

Transport Canada - Civil Aviation
Service Standards Performance Report Regulatory Fee: No
(Adjusted for Client Response Time)

Transactions Completed Between: 4/1/2013 to 3/31/2014

For BRANCH: AARO, MA, NA, PA, RA, TA

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| | Normal Days | Maximum Days | | # | % | # | % | # | % | # | % | Adjusted Average Days |
| | | | | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | |
| 1.1 - ACTING MEMO / NOTE PROVISOIRE | 30 | 30 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 28.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 28.0 |
| 1.2 - AGENDA ITEM REQUEST / DEMANDE D'UN POINT À L'ORDRE DU JOUR | 5 | 5 | 1 | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 78.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 78.0 |
| 1.3 - FACILITY REQUIREMENT / EXIGENCES DE L'INSTALLATION | 60 | 60 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 1.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 1.0 |
| 1.4 - GENERAL / GÉNÉRALITÉS | 30 | 30 | 76 | 72 | 95% | 0 | 0% | 72 | 95% | 4 | 5% | 7.5 |
| | | | | 72 | 95% | 0 | 0% | 72 | 95% | 4 | 5% | 7.5 |
| 1.5 - MINISTERIAL INQUIRY / DEMANDE DE RENS. MINIST. | 15 | 15 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 16.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 16.0 |
| 1.6 - PROJECT / PROJET | 30 | 30 | 2 | 0 | 0% | 0 | 0% | 0 | 0% | 2 | 100% | 80.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 2 | 100% | 80.0 |
| 1.8 - REFUND REQUEST / DEMANDE DE REMBOURSEMENT | 5 | 5 | 56 | 23 | 41% | 0 | 0% | 23 | 41% | 33 | 59% | 19.4 |
| | | | | 23 | 41% | 0 | 0% | 23 | 41% | 33 | 59% | 19.4 |

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| | | | | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | |
| 1.9 - STAFFING REQUEST / DEMANDE DE PERSONNEL | 10 | 10 | 2 | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 7.5 |
| | | | | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 7.5 |
| 1.11 - RISK ASSESSMENT / ÉVALUATION DES RISQUES | 30 | 30 | 1 | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 59.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 59.0 |
| 1.12 - SUSPEND, CANCEL, REFUSE TO ISSUE, RENEW CANADIAN AVIATION DOC / SUSPENDRE, ANNULER, REFUSER DE DÉLIVRER, RENOUVELER UN DOC. D'AVIATION CANADIEN | 2 | 2 | 276 | 124 | 45% | 0 | 0% | 124 | 45% | 152 | 55% | 29.7 |
| | | | | 126 | 46% | 0 | 0% | 126 | 46% | 150 | 54% | 26.6 |
| 1.14 - CORRESPONDENCE / CORRESPONDANCE | 5 | 5 | 34 | 25 | 74% | 0 | 0% | 25 | 74% | 9 | 26% | 9.4 |
| | | | | 25 | 74% | 0 | 0% | 25 | 74% | 9 | 26% | 9.4 |
| 1.15 - PROCESS OR PROCEDURE DOCUMENT / DOCUMENT DE PROCESSUS ET DE PROCÉDURES | 90 | 90 | 3 | 2 | 67% | 0 | 0% | 2 | 67% | 1 | 33% | 42.3 |
| | | | | 3 | 100% | 0 | 0% | 3 | 100% | 0 | 0% | 21.0 |
| 1.18 - BRIEFING NOTE / NOTE D'INFO | 10 | 30 | 1 | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 113.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 113.0 |
| 1.19 - GUIDANCE REQUEST / DEMANDE D'ORIENTATION | 15 | 30 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 12.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 12.0 |

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| 2.1 - GENERAL INQUIRY / DEMANDE DE RENSEIGNEMENTS GÉNÉRAUX | 30 | 30 | 3,857 | 3700 | 96% | 0 | 0% | 3700 | 96% | 157 | 4% | 5.6 |
| | | | | 3704 | 96% | 0 | 0% | 3704 | 96% | 153 | 4% | 5.5 |
| 2.2 - CHANGE OF ADDRESS / CHANGEMENT D'ADRESSE | 10 | 10 | 1,394 | 1110 | 80% | 0 | 0% | 1110 | 80% | 284 | 20% | 7.3 |
| | | | | 1111 | 80% | 0 | 0% | 1111 | 80% | 283 | 20% | 7.2 |
| 2.3 - INFORMAL ACCESS TO INFORMATION REQUEST / DEMANDE OFFICIEUSE D'ACCÈS À L'INFO. | 30 | 30 | 5 | 5 | 100% | 0 | 0% | 5 | 100% | 0 | 0% | 11.8 |
| | | | | 5 | 100% | 0 | 0% | 5 | 100% | 0 | 0% | 11.8 |
| 2.4 - INFORMAL PRIVACY REQUEST / DEMANDE OFF. D'ACCÈS AUX RENS. PERS. | 30 | 30 | 18 | 8 | 44% | 0 | 0% | 8 | 44% | 10 | 56% | 48.5 |
| | | | | 8 | 44% | 0 | 0% | 8 | 44% | 10 | 56% | 48.5 |
| 2.7 - NOISE COMPLAINT / PLAINTES DE BRUIT | 30 | 30 | 27 | 22 | 81% | 0 | 0% | 22 | 81% | 5 | 19% | 23.1 |
| | | | | 22 | 81% | 0 | 0% | 22 | 81% | 5 | 19% | 23.1 |
| 2.8 - OTHER / AUTRE | 30 | 30 | 786 | 653 | 83% | 0 | 0% | 653 | 83% | 134 | 17% | 17.1 |
| | | | | 663 | 84% | 0 | 0% | 663 | 84% | 124 | 16% | 15.9 |
| 2.9 - REPLACEMENT OF MUTILATED LOST OR DESTROYED DOCUMENT / REMPLACEMENT DE DOCUMENTS ABIMÉS, PERDUS OU DÉTRUITS | 20 | 10 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 3.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 3.0 |

