

Business Support Services: 2002

Issued July 2004

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2002 Economic Census

*Administrative and Support and Waste Management and
Remediation Services*

Industry Series



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Introduction to the Economic Census

PURPOSES AND USES OF THE ECONOMIC CENSUS

The economic census is the major source of facts about the structure and functioning of the nation's economy. It provides essential information for government, business, industry, and the general public. Title 13 of the United States Code (Sections 131, 191, and 224) directs the Census Bureau to take the economic census every 5 years, covering years ending in "2" and "7".

The economic census furnishes an important part of the framework for such composite measures as the gross domestic product estimates, input/output measures, production and price indexes, and other statistical series that measure short-term changes in economic conditions. Specific uses of economic census data include the following:

- Policymaking agencies of the federal government use the data to monitor economic activity and to assess the effectiveness of policies.
- State and local governments use the data to assess business activities and tax bases within their jurisdictions and to develop programs to attract business.
- Trade associations study trends in their own and competing industries, which allows them to keep their members informed of market changes.
- Individual businesses use the data to locate potential markets and to analyze their own production and sales performance relative to industry or area averages.

INDUSTRY CLASSIFICATIONS

Data from the 2002 Economic Census are published primarily according to the 2002 North American Industry Classification System (NAICS). NAICS was first adopted in the United States, Canada, and Mexico in 1997. The 2002 Economic Census covers the following NAICS sectors:

21	Mining
22	Utilities
23	Construction
31-33	Manufacturing
42	Wholesale Trade
44-45	Retail Trade
48-49	Transportation and Warehousing
51	Information
52	Finance and Insurance
53	Real Estate and Rental and Leasing
54	Professional, Scientific, and Technical Services
55	Management of Companies and Enterprises
56	Administrative and Support and Waste Management and Remediation Services
61	Educational Services
62	Health Care and Social Assistance
71	Arts, Entertainment, and Recreation
72	Accommodation and Food Services
81	Other Services (except Public Administration)

(Not listed above are the Agriculture, Forestry, Fishing, and Hunting sector (NAICS 11), partially covered by the census of agriculture conducted by the U.S. Department of Agriculture, and the Public Administration sector (NAICS 92), largely covered by the census of governments conducted by the Census Bureau.)

The 20 NAICS sectors are subdivided into 100 subsectors (three-digit codes), 317 industry groups (four-digit codes), and, as implemented in the United States, 1,179 industries (six-digit codes).

RELATIONSHIP TO HISTORICAL INDUSTRY CLASSIFICATIONS

Prior to the 1997 Economic Census, data were published according to the Standard Industrial Classification (SIC) system. While many of the individual NAICS industries correspond directly to industries as defined under the SIC system, most of the higher level groupings do not. Particular care should be taken in comparing data for retail trade, wholesale trade, and manufacturing, which are sector titles used in both NAICS and SIC, but cover somewhat different groups of industries. The 1997 Economic Census *Bridge Between NAICS and SIC* demonstrates the relationships between NAICS and SIC industries. Where changes are significant, it may not be possible to construct time series that include data for points both before and after 1997.

Most industry classifications remained unchanged between 1997 and 2002, but NAICS 2002 includes substantial revisions within the construction and wholesale trade sectors, and a number of revisions for the retail trade and information sectors. These changes are noted in industry definitions and will be demonstrated in the *Bridge Between NAICS 2002 and NAICS 1997*.

For 2002, data for enterprise support establishments (those functioning primarily to support the activities of their company's operating establishments, such as a warehouse or a research and development laboratory) are included in the industry that reflects their activities (such as warehousing). For 1997, such establishments were termed auxiliaries and were excluded from industry totals.

BASIS OF REPORTING

The economic census is conducted on an establishment basis. A company operating at more than one location is required to file a separate report for each store, factory, shop, or other location. Each establishment is assigned a separate industry classification based on its primary activity and not that of its parent company. (For selected industries, only payroll, employment, and classification are collected for individual establishments, while other data are collected on a consolidated basis.)

GEOGRAPHIC AREA CODING

Accurate and complete information on the physical location of each establishment is required to tabulate the census data for states, metropolitan and micropolitan statistical areas, counties, and corporate municipalities (places) including cities, towns, townships, villages, and boroughs. Respondents were required to report their physical location (street address, municipality, county, and state) if it differed from their mailing address. For establishments not surveyed by mail (and those single-establishment companies that did not provide acceptable information on physical location), location information from administrative sources is used as a basis for coding.

AVAILABILITY OF ADDITIONAL DATA

All results of the 2002 Economic Census are available on the Census Bureau Internet site (www.census.gov) and on compact discs and digital versatile discs (CD-ROMs and DVD-ROMs) for sale by the Census Bureau. The American FactFinder system at the Internet site allows selective retrieval and downloading of the data. For more information, including a description of reports being issued, see the Internet site, write to the U.S. Census Bureau, Washington, DC 20233-6100, or call Customer Services at 301-763-4100.

HISTORICAL INFORMATION

The economic census has been taken as an integrated program at 5-year intervals since 1967 and before that for 1954, 1958, and 1963. Prior to that time, individual components of the economic census were taken separately at varying intervals.

The economic census traces its beginnings to the 1810 Decennial Census, when questions on manufacturing were included with those for population. Coverage of economic activities was expanded for the 1840 Decennial Census and subsequent censuses to include mining and some commercial activities. The 1905 Manufactures Census was the first time a census was taken apart

from the regular decennial population census. Censuses covering retail and wholesale trade and construction industries were added in 1930, as were some service trades in 1933. Censuses of construction, manufacturing, and the other business censuses were suspended during World War II.

The 1954 Economic Census was the first census to be fully integrated, providing comparable census data across economic sectors and using consistent time periods, concepts, definitions, classifications, and reporting units. It was the first census to be taken by mail, using lists of firms provided by the administrative records of other federal agencies. Since 1963, administrative records also have been used to provide basic statistics for very small firms, reducing or eliminating the need to send them census report forms.

The range of industries covered in the economic census expanded between 1967 and 2002. The census of construction industries began on a regular basis in 1967, and the scope of service industries, introduced in 1933, was broadened in 1967, 1977, and 1987. While a few transportation industries were covered as early as 1963, it was not until 1992 that the census broadened to include all of transportation, communications, and utilities. Also new for 1992 was coverage of financial, insurance, and real estate industries. With these additions, the economic census and the separate census of governments and census of agriculture collectively covered roughly 98 percent of all economic activity. New for 2002 is coverage of four industries classified in the agriculture, forestry, and fishing sector under the SIC system: landscape architectural services, landscaping services, veterinary services, and pet care services.

Printed statistical reports from the 1992 and earlier censuses provide historical figures for the study of long-term time series and are available in some large libraries. Reports for 1997 were published primarily on the Internet and copies of 1992 reports are also available there. CD-ROMs issued from the 1987, 1992, and 1997 Economic Censuses contain databases that include all or nearly all data published in print, plus additional statistics, such as ZIP Code statistics, published only on CD-ROM.

SOURCES FOR MORE INFORMATION

More information about the scope, coverage, classification system, data items, and publications for the 2002 Economic Census and related surveys is published in the *Guide to the 2002 Economic Census* at www.census.gov/econ/census02/guide. More information on the methodology, procedures, and history of the census will be published in the *History of the 2002 Economic Census* at www.census.gov/econ/www/history.html.

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Administrative and Support and Waste Management and Remediation Services

SCOPE

The Administrative and Support and Waste Management and Remediation Services sector (sector 56) comprises establishments performing routine support activities for the day-to-day operations of other organizations. These essential activities are often undertaken in-house by establishments in many sectors of the economy. The establishments in this sector specialize in one or more of these support activities and provide these services to clients in a variety of industries and, in some cases, to households. 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 administrative and management activities performed by establishments in this sector are typically on a contract or fee basis. These activities may also be performed by establishments that are part of the company or enterprise. However, establishments involved in administering, overseeing, and managing other establishments of the company or enterprise, are classified in Sector 55, Management of Companies and Enterprises. These establishments normally undertake the strategic and organizational planning and decision making role of the company or enterprise. Government establishments engaged in administering, overseeing, and managing governmental programs are classified in Sector 92, Public Administration.

Many of the “kinds of business” included in this sector are not thought of as commercial businesses and the terms (such as “business,” “establishment,” and “firm”) used to describe them may not be descriptive of such services. However, these terms are applied to all “kinds of business” in order to maintain conformity in the measures of the production and delivery of goods and services and in the presentation of data.

Exclusions. The tabulations for this sector do not include central administrative offices, warehouses, or other establishments that serve administrative and support and waste management and remediation service establishments within the same organization. Data for such establishments are classified according to the nature of the service they provide. For example, separate headquarters establishments are reported in NAICS sector 55, Management of Companies and Enterprises.

The reports described below exclude establishments of firms with no paid employees. These “nonemployers,” typically self-employed individuals or partnerships operating businesses that they have not chosen to incorporate, are reported separately in *Nonemployer Statistics*. The contribution of nonemployers, relatively large for this sector, may be examined at www.census.gov/nonemployerimpact.

Definitions. Industry categories are defined in Appendix B, NAICS Codes, Titles, and Descriptions. Other terms are defined in Appendix A, Explanation of Terms.

REPORTS

The following reports provide statistics on this sector.

Industry Series. There are nine reports, each covering a group of related industries. The reports present, by kind of business for the United States, general statistics for establishments of firms with payroll on number of establishments, receipts, payroll, and employment; comparative statistics for 2002 and 1997; product lines; and concentration of business activity in the largest firms. The data in industry reports are preliminary and subject to change in the following reports.

Geographic Area Series. There is a separate report for each state, the District of Columbia, and the United States. Each state report presents, for establishments of firms with payroll, general statistics on number of establishments, receipts, expenses of tax-exempt establishments, payroll, and employment by kind of business for the state, metropolitan and micropolitan statistical areas, counties, and places with 2,500 inhabitants or more. Greater kind-of-business detail is shown for larger areas. The United States report presents data for the United States as a whole for detailed kind-of-business classifications.

Subject Series:

- **Product Lines.** This report presents product lines data for establishments of firms with payroll by kind of business. Data are presented for the United States and states.
- **Establishment and Firm Size (Including Legal Form of Organization).** This report presents receipts/revenue, payroll, and employment data for the United States by receipts/revenue size, by employment size, and by legal form of organization for establishments of firms with payroll; and by receipts/revenue size (including concentration by largest firms), by employment size, and by number of establishments operated (single units and multiunits) for firms with payroll.
- **Miscellaneous Subjects.** This report presents data for a variety of industry-specific topics for establishments of firms with payroll. Presentation of data varies by kind of business.

ZIP Code Statistics. This report presents data for establishments of firms with payroll by United States ZIP Code.

Other reports. Data for this sector are also included in reports with multisector coverage, including *Nonemployer Statistics*, *Comparative Statistics*, *Bridge Between 2002 NAICS and 1997 NAICS*, *Business Expenses*, and the Survey of Business Owners reports.

