



Unified Enterprise Survey - Annual

1999 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 appeler au numéro de téléphone indiqué dans la boîte ombragée ci-dessous.

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
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. These data will be aggregated with information from other sources to produce official estimates of national and provincial economic production in Canada, as well as official estimates of activity by industry. These estimates are used by government for national and regional programs and policy planning as well as by the private sector for industry performance measurement and market development.

Coverage

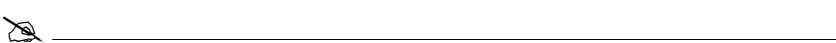
Please complete this questionnaire for the business unit described in the pre-printed area above. "Business unit" refers to the operation(s) described in the pre-printed area. Report only for those operations located in Canada.

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. However, if you wish to send the questionnaire(s) by facsimile, please consult the **Reporting Instructions** in this section. Thank you.

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

Name of the primary person completing this questionnaire:			
0026	<input type="radio"/> Mr. <input type="radio"/> Mrs. <input type="radio"/> Miss <input type="radio"/> Ms.	0013	0054
First name		Last name	
Title: 0014			
Telephone number: 0017	Extension: 0027	Fax number: 0016	Date completed: YYYY MM DD
Signature: 			0015
I certify that the information contained herein is complete and correct to the best of my knowledge.			

Reporting Period Information

REPORTING PERIOD

Please report information for your most recent **12 month fiscal period**. Please indicate below the period covered by this questionnaire.

1. **From** ⁰⁰¹¹

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To ⁰⁰¹²

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2. Did you operate this business unit for the **full year**?

- 0050 Yes → **If yes**, please go to the **Business Unit Organization and Joint Venture Activity Information** section.
 No → **If no**, please check the appropriate box(es) below.

0042 Seasonal operation (please provide the dates) **From** ⁰¹²⁰

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To ⁰¹²¹

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0032 New business (please provide the date) ⁰⁰⁴⁶

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0033 Change of fiscal year end (please provide the new end date) ⁰⁰⁵¹

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0034 Change of ownership (please provide the date) ⁰¹²⁵

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0035 Ceased operations (please provide the date) ⁰¹¹⁹

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0036 Temporarily closed (please specify the date and the reason) ⁰⁰⁴⁹

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⁰⁰³⁷

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0038 Other (please specify): ⁰⁰³⁹

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For information only

Business Unit Organization and Joint Venture Activity Information

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

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

2. Did this business unit participate in any joint venture(s) during the reporting period?

A joint venture refers to a specific commercial undertaking entered into jointly by two or more parties or companies, who agree to contribute the necessary capital and share in profits or losses of the project in agreed proportions. The association terminates either upon completion of the undertaking or at a specific time.

- 0170 Yes → **If yes**, please go to question 3. No → **If no**, please go to the **Sole Purpose of this Business Unit** section.

3. Are detailed revenue and expenses for the business unit's share in the joint venture(s) included in this questionnaire?

- 0171 Yes No

Joint Venture Activity Information

4. Please provide the name of the joint venture.

0180

5. Is this joint venture:

- 0190 Incorporated? **If incorporated**, please go to question 6.
 Unincorporated? **If unincorporated**, please go to question 7.

6. Revenue Canada Business Number of joint venture (if incorporated)

0179

7. If it is an unincorporated joint venture, please provide the length of time of the joint venture.

From 0191

YYYY		MM	DD

 To 0192

YYYY		MM	DD

8. Venture partner(s) and their Revenue Canada Business Number(s) (if incorporated)

	Venture partners	Revenue Canada Business Number(s) (if incorporated)
9.	0181	0182
10.		
11.		

Note: If you participated in more than one joint venture or if more space is required, please enclose a separate page.

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

Main Business Activity

Please check the main activity, at this business unit, that 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.
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 and polishing.

Main Business Activity (continued)

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

Note: If you responded "**None of the above**" please call **1 888 881-3666** for further instructions.

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 to be kept confidential and used for statistical purposes only. **Your responses are not shared with Revenue Canada.** More details on data-sharing are included in this package.

Reporting Instructions

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

1. Report all dollar amounts in CANADIAN DOLLARS (\$ CDN).
2. All dollar amounts reported should be rounded to whole dollars (e.g., \$55,417.40 should be reported as \$55,417).
3. Percentages should be rounded (e.g., 37.3% to 37%, 75.8% to 76%).
4. Please write clearly in ink.
5. 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*.

B - Revenue

- Please include:**
- all Canadian revenue recorded in your accounts for sales or transfers to other businesses and to other units of your business;
 - all revenue 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	2042
3. Total repair and maintenance revenue (add amounts reported at questions 1 and 2 above)	2045

Sales of Goods Purchased for Resale

	\$ CDN
4. Sales of automotive fuels (include ethanol blends, natural gas, propane, gasoline, diesel, etc.)	2018
5. Sales of food and beverages	2019
6. Sales of all other merchandise and accessories purchased for resale	2025
Please name major items:	
2026	
2027	
2069	
7. Total sales of goods purchased for resale (add amounts reported at questions 4 to 6 above)	2028

Other Operating Revenue

	\$ CDN
8. Revenue from towing services	2021
9. All other operating revenue (e.g., rental or leasing of equipment, repair space, commissions) Exclude interest income and dividends. Please report this amount in this section at question 11, "Non-operating revenue"	2077
Please name major items:	
2071	
2072	
2073	

Revenue Totals

	\$ CDN
10. Total operating revenue (add amounts reported at questions 3, 7, 8 and 9 above)	2080
11. Non-operating revenue (e.g., interest income and dividends)	2097
12. Total revenue (add amounts reported at questions 10 and 11 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 Exclude all motor vehicle repair and maintenance services	2805
Please name major items:	
2806	
2807	
2808	
6. Total (sum of amounts reported at questions 1 to 5 must equal the amount entered in Section B - Revenue , at question 3, "Total repair and maintenance revenue")	2305

For information only

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 motor vehicle service and repair work, and for resale)	4001	5581	5582
2. Food and beverages	4002	5583	5584
3. Other merchandise (for resale)	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 within or outside Canada recorded or received by this business unit.