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| 2.14 - STATUS OF AN EARLIER REQUEST / ÉTAT D'UNE DEMANDE ANTÉRIEURE | 2 | 2 | 300 | 286 | 95% | 0 | 0% | 286 | 95% | 14 | 5% | 1.9 |
| | | | | 286 | 95% | 0 | 0% | 286 | 95% | 14 | 5% | 1.9 |
| 2.15 - REQUEST FOR EDUCATION/ PROMOTIONAL PRESENTATION / DEMANDE DE PRÉSENTATION PÉDAGOGIQUE / PROMOTIONNELLE | 60 | 60 | 9 | 9 | 100% | 0 | 0% | 9 | 100% | 0 | 0% | 18.0 |
| | | | | 9 | 100% | 0 | 0% | 9 | 100% | 0 | 0% | 18.0 |
| 2.18 - REQUEST FOR AN EXTENSION (PPC, AIRCRAFT, SIM, GROUND TRAINING) / DEMANDE DE PROLONG (CCP AÉRONEF SIM FORMATION AU SOL) | 1 | 5 | 461 | 267 | 58% | 102 | 22% | 369 | 80% | 92 | 20% | 6.8 |
| | | | | 267 | 58% | 102 | 22% | 369 | 80% | 92 | 20% | 6.8 |
| 2.19 - CHANGE OF PERSONAL INFORMATION OTHER THAN ADDRESS / CHANGEMENT DE RESEIGNEMENTS PERSONNELS (SAUF CHANGEMENT D'ADRESSE) | 10 | 10 | 82 | 63 | 77% | 0 | 0% | 63 | 77% | 19 | 23% | 8.7 |
| | | | | 66 | 80% | 0 | 0% | 66 | 80% | 16 | 20% | 8.0 |
| 2.20 - BAD ADDRESS - RETURNED DOCUMENT / MAUVAISE ADRESSE - RENVOI DE DOCUMENT | 30 | 30 | 29 | 29 | 100% | 0 | 0% | 29 | 100% | 0 | 0% | 4.1 |
| | | | | 29 | 100% | 0 | 0% | 29 | 100% | 0 | 0% | 4.1 |
| 2.21 - CFS-WAS UPDATE / MISE À JOUR DU CFS-WAS | 30 | 45 | 2 | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 5.0 |
| | | | | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 5.0 |
| 3.1 - CADORS FOLLOW UP / SUIVI DU CADORS | 30 | 30 | 192 | 142 | 74% | 0 | 0% | 142 | 74% | 50 | 26% | 22.7 |
| | | | | 156 | 81% | 0 | 0% | 156 | 81% | 36 | 19% | 17.3 |

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| 3.1 - CADORS FOLLOW UP / SUIVI DU CADORS CAP REQUEST LETTER SENT AUG 21, 2013, PHONED SEPT 13 CAPS TO BE READY MID NEXT WEEK.CAPS RECIEVED OCTOBER 1. | 30 | 30 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 31.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 31.0 |
| 3.2 - FALLING OBJECT INCIDENT / LA BAISSSE DES INCIDENTS DE L'OBJET | 1 | 1 | 3 | 0 | 0% | 0 | 0% | 0 | 0% | 3 | 100% | 27.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 3 | 100% | 27.0 |
| 3.3 - OTHER / AUTRE | 30 | 30 | 16 | 9 | 56% | 0 | 0% | 9 | 56% | 7 | 44% | 28.3 |
| | | | | 9 | 56% | 0 | 0% | 9 | 56% | 7 | 44% | 28.3 |
| 5.1 - EXEMPTION REQUEST / DEMANDE D'EXEMPTION | 30 | 90 | 1 | 0 | 0% | 1 | 100% | 1 | 100% | 0 | 0% | 47.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 12.0 |
| 7.5 - DEREGISTRATION OF AN AIRCRAFT / ANNULATION DE L'IMMATR. D'UN AÉRONEF | 1 | 3 | 402 | 220 | 55% | 70 | 17% | 290 | 72% | 112 | 28% | 6.2 |
| | | | | 271 | 67% | 64 | 16% | 335 | 83% | 67 | 17% | 4.0 |
| 7.11 - NOTIFICATION OF CHANGE OF OWNER(S) / AVIS DE CHANGEMENT DE(DES) PROPRIÉTAIRE(S) | 30 | 30 | 310 | 267 | 86% | 0 | 0% | 267 | 86% | 43 | 14% | 15.7 |
| | | | | 268 | 86% | 0 | 0% | 268 | 86% | 42 | 14% | 15.3 |
| 7.12 - AIRCRAFT LEASING ADVISORY, EXTENSION, TERMINATION, OTHER / INFORMATION LOCATION D'AÉRONEFS, EXTENSION, CESSATION, AUTRE | 30 | 30 | 446 | 402 | 90% | 0 | 0% | 402 | 90% | 44 | 10% | 14.5 |
| | | | | 404 | 91% | 0 | 0% | 404 | 91% | 42 | 9% | 14.1 |

