Township of Edwardsburgh Cardinal
Leeds-Grenville-Thousand Islands and Rideau Lakes
2022 Business Survey: Report

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November 30, 2022

Survey Timeframe: October 4 – October 30, 2022

Prepared by:

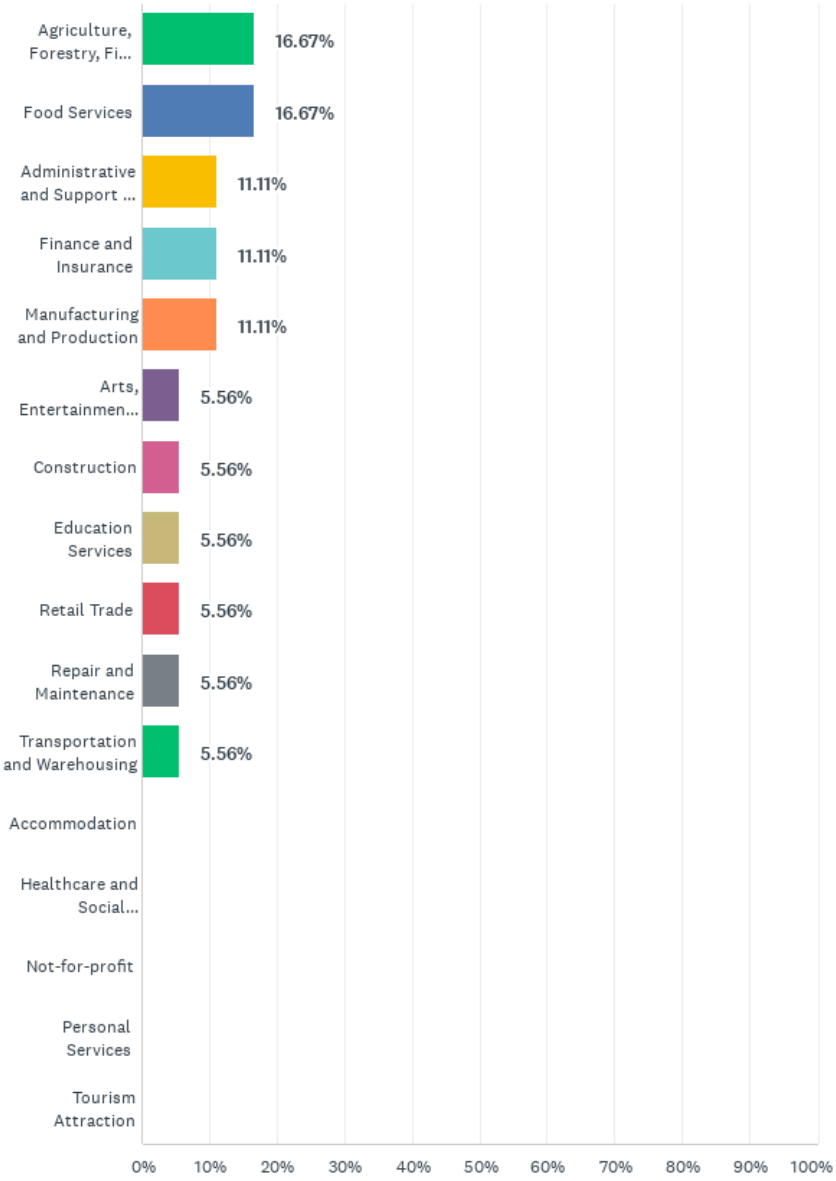
United Counties of Leeds and Grenville
Economic Development Office
32 Wall Street, Suite 300, Brockville, ON

Leeds Grenville
where lifestyle grows good business

invest.leedsgrenville.com/reportsandplans

#2 What sector is your business primarily operating in?

