$	1.38	\$	28.89
OC9S	90 GAL CART ON CALL SIDE	\$	27.13	5.00%		1.36	\$	28.49
	EACH ADDITIONAL CART - SAME RATE						L	
MONTH	LY CART RENT (FOR ON-CALL SERVICE)							
90GOS	90G CART WILL CALL-SIDE	\$	2.70	5.00%	\$	0.14	\$	2.84
SPECIA	PICK-UP (FOR OFF-SCHEDULE COLLEC	T (NON	C/S = No	n-Curbside	e)	RA	TE I	PER EACH
SP32S	SPEC P/U 32G CART NON C/S	\$	10.83	5.00%	\$	0.54	\$	11.37
31 323	<u> </u>							

	LOGY WESTERN OREGON				SUMMAR	Y RAT	E SHEET
TCR	TILLAMOOK COUNTY (UNINCORPOR				EFF. DATE:		/2023
		1	JRRENT				IEW
CODE	DESCRIPTION		RATE	INC %	INC \$\$	R	ATE
OTHER	SERVICES & FEES						
EXTRAS	- PER UNIT CHARGES (APPROX. 32 GA	LLONS	PER UNI	Γ)	R.A	TE PE	R EACH
XBAG	EXTRA BAG(S)	\$	8.02	5.00%		\$	8.42
XBOX	EXTRA BOX	\$	8.02	5.00%		\$	8.42
XCAN	EXTRA CAN(S)	\$	8.02	5.00%		\$	8.42
XMISC	EXTRA MISC	\$	8.02	5.00%	\$ 0.40	\$	8.42
X32	EXTRA 32G CART(S)	\$	8.02	5.00%	\$ 0.40	\$	8.42
X90	EXTRA 90G CART(S)	\$	12.66	5.00%	\$ 0.63	\$	13.29
BUI KY T	TEM COLLECTION (SVC CHARGE + CHA	ARGE D	FR ITFM)			-	
	ED ARE FOR COLLECTION AT CURB. ADDITIONAL		-	EOR RETRIE	=\/A! <b>R</b> .A	TF PF	R EACH
APF	REFRIGERATOR/FREEZER	\$	51.66	5.00%		\$	54.24
APL	APPLIANCE	\$	11.48	5.00%		\$	12.05
FURN	FURNITURE CHARGE	\$	17.22	5.00%		\$	18.08
TREE	EXTRA CHRISTMAS TREE	\$	16.04	5.00%		\$	16.84
IRSC	IN ROUTE SERVICE CHARGE	\$	22.12	5.00%		\$	23.23
SC	SERVICE CHARGE	\$	50.26	5.00%		\$	52.77
			30120	510070			
RELATED	<del>_</del>	<u> </u>	10.00	F 2004			R EACH
CRIR	CART REDELIVERY IN ROUTE	\$	10.00	5.00%		\$	10.50
CROR	CART REDELIVER OUT OF ROUTE	\$	20.00	5.00%		\$	21.00
CORDF	CONTAINER RE-DELIVERY FEE	\$	50.26	5.00%	\$ 2.51	\$	52.77
Note: Re-	Delivery fees apply for resume service after	suspen	a.			TE DE	D F4611
CCE	CART CLEANING FEE	1	10.00	F 000/			R EACH
CCF	CART CLEANING FEE	\$	10.00	5.00%		\$	10.50
	CART REPLACEMENT FEE	\$	65.00	5.00%	\$ 3.25	\$	68.25
Note: Rep	placement fee is used for loss/damage beyo	na nom	iai wear ai	iu tear.	RA	TE PE	R EACH
WLI	WIND LATCH INSTALLATION	\$	15.00	5.00%		\$	15.75
RF	REINSTATEMENT FEE	\$	15.00	0.00%		\$	15.00
NSFCF	RETURNED CHECK FEE	\$	25.00	0.00%	\$ -	\$	25.00
EDONT	LOAD CONTAINED SERVICE						
	-LOAD CONTAINER SERVICE						
	CONTAINERS		166.04	F 000/			RATES
1GW	1YD TRASH	\$	166.94	5.00%			175.29
1GE	1YD TRASH EOW	\$	97.61	5.00%		\$	102.49
1GM	1YD TRASH MONTHLY	\$	60.27	5.00%		\$	63.28
1OC 1XP	ON CALL-1YD TRASH	\$	34.71	5.00%		_	36.45
	EXTRA PICK UP-1YD TRASH		34.71	5.00%	\$ 1.74	1 \$	36.45
	CONTAINERS					NTHLY	RATES
1HGW	1.5YD TRASH	\$	211.74	5.00%		\$	222.33
1HGE	1.5YD TRASH EOW	\$	119.98	5.00%		\$	125.98
1HGM	1.5YD TRASH MONTHLY	\$	70.64	5.00%		\$	74.17
1HOC	ON CALL-1.5YD TRASH	\$	45.92	5.00%		\$	48.22
1HXP	EXTRA PICK UP-1.5YD TRASH	\$	45.92	5.00%	\$ 2.30	<u>                                     </u>	48.22
2 YARD	CONTAINERS				MOI	NTHLY	RATES
2GW	2YD TRASH	\$	254.21	5.00%		\$	266.92
2GE	2YD TRASH EOW	\$	141.25	5.00%		\$_	148.31
2GM	2YD TRASH MONTHLY	\$	80.46	5.00%	\$ 4.02	\$_	84.48
20C	ON CALL-2YD TRASH	\$	56.55	5.00%	\$ 2.83	\$	59.38
2XP	EXTRA PICK UP-2YD TRASH	\$	56.55	5.00%		\$	59.38