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| | | | | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | |
| 7.13 - FLIGHT TIME REPORTING / RAPPORT DE TEMPS DE VOL | 30 | 30 | 8 | 1 | 13% | 0 | 0% | 1 | 13% | 7 | 88% | 80.3 |
| | | | | 1 | 13% | 0 | 0% | 1 | 13% | 7 | 88% | 80.3 |
| 7.14 - IDERA REQUEST / DEMANDE AIRIE | 10 | 10 | 6 | 4 | 67% | 0 | 0% | 4 | 67% | 2 | 33% | 13.2 |
| | | | | 5 | 83% | 0 | 0% | 5 | 83% | 1 | 17% | 7.5 |
| 8.5 - ANNUAL AIRWORTHINESS INSPECTION REPORTING / PROGRAMME D'INFO. ANNUEL SUR LA NAVIGABILITÉ | 30 | 30 | 2 | 1 | 50% | 0 | 0% | 1 | 50% | 1 | 50% | 25.5 |
| | | | | 1 | 50% | 0 | 0% | 1 | 50% | 1 | 50% | 25.5 |
| 8.9 - AIRCRAFT INSPECTION / INSPECTION DES AÉRONEFS | 5 | 5 | 31 | 15 | 48% | 0 | 0% | 15 | 48% | 16 | 52% | 16.7 |
| | | | | 17 | 55% | 0 | 0% | 17 | 55% | 14 | 45% | 12.8 |
| 8.10 - DEVIATION TO MAINTENANCE SCHEDULE, TASKS OR INTERVALS / DÉVIATION DU CALENDRIER DE MAINTENANCE, TÂCHES OU INTERVALLES | 30 | 30 | 2 | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 7.0 |
| | | | | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 7.0 |
| 10.1 - SCHEDULE WRITTEN EXAM(S) / CALENDRIER DES EXAMENS ÉCRITS | 10 | 30 | 5 | 5 | 100% | 0 | 0% | 5 | 100% | 0 | 0% | 2.0 |
| | | | | 5 | 100% | 0 | 0% | 5 | 100% | 0 | 0% | 2.0 |
| 10.4 - CHIEF PILOT / PILOTE EN CHEF | 1 | 20 | 10 | 6 | 60% | 2 | 20% | 8 | 80% | 2 | 20% | 10.4 |
| | | | | 6 | 60% | 2 | 20% | 8 | 80% | 2 | 20% | 10.4 |

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| | | | | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | |
| 10.6 - PERSON RESPONSIBLE FOR MAINTENANCE / RESPONSABLE DE LA MAINTENANCE | 1 | 20 | 4 | 3 | 75% | 1 | 25% | 4 | 100% | 0 | 0% | 3.5 |
| | | | | 3 | 75% | 1 | 25% | 4 | 100% | 0 | 0% | 3.5 |
| 10.9 - REQUEST FOR AN EARLY EXAMINATION REWRITE / DEMANDE DE RÉDUIRE LES DÉLAIS ENTRE LES REPRISÉS D'EXAMEN | 5 | 5 | 175 | 149 | 85% | 0 | 0% | 149 | 85% | 26 | 15% | 4.3 |
| | | | | 153 | 87% | 0 | 0% | 153 | 87% | 22 | 13% | 3.7 |
| 11.1 - FLIGHT TEST APPOINTMENT / CONVOCATION À UN TEST EN VOL | 15 | 30 | 2 | 1 | 50% | 0 | 0% | 1 | 50% | 1 | 50% | 35.5 |
| | | | | 1 | 50% | 0 | 0% | 1 | 50% | 1 | 50% | 35.5 |
| 12.17 - STUDENT PILOT PERMIT DATA ENTRY / INTRODUCTION DES DONNÉES DE PERMIS D'ÉLÈVE-PILOTE | 30 | 40 | 3,090 | 2386 | 77% | 379 | 12% | 2765 | 89% | 325 | 11% | 16.7 |
| | | | | 2398 | 78% | 379 | 12% | 2777 | 90% | 313 | 10% | 16.3 |
| 12.18 - VERIFICATION LETTER / LETTRES DE VÉRIFICATION | 10 | 10 | 696 | 664 | 95% | 0 | 0% | 664 | 95% | 32 | 5% | 4.0 |
| | | | | 668 | 96% | 0 | 0% | 668 | 96% | 28 | 4% | 3.8 |
| 12.19 - ISSUE AEROBATIC COMPETENCY CERTIFICATE / DÉLIVRANCE D'UN CERTIFICAT DE COMPÉTENCE POUR VOLTIGE AÉRIENNE | 10 | 20 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 5.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 5.0 |
| 12.20 - AVIATION LANGUAGE PROFICIENCY TEST / TEST DE COMPÉTENCES LINGUISTIQUES EN AVIATION | 30 | 30 | 1,879 | 1837 | 98% | 0 | 0% | 1837 | 98% | 42 | 2% | 7.8 |
| | | | | 1837 | 98% | 0 | 0% | 1837 | 98% | 42 | 2% | 7.8 |

