

Leeds-Grenville-Thousand Islands and Rideau Lakes

2025 Business Survey Report

July 3, 2025



Survey Timeframe: April 29 – June 4, 2025

Communities

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

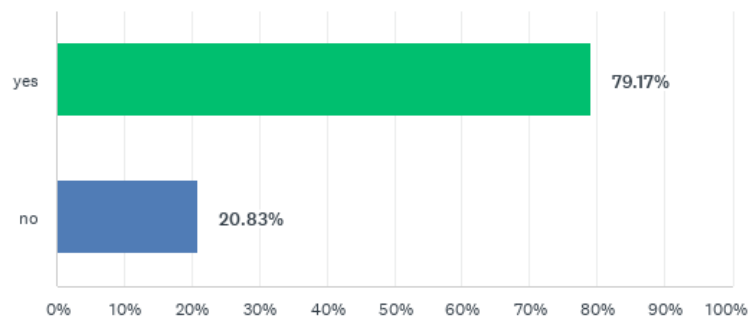
Prepared by:

United Counties of Leeds and Grenville
Economic Development Office
32 Wall Street, Suite 300, Brockville, ON
econdev@uclg.on.ca

invest.leedsgrenville.com/reportsandplans

Is your organization a for-profit business registered to carry out business in Ontario? (required)

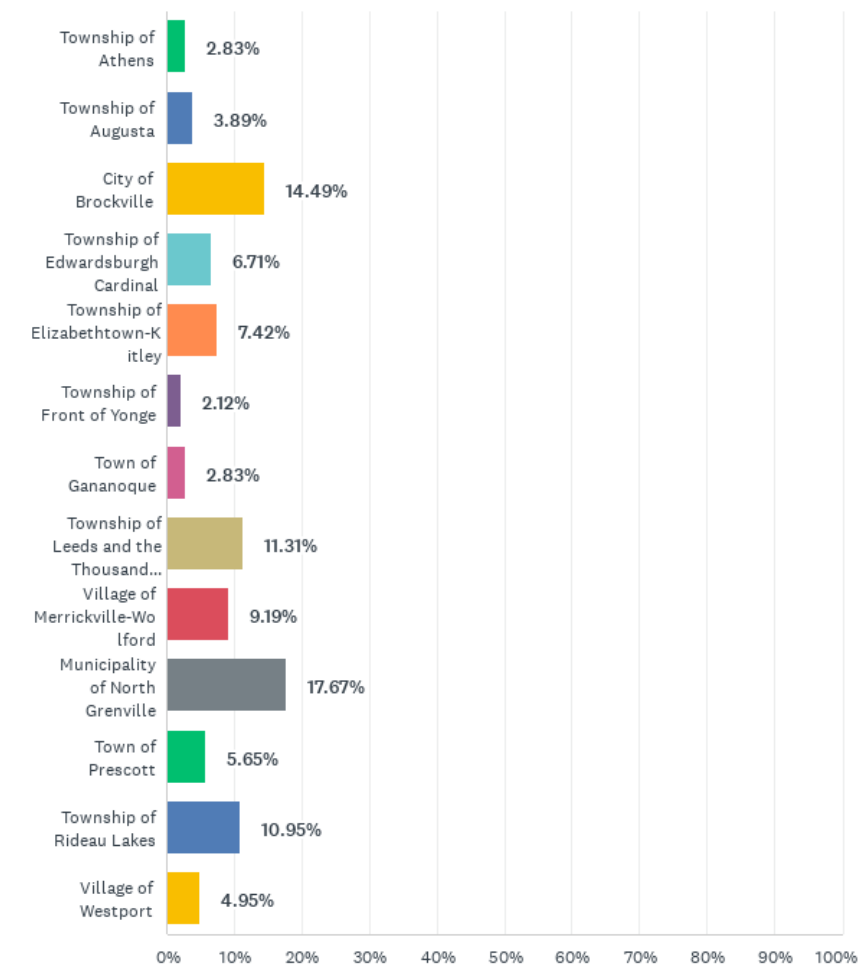
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
yes	79.17%	285
no	20.83%	75
TOTAL		360

#G1. Where is your business located? (if servicing multiple communities, please identify location of your main office)

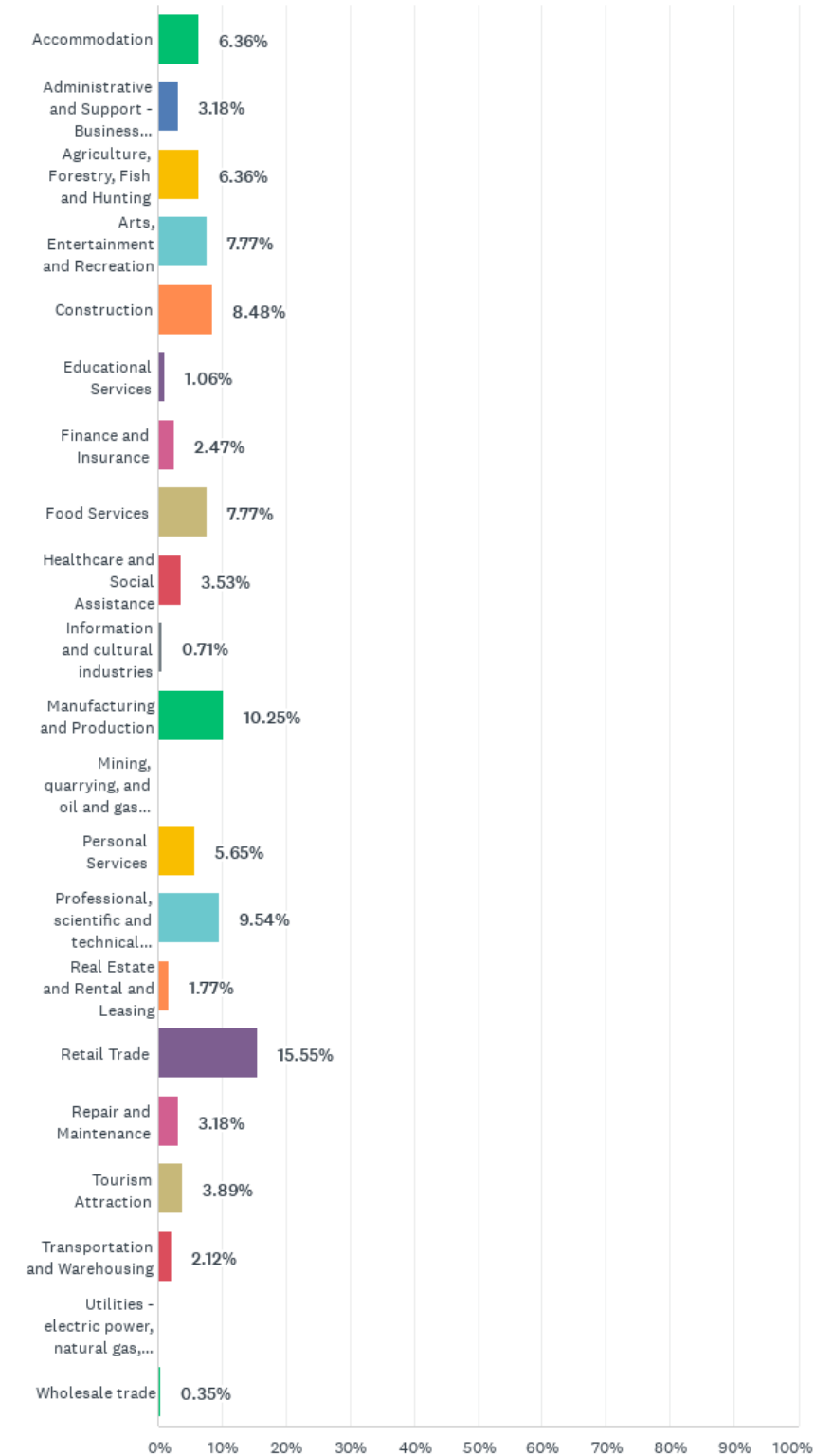
Answered: 283 Skipped: 2



ANSWER CHOICES	RESPONSES	
Township of Athens	2.83%	8
Township of Augusta	3.89%	11
City of Brockville	14.49%	41
Township of Edwardsburgh Cardinal	6.71%	19
Township of Elizabethtown-Kitley	7.42%	21
Township of Front of Yonge	2.12%	6
Town of Gananoque	2.83%	8
Township of Leeds and the Thousand Islands	11.31%	32
Village of Merrickville-Wolford	9.19%	26
Municipality of North Grenville	17.67%	50
Town of Prescott	5.65%	16
Township of Rideau Lakes	10.95%	31
Village of Westport	4.95%	14
TOTAL		283

#G2. What sector is your business primarily operating in?

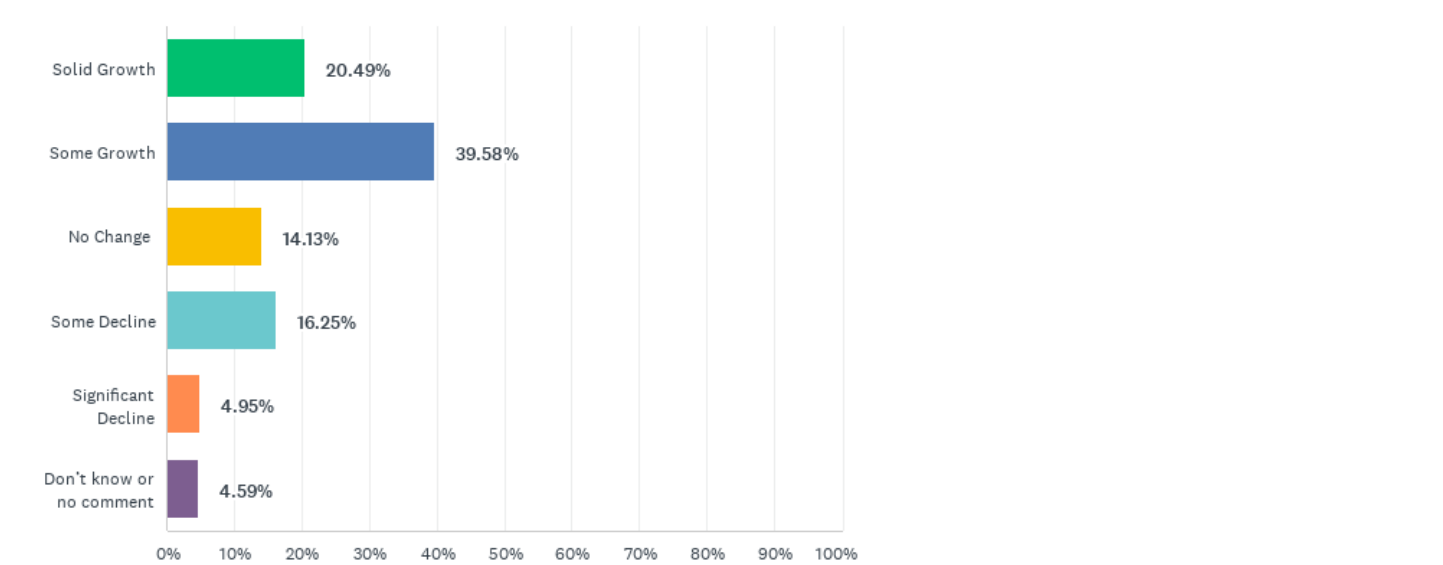
Answered: 283 Skipped: 2



ANSWER CHOICES	RESPONSES	
Accommodation	6.36%	18
Administration and Support – Business Services	3.18%	9
Agriculture, Forestry, Fish and Hunting	6.36%	18
Arts, Entertainment and Recreation	7.77%	22
Construction	8.48%	24
Educational Services	1.06%	3
Finance and Insurance	2.47%	7
Food Services	7.77%	22
Healthcare and Social Assistance	3.53%	10
Information and cultural industries	0.71%	2
Manufacturing and Production	10.25%	29
Mining, quarrying, and oil and gas extraction	0.00%	0
Personal Services	5.65%	16
Professional, scientific and technical services	9.54%	27
Real Estate and Rental and Leasing	1.77%	5
Retail Trade	15.55%	44
Repair and Maintenance	3.18%	9
Tourism Attraction	3.89%	11
Transportation and Warehousing	2.12%	6
Utilities – electric power, natural gas, water-sewage	0.00%	0
Wholesale trade	0.35%	1
TOTAL		283

#G3. In your last fiscal year, how did your sales / revenues perform?

