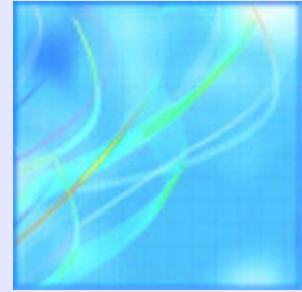


Service Bulletin - Surface and Marine Transport Results of the Survey of the Couriers and Local Messengers Industry



2007 to 2008

Highlights

- The 19,546 active establishments in the couriers and local messengers industry in 2008 generated \$8.7 billion in operating revenue, up 4.2% from \$8.4 billion in 2007.
- Operating expenses reached \$7.9 billion, an increase of 5.4% compared to 2007. The largest increases in operating expenses were the depreciation expenses with a 12.0% increase, followed by the other operating expenses with an 11.0% increase and the rental and leasing expenses with an 8.6% increase.
- The industry's operating margin reached \$879 million, down 5.5% over 2007. Also, the operating ratio (operating expenses divided by operating revenue) moved up from 0.89 to 0.90.
- The Couriers segment accounted for \$7.2 billion in operating revenue, 5.5% higher than the previous year. The 1,987 courier establishments showed average operating revenue of \$3.6 million and an operating ratio of 0.92.
- The 17,559 establishments included in the local messengers segment reported \$1.6 billion in operating revenue in 2008, down 1.2% from 2007. Those establishments averaged operating revenue of \$88,000 each and an operating ratio of 0.82.
- Overall, establishments belonging to large and medium-sized businesses (businesses with revenue of \$1 million or more) delivered over 713 million pieces, generating just over \$6.9 billion in delivery revenue.
- "Next-day / overnight services" generated the most revenue, 54% of the total, while "two days or more / other delivery services" handled the largest number of pieces, 49% of the total. Finally, "same day services", the main activity of the local messenger establishments, accounted for about 10% of both delivery revenue and number of pieces.
- Ontario has remained the dominant region in the industry in terms of delivery revenue based on shipment collection location, generating 46% of the revenue.
- Shipments to Canadian destinations accounted for 84% of total delivery revenue.
- Establishments belonging to large and medium-sized businesses had over 55,000 employees and over 18,000 independent operators. They also used around 35,000 vehicles and other equipment.



About this publication

This bulletin provides information on the couriers and local messengers industry. While it focuses mainly on the results of the 2008 reference year, it includes data tables for reference year 2007.

Notes to Users

The data on characteristics published in this bulletin (number of packages, origin and destination, equipment and employment) apply solely to establishments belonging to businesses that generated annual revenue of \$1 million or more from their courier and local messenger activities. More specifically, this definition applies to tables 4 to 6 and 10 to 12.

The reference year 2008 was the final release of the Survey of the Couriers and Local Messengers Industry as the survey has been discontinued.

Analysis

Industry Profile

In 2008, the couriers and local messengers industry included 19,546 establishments, and it provided a variety of services from letter delivery by bicycle messenger to high-tech equipment delivery to foreign countries by air.¹

The industry includes very large businesses that are often subsidiaries of multinationals, integrated Canadian trucking companies and small independent contractors. Because of this wide range of activities and business size, the sector is not homogenous. It is not unusual for businesses of the same size in the same segment to have very different management philosophies, especially with regard to the use of employees versus the use of contractors or equipment leasing versus purchasing.

Despite the economic slowdown in 2008, the industry generated operating revenue of \$8.7 billion in 2008, up 4.2% from 2007 (see Table 1).

By their very nature, couriers and local messenger services provide support or intermediary services (derived demand). Thus, the industry's economic health is largely dependent on general economic conditions. Although certain industries, such as financial institutions, law firms and pharmaceutical distributors, use their services on a daily basis, almost every business uses courier or local messenger services at some time or another.

Fuelled by technological innovations, the rapid growth of corporate e-commerce and electronic retail shopping (see the box "E-commerce is growing fast in Canada"), the couriers and local messengers industry showed a significant and steady growth in the past decade. For instance, in terms of gross domestic product, the couriers and local messengers industry contributed \$3.2 billion to the Canadian economy in 2008 (chained 2002 dollars), up 59% since 1998, which is about twice the growth of the economy as a whole for the same period.²

E-commerce is growing fast in Canada

According to data from "Statistics Canada's Survey of Electronic Commerce and Technology (SECT)", online sales increased at a double-digit pace for the sixth consecutive year in 2007. Total private and public sector Internet sales hit an estimated \$62.7 billion, up 26% from 2006. Private sector businesses dominated online sales in 2007. E-commerce by private sector firms increased 25% to \$58.2 billion, while public sector e-commerce rose 30% to almost \$4.5 billion.³

Also, "Statistics Canada's 2007 Canadian Internet Use Survey" showed that more Canadians used the Internet to purchase goods and services in 2007, placing almost \$12.8 billion worth of orders, up 61% from 2005. This increase was driven by a larger volume of orders, which rose from 49.4 million in 2005 to 69.9 million in 2007.⁴

Industry operating expenses totalled over \$7.9 billion in 2008, an increase of 5% compared to 2007.

In the industry as a whole, salaries, wages and benefits constituted the largest operating expense with 36% of the total, followed by other purchased services with 31%, then the costs of energy and supplies with 14% of the total.

In comparison with 2007, the largest increases in operating expenses were in depreciation expenses with a 12% increase, followed by other operating expenses with an 11% increase and rental and leasing expenses with a 9% increase.

The operating margin, which represents the difference between revenue and expenses, is a good indicator of an industry's economic health. The operating margin for the couriers and local messengers industry was \$879 million, down 5% compared to 2007. At the same time, the operating ratio (operating expenses divided by operating revenue) moved up from 0.89 to 0.90.

1. In the past, the term "carrier" was used synonymously with establishment. For purposes of clarity (and to avoid any confusion with the terms "business" or "company"), the term "establishment" is henceforth used. An establishment represents the smallest entity for which there is data on the value of production, cost and quantities of input used in production. This means that one company can represent several establishments, especially if it has facilities in several provinces. Additionally, please note that an independent contractor is also an establishment if it generates and declares revenue related to local messenger services (see Data quality, concept and methodology section for further details).
2. CANSIM database, Statistics Canada, Table 379-0027: Gross domestic product (GDP) at basic prices, by North American Industry classification System (NAICS), computed annual average; seasonally adjusted at annual rates, chained (2002) dollars.
3. For further information on the results of the 2007 Survey of Electronic Commerce and Technology (SECT), go to: <http://www.statcan.gc.ca/daily-quotidien/080424/dq080424a-eng.htm>
4. For further information on the results of the 2007 Canadian Internet Use Survey, go to: <http://www.statcan.gc.ca/daily-quotidien/081117/dq081117a-eng.htm>.

