



About This Profile

The investigation and security services industry group is one of ten being profiled by the New York City Labor Market Information Service (NYCLMIS) for the public workforce development system in 2009. The NYCLMIS identified the ten groups in an earlier report, *Gauging Employment Prospects in New York City, 2009*. In that report, we found that investigation and security services compared well with the rest of the local labor market on several measures including employment trends and performance during previous recessions in New York City.

This profile is meant to help *account managers* with business development and job placement, *career advisors* with job counseling, and *education and training professionals* with planning and refining their curricula and placement activities in the industry. Jobseekers can also use this information to help make career decisions. Icons appear throughout this profile to highlight findings and recommendations of special interest to these audiences. See page 2 for

a guide on **How to Use This Profile**, and an accompanying key to the icons.

Terms and Definitions

The sidebar on this page shows the definition of the *investigation and security services industry group* according to the North American Industrial Classification System (NAICS). Within the NAICS system, investigation and security services is classified within the *administrative and support services subsector* (NAICS 561). The subsector is organized according to processes that firms engage in and services they provide to support the day-to-day operations of other firms. The subsector is part of a larger *administrative and support and waste management and remediation sector* (NAICS 56).

 NAICS allows users to uniformly identify and classify employers and ensure that people are referring to the same group of firms. The broadest NAICS grouping is the sector: identified by a 2-digit code. The next level is the subsector (3-digit code), followed by the industry group (4-digit code). Workforce providers should identify one

North American Industrial
Classification System
Definition of the Investigation
and Security Services Industry
Group (NAICS 5616)

Establishments in this industry group provide investigation, security guards, armored cars, and security systems services to firms and organizations in other industries.

Investigation and security services employed 47,085 people in 2008; nearly two-thirds of the jobs were in Manhattan.

HOW TO USE THIS PROFILE

The table below shows specific ways that *account managers, career advisors, and education and training professionals* can use the information contained in each section of this profile to help them to serve employers and jobseekers.

PROFILE SECTION	THIS SECTION CAN BE USED TO:
Terms & Definitions	<ul style="list-style-type: none"> ■ Speak more knowledgeably with jobseekers and employers about the industry group ■ Identify the top employers in New York City ■ Locate which boroughs have most employer sites
Jobs & Wages	<ul style="list-style-type: none"> ■ Know how many jobs there are and where they are located ■ Understand where job opportunities may be improving or worsening ■ Understand basic wage trends in the industry group
Local Performance	<ul style="list-style-type: none"> ■ Know the degree to which New York City employment in the industry group is or is not concentrated compared to the nation ■ Assess if employment in the industry group grows more in New York City than elsewhere ■ Estimate how stable the industry group is likely to be during this recession by: <ul style="list-style-type: none"> ■ Observing its employment performance during the previous two recessions ■ Identifying job growth/loss trends in 2008
Occupations	<ul style="list-style-type: none"> ■ Identifying promising occupations for jobseekers who do not have a four-year college degree
Current Workforce Facts	<ul style="list-style-type: none"> ■ Know who works in the industry group in New York City: borough of residence, education, and age ■ Compare current workforce figures with employers' needs to identify gaps

WORKFORCE PROFESSIONALS PROFILE USER KEY

	Career Advisors
	Account Managers
	Education and Training Providers
	All Stakeholders

These icons appear throughout the text to mark findings and recommendations that will be of particular interest to specific workforce stakeholders.

TABLE 1. Investigation and Security Services Establishments in New York City by Borough, 2000-2008

	2000	2008	Change
Bronx	65	76	17%
Brooklyn	152	155	2%
Manhattan	348	385	11%
Queens	200	200	0%
Staten Island	63	59	-6%
New York City	828	875	6%

SOURCE | New York State Department of Labor, Quarterly Census of Employment and Wages, 2000-2008 (2Q).

or more subsectors or industry groups and then identify the types of employers that are included in their selection. If the selection does not reflect the employers they are interested in, they can expand, reduce, or change the NAICS selection as needed.

AM Account managers need to understand how the administrative and support services subsector is organized so they can speak more knowledgeably with employers.

In New York City, investigation and security services firms heavily depend on the finance and insurance sector to purchase their services. The industry group has grown steadily over the past several years, especially since the increased attention to security issues since the events of September 11, 2001.

In 2008, there were 875 investigation and security services establishments in New York City. This represented a 6 per-

cent increase in the number of establishments since 2000. Table 1 shows that 385 (44%) establishments in this industry group are located in Manhattan.

 An establishment is a location where companies provide materials or services and can also be described as an "employment site." A single firm or company may have many establishments.