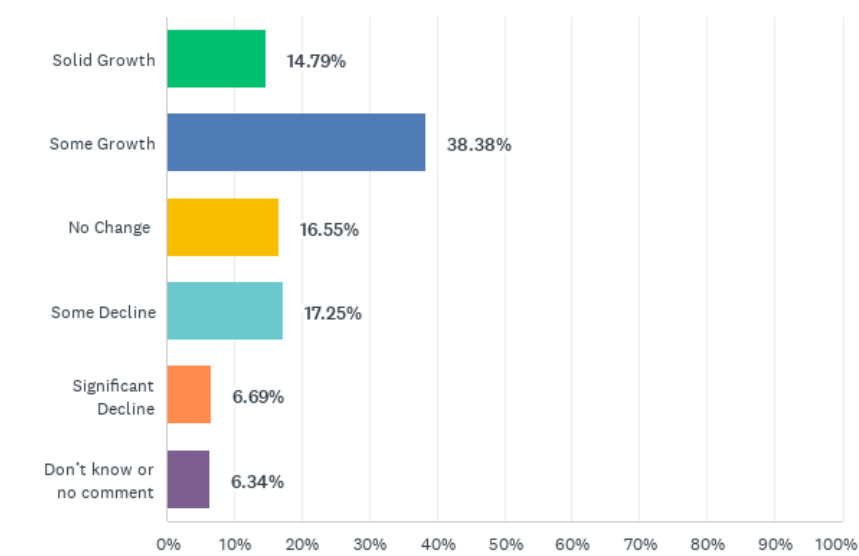
Answered: 283 Skipped: 2



ANSWER CHOICES		RESPONSES	
Solid Growth		20.49%	58
Some Growth		39.58%	112
No Change		14.13%	40
Some Decline		16.25%	46
Significant Decline		4.95%	14
Don't know or no comment		4.59%	13
TOTAL			283

#G4. How did your net income in the last fiscal year compare to the previous year?

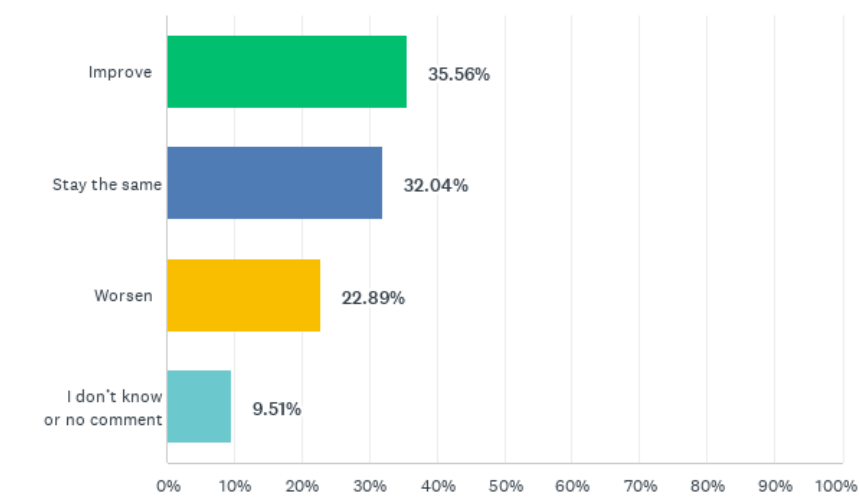
Answered: 284 Skipped: 1



ANSWER CHOICES	RESPONSES	
Solid Growth	14.79%	42
Some Growth	38.38%	109
No Change	16.55%	47
Some Decline	17.25%	49
Significant Decline	6.69%	19
Don't know or no comment	6.34%	18
TOTAL		284

#G5. Over the next year, do you expect the market for your business sector to:

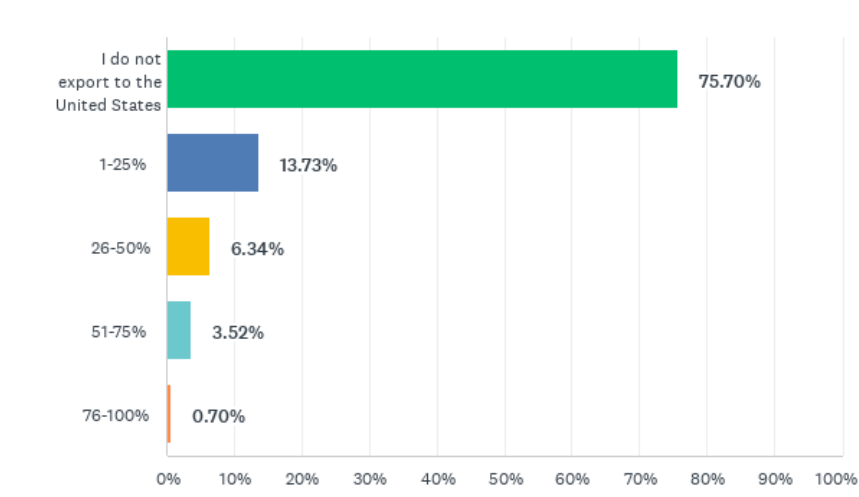
Answered: 284 Skipped: 1



ANSWER CHOICES	RESPONSES	
Improve	35.56%	101
Stay the same	32.04%	91
Worsen	22.89%	65
I don't know or no comment	9.51%	27
TOTAL		284

#G6. What percentage of your business's exports are directed to the United States?

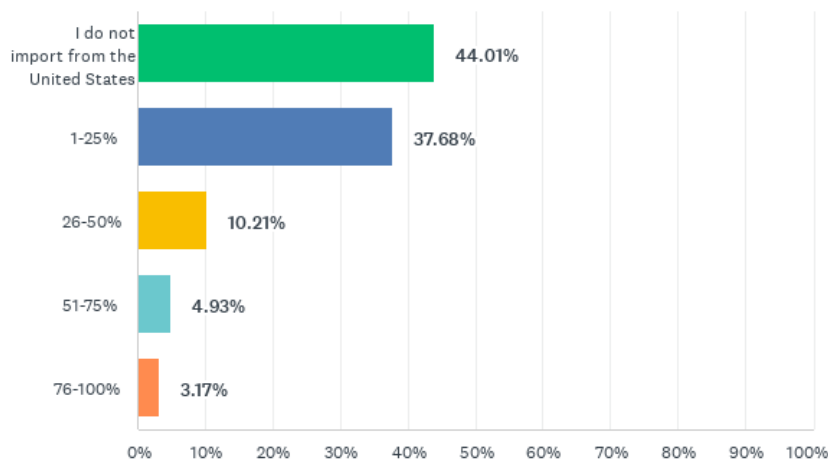
Answered: 284 Skipped: 1



ANSWER CHOICES	RESPONSES	
I do not export to the United States	75.70%	215
1-25%	13.73%	39
26-50%	6.34%	18
51-75%	3.52%	10
76-100%	0.70%	2
TOTAL		284

#G7. What percentage of your business relies on imports from the United States?

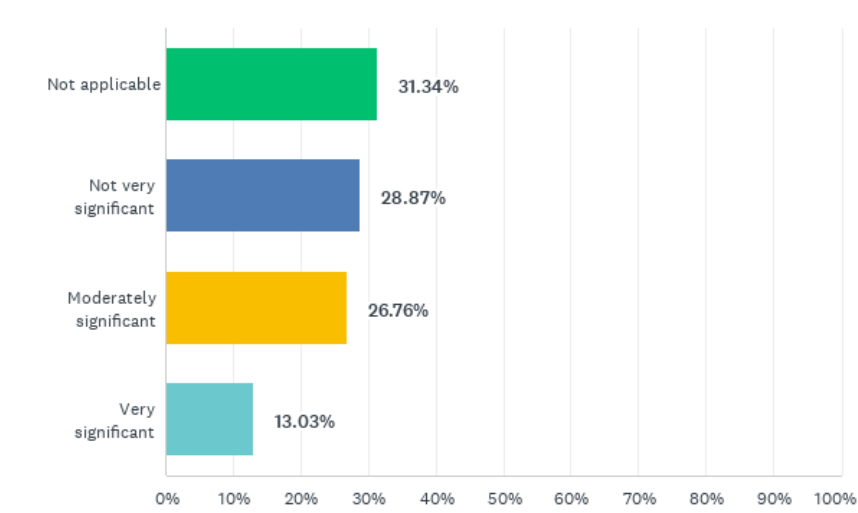
Answered: 284 Skipped: 1



ANSWER CHOICES	RESPONSES	
I do not import from the United States	44.01%	125
1-25%	37.68%	107
26-50%	10.21%	29
51-75%	4.93%	14
76-100%	3.17%	9
TOTAL		284

#G8. How significant is the U.S. market to your business’s overall revenue?

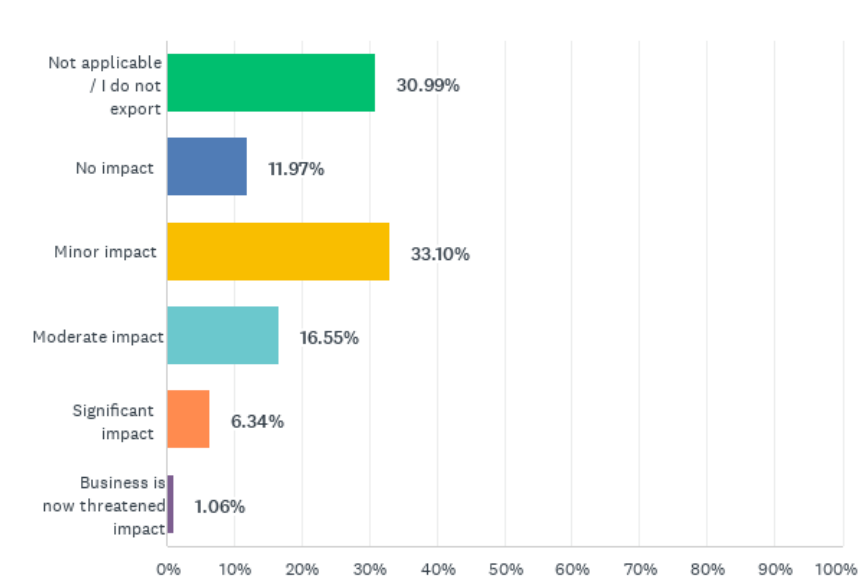
Answered: 284 Skipped: 1



ANSWER CHOICES	RESPONSES	
Not applicable	31.34%	89
Not very significant	28.87%	82
Moderately significant	26.76%	76
Very significant	13.03%	37
TOTAL		284

#G9. Has the 25% tariff on Canadian goods impacted your business operations?

