



2006 Survey of Service Industries: Repair and Maintenance Services

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Reporting Guide

This guide is designed to assist you as you complete the 2006 Survey of Service Industries. If you need more information, please call the Statistics Canada Help Line at the number below.

Help Line: 1 888 881-3666

Your answers are confidential.

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada. All Statistics Canada employees take an oath of secrecy and face severe penalties for any breach of confidentiality. The collected information cannot be disclosed under the *Access to Information Act* or any other Act. **The Canada Revenue Agency cannot access any individual survey records from Statistics Canada.**

All survey results are carefully screened before publication to ensure they cannot be used to derive information about a particular business.

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B - Main Business Activity

1. Please describe the nature of your business

To ensure that you have received the appropriate questionnaire, you are asked to describe the nature of your business. The description should briefly state the main activities of your business unit.

2. Please check the one main activity which most accurately represents your main source of revenue

Automotive repair and maintenance

For the purpose of this survey, automotive repair and maintenance includes work done on cars, trucks, vans, commercial tractor trailers.

If your business unit specializes in **one** of the following automotive repair and maintenance services, except automotive exhaust system repair, please select "Other specialized motor vehicle repair and maintenance services" (see below for list of includes).

General automotive mechanical and electrical repair and maintenance

Includes:

- engine repair and maintenance;
- exhaust system replacement;
- transmission and electrical system repair;
- front end alignment repair;
- automotive brake repair;
- automotive suspension repair;
- radiator repair work;
- automotive springs rebuilding and repair;
- transmission repair and replacement;
- automotive electrical repair;
- automotive air-conditioning installation and repair;
- automotive fuel system conversion;
- businesses specializing in engine repair and replacement.

Excludes:

- automotive and part dealers providing repair services;
- automotive part and accessory stores retailing new and rebuilt parts and accessories and providing automotive repair services;
- gasoline stations retailing motor fuel and providing automotive repair services.

Automotive exhaust systems repair

Business units that primarily replace and repair automotive exhaust systems.

Automotive body, paint and interior repair and maintenance

Includes:

- antique and classic automobile restoration;
- limousine custom conversion;
- automotive upholstery and trim work;
- paint and body work;
- collision repair;
- truck or trailer body repair;
- frame repair work.

Excludes:

- manufacturing and the conversion of vehicles on a factory basis (transportation equipment manufacturing).

Other specialized motor vehicle repair and maintenance services (e.g., brake, radiator, transmission repair shops)

Includes:

- automotive air-conditioning installation and repair;
- automotive brake repair;
- automotive springs, rebuilding and repair;
- automotive electrical repair;
- front end alignment repair;
- automotive fuel system conversion;
- automotive suspension repair;
- radiator repair work;
- transmission repair and replacement.

Automotive glass replacement shops

Includes:

- automotive glass replacement and window tinting services.

Car washes

Includes:

- automotive detail work;
- mobile wash units (trucks, autos);
- waxing and polishing services.

All other automotive repair and maintenance services (e.g., diagnostic centres, emissions testing, tire repair, oil and lube services)

Includes:

- automotive diagnostic centres;
- lubrication or undercoating;

- emission testing (without repair);
- tire repair services.

Excludes:

- tire re-treading or recapping (tire manufacturing);
- repairing air-conditioners other than automotive (appliance repair and maintenance).

Electronic and precision equipment repair and maintenance

Includes:

- electrical measuring instrument repair and calibration;
- nautical and navigational instrument repair;
- photographic equipment repair;
- precision instrument repair;
- repair and maintenance of computers and related equipment;
- repair of electronic equipment;
- repair of industrial process control equipment;
- stereo equipment repair;
- television repair.

Excludes:

- retailers, wholesalers and manufacturers of new electronics that provide repair and maintenance services as a secondary activity;
- rewinding armatures and rebuilding electric motors;
- installing and repairing locks.

Commercial and industrial machinery and equipment repair and maintenance

Includes:

- blacksmith services;
- construction machinery and equipment repair;
- fire extinguisher services;
- industrial equipment and machinery repair;
- electric motor repair;
- reconditioning metal drums and shipping containers;
- repair of non-domestic cooling and refrigeration equipment;
- tank and boiler cleaning service;
- welding repair service.

Excludes:

- automotive and electronic repair and maintenance;

- retailers, wholesalers and manufacturers of commercial and industrial machinery and equipment providing repair and maintenance services as a secondary activity;
- rewind of armatures or rebuild of electric motors;
- repair and overhaul of aircraft at the factory;
- repair and overhaul of railroad engines and cars at the factory;
- repair and overhaul of ships at the shipyard;
- repair and service of aircraft in a hangar;
- repair and service of railroad cars and engines in a railroad yard;
- repair and overhaul of ships at floating dry docks.

If none of the above activities describes your main source of revenue, please call **1 888 881-3666** for further information.

3. Is the sole purpose of this business unit to provide services to your parent company, an affiliated company or professional practice? (Yes-No)

If “Yes”, please specify the name of the parent company or professional practice in the space provided.

C - Reporting Period Information

Please report information for your **fiscal year** (normal business year) **ending between** April 1, 2006 and March 31, 2007. Please indicate the reporting period covered by this questionnaire.

F - Industry Characteristics

1. Labour charged for repair and maintenance services

Includes:

- labour charged for installations;
- warranty and repair work.

