

Leeds-Grenville-Thousand Islands and Rideau Lakes

2025 Business Survey Report

July 3, 2025



Self-Employed / Solopreneur / No employees

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

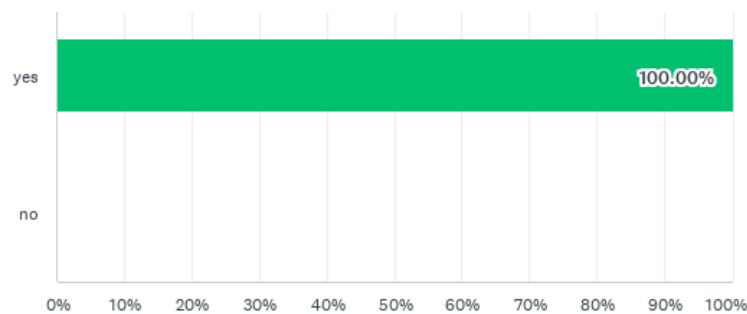
Prepared by:

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)

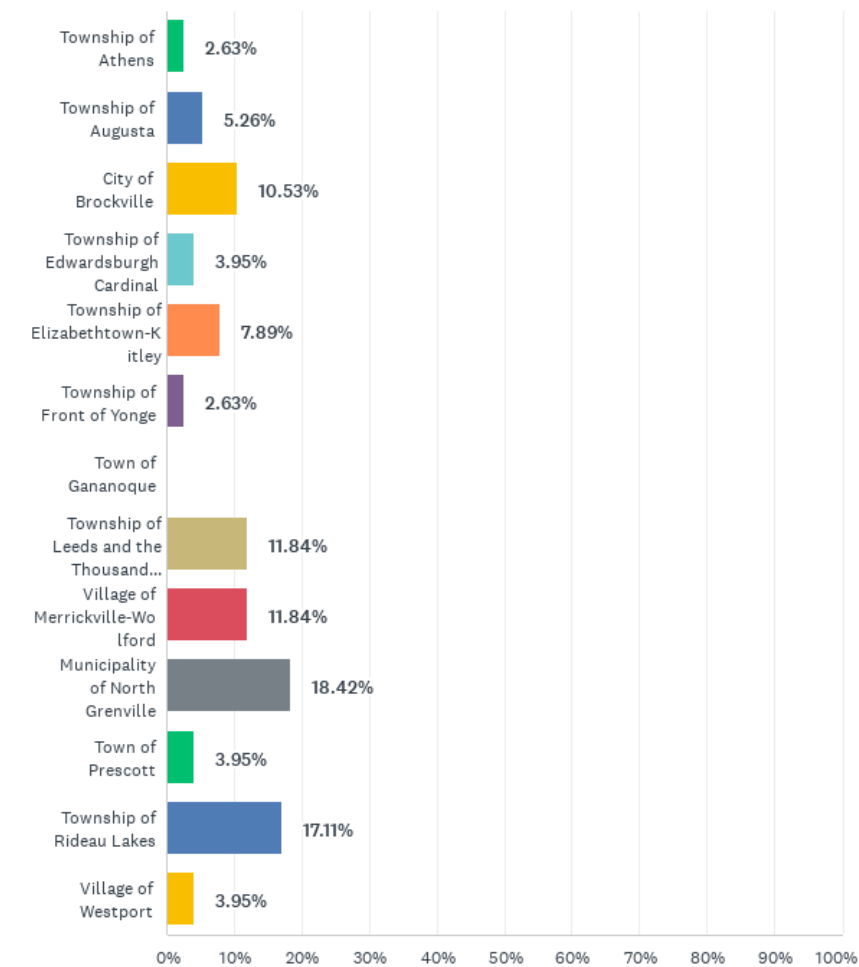
Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES	
yes	100.0%	76
no	0.00%	0
TOTAL		76

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

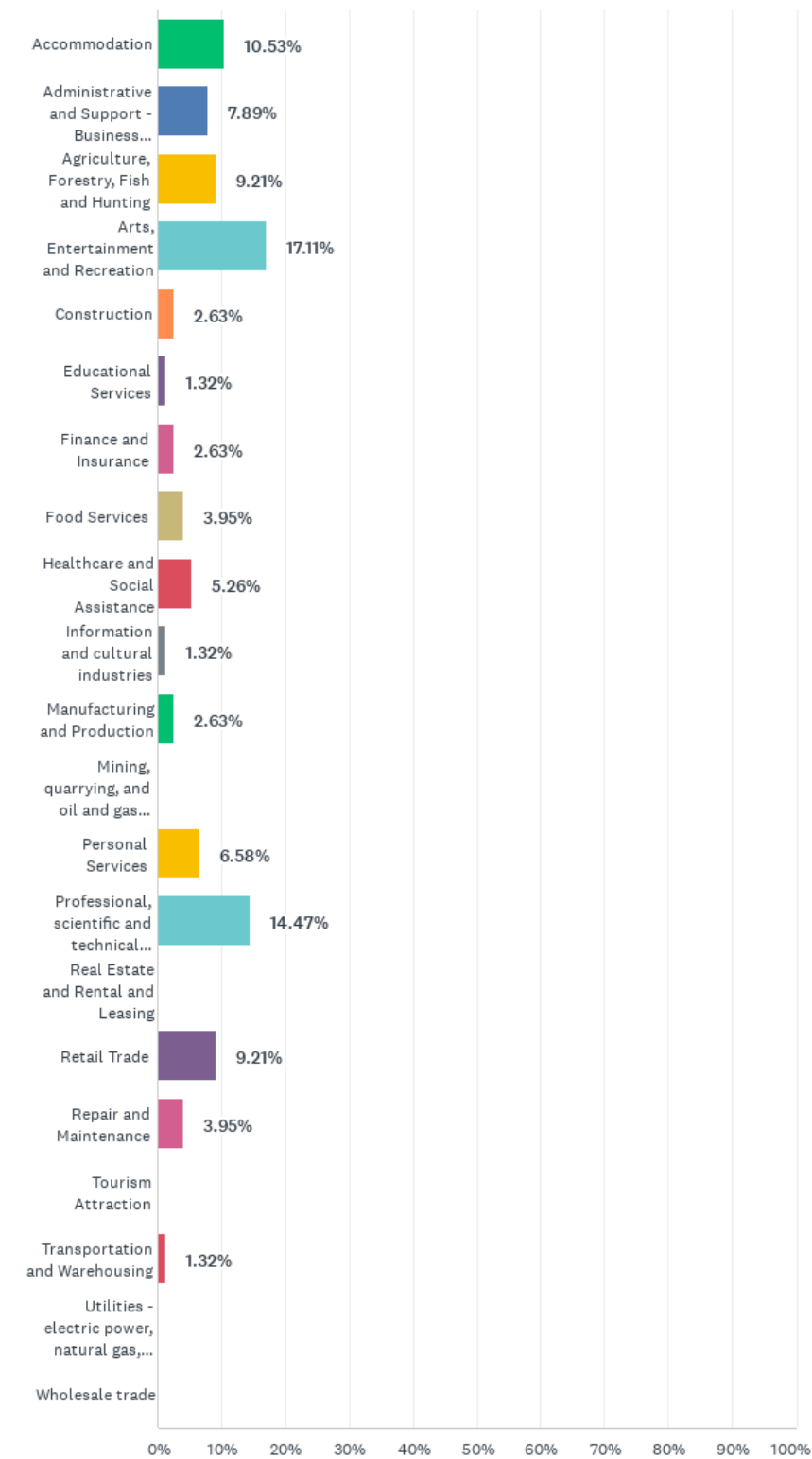
Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES	
Township of Athens	2.63%	2
Township of Augusta	5.26%	4
City of Brockville	10.53%	8
Township of Edwardsburgh Cardinal	3.95%	3
Township of Elizabethtown-Kitley	7.89%	6
Township of Front of Yonge	2.63%	2
Town of Gananoque	0.00%	0
Township of Leeds and the Thousand Islands	11.84%	9
Village of Merrickville-Wolford	11.84%	9
Municipality of North Grenville	18.42%	14
Town of Prescott	3.95%	3
Township of Rideau Lakes	17.11%	13
Village of Westport	3.95%	3
TOTAL		76

