



# 2007 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](http://www.statcan.ca/english/survey/index.htm).

### Data-sharing agreements

In an effort to reduce reporting burden, Statistics Canada has entered into agreements with provincial and territorial statistical agencies for the sharing of data. The data are kept confidential and used for statistical purposes only.

Please see the enclosed reporting guide for details of these agreements.

### 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](http://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

FOR  
INFORMATION  
ONLY

## C - Reporting period information

1. Please report information for your **fiscal year** (normal business year) **ending between** April 1, 2007 and March 31, 2008. Please indicate below the period covered by this questionnaire.

	yyyy	mm	dd		yyyy	mm	dd
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 enclosed reporting guide for further information.

FOR  
INFORMATION  
ONLY

## D - Revenue

A detailed breakdown may be requested in other sections.

		CAN\$
1. <b>Sales of goods and services</b> (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 (please specify):	2001	
6. <b>Total revenue</b> (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 ( <b>include</b> 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 ( <b>include</b> contract labour, contract work and custom work)	3060	
6. Charges for services provided by your head office	4555	
7. Cost of goods sold, <b>if applicable</b> (purchases <b>plus</b> opening inventory <b>minus</b> closing inventory)	5721	
8. Office supplies	3301	
9. Rental and leasing ( <b>include</b> rental of premises, equipment, motor vehicles, etc.)	4115	
10. Repair and maintenance (e.g., property, equipment, vehicles)	4178	
11. Insurance ( <b>include</b> 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 ( <b>include</b> gas, heating, hydro, water, telephone and Internet expenses)	4066	
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 (please specify):	4569	
23. <b>Total expenses</b> (sum of questions 1 to 22)	4699	
24. Corporate taxes, if applicable	4600	
25. Gains (losses) and other items (see reporting guide)	4601	
26. <b>Net profit/loss after tax and other items</b> (see reporting guide)	2304	

## 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 ( <b>exclude</b> 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 ( <b>exclude</b> 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 ( <b>include</b> 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., by 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 <sup>2559</sup> (please specify):	2558	
6.	<b>Total sales</b> (sum of questions 1 to 5)	2305	

### Inventory

		CAN\$	CAN\$
		Value of opening inventory	Value of closing inventory
<b>Parts and accessories</b>			
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

### 10. Factors affecting your business growth (fiscal year 2007)

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 <sup>9771</sup> (please specify):	1 <input type="checkbox"/>	3 <input type="checkbox"/>	5 <input type="checkbox"/>

## G - Personnel

1. Number of partners and proprietors, <b>non-salaried</b> (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	
b) percentage of paid employees (from question 2a) who worked <b>full time</b>	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
4. Number of volunteers during the reporting period (estimates are acceptable)	6014	
5. Number of hours worked by all volunteers during the reporting period (estimates are acceptable)	6026	number of hours

## 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	
		<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 <b>exports</b> .		0666	CAN\$
3. Please provide a percentage breakdown of <b>exports</b> by:			%
a) goods		0667	
b) services		0668	
c) royalties, rights, licensing and franchise fees		0669	
			<b>100%</b>
4. Please provide a percentage breakdown of <b>exports</b> by country.			%
a) United States		0748	
b) Mexico		0749	
c) other countries (please specify):	0724	0750	
	0676	0672	
	0677	0673	
	0678	0674	
	0679	0675	
			<b>100%</b>

### 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 <b>imports</b> .		0717	CAN\$
7. Please provide a percentage breakdown of <b>imports</b> by:			%
a) goods		0736	
b) services		0737	
c) royalties, rights, licensing and franchise fees		0738	
			<b>100%</b>
8. Please provide a percentage breakdown of <b>imports</b> by country.			%
a) United States		0751	
b) Mexico		0752	
c) other countries (please specify):	0743	0753	
	0744	0739	
	0745	0740	
	0746	0741	
	0747	0742	
			<b>100%</b>



**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:      yyyy      mm      dd  
0015            

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

**M - Comments**

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

**FOR  
INFORMATION  
ONLY**

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