Answered: 18 Skipped: 0

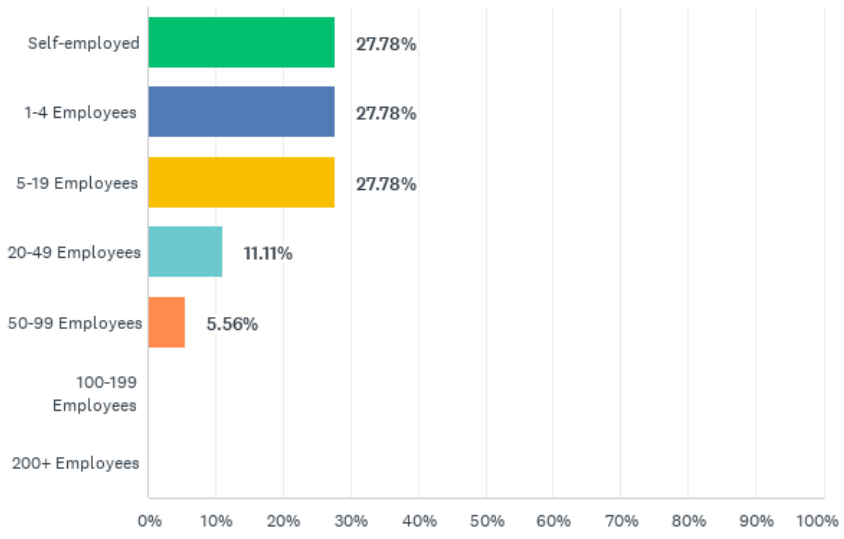


#2 continued...

ANSWER CHOICES	RESPONSES	
Agriculture, Forestry, Fish and Hunting	16.67%	3
Food Services	16.67%	3
Administrative and Support - Business Services	11.11%	2
Finance and Insurance	11.11%	2
Manufacturing and Production	11.11%	2
Arts, Entertainment and Recreation	5.56%	1
Construction	5.56%	1
Education Services	5.56%	1
Retail Trade	5.56%	1
Repair and Maintenance	5.56%	1
Transportation and Warehousing	5.56%	1
Accommodation	0.00%	0
Healthcare and Social Assistance	0.00%	0
Not-for-profit	0.00%	0
Personal Services	0.00%	0
Tourism Attraction	0.00%	0
TOTAL		18

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

Answered: 18 Skipped: 0

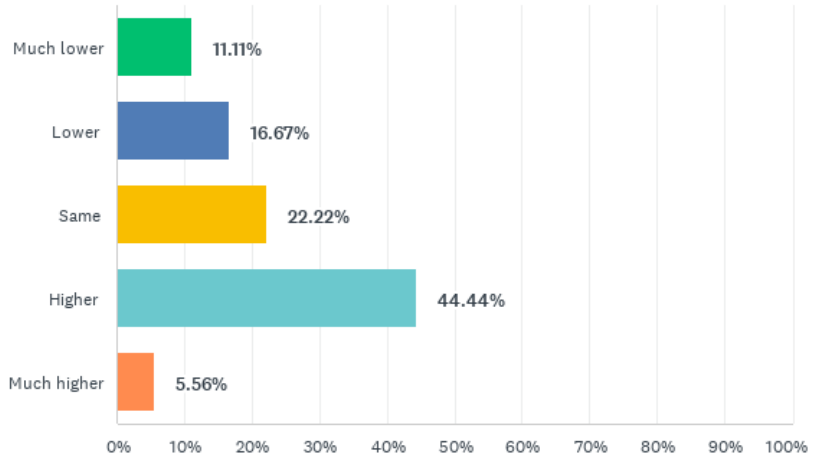


#3 continued...

ANSWER CHOICES	RESPONSES	
Self-employed	27.78%	5
1-4 Employees	27.78%	5
5-19 Employees	27.78%	5
20-49 Employees	11.11%	2
50-99 Employees	5.56%	1
100-199 Employees	0.00%	0
200+ Employees	0.00%	0
TOTAL		18

#4 Where is your business activity level today, compared with pre-COVID levels?

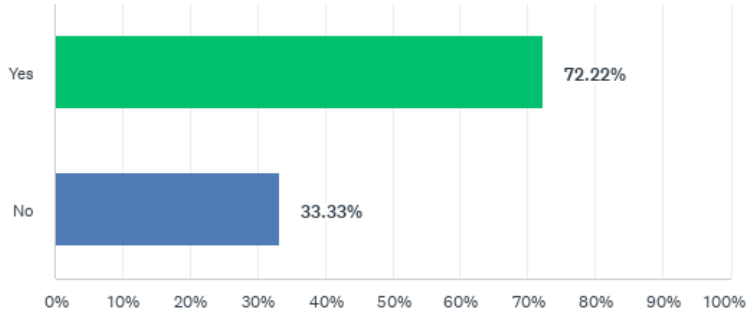
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Much lower	11.11%	2
Lower	16.67%	3
Same	22.22%	4
Higher	44.44%	8
Much higher	5.56%	1
TOTAL		18

#5 If your business is growing, are you confident your demand levels will continue?

