

**Pacific Pilotage Authority**  
**KEY PERFORMANCE INDICATORS**  
**Q3 – 2020**

<b>Safety</b>		<b>Goal</b>	<b>YTD</b>
1.	Incidents on vessels under pilotage	0	11
2.	Incidents on pilot launches	0	1
<b>Reliability</b>			
3.	Number of delays (hours) caused by pilots	0	0
4.	Number of delays (hours) caused by dispatch errors	0	1(1)
5.	Number of delays (hours) caused by launches	0	0
6.	Number of delays (hours) caused by computer downtime	0	0
7.	Total number of delays (Total hours delayed)	0	1(1)
<b>Efficiency: General</b>			
8.	Unscheduled launch downtime causing delays [Total downtime days causing delays/total days]	0%	1.65%
9.	Pollution incidents on pilot launches	0	0
10.	Maintain an average of 8 working days to resolve all complaints	8 days	1.6 days
11.	Maintain an average of 8 working days to resolve all invoice disputes	8 days	3.5 days
<b>Efficiency: Pilots</b>			
12.	Complaints regarding pilot service level [no. of complaints/number of assignments]	0%	0.12%
13.	Callbacks as percentage of assignments	2.5%	0.2%
14.	Cost of callbacks as percentage of total pilot revenue	1%	0.6%
15.	Annual assignments per pilot		
	a) Coastal	100	99
	b) Fraser River	135	115
16.	Annual average cost per assignment		
	a) Revenue	\$7,306	\$6,531
	b) Cost	\$7,131	\$6,533
	c) Profit	\$175	-\$2
17.	Annual utilization of pilots – time working [(time on board + travel time + rest)/1950]	95%	85%
18.	Annual utilization of pilots – travel time to onboard time [hours spent in travel/hours on assignment]	50% assumed	50% assumed
19.	Annual utilization of pilots – terminal delays [hours delayed at terminal/total hours on assignment]	5%	Reported on at year-end
20.	Annual utilization of pilots – cancellations [number of cancellations/number of assignments]	8%	11%
<b>Financial</b>			
21.	Maintain an adequate contingency fund	\$1.075M	\$1.133M
22.	Accounts receivable - % of invoices under 30 days	90%	99%