

Transport Canada - Civil Aviation
Service Standards Performance Report Regulatory Fee: No
(Adjusted for Client Response Time)

Transactions Completed Between: 01/04/2012 to 31/03/2013

For BRANCH: MA

Sub Activity	Service Standards		Total # of Transactions	Within Normal Service Standard Level		Within Maximum Service Standard Level		Within Service Standard		Beyond Maximum Service Standard Level		Average Days
	Normal Days	Maximum Days		#	%	#	%	#	%	#	%	Adjusted Average Days
				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
1.4 - GENERAL / GÉNÉRALITÉS	30	30	3	1	33%	0	0%	1	33%	2	67%	35.3
				1	33%	0	0%	1	33%	2	67%	35.3
1.8 - REFUND REQUEST / DEMANDE DE REMBOURSEMENT	5	5	6	6	100%	0	0%	6	100%	0	0%	2.3
				6	100%	0	0%	6	100%	0	0%	2.3
2.1 - GENERAL INQUIRY / DEMANDE DE RENSEIGNEMENTS GÉNÉRAUX	30	30	104	91	88%	0	0%	91	88%	13	13%	14.8
				93	89%	0	0%	93	89%	11	11%	13.7
2.2 - CHANGE OF ADDRESS / CHANGEMENT D'ADRESSE	10	10	176	173	98%	0	0%	173	98%	3	2%	1.9
				174	99%	0	0%	174	99%	2	1%	1.7
2.8 - OTHER / AUTRE	30	30	195	186	95%	0	0%	186	95%	9	5%	10.4
				189	97%	0	0%	189	97%	6	3%	8.7
2.14 - STATUS OF AN EARLIER REQUEST / ÉTAT D'UNE DEMANDE ANTÉRIEURE	2	2	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
2.18 - REQUEST FOR AN EXTENSION (PPC, AIRCRAFT, SIM, GROUND TRAINING) / DEMANDE DE PROLONG (CCP AÉRONEF SIM FORMATION AU SOL)	1	5	9	2	22%	4	44%	6	67%	3	33%	5.2
				2	22%	4	44%	6	67%	3	33%	5.2

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
2.19 - CHANGE OF PERSONAL INFORMATION OTHER THAN ADDRESS / CHANGEMENT DE RESEIGNEMENTS PERSONNELS (SAUF CHANGEMENT D'ADRESSE)	10	10	6	4	67%	0	0%	4	67%	2	33%	16.8
				5	83%	0	0%	5	83%	1	17%	5.0
3.1 - CADORS FOLLOW UP / SUIVI DU CADORS	30	30	1	1	100%	0	0%	1	100%	0	0%	6.0
				1	100%	0	0%	1	100%	0	0%	6.0
7.5 - DEREGISTRATION OF AN AIRCRAFT / ANNULATION DE L'IMMATR. D'UN AÉRONEF	1	3	20	11	55%	2	10%	13	65%	7	35%	24.0
				13	65%	1	5%	14	70%	6	30%	10.3
7.11 - NOTIFICATION OF CHANGE OF OWNER(S) / AVIS DE CHANGEMENT DE(DES) PROPRIÉTAIRE(S)	30	30	46	46	100%	0	0%	46	100%	0	0%	4.0
				46	100%	0	0%	46	100%	0	0%	4.0
7.12 - AIRCRAFT LEASING ADVISORY, EXTENSION, TERMINATION, OTHER / INFORMATION LOCATION D'AÉRONEFS, EXTENSION, CESSATION, AUTRE	30	30	79	76	96%	0	0%	76	96%	3	4%	7.3
				77	97%	0	0%	77	97%	2	3%	6.8
8.5 - ANNUAL AIRWORTHINESS INSPECTION REPORTING / PROGRAMME D'INFO. ANNUEL SUR LA NAVIGABILITÉ	30	30	9	8	89%	0	0%	8	89%	1	11%	22.2
				8	89%	0	0%	8	89%	1	11%	22.2
10.9 - REQUEST FOR AN EARLY EXAMINATION REWRITE / DEMANDE DE RÉDUIRE LES DÉLAIS ENTRE LES REPRISES D'EXAMEN	5	5	35	27	77%	0	0%	27	77%	8	23%	4.3
				27	77%	0	0%	27	77%	8	23%	4.3

