

Township of Front of Yonge Leeds-Grenville-Thousand Islands and Rideau Lakes 2024 Business Survey: Report



March 25, 2024

Survey Timeframe: February 6 – March 10, 2024

Prepared by:

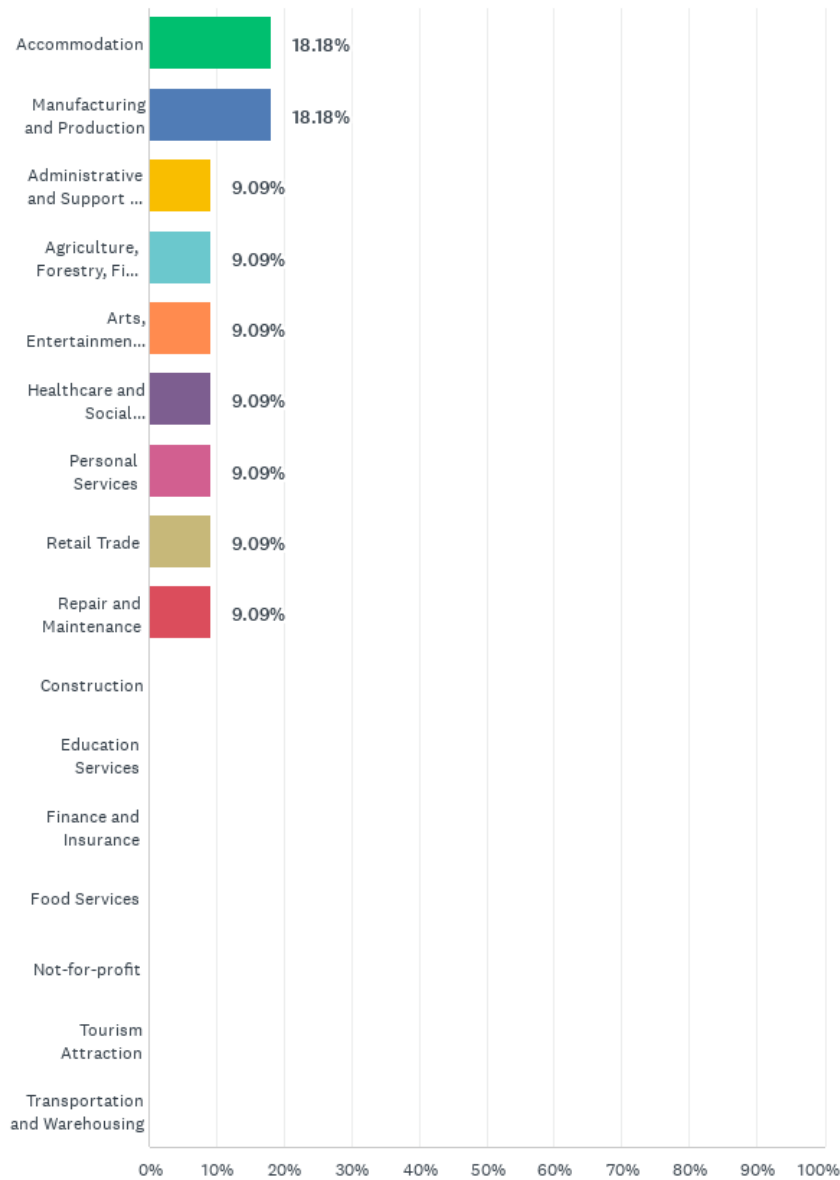
**United Counties of Leeds and Grenville
Economic Development Office
32 Wall Street, Suite 300, Brockville, ON**



invest.leedsgrenville.com/reportsandplans

#2 What sector is your business primarily operating in?

Answered: 11 Skipped: 0

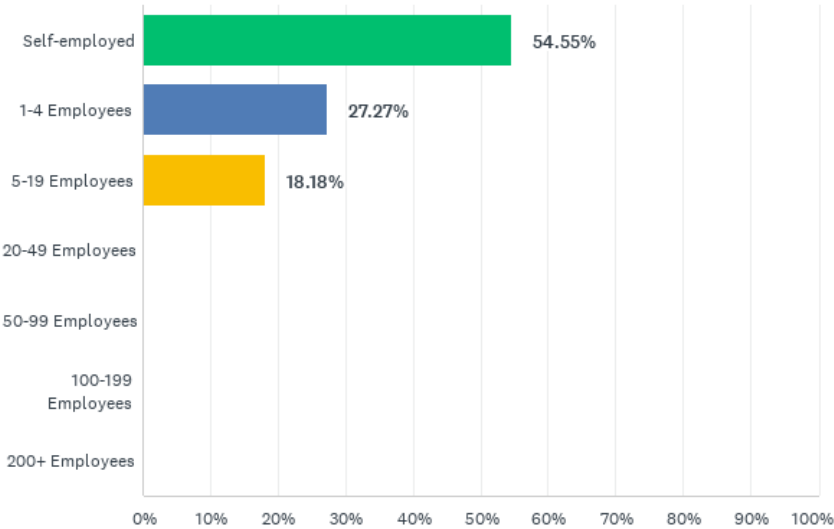


#2 continued...