	ECOLOGY WESTERN OREGON					SUMMARY RATE SHEET			
TCR	TILLAMOOK COUNTY (UNINCORPORA				EFF. DATE:		7/	1/2023	
:		CI	JRRENT				İ	NEW	
CODE	DESCRIPTION		RATE	INC %		INC \$\$	Ĺ	RATE	
3 YARD CONTAINERS								Y RATES	
3GW	3YD TRASH	\$	339.11	5.00%	\$	16.96	\$	356.07	
3GE	3YD TRASH EOW	\$	183.69	5.00%	_	9.18	\$	192.87	
3GM	3YD TRASH MONTHLY	\$	100.05	5.00%		5.00	\$	105.05	
30C	ON CALL-3YD TRASH	1\$	77.82	5.00%		3.89	\$	81.71	
3XP	EXTRA PICK UP-3YD TRASH	\$	77.82	5.00%		3.89	\$	81.71	
	CONTAINERS							Y RATES	
4GW	4YD TRASH	\$	424.05	5.00%	\$	21.20	\$	445.25	
4GE	4YD TRASH EOW	\$	226.16	5.00%		11.31	\$	237.47	
4GM	4YD TRASH MONTHLY	\$	119.67	5.00%		5.98	\$	125.65	
40C	ON CALL-4YD TRASH	\$	99.07	5.00%		4.95	\$	104.02	
4XP	EXTRA PICK UP-4YD TRASH	\$	99.07	5.00%	_	4.95	\$	104.02	
5 YARD	CONTAINERS					MON	JTHI	Y RATES	
5GW	5YD TRASH	\$	508.94	5.00%	\$	25.45	\$	534.39	
5GE	5YD TRASH EOW	\$	268.61	5.00%		13.43	\$	282.04	
5GM	5YD TRASH MONTHLY	\$	139.28	5.00%		6.96	\$	146.24	
50C	ON CALL-5YD TRASH	\$	120.32	5.00%	_	6.02	\$	126.34	
5XP	EXTRA PICK UP-5YD TRASH	\$	120.32	5.00%	_	6.02	\$	126.34	
6 YARD	CONTAINERS					MON	JTHI	Y RATES	
6GW	6YD TRASH	\$	593.87	5.00%	\$	29.69	\$	623.56	
6GE	6YD TRASH EOW	\$	311.06	5.00%		15.55	\$	326.61	
6GM	6YD TRASH MONTHLY	\$	158.90	5.00%		7.95	\$	166.85	
60C	ON CALL-6YD TRASH	\$	141.58	5.00%		7.08	\$	148.66	
6XP	EXTRA PICK UP-6YD TRASH	\$	141.58	5.00%		7.08	\$	148.66	
8 VADI	CONTAINERS (NO NEW CUSTOMERS AT THIS	CITE	DIE TO CAE	ETV TECHE	=	MON		Y RATES	
8GW	8YD TRASH	\$	697.08	5.00%		34.85	\$	731.93	
8GE	8YD TRASH EOW	\$	362.69	5.00%		18.13	\$	380.82	
8GM	8YD TRASH MONTHLY	+ +	182.71	5.00%	_	9.14	\$	191.85	
80C	ON CALL-8YD TRASH	\$	167.42	5.00%		8.37	\$	175.79	
8XP	EXTRA PICK UP-8YD TRASH	\$	167.42	5.00%		8.37	\$	175.79	
RNT1	NER MONTHLY RENT (CHARGED TO WI)  1YD RENT - TRASH	S	20.00	5.00%		1.00	\$	21.00	
	<u> </u>							21.00	
FRONT-	LOAD COMPACTOR RATE FACTORS - For	all comp		· - · · ·	e-co		ste. I		
	Compactor Rating		4:1	3:1		2:1	[		
	Factor applied to container rate of same size	<u>'e</u>	1.5	1.3		1.12	J		
DEBRI:	S BOX SERVICES								
SET HAL	JL FEES (BASED ON AVERAGE TRUCK TI	MES)				RA	TE P	ER HAUL	
DEL	DELIVERY CHARGE	\$	51.01	5.00%	\$	2.55	\$	53.56	
10HG	10 YD TRASH BOX HAUL	\$	234.93	5.00%		11.75	\$	246.68	
20HG	20 YD TRASH BOX HAUL	\$	234.93	5.00%	\$	11.75	\$	246.68	
30HG	30 YD TRASH BOX HAUL	\$	234.93	5.00%	_	11.75	\$	246.68	
47HG	47 YD TRASH BOX HAUL	\$	234.93	5.00%	\$	11.75	\$	246.68	
40CG	COMPACTOR HAUL FEE (ALL SIZES)	\$	275.65	5.00%	\$	13.78	\$	289.43	

