

2015 Annual Survey of Service Industries: Repair and Maintenance Services

CONFIDENTIAL once completed.

Selon nos dossiers votre langue de préférence est l'anglais, si vous préférez recevoir ce document en français, veuillez nous appeler au numéro sans frais suivant : 1-800-972-9692.

Please verify the business or organization name, contact person and address for this questionnaire and correct where needed.

Legal name	
Operating name	
First name	
Last name	
Title	
Address (number and street)	
City	
Province, territory or state	Postal code or ZIP code
Country	

Business or organization and contact information

Email address	Telephone number (including area code)	Extension number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Preferred language of communication	Fax number (including area code)	
<input type="radio"/> English <input type="radio"/> French	<input type="text"/>	

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.

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. Please access www.statcan.gc.ca/survey-enquete/index-eng.htm for more information on this survey.

Security of emails and faxes

Statistics Canada advises you that there could be a risk of disclosure during facsimile or email. However upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*. **Note:** Our online questionnaires are secure, there is no risk of data interception when responding to Statistics Canada online surveys.

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 have agreed to 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 21 days.

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

If you are unable to complete within 21 days **OR** if you need help, call us at **1-800-972-9692**.

Statistics Canada
Operations and Integration Division
150 Tunney's Pasture Driveway
Ottawa, Ontario K1A 0T6
Visit our website, www.statcan.gc.ca

Business status

1. Is this business or organization currently in operation?

B00309

- Yes ► **Go to next section**
- No, seasonal operations ► **Go to question 2**
- No, ceased all operations ► **Go to question 4**
- No, sold all operations ► **Go to question 6**
- No, amalgamated with (an) other business(es) ► **Go to question 8**
- No, temporarily inactive but will re-open ► **Go to question 11**
- No, no longer operating due to other reason(s) ► **Go to question 14**

2. When did this business or organization close for the season?

YYYY MM DD

B00217

Date

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3. When does this business or organization expect to resume operations?

YYYY MM DD

B00218

Date

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► **Go to next section**

4. When did this business or organization cease all operations?

YYYY MM DD

B00211

Date

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5. Why did this business or organization cease all operations?

B00311

- Bankruptcy
- Liquidation
- Dissolution
- Other reason — please specify:

B00312

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► **Go to next section**

6. When was this business or organization sold?

YYYY MM DD

B00212

Date

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7. What is the legal name of the buyer?

B00406

▶ Go to next section

8. When did this business or organization amalgamate?

YYYY MM DD

B00213

Date

9. What is the legal name of the resulting or continuing business or organization?

B00407

10. What is (are) the legal name(s) of the other amalgamated business(es) or organization(s)?

B00408

▶ Go to next section

11. When did this business or organization become temporarily inactive?

YYYY MM DD

B00214

Date

12. When does this business or organization expect to resume operations?

YYYY MM DD

B00215

Date

13. Why is this business or organization temporarily inactive?

B00313

▶ Go to next section

14. When did this business or organization cease operations?

YYYY MM DD

B00216

Date

15. Why did this business or organization cease operations?

B00314

▶ Go to next section

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Reporting instructions

1. Please print in ink.
2. Report all dollar amounts in **thousands of Canadian dollars**.
3. Do not include sales tax.
4. Percentages should be rounded to whole numbers.
5. Consult the reporting guide at **www.statcan.gc.ca/guides-e** for further information.
6. When precise figures are not available, please provide your best estimates.

Business activity

1. Statistics Canada uses the **North American Industrial Classification System** to classify the activities of each business or organization. According to our records, this business or organization's **main activity** is classified as:

Is this the **main activity** of this business or organization?

B05002

- Yes, this is the **main activity** of this business or organization. ► **Go to question 1c**
- No, this is **not the main activity** of this business or organization. ► **Go to question 1a**

- a. Was this business or organization's main activity, which typically generates the most revenue, **ever** classified as described above?

B05111

- Yes ► **When did the main activity change?** ► **Date :** YYYY MM DD
- No ► **Go to question 1b**

B00219

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- b. Please provide a **brief but precise description** of this business or organization's **main activity** (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05003

- c. Approximately what **percentage of this business or organization's revenue** is generated by this **main activity**?

