

Transport Canada - Civil Aviation
Service Standards Performance Report Regulatory Fee: Yes
(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
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												# Adj
2.9 - REPLACEMENT OF MUTILATED LOST OR DESTROYED DOCUMENT / REMPLACEMENT DE DOCUMENTS ABIMÉS, PERDUS OU DÉTRUITS	5	10	531	447	84%	37	7%	484	91%	47	9%	4.6
				451	85%	36	7%	487	92%	44	8%	4.4
2.10 - REQUEST FOR AIRCRAFT HISTORY / DEMANDE DE L'HISTORIQUE DE L'AÉRONEF	30	30	4	4	100%	0	0%	4	100%	0	0%	8.8
				4	100%	0	0%	4	100%	0	0%	8.8
2.11 - REQUEST FOR AN EXTENSION (IFR, IR, MC) / DEMANDE DE PROLONG (IFR, IP, CM)	1	5	144	89	62%	37	26%	126	88%	18	13%	4.1
				93	65%	39	27%	132	92%	12	8%	3.4
2.13 - REQUEST FOR TEMPORARY PERSONNEL DOCUMENT / DEMANDE DE DOCUMENTS PERSONNELS TEMPORAIRES	1	5	521	423	81%	59	11%	482	93%	39	7%	2.5
				428	82%	61	12%	489	94%	32	6%	2.4
5.1 - EXEMPTION REQUEST / DEMANDE D'EXEMPTION	30	90	66	35	53%	25	38%	60	91%	6	9%	40.0
				37	56%	23	35%	60	91%	6	9%	39.0
7.1 - AMENDMENT OF A C OF R / MODIF. DU CERTIFICAT D'IMMATRICULATION	7	60	73	26	36%	46	63%	72	99%	1	1%	17.5
				27	37%	45	62%	72	99%	1	1%	16.6
7.2 - AUTHORIZATION TO LEASE AN AIRCRAFT - CDN FROM FOREIGN / AUTORISATION DE LOUER UN AÉRONEF - CDN DE L'ÉTRANGER	3	7	15	0	0%	1	7%	1	7%	14	93%	23.3
				0	0%	2	13%	2	13%	13	87%	20.9

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
7.3 - AUTHORIZATION TO LEASE AN AIRCRAFT - CDN TO CDN / AUTORISATION DE LOUER UN AÉRONEF - CDN À CDN	3	7	2	2	100%	0	0%	2	100%	0	0%	2.5
				2	100%	0	0%	2	100%	0	0%	2.5
7.4 - AUTHORIZATION TO LEASE AN AIRCRAFT - FOREIGN FROM CDN / AUTORISATION DE LOUER UN AÉRONEF - ÉTRANGER DE CDN	3	7	15	3	20%	0	0%	3	20%	12	80%	22.5
				4	27%	1	7%	5	33%	10	67%	17.3
7.6 - ISSUE CONTINUING C OF R / DÉLIVR. CERT. D'IMMATRICULATION EN COURS	7	60	2,398	608	25%	1,673	70%	2281	95%	117	5%	23.5
				750	31%	1605	67%	2355	98%	43	2%	18.5
7.7 - ISSUE OR RESERVE A SPECIAL AIRCRAFT MARK / DÉLIVR. OU RÉ. UNE MARQUE AÉRON. SPÉCIALE	1	10	321	227	71%	78	24%	305	95%	16	5%	3.0
				240	75%	70	22%	310	97%	11	3%	2.7
7.8 - ISSUE PROVISIONAL / TEMPORARY C OF R / DÉLIVR. CERT. D'IMMATR. PROVISoire / TEMPORAIRE	7	60	100	80	80%	18	18%	98	98%	2	2%	8.7
				84	84%	14	14%	98	98%	2	2%	7.3
7.9 - RESERVE AN AIRCRAFT MARK / RÉSERVER UNE MARQUE AÉRONAUTIQUE	1	10	257	190	74%	60	23%	250	97%	7	3%	3.2
				192	75%	59	23%	251	98%	6	2%	2.2
7.10 - CHANGE AN AIRCRAFT MARK / DEMANDE DE MODIFICATION DE MARQUES AÉRONAUTIQUE	30	30	47	39	83%	0	0%	39	83%	8	17%	19.5
				44	94%	0	0%	44	94%	3	6%	10.0

