Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Six months to June 30, 2026

PPA

		2026	2025
Total number of assignments		**8,288**	**7,489**
	(year-over-year % change)	10.7%	13.9%
Safety			
1	Incidents on vessels under pilotage [≤ 1]	2	1
2	Incidents on pilot launches [≤ 1]	1	1
3	Pollution incidents on pilot launches [≤ 1]	0	0
Reliability			
4	Number of delays (hours) caused by pilots [≤1]	1 (1)	1 (6)
5	Number of delays (hours) caused by dispatch errors [≤1]	0	0
6	Number of delays (hours) caused by launches [≤1]	0	1 (3)
7	Total number of delays (total hours delayed) [≤3]	1 (1)	2 (9)
Efficiency: Pilots			
8	Complaints regarding pilot service level [0%] (number of complaints/number of assignments)	0.01%	0.1%
9	Callbacks as percentage of assignments [≤ 2.5%]	6.6%	1.9%
10	Annual assignments per pilot		
	a) Coastal [≥ 111]	135	129
	b) Fraser River [≥ 113]	132	118
11	Annual utilization of pilots – terminal delays [≤ 5%] (hours delayed at terminal/total hours on assignment)	1.0%	2.0%
12	Annual utilization of pilots – cancellations [≤ 8%] (number of cancellations/number of assignments)	9.2%	9.0%
Efficiency: General		**2026**	**2025**
13	Maintain an average of 3 working days to acknowledge all complaints [≤ 3 days]	2	3
14	Invoice disputes related to disputed assignment details [<1%] (number of disputes/number of invoices issued)	0.3%	0.3%
Financial			
15	Average revenue/cost per assignment		
	a) Revenue [$10,720]	$10,558	$9,956
	b) Cost [$10,638]	$10,444	$9,617
	c) Financial Result [$82]	$114	$339
16	Maintain adequate reserves (cash and investments) [≥ $21M] in '000s	$22	$21
17	Accounts receivable - % of invoices under 30 days [≥ 95 %]	96%	98%
18	Working capital ratio - current assets/current liabilities [1.0]	1.3	1.2

[goal]