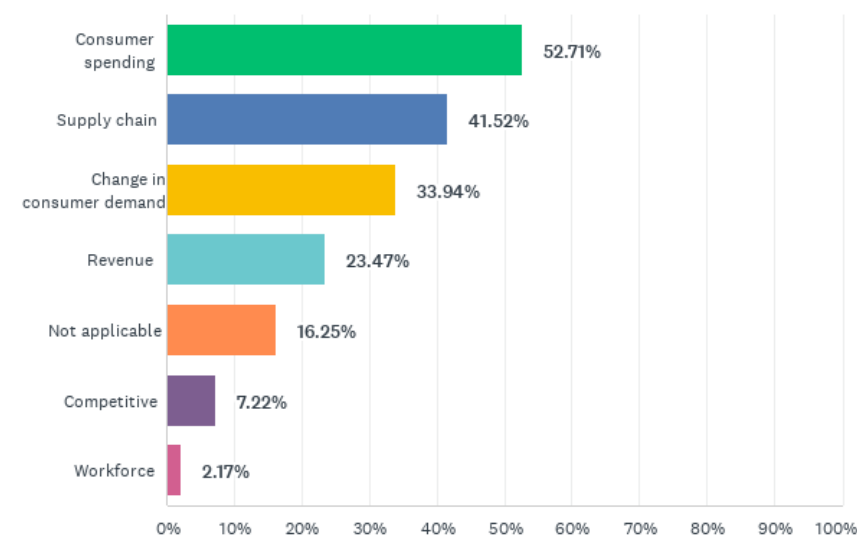
Answered: 284 Skipped: 1



ANSWER CHOICES	RESPONSES	
Not applicable / I do not export	30.99%	88
No impact	11.97%	34
Minor impact	33.10%	94
Moderate impact	16.55%	47
Significant impact	6.34%	18
Business is now threatened impact	1.06%	3
TOTAL		284

#G10. What specific areas of your business are or will be most affected by the economic trade war? Choose all that apply.

Answered: 277 Skipped: 8



ANSWER CHOICES	RESPONSES	
Consumer spending	52.71%	146
Supply chain	41.52%	115
Change in consumer demand	33.94%	94
Revenue	23.47%	65
Not applicable	16.25%	45
Competitive	7.22%	20
Workforce	2.17%	6

Increased cost of doing business

- Food costs
- Cost of goods
- Retail price
- Cost of supplies increasing
- Equipment/parts pharmaceuticals, etc.
- Business might want to cut costs, and try to do things themself to reduce costs
- Price of goods went up and less availability of US goods from suppliers
- We may experience an increase in cost of supplies we order in order to run our business
- We travel to the US from Feb–May approximately 4x for business and with the declining value of our dollar the expenses are overwhelming and swallowed all revenue this year

Reduced consumer spending

- Clients are watching their disposable cash more closely
- Fear in the marketplace for buying a new home. Panic. Confusion.
- Considering this will likely lead to our already inbound recession, consumers will be less likely to spend on non-essentials
- Change in consumer spending due to uncertainty

Tourism and cross-border travel impacts

- Tourism
- US tourism traffic
- Tourism decline
- Visitors to Gananoque from the U.S. may change
- Probably not going to be getting American visitors
- Cross Border Tourism Decline Expected
- Unsure what the real impact will be with tourism
- Canadians have drastically reduced travel to the USA, which has resulted in sales declines of 30–40%.

Business-to-business impacts

- I am a newspaper, so my clients are impacted by the trade war
- I assist businesses to ship commercial goods into the United States as the majority of my business. The tariffs will affect my clients, and they will possibly ship less into the U.S.

Other

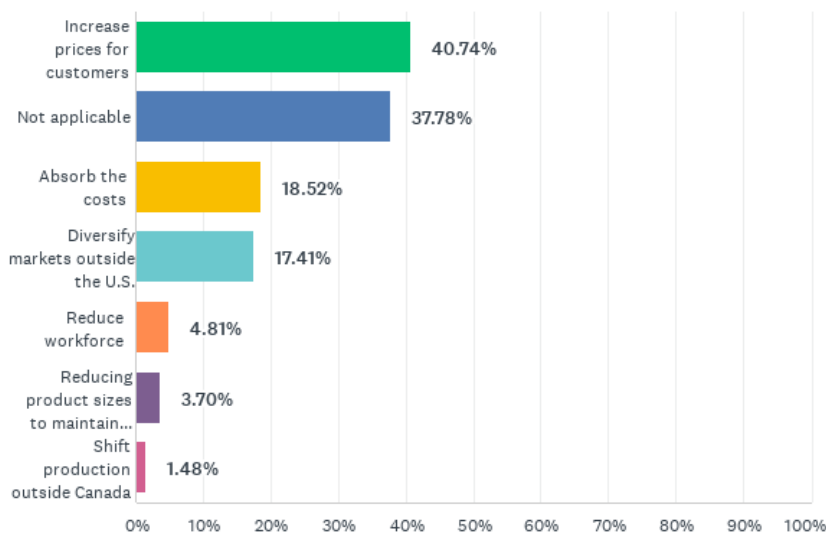
- Effects will be mild only
- Fees, Permits, Taxes
- I've just registered my business within the last month
- Stress impacting individual and community levels; heightened need for mental health support

#G11. How is or will your business be responding to the tariffs?

Choose all that apply.

Answered: 270

Skipped: 15



ANSWER CHOICES	RESPONSES	
Increase prices for customers	40.74%	110
Not applicable	37.78%	102
Absorb the costs	18.52%	50
Diversify markets outside the U.S.	17.41%	47
Reduce workforce	4.81%	13
Reducing product sizes to maintain price for customers	3.70%	10
Shift production outside Canada	1.48%	4

Raising Prices or Adjusting Pricing Strategy

- Large increase in cost of materials will have to raise prices
- 25–50% price increase for American clients
- Some items, pricing have risen. Others we've eaten some of the tariffs. Other items our wholesalers have eaten some. No real consistent answer to this

Avoiding or Replacing U.S. Products

- Avoiding U.S. imports for the time being
- Purchase raw materials from Canada to avoid U.S. tariffs
- Eliminating all U.S. products, replacing with Canadian products
- Stopped purchasing U.S. products when possible, increasing prices on them when a Canadian alternative is not available

Exploring New Markets or Revenue Streams

- Look for other markets
- Diversification foremost
- Focus on Canadian tourism, not increasing prices
- My business will involve marketing for local and regional authors. Revenue stream to be Kobo Affiliate and YouTube within 5 years

Improving Efficiency or Operational Changes

- Become more efficient to minimize the impact
- Seeking alternative supply channel
- Working with clients to help better promote their business with affordable pricing

Limited Flexibility or Severe Consequences

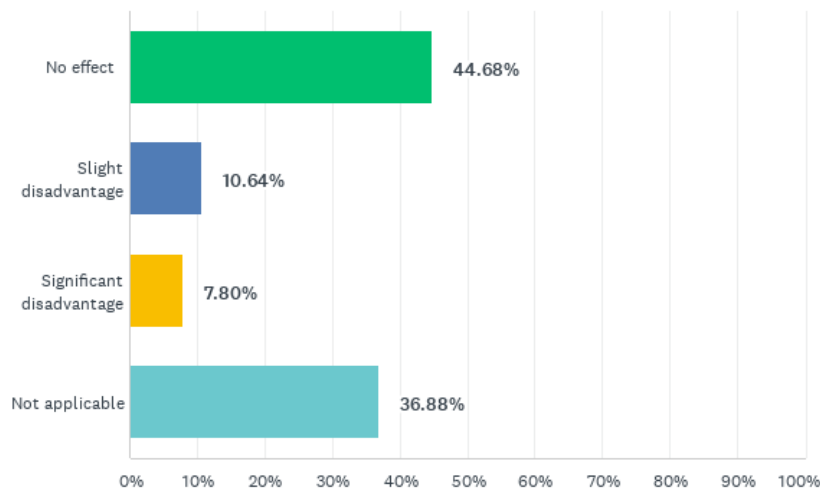
- Potentially shut down
- If sales don't materialize, I may have to reduce workforce.
- We are 100% dependent on cross border traffic by federal regulation. We have no ability to pivot to new markets.

Other

- Not sure yet. Still waiting to see how it will affect us directly in terms of supplies
- Wedding venue, not sure it applies
- Fitness industry is mainly affected by other people's lack of disposable income

#G12. How will these tariffs affect your ability to compete with U.S. based companies in the U.S. market?

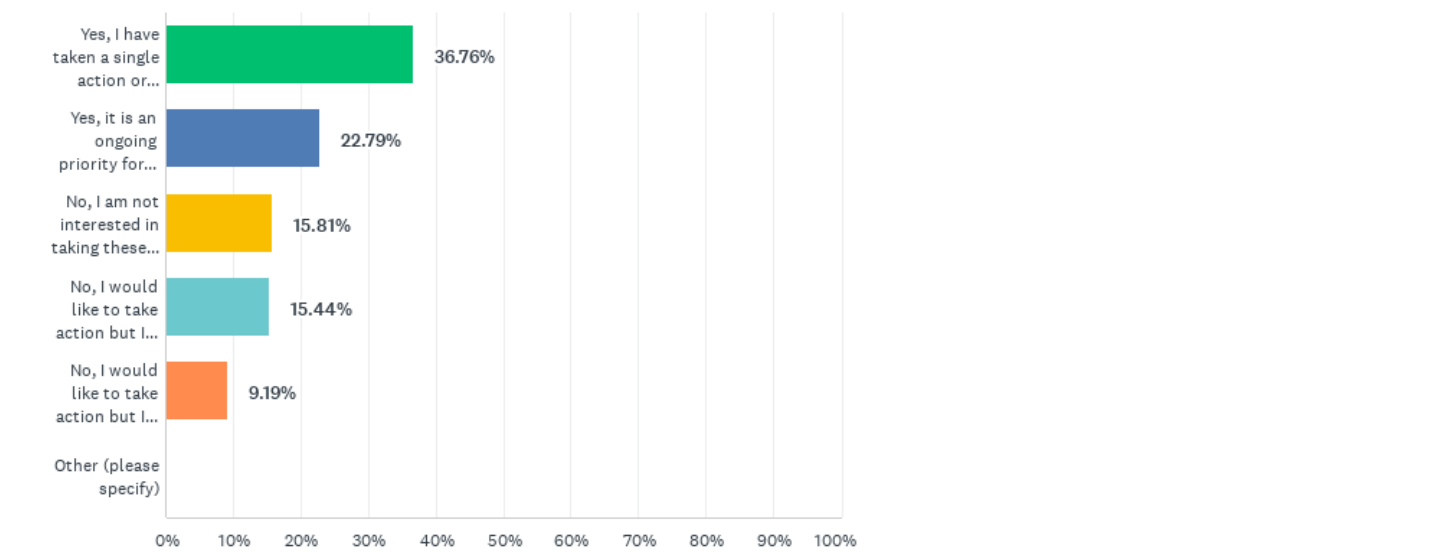
Answered: 282 Skipped: 3



ANSWER CHOICES	RESPONSES	
No effect	44.68%	126
Slight disadvantage	10.64%	30
Significant disadvantage	7.80%	22
Not applicable	36.88%	104
TOTAL		282

#G13. Have you taken action in the last 5 years to increase your business’s energy efficiency and/or reduce your business’s carbon emissions?

