

Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Three months to March 31, 2025

Safety		2025	2024
1.	Incidents on vessels under pilotage [0]	0	0
2.	Incidents on pilot launches [0]	0	0
3.	Pollution incidents on pilot launches [0]	0	0
Reliability			
4.	Number of delays (hours) caused by pilots [0]	1 (6)	4 (21)
5.	Number of delays (hours) caused by dispatch errors [0]	0	0
6.	Number of delays (hours) caused by launches [0]	0	0
7.	Total number of delays (total hours delayed) [0]	1 (6)	4 (21)
Efficiency: Pilots			
8.	Complaints regarding pilot service level [0%] (number of complaints/number of assignments)	0.1%	0%
9.	Callbacks as percentage of assignments [$\leq 2.5\%$]	1%	0%
10.	Annual assignments per pilot a) Coastal [≥ 107] b) Fraser River [≥ 120]	120 127	95 142
11.	Annual utilization of pilots – terminal delays [$\leq 5\%$] (hours delayed at terminal/total hours on assignment)	1%	1%
12.	Annual utilization of pilots – cancellations [$\leq 8\%$] (number of cancellations/number of assignments)	10%	10%
Efficiency: General			
13.	Maintain an average of 3 working days to acknowledge all complaints [≤ 3 days]	1 day	0 day
14.	Invoice disputes related to disputed assignment details [$<1\%$] (number of disputes/number of invoices issued)	0.5%	0.2%
Financial			
15.	Average revenue/cost per assignment a) Revenue [\$10,264] b) Cost [\$10,238] c) Profit (loss) [\$26]	\$9,285 \$8,970 \$ 315	\$8,341 \$8,216 \$ 125
16.	Maintain adequate reserves (cash and investments) [$\geq \$16\text{M}$]	\$17.8M	\$13.5M
17.	Accounts receivable - % of invoices under 30 days [$\geq 95\%$]	97%	97%
18.	Working capital ratio - current assets/current liabilities [1.0]	1.2	1.2

[]: goal