

**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, PA, RA, TA**

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	
1.2 - AGENDA ITEM REQUEST / DEMANDE D'UN POINT À L'ORDRE DU JOUR	5	5	2	0	0%	0	0%	0	0%	2	100%	68.5
				0	0%	0	0%	0	0%	2	100%	68.5
1.4 - GENERAL / GÉNÉRALITÉS	30	30	47	45	96%	0	0%	45	96%	2	4%	13.6
				45	96%	0	0%	45	96%	2	4%	13.6
1.5 - MINISTERIAL INQUIRY / DEMANDE DE RENS. MINIST.	15	15	5	2	40%	0	0%	2	40%	3	60%	35.6
				2	40%	0	0%	2	40%	3	60%	35.6
1.6 - PROJECT / PROJET	30	30	3	1	33%	0	0%	1	33%	2	67%	109.0
				1	33%	0	0%	1	33%	2	67%	109.0
1.7 - PURCHASE REQUEST / DEMANDE D'ACHAT	10	10	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
1.8 - REFUND REQUEST / DEMANDE DE REMBOURSEMENT	5	5	53	25	47%	0	0%	25	47%	28	53%	24.4
				25	47%	0	0%	25	47%	28	53%	24.4
1.12 - SUSPEND, CANCEL, REFUSE TO ISSUE, RENEW CANADIAN AVIATION DOC / SUSPENDRE, ANNULER, REFUSER DE DÉLIVRER, RENOUVELER UN DOC. D'AVIATION CANADIEN	2	2	97	14	14%	0	0%	14	14%	83	86%	51.9
				20	21%	0	0%	20	21%	77	79%	34.6

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
1.14 - CORRESPONDENCE / CORRESPONDANCE	5	5	6	3	50%	0	0%	3	50%	3	50%	12.3
				3	50%	0	0%	3	50%	3	50%	12.3
1.15 - PROCESS OR PROCEDURE DOCUMENT / DOCUMENT DE PROCESSUS ET DE PROCÉDURES	90	90	1	0	0%	0	0%	0	0%	1	100%	180.0
				0	0%	0	0%	0	0%	1	100%	180.0
1.16 - PRESENTATION / PRÉSENTATION	5	5	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
2.1 - GENERAL INQUIRY / DEMANDE DE RENSEIGNEMENTS GÉNÉRAUX	30	30	898	795	89%	0	0%	795	89%	103	11%	14.3
				802	89%	0	0%	802	89%	96	11%	13.5
2.2 - CHANGE OF ADDRESS / CHANGEMENT D'ADRESSE	10	10	1,012	818	81%	0	0%	818	81%	194	19%	6.9
				820	81%	0	0%	820	81%	192	19%	6.9
2.3 - INFORMAL ACCESS TO INFORMATION REQUEST / DEMANDE OFFICIEUSE D'ACCÈS À L'INFO.	30	30	14	12	86%	0	0%	12	86%	2	14%	11.6
				12	86%	0	0%	12	86%	2	14%	11.6
2.4 - INFORMAL PRIVACY REQUEST / DEMANDE OFF. D'ACCÈS AUX RENS. PERS.	30	30	5	1	20%	0	0%	1	20%	4	80%	111.4
				1	20%	0	0%	1	20%	4	80%	111.4

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
2.7 - NOISE COMPLAINT / PLAINTES DE BRUIT	30	30	28	19	68%	0	0%	19	68%	9	32%	35.8
				23	82%	0	0%	23	82%	5	18%	25.4
2.8 - OTHER / AUTRE	30	30	939	782	83%	0	0%	782	83%	157	17%	19.0
				792	84%	0	0%	792	84%	147	16%	17.6
2.14 - STATUS OF AN EARLIER REQUEST / ÉTAT D'UNE DEMANDE ANTÉRIEURE	2	2	87	74	85%	0	0%	74	85%	13	15%	5.6
				75	86%	0	0%	75	86%	12	14%	5.4
2.18 - REQUEST FOR AN EXTENSION (PPC, AIRCRAFT, SIM, GROUND TRAINING) / DEMANDE DE PROLONG (CCP AÉRONEF SIM FORMATION AU SOL)	1	5	163	34	21%	61	37%	95	58%	68	42%	17.6
				42	26%	61	37%	103	63%	60	37%	16.0
2.19 - CHANGE OF PERSONAL INFORMATION OTHER THAN ADDRESS / CHANGEMENT DE RESEIGNEMENTS PERSONNELS (SAUF CHANGEMENT D'ADRESSE)	10	10	77	53	69%	0	0%	53	69%	24	31%	10.8
				55	71%	0	0%	55	71%	22	29%	9.3
3.1 - CADORS FOLLOW UP / SUIVI DU CADORS	30	30	178	89	50%	0	0%	89	50%	89	50%	53.2
				102	57%	0	0%	102	57%	76	43%	45.4
3.2 - FALLING OBJECT INVESTIGATION / ENQUÊTE SUR LA CHUTE D'OBJETS	1	1	3	0	0%	0	0%	0	0%	3	100%	50.3
				0	0%	0	0%	0	0%	3	100%	50.3