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| | | | | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | |
| 12.21 - AVIATION DOCUMENT BOOKLET RENEWAL / RENOUVELLEMENT DE CARNET DE DOCUMENTS D'AVIATION | 20 | 40 | 6,349 | 5480 | 86% | 759 | 12% | 6239 | 98% | 110 | 2% | 10.8 |
| | | | | 5639 | 89% | 635 | 10% | 6274 | 99% | 75 | 1% | 9.4 |
| 13.4 - ISSUE A PRIVATE OPERATOR CERTIFICATE / DÉLIVR. CERT. D'EXPLOITATION PRIVÉE | 60 | 120 | 1 | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 181.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | -16.0 |
| 13.5 - AMEND A PRIVATE OPERATOR CERTIFICATE / MODIF. CERT. D'EXPLOITATION PRIVÉE | 30 | 90 | 21 | 8 | 38% | 9 | 43% | 17 | 81% | 4 | 19% | 60.2 |
| | | | | 11 | 52% | 7 | 33% | 18 | 86% | 3 | 14% | 50.3 |
| 13.6 - AMEND A PRIVATE OPERATOR CERTIFICATE - NEW AIRCRAFT TYPE / MODIF. CERT. D'EXPL. PRIVÉE - NOUVEAU TYPE D'AÉRONEF | 30 | 90 | 11 | 3 | 27% | 6 | 55% | 9 | 82% | 2 | 18% | 54.9 |
| | | | | 9 | 82% | 1 | 9% | 10 | 91% | 1 | 9% | 28.0 |
| 13.44 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - PARACHUTING / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - PARACHUTISME | 10 | 20 | 14 | 10 | 71% | 4 | 29% | 14 | 100% | 0 | 0% | 8.4 |
| | | | | 11 | 79% | 3 | 21% | 14 | 100% | 0 | 0% | 8.0 |
| 13.45 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - UNMANNED AIR VEHICLE / DÉLIVR CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL - VÉHICULE AÉRIEN NON HABITÉ | 10 | 20 | 527 | 210 | 40% | 179 | 34% | 389 | 74% | 138 | 26% | 19.2 |
| | | | | 227 | 43% | 191 | 36% | 418 | 79% | 109 | 21% | 16.6 |
| 13.46 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - OTHER / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - AUTRE | 10 | 20 | 37 | 17 | 46% | 10 | 27% | 27 | 73% | 10 | 27% | 27.5 |
| | | | | 17 | 46% | 11 | 30% | 28 | 76% | 9 | 24% | 26.6 |

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| 13.48 - AERODROME REGISTRATION / ENREGISTREMENT D'UN AÉRODROME | 90 | 90 | 8 | 7 | 88% | 0 | 0% | 7 | 88% | 1 | 13% | 41.4 |
| | | | | 8 | 100% | 0 | 0% | 8 | 100% | 0 | 0% | 21.9 |
| 14.9 - AMEND A CERTIFICATE OF APPROVAL (MAINT, MANUF, DISTRIB) / MODIFICATION DE CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) | 30 | 90 | 5 | 5 | 100% | 0 | 0% | 5 | 100% | 0 | 0% | 7.0 |
| | | | | 5 | 100% | 0 | 0% | 5 | 100% | 0 | 0% | 7.0 |
| 15.8 - FLIGHT TRAINING DEVICE APPROVAL - INITIAL / APPROB. DISPOSITIFS D'ENTRAÎNEMENT DE VOL - INITIALE | 20 | 40 | 4 | 1 | 25% | 2 | 50% | 3 | 75% | 1 | 25% | 32.8 |
| | | | | 2 | 50% | 1 | 25% | 3 | 75% | 1 | 25% | 27.8 |
| 15.9 - FLIGHT TRAINING DEVICE APPROVAL - RENEWAL / APPROB. DISPOSITIFS D'ENTRAÎNEMENT DE VOL - RENOUV. | 20 | 40 | 3 | 2 | 67% | 1 | 33% | 3 | 100% | 0 | 0% | 19.0 |
| | | | | 3 | 100% | 0 | 0% | 3 | 100% | 0 | 0% | 13.7 |
| 15.10 - MAINTENANCE AGREEMENT APPROVAL / APPROB. ENTENTE DE MAINTENANCE | 5 | 5 | 13 | 9 | 69% | 0 | 0% | 9 | 69% | 4 | 31% | 21.8 |
| | | | | 9 | 69% | 0 | 0% | 9 | 69% | 4 | 31% | 21.7 |
| 15.11 - FLIGHT PERMIT AUTHORIZATION - COMPANY / AUTORISATION PERMIS DE VOL - COMPAGNIE | 30 | 30 | 15 | 14 | 93% | 0 | 0% | 14 | 93% | 1 | 7% | 12.9 |
| | | | | 14 | 93% | 0 | 0% | 14 | 93% | 1 | 7% | 10.7 |
| 15.14 - RECERTIFICATION OF PARTS - COMPANY APPROVAL / RECERTIFICATION DE PIÈCES - APPROB. DE LA COMPAGNIE | 30 | 30 | 3 | 3 | 100% | 0 | 0% | 3 | 100% | 0 | 0% | 15.7 |
| | | | | 3 | 100% | 0 | 0% | 3 | 100% | 0 | 0% | 15.7 |

