

Township of Augusta

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

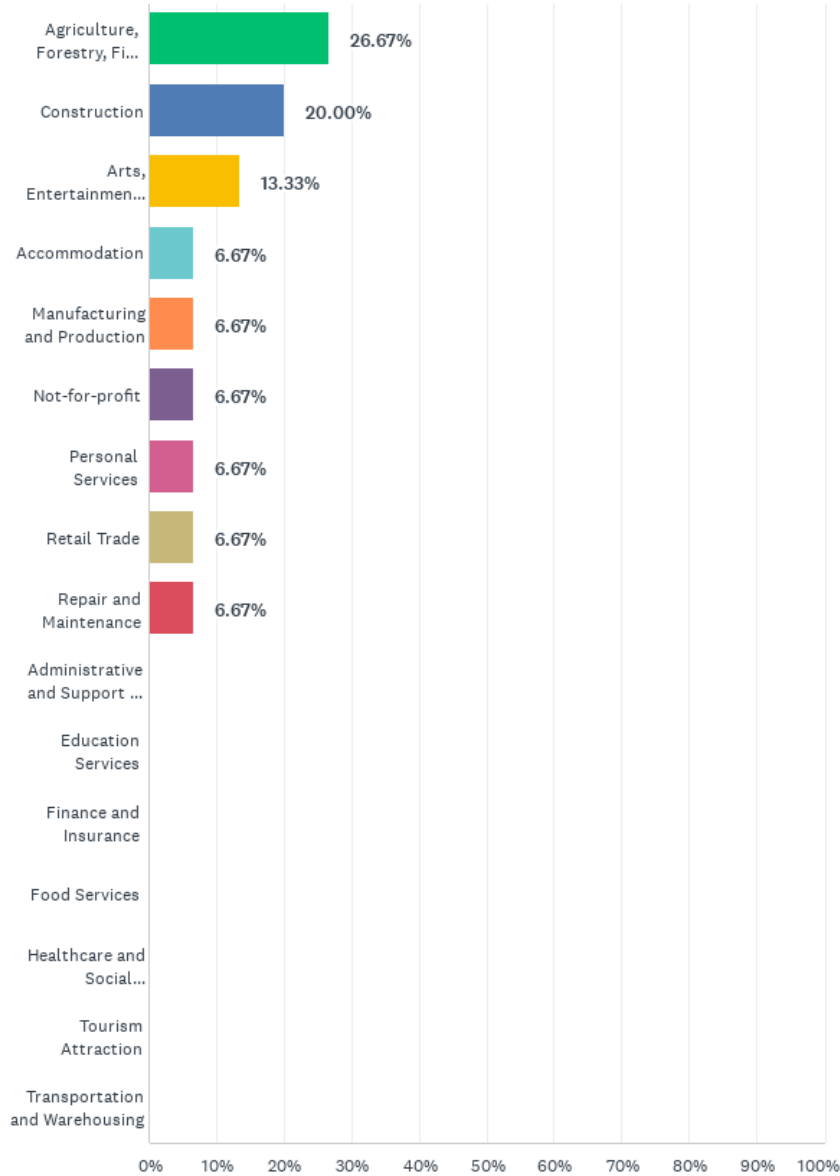


invest.leedsgrenville.com/reportsandplans

#2 What sector is your business primarily operating in?

Answered: 15

Skipped: 0



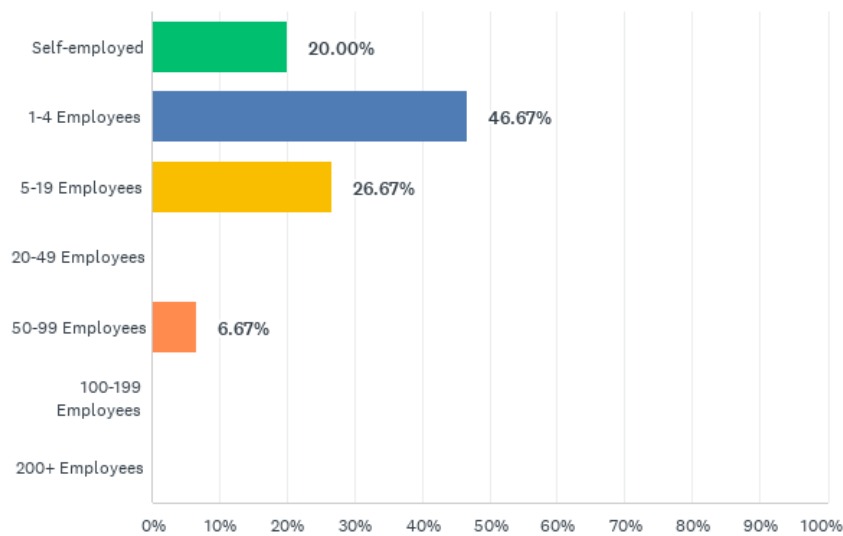
#2 continued...

