



2008 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 :
1-888-881-3666.

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 | 0053 | Country | 0007 Postal code/zip code |
| 0028 | Last name of contact | 0010 | Language preference | 1 <input type="checkbox"/> English 2 <input type="checkbox"/> 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. For more information on this survey, please access www.statcan.ca/english/survey/index.htm.

Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into agreements with provincial and territorial statistical agencies and other government departments for the sharing of data. The data will be kept confidential and used for statistical purposes only by these organizations. For further details on any data-sharing agreement for this survey, please consult the enclosed reporting guide.

Confidentiality

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada. Please see the enclosed reporting guide for more information.

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*.

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 **1-888-881-3666** or mail to:
Statistics Canada, Operations and Integration Division, 150 Tunney's Pasture Driveway, Ottawa, Ontario K1A 0T6

Visit our website at www.statcan.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 services (e.g., brake, radiator, transmission repair shops)
- 0804 Automotive glass replacement shops
- 0805 Car washes
- 0937 All other automotive repair and maintenance services (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 **1-888-881-3666** 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, 2008 and March 31, 2009. Please indicate below the period covered by this questionnaire.

from ⁰⁰¹¹ ^{yyyy} ^{mm} ^{dd} to ⁰⁰¹² ^{yyyy} ^{mm} ^{dd}

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 enclosed reporting guide for further information.

D and E - Not applicable

F - Industry characteristics

Please provide a breakdown of your sales from:

1. Automotive repair and maintenance services

| a) Automobiles and light trucks | | Parts % | | Labour % | | CAN\$ |
|--|------|------------|------|-------------|------|-------|
| i. repair and maintenance services (exclude washing, and regulatory inspections) | 2911 | | 2930 | | 2949 | |
| ii. regulatory safety and emissions inspection services | 2912 | | 2931 | | 2950 | |
| iii. washing and cleaning services | 2913 | | 2932 | | 2951 | |

b) Heavy trucks and buses

| | | | | | | |
|--|------|--|------|--|------|--|
| i. repair and maintenance services (exclude washing, and regulatory inspections) | 2914 | | 2933 | | 2952 | |
| ii. regulatory safety and emissions inspection services | 2915 | | 2934 | | 2953 | |
| iii. washing and cleaning services | 2916 | | 2935 | | 2954 | |

c) Motor homes, travel trailers and campers

| | | | | | | |
|--|------|--|------|--|------|--|
| i. repair and maintenance services (include cleaning and washing services, regulatory inspections) | 2917 | | 2936 | | 2955 | |
|--|------|--|------|--|------|--|

2. Electronic and precision equipment repair and maintenance services

| | | | | | | |
|---|------|--|------|--|------|--|
| a) computer hardware and software | 2918 | | 2937 | | 2837 | |
| b) communication and navigation equipment | 2919 | | 2938 | | 2956 | |
| c) office equipment (exclude computer hardware and peripherals) | 2920 | | 2939 | | 2836 | |
| d) consumer electronics (exclude computers) | 2921 | | 2940 | | 2957 | |
| e) electronic medical equipment | 2922 | | 2941 | | 2839 | |
| f) other electronic and precision equipment | 2923 | | 2942 | | 2840 | |

3. Commercial and industrial machinery and equipment repair and maintenance services

| | | | | | | |
|--|------|--|------|--|------|--|
| a) agricultural, construction, mining and forestry machinery and equipment (exclude cleaning) | 2924 | | 2943 | | 2958 | |
| b) commercial and service industry machinery and equipment (exclude cleaning) | 2925 | | 2944 | | 2959 | |
| c) manufacturing and metalworking machinery and equipment (exclude cleaning) | 2926 | | 2945 | | 2960 | |
| d) commercial refrigeration equipment (exclude cleaning) | 2927 | | 2946 | | 2961 | |
| e) other machinery and equipment (exclude cleaning) | 2928 | | 2947 | | 2962 | |
| f) industrial and commercial machinery and equipment cleaning services (e.g., high pressure water, chemicals, vacuuming) | 2929 | | 2948 | | 2963 | |

F - Industry characteristics (continued)

