

**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, PA, RA, TA**

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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	396	302	76%	35	9%	337	85%	59	15%	7.9
				310	78%	33	8%	343	87%	53	13%	7.3
2.10 - REQUEST FOR AIRCRAFT HISTORY / DEMANDE DE L'HISTORIQUE DE L'AÉRONEF	30	30	2	1	50%	0	0%	1	50%	1	50%	54.0
				1	50%	0	0%	1	50%	1	50%	54.0
2.11 - REQUEST FOR AN EXTENSION (IFR, IR, MC) / DEMANDE DE PROLONG (IFR, IP, CM)	1	5	138	93	67%	32	23%	125	91%	13	9%	4.7
				101	73%	27	20%	128	93%	10	7%	3.7
2.13 - REQUEST FOR TEMPORARY PERSONNEL DOCUMENT / DEMANDE DE DOCUMENTS PERSONNELS TEMPORAIRES	1	5	92	61	66%	14	15%	75	82%	17	18%	4.5
				61	66%	14	15%	75	82%	17	18%	4.4
5.1 - EXEMPTION REQUEST / DEMANDE D'EXEMPTION	30	90	44	25	57%	15	34%	40	91%	4	9%	44.4
				26	59%	14	32%	40	91%	4	9%	43.4
7.1 - AMENDMENT OF A C OF R / MODIF. DU CERTIFICAT D'IMMATRICULATION	7	60	59	40	68%	19	32%	59	100%	0	0%	8.7
				42	71%	17	29%	59	100%	0	0%	7.4
7.2 - AUTHORIZATION TO LEASE AN AIRCRAFT - CDN FROM FOREIGN / AUTORISATION DE LOUER UN AÉRONEF - CDN DE L'ÉTRANGER	3	7	19	13	68%	1	5%	14	74%	5	26%	10.4
				13	68%	1	5%	14	74%	5	26%	10.4

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
7.3 - AUTHORIZATION TO LEASE AN AIRCRAFT - CDN TO CDN / AUTORISATION DE LOUER UN AÉRONEF - CDN À CDN	3	7	1	0	0%	0	0%	0	0%	1	100%	31.0
				0	0%	0	0%	0	0%	1	100%	31.0
7.4 - AUTHORIZATION TO LEASE AN AIRCRAFT - FOREIGN FROM CDN / AUTORISATION DE LOUER UN AÉRONEF - ÉTRANGER DE CDN	3	7	6	4	67%	1	17%	5	83%	1	17%	5.8
				4	67%	1	17%	5	83%	1	17%	5.8
7.6 - ISSUE CONTINUING C OF R / DÉLIVR. CERT. D'IMMATRICULATION EN COURS	7	60	1,928	918	48%	922	48%	1840	95%	88	5%	17.2
				1141	59%	752	39%	1893	98%	35	2%	12.1
7.7 - ISSUE OR RESERVE A SPECIAL AIRCRAFT MARK / DÉLIVR. OU RÉ. UNE MARQUE AÉRON. SPÉCIALE	1	10	366	278	76%	78	21%	356	97%	10	3%	2.6
				278	76%	79	22%	357	98%	9	2%	2.5
7.8 - ISSUE PROVISIONAL / TEMPORARY C OF R / DÉLIVR. CERT. D'IMMATR. PROVISOIRE / TEMPORAIRE	7	60	37	23	62%	14	38%	37	100%	0	0%	8.5
				23	62%	14	38%	37	100%	0	0%	8.2
7.9 - RESERVE AN AIRCRAFT MARK / RÉSERVER UNE MARQUE AÉRONAUTIQUE	1	10	178	131	74%	36	20%	167	94%	11	6%	3.7
				132	74%	37	21%	169	95%	9	5%	3.2
7.10 - CHANGE AN AIRCRAFT MARK / DEMANDE DE MODIFICATION DE MARQUES AÉRONAUTIQUE	30	30	31	31	100%	0	0%	31	100%	0	0%	11.8
				31	100%	0	0%	31	100%	0	0%	7.8

