

# BUSINESS SERVICES

Establishments in the business services sector perform essential activities that are often undertaken in-house by establishments in many sectors of the economy. By consolidating the performance of these activities of the enterprise at one specialized establishment, economies of scale are achieved. Establishments primarily engaged in providing a range of day-to-day office administrative services, such as financial planning, billing and recordkeeping, personnel, and physical distribution and logistics, are part of this cluster.

Many of the companies in this cluster perform routine support activities for the day-to-day operations of other organizations. Activities performed include: office administration, hiring and placing of personnel, document preparation and similar clerical services, solicitation, collection, security and surveillance services, cleaning, and waste disposal services. The activities performed by establishments in this sector are typically on a contract or fee basis.

As with professional services discussed above, business services industries typically cross many industry sectors and offer career pathways for workers with a wide variety of education and skills. Business services industries generally require many more entry-level and middle-skill jobs than in professional services. Twenty-four industry sectors make up the Business Services cluster in Richmond. See Table 2.3 below for the full list of industry sectors. Table 2.3 provides an overview for each of the individual industry sectors that comprise the Business Services cluster in Richmond.

Included are historic, current, and projected employment; historic and projected average annual percent growth (or decline); historic

and current employment concentration (LQ); average earnings; gross regional product (GRP); and jobs multipliers. The table is sorted largest to smallest by 2017 sector contribution to GRP.

The business services cluster accounted for 1,872 jobs in 2017, and has an LQ of 6.7. This means that overall employment for this cluster is 6.7 times more concentrated in Richmond than would be expected based on national employment averages (see Location Quotient within the Introduction). This is consistent with the strong construction and oil and gas clusters in Richmond, as all of these clusters hire large numbers of workers with middle skills and trade skills. As a whole, the cluster experienced strong job growth over the last five years. Because business services are supporting services for other industries and businesses, the growth in this cluster is primarily due to the growth in other targeted clusters in Richmond. The industry is expected to continue to experience stronger than average growth (see Table 2 above) of 17% in total over the next five years. Going forward, along with professional services (discussed above), targeting business service companies for recruitment and expansion help should be a focus for Richmond's economic development efforts.

Total sales for all companies in this cluster were more than 300 million (6% of total regional sales) and the cluster contributed more than \$150 million to the region's gross regional product (6% of total GRP) in 2017.

Among business services industries, a variety of building services – waste collection, landscaping, janitorial, etc. – are the largest