In geographic terms, since it is a service industry, the couriers and local messengers industry accurately reflects business activity in Canada. Thus Ontario accounted for 47% of the total operating revenue, followed by Quebec with 19% and Alberta with 12% of the total revenue. Together, the first four provinces (Ontario, Quebec, Alberta and British Columbia) were responsible for 88% of the operating revenue.

Additional information from other Statistics Canada sources

Based on the Survey of Employment, Payrolls and Hours (SEPH), the industry as a whole employed almost 47,000 workers in 2008. The couriers segment accounted for 88% of this total, employing about 41,000 people, while the local messengers segment accounted for 12% with about 6,000 employees.⁵ Note that these figures exclude independent workers (independent contractors), which can account for a significant number, especially in the local messengers segment.

When we look at the industry as a whole, based on the Couriers and Messengers Services Price Index (CMSPI), prices in Canada rose an average of 12.7% between 2008 and 2007. More specifically, prices increased by 14.0% in the couriers segment and by 7.2% in the local messengers segment (local delivery services).⁶

One industry, two distinct segments

The North American Industry Classification System (NAICS) sub-divides this industry into two distinct, but complementary segments: couriers and local messengers.^{7,8}

Couriers provide national and international delivery services, using surface or air transportation, or a combination of both. In the context of their activities, courier businesses usually use an established network of terminals extending beyond Canada's borders.

In 2008, there were about 1,987 courier establishments in Canada that generated almost \$7.2 billion in operating revenue, an increase of 6% over 2007 (see Table 2). While this segment accounted for only 10% of all the industry's establishments, couriers generated 82% of the total operating revenue. Courier establishments had an average operating margin of about \$299,000 per establishment and the segment's operating ratio was 0.92.

Local messengers provide messenger and delivery services within a restricted geographic area, like a city or a metropolitan area. This segment also includes all independent contractors (or owner operators) working as sub-contractors for courier businesses.

In 2008, there were 17,559 local messenger establishments in Canada that generated operating revenue of \$1.6 billion, a decrease of 1% compared to 2007. This segment accounted for 90% of the total number of establishments, but only 18% of the industry's operating revenue. Additionally this segment had an average operating margin of \$16,000. Note that the modest average operating margin is mainly attributable to the fact that this segment includes a majority of independent workers.⁹ Finally, its operating ratio was 0.82.

Looking at the distribution of expenses by segment, we observe that salaries, wages and benefits were the most significant operating expense items for couriers (40%), followed by other purchased services (29%). In contrast, for local messenger services other purchased services were the most significant expense item (46%), followed by cost of energy and supplies (20%). This situation is due to the fact that local messenger services regroup a large contingent of independent workers who do not explicitly pay themselves a salary.

5. CANSIM database, Statistics Canada, Table 281-0024, (data unadjusted for seasonal variation). The Survey of Employment, Payrolls and Hours is Canada's only source of detailed information on the total number of paid employees, payrolls and hours at detailed industrial, provincial and territorial levels.
6. CANSIM database, Statistics Canada, Table 329-0053 (calculated annual average). The Couriers and Messengers Services Price Index (CMSPI) is a monthly price index measuring the change over time in prices for courier and messenger services provided by long and short distance delivery companies to Canadian-based business clients.
7. For purposes of the survey, segment categorization is based on self-identification by the establishments. Due to its more "generic" or commonly used name, the number of establishments in the couriers segment may be overestimated to the detriment of those in the local delivery services segment (see Data quality, concept and methodology section for a full definition).
8. Note that, starting in 2004, only establishments belonging to incorporated companies are classified under the couriers segment. All of the establishments belonging to "unincorporated companies" (owner operators) are classified as such under the local messengers segment.
9. Please note that, aside from the fact that courier work is the principal activity of independent workers included in the survey population, the duration of the activity (e.g.: 6 months vs. all year) or its intensity (full-time or part-time) is not taken into account here. This limitation is due to the use of taxation data.

Differences by revenue size

The presence of a few very large firms causes the industry to be highly concentrated, especially the courier segment.¹⁰ For instance, the five largest courier businesses, which accounted for about 220 establishments, represented 79% of the operating revenue for this segment.

For the purpose of this study, establishments were classified according to business revenue size.¹¹

Large businesses are businesses with annual revenue of \$25 million or more. There were 323 establishments in total, generating operating revenue of \$6.7 billion, up 5% from 2007. While they only account for 2% of the total number of establishments, large businesses were responsible for 76% of total operating revenue. On average, this group had an operating margin of \$1.8 million per establishment (see Table 3).

Medium-sized businesses are businesses with annual revenue from \$1 million to less than \$25 million. There were 308 such establishments that generated \$839 million in operating revenue. This represents a 1% decrease from 2007. This group accounted for 2% of the total number of establishments and generated 10% of the total operating revenue. On average, this group had an operating margin of \$134,000 per establishment.

Finally, **small businesses** are businesses with annual revenue of less than \$1 million. This group included 18,915 establishments and generated operating revenue of \$1.2 billion, up 2% from 2007. Although they accounted for 97% of the total number of establishments, small businesses were only responsible for 14% of the total operating revenue. On average, this group, which is mainly composed of small independent contractors, had an operating margin of \$14,000 per establishment.

Types of services and volume of business

Couriers and local messengers encounter competition from the national postal service industry, common air and highway carriers, which also deliver small shipments (less-than-truckload or "LTL"). However, their door-to-door delivery services are characterized by a wide variety of expedited and non-expedited services associated with different features, such as a required signature, delivery time guarantee, many security procedures and electronic tracking of shipments.

In the industry as a whole, establishments belonging to large and medium-sized businesses (with revenue of \$1 million or more) delivered 713 million packages, generating approximately \$6.9 billion in delivery revenue (see Table 4).

Globally, the services provided are grouped here into two categories, based on the amount of delivery time.

1. **Expedited services** (or express shipments) include same day and next day or overnight delivery;

- Same day services are the main activity of specialized local messenger businesses. For this reason, this segment accounted for 94% of the total delivery revenue and 96% of the total number of packages delivered. This type of service is usually limited to a specific metropolitan area; deliveries are made by bicycle or using light vehicles and are associated with a delivery time guarantee.

