

2011 Survey of Service Industries: Repair and Maintenance Services

This document is confidential when completed.

Si vous préférez recevoir ce questionnaire en français, veuillez nous appeler au numéro sans frais suivant : 1-800-972-9692.

If necessary, please make address label corrections in the boxes below.

0001	Legal name	0004	Address (number and street)	
0002	Business name	0005	City	
0021	Title of contact	0006	Province/territory or state	
0008	First name of contact	0007	Country	Postal code/zip code
0028	Last name of contact	0010	Language preference	
			1 <input type="radio"/> English	2 <input type="radio"/> French

This information is collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S-19.
COMPLETION OF THIS QUESTIONNAIRE IS A LEGAL REQUIREMENT UNDER THIS ACT.

A - Introduction

Survey purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs. Your information may also be used by Statistics Canada for other statistical and research purposes, in conformity with its mandate. Please access www.statcan.gc.ca/survey-enquete/index-eng.htm for more information on this survey.

Fax or other electronic transmission disclosure

Statistics Canada advises you that there could be a risk of disclosure during facsimile or other electronic transmission. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*.

Confidentiality

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada.

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.

Information on confidentiality, data-sharing agreements and record linkages can be found on the last page of this questionnaire.

Please return the questionnaire within 30 days.
Please mail the completed questionnaire in the enclosed envelope or
fax it to Statistics Canada at 1-888-883-7999.

Lost the return envelope or need help? Call us at 1-800-972-9692 or mail to:
Statistics Canada, Operations and Integration Division, 150 Tunney's Pasture Driveway, Ottawa, Ontario K1A 0T6

Visit our website at www.statcan.gc.ca



B - Main business activity

1. Please describe the nature of your business.

0055

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

0800

General automotive mechanical and electrical repair and maintenance

0801

Automotive exhaust systems repair

0803

Automotive body, paint and interior repair and maintenance

0825

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

0804

Automotive glass replacement shops

0805

Car washes

0937

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

0807

Electronic and precision equipment repair and maintenance

0808

Commercial and industrial machinery and equipment repair and maintenance

0040

None of the above — Please call **1-800-972-9692** for further instructions.

3. Is the sole purpose of this business unit to provide services to your parent company, an affiliated company or a professional practice?

0029

¹ yes, please provide the name of the company or professional practice

0030

³ no

C - Reporting period information

1. Please report information for your **fiscal year** (normal business year) **ending between** April 1, 2011 and March 31, 2012. Please indicate below the period covered by this questionnaire.

from ⁰⁰¹¹ to ⁰⁰¹²

2. If the reporting period does not cover a **full year**, please check the reason(s) below:

⁰⁰³¹ 1 seasonal operations 2 new business 3 change of fiscal year 4 change of ownership 5 ceased operations 6 temporarily inactive

Reporting instructions

- Report for business unit(s) specified on the label on the front page.
- Complete only the questions that apply to your business.
- When precise figures are not available, please provide your best estimate.
- Report in Canadian dollars. Dollar amounts and percentages should be rounded to whole numbers.
- Consult the reporting guide at www.statcan.gc.ca/guides-e for further information.

D - Revenue

A detailed breakdown may be requested in other sections.

	CAN\$
1. Sales of goods and services (e.g., rental and leasing income, commissions, fees, admissions, services revenue) Report net of returns and allowances.	2299 <input type="text"/>
2. Grants, subsidies, donations and fundraising	2068 <input type="text"/>
3. Royalties, rights, licensing and franchise fees	2022 <input type="text"/>
4. Investment income (dividends and interest)	2097 <input type="text"/>
5. Other revenue ²⁰⁰¹ (please specify): <input type="text"/>	2077 <input type="text"/>
6. Total revenue (sum of questions 1 to 5)	2098 <input type="text"/>