Answered: 18 Skipped: 0

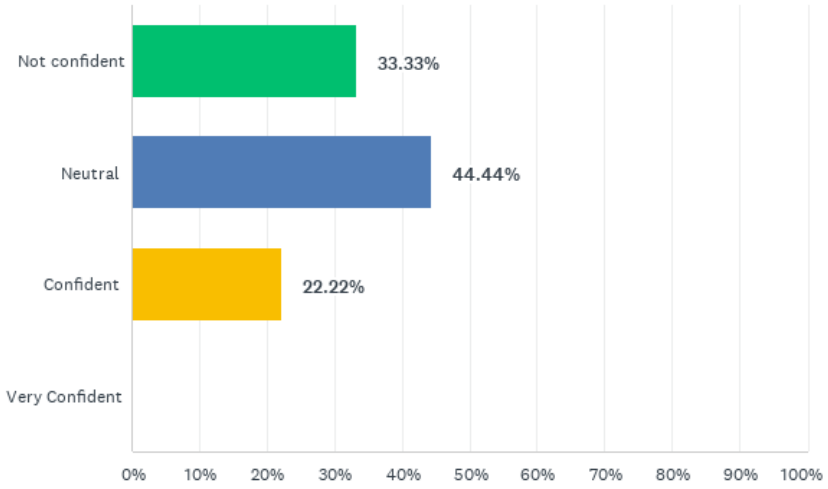


ANSWER CHOICES	RESPONSES	
Yes	72.22%	13
No	33.33%	6
Total Respondents: 18		

- Not sure.
- New customers brought on board with more forecasted growth.
- Current business is stable but down on pre-COVID 2020 figures.
- High inflation and recession risk are having a high impact.
- We are in the new home construction business. Demand increased when COVID hit, now it has gone back to pre-COVID levels. With rising interest rates, we will see what effect that has on sales.
- I have found that, since COVID, more individuals are looking to start their own business. They want to work at something they enjoy and helps them find balance.

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

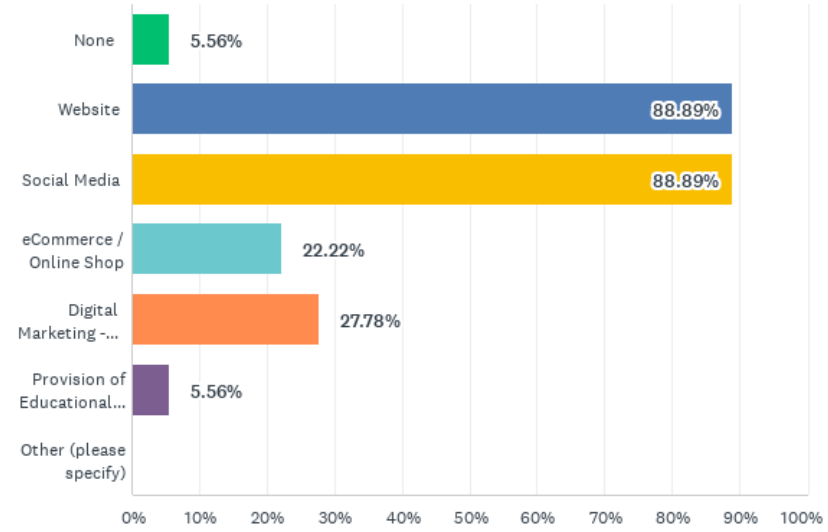
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not confident	33.33%	6
Neutral	44.44%	8
Confident	22.22%	4
Very Confident	0.00%	0
TOTAL		18

#7 What type of online presence does your company have? (choose all that apply)

Answered: 18 Skipped: 0

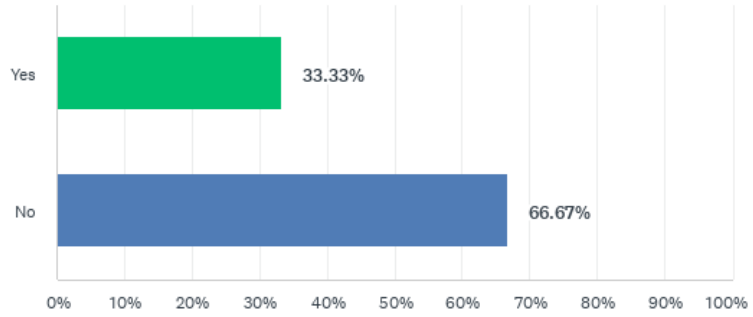


#7 continued...