- Next-day/overnight services are mainly performed by couriers. In fact, this segment accounted for 97% of the total delivery revenue and 96% of the total number of packages delivered. Deliveries are typically made using highways and air transportation (on chartered flights).

10. Some of the factors responsible for concentration in this sector include barriers to entry, such as economies of scale and scope (in terms of finances, expertise or innovation), size of required investment (e.g.: use of cargo aircraft, warehouse operations management, etc.), and the need to operate an extensive network of transfer points effectively under time constraints.

11. It is important to remember the entity under study in this survey is the "establishment" and any data regarding a "business" entity is provided for information only. Because they are derived from secondary sources due to their associated level of complexity (one business can have several establishments with activities in more than one province or industry) and the fact that they do not undergo a specific quality analysis, data related to businesses must therefore be used with caution.

2. **Non-expedited services** consist of other services -- two days or more.

- Other services -- two-days or more are almost exclusively provided by couriers, as this segment accounts for almost all the total delivery revenue (98%) and total number of packages delivered (98%). Generally, deliveries are made using highway, air (on regular flights) or, rarely, maritime transportation.

In the industry as a whole, each piece delivered generated an average of \$9.69 in delivery revenue. Next-day and overnight services generated the largest average revenue per piece (\$12.59), while other services -- two-days or more generated the smallest average revenue per piece (\$7.44).

The higher average price per piece observed in the expedited services category is a result of the fact that market price of this type of service is higher. However, it is important to note that other factors also contribute to the higher average price per piece, such as the type of item being shipped (e.g.: letter, package, etc.) and the weight of the shipment. For example, one might think that it is more common to see heavy packages sent by non-expedited services and letters and small packages sent by expedited services.

Origin and destination of deliveries

Ontario has continued to generate the most activity in the industry, having been the origin of 46% of the country's delivery revenue (see Table 5). Quebec came next with 18%, followed by the Prairies with 16%.

Shipments to Canadian destinations accounted for 84% of total delivery revenue.

Fleet and equipment in service

Since time really is money in this industry, couriers and local messengers must rely on dependable and well performing vehicles and equipment to provide the means for delivery services.

In the industry as a whole, establishments that are part of large and medium-sized businesses (businesses with revenue of \$1 million or more) have around 35,000 vehicles and various pieces of equipment (see Table 6).

Couriers depend to a large extent on relatively expensive fleets of vehicles and equipment, ranging from simple trucks to cargo aircraft. The most popular vehicles in this segment were minivans and cube vans (55%), followed by trailers (16%) and other equipment (12%). This segment had approximately 27,000 items of equipment in all.

Deliveries by local messengers are most often made by light vehicle. As a matter of fact, the most popular types of equipment in this segment were automobiles (51%) followed by cubes and step vans (25%). The segment had about 8,000 items of equipment in all.

Employment

Establishments associated with large and medium-sized businesses had slightly more than 54,000 employees (see Table 6). Of this number, 94% worked in the couriers segment, while 6% worked in the local messengers segment.

These establishments also reported that they used the services of more than 18,000 independent operators. Those were split almost half and half between the two segments.

Statistical Tables

Table 1
Revenue and expenses by province and territory, Canada, 2008

	Newfoundland and Labrador	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba
Estimated number of establishments in population	217	44	450	257	2,929	8,150	878
	thousands of dollars						
Revenue							
Revenue from sales of goods and services	86,228	X	229,799	186,516	1,609,628	3,958,491	270,463
Other operating revenue	1,364	X	3,891	2,455	41,195	135,144	6,015
Total operating revenue	87,592	14,279	233,690	188,971	1,650,822	4,093,634	276,478
Non-operating revenue	22	X	57	43	748	2,579	188
Total revenue	87,614	X	233,747	189,015	1,651,570	4,096,214	276,666
Expenses							
Salaries, wages and benefits	30,712	5,668	88,707	61,072	562,331	1,320,726	89,511
Cost of energy and supplies	11,090	1,573	34,951	24,060	226,421	462,330	29,307
Rental and leasing expenses	5,466	749	19,195	13,203	104,325	237,942	13,595
Repair and maintenance expenses	2,087	330	4,652	4,045	37,088	81,391	6,005
Property and business taxes	876	75	2,889	2,166	16,272	33,391	2,234
Other purchased services	20,934	2,326	50,625	53,632	431,664	1,223,055	83,763
Depreciation expenses	2,405	411	4,728	4,110	33,228	80,410	6,603
Other operating expenses	6,001	1,329	8,552	10,915	94,690	261,742	14,202
Total operating expenses	79,571	12,460	214,298	173,202	1,506,018	3,700,987	245,220
Non-operating expenses	591	87	937	804	4,606	15,275	1,161
Total expenses	80,162	12,547	215,235	174,006	1,510,624	3,716,262	246,381
Net operating margin	8,022	1,819	19,392	15,769	144,804	392,648	31,257
Operating ratio	0.91	0.87	0.92	0.92	0.91	0.90	0.89
	Saskat- chewan	Alberta	British Columbia	Yukon	Northwest Territories	Nunavut	Canada
Estimated number of establishments in population	672	2,497	3,421	15	13	3	19,546
	thousands of dollars						
Revenue							
Revenue from sales of goods and services	201,259	987,912	930,778	5,190	X	X	8,488,081
Other operating revenue	2,490	31,488	32,204	0	X	X	258,003
Total operating revenue	203,749	1,019,400	962,981	5,190	8,598	700	8,746,084
Non-operating revenue	400	987	567	0	X	X	5,613
Total revenue	204,149	1,020,387	963,548	5,190	X	X	8,751,697
Expenses							
Salaries, wages and benefits	71,817	295,827	307,226	2,056	X	X	2,838,437
Cost of energy and supplies	27,264	128,361	116,423	1,500	X	X	1,064,492
Rental and leasing expenses	13,984	56,954	57,426	294	X	X	523,391
Repair and maintenance expenses	5,291	22,043	24,606	199	X	X	188,087
Property and business taxes	2,317	8,123	7,862	X	X	X	76,302
Other purchased services	49,661	296,195	257,459	754	X	X	2,472,854
Depreciation expenses	4,928	24,249	22,763	177	X	X	184,329
Other operating expenses	7,681	59,318	54,909	101	X	X	519,657
Total operating expenses	182,944	891,070	848,674	5,106	7,372	626	7,867,549
Non-operating expenses	1,187	4,817	7,645	15	X	X	37,136
Total expenses	184,131	895,887	856,319	5,121	X	X	7,904,685
Net operating margin	20,805	128,329	114,307	84	1,226	73	878,535
Operating ratio	0.90	0.87	0.88	0.98	0.86	0.90	0.90

Note(s): Data may not sum up due to rounding.