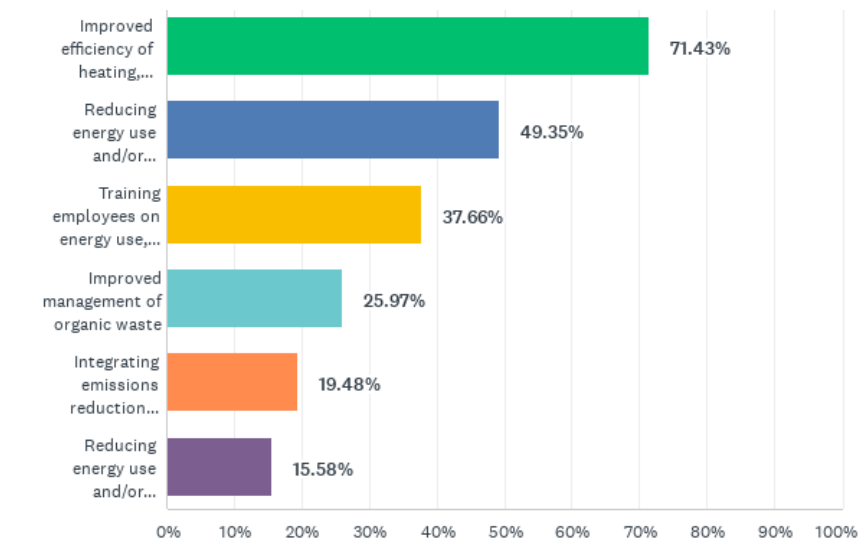
Answered: 272 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes, I have taken a single action or multiple single actions when possible	36.76%	100
Yes, it is an ongoing priority for the business with multiple and/or impactful actions taken	22.79%	62
No, I am not interested in taking these actions	15.81%	43
No, I would like to take action but I am not sure what action to take	15.44%	42
No, I would like to take action but I am unable to at this time	9.19%	25
Other (please specify)	0.00%	0
TOTAL		272

#G13 a. If you have taken action, what were these actions? Check all that apply

Answered: 154 Skipped: 8



ANSWER CHOICES	RESPONSES	
Improved efficiency of heating, cooling and/or ventilation systems	71.43%	110
Reducing energy use and/or emissions from business operations	49.35%	76
Training employees on energy use, waste reduction, etc.	37.66%	58
Improved management of organic waste	25.97%	40
Integrating emissions reduction considerations into business strategy	19.48%	30
Reducing energy use and/or emissions from supply chain	15.58%	24

Energy Efficiency Upgrades

- Changing equipment
- Installed new lighting in store
- Conversion to all LED lighting, smart thermostats
- Purchased newer equipment
- I'm a work from home business but we have improved our home's efficiency
- Trying to install solar to offset energy use by Hydro One has been extremely unhelpful
- Changing lights to LED and adding automatic lights that turn on when you enter a room rather than them being on all the time. Buying new fridges/freezers to replace very old ones to increase energy efficiency
- Class A - Reducing hydro usage during peak hours during summer to reduce Global Adjustment fee
- Installed automated robotic packaging equipment. Installed new Corayvac radiant heating systems.
- The business building was designed from the start to be very energy-efficient

Sustainable Transportation

- Using freight delivery options instead of several courier deliveries
- Multi-tasking more - deliveries linked with locations travelling to, pickups, etc.
- Looking for better ways to reduce vehicle emissions however I can't afford battery powered cars.

Operational Efficiency

- Prioritizing digital records and signatures over paper/hard copies
- Improvements in efficiency and processing power of computers

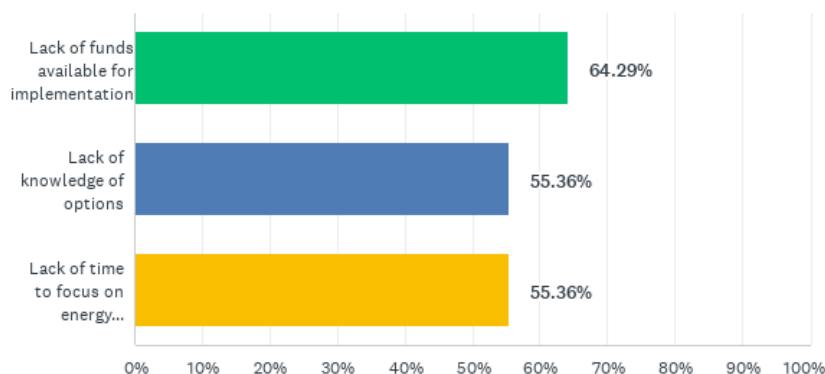
Other

- Purchasing local
- I am a renewable energy business developer
- We are a Regenerative farm, with NetZero emissions
- Added a battery powered product line to our mix of offerings. Encouraging supplies to reduce landfill end products in shipping.
- I stopped using products that are harmful to the environment (epoxy resin), I lease an electric car, re-use canvas, and purchase art supplies from other artists who can no longer use them along with purchasing new from Canadian suppliers

#G13 b. If you have not taken action and would like to, what is preventing you? Check all that apply.

Answered: 56

Skipped: 54



ANSWER CHOICES	RESPONSES	
Lack of funds available for implementation	64.29%	36
Lack of knowledge of options	55.36%	31
Lack of time to focus on energy efficiency and/or carbon emissions	55.36%	31

Home-Based Business Challenges

- I run a home-based writing business and I'm not sure how I can improve my energy efficiency.
- My business is home-based, and I would like to improve energy efficiency within my home. I have purchased a more energy efficient auto for visits to clients.

Industry-Specific or Operational Limitations

- We need certain supplies required to run our healthcare business.
- Our equipment is very industry specific.
- Staffing shortages.

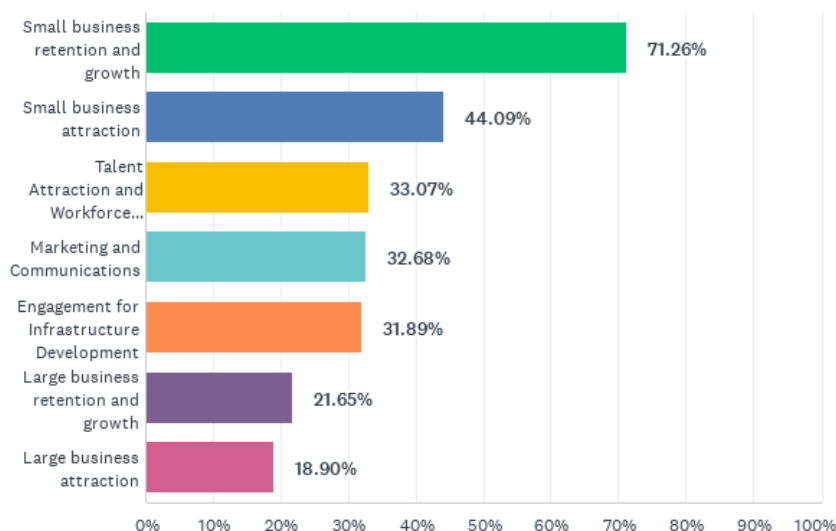
Other

- I rent the space I'm working from and don't have a lot of control over our biggest energy efficiency issues (very large windows bleeding heat in winter and AC in summer).
- Feedback on energy efficient grants put out by the govt fall very short of the promises made while looking into how each work.

#G16. What should the United Counties of Leeds and Grenville Economic Development focus on for the next 5 years? Please pick top 3.

Answered: 254

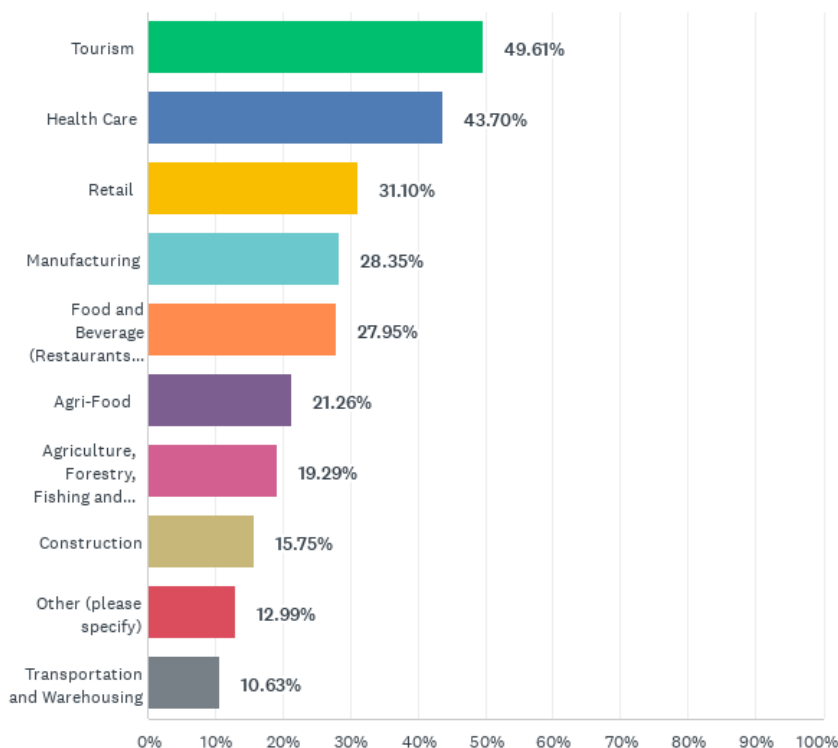
Skipped: 31



ANSWER CHOICES	RESPONSES	
Small business retention and growth	71.26%	181
Small business attraction	44.09%	112
Talent Attraction and Workforce Development	33.07%	84
Marketing and Communications	32.68%	83
Engagement for Infrastructure Development	31.89%	81
Large business retention and growth	21.65%	55
Large business attraction	18.90%	48

#G17. In support of the Leeds Grenville diversified economy, what business sectors require Counties Economic Development support? Please pick top 3

Answered: 254 Skipped: 31



ANSWER CHOICES	RESPONSES	
Tourism	49.61%	126
Health Care	43.70%	111
Retail	31.10%	79
Manufacturing	28.35%	72
Food and Beverage (Restaurants, Bars, Catering, Food Service)	27.95%	71
Agri-Food	21.26%	54
Agriculture, Forestry, Fishing and Hunting	19.29%	49
Construction	15.75%	40
Other (please specify)	12.99%	33
Transportation and Warehousing	10.63%	27

Health and Personal Services

- Personal Services.
- Complementary healthcare services that aren't OHIP funded.
- More help for seniors that financially need it.

Trades

- Trades. Technical and Labour.
- Trades training and business support
- Tech trades training and licensing.
- Labour support.
- Automotive service and repair trade support.

Financial and Professional Services

- Money management.
- Data. Huge opportunity for energy development and data storage.

Arts and Culture

- Arts
- Culture and Arts
- Arts and entertainment.
- Helping media in area newsprint especially.
- Arts and Entertainment & programming for youth

Tourism

- Hiking and biking trails to support tourism and the community.
- Multi-use trails to retain/attract young families, health reasons and to improve tourism.
- Destination retail coaching is needed to educate/inform how our 25 new homes per year can help sustain and improve business.