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
7.11 - NOTIFICATION OF CHANGE OF OWNER(S) / AVIS DE CHANGEMENT DE(DES) PROPRIÉTAIRE(S)	7	30	2	0	0%	2	100%	2	100%	0	0%	28.0
				0	0%	2	100%	2	100%	0	0%	28.0
8.2 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - LARGE AIRCRAFT / APPROB. DU CALENDRIER DE MAINT. POUR LES GROS AÉRONEFS	30	140	30	25	83%	4	13%	29	97%	1	3%	22.6
				25	83%	4	13%	29	97%	1	3%	22.4
8.3 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - OTHER / APPROB. DU CALENDRIER DE MAINT. POUR LES AUTRES AÉRONEFS	30	140	44	28	64%	16	36%	44	100%	0	0%	26.4
				28	64%	16	36%	44	100%	0	0%	25.2
8.4 - AMENDMENT TO MAINTENANCE SCHEDULE, TASKS OR INTERVALS / MODIF. AU CALENDRIER DE MAINT., TÂCHES ET INTERVALLES	10	30	106	50	47%	30	28%	80	75%	26	25%	22.5
				53	50%	29	27%	82	77%	24	23%	21.5
8.9 - AIRCRAFT INSPECTION / INSPECTION DES AÉRONEFS	1	5	1	0	0%	0	0%	0	0%	1	100%	21.0
				0	0%	0	0%	0	0%	1	100%	21.0
9.1 - AMENDMENT TO FLIGHT AUTHORITY OPERATING CONDITIONS / MODIF. DES COND. D'EXPL. DE L'AUTORITÉ DE VOL	1	5	28	9	32%	6	21%	15	54%	13	46%	10.5
				9	32%	7	25%	16	57%	12	43%	9.0
9.2 - APPLICATION FOR C OF A - TRANSPORT, NOT ON IMPORT / DEMANDE D'UN CERT. DE NAVIG. - TRANSPORT, PAS POUR IMPORT.	1	5	5	2	40%	3	60%	5	100%	0	0%	3.6
				2	40%	3	60%	5	100%	0	0%	3.6

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
9.3 - APPLICATION FOR C OF A - TRANSPORT, ON IMPORT / DEMANDE D'UN CERT. DE NAVIG. - TRANSPORT, POUR IMPORT.	45	90	1	1	100%	0	0%	1	100%	0	0%	2.0
				1	100%	0	0%	1	100%	0	0%	2.0
9.4 - APPLICATION FOR C OF A - NOT TRANSPORT, NOT ON IMPORT / DEMANDE D'UN CERT. DE NAVIG. - PAS TRANSPORT, PAS POUR IMPORT.	1	5	11	1	9%	6	55%	7	64%	4	36%	6.3
				1	9%	6	55%	7	64%	4	36%	6.3
9.5 - APPLICATION FOR C OF A - NOT TRANSPORT, ON IMPORT / DEMANDE D'UN CERT. DE NAVIG. - PAS TRANSPORT, POUR IMPORT.	45	90	5	4	80%	1	20%	5	100%	0	0%	27.6
				4	80%	1	20%	5	100%	0	0%	27.6
9.6 - APPLICATION FOR SPECIAL C OF A - AMATEUR BUILD / DEMANDE DEMANDE D'UN CERTIFICAT SPÉCIAL DE NAVIGABILITÉ - CONSTR. AMATEUR	1	5	9	4	44%	0	0%	4	44%	5	56%	13.4
				4	44%	0	0%	4	44%	5	56%	13.1
9.7 - APPLICATION FOR FLIGHT PERMIT - EXPERIMENTAL / DEMANDE D'UN PERMIS DE VOL EXPÉRIEMENTAL	1	5	15	3	20%	6	40%	9	60%	6	40%	12.6
				3	20%	6	40%	9	60%	6	40%	12.3
9.8 - APPLICATION FOR SPECIAL C OF A - LIMITED CATEGORY / DEMANDE DEMANDE D'UN CERTIFICAT SPÉCIAL DE NAVIGABILITÉ - CATÉGORIE LIMITÉE	1	5	4	0	0%	3	75%	3	75%	1	25%	4.0
				0	0%	3	75%	3	75%	1	25%	4.0

