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Final Report

Bosnia and Herzegovina: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation final report	Operation n° MDRBA012;
Date of Issue: 12 February 2021	Glide number: FF-2020-000153-BIH
Operation start date: 26 June 2020	Operation end date: 31 October 2020
Host National Society: Red Cross Society of Bosnia and Herzegovina (RCSBiH)	Operation budget: CHF 96,840
Number of people affected: 15,000	Number of people directly assisted (CVA): 1,042 Number of people indirectly assisted (WASH): 10,000
Red Cross Red Crescent Movement partners currently actively involved in the operation: Swiss Red Cross Delegation in country provided support to a part of the population affected by flash floods. Their response was aligned and coordinated with National Society (NS) to ensure that there is no overlapping and to have wider affected population covered with CVA under the DREF operation.	
Other partner organizations actively involved in the operation: Local Civil protection, Local Centers of Social Welfare, Local fire brigades	

A. SITUATION ANALYSIS

Description of the disaster

On 22 June, heavy rainfalls caused rivers and creeks in the north-eastern part of Bosnia and Herzegovina to swell and flood houses and roads along their banks, forcing many to fear for their lives and properties. The most critical situation was in Tuzla Canton, where traffic was stopped on the main road connecting city of Tuzla with Sarajevo to the south and Orašje to the north while the city's connection to the north-western town of Doboj was also jeopardized. The mayor of Tuzla at the proposal of the City Civil Protection Headquarters made a decision to declare a state of natural disaster due to the danger of floods and landslides in the city of Tuzla, which includes eight out of nine municipalities in Tuzla Canton (*see map in annex*).

Đurđevik, in the municipality of Živinice was underwater, 200 residential buildings and 100 auxiliary buildings were flooded. Local traffic, and traffic towards Sarajevo on the main road (M-18) was interrupted due to flooding. Some families were evacuated to their relatives and close friends that are living away from flooded areas, while several refused to evacuate. Besides damages on the houses, damage was also reported on agricultural crops. The situation was complicated by the incessant rain. The situation was also difficult in the municipality of Sapna, where issues were caused by the rivers Sapna and Nežučki potok, as well as in the area of the City of Gračanica, where all watercourses in Tuzla Canton flow into the Spreča riverbed.

In the town of Kladanj, 266 households (HHs) were flooded with 1,000 persons affected, of whom 535 were evacuated. Most of them moved to houses of families and friends, and some slept in local Mosques.

In the city of Lukavac, 100 HHs were flooded where 7,000 people were affected by river Spreča. Most affected and vulnerable were 300 persons from Roma communities.

The rivers Gnjica and Šibošnica threatened the inhabitants of the Municipality of Čelić, and the most difficult situation was in the settlements of Brnjik, Drijenča, Nahvioci, Šibošnica and Čelić (*for detailed breakdown please see the [Emergency Plan of Action](#)*).

Landslides were a further problem in the Tuzla Canton. Most of them were in the area of Sapna, Banovići and Srebrenik, where residential buildings were also endangered. According to the data of the Civil Protection of Tuzla Canton, 16 landslides were reported in the region, which, in addition to the hindering the flow of vehicles and damage to the road

infrastructure, also endangered residential buildings. In the area of Srebrenik, eight landslides were reported, which endangered residential buildings and houses.

In the Republic of Srpska (RS) area of Zvornik, the rivers Sapna and Hoča overflowed from the riverbed, and drainage canals flooded more than 30 houses affecting 125 persons in the settlements of Karakaj, Čelopek, Ulice, Donji Grbavci, and Cer. In Srebrenica, the rain was falling with a strong intensity, and due to a large amount of water and sediment, one of the culverts on the Guber promenade was blocked. 20 Households were flooded affecting 70 persons. In municipality of Teslić 40 HHs were flooded with 90 persons affected. Municipalities Valencia in eastern part of RS and Petrovo in Doboij region had 10 HHs flooded affecting 70 persons. 30 HHS were flooded in city of Zvornik affecting 125 persons.

Floods significantly affected road infrastructure, educational institutions (schools) and water supply lines in some municipalities in Tuzla canton. In Kladanj, the elementary school that has been used to house migrants en route was also affected. Some local health facilities have been closed due to flooding but were reopened after one week.

