

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Q2 2023

Safety		2023	2022
1.	Incidents on vessels under pilotage [0]	0	5
2.	Incidents on pilot launches [0]	0	1
Reliability			
3.	Number of delays (hours) caused by pilots [0]	0	1(2.5)
4.	Number of delays (hours) caused by dispatch errors [0]	3 (4)	0
5.	Number of delays (hours) caused by launches [0]	1 (1.75)	0
6.	Total number of delays (Total hours delayed) [0]	4 (5.75)	1(2.5)
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]	7 days	3 days
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	5.8 days	0.6 day
Efficiency: Pilots			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0.04%	0.05%
11.	Callbacks as percentage of assignments [$\leq 2.5\%$]	1.7%	2.3%
12.	Annual assignments per pilot a) Coastal [≥ 95] b) Fraser River [≥ 106]	111 134	103 122
13.	Annual average revenue/cost per assignment a) Revenue [\$9,437] b) Cost [\$9,357] c) Profit (loss) [\$80]	\$8,922 \$8,317 \$ 605	\$7,756 \$8,122 \$ (366)
14.	Annual utilization of pilots – terminal delays [$\leq 5\%$] [hours delayed at terminal/total hours on assignment]	1%	1%
15.	Annual utilization of pilots – cancellations [$\leq 8\%$] [number of cancellations/number of assignments]	9%	8%
Financial			
16.	Maintain adequate reserves (cash and investments) [$\geq \$13M$]	\$14.7M	\$5.8M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	97%	89%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.31	0.89

[]: goal