ANSWER CHOICES	RESPONSES	
Accommodation	18.18%	2
Manufacturing and Production	18.18%	2
Administrative and Support - Business Services	9.09%	1
Agriculture, Forestry, Fish and Hunting	9.09%	1
Arts, Entertainment and Recreation	9.09%	1
Healthcare and Social Assistance	9.09%	1
Personal Services	9.09%	1
Retail Trade	9.09%	1
Repair and Maintenance	9.09%	1
Construction	0.00%	0
Education Services	0.00%	0
Finance and Insurance	0.00%	0
Food Services	0.00%	0
Not-for-profit	0.00%	0
Tourism Attraction	0.00%	0
Transportation and Warehousing	0.00%	0
TOTAL		11

#3 Typically, how many full-time equivalent employees does your company have?

Answered: 11 Skipped: 0



#3 continued...

ANSWER CHOICES	RESPONSES
Self-employed	54.55% 6
1-4 Employees	27.27% 3
5-19 Employees	18.18% 2
20-49 Employees	0.00% 0
50-99 Employees	0.00% 0
100-199 Employees	0.00% 0
200+ Employees	0.00% 0
TOTAL	11

#4 For medium / large business (50 and above employees) -

Are your employees unionized?

Answered: 0 Skipped: 11

No response.

#5 For medium / large business (50 and above employees) -

What are your top infrastructure issues, and why? i.e. hydro, natural gas, rail, etc.

Answered: 0 Skipped: 11

No response.

#6 For medium / large business (50 and above employees) -

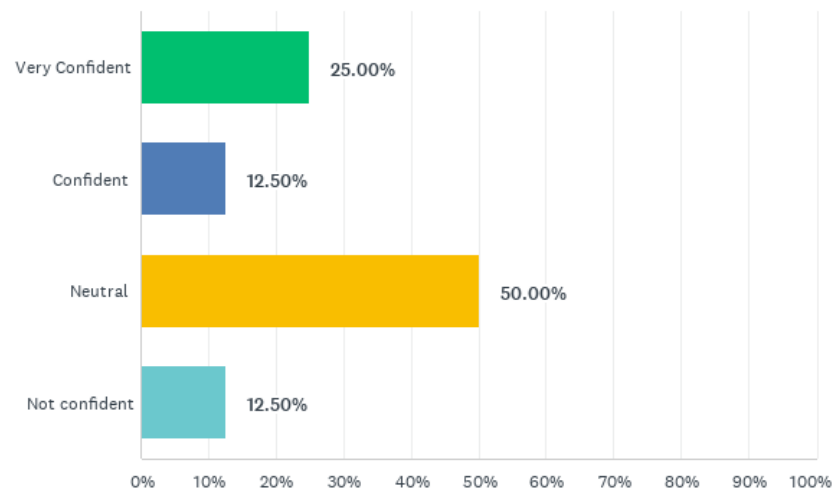
Are you interested in participating in an Ottawa job fair in October?

Answered: 0 Skipped: 11

No response.

#7 How confident are you in the strength of the economy?

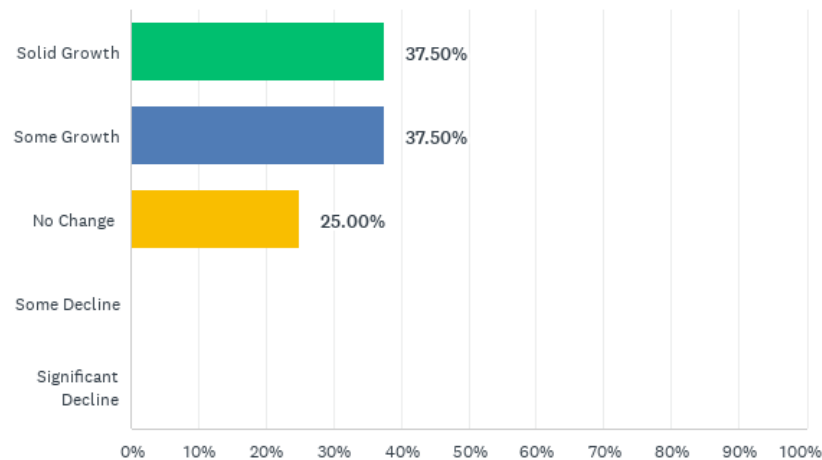
Answered: 8 Skipped: 3



ANSWER CHOICES	RESPONSES
Very Confident	25.00% 2
Confident	12.50% 1
Neutral	50.00% 4
Not confident	12.50% 1
TOTAL	8

#8 In the last couple of years, what has your business experienced?

