

Service bulletin

Repair and Maintenance Services

2012



Highlights

The repair and maintenance services industry earned \$25.7 billion in operating revenues in 2012, up 5.5% from 2011. The industry's operating profit margin was 9.0% in 2012, up slightly from 8.7% in 2011. This industry comprises two main industry groups. The first one, automotive repair and maintenance services, accounted for 57.1% of the combined operating revenues. The second group, which includes the electronic and precision equipment and commercial and industrial machinery and equipment repair and maintenance services, made up the remaining 42.9%.

Automotive repair and maintenance services

The automotive repair and maintenance services industry group posted \$14.7 billion in operating revenues, an increase of 3.1% from 2011.

Operating expenses grew by 3.2% to \$13.6 billion. The largest operating expense was cost of goods sold at 43.8%, followed by salaries, wages and benefits (31.3%).

Ontario had the biggest share of total operating revenues in this industry at 33.6%, followed by Quebec (23.8%), Alberta (15.6%) and British Columbia (13.5%).

Electronic and precision equipment and commercial and industrial machinery and equipment repair and maintenance services

Firms in this industry group earned \$11.0 billion in operating revenues, up 8.9% from 2011.

Operating expenses reached \$9.7 billion, up 7.8% from 2011. Cost of goods sold represented 36.1% of operating expenses, followed by salaries, wages and benefits (33.7%).

Alberta accounted for 35.2% of total operating revenues, followed by Ontario (24.8%), Quebec (17.5%) and British Columbia (11.9%).

Note: This survey excludes automotive repairs provided by : automotive and part dealers providing repair services; automotive part and accessory stores retailing new and rebuilt parts and accessories and providing automotive repair services; gasoline stations retailing motor fuel and providing automotive repair services.

Statistical tables

Table 1

Summary statistics for repair and maintenance services, Canada, 2010 to 2012

	Operating revenue	Salaries, wages and benefits	Operating expenses	Operating profit margin
	millions of dollars			percent
2012 ^p				
Newfoundland and Labrador	343.8	106.4	314.3	8.6
Prince Edward Island	66.2	15.8	59.9	9.4
Nova Scotia	439.3	118.2	399.5	9.1
New Brunswick	381.6	105.3	353.0	7.5
Quebec	5,441.3	1,460.6	4,969.8	8.2
Ontario	7,657.7	2,101.9	7,158.4	6.5
Manitoba	811.4	218.9	732.7	9.7
Saskatchewan	1,072.4	271.5	902.4	15.9
Alberta	6,167.6	1,782.1	5,424.9	12.0
British Columbia	3,284.0	981.4	3,003.5	8.5
Yukon	x	x	x	x
Northwest Territories	x	x	x	x
Nunavut	x	x	x	x
Canada	25,674.8	7,171.9	23,352.4	9.0
2011 ^r				
Newfoundland and Labrador	281.9	87.9	262.2	7.0
Prince Edward Island	63.1	15.6	56.6	10.3
Nova Scotia	425.7	114.7	388.0	8.9
New Brunswick	365.8	97.1	340.0	7.1
Quebec	5,291.7	1,399.1	4,846.1	8.4
Ontario	7,274.7	2,000.8	6,793.9	6.6
Manitoba	760.3	215.5	692.1	9.0
Saskatchewan	986.0	264.1	845.8	14.2
Alberta	5,679.6	1,673.4	5,038.0	11.3
British Columbia	3,173.2	956.3	2,929.8	7.7
Yukon	x	x	x	x
Northwest Territories	x	x	x	x
Nunavut	x	x	x	x
Canada	24,340.2	6,834.5	22,224.9	8.7
2010 ^r				
Newfoundland and Labrador	264.4	86.6	244.1	7.7
Prince Edward Island	59.9	15.0	52.7	12.1
Nova Scotia	393.5	108.2	366.7	6.8
New Brunswick	352.8	94.0	330.6	6.3
Quebec	4,937.3	1,326.8	4,562.9	7.6
Ontario	6,989.6	1,959.1	6,612.5	5.4
Manitoba	681.8	190.9	627.0	8.0
Saskatchewan	797.6	219.2	697.3	12.6
Alberta	4,894.2	1,508.4	4,464.9	8.8
British Columbia	2,938.6	849.8	2,724.6	7.3
Yukon	x	x	x	x
Northwest Territories	x	x	x	x
Nunavut	x	x	x	x
Canada	22,342.4	6,367.6	20,712.8	7.3

Note(s): The results in this table are for firms classified under the North American Industry Classification System (NAICS) category 811. See "Data sources, definitions and methodology" at the end of tables for definition of terms. Due to rounding, components may not add to total. Scaling may also affect the calculation of ratios.