#G2. What sector is your business primarily operating in? (find your business category here)

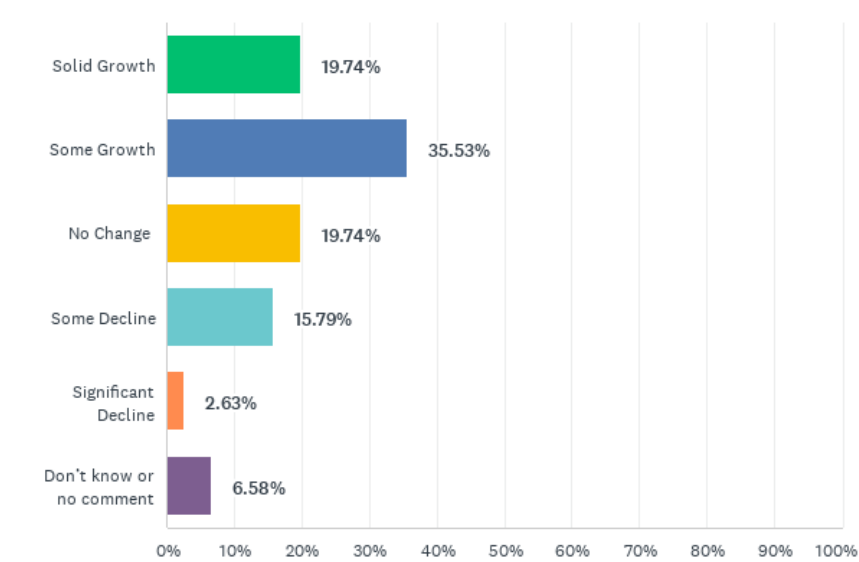
Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES	
Accommodation	10.53%	8
Administration and Support – Business Services	7.89%	6
Agriculture, Forestry, Fish and Hunting	9.21%	7
Arts, Entertainment and Recreation	17.11%	13
Construction	2.63%	2
Educational Services	1.32%	1
Finance and Insurance	2.63%	2
Food Services	3.95%	3
Healthcare and Social Assistance	5.26%	4
Information and cultural industries	1.32%	1
Manufacturing and Production	2.63%	2
Mining, quarrying, and oil and gas extraction	0.00%	0
Personal Services	6.58%	5
Professional, scientific and technical services	14.47%	11
Real Estate and Rental and Leasing	0.00%	0
Retail Trade	9.21%	7
Repair and Maintenance	3.95%	3
Tourism Attraction	0.00%	0
Transportation and Warehousing	1.32%	1
Utilities – electric power, natural gas, water-sewage	0.00%	0
Wholesale trade	0.00%	0
TOTAL		76

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

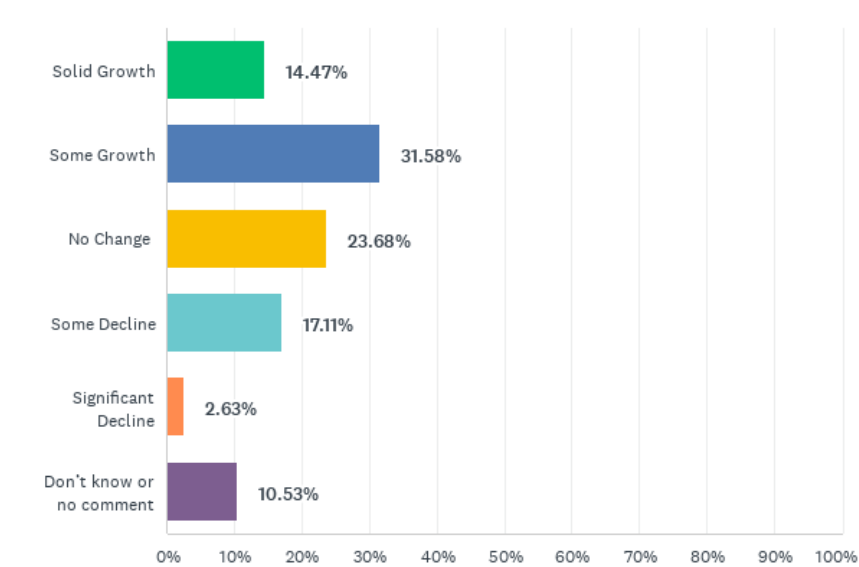
Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES	
Solid Growth	19.74%	15
Some Growth	35.53%	27
No Change	19.74%	15
Some Decline	15.79%	12
Significant Decline	2.63%	2
Don't know or no comment	6.58%	5
TOTAL		76

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

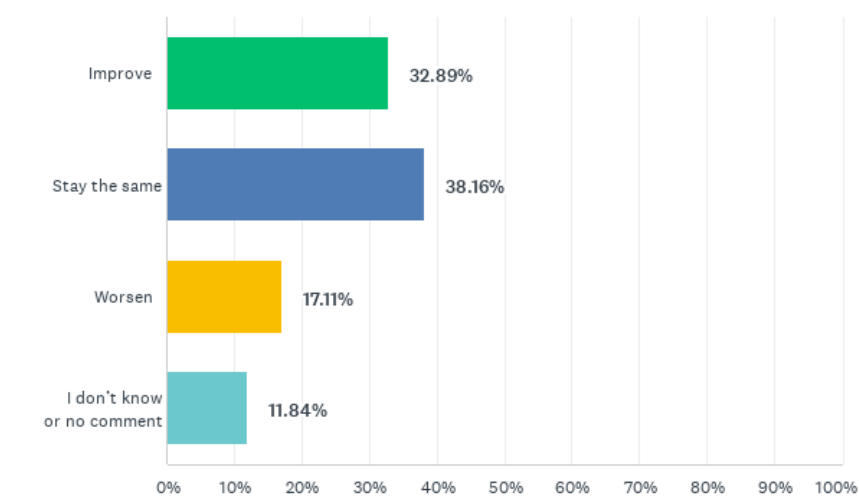
Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES	
Solid Growth	14.47%	11
Some Growth	31.58%	24
No Change	23.68%	18
Some Decline	17.11%	13
Significant Decline	2.63%	2
Don't know or no comment	10.53%	8
TOTAL		76