GEOGRAPHIC AREAS COVERED

The level of geographic detail varies by report. Maps are available at www.census.gov/econ2002maps. Notes specific to areas in the state are included in Appendix D, Geographic Notes. Data may be presented for –

1. The United States as a whole.
2. States and the District of Columbia.
3. Metropolitan and micropolitan statistical areas. A core based statistical area (CBSA) contains a core area with a substantial population nucleus, together with adjacent communities having a high degree of social and economic integration with that core. CBSAs are differentiated into metropolitan and micropolitan statistical areas based on size criteria. Both metropolitan and micropolitan statistical areas are defined in terms of entire counties, and are listed in Appendix E, Metropolitan and Micropolitan Statistical Areas.
 - a. Metropolitan Statistical Areas (metro areas). Metro areas have at least one urbanized area of 50,000 or more population, plus adjacent territory that has a high degree of social and economic integration with the core as measured by commuting ties.
 - b. Micropolitan Statistical Areas (micro areas). Micro areas have at least one urban cluster of at least 10,000, but less than 50,000 population, plus adjacent territory that has a high degree of social and economic integration with the core as measured by commuting ties.
 - c. Metropolitan Divisions (metro divisions). If specified criteria are met, a metro area containing a single core with a population of 2.5 million or more may be subdivided to form smaller groupings of counties referred to as Metropolitan Divisions.
 - d. Combined Statistical Areas (combined areas). If specified criteria are met, adjacent metro and micro areas, in various combinations, may become the components of a new set of areas called Combined Statistical Areas. The areas that combine retain their own designations as metro or micro areas within the larger combined area.

-
4. Counties and county equivalents defined as of January 1, 2002. Counties are the primary divisions of states, except in Louisiana where they are called parishes and in Alaska where they are called boroughs, census areas, and city and boroughs. Maryland, Missouri, Nevada, and Virginia have one place or more that is independent of any county organization and constitutes primary divisions of their states. These places are treated as counties and as places.
 5. Economic places.
 - a. Municipalities of 2,500 inhabitants or more defined as of January 1, 2002. These are areas of significant population incorporated as cities, boroughs, villages, or towns according to the 2000 Census of Population. For the economic census, boroughs, census areas, and city and boroughs in Alaska and boroughs in New York are not included in this category.
 - b. Consolidated cities defined as of January 1, 2002. Consolidated cities are consolidated governments that consist of separately incorporated municipalities.
 - c. Townships in Michigan, New Jersey, and Pennsylvania, and towns in New York, Wisconsin, and the six New England states with 10,000 inhabitants or more (according to the 2000 Census of Population).
 - d. Balance of county. Areas outside the entities listed above, including incorporated municipalities with populations of fewer than 2,500, towns and townships not qualifying as noted above, and the remainders of counties outside places are categorized as "Balance of county."

DOLLAR VALUES

All dollar values presented are expressed in current dollars; i.e., 2002 data are expressed in 2002 dollars, and 1997 data, in 1997 dollars. Consequently, when making comparisons with prior years, users of the data should consider the changes in prices that have occurred.

All dollar values are shown in thousands of dollars.

COMPARABILITY OF THE 1997 AND 2002 ECONOMIC CENSUSES

Both the 2002 Economic Census and the 1997 Economic Census present data based on the North American Industry Classification System (NAICS). However, for 2002, data for NAICS 56173, Landscaping Services, are included. This NAICS industry was out of scope in 1997.

These tables for 2002 include administrative support and waste management and remediation service establishments that primarily serve other establishments of the same enterprise. These "enterprise support" establishments were not included in data for the administrative and support and waste management and remediation services sector in 1997, but were instead included in the "Other auxiliary establishments" kind-of-business category in the "Auxiliaries, Excluding Corporate, Subsidiary, and Regional Managing Offices" reports.

RELIABILITY OF DATA

All data compiled for this sector are subject to nonsampling errors. Nonsampling errors can be attributed to many sources: inability to identify all cases in the actual universe; definition and classification difficulties; differences in the interpretation of questions; errors in recording or coding the data obtained; and other errors of collection, response, coverage, processing, and estimation for missing or misreported data. Data presented in the Miscellaneous Subjects and Product Lines reports for this sector are subject to sampling errors, as well as nonsampling errors.

The accuracy of these tabulated data is determined by the joint effects of the various nonsampling errors or by the joint effects of sampling and nonsampling errors. No direct measurement of these effects has been obtained except for estimation for missing or misreported data, as by the percentages shown in the tables. Precautionary steps were taken in all phases of the collection, processing, and tabulation of the data in an effort to minimize the effects of nonsampling errors. More information on the reliability of the data is included in Appendix C, Methodology.

DISCLOSURE

In accordance with federal law governing census reports (Title 13 of the United States Code), no data are published that would disclose the operations of an individual establishment or business. However, the number of establishments in a kind-of-business classification is not considered a disclosure; therefore, this information may be released even though other information is withheld. Techniques employed to limit disclosure are discussed at www.census.gov/epcd/ec02/disclosure.htm.

AVAILABILITY OF MORE FREQUENT ECONOMIC DATA

The Census Bureau conducts the Service Annual Survey (SAS) each year. This survey, while providing more frequent observations, yields less kind-of-business and geographic detail than the economic census. In addition, the County Business Patterns program offers annual statistics on the number of establishments, employment, and payroll classified by industry within each county, and Statistics of U.S. Businesses program provides annual statistics classified by the employment size of the enterprise, further classified by industry for the United States, and by broader categories for states and metropolitan areas.

CONTACTS FOR DATA USERS

Questions about these data may be directed to the U.S. Census Bureau, Service Sector Statistics Division, Service Census Branch, 1-800-541-8345 or scb@census.gov.

ABBREVIATIONS AND SYMBOLS

The following abbreviations and symbols are used with these data:

D	Withheld to avoid disclosing data of individual companies; data are included in higher level totals
N	Not available or not comparable
S	Withheld because estimates did not meet publication standards
X	Not applicable
Z	Less than half the unit shown
a	0 to 19 employees
b	20 to 99 employees
c	100 to 249 employees
e	250 to 499 employees
f	500 to 999 employees
g	1,000 to 2,499 employees
h	2,500 to 4,999 employees
i	5,000 to 9,999 employees
j	10,000 to 24,999 employees
k	25,000 to 49,999 employees
l	50,000 to 99,999 employees
m	100,000 employees or more
r	Revised
-	Represents zero (page image/print only)
(CC)	Consolidated city
(IC)	Independent city

Table 1. Summary Statistics for the United States: 2002

[These data are preliminary and are subject to change; they will be superseded by data released in later reports. Includes only establishments of firms with payroll. For meaning of abbreviations and symbols, see introductory text. For explanation of terms, see Appendix A. Data based on the 2002 Economic Census. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see note at end of table. Enterprise support establishments are included. Because of this, comparability to 1997 Economic Census data may be limited. See introductory text for an explanation of the treatment of enterprise support establishments in the 2002 Economic Census compared to the 1997 Economic Census]

2002 NAICS code	Kind of business	Estab- lishments (number)	Receipts (\$1,000)	Annual payroll (\$1,000)	First-quarter payroll (\$1,000)	Paid employees for pay period including March 12 (number)	Percent of receipts—	
							From admini- strative records ¹	Estimated ²
5614	Business support services	34 509	43 916 985	17 055 726	4 237 909	743 619	15.0	11.0
56141	Document preparation services	5 476	2 331 369	964 312	236 035	39 248	30.8	11.6
561410	Document preparation services	5 476	2 331 369	964 312	236 035	39 248	30.8	11.6
56142	Telephone call centers	5 638	13 508 821	6 780 559	1 721 398	392 523	9.3	13.8
561421	Telephone answering services	2 327	2 153 117	1 088 398	259 257	51 153	15.4	18.0
561422	Telemarketing bureaus	3 311	11 355 704	5 692 161	1 462 141	341 370	8.1	13.0
56143	Business service centers	10 413	8 451 250	2 293 742	560 511	91 265	24.9	9.9
561431	Private mail centers	4 561	2 037 139	347 798	86 169	20 590	45.4	11.5
561439	Other business service centers (including copy shops)	5 852	6 414 111	1 945 944	474 342	70 675	18.3	9.4
56144	Collection agencies	5 234	8 829 413	3 681 832	888 612	127 733	9.4	9.9
561440	Collection agencies	5 234	8 829 413	3 681 832	888 612	127 733	9.4	9.9
56145	Credit bureaus	1 096	4 767 298	1 304 856	348 873	27 217	6.9	12.2
561450	Credit bureaus	1 096	4 767 298	1 304 856	348 873	27 217	6.9	12.2
56149	Other business support services	6 652	6 028 834	2 030 425	482 480	65 633	22.2	6.6
561491	Repossession services	978	569 795	172 524	41 168	6 323	28.0	11.6
561492	Court reporting and stenotype services	3 322	1 647 008	496 890	111 906	13 516	32.3	7.4
561499	All other business support services	2 352	3 812 031	1 361 011	329 406	45 794	17.0	5.5

¹Includes receipts information obtained from administrative records of other federal agencies.

²Includes receipts information that was imputed based on historic data, administrative data, industry averages, or other statistical methods.

Note: The data in this table are based on the 2002 Economic Census. To maintain confidentiality, the Census Bureau suppresses data to protect the identity of any business or individual. The census results in this table contain nonsampling error. Data users who create their own estimates using data from this table should cite the Census Bureau as the source of the original data only. See also explanation of terms and geographic definitions. For the full technical documentation, see Appendix C.

Table 2. Comparative Statistics for the United States (1997 NAICS Basis): 2002 and 1997

[These data are preliminary and are subject to change; they will be superseded by data released in later reports. Includes only establishments of firms with payroll. For meaning of abbreviations and symbols, see introductory text. For explanation of terms, see Appendix A. Data based on the 2002 and 1997 Economic Censuses. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see note at end of table. Enterprise support establishments are included. Because of this, comparability to 1997 Economic Census data may be limited. See introductory text for an explanation of the treatment of enterprise support establishments in the 2002 Economic Census compared to the 1997 Economic Census.]