ANSWER CHOICES	RESPONSES
▼ Agriculture, Forestry, Fish and Hunting	26.67% 4
▼ Construction	20.00% 3
▼ Arts, Entertainment and Recreation	13.33% 2
▼ Accommodation	6.67% 1
▼ Manufacturing and Production	6.67% 1
▼ Not-for-profit	6.67% 1
▼ Personal Services	6.67% 1
▼ Retail Trade	6.67% 1
▼ Repair and Maintenance	6.67% 1
▼ Administrative and Support - Business Services	0.00% 0
▼ Education Services	0.00% 0
▼ Finance and Insurance	0.00% 0
▼ Food Services	0.00% 0
▼ Healthcare and Social Assistance	0.00% 0
▼ Tourism Attraction	0.00% 0
▼ Transportation and Warehousing	0.00% 0
TOTAL	15

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

Answered: 15

Skipped: 0



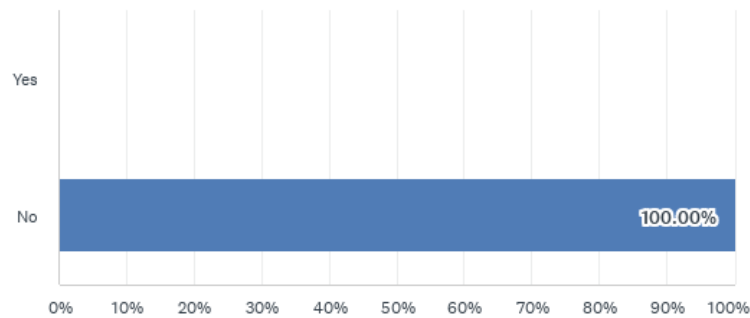
ANSWER CHOICES	RESPONSES
Self-employed	20.00% 3
1-4 Employees	46.67% 7
5-19 Employees	26.67% 4
20-49 Employees	0.00% 0
50-99 Employees	6.67% 1
100-199 Employees	0.00% 0
200+ Employees	0.00% 0
TOTAL	15

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

Are your employees unionized?

Answered: 1

Skipped: 14



ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	100.00% 1
TOTAL	1

#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: 1

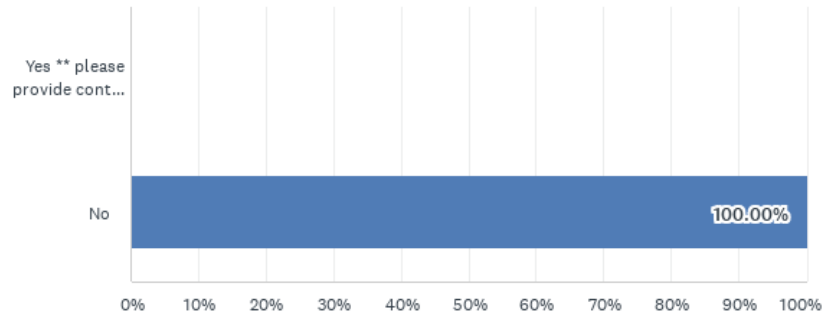
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- As the first tier of learning, lack of registered early childhood educator staff affects the stability of the service we are providing. Lack of child care due to staffing shortages affects the economy when parents cannot join or stay in the workforce.

#6 For medium / large business (50 and above employees) - Are you interested in participating in an Ottawa job fair in October?

