



# ADMINISTRATIVE AND SUPPORT, WASTE MANAGEMENT AND REMEDIATION SERVICES

## Economy - Sectors

Step 1: Understanding Yesterday and Today

### Metropolitan Core Jobs & Economy Land Use Plan

#### Highlights

- 5% of Metro Core employment is in this sector.
- Over one quarter of Metro Core employment in this sector is in travel arrangement and reservation services.
- The Metro Core has 73% of city jobs and 31% of regional jobs in this sector. This is a higher than average share.
- 52% of the Metro Core employees in this sector live in Vancouver.
- The CBD has a larger number of these employees than any other Metro Core sub-area. However, Triangle West has the largest percent of its jobs in this sector.



#### What is included in this sector?

The administrative and support, waste management and remediation services sector is made up of two different types of businesses: those engaged in activities that support the day-to-day operations of other organizations and those primarily engaged in waste management (*Statistics Canada*).

#### JOBS

#### How many people are employed in this sector?

In 2001, over 9,000 people were employed in this sector in the Metro Core. This is 5% of all Metro Core employees. One quarter of Metro Core employment in this sector is in travel arrangement and reservation services (Table 1).

Table 1: Jobs by type  
(100 or more jobs in the Core)

Sub-sectors	Metro Core	
Travel arrangement and reservation services	2,520	27%
Services to buildings and dwellings (e.g. janitorial services)	1,730	19%
Investigation and security services (e.g. security guards)	1,485	16%
Business support services (e.g. collection agencies, call centres)	1,355	15%
Employment services (e.g. Temp. agencies)	950	10%
Other support services (e.g. convention organizers)	615	7%
Office administrative services (e.g. billing and record keeping)	465	5%
Waste management and remediation services	130	1%
Sector total	9,285	100%

*Statistics Canada 2001 Census: Jobs by NAICS (4 digit), 2001.xls. See Note 1.*

## How does this compare to the rest of the city and the region?

### (a) Percent of total jobs

This sector accounts for approximately 5% of all jobs in the Metro Core. This is higher than the rest of the city and region where this sector accounts for approximately 3% of all employment (Table 2).

	Metro Core	Rest of city	Rest of region
Total jobs	199,955	112,700	589,115
Number of people working in this sector	9,285	3,520	17,340
% of total jobs	5%	3%	3%

Statistics Canada 2001 Census. Jobs by NAICS (2 digit), 2001.xls

### (b) Share of sector jobs

The Metro Core has a higher than average share of city and regional jobs in this sector:

- 73% of city jobs in this sector are in the Metro Core (vs. 64% of all city jobs)
- 31% of regional jobs in this sector are located in the Metro Core (vs. 22% of all regional jobs)

This high share applies generally to nearly all the sub-sectors in this sector, except services to buildings and dwellings (Table 3).

Table 3: Share of city and regional jobs (250 employees or more city wide)

Sub-sectors	Metro Core's share of city	City total	Metro Core's share of region	Region total
Office administrative services (e.g. billing and record keeping)	82%*	565	39%*	1,180
Employment services (e.g. Temp. agencies)	82%*	1,155	39%*	2,460
Business support services (e.g. collection agencies, call centres)	79%*	1,705	40%*	3,415
Investigation and security services (e.g. security guards)	76%*	1,950	33%*	4,455
Other support services (e.g. convention organizers)	75%*	815	35%*	1,760
Travel arrangement and reservation services	75%*	3,375	39%*	6,495
Services to buildings and dwellings (e.g. janitorial services)	60%	2,900	20%	8,590
Waste management and remediation services	51%	255	8%	1,680
Sector Total	73%	12,795	31%	30,135
All sectors total	64%	312,660	22%	901,775

Statistics Canada 2001 Census: Jobs by NAICS (4 digit), 2001.xls. Note: \* indicates share is greater than 64% of city jobs or 22% of regional jobs.

## How has this employment changed over time?

The analysis of economic sectors over time is limited due to changes to the industrial classification methods used by Statistics Canada over the past 25 years. In 1981, many of the jobs in this sector were classified as “business services industries” (including office administrative and employment services) and “other services industries” (including travel agencies and janitorial). From 1981 to 2001, business and other service jobs in the Metro Core increased by 93%, compared to a 14% increase for all jobs (Table 4).

	1981	2001	% change
Total jobs	193,846	221,246	14%
Business services jobs	22,478	43,372	93%
Other services jobs	10,595	20,412	93%

*Statistics Canada 1981& 2001 Census: Jobs by SIC, 1981 to 2001.xls. See Note 2.*

## Who is working in this sector and what do they do?

Women occupy 52% of the positions in this sector in the Metro Core. This is slightly higher than the rest of the city and region where women occupy 47% and 49% of the positions in this sector, respectively. Overall, women occupy 50% of all jobs in the region.

Fulltime workers hold 79% of the jobs in this sector in the Metro Core. This is higher than the rest of the city and region where 72% of workers are employed full time. Overall, 77% of all jobs in the region provide full time work (*Statistics Canada 2001 Census: Jobs by NAICS (2-digit and 4-digit) by work activity by sex.xls*).