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
3.3 - OTHER / AUTRE	30	30	9	3	33%	0	0%	3	33%	6	67%	85.4
				4	44%	0	0%	4	44%	5	56%	78.9
4.1 - EXTERNAL CAIRS SUBMISSION / PRÉSENTATION EXTERNE AU SSQAC	20	20	2	2	100%	0	0%	2	100%	0	0%	3.0
				2	100%	0	0%	2	100%	0	0%	3.0
7.5 - DEREGISTRATION OF AN AIRCRAFT / ANNULATION DE L'IMMATR. D'UN AÉRONEF	1	3	276	149	54%	33	12%	182	66%	94	34%	10.3
				174	63%	34	12%	208	75%	68	25%	6.4
7.6 - ISSUE CONTINUING C OF R / DÉLIVR. CERT. D'IMMATRICULATION EN COURS	7	60	2	2	100%	0	0%	2	100%	0	0%	1.0
				2	100%	0	0%	2	100%	0	0%	1.0
7.11 - NOTIFICATION OF CHANGE OF OWNER(S) / AVIS DE CHANGEMENT DE(DES) PROPRIÉTAIRE(S)	30	30	338	324	96%	1	0%	325	96%	13	4%	6.9
				325	96%	1	0%	326	96%	12	4%	6.8
7.12 - AIRCRAFT LEASING ADVISORY, EXTENSION, TERMINATION, OTHER / INFORMATION LOCATION D'AÉRONEFS, EXTENSION, CESSATION, AUTRE	30	30	304	295	97%	0	0%	295	97%	9	3%	6.6
				298	98%	0	0%	298	98%	6	2%	5.9
8.3 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - OTHER / APPROB. DU CALENDRIER DE MAINT. POUR LES AUTRES AÉRONEFS	140	140	1	1	100%	0	0%	1	100%	0	0%	10.0
				1	100%	0	0%	1	100%	0	0%	10.0

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
8.5 - ANNUAL AIRWORTHINESS INSPECTION REPORTING / PROGRAMME D'INFO. ANNUEL SUR LA NAVIGABILITÉ	30	30	199	174	87%	0	0%	174	87%	25	13%	17.1
				188	94%	0	0%	188	94%	11	6%	5.2
8.9 - AIRCRAFT INSPECTION / INSPECTION DES AÉRONEFS	5	5	12	2	17%	0	0%	2	17%	10	83%	63.3
				4	33%	0	0%	4	33%	8	67%	55.8
9.11 - APPLICATION FOR SPECIAL C OF A / DEMANDE D'UN CERT. DE NAVIGABILITÉ	1	5	1	0	0%	0	0%	0	0%	1	100%	12.0
				0	0%	0	0%	0	0%	1	100%	12.0
9.14 - VALIDATION OF A FOREIGN FLIGHT AUTHORITY - NOT AMATEUR BUILT / VALIDATION D'UNE AUTORITÉ DE VOL ÉTRANGÈRE - PAS CONSTR. AMAT.	5	10	1	1	100%	0	0%	1	100%	0	0%	2.0
				1	100%	0	0%	1	100%	0	0%	2.0
10.4 - CHIEF PILOT / PILOTE EN CHEF	1	20	1	0	0%	0	0%	0	0%	1	100%	126.0
				0	0%	0	0%	0	0%	1	100%	126.0
10.5 - FLIGHT DISPATCHER / RÉGULATEUR DE VOL	1	20	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
10.9 - REQUEST FOR AN EARLY EXAMINATION REWRITE / DEMANDE DE RÉDUIRE LES DÉLAIS ENTRE LES REPRISES D'EXAMEN	5	5	204	164	80%	0	0%	164	80%	40	20%	9.8
				191	94%	0	0%	191	94%	13	6%	2.9

