

Transport Canada - Civil Aviation
Service Standards Performance Report Regulatory Fee: Yes
(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 |
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| | Normal Days | Maximum Days | | # | % | # | % | # | % | # | % | Adjusted Average Days |
| | | | | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | |
| 2.9 - REPLACEMENT OF MUTILATED LOST OR DESTROYED DOCUMENT / REMPLACEMENT DE DOCUMENTS ABIMÉS, PERDUS OU DÉTRUITS | 5 | 10 | 85 | 75 | 88% | 6 | 7% | 81 | 95% | 4 | 5% | 4.4 |
| | | | | 78 | 92% | 5 | 6% | 83 | 98% | 2 | 2% | 3.9 |
| 2.10 - REQUEST FOR AIRCRAFT HISTORY / DEMANDE DE L'HISTORIQUE DE L'AÉRONEF | 30 | 30 | 1 | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 107.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 107.0 |
| 2.11 - REQUEST FOR AN EXTENSION (IFR, IR, MC) / DEMANDE DE PROLONG (IFR, IP, CM) | 1 | 5 | 26 | 14 | 54% | 12 | 46% | 26 | 100% | 0 | 0% | 2.6 |
| | | | | 14 | 54% | 12 | 46% | 26 | 100% | 0 | 0% | 2.6 |
| 2.13 - REQUEST FOR TEMPORARY PERSONNEL DOCUMENT / DEMANDE DE DOCUMENTS PERSONNELS TEMPORAIRES | 1 | 5 | 47 | 29 | 62% | 9 | 19% | 38 | 81% | 9 | 19% | 5.2 |
| | | | | 29 | 62% | 9 | 19% | 38 | 81% | 9 | 19% | 4.9 |
| 5.1 - EXEMPTION REQUEST / DEMANDE D'EXEMPTION | 30 | 90 | 2 | 1 | 50% | 1 | 50% | 2 | 100% | 0 | 0% | 26.5 |
| | | | | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 22.0 |
| 7.1 - AMENDMENT OF A C OF R / MODIF. DU CERTIFICAT D'IMMATRICULATION | 7 | 60 | 5 | 4 | 80% | 1 | 20% | 5 | 100% | 0 | 0% | 4.0 |
| | | | | 4 | 80% | 1 | 20% | 5 | 100% | 0 | 0% | 4.0 |
| 7.2 - AUTHORIZATION TO LEASE AN AIRCRAFT - CDN FROM FOREIGN / AUTORISATION DE LOUER UN AÉRONEF - CDN DE L'ÉTRANGER | 3 | 7 | 5 | 0 | 0% | 1 | 20% | 1 | 20% | 4 | 80% | 30.6 |
| | | | | 0 | 0% | 1 | 20% | 1 | 20% | 4 | 80% | 30.6 |

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| 7.6 - ISSUE CONTINUING C OF R / DÉLIVR. CERT. D'IMMATRICULATION EN COURS | 7 | 60 | 130 | 33 | 25% | 94 | 72% | 127 | 98% | 3 | 2% | 24.6 |
| | | | | 36 | 28% | 93 | 72% | 129 | 99% | 1 | 1% | 20.1 |
| 7.7 - ISSUE OR RESERVE A SPECIAL AIRCRAFT MARK / DÉLIVR. OU RÉG. UNE MARQUE AÉRON. SPÉCIALE | 1 | 10 | 39 | 18 | 46% | 17 | 44% | 35 | 90% | 4 | 10% | 4.4 |
| | | | | 18 | 46% | 18 | 46% | 36 | 92% | 3 | 8% | 3.9 |
| 7.8 - ISSUE PROVISIONAL / TEMPORARY C OF R / DÉLIVR. CERT. D'IMMATR. PROVISoire / TEMPORAIRE | 7 | 60 | 23 | 14 | 61% | 9 | 39% | 23 | 100% | 0 | 0% | 10.4 |
| | | | | 14 | 61% | 9 | 39% | 23 | 100% | 0 | 0% | 10.3 |
| 7.9 - RESERVE AN AIRCRAFT MARK / RÉSERVER UNE MARQUE AÉRONAUTIQUE | 1 | 10 | 33 | 24 | 73% | 6 | 18% | 30 | 91% | 3 | 9% | 3.6 |
| | | | | 24 | 73% | 7 | 21% | 31 | 94% | 2 | 6% | 3.2 |
| 7.10 - CHANGE AN AIRCRAFT MARK / DEMANDE DE MODIFICATION DE MARQUES AÉRONAUTIQUE | 30 | 30 | 2 | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 4.5 |
| | | | | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 4.5 |
| 8.2 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - LARGE AIRCRAFT / APPROB. DU CALENDRIER DE MAINT. POUR LES GROS AÉRONEFS | 30 | 140 | 2 | 1 | 50% | 1 | 50% | 2 | 100% | 0 | 0% | 32.0 |
| | | | | 1 | 50% | 1 | 50% | 2 | 100% | 0 | 0% | 32.0 |
| 8.3 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - OTHER / APPROB. DU CALENDRIER DE MAINT. POUR LES AUTRES AÉRONEFS | 30 | 140 | 1 | 0 | 0% | 1 | 100% | 1 | 100% | 0 | 0% | 39.0 |
| | | | | 0 | 0% | 1 | 100% | 1 | 100% | 0 | 0% | 35.0 |

