

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Q1 2023

Safety		2023	2022
1.	Incidents on vessels under pilotage [0]	0	4
2.	Incidents on pilot launches [0]	0	0
Reliability			
3.	Number of delays (hours) caused by pilots [0]	0	0
4.	Number of delays (hours) caused by dispatch errors [0]	1 (1.5)	0
5.	Number of delays (hours) caused by launches [0]	0	0
6.	Total number of delays (Total hours delayed) [0]	1 (1.5)	0
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	3.5 days
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	5.75 days	0.5 day
Efficiency: Pilots			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0.09%	0.07%
11.	Callbacks as percentage of assignments [$\leq 2.5\%$]	0.6%	0.5%
12.	Annual assignments per pilot		
	a) Coastal [≥ 95]	104	98
	b) Fraser River [≥ 106]	141	129
13.	Annual average revenue/cost per assignment		
	a) Revenue [\$9,437]	\$8,209	\$6,908
	b) Cost [\$9,357]	\$7,443	\$7,413
	c) Profit (loss) [\$80]	\$ 766	(\$ 505)
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]	12%	9%
Financial			
16.	Maintain adequate reserves (cash and investments) [\geq \$13M]	\$10.7M	\$7.8M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	89%	99%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.27	0.94

[]: goal