1997 NAICS code	Kind of business		Establishments (number)	Receipts (\$1,000)	Annual payroll (\$1,000)	Paid employees for pay period including March 12 (number)
5614	Business support services	2002..	34 509	43 916 985	17 055 726	743 619
		1997..	32 920	36 026 350	11 899 821	604 575
56141	Document preparation services	2002..	5 476	2 331 369	964 312	39 248
		1997..	4 587	1 468 966	624 586	31 380
561410	Document preparation services	2002..	5 476	2 331 369	964 312	39 248
		1997..	4 587	1 468 966	624 586	31 380
56142	Telephone call centers	2002..	5 638	13 508 821	6 780 559	392 523
		1997..	6 271	11 982 655	4 573 680	292 315
561421	Telephone answering services	2002..	2 327	2 153 117	1 088 398	51 153
		1997..	3 102	3 809 953	1 105 646	56 758
561422	Telemarketing bureaus	2002..	3 311	11 355 704	5 692 161	341 370
		1997..	3 169	8 172 702	3 468 034	235 557
56143	Business service centers	2002..	10 413	8 451 250	2 293 742	91 265
		1997..	10 130	8 503 608	2 076 267	106 697
561431	Private mail centers	2002..	4 561	2 037 139	347 798	20 590
		1997..	4 350	1 659 348	264 933	19 476
561439	Other business service centers (including copy shops)	2002..	5 852	6 414 111	1 945 944	70 675
		1997..	5 780	6 844 260	1 811 334	87 221
56144	Collection agencies	2002..	5 215	8 816 729	3 678 926	127 605
		1997..	5 250	5 083 245	2 128 147	84 333
561440	Collection agencies	2002..	5 215	8 816 729	3 678 926	127 605
		1997..	5 250	5 083 245	2 128 147	84 333
56145	Credit bureaus	2002..	1 096	4 767 298	1 304 856	27 217
		1997..	1 588	4 698 934	1 165 319	34 146
561450	Credit bureaus	2002..	1 096	4 767 298	1 304 856	27 217
		1997..	1 588	4 698 934	1 165 319	34 146
56149	Other business support services	2002..	6 671	6 041 518	2 033 331	65 761
		1997..	5 094	4 288 942	1 331 822	55 704
561491	Repossession services	2002..	997	582 479	175 430	6 451
		1997..	899	486 652	140 948	5 692
561492	Court reporting and stenotype services	2002..	3 322	1 647 008	496 890	13 516
		1997..	3 097	1 348 870	410 914	15 447
561499	All other business support services	2002..	2 352	3 812 031	1 361 011	45 794
		1997..	1 098	2 453 420	779 960	34 565

Note: The data in this table are based on the 2002 and 1997 Economic Censuses. To maintain confidentiality, the Census Bureau suppresses data to protect the identity of any business or individual. The census results in this table contain nonsampling error. Data users who create their own estimates using data from this table should cite the Census Bureau as the source of the original data only. See also explanation of terms and geographic definitions. For the full technical documentation, see Appendix C.

Table 3. Product Lines by Kind of Business for the United States: 2002

[These data are preliminary and are subject to change; they will be superseded by data released in later reports. Includes only establishments of firms with payroll. For meaning of abbreviations and symbols, see introductory text. For explanation of terms, see Appendix A. Data based on the 2002 Economic Census. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see note at end of table. Enterprise support establishments are included. Because of this, comparability to 1997 Economic Census data may be limited. See introductory text for an explanation of the treatment of enterprise support establishments in the 2002 Economic Census compared to the 1997 Economic Census.]

2002 NAICS code	2002 Product line code	Kind of business and product line	Establishments with the product line		Product line receipts			Response coverage ² (percent)
			Number	Total receipts (\$1,000)	Amount ¹ (\$1,000)	As percent of total receipts of—		
						Estab-lishments with the product line	All estab-lishments ¹	
5614		Business support services	34 509	X	43 916 985	X	100.0	66.6
	30400	Membership dues	366	507 192	31 866	6.3	.1	X
	36650	Display lettering services (sign painting)	92	38 302	2 349	6.1	Z	X
	37710	Document preparation services	8 958	7 011 941	2 586 829	36.9	5.9	X
	37720	Telephone call services	6 588	16 069 043	13 831 448	86.1	31.5	58.3
	37721	Telephone answering (answering calls and relaying messages to clients)	3 240	4 553 785	2 375 739	52.2	5.4	X
	37722	Telemarketing (providing inbound and outbound call services for selling products and services, taking orders and reservations, providing information, etc.)	3 705	11 918 649	11 408 453	95.7	26.0	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	9 858	9 694 714	6 663 882	68.7	15.2	X
	37740	Fax services	6 483	3 791 359	115 733	3.1	.3	X
	37750	Postal, shipping, and mailing services	8 817	7 516 497	3 367 800	44.8	7.7	65.4
	37751	Mailbox rental	4 785	1 381 587	140 325	10.2	.3	X
	37752	Postal and shipping services	8 605	7 464 828	3 227 475	43.2	7.3	X
	37760	Debt recovery services (commissions from collection or adjustment of open debts on accounts)	5 599	9 183 478	8 608 584	93.7	19.6	54.8
	37761	Consumer accounts	4 292	7 139 875	6 014 845	84.2	13.7	X
	37762	Commercial accounts	3 265	4 657 978	2 593 739	55.7	5.9	X
	37770	Repossession services (fees from repossessing tangible assets for nonpayment of debt)	1 023	602 670	557 390	92.5	1.3	X
	37780	Receipts from furnishing credit reports on businesses and individuals ..	1 290	4 966 274	4 402 117	88.6	10.0	52.0
	37781	Receipts from furnishing credit reports on business firms	638	2 090 756	1 296 033	62.0	3.0	X
	37782	Receipts from furnishing credit reports on individuals	1 072	3 724 984	3 106 084	83.4	7.1	X
	37790	Stenographic and court reporting services	3 422	1 702 170	1 620 887	95.2	3.7	X
	37810	Packaging and labeling services	2 171	672 282	74 727	11.1	.2	X
	37820	Convention, trade shows, and other special event production and/or management	162	47 572	11 950	25.1	Z	X
	38140	Investigative and detective services	256	481 347	29 706	6.2	.1	65.0
	38141	Personal background checks	205	418 413	19 047	4.6	Z	X
	38142	All other investigative and detective services	49	71 484	7 232	10.1	Z	X
	39000	Merchandise sales	5 572	3 893 899	405 757	10.4	.9	66.3
	39056	Sales of merchandise, over-the-counter or separate from services provided	5 572	3 893 899	405 757	10.4	.9	X
	39500	All other receipts	6 042	8 824 907	1 597 294	18.1	3.6	65.9
	39552	All other operating receipts	6 014	8 822 831	1 595 218	18.1	3.6	X
56141		Document preparation services	5 476	X	2 331 369	X	100.0	57.0
	37710	Document preparation services	5 458	2 326 642	2 207 472	94.9	94.7	X
	37720	Telephone call services	653	94 043	23 499	25.0	1.0	39.3
	37721	Telephone answering (answering calls and relaying messages to clients)	653	94 043	23 499	25.0	1.0	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	567	129 245	23 173	17.9	1.0	X
	37740	Fax services	267	52 000	791	1.5	Z	X
	37750	Postal, shipping, and mailing services	318	67 286	6 933	10.3	.3	57.0
	37751	Mailbox rental	244	45 576	1 650	3.6	.1	X
	37752	Postal and shipping services	248	64 193	5 283	8.2	.2	X
	37790	Stenographic and court reporting services	93	22 708	12 587	55.4	.5	X
	37810	Packaging and labeling services	33	3 979	47	1.2	Z	X
	37820	Convention, trade shows, and other special event production and/or management	109	28 338	1 698	6.0	.1	X
	39000	Merchandise sales	74	26 454	3 630	13.7	.2	55.2
	39056	Sales of merchandise, over-the-counter or separate from services provided	74	26 454	3 630	13.7	.2	X
	39500	All other receipts	307	118 682	46 789	39.4	2.0	55.1
	39552	All other operating receipts	307	118 682	46 789	39.4	2.0	X
561410		Document preparation services	5 476	X	2 331 369	X	100.0	57.0
	37710	Document preparation services	5 458	2 326 642	2 207 472	94.9	94.7	X
	37720	Telephone call services	653	94 043	23 499	25.0	1.0	39.3
	37721	Telephone answering (answering calls and relaying messages to clients)	653	94 043	23 499	25.0	1.0	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	567	129 245	23 173	17.9	1.0	X
	37740	Fax services	267	52 000	791	1.5	Z	X
	37750	Postal, shipping, and mailing services	318	67 286	6 933	10.3	.3	57.0
	37751	Mailbox rental	244	45 576	1 650	3.6	.1	X
	37752	Postal and shipping services	248	64 193	5 283	8.2	.2	X
	37790	Stenographic and court reporting services	93	22 708	12 587	55.4	.5	X
	37810	Packaging and labeling services	33	3 979	47	1.2	Z	X
	37820	Convention, trade shows, and other special event production and/or management	109	28 338	1 698	6.0	.1	X
	39000	Merchandise sales	74	26 454	3 630	13.7	.2	55.2
	39056	Sales of merchandise, over-the-counter or separate from services provided	74	26 454	3 630	13.7	.2	X
	39500	All other receipts	307	118 682	46 789	39.4	2.0	55.1
	39552	All other operating receipts	307	118 682	46 789	39.4	2.0	X

See footnotes at end of table.

Table 3. Product Lines by Kind of Business for the United States: 2002—Con.

[These data are preliminary and are subject to change; they will be superseded by data released in later reports. Includes only establishments of firms with payroll. For meaning of abbreviations and symbols, see introductory text. For explanation of terms, see Appendix A. Data based on the 2002 Economic Census. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see note at end of table. Enterprise support establishments are included. Because of this, comparability to 1997 Economic Census data may be limited. See introductory text for an explanation of the treatment of enterprise support establishments in the 2002 Economic Census compared to the 1997 Economic Census.]