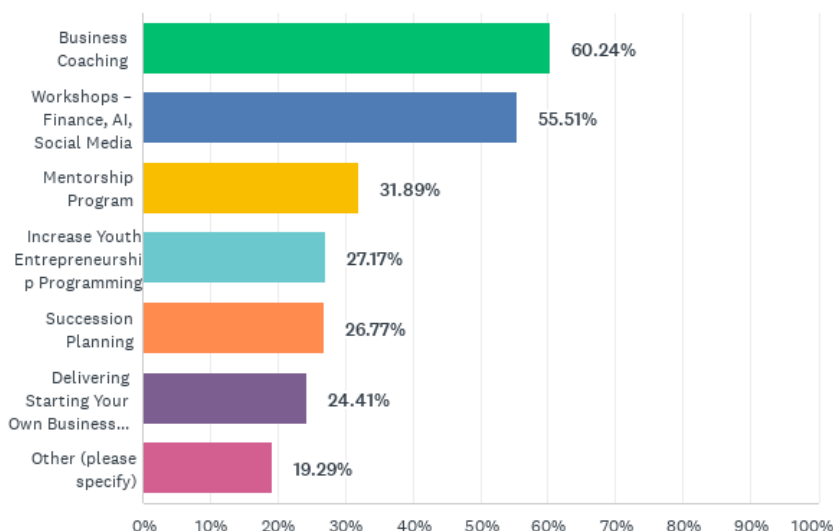
Other

- All
- Sustainability
- Housing
- Recreation
- Event Management
- Local fitness and recreation programs.
- All who need it, I don't believe it can be simplified.
- Support not severing lots up and down the back Concession Roads!!
- Technology. Requires Restaurants and Bars to attract technical talent
- We are a fitness and youth development company. If gyms and sport/fitness programs aren't better supported there will simply be none.
- Work towards bringing branch campus of a university to the region.
- Day Care
- Road improvements

#G18. To grow small businesses, what areas should Counties support? Pick top 3

Answered: 254

Skipped: 31



ANSWER CHOICES	RESPONSES	
Business Coaching	60.24%	153
Workshops – Finance, AI, Social Media	55.51%	141
Mentorship Program	31.89%	81
Increase Youth Entrepreneurship Programming	27.17%	69
Succession Planning	26.77%	68
Delivering Starting Your Own Business Workshops	24.41%	62
Other (please specify)	19.29%	49

Grants, Funding, and Financial Support

- Grants. (3)
- Tax incentives.
- Funding opportunities.
- Small business grants.
- Micro-loans, grants, arts funding.
- Financial support programs for S/M businesses.
- Financial support to counter tariffs, promote shop local.
- Develop CIP Programs like other Counties do.
- Small capital seed funding to kickstart small business and attract STEM based startups.
- Grants for physical signage, marketing and promotion.
- Grants and incentives.
- Funding, incubator program.
- Grants/funding attached to programming
- How to access financial support to ALL small businesses regardless of how long they've been in business and not just those in tourism.
- All of the above has been done. New larger Grants to all SMALL RURAL businesses NEED funding and grants!!! Not ONLY large corporations/manufacturers that have already so often received way too many millions in too many large grants and programs/loans.
- Lower Business Taxes, Grant Programs for Small Business, Funding for Staff Training, Marketing the Area, Infrastructure Development and Maintenance.

Government Regulations

- Reduce regulation.
- LESS RED TAPE.
- Get area to be open for business.
- Dealing with all levels of govt requirements assistance/training.
- Cut red tape, reduce building codes burdens w/ individualized deviations.
- Reduce the statutory and regulatory burden for small business buy aligning with provincial and federal jurisdictions to reduce redundancy.
- Our issues have to do with regulatory hurdles (ESA code).

- Improve roads, less regulation and permits.
- Reduce 'Red Tape': Building permits, decks, outbuildings etc... \$1500 for a deck permit (for a deck that cost less than \$2000) - months of approval time, and public consult, presentation to council etc. It means people don't want to bother to upgrade and build small projects! This is revenue not spent and earned.
- Speak with Townships to set up and support business within the Township. Many Townships don't know how to strengthen existing and support new business to make each Township stronger in this area.

Training and Education

- Business coaching from someone demonstrating strong results.
- Increase in trades training and education.
- Ontario Small Business Centres and BDC courses are terrific for my needs.
- Teach effective transformational methodologies to lower their costs and become more competitive. Remove the 'waste' in their processes - every company has more waste than non-waste in their internal processes and they need to learn how to 'see' and remove it effectively.
- It starts in the schools. Highschool should mandate 4 years of business classes.

Marketing, Promotion, and Visibility

- Assist with marketing.
- Advertising, promotion, consumer awareness.
- Help market and encourage people to come out to local programs.
- Social media strategies to entice business retention, tourism and economic development.
- Support Navigating Systems and Regulations.

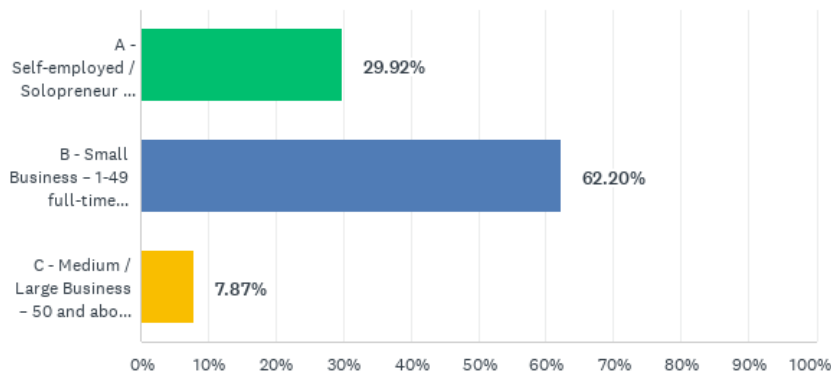
Other

- Skilled workers.
- Professional behaviour.
- Business networking.
- Focus on business operating from home non brick and mortar.
- Multi use office space (Head Office in Ottawa) a shared location where businesses can rent office space in communities
- Increase focus on small independent businesses in the hospitality and tourism sector.
- Invite successful business owners to present once a month a half hour long Lessons Learned as most will pack up as they do not have a business succession strategy. It is estimated 60% of these small shops and businesses will go unbought because no one gave them a transition strategy workshop. Yet successful business owners inspire others. But we need to give them a forum to network and share Lessons Learned.

#G19. Identify your business size

Answered: 254

Skipped: 31



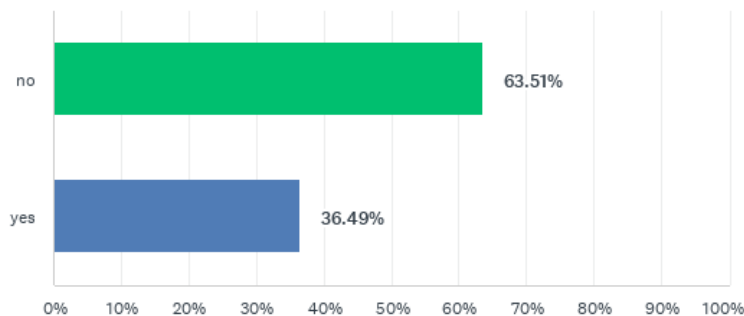
ANSWER CHOICES	RESPONSES	
A – Self-employed / Solopreneur / No employees	29.92%	76
B – Small Business – 1-49 full-time equivalent employees	62.20%	158
C – Medium / Large Business – 50 and above full-time equivalent employees	7.87%	20
TOTAL		254

A - Self-employed / Solopreneur / No employees

#A1. Do you have broadband / internet connectivity challenges?

Answered: 74

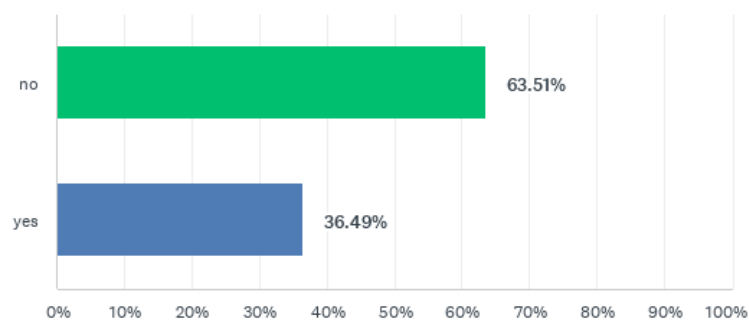
Skipped: 2



ANSWER CHOICES	RESPONSES	
No	63.51%	47
Yes	36.49%	27
TOTAL		74

#A2. Do you have cellular phone connectivity challenges?

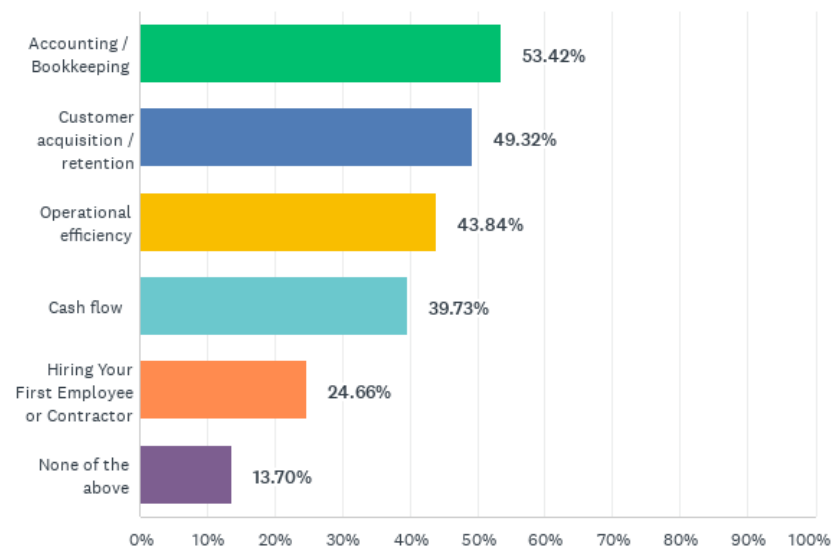
Answered: 74 Skipped: 2



ANSWER CHOICES	RESPONSES	
No	63.51%	47
Yes	36.49%	27
TOTAL		74

#A3-a What type of workshops / training would you like to see offered for Small Business Growth? (check all that apply)

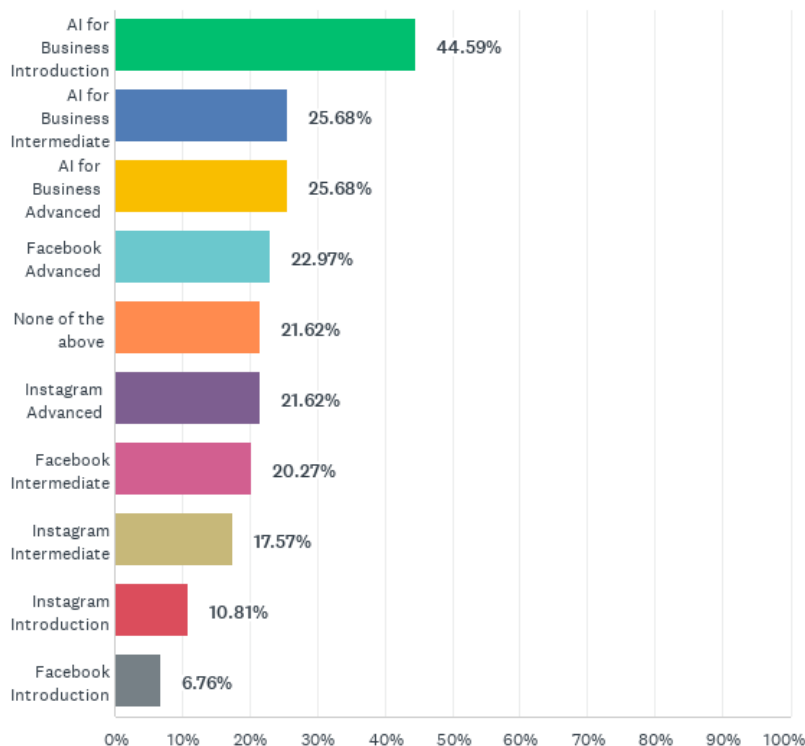
Answered: 73 Skipped: 3



ANSWER CHOICES	RESPONSES	
Accounting / Bookkeeping	53.42%	39
Customer acquisition / retention	49.32%	36
Operational efficiency	43.84%	32
Cash flow	39.73%	29
Hiring Your First Employee or Contractor	24.66%	18
None of the above	13.70%	10

#A3-b. What type of workshops / training would you like to see offered for Social Media or AI for Business? choose up to 3