Answered: 1

Skipped: 14

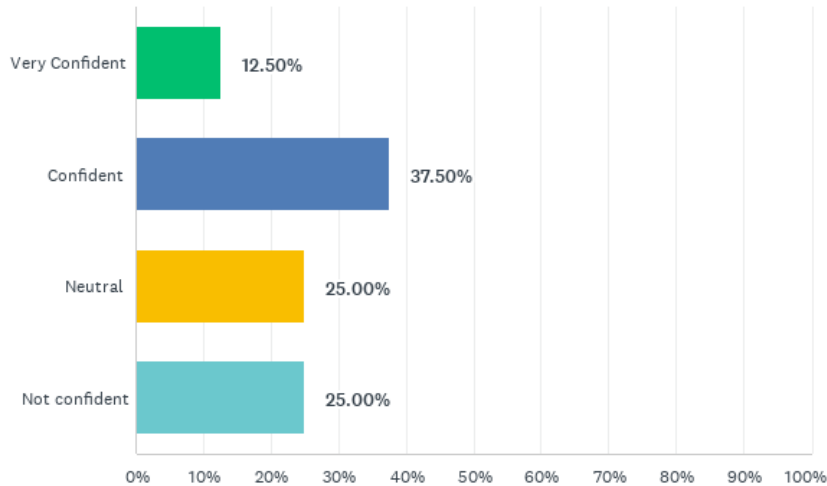


ANSWER CHOICES	RESPONSES
Yes ** please provide contact info at end of survey	0.00% 0
No	100.00% 1
TOTAL	1

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

Answered: 8

Skipped: 7



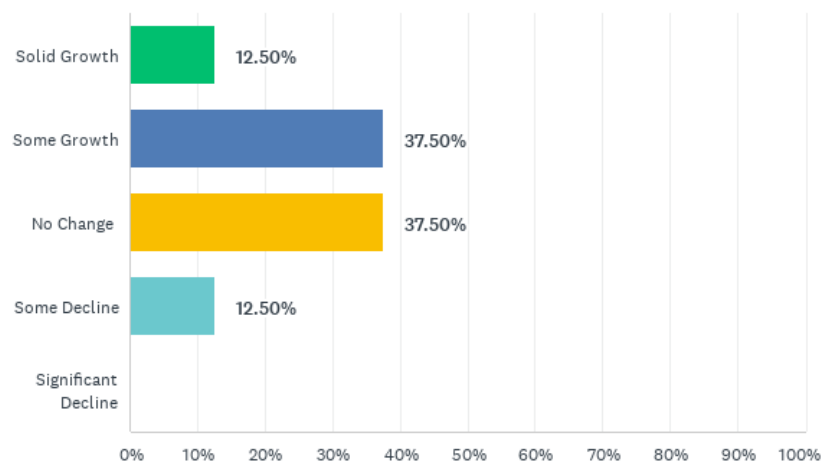
#7 continued...

ANSWER CHOICES	RESPONSES
Very Confident	12.50% 1
Confident	37.50% 3
Neutral	25.00% 2
Not confident	25.00% 2
TOTAL	8

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

Answered: 8

Skipped: 7



ANSWER CHOICES	RESPONSES
Solid Growth	12.50% 1
Some Growth	37.50% 3
No Change	37.50% 3
Some Decline	12.50% 1
Significant Decline	0.00% 0
TOTAL	8

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

Answered: 8

Skipped: 7

	1-NOT A CHALLENGE	2	3-SOMEWHAT CHALLENGING	4	5-VERY CHALLENGING	TOTAL
Increasing overhead costs	0.00% 0	0.00% 0	0.00% 0	37.50% 3	62.50% 5	8
Increasing product prices	12.50% 1	0.00% 0	12.50% 1	25.00% 2	50.00% 4	8
Changes in demand for your product / service	0.00% 0	25.00% 2	62.50% 5	0.00% 0	12.50% 1	8
Borrowing costs	14.29% 1	0.00% 0	14.29% 1	28.57% 2	42.86% 3	7
Repayment of CEBA loan	75.00% 6	0.00% 0	0.00% 0	0.00% 0	25.00% 2	8
Supply chain instability	25.00% 2	0.00% 0	37.50% 3	25.00% 2	12.50% 1	8
Ability to find skilled employees	0.00% 0	0.00% 0	12.50% 1	12.50% 1	75.00% 6	8
Ability to offer competitive wages and benefits	12.50% 1	0.00% 0	25.00% 2	12.50% 1	50.00% 4	8
Ability to retain employees	12.50% 1	12.50% 1	37.50% 3	12.50% 1	25.00% 2	8
Absenteeism due to reliable child care	71.43% 5	0.00% 0	0.00% 0	14.29% 1	14.29% 1	7

Comments:

- Increasing service costs to the customer is no longer an option to increase revenue