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

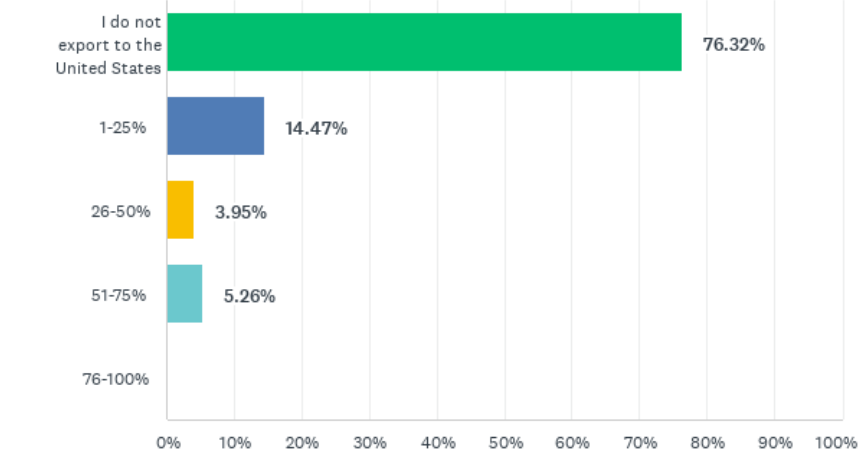
Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES	
Improve	32.89%	25
Stay the same	38.16%	29
Worsen	17.11%	13
I don't know or no comment	11.84%	9
TOTAL		76

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

Answered: 76 Skipped: 0

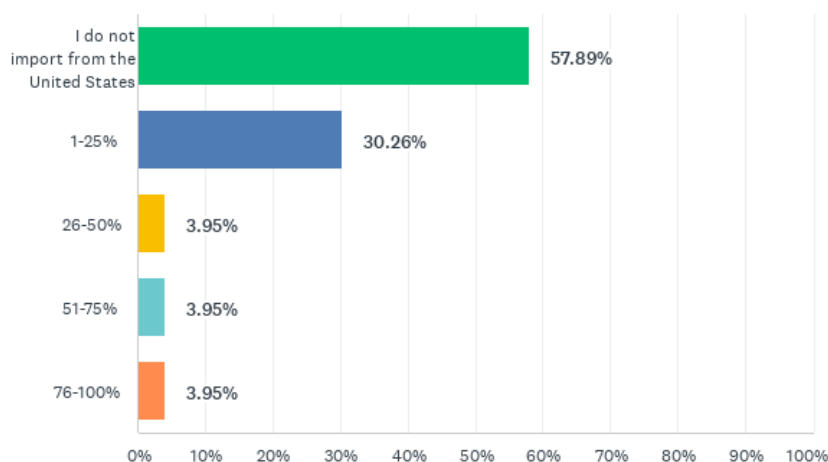


ANSWER CHOICES	RESPONSES	
I do not export to the United States	76.32%	58
1-25%	14.47%	11
26-50%	3.95%	3
51-75%	5.26%	4
76-100%	0.00%	0
TOTAL		76

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

Answered: 76

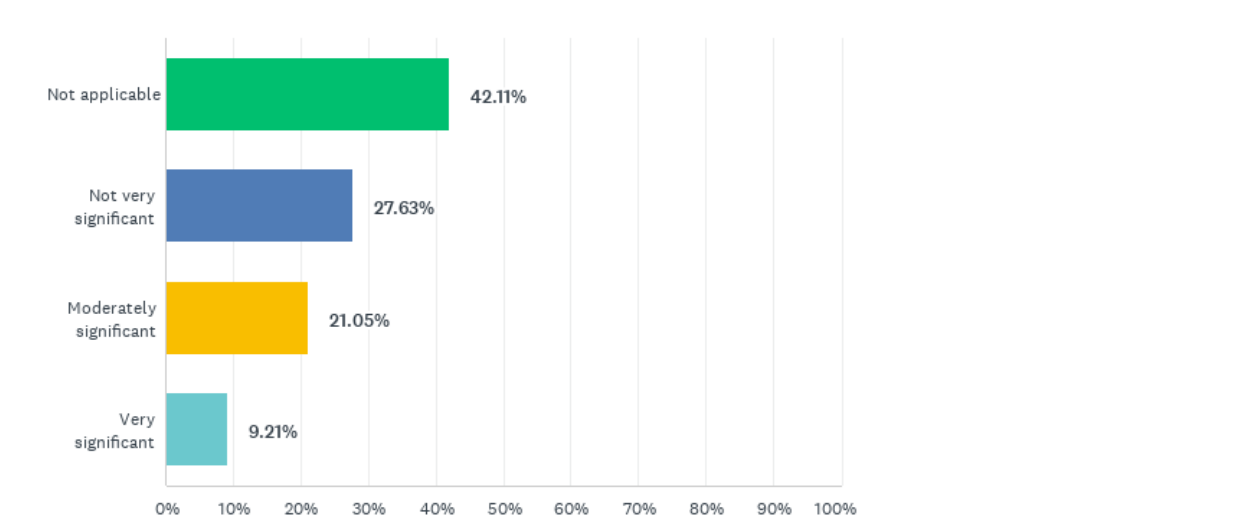
Skipped: 0



ANSWER CHOICES	RESPONSES	
I do not import from the United States	57.89%	44
1-25%	30.26%	23
26-50%	3.95%	3
51-75%	3.95%	3
76-100%	3.95%	3
TOTAL		76