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
9.9 - APPLICATION FOR SPECIAL C OF A - OWNER MAINTENANCE / DEMANDE DEMANDE D'UN CERTIFICAT SPÉCIAL DE NAVIGABILITÉ - MAINT. PAR LE PROPRIÉTAIRE	1	5	6	1	17%	0	0%	1	17%	5	83%	53.3
				1	17%	0	0%	1	17%	5	83%	33.2
9.10 - APPLICATION FOR FLIGHT PERMIT - SPECIFIC PURPOSE / DEMANDE DE PERMIS DE VOL - RAISON PRÉCISE	1	5	277	144	52%	74	27%	218	79%	59	21%	5.9
				145	52%	73	26%	218	79%	59	21%	5.8
9.11 - APPLICATION FOR SPECIAL C OF A / DEMANDE D'UN CERT. DE NAVIGABILITÉ	1	5	22	4	18%	7	32%	11	50%	11	50%	26.2
				4	18%	7	32%	11	50%	11	50%	26.2
9.12 - REINSTATEMENT OF SUSPENDED C OF A / RÉTABL. D'UN CERT. DE NAVIG. SUSPENDU	1	5	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
9.13 - VALIDATION OF A FOREIGN FLIGHT AUTHORITY - AMATEUR BUILT / VALIDATION D'UNE AUTORITÉ DE VOL ÉTRANGÈRE - CONSTR. AMATE	5	10	2	1	50%	1	50%	2	100%	0	0%	5.5
				1	50%	1	50%	2	100%	0	0%	5.5
9.14 - VALIDATION OF A FOREIGN FLIGHT AUTHORITY - NOT AMATEUR BUILT / VALIDATION D'UNE AUTORITÉ DE VOL ÉTRANGÈRE - PAS CONSTR. AMAT.	5	10	126	103	82%	11	9%	114	90%	12	10%	4.9
				106	84%	11	9%	117	93%	9	7%	4.4
10.2 - AME - REGULATORY EXAMINATION / TEA - EXAMEN RÉGLEMENTAIRE	1	20	42	12	29%	13	31%	25	60%	17	40%	25.4
				15	36%	12	29%	27	64%	15	36%	19.8

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
10.3 - AME - TECHNICAL EXAMINATION / TEA - EXAMEN TECHNIQUE	1	10	25	16	64%	3	12%	19	76%	6	24%	6.2
				16	64%	3	12%	19	76%	6	24%	6.1
10.7 - SUPPLEMENTARY EXAM OR FOR PERMIT, RATING OR CURRENCY / EXAMEN SUPPL. POUR PERMIS, QUALIFIC. OU AGRÉMENT	10	30	81	81	100%	0	0%	81	100%	0	0%	1.0
				81	100%	0	0%	81	100%	0	0%	1.0
10.8 - WRITTEN EXAM FOR FLIGHT CREW LICENCE / EXAMEN ÉCRIT POUR LICENCE D'ÉQUIPAGE DE CONDUITE	10	30	164	164	100%	0	0%	164	100%	0	0%	1.0
				164	100%	0	0%	164	100%	0	0%	1.0
11.2 - FLIGHT TEST UNDER PART IV / TEST EN VOL EN VERTU DE LA PARTIE IV	15	30	77	39	51%	22	29%	61	79%	16	21%	24.0
				40	52%	26	34%	66	86%	11	14%	21.2
11.3 - FLIGHT TEST UNDER PART VI OR VII / TEST EN VOL EN VERTU DE LA PARTIE VI OU VII	15	30	52	23	44%	15	29%	38	73%	14	27%	27.7
				23	44%	15	29%	38	73%	14	27%	25.8
12.1 - CATEGORY 4 MEDICAL CERTIFICATE / CERTIFICAT MÉDICAL CATÉGORIE 4	20	40	163	93	57%	54	33%	147	90%	16	10%	19.2
				94	58%	55	34%	149	91%	14	9%	18.7
12.2 - AIR TRAFFIC CONTROLLER LICENCE AND RATING / LICENCE ET QUALIF. DE CONTR. DE LA CIRC. AÉRIENNE	20	40	30	19	63%	10	33%	29	97%	1	3%	15.1
				20	67%	9	30%	29	97%	1	3%	14.6

