



PUBLIC AUDIT AND POST-LEGISLATIVE SCRUTINY COMMITTEE

AGENDA

4th Meeting, 2018 (Session 5)

Thursday 1 February 2018

The Committee will meet at 10.00 am in the David Livingstone Room (CR6).

1. **Decision on taking business in private:** The Committee will decide whether to take item 3 in private.
2. **Transport Scotland's ferry services:** The Committee will take evidence on the Auditor General for Scotland's report from—

Roy Brannen, Chief Executive, John Nicholls, Director - Aviation, Maritime, Freight & Canals, Graham Porteous, Head of Special Projects, and Graham Laidlaw, Head of Ferries Unit, Transport Scotland.

3. **Transport Scotland's ferry services** The Committee will consider the evidence heard at agenda item 2 and take further evidence from—

Fraser McKinlay, Director of Performance Audit and Best Value, and Graeme Greenhill, Senior Manager, Audit Scotland.

Terry Shevlin
Clerk to the Public Audit and Post-legislative Scrutiny Committee
Room T3.60
The Scottish Parliament
Edinburgh
Tel: 0131 348 5390
Email: papls.committee@parliament.scot

The papers for this meeting are as follows—

Item 2

Note by the Clerk

PAPLS/S5/18/4/1

PRIVATE PAPER

PAPLS/S5/18/4/2
(P)

Public Audit and Post-legislative Scrutiny Committee
4th Meeting, 2018 (Session 5), Thursday 1 February 2018
Transport Scotland's ferry services

Introduction

1. The Committee will take evidence from Transport Scotland on Audit Scotland's report [Transport Scotland's ferry services](#)¹.
2. The Committee previously took evidence from Audit Scotland at its meeting on [23 November 2017](#)².

Written Submissions

3. Transport Scotland provided a written submission for the meeting on 23 November, this has been included again for information in Annexe A (page 2-3).
4. Transport Scotland has also provided 3 additional submissions in advance of this meeting, also in Annexe A (page 4-10).
5. Audit Scotland has provided follow up information from the meeting on 23 November which can be found in Annexe B (page 11-16).

¹ http://www.audit-scotland.gov.uk/uploads/docs/report/2017/nr_171019_ferry_services.pdf

² <http://www.parliament.scot/parliamentarybusiness/report.aspx?r=11226&mode=pdf>

ANNEXE A

WRITTEN SUBMISSION FROM ROY BRANNEN CHIEF EXECUTIVE OF TRANSPORT SCOTLAND, 20 NOVEMBER 2017

We welcome this Audit Scotland report as it confirms that ferry services are performing well and it underlines the Scottish Government's commitment to Transport Scotland's ferry networks and the vital services they perform in supporting the sustainability of island communities. Our ferry services are iconic transport links that make a significant contribution to the social, cultural and economic well being of our islands and Scotland as a whole. Consequently, our priority is to ensure the continued provision of safe, efficient and reliable ferry services to the remote and island communities which rely on them, as well as delivering best value for taxpayers' money.

Since 2007, the Scottish Government, through Transport Scotland, have invested over £1 billion in these ferry services. That investment has brought the introduction of new routes, the procurement of new vessels and the roll out of cheaper fares for ferry users. In the first full year of RET (2016), passenger numbers across the Clyde and Hebrides services increased by 9% and cars by 16%. We expect further growth in coming years on CalMac services and also on services to Orkney and Shetland when lower fares are introduced on the services to the Northern Isles next year.

Over the past decade we have overseen the procurement of 7 new vessels, investing £117m in the CalMac fleet, and provided substantial support to a number of significant port infrastructure projects. In addition, two new 100 metre dual fuel ferries worth a further £97m are being built for the Clyde and Hebrides network. All of our investment is subject to financial control and management to ensure cost effective use of resources.

As the report points out, the operators providing our ferry services are performing well. In 2016, 5.7 million people and 1.4 million cars were carried on 158,000 sailings. Excluding weather delays, which are outwith the operators' control, 99.7% of those services operated and 99.6% were on time. The Staff and crew on the Clyde and Hebrides, Northern Isles and Gourock-Dunoon routes deserve a great deal of credit for their hard work. Overall, it is also very pleasing to see that ferry users are generally happy with their services.