TABLE 2.3G. BUSINESS SERVICES CLUSTER INDUSTRY EMPLOYMENT TRENDS, RICHMOND

BUSINESS SERVICES CLUSTER	2012 JOBS	2017 JOBS	% CHANGE IN JOBS 2012-2017	2022 JOBS	% CHANGE IN JOBS 2017-2022	2017 LOCATION QUOTIENT	AVG. EARNINGS PER JOB	JOBS MULTIPLIER	2017 GRP	INDUSTRY SECTOR % SHARE OF CLUSTER GRP
Solid Waste Collection	327	466	43%	605	30%	18.80	\$57,514	1.2	\$42,887,230	28%
Office Administrative Services	81	123	52%	145	17%	1.50	\$106,950	1.1	\$14,915,375	10%
Wireless Telecommunications Carriers (except Satellite)	16	23	44%	22	(3%)	1.16	\$48,746	1.7	\$10,435,290	7%
Temporary Help Services	212	176	(17%)	182	3%	0.39	\$40,460	1.1	\$9,187,300	6%
Couriers and Express Delivery Services	98	144	47%	170	19%	1.49	\$43,056	1.1	\$8,828,342	6%
General Freight Trucking, Local	50	57	14%	64	11%	1.15	\$38,716	1.1	\$7,491,970	5%
Landscaping Services	203	211	4%	210	(1%)	1.14	\$27,443	1.1	\$7,311,549	5%
Telecommunications Resellers	36	62	72%	80	30%	7.25	\$73,387	1.1	\$7,207,804	5%
Computer, Software, and Peripheral Equipment Wholesalers	26	21	(19%)	24	12%	0.62	\$139,601	1.4	\$6,719,251	4%
Exterminating and Pest Control Services	99	93	(6%)	93	0%	4.80	\$48,641	1.1	\$5,915,255	4%
Other Services to Buildings and Dwellings	212	161	(24%)	181	13%	7.79	\$19,934	1.0	\$5,059,235	3%
General Freight Trucking, Long-Distance, Truckload	28	33	18%	37	12%	0.34	\$35,729	1.1	\$4,666,503	3%
Janitorial Services	73	128	75%	168	31%	0.60	\$22,168	1.0	\$4,557,254	3%
Freight Transportation Arrangement	22	39	77%	52	34%	1.04	\$64,815	1.1	\$4,030,672	3%
All Other Telecommunications	39	16	(59%)	24	44%	3.36	\$47,490	1.1	\$3,000,472	2%
Specialized Freight (except Used Goods) Trucking, Local	6	21	250%	27	31%	0.58	\$80,275	1.1	\$2,719,603	2%
Document Preparation Services	28	37	32%	41	10%	3.10	\$33,476	1.0	\$1,859,430	1%
Data Processing, Hosting, and Related Services	3	10	100%	10	0%	0.12	\$154,798	1.2	\$1,675,473	1%
Audio and Video Equipment Manufacturing	2	10	(50%)	10	0%	0.24	\$64,235	1.1	\$1,046,999	1%
Office Equipment Merchant Wholesalers	5	10	0%	10	0%	0.39	\$83,973	1.2	\$1,019,123	1%
All Other Support Services	13	13	0%	14	9%	0.39	\$48,263	1.1	\$907,748	1%
Packing and Crating	19	11	(42%)	11	(4%)	3.67	\$44,656	1.1	\$682,418	0%
General Warehousing and Storage	2	5	100%	5	0%	0.03	\$50,427	1.1	\$320,873	0%
Commercial Printing (except Screen and Books)	1	2	100%	2	0%	0.03	\$53,143	1.1	\$112,716	0%
<b>Business Services Totals</b>	<b>1,602</b>	<b>1,872</b>	<b>17%</b>	<b>2,185</b>	<b>17%</b>	<b>6.74</b>	<b>\$34,280</b>	<b>1.1</b>	<b>\$152,557,885</b>	<b>100%</b>

Source: Emsi Developer 2018.2 dataset.



employing sectors in this cluster. All of these sectors added jobs in the years following the recession. Between 2012 and 2017, Richmond moved away from some business services industries and into others. Computer and related equipment wholesalers, other telecommunications (besides wireless), and audio and video equipment products all declined sharply. However, transportation-related sectors grew rapidly. Overall, the number of Richmond jobs in this cluster increased by 17% from 2012 to 2017.