Source(s): Also available on CANSIM tables 402-0001, 402-0002 and 402-0003.

Table 2
Revenue and expenses by activity, Canada, 2008

	Activity		Total
	Couriers	Local messengers	
Estimated number of establishments in population	1,987	17,559	19,546
	thousands of dollars		
Revenue			
Revenue from sales of goods and services	6,949,536	1,538,545	8,488,081
Other operating revenue	246,191	11,812	258,003
Total operating revenue	7,195,727	1,550,357	8,746,084
Non-operating revenue	3,535	2,078	5,613
Total revenue	7,199,261	1,552,436	8,751,697
Expenses			
Salaries, wages and benefits	2,620,406	218,031	2,838,437
Cost of energy and supplies	814,323	250,169	1,064,492
Rental and leasing expenses	482,876	40,515	523,391
Repair and maintenance expenses	136,560	51,827	188,387
Property and business taxes	71,786	4,515	76,302
Other purchased services	1,894,897	577,957	2,472,854
Depreciation expenses	143,039	41,290	184,329
Other operating expenses	438,188	81,169	519,357
Total operating expenses	6,602,075	1,265,474	7,867,549
Non-operating expenses	13,323	23,813	37,136
Total expenses	6,615,398	1,289,287	7,904,685
Net operating margin	593,651	284,884	878,535
Operating ratio	0.92	0.82	0.90

Note(s): Data may not sum up due to rounding.

Source(s): Also available on CANSIM tables 402-0001, 402-0002 and 402-0003.

Table 3
Revenue and expenses by enterprise size, Canada, 2008

	Enterprise Size			Total
	Large \$25 million and over	Medium \$1 million to less than \$25 million	Small less than \$1 million	
Estimated number of establishments in population	323	308	18,915	19,546
	thousands of dollars			
Revenue				
Revenue from sales of goods and services	6,434,358	833,984	1,219,739	8,488,081
Other operating revenue	241,829	4,858	11,317	258,003
Total operating revenue	6,676,186	838,842	1,231,056	8,746,084
Non-operating revenue	2,832	723	2,058	5,613
Total revenue	6,679,018	839,565	1,233,114	8,751,697
Expenses				
Salaries, wages and benefits	2,448,456	187,386	202,596	2,838,437
Cost of energy and supplies	714,445	93,771	256,277	1,064,492
Rental and leasing expenses	447,759	34,143	41,489	523,391
Repair and maintenance expenses	118,543	12,360	57,484	188,387
Property and business taxes	70,687	2,352	3,263	76,302
Other purchased services	1,749,259	427,990	295,605	2,472,854
Depreciation expenses	128,410	11,353	44,566	184,329
Other operating expenses	423,488	28,254	67,614	519,357
Total operating expenses	6,101,046	797,608	968,895	7,867,549
Non-operating expenses	10,957	3,537	22,643	37,136
Total expenses	6,112,003	801,144	991,538	7,904,685
Net operating margin	575,140	41,235	262,161	878,535
Operating ratio	0.91	0.95	0.79	0.90

Note(s): Data may not sum up due to rounding.

Source(s): Also available on CANSIM tables 402-0001, 402-0002 and 402-0003.

Table 4
Revenue, number of pieces and average revenue per piece by type of service, enterprises \$1 million and over, Canada, 2008

	Activity				Total	
	Couriers		Local Messengers		All Carriers	
Estimated number of establishments in population	400	...	231	...	631	...
	thousands of dollars	percent	thousands of dollars	percent	thousands of dollars	percent
Delivery revenue						
Same-day services	34,128	1	556,804	77	590,932	9
Next-day / overnight services	3,617,437	58	115,387	16	3,732,824	54
Second-day / other services	2,537,351	41	47,407	7	2,584,758	37
All delivery services	6,188,916	100	719,598	100	6,908,514	100
	thousands		thousands		thousands	
Number of pieces						
Same-day services	2,510	0	66,568	77	69,078	10
Next-day / overnight services	283,692	45	12,783	15	296,476	42
Second-day / other services	340,482	54	7,011	8	347,493	49
All delivery services	626,683	100	86,363	100	713,046	100
	dollars		dollars		dollars	
Average revenue per piece						
Same-day services	13.60	...	8.36	...	8.55	...
Next-day / overnight services	12.75	...	9.03	...	12.59	...
Second-day / other services	7.45	...	6.76	...	7.44	...
All delivery services	9.88	...	8.33	...	9.69	...

Note(s): Data may not sum up due to rounding.

Table 5
Origin and destination of shipments, enterprises \$1 million and over, Canada, 2008

	Couriers		Local Messengers		Total	
	thousands of dollars	percent	thousands of dollars	percent	thousands of dollars	percent
Estimated number of establishments in population	400	...	231	...	631	...
Origin of shipments						
Maritimes	280,009	4.52	20,129	2.80	300,138	4.34
Quebec	1,135,997	18.36	90,081	12.52	1,226,078	17.75
Ontario	2,858,455	46.19	300,102	41.70	3,158,558	45.72
Prairies	906,739	14.65	182,871	25.41	1,089,610	15.77
British Columbia	725,975	11.73	120,303	16.72	846,278	12.25
Territories	X	X	X	X	X	X
Origin outside Canada	X	X	X	X	X	X
Total Delivery Revenue	6,188,916	100	719,598	100	6,908,514	100
Destination of shipments						
Canada	5,084,219	82.15	715,145	99.38	5,799,363	83.95
United States	798,424	12.90	3,753	0.52	802,177	11.61
All other countries	306,274	4.95	700	0.10	306,974	4.44
Total Delivery Revenue	6,188,916	100	719,598	100	6,908,514	100

Note(s): Data may not sum up due to rounding.