Agriculture also sustained major damages, as many crops and orchards were destroyed by floods. This directly affected the livelihood of people living in the region since the flooding mainly affected rural areas where people are relying on agriculture. In addition to this, on 7 June the region of Gradačac had a massive hailstorm that severely damaged orchards and crops causing nearly 100% damage.



Image 1 - Landslide in Kladanj, Tuzla Canton.
Photo: Klix.ba



Image 2 - Flooded house in Kalesija

As of the 1 February the COVID-19 situation in Bosnia and Herzegovina is stable, the number of daily cases is dropping comparing to previous two months of the pandemic. Government still keeps measures such as wearing of the mask in public places and movement limitations between 11 PM and 5 AM. The number of active cases is 21,987.

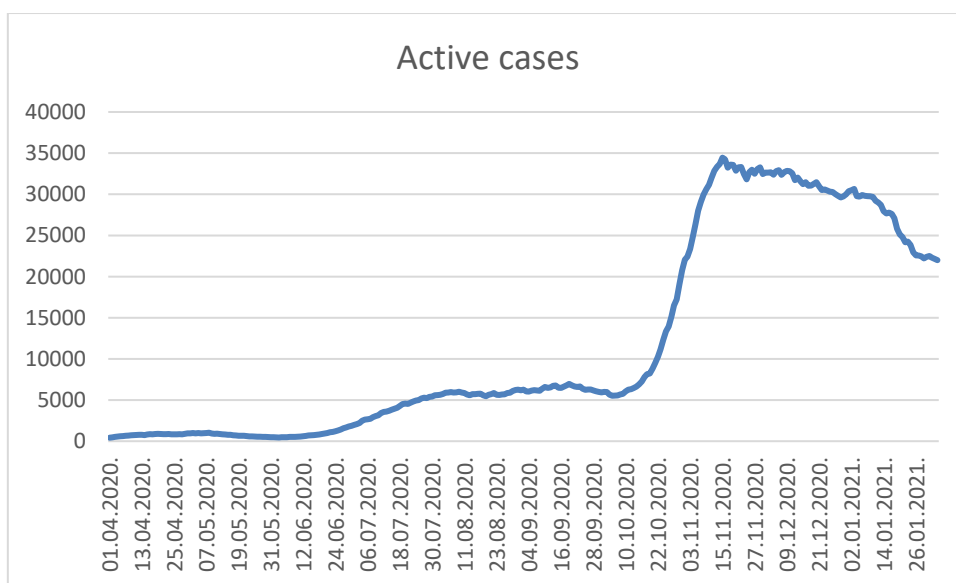


Chart 1- Number of active COVID-19 cases in Bosnia and Herzegovina

In summary, the overall number of flooded households was 749. Over 10,000 persons were affected and over 900 persons were evacuated.

Summary of response

Overview of Host National Society

More than 200 volunteers and staff in affected regions were involved in the immediate response from Entity RCs in the Federation of Bosnia and Herzegovina and Republic of Srpska throughout the affected regions namely: Živinice, Kladanj, Tuzla, Zvornik, Srebrenica, Sapna, Lukavac, Olovo, Kalesija, Teslić, Petrovo.

Around 100 Volunteers from RC branches in Kladanj and Živinice supported local population in cleaning of flooded houses, assisting local authorities in damage and needs assessments and providing support in evacuation of affected people. RC branches in Republic of Srpska were also providing bottled water from their own reserves in areas where water supply was affected until water supply has been restored. Some private water wells that were affected by floods were cleaned and disinfected. Disinfection chemicals have been provided through this DREF operation.

The Entity Red Cross of the Federation of Bosnia and Herzegovina has published instructions on its website for the public on what to do in emergencies.

The NS together with the IFRC launched the DREF Operation n° MDRBA012, to directly support 1,000 people in need between 6 July and 30 October 2020, with the aim to support people's immediate needs through economic support as well as to support RC branches in their response to the situation.

