

# MANAGEMENT KEY PERFORMANCE INDICATORS – 2017

## Third quarter

	<u>ISSUE</u>	<u>GOAL</u>	<u>TO DATE</u>
1	Number of delays caused by pilots	0	2
2	Number of dispatch errors causing delays	0	1
3	Incidents on vessels under pilotage		
	a) Class A Incidents	0	0
	b) Class B Incidents	0	0
	c) Class C Incidents	0	3
4	Incidents on pilot launches		
	a) Class A Incidents	0	0
	b) Class B and C Incidents	0	1
	c) Lost time incidents	0	0
5	Unscheduled launch downtime		
	a) Causing operational delays (Total downtime days causing delays/total days)	0%	0%
	b) Not causing operational delays (Total downtime days not causing delays/total days)	0%	0.27%
6	Environment: pollution reports from pilot launches	0	0
7	Combined computer runtime (Vancouver and Victoria)	100%	100%
8	Maintain an overhead cost of less than 8.5%	8.5%	6.3%
9	Maintain an adequate contingency fund	\$467,456	\$504,311
10	Accounts receivable (Percentage of invoices under 30 calendar days)	90%	94%
11	Maintain average of 8 working days to resolve all complaints <b>NEW:</b> 10 complaints recorded/10,392 assignments	8 days	6.6 days
12	Maintain average of 8 working days to resolve all invoice disputes <b>NEW:</b> 19 invoice disputes recorded/10,392 assignments	8 days	4.1 days