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
11.1 - FLIGHT TEST APPOINTMENT / CONVOCACTION À UN TEST EN VOL	15	30	20	12	60%	6	30%	18	90%	2	10%	26.7
				13	65%	6	30%	19	95%	1	5%	12.6
11.2 - FLIGHT TEST UNDER PART IV / TEST EN VOL EN VERTU DE LA PARTIE IV	15	30	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
12.3 - AIRLINE TRANSPORT PILOT LICENCE / LICENCE DE PILOTE DE LIGNE	20	40	1	0	0%	1	100%	1	100%	0	0%	31.0
				0	0%	1	100%	1	100%	0	0%	31.0
12.9 - FLIGHT CREW RATING INITIAL ISSUE / QUEST. INITIALE SUR LA QUALIF. D'ÉQUIP. DE CONDUITE	20	40	1	1	100%	0	0%	1	100%	0	0%	2.0
				1	100%	0	0%	1	100%	0	0%	2.0
12.14 - PRIVATE, GLIDER, BALLOON, ULTRALIGHT, GYROP, RECREATION / PRIVÉ, PLANEUR, BALLON, ULTRALÉGER, AUTOGIRE, RÉCRÉATIF	20	40	4	0	0%	4	100%	4	100%	0	0%	22.8
				0	0%	4	100%	4	100%	0	0%	22.8
12.17 - STUDENT PILOT PERMIT DATA ENTRY / INTRODUCTION DES DONNÉES DE PERMIS D'ÉLÈVE-PILOTE	30	40	2,567	2291	89%	155	6%	2446	95%	121	5%	12.0
				2300	90%	152	6%	2452	96%	115	4%	11.4
12.18 - VERIFICATION LETTER / LETTRES DE VÉRIFICATION	10	10	496	485	98%	0	0%	485	98%	11	2%	2.8
				485	98%	0	0%	485	98%	11	2%	2.8

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
12.20 - AVIATION LANGUAGE PROFICIENCY TEST / TEST DE COMPÉTENCES LINGUISTIQUES EN AVIATION	30	30	1,917	1883	98%	0	0%	1883	98%	34	2%	9.0
				1883	98%	0	0%	1883	98%	34	2%	9.0
12.21 - AVIATION DOCUMENT BOOKLET RENEWAL / RENOUVELLEMENT DE CARNET DE DOCUMENTS D'AVIATION	20	40	91	85	93%	5	5%	90	99%	1	1%	7.5
				88	97%	2	2%	90	99%	1	1%	6.7
13.4 - ISSUE A PRIVATE OPERATOR CERTIFICATE / DÉLIVR. CERT. D'EXPLOITATION PRIVÉE	60	120	6	2	33%	0	0%	2	33%	4	67%	132.0
				3	50%	0	0%	3	50%	3	50%	90.3
13.5 - AMEND A PRIVATE OPERATOR CERTIFICATE / MODIF. CERT. D'EXPLOITATION PRIVÉE	30	90	18	4	22%	5	28%	9	50%	9	50%	79.8
				9	50%	3	17%	12	67%	6	33%	54.8
13.6 - AMEND A PRIVATE OPERATOR CERTIFICATE - NEW AIRCRAFT TYPE / MODIF. CERT. D'EXPL. PRIVÉE - NOUVEAU TYPE D'AÉRONEF	30	90	18	5	28%	9	50%	14	78%	4	22%	72.4
				8	44%	7	39%	15	83%	3	17%	58.4
13.44 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - PARACHUTING / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - PARACHUTISME	10	20	19	12	63%	4	21%	16	84%	3	16%	21.9
				12	63%	4	21%	16	84%	3	16%	21.9
13.45 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - UNMANNED AIR VEHICLE / DÉLIVR CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL - VÉHICULE AÉRIEN NON HABITÉ	10	20	138	20	14%	30	22%	50	36%	88	64%	39.2
				28	20%	29	21%	57	41%	81	59%	37.5