Table 2 is a list of the largest investigation and security services establishments in New York City and the boroughs in which they are located. With a few exceptions, most of the largest establishments in the industry group are located in Manhattan. Andrews International - a large, national firm - operates its headquarters in Manhattan and a branch office in the Bronx. Command Security provides security services at

TABLE 2 New York City's Largest Investigation and Security Services Establishments, 2008

Establishments	Borough	Employment
+Amerinvest Group of New York	Manhattan	5,000
*Andrews International Inc	Bronx	2,001
+Andrews International Inc	Manhattan	1,700
*Maximum Security Inc	Manhattan	1,500
+Bellini Sapse Inc	Manhattan	1,000
+V Macushula Corp	Manhattan	945
+Kcl Protective Service Inc	Manhattan	750
+Command Security Corp	Queens	750
+Mulligan Security Corp	Manhattan	700
+Tristar Patrol Service Inc	Bronx	700

SOURCE | +Dun & Bradstreet; *ReferenceUSA Establishment Lists, 2008, Retrieved March 2009.

Investigation and security services employment is 4 times more concentrated in New York City than the rest of the nation.

TABLE 3 Employment In NYC Investigation & Security Services By Borough, 2000-2008

	2000	2008	Change
Bronx	3,025	2,770	-8%
Brooklyn	3,313	3,810	15%
Manhattan	22,548	29,727	32%
Queens	9,494	10,036	6%
Staten Island	910	743	-18%
New York City	39,290	47,085	20%

SOURCE | New York State Department of Labor, Quarterly Census of Employment and Wages, 2000-2008 (2Q).

John F Kennedy Airport. Tristar Patrol is the largest security services contractor to the City of New York.

AM Account managers should know the largest investigation and security services establishments and be aware that these establishments employ more than one-third of the industry workforce.

AM To collect establishment names and contact information, account managers should:

- Purchase commercially available lists such as Hoover's, Moody's, Dun & Bradstreet, or ReferenceUSA; or
- Download lists for free from the New York Public Library for Science, Industry and Business (SIBL) on 34th Street and Madison Avenue. Instructions for downloading establishment lists from SIBL can be found at NYCLMIS' website at www.urbanresearch.org or www.nyc.gov/wib.

Jobs and Wages

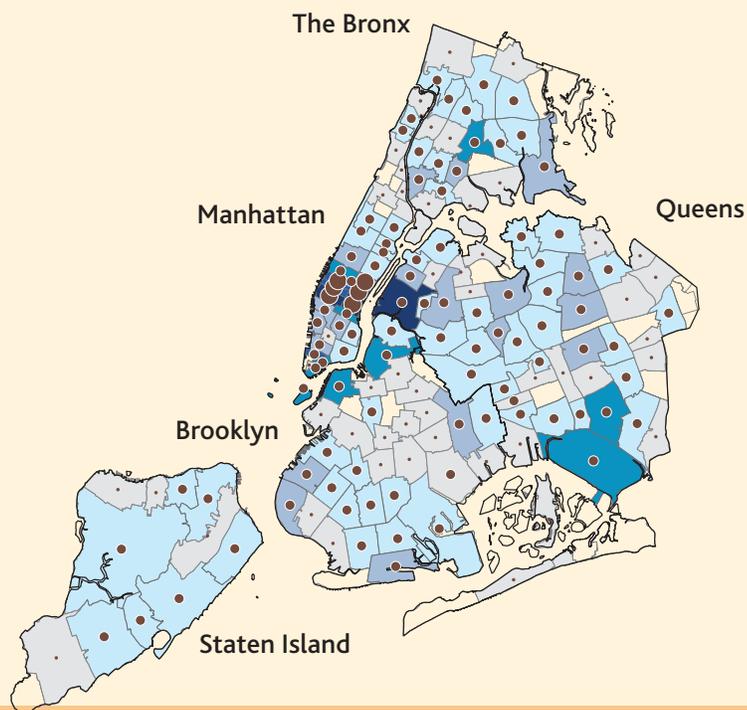
Investigation and security services employed 47,085 people in New York City in 2008 (Table 3). Nearly two thirds of the employment in this industry group is located in Manhattan. Citywide, employment in the industry group rose 20 percent since 2000, and increased in Brooklyn, Manhattan, and Queens.

Figure 1 shows the location of establishments and employment in investigation and security services. Establishments are distributed throughout the city with the largest concentration in Midtown Manhattan (indicated by the largest sized points). Employment is concentrated in Midtown West and Long Island City (indicated by the most darkly shaded areas). Additional employment clusters are in Downtown and Greenpoint, Brooklyn; Jamaica, Queens; and East Tremont, in the Bronx.

AM To locate and identify large employers, account managers should examine the map produced by the NYCLMIS for areas with high employment and a low number of

FIGURE 1 Establishments and Employment in Investigation and Security Services in New York City, 2008

Number of establishments	Number of employees (annual average)	
• 1 - 2	3 - 150	4,387 - 6,806
• 3 - 17	176 - 553	Suppressed
• 25 - 40	730 - 1,392	No Data
	1,706 - 2,631	



* NOTE: Employee and wage data are suppressed by New York State Department of Labor for any ZIP Code that includes fewer than 3 establishments or contains a single establishment that accounts for 80% or more of the industry's employment.

