

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Q4 – 2019

Safety		Goal	YTD
1.	Incidents on vessels under pilotage	0	6
2.	Incidents on pilot launches	0	0
Reliability			
3.	Number of delays (hours) caused by pilots	0	3 (3.75 hours)
4.	Number of delays (hours) caused by dispatch errors	0	1 (13 hours)
5.	Number of delays (hours) caused by launches	0	1 (0.25 hours)
6.	Number of delays (hours) caused by computer downtime	0	0
7.	Total number of delays (Total hours delayed)	0	5 (17 hours)
Efficiency: General			
8.	Unscheduled launch downtime causing delays [Total downtime days causing delays/total days]	0%	0.92%
9.	Pollution incidents on pilot launches	0	0
10.	Maintain an average of 8 working days to resolve all complaints	8 days	2.2 days
11.	Maintain an average of 8 working days to resolve all invoice disputes	8 days	4.1 days
Efficiency: Pilots			
12.	Complaints regarding pilot service level [no. of complaints/number of assignments]	0%	0.13%
13.	Callbacks as percentage of assignments	2.5%	2.4%
14.	Cost of callbacks as percentage of total pilot revenue	1%	1%
15.	Annual assignments per pilot		
	a) Coastal	100	107
	b) Fraser River	135	145
16.	Annual average cost per assignment		
	a) Revenue	\$7,306	\$7,293
	b) Cost	\$7,131	\$7,075
	c) Profit	\$175	\$218
17.	Annual utilization of pilots – time working [(time on board + travel time + rest)/1950]	95%	96%
18.	Annual utilization of pilots – terminal delays [hours delayed at terminal/total hours on assignment]	5%	7%
19.	Annual utilization of pilots – travel time to onboard time [hours spent in travel/hours on assignment]	50% assumed	50% assumed
20.	Annual utilization of pilots – cancellations [number of cancellations/number of assignments]	8%	10%
Financial			
21.	Maintain an adequate contingency fund	\$1.075M	\$1.114M
22.	Accounts receivable - % of invoices under 30 days	90%	90%