

Township of Edwardsburgh Cardinal Leeds-Grenville-Thousand Islands and Rideau Lakes 2024 Business Survey: Report

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EDWARDSBURGH CARDINAL

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

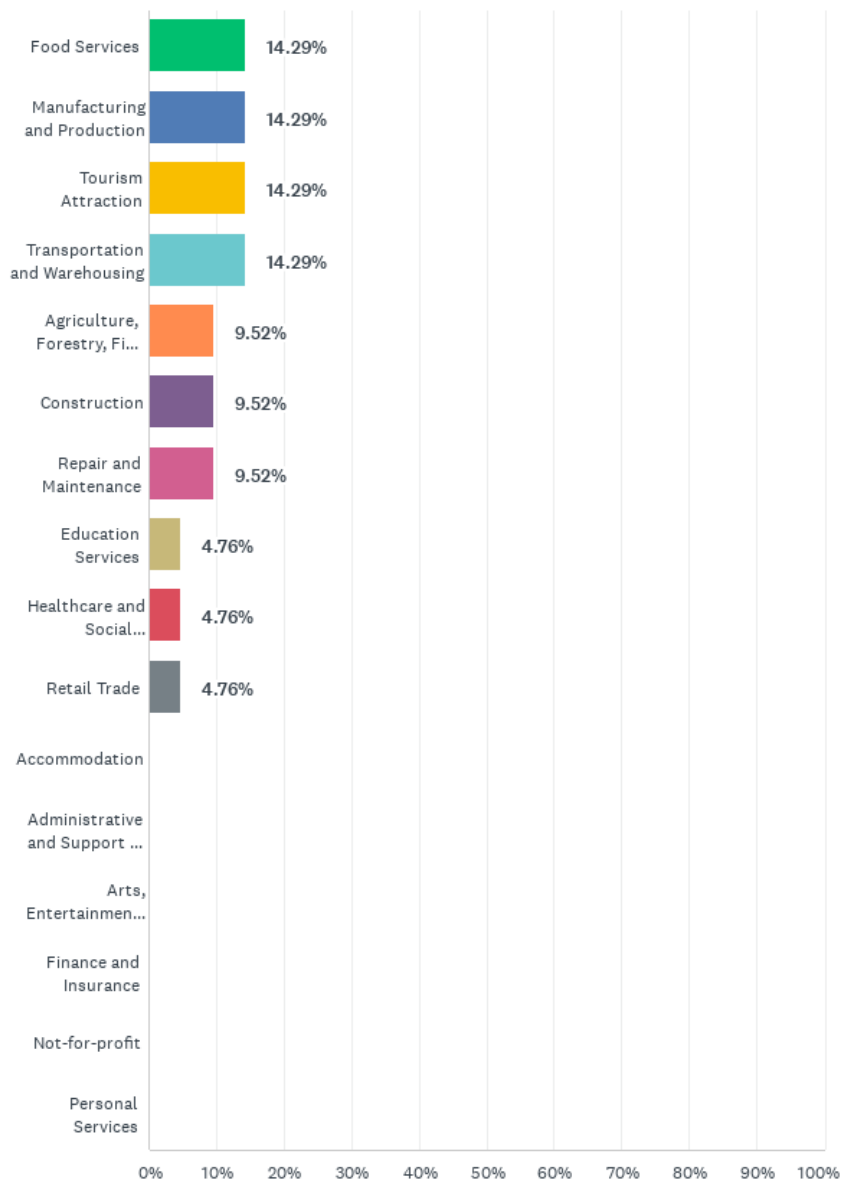


invest.leedsgrenville.com/reportsandplans

#2 What sector is your business primarily operating in?