2002 NAICS code	2002 Product line code	Kind of business and product line	Establishments with the product line		Product line receipts			Response coverage ² (percent)
			Number	Total receipts (\$1,000)	Amount ¹ (\$1,000)	As percent of total receipts of—		
						Establishments with the product line	All establishments ¹	
56142		Telephone call centers	5 638	X	13 508 821	X	100.0	72.2
	37710	Document preparation services	56	16 686	1 766	10.6	Z	X
	37720	Telephone call services	5 519	13 508 799	13 349 515	98.8	98.8	62.3
	37721	Telephone answering (answering calls and relaying messages to clients)	2 315	2 270 137	2 014 105	88.7	14.9	X
	37722	Telemarketing (providing inbound and outbound call services for selling products and services, taking orders and reservations, providing information, etc.)	3 509	11 612 250	11 288 154	97.2	83.6	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	61	37 332	3 995	10.7	Z	X
	37740	Fax services	149	64 248	7 062	11.0	.1	X
	37750	Postal, shipping, and mailing services	130	178 570	17 602	9.9	.1	71.9
	37751	Mailbox rental	47	18 758	1 000	5.3	Z	X
	37752	Postal and shipping services	91	166 406	16 602	10.0	.1	X
	39000	Merchandise sales	101	51 333	6 643	12.9	Z	63.6
	39056	Sales of merchandise, over-the-counter or separate from services provided	101	51 333	6 643	12.9	Z	X
	39500	All other receipts	426	932 207	120 633	12.9	.9	71.6
	39552	All other operating receipts	426	932 207	120 633	12.9	.9	X
561421		Telephone answering services	2 327	X	2 153 117	X	100.0	60.9
	37710	Document preparation services	56	16 686	1 766	10.6	.1	X
	37720	Telephone call services	2 264	2 153 095	2 102 260	97.6	97.6	51.8
	37721	Telephone answering (answering calls and relaying messages to clients)	2 264	2 153 095	1 987 897	92.3	92.3	X
	37722	Telemarketing (providing inbound and outbound call services for selling products and services, taking orders and reservations, providing information, etc.)	264	303 802	114 363	37.6	5.3	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	56	28 851	1 959	6.8	.1	X
	37740	Fax services	149	64 248	7 062	11.0	.3	X
	37750	Postal, shipping, and mailing services	87	54 064	3 919	7.2	.2	60.0
	37751	Mailbox rental	42	15 770	765	4.9	Z	X
	37752	Postal and shipping services	51	42 784	3 154	7.4	.1	X
	39000	Merchandise sales	66	31 091	5 964	19.2	.3	60.9
	39056	Sales of merchandise, over-the-counter or separate from services provided	66	31 091	5 964	19.2	.3	X
	39500	All other receipts	280	223 620	29 713	13.3	1.4	60.9
	39552	All other operating receipts	280	223 620	29 713	13.3	1.4	X
561422		Telemarketing bureaus	3 311	X	11 355 704	X	100.0	74.3
	37720	Telephone call services	3 255	11 355 704	11 247 255	99.0	99.0	64.3
	37721	Telephone answering (answering calls and relaying messages to clients)	51	117 042	26 208	22.4	.2	X
	37722	Telemarketing (providing inbound and outbound call services for selling products and services, taking orders and reservations, providing information, etc.)	3 245	11 308 448	11 173 791	98.8	98.4	X
	37750	Postal, shipping, and mailing services	43	124 506	13 683	11.0	.1	74.3
	37752	Postal and shipping services	40	123 622	13 448	10.9	.1	X
	39000	Merchandise sales	35	20 242	679	3.4	Z	54.3
	39056	Sales of merchandise, over-the-counter or separate from services provided	35	20 242	679	3.4	Z	X
	39500	All other receipts	146	708 587	90 920	12.8	.8	73.5
	39552	All other operating receipts	146	708 587	90 920	12.8	.8	X
56143		Business service centers	10 413	X	8 451 250	X	100.0	63.4
	36650	Display lettering services (sign painting)	66	23 277	1 218	5.2	Z	X
	37710	Document preparation services	2 975	2 916 565	311 071	10.7	3.7	X
	37720	Telephone call services	169	100 305	4 992	5.0	.1	28.7
	37721	Telephone answering (answering calls and relaying messages to clients)	167	97 659	4 082	4.2	Z	X
	37722	Telemarketing (providing inbound and outbound call services for selling products and services, taking orders and reservations, providing information, etc.)	43	22 154	910	4.1	Z	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	8 777	7 346 865	5 604 799	76.3	66.3	X
	37740	Fax services	5 865	3 616 293	89 740	2.5	1.1	X
	37750	Postal, shipping, and mailing services	6 492	4 320 743	1 694 078	39.2	20.0	61.7
	37751	Mailbox rental	4 306	1 256 233	131 566	10.5	1.6	X
	37752	Postal and shipping services	6 416	4 290 461	1 562 512	36.4	18.5	X
	37760	Debt recovery services (commissions from collection or adjustment of open debts on accounts)	191	59 187	2 788	4.7	Z	63.4
	37761	Consumer accounts	74	15 009	1 361	9.1	Z	X
	37762	Commercial accounts	160	47 947	1 427	3.0	Z	X
	37810	Packaging and labeling services	1 816	544 702	46 481	8.5	.6	X
	39000	Merchandise sales	5 127	3 640 748	333 338	9.2	3.9	63.3
	39056	Sales of merchandise, over-the-counter or separate from services provided	5 127	3 640 748	333 338	9.2	3.9	X
	39500	All other receipts	4 106	3 758 029	356 191	9.5	4.2	62.5
	39552	All other operating receipts	4 106	3 758 029	356 191	9.5	4.2	X

See footnotes at end of table.

Table 3. Product Lines by Kind of Business for the United States: 2002—Con.

[These data are preliminary and are subject to change; they will be superseded by data released in later reports. Includes only establishments of firms with payroll. For meaning of abbreviations and symbols, see introductory text. For explanation of terms, see Appendix A. Data based on the 2002 Economic Census. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see note at end of table. Enterprise support establishments are included. Because of this, comparability to 1997 Economic Census data may be limited. See introductory text for an explanation of the treatment of enterprise support establishments in the 2002 Economic Census compared to the 1997 Economic Census.]

2002 NAICS code	2002 Product line code	Kind of business and product line	Establishments with the product line		Product line receipts			Response coverage ² (percent)
			Number	Total receipts (\$1,000)	Amount ¹ (\$1,000)	As percent of total receipts of—		
						Establishments with the product line	All establishments ¹	
561431		Private mail centers	4 561	X	2 037 139	X	100.0	45.3
	37710	Document preparation services	602	217 678	9 301	4.3	.5	X
	37720	Telephone call services	125	86 839	4 030	4.6	.2	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	2 938	934 532	92 903	9.9	4.6	X
	37740	Fax services	3 523	1 043 473	36 388	3.5	1.8	X
	37750	Postal, shipping, and mailing services	4 559	2 035 131	1 642 394	80.7	80.6	42.0
	37751	Mailbox rental	4 096	1 207 504	124 362	10.3	6.1	X
	37752	Postal and shipping services	4 540	2 026 014	1 518 032	74.9	74.5	X
	37760	Debt recovery services (commissions from collection or adjustment of open debts on accounts)	189	58 225	2 788	4.8	.1	45.3
	37761	Consumer accounts	74	15 009	1 361	9.1	.1	X
	37762	Commercial accounts	158	46 985	1 427	3.0	.1	X
	37810	Packaging and labeling services	1 736	503 471	44 814	8.9	2.2	X
	39000	Merchandise sales	2 576	738 590	93 961	12.7	4.6	45.1
	39056	Sales of merchandise, over-the-counter or separate from services provided	2 576	738 590	93 961	12.7	4.6	X
	39500	All other receipts	1 784	586 810	108 349	18.5	5.3	43.7
	39552	All other operating receipts	1 784	586 810	108 349	18.5	5.3	X
561439		Other business service centers (including copy shops)	5 852	X	6 414 111	X	100.0	69.2
	36650	Display lettering services (sign painting)	66	23 277	1 218	5.2	Z	X
	37710	Document preparation services	2 373	2 698 887	301 770	11.2	4.7	X
	37720	Telephone call services	44	13 466	962	7.1	Z	61.3
	37721	Telephone answering (answering calls and relaying messages to clients)	42	10 820	326	3.0	Z	X
	37722	Telemarketing (providing inbound and outbound call services for selling products and services, taking orders and reservations, providing information, etc.)	39	12 224	636	5.2	Z	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	5 839	6 412 333	5 511 896	86.0	85.9	X
	37740	Fax services	2 342	2 572 820	53 352	2.1	.8	X
	37750	Postal, shipping, and mailing services	1 933	2 285 612	51 684	2.3	.8	69.1
	37751	Mailbox rental	210	48 729	7 204	14.8	.1	X
	37752	Postal and shipping services	1 876	2 264 447	44 480	2.0	.7	X
	37810	Packaging and labeling services	80	41 231	1 667	4.0	Z	X
	39000	Merchandise sales	2 551	2 902 158	239 377	8.2	3.7	69.1
	39056	Sales of merchandise, over-the-counter or separate from services provided	2 551	2 902 158	239 377	8.2	3.7	X
	39500	All other receipts	2 322	3 171 219	247 842	7.8	3.9	68.3
	39552	All other operating receipts	2 322	3 171 219	247 842	7.8	3.9	X
56144		Collection agencies	5 234	X	8 829 413	X	100.0	66.4
	30400	Membership dues	90	58 362	3 433	5.9	Z	X
	37710	Document preparation services	61	30 105	3 609	12.0	Z	X
	37720	Telephone call services	79	484 674	119 716	24.7	1.4	66.3
	37721	Telephone answering (answering calls and relaying messages to clients)	44	292 026	86 492	29.6	1.0	X
	37722	Telemarketing (providing inbound and outbound call services for selling products and services, taking orders and reservations, providing information, etc.)	42	200 631	33 224	16.6	.4	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	22	23 063	2 465	10.7	Z	X
	37740	Fax services	16	13 468	352	2.6	Z	X
	37750	Postal, shipping, and mailing services	51	315 663	24 295	7.7	.3	66.4
	37751	Mailbox rental	16	24 675	392	1.6	Z	X
	37752	Postal and shipping services	49	315 483	23 903	7.6	.3	X
	37760	Debt recovery services (commissions from collection or adjustment of open debts on accounts)	5 228	8 829 413	8 503 187	96.3	96.3	54.5
	37761	Consumer accounts	4 096	6 935 605	5 968 638	86.1	67.6	X
	37762	Commercial accounts	3 025	4 471 579	2 534 549	56.7	28.7	X
	37770	Repossession services (fees from repossessing tangible assets for nonpayment of debt)	43	27 728	12 676	45.7	.1	X
	37780	Receipts from furnishing credit reports on businesses and individuals	179	182 391	39 700	21.8	.5	66.1
	37781	Receipts from furnishing credit reports on business firms	74	84 825	10 344	12.2	.1	X
	37782	Receipts from furnishing credit reports on individuals	143	159 782	29 356	18.4	.3	X
	38140	Investigative and detective services	47	75 439	9 419	12.5	.1	66.4
	38141	Personal background checks	31	55 643	5 142	9.2	.1	X
	38142	All other investigative and detective services	20	38 834	4 277	11.0	Z	X
	39000	Merchandise sales	31	26 760	5 370	20.1	.1	45.9
	39056	Sales of merchandise, over-the-counter or separate from services provided	31	26 760	5 370	20.1	.1	X
	39500	All other receipts	245	390 133	104 575	26.8	1.2	64.8
	39552	All other operating receipts	245	390 133	104 575	26.8	1.2	X

See footnotes at end of table.

Table 3. Product Lines by Kind of Business for the United States: 2002—Con.

[These data are preliminary and are subject to change; they will be superseded by data released in later reports. Includes only establishments of firms with payroll. For meaning of abbreviations and symbols, see introductory text. For explanation of terms, see Appendix A. Data based on the 2002 Economic Census. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see note at end of table. Enterprise support establishments are included. Because of this, comparability to 1997 Economic Census data may be limited. See introductory text for an explanation of the treatment of enterprise support establishments in the 2002 Economic Census compared to the 1997 Economic Census.]