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

Answered: 8

Skipped: 7

	1-NOT A CHALLENGE	2	3-SOMEWHAT CHALLENGING	4	5- VERY CHALLENGING	TOTAL
Available housing / accommodation	37.50% 3	0.00% 0	12.50% 1	12.50% 1	37.50% 3	8
Available daycare	62.50% 5	0.00% 0	0.00% 0	0.00% 0	37.50% 3	8
Cost of Living ie. inflation	0.00% 0	0.00% 0	37.50% 3	0.00% 0	62.50% 5	8
Public transportation	87.50% 7	0.00% 0	0.00% 0	12.50% 1	0.00% 0	8
Caring for elders	71.43% 5	0.00% 0	28.57% 2	0.00% 0	0.00% 0	7

Comments:

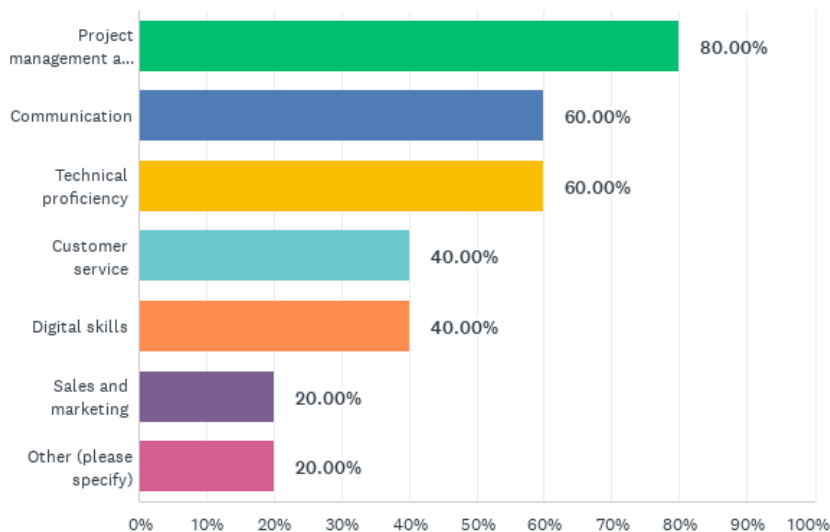
- One of staff members is using a taxi to and from work as they don't drive and there is no option for transportation.

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

(Choose all that apply)

Answered: 5

Skipped: 10



#11 continued...

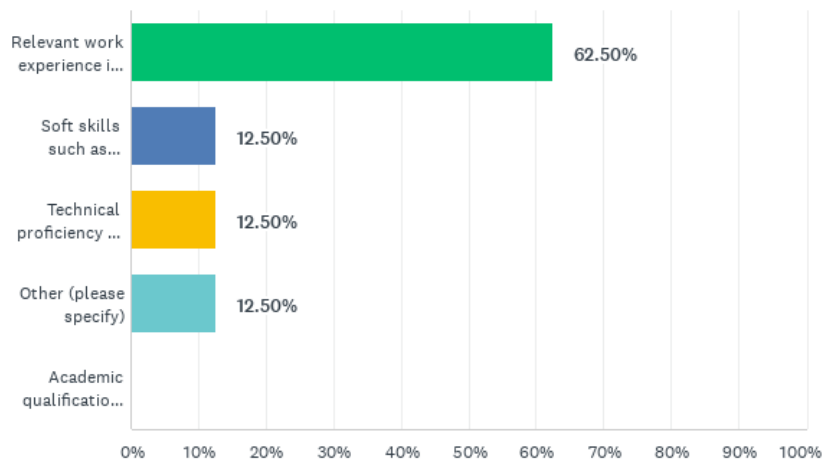
ANSWER CHOICES	RESPONSES
Project management and organization	80.00% 4
Communication	60.00% 3
Technical proficiency	60.00% 3
Customer service	40.00% 2
Digital skills	40.00% 2
Sales and marketing	20.00% 1
Other (please specify)	Responses 20.00% 1
Total Respondents: 5	

- Ability to learn new skills and operate different machinery

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

Answered: 8

Skipped: 7



ANSWER CHOICES	RESPONSES
Relevant work experience in a similar role	62.50% 5
Soft skills such as teamwork and communication	12.50% 1
Technical proficiency and specific job-related skills	12.50% 1
Other (please specify)	Responses 12.50% 1
Academic qualifications and certifications	0.00% 0
TOTAL	8