Answered: 21

Skipped: 1



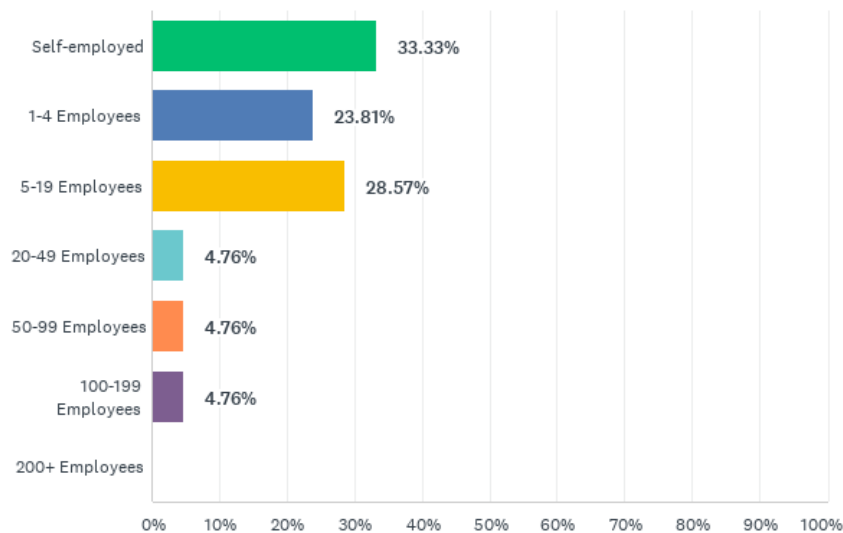
#2 continued...

ANSWER CHOICES	RESPONSES
Food Services	14.29% 3
Manufacturing and Production	14.29% 3
Tourism Attraction	14.29% 3
Transportation and Warehousing	14.29% 3
Agriculture, Forestry, Fish and Hunting	9.52% 2
Construction	9.52% 2
Repair and Maintenance	9.52% 2
Education Services	4.76% 1
Healthcare and Social Assistance	4.76% 1
Retail Trade	4.76% 1
Accommodation	0.00% 0
Administrative and Support - Business Services	0.00% 0
Arts, Entertainment and Recreation	0.00% 0
Finance and Insurance	0.00% 0
Not-for-profit	0.00% 0
Personal Services	0.00% 0
TOTAL	21

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

Answered: 21

Skipped: 1

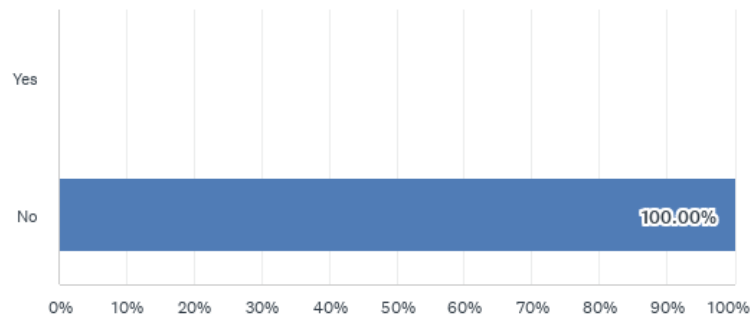


#3 continued...

ANSWER CHOICES	RESPONSES
Food Services	14.29% 3
Manufacturing and Production	14.29% 3
Tourism Attraction	14.29% 3
Transportation and Warehousing	14.29% 3
Agriculture, Forestry, Fish and Hunting	9.52% 2
Construction	9.52% 2
Repair and Maintenance	9.52% 2
Education Services	4.76% 1
Healthcare and Social Assistance	4.76% 1
Retail Trade	4.76% 1
Accommodation	0.00% 0
Administrative and Support - Business Services	0.00% 0
Arts, Entertainment and Recreation	0.00% 0
Finance and Insurance	0.00% 0
Not-for-profit	0.00% 0
Personal Services	0.00% 0
TOTAL	21

#4 For medium / large business (50 and above employees) - Are your employees unionized?

Answered: 3



ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	100.00% 3
TOTAL	3

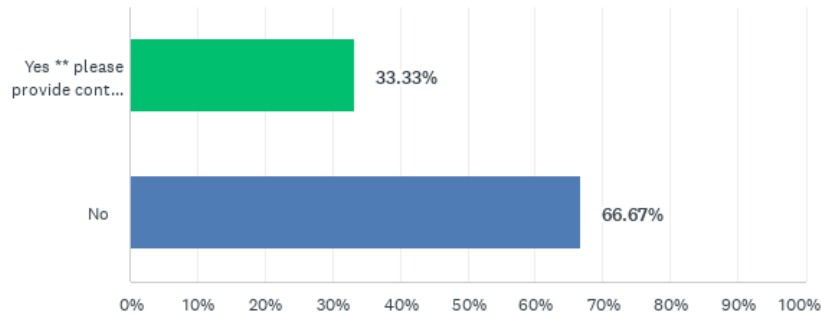
**#5 For medium / large business (50 and above employees) -
What are your top infrastructure issues, and why? i.e. hydro, natural gas, rail, etc.**