Answered: 8 Skipped: 3



#8 continued...

ANSWER CHOICES	RESPONSES
▼ Solid Growth	37.50% 3
▼ Some Growth	37.50% 3
▼ No Change	25.00% 2
▼ Some Decline	0.00% 0
▼ Significant Decline	0.00% 0
TOTAL	8

#9 Rate the level of challenge to your business for each item.

Answered: 8

Skipped: 3

	1-NOT A CHALLENGE	2	3-SOMEWHAT CHALLENGING	4	5-VERY CHALLENGING	TOTAL
▼ Increasing overhead costs	12.50% 1	12.50% 1	50.00% 4	25.00% 2	0.00% 0	8
▼ Increasing product prices	12.50% 1	37.50% 3	12.50% 1	37.50% 3	0.00% 0	8
▼ Changes in demand for your product / service	62.50% 5	12.50% 1	25.00% 2	0.00% 0	0.00% 0	8
▼ Borrowing costs	62.50% 5	25.00% 2	12.50% 1	0.00% 0	0.00% 0	8
▼ Repayment of CEBA loan	87.50% 7	0.00% 0	0.00% 0	12.50% 1	0.00% 0	8
▼ Supply chain instability	62.50% 5	25.00% 2	12.50% 1	0.00% 0	0.00% 0	8
▼ Ability to offer competitive wages and benefits	50.00% 4	0.00% 0	12.50% 1	12.50% 1	25.00% 2	8
▼ Ability to find skilled employees	14.29% 1	14.29% 1	28.57% 2	14.29% 1	28.57% 2	7
▼ Ability to retain employees	42.86% 3	28.57% 2	0.00% 0	0.00% 0	28.57% 2	7
▼ Absenteeism due to reliable child care	100.00% 7	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7

- Ability to find regular/ student employees

#10 Rate the level of challenge to your employees or as a self employed individual for each item.

Answered: 8 Skipped: 3

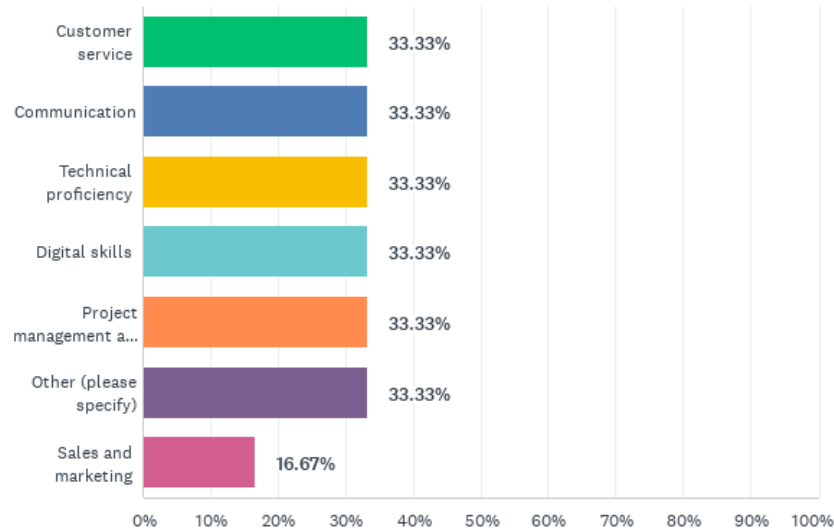
	1-NOT A CHALLENGE	2	3-SOMEWHAT CHALLENGING	4	5- VERY CHALLENGING	TOTAL
Available housing / accommodation	66.67% 4	0.00% 0	16.67% 1	16.67% 1	0.00% 0	6
Available daycare	100.00% 7	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7
Cost of Living ie. inflation	12.50% 1	12.50% 1	37.50% 3	25.00% 2	12.50% 1	8
Public transportation	71.43% 5	0.00% 0	28.57% 2	0.00% 0	0.00% 0	7
Caring for elders	57.14% 4	14.29% 1	14.29% 1	14.29% 1	0.00% 0	7

- Some are not applicable to my staff.
- We own a campground, there is a home on the property and we no longer have school age children or elders to care for.