We have clear forward plans for our ferry network and services and we are keeping those updated. We led the development of the first comprehensive review of our ferry services, culminating in the publication of Scottish Ferry Services: Ferries Plan (2013-2022), which set out the way forward from 2013 until 2022. That document recognises the need to continually review our approach to providing these services and reassess the needs of ferry users. Audit Scotland recognise that significant progress has been made in the delivery of the Ferries Plan commitments. Since the

Ferries Plan publication we have published plans for vessel replacement on the Clyde and Hebrides network. We have also undertaken an in-depth appraisal of the services to Orkney and Shetland. Projects will be taken forward when resources are available and funding will be prioritised according to need. These issues will be considered within a framework designed to maintain the exemplary safety record of Scotland's ferry services.

We intend to bring our existing work into a single document with a consistent overarching, financially sustainable strategy for all the ferry services supported by the Scottish Government, to be rolled forward annually. In the longer term, and engaging with key stakeholders including our remote and island communities, the next Ferries Plan will be a single long-term strategy that is produced in the context of the National Transport Strategy and the Strategic Transport Projects Review. These are two of our most important pieces of work, and will allow us to ensure effective co-ordination between ferries and other modes of transport. Details of the next Ferries Plan are currently being worked through, but it will be ready in time for the conclusion of the current Ferries Plan in 2022.

We note Audit Scotland's observations in respect of the Clyde & Hebrides procurement. As always, we will ensure lessons learned from this procurement will be taken into account in the future. The procurement of the Clyde and Hebrides contract, led to a winning bid from CalMac that contains 350 commitments to improve services. The process included the establishment of the first Independent Procurement Reference Panel to ensure it was fair, open and transparent. The procurement exercise has also been recognised through national awards. As Audit Scotland state in their report, we are taking a more strategic approach for future procurements which should help improve planning, the use of resources and knowledge transfer within Transport Scotland.

Ferry services contract management arrangements and resources have been strengthened within Transport Scotland and will be kept under review. Likewise, we will continue to ensure we have appropriate resources in place to develop, monitor and report against the Scottish Government's long-term strategy and ferries investment plans. Linked to that we will be reviewing our engagement with ferry users in relation to policy matters. To aid transparency, we will always try and ensure roles, responsibilities and accountabilities are clear to stakeholders and ferry users.

In summary, and as indicated earlier, we welcome Audit Scotland's report as it highlights the Scottish Government's commitment to our ferry services and ferry networks. Looking ahead, our continued priority is to ensure the ongoing provision of safe, efficient and reliable ferry services to the remote and island communities which rely on them, while delivering best value for money to the taxpayer.

Chief Executive's Office

Roy Brannen

Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF
Direct Line: 0141 272 7110, Fax: 0141 272 7111
chiefexecutive@transport.gov.scot



Jenny Marra MSP
Convener
Public Audit and Post-legislative Scrutiny Committee
Scottish Parliament
EH99 1SP

Date:
29/01/2018

Dear Jenny

Thank you for your invitation to attend the Public Audit and Post-Legislative Scrutiny Committee on 1 February 2018 to discuss the Audit Scotland report "Transport Scotland's ferry services".

As I noted in my written submission to the Committee of 20 November 2017, Transport Scotland welcomes the report, having fully participated in Audit Scotland's performance audit. I value the audit process in the support it gives to Transport Scotland's commitment to learn and to improve the public services it provides and supports.

Audit Scotland reported that the operators providing our ferry services are performing well and that customer satisfaction was high. Whilst I welcome that, I am not complacent and am keen to consider, respond to and take forward the recommendations set out in the report in support of our aim to provide the best ferry services we can whilst delivering best value for the public purse.