Answered: 3

- Hydro
- Hydro and internet connectivity
- Internet communications from work site

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

Answered: 3

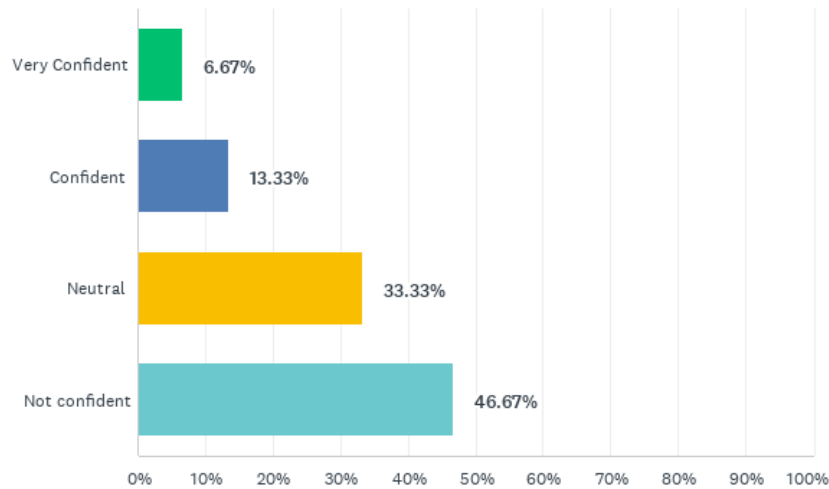


ANSWER CHOICES	RESPONSES	
Yes ** please provide contact info at end of survey	33.33%	1
No	66.67%	2
TOTAL		3

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

Answered: 15

Skipped: 7

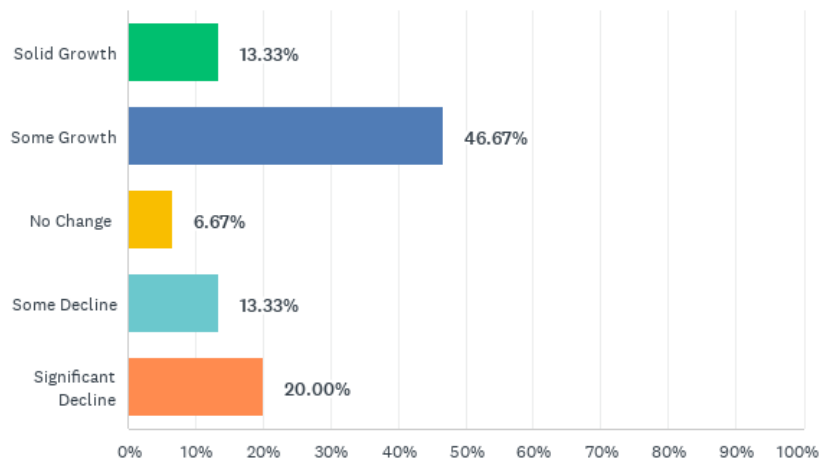


ANSWER CHOICES	RESPONSES
Very Confident	6.67% 1
Confident	13.33% 2
Neutral	33.33% 5
Not confident	46.67% 7
TOTAL	15

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

Answered: 15

Skipped: 7



#8 continued...

ANSWER CHOICES	RESPONSES
▼ Solid Growth	13.33% 2
▼ Some Growth	46.67% 7
▼ No Change	6.67% 1
▼ Some Decline	13.33% 2
▼ Significant Decline	20.00% 3
TOTAL	15

