



Unified Enterprise Survey - Annual

# 2000 Survey of Service Industries: Automotive Repair and Maintenance Services

Collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S19. Completion of this questionnaire is a legal requirement under this Act.

This document is confidential when completed.

Si vous préférez recevoir ce questionnaire en français, veuillez nous appeler sans frais au numéro de téléphone suivant : 1 888 881-3666.

For Information Only

Correct pre-printed information if necessary using the corresponding boxes below:

0001	Legal name	0004	Number and street		
0002	Business name	0005	City	0006	Province or State
0003	C/O	0053	Country	0007	Postal code/Zip code
0008	First name of contact	0028	Last name of contact		
0052	Please report for:	0010	Language preference    1 <input type="radio"/> English    2 <input type="radio"/> French		

## A - Introduction

### Survey Purpose

This survey collects the financial and operating data needed to produce statistics concerning your industry. For more information on survey purpose, please consult the enclosed booklet entitled "Statistics Canada Business Surveys".

### Confidentiality

Statistics Canada is prohibited by law from publishing any statistics which would divulge information obtained from this survey that relates to any identifiable business. **The data reported on this questionnaire will be treated in strict confidence**, used for statistical purposes and published in aggregate form only. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation.

Please return the completed questionnaire(s) in the enclosed envelope **within 30 days** of receipt. The questionnaire(s) can also be faxed back to Statistics Canada at **1 888 883-7999**. Thank you.

**If you need further information or help, please call 1 888 881-3666.**

Name of the primary person completing this questionnaire:		0013	[Grid for name]		
0026		0054	[Grid for name]		
<input type="radio"/> Mr. <input type="radio"/> Mrs. <input type="radio"/> Miss <input type="radio"/> Ms.		First name Last name			
Title: 0014	E-mail address: 0018		Web site address: 0020		
Telephone number: 0017 (   )	Extension: 0027	Fax number: 0016 (   )		Date completed: YYYY    MM    DD	
Signature:			0015	[Grid for date]	

I certify that the information contained herein is complete and correct to the best of my knowledge.

## Coverage

Please complete this questionnaire for the business unit(s) described in the pre-printed area on the front page of this questionnaire. Report only for the operation(s) located in Canada.

## Reporting Instructions

**When precise figures are not available, your best estimates are acceptable.**

1. Please report all dollar amounts in CANADIAN DOLLARS (\$ CDN).
2. All dollar amounts reported should be rounded to the nearest whole dollar (e.g., \$55,417.40 should be reported as \$55,417).
3. All percentages reported should be rounded to the nearest whole percent (e.g., 37.3% to 37%, 75.8% to 76%).
4. Please include all electronic commerce transactions.
5. Please write clearly in ink.
6. This survey questionnaire can be faxed back to Statistics Canada at **1 888 883-7999**.

Statistics Canada advises you that there could be a risk of disclosure during the facsimile transmission. However, upon receipt of your facsimile, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*.

## Reporting Period Information

### Reporting Period

Please report information for your **most recent available 12-month fiscal period** ending between January 1, 2000 and March 31, 2001. Please indicate below the period covered by this questionnaire.

	YYYY	MM	DD		YYYY	MM	DD
0011				To	0012		

2. Do the dates reported above represent a change in your fiscal year?  
0059  Yes  No
3. Were any of the operating units of this business unit temporarily or seasonally inactive during the reporting period?  
0061  Yes  No
4. Has this business unit acquired any operating units during the reporting period?  
0064  Yes  No
5. Has this business unit disposed of/sold any operating units during the reporting period?  
0066  Yes  No

## Data-sharing Agreements

To avoid duplicating survey activity, Statistics Canada has entered into agreements with provincial and territorial statistical agencies for the sharing of data. This is done in accordance with the federal *Statistics Act* and corresponding provincial and territorial legislation. The data are kept confidential and used for statistical purposes only. **Your responses are not shared with Canada Customs and Revenue Agency (formerly Revenue Canada)**. More details on data-sharing are included in this package.

## Business Unit Organization

1. Type of organization (please check **one** only):

- 0024 1  Unincorporated sole proprietorship      2  Unincorporated partnership      3  Incorporated company      4  Co-operative  
5  Joint venture      6  Government business entity      7  Government      8  Non-profit organization

## Sole Purpose of this Business Unit

1. Is the sole purpose of this business unit to provide services to your parent company, an affiliated company or a professional practice?

- 0029  Yes → **If yes**, please name the company or professional practice.       No → **If no**, please go to the **Main Business Activity** section.