ANSWER CHOICES		RESPONSES	
None		5.56%	1
Website		88.89%	16
Social Media		88.89%	16
eCommerce / Online Shop		22.22%	4
Digital Marketing - Advertising / Email		27.78%	5
Provision of Educational Webinars		5.56%	1
Other (please specify)	Responses	0.00%	0
Total Respondents: 18			

#8 Would you like to receive assistance with your online presence (website, social media, e-Commerce / online shop, digital marketing)? Please provide your contact information in #16.

Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	33.33%	6
No	66.67%	12
TOTAL		18

#9 Identify your biggest challenges using the rating scale for each item, with 1 being smallest and 10 being your biggest challenge.

Answered: 17 Skipped: 1

	1	2	3	4	5	6	7	8	9	10	TOTAL
Increasing product prices	6.25% 1	0.00% 0	0.00% 0	6.25% 1	18.75% 3	12.50% 2	18.75% 3	12.50% 2	0.00% 0	25.00% 4	16
Supply chain	13.33% 2	0.00% 0	0.00% 0	6.67% 1	13.33% 2	6.67% 1	6.67% 1	26.67% 4	13.33% 2	13.33% 2	15
Labour force	18.75% 3	0.00% 0	0.00% 0	0.00% 0	18.75% 3	6.25% 1	0.00% 0	6.25% 1	18.75% 3	31.25% 5	16
Changes in your product demand	0.00% 0	0.00% 0	25.00% 4	12.50% 2	25.00% 4	12.50% 2	12.50% 2	0.00% 0	6.25% 1	6.25% 1	16
Increased overhead costs	5.88% 1	0.00% 0	5.88% 1	5.88% 1	11.76% 2	17.65% 3	5.88% 1	23.53% 4	5.88% 1	17.65% 3	17
Debt servicing capacity	26.67% 4	6.67% 1	20.00% 3	0.00% 0	13.33% 2	0.00% 0	13.33% 2	0.00% 0	20.00% 3	0.00% 0	15

- One of our biggest challenges is keeping costs in line. It is hard to keep costs and quotes inline when the cost of supplies is unpredictable.
- Government in all forms and at all levels. Return government to the rusty cage to which it was intended and most of our problems go away. The product of government is misery.

#10 Identify your biggest workforce challenges using the rating scale for each item, with 1 being smallest and 10 being your biggest challenge.

Answered: 17 Skipped: 1

	1	2	3	4	5	6	7	8	9	10	TOTAL
Employees returning to the workplace	33.33% 5	0.00% 0	20.00% 3	6.67% 1	6.67% 1	6.67% 1	6.67% 1	6.67% 1	0.00% 0	13.33% 2	15
Ability to offer competitive wages and benefits	18.75% 3	0.00% 0	6.25% 1	6.25% 1	12.50% 2	18.75% 3	0.00% 0	12.50% 2	12.50% 2	12.50% 2	16
Desire for hybrid workplace models	33.33% 5	6.67% 1	20.00% 3	0.00% 0	20.00% 3	0.00% 0	13.33% 2	0.00% 0	0.00% 0	6.67% 1	15
Attraction of new employees	17.65% 3	0.00% 0	0.00% 0	5.88% 1	23.53% 4	0.00% 0	11.76% 2	11.76% 2	11.76% 2	17.65% 3	17

#11 What should the region's focus be to address workforce shortages?

Answered: 16 Skipped: 2

Training

- Worker education.
- Training $$ assistance.
- We need skilled labour in the Construction Industry. Get workers into an Apprenticeship Program. Currently the Ontario Government has a Grant Program available to encourage workers to get their Red Seal.
- Training more graduates with degree level knowledge of electronic hardware design.
- Insurance industry education in local college and even in high school.

Housing

- Housing availability and cost.
- Even if we could attract talent, there is nowhere to live that they can afford.