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

Answered: 15 Skipped: 7

	1-NOT A CHALLENGE	2	3-SOMEWHAT CHALLENGING	4	5-VERY CHALLENGING	TOTAL
▼ Increasing overhead costs	6.67% 1	20.00% 3	20.00% 3	26.67% 4	26.67% 4	15
▼ Increasing product prices	13.33% 2	6.67% 1	13.33% 2	33.33% 5	33.33% 5	15
▼ Changes in demand for your product / service	33.33% 5	13.33% 2	20.00% 3	6.67% 1	26.67% 4	15
▼ Borrowing costs	46.67% 7	13.33% 2	13.33% 2	13.33% 2	13.33% 2	15
▼ Repayment of CEBA loan	80.00% 12	6.67% 1	6.67% 1	0.00% 0	6.67% 1	15
▼ Supply chain instability	20.00% 3	13.33% 2	20.00% 3	26.67% 4	20.00% 3	15
▼ Ability to find skilled employees	20.00% 3	0.00% 0	26.67% 4	13.33% 2	40.00% 6	15
▼ Ability to offer competitive wages and benefits	20.00% 3	13.33% 2	20.00% 3	20.00% 3	26.67% 4	15
▼ Ability to retain employees	26.67% 4	6.67% 1	33.33% 5	20.00% 3	13.33% 2	15
▼ Absenteeism due to reliable child care	80.00% 12	0.00% 0	20.00% 3	0.00% 0	0.00% 0	15

- Seasonal employment- finding summer employees

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

Answered: 15

Skipped: 7

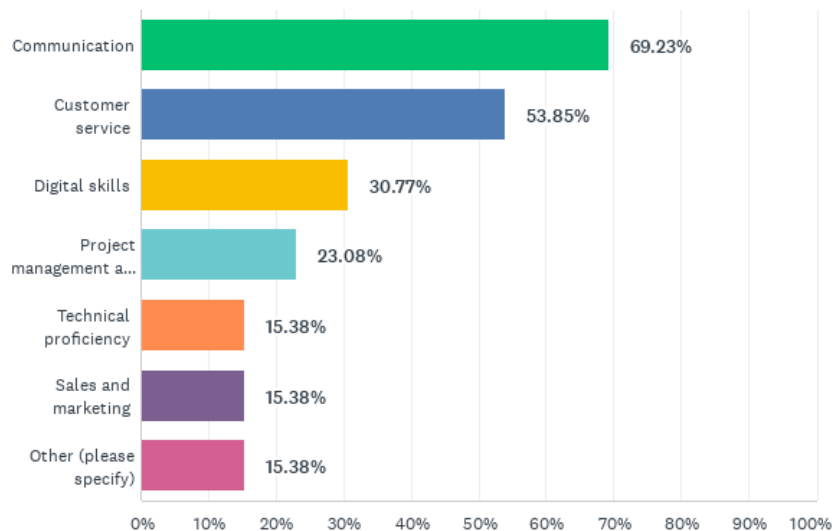
	1-NOT A CHALLENGE	2	3-SOMEWHAT CHALLENGING	4	5- VERY CHALLENGING	TOTAL
Available housing / accommodation	46.67% 7	0.00% 0	33.33% 5	6.67% 1	13.33% 2	15
Available daycare	66.67% 10	0.00% 0	6.67% 1	13.33% 2	13.33% 2	15
Cost of Living ie. inflation	20.00% 3	6.67% 1	6.67% 1	33.33% 5	33.33% 5	15
Public transportation	66.67% 10	20.00% 3	6.67% 1	0.00% 0	6.67% 1	15
Caring for elders	60.00% 9	6.67% 1	20.00% 3	6.67% 1	6.67% 1	15

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

(Choose all that apply)

Answered: 13

Skipped: 9



#11 continued...

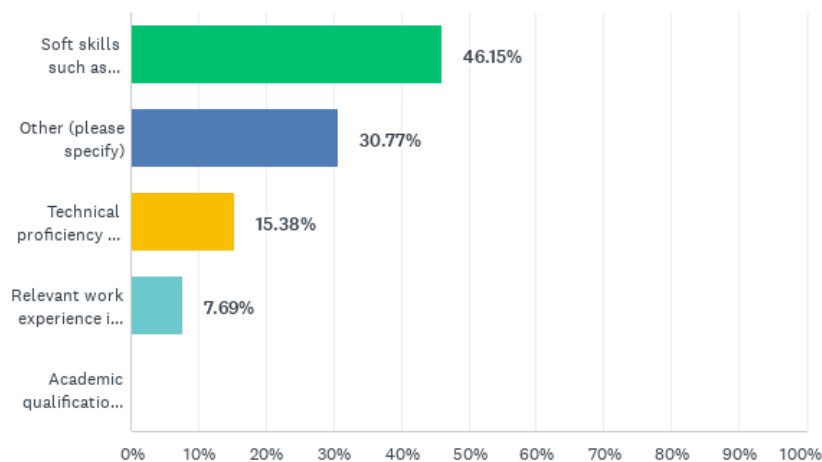
ANSWER CHOICES	RESPONSES	
Communication	69.23%	9
Customer service	53.85%	7
Digital skills	30.77%	4
Project management and organization	23.08%	3
Technical proficiency	15.38%	2
Sales and marketing	15.38%	2
Other (please specify)	Responses 15.38%	2
Total Respondents: 13		