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

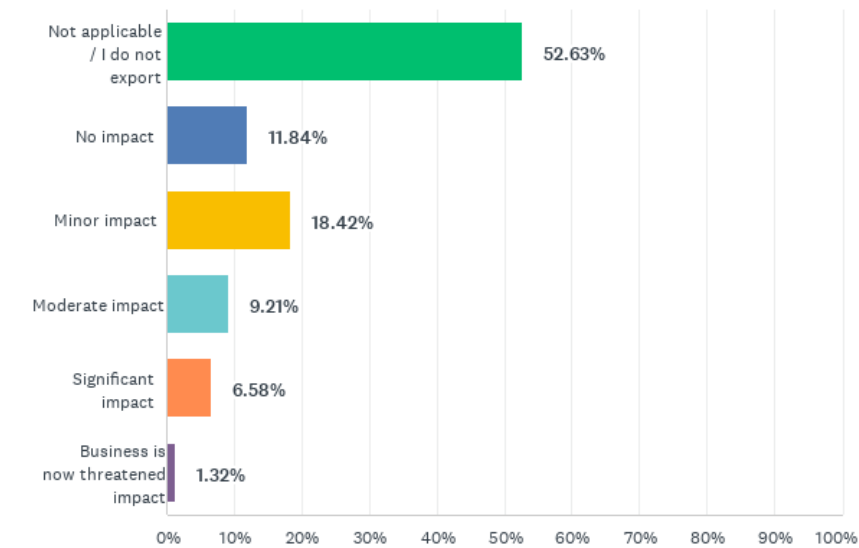
Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not applicable	42.11%	32
Not very significant	27.63%	21
Moderately significant	21.05%	16
Very significant	9.21%	7
TOTAL		76

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

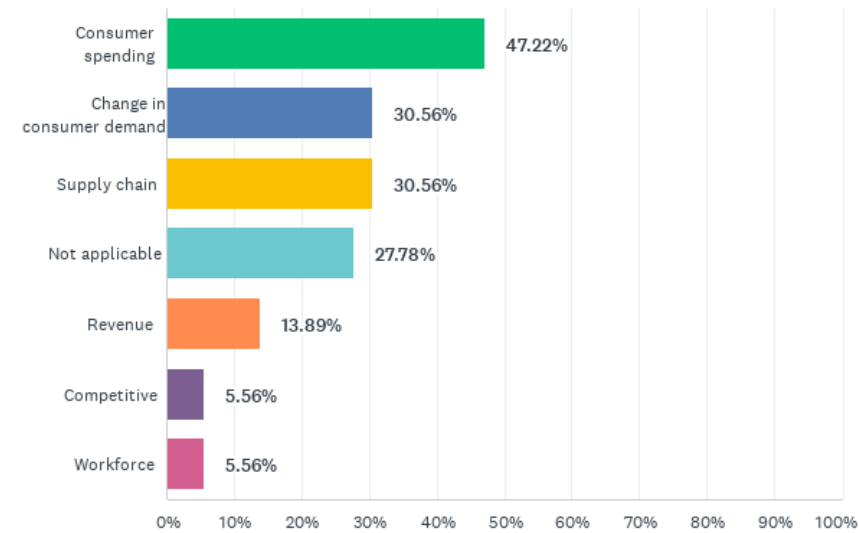
Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not applicable / I do not export	52.63%	40
No impact	11.84%	9
Minor impact	18.42%	14
Moderate impact	9.21%	7
Significant impact	6.58%	5
Business is now threatened impact	1.32%	1
TOTAL		76

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

Answered: 72 Skipped: 4



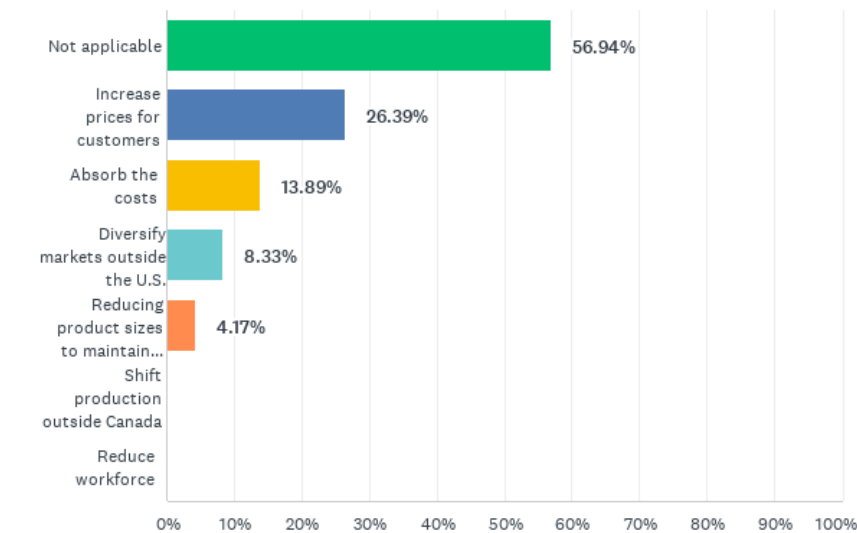
ANSWER CHOICES	RESPONSES	
Consumer spending	47.22%	34
Change in consumer demand	30.56%	22
Supply chain	30.56%	22
Not applicable	27.78%	20
Revenue	13.89%	10
Competitive	5.56%	4
Workforce	5.56%	4

- Considering this will likely lead to our already inbound recession, consumers will be less likely to spend on non-essentials.
- Business might want to cut costs and try to do things themselves to reduce costs.
- Food costs.
- Probably not going to be getting American visitors.
- 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.
- I am a newspaper so my clients are impacted by the trade war.
- Cost of supplies increasing.
- Tourism decline.
- I've just registered my business within the last month.
- Change in consumer spending due to uncertainty.
- Tourism.

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

Choose all that apply.

Answered: 72 Skipped: 4



ANSWER CHOICES	RESPONSES	
Not applicable	56.94%	41
Increase prices for customers	26.39%	19
Absorb the costs	13.89%	10
Diversify markets outside the U.S.	8.33%	6
Reducing product sizes to maintain price for customers	4.17%	3
Shift production outside Canada	0.00%	0
Reduce workforce	0.00%	0

Raising Prices or Adjusting Pricing Strategy

- 25–50% price increase for American clients.
- Large increase in cost of materials will have to raise prices.

Exploring New Markets or Revenue Streams

- Look for other markets.
- Working with clients to help better promote their business with affordable pricing.
- My business will involve marketing for local and regional authors. Revenue stream to be Kobo Affiliate and YouTube within 5 years.

Limited Flexibility or Severe Consequences

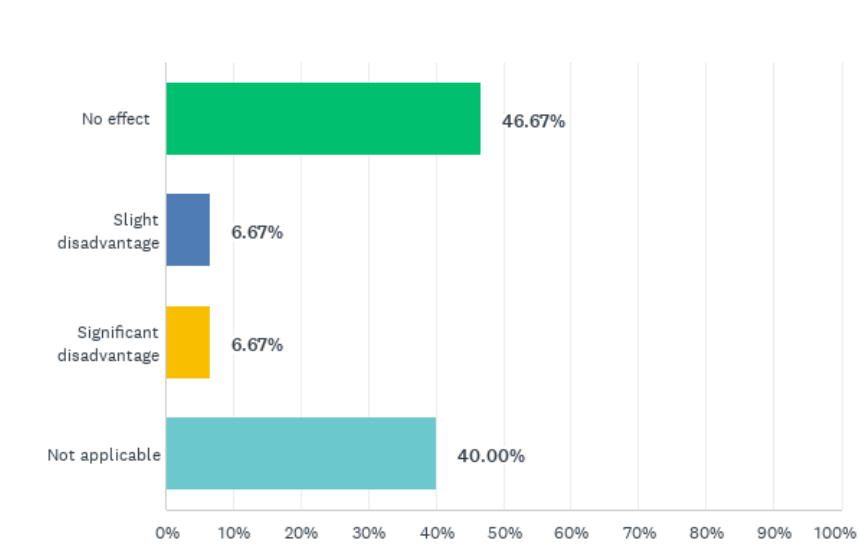
- Potentially shut down.

