



2006 Survey of Service Industries: Repair and Maintenance Services

This document is confidential when completed.

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

If necessary, please make address label corrections in the boxes below.



0001	Legal name		0004	Address (number and street)	
0002	Business name		0005	City	
0021	Title of contact		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

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.

A - Introduction

Survey Purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs. For more information on this survey, please access www.statcan.ca/english/survey/index.htm.

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. Please see the enclosed Reporting Guide for more information.

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*.

Please return the questionnaire within 30 days.

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

Lost the return envelope or need help? Call us at **1 888 881-3666** or mail to:
Statistics Canada, Operations and Integration Division, 150 Tunney's Pasture Driveway, Ottawa, Ontario K1A 0T6

Visit our website at www.statcan.ca



B - Main Business Activity

1. Please describe the nature of your business.

0055

2. Please check the **one main activity** which most accurately represents your **main** source of revenue.

0800 General automotive mechanical and electrical repair and maintenance

0801 Automotive exhaust systems repair

0803 Automotive body, paint and interior repair and maintenance

0825 Other specialized motor vehicle repair and maintenance services (e.g., brake, radiator, transmission repair shops)

0804 Automotive glass replacement shops

0805 Car washes

0937 All other automotive repair and maintenance services (e.g., diagnostic centres, emissions testing, tire repair, oil and lube services)

0807 Electronic and precision equipment repair and maintenance

0808 Commercial and industrial machinery and equipment repair and maintenance

0040 None of the above – Please call **1 888 881-3666** for further instructions.

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

0029 1 Yes – If "Yes", please provide the name of the company or professional practice.

0030

3 No

FOR
INFORMATION
ONLY

C - Reporting Period Information

1. Please report information for your **fiscal year** (normal business year) **ending between** April 1, 2006 and March 31, 2007. Please indicate below the period covered by this questionnaire.

	YYYY	MM	DD		YYYY	MM	DD
From				To			

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

^{0031 1} Seasonal operations
 ² New business
 ³ Change of fiscal year
 ⁴ Change of ownership
 ⁵ Ceased operations
 ⁶ Temporarily inactive

Reporting Instructions:

- Report for business unit(s) specified on the label on the front page.
- Complete only the questions that apply to your business.
- When precise figures are not available, please provide your best estimate.
- Report in Canadian dollars only. Dollar amounts and percentages should be rounded to whole numbers.
- Consult the enclosed Reporting Guide for further information.

D - Revenue

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INFORMATION
ONLY

		CAN\$
1. Sales of goods and services (e.g., rental and leasing income, commissions, fees, admissions, services revenue) Report net of returns and allowances. A detailed breakdown will be requested in Section F .	2299	
2. Grants, subsidies, donations and fundraising	2068	
3. Royalties, rights, licensing and franchise fees	2022	
4. Investment income (dividends and interest)	2097	
5. Other revenue (please specify):	2001	2077
6. Total revenue (sum of questions 1 to 5)	2098	

E - Expenses

		CAN\$
1.	Salaries and wages of employees who have been issued a T4 statement	3010
2.	Employer portion of employee benefits (include employer contributions to pension, medical/life insurance plans, employment insurance, etc.)	3040
3.	Commissions paid to non-employees	4466
4.	Professional and business service fees (e.g., legal, accounting)	4315
5.	Outsourcing (include work contracted out such as payments to freelancers, personnel suppliers, artists, etc.)	3060
6.	Charges for services provided by your head office	4555
7.	Cost of goods sold – if applicable (purchases plus opening inventory minus closing inventory)	5721
8.	Office supplies	3301
9.	Rental and leasing (include rental of premises, equipment, motor vehicles, etc.)	4115
10.	Repair and maintenance (e.g., property, equipment, vehicles)	4178
11.	Insurance (include professional liability, motor vehicles, etc.)	4350
12.	Advertising, marketing and promotions (report charitable donations at question 22)	4365
13.	Travel, meals and entertainment	4370
14.	Utilities (include gas, heating, hydro, water)	4066
15.	Telephone, Internet and other telecommunication expenses	4101
16.	Property and business taxes, licences and permits	4410
17.	Royalties, rights, licensing and franchise fees	4440
18.	Delivery, warehousing, postage and courier	4179
19.	Financial services fees (e.g., bank and credit card charges)	4325
20.	Interest expenses	4630
21.	Amortization and depreciation of tangible and intangible assets	4520
22.	Charitable donations	4521
23.	Bad debts	4542
24.	All other expenses 4531 (please specify):	4569
25.	Total expenses (sum of questions 1 to 24)	4699
26.	Corporate taxes (if applicable)	4600
27.	Gains (losses) and other items (see Reporting Guide)	4601
28.	Net profit/loss after tax and other items (see Reporting Guide)	2304