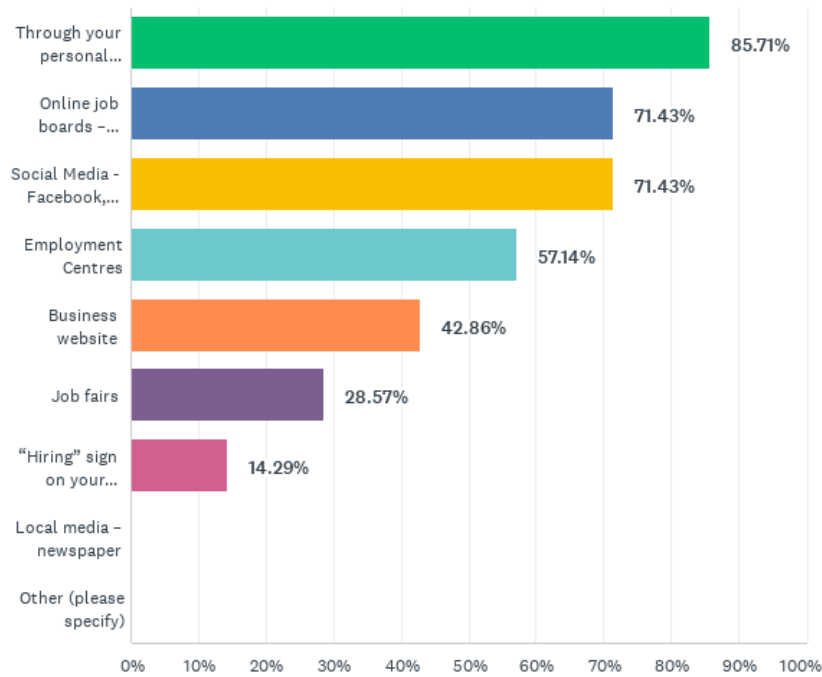
- Academics are important for the job; however, dedication to the job (coming to work) and a willingness to learn are most important today!

#13 What methods do you utilize for employee recruitment?

(Choose all that apply)

Answered: 7

Skipped: 8

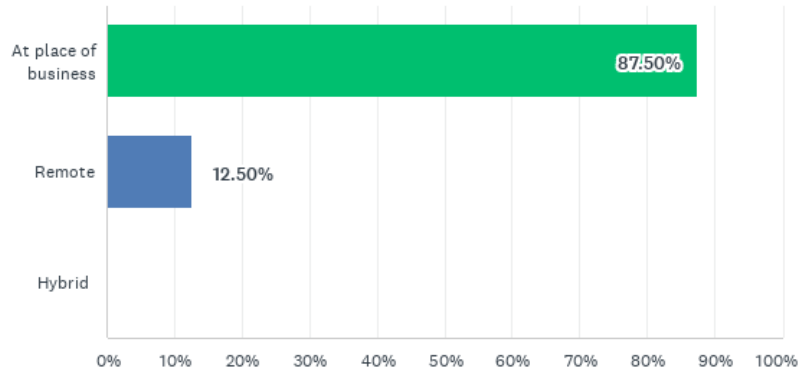


ANSWER CHOICES	RESPONSES	
▼ Through your personal network	85.71%	6
▼ Online job boards - Indeed, LinkedIn	71.43%	5
▼ Social Media - Facebook, Instagram	71.43%	5
▼ Employment Centres	57.14%	4
▼ Business website	42.86%	3
▼ Job fairs	28.57%	2
▼ "Hiring" sign on your premises	14.29%	1
▼ Local media - newspaper	0.00%	0
▼ Other (please specify)	Responses	0
Total Respondents: 7		

#14 What type of work environment do you offer?

Answered: 8

Skipped: 7

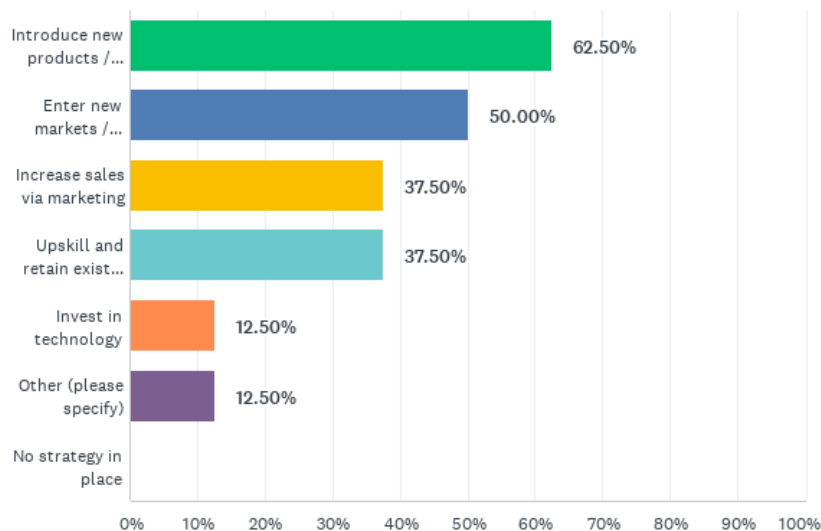


ANSWER CHOICES	RESPONSES	
At place of business	87.50%	7
Remote	12.50%	1
Hybrid	0.00%	0
TOTAL		8