Following publication, we have commenced analysis of Audit Scotland's report and are developing an Action Plan to take forward its conclusions and recommendations. Internal governance arrangements for that work have been established and some initial work undertaken. This has focused on:

- Examining the methodological options for assessing the particular economic benefits to communities which can be ascribed to ferry services rather than economic factors or other government interventions;
- Refreshing our internal database tracking the delivery of the commitments set out in "*Scottish Ferry Services: Ferries Plan (2013 - 2022)*". Audit Scotland noted that significant progress has been made against these commitments less than halfway through its duration. A short summary of our delivery against these commitments is attached; we estimate that the majority of the Plan's commitments have been delivered;
- Early planning work on the production of a single long-term strategy that builds on our existing forward plans. The attached graphic presents a high-level summary of the key current and planned documents and the proposed format of the future single plan. This long-term strategy will update and build on the plans set out in "*Scottish Ferry Services: Ferries Plan (2013 - 2022)*" in good time for its expiry. We intend to produce this strategy within the



context of Ministers' wider Islands policy and future transport policies being developed through the reviews of the National Transport Strategy and the Strategic Transport Projects Review;

- Analysing the costs and trends behind the increase in public spending on ferry services highlighted in the Audit Scotland report in order to more fully identify how these reflect various policy initiatives and investments including the procurement of ferry service contracts, reduction of fares, introduction of new services and increased sailing frequencies, procurement and deployment of new vessels, upgrading of harbours etc - and where the opportunities are for reducing or containing costs based on alternative approaches or priorities;
- Considering the report's recommendations for future service contract procurement exercises, in particular the Gourock-Dunoon ferry service procurement exercise which has recently restarted following the Minister's announcement on 20 December 2017;
- Strengthening the ferries contract management team and ensuring that suitable staff resources are made available to the ferries procurement team;
- Continuing to engage fully with our key stakeholders and the representatives of ferry users. Last year we published an overview of our stakeholder engagement and we will be considering how to develop that, taking account of the Audit Scotland report and the views of the Committee.

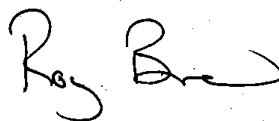
I look forward to discussion of Audit Scotland's report with Members and will await the Committee's own feedback before concluding our Action Plan and finalising our response to Audit Scotland. I am also keen to continue our positive engagement with Audit Scotland in developing and delivering our Action Plan ahead of their proposed progress review.

Please note that I will be accompanied at the Committee session on 1 February by the following Transport Scotland colleagues:

John Nicholls, Director of Aviation, Maritime, Freight and Canals
Graham Laidlaw, Head of Ferries
Graham Porteous, Head of Special Projects and Depute Director of Procurement

I look forward to meeting with you and the other Committee members.

Yours Sincerely



ROY BRANNEN

Ferries Plan 2013-2022 - Progress

1. The Ferries Review was conducted over 2008 – 2012. The Ferries Plan was published in December 2012, and set out the strategic approach for ferry services in Scotland until 2022. The aim was to deliver first class sustainable ferry services to communities, stimulating social and economic growth across Scotland.

2. The Ferries Plan's purpose was to:
 - develop a shared vision and outcomes for lifeline ferry services in the context of the Purpose, Economic Strategy and National Transport Strategy;
 - analyse current lifeline ferry services/ network, identifying how well it meets the proposed outcomes and how it links to the rest of our transport network;
 - inform the Scottish Government's long-term plan for lifeline ferry services in Scotland and influence the next round of procurement of ferry services;
 - identify policies to be taken forward to deliver the long term plan, including the planned investment framework.

3. The Plan made the budget pressures clear with progress subject to future Spending Review commitments. The Ferries Plan made short-term, medium-term and longer-term recommendations regarding:
 - where investment should be focussed to make improved connections for island and remote rural communities;
 - improving reliability and journey times;
 - seeking to maximise opportunities for employment, business, leisure, tourism;
 - promoting social inclusion.

Progress to date with delivery

4. All short-term proposals on routes and services improvements have been met including:
 - Increasing sailings for Arran;
 - A new ferry service from Ardrossan to Campbeltown;
 - A new Mallaig – Lochboisdale service;
 - Improved winter services for Coll, Tiree, Barra and South Uist;
 - Significantly improved service to the Small Isles;

- Extending the operating day on the Colintraive-Rhubodach service; and
- Introducing a service on a Saturday from Colonsay to Kennacraig.

5. All of the longer-term commitments are in progress and on track to be delivered.

Clyde and Hebrides Ferry Contract

6. A new 8-year Clyde and Hebrides Ferry Services contract was awarded to CalMac and commenced 1 October 2016.

Road Equivalent Tariff

7. RET was fully rolled out across the Clyde & Hebrides network on 25 October 2015. Evaluations of the rollout of RET to the pilot areas have been conducted and have shown a positive impact on island economies.

