

Transport Canada - Civil Aviation

Level of Service Summary Regulatory Fee: Yes Transactions Completed Between: 01/04/2011 TO 31/03/2012

For BRANCH: MA

Sub Activity	Service Standards		Total # of Transactions	Within Normal Service Standard Level		Within Maximum Service Standard Level		Beyond Maximum Service Standard Level		Average Days
	Normal Days	Maximum Days		# (trans)	%	# (trans)	%	# (trans)	%	
2.9 - REPLACEMENT OF MUTILATED LOST OR DESTROYED DOCUMENT / REMPLACEMENT DE DOCUMENTS ABIMÉS, PERDUS OU DÉTRUITS	5	10	66	45	68%	12	18%	9	14%	5.3
2.11 - REQUEST FOR AN EXTENSION (IFR, IR, MC, PPC, AIRCRAFT, SIM, GROUND TRAINING) / DEMANDE DE PROLONG (IFR, IP, CM, CCP AÉRONEF SIM FORMATION AU SOL	1	5	26	18	69%	4	15%	4	15%	3.7
2.13 - REQUEST FOR TEMPORARY PERSONNEL DOCUMENT / DEMANDE DE DOCUMENTS PERSONNELS TEMPORAIRES	1	5	57	28	49%	13	23%	16	28%	5.3
7.1 - AMENDMENT OF A C OF R / MODIF. DU CERTIFICAT D'IMMATRICULATION	7	60	2	1	50%	1	50%	0	0%	18.0
7.2 - AUTHORIZATION TO LEASE AN AIRCRAFT - CDN FROM FOREIGN / AUTORISATION DE LOUER UN AÉRONEF - CDN DE L'ÉTRANGER	3	7	5	1	20%	0	0%	4	80%	14.8
7.3 - AUTHORIZATION TO LEASE AN AIRCRAFT - CDN TO CDN / AUTORISATION DE LOUER UN AÉRONEF - CDN À CDN	3	7	1	0	0%	0	0%	1	100%	24.0
7.6 - ISSUE CONTINUING C OF R / DÉLIVR. CERT. D'IMMATRICULATION EN COURS	7	60	166	49	30%	105	63%	12	7%	23.8
7.7 - ISSUE OR RESERVE A SPECIAL AIRCRAFT MARK / DÉLIVR. OU RÉG. UNE MARQUE AÉRON. SPÉCIALE	1	10	24	8	33%	10	42%	6	25%	11.2
7.8 - ISSUE PROVISIONAL / TEMPORARY C OF R / DÉLIVR. CERT. D'IMMATR. PROVISOIRE /	7	60	33	17	52%	14	42%	2	6%	16.0

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TEMPORAIRE										
7.9 - RESERVE AN AIRCRAFT MARK / RÉSERVER UNE MARQUE AÉRONAUTIQUE	1	10	42	14	33%	20	48%	8	19%	6.4
12.1 - CATEGORY 4 MEDICAL CERTIFICATE / CERTIFICAT MÉDICAL CATÉGORIE 4	20	40	40	32	80%	7	18%	1	3%	14.0
12.2 - AIR TRAFFIC CONTROLLER LICENCE AND RATING / LICENCE ET QUALIF. DE CONTR. DE LA CIRC. AÉRIENNE	20	40	3	1	33%	0	0%	2	67%	44.7
12.3 - AIRLINE TRANSPORT PILOT LICENCE / LICENCE DE PILOTE DE LIGNE	20	40	31	13	42%	14	45%	4	13%	24.2
12.4 - AME LICENCE ISSUE / DÉLIVRANCE DE LICENCE TEA	20	40	5	3	60%	1	20%	1	20%	20.4
12.5 - AME LICENCE RENEWAL / RENOUELLEMENT DE LICENCE TEA	1	5	6	3	50%	3	50%	0	0%	2.8
12.6 - AME RATING / QUALIFICATION TEA	1	20	1	0	0%	1	100%	0	0%	4.0
12.8 - COMMERCIAL, FLIGHT ENGINEER / COMMERCIAL, MÉCANICIEN DE BORD	20	40	162	115	71%	36	22%	11	7%	19.0
12.9 - FLIGHT CREW RATING INITIAL ISSUE / QUEST. INITIALE SUR LA QUALIF. D'ÉQUIP. DE CONDUITE	20	40	574	437	76%	124	22%	13	2%	15.6
12.10 - FLIGHT CREW RATING RENEWAL / RENOUV. QUALIF. D'ÉQUIPAGE DE CONDUITE	20	40	55	43	78%	9	16%	3	5%	17.2

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12.12 - FOREIGN LICENCE VALIDATION / VALIDATION D'UNE LICENCE ÉTRANGÈRE	2	5	58	32	55%	13	22%	13	22%	4.9
12.14 - PRIVATE, GLIDER, BALLOON, ULTRALIGHT, GYROP, RECREATION / PRIVÉ, PLANEUR, BALLON, ULTRALÉGER, AUTOGIRE, RÉCRÉATIF	20	40	234	191	82%	39	17%	4	2%	13.2
12.16 - US TO CANADIAN LIC CONVERSION / CONVERSION DE LICENCES AMÉRICAINES À CANADIENNES	20	40	2	0	0%	1	50%	1	50%	44.5