

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Q3 2022

Safety		2022	2021
1.	Incidents on vessels under pilotage [0]	6	5
2.	Incidents on pilot launches [0]	0	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]	1.8 days	6.3 days
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	2.2 days	2.4 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 [$\leq 2.5\%$]	3,0%	0.5%
12.	Annualized assignments per pilot		
	a) Coastal [≥ 119]	117	104
	b) Fraser River [≥ 122]	120	123
13.	Utilization of pilots – terminal delays [$\leq 5\%$] [hours delayed at terminal/total hours on assignment]	2%	2%
14.	Utilization of pilots – cancellations [$\leq 8\%$] [number of cancellations/number of assignments]	8%	9%
Financial			
15.	Annual average revenue/cost per assignment		
	a) Revenue [\$7,726]	\$8,379	\$6,979
	b) Cost [7,699]	\$8,423	\$ 7,093
	c) Profit (loss) [27]	\$ (44)	\$ (114)
16.	Maintain an adequate contingency fund [$\geq \$2.3M$]	\$1.9M	\$2.1M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	93%	99%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.03	1.05

[]: goal