

**Pacific Pilotage Authority**  
**KEY PERFORMANCE INDICATORS**  
**Q4 – 2018**

<b>Safety</b>		<b>Goal</b>	<b>YTD</b>
1.	Incidents on vessels under pilotage	0	5
2.	Incidents on pilot launches	0	2
<b>Reliability</b>			
3.	Number of delays (hours) caused by pilots	0	3(4)
4.	Number of delays (hours) caused by dispatch errors	0	0
5.	Number of delays (hours) caused by launches	0	1(3)
6.	Number of delays (hours) caused by computer downtime	0	0
7.	Total hours delayed due to 3 – 6	0	7
<b>Efficiency: General</b>			
8.	Unscheduled launch downtime causing delays [Total downtime days causing delays/total days]	0%	0.72%
9.	Pollution incidents on pilot launches	0	1
10.	Maintain an average of 8 working days to resolve all complaints	8 days	3.85 days
11.	Maintain an average of 8 working days to resolve all invoice disputes	8 days	2.28 days
<b>Efficiency: Pilots</b>			
12.	Complaints regarding pilot service level [no. of complaints/number of assignments]	0%	0.06%
13.	Callbacks as percentage of assignments	2.5%	2.1%
14.	Cost of callbacks as percentage of total pilot revenue	1%	1%
15.	Annual cost increase compared to CPI Vancouver	First year of measurement – Goals to be introduced in 2019	Net increase over CPI 2%
16.	Annual assignments per pilot		107
17.	Annual average bridge hours per pilot		5 hours 27 mins
18.	Annual average cost per assignment		\$6,789
19.	Annual utilization of pilots – time working [(time on board + travel time + rest)/1950]		99.6%
20.	Annual utilization of pilots – terminal delays [hours delayed at terminal/total hours on assignment]		4%
21.	Annual utilization of pilots – travel time to onboard time [hours spent in travel/hours on assignment]		50% assumed
22.	Annual utilization of pilots – cancellations [number of cancellations/number of assignments]		10%
<b>Financial</b>			
23.	Maintain an adequate contingency fund	\$1.075M	\$1.103M
24.	Maintain an overhead cost of less than 8.5%	8.5%	7.1%
25.	Accounts receivable - % of invoices under 30 days	90%	91%