



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 - 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	
2. Grants, subsidies, donations and fundraising	2068	
3. Royalties, rights, licensing and franchise fees	2022	
4. Investment income (dividends and interest)	2097	
5. Other revenue ²⁰⁰¹ (please specify):	2077	
6. Total revenue (sum of questions 1 to 5)	2098	

E - Expenses

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

F - Industry characteristics

Please provide a breakdown of your sales from:

1. Automotive repair and maintenance services

		Parts %		Labour %		CAN\$
a) Automobiles and light trucks						
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.

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		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

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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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