8. An overarching policy for freight fares is being developed

9. The Kerrera ferry service has been bought into the CHFS network.

10. Discussions are proceeding with Orkney and Shetland Islands Councils, Argyll & Bute Council, and SPT on the potential transfer of services to TS responsibility, if desired by local government.

Ferries Accessibility Fund

11. We have set up a £500,000 Ferries Accessibility Fund. A 3rd application round is currently underway. £323,000 spent or committed in match funding.

Vessel Replacement and Deployment Plan

12. The first Vessel Replacement and Deployment Plan (VRDP) was published in 2015. An updated Plan was published in December 2016, and a further Plan has just been approved by Ministers for publication:

- £79 million spent on new vessels and £59 million spent on port and harbour infrastructure works since publication of the Ferries Plan in 2012 (financial years 2013/14 to 2017/18);
- Two 100 metre dual fuel ferries are being built, worth £97 million. Glen Sannox launched 21 November 2017;
- Three innovative Hybrid vessels delivered at a cost of £10 million - £12 million each;
- MV Loch Seaforth was delivered – a £42 million vessel;

- Secured the two Northern Isles' freight vessels and in the process of securing the three passenger, vehicle and freight ferries for beyond the current NIFS contract;
- Port infrastructure investment includes £17.8 million towards Ullapool harbour and £8.6 million towards Stornoway harbour;
- Improved ferry facilities at Brodick are due for completion shortly. Transport Scotland is contributing £17.8 million.