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	Normal Days	Maximum Days		#	%	#	%	#	%	#	%	Adjusted Average Days
				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
8.2 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - LARGE AIRCRAFT / APPROB. DU CALENDRIER DE MAINT. POUR LES GROS AÉRONEFS	30	140	14	3	21%	11	79%	14	100%	0	0%	55.4
				5	36%	9	64%	14	100%	0	0%	47.0
8.3 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - OTHER / APPROB. DU CALENDRIER DE MAINT. POUR LES AUTRES AÉRONEFS	140	140	31	29	94%	1	3%	30	97%	1	3%	29.6
				29	94%	1	3%	30	97%	1	3%	29.5
8.4 - AMENDMENT TO MAINTENANCE SCHEDULE, TASKS OR INTERVALS / MODIF. AU CALENDRIER DE MAINT., TÂCHES ET INTERVALLES	30	30	22	11	50%	1	5%	12	55%	10	45%	39.9
				11	50%	1	5%	12	55%	10	45%	39.2
8.7 - EXPORT CERTIFICATE OF AIRWORTHINESS - LIGHT AIRCRAFT / CERT. EXP. DE NAVIGABILITÉ - AÉRONEF LÉGER	45	90	1	1	100%	0	0%	1	100%	0	0%	43.0
				1	100%	0	0%	1	100%	0	0%	43.0
9.1 - AMENDMENT TO FLIGHT AUTHORITY OPERATING CONDITIONS / MODIF. DES COND. D'EXPL. DE L'AUTORITÉ DE VOL	1	5	39	8	21%	7	18%	15	38%	24	62%	25.2
				8	21%	7	18%	15	38%	24	62%	23.8
9.2 - APPLICATION FOR C OF A - TRANSPORT, NOT ON IMPORT / DEMANDE D'UN CERT. DE NAVIG. - TRANSPORT, PAS POUR IMPORT.	1	5	2	0	0%	0	0%	0	0%	2	100%	53.0
				0	0%	0	0%	0	0%	2	100%	53.0
9.3 - APPLICATION FOR C OF A - TRANSPORT, ON IMPORT / DEMANDE D'UN CERT. DE NAVIG. - TRANSPORT, POUR IMPORT.	45	90	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0

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	Normal Days	Maximum Days		#	%	#	%	#	%	#	%	Adjusted Average Days
				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
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	2	0	0%	0	0%	0	0%	2	100%	43.5
				0	0%	0	0%	0	0%	2	100%	43.5
9.5 - APPLICATION FOR C OF A - NOT TRANSPORT, ON IMPORT / DEMANDE D'UN CERT. DE NAVIG. - PAS TRANSPORT, POUR IMPORT.	45	90	4	3	75%	0	0%	3	75%	1	25%	78.5
				3	75%	0	0%	3	75%	1	25%	78.5
9.6 - APPLICATION FOR SPECIAL C OF A - AMATEUR BUILD / DEMANDE DEMANDE D'UN CERTIFICAT SPÉCIAL DE NAVIGABILITÉ - CONSTR. AMATEUR	1	5	6	1	17%	0	0%	1	17%	5	83%	49.0
				1	17%	0	0%	1	17%	5	83%	43.8
9.7 - APPLICATION FOR FLIGHT PERMIT - EXPERIMENTAL / DEMANDE D'UN PERMIS DE VOL EXPÉRIMENTAL	1	5	5	3	60%	1	20%	4	80%	1	20%	52.2
				3	60%	1	20%	4	80%	1	20%	52.2
9.8 - APPLICATION FOR SPECIAL C OF A - LIMITED CATEGORY / DEMANDE DEMANDE D'UN CERTIFICAT SPÉCIAL DE NAVIGABILITÉ - CATÉGORIE LIMITÉE	1	5	4	1	25%	0	0%	1	25%	3	75%	64.5
				1	25%	0	0%	1	25%	3	75%	22.8
9.9 - APPLICATION FOR SPECIAL C OF A - OWNER MAINTENANCE / DEMANDE DEMANDE D'UN CERTIFICAT SPÉCIAL DE NAVIGABILITÉ - MAINT. PAR LE PROPRIÉTAIRE	1	5	4	0	0%	3	75%	3	75%	1	25%	6.3
				0	0%	3	75%	3	75%	1	25%	6.3

