

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: PA

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	
2.9 - REPLACEMENT OF MUTILATED LOST OR DESTROYED DOCUMENT / REMPLACEMENT DE DOCUMENTS ABIMÉS, PERDUS OU DÉTRUITS	5	10	192	121	63%	21	11%	142	74%	50	26%	11.2
				126	66%	20	10%	146	76%	46	24%	10.5
2.10 - REQUEST FOR AIRCRAFT HISTORY / DEMANDE DE L'HISTORIQUE DE L'AÉRONEF	30	30	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
2.11 - REQUEST FOR AN EXTENSION (IFR, IR, MC) / DEMANDE DE PROLONG (IFR, IP, CM)	1	5	85	60	71%	14	16%	74	87%	11	13%	6.0
				68	80%	9	11%	77	91%	8	9%	4.5
2.13 - REQUEST FOR TEMPORARY PERSONNEL DOCUMENT / DEMANDE DE DOCUMENTS PERSONNELS TEMPORAIRES	1	5	18	12	67%	3	17%	15	83%	3	17%	3.5
				12	67%	3	17%	15	83%	3	17%	3.5
5.1 - EXEMPTION REQUEST / DEMANDE D'EXEMPTION	30	90	42	24	57%	14	33%	38	90%	4	10%	45.3
				24	57%	14	33%	38	90%	4	10%	44.4
7.1 - AMENDMENT OF A C OF R / MODIF. DU CERTIFICAT D'IMMATRICULATION	7	60	22	15	68%	7	32%	22	100%	0	0%	10.2
				15	68%	7	32%	22	100%	0	0%	8.6
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

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
7.4 - AUTHORIZATION TO LEASE AN AIRCRAFT - FOREIGN FROM CDN / AUTORISATION DE LOUER UN AÉRONEF - ÉTRANGER DE CDN	3	7	1	0	0%	0	0%	0	0%	1	100%	22.0
				0	0%	0	0%	0	0%	1	100%	22.0
7.6 - ISSUE CONTINUING C OF R / DÉLIVR. CERT. D'IMMATRICULATION EN COURS	7	60	851	380	45%	421	49%	801	94%	50	6%	18.6
				474	56%	353	41%	827	97%	24	3%	13.6
7.7 - ISSUE OR RESERVE A SPECIAL AIRCRAFT MARK / DÉLIVR. OU RÉG. UNE MARQUE AÉRON. SPÉCIALE	1	10	136	79	58%	51	38%	130	96%	6	4%	3.8
				79	58%	51	38%	130	96%	6	4%	3.8
7.8 - ISSUE PROVISIONAL / TEMPORARY C OF R / DÉLIVR. CERT. D'IMMATR. PROVISOIRE / TEMPORAIRE	7	60	6	3	50%	3	50%	6	100%	0	0%	6.5
				3	50%	3	50%	6	100%	0	0%	6.5
7.9 - RESERVE AN AIRCRAFT MARK / RÉSERVER UNE MARQUE AÉRONAUTIQUE	1	10	39	18	46%	16	41%	34	87%	5	13%	8.9
				19	49%	16	41%	35	90%	4	10%	6.7
7.10 - CHANGE AN AIRCRAFT MARK / DEMANDE DE MODIFICATION DE MARQUES AÉRONAUTIQUE	30	30	17	17	100%	0	0%	17	100%	0	0%	11.9
				17	100%	0	0%	17	100%	0	0%	8.7
8.2 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - LARGE AIRCRAFT / APPROB. DU CALENDRIER DE MAINT. POUR LES GROS AÉRONEFS	30	140	12	2	17%	10	83%	12	100%	0	0%	59.3
				4	33%	8	67%	12	100%	0	0%	49.5

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
8.3 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - OTHER / APPROB. DU CALENDRIER DE MAINT. POUR LES AUTRES AÉRONEFS	140	140	30	29	97%	0	0%	29	97%	1	3%	29.3
				29	97%	0	0%	29	97%	1	3%	29.3
8.4 - AMENDMENT TO MAINTENANCE SCHEDULE, TASKS OR INTERVALS / MODIF. AU CALENDRIER DE MAINT., TÂCHES ET INTERVALLES	30	30	20	11	55%	0	0%	11	55%	9	45%	41.6
				11	55%	0	0%	11	55%	9	45%	40.8
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
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

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
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 EXPÉRIEMENTAL	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 NAVIGABILITÉL - 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
9.10 - APPLICATION FOR FLIGHT PERMIT - SPECIFIC PURPOSE / DEMANDE DE PERMIS DE VOL - RAISON PRÉCISE	1	5	107	47	44%	19	18%	66	62%	41	38%	14.8
				48	45%	18	17%	66	62%	41	38%	14.7
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

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
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	26	20	77%	5	19%	25	96%	1	4%	11.1
				20	77%	5	19%	25	96%	1	4%	11.1
10.2 - AME - REGULATORY EXAMINATION / TEA - EXAMEN RÉGLEMENTAIRE	1	20	24	2	8%	10	42%	12	50%	12	50%	37.8
				6	25%	8	33%	14	58%	10	42%	26.8
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
10.8 - WRITTEN EXAM FOR FLIGHT CREW LICENCE / EXAMEN ÉCRIT POUR LICENCE D'ÉQUIPAGE DE CONDUITE	10	30	28	28	100%	0	0%	28	100%	0	0%	1.0
				28	100%	0	0%	28	100%	0	0%	1.0
11.2 - FLIGHT TEST UNDER PART IV / TEST EN VOL EN VERTU DE LA PARTIE IV	15	30	51	33	65%	4	8%	37	73%	14	27%	24.8
				33	65%	5	10%	38	75%	13	25%	23.9