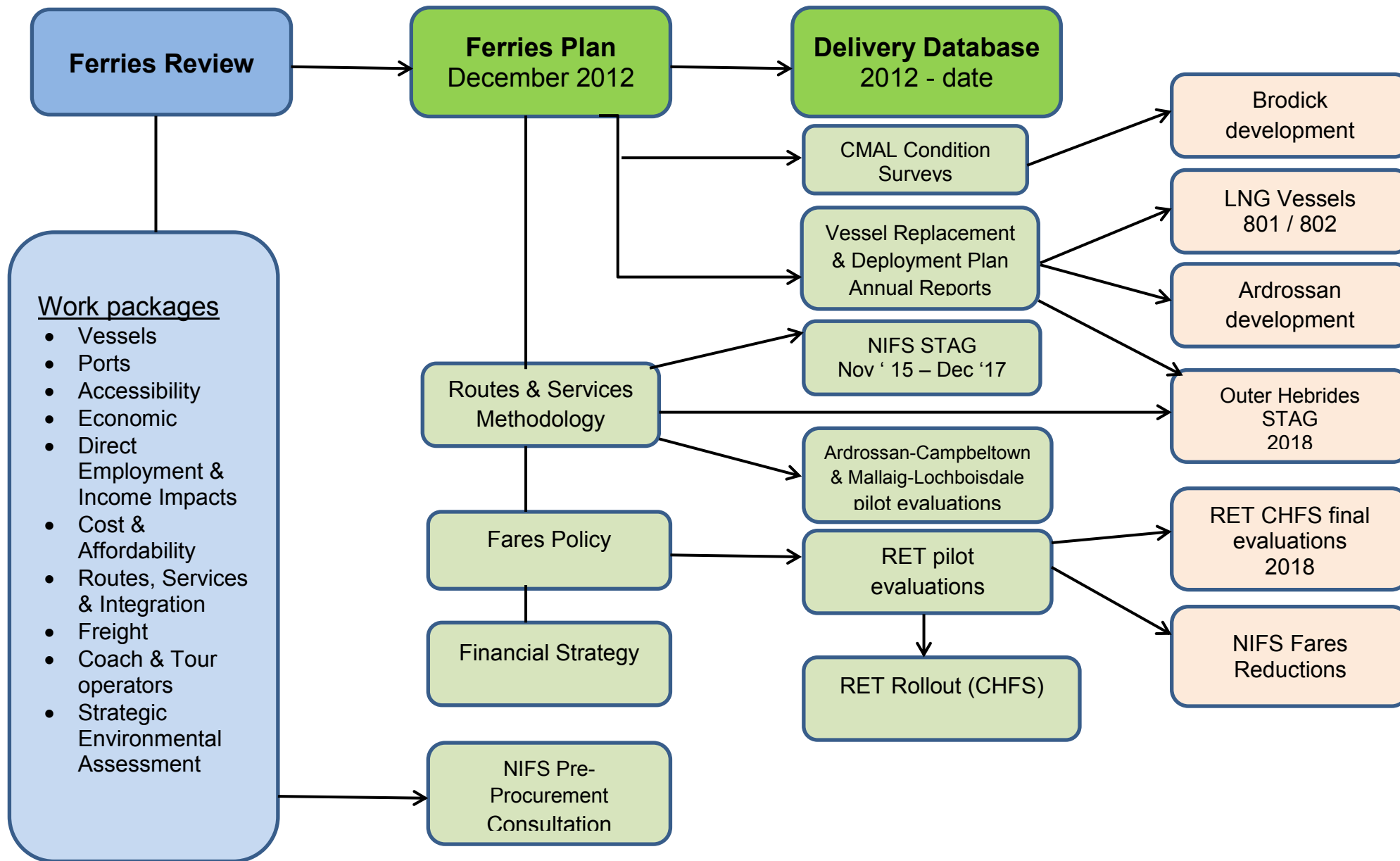
Outstanding actions

13. A small number of Ferries Plan commitments are still to be delivered, which are mostly medium to longer term, but includes some on-going discussions related to short term commitments; this is not limited to but includes:

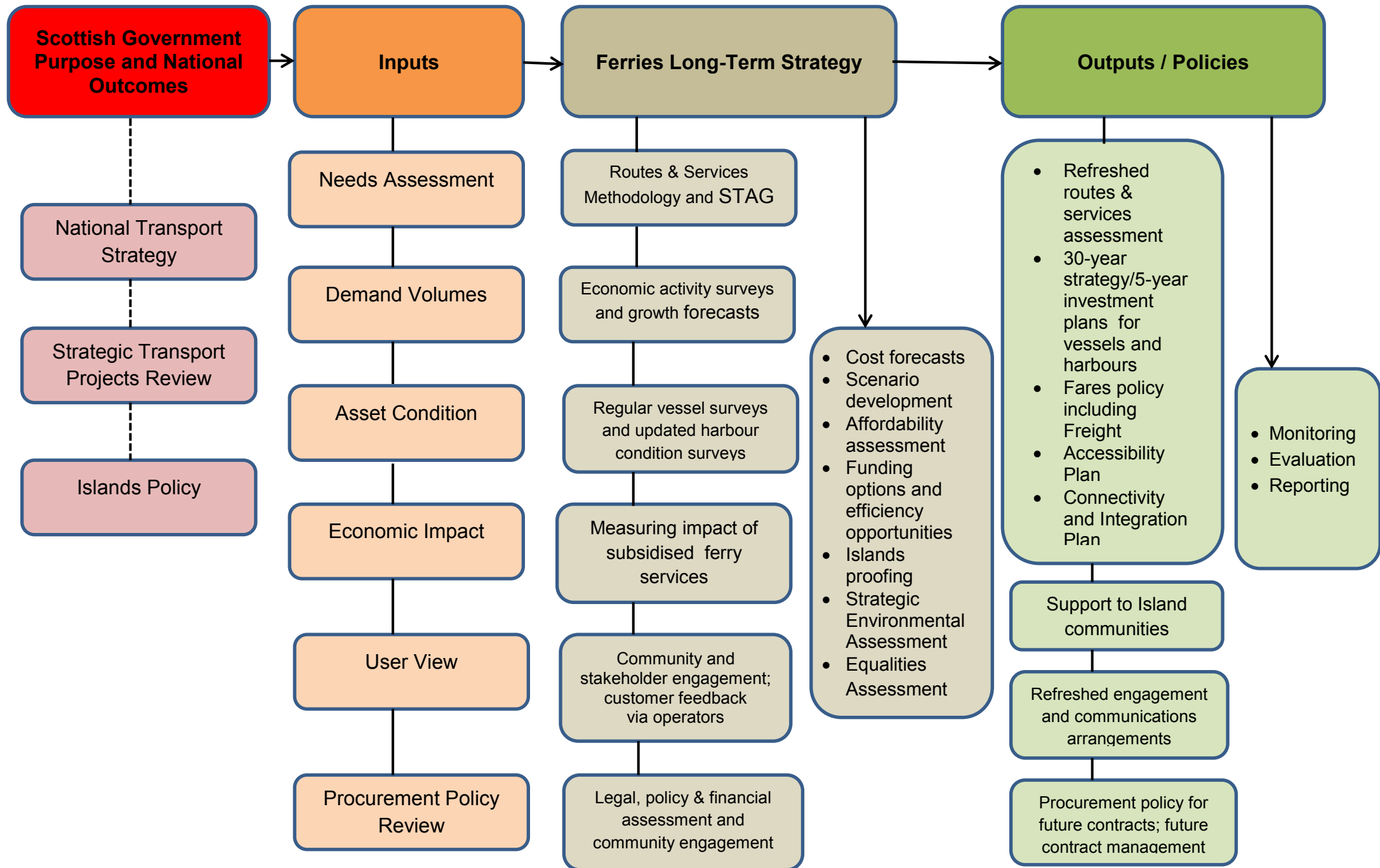
- Small Isles – engaging with community regarding provision of a ‘meaningful return trip to the mainland’;
- Colonsay - provision of a dedicated vessel;
- Lismore – provision of single service.

