

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Six months to June 30, 2024

Safety		2024	2023
1.	Incidents on vessels under pilotage [0]	0	0
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]	5 (21.5)	0
5.	Number of delays (hours) caused by dispatch errors [0]	0	3 (4)
6.	Number of delays (hours) caused by launches [0]	1 (0.25)	1 (1.75)
7.	Total number of delays (Total hours delayed) [0]	6 (21.75)	4 (5.75)
Efficiency: General			
8.	Maintain an average of 5 working days to resolve all complaints [≤ 5 days]	0 day	7 days
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	7.5 days	5.8 days
Efficiency: Pilots			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0%	0.04%
11.	Callbacks as percentage of assignments [$\leq 2.5\%$]	1.4%	1.7%
12.	Annual assignments per pilot		
	a) Coastal [≥ 101]	106	111
	b) Fraser River [≥ 129]	144	134
13.	Annual utilization of pilots – terminal delays [$\leq 5\%$] [hours delayed at terminal/total hours on assignment]	2%	1%
14.	Annual utilization of pilots – cancellations [$\leq 8\%$] [number of cancellations/number of assignments]	8%	9%
Financial			
15.	Annual average revenue/cost per assignment		
	a) Revenue [\$9,438]	\$9,269	\$8,922
	b) Cost [\$9,620]	\$9,007	\$8,317
	c) Profit (loss) [\$(182)]	\$ 262	\$ 605
16.	Maintain adequate reserves (cash and investments) [$\geq \$18M$]	\$15.1M	\$14.7M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	99%	97%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.2	1.3

[]: goal