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| | Normal Days | Maximum Days | | # | % | # | % | # | % | # | % | Adjusted Average Days |
| | | | | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | |
| 15.16 - DESIGN APPROVAL ORGANIZATION - APPROVAL / RENEWAL / AMENDMENT / ORGANISME D'APPROB. DE CONCEPTION - APPROB. / RENOUV. / MODIF. | 30 | 30 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 28.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 28.0 |
| 15.17 - APPROVED ENGINEERING ORGANIZATION - APPROVAL / RENEWAL / AMENDMENT / ORGANISME D'APPROB. DE CONSTRUCTION - APPROB. / RENOUV. / MODIF. | 30 | 30 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 3.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 3.0 |
| 15.20 - ROCKET LAUNCH AUTHORITY / AUTORITÉ DE LANCEMENT DE FUSÉES | 10 | 20 | 5 | 3 | 60% | 1 | 20% | 4 | 80% | 1 | 20% | 15.0 |
| | | | | 3 | 60% | 1 | 20% | 4 | 80% | 1 | 20% | 14.2 |
| 15.21 - OBSTACLE ASSESSMENT / ÉVALUATION DES OBSTACLES | 30 | 60 | 1,310 | 790 | 60% | 436 | 33% | 1226 | 94% | 84 | 6% | 30.0 |
| | | | | 835 | 64% | 435 | 33% | 1270 | 97% | 40 | 3% | 27.1 |
| 15.22 - INITIAL CERTIFICATION OF A FLIGHT SIMULATION TRAINING DEVICE(FSTD) / CERT. INITIALE POUR UN DISPOSITIF D'ENTRAÎNEMENT SYNTHÉTIQUE DE VOL(DESX) | 30 | 60 | 19 | 13 | 68% | 1 | 5% | 14 | 74% | 5 | 26% | 30.2 |
| | | | | 13 | 68% | 1 | 5% | 14 | 74% | 5 | 26% | 30.2 |
| 15.23 - RECURRENT QUALIFICATION - FLIGHT SIMULATION TRG. DEVICE -FSTD/QUALIFICATION PÉRIODIQUE D'UN DISPOSITIF D'ENTRAÎNEMENT SYNTHÉTIQUE DE VOL-DESX | 30 | 60 | 49 | 40 | 82% | 9 | 18% | 49 | 100% | 0 | 0% | 15.0 |
| | | | | 40 | 82% | 9 | 18% | 49 | 100% | 0 | 0% | 15.0 |

Transport Canada - Civil Aviation
Service Standards Performance Report Regulatory Fee: No
(Adjusted for Client Response Time)

Transactions Completed Between: 4/1/2013 to 3/31/2014

For BRANCH: AARO, MA, NA, PA, RA, 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 | |
| 15.24 - MINIMUM EQUIPMENT LIST - INITIAL / LISTE D'ÉQUIPEMENT MINIMAL - INITIALE | 60 | 60 | 4 | 4 | 100% | 0 | 0% | 4 | 100% | 0 | 0% | 35.0 |
| | | | | 4 | 100% | 0 | 0% | 4 | 100% | 0 | 0% | 31.8 |
| 15.25 - MINIMUM EQUIPMENT LIST - AMENDMENT / LISTE D'ÉQUIPEMENT MINIMAL - MODIFICATION | 60 | 60 | 37 | 32 | 86% | 0 | 0% | 32 | 86% | 5 | 14% | 31.6 |
| | | | | 33 | 89% | 0 | 0% | 33 | 89% | 4 | 11% | 26.6 |
| 15.27 - AME - TECHNICAL EXAMINATION APPROVAL / TEA - APPROBATION DE L'EXAMEN TECHNIQUE | 60 | 120 | 72 | 64 | 89% | 5 | 7% | 69 | 96% | 3 | 4% | 24.6 |
| | | | | 68 | 94% | 4 | 6% | 72 | 100% | 0 | 0% | 10.2 |
| 15.28 - AME- APPROVAL TO WRITE REGULATORY EXAM / TEA APPROBATION D'ECRIRE L'EXAMEN REGLEMENTAIRE | 30 | 30 | 39 | 30 | 77% | 0 | 0% | 30 | 77% | 9 | 23% | 26.4 |
| | | | | 33 | 85% | 0 | 0% | 33 | 85% | 6 | 15% | 16.2 |
| 15.30 - AUTHORIZATION - ALTERNATE MEANS OF COMPLIANCE / AUTORISATION - AUTRES MOYENS DE SE CONFORMER | 30 | 30 | 28 | 22 | 79% | 0 | 0% | 22 | 79% | 6 | 21% | 22.4 |
| | | | | 22 | 79% | 0 | 0% | 22 | 79% | 6 | 21% | 21.6 |
| 15.39 - AUTHORIZATION TO AMEND OR ATTACH DATA PLATE / AUTORISATION DE MODIFIER OU D'ATTACHER UNE PLAQUE D'IDENTIFICATION | 30 | 30 | 2 | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 3.0 |
| | | | | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 3.0 |
| 15.42 - TRAINING PROGRAM AMENDMENT APPROVAL / APPROBATION DE MODIFICATION DU PROGRAMME DE FORMATION | 30 | 45 | 1 | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 60.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 60.0 |

