

## Transport Canada - Civil Aviation

### **Level of Service Summary Regulatory Fee: No** **Transactions Completed Between: 01/04/2011 TO 31/03/2012**

**For BRANCH: 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            | 164                     | 99                                   | 60% | 25                                    | 15% | 40                                    | 24% | 8.0          |
| 10.1 - SCHEDULE WRITTEN EXAM(S) / CALENDRIER DES EXAMENS ÉCRITS  | 10                | 30           | 2                       | 1                                    | 50% | 1                                     | 50% | 0                                     | 0%  | 16.0         |
| 12.18 - VERIFICATION LETTER / LETTRES DE VÉRIFICATION  | 10                | 10           | 331                     | 327                                  | 99% | 0                                     | 0%  | 4                                     | 1%  | 1.9          |
| 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         |
| 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         |

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|--|-------------------|--------------|-------------------------|--------------------------------------|------|---------------------------------------|------|---------------------------------------|-----|--------------|
|  | Normal Days       | Maximum Days |                         | # (trans)                            | %    | # (trans)                             | %    | # (trans)                             | %   |              |
| 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         |