E - Expenses

		CAN\$
	3010	
1. Salaries and wages of employees who have been issued a T4 statement		
	3040	
2. Employer portion of employee benefits (include employer contributions to pension, medical/life insurance plans, employment insurance, etc.)		
	4466	
3. Commissions paid to non-employees		
	4315	
4. Professional and business services fees (e.g., legal, accounting)		
	3060	
5. Subcontract expenses (include contract labour, contract work and custom work)		
	4555	
6. Charges for services provided by your head office		
	5721	
7. Cost of goods sold, if applicable (purchases plus opening inventory minus closing inventory)		
	3301	
8. Office supplies		
	4115	
9. Rental and leasing (include rental of premises, equipment, motor vehicles, etc.)		
	4178	
10. Repair and maintenance (e.g., property, equipment, vehicles)		
	4350	
11. Insurance (include professional liability, motor vehicles, etc.)		
	4365	
12. Advertising, marketing and promotions (report charitable donations at question 22)		
	4370	
13. Travel, meals and entertainment		
	4084	
14. Utilities and telecommunications expenses (include gas, heating, hydro, water, telephone and Internet expenses)		
	4410	
15. Property and business taxes, licences and permits		
	4440	
16. Royalties, rights, licensing and franchise fees		
	4179	
17. Delivery, warehousing, postage and courier		
	4325	
18. Financial services fees		
	4630	
19. Interest expenses		
	4520	
20. Amortization and depreciation of tangible and intangible assets		
	4542	
21. Bad debts		
	4569	
22. All other expenses (please specify): 4531		
	4699	
23. Total expenses (sum of questions 1 to 22)		
	4600	
24. Corporate taxes, if applicable		
	4601	
25. Gains (losses) and other items (see reporting guide)		
	2304	
26. Net profit/loss after tax and other items (see reporting guide)		

F - Industry characteristics

Please provide a breakdown of your sales from:

1. Automotive repair and maintenance

a) Automobiles and light trucks

CAN\$

i. repair and maintenance (exclude washing, and regulatory inspections)

2949

ii. regulatory safety and emissions inspection services

2950

iii. washing and cleaning services

2951

b) Heavy trucks and buses

CAN\$

i. repair and maintenance (exclude washing, and regulatory inspections)

2952

ii. regulatory safety and emissions inspection services

2953

iii. washing and cleaning services

2954

c) Motor homes, travel trailers and campers

CAN\$

i. repair and maintenance (include washing and cleaning services, regulatory inspections)

2955

2. Electronic and precision equipment repair and maintenance

CAN\$

a) computer hardware and software

2837

b) communication and navigation equipment

2956

c) office equipment (exclude computer hardware and peripherals)

2836

d) consumer electronics (exclude computers)

2957

e) electronic medical equipment

2839

f) other electronic and precision equipment

2840

3. Commercial and industrial machinery and equipment repair and maintenance

CAN\$

a) agricultural, construction, mining and forestry machinery and equipment (exclude cleaning)

2958

b) commercial and service industry machinery and equipment (exclude cleaning)

2959

c) manufacturing and metalworking machinery and equipment (exclude cleaning)

2960

d) commercial refrigeration equipment (exclude cleaning)

2961

e) other machinery and equipment (exclude cleaning)

2962

f) industrial and commercial machinery and equipment cleaning services (e.g., high pressure water, chemicals, vacuuming)

2963

FOR
INFORMATION
ONLY

F - Industry characteristics (continued)

		CAN\$
4. Sale of merchandise, parts and accessories for re-sale in the same condition as purchased - not previously reported i.e. wipers, fuses, batteries, etc.	2028	<input type="text"/>
5. Other sales (please specify): ²⁵⁵⁹ <input type="text"/>	2558	<input type="text"/>
6. Total sales (sum of questions 1 to 5)	2305	<input type="text"/>

Parts and labour

7. Please provide a breakdown of your total sales from repair and maintenance services, based on the amount reported in question 6:		%
a) <u>parts</u>	1050	<input type="text"/>
b) <u>labour</u>	1051	<input type="text"/>
		100%

Inventory of parts and accessories

	Value of opening inventory CAN\$	Value of closing inventory CAN\$
8. <u>Parts used in repair work only</u>	5581 <input type="text"/>	5582 <input type="text"/>
9. <u>Other over-the-counter merchandise</u>	5560 <input type="text"/>	5565 <input type="text"/>
10. Total inventory (sum of questions 8 and 9)	5550 <input type="text"/>	5555 <input type="text"/>