SOURCE | New York State Department of Labor, Quarterly Census of Employment and Wages (QCEW), 2Q 2008. ZIP Code boundaries were created with information copyrighted by the New York State Office of Cyber Security and Critical Infrastructure Coordination © 2007.

establishments. Account managers can then identify the firm name and establishment location using proprietary establishment lists like Dun+Bradstreet or ReferenceUSA.

Table 4 shows the average annual wages in investigation and security services by borough in 2000 and 2007. In 2007 the overall average annual wage was \$25,990. After adjusting for inflation, the average annual wage of the industry group's labor force increased 3 percent. Manhattan workers earned the highest wages in 2007 (\$27,657). Wages increased in Manhattan and Brooklyn during this time period, and stayed the same or decreased in the other boroughs.

TABLE 4 Average Annual Wages in Investigation and Security Services in New York City by Borough, 2000-2007

	2000	2007	Change
Bronx	\$20,983	\$20,573	-2%
Brooklyn	\$23,329	\$24,109	3%
Manhattan	\$26,294	\$27,657	5%
Queens	\$24,884	\$23,493	-6%
Staten Island	\$22,304	\$22,364	0%
New York City	\$25,191	\$25,990	3%

* In 2007 constant dollars.

SOURCE | New York State Department of Labor, Quarterly Census of Employment and Wages, 2000 and 2007.

FIGURE 2 Annual Wages in Investigation and Security Services in New York City, 2007

Annual wages — ZIP Code average

- \$8,209 – \$25,000
- \$25,001 – \$50,000
- \$50,001 – \$75,000
- \$75,001 – \$105,302

- ⊞ ZIP Code boundaries
- Wage data suppressed (one or more establishments)

* NOTE: Employee and wage data are suppressed by New York State Department of Labor for any ZIP Code that includes fewer than 3 establishments or contains a single establishment that accounts for 80% or more of the industry's employment.

SOURCE | New York State Department of Labor, Quarterly Census of Employment and Wages (QCEW), 2007. ZIP Code boundaries were created with information copyrighted by the New York State Office of Cyber Security and Critical Infrastructure Coordination © 2007.

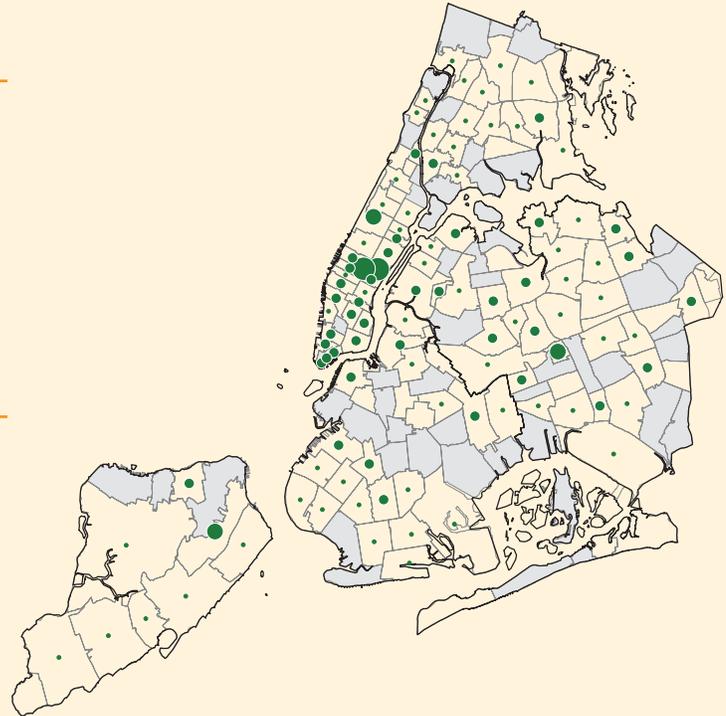


Figure 2 shows the distribution of wages by ZIP code in investigation and security services. The highest wages were earned in Manhattan, in Midtown East. Although somewhat more moderate, workers in Forest Hills, Queens and Todt Hill, Staten Island earned better wages than did workers in other areas.

