



# 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](http://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](http://www.statcan.ca)



## B - Main Business Activity

1. Please describe the nature of your business.

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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 <sup>1</sup>  Yes – If "Yes", please provide the name of the company or professional practice.

0030

<sup>3</sup>  No

## 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.

From <sup>0011</sup>    To <sup>0012</sup>

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

<sup>0031</sup> <sup>1</sup>  Seasonal operations    <sup>2</sup>  New business    <sup>3</sup>  Change of fiscal year    <sup>4</sup>  Change of ownership    <sup>5</sup>  Ceased operations    <sup>6</sup>  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 - E - Not applicable

## 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 <b>only</b>	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 ( <b>include</b> revenue from towing, recycling, etc.) (please specify): <span style="float: right;">2559</span>	2558	
6. <b>Total sales</b> (sum of questions 1 to 5)	2305	

### Inventory

	CAN\$	CAN\$
Parts and accessories	Value of <b>opening</b> inventory	Value of <b>closing</b> inventory
7. Parts used in repair work only	5581	5582
8. Other over-the-counter merchandise	5560	5565
9. <b>Total inventories</b> (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): <span style="float: right;">9771</span>	1 <input type="checkbox"/>	3 <input type="checkbox"/>	5 <input type="checkbox"/>

## G - Personnel

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

## H - Sales by Type of Client

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

		%
1. <b>Clients in Canada</b>		
a) Businesses	8112	<input type="text"/>
b) Individuals and households	8100	<input type="text"/>
c) Governments and public institutions (e.g., hospitals, schools)	8233	<input type="text"/>
2. <b>Clients outside Canada</b>	8140	<input type="text"/>
<b>Total</b>		<b>100%</b>

## 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

0014

E-mail  
address

0018

Website  
address

0020

Telephone  
number

0017

(       )

Extension  
number

0027

Fax  
number

0016

(       )

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](http://www.statcan.ca)