Table 6
Fleet and equipment in service and employment, enterprises \$1 million and over, Canada, 2008

	Couriers		Local Messengers		Total	
	number	percent	number	percent	number	percent
Estimated number of establishments in population	400	...	231	...	631	...
Fleet and equipment in service						
Bicycles	0	0	459	6	459	1
Automobiles	1,736	6	4,168	51	5,904	17
Cube / Step Vans	14,966	55	2,018	25	16,984	48
Road Tractors	1,757	6	216	3	1,973	6
Trailers	4,335	16	229	3	4,564	13
5 - Ton Trucks	838	3	754	9	1,592	4
Warehouse equipment	370	1	179	2	549	2
Other equipment	3,306	12	185	2	3,491	10
Total number of vehicles and equipment	27,292	100	8,197	100	35,489	100
Employment						
Number of employees	51,725	84	3,151	27	54,876	75
Number of independent contractors	9,777	16	8,541	73	18,318	25
Total employment	61,502	100	11,692	100	73,194	100

Note(s): Data may not sum up due to rounding.

Table 7
Revenue and expenses by activity, Canada, 2007

	Activity		
	Couriers	Local messengers	Total
Estimated number of establishments in population	1,849	18,317	20,166
	thousands of dollars		
Revenue			
Revenue from sales of goods and services	6,580,328	1,546,686	8,127,013
Other operating revenue	243,052	22,747	265,799
Total operating revenue	6,823,379	1,569,433	8,392,812
Non-operating revenue	5,024	1,555	6,579
Total revenue	6,828,403	1,570,987	8,399,390
Expenses			
Salaries, wages and benefits	2,455,017	224,054	2,679,071
Cost of energy and supplies	758,750	262,435	1,021,186
Rental and leasing expenses	438,486	43,333	481,818
Repair and maintenance expenses	129,519	50,456	179,975
Property and business taxes	65,866	4,455	70,321
Other purchased services	1,825,068	573,214	2,398,283
Depreciation expenses	122,182	42,420	164,602
Other operating expenses	400,567	67,382	467,949
Total operating expenses	6,195,455	1,267,750	7,463,205
Non-operating expenses	12,286	23,617	35,903
Total expenses	6,207,741	1,291,367	7,499,108
Net operating margin	627,924	301,682	929,607
Operating ratio	0.91	0.81	0.89

Note(s): Data may not sum up due to rounding.

Source(s): Also available on CANSIM tables 402-0001, 402-0002 and 402-0003.

Table 8
Revenue and expenses by province and territory, Canada, 2007

	Newfoundland and Labrador	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba
Estimated number of establishments in population	219	45	443	275	2,933	8,511	895
	thousands of dollars						
Revenue							
Revenue from sales of goods and services	X	X	228,154	X	1,605,003	3,610,172	262,141
Other operating revenue	X	X	4,726	X	40,085	141,908	6,047
Total operating revenue	85,200	12,526	232,880	185,636	1,645,088	3,752,080	268,188
Non-operating revenue	X	X	66	X	811	3,173	250
Total revenue	X	X	232,946	X	1,645,900	3,755,253	268,437
Expenses							
Salaries, wages and benefits	29,797	4,776	86,106	60,273	548,716	1,194,465	85,782
Cost of energy and supplies	10,266	1,377	33,398	23,144	225,823	436,471	28,427
Rental and leasing expenses	5,250	647	18,012	12,900	97,981	211,526	12,615
Repair and maintenance expenses	2,314	327	4,563	3,732	34,115	75,700	5,745
Property and business taxes	846	67	2,810	2,094	15,749	29,234	1,974
Other purchased services	24,296	2,298	57,172	53,192	452,116	1,085,086	80,557
Depreciation expenses	2,085	322	4,452	4,052	28,673	69,388	5,785
Other operating expenses	2,865	1,038	8,701	10,768	88,267	218,028	13,619
Total operating expenses	77,719	10,852	215,215	170,155	1,491,440	3,319,899	234,503
Non-operating expenses	495	X	828	363	4,966	12,376	1,289
Total expenses	78,214	X	216,044	170,518	1,496,406	3,332,274	235,792
Net operating margin	7,481	1,675	17,665	15,481	153,648	432,181	33,684
Operating ratio	0.91	0.87	0.92	0.92	0.91	0.88	0.87
	Saskat- chewan	Alberta	British Columbia	Yukon	Northwest Territories	Nunavut	Canada
Estimated number of establishments in population	704	2,507	3,604	17	12	1	20,166
	thousands of dollars						
Revenue							
Revenue from sales of goods and services	197,637	973,479	958,085	X	X	X	8,127,013
Other operating revenue	3,272	32,394	32,832	X	X	X	265,799
Total operating revenue	200,909	1,005,873	990,917	5,509	X	X	8,392,812
Non-operating revenue	100	1,447	626	X	X	X	6,579
Total revenue	201,008	1,007,320	991,543	X	X	X	8,399,390
Expenses							
Salaries, wages and benefits	68,939	293,120	302,628	X	X	X	2,679,071
Cost of energy and supplies	26,891	115,960	116,995	1,463	X	X	1,021,186
Rental and leasing expenses	13,296	55,972	53,103	327	X	X	481,818
Repair and maintenance expenses	5,324	23,416	24,222	196	X	X	179,975
Property and business taxes	2,117	7,522	7,817	X	X	X	70,321
Other purchased services	51,291	295,786	294,097	669	X	X	2,398,283
Depreciation expenses	4,961	21,283	23,171	184	X	X	164,602
Other operating expenses	7,584	56,951	58,969	235	X	X	467,949
Total operating expenses	180,402	870,010	881,002	5,062	X	X	7,463,205
Non-operating expenses	1,322	6,171	8,006	X	X	X	35,903
Total expenses	181,724	876,181	889,008	X	X	X	7,499,108
Net operating margin	20,507	135,863	109,915	447	X	X	929,607
Operating ratio	0.90	0.86	0.89	0.92	X	X	0.89

Note(s): Data may not sum up due to rounding.

Source(s): Also available on CANSIM tables 402-0001, 402-0002 and 402-0003.