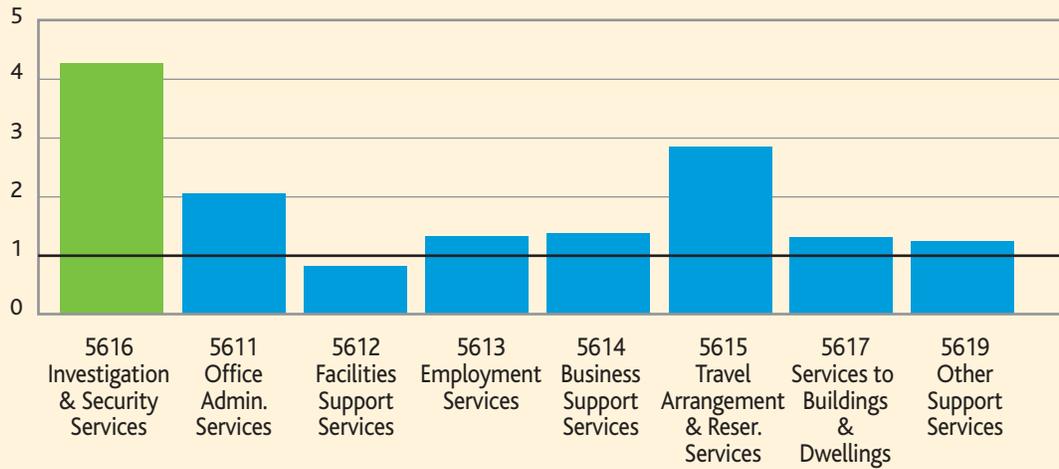
Employment specialization (also known as “location quotient”) measures how much employment in a particular industry group is concentrated in New York City compared to the rest of the nation. Industry groups with high specialization are typically strongly rooted in New York City.

AM Account managers should be aware of how strongly rooted in New York City the industry group they are working with is and the characteristics of the labor market that are important to the employers in that industry group.

Figure 3 compares investigation and security services with the other industry groups in the administrative and support services subsector on employment specialization in New York City.

Investigation and security services employment is more concentrated in New York City than the rest of the nation, with about 4 times the employment as the average city. The other industry groups in the

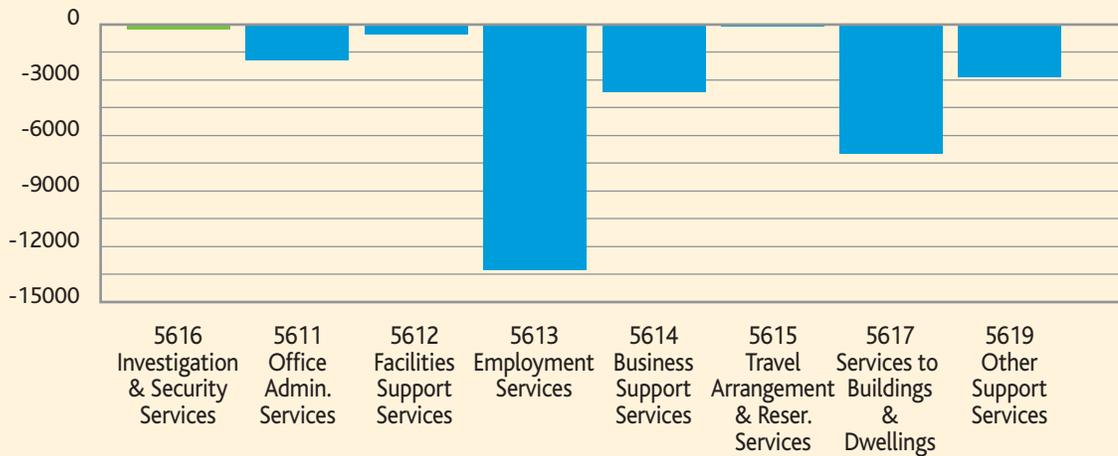
FIGURE 3 New York City's Employment Specialization* in Administrative and Support Services, 2007



SOURCE | National data from the U.S. Department of Labor, Bureau of Labor Statistics; New York City Data from the New York State Department of Labor, Quarterly Census of Employment and Wages, Annual Average 2007.

* ~~Values are~~ *Values are* specialized than the nation; ~~less specialized~~; *fully specialized* as the nation.

FIGURE 4 Number of Jobs Added/Lost in New York City's Administrative and Support Services Because of Local (Dis)Advantage, 2000-08



SOURCE | National data from Bureau of Labor Statistics; New York City data from New York State Department of Labor, Quarterly Census of Employment and Wages, 2000-08.

subsector (with the exception of the facilities support subsector) are also more concentrated in New York City than the rest of the nation, though not as heavily concentrated as investigation and security services.

Local Performance

In any industry, jobs may grow or decrease for several reasons: the economy is growing in general; the industry group is growing nationally above and beyond the overall economy, or because of unique advantages of the local economy.¹ Although employment in investigation and security services grew in New York City by almost 8,000 from 2000-2008, Figure 4 shows that the industry group grew by 200 fewer jobs than

it would have based on national growth or industry growth alone.

Although caution is warranted when making comparisons, the current recession is similar to the 1989-92 recession in several ways. It was preceded by a rapid decline in housing prices, a sharp decrease in the stock market, and entailed the failure of several banking institutions. Although the labor market has changed a great deal since 1992 and other factors underlie the current recession, these similarities remain.