**Transport Scotland
January 2018**

Ferries Strategy – Key Current and Planned Document / Outputs (2011-2022)



Ferries Long-term Strategy (2022 and beyond) – Proposed Structure



Ms Jenny Marra
Convener
Public Audit and Post-legislative Scrutiny Committee
Scottish Parliament
EDINBURGH
EH99 1SP

09 January 2018

Dear Ms Marra

Transport Scotland's Ferry Services

The Public Audit and Post-legislative Scrutiny Committee considered the AGS's report on *Transport Scotland's Ferry Services* at its meeting on 23 November 2017. We offered to provide additional information and clarification of certain points for the Committee. I have set this out in the attached appendix.

I hope the Committee will find this information useful.

Yours sincerely

Fraser McKinlay
Controller of Audit and Director of Performance Audit and Best Value

Appendix 1 – Additional information on Transport Scotland’s ferry services

Subsidy per passenger

The Committee asked whether subsidy per passenger and subsidy per passenger mile figures were available. The Clyde and Hebrides and Northern Isles ferry contracts each cover a number of routes. The ferry operators bid to operate the routes as a whole and do not publish the costs and income associated with operating individual routes. As a result, the amount of subsidy paid in respect of individual routes is not identifiable. We are therefore only able to provide figures based on total passenger numbers and the total subsidy provided for each of the Transport Scotland contracts. In doing so we would also highlight:

- Transport Scotland’s subsidy covers the difference in operators’ running costs and income. Operators’ costs include central costs (for example, headquarters staff, marketing, administration, ticketing, IT etc) and service running costs (for example, seagoing and harbour staff, vessel leases, harbour access charges and fuel). Our figures are based on the total subsidy paid to operators, covering both central and service costs.
- Transport Scotland’s subsidy covers passenger, car, van and commercial vehicle fares. It is not possible to break down the total subsidy paid by Transport Scotland between these fares.
- Transport Scotland monitors and reports operators’ subsidies on a contract year and financial year basis. The operators report passenger numbers to Transport Scotland on a calendar year basis (with the exception of Northern Isles traffic which is recorded from July to June).

Taking this into account, table 1 sets out the estimated annual subsidy per passenger, paid over the period 2007-2016, for the Clyde and Hebrides (CHFS), Northern Isles (NIFS) and Gourock-Dunoon (G-D) contracts. Table 2 sets out the subsidy per passenger mile figures in 2016.

Table 1
Estimated annual subsidy per passenger

| | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 |
|-------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| CHFS | £9.90 | £13.10 | £13.60 | £13.10 | £16.50 | £16.80 | £20.30 | £23.60 | £26.30 | £26.50 |
| NIFS | £111.50 | £127.10 | £135.00 | £136.10 | £153.10 | £148.60 | £140.30 | £127.90 | £109.90 | £115.80 |
| G-D | £2.30 | £6.60 | £6.30 | £8.10 | £9.50 | £5.00 | £11.50 | £10.30 | £12.70 | £11.40 |

Table 2
Estimated subsidy per passenger mile

| | Total subsidy (16/17) | Total passenger miles (2016) | Subsidy per passenger mile |
|-------------|-----------------------|------------------------------|----------------------------|
| CHFS | £133.8m | 64m | £2.09 |
| NIFS | £35.2m | 36.3m | £0.97 |
| G-D | £3.5m | 1.3m | £2.66 |

Incentive for incumbent operators to invest towards the end of their contracts

The Committee asked what incentives were in place for operators to invest in services and assets towards the end of their contracts. According to contract conditions, each operator must provide an agreed level of service, set out in their contract, for the entire duration of that contract. Transport Scotland is responsible for monitoring that service levels are met throughout the life of the contract. Operators cannot reduce service levels at any stage of the contract, unless specifically agreed by Transport Scotland and Ministers.