Nearly half of the people employed in this sector work in sales and service occupations (Table 5).

**Table 5: Occupations (200 employees in the Core and over)**

Sales and service occupations	4,415	48%
Business, finance and administrative occupations	2,410	26%
Management occupations	1,225	13%
Trades, transport and equipment operators and related occupations	295	3%
Natural and applied sciences and related occupations	280	3%
Occupations in art, culture, recreation and sport	200	2%
Total	9,285	100%

*Statistics Canada 2001 Census: Jobs by NAICS by Occupation, 2001.xls.*

## Where do employees in this sector live?

Approximately 52% of Metro Core employees in this sector reside in the City of Vancouver. This is on par with the average of 53% across all sectors (Table 6).

**Table 6: Where Metro Core workers live (areas with 100 or more residents employed in this sector in the Metro Core)**

Vancouver *	4,780	52%
South of Fraser	1,410	15%
Burnaby/New West	1,070	12%
North Shore	625	7%
NE Sector	520	6%
Richmond	455	5%
Maple Ridge/ Pitt Meadows	120	1%
Total	9,285	100%

*Statistics Canada 2001 Census: Jobs by NAICS by POR, Metro Core, 2001.xls. Note: \* includes people who work at home in this sector in the Metro Core.*

## BUSINESSES

### How many businesses are in this sector and what size are they?

There are approximately 1,400 business establishments in this sector in the Metro Core. This is 5% of all businesses (compared to 5% of all employment).

Statistics Canada lists many businesses as indeterminate in size (44% in this sector - see Note 3). Of those businesses for which size is known (Table 7):

- About 90% have less than 50 employees
- 36 businesses have over 100 employees

### How do these businesses compare to the rest of the city and the region?

The Metro Core has a smaller proportion of businesses in this sector with one to four employees than the rest of the city and region (Table 7).

# of employees	Metro Core		Rest of city		Rest of region	
1-4	374	45%	442	67%	1,614	61%
5-19	280	34%	154	23%	744	28%
20-49	101	12%	39	6%	207	8%
50-99	44	5%	12	2%	62	2%
100-499	36	4%	11	2%	27	1%
500+	0	0%	3	0%	4	0%
Total	835	100%	661	100%	2,658	100%

*Statistics Canada: Businesses by NAICS (2-digit) by Size, 2001.xls.*

## SPACE AND LOCATION

### How many people work from home in this sector?

Of those people employed in this sector in the Metro Core, 4% work from home (Table 8).

	Metro Core	City	GVRD
Total	9,275	12,795	30,135
Work at home	325	1,065	4,050
%	4%	8%	13%
% across all sectors	3%	7%	9%

*Statistics Canada: Jobs by NAICS (2 digit), 2001.xls. Note: Figures above do not include employees with no fixed place of work.*

### Where in the Metro Core is this sector located?

The largest numbers of jobs in this sector by employment area are as follows (see Figure 1 on 2<sup>nd</sup> last page):

- Central Business District - 4,000 jobs
- Downtown South - 800 jobs
- West End/ Coal Harbour - 700 jobs

Overall, 5% of Metro Core jobs are in this sector. Areas where this sector comprises significantly more than 5% include:

- Triangle West (13%)
- SEFC (7%)
- Broadway East (7%) (Table 9 on 2<sup>nd</sup> last page).