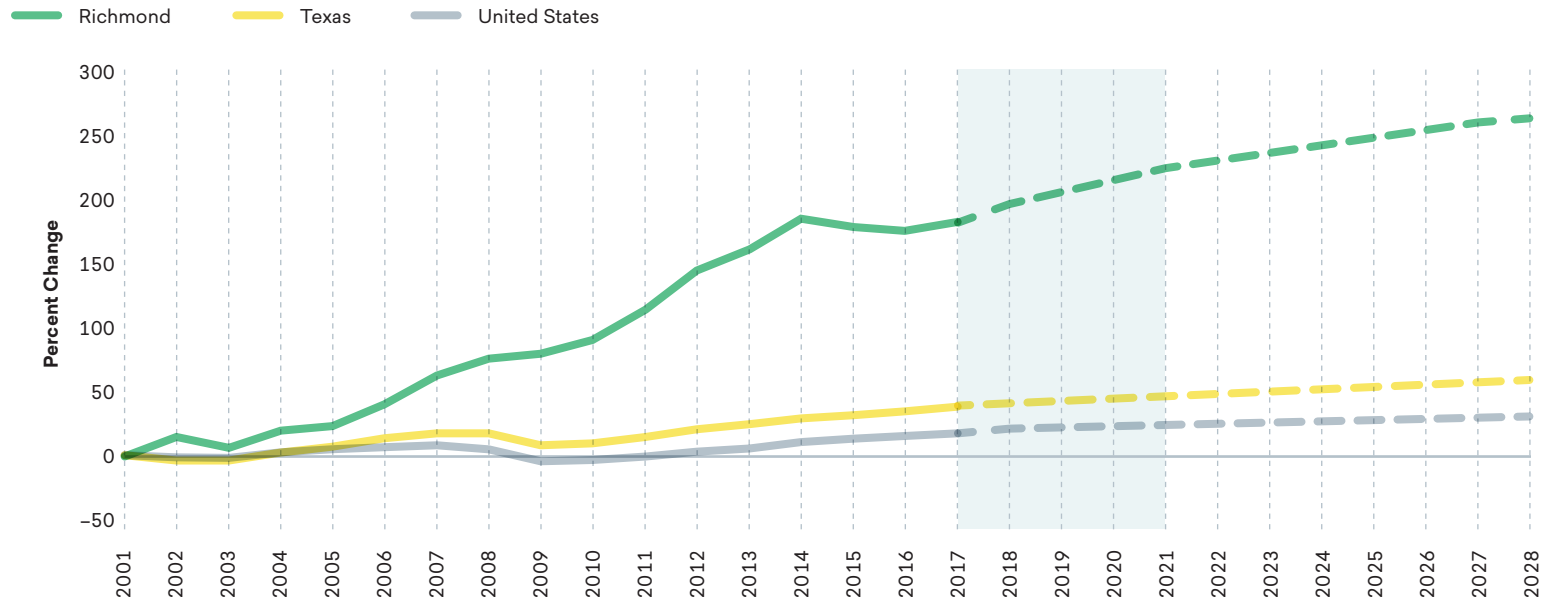
Historically, Richmond businesses in business services sectors have experienced strong growth. In fact, business services activity in Richmond has been much stronger than for either Texas or the

U.S. Figure 2.4 shows that the year-over-year (YOY) growth rate for the cluster in Richmond has seen significant growth for nearly 20 years, with even more growth expected. Projections show employment growth in this cluster will remain strong and will grow more in Richmond (17% growth expected in the next 5 years) than for the nation or Texas.

### Labor Market Gap Analysis

Table 2.4, on the next page, lists the top 15 occupations in Business Services. These occupations account for two-thirds of all cluster employment. The table provides the number of people employed by