Answered: 74 Skipped: 2

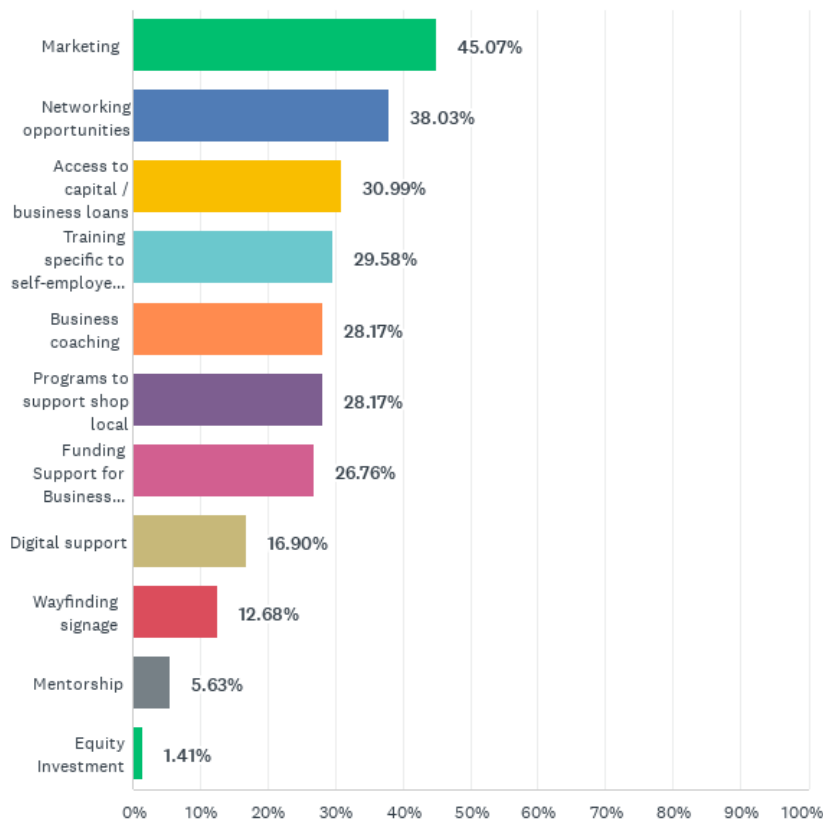


ANSWER CHOICES	RESPONSES	
AI for Business Introduction	44.59%	33
AI for Business Intermediate	25.68%	19
AI for Business Advanced	25.68%	19
Facebook Advanced	22.97%	17
None of the Above	21.62%	16
Instagram Advanced	21.62%	16
Facebook Intermediate	20.27%	15
Instagram Intermediate	17.57%	13
Instagram Introduction	10.81%	8
Facebook Introduction	6.76%	5

#A4. What are the top 3 areas of support that would be most helpful to your business right now?

Answered: 71

Skipped: 5



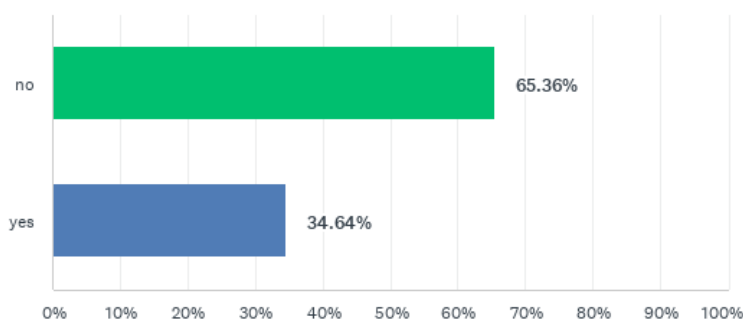
ANSWER CHOICES	RESPONSES	
Marketing	45.07%	32
Networking opportunities	38.03%	27
Access to capital / business loans	30.99%	22
Training specific to self-employed / solopreneurs	29.58%	21
Business coaching	28.17%	20
Programs to support shop local	28.17%	20
Funding support for business expansion	26.76%	19
Digital support	16.90%	12
Wayfinding signage	12.68%	9
Mentorship	5.63%	4
Equity Investment	1.41%	1

- Not sure more support is needed. Free time to grind and hustle in business is the current need. Not more training.
- Access to a trained workforce.
- None. I am on track to retirement.

B - Small Business – 1-49 full-time equivalent employees

#B1. Do you have broadband / internet connectivity challenges?

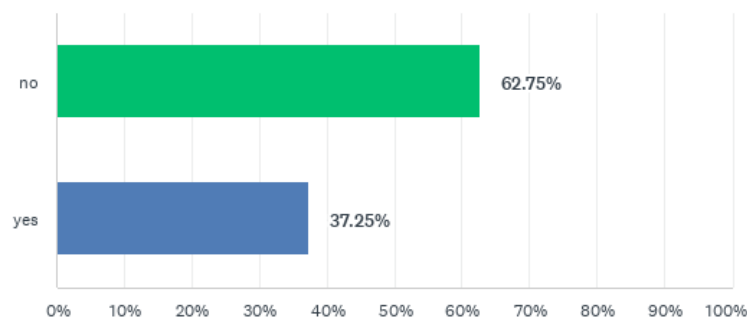
Answered: 153 Skipped: 5



ANSWER CHOICES	RESPONSES	
No	65.36%	100
Yes	34.64%	53
TOTAL		153

#B2. Do you have cellular phone connectivity challenges?

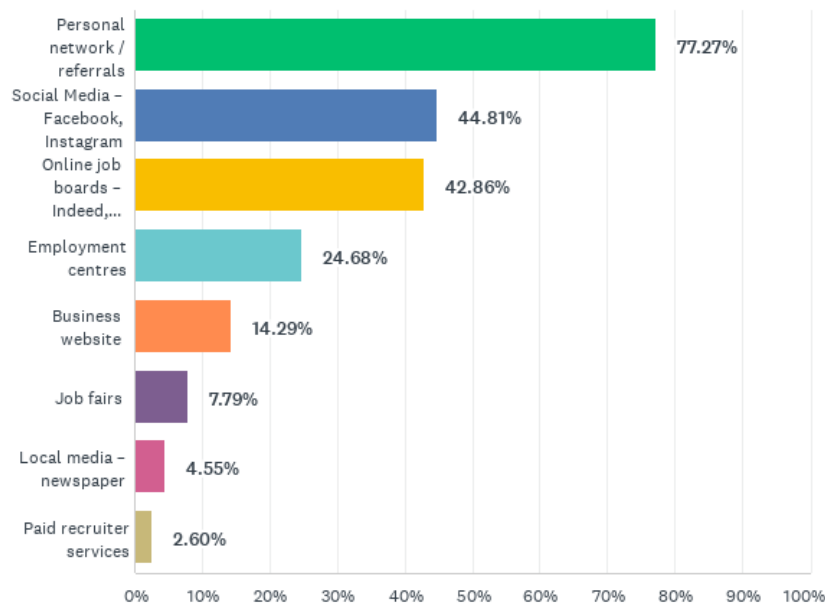
Answered: 153 Skipped: 5



ANSWER CHOICES	RESPONSES	
No	62.75%	96
Yes	37.25%	57
TOTAL		153

#B3. What methods do you utilize for employee recruitment that gives you the best results? (Choose your top 3)

Answered: 154 Skipped: 4

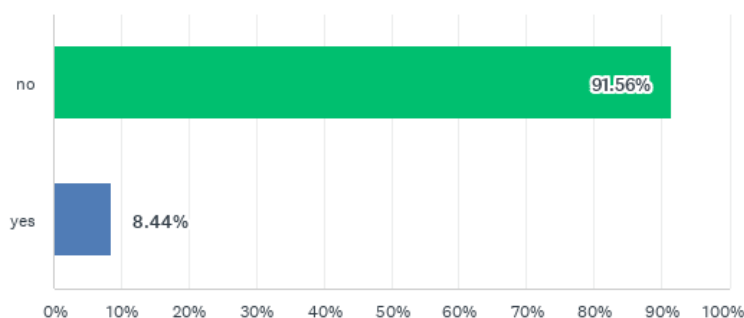


ANSWER CHOICES	RESPONSES	
Personal network / referrals	77.27%	119
Social media – Facebook, Instagram	44.81%	69
Online job boards – Indeed, LinkedIn	42.86%	66
Employment centres	24.68%	38
Business website	14.29%	22
Job fairs	7.79%	12
Local media – newspaper	4.55%	7
Paid recruiter services	2.60%	4

#B4. In the last 2 years have your hired foreign workers on permit, OR refugee / refugee claimants, OR international students?

Answered: 154

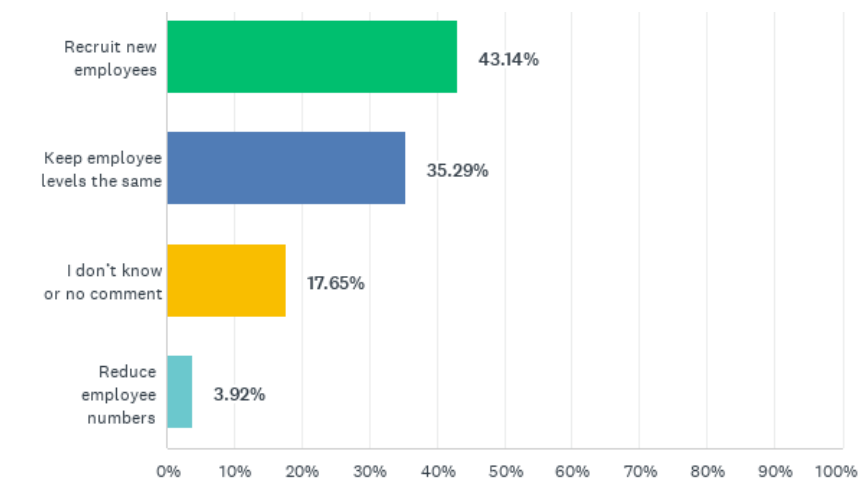
Skipped: 4



ANSWER CHOICES	RESPONSES	
No	91.56%	141
Yes	8.44%	13
TOTAL		154

#B5. In the next year do you plan to:

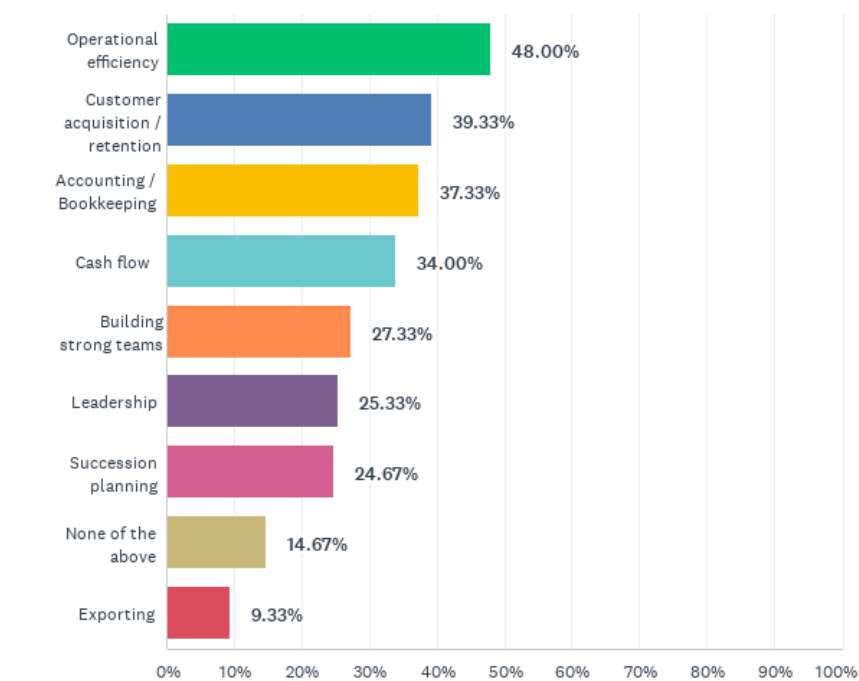
Answered: 153 Skipped: 5



ANSWER CHOICES	RESPONSES	
Recruit new employees	43.14%	66
Keep employee levels the same	35.29%	54
I don't know or no comment	17.65%	27
Reduce employee numbers	3.92%	6
TOTAL		153

#B6-a. What type of workshops / training would you like to see offered to support Small Business Growth? Choose all that apply.

