

**Pacific Pilotage Authority**  
**KEY PERFORMANCE INDICATORS**  
**Three months to March 31, 2024**

<b>Safety</b>		<b>2024</b>	<b>2023</b>
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
<b>Reliability</b>			
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)
<b>Efficiency: General</b>			
8.	Maintain an average of 5 working days to resolve all complaints [ $\leq 5$ days]	0 day	7 days
9.	Maintain an average of 5 working days to resolve all invoice disputes [ $\leq 5$ days]	6 days	5.75 days
<b>Efficiency: Pilots</b>			
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 [ $\geq 101$ ] b) Fraser River [ $\geq 129$ ]	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%
<b>Financial</b>			
15.	Annual average revenue/cost per assignment a) Revenue [\$9,438] b) Cost [\$9,620] c) Profit (loss) [\$(182)]	\$8,341 \$8,214 \$ 127	\$8,209 \$7,443 \$ 766
16.	Maintain adequate reserves (cash and investments) [ $\geq \$13M$ ]	\$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