FIGURE 2.4G. BUSINESS SERVICES EMPLOYMENT TRENDS; YOY EMPLOYMENT GROWTH



Source: Emsi Developer 2018.2 dataset



TABLE 2.4G. LARGEST OCCUPATIONS SPECIFIC TO BUSINESS SERVICES

BUSINESS SERVICES OCCUPATIONS	EMPLOYED IN INDUSTRY GROUP (2012)	EMPLOYED IN INDUSTRY GROUP (2017)	% CHANGE (2012 - 2017)	EMPLOYED IN INDUSTRY GROUP (2022)	% CHANGE (2017 - 2022)	% OF TOTAL JOBS IN INDUSTRY GROUP (2017)	*ALL JOBS FOR OCCUPATION IN THE REGION (2017)	2017 RESIDENT WORKERS	2017 NET COMMUTERS
Heavy and Tractor-Trailer Truck Drivers	146	198	35%	243	23%	10.7%	354	691	(337)
Janitors and Cleaners, Except Maids and House-keeping	185	184	(0%)	223	21%	9.9%	336	899	(563)
Landscaping and Groundskeeping Workers	147	154	5%	155	1%	8.3%	220	381	(161)
Refuse and Recyclable Material Collectors	105	151	44%	196	30%	8.2%	161	56	105
Laborers and Freight, Stock, and Material Movers	96	117	22%	141	20%	6.3%	239	749	(510)
Office Clerks, General	53	61	14%	68	12%	3.3%	594	1,807	(1,213)
Maids and Housekeeping Cleaners	49	55	11%	65	19%	3.0%	214	457	(243)
Light Truck or Delivery Services Drivers	37	53	45%	64	21%	2.9%	120	317	(197)
Pest Control Workers	57	53	(7%)	53	1%	2.8%	53	31	22
Sales Representatives, Services, All Other	45	52	16%	61	17%	2.8%	200	592	(392)
Customer Service Representatives	41	48	15%	56	17%	2.6%	273	1,098	(825)
General and Operations Managers	27	32	18%	38	19%	1.7%	325	943	(618)
Secretaries and Administrative Assistants	25	28	11%	32	16%	1.5%	312	983	(671)
Bus and Truck Mechanics and Diesel Engine Specialists	18	27	49%	34	26%	1.4%	63	125	(62)
Industrial Truck and Tractor Operators	18	22	22%	26	17%	1.2%	56	258	(202)
<b>Top 15 Business Services Occupation Totals</b>	<b>1,051</b>	<b>1,235</b>	<b>17%</b>	<b>1,455</b>	<b>18%</b>	<b>66.7%</b>	<b>3,519</b>	<b>9,388</b>	<b>(5,867)</b>

\* Employed in Region column is employment for all industries, not just for Business Services

Source: Emsi Developer 2018.2 dataset



TABLE 2.5G. BUSINESS SERVICES OCCUPATIONAL OPENINGS

BUSINESS SERVICES OCCUPATIONS	MEDIAN HOURLY EARNINGS	TYPICAL ENTRY LEVEL EDUCATION	TYPICAL ON-THE-JOB TRAINING	ANNUAL OPENINGS	ANNUAL REPLACEMENT JOBS	ANNUAL NEW JOBS
Heavy and Tractor-Trailer Truck Drivers	\$18.24	Postsecondary nondegree award	Short-term on-the-job training	52	38	14
Janitors and Cleaners, Except Maids and Housekeeping	\$10.37	No formal educational credential	Short-term on-the-job training	58	43	15
Landscaping and Groundskeeping Workers	\$10.37	No formal educational credential	Short-term on-the-job training	30	26	4
Refuse and Recyclable Material Collectors	\$16.30	No formal educational credential	Short-term on-the-job training	30	20	11
Laborers and Freight, Stock, and Material Movers	\$11.86	No formal educational credential	Short-term on-the-job training	41	33	8
Office Clerks, General	\$15.16	High school diploma or equivalent	Short-term on-the-job training	88	69	19
Maids and Housekeeping Cleaners	\$9.75	No formal educational credential	Short-term on-the-job training	38	27	11
Light Truck or Delivery Services Drivers	\$13.84	High school diploma or equivalent	Short-term on-the-job training	18	12	6
Pest Control Workers	\$18.95	High school diploma or equivalent	Moderate-term on-the-job training	9	8	1
Sales Representatives, Services, All Other	\$23.63	High school diploma or equivalent	Moderate-term on-the-job training	32	23	9
Customer Service Representatives	\$14.10	High school diploma or equivalent	Short-term on-the-job training	46	34	12
General and Operations Managers	\$55.87	Bachelor's degree	None	38	26	12
Secretaries and Administrative Assistants	\$15.79	High school diploma or equivalent	Short-term on-the-job training	44	33	10
Bus and Truck Mechanics and Diesel Engine Specialists	\$22.14	High school diploma or equivalent	Long-term on-the-job training	9	6	3
Industrial Truck and Tractor Operators	\$15.40	No formal educational credential	Short-term on-the-job training	8	6	2
<b>Top 15 Business Services Occupation Totals</b>	<b>\$15.58</b>			<b>540</b>	<b>403</b>	<b>137</b>

Source: Emsi Developer 2018.2 dataset



occupation in the cluster, and the number of people employed in that occupation in all industries in the region. This indicates the level of competition employers may face from industries outside the cluster when hiring for key occupations. Overall, for these 15 occupations, the cluster employs 35% of the people in these occupations in the region. The other 65% are employed by industry sectors outside of the Business Services sector.

