

## Transport Canada - Civil Aviation

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

**For BRANCH: MA, PA**

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	168	115	68%	16	10%	37	22%	11.0
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	98	54	55%	22	22%	22	22%	8.2
2.13 - REQUEST FOR TEMPORARY PERSONNEL DOCUMENT / DEMANDE DE DOCUMENTS PERSONNELS TEMPORAIRES	1	5	70	40	57%	14	20%	16	23%	4.6
5.1 - EXEMPTION REQUEST / DEMANDE D'EXEMPTION	30	90	26	15	58%	7	27%	4	15%	39.7
7.1 - AMENDMENT OF A C OF R / MODIF. DU CERTIFICAT D'IMMATRICULATION	7	60	29	26	90%	3	10%	0	0%	5.3
7.2 - AUTHORIZATION TO LEASE AN AIRCRAFT - CDN FROM FOREIGN / AUTORISATION DE LOUER UN AÉRONEF - CDN DE L'ÉTRANGER	3	7	6	1	17%	0	0%	5	83%	15.0
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
7.4 - AUTHORIZATION TO LEASE AN AIRCRAFT - FOREIGN FROM CDN / AUTORISATION DE LOUER UN AÉRONEF - ÉTRANGER DE CDN	3	7	5	0	0%	1	20%	4	80%	20.2
7.6 - ISSUE CONTINUING C OF R / DÉLIVR. CERT. D'IMMATRICULATION EN COURS	7	60	995	573	58%	354	36%	68	7%	17.5

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7.7 - ISSUE OR RESERVE A SPECIAL AIRCRAFT MARK / DÉLIVR. OU RÉSERV. UNE MARQUE AÉRON. SPÉCIALE	1	10	173	125	72%	40	23%	8	5%	4.0
7.8 - ISSUE PROVISIONAL / TEMPORARY C OF R / DÉLIVR. CERT. D'IMMATR. PROVISOIRE / TEMPORAIRE	7	60	39	20	51%	17	44%	2	5%	14.9
7.9 - RESERVE AN AIRCRAFT MARK / RÉSERVER UNE MARQUE AÉRONAUTIQUE	1	10	58	27	47%	23	40%	8	14%	5.1
8.2 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - LARGE AIRCRAFT / APPROB. DU CALENDRIER DE MAINT. POUR LES GROS AÉRONEFS	30	140	7	2	29%	3	43%	2	29%	70.0
8.3 - APPROVAL OF AIRCRAFT MAINTENANCE SCHEDULE - OTHER / APPROB. DU CALENDRIER DE MAINT. POUR LES AUTRES AÉRONEFS	30	140	10	9	90%	1	10%	0	0%	10.8
8.4 - AMENDMENT TO MAINTENANCE SCHEDULE, TASKS OR INTERVALS / MODIF. AU CALENDRIER DE MAINT., TÂCHES ET INTERVALLES	10	30	12	7	58%	3	25%	2	17%	22.3
9.1 - AMENDMENT TO FLIGHT AUTHORITY OPERATING CONDITIONS / MODIF. DES COND. D'EXPL. DE L'AUTORITÉ DE VOL	1	5	20	14	70%	3	15%	3	15%	4.9
9.2 - APPLICATION FOR C OF A - TRANSPORT, NOT ON IMPORT / DEMANDE D'UN CERT. DE NAVIG. - TRANSPORT, PAS POUR IMPORT.	1	5	1	1	100%	0	0%	0	0%	1.0

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9.3 - APPLICATION FOR C OF A - TRANSPORT, ON IMPORT / DEMANDE D'UN CERT. DE NAVIG. - TRANSPORT, POUR IMPORT.	45	90	2	1	50%	1	50%	0	0%	28.0
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	2	1	50%	0	0%	1	50%	65.0
9.7 - APPLICATION FOR FLIGHT PERMIT - EXPERIMENTAL / DEMANDE D'UN PERMIS DE VOL EXPÉRIMENTAL	1	5	3	1	33%	1	33%	1	33%	12.3
9.8 - APPLICATION FOR SPECIAL C OF A - LIMITED CATEGORY / DEMANDE DEMANDE D'UN CERTIFICAT SPÉCIAL DE NAVIGABILITÉL - CATÉGORIE LIMITÉE	1	5	3	0	0%	0	0%	3	100%	101.7
9.9 - APPLICATION FOR SPECIAL C OF A - OWNER MAINTENANCE / DEMANDE DEMANDE D'UN CERTIFICAT SPÉCIAL DE NAVIGABILITÉ - MAINT. PAR LE PROPRIÉTAIRE	1	5	2	2	100%	0	0%	0	0%	1.0
9.10 - APPLICATION FOR FLIGHT PERMIT - SPECIFIC PURPOSE / DEMANDE DE PERMIS DE VOL - RAISON PRÉCISE	1	5	59	27	46%	10	17%	22	37%	13.2
9.11 - APPLICATION FOR SPECIAL C OF A / DEMANDE D'UN CERT. DE NAVIGABILITÉ	1	5	5	3	60%	1	20%	1	20%	3.4
9.14 - VALIDATION OF A FOREIGN FLIGHT AUTHORITY - NOT AMATEUR BUILT / VALIDATION D'UNE AUTORITÉ DE VOL ÉTRANGÈRE - PAS CONSTR. AMAT.	5	10	20	10	50%	0	0%	10	50%	19.9