Other

- Wedding venue, not sure it applies.

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

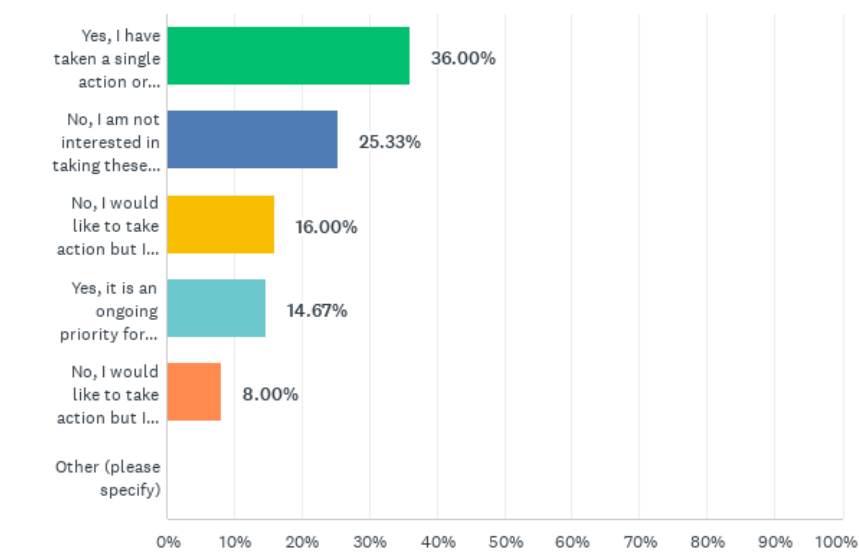
Answered: 75 Skipped: 1



ANSWER CHOICES	RESPONSES	
No effect	46.67%	35
Slight disadvantage	6.67%	5
Significant disadvantage	6.67%	5
Not applicable	40.00%	30
TOTAL		75

#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?

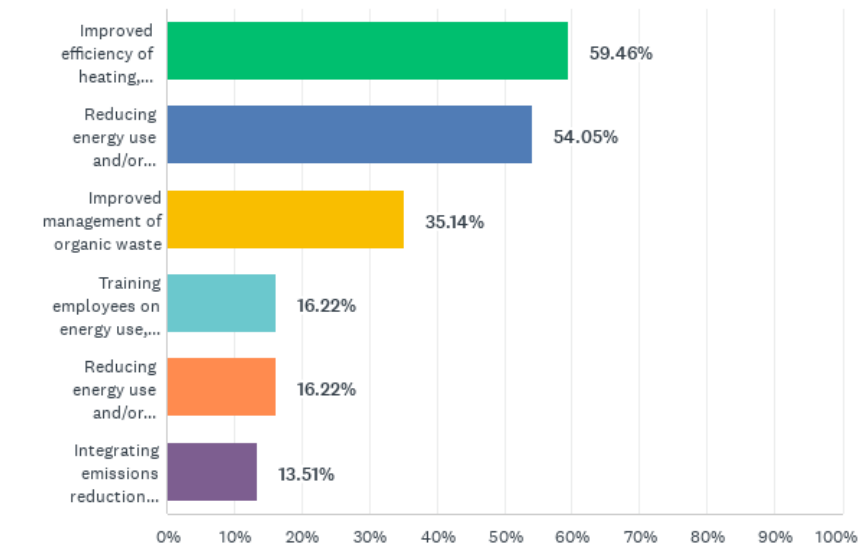
Answered: 75 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, I have taken a single action or multiple single actions when possible	36.00%	27
No, I am not interested in taking these actions	25.33%	19
No, I would like to take action but I am not sure what action to take	16.00%	12
Yes, it is an ongoing priority for the business with multiple and/or impactful actions taken	14.67%	11
No, I would like to take action but I am unable to at this time	8.00%	6
Other (please specify)	0.00%	0
TOTAL		75

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

Answered: 37 Skipped: 1



ANSWER CHOICES	RESPONSES	
Improved efficiency of heating, cooling and/or ventilation systems	59.46%	22
Reducing energy use and/or emissions from business operations	54.05%	20
Improved management of organic waste	35.14%	13
Training employees on energy use, waste reduction, etc.	16.22%	6
Reducing energy use and/or emissions from supply chain	16.22%	6
Integrating emissions reduction considerations into business strategy	13.51%	5

Energy Efficiency Upgrades

- I'm a work from home business but we have improved our home's efficiency.

Operational Efficiency

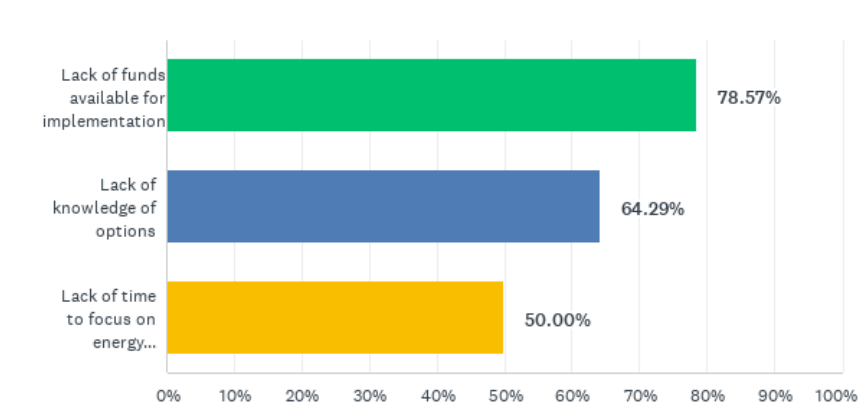
- Prioritizing digital records and signatures over paper/hard copies.