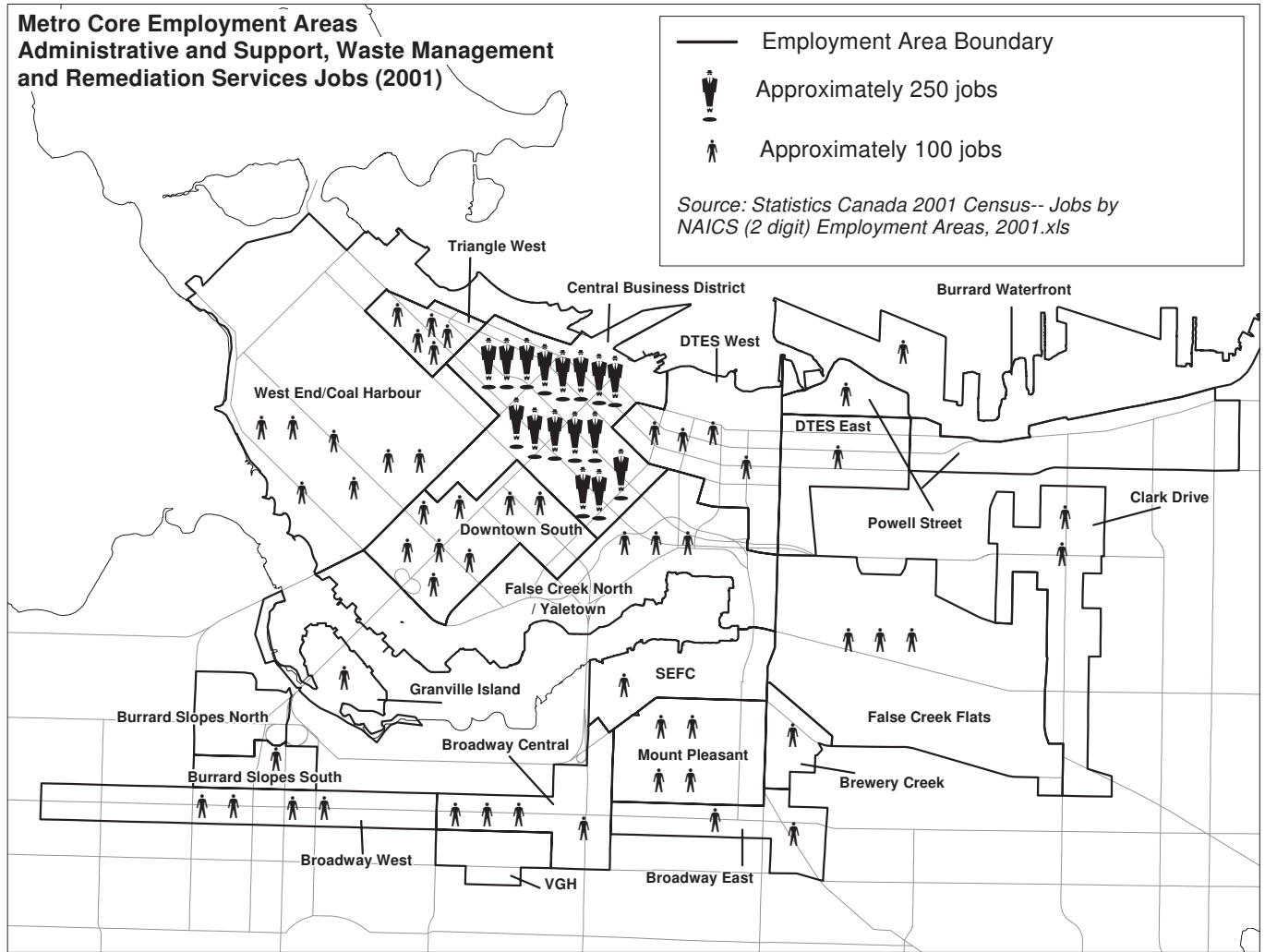
### What types of space does this sector occupy?

While specific data is not available to connect each sector with its type of space, observation suggests that Metro Core businesses in this sector occupy mostly office and retail spaces.

## WHAT ELSE DO WE KNOW ABOUT THE ECONOMIC ROLE OF THIS SECTOR?

This sector typically generates 2% of British Columbia's Gross Domestic Product and accounts for 4% of employees in BC. This is on par with the Metro Core where 5% of all employees work in this sector (*BC Stats-- BC GDP by Industry and BC Employment by Industry*).

Figure 1: Distribution of jobs



Triangle West	13%	Central Business District	5%	Granville Island	3%
SEFC	7%	Burrard Slopes South	5%	Burrard Waterfront	3%
Broadway East	7%	West End/Coal Harbour	4%	Brewery Creek	2%
DTES West	6%	Broadway Central	4%	Powell Street	2%
False Creek Flats	6%	Clark Drive	4%	DTES East	2%
Downtown South	6%	Broadway West	4%	Burrard Slopes North	1%
Mount Pleasant	5%	False Creek North/Yaletown	4%	VGH	0%

Statistics Canada 2001 Census-- Jobs by NAICS (2-digit), Employment Areas, 2001.xls. Note: Available data for the Burrard Waterfront employment area covers a geography that exceeds the boundaries of the Metro Core.

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## Sources / Contacts

Sources of information are recorded throughout this Information Sheet. Additional notes are provided here:

1) In this paper, NAICS refers to the 1997 North American Industrial Classification System, which was the system used by Statistics Canada in 2001 to categorize jobs and businesses by industry sector.

2) Re: Table 4 - Data in this table are categorized according to 1980 SIC (Standard Industrial Classification). SIC was the classification method used by Statistics Canada prior to the 2001 Census. The job totals in Table 4 are higher because they include an estimate of jobs with no fixed place of work. This estimate is reached by assigning to the Metro Core a share of the workers with no fixed place of work. The share is determined on a sector by sector basis and is based on the number of workers with a known place of work.

3) Re: Table 7 - Businesses in the “indeterminate” category have no employees registered on the payroll. They may have contract workers, or no workers at all. “Indeterminate” does not equate with “self-employed”. Self-employed businesses may be in either category.

This Information Sheet was published by the City of Vancouver. It is one in a series of Information Sheets produced for the Metropolitan Core Jobs and Economy Land Use Plan. The purpose of this initiative is to develop a long term land use policy plan to accommodate future economic activity and jobs in the Metro Core. For further information, please e-mail [corejobs@vancouver.ca](mailto:corejobs@vancouver.ca) or visit the website [www.vancouver.ca/corejobs](http://www.vancouver.ca/corejobs)