- Basic math, spelling and writing

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

Answered: 13

Skipped: 9



ANSWER CHOICES	RESPONSES	
Soft skills such as teamwork and communication	46.15%	6
Other (please specify)	Responses 30.77%	4
Technical proficiency and specific job-related skills	15.38%	2
Relevant work experience in a similar role	7.69%	1
Academic qualifications and certifications	0.00%	0
TOTAL		13

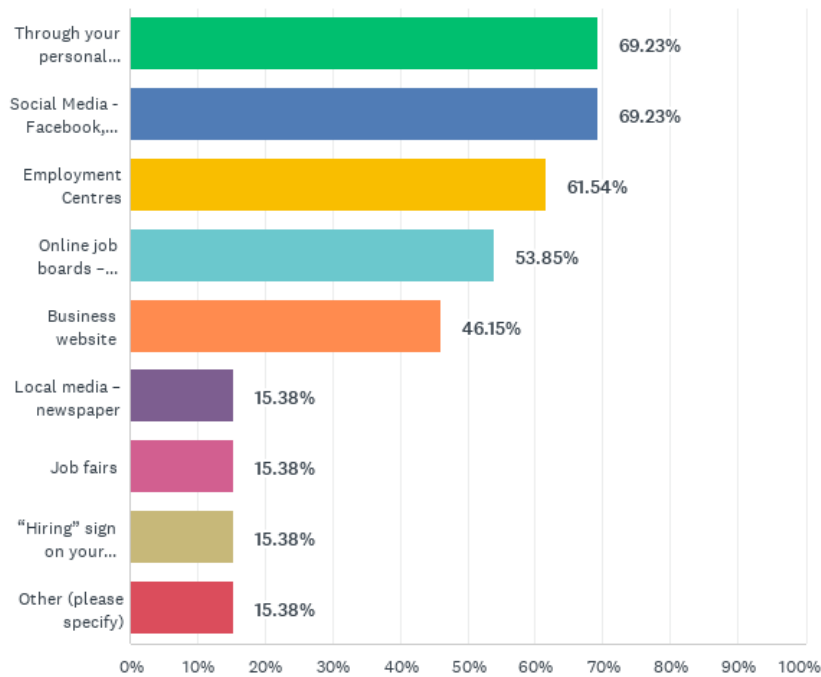
- Coming to work on time and giving an honest day's work. Just terrible.
- Interaction with the public, self confidence, working alone and decision making.
- The ability to work diligently and consistently.

#13 What methods do you utilize for employee recruitment?

(Choose all that apply)

Answered: 13

Skipped: 9



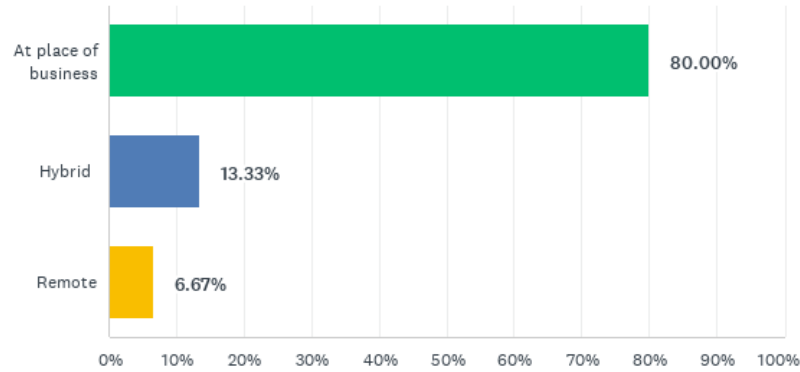
ANSWER CHOICES	RESPONSES	
▼ Through your personal network	69.23%	9
▼ Social Media - Facebook, Instagram	69.23%	9
▼ Employment Centres	61.54%	8
▼ Online job boards - Indeed, LinkedIn	53.85%	7
▼ Business website	46.15%	6
▼ Local media - newspaper	15.38%	2
▼ Job fairs	15.38%	2
▼ "Hiring" sign on your premises	15.38%	2
▼ Other (please specify)	Responses 15.38%	2
Total Respondents: 13		

- Recruiter services

#14 What type of work environment do you offer?