Figure 5 shows that investigation and security services lost jobs compared to the citywide economy during the middle years of the 1989-92 recession, but finished off the recession slightly better than the rest of the city. Figure 6 shows that investigation

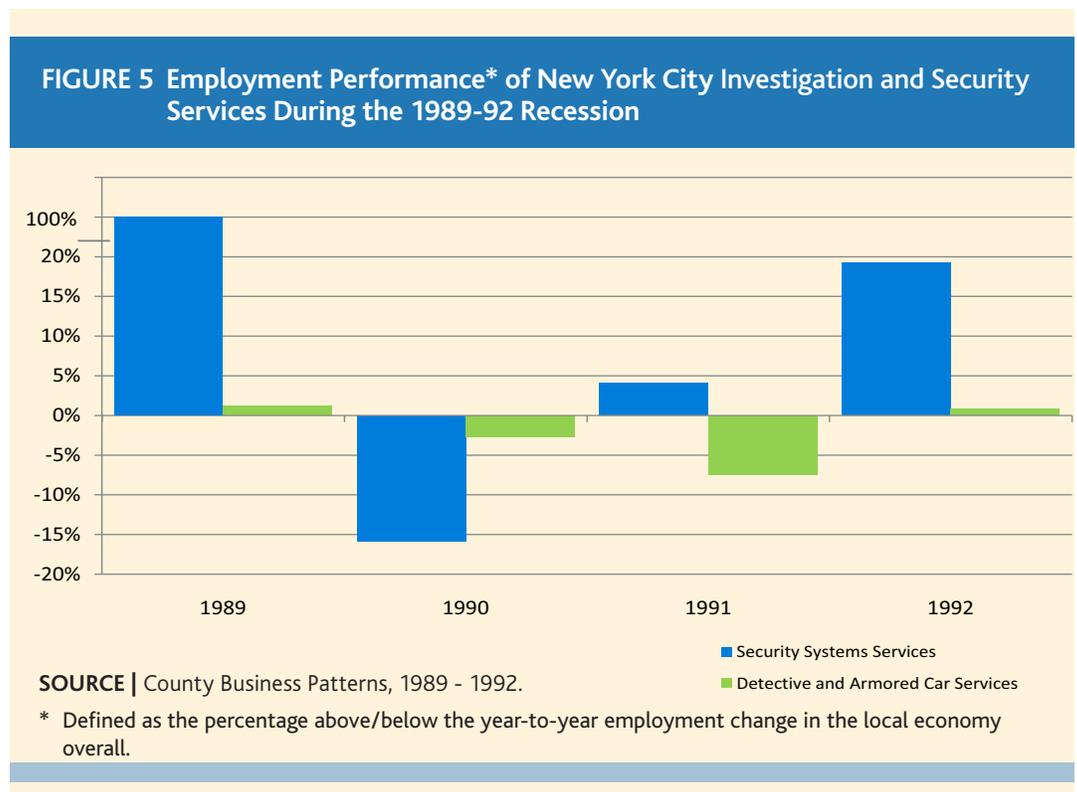
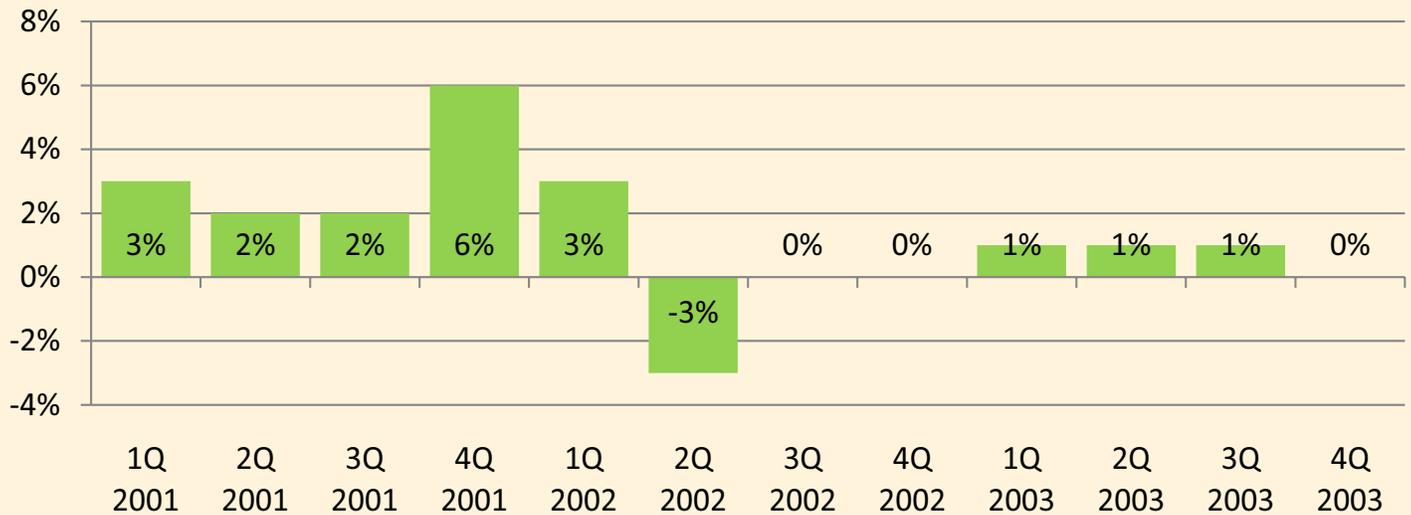


