Pacific Pilotage Authority
KEY PERFORMANCE INDICATORS
Nine months to Septembre 30, 2026

		2026	2025
Total number of assignments		**12,948**	**11,456**
	(year-over-year % change)	13.0%	9.5%
Safety			
1	Incidents on vessels under pilotage [≤ 1]	2	1
2	Incidents on pilot launches [≤ 1]	1	1
3	Pollution incidents on pilot launches [≤ 1]	0	0
Reliability			
4	Number of delays (hours) caused by pilots [≤1]	2 (2.16)	2 (6.5)
5	Number of delays (hours) caused by dispatch errors [≤1]	1 (2.25)	0
6	Number of delays (hours) caused by launches [≤1]	0	1 (3)
7	Total number of delays (total hours delayed) [≤3]	3 (4.41)	3 (9.5)
Efficiency: Pilots			
8	Complaints regarding pilot service level [0%] (number of complaints/number of assignments)	0.02%	0.1%
9	Callbacks as percentage of assignments [≤ 2.5%]	6.8%	2.0%
10	Annual assignments per pilot		
	a) Coastal [≥ 111]	147	131
	b) Fraser River [≥ 113]	127	127
11	Annual utilization of pilots – terminal delays [≤ 5%] (hours delayed at terminal/total hours on Assignments)	1.2%	1.0%
12	Annual utilization of pilots – cancellations [≤ 8%] (number of cancelled assignments/ number of assignments)	8.2%	8.0%
Efficiency: General			
13	Maintain an average of 3 working days to acknowledge all complaints [≤ 3 days]	1.5	3
14	Invoice disputes related to disputed assignment details [<1%] (number of disputes/number of invoices issued)	0.3%	0.3%
Financial			
15	Average revenue/cost per Assignment		
	a) Revenue [$10,720]	$10,966	$10,318
	b) Cost [$10,638]	$10,661	$10,030
	c) Profit (loss) [$82]	$305	$348
16	Maintain adequate reserves (cash and investments) [≥ $21M] in '000s	$24	$22
17	Accounts receivable - % of invoices under 30 days [≥ 95 %]	99%	99%
18	Working capital ratio - current assets/current liabilities [1.0]	1.3	1.3

[goal]