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| 8.4 - AMENDMENT TO MAINTENANCE SCHEDULE, TASKS OR INTERVALS / MODIF. AU CALENDRIER DE MAINT., TÂCHES ET INTERVALLES | 10 | 30 | 2 | 0 | 0% | 1 | 50% | 1 | 50% | 1 | 50% | 23.5 |
| | | | | 0 | 0% | 1 | 50% | 1 | 50% | 1 | 50% | 23.5 |
| 9.10 - APPLICATION FOR FLIGHT PERMIT - SPECIFIC PURPOSE / DEMANDE DE PERMIS DE VOL - RAISON PRÉCISE | 1 | 5 | 2 | 1 | 50% | 1 | 50% | 2 | 100% | 0 | 0% | 2.5 |
| | | | | 1 | 50% | 1 | 50% | 2 | 100% | 0 | 0% | 2.5 |
| 9.14 - VALIDATION OF A FOREIGN FLIGHT AUTHORITY - NOT AMATEUR BUILT / VALIDATION D'UNE AUTORITÉ DE VOL ÉTRANGÈRE - PAS CONSTR. AMAT. | 5 | 10 | 10 | 10 | 100% | 0 | 0% | 10 | 100% | 0 | 0% | 3.2 |
| | | | | 10 | 100% | 0 | 0% | 10 | 100% | 0 | 0% | 3.2 |
| 12.1 - CATEGORY 4 MEDICAL CERTIFICATE / CERTIFICAT MÉDICAL CATÉGORIE 4 | 20 | 40 | 40 | 37 | 93% | 3 | 8% | 40 | 100% | 0 | 0% | 8.4 |
| | | | | 37 | 93% | 3 | 8% | 40 | 100% | 0 | 0% | 7.8 |
| 12.2 - AIR TRAFFIC CONTROLLER LICENCE AND RATING / LICENCE ET QUALIF. DE CONTR. DE LA CIRC. AÉRIENNE | 20 | 40 | 4 | 4 | 100% | 0 | 0% | 4 | 100% | 0 | 0% | 10.5 |
| | | | | 4 | 100% | 0 | 0% | 4 | 100% | 0 | 0% | 4.0 |
| 12.3 - AIRLINE TRANSPORT PILOT LICENCE / LICENCE DE PILOTE DE LIGNE | 20 | 40 | 36 | 27 | 75% | 6 | 17% | 33 | 92% | 3 | 8% | 18.9 |
| | | | | 30 | 83% | 4 | 11% | 34 | 94% | 2 | 6% | 15.3 |
| 12.4 - AME LICENCE ISSUE / DÉLIVRANCE DE LICENCE TEA | 20 | 40 | 36 | 19 | 53% | 8 | 22% | 27 | 75% | 9 | 25% | 38.5 |
| | | | | 27 | 75% | 6 | 17% | 33 | 92% | 3 | 8% | 23.2 |