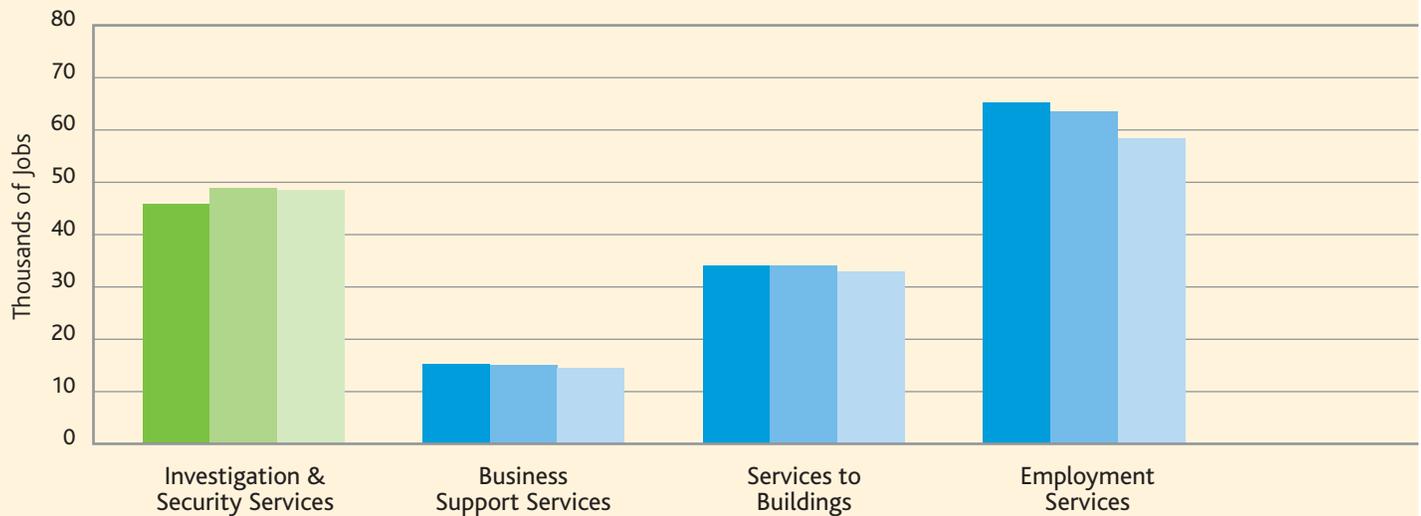
FIGURE 6 Employment Performance* of New York City Investigation and Security Services During the 2001-03 Recession



SOURCE | New York State Department of Labor, Quarterly Census of Employment and Wages, 2000 - 2003

*Defined as the percentage above/below the quarter-to-quarter employment change in the local economy overall.

FIGURE 7 Employment in Administrative and Support Services in New York City, January 2008-January 2009



SOURCE | New York State Department of Labor, January 2009 Employment by Industry.

Jan 2008 Dec 2008 Jan 2009

and security services retained proportionately as many jobs as the rest of the economy during the 2001-03 recession.

Figure 7 shows the latest information released by the New York State Department of Labor on the job gains/losses in investigation and security services and selected other industries within the administrative and support services subsector since Janu-

ary 2008. Based on the findings from previous recessions, we would expect sharp job loss several months into the recession and job growth resuming before the end of the recession (still ongoing at this writing).

Employment in the industry increased by 7 percent from January 2008 to January 2009 (for a net gain of 2,700 jobs). These gains occurred entirely in 2008; there was

TABLE 5 Promising* Occupations in Investigation and Security Services in New York City

