

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Nine months to September 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]	8 (41.1)	3 (7)
5.	Number of delays (hours) caused by dispatch errors [0]	1 (2.75)	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]	10 (44.1)	7 (12.75)
Efficiency: General			
8.	Maintain an average of 5 working days to resolve all complaints [≤ 5 days]	0 day	6.6 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 [$\leq 2.5\%$]	3.3%	3.1%
12.	Annual assignments per pilot		
	a) Coastal [≥ 101]	117	116
	b) Fraser River [≥ 129]	143	123
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]	7%	8%
Financial			
15.	Annual average revenue/cost per assignment		
	a) Revenue [\$9,438]	\$9,924	\$9,352
	b) Cost [\$9,620]	\$9,656	\$8,736
	c) Profit (loss) [\$(182)]	\$ 268	\$ 616
16.	Maintain adequate reserves (cash and investments) [$\geq \$18M$]	\$15.5M	\$17.2
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	98%	99%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.2	1.4

[]: goal