

**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: RA**

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	
1.7 - 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
2.1 - GENERAL INQUIRY / DEMANDE DE RENSEIGNEMENTS GÉNÉRAUX	30	30	4	4	100%	0	0%	4	100%	0	0%	3.3
				4	100%	0	0%	4	100%	0	0%	1.0
2.2 - CHANGE OF ADDRESS / CHANGEMENT D'ADRESSE	10	10	144	138	96%	0	0%	138	96%	6	4%	2.5
				138	96%	0	0%	138	96%	6	4%	2.5
2.8 - OTHER / AUTRE	30	30	17	12	71%	0	0%	12	71%	5	29%	25.0
				13	76%	0	0%	13	76%	4	24%	18.2
7.5 - DEREGISTRATION OF AN AIRCRAFT / ANNULATION DE L'IMMATR. D'UN AÉRONEF	1	3	81	43	53%	6	7%	49	60%	32	40%	11.8
				55	68%	7	9%	62	77%	19	23%	7.2
7.11 - NOTIFICATION OF CHANGE OF OWNER(S) / AVIS DE CHANGEMENT DE(DES) PROPRIÉTAIRE(S)	30	30	127	125	98%	1	1%	126	99%	1	1%	3.1
				125	98%	1	1%	126	99%	1	1%	3.1
7.12 - AIRCRAFT LEASING ADVISORY, EXTENSION, TERMINATION, OTHER / INFORMATION LOCATION D'AÉRONEFS, EXTENSION, CESSATION, AUTRE	30	30	16	16	100%	0	0%	16	100%	0	0%	2.3
				16	100%	0	0%	16	100%	0	0%	2.1

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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
10.9 - REQUEST FOR AN EARLY EXAMINATION REWRITE / DEMANDE DE RÉDUIRE LES DÉLAIS ENTRE LES REPRISÉS D'EXAMEN	5	5	3	3	100%	0	0%	3	100%	0	0%	2.0
				3	100%	0	0%	3	100%	0	0%	2.0
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
12.17 - STUDENT PILOT PERMIT DATA ENTRY / INTRODUCTION DES DONNÉES DE PERMIS D'ÉLÈVE-PILOTE	30	40	700	608	87%	47	7%	655	94%	45	6%	9.2
				608	87%	47	7%	655	94%	45	6%	9.2
12.18 - VERIFICATION LETTER / LETTRES DE VÉRIFICATION	10	10	3	3	100%	0	0%	3	100%	0	0%	1.0
				3	100%	0	0%	3	100%	0	0%	1.0
12.20 - AVIATION LANGUAGE PROFICIENCY TEST / TEST DE COMPÉTENCES LINGUISTIQUES EN AVIATION	30	30	518	507	98%	0	0%	507	98%	11	2%	4.7
				507	98%	0	0%	507	98%	11	2%	4.7

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13.4 - ISSUE A PRIVATE OPERATOR CERTIFICATE / DÉLIVR. CERT. D'EXPLOITATION PRIVÉE	60	120	3	2	67%	0	0%	2	67%	1	33%	89.7
				2	67%	0	0%	2	67%	1	33%	89.7
13.5 - AMEND A PRIVATE OPERATOR CERTIFICATE / MODIF. CERT. D'EXPLOITATION PRIVÉE	30	90	6	1	17%	1	17%	2	33%	4	67%	88.5
				1	17%	1	17%	2	33%	4	67%	88.5
13.6 - AMEND A PRIVATE OPERATOR CERTIFICATE - NEW AIRCRAFT TYPE / MODIF. CERT. D'EXPL. PRIVÉE - NOUVEAU TYPE D'AÉRONEF	30	90	11	4	36%	4	36%	8	73%	3	27%	76.8
				4	36%	4	36%	8	73%	3	27%	76.8
15.21 - OBSTACLE ASSESSMENT / ÉVALUATION DES OBSTACLES	30	45	160	2	1%	0	0%	2	1%	158	99%	56.9
				2	1%	0	0%	2	1%	158	99%	56.9
15.25 - MINIMUM EQUIPMENT LIST - AMENDMENT / LISTE D'ÉQUIPEMENT MINIMAL - MODIFICATION	60	60	1	1	100%	0	0%	1	100%	0	0%	2.0
				1	100%	0	0%	1	100%	0	0%	2.0
15.27 - AME - TECHNICAL EXAMINATION APPROVAL / TEA - APPROBATION DE L'EXAMEN TECHNIQUE	60	120	3	1	33%	2	67%	3	100%	0	0%	63.0
				1	33%	2	67%	3	100%	0	0%	63.0
17.2 - MANUAL AMENDMENT / MODIFICATION DU MANUEL	60	60	7	6	86%	0	0%	6	86%	1	14%	33.9
				7	100%	0	0%	7	100%	0	0%	22.3

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18.1 - AUTHORIZED PERSON APPOINTMENT / RENEWAL / NOMINATION D'UN AGENT AUTORISÉ / RENOUVELLEMENT	60	60	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0