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
11.3 - FLIGHT TEST UNDER PART VI OR VII / TEST EN VOL EN VERTU DE LA PARTIE VI OU VII	15	30	106	38	36%	28	26%	66	62%	40	38%	37.8
				41	39%	26	25%	67	63%	39	37%	36.7
12.1 - CATEGORY 4 MEDICAL CERTIFICATE / CERTIFICAT MÉDICAL CATÉGORIE 4	20	40	187	167	89%	10	5%	177	95%	10	5%	8.6
				169	90%	8	4%	177	95%	10	5%	8.3
12.2 - AIR TRAFFIC CONTROLLER LICENCE AND RATING / LICENCE ET QUALIF. DE CONTR. DE LA CIRC. AÉRIENNE	20	40	7	6	86%	1	14%	7	100%	0	0%	10.4
				6	86%	1	14%	7	100%	0	0%	10.4
12.3 - AIRLINE TRANSPORT PILOT LICENCE / LICENCE DE PILOTE DE LIGNE	20	40	179	118	66%	38	21%	156	87%	23	13%	20.4
				123	69%	44	25%	167	93%	12	7%	17.7
12.4 - AME LICENCE ISSUE / DÉLIVRANCE DE LICENCE TEA	20	40	91	61	67%	9	10%	70	77%	21	23%	27.6
				69	76%	10	11%	79	87%	12	13%	18.8
12.5 - AME LICENCE RENEWAL / RENOUVELLEMENT DE LICENCE TEA	1	5	345	92	27%	63	18%	155	45%	190	55%	11.8
				95	28%	62	18%	157	46%	188	54%	11.1
12.6 - AME RATING / QUALIFICATION TEA	1	20	34	3	9%	12	35%	15	44%	19	56%	62.8
				3	9%	16	47%	19	56%	15	44%	44.3

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
12.8 - COMMERCIAL, FLIGHT ENGINEER / COMMERCIAL, MÉCANICIEN DE BORD	20	40	381	226	59%	125	33%	351	92%	30	8%	22.0
				239	63%	127	33%	366	96%	15	4%	19.1
12.9 - FLIGHT CREW RATING INITIAL ISSUE / QUEST. INITIALE SUR LA QUALIF. D'ÉQUIP. DE CONDUITE	20	40	2,968	2225	75%	640	22%	2865	97%	103	3%	15.4
				2239	75%	642	22%	2881	97%	87	3%	14.8
12.10 - FLIGHT CREW RATING RENEWAL / RENOUV. QUALIF. D'ÉQUIPAGE DE CONDUITE	20	40	237	167	70%	59	25%	226	95%	11	5%	13.5
				174	73%	55	23%	229	97%	8	3%	12.1
12.12 - FOREIGN LICENCE VALIDATION / VALIDATION D'UNE LICENCE ÉTRANGÈRE	2	5	265	101	38%	31	12%	132	50%	133	50%	12.6
				117	44%	28	11%	145	55%	120	45%	8.3
12.13 - LIMITED TERM PILOT LICENCE / LICENCE DE PILOTE DE DURÉE LIMITÉE	20	40	6	4	67%	2	33%	6	100%	0	0%	12.7
				4	67%	2	33%	6	100%	0	0%	12.7
12.14 - PRIVATE, GLIDER, BALLOON, ULTRALIGHT, GYROP, RECREATION / PRIVÉ, PLANEUR, BALLON, ULTRALÉGER, AUTOGIRE, RÉCRÉATIF	20	40	870	459	53%	358	41%	817	94%	53	6%	21.4
				470	54%	361	41%	831	96%	39	4%	20.4
12.16 - US TO CANADIAN LIC CONVERSION / CONVERSION DE LICENCES AMÉRICAINES À CANADIENNES	20	40	131	70	53%	15	11%	85	65%	46	35%	41.7
				103	79%	12	9%	115	88%	16	12%	18.6

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
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
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	14	3	21%	2	14%	5	36%	9	64%	46.1
				6	43%	3	21%	9	64%	5	36%	30.7
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	13	3	23%	2	15%	5	38%	8	62%	62.8
				4	31%	3	23%	7	54%	6	46%	47.0

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13.15 - AIR TAXI VFR - NEW AIRCRAFT TYPE / TAXI AÉRIEN VRF - 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
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

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
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
13.30 - 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

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: PA

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	
13.43 - 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
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	3	3	100%	0	0%	3	100%	0	0%	47.7
				3	100%	0	0%	3	100%	0	0%	47.0
15.1 - AUTHORIZATION OF INDUSTRY TRAINING PRODUCTS / AUTORISATION DE PROD. DE FORMATION DE L'INDUSTRIE	30	30	6	3	50%	0	0%	3	50%	3	50%	23.5
				3	50%	0	0%	3	50%	3	50%	23.0

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

For BRANCH: PA

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	
15.3 - APPROVAL OF AN AIRCRAFT MAINTENANCE ENGINEER COURSE - ADDITIONAL / APPROB. D'UN COURS POUR TECHN. D'ENTRETIEN D'AÉRONEF - ADDITIONNEL	30	60	12	3	25%	3	25%	6	50%	6	50%	104.1
				5	42%	3	25%	8	67%	4	33%	49.3
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	3	0	0%	2	67%	2	67%	1	33%	91.0
				1	33%	1	33%	2	67%	1	33%	81.3
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

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For BRANCH: PA

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	
15.35 - 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
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