#11 What skill gaps do you believe exist within your employees?

(Choose all that apply)

Answered: 6 Skipped: 5



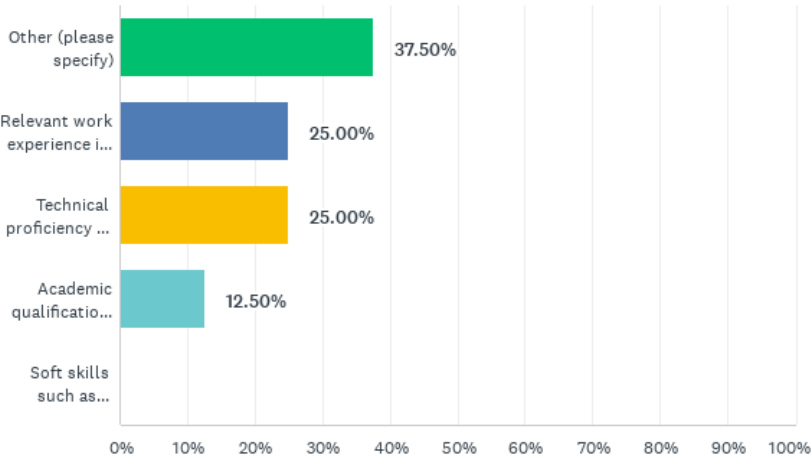
#11 continued...

ANSWER CHOICES	RESPONSES	
Customer service	33.33%	2
Communication	33.33%	2
Technical proficiency	33.33%	2
Digital skills	33.33%	2
Project management and organization	33.33%	2
Other (please specify)	Responses 33.33%	2
Sales and marketing	16.67%	1
Total Respondents: 6		

- Experience in our trade.
- We have no employees; minimum wage is too high for us. It’s just my husband and I.

#12 When hiring new employees, which is the most significant? (Choose 1)

Answered: 8 Skipped: 3



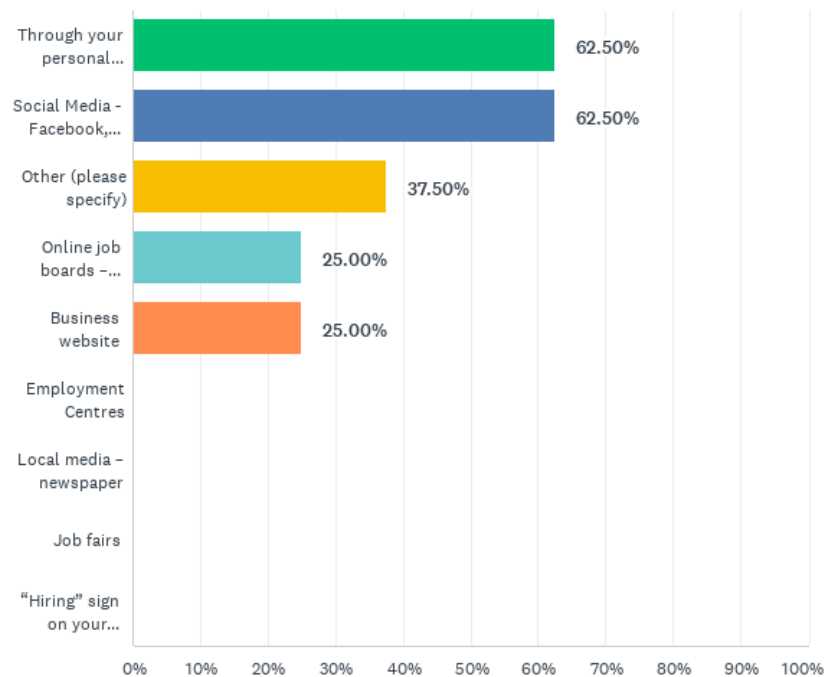
ANSWER CHOICES	RESPONSES	
Other (please specify)	Responses 37.50%	3
Relevant work experience in a similar role	25.00%	2
Technical proficiency and specific job-related skills	25.00%	2
Academic qualifications and certifications	12.50%	1
Soft skills such as teamwork and communication	0.00%	0
TOTAL 8		

- Time management; motivation.
- No employees.

#13 What methods do you utilize for employee recruitment?