After obtaining preliminary lists from local authorities Red Cross volunteers did a baseline survey in the field. All RC branches assessed affected households together with relevant stakeholders (local authorities for damage assessment and Centre for Social Welfare for the selection of the most vulnerable). The most vulnerable, flood affected families or individuals were selected according to specified vulnerability criteria:

- very low or no income at all;
- living on agricultural income;
- older people;
- female single headed households;
- persons with disability.



Image 3 - Household visit by RC volunteers (Baseline survey)



Image 4 – RCSBiH entity CVA Focal point visiting municipality of Kladanj

IFRC-funded support in selected locations covered a minimum of CHF 50 (BAM~90) and a maximum of CHF 230 (BAM~425) for the emergency response, the amount of support is influenced by the vulnerability and a size of the household. This ensured as planned, direct support to 1,042 individuals in 301 vulnerable, flood affected households.

Overview of Red Cross Red Crescent Movement in country

In addition to above mentioned response, the NS established bilateral cooperation with its long term partner, the Swiss Red Cross (SRC) with a complementary approach to the emergency plan of action, based on the same tools and data sets coordinated by the RCSBiH.

SRC-funded part of the project supported these most vulnerable households in Lukavac, Kalesija, Kladanj, Živinice with a minimum of CHF 85 (BAM~150) and a maximum of CHF 255 (BAM ~450) per household based on the same criteria applied as in the IFRC DREF Emergency Plan of Action mentioned above.

Overview of non-RCRC actors in country

The Republic Administration of Civil Protection of Republika Srpska provided the Civil Protection of the City of Zvornik five small pumps, five large, one large Russian pump and 20 dehumidifiers for pumping water from basements and draining rooms after pumping.

The Federal Civil Protection Administration sent teams to help the population in the municipalities most affected by the floods in Tuzla Canton. The teams were composed of 32 members of the Civil Protection of Federation of Bosnia and Herzegovina, two crews with raft boats, 10 pumps, 50 dehumidifiers and other necessary equipment.

All activities are coordinated with local mayors and administrative offices from local municipalities among which are the RC branches.

Needs analysis and scenario planning

Initial assessment had identified the most immediate needs for the evacuated persons, those that were staying with their friends and relatives and also those remained in their properties but without basic shelter and living conditions.

Main purpose of this operation was to provide cash assistance to vulnerable groups according to above mentioned criteria with special focus to those affected households without jobs or living off their land and agriculture that has been affected, families with small children, older and disabled as well as single parent households for them to return to their homes and to have minimum shelter and living standards to continue with their lives in affected regions in Tuzla canton and eastern part of Republic of Srpska.

Economic situation in Bosnia and Herzegovina has deteriorated due to COVID-19 and has reduced opportunities for people to have sustainable income due to the employment market drop.

Livelihoods and basic needs

Most of the affected population had to leave their homes and stay with their relatives and friends while some remained in their damaged homes living in deteriorated conditions. Loss and damage of property had financial impact on majority of the population in Bosnia and Herzegovina and especially to those unemployed and with no or minimal wages or pensions. Renovation of home or rent of alternative apartment was a huge financial burden for such people and some incurred the debt. Support to these categories was providing financial means to cover costs of cleaning and repainting their homes. This was achieved by distributing unconditional cash grants to affected households so that they could choose to procure most needed items for their household.

Protection, gender, and inclusion

Older persons and those with disabilities living alone needed assistance in cleaning and returning their homes to minimum living conditions. In post-disaster times it is difficult to rely on support from neighbours since most of the population in the area is affected and struggling to recover. This has been overcome by equipping local Red Cross branches in affected regions with additional technical capacities such as pumps and sprayers to assist affected and most vulnerable groups to return to their homes in short period of time.

Shelter

Local RC branches did not have any capacities to support local population with preparing their homes for return, lacking equipment such as dirty water pumps and sprayers for disinfection to be used in case of torrential floods in the autumn, which often happens. Local Civil protection organizations (CP) also have limited capacities and are not able to fully support all affected households. In this response, CP provided 5 – 10 pumps to local communities which was not sufficient to rapidly prepare all homes for return. As RC is playing auxiliary role and is involved in response at local level,

by strengthening local RC capacities with additional equipment through this EPOA, mutual efforts to support the local population in events such as floods have been enhanced.

