

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Q1 – 2021

Safety		YTD 2021	YTD 2020
1.	Incidents on vessels under pilotage [0]	2	4
2.	Incidents on pilot launches [0]	0	0
Reliability			
3.	Number of delays (hours) caused by pilots [0]	2(6.5)	0
4.	Number of delays (hours) caused by dispatch errors [0]	0	1(1)
5.	Number of delays (hours) caused by launches [0]	0	0
6.	Total number of delays (Total hours delayed) [0]	2(6.5)	1(1)
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]	2.5 days	1.5 days
9.	Maintain an average of 5 working days to resolve all invoice disputes [≤ 5 days]	0.8 day	5 days
Efficiency: Pilots			
10.	Complaints regarding pilot service level [0%] (no. of complaints/number of assignments)	0.03%	0.03%
11.	Callbacks as percentage of assignments [$\leq 2.5\%$]	1.1%	2.0%
12.	Annual assignments per pilot a) Coastal [≥ 92] b) Fraser River [≥ 138]	112 129	96 133
13.	Annual average revenue/cost per assignment a) Revenue b) Cost c) Loss	\$6,743 \$6,775 \$(32)	\$6,296 \$6,387 \$(91)
14.	Annual utilization of pilots – terminal delays [$\leq 5\%$] (hours delayed at terminal/total hours on assignment)	2%	7%
15.	Annual utilization of pilots – cancellations [$\leq 8\%$] (number of cancellations/number of assignments)	12%	16%
Financial			
16.	Maintain an adequate contingency fund [$\geq \$2.3M$]	\$1.9M	\$1.12 M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	99%	98%

[]: goal