



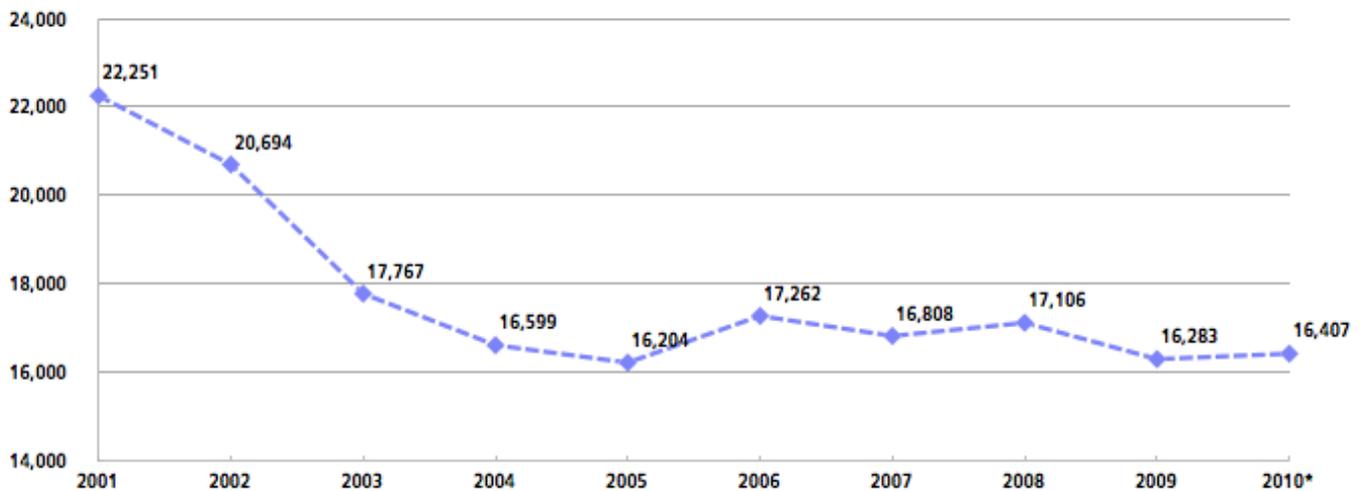
## Information Industry

Information is one of the smaller industries in Boston, making up 2.5% of total employment in Boston in 2010. This ranks information 12th amongst the 20 major industrial sectors identified by the Bureau of Labor Statistics (BLS)<sup>1</sup>. The information industry includes business activities such as information technology, publishing, telecommunications, and data processing.

### Employment

Today, Boston's information industry employs over 16,000 people. Since 2001, the information industry in Boston has decreased by about 26%. Overall, the industry's employment numbers have remained steady for the last six years. This industry was slightly affected by the 2008 economic recession; it ultimately lost nearly 700 jobs in the two years following 2008.

### Number of Information Jobs



Source: Massachusetts Department of Workforce Development, US Bureau of Economic Analysis, Boston Redevelopment Authority (BRA) Research Division Analysis.

\*2010 employment data is a preliminary estimate based on 2010 annual data from DWD and 2009 BEA data.

1. Industry sectors were selected according to their 2-digit North American Industry Classification System (NAICS) codes. LINK: <http://www.census.gov/eos/www/naics/>

The largest occupations in the information industry in Boston include computer software engineers, customer service/sales representatives, and telecommunications installers. Below is a list of the top ten information occupations in Boston by employment. These ten occupations make up approximately 37% of the information industry.

### Top Ten Information Occupations by Employment

<b><u>Job Title:</u></b>	<b><u>Total</u></b>
Computer Software Engineers, Systems Software .....	1,207
Customer Service Representatives .....	922
Computer Software Engineers, Applications .....	883
Telecommunications Equipment Installers and Repairers, Except Line Installers .....	465
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products.....	395
Editors.....	369
Executive Secretaries and Administrative Assistants .....	363
Office Clerks, General .....	351
Computer Support Specialists.....	346
Advertising Sales Agents.....	330

Source: Labor Market Assessment Tool 2.0, (BRA) Research Division Analysis.

