

**Pacific Pilotage Authority**  
**KEY PERFORMANCE INDICATORS**  
**Twelve months to December 31, 2023**

<b>Safety</b>		<b>2023</b>	<b>2022</b>
1.	Incidents on vessels under pilotage [0]	2	8
2.	Incidents on pilot launches [0]	0	0
3.	Pollution incidents on pilot launches [0]	0	0
<b>Reliability</b>			
4.	Number of delays (hours) caused by pilots [0]	4 (8)	4 (10.75 hours)
5.	Number of delays (hours) caused by dispatch errors [0]	3 (4)	0
6.	Number of delays (hours) caused by launches [0]	1 (1.75)	2 (11.5 hours)
7.	Total number of delays (Total hours delayed) [0]	8 (13.75)	6 (22.25 hours)
<b>Efficiency: General</b>			
8.	Maintain an average of 5 working days to resolve all complaints [ $\leq 5$ days]	5.3 days (2023: 6 complaints)	2.08 days (2022: 6 complaints)
9.	Maintain an average of 5 working days to resolve all invoice disputes [ $\leq 5$ days]	5.25 days (2023: 8 invoice disputes)	2.1 day (2022: 16 invoice disputes)
<b>Efficiency: Pilots</b>			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0.06%	0.05%
11.	Callbacks as percentage of assignments [ $\leq 2.5\%$ ]	2.4%	2.5%
12.	Annual assignments per pilot a) Coastal [ $\geq 95$ ] b) Fraser River [ $\geq 99$ ]	110 128	115 125
13.	Annual utilization of pilots – terminal delays [ $\leq 5\%$ ] [hours delayed at terminal/total hours on assignment]	2%	2%
14.	Annual utilization of pilots – cancellations [ $\leq 8\%$ ] [number of cancellations/number of assignments]	9%	8%
<b>Financial</b>			
15.	Average revenue/cost per assignment a) Revenue [\$9,072] b) Cost [\$8,927] c) Profit (loss) [\$145]	\$9,188 \$8,759 \$ 429	\$8,191 \$8,119 \$ 72
16.	Maintain adequate reserves (cash and investments) [ $\geq$ \$13M]	\$16M	\$9M
17.	Accounts receivable - % of invoices under 30 days [ $\geq 95$ %]	94%	85%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.28	1.09

[ ]: goal