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| 12.5 - AME LICENCE RENEWAL / RENOUVELLEMENT DE LICENCE TEA | 1 | 5 | 102 | 72 | 71% | 12 | 12% | 84 | 82% | 18 | 18% | 5.1 |
| | | | | 77 | 75% | 14 | 14% | 91 | 89% | 11 | 11% | 3.0 |
| 12.6 - AME RATING / QUALIFICATION TEA | 1 | 20 | 12 | 0 | 0% | 5 | 42% | 5 | 42% | 7 | 58% | 38.5 |
| | | | | 0 | 0% | 8 | 67% | 8 | 67% | 4 | 33% | 14.9 |
| 12.8 - COMMERCIAL, FLIGHT ENGINEER / COMMERCIAL, MÉCANICIEN DE BORD | 20 | 40 | 126 | 115 | 91% | 9 | 7% | 124 | 98% | 2 | 2% | 9.9 |
| | | | | 115 | 91% | 9 | 7% | 124 | 98% | 2 | 2% | 9.8 |
| 12.9 - FLIGHT CREW RATING INITIAL ISSUE / QUEST. INITIALE SUR LA QUALIF. D'ÉQUIP. DE CONDUITE | 20 | 40 | 568 | 534 | 94% | 26 | 5% | 560 | 99% | 8 | 1% | 7.9 |
| | | | | 538 | 95% | 24 | 4% | 562 | 99% | 6 | 1% | 7.6 |
| 12.10 - FLIGHT CREW RATING RENEWAL / RENOUV. QUALIF. D'ÉQUIPAGE DE CONDUITE | 20 | 40 | 40 | 35 | 88% | 5 | 13% | 40 | 100% | 0 | 0% | 9.7 |
| | | | | 35 | 88% | 5 | 13% | 40 | 100% | 0 | 0% | 9.7 |
| 12.12 - FOREIGN LICENCE VALIDATION / VALIDATION D'UNE LICENCE ÉTRANGÈRE | 2 | 5 | 57 | 24 | 42% | 26 | 46% | 50 | 88% | 7 | 12% | 6.5 |
| | | | | 25 | 44% | 25 | 44% | 50 | 88% | 7 | 12% | 6.2 |
| 12.14 - PRIVATE, GLIDER, BALLOON, ULTRALIGHT, GYROP, RECREATION / PRIVÉ, PLANEUR, BALLON, ULTRALÉGER, AUTOGIRE, RÉCRÉATIF | 20 | 40 | 242 | 216 | 89% | 21 | 9% | 237 | 98% | 5 | 2% | 8.7 |
| | | | | 224 | 93% | 16 | 7% | 240 | 99% | 2 | 1% | 7.4 |

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| 12.16 - US TO CANADIAN LIC CONVERSION / CONVERSION DE LICENCES AMÉRICAINES À CANADIENNES | 20 | 40 | 4 | 1 | 25% | 1 | 25% | 2 | 50% | 2 | 50% | 42.8 |
| | | | | 3 | 75% | 1 | 25% | 4 | 100% | 0 | 0% | 21.0 |
| 13.10 - AERIAL WORK - AMEND AIR OPERATOR CERTIFICATE / TRAVAIL AÉRIEN - MODIF. CERT. D'EXPL. AÉRIENNE | 20 | 40 | 2 | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 7.0 |
| | | | | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 7.0 |
| 13.14 - AIR TAXI VFR - AMEND AIR OPERATOR CERTIFICATE / TAXI AÉRIEN VFR - MODIF. CERT. D'EXPL. AÉRIENNE | 20 | 40 | 1 | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 50.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 50.0 |
| 13.26 - AIRLINE 50+ - AMEND AIR OPERATOR CERTIFICATE/SPEC / TRANSP. AÉRIEN 50+ - MODIF. CERT. D'EXPL. AÉRIENNE/SPÉCIF. | 30 | 90 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 16.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 16.0 |
| 14.7 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) 51+ / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) 51+ | 90 | 120 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 15.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 15.0 |
| 15.3 - APPROVAL OF AN AIRCRAFT MAINTENANCE ENGINEER COURSE - ADDITIONAL / APPROB. D'UN COURS POUR TECHN. D'ENTRETIEN D'AÉRONEF - ADDITIONNEL | 30 | 60 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 12.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 12.0 |
| 15.7 - LETTER OF ACCEPTANCE - JAR 145 MAINT. ORGANIZATIONS - RENEWAL / LETTRE DE RECONNAISSANCE - ORG. DE MAINT. JAR-145 - RENOUV. | 60 | 90 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 31.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 31.0 |