



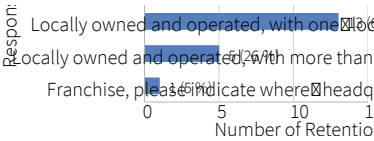
Carleton Place Final BR+E Survey Results

June 20, 2019

CD/CSD

Responses	Total	
Lanark County - Carleton Place	19	100 %
Total	19	100 %

BI1. Which of the following best describes your business?

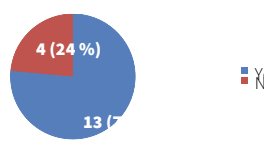


Responses	Total	
Locally owned and operated, with one location	13	68 %
Locally owned and operated, with more than one location (Specify number)	5	26 %
Franchise, please indicate where headquarters is located (City)	1	5 %
Total	19	100 %

BI2. Is at least one of the owners involved in the day-to-day operation of the business?

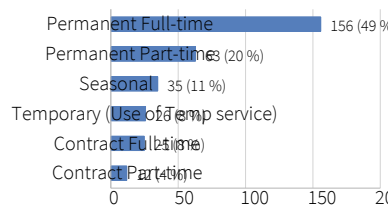
Responses	Total	
Yes	17	100 %
Total	17	100 %

BI3. Is at least one of the owners a resident of the community?



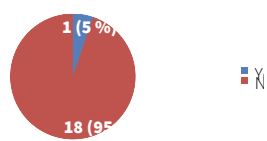
Responses	Total	
Yes	13	76 %
No	4	24 %
Total	17	100 %

Including owner/owners, please confirm your total number of employees operating at this location



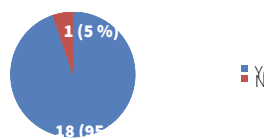
Responses	Total	
Permanent Full-time	156	49 %
Permanent Part-time	63	20 %
Seasonal	35	11 %
Temporary (Use of Temp service)	26	8 %
Contract Full-time	25	8 %
Contract Part-time	12	4 %
Total	317	100 %

CQ2a. Is your business unionized?



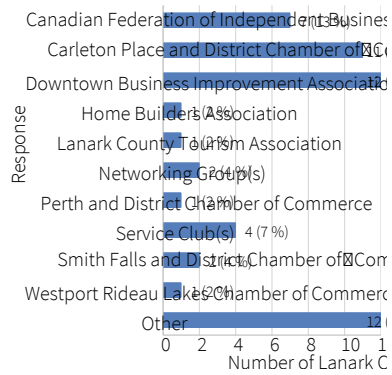
Responses	Total	
Yes	1	5 %
No	18	95 %
Total	19	100 %

CQ3a. Are you a member of any business organization(s)?

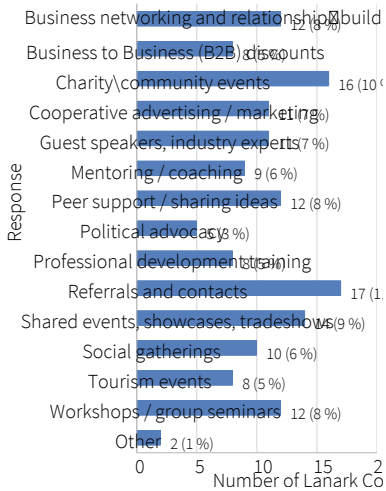


Responses	Total	
Yes	18	95 %
No	1	5 %
Total	19	100 %

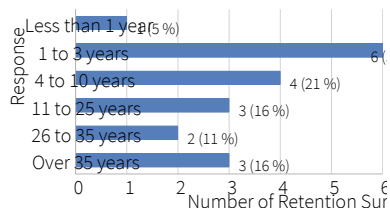
3b. Are you a member of any business organization(s)? - If Yes, mark all that apply



CQ4. Whether you are a member of any business/service organization or not, what services/activities are of value to your business?

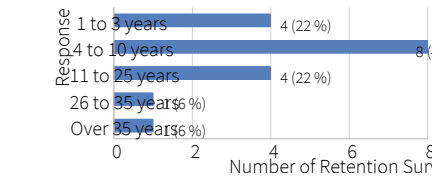


BI5. How many years has your business been in operation in this community?



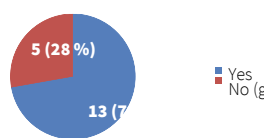
Responses	Total	
Less than 1 year	1	5 %
1 to 3 years	6	32 %
4 to 10 years	4	21 %
11 to 25 years	3	16 %
26 to 35 years	2	11 %
Over 35 years	3	16 %
Total	19	100 %

BI6. How many years have the current owner/owners been operating this business?



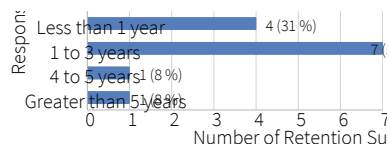
Responses	Total	
1 to 3 years	4	22 %
4 to 10 years	8	44 %
11 to 25 years	4	22 %
26 to 35 years	1	6 %
Over 35 years	1	6 %
Total	18	100 %

BI4a. Does your business have a business plan?



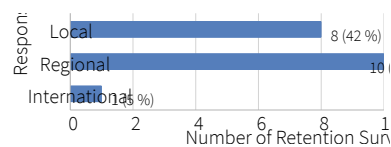
Responses		Total	
Yes		13	72 %
No (go to BI5)		5	28 %
Total		18	100 %

BI4b. Does your business have a business plan? - When was it last updated?