Other

- Purchasing local.
- I am a renewable energy business developer.
- 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: 14 Skipped: 23



ANSWER CHOICES	RESPONSES	
Lack of funds available for implementation	78.57%	11
Lack of knowledge of options	64.29%	9
Lack of time to focus on energy efficiency and/or carbon emissions	50.00%	7
TOTAL		14

Home-Based Business Challenges

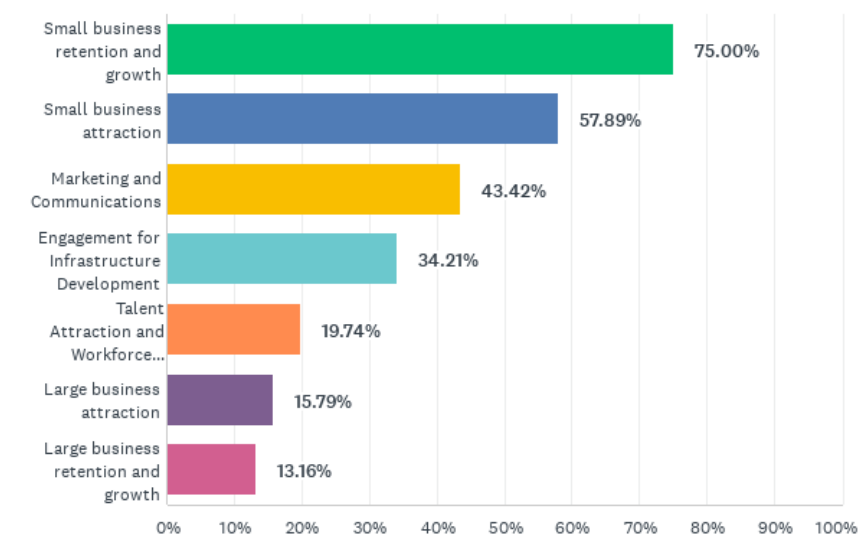
- I run a home-based writing business and I'm not sure how I can improve my energy efficiency.
- My business is home-based, and I would like to improve energy efficiency within my home. I have purchased a more energy efficient auto for visits to clients.

Other

- 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: 76 Skipped: 0

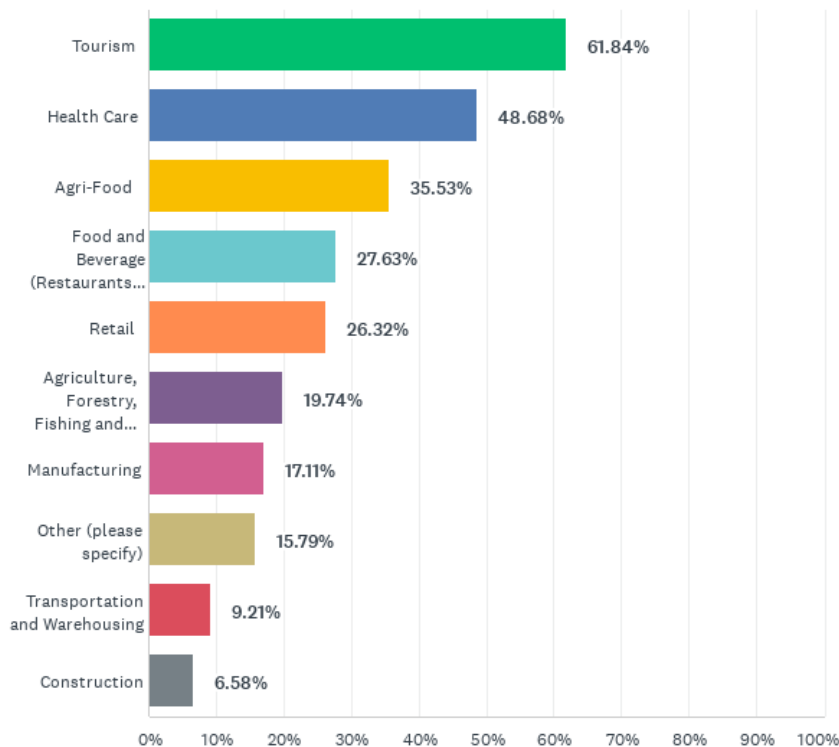


ANSWER CHOICES	RESPONSES	
Small business retention and growth	75.00%	57
Small business attraction	57.89%	44
Marketing and Communications	43.42%	33
Engagement for Infrastructure Development	34.21%	26
Talent Attraction and Workforce Development	19.74%	15
Large business attraction	15.79%	12
Large business retention and growth	13.16%	10

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

Answered: 76

Skipped: 0



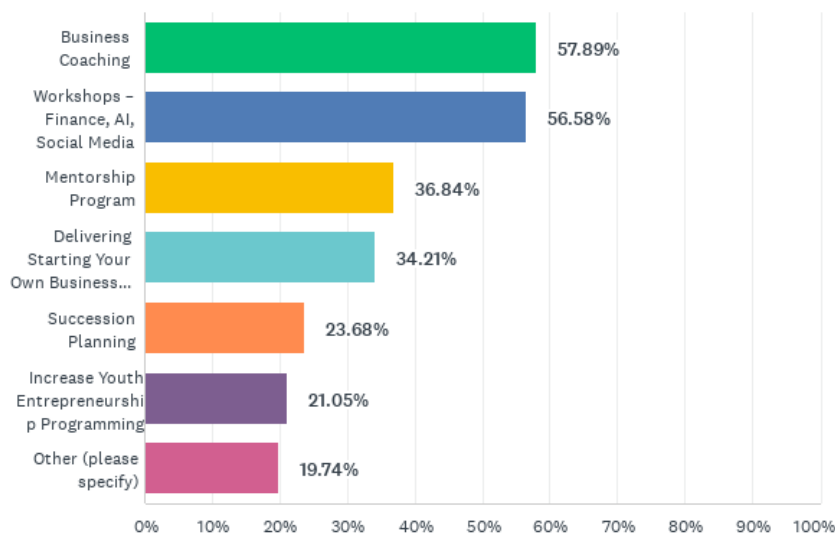
ANSWER CHOICES	RESPONSES	
Tourism	61.84%	47
Health Care	48.68%	37
Agri-Food	35.53%	27
Food and Beverage (Restaurants, Bars, Catering, Food Service)	27.63%	21
Retail	26.32%	20
Agriculture, Forestry, Fishing and Hunting	19.74%	15
Manufacturing	17.11%	13
Other (please specify)	15.79%	12
Transportation and Warehousing	9.21%	7
Construction	6.58%	5

- All who need it, I don't believe it can be simplified.
- Tech trades training and licensing.
- Money management.
- Local fitness and recreation programs.
- Arts and entertainment.
- Helping media in area, newsprint especially.
- Arts.
- Sustainability.
- Recreation.
- Event management.
- Road improvements.

