

**Pacific Pilotage Authority**  
**KEY PERFORMANCE INDICATORS**  
**Three months to March 31, 2025**

<b>Safety</b>		<b>2025</b>	<b>2024</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]	1 (6)	4 (21)
5.	Number of delays (hours) caused by dispatch errors [0]	0	0
6.	Number of delays (hours) caused by launches [0]	0	0
7.	Total number of delays (Total hours delayed) [0]	1 (6)	4 (21)
<b>Efficiency: Pilots</b>			
8.	Complaints regarding pilot service level [0%] [number of complaints/number of assignments]	0.1%	-
9.	Callbacks as percentage of assignments [ $\leq 2.5\%$ ]	1.1%	-
10.	Annual assignments per pilot a) Coastal [ $\geq 107$ ] b) Fraser River [ $\geq 120$ ]	120 127	95 142
11.	Annual utilization of pilots – terminal delays [ $\leq 5\%$ ] [hours delayed at terminal/total hours on assignment]	1.3%	1.3%
12.	Annual utilization of pilots – cancellations [ $\leq 8\%$ ] [number of cancellations/number of assignments]	10.3%	10.5%
<b>Efficiency: General</b>			
13.	Maintain an average of 3 working days to acknowledge all complaints [ $\leq 3$ days]	1 day	0 day
14.	Invoice disputes resulting from challenged assignment information [ $\leq 1\%$ ] [number of disputes/number of invoices issued]	0.5%	0.2%
<b>Financial</b>			
15.	Annual average revenue/cost per assignment a) Revenue [\$10,264] b) Cost [\$10,238] c) Profit (loss) [\$26]	\$9,285 \$8,970 \$ 315	\$8,341 \$8,216 \$ 125
16.	Maintain adequate reserves (cash and investments) [ $\geq \$16M$ ]	\$17.8M	\$13.5M
17.	Accounts receivable - % of invoices under 30 days [ $\geq 95\%$ ]	97%	97%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.2	1.2

[ ]: goal