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
12.3 - AIRLINE TRANSPORT PILOT LICENCE / LICENCE DE PILOTE DE LIGNE	20	40	501	153	31%	192	38%	345	69%	156	31%	31.7
				173	35%	197	39%	370	74%	131	26%	29.0
12.4 - AME LICENCE ISSUE / DÉLIVRANCE DE LICENCE TEA	20	40	184	107	58%	30	16%	137	74%	47	26%	31.4
				126	68%	32	17%	158	86%	26	14%	19.7
12.5 - AME LICENCE RENEWAL / RENOUELEMENT DE LICENCE TEA	1	5	1,073	366	34%	414	39%	780	73%	293	27%	5.6
				369	34%	415	39%	784	73%	289	27%	5.4
12.6 - AME RATING / QUALIFICATION TEA	1	20	32	1	3%	21	66%	22	69%	10	31%	21.4
				1	3%	22	69%	23	72%	9	28%	19.2
12.7 - CATEGORY 1, 2, 3 MEDICAL CERTIFICATE / CERTIFICAT MÉDICAL CATÉGORIE 1, 2, 3	20	40	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
12.8 - COMMERCIAL, FLIGHT ENGINEER / COMMERCIAL, MÉCANICIEN DE BORD	20	40	1,116	375	34%	447	40%	822	74%	294	26%	29.7
				380	34%	458	41%	838	75%	278	25%	29.1
12.9 - FLIGHT CREW RATING INITIAL ISSUE / QUEST. INITIALE SUR LA QUALIF. D'ÉQUIP. DE CONDUITE	20	40	7,302	2783	38%	3,048	42%	5831	80%	1471	20%	27.4
				2804	38%	3069	42%	5873	80%	1429	20%	26.9

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				# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	# Adj	% Adj	
12.10 - FLIGHT CREW RATING RENEWAL / RENOUV. QUALIF. D'ÉQUIPAGE DE CONDUITE	20	40	438	244	56%	130	30%	374	85%	64	15%	20.1
				246	56%	133	30%	379	87%	59	13%	19.5
12.12 - FOREIGN LICENCE VALIDATION / VALIDATION D'UNE LICENCE ÉTRANGÈRE	2	5	509	282	55%	119	23%	401	79%	108	21%	6.1
				317	62%	124	24%	441	87%	68	13%	4.0
12.13 - LIMITED TERM PILOT LICENCE / LICENCE DE PILOTE DE DURÉE LIMITÉE	20	40	44	38	86%	5	11%	43	98%	1	2%	10.6
				38	86%	6	14%	44	100%	0	0%	9.1
12.14 - PRIVATE, GLIDER, BALLOON, ULTRALIGHT, GYROP, RECREATION / PRIVÉ, PLANEUR, BALLON, ULTRALÉGER, AUTOGIRE, RÉCRÉATIF	20	40	2,560	740	29%	1,179	46%	1919	75%	641	25%	31.0
				785	31%	1210	47%	1995	78%	565	22%	29.7
12.16 - US TO CANADIAN LIC CONVERSION / CONVERSION DE LICENCES AMÉRICAINES À CANADIENNES	20	40	164	38	23%	48	29%	86	52%	78	48%	45.7
				57	35%	52	32%	109	66%	55	34%	31.9
13.1 - ISSUE FLIGHT TRAINING UNIT OC / DÉLIVR. CEA POUR UNITÉ DE FORM. AU PILOTAGE	30	60	1	0	0%	1	100%	1	100%	0	0%	41.0
				0	0%	1	100%	1	100%	0	0%	43.0
13.2 - AMEND FLIGHT TRAINING UNIT OC OR OPS SPEC / MODIF. CEA OU SPÉCIF. D'EXPL. POUR UNITÉ DE FORM. AU PILOTAGE	5	10	18	2	11%	1	6%	3	17%	15	83%	45.6
				4	22%	1	6%	5	28%	13	72%	30.3