The occupations with the most jobs in the business services cluster are drivers, cleaners, and grounds workers. These occupations comprise nearly 30% of the cluster's total jobs. Most jobs in this cluster pay between \$10 / hour and \$20 / hour and as shown in Table 2.5 on the previous page, have no formal educational requirement. At more than \$55 per hour, managers are paid the most and are the single occupation that requires a college education.

There are no entry-level requirements for many positions. (Note that these educational requirements reflect national averages and may differ from specific requirements of Richmond employers.) What makes most of these occupations so valuable is that they provide a significant number of entry-level opportunities and offer on the job training. Table 2.5 shows the average annual openings (averaged over the past five years) for specific occupations within Richmond. Openings are further divided into two categories – openings for replacement jobs (jobs that are open due to retirement or other attrition) and openings for newly created jobs. Most of the entry level jobs in business services have high turnover.

## Supply Chain Analysis

Table 2.6, on the next page, provides a picture about the total demand in Richmond by all Richmond residents and businesses for products made by companies in the business services industry

cluster—worth a total of nearly \$344 million in the region. Table 2.6 is sorted by the dollar value of demand being met in-region by Richmond businesses. In Table 2.6, we see that the companies in these sectors meet only 27% of Richmond demand for their products, while Richmond imports the other 73% of its needs for these products. This would seem to indicate potential markets for local suppliers. Telecommunication Resellers, for example, supply 66% of local demand, supplying about \$3.7 million of total local demand of \$5.5 million, while \$1.8 million is purchased by Richmond residents and businesses from outside the region. Other industry sectors that could tap into the Richmond market include the following:

- Temporary Help Services
- Landscaping Services
- Office Administrative Services
- General Freight Trucking, Local
- General Freight Trucking, Long-Distance, Truckload
- Data Processing, Hosting, and Related Services
- Wireless Telecommunications Carriers (except Satellite)

Table 2.7 shows the economic development opportunity to build up the region's supply chain supporting business services companies. This table shows the goods and services that companies within the business services industry cluster buy to use in creating and offering their products or services. Only 14% of business services supply needs are met within the region, while 86% are purchased from outside. In total, the value of the business services supply chain for Richmond manufacturers is nearly \$133 million. Almost every type of product or service is largely supplied to Richmond's business services industry from outside of Richmond. There are significant opportunities to provide more of the supply chain for Richmond business services companies. Attracting and developing more professional and technical services, more transportation, more