Transport Canada - Civil Aviation
Service Standards Performance Report Regulatory Fee: No
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Transactions Completed Between: 4/1/2013 to 3/31/2014

For BRANCH: AARO, MA, NA, PA, RA, 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 | |
| 16.1 - AUDIT / VÉRIFICATION | 20 | 30 | 7 | 4 | 57% | 0 | 0% | 4 | 57% | 3 | 43% | 33.9 |
| | | | | 4 | 57% | 0 | 0% | 4 | 57% | 3 | 43% | 33.9 |
| 16.2 - ASSESSMENT-CAR 705 / ÉVALUATION-RAC 705 | 30 | 40 | 3 | 2 | 67% | 0 | 0% | 2 | 67% | 1 | 33% | 16.0 |
| | | | | 2 | 67% | 0 | 0% | 2 | 67% | 1 | 33% | 16.0 |
| 16.3 - ASSESSMENT / ÉVALUATION | 22 | 32 | 4 | 1 | 25% | 0 | 0% | 1 | 25% | 3 | 75% | 104.3 |
| | | | | 1 | 25% | 0 | 0% | 1 | 25% | 3 | 75% | 104.3 |
| 16.5 - PROGRAM VALIDATION INSPECTION / INSPECTION DE VALIDATION DE PROGRAMME | 18 | 28 | 103 | 20 | 19% | 1 | 1% | 21 | 20% | 82 | 80% | 79.3 |
| | | | | 20 | 19% | 1 | 1% | 21 | 20% | 82 | 80% | 78.6 |
| 16.6 - PROCESS INSPECTION / INSPECTION DE PROCESSUS | 4 | 8 | 12 | 0 | 0% | 2 | 17% | 2 | 17% | 10 | 83% | 65.4 |
| | | | | 0 | 0% | 2 | 17% | 2 | 17% | 10 | 83% | 65.4 |
| 16.8 - CONFORMITY INSPECTION - DOMESTIC / INSPECTION DE CONFORMITÉ - INTÉRIEUR | 30 | 30 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 6.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 6.0 |
| 16.9 - FOLLOW UP ACTIVITY-ASSESSMENT / ACTIVITÉ DE SUIVI | 60 | 200 | 4 | 4 | 100% | 0 | 0% | 4 | 100% | 0 | 0% | 11.3 |
| | | | | 4 | 100% | 0 | 0% | 4 | 100% | 0 | 0% | 11.3 |

Transport Canada - Civil Aviation
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Transactions Completed Between: 4/1/2013 to 3/31/2014

For BRANCH: AARO, MA, NA, PA, RA, 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 | |
| 16.10 - FOLLOW UP ACTIVITY-PVI / ACTIVITÉS DE SUIVI-IVP | 60 | 100 | 8 | 7 | 88% | 0 | 0% | 7 | 88% | 1 | 13% | 25.8 |
| | | | | 7 | 88% | 0 | 0% | 7 | 88% | 1 | 13% | 25.6 |
| 16.13 - INSPECTION - SPECIAL PURPOSE / INSPECTION À DES FINIS SPÉCIALES | 15 | 15 | 3 | 2 | 67% | 0 | 0% | 2 | 67% | 1 | 33% | 7.3 |
| | | | | 2 | 67% | 0 | 0% | 2 | 67% | 1 | 33% | 7.3 |
| 16.15 - INSPECTION - INFLIGHT / INSPECTION EN VOL | 3 | 3 | 1 | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 15.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 15.0 |
| 16.16 - INSPECTION - RAMP / INSPECTION SUR L'AIRE DE TRAFIC | 3 | 3 | 2 | 1 | 50% | 0 | 0% | 1 | 50% | 1 | 50% | 79.5 |
| | | | | 1 | 50% | 0 | 0% | 1 | 50% | 1 | 50% | 79.5 |
| 16.17 - MONITORING - INFLIGHT / SURVEILLANCE EN VOL | 3 | 3 | 2 | 1 | 50% | 0 | 0% | 1 | 50% | 1 | 50% | 16.0 |
| | | | | 1 | 50% | 0 | 0% | 1 | 50% | 1 | 50% | 16.0 |
| 16.19 - SAFETY OVERSIGHT MONITORING ACTIVITY / ACT. DE SURV. POUR LE CONTR. DE LA SÉCURITÉ | 30 | 30 | 44 | 28 | 64% | 0 | 0% | 28 | 64% | 16 | 36% | 22.0 |
| | | | | 28 | 64% | 0 | 0% | 28 | 64% | 16 | 36% | 22.0 |
| 16.20 - CORRECTIVE ACTION PLAN / PLAN DE MESURES CORRECTIVES | 10 | 10 | 59 | 11 | 19% | 0 | 0% | 11 | 19% | 48 | 81% | 49.4 |
| | | | | 15 | 25% | 0 | 0% | 15 | 25% | 44 | 75% | 40.6 |

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Transactions Completed Between: 4/1/2013 to 3/31/2014

