

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Q2 2022

Safety		2022	2021
1.	Incidents on vessels under pilotage [0]	5	4
2.	Incidents on pilot launches [0]	1	0
3.	Pollution incidents on pilot launches [0]	0	0
Reliability			
4.	Number of delays (hours) caused by pilots [0]	1(2.5)	2(6.5)
5.	Number of delays (hours) caused by dispatch errors [0]	0	0
6.	Number of delays (hours) caused by launches [0]	0	0
7.	Total number of delays (Total hours delayed) [0]	1(2.5)	2(6.5)
Efficiency: General			
8.	Maintain an average of 5 working days to resolve all complaints [≤ 5 days]	3 days	6.5 days
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	0.6 day	2.1 days
Efficiency: Pilots			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0.05%	0.08%
11.	Callbacks as percentage of assignments [$\leq 2.5\%$]	2.3%	0.7%
12.	Annual assignments per pilot a) Coastal [≥ 119] b) Fraser River [≥ 122]	103 122	107 127
13.	Annual utilization of pilots – terminal delays [$\leq 5\%$] [hours delayed at terminal/total hours on assignment]	1%	2%
14.	Annual utilization of pilots – cancellations [$\leq 8\%$] [number of cancellations/number of assignments]	8%	11%
Financial			
15.	Annual average revenue/cost per assignment a) Revenue [\$7,726] b) Cost [7,699] c) Profit (loss) [27]	\$7,756 8,122 (366)	\$6,913 6,948 (35)
16.	Maintain an adequate contingency fund [$\geq \$2.3M$]	\$1.9M	\$2.0M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	89%	99%
18.	Working capital ratio - current assets/current liabilities [1.0]	0.89	1.05

[]: goal