B05004

Estimates are acceptable. %

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Are there any other activities that **contribute significantly** (at least 10%) to this **business or organization's revenue**?

B05024

- Yes ► **Go to question 1d**
- No ► **Go to next page**

- d. Please provide a **brief but precise description** of this business or organization's **secondary activity**. (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05005

- e. Approximately what **percentage of this business or organization's revenue** is generated by this **secondary activity**?

B05006

Estimates are acceptable. %

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Reporting period information

1. For this survey, please report information for this business or organization most recent **12 month fiscal period**.

Note: For this survey, the **End date** should fall between April 1, 2015 and March 31, 2016.

Start date ^{B00205} YYYY MM DD End date ^{B00206} YYYY MM DD

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

B00301_r1

seasonal operations

B00301_r2

new business

B00301_r3

change of ownership

B00301_r4

change of fiscal year

B00301_r5

ceased operations

B00301_r6

temporarily inactive

B00301_r7

other reason — please specify:

B00301_r8

3. Please indicate below, any changes or events that may have affected the reported values for this business or organization compared to the last reporting period (mark all that apply):

B00302_t10

strike or lockout

B00302_t12

exchange rate impact

B00302_t13

price changes in goods or services sold

B00302_t14

contracting out

B00302_t15

organizational change

B00302_t16

price changes in labour or raw materials

B00302_t17

natural disaster

B00302_t18

recession

B00302_t19

change in product line

B00302_t10

sold business units

B00302_t11

expansion

B00302_t12

new/lost contract

B00302_t13

plant closures

B00302_t14

acquisition of business units

B00302_t15

other change or event — please specify:

B00302_t16

B00302_t17

no change or event

E-Commerce

1. For this reporting period, what was this business's total revenue?
Please report all amounts in **thousands of Canadian dollars**.

Include: sales of goods and services; rental, leasing and property management; commissions; subsidies, grants, donations, fundraising and sponsorships; royalties; rights; licensing and franchise fees; dividends, interest and other revenue.

CAN\$ '000
F4000PF1

€\$,000

2. Did this business have any e-commerce revenue in this reporting period?

E-commerce revenue: sale of goods and services conducted over the Internet with or without online payment.

Include: all revenue for which an order is received and the commitment to purchase is made via the Internet, although payment can be made by other means, such as orders made on Web pages, an extranet, mobile devices or Electronic Data Interchange (EDI).

Exclude: orders made by telephone, facsimile or email.

B05163

1 Yes → Go to question 3

3 No → Go to question 6

3. What was the total e-commerce revenue in this reporting period?
If precise figures are not available, please provide your best estimate.

CAN\$ '000
F43459

€\$,000

4. During this reporting period, did this business make sales over the Internet through any of the following methods?
Select all that apply.

a. Via a mobile app

B05164_m1

b. Via your company website

B05164_m2

c. Via a third-party website

B05164_m3

d. Via Electronic Data Interchange (EDI)

B05164_m4

e. Other methods — please specify:

B05164_m5

B05164_m6

5. Does this business have any full-time staff dedicated solely to activities related to e-commerce?

B20052

1 Yes

3 No

6. If you answered No at question 2, please identify the reasons why this business did not make sales over the Internet.
Select all that apply.

a. Goods and services do not lend themselves to online sales

B05165_r1

b. Prefer to maintain current business model

B05165_r2

c. Lack of skilled workers to implement and maintain e-commerce infrastructure

B05165_r3

d. Cost of development is too high

B05165_r4

e. Security concerns

B05165_r5

f. Other reasons — please specify:

B05165_r6

B05165_r7

Industry characteristics

Sales

What were this business's sales for each of the following goods and services?
Please report all amounts in **thousands of Canadian dollars**.

