

**Pacific Pilotage Authority**  
**KEY PERFORMANCE INDICATORS**  
**Q2 – 2019**

<b>Safety</b>		<b>Goal</b>	<b>YTD</b>
1.	Incidents on vessels under pilotage	0	4
2.	Incidents on pilot launches	0	0
<b>Reliability</b>			
3.	Number of delays (hours) caused by pilots	0	2 (2.75 hrs)
4.	Number of delays (hours) caused by dispatch errors	0	1 (13 hrs)
5.	Number of delays (hours) caused by launches	0	1 (0.25 hrs)
6.	Number of delays (hours) caused by computer downtime	0	0
7.	Total number of delays (Total hours delayed)	0	4 (16.00 hrs)
<b>Efficiency: General</b>			
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	0.5 day
11.	Maintain an average of 8 working days to resolve all invoice disputes	8 days	4.3 days
<b>Efficiency: Pilots</b>			
12.	Complaints regarding pilot service level [no. of complaints/number of assignments]	0%	0.1%
13.	Callbacks as percentage of assignments	2.5%	2.7%
14.	Cost of callbacks as percentage of total pilot revenue	1%	1%
15.	Annual cost increase compared to CPI Vancouver	Goals to be introduced in Q4 2019	7% vs. 3%
16.	Annual assignments per pilot		102 Coastal vs. 150 Fraser River
17.	Annual average bridge hours per pilot		5.95 hrs
18.	Annual average cost per assignment		\$6,974
19.	Annual utilization of pilots – time working [(time on board + travel time + rest)/1950]		99%
20.	Annual utilization of pilots – terminal delays [hours delayed at terminal/total hours on assignment]		2.2%
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	\$1.1M
24.	Maintain an overhead cost of less than 8.5%	8.5%	7.3%
25.	Accounts receivable - % of invoices under 30 days	90%	93%