

**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: 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	
2.9 - REPLACEMENT OF MUTILATED LOST OR DESTROYED DOCUMENT / REMPLACEMENT DE DOCUMENTS ABIMÉS, PERDUS OU DÉTRUITS	5	10	48	43	90%	2	4%	45	94%	3	6%	3.2
				43	90%	2	4%	45	94%	3	6%	3.2
2.11 - REQUEST FOR AN EXTENSION (IFR, IR, MC) / DEMANDE DE PROLONG (IFR, IP, CM)	1	5	9	4	44%	4	44%	8	89%	1	11%	3.6
				4	44%	4	44%	8	89%	1	11%	3.6
2.13 - REQUEST FOR TEMPORARY PERSONNEL DOCUMENT / DEMANDE DE DOCUMENTS PERSONNELS TEMPORAIRES	1	5	6	5	83%	0	0%	5	83%	1	17%	2.8
				5	83%	0	0%	5	83%	1	17%	2.8
7.1 - AMENDMENT OF A C OF R / MODIF. DU CERTIFICAT D'IMMATRICULATION	7	60	16	9	56%	7	44%	16	100%	0	0%	11.9
				9	56%	7	44%	16	100%	0	0%	11.0
7.2 - AUTHORIZATION TO LEASE AN AIRCRAFT - CDN FROM FOREIGN / AUTORISATION DE LOUER UN AÉRONEF - CDN DE L'ÉTRANGER	3	7	8	7	88%	0	0%	7	88%	1	13%	4.9
				7	88%	0	0%	7	88%	1	13%	4.9
7.4 - AUTHORIZATION TO LEASE AN AIRCRAFT - FOREIGN FROM CDN / AUTORISATION DE LOUER UN AÉRONEF - ÉTRANGER DE CDN	3	7	5	4	80%	1	20%	5	100%	0	0%	2.6
				4	80%	1	20%	5	100%	0	0%	2.6
7.6 - ISSUE CONTINUING C OF R / DÉLIVR. CERT. D'IMMATRICULATION EN COURS	7	60	284	104	37%	169	60%	273	96%	11	4%	17.8
				139	49%	145	51%	284	100%	0	0%	12.3

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
7.7 - ISSUE OR RESERVE A SPECIAL AIRCRAFT MARK / DÉLIVR. OU RÉG. UNE MARQUE AÉRON. SPÉCIALE	1	10	62	52	84%	10	16%	62	100%	0	0%	1.8
				52	84%	10	16%	62	100%	0	0%	1.8
7.8 - ISSUE PROVISIONAL / TEMPORARY C OF R / DÉLIVR. CERT. D'IMMATR. PROVISOIRE / TEMPORAIRE	7	60	3	2	67%	1	33%	3	100%	0	0%	5.0
				2	67%	1	33%	3	100%	0	0%	5.0
7.9 - RESERVE AN AIRCRAFT MARK / RÉSERVER UNE MARQUE AÉRONAUTIQUE	1	10	42	29	69%	12	29%	41	98%	1	2%	2.2
				29	69%	12	29%	41	98%	1	2%	2.2
7.10 - CHANGE AN AIRCRAFT MARK / DEMANDE DE MODIFICATION DE MARQUES AÉRONAUTIQUE	30	30	8	8	100%	0	0%	8	100%	0	0%	12.1
				8	100%	0	0%	8	100%	0	0%	9.6
10.2 - AME - REGULATORY EXAMINATION / TEA - EXAMEN RÉGLEMENTAIRE	1	20	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
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	15	8	53%	7	47%	15	100%	0	0%	7.1
				8	53%	7	47%	15	100%	0	0%	7.1

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
11.2 - FLIGHT TEST UNDER PART IV / TEST EN VOL EN VERTU DE LA PARTIE IV	15	30	112	107	96%	4	4%	111	99%	1	1%	5.9
				107	96%	4	4%	111	99%	1	1%	5.9
11.3 - FLIGHT TEST UNDER PART VI OR VII / TEST EN VOL EN VERTU DE LA PARTIE VI OU VII	15	30	3	3	100%	0	0%	3	100%	0	0%	3.0
				3	100%	0	0%	3	100%	0	0%	3.0
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	26	7	27%	18	69%	25	96%	1	4%	26.4
				7	27%	18	69%	25	96%	1	4%	26.4
12.2 - AIR TRAFFIC CONTROLLER LICENCE AND RATING / LICENCE ET QUALIF. DE CONTR. DE LA CIRC. AÉRIENNE	20	40	2	1	50%	1	50%	2	100%	0	0%	17.0
				1	50%	1	50%	2	100%	0	0%	17.0
12.3 - AIRLINE TRANSPORT PILOT LICENCE / LICENCE DE PILOTE DE LIGNE	20	40	54	13	24%	18	33%	31	57%	23	43%	41.2
				14	26%	19	35%	33	61%	21	39%	36.8
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

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12.8 - COMMERCIAL, FLIGHT ENGINEER / COMMERCIAL, MÉCANICIEN DE BORD	20	40	144	60	42%	76	53%	136	94%	8	6%	23.9
				60	42%	76	53%	136	94%	8	6%	23.8
12.9 - FLIGHT CREW RATING INITIAL ISSUE / QUEST. INITIALE SUR LA QUALIF. D'ÉQUIP. DE CONDUITE	20	40	711	341	48%	329	46%	670	94%	41	6%	22.3
				342	48%	333	47%	675	95%	36	5%	21.9
12.10 - FLIGHT CREW RATING RENEWAL / RENOUV. QUALIF. D'ÉQUIPAGE DE CONDUITE	20	40	49	25	51%	20	41%	45	92%	4	8%	20.2
				25	51%	20	41%	45	92%	4	8%	20.1
12.12 - FOREIGN LICENCE VALIDATION / VALIDATION D'UNE LICENCE ÉTRANGÈRE	2	5	58	26	45%	18	31%	44	76%	14	24%	5.2
				27	47%	17	29%	44	76%	14	24%	5.0
12.13 - LIMITED TERM PILOT LICENCE / LICENCE DE PILOTE DE DURÉE LIMITÉE	20	40	12	12	100%	0	0%	12	100%	0	0%	2.2
				12	100%	0	0%	12	100%	0	0%	2.2
12.14 - PRIVATE, GLIDER, BALLOON, ULTRALIGHT, GYROP, RECREATION / PRIVÉ, PLANEUR, BALLON, ULTRALÉGER, AUTOGIRE, RÉCRÉATIF	20	40	325	170	52%	128	39%	298	92%	27	8%	20.9
				173	53%	129	40%	302	93%	23	7%	20.1
12.16 - US TO CANADIAN LIC CONVERSION / CONVERSION DE LICENCES AMÉRICAINES À CANADIENNES	20	40	54	9	17%	19	35%	28	52%	26	48%	48.8
				12	22%	23	43%	35	65%	19	35%	35.4