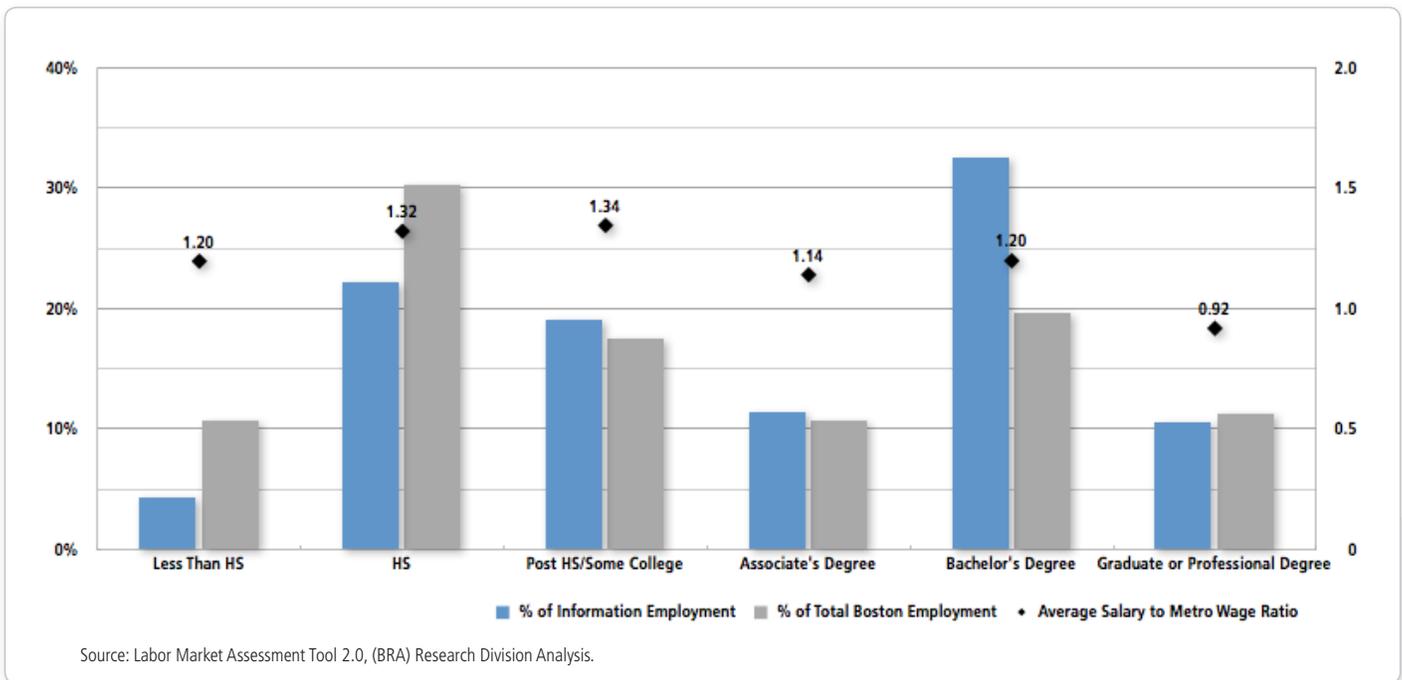
### Major Employers in Information

The city's largest employers in the information industry include Houghton Mifflin Harcourt, the Boston Globe, Thomson Reuters, the Christian Science Monitor, and WGBH Educational Foundation and Pearson Inc. Information establishments are concentrated mainly in the Downtown and Back Bay neighborhoods. The attached map depicts the information establishments by size in Boston.

### Education, Skill Requirements, and Wages

Overall, the educational requirements for the information industry are high. More than 55% of jobs in information require an associate’s degree or more. This is much higher than Boston as a whole, where approximately 42% of jobs require an associate’s degree or more. The Industry-to-Metro wage ratio shows how wages by educational requirement look different between an industry and the Metro Boston average for the same education level. In general, the average wages for jobs in information are higher than all jobs in the region by educational requirement.