SOC	Occupation	Hourly Wage			Educational Requirements**
		Entry	Median	Upper	
33-9021	Private Detectives and Investigators	\$10.59	\$26.70	\$39.30	AA
51-1011	First-Line Supervisors/Managers of Production and Operating Worker	\$14.71	\$26.27	\$43.33	HS or GED
43-1011	First-Line Supervisors/Managers of Office and Administrative Support Workers	\$17.17	\$26.22	\$40.44	HS or GED
33-1099	Supervisors, Protective Service Workers, All Other	\$14.24	\$24.22	\$36.46	Some college
27-4021	Photographers	\$9.01	\$20.82	\$39.69	HS or GED
49-9094	Locksmiths and Safe Repairers	\$9.59	\$20.13	\$27.78	HS or GED
49-2098	Security and Fire Alarm Systems Installers	\$10.74	\$18.73	\$28.22	HS or GED
43-9011	Computer Operators	\$10.83	\$17.57	\$28.37	Some college
53-3099	Motor Vehicle Operators, All Others	\$9.99	\$17.14	\$21.52	HS or GED
43-5032	Dispatchers, Except Police, Fire, and Ambulance	\$9.87	\$16.23	\$28.79	HS or GED
49-2096	Electronic Equipment Installers and Repairers, Motor Vehicles	\$9.25	\$16.13	\$29.64	Postsec cert
43-4051	Customer Service Representatives	\$9.92	\$16.00	\$27.09	HS or GED
43-6014	Secretaries, Except Legal, Medical and Executive	\$10.44	\$15.69	\$23.38	HS or GED
49-9098	Helpers, Installation, Maintenance, and Repair Workers	\$8.45	\$15.41	\$25.85	Postsec cert
41-9041	Telemarketers	\$7.79	\$14.23	\$25.24	HS or GED
43-4171	Receptionists and Information Clerks	\$9.04	\$13.35	\$18.95	HS or GED
43-9021	Data Entry Keyers	\$8.77	\$13.11	\$19.52	HS or GED
53-3031	Drivers, Sales Workers	\$7.59	\$12.98	\$27.10	HS or GED
39-6011	Baggage Porters and Bellhops	\$7.63	\$12.72	\$20.57	HS or GED
37-2011 (2012, 2019)	Janitors and Building Cleaners	\$7.57	\$12.51	\$19.67	HS or GED

*Refers to the prevailing median wage and accessibility to people with fewer than 4 years of postsecondary education and not to job growth or quality of the job experience.

** Indicates the level of education attained by most individuals in this occupation according to a national survey of employers. Some New York City employers may require fewer or more years of education. Additional requirements such as drug, criminal screening, entry examinations, certification, and licensing may also apply. SOURCE | Occupational employment estimates: U.S. Bureau of the Census, American Community Survey, 2005-07 combined samples, place of work is New York City. Typical wages: Bureau of Labor Statistics, Occupational Employment Statistics, Metropolitan New York City, 2007. Educational requirements: U.S. Department of Labor, Employment and Training Administration, O*NET 13.0 Production database.

a 1 percent decrease from December 2008 to January 2009. If the industry group follows the pattern of previous recessions, job losses may have just begun in the industry group. We will have to wait to see if job losses continue or reverse in the months ahead.

AM Account managers should stay up to date on month to month employment figures issued by the New York State Department of Labor to assess whether job losses in the industry group are accelerating, stabilizing, or reversing.

Occupational Opportunities

Up until this point in this profile, we have examined employment and wages within the *industry group* and how it compares with other industry groups on a number of measures. In this section we look at the *occupations* that are available in investigation and security services and the degree to which they offer opportunities for earnings and advancement. In our working definition, a “promising” occupation:

- Employs a substantial number of people in New York City;
- Pays \$12.00 an hour or more to at least half of the people who hold the position; and
- Employs individuals who do not hold four-year college degrees.

Table 5 lists 19 promising occupations in investigation and security services in descending order by median hourly wage (i.e., the wage earned by half of the individuals in the occupation in the Metropolitan New York City region). The occupations that

are missing from Table 5 are as notable as the ones that are in it.

For example, security guards are the primary occupation in the industry group, but earn less than \$12.00 at the median and so are not included. Two other protective service occupations appear on the list: private detectives and investigators, and supervisors of protective workers.

The majority of occupations that appear are entry-level administrative and office jobs such as data entry keyers, computer operators, and secretaries. Other than moving into a first-line supervisory occupation, there are no mid-level opportunities in the industry for administrative workers to advance to without acquiring additional education.

There are also several installation, repair, and maintenance occupations among the occupations listed in Table 5. They include helpers; locksmiths; and alarm system installers. These jobs are probably in firms that sell security systems to office buildings and residences.

Locksmiths are required to have a license to practice in New York State, which involves fees, application procedures, and submitting to background checks. As of June 1, 2009, alarm system installers in New York State are required to take 81 hours of education and pass an exam to earn a new license.

In addition, there are well-paying jobs for electronic equipment installers (for motor vehicles) in New York City located in auto repair shops, dealerships, and supply merchant wholesalers.

Security guards are the primary occupation in the industry group, but earn less than \$12.00 at the median.

TABLE 6 Characteristics of New York City’s Investigation and Security Services Employees,* 2007

Percent of employees:	
Not New York City residents	9%
New York City residents	91%
Bronx	19%
Brooklyn	37%
Manhattan	11%
Queens	20%
Staten Island	3%
Male	81%
Female	19%
Asian	5%
Black	46%
Hispanic	29%
Other	3%
White	17%
Age 16-24	15%
25-34	28%
35-44	21%
45-54	19%
55+	17%
Less than HS or GED	16%
HS or GED	43%
Some College	30%
Bachelor’s	9%
Graduate or Professional Degree	3%

SOURCE | American Community Survey, Public Use Microdata Samples, 2005-07.

