

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Q4 2021

Safety		2021	2020
1.	Incidents on vessels under pilotage [0]	7	13
2.	Incidents on pilot launches [0]	0	1
Reliability			
3.	Number of delays (hours) caused by pilots [0]	3 (9.25 hours)	1 (2 hours)
4.	Number of delays (hours) caused by dispatch errors [0]	1 (14 hours)	1 (1 hour)
5.	Number of delays (hours) caused by launches [0]	0	1 (0.25 hour)
6.	Total number of delays (Total hours delayed) [0]	4 (23.25 hours)	3 (3.25 hours)
Efficiency: General			
7.	Pollution incidents on pilot launches [0]	0	0
8.	Maintain an average of 5 working days to resolve all complaints [≤ 5 days]	5.6 days (2021: 7 complaints)	2 days (2020: 13 complaints)
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	3.1 days (2021: 32 invoice disputes)	4 days (2020: 22 invoice disputes)
Efficiency: Pilots			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0.06%	0.1%
11.	Callbacks as percentage of assignments [$\leq 2.5\%$]	0.6%	0.5%
12.	Annual assignments per pilot a) Coastal [≥ 92] b) Fraser River [≥ 138]	103 124	100 119
13.	Annual average revenue/cost per assignment a) Revenue b) Cost c) Loss	\$6,995 \$7,154 \$(159)	\$6,531 \$6,553 \$(15)
14.	Annual utilization of pilots – terminal delays [$\leq 5\%$] [hours delayed at terminal/total hours on assignment]	2%	2%
15.	Annual utilization of pilots – cancellations [$\leq 8\%$] [number of cancellations/number of assignments]	9%	11%
Financial			
16.	Maintain an adequate contingency fund [$\geq \$2.3M$]	\$2.36M	\$1.730M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	99%	98%

[]: goal