(Choose all that apply)

Answered: 8 Skipped: 3

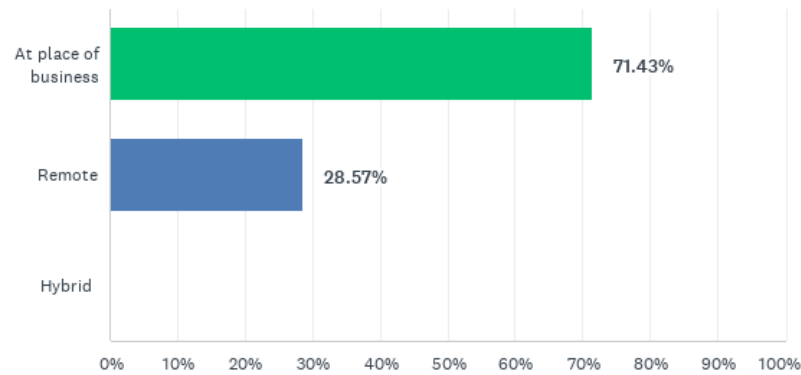


ANSWER CHOICES	RESPONSES	
Through your personal network	62.50%	5
Social Media - Facebook, Instagram	62.50%	5
Other (please specify)	37.50%	3
Online job boards - Indeed, LinkedIn	25.00%	2
Business website	25.00%	2
Employment Centres	0.00%	0
Local media - newspaper	0.00%	0
Job fairs	0.00%	0
"Hiring" sign on your premises	0.00%	0
Total Respondents: 8		

- Indeed website
- Not looking for employees

#14 What type of work environment do you offer?

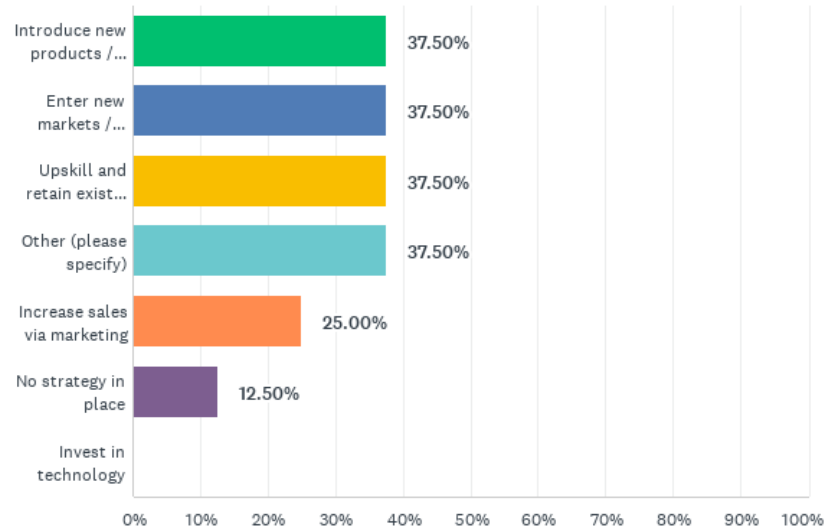
Answered: 7 Skipped: 4



ANSWER CHOICES	RESPONSES	
At place of business	71.43%	5
Remote	28.57%	2
Hybrid	0.00%	0
TOTAL		7

#15 What are your top 3 strategies for growing your business. (Choose 3)

Answered: 8 Skipped: 3



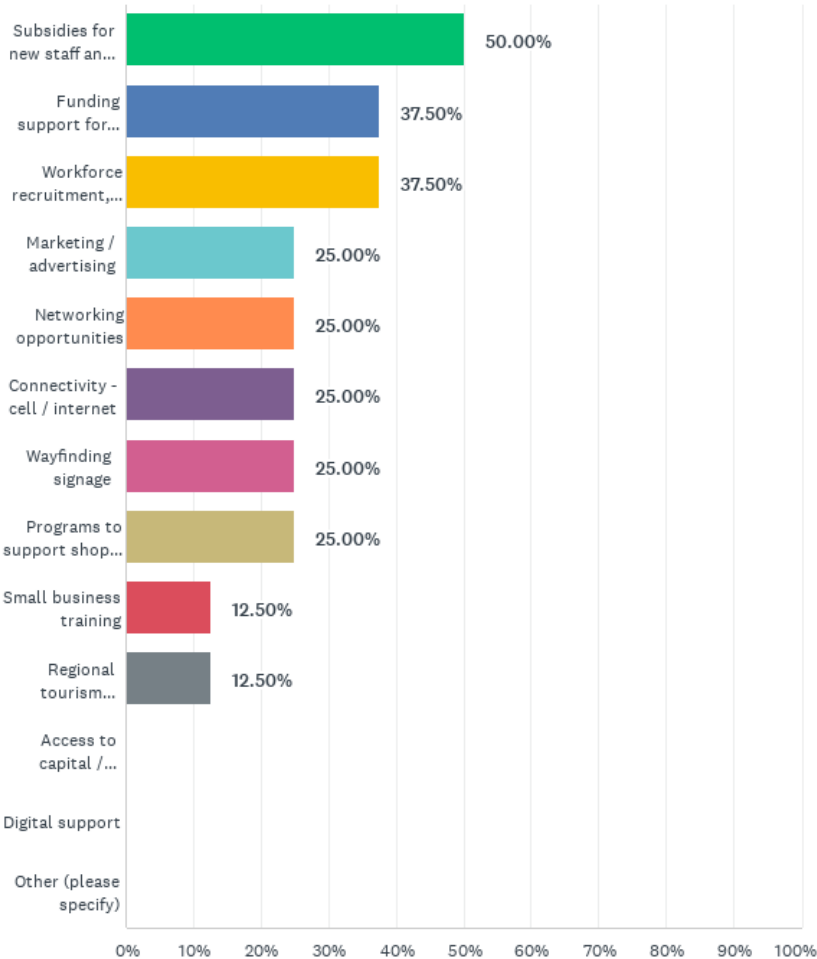
#15 continued...