### **RECOLOGY WESTERN OREGON**

SUMMARY RATE SHEET

TCR	CR TILLAMOOK COUNTY (UNINCORPORATED)						7/1/2023	
CODE	DESCRIPTION	C	URRENT RATE	INC %	INC \$\$		NEW RATE	
<b>DEBRIS</b>	BOX DISPOSAL FEES (\$\$/TON)				R	ATE	PER TON	
DFDM	DISPOSAL FEE - DEMOLITION	<b>7</b> \$	102.59	5.00%	\$ 5.13	\$	107.72	
DFG	DISPOSAL FEE - GARBAGE	\$	102.59	5.00%	\$ 5.13	\$	107.72	
DFWD	DISPOSAL FEE - WOOD	\$	56.00	5.00%	\$ 2.80	\$	58.80	
DFYD	DISPOSAL FEE - YARD DEBRIS	\$	85.23	5.00%	\$ 4.26	\$	89.49	

Note: Recycling ton fees will be equal to or less than trash fees, based on current market pricing.

RELATED FEES	 		RATE	PER DAY
RENTD DAILY RENTAL FEE	\$ 16.86	5.00% \$	0.84 \$	17.70

Note: Daily Rent applies after 48 hours, excluding evenings and weekends.

 RATE PER MONTH

 RENTM
 MONTHLY RENTAL FEE
 \$ 148.89
 5.00%
 \$ 7.44
 \$ 156.33

Note: Monthly rent applies for customers who keep a box for a year or longer.

	<u>.                                    </u>	 		KA	IEP	EK HUUK
TIME	TRUCK TIME FEE	\$ 134.25	5.00% \$	6.71	\$	140.96
1T1E	1 TRUCK - 1 EMPLOYEE	\$ 132.27	5.00% \$	6.61	\$	138.88
1T2E	1 TRUCK - 2 EMPLOYEES	\$ 198.41	5.00% \$	9.92	\$	208.33

Note: Hourly Truck Time is used for hauls to destinations outside our normal operating areas.