Table 2
Summary statistics for automotive repair and maintenance, Canada, 2010 to 2012

	Operating revenue	Salaries, wages and benefits	Operating expenses	Operating profit margin
	millions of dollars			percent
2012 ^p				
Newfoundland and Labrador	156.3	42.8	143.8	8.0
Prince Edward Island	51.5	11.4	46.5	9.7
Nova Scotia	291.2	76.2	264.7	9.1
New Brunswick	253.8	67.7	235.3	7.3
Quebec	3,485.0	907.6	3,216.1	7.7
Ontario	4,928.8	1,331.2	4,667.1	5.3
Manitoba	615.0	161.6	559.6	9.0
Saskatchewan	583.0	151.6	514.1	11.8
Alberta	2,292.4	671.4	2,115.8	7.7
British Columbia	1,974.1	570.1	1,838.0	6.9
Yukon	x	x	x	x
Northwest Territories	x	x	x	x
Nunavut	x	x	x	x
Canada	14,661.0	3,999.2	13,627.4	7.0
2011 ^r				
Newfoundland and Labrador	146.3	41.7	136.0	7.1
Prince Edward Island	50.4	11.8	45.3	10.2
Nova Scotia	279.5	73.2	257.7	7.8
New Brunswick	254.3	65.8	234.6	7.8
Quebec	3,439.0	874.9	3,154.9	8.3
Ontario	4,761.9	1,266.3	4,468.8	6.2
Manitoba	576.4	159.7	531.0	7.9
Saskatchewan	537.4	147.5	480.6	10.6
Alberta	2,249.9	667.1	2,085.2	7.3
British Columbia	1,903.3	554.5	1,782.2	6.4
Yukon	x	x	x	x
Northwest Territories	x	x	x	x
Nunavut	x	x	x	x
Canada	14,224.8	3,869.6	13,200.0	7.2
2010 ^r				
Newfoundland and Labrador	135.7	38.4	126.1	7.0
Prince Edward Island	48.9	11.8	42.6	13.0
Nova Scotia	263.8	70.0	245.4	7.0
New Brunswick	251.8	67.2	234.0	7.1
Quebec	3,244.3	834.6	2,999.2	7.6
Ontario	4,738.4	1,297.4	4,518.7	4.6
Manitoba	516.5	142.3	474.7	8.1
Saskatchewan	460.5	131.8	419.2	9.0
Alberta	2,010.6	613.1	1,870.3	7.0
British Columbia	1,854.8	542.2	1,747.4	5.8
Yukon	x	x	x	x
Northwest Territories	x	x	x	x
Nunavut	x	x	x	x
Canada	13,549.3	3,755.7	12,700.1	6.3

Note(s): The results in this table are for firms classified under the North American Industry Classification System (NAICS) category 8111. See "Data sources, definitions and methodology" at the end of tables for definition of terms. Due to rounding, components may not add to total. Scaling may also affect the calculation of ratios.

Table 3

Summary statistics for electronic, precision equipment and commercial and industrial machinery and equipment repair and maintenance, Canada, 2010 to 2012