ANSWER CHOICES	RESPONSES	
Introduce new products / services	37.50%	3
Enter new markets / export	37.50%	3
Upskill and retain existing talent	37.50%	3
Other (please specify)	37.50%	3
Increase sales via marketing	25.00%	2
No strategy in place	12.50%	1
Invest in technology	0.00%	0
Total Respondents: 8		

- We are maxed out, trying to coast now
- Keep doing what we’re doing, it works well, lots of word of mouth publicity
- Focus on top selling products

#16 What are the 3 top areas of support that would be most helpful to your business right now? (Choose 3)

Answered: 8 Skipped: 3

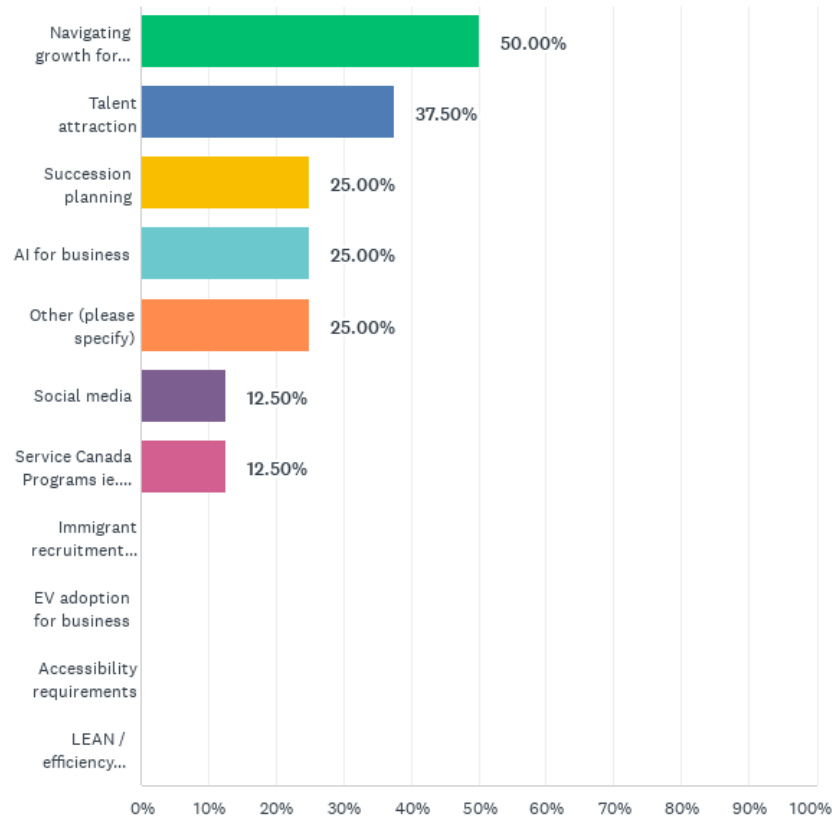


#16 continued...