Answered: 15

Skipped: 7

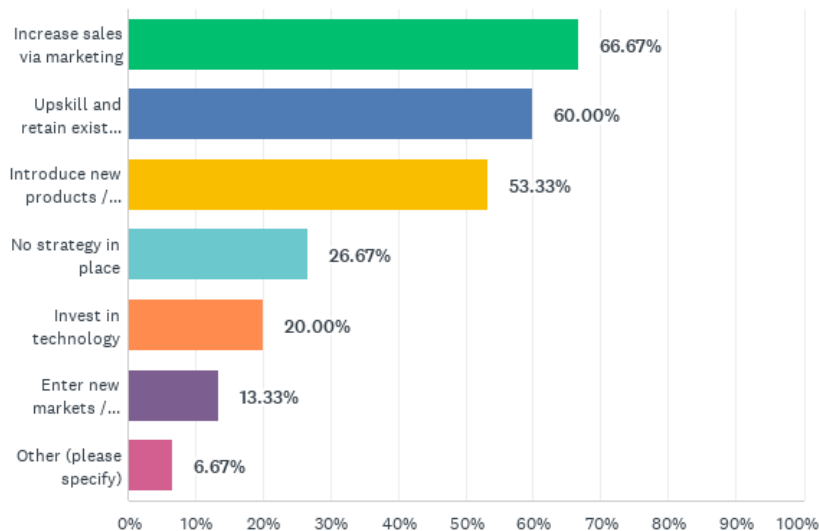


ANSWER CHOICES	RESPONSES
At place of business	80.00% 12
Hybrid	13.33% 2
Remote	6.67% 1
TOTAL	15

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

Answered: 15

Skipped: 7



#15 continued...

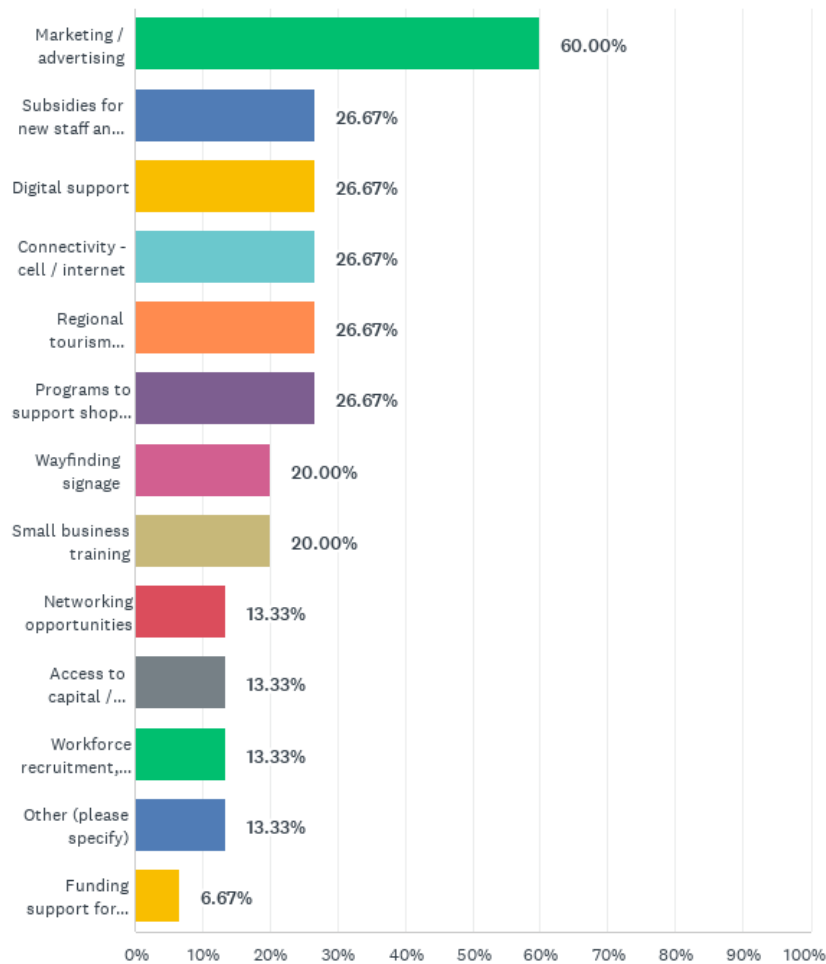
ANSWER CHOICES	RESPONSES	
▼ Increase sales via marketing	66.67%	10
▼ Upskill and retain existing talent	60.00%	9
▼ Introduce new products / services	53.33%	8
▼ No strategy in place	26.67%	4
▼ Invest in technology	20.00%	3
▼ Enter new markets / export	13.33%	2
▼ Other (please specify)	Responses 6.67%	1

