



2002 Survey of Service Industries: Repair and Maintenance Services

This information is 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 téléphoner au **1 888 881-3666**.

If necessary, please correct pre-printed information below.

0001	Legal name	0004	Address (number and street)	
0002	Business name	0005	City	
0003	C/O	0006	Province or State	
0008	First name of contact	0053	Country	0007 Postal code / Zip code
0028	Last name of contact	0010	Language preference <input type="radio"/> English <input type="radio"/> French	

A. General Information

Survey Purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs.

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. For further details, please consult the enclosed booklet entitled "Statistics Canada Business Surveys".

Confidentiality

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada.

Fax or Other Electronic Transmission Disclosure

Statistics Canada advises you that there could be a risk of disclosure during the 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*.

Reporting Instructions

- Report for **all** operation(s) and/or location(s) pre-printed in the above address area. If it is not possible to report for the above business unit(s), please explain the reason(s) in the comments section at the end of the questionnaire.
- When precise figures are not available, please provide your best estimates.
- For further information about this survey, definitions and examples, please consult the enclosed questionnaire guide.

Return of Questionnaire

Please mail the completed questionnaire(s) in the enclosed envelope or fax it to Statistics Canada at 1 888 883-7999 within 30 days of receipt.

Lost the return envelope or need help? Call us at **1 888 881-3666** or mail to:
Statistics Canada, Operations and Integration Division, 120 Parkdale Avenue, Ottawa, Ontario K1A 0T6

For further information, please refer to the enclosed questionnaire guide.

B. Main Business Activity

Please describe how your business is organized.

- 0815 As a repair and maintenance shop
0816 As a retailer
0817 As a wholesaler
0818 Other (*please specify*)

0819 _____

Please check the **main** activity (**one only**) at this business unit.

Note: for the purpose of this questionnaire, automotive repair and maintenance **includes work done on:**

- **cars,**
- **trucks,**
- **vans,**
- **commercial tractor trailers, etc.**

81111 0800 General automotive mechanical and electrical repair and maintenance

81112 0814 Automotive body, paint, interior and glass repair and maintenance

81119 0806 Other automotive repair and maintenance (*car washes, etc.*)

811210 0807 Electronic and precision equipment repair and maintenance

811310 0808 Commercial and industrial machinery and equipment repair and maintenance
(*except automotive and electronic repair and maintenance*)

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 _____

If you responded «**None of the above**», please complete the last page and return the questionnaire.

For further information, please refer to the enclosed questionnaire guide.

C. Reporting Period Information

Please report for your **fiscal year** (normal business year) ending between April 1, 2002 and March 31, 2003. Please indicate below the period covered by this questionnaire.

0011 Year Month Day 0012 Year Month Day

1. From

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 To

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2. If you did not operate this business unit for a full year, please check the reason(s) below:

- 0031 1 Seasonal Operation 2 New Business 3 Change of Fiscal Year 4 Change of Ownership 5 Ceased Operations 6 Temporarily Inactive

3. Please indicate below, any change that may have occurred in the organization of this business unit during this fiscal year:

- 0047 1 Acquired New Units 2 Disposed of/Sold Units

If you have had any other changes in your business within the year, please describe these changes in the comment section at the end of the questionnaire.

D. Business Unit Organization

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

E. Personnel Characteristics

A. Working proprietors / partners (<i>unincorporated business only</i>)	Number
If your firm is an unincorporated business, please report the number of working proprietors and / or partners.	
1. Working proprietors and / or partners	6321
B. Please report the number of paid employees	Number
1. Full-time employees	6310
2. Part-time employees	6311
3. Total number of paid employees (<i>add amounts reported at questions 1 and 2</i>)	6312

For further information, please refer to the enclosed questionnaire guide.

