

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Q4 – 2020

Safety		Goal	YTD
1.	Incidents on vessels under pilotage	0	13
2.	Incidents on pilot launches	0	1
Reliability			
3.	Number of delays (hours) caused by pilots	0	1(2 hours)
4.	Number of delays (hours) caused by dispatch errors	0	1(1 hour)
5.	Number of delays (hours) caused by launches	0	1(0.25 hour)
6.	Number of delays (hours) caused by computer downtime	0	0
7.	Total number of delays (Total hours delayed)	0	3(3.25 hours)
Efficiency: General			
8.	Unscheduled launch downtime causing delays [Total downtime days causing delays/total days]	0%	2.42%
9.	Pollution incidents on pilot launches	0	0
10.	Maintain an average of 8 working days to resolve all complaints	8 days	2 days (2020: 13 complaints)
11.	Maintain an average of 8 working days to resolve all invoice disputes	8 days	4 days (2020: 22 invoice disputes)
Efficiency: Pilots			
12.	Complaints regarding pilot service level [no. of complaints/number of assignments]	0%	0.1%
13.	Callbacks as percentage of assignments	2.5%	0.5%
14.	Cost of callbacks as percentage of total pilot revenue	1%	0.2%
15.	Annual assignments per pilot		
	a) Coastal	100	100
	b) Fraser River	135	119
16.	Annual average cost per assignment		
	a) Revenue	\$7,306	\$6,531
	b) Cost	\$7,131	\$6,553
	c) Profit	\$175	\$(15)
17.	Annual utilization of pilots – time working [(time on board + travel time + rest)/1950]	95%	83%
18.	Annual utilization of pilots – terminal delays [hours delayed at terminal/total hours on assignment]	5%	2%
19.	Annual utilization of pilots – cancellations [number of cancellations/number of assignments]	8%	11%
Financial			
20.	Maintain an adequate contingency fund	\$1.075M	\$1.730M
21.	Accounts receivable - % of invoices under 30 days	90%	98%