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
12.17 - STUDENT PILOT PERMIT DATA ENTRY / INTRODUCTION DES DONNÉES DE PERMIS D'ÉLÈVE-PILOTE	30	40	283	266	94%	4	1%	270	95%	13	5%	8.0
				266	94%	4	1%	270	95%	13	5%	8.0
12.18 - VERIFICATION LETTER / LETTRES DE VÉRIFICATION	10	10	150	149	99%	0	0%	149	99%	1	1%	3.7
				149	99%	0	0%	149	99%	1	1%	3.6
12.20 - AVIATION LANGUAGE PROFICIENCY TEST / TEST DE COMPÉTENCES LINGUISTIQUES EN AVIATION	30	30	232	227	98%	0	0%	227	98%	5	2%	12.3
				227	98%	0	0%	227	98%	5	2%	12.3
12.21 - AVIATION DOCUMENT BOOKLET RENEWAL / RENOUELEMENT DE CARNET DE DOCUMENTS D'AVIATION	20	40	1	1	100%	0	0%	1	100%	0	0%	19.0
				1	100%	0	0%	1	100%	0	0%	13.0
13.45 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - UNMANNED AIR VEHICLE / DÉLIVR CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL - VÉHICULE AÉRIEN NON HABITÉ	10	20	15	5	33%	6	40%	11	73%	4	27%	15.5
				9	60%	4	27%	13	87%	2	13%	12.0
15.8 - FLIGHT TRAINING DEVICE APPROVAL - INITIAL / APPROB. DISPOSITIFS D'ENTRAÎNEMENT DE VOL - INITIALE	20	40	2	0	0%	1	50%	1	50%	1	50%	46.0
				0	0%	1	50%	1	50%	1	50%	45.0
15.14 - RECERTIFICATION OF PARTS - COMPANY APPROVAL / RECERTIFICATION DE PIÈCES - APPROB. DE LA COMPAGNIE	30	30	1	1	100%	0	0%	1	100%	0	0%	6.0
				1	100%	0	0%	1	100%	0	0%	6.0

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15.21 - OBSTACLE ASSESSMENT / ÉVALUATION DES OBSTACLES	30	45	42	36	86%	0	0%	36	86%	6	14%	31.1
				36	86%	0	0%	36	86%	6	14%	31.1
15.25 - MINIMUM EQUIPMENT LIST - AMENDMENT / LISTE D'ÉQUIPEMENT MINIMAL - MODIFICATION	60	60	1	1	100%	0	0%	1	100%	0	0%	3.0
				1	100%	0	0%	1	100%	0	0%	3.0
15.27 - AME - TECHNICAL EXAMINATION APPROVAL / TEA - APPROBATION DE L'EXAMEN TECHNIQUE	60	120	16	15	94%	0	0%	15	94%	1	6%	18.4
				16	100%	0	0%	16	100%	0	0%	10.9
15.28 - AME- APPROVAL TO WRITE REGULATORY EXAM / TEA APPROBATION D'ECRIRE L'EXAMEN REGLEMENTAIRE	30	30	35	25	71%	0	0%	25	71%	10	29%	28.0
				27	77%	0	0%	27	77%	8	23%	24.1
17.1 - INITIAL MANUAL APPROVAL / APPROB. INITIALE DU MANUEL	60	60	4	3	75%	0	0%	3	75%	1	25%	30.0
				3	75%	0	0%	3	75%	1	25%	23.0
17.2 - MANUAL AMENDMENT / MODIFICATION DU MANUEL	60	60	43	35	81%	0	0%	35	81%	8	19%	38.5
				37	86%	0	0%	37	86%	6	14%	34.3
18.1 - AUTHORIZED PERSON APPOINTMENT / RENEWAL / NOMINATION D'UN AGENT AUTORISÉ / RENOUELLEMENT	60	60	20	19	95%	0	0%	19	95%	1	5%	27.6
				20	100%	0	0%	20	100%	0	0%	22.2

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18.2 - AUTHORIZED EXAMINATION INVIGILATOR APPOINTMENT / RENEWAL / NOMINATION D'UN SURVEILLANT D'EXAMENS AUTORISÉ / RENUOV.	60	60	7	7	100%	0	0%	7	100%	0	0%	25.4
				7	100%	0	0%	7	100%	0	0%	24.3
18.4 - APPROVED CHECK PILOT / PILOTE VÉRIFICATEUR AGRÉÉ	15	30	5	4	80%	1	20%	5	100%	0	0%	7.8
				4	80%	1	20%	5	100%	0	0%	7.8
18.5 - MINISTER'S DELEGATE - MAINTENANCE APPOINTMENT / RENEWAL / REPRÉSENTANT DU MINISTRE - MAINTENANCE NOMINATION / RENUOV.	15	30	1	0	0%	1	100%	1	100%	0	0%	26.0
				0	0%	1	100%	1	100%	0	0%	26.0
18.7 - MINISTER'S DELEGATE - RECREATIONAL AVIATION APPOINTMENT / RENEWAL / REPRÉS. DU MINISTRE - AVIATION DE LOISIR NOMINATION / RENUOV.	40	40	1	0	0%	0	0%	0	0%	1	100%	100.0
				1	100%	0	0%	1	100%	0	0%	3.0
18.10 - DELEGATE MONITOR / SURVEILLANCE DES DÉLÉGUÉS	20	20	4	1	25%	0	0%	1	25%	3	75%	29.0
				1	25%	0	0%	1	25%	3	75%	27.0
18.18 - AVIATION LANGUAGE PROFICIENCY TEST EXAMINER APPOINTMENT / RENEWAL / TEST DE COMPÉTENCE LINGUISTIQUE DE L'AVIATION AUTORISÉ / RENUOV	60	60	1	0	0%	0	0%	0	0%	1	100%	95.0
				0	0%	0	0%	0	0%	1	100%	95.0