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13.3 - REINSTATE SUSPENDED FLIGHT TRAINING UNIT OC OR OPS SPEC./ RÉTABLIR CEA OU SPÉCIF. D'EXPL. SUSPENDU DE L'UNITÉ DE FORM. EN PILOTAGE	5	10	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
13.9 - AERIAL WORK - ISSUE AIR OPERATOR CERTIFICATE / TRAVAIL AÉRIEN - DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE	60	120	2	1	50%	1	50%	2	100%	0	0%	56.0
				2	100%	0	0%	2	100%	0	0%	17.5
13.10 - AERIAL WORK - AMEND AIR OPERATOR CERTIFICATE / TRAVAIL AÉRIEN - MODIF. CERT. D'EXPL. AÉRIENNE	20	40	15	2	13%	6	40%	8	53%	7	47%	54.7
				3	20%	6	40%	9	60%	6	40%	42.7
13.11 - AERIAL WORK - NEW AIRCRAFT TYPE / TRAVAIL AÉRIEN - NOUVEAU TYPE D'AÉRONEF	20	40	4	0	0%	0	0%	0	0%	4	100%	71.5
				1	25%	0	0%	1	25%	3	75%	40.0
13.13 - AIR TAXI VFR - ISSUE AIR OPERATOR CERTIFICATE / TAXI AÉRIEN VFR - DÉLIVR. CERT. D'EXPL. AÉRIENNE	90	120	1	1	100%	0	0%	1	100%	0	0%	82.0
				1	100%	0	0%	1	100%	0	0%	82.0
13.14 - AIR TAXI VFR - AMEND AIR OPERATOR CERTIFICATE / TAXI AÉRIEN VFR - MODIF. CERT. D'EXPL. AÉRIENNE	20	40	6	1	17%	1	17%	2	33%	4	67%	74.2
				1	17%	1	17%	2	33%	4	67%	74.2
13.15 - AIR TAXI VFR - NEW AIRCRAFT TYPE / TAXI AÉRIEN VRF - NOUVEAU TYPE D'AÉRONEF	20	40	4	0	0%	1	25%	1	25%	3	75%	77.3
				0	0%	2	50%	2	50%	2	50%	46.8

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13.16 - AIR TAXI VFR - REINSTATE SUSPENDED AIR OPERATOR CERTIFICATE/SPEC / TAXI AÉRIEN VFR - RÉTABLIR CERT. D'EXPL. AÉRIENNE SUSPENDU/SPÉCIF.	30	90	1	1	100%	0	0%	1	100%	0	0%	4.0
				1	100%	0	0%	1	100%	0	0%	4.0
13.17 - AIR TAXI IFR - ISSUE AIR OPERATOR CERTIFICATE / TAXI AÉRIEN IFR - DÉLIVR. CERT. D'EXPL. AÉRIENNE	90	120	2	1	50%	1	50%	2	100%	0	0%	52.0
				1	50%	1	50%	2	100%	0	0%	52.0
13.18 - AIR TAXI IFR - AMEND AIR OPERATOR CERTIFICATE / TAXI AÉRIEN IFR - MODIF. CERT. D'EXPL. AÉRIENNE	30	60	4	1	25%	2	50%	3	75%	1	25%	47.5
				2	50%	1	25%	3	75%	1	25%	33.3
13.20 - AIR TAXI IFR - REINSTATE SUSPENDED AIR OPERATOR CERTIFICATE/SPEC / TAXI AÉRIEN IFR - RÉTABLIR CERT. D'EXPL. AÉRIENNE SUSPENDU/SPÉCIF.	30	30	1	1	100%	0	0%	1	100%	0	0%	1.0
				1	100%	0	0%	1	100%	0	0%	1.0
13.21 - COMMUTER - ISSUE AIR OPERATOR CERTIFICATE / NAVETTE - DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE	120	180	2	2	100%	0	0%	2	100%	0	0%	13.5
				2	100%	0	0%	2	100%	0	0%	13.5
13.22 - COMMUTER - AMEND AIR OPERATOR CERTIFICATE / NAVETTE - MODIF. CERT. D'EXPL. AÉRIENNE	30	60	22	12	55%	5	23%	17	77%	5	23%	49.8
				12	55%	5	23%	17	77%	5	23%	50.6
13.23 - COMMUTER - NEW AIRCRAFT TYPE / NAVETTE - NOUVEAU TYPE D'AÉRONEF	30	210	8	1	13%	7	88%	8	100%	0	0%	92.6
				2	25%	6	75%	8	100%	0	0%	90.0