ANSWER CHOICES	RESPONSES	
Subsidies for new staff and training	50.00%	4
Funding support for business expansion	37.50%	3
Workforce recruitment, hiring and resourcing staff	37.50%	3
Marketing / advertising	25.00%	2
Networking opportunities	25.00%	2
Connectivity - cell / internet	25.00%	2
Wayfinding signage	25.00%	2
Programs to support shop local	25.00%	2
Small business training	12.50%	1
Regional tourism destination development - products, marketing	12.50%	1
Access to capital / business loans	0.00%	0
Digital support	0.00%	0
Other (please specify)	Responses 0.00%	0
Total Respondents: 8		

#17 What type of workshops / training would you like to see offered?
(Choose 3)

Answered: 8 Skipped: 3



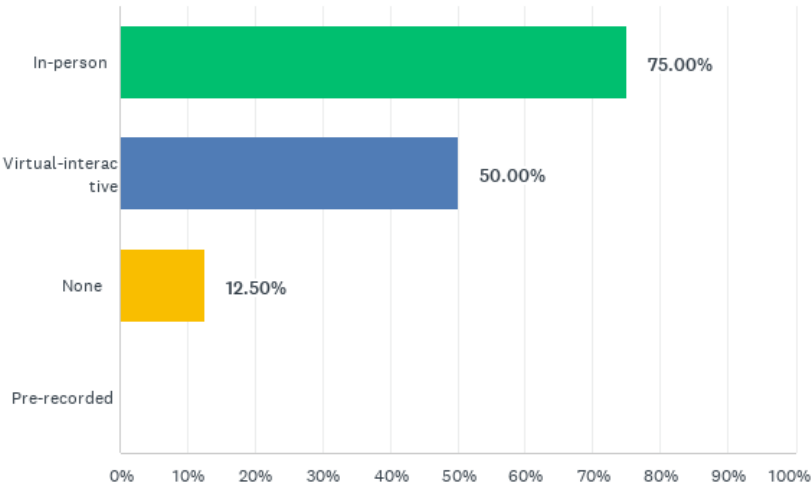
#17 continued...

ANSWER CHOICES	RESPONSES	
▼ Navigating growth for small business	50.00%	4
▼ Talent attraction	37.50%	3
▼ Succession planning	25.00%	2
▼ AI for business	25.00%	2
▼ Other (please specify)	25.00%	2
▼ Social media	12.50%	1
▼ Service Canada Programs ie. work sharing, record of employment	12.50%	1
▼ Immigrant recruitment programs	0.00%	0
▼ EV adoption for business	0.00%	0
▼ Accessibility requirements	0.00%	0
▼ LEAN / efficiency training	0.00%	0
Total Respondents: 8		

- Maximizing corporation to further growth capabilities, grant potentials
- GST

#18 How do you prefer the delivery of workshops / training? (Choose all that apply)

Answered: 8 Skipped: 3

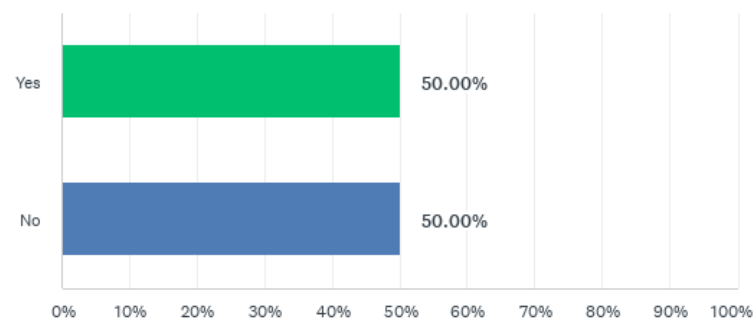


#18 continued...

ANSWER CHOICES	RESPONSES	
In-person	75.00%	6
Virtual-interactive	50.00%	4
None	12.50%	1
Pre-recorded	0.00%	0
Total Respondents: 8		

#19 Do you have plans to close your business or transfer ownership in the next 3-5 years?

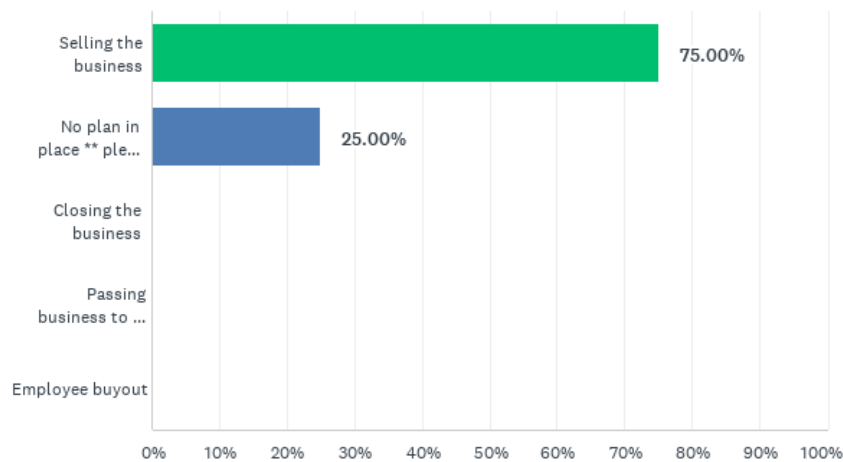
Answered: 8 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	50.00%	4
No	50.00%	4
TOTAL		8

#20 If yes, what is your succession plan?