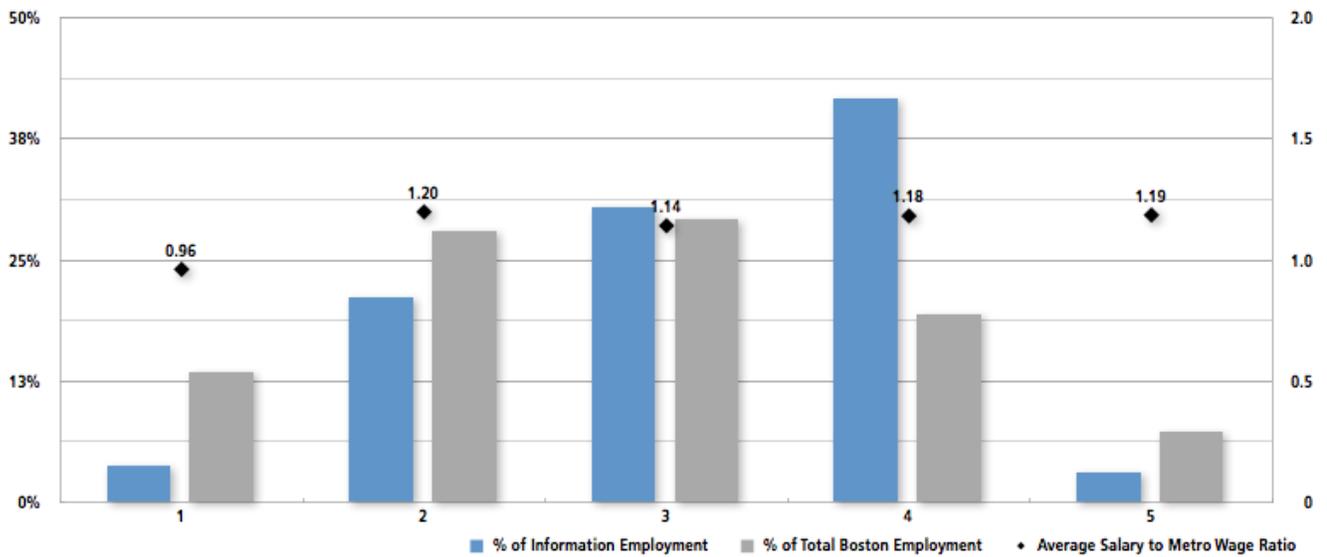
### Education Requirements and Wages



The Boston Redevelopment Authority’s Labor Market Assessment Tool (LMAT)<sup>2</sup> also has different measures for job training, called job zones. The lower the job zone number, the less training, education, and previous work experience needed to perform the job. Overall, close to 94% of jobs in information are in job zones 2, 3, and 4. This indicates the industry requires both modest to advanced skills with preparation ranging from related on-the-job experience to four-year bachelor degrees.

2. For more detailed information on LMAT, please see *Introducing the Labor Market Assessment Tool-Boston Redevelopment Authority Research Division-publication 613*.  
 LINK: <http://www.bostonredevelopmentauthority.org/PDF/ResearchPublications/LMAT%20Introduction.pdf>

### Job Zones and Wages



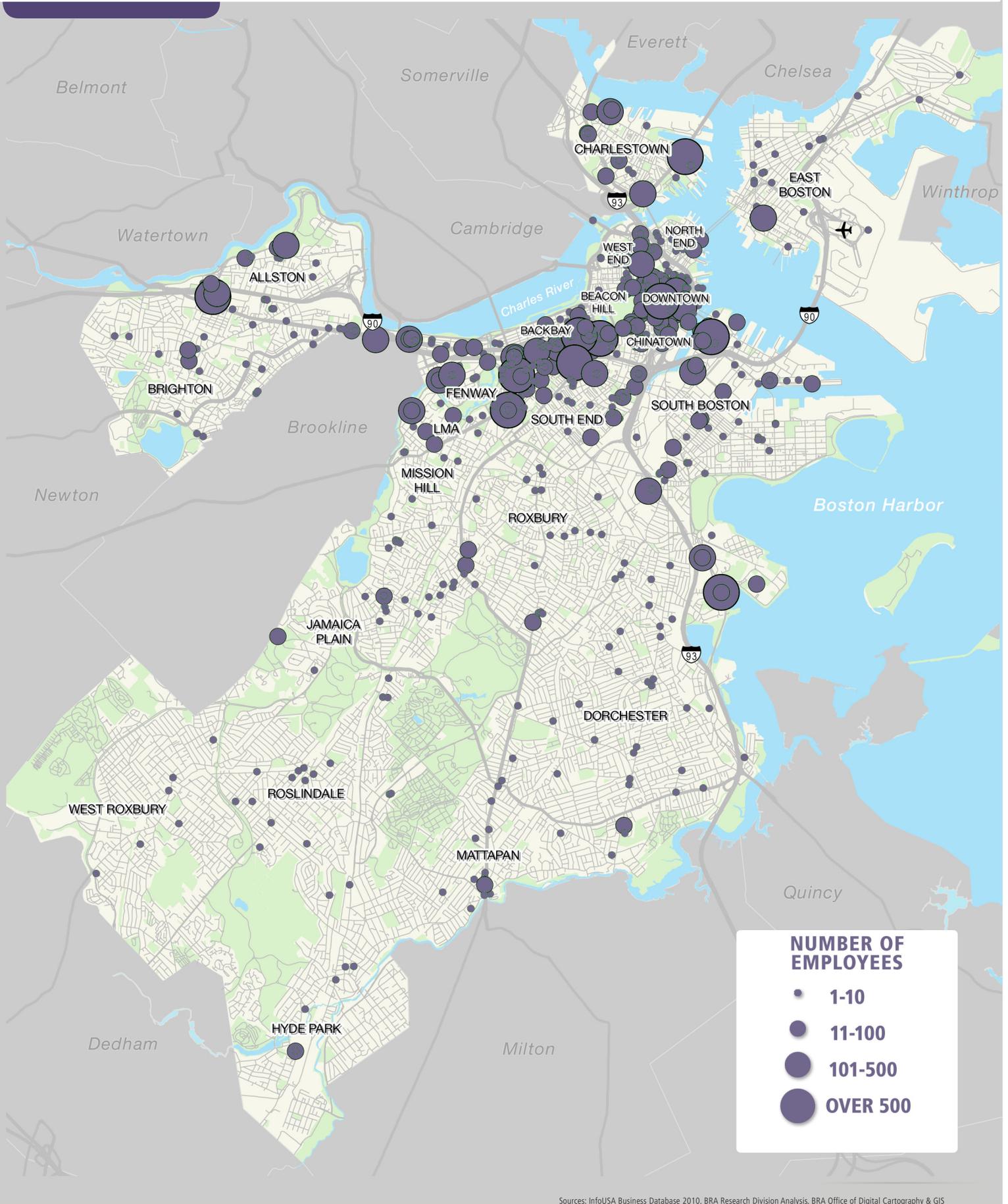
Source: Labor Market Assessment Tool 2.0, (BRA) Research Division Analysis.