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
13.46 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - OTHER / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - AUTRE	10	20	44	26	59%	9	20%	35	80%	9	20%	15.8
				26	59%	9	20%	35	80%	9	20%	15.2
13.47 - ISSUE AIRPORT/HELIPORT CERTIFICATE / DÉLIVR. CERT. D'AÉROPORT/HÉLIPORT	90	90	1	0	0%	0	0%	0	0%	1	100%	138.0
				0	0%	0	0%	0	0%	1	100%	138.0
13.48 - AERODROME REGISTRATION / ENREGISTREMENT D'UN AÉRODROME	90	90	15	12	80%	0	0%	12	80%	3	20%	58.3
				13	87%	0	0%	13	87%	2	13%	45.7
14.1 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) <3 / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) <3	90	120	1	1	100%	0	0%	1	100%	0	0%	41.0
				1	100%	0	0%	1	100%	0	0%	41.0
15.8 - FLIGHT TRAINING DEVICE APPROVAL - INITIAL / APPROB. DISPOSITIFS D'ENTRAÎNEMENT DE VOL - INITIALE	20	40	5	0	0%	2	40%	2	40%	3	60%	46.2
				1	20%	2	40%	3	60%	2	40%	39.0
15.9 - FLIGHT TRAINING DEVICE APPROVAL - RENEWAL / APPROB. DISPOSITIFS D'ENTRAÎNEMENT DE VOL - RENOUV.	20	40	3	2	67%	1	33%	3	100%	0	0%	18.0
				3	100%	0	0%	3	100%	0	0%	11.0
15.10 - MAINTENANCE AGREEMENT APPROVAL / APPROB. ENTENTE DE MAINTENANCE	5	5	6	2	33%	0	0%	2	33%	4	67%	33.3
				3	50%	0	0%	3	50%	3	50%	27.8



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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
15.11 - FLIGHT PERMIT AUTHORIZATION - COMPANY / AUTORISATION PERMIS DE VOL - COMPAGNIE	30	30	10	9	90%	0	0%	9	90%	1	10%	18.4
				9	90%	0	0%	9	90%	1	10%	18.4
15.13 - AIRCRAFT CERTIFICATION AUTHORITY (ACA) - APPROVAL / AUT. DE CERTIFICATION DE L'AÉRONEF (ACA) - APPROBATION	30	30	1	1	100%	0	0%	1	100%	0	0%	13.0
				1	100%	0	0%	1	100%	0	0%	13.0
15.14 - RECERTIFICATION OF PARTS - COMPANY APPROVAL / RECERTIFICATION DE PIÈCES - APPROB. DE LA COMPAGNIE	30	30	2	1	50%	0	0%	1	50%	1	50%	36.5
				1	50%	0	0%	1	50%	1	50%	36.5
15.16 - DESIGN APPROVAL ORGANIZATION - APPROVAL / RENEWAL / AMENDMENT / ORGANISME D'APPROB. DE CONCEPTION - APPROB. / RENOUV. / MODIF.	30	30	1	1	100%	0	0%	1	100%	0	0%	5.0
				1	100%	0	0%	1	100%	0	0%	5.0
15.17 - APPROVED ENGINEERING ORGANIZATION - APPROVAL / RENEWAL / AMENDMENT / ORGANISME D'APPROB. DE CONSTRUCTION - APPROB. / RENOUV. / MODIF.	30	30	1	1	100%	0	0%	1	100%	0	0%	7.0
				1	100%	0	0%	1	100%	0	0%	7.0
15.18 - SAFETY MANAGEMENT SYSTEM APPROVAL / APPROB. SYSTÈME DE GESTION DE LA SÉCURITÉ	160	160	1	0	0%	0	0%	0	0%	1	100%	180.0
				0	0%	0	0%	0	0%	1	100%	180.0
15.20 - ROCKET LAUNCH AUTHORITY / AUTORITÉ DE LANCEMENT DE FUSÉES	10	20	1	0	0%	0	0%	0	0%	1	100%	41.0
				0	0%	0	0%	0	0%	1	100%	41.0