	Operating revenue	Salaries, wages and benefits	Operating expenses	Operating profit margin
	millions of dollars			percent
2012 ^p				
Newfoundland and Labrador	187.5	63.6	170.5	9.1
Prince Edward Island	14.7	4.4	13.4	8.7
Nova Scotia	148.1	42.0	134.7	9.0
New Brunswick	127.7	37.5	117.7	7.9
Quebec	1,926.3	553.0	1,753.7	9.0
Ontario	2,728.8	770.7	2,491.3	8.7
Manitoba	196.5	57.3	173.2	11.9
Saskatchewan	489.5	119.9	388.3	20.7
Alberta	3,875.2	1,110.7	3,309.2	14.6
British Columbia	1,309.9	411.3	1,165.5	11.0
Yukon	x	x	x	x
Northwest Territories	x	x	x	x
Nunavut	x	x	x	x
Canada	11,013.8	3,172.7	9,725.0	11.7
2011 ^r				
Newfoundland and Labrador	135.6	46.2	126.2	6.9
Prince Edward Island	12.7	3.8	11.3	10.8
Nova Scotia	146.2	41.5	130.3	10.9
New Brunswick	111.4	31.4	105.4	5.5
Quebec	1,852.7	524.2	1,691.1	8.7
Ontario	2,512.8	734.4	2,325.0	7.5
Manitoba	183.9	55.8	161.1	12.4
Saskatchewan	448.6	116.7	365.2	18.6
Alberta	3,429.7	1,006.3	2,952.8	13.9
British Columbia	1,269.9	401.7	1,147.5	9.6
Yukon	x	x	x	x
Northwest Territories	x	x	x	x
Nunavut	x	x	x	x
Canada	10,115.4	2,964.9	9,025.0	10.8
2010 ^r				
Newfoundland and Labrador	128.8	48.2	118.0	8.3
Prince Edward Island	11.0	3.2	10.1	8.2
Nova Scotia	129.7	38.2	121.3	6.5
New Brunswick	101.0	26.8	96.5	4.4
Quebec	1,693.0	492.2	1,563.7	7.6
Ontario	2,251.2	661.8	2,093.9	7.0
Manitoba	165.3	48.7	152.3	7.9
Saskatchewan	337.0	87.5	278.1	17.5
Alberta	2,883.6	895.3	2,594.6	10.0
British Columbia	1,083.8	307.6	977.2	9.8
Yukon	x	x	x	x
Northwest Territories	x	x	x	x
Nunavut	x	x	x	x
Canada	8,793.2	2,611.9	8,012.8	8.9

Note(s): The results in this table are for firms classified under the North American Industry Classification System (NAICS) categories 8112 and 8113. See "Data sources, definitions and methodology" at the end of tables for definition of terms. Due to rounding, components may not add to total. Scaling may also affect the calculation of ratios.

Table 4
Distribution of operating expenses for automotive repair and maintenance services, Canada, 2012

	percent
Salaries, wages and benefits	31.3
Commissions paid to non-employees	F
Professional and business services fees	1.3
Subcontract expenses	1.7
Charges for services provided by head offices	F
Cost of goods sold	43.8
Office supplies	F
Rental and leasing	4.8
Repair and maintenance	3.2
Insurance	1.3
Advertising, marketing and promotions	1.2
Travel, meals and entertainment	F
Utilities and telecommunications	2.0
Property and business taxes, licenses and permits	F
Royalties, rights, licensing and franchise fees	F
Delivery, warehousing, postage and courier	F
Financial services fees	1.1
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): The results in this table are for firms classified under the North American Industry Classification System (NAICS) category 8111. Data presented in this table are from the surveyed portion only. The survey portion excludes the smallest firms in terms of revenues earned. These firms account for a relatively small portion of total industry revenues and are not included in the estimates of this table. See "Data sources, definitions and methodology" at the end of tables for definition of terms. Due to rounding, components may not add to total. Scaling may also affect the calculation of ratios.

Table 5
Distribution of operating expenses for electronic, precision and commercial and industrial machinery and equipment repair and maintenance services, Canada, 2012

	percent
Salaries, wages and benefits	33.7
Commissions paid to non-employees	F
Professional and business services fees	1.4
Subcontract expenses	5.5
Charges for services provided by head offices	F
Cost of goods sold	36.1
Office supplies	F
Rental and leasing	2.8
Repair and maintenance	4.2
Insurance	1.1
Advertising, marketing and promotions	F
Travel, meals and entertainment	1.4
Utilities and telecommunications	1.6
Property and business taxes, licenses and permits	F
Royalties, rights, licensing and franchise fees	F
Delivery, warehousing, postage and courier	F
Financial services fees	F
Amortization and depreciation of tangible and intangible assets	3.2
Bad debts	F
All other expenses	5.4
Total operating expenses	100.0

Note(s): The results in this table are for firms classified under the North American Industry Classification System (NAICS) categories 8112 and 8113. Data presented in this table are from the surveyed portion only. The survey portion excludes the smallest firms in terms of revenues earned. These firms account for a relatively small portion of total industry revenues and are not included in the estimates of this table. See "Data sources, definitions and methodology" at the end of tables for definition of terms. Due to rounding, components may not add to total. Scaling may also affect the calculation of ratios.

Data sources, 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.

The effective sample size for reference year 2012 was 3,699 collection entities.

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 information it collects which could identify any person, business, or organization, unless consent has been given by the respondent or as permitted by the Statistics Act. 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 85.6%. 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)
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)

Release date: February 2014

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
*	significantly different from reference category ($p < 0.05$)

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