

## Transport Canada - Civil Aviation

### **Level of Service Summary Regulatory Fee: No** **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)                             | %   |              |
| 7.5 - DEREGISTRATION OF AN AIRCRAFT /<br>ANNULATION DE L'IMMATR. D'UN AÉRONEF | 1                 | 3            | 13                      | 2                                    | 15% | 2                                     | 15% | 9                                     | 69% | 15.4         |
| 12.18 - VERIFICATION LETTER / LETTRES DE<br>VÉRIFICATION                      | 10                | 10           | 137                     | 136                                  | 99% | 0                                     | 0%  | 1                                     | 1%  | 2.7          |