0030  
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## Main Business Activity

Please check the **main** activity, at this business unit, which most accurately describes the **principal** source of operating revenue.

Please check **one** only.

Note: for the purpose of this questionnaire, automotive repair and maintenance includes work done on **cars, trucks, vans, commercial tractor trailers**, etc.

1. 811111 0800  **General Automotive Repair**

Establishments primarily engaged in providing a range of mechanical and electrical repair and maintenance services for motor vehicles, such as engine repair and maintenance, exhaust system replacement, transmission repair and electrical system repair. Businesses specializing in engine repair and replacement are also included.

**Exclusions:** establishments primarily engaged in:

- retailing motor vehicles, parts and accessories, and providing repair services (Motor Vehicle and Parts Dealers);
- retailing new and rebuilt motor vehicle parts and accessories and repairing automobiles (Automotive Parts and Accessories Stores);
- retailing motor fuels and providing motor vehicle repair services (Gasoline Stations).

2. 811112 0801  **Automotive Exhaust System Repair**

Establishments primarily engaged in replacing and repairing exhaust systems in motor vehicles.

3. 811119 0802  **Other Automotive Mechanical and Electrical Repair and Maintenance**

Establishments primarily engaged in providing specialized motor vehicle mechanical or electrical repair and maintenance such as front end alignment shops, automotive brake repairing, motor vehicle suspension shops, radiator repair shops, automotive springs rebuilding and repair, transmission repair and replacement, electrical repair shops, air-conditioning installation and repair; and fuel system conversion.

**NOTE: Main Business Activity continued on Page 4**

**Main Business Activity (continued)**

4. 811121 0803  **Automotive Body, Paint and Interior Repair and Maintenance**

Establishments primarily engaged in repairing, customizing and painting motor vehicle bodies, and repairing and customizing motor vehicle interiors, such as antique and classic automobile restoration, limousine produced by custom conversion, automotive upholstery and trim shops, paint and body shops, collision repair, truck or trailer body repair, and frame repair shops.

**Exclusions:** establishments primarily engaged in:

- manufacturing motor vehicles and converting vehicles on a factory basis (Transportation Equipment Manufacturing).

5. 811122 0804  **Automotive Glass Replacement Shops**

Establishments primarily engaged in replacing and repairing motor vehicle glass, such as motor vehicle glass replacement service and automotive window tinting.

6. 811192 0805  **Car Washes**

Establishments primarily engaged in washing and cleaning motor vehicles, such as auto detail shops, mobile wash units (trucks, autos), and automobile washing, waxing and polishing.

7. 811199 0806  **All Other Automotive Repair and Maintenance**

Establishments primarily engaged in providing other motor vehicle repair and maintenance, such as motor vehicle diagnostic centres, lubrication or undercoating services, emissions testing service (without repair), and tire repairing.

**Exclusions:** establishments primarily engaged in:

- tire retreading or recapping (Tire Manufacturing);
- repairing air-conditioners other than automotive (Appliance Repair and Maintenance).

8. 0040  **None of the above**

Please list the main activities of this business unit and indicate the estimated percentage of total operating revenue associated with each one.

**For example,** other types of repair and maintenance activities, retail or wholesale activities, or manufacturing activities:

0041

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**Note:**

If you responded “None of the above” please call **1 888 881-3666** for further instructions.

## B - Revenue

- Please include:**
- all Canadian revenue (including electronic commerce) recorded in your accounts for sales or transfers to other businesses and to other units of your business;
  - all revenue (including electronic commerce) received from outside Canada by this business unit.
- Please exclude:**
- federal or provincial sales taxes collected for remittance to a government agency.

### Repair and Maintenance Revenue

	\$ CDN
1. Labour	2041
2. Parts and accessories <b>(used in service and repair work only)</b>	2042
3. <b>Total repair and maintenance revenue</b> (add amounts reported at questions 1 and 2 above)	2045

### Sales of Goods Purchased for Resale

	\$ CDN
4. Sales of automotive fuels ( <b>include</b> ethanol blends, natural gas, propane, gasoline, diesel, etc.)	2018
5. Sales of food and beverages	2019
6. Sales of all other merchandise, parts and accessories ( <b>purchased for resale only</b> )	2025
Please name major items:	2026
	2027
	2028
7. <b>Total sales of goods purchased for resale</b> (add amounts reported at questions 4 to 6 above)	2028