Other

- Digital skills.
- Attract more labour.
- Emphasize the benefits of working for a small business.
- More support for small business so they can afford to pay employees more.
- Stop giving handouts to individuals. They are becoming dependent on these handouts.
- Transportation is the biggest problem. Between the cost of gas and lack of transit in the area the willing employees are having trouble getting to employers.
- Financial support and investment in new technology through high interest rate environment.
- Creating an environment where the employee is provided with descent wage, health benefits and inclusion.
- Pay people better and provide benefits so that existing employees aren't looking for greener pastures.

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

Answered: 15 Skipped: 3

Grants

- Business improvement grants
- Training grants.
- 1. Grant support for replacement of old HVAC units with modern high-efficiency HVAC units. 2. Grant support for installation of electrical costs-saving retrofits, such as active power-factor correction. 3) Grant support for installation of a Solar PV-powered charging station for HEVs and EVs.

#12 continued...

- Low or no cost productions equipment loans and grants.
- Investment in new green technology.

Reduce Costs

- Reduce payroll costs.
- Having to pay less tax.
- Debt service assistance.

Support Local

- Promote buying and supporting local. Create special events around supporting local.
- Shop local incentives.
- Finding local partnerships.

Labour Market

- Recruiting skilled workers. Introducing skilled workers into the Construction Industry. Recruiting workers with a proven construction background.
- Worker access.
- Attract more labour.

Other

- Worker education.
- Business retention.
- Tourism marketing.
- Promotion and marketing support.
- Increased supply chain support.
- Online learning for biz owners.
- Pool of qualified people to work in the insurance field.
- Growing our audience through advertising and our digital outreach portfolio.

#13 What are your expectations for 2023?

Answered: 17 Skipped: 1

Positive

- Maintain current sales as growth now requires additional square footage, increased marketing, more employees, equipment acquisition and development of internal processes and controls.
- Hopefully to grow as a business.
- Opening our physical store to the public.
- Hoping to increase revenue by increasing online presence and broaden customer base which will hopefully help to mitigate future economic downturn.
- Slower growth but still it will be a growth year.

#13 continued...

- We anticipate a steady year and would like to find skilled labourers.
- Return to 2020 business levels and continuing business growth thereafter.
- Slow growth for our product.
- New business growth and new hire.
- Our goal is to increase our revenue to 85,000.
- Continue improving client engagement, customer service.
- Improve the economy and get inflation under control.
- Solid growth to back to pre COVID levels.
- Continuing hiring.

Negative

- Liquidation.
- The continued controlled demolition of our economy and way of life.
- World War 3. Unfortunately, I'm not joking.

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

Answered: 18 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	61.11%	11
No, but would like to. (please provide your contact information in #16)	22.22%	4
No	16.67%	3
TOTAL		18

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

Answered: 5 Skipped: 13

- Social media has become a tool for all spammers and keyboard warriors. We have removed all social media accounts cell phone numbers etc. as overseas scam artist have copied, spammed bombarded our phones with bogus calls and on-line scams that directly affect our business. Political correctness has become a joke in that you cannot call these individuals out. Unproven COVID mandates have become a standard in the work field restricting our ability to provide services in some areas and industries because the government has placed the burden of enforcing their distorted policies on businesses or lower governing bodies and threatened them with fines if they do not comply and forcing them to become liable if they do not conform.

#15 continued…

- The challenge we face is the availability and retention of skilled labourers.
- Due to input cost increases and fast interest rate increases it is difficult to stay ahead of costs. Investment in green technology to reduce our monthly expenses would help us the most.
- The business I am in is good but I face challenges like any. I'm lucky to have been able to stay open during the pandemic.

#16 If you would like to speak to someone regarding support available to business, or if you answered yes to question #8 or #14, please provide your contact information.

Answered: 6 Skipped: 12

ANSWER CHOICES		RESPONSES	
Contact Name	Responses	100.00%	6
Business Name	Responses	100.00%	6
Contact Number	Responses	100.00%	6
Email	Responses	100.00%	6

Additional Notes:

- Survey Timeframe: October 4, 2022 to October 30, 2022
- 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 | Grenville CFDC | Valley Heartland CFDC

Small Business Enterprise Centres
Leeds Grenville Small Business Centre
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

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

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