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10.2 - AME - REGULATORY EXAMINATION / TEA - EXAMEN RÉGLEMENTAIRE	1	20	8	0	0%	5	63%	3	38%	35.1
10.3 - AME - TECHNICAL EXAMINATION / TEA - EXAMEN TECHNIQUE	1	10	2	0	0%	0	0%	2	100%	19.0
11.2 - FLIGHT TEST UNDER PART IV / TEST EN VOL EN VERTU DE LA PARTIE IV	15	30	1	1	100%	0	0%	0	0%	8.0
11.3 - FLIGHT TEST UNDER PART VI OR VII / TEST EN VOL EN VERTU DE LA PARTIE VI OU VII	15	30	3	1	33%	2	67%	0	0%	18.3
12.1 - CATEGORY 4 MEDICAL CERTIFICATE / CERTIFICAT MÉDICAL CATÉGORIE 4	20	40	256	236	92%	12	5%	8	3%	8.6
12.2 - AIR TRAFFIC CONTROLLER LICENCE AND RATING / LICENCE ET QUALIF. DE CONTR. DE LA CIRC. AÉRIENNE	20	40	8	3	38%	2	25%	3	38%	39.8
12.3 - AIRLINE TRANSPORT PILOT LICENCE / LICENCE DE PILOTE DE LIGNE	20	40	185	128	69%	49	26%	8	4%	16.1
12.4 - AME LICENCE ISSUE / DÉLIVRANCE DE LICENCE TEA	20	40	68	45	66%	8	12%	15	22%	34.8
12.5 - AME LICENCE RENEWAL / RENOUELEMENT DE LICENCE TEA	1	5	140	14	10%	34	24%	92	66%	24.1
12.6 - AME RATING / QUALIFICATION TEA	1	20	19	2	11%	8	42%	9	47%	21.9
12.8 - COMMERCIAL, FLIGHT ENGINEER / COMMERCIAL, MÉCANICIEN DE BORD	20	40	547	437	80%	75	14%	35	6%	15.3

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12.9 - FLIGHT CREW RATING INITIAL ISSUE / QUEST. INITIALE SUR LA QUALIF. D'ÉQUIP. DE CONDUITE	20	40	3,232	2,844	88%	298	9%	90	3%	11.8
12.10 - FLIGHT CREW RATING RENEWAL / RENOUV. QUALIF. D'ÉQUIPAGE DE CONDUITE	20	40	243	207	85%	29	12%	7	3%	13.1
12.12 - FOREIGN LICENCE VALIDATION / VALIDATION D'UNE LICENCE ÉTRANGÈRE	2	5	200	89	45%	20	10%	91	46%	11.8
12.13 - LIMITED TERM PILOT LICENCE / LICENCE DE PILOTE DE DURÉE LIMITÉE	20	40	12	9	75%	3	25%	0	0%	11.1
12.14 - PRIVATE, GLIDER, BALLOON, ULTRALIGHT, GYROP, RECREATION / PRIVÉ, PLANEUR, BALLON, ULTRALÉGER, AUTOGIRE, RÉCRÉATIF	20	40	1,134	1,005	89%	95	8%	34	3%	11.1
12.16 - US TO CANADIAN LIC CONVERSION / CONVERSION DE LICENCES AMÉRICAINES À CANADIENNES	20	40	130	71	55%	28	22%	31	24%	30.3
13.1 - ISSUE FLIGHT TRAINING UNIT OC / DÉLIVR. CEA POUR UNITÉ DE FORM. AU PILOTAGE	30	60	4	1	25%	0	0%	3	75%	137.8
13.2 - AMEND FLIGHT TRAINING UNIT OC OR OPS SPEC / MODIF. CEA OU SPÉCIF. D'EXPL. POUR UNITÉ DE FORM. AU PILOTAGE	5	10	12	1	8%	0	0%	11	92%	90.8
13.9 - AERIAL WORK - ISSUE AIR OPERATOR CERTIFICATE / TRAVAIL AÉRIEN - DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE	60	120	1	0	0%	0	0%	1	100%	151.0
13.10 - AERIAL WORK - AMEND AIR OPERATOR	20	40	12	4	33%	1	8%	7	58%	71.4