G - Personnel

1. Number of partners and proprietors, non-salaried (if salaried, report at question 2 below)	6321	number
2. Paid employees		
a) average number of paid employees during the reporting period (see reporting guide)	6339	<input type="text"/>
b) percentage of paid employees (from question 2a) who worked full time	6328	%
3. Number of contract workers for whom you did not issue a T4, such as freelancers and casual workers (estimates are acceptable)	6320	number

H - Sales by type of client

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

1. Clients in Canada		%
a) <u>businesses</u>	8112	<input type="text"/>
b) <u>individuals and households</u>	8100	<input type="text"/>
c) <u>governments, not-for-profit organizations and public institutions (e.g., hospitals, schools)</u>	8233	<input type="text"/>
2. Clients outside Canada	8140	<input type="text"/>
		100%

I - Not applicable

J - International transactions

Exports

0531
1 **yes, complete questions 2, 3 and 4**
3 **no, go to question 5**

1. Did you receive revenue from clients outside Canada for the **export** of goods, services, royalties, rights, licensing or franchise fees? CAN\$

0666

2. Please report revenue received from **exports**.

3. Please provide a percentage breakdown of **exports** by: %

a) goods	0667	<input type="text"/>
b) services	0668	<input type="text"/>
c) royalties, rights, licensing and franchise fees	0669	<input type="text"/>

100%

4. Please provide a percentage breakdown of **exports** by country: %

a) United States	0748	<input type="text"/>
b) Mexico	0749	<input type="text"/>
c) other countries (please specify):	0724	<input type="text"/>
	0750	<input type="text"/>
	0676	<input type="text"/>
	0672	<input type="text"/>
	0677	<input type="text"/>
	0673	<input type="text"/>
	0678	<input type="text"/>
	0674	<input type="text"/>
	0679	<input type="text"/>
	0675	<input type="text"/>

100%

Imports

0715
1 **yes, complete questions 6, 7 and 8**
3 **no, go to next section**

5. Did you make payments to suppliers outside Canada for the **import** of goods, services, royalties, rights, licensing or franchise fees? CAN\$

0717

6. Please report payments made for **imports**.

7. Please provide a percentage breakdown of **imports** by: %

a) goods	0736	<input type="text"/>
b) services	0737	<input type="text"/>
c) royalties, rights, licensing and franchise fees	0738	<input type="text"/>

100%

8. Please provide a percentage breakdown of **imports** by country: %

a) United States	0751	<input type="text"/>
b) Mexico	0752	<input type="text"/>
c) other countries (please specify):	0743	<input type="text"/>
	0753	<input type="text"/>
	0744	<input type="text"/>
	0739	<input type="text"/>
	0745	<input type="text"/>
	0740	<input type="text"/>
	0746	<input type="text"/>
	0741	<input type="text"/>
	0747	<input type="text"/>
	0742	<input type="text"/>

100%

K - Not applicable

L - Contact information

Name of person to contact about this questionnaire:

0026 1 Mr. 2 Mrs. 3 Miss 4 Ms

0054 Last name

0017 Telephone number

0027 Extension number

0013 First name

0016 Fax number

0014 Title

0020 Website address

0018 E-mail address

0015 Date completed:
 Y Y Y Y M M D D

How long did you spend collecting the data and completing the questionnaire?
9910 hour(s) 9909 minutes

M - Comments

We invite your comments below. Please be assured that we review all comments with the intent of improving the survey.

9920

9913

9914

9915

9916

FOR
INFORMATION
ONLY

General information

Confidentiality

Your answers are confidential.

Statistics Canada is prohibited by law from releasing any information it collects which could identify any person, business, or organization, unless consent has been given by the respondent or as permitted by the *Statistics Act*. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation. Therefore, for example, the Canada Revenue Agency cannot access identifiable survey records from Statistics Canada.

Information from this survey will be used for statistical purposes only and will be published in aggregate form only.

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.

Thank you for completing this questionnaire.

Please retain a copy for your records.

Visit our website at www.statcan.gc.ca