

Service bulletin

Repair and Maintenance Services

2009



Highlights

The Repair and Maintenance Services Industry earned \$21.5 billion in operating revenues in 2009, a slight decrease of 0.3% from 2008.

The Repair and Maintenance Services industry is comprised of two main industry groups. The largest industry group, automotive repair and maintenance services, accounted for 61% of combined operating revenues. The second industry group, which is comprised of electronic, precision equipment repair plus commercial and industrial machinery and equipment repair and maintenance services, generated the remaining 39%.

Automotive repair and maintenance:

- The automotive repair and maintenance services industry group earned \$13.1 billion in operating revenues, an increase of 3.3% from 2008.
- Operating expenses rose by 3.7% to \$12.2 billion. The largest operating expense was cost of goods sold at 44%, followed by salaries, wages and benefits at 31%.
- Ontario represented the largest share of automotive repair and maintenance service revenues at 36%, followed by Quebec with 24% and by British Columbia and Alberta, both accounting for 14%.

Electronic, precision equipment repair and commercial and industrial machinery and equipment repair and maintenance:

- Firms in this industry group earned \$8.4 billion in operating revenues, down 5.3% from 2008.
- Operating expenses for this industry group reached \$7.6 billion, down 4.6% from the previous year. The cost of goods sold represent 36% of the industry operating expenses, followed by salaries, wages and benefits at 34%.

Note: This survey excludes vehicle repairs provided by gasoline stations, retailers such as car dealers and retail chain stores. The salary and wage expense does not include fees paid to contract workers.

Statistical tables

Table 1

Summary statistics for repair and maintenance services, Canada, 2007 to 2009

	Operating revenue	Salaries, wages and benefits	Operating expenses	Operating profit margin
	millions of dollars			percent
2009 p				
Newfoundland and Labrador	223.5	77.3	210.8	5.7
Prince Edward Island	65.0	14.6	56.1	13.6
Nova Scotia	405.7	101.5	365.0	10.0
New Brunswick	360.9	93.9	330.8	8.3
Quebec	4,649.4	1,202.8	4,284.2	7.9
Ontario	6,775.4	1,898.8	6,368.9	6.0
Manitoba	676.0	185.1	623.8	7.7
Saskatchewan	786.4	211.3	692.3	12.0
Alberta	4,734.3	1,430.5	4,262.9	10.0
British Columbia	2,799.5	831.3	2,608.1	6.8
Territories ¹	x	x	x	x
Canada	21,512.4	6,056.3	19,835.2	7.8
2008				
Newfoundland and Labrador	276.1	102.5	256.1	7.2
Prince Edward Island	54.6	13.3	49.3	9.6
Nova Scotia	351.5	98.5	321.1	8.7
New Brunswick	327.7	86.0	302.4	7.7
Quebec	4,527.6	1,215.0	4,136.4	8.6
Ontario	6,693.0	1,925.0	6,280.6	6.2
Manitoba	636.7	179.0	580.3	8.8
Saskatchewan	738.6	213.8	648.4	12.2
Alberta	4,977.6	1,490.1	4,428.6	11.0
British Columbia	2,958.0	903.1	2,731.1	7.7
Territories ¹	x	x	x	x
Canada	21,574.2	6,235.3	19,763.9	8.4
2007				
Newfoundland and Labrador	237.5	90.6	219.7	7.5
Prince Edward Island	48.8	11.6	44.0	9.8
Nova Scotia	323.2	92.6	295.5	8.6
New Brunswick	291.7	81.8	272.4	6.6
Quebec	4,184.7	1,119.9	3,831.7	8.4
Ontario	6,240.7	1,810.0	5,933.1	4.9
Manitoba	629.4	180.3	582.3	7.5
Saskatchewan	661.5	181.9	581.4	12.1
Alberta	4,560.5	1,320.9	4,063.3	10.9
British Columbia	2,790.0	841.3	2,568.4	7.9
Territories ¹	x	x	x	x
Canada	19,998.1	5,738.1	18,417.5	7.9

1. Territories include: Yukon, Northwest Territories and Nunavut.

Note(s): According to the North American Industry Classification System (NAICS 811). See "Data source, definitions and methodology" at the end of tables for definition of terms. Due to rounding, components may not add to total. Estimates for the most recent year are preliminary. Preliminary data are subject to revision.