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15.21 - OBSTACLE ASSESSMENT / ÉVALUATION DES OBSTACLES	30	45	1,724	1396	81%	80	5%	1476	86%	248	14%	22.5
				1436	83%	66	4%	1502	87%	222	13%	20.8
15.22 - INITIAL CERTIFICATION OF A FLIGHT SIMULATION TRAINING DEVICE(FSTD) / CERT. INITIALE POUR UN DISPOSITIF D'ENTRAÎNEMENT SYNTHÉTIQUE DE VOL(DESX)	30	60	2	1	50%	0	0%	1	50%	1	50%	73.5
				1	50%	0	0%	1	50%	1	50%	21.5
15.23 - RECURRENT QUALIFICATION - FLIGHT SIMULATION TRG. DEVICE -FSTD/QUALIFICATION PÉRIODIQUE D'UN DISPOSITIF D'ENTRAÎNEMENT SYNTHÉTIQUE DE VOL-DESX	30	60	2	2	100%	0	0%	2	100%	0	0%	4.0
				2	100%	0	0%	2	100%	0	0%	4.0
15.24 - MINIMUM EQUIPMENT LIST - INITIAL / LISTE D'ÉQUIPEMENT MINIMAL - INITIALE	60	60	6	4	67%	0	0%	4	67%	2	33%	47.7
				5	83%	0	0%	5	83%	1	17%	35.8
15.25 - MINIMUM EQUIPMENT LIST - AMENDMENT / LISTE D'ÉQUIPEMENT MINIMAL - MODIFICATION	60	60	21	13	62%	0	0%	13	62%	8	38%	72.4
				16	76%	0	0%	16	76%	5	24%	42.8
15.27 - AME - TECHNICAL EXAMINATION APPROVAL / TEA - APPROBATION DE L'EXAMEN TECHNIQUE	60	120	119	99	83%	7	6%	106	89%	13	11%	38.0
				109	92%	8	7%	117	98%	2	2%	20.0

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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	
15.28 - AME- APPROVAL TO WRITE REGULATORY EXAM / TEA APPROBATION D'ECRIRE L'EXAMEN REGLEMENTAIRE	30	30	71	52	73%	0	0%	52	73%	19	27%	36.4
				55	77%	0	0%	55	77%	16	23%	28.2
15.30 - AUTHORIZATION - ALTERNATE MEANS OF COMPLIANCE / AUTORISATION - AUTRES MOYENS DE SE CONFORMER	30	30	24	22	92%	0	0%	22	92%	2	8%	16.8
				22	92%	0	0%	22	92%	2	8%	14.7
16.1 - AUDIT / VÉRIFICATION	20	30	12	1	8%	1	8%	2	17%	10	83%	149.2
				1	8%	1	8%	2	17%	10	83%	146.0
16.2 - ASSESSMENT-CAR 705 / ÉVALUATION-RAC 705	30	40	2	0	0%	0	0%	0	0%	2	100%	117.0
				0	0%	0	0%	0	0%	2	100%	117.0
16.3 - ASSESSMENT / ÉVALUATION	22	32	2	1	50%	1	50%	2	100%	0	0%	24.0
				1	50%	1	50%	2	100%	0	0%	24.0
16.5 - PROGRAM VALIDATION INSPECTION / INSPECTION DE VALIDATION DE PROGRAMME	18	28	84	13	15%	3	4%	16	19%	68	81%	87.2
				13	15%	3	4%	16	19%	68	81%	87.0
16.6 - PROCESS INSPECTION / INSPECTION DE PROCESSUS	4	8	9	0	0%	0	0%	0	0%	9	100%	78.4
				0	0%	0	0%	0	0%	9	100%	77.9

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	Normal Days	Maximum Days		#	%	#	%	#	%	#	%	Adjusted Average Days
				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
16.8 - CONFORMITY INSPECTION - DOMESTIC / INSPECTION DE CONFORMITÉ - INTÉRIEUR	30	30	3	1	33%	0	0%	1	33%	2	67%	65.0
				1	33%	0	0%	1	33%	2	67%	65.0
16.9 - FOLLOW UP ACTIVITY-ASSESSMENT / ACTIVITÉ DE SUIVI	60	200	4	1	25%	2	50%	3	75%	1	25%	127.8
				1	25%	2	50%	3	75%	1	25%	127.8
16.10 - FOLLOW UP ACTIVITY-PVI / ACTIVITÉS DE SUIVI-IVP	60	100	17	7	41%	5	29%	12	71%	5	29%	73.2
				9	53%	4	24%	13	76%	4	24%	64.5
16.12 - INSTRUCTION FOR CONTINUING AIRWORTHINESS REVIEW / INSTR. POUR CONTINUER L'EXAMEN DE NAVIGABILITÉ	30	30	4	4	100%	0	0%	4	100%	0	0%	12.8
				4	100%	0	0%	4	100%	0	0%	12.8
16.13 - INSPECTION - SPECIAL PURPOSE / INSPECTION À DES FINIS SPÉCIALES	15	15	3	2	67%	0	0%	2	67%	1	33%	49.7
				2	67%	0	0%	2	67%	1	33%	49.7
16.16 - INSPECTION - RAMP / INSPECTION SUR L'AIRE DE TRAFIC	3	3	2	0	0%	0	0%	0	0%	2	100%	39.0
				0	0%	0	0%	0	0%	2	100%	39.0
16.17 - MONITORING - INFLIGHT / SURVEILLANCE EN VOL	3	3	1	0	0%	0	0%	0	0%	1	100%	38.0
				0	0%	0	0%	0	0%	1	100%	38.0