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

Answered: 8

Skipped: 7



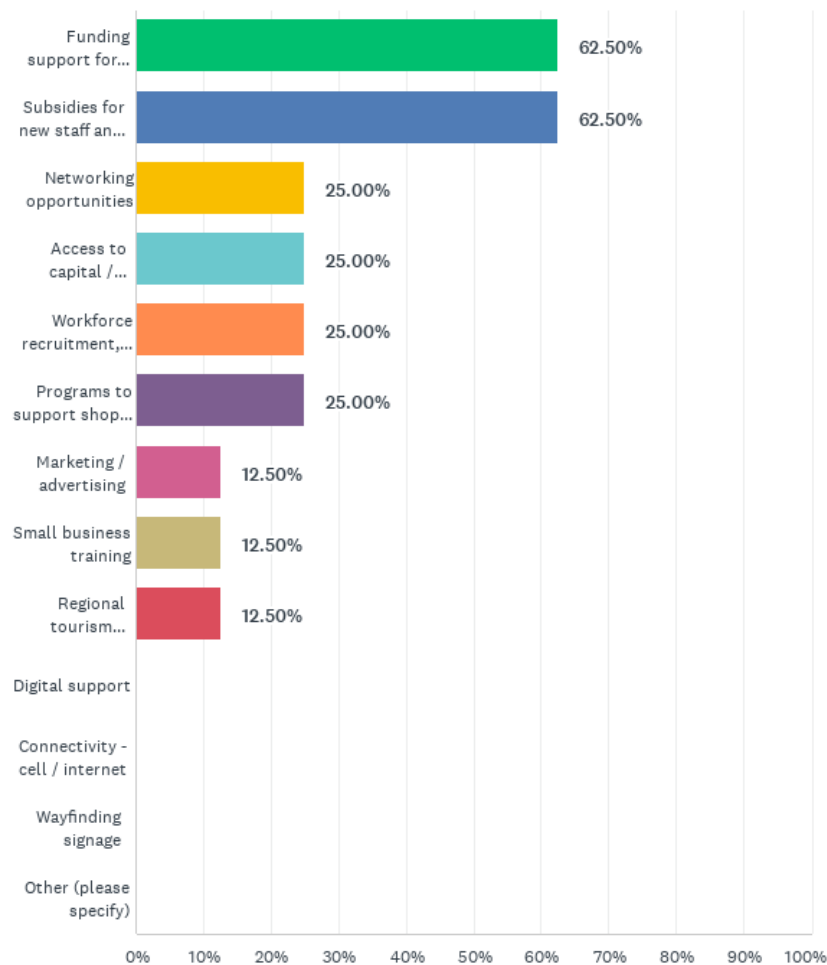
#15 continued...

ANSWER CHOICES	RESPONSES	
Introduce new products / services	62.50%	5
Enter new markets / export	50.00%	4
Increase sales via marketing	37.50%	3
Upskill and retain existing talent	37.50%	3
Invest in technology	12.50%	1
Other (please specify)	Responses 12.50%	1
No strategy in place	0.00%	0
Total Respondents: 8		