Table 2
Summary statistics for automotive repair and maintenance, Canada, 2007 to 2009

	Operating revenue	Salaries, wages and benefits	Operating expenses	Operating profit margin
	millions of dollars			percent
2009 ^p				
Newfoundland and Labrador	116.7	32.2	110.0	5.7
Prince Edward Island	51.0	11.1	43.7	14.4
Nova Scotia	253.2	62.6	231.7	8.5
New Brunswick	244.4	62.7	224.7	8.1
Quebec	3,092.5	764.4	2,839.1	8.2
Ontario	4,685.1	1,287.2	4,442.5	5.2
Manitoba	521.6	142.5	483.7	7.3
Saskatchewan	456.9	120.6	411.0	10.1
Alberta	1,870.2	559.4	1,732.2	7.4
British Columbia	1,774.7	511.4	1,673.3	5.7
Territories ¹	x	x	x	x
Canada	13,091.2	3,560.9	12,214.4	6.7
2008				
Terre-Neuve-et-Labrador	111.5	30.2	102.7	7.8
Prince Edward Island	40.5	9.7	36.3	10.4
Nouvelle-écosse	238.1	62.8	218.4	8.3
Nouveau-Brunswick	222.3	58.3	205.7	7.5
Québec	2,856.3	733.5	2,614.4	8.5
Ontario	4,525.5	1,257.8	4,276.1	5.5
Manitoba	486.4	136.2	448.0	7.9
Saskatchewan	432.9	128.7	393.1	9.2
Alberta	1,947.8	593.0	1,778.6	8.7
Columbia-Britannique	1,793.8	546.4	1,680.5	6.3
Territoires ¹	x	x	x	x
Canada	12,678.5	3,562.8	11,775.4	7.1
2007				
Newfoundland and Labrador	106.0	29.0	99.5	6.2
Prince Edward Island	37.1	8.8	33.5	9.6
Nova Scotia	226.3	61.2	206.8	8.6
New Brunswick	197.9	54.4	184.2	6.9
Quebec	2,669.7	665.4	2,447.2	8.3
Ontario	4,202.0	1,182.6	4,026.3	4.2
Manitoba	493.8	138.3	461.8	6.5
Saskatchewan	394.1	109.2	356.5	9.6
Alberta	1,809.9	521.4	1,625.7	10.2
British Columbia	1,767.4	534.1	1,647.3	6.8
Territories ¹	x	x	x	x
Canada	11,925.8	3,309.6	11,107.7	6.9

1. Territories include: Yukon, Northwest Territories and Nunavut.

Note(s): According to the North American Industry Classification System (NAICS 8111). See "Data source, definitions and methodology" at the end of tables for definition of terms. Due to rounding, components may not add to total.

Table 3

Summary statistics for electronic, precision equipment and commercial and industrial machinery and equipment repair and maintenance, Canada, 2007 to 2009

	Operating revenue	Salaries, wages and benefits	Operating expenses	Operating profit margin
	millions of dollars			percent
2009 ^p				
Newfoundland and Labrador	106.9	45.1	100.7	5.7
Prince Edward Island	14.0	3.5	12.5	10.6
Nova Scotia	152.5	38.9	133.3	12.6
New Brunswick	116.5	31.1	106.0	8.9
Quebec	1,557.0	438.4	1,445.0	7.2
Ontario	2,090.3	611.6	1,926.4	7.8
Manitoba	154.4	42.5	140.1	9.3
Saskatchewan	329.4	90.6	281.3	14.6
Alberta	2,864.1	871.1	2,530.7	11.6
British Columbia	1,024.8	319.9	934.8	8.8
Territories ¹	x	x	x	x
Canada	8,421.2	2,495.4	7,620.7	9.5
2008				
Newfoundland and Labrador	164.6	72.4	153.4	6.8
Prince Edward Island	14.0	3.7	13.0	7.5
Nova Scotia	113.4	35.7	102.7	9.4
New Brunswick	105.3	27.7	96.7	8.2
Quebec	1,671.3	481.5	1,522.0	8.9
Ontario	2,167.4	667.2	2,004.5	7.5
Manitoba	150.3	42.8	132.3	12.0
Saskatchewan	305.7	85.1	255.3	16.5
Alberta	3,029.8	897.1	2,650.0	12.5
British Columbia	1,164.2	356.7	1,050.6	9.8
Territories ¹	x	x	x	x
Canada	8,895.7	2,672.4	7,988.5	10.2
2007				
Newfoundland and Labrador	131.5	61.6	120.3	8.5
Prince Edward Island	11.7	2.8	10.5	10.4
Nova Scotia	96.9	31.4	88.7	8.5
New Brunswick	93.8	27.4	88.2	6.0
Quebec	1,515.0	454.5	1,384.5	8.6
Ontario	2,038.7	627.4	1,906.8	6.5
Manitoba	135.6	42.1	120.6	11.1
Saskatchewan	267.3	72.6	224.9	15.9
Alberta	2,750.6	799.4	2,437.6	11.4
British Columbia	1,022.5	307.2	921.1	9.9
Territories ¹	x	x	x	x
Canada	8,072.3	2,428.4	7,309.8	9.4

