

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Three months to March 31, 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]	4 (21)	0
5.	Number of delays (hours) caused by dispatch errors [0]	0	1 (1.5)
6.	Number of delays (hours) caused by launches [0]	0	0
7.	Total number of delays (Total hours delayed) [0]	4 (21)	1 (1.5)
Efficiency: General			
8.	Maintain an average of 5 working days to resolve all complaints [≤ 5 days]	0 day	7 days
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	6 days	5.75 days
Efficiency: Pilots			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	-	0.09%
11.	Callbacks as percentage of assignments [$\leq 2.5\%$]	-	0.6%
12.	Annual assignments per pilot a) Coastal [≥ 101] b) Fraser River [≥ 129]	95 142	104 141
13.	Annual utilization of pilots – terminal delays [$\leq 5\%$] [hours delayed at terminal/total hours on assignment]	1.3%	2%
14.	Annual utilization of pilots – cancellations [$\leq 8\%$] [number of cancellations/number of assignments]	10.5%	12%
Financial			
15.	Annual average revenue/cost per assignment a) Revenue [\$9,438] b) Cost [\$9,620] c) Profit (loss) [\$(182)]	\$8,341 \$8,216 \$ 125	\$8,209 \$7,443 \$ 766
16.	Maintain adequate reserves (cash and investments) [$\geq \$18M$]	\$13.5M	\$10.7M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	97%	89%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.22	1.27

[]: goal