Table 9
Revenue and expenses by enterprise size, Canada, 2007

	Enterprise Size			Total
	Large \$25 million and over	Medium \$1 million to less than \$25 million	Small less than \$1 million	
Estimated number of establishments in population	323	317	19,526	20,166
	thousands of dollars			
Revenue				
Revenue from sales of goods and services	6,102,578	836,626	1,187,808	8,127,013
Other operating revenue	238,016	11,612	16,171	265,799
Total operating revenue	6,340,594	848,238	1,203,979	8,392,812
Non-operating revenue	3,724	933	1,922	6,579
Total revenue	6,344,319	849,172	1,205,899	8,399,390
Expenses				
Salaries, wages and benefits	2,294,500	200,798	183,772	2,679,071
Cost of energy and supplies	667,669	100,404	253,113	1,021,186
Rental and leasing expenses	409,150	29,943	42,726	481,818
Repair and maintenance expenses	112,137	12,886	54,951	179,975
Property and business taxes	65,081	1,484	3,756	70,321
Other purchased services	1,678,207	428,792	291,284	2,398,283
Depreciation expenses	108,022	11,931	44,649	164,602
Other operating expenses	384,554	24,052	59,344	467,949
Total operating expenses	5,719,320	810,291	933,595	7,463,205
Non-operating expenses	10,013	3,399	22,491	35,903
Total expenses	5,729,332	813,689	956,086	7,499,108
Net operating margin	621,275	37,948	270,384	929,607
Operating ratio	0.90	0.96	0.78	0.89

Note(s): Data may not sum up due to rounding.

Source(s): Also available on CANSIM tables 402-0001, 402-0002 and 402-0003.

Table 10
Revenue, number of pieces and average revenue per piece by type of service, enterprises \$1 million and over, Canada, 2007

	Activity				Total	
	Couriers		Local Messengers		All Carriers	
Estimated number of establishments in population	413	...	227	...	640	...
	thousands of dollars	percent	thousands of dollars	percent	thousands of dollars	percent
Delivery revenue						
Same-day services	53,788	1	520,434	73	574,222	9
Next-day / overnight services	3,537,989	59	95,950	14	3,633,940	55
Second-day / other services	2,370,541	40	75,228	13	2,445,769	37
All delivery services	5,962,318	100	691,612	100	6,653,930	100
	thousands		thousands		thousands	
Number of pieces						
Same-day services	4,144	1	63,679	70	67,823	9
Next-day / overnight services	279,639	44	11,440	13	291,080	40
Second-day / other services	352,774	55	12,107	17	364,881	50
All delivery services	636,557	100	87,226	100	723,783	100
	dollars		dollars		dollars	
Average revenue per piece						
Same-day services	12.98	...	8.17	...	8.47	...
Next-day / overnight services	12.65	...	8.39	...	12.48	...
Second-day / other services	6.72	...	6.21	...	6.70	...
All delivery services	9.37	...	7.93	...	9.19	...

Note(s): Data may not sum up due to rounding.

Table 11
Origin and destination of shipments, enterprises \$1 million and over, Canada, 2007

	Couriers		Local Messengers		Total	
	thousands of dollars	percent	thousands of dollars	percent	thousands of dollars	percent
Estimated number of establishments in population	413	...	227	...	640	...
Origin of shipments						
Maritimes	287,773	5	18,686	3	306,459	5
Quebec	1,137,430	19	85,489	12	1,222,919	18
Ontario	2,784,127	47	297,986	43	3,082,113	46
Prairies	802,086	13	177,802	26	979,888	15
British Columbia	676,578	11	107,563	16	784,141	12
Territories	X	X	X	X	X	X
Origin outside Canada	X	X	X	X	X	X
Total Delivery Revenue	5,962,319	100	691,612	100	6,653,931	100
Destination of shipments						
Canada	4,744,995	80	689,930	100	5,434,925	82
United States	X	X	X	X	X	X
All other countries	X	X	X	X	X	X
Total Delivery Revenue	5,962,318	100	691,612	100	6,653,930	100

Note(s): Data may not sum up due to rounding.

Table 12
Fleet and equipment in service and employment, enterprises \$1 million and over, Canada, 2007

	Couriers		Local Messengers		Total	
	number	percent	number	percent	number	percent
Estimated number of establishments in population	413	...	227	...	640	...
Fleet and equipment in service						
Bicycles	0	0	539	7	539	2
Automobiles	1,484	6	3,958	49	5,442	16
Cube / Step Vans	14,121	55	2,175	27	16,296	48
Road Tractors	1,448	6	361	4	1,809	5
Trailers	4,102	16	312	4	4,414	13
5 - Ton Trucks	698	3	575	7	1,273	4
Warehouse equipment	338	1	143	2	481	1
Other equipment	3,423	13	84	1	3,507	10
Total number of vehicles and equipment	25,614	100	8,141	100	33,755	100
Employment						
Number of employees	49,890	85	3,143	26	53,033	75
Number of independent contractors	9,104	15	8,156	74	17,260	25
Total employment	58,994	100	11,299	100	70,293	100

Note(s): Data may not sum up due to rounding.

Table 13
Expense item mapping

Expense items	Questionnaire cell(s)
Salaries, wages and benefits	C3041
Cost of energy and supplies	C4069, C3399, C4066, C4101
Rental and leasing expenses	C4120, C4125, C4130, C4140
Repair and maintenance expenses	C4180, C4210, C4220
Property and business taxes	C4410
Other purchased services	C3080, C3088, C4230, C4315, C4070, C4085, C4325, C4350, C4365, C4370
Depreciation expenses	C4520
Other operating expenses	C4555, C4564, C4569
Total operating expenses	C4599
Non-operating expenses	C4630
Total expenses	C4699

Table 14
Legend: Global Quality Indicator (GQI)

Coefficient of variation	Response rate			
	[90,100)	[67,90)	[40,67)	[0,40)
[0,5)	Excellent	Very good	Good	Use with caution
[5,10)	Very good	Good	Acceptable	Use with caution
[10,15)	Good	Acceptable	Use with caution	Use with caution
[15,25)	Acceptable	Use with caution	Use with caution	Unreliable
[25,35)	Use with caution	Use with caution	Use with caution	Unreliable
>=35	Unreliable	Unreliable	Unreliable	Unreliable

Table 15
Result of the global quality indicator for the variable "Total revenue", Canada, 2008

Provinces and Territories	492	4921	4922
Newfoundland and Labrador	Excellent	Excellent	Excellent
Prince Edward Island	Excellent	Excellent	Good
Nova Scotia	Excellent	Excellent	Excellent
New Brunswick	Excellent	Excellent	Excellent
Quebec	Excellent	Excellent	Very good
Ontario	Excellent	Excellent	Excellent
Manitoba	Excellent	Excellent	Excellent
Saskatchewan	Excellent	Excellent	Excellent
Alberta	Excellent	Excellent	Excellent
British Columbia	Excellent	Excellent	Very good
Yukon	Excellent	Excellent	Good
Northwest Territories	Excellent	Excellent	Good
Nunavut	Excellent	Excellent	Excellent
Canada	Excellent	Excellent	Excellent

Data quality, concepts and methodology

Introduction

The 2008 Couriers and Local Messengers Industry Survey results represent fiscal year estimates of financial and operating statistics for the industry.