For BRANCH: AARO, MA, NA, PA, RA, 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 | |
| 16.20 - CORRECTIVE ACTION PLAN / PLAN DE MESURESCORRECTIVES. REJECTED CAPS SENT NOV 5, 2013 #2 SET OF CAPS RECIEVED NOV 26. | 10 | 10 | 1 | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 139.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 139.0 |
| 17.1 - INITIAL MANUAL APPROVAL / APPROB. INITIALE DU MANUEL | 60 | 60 | 106 | 86 | 81% | 0 | 0% | 86 | 81% | 20 | 19% | 39.0 |
| | | | | 94 | 89% | 0 | 0% | 94 | 89% | 12 | 11% | 33.7 |
| 17.2 - MANUAL AMENDMENT / MODIFICATION DU MANUEL | 60 | 60 | 1,152 | 1031 | 89% | 0 | 0% | 1031 | 89% | 121 | 11% | 25.3 |
| | | | | 1046 | 91% | 0 | 0% | 1046 | 91% | 106 | 9% | 23.5 |
| 17.2 - MANUAL AMENDMENT / MODIFICATION DU MANUEL | 60 | 60 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 18.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 18.0 |
| 18.1 - AUTHORIZED PERSON APPOINTMENT / RENEWAL / NOMINATION D'UN AGENT AUTORISÉ / RENOUVELLEMENT | 60 | 60 | 168 | 145 | 86% | 0 | 0% | 145 | 86% | 23 | 14% | 30.0 |
| | | | | 154 | 92% | 0 | 0% | 154 | 92% | 14 | 8% | 24.3 |
| 18.2 - AUTHORIZED EXAMINATION INVIGILATOR APPOINTMENT / RENEWAL / NOMINATION D'UN SURVEILLANT D'EXAMENS AUTORISÉ / RENOUV. | 60 | 60 | 25 | 24 | 96% | 0 | 0% | 24 | 96% | 1 | 4% | 21.7 |
| | | | | 24 | 96% | 0 | 0% | 24 | 96% | 1 | 4% | 19.2 |
| 18.3 - PILOT EXAMINER APPOINTMENT / RENEWAL / NOMINATION D'UN PILOTE EXAMINATEUR / RENOUV. | 40 | 60 | 68 | 42 | 62% | 14 | 21% | 56 | 82% | 12 | 18% | 37.7 |
| | | | | 50 | 74% | 10 | 15% | 60 | 88% | 8 | 12% | 29.0 |

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For BRANCH: AARO, MA, NA, PA, RA, 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 | |
| 18.4 - APPROVED CHECK PILOT / PILOTE VÉRIFICATEUR AGRÉÉ | 15 | 30 | 314 | 176 | 56% | 59 | 19% | 235 | 75% | 79 | 25% | 24.0 |
| | | | | 178 | 57% | 61 | 19% | 239 | 76% | 75 | 24% | 22.9 |
| 18.5 - MINISTER'S DELEGATE - MAINTENANCE APPOINTMENT / RENEWAL / REPRÉSENTANT DU MINISTRE - MAINTENANCE NOMINATION / RENOUV. | 15 | 30 | 25 | 5 | 20% | 2 | 8% | 7 | 28% | 18 | 72% | 59.3 |
| | | | | 5 | 20% | 2 | 8% | 7 | 28% | 18 | 72% | 58.6 |
| 18.7 - MINISTER'S DELEGATE - RECREATIONAL AVIATION APPOINTMENT / RENEWAL / REPRÉS. DU MINISTRE - AVIATION DE LOISIR NOMINATION / RENOUV. | 40 | 40 | 1 | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 167.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 167.0 |
| 18.8 - DESIGN APPROVAL REPRESENTATIVE APPOINTMENT / RENEWAL / AMENDMENT / DÉLÉGUÉ À L'APPROBATION DE CONCEPTION NOMINATION / RENOUV. / MODIFICATION | 60 | 60 | 1 | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 51.0 |
| | | | | 1 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 51.0 |
| 18.10 - DELEGATE MONITOR / SURVEILLANCE DES DÉLÉGUÉS | 20 | 20 | 298 | 198 | 66% | 0 | 0% | 198 | 66% | 100 | 34% | 23.4 |
| | | | | 198 | 66% | 0 | 0% | 198 | 66% | 100 | 34% | 23.2 |
| 18.11 - ACCOUNTABLE EXECUTIVE / GESTIONNAIRE SUPÉRIEUR RESPONSABLE | 10 | 10 | 25 | 9 | 36% | 0 | 0% | 9 | 36% | 16 | 64% | 40.1 |
| | | | | 9 | 36% | 0 | 0% | 9 | 36% | 16 | 64% | 36.0 |
| 18.12 - PERSON RESPONSIBLE FOR MAINTENANCE / PERSONNE RESPONSABLE DE LA MAINTENANCE | 60 | 60 | 22 | 22 | 100% | 0 | 0% | 22 | 100% | 0 | 0% | 18.5 |
| | | | | 22 | 100% | 0 | 0% | 22 | 100% | 0 | 0% | 17.8 |