TABLE 2.6G. BUSINESS SERVICES REGIONAL DEMAND MET BY RICHMOND COMPANIES

BUSINESS SERVICES CLUSTER	2017 DEMAND MET IN-REGION	2017 % DEMAND MET IN-REGION	2017 DEMAND MET BY IMPORTS	2017 % DEMAND MET BY IMPORTS	2017 TOTAL DEMAND
Wireless Telecommunications Carriers (except Satellite)	21,326,455	28%	53,531,808	72%	\$74,858,263
Temporary Help Services	11,165,631	35%	20,935,411	65%	\$32,101,042
Solid Waste Collection	9,041,966	93%	664,316	7%	\$9,706,282
Landscaping Services	8,589,026	46%	10,120,770	54%	\$18,709,796
General Freight Trucking, Long-Distance, Truckload	7,628,915	22%	27,301,530	78%	\$34,930,445
Janitorial Services	5,807,812	29%	14,008,517	71%	\$19,816,329
All Other Telecommunications	4,499,814	95%	232,872	5%	\$4,732,686
Telecommunications Resellers	3,705,512	66%	1,892,233	34%	\$5,597,745
Office Administrative Services	3,677,725	31%	8,104,844	69%	\$11,782,569
General Freight Trucking, Local	3,610,848	20%	14,801,711	80%	\$18,412,559
Exterminating and Pest Control Services	2,967,224	98%	58,851	2%	\$3,026,075
Specialized Freight (except Used Goods) Trucking, Local	2,557,784	22%	9,317,396	78%	\$11,875,180
Data Processing, Hosting, and Related Services	2,524,249	15%	14,210,662	85%	\$16,734,911
Other Services to Buildings and Dwellings	2,126,454	70%	890,933	30%	\$3,017,387
Couriers and Express Delivery Services	1,184,668	12%	9,025,622	88%	\$10,210,290
All Other Support Services	1,064,086	25%	3,274,025	75%	\$4,338,111
Document Preparation Services	947,653	97%	33,386	3%	\$981,039
Freight Transportation Arrangement	705,387	11%	5,621,272	89%	\$6,326,659
Computer, Software, and Peripheral Equipment Wholesalers	473,469	2%	27,265,628	98%	\$27,739,097
Packing and Crating	338,513	95%	16,047	5%	\$354,560
Audio and Video Equipment Manufacturing	118,263	7%	1,593,419	93%	\$1,711,682
General Warehousing and Storage	110,743	1%	10,441,596	99%	\$10,552,339
Office Equipment Merchant Wholesalers	84,677	1%	5,774,731	99%	\$5,859,408
Commercial Printing (except Screen and Books)	12,901	0%	10,403,830	100%	\$10,416,731
<b>Business Services Totals</b>	<b>94,269,774</b>	<b>27%</b>	<b>249,521,409</b>	<b>73%</b>	<b>\$343,791,183</b>

Source: Emsi Developer 2018.2 dataset



TABLE 2.7G. BUSINESS SERVICES SUPPLY CHAIN

PURCHASES FROM	IN-REGION PURCHASES	% IN-REGION PURCHASES	IMPORTED PURCHASES	% IMPORTED PURCHASES	TOTAL PURCHASES
Manufacturing	\$94,055	0.3%	\$27,854,053	99.7%	\$27,948,109
Business Services	\$5,335,086	27.0%	\$14,435,276	73.0%	\$19,770,362
Transportation and Warehousing	\$1,452,167	10.2%	\$12,848,054	89.8%	\$14,300,221
Real Estate and Rental and Leasing	\$4,448,310	35.2%	\$8,206,109	64.8%	\$12,654,419
Information	\$1,087,918	8.7%	\$11,375,501	91.3%	\$12,463,419
Professional, Scientific, and Technical Services	\$2,431,460	22.6%	\$8,331,732	77.4%	\$10,763,193
Finance and Insurance	\$259,683	3.2%	\$7,932,930	96.8%	\$8,192,613
Wholesale Trade	\$375,727	4.7%	\$7,612,951	95.3%	\$7,988,678
Management of Companies and Enterprises	\$27,224	0.4%	\$6,184,619	99.6%	\$6,211,843
Other Services (except Public Administration)	\$1,015,914	32.5%	\$2,106,093	67.5%	\$3,122,007
Retail Trade	\$405,948	13.3%	\$2,648,739	86.7%	\$3,054,687
Accommodation and Food Services	\$646,798	22.5%	\$2,229,580	77.5%	\$2,876,377
Government	\$383,969	29.3%	\$926,823	70.7%	\$1,310,791
Utilities	\$40,638	4.4%	\$876,552	95.6%	\$917,190
Arts, Entertainment, and Recreation	\$100,486	18.1%	\$453,538	81.9%	\$554,023
Construction	\$264,125	51.2%	\$251,529	48.8%	\$515,654
Educational Services	\$24,396	8.1%	\$275,538	91.9%	\$299,934
Mining, Quarrying, and Oil and Gas Extraction	\$91,054	36.9%	\$155,628	63.1%	\$246,681
Health Care and Social Assistance	\$34,344	24.0%	\$108,677	76.0%	\$143,021
Agriculture, Forestry, Fishing and Hunting	\$0	0.0%	\$77,602	100.0%	\$77,602
<b>Total Business Services Supply Chain</b>	<b>\$18,519,301</b>	<b>13.9%</b>	<b>\$114,891,523</b>	<b>86.1%</b>	<b>\$133,410,825</b>

Source: Emsi Developer 2018.2 dataset





construction, and more arts, entertainment, and recreation appear to be those industries that offer the greatest potential for growth in Richmond.

