

# 2009 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 2009 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.

Statistics Canada is prohibited by law from releasing any information from this survey which would identify a person, business, or organization, without their prior consent. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation. **The Canada Revenue Agency cannot access identifiable survey data from Statistics Canada.**

These survey data will only be used for statistical purposes and will be published in an aggregate form only.

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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.**

Below is a description of each main activity.

#### **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**

##### **Include:**

- 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.

##### **Exclude:**

- 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**

##### **Include:**

- 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.

##### **Exclude:**

- 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)**

##### **Include:**

- 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**

##### **Include:**

- automotive glass replacement and window tinting services.

#### **Car washes**

##### **Include:**

- 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)**

**Include:**

- automotive diagnostic centres;
- lubrication or undercoating;
- emission testing (without repair);
- tire repair services.

**Exclude:**

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

**Electronic and precision equipment repair and maintenance**

**Include:**

- 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.

**Exclude:**

- 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**

**Include:**

- 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.

**Exclude:**

- 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, 2009 and March 31, 2010. Please indicate the reporting period covered by this questionnaire.

**F - Industry characteristics**

**4. Sale of merchandise, parts and accessories (for re-sale in the same condition as purchased)**

**Include:**

- sales of automotive fuels;
- other general merchandise.

**5. Other sales**

**Include:**

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

## Inventory

### Parts and accessories, questions 7 to 9

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

#### Include:

- 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 re-sale.

Closing inventory should reflect all inventory adjustments.

#### Exclude:

- 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 partners and proprietors as well as the number and classification of workers.

### 1. Number of partners and proprietors, non-salaried (if salaried, report 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. Paid employees

#### a) Average number of paid employees during the reporting period

To calculate the average number employed, add the number of employees in the last pay period of each month of the reporting period and divide this sum by the number of months (usually 12).

#### Exclude:

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

#### b) Percentage of paid employees (from question 2a) 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 (estimates are acceptable)

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.

## 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.

#### Include:

- 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, not-for-profit organizations and public institutions (e.g., hospitals, schools)

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

#### Include:

- 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.

#### Include:

- sales to foreign subsidiaries and affiliates.

## J - International transactions

This section is intended to measure the value of international transactions on goods, services, and royalties and licences fees. It covers **imported services and goods** purchased outside Canada as well as the value of **exported services and goods** to clients/customers outside Canada. Please report also royalties, rights, licensing and franchise fees paid to and/or received from outside Canada. Services cover a variety of industrial, professional, trade and business services.

### 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 reduce respondent burden, Statistics Canada has entered into data sharing agreements with provincial and territorial statistical agencies and other government organizations, which must keep the data confidential and use them only for statistical purposes. Statistics Canada will only share data from this survey with those organizations that have demonstrated a requirement to use the data.

**Section 11** of the *Statistics Act* provides for the sharing of information with provincial and territorial statistical agencies that meet certain conditions. These agencies must have the legislative authority to collect the same information, on a mandatory

basis, and the legislation must provide substantially the same provisions for confidentiality and penalties for disclosure of confidential information as the *Statistics Act*. Because these agencies have the legal authority to compel businesses to provide the same information, consent is not requested and businesses may not object to the sharing of the data.

For this survey, there are **Section 11** agreements with the provincial and territorial statistical agencies of Newfoundland and Labrador, Nova Scotia, New Brunswick, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, and the Yukon.

The shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

**Section 12** of the *Statistics Act* provides for the sharing of information with federal, provincial or territorial government organizations. Under **Section 12**, you may refuse to share your information with any of these organizations by writing a letter of objection to the Chief Statistician and returning it with the completed questionnaire. Please specify the organizations with which you do not want to share your data.

For this survey, there are **Section 12** agreements with the statistical agencies of Prince Edward Island, the Northwest Territories and Nunavut.

For agreements with provincial and territorial government organizations, the shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

#### Record linkages

To enhance the data from this survey, Statistics Canada may combine it with information from other surveys or from administrative sources.

**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.gc.ca/survey-enquete/index-eng.htm](http://www.statcan.gc.ca/survey-enquete/index-eng.htm).

**Thank you!**