

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Q1 – 2019

Safety		Goal	YTD
1.	Incidents on vessels under pilotage	0	2
2.	Incidents on pilot launches	0	0
Reliability			
3.	Number of delays (hours) caused by pilots	0	0
4.	Number of delays (hours) caused by dispatch errors	0	1(13)
5.	Number of delays (hours) caused by launches	0	1(0.25)
6.	Number of delays (hours) caused by computer downtime	0	0
7.	Total hours delayed due to 3 – 6	0	13.25
Efficiency: General			
8.	Unscheduled launch downtime causing delays [Total downtime days causing delays/total days]	0%	0.16%
9.	Pollution incidents on pilot launches	0	0
10.	Maintain an average of 8 working days to resolve all complaints	8 days	1 day
11.	Maintain an average of 8 working days to resolve all invoice disputes	8 days	5 days
Efficiency: Pilots			
12.	Complaints regarding pilot service level [no. of complaints/number of assignments]	0%	0.03%
13.	Callbacks as percentage of assignments	2.5%	0.1%
14.	Cost of callbacks as percentage of total pilot revenue	1%	0.04%
15.	Annual cost increase compared to CPI Vancouver	Goals to be introduced in Q4 2019	5% vs. 3%
16.	Annual assignments per pilot		106 Coastal 149 Fraser River
17.	Annual average bridge hours per pilot		5 hrs 3 mins
18.	Annual average cost per assignment		\$6,521
19.	Annual utilization of pilots – time working [(time on board + travel time + rest)/1950]		109%
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]		12%
Financial			
23.	Maintain an adequate contingency fund	\$1.075M	\$1.107M
24.	Maintain an overhead cost of less than 8.5%	8.5%	7.6%
25.	Accounts receivable - % of invoices under 30 days	90%	98%