

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Nine months to September 30, 2023

Safety		2023	2022
1.	Incidents on vessels under pilotage [0]	0	6
2.	Incidents on pilot launches [0]	0	0
Reliability			
3.	Number of delays (hours) caused by pilots [0]	3(7)	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]	7(12.75)	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]	6.6 days	1.8 days
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	5.8 days	2.2 day
Efficiency: Pilots			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0.04%	0.06%
11.	Callbacks as percentage of assignments [$\leq 2.5\%$]	3.1%	3%
12.	Annual assignments per pilot a) Coastal [≥ 95] b) Fraser River [≥ 106]	116 127	117 120
13.	Annual utilization of pilots – terminal delays [$\leq 5\%$] [hours delayed at terminal/total hours on assignment]	2%	2%
14.	Annual utilization of pilots – cancellations [$\leq 8\%$] [number of cancellations/number of assignments]	8%	8%
Financial			
15.	Average revenue/cost per assignment a) Revenue [\$9,437] b) Cost [\$9,357] c) Profit (loss) [\$80]	\$9,352 \$8,736 \$ 616	\$8,379 \$8,423 \$ (44)
16.	Maintain adequate reserves (cash and investments) [$\geq \$13M$]	\$17.2M	\$7.0M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	99%	93%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.38	1.03

[]: goal