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	Normal Days	Maximum Days		#	%	#	%	#	%	#	%	Adjusted Average Days
				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
9.10 - APPLICATION FOR FLIGHT PERMIT - SPECIFIC PURPOSE / DEMANDE DE PERMIS DE VOL - RAISON PRÉCISE	1	5	109	48	44%	20	18%	68	62%	41	38%	14.6
				49	45%	19	17%	68	62%	41	38%	14.5
9.11 - APPLICATION FOR SPECIAL C OF A / DEMANDE D'UN CERT. DE NAVIGABILITÉ	1	5	6	3	50%	1	17%	4	67%	2	33%	11.3
				3	50%	1	17%	4	67%	2	33%	11.3
9.12 - REINSTATEMENT OF SUSPENDED C OF A / RÉTABL. D'UN CERT. DE NAVIG. SUSPENDU	1	5	1	0	0%	0	0%	0	0%	1	100%	66.0
				0	0%	0	0%	0	0%	1	100%	66.0
9.13 - VALIDATION OF A FOREIGN FLIGHT AUTHORITY - AMATEUR BUILT / VALIDATION D'UNE AUTORITÉ DE VOL ÉTRANGÈRE - CONSTR. AMATE	5	10	1	1	100%	0	0%	1	100%	0	0%	5.0
				1	100%	0	0%	1	100%	0	0%	5.0
9.14 - VALIDATION OF A FOREIGN FLIGHT AUTHORITY - NOT AMATEUR BUILT / VALIDATION D'UNE AUTORITÉ DE VOL ÉTRANGÈRE - PAS CONSTR. AMAT.	5	10	36	30	83%	5	14%	35	97%	1	3%	8.9
				30	83%	5	14%	35	97%	1	3%	8.9
10.2 - AME - REGULATORY EXAMINATION / TEA - EXAMEN RÉGLEMENTAIRE	1	20	25	3	12%	10	40%	13	52%	12	48%	36.3
				7	28%	8	32%	15	60%	10	40%	25.7
10.3 - AME - TECHNICAL EXAMINATION / TEA - EXAMEN TECHNIQUE	1	10	1	0	0%	0	0%	0	0%	1	100%	58.0
				0	0%	0	0%	0	0%	1	100%	58.0

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
10.7 - SUPPLEMENTARY EXAM OR FOR PERMIT, RATING OR CURRENCY / EXAMEN SUPPL. POUR PERMIS, QUALIFIC. OU AGRÉMENT	10	30	5	3	60%	2	40%	5	100%	0	0%	6.2
				3	60%	2	40%	5	100%	0	0%	6.2
10.8 - WRITTEN EXAM FOR FLIGHT CREW LICENCE / EXAMEN ÉCRIT POUR LICENCE D'ÉQUIPAGE DE CONDUITE	10	30	43	36	84%	7	16%	43	100%	0	0%	3.1
				36	84%	7	16%	43	100%	0	0%	3.1
11.2 - FLIGHT TEST UNDER PART IV / TEST EN VOL EN VERTU DE LA PARTIE IV	15	30	173	143	83%	8	5%	151	87%	22	13%	13.2
				143	83%	9	5%	152	88%	21	12%	12.9
11.3 - FLIGHT TEST UNDER PART VI OR VII / TEST EN VOL EN VERTU DE LA PARTIE VI OU VII	15	30	111	42	38%	28	25%	70	63%	41	37%	36.5
				45	41%	26	23%	71	64%	40	36%	35.5
11.4 - PRACTICAL MEDICAL FLIGHT TEST / EXAMEN MÉDICAL ET TEST EN VOL PRATIQUE	15	30	1	0	0%	0	0%	0	0%	1	100%	59.0
				0	0%	0	0%	0	0%	1	100%	59.0
12.1 - CATEGORY 4 MEDICAL CERTIFICATE / CERTIFICAT MÉDICAL CATÉGORIE 4	20	40	259	214	83%	32	12%	246	95%	13	5%	10.7
				216	83%	30	12%	246	95%	13	5%	10.5
12.2 - AIR TRAFFIC CONTROLLER LICENCE AND RATING / LICENCE ET QUALIF. DE CONTR. DE LA CIRC. AÉRIENNE	20	40	27	25	93%	2	7%	27	100%	0	0%	7.0
				25	93%	2	7%	27	100%	0	0%	6.0

