

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Nine months to September 30

Safety		2021	2020
1.	Incidents on vessels under pilotage [0]	5	11
2.	Incidents on pilot launches [0]	0	1
Reliability			
3.	Number of delays (hours) caused by pilots [0]	2(6.5)	0
4.	Number of delays (hours) caused by dispatch errors [0]	0	1(1)
5.	Number of delays (hours) caused by launches [0]	0	0
6.	Total number of delays (Total hours delayed) [0]	2(6.5)	0
Efficiency: General			
7.	Pollution incidents on pilot launches [0]	0	0
8.	Maintain an average of 5 working days to resolve all complaints [≤ 5 days]	6.3 days	1.6 days
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	2.4 days	3.5 days
Efficiency: Pilots			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0.1%	0.1%
11.	Callbacks as percentage of assignments [$\leq 2.5\%$]	0.5%	0.2%
12.	Annual assignments per pilot a) Coastal [≥ 92] b) Fraser River [≥ 138]	104 123	99 115
13.	Annual average revenue/cost per assignment a) Revenue b) Cost c) Loss	\$6,979 \$7,093 \$(114)	\$6,531 \$6,533 \$(2)
14.	Annual utilization of pilots – terminal delays [$\leq 5\%$] [hours delayed at terminal/total hours on assignment]	2%	not available
15.	Annual utilization of pilots – cancellations [$\leq 8\%$] [number of cancellations/number of assignments]	9%	11%
Financial			
16.	Maintain an adequate contingency fund [$\geq \$2.3M$]	\$2.1M	\$1.1M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	99%	99%

[]: goal