

**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: 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	
1.4 - GENERAL / GÉNÉRALITÉS	30	30	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
1.6 - PROJECT / PROJET	30	30	1	0	0%	0	0%	0	0%	1	100%	186.0
				0	0%	0	0%	0	0%	1	100%	186.0
1.8 - REFUND REQUEST / DEMANDE DE REMBOURSEMENT	5	5	1	0	0%	0	0%	0	0%	1	100%	33.0
				0	0%	0	0%	0	0%	1	100%	33.0
1.12 - SUSPEND, CANCEL, REFUSE TO ISSUE, RENEW CANADIAN AVIATION DOC / SUSPENDRE, ANNULER, REFUSER DE DÉLIVRER, RENOUVELER UN DOC. D'AVIATION CANADIEN	2	2	2	1	50%	0	0%	1	50%	1	50%	5.5
				1	50%	0	0%	1	50%	1	50%	5.5
1.14 - CORRESPONDENCE / CORRESPONDANCE	5	5	3	1	33%	0	0%	1	33%	2	67%	9.0
				1	33%	0	0%	1	33%	2	67%	9.0
2.1 - GENERAL INQUIRY / DEMANDE DE RENSEIGNEMENTS GÉNÉRAUX	30	30	120	106	88%	0	0%	106	88%	14	12%	12.4
				106	88%	0	0%	106	88%	14	12%	12.4
2.2 - CHANGE OF ADDRESS / CHANGEMENT D'ADRESSE	10	10	125	111	89%	0	0%	111	89%	14	11%	4.8
				111	89%	0	0%	111	89%	14	11%	4.8

**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: 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	
2.3 - INFORMAL ACCESS TO INFORMATION REQUEST / DEMANDE OFFICIEUSE D'ACCÈS À L'INFO.	30	30	3	2	67%	0	0%	2	67%	1	33%	22.3
				2	67%	0	0%	2	67%	1	33%	22.3
2.8 - OTHER / AUTRE	30	30	159	144	91%	0	0%	144	91%	15	9%	13.5
				146	92%	0	0%	146	92%	13	8%	12.6
2.14 - STATUS OF AN EARLIER REQUEST / ÉTAT D'UNE DEMANDE ANTÉRIEURE	2	2	39	36	92%	0	0%	36	92%	3	8%	1.5
				37	95%	0	0%	37	95%	2	5%	1.3
2.19 - CHANGE OF PERSONAL INFORMATION OTHER THAN ADDRESS / CHANGEMENT DE RESEIGNEMENTS PERSONNELS (SAUF CHANGEMENT D'ADRESSE)	10	10	25	25	100%	0	0%	25	100%	0	0%	2.0
				25	100%	0	0%	25	100%	0	0%	2.0
3.1 - CADORS FOLLOW UP / SUIVI DU CADORS	30	30	9	6	67%	0	0%	6	67%	3	33%	28.1
				6	67%	0	0%	6	67%	3	33%	28.1
3.3 - OTHER / AUTRE	30	30	1	0	0%	0	0%	0	0%	1	100%	34.0
				0	0%	0	0%	0	0%	1	100%	34.0
7.5 - DEREGISTRATION OF AN AIRCRAFT / ANNULATION DE L'IMMATR. D'UN AÉRONEF	1	3	48	20	42%	5	10%	25	52%	23	48%	9.7
				27	56%	4	8%	31	65%	17	35%	5.6

**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: 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	
7.11 - NOTIFICATION OF CHANGE OF OWNER(S) / AVIS DE CHANGEMENT DE(DES) PROPRIÉTAIRE(S)	30	30	43	41	95%	0	0%	41	95%	2	5%	10.0
				41	95%	0	0%	41	95%	2	5%	9.7
7.12 - AIRCRAFT LEASING ADVISORY, EXTENSION, TERMINATION, OTHER / INFORMATION LOCATION D'AÉRONEFS, EXTENSION, CESSATION, AUTRE	30	30	73	68	93%	0	0%	68	93%	5	7%	11.1
				70	96%	0	0%	70	96%	3	4%	8.9
12.17 - STUDENT PILOT PERMIT DATA ENTRY / INTRODUCTION DES DONNÉES DE PERMIS D'ÉLÈVE-PILOTE	30	40	331	260	79%	57	17%	317	96%	14	4%	20.0
				260	79%	57	17%	317	96%	14	4%	20.0
12.18 - VERIFICATION LETTER / LETTRES DE VÉRIFICATION	10	10	49	42	86%	0	0%	42	86%	7	14%	5.2
				42	86%	0	0%	42	86%	7	14%	5.2
12.20 - AVIATION LANGUAGE PROFICIENCY TEST / TEST DE COMPÉTENCES LINGUISTIQUES EN AVIATION	30	30	177	171	97%	0	0%	171	97%	6	3%	13.0
				171	97%	0	0%	171	97%	6	3%	13.0
12.21 - AVIATION DOCUMENT BOOKLET RENEWAL / RENOUVELLEMENT DE CARNET DE DOCUMENTS D'AVIATION	20	40	89	84	94%	5	6%	89	100%	0	0%	6.4
				87	98%	2	2%	89	100%	0	0%	5.6
18.1 - AUTHORIZED PERSON APPOINTMENT / RENEWAL / NOMINATION D'UN AGENT AUTORISÉ / RENOUVELLEMENT	60	60	12	12	100%	0	0%	12	100%	0	0%	15.1
				12	100%	0	0%	12	100%	0	0%	15.1

**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: 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	
18.2 - AUTHORIZED EXAMINATION INVIGILATOR APPOINTMENT / RENEWAL / NOMINATION D'UN SURVEILLANT D'EXAMENS AUTORISÉ / RENOUV.	60	60	5	4	80%	0	0%	4	80%	1	20%	28.4
				4	80%	0	0%	4	80%	1	20%	28.4
18.3 - PILOT EXAMINER APPOINTMENT / RENEWAL / NOMINATION D'UN PILOTE EXAMINATEUR / RENOUV.	40	60	1	1	100%	0	0%	1	100%	0	0%	22.0
				1	100%	0	0%	1	100%	0	0%	22.0
18.18 - AVIATION LANGUAGE PROFICIENCY TEST EXAMINER APPOINTMENT / RENEWAL / TEST DE COMPÉTENCE LINGUISTIQUE DE L'AVIATION AUTORISÉ / RENOUV	60	60	6	6	100%	0	0%	6	100%	0	0%	25.3
				6	100%	0	0%	6	100%	0	0%	25.3