1. Territories include: Yukon, Northwest Territories and Nunavut.

Note(s): According to the North American Industry Classification System (NAICS 8112 and 8113). See "Data source, definitions and methodology" at the end of tables for definition of terms. Due to rounding, components may not add to total. Estimates for the most recent year are preliminary. Preliminary data are subject to revision.

Table 4
Distribution of operating expenses for automotive repair and maintenance services, Canada, 2009

	percent
Salaries, wages and benefits	31.1
Commissions paid to non-employees	F
Professional and business services fees	1.3
Subcontract expenses	1.7
Charges for services provided by your head office	F
Cost of goods sold	43.7
Office supplies	1.1
Rental and leasing	4.7
Repair and maintenance	3.2
Insurance	1.4
Advertising, marketing and promotions	1.3
Travel, meals and entertainment	F
Utilities and telecommunications	2.1
Property and business taxes, licenses and permits	F
Royalties, rights, licensing and franchise fees	F
Delivery, warehousing, postage and courier	F
Financial service fees	1.0
Amortization and depreciation of tangible and intangible assets	2.3
Bad debts	F
All other expenses	2.7
Total operating expenses	100.0

Note(s): According to the North American Industry Classification System (NAICS 8111). See "Data source, definitions and methodology" at the end of tables for definition of terms. Estimates for the most recent year are preliminary. Preliminary data are subject to revision. Due to rounding, components may not add to total. The smallest firms, in terms of revenues earned, are not included in these estimates. These firms account for a relatively small portion of total industry revenues.

Table 5
Distribution of operating expenses for electronic, precision and commercial and industrial machinery and equipment repair and maintenance services, Canada, 2009

	percent
Salaries, wages and benefits	34.0
Commissions paid to non-employees	F
Professional and business services fees	1.5
Subcontract expenses	4.8
Charges for services provided by your head office	F
Cost of goods sold	35.8
Office supplies	1.0
Rental and leasing	3.2
Repair and maintenance	4.2
Insurance	1.4
Advertising, marketing and promotions	F
Travel, meals and entertainment	1.3
Utilities and telecommunications	1.8
Property and business taxes, licenses and permits	F
Royalties, rights, licensing and franchise fees	F
Delivery, warehousing, postage and courier	F
Financial service fees	F
Amortization and depreciation of tangible and intangible assets	3.9
Bad debts	F
All other expenses	4.2
Total operating expenses	100.0

Note(s): According to the North American Industry Classification System (NAICS 8112 and 8113). See "Data source, definitions and methodology" at the end of tables for definition of terms. Estimates for the most recent year are preliminary. Preliminary data are subject to revision. Due to rounding, components may not add to total. The smallest firms, in terms of revenues earned, are not included in these estimates. These firms account for a relatively small portion of total industry revenues.

Data source, definitions and methodology

Description

This annual sample survey collects data required to produce economic statistics for the Repair and Maintenance Services in Canada.

Data collected from businesses are aggregated with information from other sources to produce official estimates of national and provincial economic production for this industry.

Survey estimates are made available to businesses, governments, investors, associations, and the public. The data are used to monitor industry growth, measure performance, and make comparisons to other data sources to better understand this industry.

Target population

The target population consists of all statistical establishments (sometimes referred to as firms or units) classified as Repair and Maintenance (NAICS 811) according to the North American Industry Classification System 2007 (NAICS 2007) during the reference year. The Repair and Maintenance sector covers five NAICS 2007: Automotive Mechanical and Electrical Repair and Maintenance (NAICS 81111), Automotive Body, Paint, Interior and Glass Repair (NAICS 81112), Other Automotive Repair and Maintenance (NAICS 81119), Electronic and Precision Equipment Repair and Maintenance (NAICS 81121) and Commercial and Industrial Machinery and Equipment (except Automotive and Electronic) Repair and Maintenance (NAICS 81131).

This subsector comprises establishments primarily engaged in repairing and maintaining motor vehicles, machinery, equipment and other products. These establishments repair or perform general or routine maintenance on such products, to ensure that they work efficiently.

Sampling

This is a sample survey with a cross-sectional design.

