

## Transport Canada - Civil Aviation

### **Level of Service Summary Regulatory Fee: No** **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)	%	
7.5 - DEREGISTRATION OF AN AIRCRAFT / ANNULATION DE L'IMMATR. D'UN AÉRONEF	1	3	177	101	57%	27	15%	49	28%	8.6
10.1 - SCHEDULE WRITTEN EXAM(S) / CALENDRIER DES EXAMENS ÉCRITS	10	30	2	1	50%	1	50%	0	0%	16.0
10.3 - AME - TECHNICAL EXAMINATION / TEA - EXAMEN TECHNIQUE	1	10	1	0	0%	0	0%	1	100%	64.0
12.18 - VERIFICATION LETTER / LETTRES DE VÉRIFICATION	10	10	468	463	99%	0	0%	5	1%	2.1
13.4 - ISSUE A PRIVATE OPERATOR CERTIFICATE / DÉLIVR. CERT. D'EXPLOITATION PRIVÉE	60	120	2	1	50%	0	0%	1	50%	129.0
13.5 - AMEND A PRIVATE OPERATOR CERTIFICATE / MODIF. CERT. D'EXPLOITATION PRIVÉE	30	90	4	1	25%	2	50%	1	25%	54.5
13.6 - AMEND A PRIVATE OPERATOR CERTIFICATE - NEW AIRCRAFT TYPE / MODIF. CERT. D'EXPL. PRIVÉE - NOUVEAU TYPE D'AÉRONEF	30	90	7	0	0%	2	29%	5	71%	107.3
13.44 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - PARACHUTING / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - PARACHUTISME	10	20	2	1	50%	1	50%	0	0%	11.5
13.45 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - UNMANNED AIR VEHICLE / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL - VÉHICULE AÉRIEN NON HABITÉ	10	20	17	4	24%	5	29%	8	47%	23.6

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	Normal Days	Maximum Days		# (trans)	%	# (trans)	%	# (trans)	%	
13.46 - ISSUE SPECIAL FLIGHT OPERATIONS CERTIFICATE - OTHER / DÉLIVR. CERT. D'EXPLOITATION AÉRIENNE SPÉCIAL. - AUTRE	10	20	27	14	52%	5	19%	8	30%	21.1
15.9 - FLIGHT TRAINING DEVICE APPROVAL - RENEWAL / APPROB. DISPOSITIFS D'ENTRAÎNEMENT DE VOL - RENOUV.	20	40	2	2	100%	0	0%	0	0%	5.0
15.20 - ROCKET LAUNCH AUTHORITY / AUTORITÉ DE LANCEMENT DE FUSÉES	10	20	2	0	0%	2	100%	0	0%	15.5
15.24 - MINIMUM EQUIPMENT LIST - INITIAL / LISTE D'ÉQUIPEMENT MINIMAL - INITIALE	150	210	5	5	100%	0	0%	0	0%	42.4
15.25 - MINIMUM EQUIPMENT LIST - AMENDMENT / LISTE D'ÉQUIPEMENT MINIMAL - MODIFICATION	150	210	5	1	20%	2	40%	2	40%	157.6
17.1 - INITIAL MANUAL APPROVAL / APPROB. INITIALE DU MANUEL	60	60	19	14	74%	0	0%	5	26%	53.8
17.2 - MANUAL AMENDMENT / MODIFICATION DU MANUEL	60	60	259	201	78%	0	0%	58	22%	42.7
18.3 - PILOT EXAMINER APPOINTMENT / RENEWAL / NOMINATION D'UN PILOTE EXAMINATEUR / RENOUV.	40	60	50	38	76%	4	8%	8	16%	32.5
18.4 - AUTHORIZED CHECK PILOT / PILOTE INSPECTEUR AUTORISÉ	15	30	100	51	51%	20	20%	29	29%	28.4
18.5 - MINISTER'S DELEGATE - MAINTENANCE APPOINTMENT / RENEWAL / REPRÉSENTANT DU MINISTRE - MAINTENANCE NOMINATION / RENOUV.	15	30	19	5	26%	2	11%	12	63%	59.1