## TEMPORARY RENTAL CONTAINERS

RATE PER EACH

DATE DED HOUD

3YRGD	DELV 3 YD RENTAL FOR TRASH	\$ 29.65	5.00% \$	1.48	\$ 31,13
3YRGP	SERVICE 3 YD RENTAL FOR TRASH	\$ 110.55	5.00% \$	5.53	\$ 116.08
3YRXD	ADDL DAY - 3YD RENT CONTAINER	\$ 2.00	0.00% \$		\$ 2,00
	<del></del>				 

Note: Temporary = not longer than 30 days, with 45 days between projects. Rent included for first 7 days.

### **BULKY ITEMS - DEBRIS BOX**

STARDARD FEES APPLY FOR THESE ITEMS IF DECLARED & SEPARATED ACCORDING TO INSTRUCTIONS.

ADDITION	NAL FEES MAY APPLY FOR ITEMS FOUND	IN LOADS.
TOFFD	TIDE CHARCE NO DIM	1

**RATE PER EACH** 

MEDICA	I WASTE COLLECTION SERVICES				DATE	DED EACH
APF	REFRIGERATOR/FREEZER	\$	51.66	5.00% \$	2.58 \$	54.24
APL	APPLIANCE	\$	11.48	5.00% \$	0.57 \$	12.05
TONR	TIRE CHARGE ON RIM	\$	9.18	5.00% \$	0.46 \$	9.64
TOFFR	TIRE CHARGE NO RIM	(\$	4.59	5.00% \$	0.23   \$	4.82

MEDICA	L WASTE COLLECTION SERVICES				RA	TE P	ER EACH
M4HSC	4.7 QT SHARPS CONTAINER	\$	24.80	5.00% \$	1.24	\$	26.04
M10SC	10 QT SHARPS CONTAINER	\$	28.05	5.00% \$	1.40	\$	29.45
M23SC	23 QT SHARPS CONTAINER	\$	49.91	5.00% \$	2.50	\$	52.41
9CDBC	9GAL CONFIDENTIAL DOCUMENT BOX	\$	31.30	5.00% \$	1.57	\$	32.87
MW17G	MEDICAL WASTE 17 GAL	\$	22.50	5.00% \$	1.13	\$	23.63
MW31 <b>G</b>	MEDICAL WASTE 31 GAL	\$	29.00	5.00% \$	1.45	\$	30.45
MW43G	MEDICAL WASTE 43 GAL	\$	35.00	5.00% \$	1.75	\$	36.75
MWTCB	MEDICAL WASTE TRACE CHEMO BOX	7 \$	51.00	5.00% \$	2 55	4	53 55

Note: Additional fees may apply for overweight tubs. Improperly prepared materials cannot be collected.

Finance Charges (0.75% monthly, 9% annually) will be assessed on any past due amount (excluding amounts in dispute over billing or service issues).

Billing Terms: Commercial Accounts are billed on a monthly basis.

Residential accounts are billed once every two months; one in advance and one in arrears.