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CERTIFICATE / TRAVAIL AÉRIEN - MODIF. CERT. D'EXPL. AÉRIENNE										
13.11 - AERIAL WORK - NEW AIRCRAFT TYPE / TRAVAIL AÉRIEN - NOUVEAU TYPE D'AÉRONEF	20	40	5	0	0%	2	40%	3	60%	113.2
13.12 - AERIAL WORK - REINSTATE SUSPENDED AIR OPERATOR CERTIFICATE/SPEC / TRAVAIL AÉRIEN - RÉTABLIR CERT. D'EXPL. AÉRIENNE SUSPENDU/SPÉCIF.	30	90	1	1	100%	0	0%	0	0%	7.0
13.13 - AIR TAXI VFR - ISSUE AIR OPERATOR CERTIFICATE / TAXI AÉRIEN VFR - DÉLIVR. CERT. D'EXPL. AÉRIENNE	90	120	1	0	0%	0	0%	1	100%	247.0
13.14 - AIR TAXI VFR - AMEND AIR OPERATOR CERTIFICATE / TAXI AÉRIEN VFR - MODIF. CERT. D'EXPL. AÉRIENNE	20	40	17	6	35%	3	18%	8	47%	74.5
13.15 - AIR TAXI VFR - NEW AIRCRAFT TYPE / TAXI AÉRIEN VRF - NOUVEAU TYPE D'AÉRONEF	20	40	5	0	0%	1	20%	4	80%	155.4
13.16 - AIR TAXI VFR - REINSTATE SUSPENDED AIR OPERATOR CERTIFICATE/SPEC / TAXI AÉRIEN VFR - RÉTABLIR CERT. D'EXPL. AÉRIENNE SUSPENDU/SPÉCIF.	30	90	2	1	50%	0	0%	1	50%	122.0
13.18 - AIR TAXI IFR - AMEND AIR OPERATOR CERTIFICATE / TAXI AÉRIEN IFR - MODIF. CERT. D'EXPL. AÉRIENNE	30	60	2	0	0%	0	0%	2	100%	181.5
13.19 - AIR TAXI IFR - NEW AIRCRAFT TYPE / TAXI AÉRIEN IFR - NOUVEAU TYPE D'AÉRONEF	30	60	1	0	0%	1	100%	0	0%	55.0

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13.21 - COMMUTER - ISSUE AIR OPERATOR CERTIFICATE / NAVETTE - DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE	120	180	3	1	33%	2	67%	0	0%	115.3
13.22 - COMMUTER - AMEND AIR OPERATOR CERTIFICATE / NAVETTE - MODIF. CERT. D'EXPL. AÉRIENNE	30	60	4	0	0%	1	25%	3	75%	98.8
13.23 - COMMUTER - NEW AIRCRAFT TYPE / NAVETTE - NOUVEAU TYPE D'AÉRONEF	30	210	7	1	14%	5	71%	1	14%	110.9
13.26 - AIRLINE 50+ - AMEND AIR OPERATOR CERTIFICATE/SPEC / TRANSP. AÉRIEN 50+ - MODIF. CERT. D'EXPL. AÉRIENNE/SPECIF.	30	90	6	2	33%	2	33%	2	33%	73.3
13.30 - AIRLINE OTHER - AMEND AIR OPERATOR CERTIFICATE/SPEC / AUTRE TRANSP. AÉRIEN - MODIF. CERT. D'EXPL. AÉRIENNE/SPECIF.	30	90	2	0	0%	1	50%	1	50%	80.5
13.40 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - <10,000 / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - <10 000	10	20	7	0	0%	4	57%	3	43%	23.7
13.41 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - >10,000 - <50,000 / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - >10 000 - <50 000	10	20	4	0	0%	0	0%	4	100%	49.8
13.42 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - >50,000 / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - >50 000	10	20	1	0	0%	0	0%	1	100%	45.0

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13.43 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - BALLOON / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - BALLON	10	20	2	2	100%	0	0%	0	0%	4.5
14.1 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) <3 / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) <3	90	120	1	1	100%	0	0%	0	0%	57.0
14.3 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) 3<11 / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) 3<11	90	120	1	1	100%	0	0%	0	0%	58.0
14.5 - ISSUE A CERTIFICATE OF APPROVAL, (MAINT, MANUF, DISTRIB) 11<51 / DÉLIVR. CERT. D'AGRÉMENT (MAINT., CONSTR., DISTRIB.) 11<51	90	120	1	1	100%	0	0%	0	0%	1.0
15.1 - AUTHORIZATION OF INDUSTRY TRAINING PRODUCTS / AUTORISATION DE PROD. DE FORMATION DE L'INDUSTRIE	30	30	1	0	0%	0	0%	1	100%	133.0
15.2 - ISSUE AN APPROVED TRAINING ORGANIZATION CERTIFICATE / DÉLIVR. D'UN CERT. D'ORGANISME DE FORMATION AGRÉÉ	90	120	1	1	100%	0	0%	0	0%	9.0
15.3 - APPROVAL OF AN AIRCRAFT MAINTENANCE ENGINEER COURSE - ADDITIONAL / APPROB. D'UN COURS POUR TECHN. D'ENTRETIEN D'AÉRONEF - ADDITIONNEL	30	60	2	2	100%	0	0%	0	0%	19.5
15.5 - ISSUE RESTRICTED CERTIFICATION AUTHORITY / DÉLIVR. DE POUVOIR RESTREINT DE CERTIFICATION	1	5	1	0	0%	0	0%	1	100%	33.0