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
12.3 - AIRLINE TRANSPORT PILOT LICENCE / LICENCE DE PILOTE DE LIGNE	20	40	435	238	55%	131	30%	369	85%	66	15%	25.0
				247	57%	138	32%	385	89%	50	11%	22.8
12.4 - AME LICENCE ISSUE / DÉLIVRANCE DE LICENCE TEA	20	40	147	88	60%	22	15%	110	75%	37	25%	32.4
				104	71%	21	14%	125	85%	22	15%	23.2
12.5 - AME LICENCE RENEWAL / RENOUELEMENT DE LICENCE TEA	1	5	542	167	31%	120	22%	287	53%	255	47%	10.8
				175	32%	121	22%	296	55%	246	45%	10.0
12.6 - AME RATING / QUALIFICATION TEA	1	20	52	3	6%	21	40%	24	46%	28	54%	54.8
				3	6%	28	54%	31	60%	21	40%	37.3
12.7 - CATEGORY 1, 2, 3 MEDICAL CERTIFICATE / CERTIFICAT MÉDICAL CATÉGORIE 1, 2, 3	20	40	1	0	0%	1	100%	1	100%	0	0%	35.0
				0	0%	1	100%	1	100%	0	0%	35.0
12.8 - COMMERCIAL, FLIGHT ENGINEER / COMMERCIAL, MÉCANICIEN DE BORD	20	40	823	413	50%	268	33%	681	83%	142	17%	24.9
				427	52%	269	33%	696	85%	127	15%	23.4
12.9 - FLIGHT CREW RATING INITIAL ISSUE / QUEST. INITIALE SUR LA QUALIF. D'ÉQUIP. DE CONDUITE	20	40	5,645	3475	62%	1,622	29%	5097	90%	548	10%	19.8
				3494	62%	1626	29%	5120	91%	525	9%	19.4

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
12.10 - FLIGHT CREW RATING RENEWAL / RENOUV. QUALIF. D'ÉQUIPAGE DE CONDUITE	20	40	489	285	58%	167	34%	452	92%	37	8%	18.6
				293	60%	163	33%	456	93%	33	7%	17.7
12.12 - FOREIGN LICENCE VALIDATION / VALIDATION D'UNE LICENCE ÉTRANGÈRE	2	5	408	156	38%	81	20%	237	58%	171	42%	10.7
				175	43%	76	19%	251	62%	157	38%	7.7
12.13 - LIMITED TERM PILOT LICENCE / LICENCE DE PILOTE DE DURÉE LIMITÉE	20	40	18	16	89%	2	11%	18	100%	0	0%	5.7
				16	89%	2	11%	18	100%	0	0%	5.7
12.14 - PRIVATE, GLIDER, BALLOON, ULTRALIGHT, GYROP, RECREATION / PRIVÉ, PLANEUR, BALLON, ULTRALÉGER, AUTOGIRE, RÉCRÉATIF	20	40	1,930	971	50%	682	35%	1653	86%	277	14%	22.9
				995	52%	684	35%	1679	87%	251	13%	22.1
12.16 - US TO CANADIAN LIC CONVERSION / CONVERSION DE LICENCES AMÉRICAINES À CANADIENNES	20	40	204	85	42%	39	19%	124	61%	80	39%	44.2
				125	61%	39	19%	164	80%	40	20%	24.0
13.1 - ISSUE FLIGHT TRAINING UNIT OC / DÉLIVR. CEA POUR UNITÉ DE FORM. AU PILOTAGE	30	60	2	2	100%	0	0%	2	100%	0	0%	22.0
				2	100%	0	0%	2	100%	0	0%	22.0
13.2 - AMEND FLIGHT TRAINING UNIT OC OR OPS SPEC / MODIF. CEA OU SPÉCIF. D'EXPL. POUR UNITÉ DE FORM. AU PILOTAGE	5	10	23	1	4%	1	4%	2	9%	21	91%	45.7
				2	9%	4	17%	6	26%	17	74%	28.4