Please exclude:

- income tax and the portion of federal or provincial sales taxes refunded by government.

	\$ CDN
1. Total expenses - also include interest expenses on capital lease obligations plus all other miscellaneous interest expenses such as interest on loans and the interest portion of mortgage payments. Exclude cost of goods sold.	4698

Purchased Service Expenses

Of the total expenses reported in this section at question 1 "Total Expenses", please report expenses for the following purchased service expenses.

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

	\$ CDN
2. Goods transportation, warehousing and storage expenses	4070
3. Telephone and other telecommunication expenses Include: <ul style="list-style-type: none"> • telephone, fax, cellular phone, or pager services for transmission of voice, data or image; • Internet access charges; • purchased cable and satellite transmission of television, radio and music programs. 	4101
4. Rental and leasing expenses Include office space or other real estate, motor vehicles, computers and peripherals, other machinery and equipment, and other goods.	4115
5. Purchased maintenance and repair service expenses including janitorial and cleaning services Include materials, parts and labour. Exclude property management fees.	4175
6. Payments to employment agency or personnel supplier (e.g., pay for temporary workers paid through an agency and charges for personnel search services)	3080
7. Professional and business service fees (e.g., accounting, property management, legal)	4225

Purchased Service Expenses (continued)

	\$ CDN
8. Financial service fees (e.g., bank charges, credit and debit card commissions) Exclude interest expenses. Please report these amounts in this section at question 1, "Total expenses".	4325
9. Insurance premiums (e.g., liability, auto, building, equipment)	4350
10. Advertising expenses (e.g., promotional material)	4365
11. Travel expenses Include passenger transportation, accommodation, meals while travelling and other travel allowances.	4366
12. Property and business taxes, licenses and permits Include: <ul style="list-style-type: none"> • property taxes (except those covered in your rental and leasing expenses); • property transfer taxes; • vehicle licence fees; • lot levies; • provincial capital taxes; • import duties (except where these are included in the purchase of goods for resale). 	4410
13. Royalties and franchise fees	4440
14. Sewage and refuse, sanitation and other environmental protection service expenses	4483

E - Employment

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 or who worked only for a given period or season.	6311
3. Total number of paid employees (add numbers reported at questions 1 and 2 above).	6312

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 10, "Total operating revenue", by type of customer to whom the goods or services were delivered.

	%
Customers in Canada	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)	8115
4. All other private businesses (including non-financial crown corporations)	8140
5. Customers outside Canada (exports)	
Total	100%

Name of **person** reporting **Type of Customer** information (if different from name on page 1)

8190 _____
 First name Last name

Telephone number _____
 (include area code)

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 10, "Total operating revenue", by the location of the customer to whom the goods or services were delivered.

	%
Customers in Canada	8400
1. Newfoundland	8415
2. Prince Edward Island	8405
3. Nova Scotia	8410
4. New Brunswick	8420
5. Quebec	8425
6. Ontario	8430
7. Manitoba	8435
8. Saskatchewan	8440
9. Alberta	8445
10. British Columbia	8455
11. Yukon	8450
Northwest Territories	8451
12. Northwest Territories (excluding Nunavut)	8452
13. Nunavut	8450
14. Northwest Territories (old boundaries) (add percentages reported at questions 12 and 13 above)	8450
Customers outside Canada (exports)	8465
15. United States	8470
16. Mexico	8476
17. All other countries	8476
Total	100%

H - Events That May Have Affected Your Business Unit

1. Compared to **last fiscal year**, were there any events that may have significantly affected the reported values for this business unit?

- 9929 Yes → **If yes**, please go to question 2.
 No → **If no**, please go to **Section I - Comments**.

2. Please check the box(es) that best reflect this change.

- | | |
|---|---|
| 9930 <input type="radio"/> Longer scheduled work week | 9931 <input type="radio"/> Shorter scheduled work week |
| 9932 <input type="radio"/> Increase in business | 9933 <input type="radio"/> Decrease in business |
| 9934 <input type="radio"/> More overtime | 9935 <input type="radio"/> Less overtime |
| 9936 <input type="radio"/> Foreign exchange | 9937 <input type="radio"/> Merger or acquisition |
| 9938 <input type="radio"/> Layoffs | 9939 <input type="radio"/> Increase in hiring |
| 9940 <input type="radio"/> Temporary shutdown | 9941 <input type="radio"/> Permanent shutdown |
| 9942 <input type="radio"/> Strike | 9943 <input type="radio"/> Weather |
| 9944 <input type="radio"/> Change in supplier | 9945 <input type="radio"/> Change in product line |
| 9946 <input type="radio"/> Price changes, goods or services sold (output) | 9947 <input type="radio"/> Price changes, labour or raw materials (input) |
| 9948 <input type="radio"/> Changes in industry regulation | 9949 <input type="radio"/> Changes in government taxes |
| | 9952 <input type="radio"/> Natural disaster |

3. 9950 Other (please specify):

I - Comments

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

2. Comments?

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

- questionnaire content
- new questions of interest to your industry
- questionnaire language
- use of business terminology
- comprehension of questions (e.g., through 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

Lost the return envelope?
Please telephone 1 888 881-3666
or
fax 1 888 883-7999.



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