3. Sales of merchandise, parts and accessories (for resale in the same condition as purchased)

Includes:

- sales of automotive fuels;
- other general merchandise.

5. Other sales

Includes:

- towing;
- recycling;
- sales of discarded and recycled materials and supplies.

Parts and accessories, questions 7 to 9

Report inventory at book value (e.g., the value maintained in your accounting records).

Includes:

- opening and closing inventories of all types;
- raw materials;
- goods in process;
- finished products;
- parts for use in generating repair and maintenance sales;
- goods purchased for resale.

Closing inventory should reflect all inventory adjustments.

Excludes:

- inventory held on consignment for others.

G - Personnel

To fully measure the contribution of all human capital in this industry, we require information on the number of owners, partners and proprietors as well as the number and classification of workers.

1. Number of non-salaried partners and proprietors (if salaried, report only at question 2 below)

For unincorporated businesses, please report the number of partners and proprietors for whom earnings will be the net income of the partnership or proprietorship.

2. a) Number of paid employees (based on year end T4 payroll summaries)

Includes:

- all employees who were issued a T4 for the period covered by this survey.

Excludes:

- non-salaried partners and proprietors reported at question 1 above.

b) Percentage of paid employees who worked full time

Full-time employment consists of persons who usually work 30 hours or more per week. Please specify the percentage of paid employees who have been working full time by rounding the percentage to the nearest whole number.

3. Number of contract workers (for whom you did not issue a T4, such as freelancers and casual workers)

Contract workers are not employees, but workers contracted to perform a specific task or project in your organization for a specific duration, such as self-employed persons, freelancers and casual workers. These workers are not issued a T4 information slip. Please report the number of contract workers employed by your organization during the fiscal year.

4. Number of volunteers (including unpaid interns and co-op students) during the reporting period (estimates are acceptable)

Please report the number of unpaid workers employed by your organization during the fiscal year.

Includes:

- unpaid interns and co-op students.

5. Total number of hours worked by volunteers during the reporting period (estimates are acceptable)

Please report the number of hours recorded by your organization for the work performed by volunteers during the fiscal year.

H - Sales by Type of Client

This section is designed to measure which sector of the economy purchases your services.

Please provide a percentage breakdown of your sales by type of client.

Please ensure that the sum of percentages reported in this section equals 100%.

1. Clients in Canada

a) Businesses

Percentage of sales sold to the business sector should be reported here.

Includes:

- sales to Crown corporations.

b) Individuals and households

Please report the percentage of sales to individuals and households who do not represent the business or government sector.

c) Governments and public institutions (e.g., hospitals, schools)

Percentage of sales to federal, provincial, territorial and municipal governments should be reported here.

Includes:

- sales to hospitals, schools, universities and public utilities.

2. Clients outside Canada

Please report the share of total sales to customers or clients located outside Canada including foreign businesses, foreign individuals, foreign institutions and/or governments.

Includes:

- sales to foreign subsidiaries and affiliates.

General Information

Survey Purpose

Statistics Canada conducts this survey to obtain detailed and accurate data on this industry, which is recognised as being an important contributor to the Canadian economy. Your responses are critically important to produce reliable statistics used by businesses, non-profit organizations and all levels of government to make informed decisions in many areas.

The information from this survey can be used by your business to benchmark your performance against an industry standard, to plan marketing strategies or to prepare business plans for investors. Governments use the data to develop national and regional economic policies and to develop programs to promote domestic and international competitiveness. The data are also used by trade associations, business analysts and investors to study the economic performance and characteristics of your industry.

Data-sharing Agreements

To avoid duplicating surveys and to ensure more uniform statistics, Statistics Canada has entered into data-sharing agreements with many provincial and territorial statistical agencies.

The objective of these data-sharing agreements is to share data from some surveys for those

business establishments operating within their respective jurisdictions. **These agreements require that the shared data be used only for statistical purposes and be kept confidential.** Survey participants are always informed at the time of collection if a sharing agreement applies to a particular survey.

There are two types of data-sharing agreements that exist under the *Statistics Act*:

Agreements under Section 11 of the *Statistics Act* allow the sharing of information from the Unified Enterprise Survey program with the statistical agencies of Newfoundland and Labrador, Nova Scotia, New Brunswick, Quebec, Ontario, Saskatchewan, Alberta, British Columbia and Yukon. These statistical agencies have been established under provincial and territorial legislation authorizing them to collect this information on their own or jointly with Statistics Canada. Their legislation also provides the same confidentiality protection and outlines similar penalties for disclosure of confidential information as the federal *Statistics Act*.

Agreements under Section 12 of the *Statistics Act* allow the sharing of information from the Unified Enterprise Survey program with the statistical agencies of Prince Edward Island, the Northwest Territories and Nunavut. All these Section 12 agreements require that the information be kept strictly confidential.

Under Section 12, you may refuse to share your information with any of these agencies by writing a letter of objection to the Chief Statistician of Canada and returning it with your completed questionnaire. Please specify those agencies from which data shall be withheld.

Please note that Statistics Canada does not share any individual survey information with the Canada Revenue Agency.

For more information about these data-sharing agreements, please contact Statistics Canada at **1 888 881-3666** or visit our website at **www.statcan.ca**.

Thank you!