### Other Operating Revenue

	\$ CDN
8. Revenue from towing services	2021
9. Revenue from rental or leasing of goods and equipment, motor vehicle repair space, etc.	2046
10. Commission revenue earned on: <ul style="list-style-type: none"> <li>• sales of goods purchased for resale;</li> <li>• parts used for repair and maintenance;</li> <li>• service referrals.</li> </ul>	2060

## Other Operating Revenue (continued)

	\$ CDN
11. Transfers from a parent or affiliated organization <b>Include</b> internal transfers from head office or other business units.	2044
12. Revenue from sales of discarded and recycled materials and supplies (e.g., discarded/recycled materials or supplies such as tires, oils, batteries, scrap metal)	2051
13. All other operating revenue <b>Exclude</b> interest income and dividends. Please report this amount in this section at question 15, "Non-operating revenue".	2077
Please name major items:	2071
	2072
	2073

## Revenue Totals

	\$ CDN
14. Total operating revenue (add amounts reported at questions 3, 7 and 8 to 13 above)	2080
15. Non-operating revenue (e.g., interest income and dividends)	2097
16. <b>Total revenue</b> (add amounts reported at questions 14 and 15 above)	2098

## B - 1 Distribution of Revenue by Type of Repair and Maintenance

Please report your "Total repair and maintenance revenue" reported in **Section B - Revenue**, at question 3, by the following categories:

	\$ CDN
1. Motor vehicle mechanical repair and maintenance services (e.g., engine repair and replacement, exhaust system repairs, front end alignment rebuilding, transmission and radiator repairs)	2801
2. Motor vehicle electrical repair and maintenance services	2802
3. Automotive body, paint and interior repair and maintenance services (e.g., body work / frame repair, painting motor vehicle body, upholstery and interior repair, and glass replacement and repair)	2803
4. Other motor vehicle care, repair and maintenance services (e.g., oil change and lubrication, car washes, tire repair services (except retreading), emissions testing, and undercoating servicing)	2804
5. Non-motor vehicle repair and maintenance services <b>Exclude</b> all motor vehicle repair and maintenance services.	2805
Please name major items:	2806
	2807
	2808
6. <b>Total</b> (sum of amounts reported at questions 1 to 5 must equal the amount entered in <b>Section B - Revenue</b> , at question 3, "Total repair and maintenance revenue")	2305

## C - Purchases, Inventories and Cost of Goods Sold

Inventories are to be reported at book value (i.e., the value maintained in the accounting records).

**Please include:** • inventory **owned** by this business unit within or outside Canada (including inventory held at any warehouse, selling outlet, in transit, or on consignment).

**Please exclude:** • inventory held on consignment for others.

	Purchases \$ CDN	Value of opening inventory \$ CDN	Value of closing inventory \$ CDN
1. Parts and accessories (used in service and repair work only)	4001	5581	5582
2. Food and beverages	4002	5583	5584
3. Parts, accessories and other merchandise (for resale only)	5507	5560	5565
4. Total purchases and inventories (add amounts reported at questions 1 to 3 above)	5548	5550	5555
5. Cost of goods sold Value of total purchases (reported in this section at question 4, at cell 5548) plus total opening inventories (reported in this section at question 4, at cell 5550) minus the value of total closing inventory (reported in this section at question 4, at cell 5555).			5721

## D - Expenses

**Please include:** • all expenses (including electronic commerce) within or outside Canada recorded by this business unit.

**Please exclude:** • GST/HST and TVQ (Quebec).

### Labour Remuneration

	\$ CDN
1. Wages and salaries paid to employees for whom you issued a <b>T4 - Statement of Remuneration Paid</b> form (include vacation pay, bonuses and commissions).	3010
2. Employer portion of employee benefits paid for all employees for whom you issued a <b>T4 - Statement of Remuneration Paid</b> form (include employer contributions to pension, medical/life insurance plans, employment insurance and workers' compensation).	3040
3. Total labour remuneration (add amounts reported at questions 1 and 2 above).	3041

### Supply and Vehicle Expenses

Please **exclude** capital expenditures.

	\$ CDN
4. Office supply expenses	3301
<b>Include:</b> • paper and supplies for photocopiers, printers and fax machines; diskettes; writing instruments and other office supplies, etc. Also, <b>if not capitalized, include</b> computers, printers, photocopiers, computer software and office furniture, etc.	
<b>Exclude:</b> • postage and courier expenses. Please report these payments in this section at question 24, "All other operating expenses";	
• telephone and other telecommunication expenses. Please report these payments in this section at question 10, "Telephone and other telecommunication expenses".	