- Advertising, social media, newspaper

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

Answered: 15

Skipped: 7



#16 continued...

ANSWER CHOICES	RESPONSES
Marketing / advertising	60.00% 9
Subsidies for new staff and training	26.67% 4
Digital support	26.67% 4
Connectivity - cell / internet	26.67% 4
Regional tourism destination development – products, marketing	26.67% 4
Programs to support shop local	26.67% 4
Wayfinding signage	20.00% 3
Small business training	20.00% 3
Networking opportunities	13.33% 2
Access to capital / business loans	13.33% 2
Workforce recruitment, hiring and resourcing staff	13.33% 2
Other (please specify) Responses	13.33% 2

- Cut social catchall so people must work. Open more immigrants who all like older Canadians want a job and want to work
- Subsidize highway 416 signage to drive business to Spencerville

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

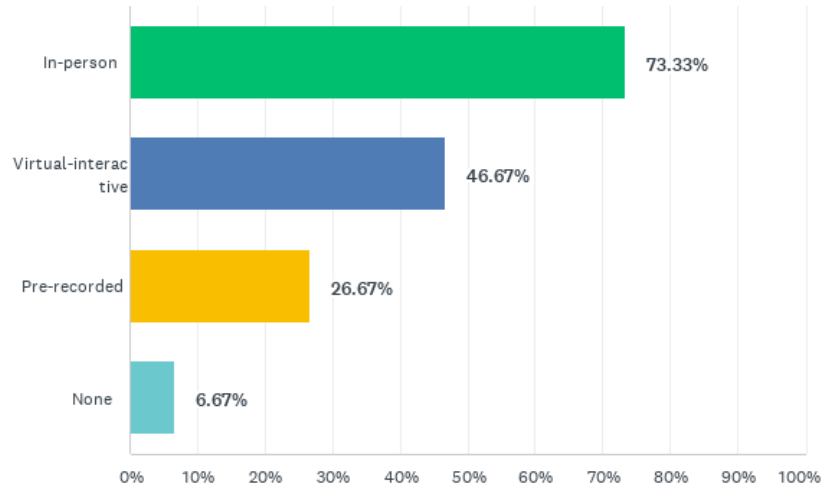
Answered: 15 Skipped: 7

ANSWER CHOICES	RESPONSES
Service Canada Programs ie. work sharing, record of employment	40.00% 6
Talent attraction	33.33% 5
Navigating growth for small business	33.33% 5
LEAN / efficiency training	33.33% 5
Social media	26.67% 4
Succession planning	26.67% 4
AI for business	26.67% 4
Immigrant recruitment programs	13.33% 2
Accessibility requirements	13.33% 2
EV adoption for business	0.00% 0
Other (please specify) Responses	0.00% 0
Total Respondents: 15	

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

Answered: 15

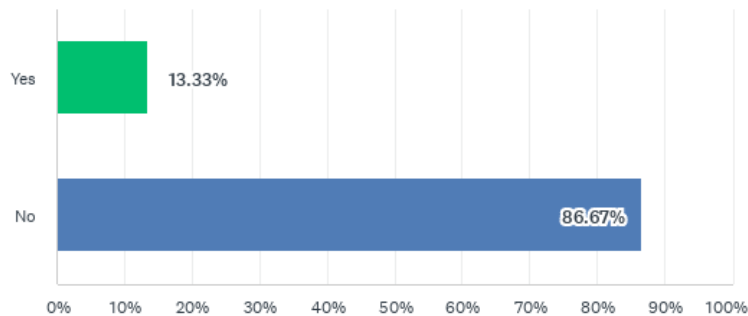
Skipped: 7



ANSWER CHOICES	RESPONSES
In-person	73.33% 11
Virtual-interactive	46.67% 7
Pre-recorded	26.67% 4
None	6.67% 1
Total Respondents: 15	