F. Revenue

	\$ CDN	\$ CDN
1. Repair and Maintenance - Labour charges	2041	
2. Repair and Maintenance - Parts and accessories (<i>used in service and repair work only</i>)	2042	
3. Total repair and maintenance revenue (<i>add amounts reported at questions 1 and 2</i>)		2045
4. Sales of automotive fuels (<i>only for Automotive Repair and Maintenance Services</i>)		2018
5. Sales of merchandise, parts and accessories (<i>for resale in the same condition as purchased</i>). (<i>Please read the guide</i>):		
2082		2093
2083		2096
2091		2099
6. Sale of reconditioned and used equipment and merchandise (<i>not for Automotive Repair and Maintenance Services</i>)		2052
7. Sales from car wash operations		2004
8. Rental or leasing of goods, equipments and repair space, etc.		2046
9. Commission		2060
10. Sales of discarded and recycled materials and supplies		2051
11. All other revenue. (<i>Please read the guide</i>):		
1229		1232
1230		1233
1231		1234
12. Total Revenue (<i>add amounts reported at questions 3 to 11 above</i>)		2098

G. Distribution of Revenue by Type of Client

Please indicate the percentage of "Total revenue" (reported in section F, at question 12) by the type of client to whom the services were delivered.

	Percentage
1. Clients in Canada	
a) Individuals and households	8100
b) Public institutions (<i>hospitals, schools, universities, etc.</i>)	8120
c) Governments (<i>federal, provincial, territorial and municipal administration</i>)	8130
d) Financial business (<i>including banks, trust companies, financial crown corporations</i>)	8112
e) All other private businesses (<i>including non-financial crown corporations</i>)	8115
2. Clients outside Canada (exports)	8140
Total	100%

H. Purchases and Inventories

	\$ CDN	\$ CDN	\$ CDN	\$ CDN
	Value of inventory opening	Purchases	Value of inventory closing	Cost of goods sold
Parts and accessories (<i>used in service and repair work only</i>)	5581	4001	5582	5528
Parts, accessories and other merchandise (<i>for resale only</i>)	5560	5507	5565	5529
Total purchases and inventories	5550	5548	5555	5534

For further information, please refer to the enclosed questionnaire guide.

I. Expenses

	\$ CDN	
1. Salaries and wages	3010	
2. Employer portion of employee benefits	3040	\$ CDN
3. Total labour remuneration (sum of 1 and 2)		3041
4. Office supplies		3301
5. Energy and water (including fuel for vehicles)		4066
6. Goods transportation, warehousing and storage		4070
7. Postal and courier		4085
8. Telephone and other telecommunications		4101
9. Rental and leasing. (Please read the guide):		
4112		4116
4113		4117
4114		4118
10. Purchased maintenance and repair services		4175
11. Payments to employment agency or personnel supplier		3080
12. Professional and business service fees		4225
13. Financial service fees (exclude interest expenses)		4325
14. Insurance premiums		4350
15. Advertising and promotion		4365
16. Travelling and entertainment		4366
17. Property and business taxes, licenses and permits		4410
18. Royalties and franchise fees		4440
19. Sewage and refuse, sanitation and other environmental protection services		4483
20. Management fees or any other service fees		4555
21. Total depreciation and amortization		4520
22. All other expenses. (Please read the guide):		
4531		4534
4532		4535
4533		4536
23. Total expenses (sum of 3 to 22)		4698

J. Certification

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

Signature of authorized person	Title 0014	0015 Date			
		Year	Month	Day	
Name of person to contact for further information					
0026					
1 <input type="radio"/> Mr. 2 <input type="radio"/> Mrs. 3 <input type="radio"/> Miss 4 <input type="radio"/> Ms.					
		0013	First name		
		0054	Last name		
E-mail address: 0018		Web site address: 0020			
Telephone number: 0017 ()	Extension: 0027	Fax number: 0016 ()			
How long did you spend collecting the data and completing this questionnaire?		9910 hour(s)	9909 minutes		

K. Comments

We invite your comments below. If necessary, please attach a separate page. Please be assured that we review all comments with the intent to improve the survey.

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Thank you for completing this questionnaire. Please retain a copy for your records.

Statistics Canada's publications are available for use
in Statistics Canada's regional offices and all major libraries.
As well, please visit our Web site at www.statcan.ca

If you need help, please contact us at **1 888 881-3666**.