## Supply and Vehicle Expenses (continued)

	\$ CDN
<p>5. Operating, maintenance and repair supply expenses (e.g., light bulbs, toilet paper, cleaning supplies, laundry and uniform expenses, paint)</p> <p><b>Include:</b></p> <ul style="list-style-type: none"> <li>supplies for the operation, maintenance and repair of your equipment, vehicles and buildings.</li> </ul> <p><b>Exclude:</b></p> <ul style="list-style-type: none"> <li>expenses that are covered in your rental and leasing expenses. Please report these payments in this section at question 11, "Rental and leasing expenses";</li> <li>purchased maintenance and repair service expenses. Please report these payments in this section at question 12, "Purchased maintenance and repair service expenses, including janitorial and cleaning services".</li> </ul>	3302
<p>6. Vehicle expenses (e.g., fuel, tires, washing)</p> <p><b>Exclude:</b></p> <ul style="list-style-type: none"> <li>expenses that are covered in your rental and leasing expenses. Please report these payments in this section at question 11, "Rental and leasing expenses";</li> <li>expenses that are covered in your purchased maintenance and repair service expenses. Please report these payments in this section at question 12, "Purchased maintenance and repair service expenses, including janitorial and cleaning services";</li> <li>insurance premiums expenses. Please report these payments in this section at question 16, "Insurance premiums";</li> <li>property and business taxes, licences and permits expenses. Please report these payments in this section at question 19, "Property and business taxes, licences and permits expenses".</li> </ul>	3307

## Purchased Energy and Water Expenses

**Exclude** energy and water expenses that are covered in your rental and leasing expenses. Please report these payments in this section, at question 11, "Rental and leasing expenses".

	\$ CDN
7. Light, heat and power expenses	4036
8. Water expenses	4065

## Purchased Service Expenses

Please **exclude** services that you produce within this business unit.

	\$ CDN
9. Goods transportation, warehousing and storage expenses	4070
<p>10. Telephone and other telecommunication expenses</p> <p><b>Include:</b></p> <ul style="list-style-type: none"> <li>telephone, fax, cellular phone, or pager services for transmission of voice, data or image;</li> <li>Internet access charges;</li> <li>purchased cable and satellite transmission of television, radio and music programs.</li> </ul>	4101
<p>11. Rental and leasing expenses</p> <p><b>Include</b> office space or other real estate, motor vehicles, computers and peripherals, other machinery and equipment, and other goods. Also please <b>include</b>, if applicable, all associated energy, fuel and water expenses.</p>	4115



## Purchased Service Expenses (continued)

	\$ CDN
<b>12.</b> Purchased maintenance and repair service expenses, including janitorial and cleaning services <b>Include</b> materials, parts and labour. <b>Exclude</b> property management fees.	4175
<b>13.</b> Payments to employment agency or personnel supplier (e.g., pay for temporary workers paid through an agency and charges for personnel search services)	3080
<b>14.</b> Professional and business service fees (e.g., accounting, property management, legal)	4225
<b>15.</b> Financial service fees (e.g., bank charges, credit and debit card commissions) <b>Exclude</b> interest expenses. Please report these amounts in this section at question 26, "Other expenses".	4325
<b>16.</b> Insurance premiums (e.g., liability, auto, building, equipment) <b>Exclude</b> premiums paid directly to your Head Office, if applicable. Please report this amount in this section at question 22, "Management fees or any other service fees paid to head office and other business support units".	4350
<b>17.</b> Advertising expenses (e.g., promotional material, trade shows)	4365
<b>18.</b> Travel expenses <b>Include</b> passenger transportation, accommodation, meals while travelling and other travel allowances.	4366
<b>19.</b> Property and business taxes, licenses and permits expenses <b>Include:</b> <ul style="list-style-type: none"> <li>• property taxes (except those covered in your rental and leasing expenses);</li> <li>• property transfer taxes;</li> <li>• vehicle licence fees;</li> <li>• lot levies;</li> <li>• provincial capital taxes;</li> <li>• import duties (except where these are included in the purchase of goods for resale).</li> </ul>	4410
<b>20.</b> Royalties and franchise fees	4440
<b>21.</b> Sewage and refuse, sanitation and other environmental protection service expenses	4483