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	Normal Days	Maximum Days		#	%	#	%	#	%	#	%	Adjusted Average Days
				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
16.19 - SAFETY OVERSIGHT MONITORING ACTIVITY / ACT. DE SURV. POUR LE CONTR. DE LA SÉCURITÉ	30	30	20	10	50%	0	0%	10	50%	10	50%	57.6
				11	55%	0	0%	11	55%	9	45%	54.4
16.20 - CORRECTIVE ACTION PLAN / PLAN DE MESURES CORRECTIVES	10	10	92	16	17%	0	0%	16	17%	76	83%	60.2
				19	21%	0	0%	19	21%	73	79%	53.8
16.21 - MONITOR GROUND SCHOOL / SURVEILLANCE DES COURS THÉORIQUES	30	30	1	0	0%	0	0%	0	0%	1	100%	215.0
				0	0%	0	0%	0	0%	1	100%	215.0
17.1 - INITIAL MANUAL APPROVAL / APPROB. INITIALE DU MANUEL	60	60	74	32	43%	0	0%	32	43%	42	57%	118.2
				35	47%	0	0%	35	47%	39	53%	83.3
17.2 - MANUAL AMENDMENT / MODIFICATION DU MANUEL	60	60	562	419	75%	0	0%	419	75%	143	25%	46.2
				436	78%	0	0%	436	78%	126	22%	42.7
18.1 - AUTHORIZED PERSON APPOINTMENT / RENEWAL / NOMINATION D'UN AGENT AUTORISÉ / RENOUELEMENT	60	60	157	72	46%	0	0%	72	46%	85	54%	71.8
				84	54%	0	0%	84	54%	73	46%	56.7
18.2 - AUTHORIZED EXAMINATION INVIGILATOR APPOINTMENT / RENEWAL / NOMINATION D'UN SURVEILLANT D'EXAMENS AUTORISÉ / RENUOV.	60	60	21	19	90%	0	0%	19	90%	2	10%	30.1
				20	95%	0	0%	20	95%	1	5%	16.7

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	Normal Days	Maximum Days		#	%	#	%	#	%	#	%	Adjusted Average Days
				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
18.3 - PILOT EXAMINER APPOINTMENT / RENEWAL / NOMINATION D'UN PILOTE EXAMINATEUR / RENOUV.	40	60	45	37	82%	2	4%	39	87%	6	13%	22.4
				37	82%	3	7%	40	89%	5	11%	18.9
18.4 - APPROVED CHECK PILOT / PILOTE VÉRIFICATEUR AGRÉÉ	15	30	86	61	71%	6	7%	67	78%	19	22%	23.8
				61	71%	6	7%	67	78%	19	22%	23.5
18.5 - MINISTER'S DELEGATE - MAINTENANCE APPOINTMENT / RENEWAL / REPRÉSENTANT DU MINISTRE - MAINTENANCE NOMINATION / RENOUV.	15	30	18	3	17%	3	17%	6	33%	12	67%	64.1
				5	28%	2	11%	7	39%	11	61%	57.9
18.6 - MINISTER'S DELEGATE - PRODUCTION APPOINTMENT / RENEWAL / REPRÉSENTANT DU MINISTRE - PRODUCTION NOMINATION / RENOUV.	40	40	2	0	0%	0	0%	0	0%	2	100%	80.0
				0	0%	0	0%	0	0%	2	100%	80.0
18.7 - MINISTER'S DELEGATE - RECREATIONAL AVIATION APPOINTMENT / RENEWAL / REPRÉS. DU MINISTRE - AVIATION DE LOISIR NOMINATION / RENOUV.	40	40	2	0	0%	0	0%	0	0%	2	100%	169.0
				2	100%	0	0%	2	100%	0	0%	2.0
18.10 - DELEGATE MONITOR / SURVEILLANCE DES DÉLÉGUÉS	20	20	420	187	45%	0	0%	187	45%	233	55%	45.1
				190	45%	0	0%	190	45%	230	55%	44.5
18.11 - ACCOUNTABLE EXECUTIVE / GESTIONNAIRE SUPÉRIEUR RESPONSABLE	10	10	9	2	22%	0	0%	2	22%	7	78%	36.2
				2	22%	0	0%	2	22%	7	78%	36.2