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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
13.3 - REINSTATE SUSPENDED FLIGHT TRAINING UNIT OC OR OPS SPEC./ RÉTABLIR CEA OU SPÉCIF. D'EXPL. SUSPENDU DE L'UNITÉ DE FORM. EN PILOTAGE	5	10	2	0	0%	1	50%	1	50%	1	50%	130.5
				0	0%	1	50%	1	50%	1	50%	130.5
13.9 - AERIAL WORK - ISSUE AIR OPERATOR CERTIFICATE / TRAVAIL AÉRIEN - DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE	60	120	1	1	100%	0	0%	1	100%	0	0%	28.0
				1	100%	0	0%	1	100%	0	0%	19.0
13.10 - AERIAL WORK - AMEND AIR OPERATOR CERTIFICATE / TRAVAIL AÉRIEN - MODIF. CERT. D'EXPL. AÉRIENNE	20	40	16	5	31%	2	13%	7	44%	9	56%	41.3
				8	50%	3	19%	11	69%	5	31%	27.8
13.11 - AERIAL WORK - NEW AIRCRAFT TYPE / TRAVAIL AÉRIEN - NOUVEAU TYPE D'AÉRONEF	20	40	3	1	33%	0	0%	1	33%	2	67%	117.0
				1	33%	0	0%	1	33%	2	67%	113.0
13.14 - AIR TAXI VFR - AMEND AIR OPERATOR CERTIFICATE / TAXI AÉRIEN VFR - MODIF. CERT. D'EXPL. AÉRIENNE	20	40	14	3	21%	2	14%	5	36%	9	64%	61.9
				4	29%	3	21%	7	50%	7	50%	47.2
13.15 - AIR TAXI VFR - NEW AIRCRAFT TYPE / TAXI AÉRIEN VFR - NOUVEAU TYPE D'AÉRONEF	20	40	6	0	0%	0	0%	0	0%	6	100%	125.5
				1	17%	1	17%	2	33%	4	67%	71.8
13.16 - AIR TAXI VFR - REINSTATE SUSPENDED AIR OPERATOR CERTIFICATE/SPEC / TAXI AÉRIEN VFR - RÉTABLIR CERT. D'EXPL. AÉRIENNE SUSPENDU/SPÉCIF.	30	90	1	0	0%	1	100%	1	100%	0	0%	87.0
				1	100%	0	0%	1	100%	0	0%	11.0

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
13.18 - AIR TAXI IFR - AMEND AIR OPERATOR CERTIFICATE / TAXI AÉRIEN IFR - MODIF. CERT. D'EXPL. AÉRIENNE	30	60	6	3	50%	2	33%	5	83%	1	17%	48.8
				3	50%	3	50%	6	100%	0	0%	25.2
13.19 - AIR TAXI IFR - NEW AIRCRAFT TYPE / TAXI AÉRIEN IFR - NOUVEAU TYPE D'AÉRONEF	30	60	3	0	0%	0	0%	0	0%	3	100%	146.0
				1	33%	0	0%	1	33%	2	67%	67.3
13.20 - AIR TAXI IFR - REINSTATE SUSPENDED AIR OPERATOR CERTIFICATE/SPEC / TAXI AÉRIEN IFR - RÉTABLIR CERT. D'EXPL. AÉRIENNE SUSPENDU/SPÉCIF.	30	30	1	1	100%	0	0%	1	100%	0	0%	17.0
				1	100%	0	0%	1	100%	0	0%	17.0
13.21 - COMMUTER - ISSUE AIR OPERATOR CERTIFICATE / NAVETTE - DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE	120	180	2	2	100%	0	0%	2	100%	0	0%	41.5
				2	100%	0	0%	2	100%	0	0%	41.5
13.22 - COMMUTER - AMEND AIR OPERATOR CERTIFICATE / NAVETTE - MODIF. CERT. D'EXPL. AÉRIENNE	30	60	22	7	32%	12	55%	19	86%	3	14%	51.1
				16	73%	3	14%	19	86%	3	14%	26.1
13.23 - COMMUTER - NEW AIRCRAFT TYPE / NAVETTE - NOUVEAU TYPE D'AÉRONEF	30	210	6	0	0%	6	100%	6	100%	0	0%	84.5
				4	67%	2	33%	6	100%	0	0%	38.3
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

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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	
13.30 - AIRLINE OTHER - AMEND AIR OPERATOR CERTIFICATE/SPEC / AUTRE TRANSP. AÉRIEN - MODIF. CERT. D'EXPL. AÉRIENNE/SPÉCIF.	30	90	5	1	20%	3	60%	4	80%	1	20%	61.4
				2	40%	2	40%	4	80%	1	20%	54.4
13.37 - REMOVE AUTHORITY - AMEND OPERATOR CERTIFICATE/SPEC / SUPPRIMER AUTORITÉ - MODIF. CERT. D'EXPLOITATION /SPÉCIF.	10	30	2	1	50%	0	0%	1	50%	1	50%	45.5
				1	50%	0	0%	1	50%	1	50%	45.0
13.40 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - <10,000 / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - <10 000	10	20	17	4	24%	1	6%	5	29%	12	71%	39.3
				4	24%	1	6%	5	29%	12	71%	39.1
13.41 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - >10,000 - <50,000 / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - >10 000 - <50 000	10	20	4	0	0%	0	0%	0	0%	4	100%	60.0
				0	0%	0	0%	0	0%	4	100%	60.0
13.42 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - >50,000 / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - >50 000	10	20	1	0	0%	0	0%	0	0%	1	100%	42.0
				0	0%	0	0%	0	0%	1	100%	42.0
13.43 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - BALLOON / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - BALLON	10	20	1	0	0%	1	100%	1	100%	0	0%	21.0
				0	0%	1	100%	1	100%	0	0%	21.0