Classified under the North American Industry Classification System (NAICS) code 492, this industry comprises establishments primarily engaged in providing courier delivery services, or messenger and delivery services of small parcels within a single urban area. The type and size of parcels carried, the speed of delivery, and premium services such as guaranteed delivery and track and trace service are the main features of their activities.

Results from this survey provide information on the major categories of revenue and expenses as well as information on the volume of business, origin and destination of shipments and number of vehicles in service.

These results contribute to national and provincial/territorial economic production estimates in Canada. They are also used by private sector businesses for industry performance measurement and market development.

The survey is currently administered as part of the Unified Enterprise Survey Program (UES). The UES program has been integrating, gradually over time, approximately 200 separate business surveys into a single master survey program. The UES aims at collecting more industry and commodity detail at the provincial level than was previously possible while avoiding overlap between different survey questionnaires. The redesigned business survey questionnaires have a consistent look, structure and content. The combined results produce more coherent and accurate statistics on the economy. The unified approach makes reporting easier for firms operating in different industries because they can provide similar information for each branch operation. This way they avoid having to respond to questionnaires that differ for each industry in terms of format, wording and even concepts. Each year, Statistics Canada integrates more existing surveys into the UES program.

Data source

Responding to this survey is mandatory. Data is collected directly from survey respondents and extracted from administrative files.

In addition to the mail-out/mail-back questionnaire approach, the survey was also conducted using Computer-Assisted Telephone Interviews (CATI) for data collection, capture, edit and follow-up.

Instrument design

The questionnaire was designed for the first time for the 1997 survey and thoroughly reviewed for the 1999 survey. Its main users and respondents were consulted. Since then, minor changes have been made when necessary as part of an ongoing improvement process.

The questionnaire satisfies the statistical requirements of national accounts and the department of transport in financial information.

Concepts and definitions

Concepts

Statistics Canada has developed a statistical model in which each business, from multinational conglomerates to corner stores, can be evenly represented.

The statistical entity used in Unified Enterprise Surveys (UES) is the establishment, which represents the smallest group of production entities that produce a set of homogeneous goods and/or services and whose activities do not

go beyond provincial borders. One of the main advantages of using the establishment entity is the ability to collect relatively detailed data at the provincial level.

The establishment is the level at which the accounting data required to measure production is available (principal inputs, revenues, salaries and wages). The establishment, as a statistical unit, is defined as the most homogeneous unit of production for which the business maintains accounting records. From these records it is possible to assemble all the data elements required to compile the full structure of the gross value of production (total sales or shipments, and inventories), the cost of materials and services, and labour and capital used in production.

The enterprise is associated with a complete set of financial statements. The enterprise, as a statistical unit, is defined as the organizational unit of a business that directs and controls the allocation of resources relating to its domestic operations, and for which consolidated financial and balance sheet accounts are maintained from which international transactions, international investment positions and consolidated financial positions for the unit can be derived. It corresponds to the institutional unit as defined for the System of National Accounts.

The population of interest

The population of interest is all establishments classified to NAICS 492. This industry group is further split into two groups:

- **4921 – Couriers:** This group consists of establishments primarily engaged in providing air, surface or combined courier delivery services. Courier establishments of the Post Office are included.
- **4922 – Local Messengers and Local Delivery:** This industry group comprises establishments primarily engaged in providing messenger and delivery services of small parcels within a single urban area. Establishments engaged in the delivery of letters and documents, such as legal documents, often by bicycle or on foot; and the delivery of small parcels, such as take-out restaurant meals, alcoholic beverages and groceries, on a fee basis, usually by small truck or van, are included.

Definitions

Financial variables

Revenue

- Revenue from sales of goods and services are generated from delivery services and from the sales of other goods and services like cargo services and custom brokerage.
- Other operating revenue includes notably franchise fees, repair and maintenance revenue.
- Total operating revenue is the sum of all operating revenue.
- Non-operating revenue comprises income from interest and dividends.
- Total revenue is the sum of operating and non-operating revenue.

Expenses

- Salaries, wages and benefits refer first to salary and wages payments, including notably vacation pay and commissions, for all employees for whom a T4 Supplementary Form is completed. This category also includes the employer portion of employee benefits for such items as Canada Pension Plan contributions or Employment Insurance premiums.
- Cost of energy and supplies both include 1) expenses for purchasing fuel for vehicles and airplanes (e.g. gas, diesel fuel, propane, natural gas, fuel for jet airplanes, etc.), 2) other energy costs, such as electricity, natural gas and other energy types, and 3) supply expenses, including office and other operating supplies.

- Rental and leasing expenses are those costs incurred to rent or lease office space, motor vehicles, computers or any other machinery and equipment.
- Repair and maintenance expenses are payments made to purchase maintenance and repair services for buildings, motor vehicles or any other machinery and equipment.
- Property and business taxes include all types of property and business taxes, as well as the different operating permits. Provincial health and education payroll taxes are excluded from this category.
- Other purchased services includes items such as payments to owner-operators, goods transportation, telephone and other telecommunications costs, insurance premiums, advertising and sales promotion.
- Depreciation charges are charges related to depreciation and amortization of buildings, vehicles and other machinery and equipment.
- Other operating expenses include items such as royalties and franchise fees, bad debts and inventory adjustments. Provincial health and education payroll taxes are included in this category.
- Total operating expenses is the sum of all operating expenses.
- Non-operating expenses relates to interest expenses on loans or the interest component of a capital lease.
- Total expenses is the sum of operating and non-operating expenses.

Net operating revenue

- Operating margin is the difference between operating revenue and operating expenses.
- Operating ratio is the ratio of operating expenses over operating revenue.

In order to specify the expense categories, Table 13 shows the cells of the questionnaire used to derive its exact value.

Other variables

Pieces are equivalent to envelopes, boxes, parcels or packages. Pieces carried by courier and local messenger companies generally weigh less than 100 kg.

A shipment is the movement of one or more pieces from a pick-up location or origin to a delivery location or destination.

The origin is classified by region in Canada.

The destination is classified as Canada, United States or other countries.