The frame is the list of establishments from which the portion eligible for sampling is determined and the sample is taken. The frame provides basic information about each firm including address, industry classification, and information from administrative data sources. The frame is maintained by Statistics Canada's Business Register Division and is updated using administrative data.

The basic objective of the survey is to produce estimates for the whole industry - incorporated and unincorporated businesses. The data come from two different sources: a sample of all businesses with revenue above or equal to a certain threshold (note: the threshold varies between surveys and sometimes between industries and provinces in the same survey) for which either survey or administrative data may be used; and administrative data only for businesses with revenue below the specified threshold. It should be noted that only financial information is available from businesses below the threshold; e.g., revenue, and expenses such as depreciation and salaries, wages and benefits. Detailed characteristics are collected only for surveyed establishments.

Prior to the selection of a random sample, establishments are classified into homogeneous groups (i.e., groups with the same NAICS codes and same geography). Quality requirements are targeted, and then each group is divided into sub-groups called strata: take-all, must-take, and take-some.

The take-all stratum represents the largest firms in terms of performance (based on revenue) in an industry. The must-take stratum is comprised of units selected based on complex structural characteristics (multi-establishment, multi-legal, multi-NAICS, or multi-province enterprises). All take-all and must-take firms are selected to the sample. Units in the take-some strata are subject to simple random sampling.

Definitions

- **Operating revenue** excludes investment income, capital gains, extraordinary gains and other non-recurring items.
- **Salaries, wages and benefits** include vacation pay and commissions for all employees for whom T4 slips were completed. This category also includes the employer portion of employee benefits for items such as Canada/Québec Pension Plan or Employment Insurance premiums. Salaries and wages do not include working owners' dividends nor do they include the remuneration of owners of unincorporated business. Therefore the relative level of salaries, wages and benefits will be lower in industries where unincorporated businesses are significant contributors.
- **Operating expenses** exclude write-offs, capital losses, extraordinary losses, interest on borrowing, and other non-recurring items.
- **Operating profit margin** is derived as follows: operating revenue minus operating expenses, expressed as a percentage of operating revenue. The derived figure excludes corporation income tax paid by incorporated businesses and individual income tax paid by unincorporated businesses. For unincorporated businesses, operating profit margin includes unpaid remuneration to partners and proprietors, which is not recorded as salaries, wages and benefits. Therefore the profit estimate will be higher in industries where unincorporated proprietorships and partnerships are significant contributors.
- An active **statistical establishment** is one production entity or the smallest grouping of production entities which produces as homogenous a set of goods and/or services as possible; which does not cross provincial boundaries, and for which records provide data on the value of output together with the cost of principal intermediate inputs used and cost and quantity of labour resources used to produce the output.

Quality evaluation

Prior to dissemination, combined survey results are analyzed for overall quality; in general, this includes a detailed review of individual responses (especially for the largest companies), an assessment of the general economic conditions portrayed by the data, historic trends, and comparisons with other data sources.

Disclosure control

Statistics Canada is prohibited by law from releasing any data which would divulge information obtained under the Statistics Act that relates to any identifiable person, business or organization without the prior knowledge or the consent in writing of that person, business or organization. Various confidentiality rules are applied to all data that are released or published to prevent the publication or disclosure of any information deemed confidential. If necessary, data are suppressed to prevent direct or residual disclosure of identifiable data.

Data accuracy

Of the units contributing to the estimate, the weighted response rate was 85.1%. The coefficients of variation (CVs) were calculated for each estimate and are available upon request.

Related products

Selected CANSIM tables from Statistics Canada

361-0006	Repair and maintenance services, summary statistics, by North American Industry Classification System (NAICS), annual (350 series)
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361-0017	Repair and maintenance services, operating expenses, by North American Industry Classification System (NAICS), annual (percent) (42 series)
361-0018	Repair and maintenance services, sales by type of client based on the North American Industry Classification System (NAICS), annual (percent) (10 series)

Publications

Service Industries Newsletter, Catalogue no. 63-018-X.

Analytical paper series - Service Industries Division, Catalogue no. 63F0002X.

Release date: March 2011

Symbols

The following standard symbols are used in Statistics Canada publications:

.	not available for any reference period
..	not available for a specific reference period
...	not applicable
0	true zero or a value rounded to zero
0 ^s	value rounded to 0 (zero) where there is a meaningful distinction between true zero and the value that was rounded
P	preliminary
r	revised
X	suppressed to meet the confidentiality requirements of the <i>Statistics Act</i>
E	use with caution
F	too unreliable to be published

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