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

Answered: 8

Skipped: 7



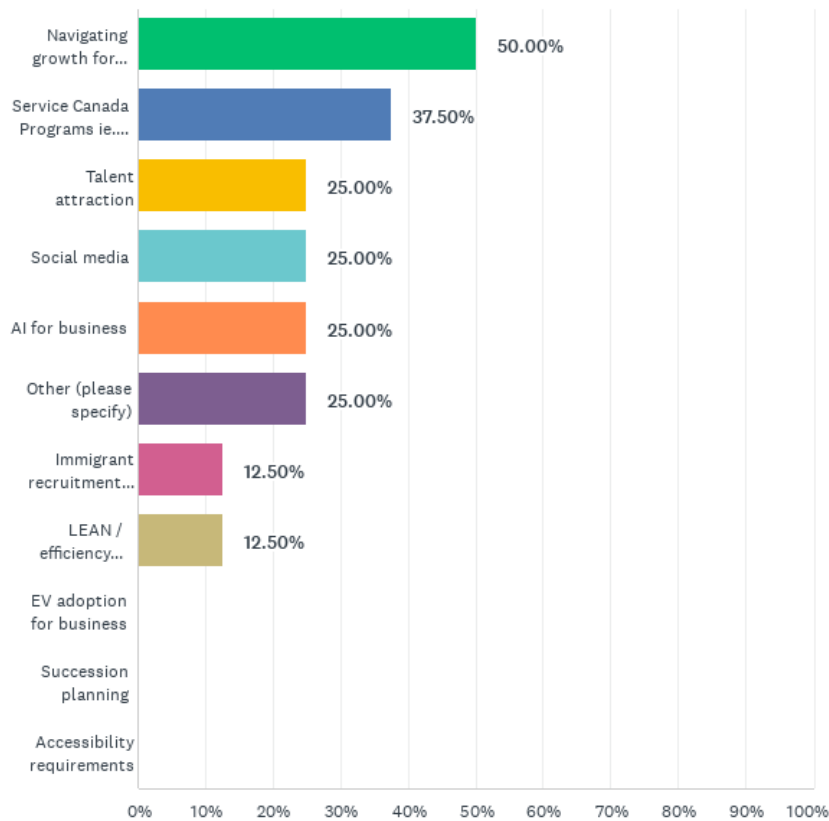
#16 continued...

ANSWER CHOICES	RESPONSES	
▼ Funding support for business expansion	62.50%	5
▼ Subsidies for new staff and training	62.50%	5
▼ Networking opportunities	25.00%	2
▼ Access to capital / business loans	25.00%	2
▼ Workforce recruitment, hiring and resourcing staff	25.00%	2
▼ Programs to support shop local	25.00%	2
▼ Marketing / advertising	12.50%	1
▼ Small business training	12.50%	1
▼ Regional tourism destination development – products, marketing	12.50%	1
▼ Digital support	0.00%	0
▼ Connectivity - cell / internet	0.00%	0
▼ Wayfinding signage	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: 7



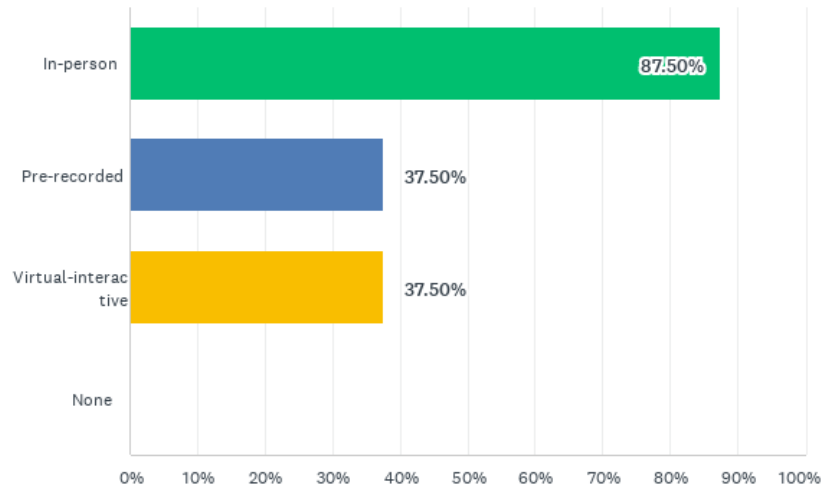
ANSWER CHOICES	RESPONSES
▼ Navigating growth for small business	50.00% 4
▼ Service Canada Programs ie. work sharing, record of employment	37.50% 3
▼ Talent attraction	25.00% 2
▼ Social media	25.00% 2
▼ AI for business	25.00% 2
▼ Other (please specify)	Responses 25.00% 2
▼ Immigrant recruitment programs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

- Leadership training, wage subsidies for succession planning
- HR workplace policies update

