

Transport Canada - Civil Aviation

Level of Service Summary Regulatory Fee: No **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)	%	
7.5 - DEREGISTRATION OF AN AIRCRAFT / ANNULATION DE L'IMMATR. D'UN AÉRONEF	1	3	135	80	59%	35	26%	20	15%	6.3
12.18 - VERIFICATION LETTER / LETTRES DE VÉRIFICATION	10	40	96	90	94%	4	4%	2	2%	4.0
13.46 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - OTHER / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - AUTRE	10	120	1	1	100%	0	0%	0	0%	6.0
15.10 - MAINTENANCE AGREEMENT APPROVAL / APPROB. ENTENTE DE MAINTENANCE	5	40	5	1	20%	2	40%	2	40%	32.0
15.11 - FLIGHT PERMIT AUTHORIZATION - COMPANY / AUTORISATION PERMIS DE VOL - COMPAGNIE	30	40	2	1	50%	0	0%	1	50%	36.5
17.1 - INITIAL MANUAL APPROVAL / APPROB. INITIALE DU MANUEL	60	60	5	4	80%	0	0%	1	20%	63.8
17.2 - MANUAL AMENDMENT / MODIFICATION DU MANUEL	60	60	63	45	71%	0	0%	18	29%	51.4
18.3 - PILOT EXAMINER APPOINTMENT / RENEWAL / NOMINATION D'UN PILOTE EXAMINATEUR / RENOUV.	40	60	10	5	50%	2	20%	3	30%	46.4
18.5 - MINISTER'S DELEGATE - MAINTENANCE APPOINTMENT / RENEWAL / REPRÉSENTANT DU MINISTRE - MAINTENANCE NOMINATION / RENOUV.	15	30	2	0	0%	1	50%	1	50%	76.5