## Other Operating Expenses

	\$ CDN
<b>22.</b> Management fees or any other service fees (e.g., legal, advertising, insurance) paid to head office and other business support units (e.g., warehouses, sales centres, trucking facilities)	4555
<b>23.</b> Total depreciation and amortization (e.g., vehicles, buildings, other goods and equipment) (including this business unit's assets and capital lease obligations)	4520
<b>24.</b> All other operating expenses (e.g., contributions to provincial health and education payroll taxes, allowances for bad debts, donations, and inventory adjustments) <b>Exclude</b> interest expenses. Please report these amounts in this section at question 26, "Other expenses".	4569
Please name major items:	
	4561
	4562
	4563

## Expense Totals

	\$ CDN
25. Total operating expenses (add amounts reported at questions 3 to 24 above) <b>Exclude</b> cost of goods sold.	4598
26. Other expenses (e.g., interest expenses on capital lease obligations plus all other miscellaneous interest expenses such as interest on loans and the interest portion of mortgage payments)	4630
<b>27. Total expenses</b> (add amounts reported at questions 25 and 26 above)	4698

## E - Employment Characteristics

### Paid Employees

Please estimate the **number** of salaried and hourly employees on your payroll in a typical pay period.

**Exclude** contract workers (i.e., those not on your payroll who were engaged for a specific project or term).

Please allocate this **number** by the following:

	Number
1. Full-time employees Employees who worked the standard work week as observed by the business.	6310
2. Part-time employees Employees who worked fewer hours than standard <b>or</b> who worked only for a given period or season.	6311
<b>3. Total number of paid employees</b> (add numbers reported at questions 1 and 2 above).	6312

### Working Proprietors / Partners (Unincorporated Businesses Only)

If your firm is an unincorporated business, please report the **number** of working proprietors and/or partners.

	Number
1. Working proprietors and/or partners	6321

## F - Distribution of Operating Revenue by Type of Customer

Data on your revenue by type of customer will be used to improve information on the origins of demand for goods and services. We recognize that this may be a difficult question to answer, and welcome your suggestions on how to improve it in the **Comments** Section at the end of the questionnaire.

Please indicate the percentage of "Total operating revenue" (reported in **Section B - Revenue**, at question 14, "Total operating revenue") by type of customer to whom the goods or services were delivered.

	%
<b>Customers in Canada</b>	8100
1. Individuals and households	8120
2. Public Institutions (e.g., hospitals, schools, universities)	8130
3. Government (e.g., federal, provincial, territorial and municipal administration)	8112
4. Financial businesses (e.g., financial intermediaries including banks, trust companies, financial crown corporations)	8115
5. All other private businesses (including non-financial crown corporations)	8140
<b>6. Customers outside Canada (exports)</b>	
<b>Total</b>	<b>100%</b>

## G - Distribution of Operating Revenue by Customer Location

Data on your revenue by customer location will be used to improve information on the movement of goods and services between provinces and to other countries. We recognize that this may be a difficult question to answer, and welcome your suggestions on how to improve it in the **Comments** Section at the end of the questionnaire.

Please indicate the percentage of "Total operating revenue" (reported in **Section B - Revenue**, at question 14, "Total operating revenue") by the location of the customer to whom the goods or services were delivered.

<b>Customers in Canada</b>	<b>%</b>
1. Newfoundland	8400
2. Prince Edward Island	8415
3. Nova Scotia	8405
4. New Brunswick	8410
5. Quebec	8420
6. Ontario	8425
7. Manitoba	8430
8. Saskatchewan	8435
9. Alberta	8440
10. British Columbia	8445
11. Yukon	8455
12. Northwest Territories (excluding Nunavut)	8451
13. Nunavut	8452
<b>Customers outside Canada (exports)</b>	8465
14. United States	8470
15. Mexico	8476
16. All other countries	8476
<b>Total</b>	<b>100%</b>

## H - Comments

1. How long did you spend collecting the data and completing this form?

9910

hours

### 2. Comments?

We invite your comments on the following topics or any others related to our business survey program. We appreciate your assistance.

- events that may have caused significant changes in your reported values from the previous year
- questionnaire content
- new questions of interest to your industry
- questionnaire language
- use of business terminology
- clarity of questions (e.g., definitions, examples of inclusions and exclusions, code sheets, instruction sheets, reporting guides)
- order and flow of questions
- timing of receipt of questionnaire and the period given for response
- other sources of data to further reduce response burden
- potential for electronic data reporting
- general (non-proprietary) business software packages in use

9920

FOR information only

### Lost the return envelope?

Please telephone 1 888 881-3666 OR fax the questionnaire back to us at 1 888 883-7999  
OR  
mail your questionnaire to Statistics Canada, Operations and Integration Division,  
120 Parkdale Ave., Ottawa, Ontario K1A 0T6



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