WASH

Water, sanitation, and hygiene (WASH) activities were mainly to ensure that the affected population is aware and reminded to remain vigilant and to think about their personal hygiene and hygiene conditions of their living space, especially during these times when pandemic is also present. The population affected by natural disaster was focused on repair of damaged homes as fast as possible neglecting pandemic situation. Many were gathering together to clean and prepare homes without respect of any recommended measures such as physical distancing or wearing a mask. Awareness material was distributed to raise to stay aware of COVID-19 measures to prevent transmission. The local Red Cross organisation has distributed promotional material to raise awareness of this important issue. Some private water wells have been affected and were disinfected with chlorine tablets that have been distributed to affected regions.

B. OPERATIONAL STRATEGY

The Overall Operational objective was to provide basic emergency support by the provision of unconditional/multipurpose cash grants and basic emergency support for 1,000 vulnerable people affected by flash floods in Kalesija, Kladanj, Lukavac, Olovo, Petrovo, Srebrenica, Srebrenik, Šekovići, Teslić, Vlasenica, Živinice and Zvornik, and equipping RC branches with basic tools to respond to small scale floods within their area of operation.

Implemented strategy

Livelihoods and basic needs

1,042 vulnerable people affected by floods were provided with unconditional/multipurpose cash grants.

Disaster risk reduction

Local RC Branches have been equipped with basic tools to respond to small scale onset floods within their area of operation (used in the response but will also be kept as preparedness for future floods).

Water, sanitation, and hygiene promotion

IEC materials were distributed to raise awareness of the population in affected areas on hygiene promotion. Private wells have been disinfected with chlorine tablets.

Human resources

For this operation, the National Society and its branches mobilized 27 volunteers and staff to support the implementation of the operation, especially for conducting baseline survey and PDM. For volunteers to be able to perform the tasks, information management (IM) and mobile data collection trainings were held online. To strengthen the capacities, RC trained volunteers in affected areas in basic Cash and Voucher Assistance as well as the coordinators of entity organizations Brčko District. NS have staff carried out IM trainings such as mobile data collection for BLA and PDM. Personnel have been engaged as CVA focal points in the NS entities and Brčko district.

Within this operation, the RCSBiH provided insurance coverage for its volunteers engaged in the aforementioned tasks. The volunteers were from affected municipalities. Insurance was provided as a 'blank document', meaning that it was possible to change the users of the insurance, so the National Society made sure to have people on the ground always insured.

Logistics and supply chain

All the items were procured locally and in accordance with the administrative procedures the NS and its partners. Cash assistance was distributed by two modalities via post office in the Republic of Srpska and via bank accounts in Federation of Bosnia and Herzegovina.

Communications

The RCSBiH organization informed public on CVA activities via social media (Facebook page). Regular communication with authorities was upheld with each entity, on cantonal as well as on local level.

Security

The hygiene and health related challenges increased safety concerns (higher risk of infectious diseases, especially COVID 19). To reduce the vulnerability of the volunteers and staff working on the ground, but also with the population, physical distancing rules, always wearing masks when indoors, and regular disinfection of hands and tools were mandatory for everybody in the operation. PPE for volunteers have been provided through IFRC, ICRC Swiss Red Cross and Turkish Red Crescent support.

C. DETAILED OPERATIONAL PLAN



Livelihoods and basic needs

People reached: 1,042

Male: 50%

Female: 50%

Output 1.5: Households are provided with unconditional/multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
# of people reached with unconditional/multipurpose cash distribution	1,000	1,042

Narrative description of achievements

The targeted population was selected in cooperation with local authorities and centres of social welfare and Civil Protection, a preliminary list was made, and baseline survey carried out. In the entity RC of Republic of Srpska, cash through post office modality was selected while in the entity Federation of BiH, the cash transfer modality was done through transfer to bank account.

Due to legal requirements, all cash grants in the entity of Federation of BiH are subject to taxation and laws are vague about this. The CVA Focal Point contacted the Ministry of Finance and made some progress in clarifying the procedure and eventually relieved humanitarian cash grants from being taxed, thanks to the positive response of the Ministry of Finance.

Local RC volunteers conducted a Baseline Survey in 89 households. Local RC in coordination with CVA focal point and local authorities have crosschecked and signed off on the final list of people to be assisted.