Table 2.8, on the next page, shows greater detail for major products or services purchased by Richmond business services companies. These are industry sectors which are key suppliers to the business services industry, and account for two-thirds of the sector's total supply chain requirements. More importantly, these are industry sectors that are already established in the Richmond economy or have strong growth or attraction potential because of synergies with other closely related industry sectors or because they require occupations already present in the Richmond labor market.

Table 2.9 shows the amount of goods and services sold by Richmond business services companies both inside and outside the region. These companies sell more than \$308 million of products or services, of which \$214 million is sold outside Richmond, thus bringing substantial revenues into Richmond.

In summary, similar to the professional services cluster, focusing economic development efforts on business services will, in turn, support growth in all the other clusters. Business services encompasses a great variety of types of businesses, which also helps in diversifying the economy. Combining economic development goals of attracting and retaining both business services and professional service companies builds on Richmond's housing and education assets.



TABLE 2.8G. BUSINESS SERVICES SUPPLY CHAIN DETAIL FOR KEY PRODUCTS OR SERVICES

PURCHASES FROM	IN-REGION PURCHASES	% IN-REGION PURCHASES	IMPORTED PURCHASES	% IMPORTED PURCHASES	TOTAL PURCHASES
Administrative and Support Services	\$2,513,326	22.6%	\$8,615,965	77.4%	\$11,129,291
Professional, Scientific, and Technical Services	\$2,431,460	22.6%	\$8,331,732	77.4%	\$10,763,193
Telecommunications	\$732,605	8.3%	\$8,070,562	91.7%	\$8,803,167
Waste Management and Remediation Services	\$2,821,760	32.7%	\$5,819,311	67.3%	\$8,641,071
Real Estate	\$4,320,651	50.4%	\$4,247,891	49.6%	\$8,568,542
Management of Companies and Enterprises	\$27,224	0.4%	\$6,184,619	99.6%	\$6,211,843
Insurance Carriers and Related Activities	\$55,389	1.2%	\$4,562,743	98.8%	\$4,618,132
Support Activities for Transportation	\$347,479	8.3%	\$3,838,132	91.7%	\$4,185,611
Couriers and Messengers	\$431,671	10.6%	\$3,624,816	89.4%	\$4,056,487
Merchant Wholesalers, Durable Goods	\$74,102	1.9%	\$3,848,885	98.1%	\$3,922,987
Credit Intermediation and Related Activities	\$171,912	5.9%	\$2,759,302	94.1%	\$2,931,214
Merchant Wholesalers, Nondurable Goods	\$187,090	7.5%	\$2,321,725	92.5%	\$2,508,815
Repair and Maintenance	\$818,514	33.7%	\$1,613,322	66.3%	\$2,431,836
Truck Transportation	\$336,639	17.9%	\$1,547,948	82.1%	\$1,884,587
Rental and Leasing Services	\$127,659	7.1%	\$1,677,509	92.9%	\$1,805,169
Food Services and Drinking Places	\$604,066	34.9%	\$1,126,250	65.1%	\$1,730,316
Broadcasting (except Internet)	\$237,153	22.0%	\$839,053	78.0%	\$1,076,206
Data Processing, Hosting, and Related Services	\$100,009	15.4%	\$550,977	84.6%	\$650,986
Rail Transportation	\$275,237	55.4%	\$221,728	44.6%	\$496,965
Performing Arts, Spectator Sports, and Related Industries	\$45,978	11.1%	\$369,744	88.9%	\$415,722
Religious, Grantmaking, Civic, Professional, and Similar Organizations	\$42,165	11.6%	\$321,781	88.4%	\$363,946
Personal and Laundry Services	\$155,235	47.6%	\$170,990	52.4%	\$326,225
Specialty Trade Contractors	\$188,562	60.7%	\$122,167	39.3%	\$310,729
Oil and Gas Extraction	\$87,673	80.4%	\$21,335	19.6%	\$109,008
Heavy and Civil Engineering Construction	\$46,103	54.5%	\$38,416	45.5%	\$84,519