2002 NAICS code	2002 Product line code	Kind of business and product line	Establishments with the product line		Product line receipts			Response coverage ² (percent)	
			Number	Total receipts (\$1,000)	Amount ¹ (\$1,000)	As percent of total receipts of—			
						Establishments with the product line	All establishments ¹		
561440		Collection agencies	5 234	X	8 829 413	X	100.0	66.4	
	30400	Membership dues	90		58 362	3 433	5.9	Z	X
	37710	Document preparation services	61		30 105	3 609	12.0	Z	X
	37720	Telephone call services	79		484 674	119 716	24.7	1.4	66.3
	37721	Telephone answering (answering calls and relaying messages to clients)	44		292 026	86 492	29.6	1.0	X
	37722	Telemarketing (providing inbound and outbound call services for selling products and services, taking orders and reservations, providing information, etc.)	42		200 631	33 224	16.6	.4	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	22		23 063	2 465	10.7	Z	X
	37740	Fax services	16		13 468	352	2.6	Z	X
	37750	Postal, shipping, and mailing services	51		315 663	24 295	7.7	.3	66.4
	37751	Mailbox rental	16		24 675	392	1.6	Z	X
	37752	Postal and shipping services	49		315 483	23 903	7.6	.3	X
	37760	Debt recovery services (commissions from collection or adjustment of open debts on accounts)	5 228		8 829 413	8 503 187	96.3	96.3	54.5
	37761	Consumer accounts	4 096		6 935 605	5 968 638	86.1	67.6	X
	37762	Commercial accounts	3 025		4 471 579	2 534 549	56.7	28.7	X
	37770	Repossession services (fees from repossessing tangible assets for nonpayment of debt)	43		27 728	12 676	45.7	.1	X
	37780	Receipts from furnishing credit reports on businesses and individuals ..	179		182 391	39 700	21.8	.5	66.1
	37781	Receipts from furnishing credit reports on business firms	74		84 825	10 344	12.2	.1	X
	37782	Receipts from furnishing credit reports on individuals	143		159 782	29 356	18.4	.3	X
	38140	Investigative and detective services	47		75 439	9 419	12.5	.1	66.4
	38141	Personal background checks	31		55 643	5 142	9.2	.1	X
	38142	All other investigative and detective services	20		38 834	4 277	11.0	Z	X
	39000	Merchandise sales	31		26 760	5 370	20.1	.1	45.9
	39056	Sales of merchandise, over-the-counter or separate from services provided	31		26 760	5 370	20.1	.1	X
	39500	All other receipts	245		390 133	104 575	26.8	1.2	64.8
	39552	All other operating receipts	245		390 133	104 575	26.8	1.2	X
56145		Credit bureaus	1 096	X	4 767 298	X	100.0		68.8
	30400	Membership dues	207		427 535	20 348	4.8	.4	X
	37760	Debt recovery services (commissions from collection or adjustment of open debts on accounts)	133		225 300	46 007	20.4	1.0	68.8
	37761	Consumer accounts	98		175 599	35 854	20.4	.8	X
	37762	Commercial accounts	52		75 438	10 153	13.5	.2	X
	37780	Receipts from furnishing credit reports on businesses and individuals ..	1 096		4 767 298	4 361 973	91.5	91.5	53.1
	37781	Receipts from furnishing credit reports on business firms	559		2 000 985	1 285 533	64.2	27.0	X
	37782	Receipts from furnishing credit reports on individuals	914		3 548 617	3 076 440	86.7	64.5	X
	38140	Investigative and detective services	171		370 163	17 184	4.6	.4	66.9
	38141	Personal background checks	167		360 089	13 757	3.8	.3	X
	39500	All other receipts	311		1 400 340	307 308	21.9	6.4	68.8
	39552	All other operating receipts	311		1 400 340	307 308	21.9	6.4	X
561450		Credit bureaus	1 096	X	4 767 298	X	100.0		68.8
	30400	Membership dues	207		427 535	20 348	4.8	.4	X
	37760	Debt recovery services (commissions from collection or adjustment of open debts on accounts)	133		225 300	46 007	20.4	1.0	68.8
	37761	Consumer accounts	98		175 599	35 854	20.4	.8	X
	37762	Commercial accounts	52		75 438	10 153	13.5	.2	X
	37780	Receipts from furnishing credit reports on businesses and individuals ..	1 096		4 767 298	4 361 973	91.5	91.5	53.1
	37781	Receipts from furnishing credit reports on business firms	559		2 000 985	1 285 533	64.2	27.0	X
	37782	Receipts from furnishing credit reports on individuals	914		3 548 617	3 076 440	86.7	64.5	X
	38140	Investigative and detective services	171		370 163	17 184	4.6	.4	66.9
	38141	Personal background checks	167		360 089	13 757	3.8	.3	X
	39500	All other receipts	311		1 400 340	307 308	21.9	6.4	68.8
	39552	All other operating receipts	311		1 400 340	307 308	21.9	6.4	X
56149		Other business support services	6 652	X	6 028 834	X	100.0		61.1
	30400	Membership dues	62		18 410	8 065	43.8	.1	X
	36650	Display lettering services (sign painting)	22		5 694	603	10.6	Z	X
	37710	Document preparation services	408		1 721 943	62 911	3.7	1.0	X
	37720	Telephone call services	168		1 881 222	333 726	17.7	5.5	58.5
	37721	Telephone answering (answering calls and relaying messages to clients)	61		1 799 920	247 561	13.8	4.1	X
	37722	Telemarketing (providing inbound and outbound call services for selling products and services, taking orders and reservations, providing information, etc.)	111	S	86 165	S	1.4		X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	431		2 158 209	1 029 450	47.7	17.1	X
	37740	Fax services	184		43 856	17 649	40.2	.3	X
	37750	Postal, shipping, and mailing services	1 824		2 633 957	1 624 892	61.7	27.0	60.4
	37751	Mailbox rental	172		36 345	5 717	15.7	.1	X
	37752	Postal and shipping services	1 799		2 628 007	1 619 175	61.6	26.9	X
	37760	Debt recovery services (commissions from collection or adjustment of open debts on accounts)	42		63 585	55 697	87.6	.9	X

See footnotes at end of table.

Table 3. Product Lines by Kind of Business for the United States: 2002—Con.

[These data are preliminary and are subject to change; they will be superseded by data released in later reports. Includes only establishments of firms with payroll. For meaning of abbreviations and symbols, see introductory text. For explanation of terms, see Appendix A. Data based on the 2002 Economic Census. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see note at end of table. Enterprise support establishments are included. Because of this, comparability to 1997 Economic Census data may be limited. See introductory text for an explanation of the treatment of enterprise support establishments in the 2002 Economic Census compared to the 1997 Economic Census.]

2002 NAICS code	2002 Product line code	Kind of business and product line	Establishments with the product line		Product line receipts			Response coverage ² (percent)
			Number	Total receipts (\$1,000)	Amount ¹ (\$1,000)	As percent of total receipts of—		
						Establishments with the product line	All establishments ¹	
56149		Other business support services—Con.						
	37770	Repossession services (fees from repossessing tangible assets for nonpayment of debt)	978	569 795	544 559	95.6	9.0	X
	37780	Receipts from furnishing credit reports on businesses and individuals . .	10	11 639	177	1.5	Z	61.1
	37782	Receipts from furnishing credit reports on individuals	10	11 639	177	1.5	Z	X
	37790	Stenographic and court reporting services	3 322	1 647 008	1 591 917	96.7	26.4	X
	37810	Packaging and labeling services	322	123 601	28 199	22.8	.5	X
	37820	Convention, trade shows, and other special event production and/or management	48	12 589	9 868	78.4	.2	X
	38140	Investigative and detective services	36	34 841	2 974	8.5	Z	57.8
	38142	All other investigative and detective services	29	32 650	2 955	9.1	Z	X
	39000	Merchandise sales	237	140 392	56 349	40.1	.9	60.9
	39056	Sales of merchandise, over-the-counter or separate from services provided	237	140 392	56 349	40.1	.9	X
	39500	All other receipts	647	2 225 516	661 798	29.7	11.0	60.6
	39552	All other operating receipts	619	2 223 440	659 722	29.7	10.9	X
561491		Repossession services	978	X	569 795	X	100.0	51.9
	37760	Debt recovery services (commissions from collection or adjustment of open debts on accounts)	13	10 034	3 265	32.5	.6	44.8
	37761	Consumer accounts	10	8 700	2 415	27.8	.4	X
	37762	Commercial accounts	7	8 432	850	10.1	.1	X
	37770	Repossession services (fees from repossessing tangible assets for nonpayment of debt)	978	569 795	544 559	95.6	95.6	X
	37780	Receipts from furnishing credit reports on businesses and individuals . .	8	10 074	177	1.8	Z	51.9
	37782	Receipts from furnishing credit reports on individuals	8	10 074	177	1.8	Z	X
	38140	Investigative and detective services	34	33 276	2 974	8.9	.5	51.9
	38142	All other investigative and detective services	29	32 650	2 955	9.1	.5	X
	39000	Merchandise sales	16	20 416	8 296	40.6	1.5	51.9
	39056	Sales of merchandise, over-the-counter or separate from services provided	16	20 416	8 296	40.6	1.5	X
	39500	All other receipts	39	30 883	9 242	29.9	1.6	51.9
	39552	All other operating receipts	39	30 883	9 242	29.9	1.6	X
561492		Court reporting and stenotype services	3 322	X	1 647 008	X	100.0	62.5
	30400	Membership dues	26	3 063	33	1.1	Z	X
	37710	Document preparation services	192	82 416	23 651	28.7	1.4	X
	37720	Telephone call services	26	6 259	362	5.8	Z	27.7
	37721	Telephone answering (answering calls and relaying messages to clients)	26	6 259	362	5.8	Z	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	249	129 340	12 517	9.7	.8	X
	37750	Postal, shipping, and mailing services	95	44 716	1 631	3.6	.1	62.5
	37751	Mailbox rental	18	1 942	19	1.0	Z	X
	37752	Postal and shipping services	79	44 150	1 612	3.7	.1	X
	37790	Stenographic and court reporting services	3 322	1 647 008	1 591 917	96.7	96.7	X
	37820	Convention, trade shows, and other special event production and/or management	16	560	16	2.9	Z	X
	39000	Merchandise sales	26	7 642	955	12.5	.1	62.5
	39056	Sales of merchandise, over-the-counter or separate from services provided	26	7 642	955	12.5	.1	X
	39500	All other receipts	150	110 218	15 877	14.4	1.0	61.8
	39552	All other operating receipts	150	110 218	15 877	14.4	1.0	X
561499		All other business support services	2 352	X	3 812 031	X	100.0	61.9
	30400	Membership dues	36	15 347	8 032	52.3	.2	X
	36650	Display lettering services (sign painting)	22	5 694	603	10.6	Z	X
	37710	Document preparation services	213	1 634 023	38 764	2.4	1.0	X
	37720	Telephone call services	139	1 873 812	333 347	17.8	8.7	59.3
	37721	Telephone answering (answering calls and relaying messages to clients)	32	1 792 510	247 182	13.8	6.5	X
	37722	Telemarketing (providing inbound and outbound call services for selling products and services, taking orders and reservations, providing information, etc.)	111	S	86 165	S	2.3	X
	37730	Photocopying, blueprinting, and other document duplicating services, excluding quick printing/offset printing	182	2 028 869	1 016 933	50.1	26.7	X
	37740	Fax services	177	40 989	17 610	43.0	.5	X
	37750	Postal, shipping, and mailing services	1 726	2 588 614	1 623 255	62.7	42.6	61.2
	37751	Mailbox rental	154	34 403	5 698	16.6	.1	X
	37752	Postal and shipping services	1 717	2 583 230	1 617 557	62.6	42.4	X
	37760	Debt recovery services (commissions from collection or adjustment of open debts on accounts)	27	53 320	52 416	98.3	1.4	X
	37810	Packaging and labeling services	319	122 251	28 131	23.0	.7	X
	37820	Convention, trade shows, and other special event production and/or management	27	9 955	9 163	92.0	.2	X
	39000	Merchandise sales	195	112 334	47 098	41.9	1.2	61.6
	39056	Sales of merchandise, over-the-counter or separate from services provided	195	112 334	47 098	41.9	1.2	X
	39500	All other receipts	458	2 084 415	636 679	30.5	16.7	61.4
	39552	All other operating receipts	430	2 082 339	634 603	30.5	16.6	X

See footnotes at end of table.

