

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Q2 – 2018

Safety:		Goal	YTD
1.	Incidents on vessels under pilotage	0	1
2.	Incidents on pilot launches	0	0
Reliability:			
3.	Number of delays (hours) caused by pilots	0	1(1.25)
4.	Number of delays (hours) caused by dispatch errors	0	0
5.	Number of delays (hours) caused by launches	0	1(3)
6.	Number of delays (hours) caused by computer downtime	0	0
7.	Total hours delayed due to 3 – 6	0	4.25
Efficiency: General			
8.	Unscheduled launch downtime not causing delays [Total downtime days causing delays/total days]	0%	0.65%
9.	Pollution incidents on pilot launches	0	0
10.	Maintain an average of 8 working days to resolve all complaints	8 days	3.7 days
11.	Maintain an average of 8 working days to resolve all invoice disputes	8 days	2.05 days
Efficiency: Pilots			
12.	Complaints regarding pilot service level [no. of complaints/number of assignments]	0%	0.2%
13.	Callbacks as percentage of assignments	2.5%	2.04%
14.	Cost of callbacks as percentage of total pilot revenue	1%	1.05%
15.	Annual cost increase compared to CPI Vancouver	Reported on at year- end	Reported on at year-end
16.	Annual assignments per pilot		
17.	Annual average bridge hours per pilot		
18.	Annual average cost per assignment		
19.	Annual utilization of pilots – time working [(time on board + travel time + rest)/1950]		
20.	Annual utilization of pilots – terminal delays [hours delayed at terminal/total hours on assignment]		
21.	Annual utilization of pilots – travel time to onboard time [hours spent in travel/hours on assignment]		
22.	Annual utilization of pilots – cancellations [number of cancellations/number of assignments]		
Financial:			
23.	Maintain an adequate contingency fund	\$500K	\$504K
24.	Maintain an overhead cost of less than 8.5%	8.5%	6.8%
25.	Accounts receivable - % of invoices under 30 days	90%	97%