

# 2010 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		0053	Country	0007 Postal code/zip code
0028	Last name of contact		0010	Language preference	<sup>1</sup> <input type="checkbox"/> English <sup>2</sup> <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. Please access [www.statcan.gc.ca/survey-enquete/index-eng.htm](http://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](http://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

<sup>1</sup> yes, please provide the name of the company or professional practice

0030

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<sup>3</sup> no

## C - Reporting period information

1. Please report information for your **fiscal year** (normal business year) **ending between** April 1, 2010 and March 31, 2011. Please indicate below the period covered by this questionnaire.

from <sup>0011</sup>    to <sup>0012</sup>

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

0031

<sup>1</sup> seasonal operations     <sup>2</sup> new business     <sup>3</sup> change of fiscal year     <sup>4</sup> change of ownership     <sup>5</sup> ceased operations     <sup>6</sup> 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](http://www.statcan.gc.ca/guides-e) for further information.

## D and E - Not applicable

## 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 ( <b>exclude</b> 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 ( <b>exclude</b> 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 ( <b>include</b> cleaning and washing services, regulatory inspections)	2955	
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### 2. Electronic and precision equipment repair and maintenance

CAN\$

a) computer hardware and software	2837	
b) communication and navigation equipment	2956	
c) office equipment ( <b>exclude</b> computer hardware and peripherals)	2836	
d) consumer electronics ( <b>exclude</b> computers)	2957	
e) electronic medical equipment	2839	
f) other electronic and precision equipment	2840	

## F - Industry characteristics (continued)

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

CAN\$

a) agricultural, construction, mining and forestry machinery and equipment ( <b>exclude</b> cleaning)	2958	
b) commercial and service industry machinery and equipment ( <b>exclude</b> cleaning)	2959	
c) manufacturing and metalworking machinery and equipment ( <b>exclude</b> cleaning)	2960	
d) commercial refrigeration equipment ( <b>exclude</b> cleaning)	2961	
e) other machinery and equipment ( <b>exclude</b> cleaning)	2962	
f) industrial and commercial machinery and equipment cleaning services (e.g., high pressure water, chemicals, vacuuming)	2963	

Sales not reported previously:

CAN\$

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

### Inventory

#### Parts and accessories

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

## G - Personnel

1. Number of partners and proprietors, <b>non-salaried</b> (if salaried, report at question 2 below)	6321	<b>number</b>
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 <b>full time</b>	6328	<b>%</b>
3. Number of contract workers for whom you did not issue a T4, such as freelancers and casual workers (estimates are acceptable)	6320	<b>number</b>

## H - Sales by type of client

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

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

## I - Not applicable

## 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%**

**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.

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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](http://www.statcan.gc.ca)**