Cash grants have been distributed to selected persons. The program covered 1,042 persons.

Challenges

- Households in rural areas do not have access to shops, which requires additional cost for travel to a nearby shop. This is especially difficult, when money is transferred to the bank account and travel was needed to reach the bank.
- Due to the internal procedures of the RCSBiH, the transfers from RCSBiH HQ to RC branches were taking a long time.
- Some targeted people provided incorrect bank account numbers and phone numbers by mistake.
- Cost of post transfer was higher compared to bank transfer.
- Exposure of RC staff and volunteers to COVID-19.

Lessons Learned

Modality of cash transfer through post office allows people assisted to spend money in their own community without going to the bank but it costs significantly higher than transferring the amount to the bank accounts. Framework agreement with FSP to reduce cost would be very beneficial for RC and people assisted.

Proper SOPs for cash transfers with clearly explained procedures for assessment, selection, responsibilities of each level of structure, money transfer, insurance, FSP selection, would significantly speed up process of CVA throughout the RC organizational structure.



Water, sanitation and hygiene

People reached: 10,000


Male: 50%

Female: 50%

Output 2.4: Hygiene promotion activities are provided to the entire affected population.

Indicators:	Target	Actual
# IEC materials distributed (Target: 10,000)	10,000	10,000

Narrative description of achievements
<i>IEC materials were printed. Basic Hygiene promotion training for volunteers was part of the preparation before they went to the field to perform post-distribution monitoring (PDM), during which they distributed fliers and provided basic instruction on hygiene promotion to local population. Some fliers have been distributed via volunteers during PDM, for other population it has been sent via post office and placed in local public places.</i>
Challenges
<i>Due to increased COVID-19 measures not all planned PDM activities could be carried out in person, so local branches have been calling beneficiaries via phone and IEC materials were sent via post office.</i>
Lessons Learned
<i>Utilisation of post office or electronic means of transferring messages to users should be considered to overcome pandemic restrictions.</i>

	<p>Disaster Risk Reduction</p> <p>People reached: 1,042</p> <p>Male: 50%</p> <p>Female: 50%</p>	
Outcome 1: Communities in high risk areas are prepared for and able to respond to disaster		
Output 1.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters.		
Indicators:	Target	Actual
# of branches equipped with basic tools	15	15
# of persons attending WS	20	20
Narrative description of achievements		
<i>Basic tools and equipment for floods response of local branches affected have been completed and tools have been distributed.</i>		
<i>Face-to-face training of staff was postponed due to COVID-19 restrictions, but online training was held.</i>		
<i>The IFRC Ops manager and RCSBiH EA Coordinator visited affected region in the middle of July. Entity CVA focal points visited local branches to introduce them to the process of CVA (Criteria, BLS, Modalities etc.)</i>		
<i>Livelihoods workshop was organised in July and coordinated with Swiss RC since they were carrying out CVA activities in coordination with NS and aligned with this EPoA.</i>		
<i>Close cooperation and coordination with Swiss Red Cross was maintained throughout the operation.</i>		
Challenges		
<i>Slow procurement process and challenges in procedures due to the lack of professionally employed staff trained on procurement in the RCSBiH HQ.</i>		
Lessons Learned		
<i>When projects have larger procurement component, dedicated person for procurement must be assigned for all logistics and procurement tasks as part of the operational team in the RCSBiH HQ.</i>		

Strategies of implementation		
S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform		
Output S1.1.4: National Societies have effective and motivated volunteers who are protected		
Indicators:	Target	Actual
# of volunteers involved in the operation	34	24
# of volunteers insured	34	24
# of volunteers provided with appropriate PPE	34	24

Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place		
# of people participating in training for CVA focal points	3	3
Narrative description of achievements		
<p>All branches have selected volunteers for assessments and have submitted lists with names for insurance. PPE for branch volunteers have been procured.</p> <p>The number of the volunteers have been reduced to 24 (two in each municipality) after the detailed assessment of the damages. More volunteers were ready to back-up the operation but were not needed.</p> <p>Three CVA focal points have been trained on BLS and KoBo toolbox for mobile data collection which were used for BLS and PDM activities. They have further instructed local branches on how to use these tools and explained each step in setting up KoBo for use.</p> <p>PDM has shown that out of 50% of population have used CVA for food, while some 20% used it for heating (wood or electrical bills), 15% used it for medications. 10 % for cleaning and painting items for houses and remaining is for school items for children, paying loans.</p> <p>Due to the savings resulting from COVID-19 restrictive measures and the inability to hold physical trainings, IT devices were procured according to the recommendation of the DM Coordinator from the regional office in Budapest. The devices were used for PDM and communication with the field and users. The procurement of these devices enabled further activities of mobile data collection and analysis for CVA projects.</p>		
Challenges		
<ul style="list-style-type: none"> • COVID restrictions significantly affected trainings and field work. • Lack of devices that could be used for data collection. • Volunteers are hesitant to use their own devices and to install KoBo or similar programs. 		
Lessons Learned		
<p>For all future projects and activities include a plan for situations when restrictive measures or other situations are not allowing physical meeting or movement. A good solution is to have devices prepared for remote communications and data collection so that most tasks could be carried remotely.</p>		

D. Financial Report

The budget of this DREF operation was **CHF 96,840**. After finalizing the operation, there remains a **balance of CHF 10,167**, which will be returned to the DREF account per standard IFRC procedures. [Please refer to the attached financial statement for details.](#)

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

The DG ECHO and the Canadian Government have replenished the DREF in the occasion of this operation.

Contact information

Reference documents



Click here for:

- [Emergency Plan of Action \(EPoA\)](#)

For further information, specifically related to this operation please contact:

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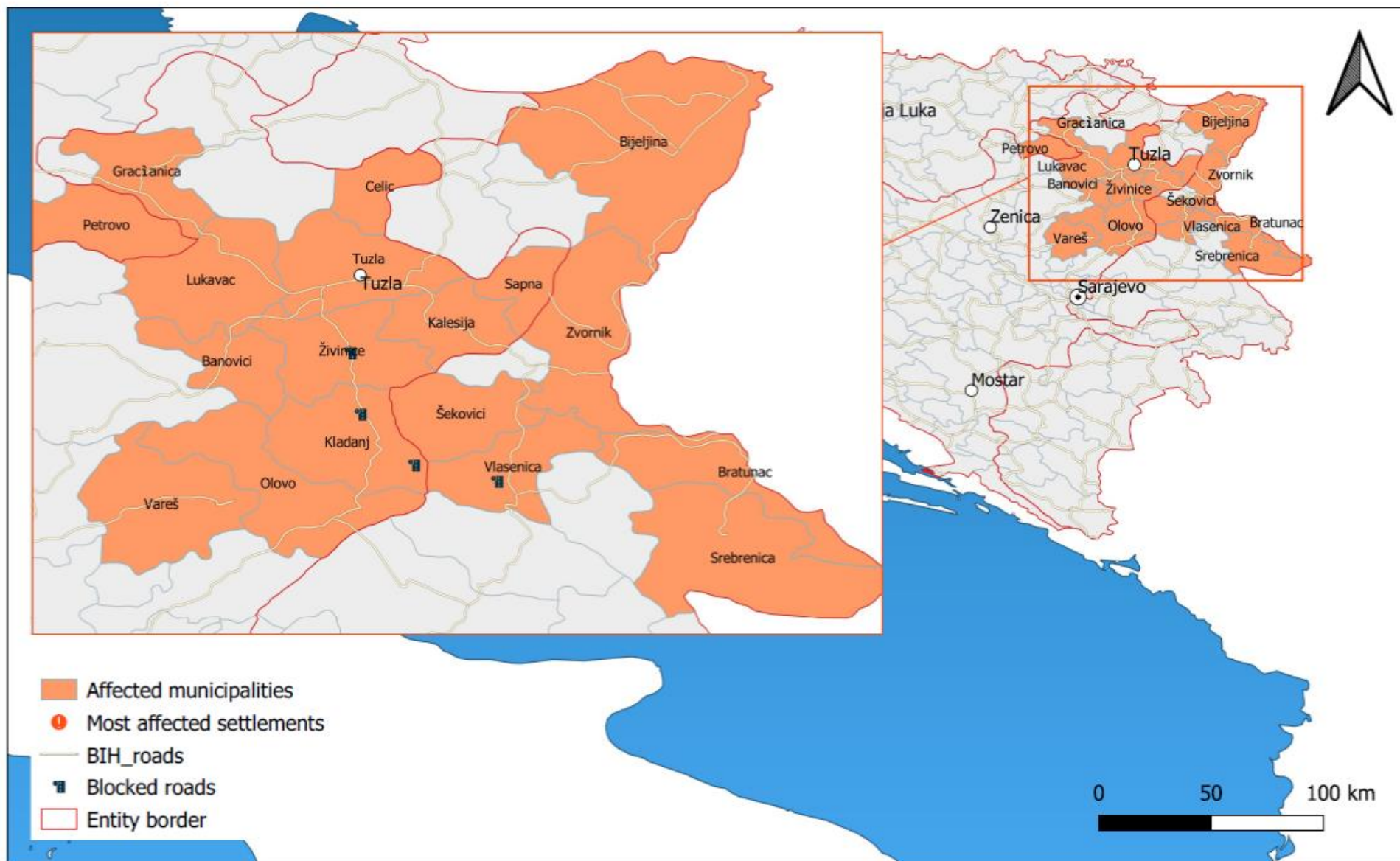
How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.