Sales not reported previously:

| | | 2028 | CAN\$ |
|----|---|------|-------|
| 4. | Sale of merchandise, parts and accessories (for re-sale in the same condition as purchased — please refer to reporting guide) | | |
| 5. | Other sales (please specify): ²⁵⁵⁹ | 2558 | |
| 6. | Total sales (sum of questions 1 to 5) | 2305 | |

Inventory

| | | CAN\$ | | CAN\$ | |
|-----------------------|---|----------------------------|--|----------------------------|--|
| Parts and accessories | | Value of opening inventory | | Value of closing inventory | |
| 7. | Parts used in repair work only | 5581 | | 5582 | |
| 8. | Other over-the-counter merchandise | 5560 | | 5565 | |
| 9. | Total inventory (sum of questions 7 and 8) | 5550 | | 5555 | |

10. Factors affecting your business growth (fiscal year 2008)

Please indicate how the following factors affect the growth of your business unit.

| | | No effect | Moderate effect | High Impact |
|------|--|----------------------------|----------------------------|----------------------------|
| 9721 | Shortage of skilled labour | 1 <input type="checkbox"/> | 3 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| 9765 | Training | 1 <input type="checkbox"/> | 3 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| 9766 | Rising labour costs | 1 <input type="checkbox"/> | 3 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| 9725 | Environmental regulations | 1 <input type="checkbox"/> | 3 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| 9769 | Access to original equipment manufacturers' (OEM) service and repair information | 1 <input type="checkbox"/> | 3 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| 9767 | Insurance costs | 1 <input type="checkbox"/> | 3 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| 9770 | Other factors (please specify): ⁹⁷⁷¹ | 1 <input type="checkbox"/> | 3 <input type="checkbox"/> | 5 <input type="checkbox"/> |

G - Personnel

| | |
|--|------------------------|
| | number |
| 1. Number of partners and proprietors, non-salaried (if salaried, report at question 2 below) | 6321 |
| 2. Paid employees | |
| a) average number of paid employees during the reporting period (see reporting guide) | 6339 |
| b) percentage of paid employees (from question 2a) who worked full time | 6328 % |
| | number |
| 3. Number of contract workers for whom you did not issue a T4, such as freelancers and casual workers (estimates are acceptable) | 6320 |
| 4. Number of volunteers during the reporting period (estimates are acceptable) | 6014 |
| | number of hours |
| 5. Number of hours worked by all volunteers during the reporting period (estimates are acceptable) | 6026 |

H - Sales by type of client

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

| | |
|---|-------------|
| 1. Clients in Canada | % |
| a) businesses | 8112 |
| b) individuals and households | 8100 |
| c) governments, not-for-profit organizations and public institutions (e.g., hospitals, schools) | 8233 |
| 2. Clients outside Canada | 8140 |
| | 100% |

I - Not applicable

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J - International transactions

Exports

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

0531 ¹ **yes**, complete **questions 2, 3 and 4**

³ **no**, go to **question 5**

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

0666

CAN\$

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

%

a) goods

0667

b) services

0668

c) royalties, rights, licensing and franchise fees

0669

100%

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

%

a) United States

0748

b) Mexico

0749

c) other countries (please specify):

0724

0750

0676

0672

0677

0673

0678

0674

0679

0675

100%

Imports

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

0715 ¹ **yes**, complete **questions 6, 7 and 8**

³ **no**, go to **next section**

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

0717

CAN\$

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

%

a) goods

0736

b) services

0737

c) royalties, rights, licensing and franchise fees

0738

100%

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

%

a) United States

0751

b) Mexico

0752

c) other countries (please specify):

0743

0753

0744

0739

0745

0740

0746

0741

0747

0742

100%

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ONLY

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 | |
| 0013 | First name | | 0027 | Extension number | |
| 0014 | Title | | 0016 | Fax number | |
| 0018 | E-mail address | | 0020 | Website address | |

Date completed: 0015 ^{yyyy} ^{mm} ^{dd}

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

Thank you for completing this questionnaire. Please retain a copy for your records.

Visit our website at www.statcan.ca