Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Three months to March 31, 2026

PPA

		2026	2025
Total number of assignments		3,838	3,593
	(year-over-year % change)	6.8%	17.1%
Safety			
1	Incidents on vessels under pilotage [≤ 1]	0	0
2	Incidents on pilot launches [≤ 1]	0	0
3	Pollution incidents on pilot launches [≤ 1]	0	0
Reliability			
4	Number of delays (hours) caused by pilots [≤1]	0	1 (6)
5	Number of delays (hours) caused by dispatch errors [≤1]	0	0
6	Number of delays (hours) caused by launches [≤1]	0	0
7	Total number of delays (total hours delayed) [≤3]	0	1 (6)
Efficiency: Pilots			
8	Complaints regarding pilot service level [0%] (number of complaints/number of assignments)	0%	0.1%
9	Callbacks as percentage of assignments [≤ 2.5%]	3.6%	1.0%
10	Annual assignments per pilot		
	a) Coastal [≥ 111]	123	120
	b) Fraser River [≥ 113]	131	127
11	Annual utilization of pilots – terminal delays [≤ 5%] (hours delayed at terminal/total hours on assignment)	1.6%	1.0%
12	Annual utilization of pilots – cancellations [≤ 8%] (number of cancellations/number of assignments)	4.0%	10.0%
Efficiency: General			
13	Maintain an average of 3 working days to acknowledge all complaints [≤ 3 days]	0	1
14	Invoice disputes related to disputed assignment details [<1%] (number of disputes/number of invoices issued)	0.3%	0.5%
Financial			
15	Average revenue/cost per assignment		
	a) Revenue [$10,720]	$9,794	$9,285
	b) Cost [$10,638]	$9,924	$8,970
	c) Profit (loss) [$82]	-$130	$315
16	Maintain adequate reserves (cash and investments) [≥ $21M] in '000s	$21,400	$17,800
17	Accounts receivable - % of invoices under 30 days [≥ 95 %]	98%	97%
18	Working capital ratio - current assets/current liabilities [1.0]	1.3	1.2

[goal]