#### Tillamook County Franchise Hauler Rate Review Report

edited February 2023

m 13			eaitea Fe	ebruary 2023					
Franchisee:								2 1140	
Recology Western Oregon	*****	7/1/23-6/30/24	Total 7/1/23-6/30/24			7/1/23-6/30/24	Tillamook Count 7/1/23-5/30/24	y tranchise	
		projected w/o rate				projected w/o rate	projected w/ rate		
REVENUE	2022 actual	change	change	% change Allocation method	2022 actual	change		% change	Allocation method/comments
Route collection Services	\$10,661,635	\$10,972,834	\$11,004,159	3%	\$596,819	\$626,494	\$657,818	10%	
Drop Box Services	\$1,640,226	\$1,697,495	\$1,701,216		\$92,330	\$99,212	\$102,933		
Rental revenue		1	1	#DIV/0!			Was in	#DIV/0!	
Non-franchised revenue & pass-through revenue	\$141,839	\$164,902	\$164,902	16%			100	#DIV/0!	
Recycling revenues				#DIV/0!	120			#DIV/0!	
Other revenue	\$169,005	\$181,921	\$181,921	8%	\$1,519	\$1,409	\$1,409	-7%	
Total revenue	\$12,612,705	\$13,017,152	\$13,052,198	3%	\$690,668	\$727,115	\$762,160	10%	
Number of regular route customers as of January 1, 2022*	17635				1107				
Number of regular route customers as of July 1, 2022*	17947	]			1170	1			
Number of regular route customers as of January 1, 2023*	17843				1151				
Regular route tonnage for 2022:		tons				tons			
*Regular route customers are usually cans, carts, dumpsters, based o	n service listings.	_				_			
Number of drop box pulls in 2022:	4947				414				
Drop box tonnage for 2022:	9139	tons			1370	tons			
EXPENSES									
Operational expenses									
Disposal expense (franchised)	\$3,406,752	\$3,993,324	\$3,993,324	0.172179	\$121,947	\$128,935	\$128,935	6%	
Disposal expense (other)	\$81,103	\$83,536	\$83,536	3%	\$500	\$515	\$515	3%	
Recycling collection expense	L			#DIV/0!		3.86		#DIV/0!	
Recycling processing expense	\$501,972	\$543,869	\$543,869	8%	\$459	\$498	\$498	8%	
Labor-related expenses									
Labor expense	\$1,369,954	\$1,593,231	\$1,593,231	16%	\$109,065	\$120,454	\$120,454	10%	
Taxes, insurance	\$430,807	\$505,949	\$505,949	17%	\$34,297	\$40,280	\$40,280	17%	
Other labor-related expense	\$204,584	\$237,982	\$237,982	16%	\$16,287	\$18,946	\$18,946	16%	
Operations-related expenses	<u> </u>	<u> </u>	<u> </u>				1889 189		
Fuel	\$635,072	\$630,000	\$630,000	-1%	\$45,542	\$45,178	\$45,178	-1%	
Repairs and Maintenance	\$1,441,841	\$1,609,459	\$1,609,459	12%	\$113,404	\$126,670	\$126,670	12%	
Depreciation and Amortization	\$0	\$3,000	\$3,000	#DIV/0!	\$0	\$228	\$228	#DIV/0!	
Equipment Lease and/or Rent	\$820,163	\$894,317	\$894,317	9%	\$60,398	\$66,034	\$66,034	9%	
Property Lease and/or Rent	\$6,000	\$6,000	\$6,000	0%	\$0	\$0	\$0	#DIV/0!	
Equipment expense (eg. short-term rental)	\$0	421	\$0	#DIV/0!	\$0	\$0	\$0	#DIV/0!	
Insurance expense	\$80,131	\$84,723	\$84,723	6%	\$6,089	\$6,438	\$6,438	6%	
Other operational expense (incl. franchise fees)	\$334,564	\$392,737	\$392,737	17%	\$25,201	\$29,650	\$29,650	18%	
Total operational expenses	\$9,312,943	\$10,578,126	\$10,578,126	14%	\$533,191 4	\$583,826	\$583,826	9%	
Number of route collection trucks as of January 1, 2022 Number of route collection trucks as of January 1, 2023	23	-			5	ł			
Number of fodde collection trucks as of January 1, 2022	11	1			2	1			
Number of drop box collection tracks as of January 1, 2023	10	1			2	}			
Administrative expense		1				ı			
Management services	\$400,212	\$390,515	\$408,897	2%	\$20,720	\$21,813	\$22,865	10%	
Administrative services	\$1,200,637	\$1,171,544	\$1,226,690	2%	\$62,160	\$65,440	\$68,594	10%	
Postage, phones, office supplies, utilities, etc.	\$96,445	\$101,971	\$101,971	6%	\$4,535	\$4,795	\$4,795	6%	
Advertising and outreach expenses	\$14,268	\$15,085	\$15,085	6%	\$671	\$709	\$709	6%	
Education, Training, Publications, dues	\$22,392	\$23,675	\$23,675	6%	\$1,053	\$1,113	\$1,113	6%	
Bad debts	\$44,388	\$48,177	\$48,177	9%	\$2,087	\$2,265	\$2,265	9%	
Other admin. Expenses	\$204,456	\$216,172	\$216,172	6%	\$9,614	\$10,165	\$10,165	6%	
Total administrative expenses	\$1,982,798	\$1,967,138	\$2,040,667	3%	\$100,841	\$106,302	\$110,508	10%	
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Return on income before taxes (revenue - allowable costs)	\$1,316,965	\$471,887	\$433,404	-67%	\$56,636	\$36,987	\$67,827	20%	
Operating margin	10.4%			-68%	8.2%	5.1%		9%	
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