

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Q1 2022

Safety		2022	2021
1.	Incidents on vessels under pilotage [0]	4	2
2.	Incidents on pilot launches [0]	0	0
Reliability			
3.	Number of delays (hours) caused by pilots [0]	0	2(6.5)
4.	Number of delays (hours) caused by dispatch errors [0]	0	0
5.	Number of delays (hours) caused by launches [0]	0	0
6.	Total number of delays (Total hours delayed) [0]	0	2(6.5)
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]	3.5 days	2.5 days
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	0.5 day	0.8 day
Efficiency: Pilots			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0.07%	0.03%
11.	Callbacks as percentage of assignments [$\leq 2.5\%$]	0.5%	1.1%
12.	Annual assignments per pilot a) Coastal [≥ 119] b) Fraser River [≥ 122]	98 129	112 129
13.	Annual average revenue/cost per assignment a) Revenue [\$7,726] b) Cost [7,699] c) Profit (loss) [27]	\$6,908 7,413 (505)	\$6,743 6,775 (32)
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%	12%
Financial			
16.	Maintain an adequate contingency fund [$\geq \$2.3M$]	2.36M	\$1.9M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	99%	99%
18.	Working capital ratio - current assets/current liabilities [1.0]	0.94	1.06

[]: goal