In relation to investment in assets, operators are obliged to maintain vessels to an agreed standard and must return them to the vessel owner at the end of their contract in the same condition as they were provided at the start. Furthermore, investment in harbours and new vessels is not the responsibility of the ferry operators. For example, on the Clyde and Hebrides network, Caledonian MacBrayne Assets Limited (CMAL) owns the majority of the assets and invests in new vessels and harbour upgrades. It does so regardless of the stage of the contract or which operator runs the contract.

CalMac reservations and ticketing system

The introduction of a new smart and integrated ticketing and payment system was one of Transport Scotland's requirements in the new CHFS contract. CalMac are contractually required to project manage all elements of the new system, including procurement. Transport Scotland will fund the new system, subject to investment appraisal. It is targeted to be in use across the Clyde and Hebrides network by October 2021.

CalMac salary structure

The Committee asked us to confirm whether some CalMac staff are paid in the region of £70,000 for 16 weeks of work per year. CalMac has provided us with the following information relating to its salary structure and leave entitlement for seagoing staff:

- The salary structure for seagoing officer grades varies according to seniority, by way of increments at defined career progression points, and certification, which is in line with industry standards. The annual, full-time salary range for CalMac's officer grades is between £44,000 and £78,000.
- Officers on major vessels work a pattern of two weeks on/two weeks off. When on duty, they work 14 consecutive 12-hour shifts, equivalent to an 84 hour week for two consecutive weeks. The two-weeks off periods are to comply with hours of rest regulations and health and safety. Leave entitlement is treated separately from rest periods. These entitlements range from 6 weeks to 10 weeks a year, depending on seniority.

CalMac salaries paid to local communities

Paragraph 119 of our report states that, in 2014, CalMac employed over 1,400 staff and supported a further 4,300 jobs. This resulted in a total of £85.8 million being paid in annual direct and indirect salaries. The Committee asked us to confirm whether the salary figure was a gross or a net figure. I can confirm that this calculation was made by the Fraser of Allander Institute in a 2015 report to CalMac and is a gross figure.

Freight fares

The Committee asked us to clarify whether Transport Scotland's freight fare review will introduce a consistent fares structure across the whole of the Transport Scotland network, or just on the west coast routes. Transport Scotland has confirmed that, while Ministers have still to take final decisions regarding the implementation of review findings, the policy intent of the review was to introduce consistency across the whole network.

Age profile of vessels

The Committee requested details of the age profile of vessels in Transport Scotland's fleet. Largely based on CMAL information, Table 3 (on page 3) sets out the youngest and oldest vessels, along with the average age of the fleet, for each Transport Scotland contract. Table 4 sets out the age of each vessel for each contract.

Table 3

| | CHFS | NIFS | G-D |
|-----------------|----------|----------|----------------|
| Total vessels | 33 | 5 | 2 ¹ |
| Youngest vessel | 3 months | 15 years | 16 years |
| Oldest vessel | 43 years | 20 years | 17 years |
| Average age | 22 years | 17 years | 16.5 years |

Note 1: An additional vessel (MV Coruisk) has been chartered from the CHFS fleet to the Gourock- Dunoon route for the past five years. It is not included in the Gourock-Dunoon figures