Table 3. Product Lines by Kind of Business for the United States: 2002—Con.

¹Product line receipts and/or product line percents may not sum to total due to exclusion of selected lines to avoid disclosing data for individual companies, due to rounding, and/or due to exclusion of lines that did not meet publication criteria.

²Receipts of establishments reporting product lines as percent of total receipts.

Note: The data in this table are based on the 2002 Economic Census. To maintain confidentiality, the Census Bureau suppresses data to protect the identity of any business or individual. The census results in this table contain nonsampling error. Data users who create their own estimates using data from this table should cite the Census Bureau as the source of the original data only. See also explanation of terms and geographic definitions. For the full technical documentation, see Appendix C.

Table 4. Concentration by Largest Firms for the United States: 2002

[These data are preliminary and are subject to change; they will be superseded by data released in later reports. Includes only firms and establishments of firms with payroll. Excludes data for corporate, subsidiary, and regional managing offices and establishments of these firms that are classified in other categories than those specified in this table. For meaning of abbreviations and symbols, see introductory text. For explanation of terms, see Appendix A. For method of assignment to categories shown, see Appendix C. Data based on the 2002 Economic Census. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see note at end of table. Enterprise support establishments are included. Because of this, comparability to 1997 Economic Census data may be limited. See introductory text for an explanation of the treatment of enterprise support establishments in the 2002 Economic Census compared to the 1997 Economic Census]

2002 NAICS code	Kind of business and largest firms based on receipts	Establishments (number)	Receipts		Annual payroll (\$1,000)	First-quarter payroll (\$1,000)	Paid employees for pay period including March 12 (number)
			Amount (\$1,000)	As percent of total			
5614	Business support services						
	All firms	34 509	43 916 985	100.0	17 055 726	4 237 909	743 619
	4 largest firms	1 236	5 116 608	11.7	1 820 420	458 627	68 270
	8 largest firms	1 440	8 173 507	18.6	2 838 125	722 654	114 346
	20 largest firms	2 042	13 196 782	30.0	4 875 703	1 243 870	225 086
	50 largest firms	2 761	17 592 360	40.1	6 562 865	1 677 437	293 169
56141	Document preparation services						
	All firms	5 476	2 331 369	100.0	964 312	236 035	39 248
	4 largest firms	102	494 892	21.2	233 163	62 115	10 752
	8 largest firms	125	545 290	23.4	251 233	66 210	11 298
	20 largest firms	148	654 727	28.1	297 091	77 577	12 778
	50 largest firms	188	822 298	35.3	371 882	96 233	15 571
561410	Document preparation services						
	All firms	5 476	2 331 369	100.0	964 312	236 035	39 248
	4 largest firms	102	494 892	21.2	233 163	62 115	10 752
	8 largest firms	125	545 290	23.4	251 233	66 210	11 298
	20 largest firms	148	654 727	28.1	297 091	77 577	12 778
	50 largest firms	188	822 298	35.3	371 882	96 233	15 571
56142	Telephone call centers						
	All firms	5 638	13 508 821	100.0	6 780 559	1 721 398	392 523
	4 largest firms	135	3 285 865	24.3	1 609 703	416 084	80 727
	8 largest firms	296	4 648 162	34.4	2 352 690	600 964	140 540
	20 largest firms	478	6 184 507	45.8	3 049 039	776 550	179 260
	50 largest firms	694	7 718 182	57.1	3 756 587	956 569	213 411
561421	Telephone answering services						
	All firms	2 327	2 153 117	100.0	1 088 398	259 257	51 153
	4 largest firms	59	408 701	19.0	215 650	52 950	9 394
	8 largest firms	113	557 862	25.9	278 367	64 108	11 622
	20 largest firms	193	858 976	39.9	395 438	89 626	16 264
	50 largest firms	247	1 128 944	52.4	491 163	113 407	19 971
561422	Telemarketing bureaus						
	All firms	3 311	11 355 704	100.0	5 692 161	1 462 141	341 370
	4 largest firms	134	3 285 861	28.9	1 609 701	416 083	80 726
	8 largest firms	310	4 549 537	40.1	2 265 955	584 294	138 862
	20 largest firms	457	5 945 922	52.4	2 896 940	742 988	172 157
	50 largest firms	612	7 304 883	64.3	3 559 291	916 153	210 390
56143	Business service centers						
	All firms	10 413	8 451 250	100.0	2 293 742	560 511	91 265
	4 largest firms	1 467	2 581 322	30.5	612 704	153 180	23 199
	8 largest firms	1 604	3 004 669	35.6	778 173	193 823	28 857
	20 largest firms	1 745	3 555 671	42.1	949 716	238 440	35 269
	50 largest firms	1 884	4 041 666	47.8	1 110 233	277 701	40 229
561431	Private mail centers						
	All firms	4 561	2 037 139	100.0	347 798	86 169	20 590
	4 largest firms	7	165 460	8.1	19 311	4 750	626
	8 largest firms	11	217 654	10.7	27 837	6 922	1 046
	20 largest firms	26	344 422	16.9	57 750	16 573	1 931
	50 largest firms	57	517 498	25.4	94 834	25 149	3 533
561439	Other business service centers (including copy shops)						
	All firms	5 852	6 414 111	100.0	1 945 944	474 342	70 675
	4 largest firms	1 467	2 581 322	40.2	612 704	153 180	23 199
	8 largest firms	1 604	3 004 669	46.8	778 173	193 823	28 857
	20 largest firms	1 777	3 475 290	54.2	955 678	239 480	35 465
	50 largest firms	1 896	3 913 568	61.0	1 120 653	280 069	40 421
56144	Collection agencies						
	All firms	5 234	8 829 413	100.0	3 681 832	888 612	127 733
	4 largest firms	209	1 667 946	18.9	599 641	150 414	24 397
	8 largest firms	241	2 214 509	25.1	830 478	204 840	32 373
	20 largest firms	331	3 060 434	34.7	1 149 843	288 290	39 992
	50 largest firms	464	3 992 711	45.2	1 581 509	393 519	55 148
561440	Collection agencies						
	All firms	5 234	8 829 413	100.0	3 681 832	888 612	127 733
	4 largest firms	209	1 667 946	18.9	599 641	150 414	24 397
	8 largest firms	241	2 214 509	25.1	830 478	204 840	32 373
	20 largest firms	331	3 060 434	34.7	1 149 843	288 290	39 992
	50 largest firms	464	3 992 711	45.2	1 581 509	393 519	55 148
56145	Credit bureaus						
	All firms	1 096	4 767 298	100.0	1 304 856	348 873	27 217
	4 largest firms	181	3 038 811	63.7	773 048	203 543	13 555
	8 largest firms	307	3 629 351	76.1	921 969	254 814	16 691
	20 largest firms	331	3 987 539	83.6	1 053 647	289 414	19 882
	50 largest firms	386	4 290 335	90.0	1 138 528	308 997	22 061

See footnotes at end of table.

Table 4. Concentration by Largest Firms for the United States: 2002—Con.

[These data are preliminary and are subject to change; they will be superseded by data released in later reports. Includes only firms and establishments of firms with payroll. Excludes data for corporate, subsidiary, and regional managing offices and establishments of these firms that are classified in other categories than those specified in this table. For meaning of abbreviations and symbols, see introductory text. For explanation of terms, see Appendix A. For method of assignment to categories shown, see Appendix C. Data based on the 2002 Economic Census. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see note at end of table. Enterprise support establishments are included. Because of this, comparability to 1997 Economic Census data may be limited. See introductory text for an explanation of the treatment of enterprise support establishments in the 2002 Economic Census compared to the 1997 Economic Census]

2002 NAICS code	Kind of business and largest firms based on receipts	Establishments (number)	Receipts		Annual payroll (\$1,000)	First-quarter payroll (\$1,000)	Paid employees for pay period including March 12 (number)
			Amount (\$1,000)	As percent of total			
561450	Credit bureaus						
	All firms	1 096	4 767 298	100.0	1 304 856	348 873	27 217
	4 largest firms	181	3 038 811	63.7	773 048	203 543	13 555
	8 largest firms	307	3 629 351	76.1	921 969	254 814	16 691
	20 largest firms	331	3 987 539	83.6	1 053 647	289 414	19 882
	50 largest firms	386	4 290 335	90.0	1 138 528	308 997	22 061
56149	Other business support services						
	All firms	6 652	6 028 834	100.0	2 030 425	482 480	65 633
	4 largest firms	50	1 605 425	26.6	565 261	136 980	15 851
	8 largest firms	65	1 984 879	32.9	682 240	163 678	20 240
	20 largest firms	115	2 326 073	38.6	786 019	190 795	23 398
	50 largest firms	209	2 720 739	45.1	925 044	223 648	28 256
561491	Repossession services						
	All firms	978	569 795	100.0	172 524	41 168	6 323
	4 largest firms	14	40 608	7.1	14 120	3 502	575
	8 largest firms	19	68 051	11.9	22 260	5 342	732
	20 largest firms	52	123 515	21.7	36 115	8 264	1 129
	50 largest firms	92	200 737	35.2	58 104	13 623	1 782
561492	Court reporting and stenotype services						
	All firms	3 322	1 647 008	100.0	496 890	111 906	13 516
	4 largest firms	63	205 496	12.5	99 711	22 963	1 556
	8 largest firms	72	260 275	15.8	113 829	26 448	1 847
	20 largest firms	94	361 015	21.9	141 667	31 512	2 526
	50 largest firms	144	500 813	30.4	183 386	39 613	3 538
561499	All other business support services						
	All firms	2 352	3 812 031	100.0	1 361 011	329 406	45 794
	4 largest firms	28	1 593 152	41.8	537 553	131 482	16 412
	8 largest firms	39	1 907 398	50.0	626 905	151 938	19 917
	20 largest firms	56	2 191 561	57.5	711 870	173 636	23 030
	50 largest firms	156	2 514 080	66.0	836 292	203 533	27 134

Note: The data in this table are based on the 2002 Economic Census. To maintain confidentiality, the Census Bureau suppresses data to protect the identity of any business or individual. The census results in this table contain nonsampling error. Data users who create their own estimates using data from this table should cite the Census Bureau as the source of the original data only. See also explanation of terms and geographic definitions. For the full technical documentation, see Appendix C.

