

**Pacific Pilotage Authority**  
**KEY PERFORMANCE INDICATORS**  
**Q4 2022**

<b>Safety</b>		<b>2022</b>	<b>2021</b>
1.	Incidents on vessels under pilotage [0]	8	7
2.	Incidents on pilot launches [0]	0	0
3.	Pollution incidents on pilot launches [0]	0	0
<b>Reliability</b>			
4.	Number of delays (hours) caused by pilots [0]	4 (10.75 hours)	3 (9.25 hours)
5.	Number of delays (hours) caused by dispatch errors [0]	0	1 (14 hours)
6.	Number of delays (hours) caused by launches [0]	2 (11.5 hours)	0
7.	Total number of delays (Total hours delayed) [0]	6 (22.25 hours)	4 (23.25 hours)
<b>Efficiency: General</b>			
8.	Maintain an average of 5 working days to resolve all complaints [ $\leq 5$ days]	2.08 days (2022: 6 complaints)	5.6 days (2021: 7 complaints)
9.	Maintain an average of 5 working days to resolve all invoice disputes [ $\leq 5$ days]	2.1 days (2022: 16 invoice disputes)	3.1 days (2021: 32 invoice disputes)
<b>Efficiency: Pilots</b>			
10.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0.05%	0.06%
11.	Call-backs as percentage of assignments [ $\leq 2.5\%$ ]	2.5%	0.6%
12.	Annual assignments per pilot a) Coastal [ $\geq 119$ ] b) Fraser River [ $\geq 122$ ]	115 125	103 124
13.	Utilization of pilots – terminal delays [ $\leq 5\%$ ] [hours delayed at terminal/total hours on assignment]	2%	2%
14.	Utilization of pilots – cancellations [ $\leq 8\%$ ] [number of cancellations/number of assignments]	8%	9%
<b>Financial</b>			
15.	Average revenue/cost per assignment a) Revenue [\$7,726] b) Cost [\$7,699] c) Profit (loss) [\$27]	\$8,199 \$8,147 \$ 52	\$6,995 \$7,154 \$( 159)
16.	Maintain an adequate contingency fund [ $\geq \$2.3M$ ]	\$2.4M	\$2.36M
17.	Accounts receivable - % of invoices under 30 days [ $\geq 95\%$ ]	85%	99%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.07	1.05

[ ]: goal