Delivery services can be broken down into three sub-categories:

1. Same-day services refer to shipments delivered the same day they are picked up;
2. Next-day/overnight services refer to shipments delivered one day after pick-up;
3. Second-day/other services refer to shipments delivered two days or more after pick-up.

The average revenue per piece is the revenue generated from delivery services divided by the number of pieces carried.

Methods

The data is produced as part of Statistics Canada's Unified Enterprise Survey (UES) program.

Sampling

Target population

The target population for this survey is all establishments classified under NAICS 492 and operating for at least one day during the reference year 2008.

Frame

The frame is the list of establishments from which the portion eligible for sampling is determined and taken. The frame provides basic information about each firm, including address, industry classification and information from administrative data sources. The frame is maintained by Statistics Canada's Business Register Division and is updated using administrative data.

In addition, a census of unincorporated establishments (T1) from individual income tax declarations provided by the Canada Revenue Agency was used to ensure that independent contractors (self-employed workers) were included since they can easily be left out of the Business Register's coverage due to their small size.

Sampling plan

Two sources of data were used to derive the estimates:

- 1) A probability sample survey of courier and local messenger establishments with an annual gross business revenue above survey thresholds;
- 2) Taxation data assembled from samples of T1 slips of unincorporated enterprises and T2 slips of incorporated companies provided by the Canada Revenue Agency to estimate for: 1) a group of establishments with annual gross business revenue above survey thresholds (tax replacement program)¹² and 2) all establishments with annual gross business revenue below survey thresholds.

It should be noted that only financial information is obtained from taxation data; e.g. revenue and expenses such as depreciation and salaries, wages and benefits. So-called "characteristic" data, such as equipment or the origin and destination of deliveries, of the units are imputed while considering their own characteristics (province, industry type, revenue, etc.).

Sampling unit

The sampling unit used in the probability survey consists of all of the establishments of one enterprise that operate in the same industry and province. This sampling unit is called a "cluster of establishments".

Sampling rate

The overall sampling rate was at 30%.

12. The purpose of the tax replacement program is to replace part of the sample with taxation data in order to reduce the response burden for respondents. It corresponded to 55% of the simple and single businesses.

Data collection

Questionnaires were mailed at the beginning of the year 2009 (January) to establishments selected in the sample. Establishments having received a questionnaire were asked to report information for their most recent 12-month fiscal period. The collection period ended in September 2009.

Data processing

Response rate

At the national level, the global weighed response rate for the total revenue estimates, which combines survey data and taxation data, was 88% at the industry level (492). This rate was 90% for couriers (NAICS 4921) and 88% for local messenger services (NAICS 4922).

Imputation

Reported data was examined for completeness and inconsistencies using automated edits coupled with analytical review. Another automated system was used to input data for refusals, non response and unable to contact, partially with the assistance of taxation data. This imputation process was also coupled with a manual analytical review.

Allocation

In a number of cases, respondents reported results that combined sampling units from more than one province, which created the need for data allocation by province. Auxiliary information was used to allocate the data reported on the combined report among the various provinces where the enterprise was in operation. This source of information used for allocation purposes provides an adequate distribution of revenue and expenses by province and territory.

Estimation

The sampling weights derived from the sample survey design were modified and improved using updated information. This was possible because, during the passage of time since the sample was selected, the Business Register was updated further with more complete information. The final set of weights reflects as closely as possible the changing characteristics of the population in this industry. The final estimates were derived by combining the survey estimates and the taxation data estimates.

Data quality

All surveys are subject to sampling and non-sampling errors. Statistics Canada uses a variety of methods to minimize all types of errors. Efforts were taken to minimize the non-sampling errors of omission, duplication, reporting and processing.

Quality evaluation

Prior to dissemination, combined survey results are analyzed for comparability; in general, this includes a detailed review of individual responses (especially for the largest companies), general economic conditions, historic trends, and comparisons with other data sources.

Global quality indicator

The quality of the final estimates is measured by a global quality indicator which takes into account the coefficients of variation (CV) and the response rates (see Table 14).

Based on this indicator, total revenue estimates for the overall industry (NAICS 492) are judged to be excellent at the national, provincial and territorial levels for 2008 (see Table 15). For Couriers (NAICS 4921) the estimates were also judged to be excellent at the national, provincial and territorial levels. For Local Messengers (NAICS 4922), the quality of the estimates was judged to be excellent at the national level and from excellent to good at the provincial and territorial levels.

Overall, the 2008 preliminary estimates are viewed as providing an accurate and reliable portrait of the Couriers and Local Messengers industry in Canada.

The global quality indicators for the reference year 2007 are available upon request.

Disclosure control

Statistics Canada is prohibited by law from releasing any data which would divulge information obtained under the Statistics Act that relates to any identifiable person, business or organization without the prior knowledge or the consent in writing of that person, business or organization. Various confidentiality rules are applied to all data that are released or published to prevent the publication or disclosure of any information deemed confidential. If necessary, data are suppressed to prevent direct or residual disclosure of identifiable data.

Data release

Data for some of the tables can also be found in CANSIM, tables 402-0001 to 402-0003.

Statistical updates

Conceptual and methodological changes were made at the beginning of the reference year 2004^r to improve the quality of the estimates:

- Corrections were made following our process to validate data with key survey respondents (large businesses) and had a significant effect on the revenues and expenses of the Courier segment.
- The definitions of the industry segments were updated. As a result, the establishments belonging to incorporated enterprises are now classified under the Courier segment, while all owner-operator (or unincorporated enterprise) establishments are found under Local Messenger Services.
- Coverage of the unincorporated survey units (T1) with revenues below survey thresholds was perfected following the introduction of a new methodology developed to optimize use of taxation data. One of its advantages is it provides better coverage of small establishments.
- A revision of the mapping process for survey and taxation variables was made, which affected the relative importance of some expense categories to a certain extent.

Although all these changes contribute to the overall survey quality and are part of normal practice aimed at continuously improving our practices, we are aware of their impact on the historical data and we regret any inconvenience this may cause our users.

Release date: April 2010

Symbols

The following standard symbols are used in Statistics Canada publications:

.	not available for any reference period
..	not available for a specific reference period
...	not applicable
0	true zero or a value rounded to zero
0 ^s	value rounded to 0 (zero) where there is a meaningful distinction between true zero and the value that was rounded
P	preliminary
r	revised
x	suppressed to meet the confidentiality requirements of the <i>Statistics Act</i>
E	use with caution
F	too unreliable to be published

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