DRUŠTVO CRVENOG KRSTA/KRIŽA BOSNE I HERCEGOVINE
ДРУШТВО ЦРВЕНОГ КРСТА/КРИЖА БОСНЕ И ХЕРЦЕГОВИНЕ
RED CROSS SOCIETY OF BOSNIA AND HERZEGOVINA

SITUATION: PLUVIAL/FLASH FLOODS - JUNE 2020
MAP TITLE: OVERVIEW OF MUNICIPALITIES AFFECTED BY FLOODS
DATE: 24/6/2020



The maps used do not imply the expression of any opinion on the part of the Red Cross National Society concerning the legal status of a territory or of its authorities.

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/07-2020/12	Operation	MDRBA012
Budget Timeframe	2020/07-2020/10	Budget	APPROVED

Prepared on 28/Jan/2021

All figures are in Swiss Francs (CHF)

MDRBA012 - Bosnia - Flood

Operating Timeframe: 04 Jul 2020 to 31 Oct 2020

I. Summary

Opening Balance	0
Funds & Other Income	96,840
DREF Allocations	96,840
Expenditure	-86,673
Closing Balance	10,167

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	15,176		15,176
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	55,913	86,658	-30,745
AOF4 - Health		15	-15
AOF5 - Water, sanitation and hygiene	2,663		2,663
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	73,751	86,673	-12,922
SFI1 - Strengthen National Societies	20,959		20,959
SFI2 - Effective international disaster management	2,130		2,130
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	23,089		23,089
Grand Total	96,840	86,673	10,167

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/07-2020/12	Operation	MDRBA012
Budget Timeframe	2020/07-2020/10	Budget	APPROVED

Prepared on 28/Jan/2021

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MDRBA012 - Bosnia - Flood

Operating Timeframe: 04 Jul 2020 to 31 Oct 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	65,750	63,567	2,183
Water, Sanitation & Hygiene	5,100	10,431	-5,331
Utensils & Tools	9,750	5,247	4,503
Other Supplies & Services	900		900
Cash Disbursement	50,000	47,889	2,111
Land, vehicles & equipment		9,251	-9,251
Computers & Telecom		9,251	-9,251
Logistics, Transport & Storage	2,500		2,500
Transport & Vehicles Costs	2,500		2,500
Personnel	10,380	7,606	2,774
National Staff		6,296	-6,296
National Society Staff	6,300	447	5,853
Volunteers	4,080	864	3,216
Consultants & Professional Fees	7,000		7,000
Consultants	7,000		7,000
Workshops & Training	2,300		2,300
Workshops & Training	2,300		2,300
General Expenditure	3,000	959	2,041
Travel	2,000		2,000
Information & Public Relations	1,000	945	55
Financial Charges		14	-14
Indirect Costs	5,910	5,290	621
Programme & Services Support Recover	5,910	5,290	621
Grand Total	96,840	86,673	10,168