### Sector Trends

A location quotient (LQ) is used to assess the degree of regional specialization in an industry as compared to the national average. An LQ of "1" indicates that an industry is concentrated in a region's economy in a proportion similar to the US overall. An LQ over "1" indicates that the industry is an area of concentration for the region. With a location quotient of 1.28, the information industry accounts for a greater proportion of total jobs in Boston than at the national level.

In the coming years, employment in the information industry in Boston is expected to increase. Using New England Economic Partnership (NEEP) projections, we estimate the information industry to grow by approximately 9.8 %—or 1,583 jobs—by 2015<sup>3</sup>. This change would account for 3.5% of the city's total employment change during the 5-year period.

3. Projections for 2010-2015 are based upon the New England Economic Partnership (NEEP) May 2011 forecast.



Sources: InfoUSA Business Database 2010, BRA Research Division Analysis, BRA Office of Digital Cartography & GIS

## City of Boston - Industry Profiles

<b>Rank Industry:</b>	<b># OF EMPLOYEES</b>	<b>CHANGE IN JOBS 2001-2010</b>	<b>% OF TOTAL EMPLOYMENT</b>	<b>LOCATION QUOTIENT</b>	<b>AVERAGE WAGES</b>	<b>JOBS ADDED BY 2015</b>
1. Health Care and Social Assistance Industry	122,532	26,390	18.5%	1.67	\$67,333	13,117
2. Public Administration	78,354	(11,619)	11.8%	0.84	\$66,111	2,911
<i>State Government</i>	39,185	12,474	5.9%	1.95	-	1,456
<i>Local Government</i>	22,983	(19,428)	3.5%	0.42	-	854
<i>Federal Government</i>	16,184	1,354	2.4%	1.48	-	601
3. Finance and Insurance Industry	78,407	(5,993)	11.8%	2.28	\$170,624	1,695
4. Professional, Scientific and Technical Services Industry	73,897	1,692	11.2%	1.62	\$108,504	7,550
5. Educational Services Industry	50,247	6,585	7.6%	3.28	\$64,627	5,376
6. Accommodation and Food Services Industry	49,577	6,143	7.5%	1.06	\$25,956	4,622
7. Administrative and Support and Waste Management Remediation Services Industry	32,124	(7,675)	4.9%	1.01	\$46,005	3,286
8. Retail Trade Industry	30,477	(360)	4.6%	0.45	\$30,664	655
9. Other Services (except Public Administration)	29,279	2,967	4.4%	0.89	\$37,933	1,264
10. Real Estate and Rental and Leasing Industry	21,382	2,227	3.2%	0.75	\$80,999	465
11. Transportation and Warehousing Industry	18,537	(5,893)	2.8%	0.88	\$49,115	(426)
12. Information Industry	16,407	(5,844)	2.5%	1.28	\$88,463	1,583
13. Arts, Entertainment, and Recreation Industry	14,712	2,452	2.2%	1.00	\$79,502	1,383
14. Construction Industry	13,864	(5,794)	2.1%	0.41	\$90,825	28
15. Manufacturing Industry	9,545	(8,596)	1.4%	0.20	\$73,448	175
16. Wholesale Trade Industry	9,256	(1,672)	1.4%	0.41	\$79,231	283
17. Management of Companies and Enterprises	6,243	(4,022)	0.9%	0.86	\$122,906	643
18. Utilities Industry	2,441	(249)	0.4%	-	\$102,170	63
19. Agriculture, Forestry, Fishing and Hunting and Mining	180	(1)	0.0%	-	\$51,720	26
<b>Total</b>	<b>657,461</b>	<b>(9,262)</b>	<b>99.3%</b>	<b>-</b>	<b>\$78,375</b>	<b>47,610</b>

- Projections for 2010-2015 are based upon the New England Economic Partnership (NEEP) May 2011 forecast.
- 2010 employment data is a preliminary estimate based on 2010 annual data from DWD and 2009 BEA data.
- Because of low employment, Agriculture and Mining were combined for this table.

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