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

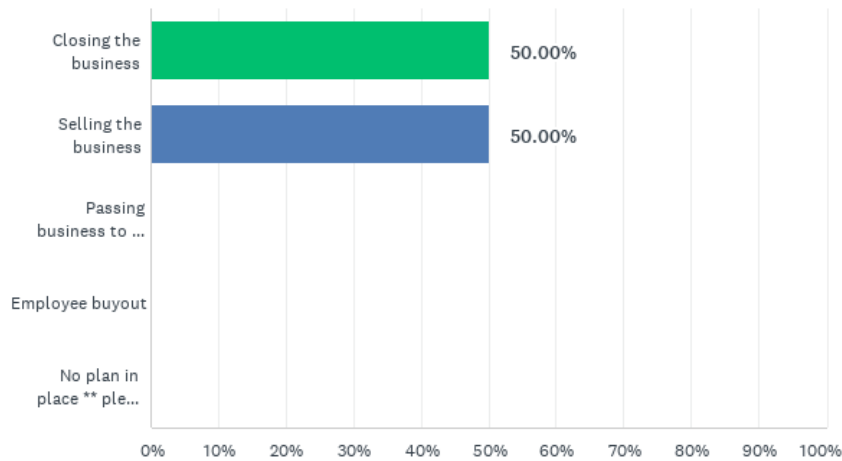
Answered: 15 Skipped: 7



ANSWER CHOICES	RESPONSES
Yes	13.33% 2
No	86.67% 13
TOTAL	15

#20 If yes, what is your succession plan?

Answered: 2

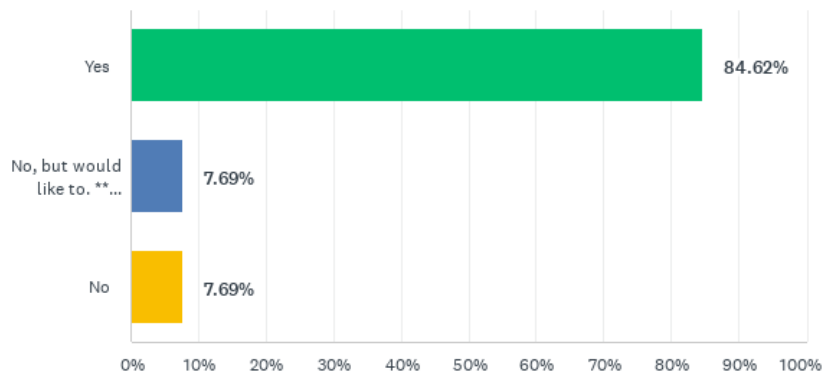


ANSWER CHOICES	RESPONSES
▼ Closing the business	50.00% 1
▼ Selling the business	50.00% 1
▼ Passing business to a family member	0.00% 0
▼ Employee buyout	0.00% 0
▼ No plan in place ** please provide contact info at end of survey for support.	0.00% 0
TOTAL	2

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

Answered: 13

Skipped: 9



#21 continued...

ANSWER CHOICES	RESPONSES	
Yes	84.62%	11
No, but would like to. ** Please provide contact info at end of survey	7.69%	1
No	7.69%	1
TOTAL		13

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

Answered: 4 Skipped: 18

- Started a new business and the red tape was time consuming and expensive. No sense of urgency or understanding to get it started. Municipal and Provincial roadblocks from understanding rules diversified business on agricultural land to MOE to MOL on a provincial level. Even hydro getting something done was pain staking.
- National historic site- summer operation only, one summer student.
- Cost of the supply chain and the inconsistency of supply. Interest rates and spiraling overhead costs. Navigating social media marketing.
- The only signage on the 416 to Spencerville is Drummonds Gas Bar. The cost last time I was aware was \$5,000/yr. This is a very high cost for smaller businesses. Is it possible for Counties or Municipal support to subsidize this cost? I believe it would bring traffic to and from Ottawa down the 416 Corridor.

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

Answered: 4 Skipped: 18

ANSWER CHOICES	RESPONSES	
Contact Name	Responses 100.00%	4
Business Name	Responses 100.00%	4
Contact Number	Responses 100.00%	4
Email	Responses 100.00%	4

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