F - Industry Characteristics - Repair and Maintenance Services

Please provide a breakdown of your sales.

Please indicate if you are reporting in **either** Canadian dollars **or** percentages.

	9973	1 <input type="checkbox"/> \$ OR 2 <input type="checkbox"/> %
1. Labour charged for repair and maintenance services	2041	
2. Parts and accessories used in service and repair work only	2042	
3. Sales of merchandise, parts and accessories (for resale in the same condition as purchased)	2028	
4. Revenue from car washes	2704	
5. Other sales (include revenue from towing, recycling, etc.) (please specify): 2559	2558	
6. Total sales (sum of questions 1 to 5)	2305	

Inventory

	CAN\$	CAN\$
Parts and accessories	Value of opening inventory	Value of closing inventory
7. Parts used in repair work only	5581	5582
8. Other over-the-counter merchandise	5560	5565
9. Total inventories (sum of questions 7 and 8)	5550	5555

10. Factors affecting your business growth (fiscal year 2006)

Please indicate how the following factors affect the growth of your business unit.

	No effect	Moderate effect	High impact
9721 Shortage of skilled labour	1 <input type="checkbox"/>	3 <input type="checkbox"/>	5 <input type="checkbox"/>
9765 Training	1 <input type="checkbox"/>	3 <input type="checkbox"/>	5 <input type="checkbox"/>
9766 Rising labour costs	1 <input type="checkbox"/>	3 <input type="checkbox"/>	5 <input type="checkbox"/>
9725 Environmental regulations	1 <input type="checkbox"/>	3 <input type="checkbox"/>	5 <input type="checkbox"/>
9769 Access to original equipment manufacturers' (OEM) service and repair information	1 <input type="checkbox"/>	3 <input type="checkbox"/>	5 <input type="checkbox"/>
9767 Insurance costs	1 <input type="checkbox"/>	3 <input type="checkbox"/>	5 <input type="checkbox"/>
9770 Other factors (please specify): 9771	1 <input type="checkbox"/>	3 <input type="checkbox"/>	5 <input type="checkbox"/>

G - Personnel

		Number
1. Number of non-salaried partners and proprietors (if salaried, report only at question 2 below)	6321	
2. a) Number of paid employees (based on year-end T4 payroll summaries)	6339	
b) Percentage of paid employees who worked full time	6328	%
3. Number of contract workers (for whom you did not issue a T4, such as freelancers and casual workers)	6320	Number
4. Number of volunteers (including unpaid interns and co-op students) during the reporting period (estimates are acceptable)	6014	
5. Total number of hours worked by volunteers during the reporting period (estimates are acceptable)	6026	Number of hours

H - Sales by Type of Client

Please provide a percentage breakdown of your sales by type of client.

		%
1. Clients in Canada		
a) Businesses	8112	
b) Individuals and households	8100	
c) Governments and public institutions (e.g., hospitals, schools)	8233	
2. Clients outside Canada	8140	
Total		100%

I - J - K - Not applicable

L - Contact Information

0015

Date completed

YYYY

MM

DD

Name of person to contact about this questionnaire:

0026

1

 Mr.

2

 Mrs.

3

 Miss

4

 Ms

First name

0013

Last name

0054

Title

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E-mail
address

0018

Website
address

0020

Telephone
number

0017

()

Extension
number

0027

Fax
number

0016

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Hour(s)

Minutes

9910

9909

How long did you spend collecting the data and completing the questionnaire?

M - Comments

We invite your comments below. 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.

Visit our website at www.statcan.ca