Answered: 150 Skipped: 8

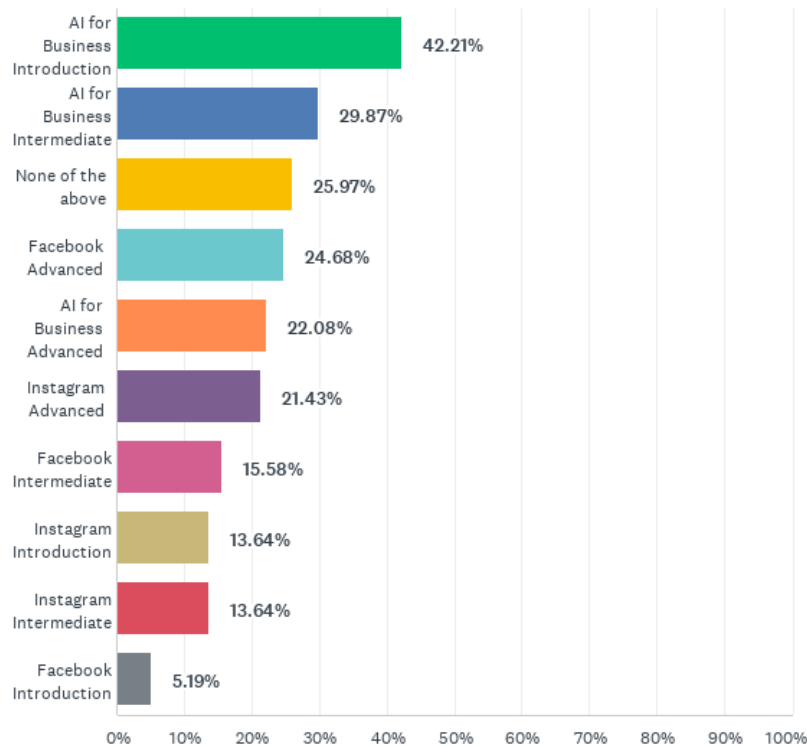


ANSWER CHOICES	RESPONSES	
Operational efficiency	48.00%	75
Customer acquisition / retention	39.33%	59
Accounting / Bookkeeping	37.33%	56
Cash flow	34.00%	51
Building strong teams	27.33%	41
Leadership	25.33%	38
Succession planning	24.67%	37
None of the above	14.67%	22
Exporting	9.33%	14

#B6-b. What type of workshops / training would you like to see offered for Social Media or AI for Business? Choose up to 3

Answered: 154

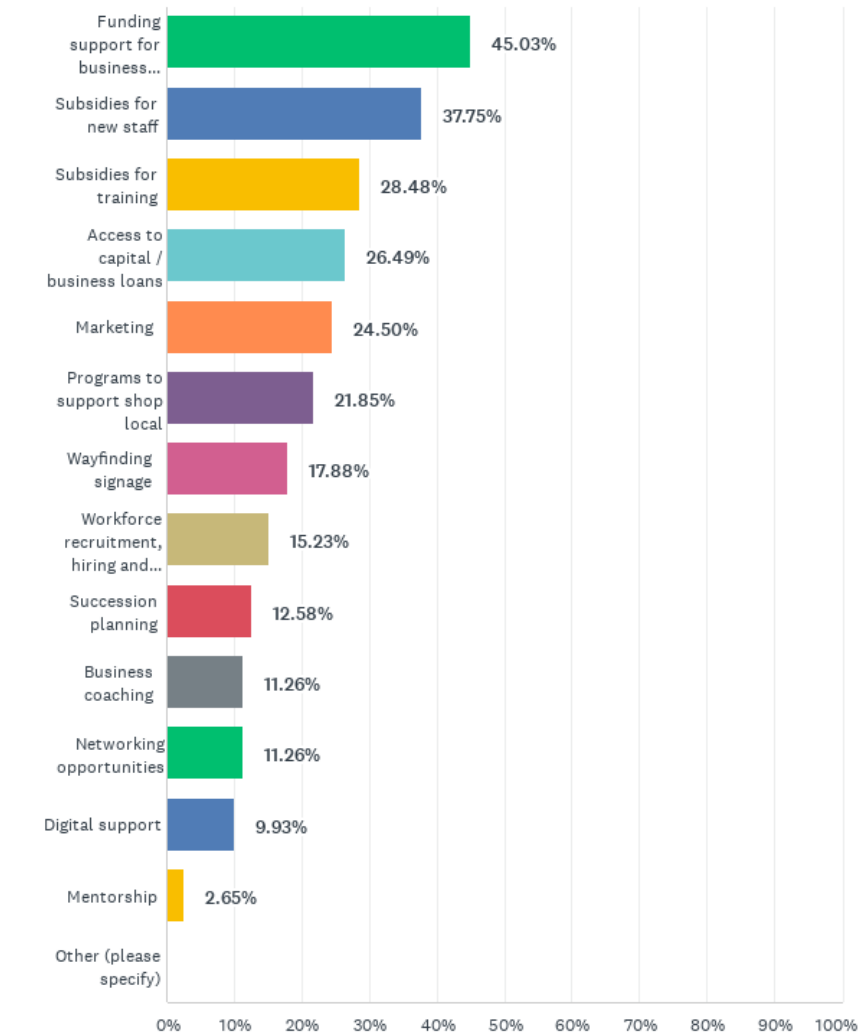
Skipped: 4



ANSWER CHOICES	RESPONSES	
AI for Business Introduction	42.21%	65
AI for Business Intermediate	29.87%	46
None of the above	25.97%	40
Facebook Advanced	24.68%	38
AI for Business Advanced	22.08%	34
Instagram Advanced	21.43%	33
Facebook Intermediate	15.58%	24
Instagram Introduction	13.64%	21
Instagram Intermediate	13.64%	21
Facebook Introduction	5.19%	8

#B7. What are the top 3 areas of support that would be most helpful to your business right now?

Answered: 151 Skipped: 7



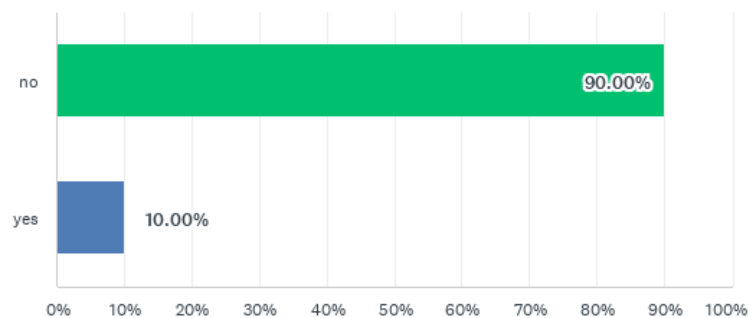
ANSWER CHOICES	RESPONSES	
Funding support for business expansion	45.03%	68
Subsidies for new staff	37.75%	57
Subsidies for training	28.48%	43
Access to capital / business loans	26.49%	40
Marketing	24.50%	37
Programs to support shop local	21.85%	33
Wayfinding signage	17.88%	27
Workforce recruitment, hiring and resourcing staff	15.23%	23
Succession planning	12.58%	19
Business coaching	11.26%	17
Networking opportunities	11.26%	17
Digital support	9.93%	15
Mentorship	2.65%	4
Other (please specify)	0.00%	0

- None. I am on track to retirement.
- Not really looking for support
- Support dealing with regulations
- Free up the Red Tape - Let people build, limit wait times for permits and remove permit fees!
- Subsidies for small businesses still recovering/affected by Covid lockdowns and now affected by customers having less available money to spend due to increase costs of gas and groceries
- Improving tourism to the area, including improving the overall appearance, cleanliness, and perception of the towns.
- More focus on making existing businesses competitive.
- Equipment improvements

C – Medium / Large Business – 50 and above full-time equivalent employees

#C1. Are your employees unionized?

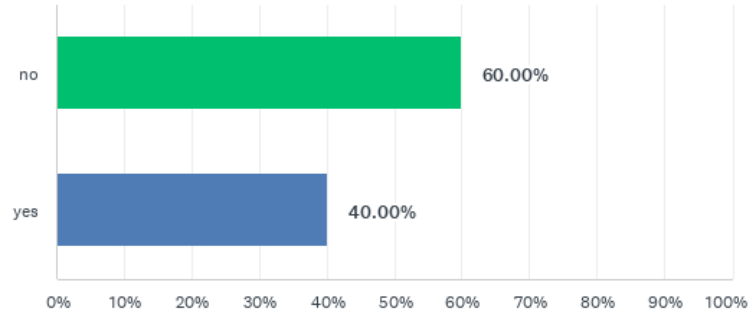
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	90.00%	18
Yes	10.00%	2
TOTAL		20

#C2. Do you have broadband / internet connectivity challenges?

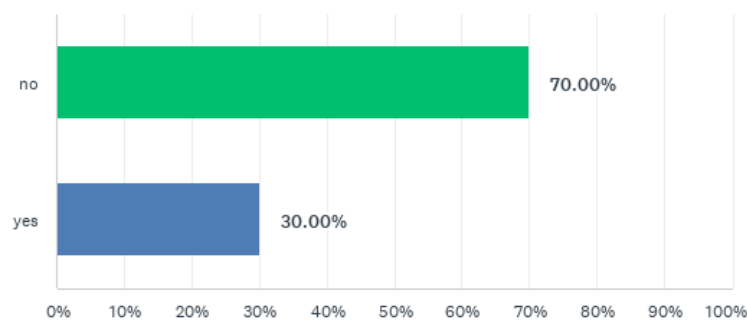
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	60.00%	12
Yes	40.00%	8
TOTAL		20

#C3. Do you have cellular phone connectivity challenges?

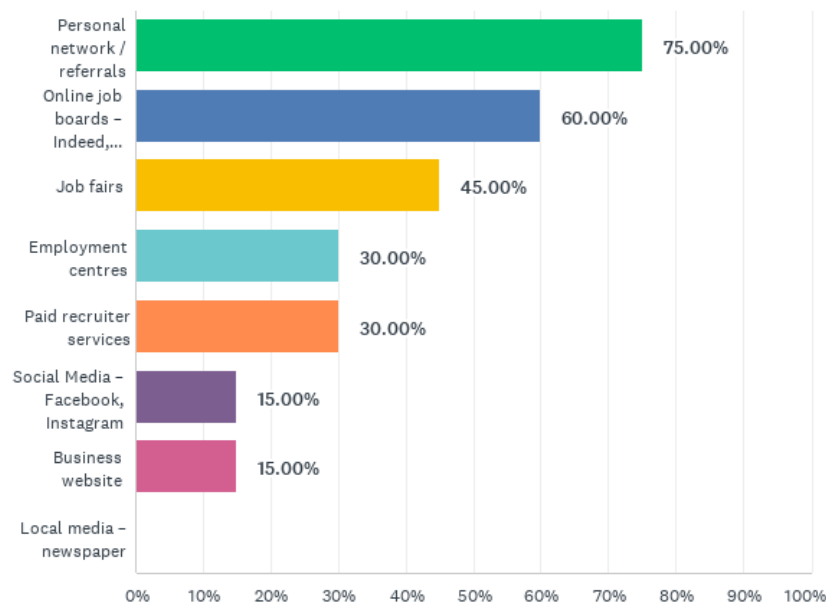
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	70.00%	14
Yes	30.00%	6
TOTAL		20

#C4. What methods do you utilize for employee recruitment that gives you the best results? (Choose your top 3)

Answered: 20 Skipped: 0

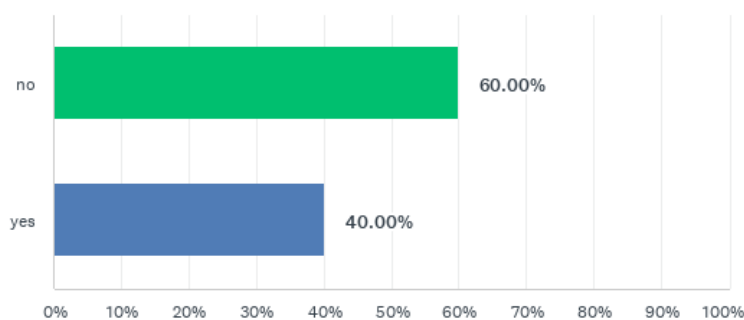


ANSWER CHOICES	RESPONSES	
Personal / network / referrals	75.00%	15
Online job boards – Indeed, LinkedIn	60.00%	12
Job fairs	45.00%	9
Employment Centres	30.00%	6
Paid recruiter services	30.00%	6
Social Media – Facebook, Instagram	15.00%	3
Business Website	15.00%	3
Local media - newspaper	0.00%	0

#C5. In the last 2 years have your hired foreign workers on permit, OR refugee / refugee claimants, OR international students?