Source: Emsi Developer 2018.2 dataset



TABLE 2.9G. RICHMOND BUSINESS SERVICES COMPANIES SALES IN REGION AND EXPORTED OUT OF REGION

BUSINESS SERVICES CLUSTER	2017 SALES SOLD IN-REGION	2017 % SALES SOLD IN-REGION	2017 SALES SOLD AS EXPORTS	2017 % SALES SOLD AS EXPORTS	2017 TOTAL SALES
Solid Waste Collection	\$9,041,966	10%	\$80,117,085	90%	\$89,159,051
Wireless Telecommunications Carriers	\$21,326,922	71%	\$8,555,302	29%	\$29,882,224
Office Administrative Services	\$3,677,725	17%	\$18,376,296	83%	\$22,054,021
General Freight Trucking, Local	\$3,610,848	20%	\$14,813,411	80%	\$18,424,259
Couriers and Express Delivery Services	\$1,184,669	7%	\$15,756,684	93%	\$16,941,353
Telecommunications Resellers	\$3,708,622	24%	\$12,024,070	76%	\$15,732,692
Temporary Help Services	\$11,165,630	79%	\$2,931,163	21%	\$14,096,793
Landscaping Services	\$8,589,026	67%	\$4,309,878	33%	\$12,898,904
General Freight Trucking, Long-Distance, Truckload	\$7,628,916	65%	\$4,026,556	35%	\$11,655,472
Exterminating and Pest Control Services	\$2,967,224	28%	\$7,567,740	72%	\$10,534,964
Computers, Software, and Peripheral Equipment Wholesalers	\$473,468	5%	\$9,508,516	95%	\$9,981,984
Other Services to Buildings and Dwellings	\$2,126,454	24%	\$6,857,748	76%	\$8,984,202
All Other Telecommunications	\$4,502,163	52%	\$4,234,477	48%	\$8,736,640
Freight Transportation Arrangement	\$705,387	8%	\$8,025,191	92%	\$8,730,578
Janitorial Services	\$5,807,811	72%	\$2,265,243	28%	\$8,073,054
Specialized Freight (except Used Goods) Trucking, Local	\$2,557,784	41%	\$3,659,081	59%	\$6,216,865
Document Preparation Services	\$947,653	22%	\$3,271,580	78%	\$4,219,233
Data Processing, Hosting, and Related Services	\$2,524,249	71%	\$1,045,254	29%	\$3,569,503
All Other Support Services	\$1,064,085	46%	\$1,245,431	54%	\$2,309,516
Audio and Video Equipment Manufacturing	\$118,264	5%	\$2,163,294	95%	\$2,281,558
Packing and Crating	\$338,514	22%	\$1,221,091	78%	\$1,559,605
Office Equipment Merchant Wholesalers	\$84,677	6%	\$1,419,518	94%	\$1,504,195
General Warehousing and Storage	\$110,743	17%	\$528,211	83%	\$638,954
Commercial Printing (except Screen and Books)	\$12,902	5%	\$242,664	95%	\$255,566
<b>Business Services Totals</b>	<b>\$94,269,774</b>	<b>31%</b>	<b>\$214,171,412</b>	<b>69%</b>	<b>\$308,441,187</b>

Source: Emsi Developer 2018.2 dataset

