



2004 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/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	

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

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 and definitions, please consult the enclosed reporting 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 reporting 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 (*e.g., car washes*)

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:

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

0041 _____

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

C - Reporting Period Information

Please report information for your **fiscal year** (normal business year) ending between April 1, 2004 and March 31, 2005. Please indicate below the period covered by this questionnaire.

1. From ⁰⁰¹¹ To ⁰⁰¹²

YYYY MM DD YYYY MM DD

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 Business Units ² Disposed of/Sold Business Units

If you have had any other changes in your business within the year, please describe these changes in the Comments 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 (*unincorporated business 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 <input type="text"/>

B. Please report the number of paid employees

	Number
1. Full-time employees	6310 <input type="text"/>
2. Part-time employees	6311 <input type="text"/>
3. Total number of paid employees (<i>add amounts reported at questions 1 and 2</i>)	6312 <input type="text"/>

F - Revenue

	\$ CDN	
1. Repair and maintenance - labour charges	2041	
2. Repair and maintenance - parts and accessories (used in service and repair work only)	2042	
3. Total repair and maintenance revenue (add amounts reported at questions 1 and 2)	2045	\$ CDN
4. Sales of automotive fuels	2018	
5. Sales of merchandise, parts and accessories (for resale in the same condition as purchased)	2025	
2082		
2083		
2091		
6. Sale of reconditioned and used equipment and merchandise	2052	
7. Sales from car wash operations	2004	
8. Rental or leasing of goods (e.g., equipment and repair space)	2046	
9. Commission	2060	
10. Sales of discarded and recycled materials and supplies	2051	
11. All other operating revenue	2077	
1229		
1230		
1231		
12. Total operating revenue (add amounts reported at questions 3 to 11)	2080	
13. Investment and other income (e.g., interest and dividend income, capital gains)	2097	
14. Total revenue (add amounts reported at questions 12 and 13 above)	2098	

G - Distribution of Operating Revenue by Type of Client

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

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

H - Cost of Goods Sold/Expenses

		\$ CDN	
1.	Opening inventories	5550	
2.	Purchases	5548	
3.	Closing inventories	5555	
4.	Total cost of goods sold (<i>amounts reported at question 1 and 2 minus 3</i>)	5721	\$ CDN
5.	Salaries and wages	3010	
6.	Employer portion of employee benefits	3040	
7.	Total labour remuneration (<i>add amounts reported at questions 5 and 6</i>)	3041	
8.	Office supplies	3301	
9.	Energy and water (<i>include fuel for motor vehicles</i>)	4066	
10.	Goods transportation, warehousing and storage	4070	
11.	Postal and courier expenses	4085	
12.	Telephone and other telecommunication expenses	4101	
13.	Rental and leasing (<i>include motor vehicles</i>)	4115	
14.	Repair and maintenance services (<i>include motor vehicles</i>)	4175	
15.	Payments to employment agencies or personnel suppliers	3080	
16.	Professional and business service fees	4225	
17.	Financial service fees (<i>exclude interest expenses</i>)	4325	
18.	Insurance (<i>include motor vehicles</i>)	4350	
19.	Advertising and promotion expenses	4365	
20.	Travel and entertainment expenses	4366	
21.	Property and business taxes, licences and permits	4410	
22.	Royalties and franchise fees	4440	
23.	Sewage and refuse, sanitation and other environmental protection service expenses	4483	
24.	Management fees or any other service fees	4555	
25.	Total amortization and depreciation	4520	
26.	Interest expenses (<i>long and short term</i>)	4630	
27.	Write-offs, valuations, adjustments, capital losses	4349	
28.	All other expenses	4569	
	4531		
	4532		
29.	Total expenses (<i>add amounts reported in this section, at questions 4 and 7 to 28</i>)	4699	

I - Certification

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

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

J - Comments

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

9920 _____

9913 _____

9914 _____

9915 _____

9916 _____

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**.