Answered: 20

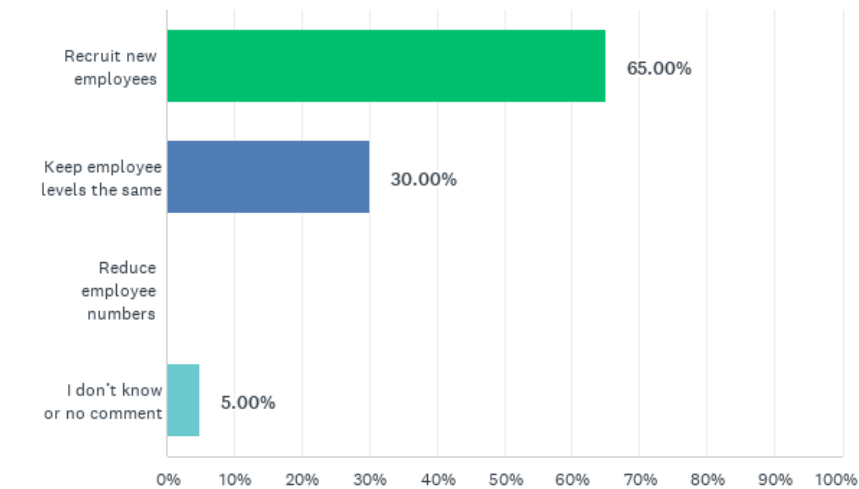
Skipped: 0



ANSWER CHOICES	RESPONSES	
No	60.00%	12
Yes	40.00%	8
TOTAL		20

#C6. In the next year do you plan to:

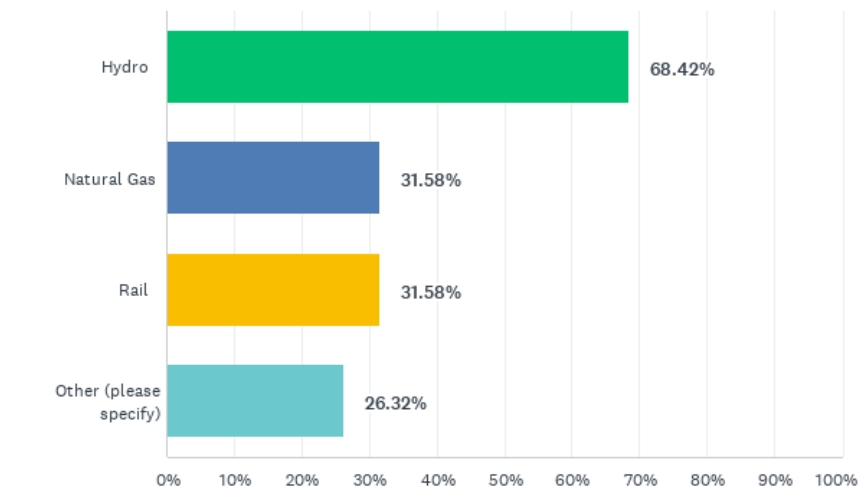
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Recruit new employees	65.00%	13
Keep employee levels the same	30.00%	6
Reduce employee numbers	0.00%	0
I don't know or no comment	5.00%	1
TOTAL		20

#C7. What are your top infrastructure issues? check all that apply

Answered: 19 Skipped: 1



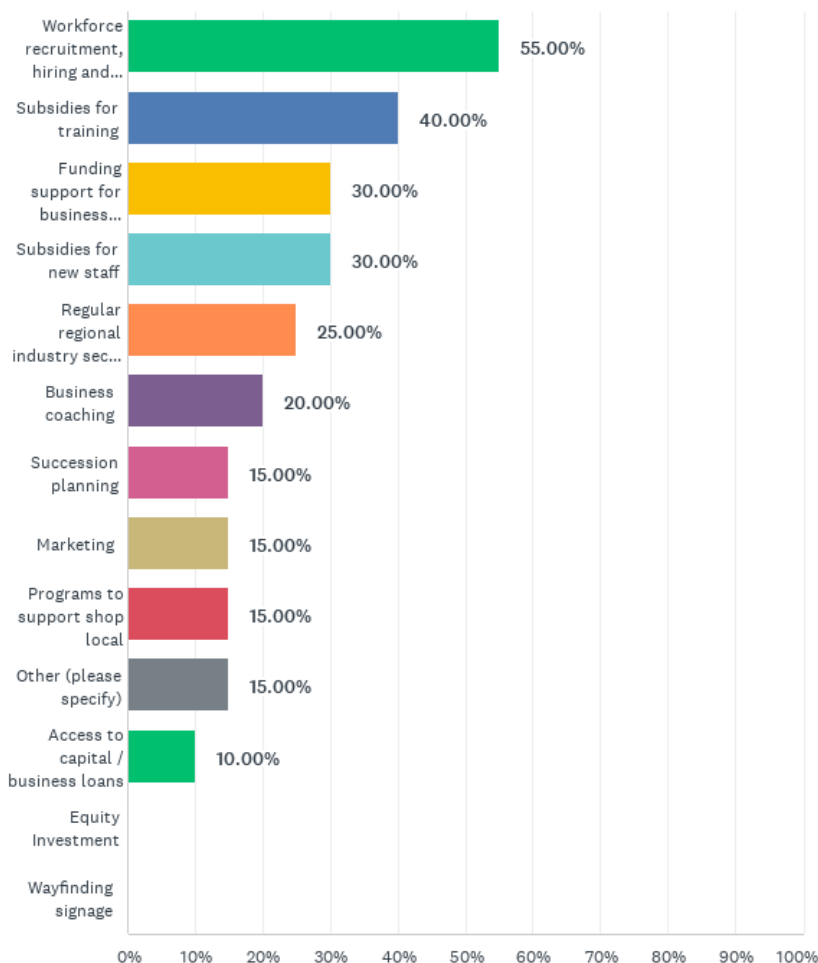
ANSWER CHOICES	RESPONSES	
Hydro	68.42%	13
Natural Gas	31.58%	6
Rail	31.58%	6
Other (please specify)	26.32%	5

- Permits and restrictions within the municipality.
- Connectivity.

#C8. What are the top 3 areas of support that would be most helpful to your business right now?

Answered: 20

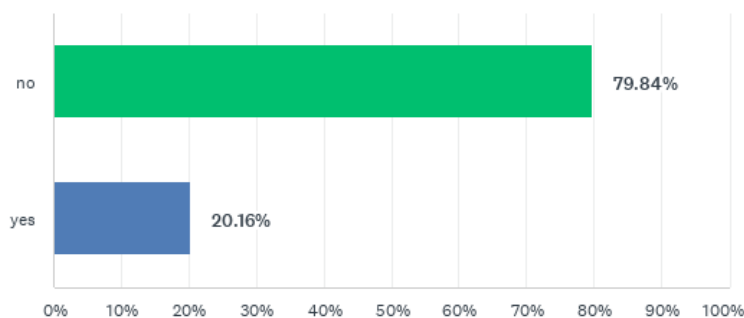
Skipped: 0



ANSWER CHOICES	RESPONSES	
Workforce recruitment, hiring and resourcing staff	55.00%	11
Subsidies for training	40.00%	8
Funding support for business expansion	30.00%	6
Subsidies for new staff	30.00%	6
Regular regional industry sector focus groups	25.00%	5
Business coaching	20.00%	4
Succession planning	15.00%	3
Marketing	15.00%	3
Programs to support shop local	15.00%	3
Other (please specify)	15.00%	3
Access to capital / business loans	10.00%	2
Equity Investment	0.00%	0
Wayfinding signage	0.00%	0

#S1. Would you like to connect with a member of the Economic Development / Small Business teams?

Answered: 243 Skipped: 42

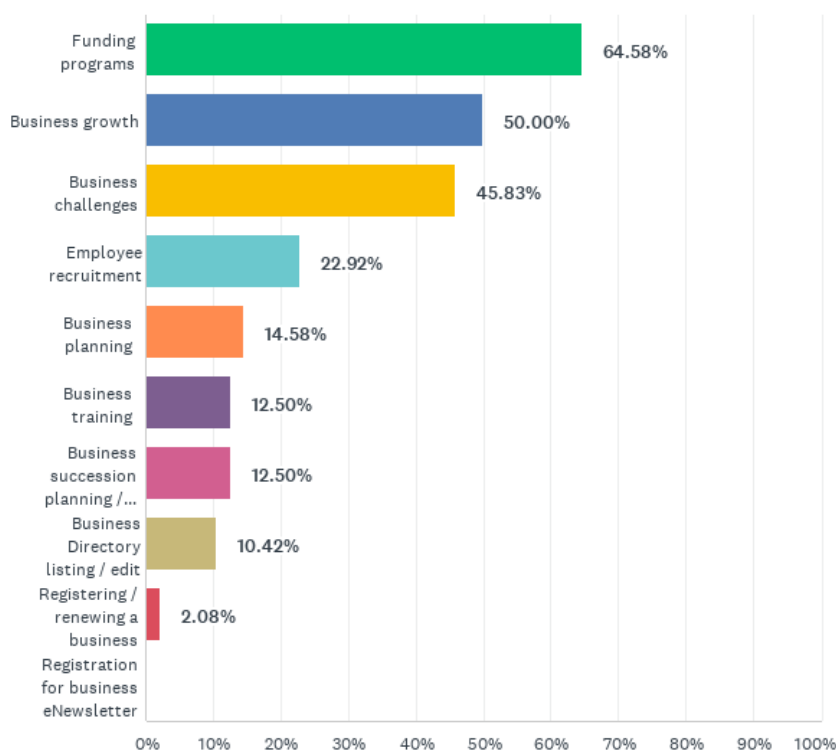


ANSWER CHOICES	RESPONSES	
No	79.84%	194
Yes	20.16%	49
TOTAL		243

#S1-b. I would like to discuss the following: (choose all that apply)

Answered: 48

Skipped: 1



ANSWER CHOICES	RESPONSES	
Funding programs	64.58%	31
Business growth	50.00%	24
Business challenges	45.83%	22
Employee recruitment	22.92%	11
Business planning	14.58%	7
Business training	12.50%	6
Business succession planning / closing a business	12.50%	6
Business Directory listing / edit	10.42%	5
Registering / renewing a business	2.08%	1
Registration for business eNewsletter	0.00%	0

Additional Notes:

- Survey Timeframe: April 29 to June 4, 2025
- 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.
- Economic implications impacting survey results: U.S. tariffs ranging from 10-25% on Canada products were introduced on March 4th, followed by Canadian 25% retaliatory tariffs on some U.S. products. Some CUSMA-compliant products were exempt. On June 3rd, U.S. announced a 50% tariff on steel and aluminum effective June 4th. Constant changes in tariff messaging occurred through the survey period.

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-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

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 | 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 completed the survey. This report provides the region with key data to help in plan future initiatives to support business.

Ann Weir, Economic Development Manager
United Counties of Leeds and Grenville

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