*Full-time wage earners working in New York City in NAICS 5616.

CA Career advisors should know that investigation and security services offer a variety of jobs that pay over \$12.00/hour and do not require a 4-year college degree.

ET Education and training providers should assess the extent to which their current offerings reach and assist individuals in entry level occupations in investigation and security services to move to more highly-skilled and better paying positions in or out of the industry.

CA Ex-offenders may be prohibited from taking jobs as private investigators, security guards, locksmiths, and alarm installers. Contact the Legal Action Center (www.lac.org), Re-entry Net/NY (www.reentry.net/ny), or the H.I.R.E. Network (www.hirenetwork.org) for more information about employment restrictions, and rights and appeal procedures.

ET For a list of approved training providers in New York City (searchable by sector, occupation, and borough) visit www.nyc.gov/trainingguide. The *NYC Training Guide* offers course and contact information, job placement rates, and student reviews of courses, costs, and eligibility for individual training grant (ITG) vouchers through the Workforce1 Career Centers or the New York City Department of Human Resources Administration.

Current Workforce Facts

In 2005-2007, 91 percent of the individuals working in investigation and security services in New York City were New York City residents (Table 6) and 37 percent were

Brooklyn residents. Males predominate the industry making up 81 percent of the workforce. Three out of four investigation and security services workers were Black or Hispanic; and almost two-thirds were under 45 years of age. A majority of the industry group workforce - 59 percent - do not have any postsecondary educational experience.

Endnotes

1. Figure 4 includes the results of a "shift-share" analysis. Shift-share is a method used to measure the competitiveness of a region's industries. The method divides local job growth into three different types. Local share is the portion of growth (or decline) that cannot be attributed to national or industry growth.

Investigation & Security Services: Industry Group Profile Findings at a Glance

About the Industry Group

Sector: Administrative and Support; Waste Mgmt and Remediation	(NAICS 56)
Subsector: Administrative and Support Services	(NAICS 561)
Industry Group: Investigation and Security Services	(NAICS 5616)
Establishments in New York City:	875

Jobs and Wages

Employment:	47,085
Employment since 2000:	+20%
Average annual wage:	\$25,990
Wages since 2000:	-3%

Local Performance

1989-92 Recession:	Better than city average
2001-03 Recession:	A little better than city average
NYC Employment Specialization:	4 times greater than nation's
Local Advantage:	Added 200 <i>fewer</i> jobs than expected
January 2008 - January 2009 Job Losses/Gains:	+2,700

Occupations

Major occupation(s):	Security Guard, pays lower than \$12.00 at the median.
Other opportunities:	Entry-level administrative jobs with few mid-level occupations Installation, repair, and maintenance jobs, many require licensing Ex-offenders may be prohibited from several jobs in the industry

Current Workforce

Residence:	91% in New York City
Gender:	81% male
Race/ethnicity:	75% Black or Hispanic
Age:	63% 16 to 44 years old
Education:	59% have high school diploma, GED or fewer years

Some ex-offenders may be prohibited from jobs as private investigators, security guards, locksmiths, and alarm installers.

About the NYCLMIS

The New York City Labor Market Information Service (NYCLMIS) provides labor market analysis for the public workforce system. The service is a joint endeavor of the New York City Workforce Investment Board (WIB) and the Center for Urban Research at The Graduate Center of the City University of New York. The NYCLMIS' objectives are to:

- Develop action-oriented research and information tools that will be used by workforce development service providers and policy makers to improve their practice.
- Be the portal for cutting-edge and timely labor market data about New York City.

The NYCLMIS primarily serves the program and policy needs of the public workforce system. The NYCLMIS creates research and associated products that are of service to the broader practitioner and policy communities in their day-to-day and strategic decision-making. These products help distill, frame, and synthesize the volumes of data available for the practical use of the public workforce system's partners and stakeholders, with the overall goal of raising public awareness of the importance of workforce development in New York City.

About the WIB

The New York City Workforce Investment Board (WIB) administers the federal Workforce Investment Act funds in New York City and oversees the public workforce system run by the Department of Small Business Services and the Department of Youth and Community Development. The WIB is made up of over 40 volunteer members, appointed by the Mayor, representing local businesses, educational institutions, labor unions, community-based organizations, and other government agencies.

About the Center for Urban Research

Working with the City University of New York Graduate Center's faculty and students, the Center for Urban Research organizes basic research on the critical issues that face New York and other large cities in the U.S. and abroad; collaborates on applied research with public agencies, non-profit organizations, and other partners; and holds forums for the media, foundations, community organizations and others about urban research at The Graduate Center of the City University of New York.



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