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	Normal Days	Maximum Days		#	%	#	%	#	%	#	%	Adjusted Average Days
				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
18.12 - PERSON RESPONSIBLE FOR MAINTENANCE / PERSONNE RESPONSABLE DE LA MAINTENANCE	60	60	25	17	68%	0	0%	17	68%	8	32%	60.7
				19	76%	0	0%	19	76%	6	24%	51.4
18.14 - CHIEF PILOT / PILOTE EN CHEF	60	60	18	15	83%	0	0%	15	83%	3	17%	34.7
				15	83%	0	0%	15	83%	3	17%	32.7
18.15 - OPERATIONS MANAGER / GESTIONNAIRE DES OPÉRATIONS	40	40	7	4	57%	0	0%	4	57%	3	43%	29.3
				5	71%	0	0%	5	71%	2	29%	23.1
18.16 - CHIEF FLYING INSTRUCTOR ACKNOWLEDGEMENT / ATTESTATION DE CHEF INSTRUCTEUR DE VOL	5	5	11	6	55%	0	0%	6	55%	5	45%	10.0
				6	55%	0	0%	6	55%	5	45%	10.0
18.17 - FLIGHT TEST RECORD / DOSSIER DE TESTS EN VOL	30	30	3	0	0%	0	0%	0	0%	3	100%	117.0
				0	0%	0	0%	0	0%	3	100%	117.0
18.18 - AVIATION LANGUAGE PROFICIENCY TEST EXAMINER APPOINTMENT / RENEWAL / TEST DE COMPÉTENCE LINGUISTIQUE DE L'AVIATION AUTORISÉ / RENOUV	60	60	27	20	74%	0	0%	20	74%	7	26%	51.7
				21	78%	0	0%	21	78%	6	22%	43.5
18.21 - APPROVED CHECK DISPATCHER / RÉGULATEUR VÉRIFICATEUR AGRÉÉ	30	30	8	5	63%	0	0%	5	63%	3	38%	22.6
				5	63%	0	0%	5	63%	3	38%	22.6

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	Normal Days	Maximum Days		#	%	#	%	#	%	#	%	Adjusted Average Days
				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
19.1 - AVIATION ACTIVITIES / ACTIVITÉS DE L'AVIATION	30	30	11	9	82%	0	0%	9	82%	2	18%	19.2
				10	91%	0	0%	10	91%	1	9%	14.9
19.2 - AIRSPACE RESTRICTION (AERONAUTICS ACT S5.1) / RESTRICTIONS DE L'ESPACE AÉRIEN (LOI SUR L'AÉRONAUTIQUE ART. 5.1)	2	2	58	15	26%	0	0%	15	26%	43	74%	29.9
				15	26%	0	0%	15	26%	43	74%	29.9
19.4 - NOTAM ADVISORY / NOTIFICATION DE NOTAM	30	30	215	120	56%	0	0%	120	56%	95	44%	44.3
				120	56%	0	0%	120	56%	95	44%	44.3
20.1 - AIRPORT ZONING / SERVITUDES D'AÉROPORT	520	520	2	2	100%	0	0%	2	100%	0	0%	30.0
				2	100%	0	0%	2	100%	0	0%	30.0
20.2 - AIRSPACE STRUCTURE, CLASSIFICATION & DESIGNATION / DEMANDES DE STRUCTURE, DE CLASSIFICATION ET DE DÉSIGNATION DE L'ESPACE AÉRIEN	30	60	1	0	0%	0	0%	0	0%	1	100%	72.0
				0	0%	0	0%	0	0%	1	100%	72.0