

## Transport Canada - Civil Aviation

### Level of Service Summary Regulatory Fee: Yes Transactions Completed Between: 01/04/2010 TO 31/03/2011

For **BRANCH: PA**

Sub Activity	Service Standards		Total # of Transactions	Within Normal Service Standard Level		Within Maximum Service Standard Level		Beyond Maximum Service Standard Level		Average Days
	Normal Days	Maximum Days		# (trans)	%	# (trans)	%	# (trans)	%	
2.9 - REPLACEMENT OF MUTILATED LOST OR DESTROYED DOCUMENT / REMPLACEMENT DE DOCUMENTS ABIMÉS, PERDUS OU DÉTRUITS	5	10	22	14	64%	0	0%	8	36%	15.5
2.11 - REQUEST FOR AN EXTENSION (IFR, IR, MC, PPC, AIRCRAFT, SIM, GROUND TRAINING) / DEMANDE DE PROLONG (IFR, IP, CM, CCP AÉRONEF SIM FORMATION AU SOL	1	5	9	1	11%	6	67%	2	22%	5.6
5.1 - EXEMPTION REQUEST / DEMANDE D'EXEMPTION	30	90	9	4	44%	4	44%	1	11%	45.9
7.1 - AMENDMENT OF A C OF R / MODIF. DU CERTIFICAT D'IMMATRICULATION	7	60	23	15	65%	6	26%	2	9%	13.1
7.2 - AUTHORIZATION TO LEASE AN AIRCRAFT - CDN FROM FOREIGN / AUTORISATION DE LOUER UN AÉRONEF - CDN DE L'ÉTRANGER	3	7	3	0	0%	0	0%	3	100%	24.0
7.4 - AUTHORIZATION TO LEASE AN AIRCRAFT - FOREIGN FROM CDN / AUTORISATION DE LOUER UN AÉRONEF - ÉTRANGER DE CDN	3	7	1	1	100%	0	0%	0	0%	4.0
7.6 - ISSUE CONTINUING C OF R / DÉLIVR. CERT. D'IMMATRICULATION EN COURS	7	60	906	528	58%	332	37%	46	5%	16.1
7.7 - ISSUE OR RESERVE A SPECIAL AIRCRAFT MARK / DÉLIVR. OU RÉG. UNE MARQUE AÉRON. SPÉCIALE	1	10	106	69	65%	19	18%	18	17%	9.6
7.8 - ISSUE PROVISIONAL / TEMPORARY C OF R / DÉLIVR. CERT. D'IMMATR. PROVISOIRE / TEMPORAIRE	7	60	5	1	20%	4	80%	0	0%	17.0

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7.9 - RESERVE AN AIRCRAFT MARK / RÉSERVER UNE MARQUE AÉRONAUTIQUE	1	10	21	5	24%	6	29%	10	48%	23.0
8.3 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - OTHER / APPROB. DU CALENDRIER DE MAINT. POUR LES AUTRES AÉRONEFS	30	140	1	1	100%	0	0%	0	0%	28.0
8.4 - AMENDMENT TO MAINTENANCE SCHEDULE, TASKS OR INTERVALS / MODIF. AU CALENDRIER DE MAINT., TÂCHES ET INTERVALLES	10	10	3	1	33%	0	0%	3	100%	57.3
9.1 - AMENDMENT TO FLIGHT AUTHORITY OPERATING CONDITIONS / MODIF. DES COND. D'EXPL. DE L'AUTORITÉ DE VOL	1	5	17	8	47%	1	6%	8	47%	9.1
9.4 - APPLICATION FOR C OF A - NOT TRANSPORT, NOT ON IMPORT / DEMANDE D'UN CERT. DE NAVIG. - PAS TRANSPORT, PAS POUR IMPORT.	1	5	4	2	50%	1	25%	1	25%	8.3
9.6 - APPLICATION FOR SPECIAL C OF A - AMATEUR BUILD / DEMANDE DEMANDE D'UN CERTIFICAT SPÉCIAL DE NAVIGABILITÉ - CONSTR. AMATEUR	1	5	1	0	0%	0	0%	1	100%	19.0
9.7 - APPLICATION FOR FLIGHT PERMIT - EXPERIMENTAL / DEMANDE D'UN PERMIS DE VOL EXPÉRIMENTAL	1	5	4	0	0%	1	25%	3	75%	19.5
9.8 - APPLICATION FOR SPECIAL C OF A - LIMITED CATEGORY / DEMANDE DEMANDE D'UN CERTIFICAT SPÉCIAL DE NAVIGABILITÉ - CATÉGORIE LIMITÉE	1	5	1	0	0%	0	0%	1	100%	11.0

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9.10 - APPLICATION FOR FLIGHT PERMIT - SPECIFIC PURPOSE / DEMANDE DE PERMIS DE VOL - RAISON PRÉCISE	1	5	26	9	35%	9	35%	8	31%	9.6
9.11 - APPLICATION FOR SPECIAL C OF A / DEMANDE D'UN CERT. DE NAVIGABILITÉ	1	5	3	1	33%	0	0%	2	67%	38.7
9.13 - VALIDATION OF A FOREIGN FLIGHT AUTHORITY - AMATEUR BUILT / VALIDATION D'UNE AUTORITÉ DE VOL ÉTRANGÈRE - CONSTR. AMATE	5	5	1	0	0%	0	0%	1	100%	10.0
9.14 - VALIDATION OF A FOREIGN FLIGHT AUTHORITY - NOT AMATEUR BUILT / VALIDATION D'UNE AUTORITÉ DE VOL ÉTRANGÈRE - PAS CONSTR. AMAT.	5	5	6	6	100%	0	0%	0	0%	2.3
10.2 - AME - REGULATORY EXAMINATION / TEA - EXAMEN RÉGLEMENTAIRE	1	20	32	1	3%	20	63%	11	34%	28.3
10.3 - AME - TECHNICAL EXAMINATION / TEA - EXAMEN TECHNIQUE	1	10	2	1	50%	1	50%	0	0%	5.5
10.8 - WRITTEN EXAM FOR FLIGHT CREW LICENCE / EXAMEN ÉCRIT POUR LICENCE D'ÉQUIPAGE DE CONDUITE	10	30	1	1	100%	0	0%	0	0%	1.0
12.1 - CATEGORY 4 MEDICAL CERTIFICATE / CERTIFICAT MÉDICAL CATÉGORIE 4	20	40	17	13	76%	3	18%	1	6%	18.7
12.2 - AIR TRAFFIC CONTROLLER LICENCE AND RATING / LICENCE ET QUALIF. DE CONTR. DE LA CIRC. AÉRIENNE	20	40	3	2	67%	1	33%	0	0%	18.0

