

Transport Canada Civil Aviation

Level of Service

Transactions Completed Between: 01/04/2009 TO 31/03/2010

For Branch: PA

Regulatory Fee: No

Sub Activity	Total	1-15 Working days		16-30 Working days		31-60 Working days		61-90 Working days		91-180 Working days		+180 Working days		Average days
1.1 ACTING MEMO / NOTE PROVISOIRE	1	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	37
1.4 - GENERAL / GÉNÉRALITÉS	161	31	19%	43	27%	73	45%	8	5%	5	3%	1	1%	36
1.5 - MINISTERIAL INQUIRY OR BRIEFING NOTE / DEMANDE DE RENS. MINIST. OU NOTE D'INFO.	15	5	33%	1	7%	0	0%	3	20%	5	33%	1	7%	70
1.12 - SUSPEND A CANADIAN AVIATION DOCUMENT / SUSPENDRE UN DOC. D'AVIATION CANADIEN	1	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	60
1.13 - TRANSLATION REQUESTS / DEMANDES DE TRADUCTIONS	1	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1
1.14 - CORRESPONDENCE / CORRESPONDANCE	2	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%	4
1.15 - PROCESS OR PROCEDURE DOCUMENT / DOCUMENT DE PROCESSUS ET DE PROCÉDURES	5	1	20%	0	0%	4	80%	0	0%	0	0%	0	0%	42
2.1 - GENERAL INQUIRY / DEMANDE DE RENSEIGNEMENTS GÉNÉRAUX	323	188	58%	53	16%	52	16%	6	2%	11	3%	13	4%	26
2.2 - CHANGE OF ADDRESS / CHANGEMENT D'ADRESSE	145	54	37%	18	12%	23	16%	6	4%	28	19%	16	11%	65
2.7 - NOISE COMPLAINT / PLAINTES DE BRUIT	6	4	67%	0	0%	1	17%	0	0%	1	17%	0	0%	35
2.8 - OTHER / AUTRE	10	4	40%	1	10%	4	40%	0	0%	0	0%	1	10%	45
3.1 - CADORS FOLLOW UP / SUIVI DU CADORS	8	5	63%	2	25%	1	13%	0	0%	0	0%	0	0%	11
7.5 - DEREGISTRATION OF AN AIRCRAFT / ANNULATION DE L'IMMATR. D'UN AÉRONEF	129	113	88%	7	5%	6	5%	2	2%	1	1%	0	0%	10

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8.5 - ANNUAL AIRWORTHINESS INSPECTION REPORTING / PROGRAMME D'INFO. ANNUEL SUR LA NAVIGABILITÉ	240	52	22%	39	16%	106	44%	38	16%	3	1%	2	1%	37
10.1 - SCHEDULE WRITTEN EXAM(S) / CALENDRIER DES EXAMENS ÉCRITS	1	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1
12.17 - STUDENT PILOT PERMIT DATA ENTRY / INTRODUCTION DES DONNÉES DE PERMIS D'ÉLÈVE-PILOTE	844	228	27%	163	19%	317	38%	27	3%	108	13%	1	0%	38
15.14 - AUTHORIZATION - ALTERNATE MEANS OF COMPLIANCE / AUTORISATION - AUTRES MOYENS DE SE CONFORMER	1	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	26
15.23 - OBSTACLE ASSESSMENT / ÉVALUATION DES OBSTACLES	1	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	12
16.3 - INSPECTION / INSPECTION	1	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1
17.2 - MANUAL AMENDMENT / MODIFICATION DU MANUEL	3	2	67%	1	33%	0	0%	0	0%	0	0%	0	0%	13