Table 4

| CHFS | Vessel | Year built | Age in 2017 |
|------|----------------------|------------|-------------|
| | MV Carvoria | 2017 | 0 |
| | MV Catriona | 2015 | 2 |
| | MV Loch Seaforth | 2014 | 3 |
| | MV Lochinvar | 2013 | 4 |
| | MV Hallaig | 2012 | 5 |
| | MV Finlaggan | 2010 | 7 |
| | MV Argyle | 2006 | 11 |
| | MV Loch Shira | 2006 | 11 |
| | MV Bute | 2005 | 12 |
| | MV Coruisk | 2003 | 14 |
| | MV Loch Portain | 2003 | 14 |
| | MV Hebrides | 2000 | 17 |
| | MV Lochnevis | 2000 | 17 |
| | MV Clansman | 1998 | 19 |
| | MV Loch Alainn | 1997 | 20 |
| | MV Loch Bhrusda | 1996 | 21 |
| | MV Isle of Lewis | 1995 | 22 |
| | MV Caledonian Isles | 1993 | 24 |
| | MV Loch Tarbert | 1992 | 25 |
| | MV Loch Buie | 1991 | 26 |
| | MV Loch Dunvegan | 1991 | 26 |
| | MV Loch Fyne | 1991 | 26 |
| | MV Isle of Mull | 1987 | 30 |
| | MV Loch Linnhe | 1986 | 31 |
| | MV Loch Ranza | 1986 | 31 |
| | MV Loch Riddon | 1986 | 31 |
| | MV Loch Striven | 1986 | 31 |
| | MV Lord of the Isles | 1986 | 31 |
| | MV Hebridean Isles | 1985 | 32 |
| | MV Isle of Arran | 1983 | 34 |
| | MV Isle of Cumbrae | 1976 | 41 |
| | MV Raasay | 1976 | 41 |
| | MV Eigg | 1974 | 43 |

| NIFS | Vessel | Year built | Age in 2017 |
|------|-----------------|------------|-------------|
| | MV Hamnavoe | 2002 | 15 |
| | MV Hjaltland | 2002 | 15 |
| | MV Hrossey | 2002 | 15 |
| | MS Hildasay | 1999 | 18 |
| | MS Helliar | 1997 | 20 |
| G-D | Vessel | Year built | Age in 2017 |
| | MV Argyll Flyer | 2001 | 16 |
| | MV AliCat | 2000 | 17 |

Trends in passenger numbers

The Committee requested details of how passenger numbers had changed since 2007 (Table 5, page 5). Overall, total passenger numbers have increased by 0.3 per cent since 2007, but there have been different trends during this period:

Across all three contracts:

- Between 2007 and 2012, the total number of passengers decreased by nine per cent, from 5.65 million to 5.15 million. The largest decrease was between 2007 and 2008 (4.7 per cent).
- Between 2012 and 2016, total passenger numbers increased by 10 per cent, from 5.15 million to 5.67 million. The largest increase was between 2015 and 2016 (eight per cent).

For individual contracts:

- Passenger numbers on the CHFS network increased by 6.9 per cent between 2007 and 2016.
- Northern Isles passenger numbers decreased by 1.2 per cent over this period, but have been on an upward trend since 2013.
- Gourock-Dunoon passenger numbers decreased by 50 per cent between 2007 and 2011, from 607,200 to 303,428. Around two-thirds of this reduction in passenger numbers took place between 2007 and 2011. After the passenger-only service was introduced in 2011, passenger numbers continued to fall, but at a slower rate than before.

Table 5
Passenger numbers by calendar year

| Passenger numbers | CHFS | NIFS | G-D | Total |
|--------------------------|----------------|---------------|-----------------|---------------|
| 2007 | 4,731,552 | 307,680 | 607,200 | 5,646,432 |
| 2008 | 4,533,219 | 294,700 | 550,849 | 5,378,768 |
| 2009 | 4,762,333 | 308,500 | 533,479 | 5,604,312 |
| 2010 | 4,736,552 | 305,300 | 499,228 | 5,541,080 |
| 2011 | 4,575,142 | 303,700 | 409,236 | 5,288,078 |
| 2012 | 4,510,733 | 298,000 | 341,274 | 5,150,007 |
| 2013 | 4,594,099 | 283,000 | 299,240 | 5,176,339 |
| 2014 | 4,651,800 | 289,000 | 310,100 | 5,250,900 |
| 2015 | 4,622,946 | 298,000 | 305,500 | 5,226,446 |
| 2016 | 5,055,767 | 304,000 | 303,428 | 5,663,195 |
| Absolute change | 324,215 | -3,680 | -303,772 | 16,763 |
| Percentage change | 6.90% | -1.20% | -50.00% | 0.30% |