Answered: 4

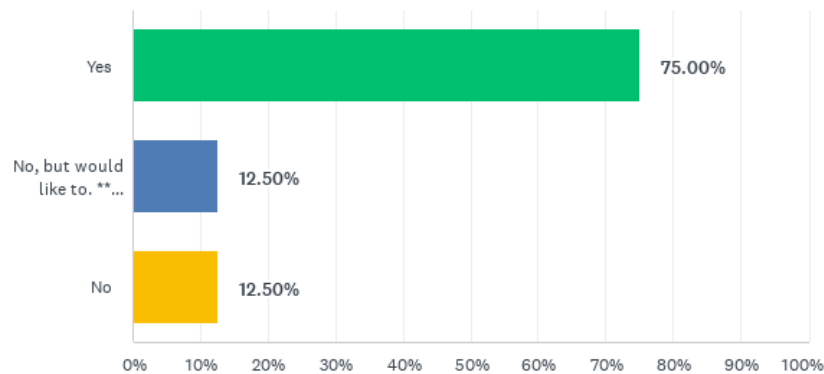


ANSWER CHOICES	RESPONSES	
Selling the business	75.00%	3
No plan in place ** please provide contact info at end of survey for support	25.00%	1
Closing the business	0.00%	0
Passing business to a family member	0.00%	0
Employee buyout	0.00%	0
TOTAL		4

#21 Do you currently receive the Leeds Grenville business eNewsletter?

Answered: 8

Skipped: 3



#21 continued...

ANSWER CHOICES	RESPONSES	
Yes	75.00%	6
No, but would like to. ** Please provide contact info at end of survey	12.50%	1
No	12.50%	1
TOTAL		8

#22 Please provide any additional comments related to your business viability and your challenges as a business owner.

Answered: 1 Skipped: 10

- Ability for future growth is dependent on other resources such as utilities (hydro) and their availability

#23 If you would like to speak to someone regarding support available to business

Answered: 1 Skipped: 10

ANSWER CHOICES	RESPONSES	
Contact Name	Responses	100.00% 1
Business Name	Responses	100.00% 1
Contact Number	Responses	100.00% 1
Email	Responses	100.00% 1

Additional Notes:

- Survey Timeframe: February 6, 2024 to March 10, 2024
- Survey Distribution: Businesses that were part the Counties Economic Development business directory, with active email addresses, received the survey directly. In addition, some members of Business Support Working Group distributed the survey through their membership lists and social media channels.

Business Support Working Group:

Municipalities

Athens | Augusta | Brockville | Edwardsburgh Cardinal | Elizabethtown-Kitley | Front of Yonge | Gananoque | Leeds and the Thousand Islands | Merrickville-Wolford | North Grenville | Prescott | Rideau Lakes | Westport

MP / MPP

MP Office of Leeds-Grenville-Thousand Islands and Rideau Lakes

MPP Office of Leeds-Grenville-Thousand Islands and Rideau Lakes

Community Futures Development Corporations

1000 Islands CDC | Community Futures Grenville | Valley Heartland CFDC

Small Business Centres

Leeds Grenville Small Business

Small Business Advisory Centre – Smiths Falls | Lanark

Chambers of Commerce

1000 Islands Gananoque | Brockville and District | Lyndhurst, Seeley's Bay & District | Merrickville and District | North Grenville | South Grenville | Smiths Falls

BIAs

Downtown Brockville | Downtown Gananoque | Downtown Prescott | Old Town Kemptville

Employment Services

CSE Consulting | Employment and Education Centre | KEYS Job Centre

Other Business & Education Agencies

Regional Tourism Organization 9 | St. Lawrence Corridor Economic Development Commission | Eastern Ontario Workforce Innovation Board | St. Lawrence College | Kemptville Campus Education and Community Hub | Ontario Tourism Education Corporation | St. Lawrence-Rideau Immigration Partnership | Ministry of Economic Development Job Creation and Trade – East Region

THANK-YOU!

On behalf of the Business Support Working Group, I would like to thank each business who took the time to complete the survey. Members of the Working Group will be reaching out to assist businesses who indicated they would like assistance. The Working Group contact list is available on the webpage, along with any new programs and resources as they become available.

Ann Weir, Economic Development Manager

United Counties of Leeds and Grenville

W: invest.leedsgrenville.com/reportsandplans | E: ann.weir@uclg.on.ca