

MANAGEMENT KEY PERFORMANCE INDICATORS – 2017

Year-end

	<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	2
3	Incidents on vessels under pilotage		
	a) Class A Incidents	0	0
	b) Class B Incidents	0	0
	c) Class C Incidents	0	4
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%	1.15%
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%	7.0%
9	Maintain an adequate contingency fund	\$467,456	\$502,974
10	Accounts receivable (Percentage of invoices under 30 calendar days)	90%	97%
11	Maintain average of 8 working days to resolve all complaints 11 complaints recorded/13,561 assignments	8 days	3.3 days
12	Maintain average of 8 working days to resolve all invoice disputes 28 invoice disputes recorded/13,561 assignments	8 days	3.7 days