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12.3 - AIRLINE TRANSPORT PILOT LICENCE / LICENCE DE PILOTE DE LIGNE	20	40	117	81	69%	29	25%	7	6%	19.1
12.4 - AME LICENCE ISSUE / DÉLIVRANCE DE LICENCE TEA	20	40	43	18	42%	9	21%	16	37%	36.0
12.5 - AME LICENCE RENEWAL / RENOUELEMENT DE LICENCE TEA	1	5	164	24	15%	37	23%	105	64%	11.9
12.6 - AME RATING / QUALIFICATION TEA	1	20	17	0	0%	9	53%	8	47%	31.6
12.7 - CATEGORY 1, 2, 3 MEDICAL CERTIFICATE / CERTIFICAT MÉDICAL CATÉGORIE 1, 2, 3	20	40	1	1	100%	0	0%	0	0%	3.0
12.8 - COMMERCIAL, FLIGHT ENGINEER / COMMERCIAL, MÉCANICIEN DE BORD	20	40	281	168	60%	86	31%	27	10%	22.1
12.9 - FLIGHT CREW RATING INITIAL ISSUE / QUEST. INITIALE SUR LA QUALIF. D'ÉQUIP. DE CONDUITE	20	40	1,394	1,195	86%	154	11%	45	3%	13.0
12.10 - FLIGHT CREW RATING RENEWAL / RENOUV. QUALIF. D'ÉQUIPAGE DE CONDUITE	20	40	71	60	85%	9	13%	2	3%	11.2
12.12 - FOREIGN LICENCE VALIDATION / VALIDATION D'UNE LICENCE ÉTRANGÈRE	2	40	44	33	75%	11	25%	0	0%	3.4
12.13 - LIMITED TERM PILOT LICENCE / LICENCE DE PILOTE DE DURÉE LIMITÉE	20	40	1	1	100%	0	0%	0	0%	1.0
12.14 - PRIVATE, GLIDER, BALLOON, ULTRALIGHT, GYROP, RECREATION / PRIVÉ, PLANEUR, BALLON, ULTRALÉGER, AUTOGIRE, RÉCRÉATIF	20	40	659	496	75%	132	20%	31	5%	16.5

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12.16 - US TO CANADIAN LIC CONVERSION / CONVERSION DE LICENCES AMÉRICAINES À CANADIENNES	20	40	92	58	63%	20	22%	14	15%	21.2
13.1 - ISSUE FLIGHT TRAINING UNIT OC / DÉLIVR. CEA POUR UNITÉ DE FORM. AU PILOTAGE	30	60	2	1	50%	0	0%	1	50%	74.0
13.2 - AMEND FLIGHT TRAINING UNIT OC OR OPS SPEC / MODIF. CEA OU SPÉCIF. D'EXPL. POUR UNITÉ DE FORM. AU PILOTAGE	5	10	2	0	0%	0	0%	2	100%	54.0
13.9 - AERIAL WORK - ISSUE AIR OPERATOR CERTIFICATE / TRAVAIL AÉRIEN - DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE	60	120	1	1	100%	0	0%	0	0%	61.0
13.10 - AERIAL WORK - AMEND AIR OPERATOR CERTIFICATE / TRAVAIL AÉRIEN - MODIF. CERT. D'EXPL. AÉRIENNE	20	60	1	1	100%	0	0%	0	0%	20.0
13.15 - AIR TAXI VFR - NEW AIRCRAFT TYPE / TAXI AÉRIEN VRF - NOUVEAU TYPE D'AÉRONEF	20	60	1	0	0%	1	100%	0	0%	33.0
13.18 - AIR TAXI IFR - AMEND AIR OPERATOR CERTIFICATE / TAXI AÉRIEN IFR - MODIF. CERT. D'EXPL. AÉRIENNE	30	60	1	1	100%	0	0%	0	0%	14.0
13.26 - AIRLINE 50+ - AMEND AIR OPERATOR CERTIFICATE/SPEC / TRANSP. AÉRIEN 50+ - MODIF. CERT. D'EXPL. AÉRIENNE/SPÉCIF.	30	10	1	0	0%	0	0%	1	100%	45.0

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13.30 - AIRLINE OTHER - AMEND AIR OPERATOR CERTIFICATE/SPEC / AUTRE TRANSP. AÉRIEN - MODIF. CERT. D'EXPL. AÉRIENNE/SPÉCIF.	30	10	1	1	100%	0	0%	1	100%	19.0
14.3 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) 3<11 / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) 3<11	1	120	1	0	0%	0	0%	1	100%	132.0
15.5 - ISSUE RESTRICTED CERTIFICATION AUTHORITY / DÉLIVR. DE POUVOIR RESTREINT DE CERTIFICATION	1	5	1	0	0%	0	0%	1	100%	21.0