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

Answered: 76

Skipped: 0



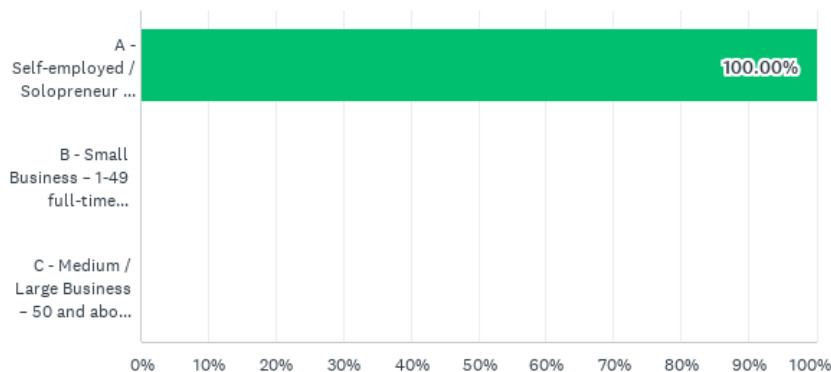
ANSWER CHOICES	RESPONSES	
Business Coaching	57.89%	44
Workshops – Finance, AI, Social Media	56.58%	43
Mentorship Program	36.84%	28
Delivering Starting Your Own Business Workshops	34.21%	26
Succession Planning	23.68%	18
Increase Youth Entrepreneurship Programming	21.05%	16
Other (please specify)	19.74%	15

- Multi use office space (Head Office in Ottawa) a shared location where businesses can rent office space in communities
- Help market and encourage people to come out to local programs
- Professional behaviour
- Focus on business operating from home non brick and mortar
- Funding opportunities
- 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 to many millions in too many large grants and programs/loans
- Ontario Small Business Centres and BDC courses are terrific for my needs
- Micro-loans, grants, arts funding
- Business coaching from someone demonstrating strong results
- LESS RED TAPE
- Grants
- Small business grants
- Improve roads, less regulation and permits
- Grants/funding attached to programming

G19. Identify your business size

Answered: 76

Skipped: 0

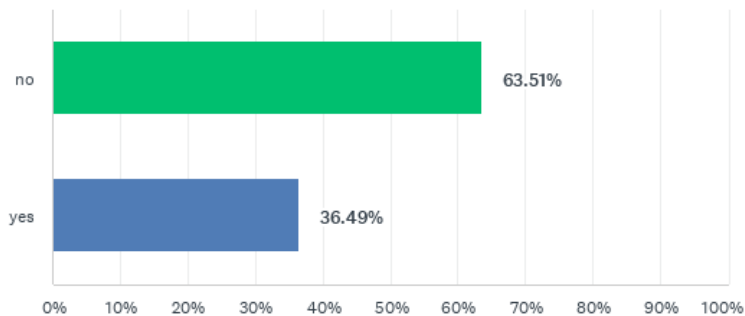


ANSWER CHOICES	RESPONSES	
A – Self-employed / Solopreneur / No employees	100.00%	76
B – Small Business – 1-49 full-time equivalent employees	0.00%	0
C – Medium / Large Business – 50 and above full-time equivalent employees	0.00%	0
TOTAL		76

A - Self-employed / Solopreneur / No employees

A1. Do you have broadband / internet connectivity challenges?

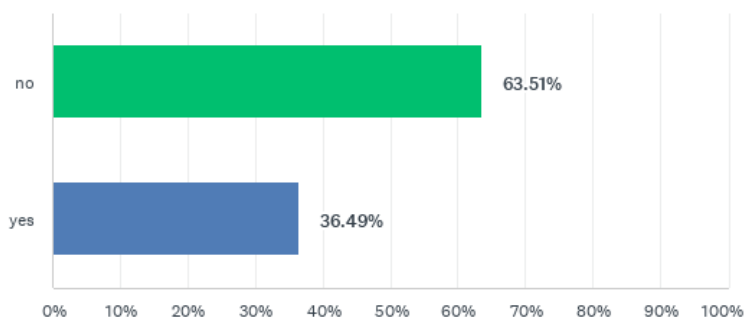
Answered: 74 Skipped: 2



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

A2. Do you have cellular phone connectivity challenges?

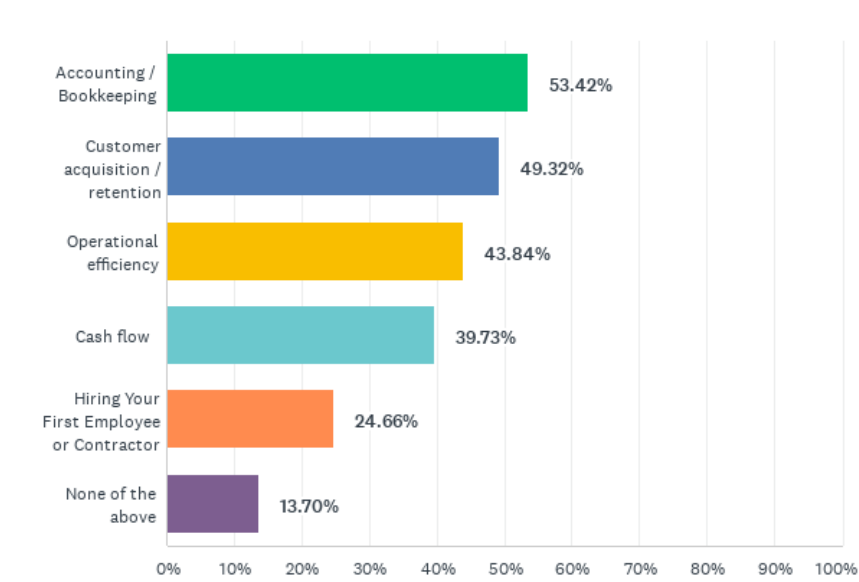
Answered: 74 Skipped: 2



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)