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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	
14.1 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) <3 / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) <3	90	120	6	3	50%	1	17%	4	67%	2	33%	98.5
				3	50%	1	17%	4	67%	2	33%	98.5
14.3 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) 3<11 / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) 3<11	90	120	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
14.5 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) 11<51 / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) 11<51	90	120	3	3	100%	0	0%	3	100%	0	0%	13.0
				3	100%	0	0%	3	100%	0	0%	13.0
14.7 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) 51+ / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) 51+	90	120	4	4	100%	0	0%	4	100%	0	0%	39.5
				4	100%	0	0%	4	100%	0	0%	39.0
15.1 - AUTHORIZATION OF INDUSTRY TRAINING PRODUCTS / AUTORISATION DE PROD. DE FORMATION DE L'INDUSTRIE	30	30	7	3	43%	0	0%	3	43%	4	57%	28.7
				3	43%	0	0%	3	43%	4	57%	28.3
15.3 - APPROVAL OF AN AIRCRAFT MAINTENANCE ENGINEER COURSE - ADDITIONAL / APPROB. D'UN COURS POUR TECHN. D'ENTRETIEN D'AÉRONEF - ADDITIONNEL	30	60	13	4	31%	3	23%	7	54%	6	46%	97.0
				6	46%	3	23%	9	69%	4	31%	46.5

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	Normal Days	Maximum Days		#	%	#	%	#	%	#	%	Adjusted Average Days
				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
15.4 - APPROVAL OF AN AIRCRAFT MAINTENANCE ENGINEER COURSE - ONE TIME / APPROB. D'UN COURS POUR TECHN. D'ENTRETIEN D'AÉRONEF - UNE FOIS	30	60	1	0	0%	1	100%	1	100%	0	0%	46.0
				0	0%	1	100%	1	100%	0	0%	46.0
15.5 - ISSUE RESTRICTED CERTIFICATION AUTHORITY / DÉLIVR. DE POUVOIR RESTREINT DE CERTIFICATION	1	5	2	0	0%	0	0%	0	0%	2	100%	10.5
				0	0%	0	0%	0	0%	2	100%	10.5
15.7 - LETTER OF ACCEPTANCE - JAR 145 MAINT. ORGANIZATIONS - RENEWAL / LETTRE DE RECONNAISSANCE - ORG. DE MAINT. JAR-145 - RENOUV.	60	90	4	1	25%	2	50%	3	75%	1	25%	76.0
				2	50%	1	25%	3	75%	1	25%	68.8
15.29 - AUTHORIZATION UNDER PART VII / AUTORISATION EN VERTU DE LA PARTIE VII	7	14	19	13	68%	3	16%	16	84%	3	16%	9.2
				13	68%	3	16%	16	84%	3	16%	9.1
15.33 - ISSUE SUPPLEMENTARY TYPE CERTIFICATE / DÉLIVRANCE CERTIFICAT DE TYPE SUPPLÉMENTAIRE	149	149	1	1	100%	0	0%	1	100%	0	0%	28.0
				1	100%	0	0%	1	100%	0	0%	28.0
15.34 - ISSUE LIMITED SUPPLEMENTARY TYPE CERTIFICATE / DÉLIVRANCE CERTIFICAT DE TYPE SUPPLÉMENTAIRE RESTREINT	84	84	4	3	75%	0	0%	3	75%	1	25%	38.8
				3	75%	0	0%	3	75%	1	25%	38.8
15.35 - REISSUE SUPPLEMENTARY TYPE CERTIFICATE / REDÉLIVRANCE CERTIFICAT DE TYPE SUPPLÉMENTAIRE	65	65	1	1	100%	0	0%	1	100%	0	0%	28.0
				1	100%	0	0%	1	100%	0	0%	28.0

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	Normal Days	Maximum Days		#	%	#	%	#	%	#	%	Adjusted Average Days
				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
15.38 - PART DESIGN APPROVAL / APPROB. DE CONCEPTION DE PIÈCE	30	30	1	1	100%	0	0%	1	100%	0	0%	17.0
				1	100%	0	0%	1	100%	0	0%	16.0