1. Automotive repair and maintenance services: Include: body shop, glass replacement, exhaust, washing and cleaning services	CAN\$ '000
	F45905
a. automobiles and light trucks	\$ <input type="text"/> ,000
	F45906
b. heavy trucks and buses	\$ <input type="text"/> ,000
	F45907
c. motor homes, travel trailers and campers	\$ <input type="text"/> ,000
	F45908
2. Electronic and precision equipment repair and maintenance services	\$ <input type="text"/> ,000
	F45909
3. Commercial and industrial machinery and equipment repair and maintenance services	\$ <input type="text"/> ,000
	F43232
4. Sale of goods purchased for resale, as is (e.g., wipers, fuses, tires, batteries) Exclude: sales reported previously	\$ <input type="text"/> ,000
5. Other sales of goods and services — please specify: F43175	F43005
<input type="text"/>	\$ <input type="text"/> ,000
6. Total sales of goods and services (sum of questions 1 to 5)	F43000 \$ <input type="text"/> ,000

Parts and labour

	Percentage Parts	Percentage Labour
	F45911	F45902
7. Please provide a percentage breakdown of your total sales from repair and maintenance services (question 6) by parts and labour:	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %

Inventory

(parts and accessories)

	Opening inventory	Closing inventory
	CAN\$ '000	CAN\$ '000
	F61207	F61407
8. Parts used in repair work only	\$ <input type="text"/> ,000	\$ <input type="text"/> ,000
	F61208	F61408
9. Other over-the-counter merchandise	\$ <input type="text"/> ,000	\$ <input type="text"/> ,000
	F61200	F61400
10. Total inventory (sum of questions 8 and 9)	\$ <input type="text"/> ,000	\$ <input type="text"/> ,000

Sales by type of client

What was this business's breakdown of sales by the following types of client?

1. Clients in Canada

Percentage

F43008_c1

%

a. individuals and households

F43008_c2

%

b. businesses

F43008_c3

%

c. governments, not-for-profit organizations and public institutions
(e.g., hospitals and schools)

F43008_c4

%

2. Clients outside of Canada

100%

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International transactions

Revenue received from exports

1. Did this business receive revenue from **clients outside Canada** for the sale of products, services, royalties, rights, licensing or franchise fees?

B05011_b

- Yes → Complete questions 2, 3 and 4.
 No → Go to question 5.

2. What was the revenue received from **clients outside Canada**? CAN\$ '000
 F43217 \$,000

3. What was the percentage breakdown of revenue received from **clients outside Canada** by goods, services and royalties?

	Percentage	
a. goods	F43218 <input type="text"/> <input type="text"/> <input type="text"/> %	
b. services	F43219 <input type="text"/> <input type="text"/> <input type="text"/> %	
c. royalties, rights, licensing and franchise fees	F47202 <input type="text"/> <input type="text"/> <input type="text"/> %	

Total F43590 %

4. What was the percentage breakdown of revenue received from **clients outside Canada** by country?

	Percentage	
a. United States	F43221_g1 <input type="text"/> <input type="text"/> <input type="text"/> %	
b. Mexico	F43221_g2 <input type="text"/> <input type="text"/> <input type="text"/> %	
c. other countries — please specify by listing top 4 contributors:		

B50002_1 F43222_1 %

B50002_2 F43222_2 %

B50002_3 F43222_3 %

B50002_4 F43222_4 %

Purchases from outside Canada (imports)

5. Did this business make payments to **suppliers outside Canada** for the purchase of products, services, royalties, rights, licensing or franchise fees?

B05012_b

- Yes → Complete questions 6, 7 and 8.
 No → Go to next section.

6. What were the payments made to **suppliers outside Canada**? CAN\$ '000
 F61314 \$,000

7. What was the percentage breakdown of payments made to **suppliers outside Canada** by goods, services and royalties?

	Percentage	
a. goods	F61315 <input type="text"/> <input type="text"/> <input type="text"/> %	
b. services	F61316 <input type="text"/> <input type="text"/> <input type="text"/> %	
c. royalties, rights, licensing and franchise fees	F61317 <input type="text"/> <input type="text"/> <input type="text"/> %	

Total F61330 %

8. What was the percentage breakdown of payments made to **suppliers outside Canada** by country?

	Percentage	
a. United States	F61318_g1 <input type="text"/> <input type="text"/> <input type="text"/> %	
b. Mexico	F61318_g2 <input type="text"/> <input type="text"/> <input type="text"/> %	
c. other countries — please specify by listing top 4 contributors:		

B50003_1 F61319_1 %

B50003_2 F61319_2 %

B50003_3 F61319_3 %

B50003_4 F61319_4 %

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*.

Statistics Canada will use information from this survey for statistical purposes.

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 have agreed to 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 and to minimize the reporting burden, 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, www.statcan.gc.ca