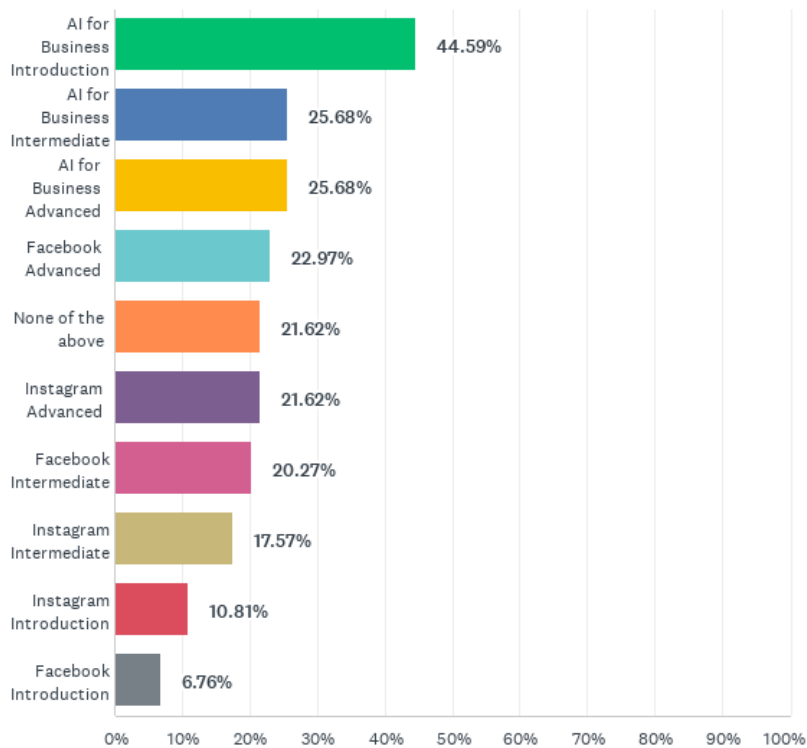
Answered: 73 Skipped: 3



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

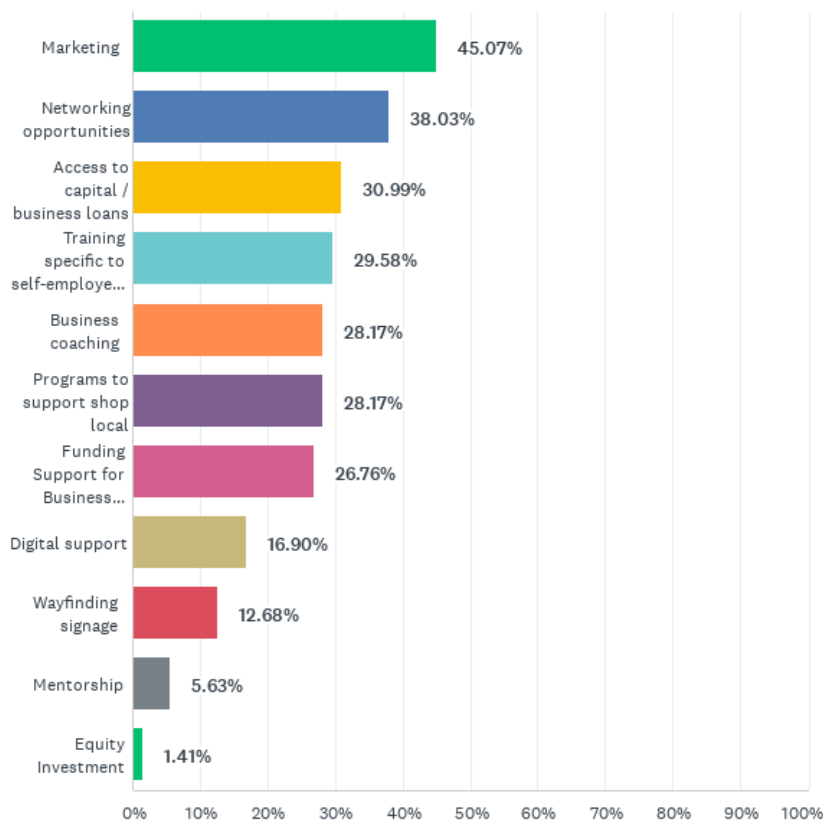


ANSWER CHOICES	RESPONSES	
AI for Business Introduction	44.59%	33
AI for Business Intermediate	25.68%	19
AI for Business Advanced	25.68%	19
Facebook Advanced	22.97%	17
None of the Above	21.62%	16
Instagram Advanced	21.62%	16
Facebook Intermediate	20.27%	15
Instagram Intermediate	17.57%	13
Instagram Introduction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



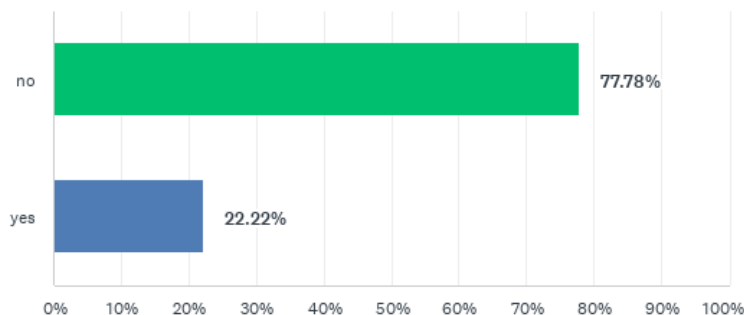
ANSWER CHOICES	RESPONSES	
Marketing	45.07%	32
Networking opportunities	38.03%	27
Access to capital / business loans	30.99%	22
Training specific to self-employed / solopreneurs	29.58%	21
Business coaching	28.17%	20
Programs to support shop local	28.17%	20
Funding support for business expansion	26.76%	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.

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

Answered: 72

Skipped: 4

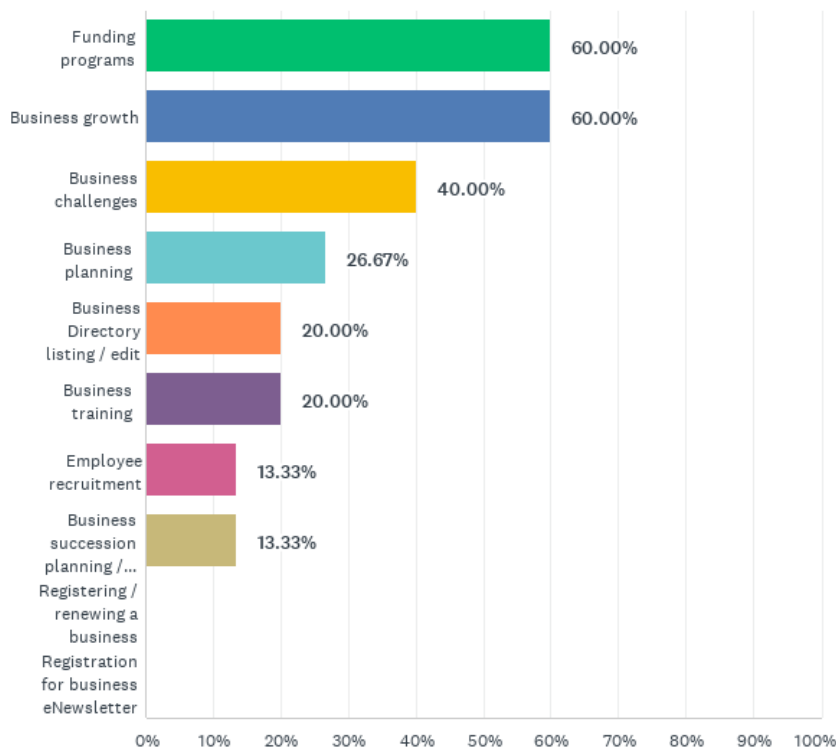


ANSWER CHOICES	RESPONSES	
No	77.78%	56
Yes	22.22%	16
TOTAL		72

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

Answered: 15

Skipped: 1



ANSWER CHOICES	RESPONSES	
Funding programs	60.00%	9
Business growth	60.00%	9
Business challenges	40.00%	6
Business planning	26.67%	4
Business Directory listing / edit	20.00%	3
Business training	20.00%	3
Employee recruitment	13.33%	2
Business succession planning / closing a business	13.33%	2
Registering / renewing a business	0.00%	0
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