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

Answered: 8

Skipped: 7

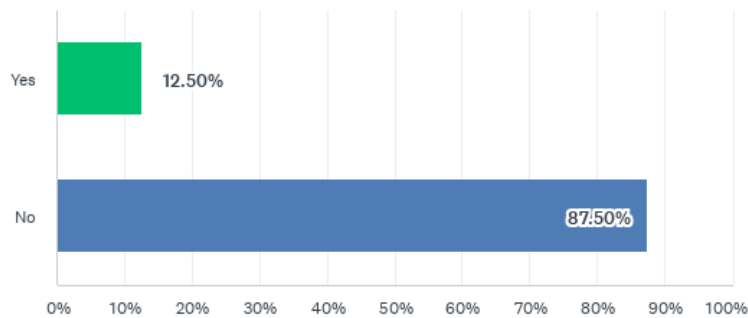


ANSWER CHOICES	RESPONSES
▼ In-person	87.50% 7
▼ Pre-recorded	37.50% 3
▼ Virtual-interactive	37.50% 3
▼ None	0.00% 0
Total Respondents: 8	

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

Answered: 8

Skipped: 7

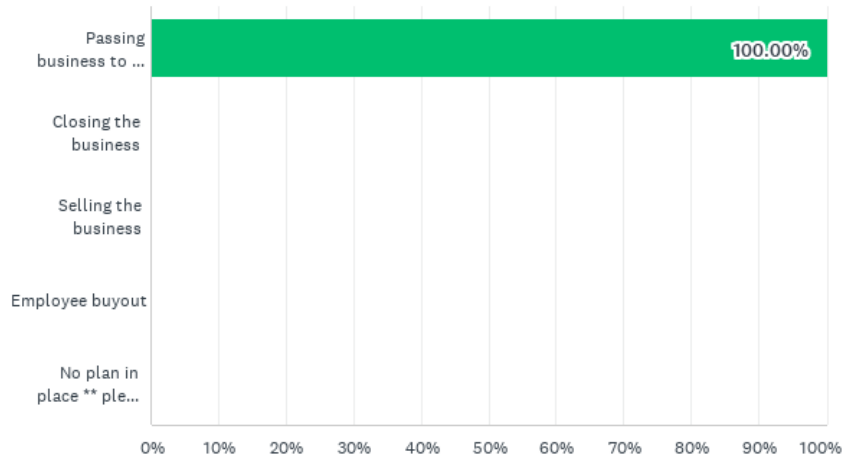


ANSWER CHOICES	RESPONSES
▼ Yes	12.50% 1
▼ No	87.50% 7
TOTAL	8

#20 If yes, what is your succession plan?

Answered: 1

Skipped: 14

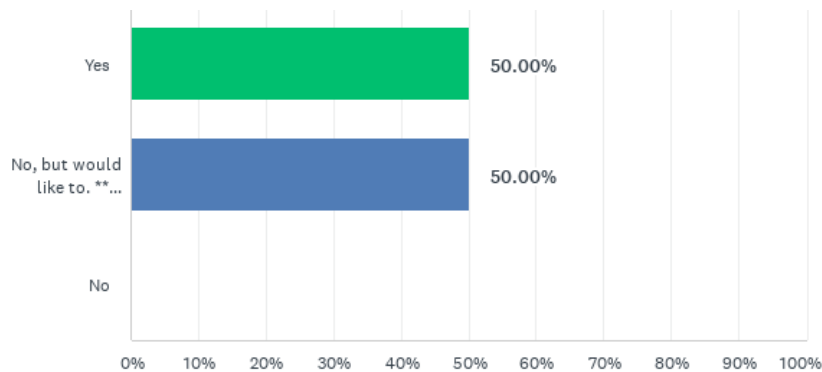


ANSWER CHOICES	RESPONSES
Passing business to a family member	100.00% 1
Closing the business	0.00% 0
Selling the business	0.00% 0
Employee buyout	0.00% 0
No plan in place ** please provide contact info at end of survey for support	0.00% 0
TOTAL	1

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

Answered: 8

Skipped: 7



#21 continued...

ANSWER CHOICES		RESPONSES
Yes		50.00% 4
No, but would like to. ** Please provide contact info at end of survey		50.00% 4
No		0.00% 0
TOTAL		8

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

Answered: 1 Skipped: 14

ANSWER CHOICES		RESPONSES
Contact Name	Responses	83.33% 5
Business Name	Responses	66.67% 4
Contact Number	Responses	83.33% 5
Email	Responses	100.00% 6

Other comments:

- The cost of some of my inputs have almost doubled in the last 3 years but I've been unable to increase my sales prices to compensate because I'm pretty much already at what my market will bear

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

Answered: 6 Skipped: 9

ANSWER CHOICES		RESPONSES
Contact Name	Responses	83.33% 5
Business Name	Responses	66.67% 4
Contact Number	Responses	83.33% 5
Email	Responses	100.00% 6

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

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