

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Twelve months to December 31, 2024

Safety		2024	2023
1.	Incidents on vessels under pilotage [0]	1	2
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)	4 (8)
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)	8 (13.75)
Efficiency: General			
8.	Maintain an average of 5 working days to resolve all complaints [≤ 5 days]	4 days (2024: 1 complaint)	5.3 days (2023: 6 complaints)
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	5 days (2024: 3 invoice disputes)	5.25 days (2023: 8 invoice disputes)
Efficiency: Pilots			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0%	0.06%
11.	Callbacks as percentage of assignments [$\leq 2.5\%$]	2.5%	2.4%
12.	Annual assignments per pilot a) Coastal [≥ 101] b) Fraser River [≥ 129]	118 135	110 128
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]	8%	9%
Financial			
15.	Annual average revenue/cost per assignment a) Revenue [\$9,438] b) Cost [\$9,620] c) Profit (loss) [\$(182)]	\$9,728 \$9,483 \$ 245	\$9,188 \$8,759 \$ 429
16.	Maintain adequate reserves (cash and investments) [$\geq \$18M$]	\$17M	\$16M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	99%	94%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.2	1.28

[]: goal