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For BRANCH: AARO, MA, NA, PA, RA, 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 | |
| 18.13 - PERSON RESPONSIBLE FOR QUALITY / PERSONNE RESPONSABLE DU PROGRAMME DE QUALITÉ | 60 | 60 | 3 | 2 | 67% | 1 | 33% | 3 | 100% | 0 | 0% | 18.3 |
| | | | | 3 | 100% | 0 | 0% | 3 | 100% | 0 | 0% | 12.7 |
| 18.14 - CHIEF PILOT / PILOTE EN CHEF | 60 | 60 | 17 | 14 | 82% | 0 | 0% | 14 | 82% | 3 | 18% | 38.8 |
| | | | | 14 | 82% | 0 | 0% | 14 | 82% | 3 | 18% | 35.4 |
| 18.15 - OPERATIONS MANAGER / GESTIONNAIRE DES OPÉRATIONS | 40 | 40 | 13 | 10 | 77% | 0 | 0% | 10 | 77% | 3 | 23% | 29.8 |
| | | | | 10 | 77% | 0 | 0% | 10 | 77% | 3 | 23% | 29.0 |
| 18.16 - CHIEF FLYING INSTRUCTOR ACKNOWLEDGEMENT / ATTESTATION DE CHEF INSTRUCTEUR DE VOL | 5 | 5 | 9 | 3 | 33% | 0 | 0% | 3 | 33% | 6 | 67% | 17.3 |
| | | | | 3 | 33% | 0 | 0% | 3 | 33% | 6 | 67% | 17.3 |
| 18.17 - FLIGHT TEST RECORD / DOSSIER DE TESTS EN VOL | 30 | 30 | 29 | 14 | 48% | 0 | 0% | 14 | 48% | 15 | 52% | 25.0 |
| | | | | 14 | 48% | 0 | 0% | 14 | 48% | 15 | 52% | 25.0 |
| 18.18 - AVIATION LANGUAGE PROFICIENCY TEST EXAMINER APPOINTMENT / RENEWAL / TEST DE COMPÉTENCE LINGUISTIQUE DE L'AVIATION AUTORISÉ / RENOUV | 60 | 60 | 38 | 35 | 92% | 0 | 0% | 35 | 92% | 3 | 8% | 27.4 |
| | | | | 37 | 97% | 0 | 0% | 37 | 97% | 1 | 3% | 18.7 |
| 18.19 - FLIGHT ATTENDANT MANAGER / GESTIONNAIRE D'AGENTS DE BORD | 60 | 30 | 5 | 4 | 80% | 0 | 0% | 4 | 80% | 2 | 40% | 29.2 |
| | | | | 5 | 100% | 0 | 0% | 5 | 100% | 1 | 20% | 16.4 |

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For BRANCH: AARO, MA, NA, PA, RA, TA

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| | Normal Days | Maximum Days | | # | % | # | % | # | % | # | % | Adjusted Average Days |
| | | | | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | |
| 18.20 - MAINTENANCE MANAGER / GESTIONNAIRE DE LA MAINTENANCE | 30 | 30 | 1 | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 55.0 |
| | | | | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 55.0 |
| 18.21 - APPROVED CHECK DISPATCHER / RÉGULATEUR VÉRIFICATEUR AGRÉÉ | 30 | 30 | 32 | 31 | 97% | 0 | 0% | 31 | 97% | 1 | 3% | 11.8 |
| | | | | 31 | 97% | 0 | 0% | 31 | 97% | 1 | 3% | 11.8 |
| 19.1 - AVIATION ACTIVITIES / ACTIVITÉS DE L'AVIATION | 30 | 30 | 5 | 5 | 100% | 0 | 0% | 5 | 100% | 0 | 0% | 9.8 |
| | | | | 5 | 100% | 0 | 0% | 5 | 100% | 0 | 0% | 9.8 |
| 19.2 - AIRSPACE RESTRICTION (AERONAUTICS ACT S5.1) / RESTRICTIONS DE L'ESPACE AÉRIEN (LOI SUR L'AÉRONAUTIQUE ART. 5.1) | 2 | 2 | 24 | 4 | 17% | 0 | 0% | 4 | 17% | 20 | 83% | 30.5 |
| | | | | 4 | 17% | 0 | 0% | 4 | 17% | 20 | 83% | 28.0 |
| 19.4 - NOTAM ADVISORY / NOTIFICATION DE NOTAM | 30 | 30 | 46 | 40 | 87% | 0 | 0% | 40 | 87% | 6 | 13% | 15.3 |
| | | | | 40 | 87% | 0 | 0% | 40 | 87% | 6 | 13% | 15.3 |
| 20.1 - AIRPORT ZONING / SERVITUDES D'AÉROPORT | 520 | 520 | 10 | 10 | 100% | 0 | 0% | 10 | 100% | 0 | 0% | 27.0 |
| | | | | 10 | 100% | 0 | 0% | 10 | 100% | 0 | 0% | 27.0 |
| 20.2 - AIRSPACE STRUCTURE, CLASSIFICATION & DESIGNATION / DEMANDES DE STRUCTURE, DE CLASSIFICATION ET DE DÉSIGNATION DE L'ESPACE AÉRIEN | 30 | 60 | 2 | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 19.5 |
| | | | | 2 | 100% | 0 | 0% | 2 | 100% | 0 | 0% | 19.5 |

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For BRANCH: AARO, MA, NA, PA, RA, TA

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| | Normal Days | Maximum Days | | # | % | # | % | # | % | # | % | Adjusted Average Days |
| | | | | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | # Adj | % Adj | |
| 20.5 - PUBLIC CONSULTATION / CONSULTATIONS PUBLIQUES | 30 | 30 | 4 | 3 | 75% | 0 | 0% | 3 | 75% | 1 | 25% | 29.3 |
| | | | | 3 | 75% | 0 | 0% | 3 | 75% | 1 | 25% | 29.3 |