

MANAGEMENT KEY PERFORMANCE INDICATORS - 2016

Year-end

	<u>ISSUE</u>	<u>GOAL</u>	<u>TO DATE</u>
1	Number of delays caused by pilots	0	0
2	Number of dispatch errors causing delays	0	0
3	Incidents on vessels under pilotage		
	a) Class A Incidents	0	0
	b) Class B Incidents	0	0
	c) Class C Incidents	0	5
4	Incidents on pilot launches		
	a) Class A Incidents	0	0
	b) Class B and C Incidents	0	0
	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%	1.56%
6	Helicopter usage for pilot transfers (North)	40%	35.9%
7	Environment: pollution reports from pilot launches	0	0
8	Combined computer runtime (Vancouver and Victoria)	100%	100%
9	Maintain an overhead cost of less than 8.5%	8.5%	7.4%
10	Maintain an adequate contingency fund (2016 – 5% total annual revenue)	5%	3.6%
11	Accounts receivable (Percentage of invoices under 30 calendar days)	90%	87%
12	Maintain average of 8 working days to resolve all complaints	8 days	4.2 days
13	Maintain average of 8 working days to resolve all invoice disputes	8 days	4.5 days