Appendix A.

Explanation of Terms

ANNUAL PAYROLL

Payroll includes all forms of compensation such as salaries, wages, commissions, dismissal pay, bonuses, vacation allowances, sick-leave pay, and employee contributions to qualified pension plans paid during the year to all employees and reported on Internal Revenue Service (IRS) Form 941 as taxable Medicare Wages and tips (even if not subject to income or FICA tax). Also included are tips and gratuities received by employees from patrons and reported to employers. If an employee works at more than one location, the payroll is included in the one location where they spend most of their time. Also included are salaries of members of professional service organizations or associations that operate under state professional corporation statutes and file a corporate federal income tax return. Excluded are payrolls of departments or concessions operated by other companies at the establishment; payments to or withdrawals by proprietors or partners of an unincorporated company; and annuities or supplemental unemployment compensation benefits, even if income tax was withheld. Payroll is reported before deductions for social security, income tax, insurance, union dues, etc. This definition of payroll is the same as that used by the IRS on Form 941.

ESTABLISHMENTS

An establishment is a single physical location at which business is conducted and/or services are provided. It is not necessarily identical to a company or enterprise, which may consist of one establishment or more. Economic census figures represent a summary of reports for individual establishments rather than companies. For cases where a census report was received, separate information was obtained for each location where business was conducted. When administrative records of other federal agencies were used instead of a census report, no information was available on the number of locations operated. Each economic census establishment was tabulated according to the physical location at which the business was conducted. The count of establishments represents those in business at any time during 2002.

When two activities or more were carried on at a single location under a single ownership, all activities generally were grouped together as a single establishment. The entire establishment was classified on the basis of its major activity and all data for it were included in that classification. However, when distinct and separate economic activities (for which different industry classification codes were appropriate) were conducted at a single location under a single ownership, separate establishment reports for each of the different activities were obtained in the census.

Leased service departments (separately owned businesses operated as departments or concessions of other service establishments or of retail businesses, such as a separately owned shoe-shine parlor in a barber shop, or a beauty shop in a department store) are treated as separate service establishments for census purposes. Leased retail departments located in service establishments (e.g., a gift shop located in a hotel) are considered separate retail establishments.

FIRMS

A firm is a business organization or entity consisting of one domestic establishment (location) or more under common ownership or control. All establishments of subsidiary firms are included as part of the owning or controlling firm. For the economic census, the terms "firm" and "company" are synonymous.

FIRST-QUARTER PAYROLL

Represents payroll paid to persons employed at any time during the quarter January to March 2002.

PAID EMPLOYEES FOR PAY PERIOD INCLUDING MARCH 12

Paid employees consists of full- and part-time employees, including salaried officers and executives of corporations, who were on the payroll during the pay period including March 12. Included are employees on paid sick leave, paid holidays, and paid vacations, and salaried members of professional service organizations or associations that operate under state professional corporation statutes and file corporate federal income tax returns. Not included are proprietors and partners of unincorporated businesses; employees of departments or concessions operated by other companies at the establishment; full- and part-time leased employees whose payroll was filed under an employee leasing company's Employer Identification Number (EIN); and temporary staffing obtained from a staffing service. The definition of paid employees is the same as that used by the Internal Revenue Service (IRS) on Form 941.

RECEIPTS

Receipts (basic dollar volume measure for service establishments of firms subject to federal income tax). Includes gross receipts from customers or clients for services provided, from the use of facilities, and from merchandise sold in 2002 whether or not payment was received in 2002. For advertising agencies, travel industries, and other service establishments operating on a commission basis, receipts include commissions, fees, and other operating income, NOT gross billings and sales. Excise taxes on gasoline, liquor, tobacco, etc., that are paid by the manufacturer or wholesaler and passed on in the cost of goods purchased by the service establishment, are also included. The establishments share of receipts from departments, concessions, and vending and amusement machines operated by others are included as part of receipts. Receipts also include amounts received from the rental and leasing of vehicles, equipment, instruments, and tools; the total value of service contracts; market value of compensation received in lieu of cash; amounts received for work subcontracted to others; and dues and assessments from members and affiliates. Receipts from services performed for foreign parent firms, subsidiaries, and branches are included.

Receipts are net after deductions for refunds and allowances for merchandise returned by customers. Receipts do not include sales and other taxes (including Hawaii's General Excise Tax) collected directly from customers and paid directly to a local, state, or federal tax agency. Also excluded are gross receipts from departments and concessions operated by others; sales of used equipment previously rented or leased to customers; domestic intracompany transfers; proceeds from the sale of real estate (land and buildings), investments, or other assets (except inventory held for resale); income from interest, rental of real estate, dividends, contributions, and grants; receipts of foreign parent firms and subsidiaries; and other nonoperating income, such as franchise fees. Receipts do not include service receipts of manufacturers, wholesalers, retail establishments, or other businesses whose primary activity is other than service. They do, however, include receipts other than from services rendered (e.g., sale of merchandise to individuals or other businesses) by establishments primarily engaged in performing services and classified in the service industries.

Appendix B.

NAICS Codes, Titles, and Descriptions

PART 1. 2002 NAICS

5614 BUSINESS SUPPORT SERVICES

This industry group comprises establishments engaged in performing activities that are ongoing, routine business support functions that businesses and organizations traditionally do for themselves.

56141 DOCUMENT PREPARATION SERVICES

This industry comprises establishments primarily engaged in one or more of the following: (1) letter or resume writing; (2) document editing or proofreading; (3) typing, word processing, or desktop publishing; and (4) stenographic (except court reporting or stenotype recording), transcription, and other secretarial services.

561410 DOCUMENT PREPARATION SERVICES

This industry comprises establishments primarily engaged in one or more of the following: (1) letter or resume writing; (2) document editing or proofreading; (3) typing, word processing, or desktop publishing; and (4) stenographic (except court reporting or stenotype recording), transcription, and other secretarial services.

56142 TELEPHONE CALL CENTERS

This industry comprises: (1) establishments primarily engaged in answering telephone calls and relaying messages to clients and (2) establishments primarily engaged in providing telemarketing services on a contract or fee basis for others, such as promoting clients' products or services by telephone; taking orders for clients by telephone; and soliciting contributions or providing information for clients by telephone. Telemarketing establishments never own the product or provide the service that they are representing and generally can originate and/or receive calls for others.

561421 TELEPHONE ANSWERING SERVICES

This industry comprises establishments primarily engaged in answering telephone calls and relaying messages to clients.

561422 TELEMARKETING BUREAUS

This industry comprises establishments primarily engaged in providing telemarketing services on a contract or fee basis for others, such as: (1) promoting clients' products or services by telephone, (2) taking orders for clients by telephone, and (3) soliciting contributions or providing information for clients by telephone. These establishments never own the product or provide the services they are representing and generally can originate and/or receive calls for others.

56143 BUSINESS SERVICE CENTERS

This industry comprises: (1) establishments primarily engaged in providing mailbox rental and other postal and mailing services (except direct mail advertising); (2) establishments, generally known as copy centers or shops, primarily engaged in providing photocopying, duplicating, blueprinting, and other document copying services without also providing printing services (i.e., offset

printing, quick printing, digital printing, prepress services); and (3) establishments that provide a range of office support services (except printing services), such as mailing services, document copying services, facsimile services, word processing services, on-site PC rental services, and office product sales.

561431 PRIVATE MAIL CENTERS

This industry comprises: (1) establishments primarily engaged in providing mailbox rental and other postal and mailing (except direct mail advertising) services or (2) establishments engaged in providing these mailing services along with one or more other office support services, such as facsimile services, word processing services, on-site PC rental services, and office product sales.

561439 OTHER BUSINESS SERVICE CENTERS (INCLUDING COPY SHOPS)

This industry comprises: (1) establishments generally known as copy centers or shops primarily engaged in providing photocopying, duplicating, blueprinting, and other document copying services, without also providing printing services (e.g., offset printing, quick printing, digital printing, prepress services) and (2) establishments (except private mail centers) engaged in providing a range of office support services (except printing services), such as document copying services, facsimile services, word processing services, on-site PC rental services, and office product sales.

56144 COLLECTION AGENCIES

This industry comprises establishments primarily engaged in collecting payments for claims and remitting payments collected to their clients.

561440 COLLECTION AGENCIES

This industry comprises establishments primarily engaged in collecting payments for claims and remitting payments collected to their clients.

56145 CREDIT BUREAUS

This industry comprises establishments primarily engaged in compiling information, such as credit and employment histories on individuals and credit histories on businesses, and providing the information to financial institutions, retailers, and others who have a need to evaluate the credit worthiness of these persons and businesses.

561450 CREDIT BUREAUS

This industry comprises establishments primarily engaged in compiling information, such as credit and employment histories on individuals and credit histories on businesses, and providing the information to financial institutions, retailers, and others who have a need to evaluate the credit worthiness of these persons and businesses.

56149 OTHER BUSINESS SUPPORT SERVICES

This industry comprises establishments primarily engaged in providing business support services (except secretarial and other document preparation services; telephone answering or telemarketing services; private mail services or document copying services conducted as separate activities or in conjunction with other office support services; monetary debt collection services; and credit reporting services).

561491 REPOSSESSION SERVICES

This industry comprises establishments primarily engaged in repossessing tangible assets (e.g., automobiles, boats, equipment, planes, furniture, appliances) for the creditor as a result of delinquent debts.

561492 COURT REPORTING AND STENOTYPE SERVICES

This industry comprises establishments primarily engaged in providing verbatim reporting and stenotype recording of live legal proceedings and transcribing subsequent recorded materials.

561499 ALL OTHER BUSINESS SUPPORT SERVICES

This industry comprises establishments primarily engaged in providing business support services (except secretarial and other document preparation services; telephone answering and telemarketing services; private mail services or document copying services conducted as separate activities or in conjunction with other office support services; monetary debt collection services; credit reporting services; repossession services; and court reporting and stenotype recording services).

PART 2. 1997 NAICS

5614 BUSINESS SUPPORT SERVICES

This industry group comprises establishments engaged in performing activities that are ongoing, routine business support functions that businesses and organizations traditionally do for themselves.

56141 DOCUMENT PREPARATION SERVICES

This industry comprises establishments primarily engaged in one or more of the following: (1) letter or resume writing; (2) document editing or proofreading; (3) typing, word processing, or desktop publishing; and (4) stenographic (except court reporting or stenotype recording), transcription, and other secretarial services.