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	
13.26 - AIRLINE 50+ - AMEND AIR OPERATOR CERTIFICATE/SPEC / TRANSP. AÉRIEN 50+ - MODIF. CERT. D'EXPL. AÉRIENNE/SPÉCIF.	30	90	49	36	73%	13	27%	49	100%	0	0%	20.7
				36	73%	13	27%	49	100%	0	0%	20.3
13.27 - AIRLINE 50+ - NEW AIRCRAFT TYPE / TRANSP. AÉRIEN 50+ - NOUVEAU TYPE D'AÉRONEF	150	210	2	1	50%	1	50%	2	100%	0	0%	45.5
				1	50%	1	50%	2	100%	0	0%	45.5
13.30 - AIRLINE OTHER - AMEND AIR OPERATOR CERTIFICATE/SPEC / AUTRE TRANSP. AÉRIEN - MODIF. CERT. D'EXPL. AÉRIENNE/SPÉCIF.	30	90	4	3	75%	0	0%	3	75%	1	25%	36.3
				3	75%	0	0%	3	75%	1	25%	36.0
13.37 - REMOVE AUTHORITY - AMEND OPERATOR CERTIFICATE/SPEC / SUPPRIMER AUTORITÉ - MODIF. CERT. D'EXPLOITATION /SPÉCIF.	10	30	3	2	67%	1	33%	3	100%	0	0%	5.3
				2	67%	1	33%	3	100%	0	0%	5.3
13.40 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - <10,000 / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - <10 000	10	20	21	9	43%	4	19%	13	62%	8	38%	22.8
				9	43%	5	24%	14	67%	7	33%	19.0
13.41 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - >10,000 - <50,000 / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - >10 000 - <50 000	10	20	4	1	25%	0	0%	1	25%	3	75%	43.0
				2	50%	0	0%	2	50%	2	50%	35.5

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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	
13.43 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - BALLOON / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - BALLON	10	20	1	0	0%	1	100%	1	100%	0	0%	12.0
				0	0%	1	100%	1	100%	0	0%	12.0
14.1 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) <3 / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) <3	90	120	6	4	67%	1	17%	5	83%	1	17%	54.7
				4	67%	1	17%	5	83%	1	17%	54.7
14.3 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) 3<11 / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) 3<11	90	120	4	4	100%	0	0%	4	100%	0	0%	36.8
				4	100%	0	0%	4	100%	0	0%	27.5
14.5 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) 11<51 / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) 11<51	90	120	3	3	100%	0	0%	3	100%	0	0%	13.0
				3	100%	0	0%	3	100%	0	0%	13.0
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%	32.0
				0	0%	0	0%	0	0%	1	100%	32.0
15.3 - APPROVAL OF AN AIRCRAFT MAINTENANCE ENGINEER COURSE - ADDITIONAL / APPROB. D'UN COURS POUR TECHN. D'ENTRETIEN D'AÉRONEF - ADDITIONNEL	30	60	8	5	63%	1	13%	6	75%	2	25%	40.4
				5	63%	1	13%	6	75%	2	25%	36.9

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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	
15.5 - ISSUE RESTRICTED CERTIFICATION AUTHORITY / DÉLIVR. DE POUVOIR RESTREINT DE CERTIFICATION	1	5	1	0	0%	0	0%	0	0%	1	100%	47.0
				0	0%	0	0%	0	0%	1	100%	47.0
15.6 - LETTER OF ACCEPTANCE - JAR 145 MAINT. ORGANIZATIONS - INITIAL / LETTRE DE RECONNAISSANCE - ORG. DE MAINT. JAR-145 - INTIALE	60	90	1	1	100%	0	0%	1	100%	0	0%	9.0
				1	100%	0	0%	1	100%	0	0%	9.0
15.29 - AUTHORIZATION UNDER PART VII / AUTORISATION EN VERTU DE LA PARTIE VII	7	14	63	46	73%	4	6%	50	79%	13	21%	10.3
				47	75%	3	5%	50	79%	13	21%	10.1
15.34 - ISSUE LIMITED SUPPLEMENTARY TYPE CERTIFICATE / DÉLIVRANCE CERTIFICAT DE TYPE SUPPLÉMENTAIRE RESTREINT	84	84	1	1	100%	0	0%	1	100%	0	0%	44.0
				1	100%	0	0%	1	100%	0	0%	44.0