

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: 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	
2.9 - REPLACEMENT OF MUTILATED LOST OR DESTROYED DOCUMENT / REMPLACEMENT DE DOCUMENTS ABIMÉS, PERDUS OU DÉTRUITS	5	10	71	63	89%	6	8%	69	97%	2	3%	6.1
				63	89%	6	8%	69	97%	2	3%	5.2
2.11 - REQUEST FOR AN EXTENSION (IFR, IR, MC) / DEMANDE DE PROLONG (IFR, IP, CM)	1	5	18	15	83%	2	11%	17	94%	1	6%	1.9
				15	83%	2	11%	17	94%	1	6%	1.9
2.13 - REQUEST FOR TEMPORARY PERSONNEL DOCUMENT / DEMANDE DE DOCUMENTS PERSONNELS TEMPORAIRES	1	5	21	15	71%	2	10%	17	81%	4	19%	4.5
				15	71%	2	10%	17	81%	4	19%	4.5
7.1 - AMENDMENT OF A C OF R / MODIF. DU CERTIFICAT D'IMMATRICULATION	7	60	16	12	75%	4	25%	16	100%	0	0%	4.8
				14	88%	2	13%	16	100%	0	0%	3.1
7.2 - AUTHORIZATION TO LEASE AN AIRCRAFT - CDN FROM FOREIGN / AUTORISATION DE LOUER UN AÉRONEF - CDN DE L'ÉTRANGER	3	7	6	6	100%	0	0%	6	100%	0	0%	1.0
				6	100%	0	0%	6	100%	0	0%	1.0
7.6 - ISSUE CONTINUING C OF R / DÉLIVR. CERT. D'IMMATRICULATION EN COURS	7	60	663	401	60%	238	36%	639	96%	24	4%	13.8
				492	74%	161	24%	653	98%	10	2%	8.4
7.7 - ISSUE OR RESERVE A SPECIAL AIRCRAFT MARK / DÉLIVR. OU RÉG. UNE MARQUE AÉRON. SPÉCIALE	1	10	129	129	100%	0	0%	129	100%	0	0%	1.0
				129	100%	0	0%	129	100%	0	0%	1.0

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7.8 - ISSUE PROVISIONAL / TEMPORARY C OF R / DÉLIVR. CERT. D'IMMATR. PROVISOIRE / TEMPORAIRE	7	60	5	4	80%	1	20%	5	100%	0	0%	3.8
				4	80%	1	20%	5	100%	0	0%	2.6
7.9 - RESERVE AN AIRCRAFT MARK / RÉSERVER UNE MARQUE AÉRONAUTIQUE	1	10	64	60	94%	2	3%	62	97%	2	3%	1.6
				60	94%	2	3%	62	97%	2	3%	1.6
7.10 - CHANGE AN AIRCRAFT MARK / DEMANDE DE MODIFICATION DE MARQUES AÉRONAUTIQUE	30	30	4	4	100%	0	0%	4	100%	0	0%	14.0
				4	100%	0	0%	4	100%	0	0%	2.3
11.2 - FLIGHT TEST UNDER PART IV / TEST EN VOL EN VERTU DE LA PARTIE IV	15	30	10	3	30%	0	0%	3	30%	7	70%	36.2
				3	30%	0	0%	3	30%	7	70%	36.2
11.3 - FLIGHT TEST UNDER PART VI OR VII / TEST EN VOL EN VERTU DE LA PARTIE VI OU VII	15	30	2	1	50%	0	0%	1	50%	1	50%	18.0
				1	50%	0	0%	1	50%	1	50%	18.0
12.1 - CATEGORY 4 MEDICAL CERTIFICATE / CERTIFICAT MÉDICAL CATÉGORIE 4	20	40	6	3	50%	1	17%	4	67%	2	33%	25.0
				3	50%	1	17%	4	67%	2	33%	25.0
12.2 - AIR TRAFFIC CONTROLLER LICENCE AND RATING / LICENCE ET QUALIF. DE CONTR. DE LA CIRC. AÉRIENNE	20	40	14	14	100%	0	0%	14	100%	0	0%	2.9
				14	100%	0	0%	14	100%	0	0%	2.9

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12.3 - AIRLINE TRANSPORT PILOT LICENCE / LICENCE DE PILOTE DE LIGNE	20	40	166	80	48%	69	42%	149	90%	17	10%	26.0
				80	48%	71	43%	151	91%	15	9%	25.4
12.4 - AME LICENCE ISSUE / DÉLIVRANCE DE LICENCE TEA	20	40	20	8	40%	5	25%	13	65%	7	35%	43.2
				8	40%	5	25%	13	65%	7	35%	43.2
12.5 - AME LICENCE RENEWAL / RENOUELEMENT DE LICENCE TEA	1	5	95	3	3%	45	47%	48	51%	47	49%	13.4
				3	3%	45	47%	48	51%	47	49%	13.4
12.6 - AME RATING / QUALIFICATION TEA	1	20	6	0	0%	4	67%	4	67%	2	33%	42.0
				0	0%	4	67%	4	67%	2	33%	42.0
12.8 - COMMERCIAL, FLIGHT ENGINEER / COMMERCIAL, MÉCANICIEN DE BORD	20	40	172	12	7%	58	34%	70	41%	102	59%	43.0
				13	8%	57	33%	70	41%	102	59%	42.7
12.9 - FLIGHT CREW RATING INITIAL ISSUE / QUEST. INITIALE SUR LA QUALIF. D'ÉQUIP. DE CONDUITE	20	40	1,398	375	27%	627	45%	1002	72%	396	28%	32.7
				375	27%	627	45%	1002	72%	396	28%	32.6
12.10 - FLIGHT CREW RATING RENEWAL / RENOUV. QUALIF. D'ÉQUIPAGE DE CONDUITE	20	40	163	58	36%	83	51%	141	87%	22	13%	27.6
				59	36%	83	51%	142	87%	21	13%	27.2

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12.12 - FOREIGN LICENCE VALIDATION / VALIDATION D'UNE LICENCE ÉTRANGÈRE	2	5	28	5	18%	6	21%	11	39%	17	61%	11.5
				6	21%	6	21%	12	43%	16	57%	10.5
12.14 - PRIVATE, GLIDER, BALLOON, ULTRALIGHT, GYROP, RECREATION / PRIVÉ, PLANEUR, BALLON, ULTRALÉGER, AUTOGIRE, RÉCRÉATIF	20	40	493	126	26%	175	35%	301	61%	192	39%	34.0
				128	26%	178	36%	306	62%	187	38%	33.6
12.16 - US TO CANADIAN LIC CONVERSION / CONVERSION DE LICENCES AMÉRICAINES À CANADIENNES	20	40	15	5	33%	4	27%	9	60%	6	40%	50.1
				7	47%	3	20%	10	67%	5	33%	30.9
15.1 - AUTHORIZATION OF INDUSTRY TRAINING PRODUCTS / AUTORISATION DE PROD. DE FORMATION DE L'INDUSTRIE	30	30	1	0	0%	0	0%	0	0%	1	100%	60.0
				0	0%	0	0%	0	0%	1	100%	60.0