561410 DOCUMENT PREPARATION SERVICES

This industry comprises establishments primarily engaged in one or more of the following: (1) letter or resume writing; (2) document editing or proofreading; (3) typing, word processing, or desktop publishing; and (4) stenographic (except court reporting or stenotype recording), transcription, and other secretarial services.

56142 TELEPHONE CALL CENTERS

This industry comprises: (1) establishments primarily engaged in answering telephone calls and relaying messages to clients and (2) establishments primarily engaged in providing telemarketing services on a contract or fee basis for others, such as promoting clients' products or services by telephone; taking orders for clients by telephone; and soliciting contributions or providing information for clients by telephone. Telemarketing establishments never own the product or provide the service that they are representing and generally can originate and/or receive calls for others.

561421 TELEPHONE ANSWERING SERVICES

This industry comprises establishments primarily engaged in answering telephone calls and relaying messages to clients.

561422 TELEMARKETING BUREAUS

This industry comprises establishments primarily engaged in providing telemarketing services on a contract or fee basis for others, such as: (1) promoting clients' products or services by telephone, (2) taking orders for clients by telephone, and (3) soliciting contributions or providing information for clients by telephone. These establishments never own the product or provide the services they are representing and generally can originate and/or receive calls for others.

56143 BUSINESS SERVICE CENTERS

This industry comprises: (1) establishments primarily engaged in providing mailbox rental and other postal and mailing services (except direct mail advertising); (2) establishments, generally known as copy centers or shops, primarily engaged in providing photocopying, duplicating, blueprinting, and other document copying services without also providing printing services (i.e., offset printing, quick printing, digital printing, prepress services); and (3) establishments that provide a range of office support services (except printing services), such as mailing services, document copying services, facsimile services, word processing services, on-site PC rental services, and office product sales.

561431 PRIVATE MAIL CENTERS

This industry comprises: (1) establishments primarily engaged in providing mailbox rental and other postal and mailing (except direct mail advertising) services or (2) establishments engaged in providing these mailing services along with one or more other office support services, such as facsimile services, word processing services, on-site PC rental services, and office product sales.

561439 OTHER BUSINESS SERVICE CENTERS (INCLUDING COPY SHOPS)

This industry comprises: (1) establishments generally known as copy centers or shops primarily engaged in providing photocopying, duplicating, blueprinting, and other document copying services, without also providing printing services (e.g., offset printing, quick printing, digital printing, prepress services) and (2) establishments (except private mail centers) engaged in providing a range of office support services (except printing services), such as document copying services, facsimile services, word processing services, on-site PC rental services, and office product sales.

56144 COLLECTION AGENCIES

This industry comprises establishments primarily engaged in collecting payments for claims and remitting payments collected to their clients.

561440 COLLECTION AGENCIES

This industry comprises establishments primarily engaged in collecting payments for claims and remitting payments collected to their clients.

56145 CREDIT BUREAUS

This industry comprises establishments primarily engaged in compiling information, such as credit and employment histories on individuals and credit histories on businesses, and providing the information to financial institutions, retailers, and others who have a need to evaluate the credit worthiness of these persons and businesses.

561450 CREDIT BUREAUS

This industry comprises establishments primarily engaged in compiling information, such as credit and employment histories on individuals and credit histories on businesses, and providing the information to financial institutions, retailers, and others who have a need to evaluate the credit worthiness of these persons and businesses.

56149 OTHER BUSINESS SUPPORT SERVICES

This industry comprises establishments primarily engaged in providing business support services (except secretarial and other document preparation services; telephone answering or telemarketing services; private mail services or document copying services conducted as separate activities or in conjunction with other office support services; monetary debt collection services; and credit reporting services).

561491 REPOSSESSION SERVICES

This industry comprises establishments primarily engaged in repossessing tangible assets (e.g., automobiles, boats, equipment, planes, furniture, appliances) for the creditor as a result of delinquent debts.

561492 COURT REPORTING AND STENOTYPE SERVICES

This industry comprises establishments primarily engaged in providing verbatim reporting and stenotype recording of live legal proceedings and transcribing subsequent recorded materials.

561499 ALL OTHER BUSINESS SUPPORT SERVICES

This industry comprises establishments primarily engaged in providing business support services (except secretarial and other document preparation services; telephone answering and telemarketing services; private mail services or document copying services conducted as separate activities or in conjunction with other office support services; monetary debt collection services; credit reporting services; repossession services; and court reporting and stenotype recording services).

Appendix C.

Methodology

SOURCES OF THE DATA

For this sector, large- and medium-size firms, plus all firms known to operate more than one establishment, were sent report forms to be completed for each of their establishments and returned to the Census Bureau. For most very small firms, data from existing administrative records of other federal agencies were used instead. These records provide basic information on location, kind of business, receipts, payroll, number of employees, and legal form of organization.

Firms in the 2002 Economic Census are divided into those sent report forms and those not sent report forms. The coverage of and the method of obtaining census information from each are described below:

1. Establishments sent a report form:
 - a. Large employers, i.e., all multiestablishment firms, and all employer firms with payroll above a specified cutoff. (The term “employers” refers to firms with one or more paid employees at any time during 2002 as shown in the active administrative records of other federal agencies.)
 - b. A sample of small employers, i.e., single-establishment firms with payroll below a specified cutoff in classifications for which specialized data precludes reliance solely on administrative records sources. The sample was stratified by industry and geography.
2. Establishments not sent a report form:
 - a. Small employers, i.e., single-establishment firms with payroll below a specified cutoff, not selected into the small employer sample. Although the payroll cutoff varies by kind of business, small employers not sent a report form generally include firms with less than 10 employees and represent about 10 percent of total receipts of establishments covered in the census. Data on receipts, payroll, and employment for these small employers were derived or estimated from administrative records of other federal agencies.
 - b. All nonemployers, i.e., all firms with no paid employees during 2002. Receipts information for these firms was obtained from administrative records of other federal agencies. Although consisting of many firms, nonemployers account for less than 10 percent of total receipts of all establishments covered in the census. Data for nonemployers are not included in this report, but are released in the annual *Nonemployer Statistics* series.

The report forms used to collect information for establishments in this sector are available at help.econ.census.gov/econhelp/resources/.

A more detailed examination of census methodology is presented in the *History of the Economic Census* at www.census.gov/econ/www/history.html.

INDUSTRY CLASSIFICATION OF ESTABLISHMENTS

The classifications for all establishments are based on the *North American Industry Classification System, United States, 2002* manual. Changes between 1997 and 2002 affecting this sector are discussed in the text at the beginning of this report. Tables at www.census.gov/epcd/naics02/ identify all industries that changed between the 1997 North American Industry Classification System (NAICS) and 2002 NAICS.

The method of assigning classifications and the level of detail at which establishments were classified depends on whether a report form was obtained for the establishment.

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1. Establishments that returned a report form were classified on the basis of their self-designation, product line receipts, and responses to other industry-specific inquiries.
 2. Establishments without a report form:
 - a. Small employers not sent a form were, where possible, classified on the basis of the most current kind-of-business classification available from one of the Census Bureau's current sample surveys or the 1997 Economic Census. Otherwise, the classification was obtained from administrative records of other federal agencies. If the census or administrative record classifications proved inadequate (none corresponded to a 2002 Economic Census classification in the detail required for employers), the firm was sent a brief inquiry requesting information necessary to assign a kind-of-business code.
 - b. Nonemployers were classified on the basis of information obtained from administrative records of other federal agencies.

RELIABILITY OF DATA

All data compiled in the economic census are subject to nonsampling errors. Nonsampling errors can be attributed to many sources during the development or execution of the census:

- inability to identify all cases in the actual universe;
- definition and classification difficulties;
- differences in the interpretation of questions;
- errors in recording or coding the data obtained; and
- other errors of collection, response, coverage, processing, and estimation for missing or misreported data.

Data presented in the Miscellaneous Subjects and the Product Lines reports for this sector are subject to sampling errors, as well as nonsampling errors. Specifically, these data are estimated based on information obtained from census report forms mailed to all large employers and to a sample of small employers in the universe. Sampling errors affect these estimates, insofar, as they may differ from results that would be obtained from a complete enumeration.

The accuracy of these tabulated data is determined by the joint effects of the various nonsampling errors or by the joint effects of sampling and nonsampling errors. No direct measurement of these effects has been obtained except for estimation for missing or misreported data; however, precautionary steps were taken in all phases of the collection, processing, and tabulation of the data in an effort to minimize the effects of nonsampling errors.

The Census Bureau obtains limited information extracted from administrative records of other federal agencies, such as gross receipts from federal income tax records and employment and payroll from payroll tax records. This information is used in conjunction with other information available to the Census Bureau to develop estimates for nonemployers, small employers, and other establishments for which responses were not received in time for publication.

Key tables in this report include a column for "Percent of receipts from administrative records." This includes receipts information obtained from administrative records of other federal agencies. The "Percent of receipts estimated" includes receipts information that was imputed based on historic company ratios or administrative records, or on industry averages.

The Census Bureau recommends that data users incorporate this information into their analyses, as nonsampling error and sampling error could impact the conclusions drawn from economic census data.

TREATMENT OF NONRESPONSE

Census report forms included two different types of inquiries, "basic" and "industry-specific." Data for the basic inquiries, which include location, kind of business or operation, receipts, payroll, and number of employees, were available from a combination of sources for all establishments. Data for industry-specific inquiries, tailored to the particular kinds of business or operation covered by the report form, were available only from establishments responding to those inquiries.

Data for industry-specific inquiries in this sector were expanded in most cases to account for establishments that did not respond to the particular inquiry for which data are presented. Unless otherwise noted in specific reports, data for industry-specific inquiries were expanded in direct relationship to total receipts of all establishments included in the category. In a few cases, expansion on the basis of the receipts was not appropriate, and another basic data item was used as the basis for expansion of reported data to account for nonrespondents.

All reports in which industry-specific data were expanded include a coverage indicator for each publication category, which shows the receipts of establishments responding to the industry-specific inquiry as a percent of total receipts for all establishments for which data are shown. For some inquiries, coverage is determined by the ratio of total payroll or employment of establishments responding to the inquiry to total payroll or employment of all establishments in the category.

CONCENTRATION CATEGORIES

Concentration categories are based on aggregate receipts of all establishments operated by the same firm in a given kind-of-business classification or group for which data are presented. For example, a firm operating two service establishments – a temporary help service (NAICS 561320) and a professional employer organization (NAICS 561330) – would be treated as two one-establishment firms at the most detailed NAICS level, and as a two-establishment firm in NAICS 5613.

DISCLOSURE

In accordance with federal law governing census reports (Title 13 of the United States Code), no data are published that would disclose the operations of an individual establishment or business. However, the number of establishments in a kind-of-business classification is not considered a disclosure; therefore, this information may be released even though other information is withheld. Techniques employed to limit disclosure are discussed at www.census.gov/epcd/ec02/disclosure.htm.

Appendix D. Geographic Notes

Not applicable for this report.

Appendix E. Metropolitan and Micropolitan Statistical Areas

Not applicable for this report.