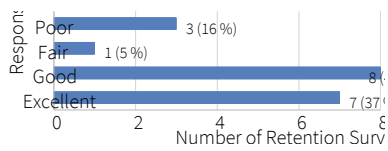
Responses	Total	
Less than 1 year	4	31 %
1 to 3 years	7	54 %
4 to 5 years	1	8 %
Greater than 5 years	1	8 %
Total	13	100 %

BI9. The primary market of your business is



Responses	Total	
Local	8	42 %
Regional	10	53 %
International	1	5 %
Total	19	100 %

BC1. What is your general impression of this community as a place to do business?



Responses	Total	
Poor	3	16 %
Fair	1	5 %
Good	8	42 %
Excellent	7	37 %
Total	19	100 %

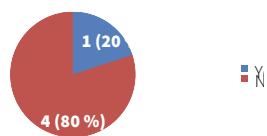
How would you rate the following factors of doing business in this community?



From the perspective of your business, rate your level of satisfaction with each of the following community services.

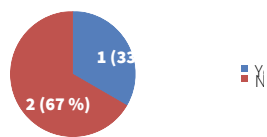


FP9a. Do you have a succession plan for your business?



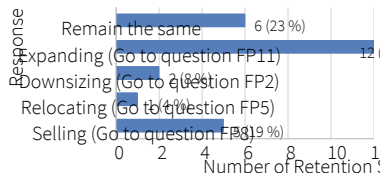
Responses	Total	
Yes	1	20 %
No	4	80 %
Total	5	100 %

FP9b. Do you have a succession plan for your business? - Would you like assistance/information with developing a succession plan?



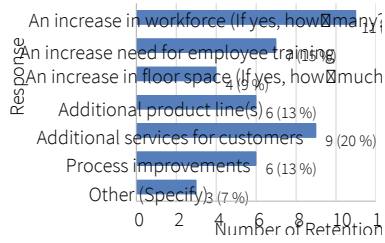
Responses	Total	
Yes	1	33 %
No	2	67 %
Total	3	100 %

FP1a. Within the next 18 months, which do you plan on:



Responses	Total	
Remain the same	6	23 %
Expanding (Go to question FP11)	12	46 %
Downsizing (Go to question FP2)	2	8 %
Relocating (Go to question FP5)	1	4 %
Selling (Go to question FP8)	5	19 %
Total	26	100 %

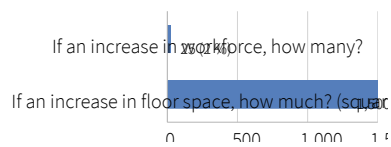
FP12. Will your expansion require or lead to



Responses	Total	
An increase in workforce (If yes, how many?)	11	24 %
An increase need for employee training	7	15 %
An increase in floor space (If yes, how much?)	4	9 %
Additional product line(s)	6	13 %
Additional services for customers	9	20 %
Process improvements	6	13 %
Other (Specify)	3	7 %
Total	46	100 %

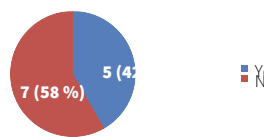
If Other, please specify	Total	
Community growing	1	33 %
More equipment and assets needed	1	33 %
Variety in stock	1	33 %
Total	3	100 %

Will your expansion require or lead to



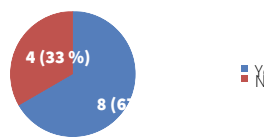
Responses	Total	
If an increase in workforce, how many?	25	2 %
If an increase in floor space, how much? (square feet)	1,500	98 %
Total	1,525	100 %

FP13. Are you planning on accessing any Federal or Provincial programs/services to assist with the expansion?



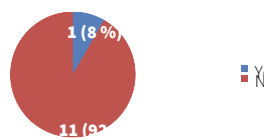
Responses	Total	
Yes	5	42 %
No	7	58 %
Total	12	100 %

FP14. Would you like to receive information on potential Federal or Provincial programs/services that might assist with your expansion?



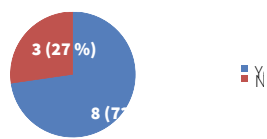
Responses	Total	
Yes	8	67 %
No	4	33 %
Total	12	100 %

FP15. Is your business currently experiencing difficulties with your expansion plans?



Responses	Total	
Yes	1	8 %
No	11	92 %
Total	12	100 %

FP16. Could the community potentially provide some assistance to support your expansion plans?

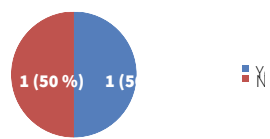


Responses	Total	
Yes	8	73 %
No	3	27 %
Total	11	100 %

FP3. Will your downsizing lead to a decrease in?

Responses	Total	
Floorspace	2	100 %
Total	2	100 %

FP4. Is there any assistance that could be provided to prevent/limit the downsizing of your business?



Responses	Total	
Yes	1	50 %
No	1	50 %
Total	2	100 %

FP5. Where do you plan to relocate this business?

Responses	Total	
Within the community	1	100 %
Total	1	100 %

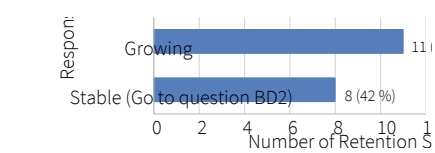
FP7. Is there any assistance that could be provided to prevent or assist with the relocation of your business within the community?

Responses	Total	
No	1	100 %
Total	1	100 %

FP10. Would you like assistance/information on selling your business?

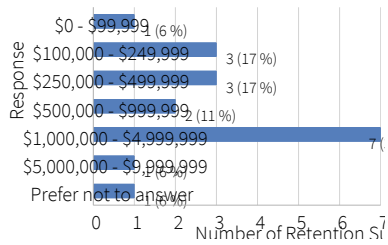
Responses	Total	
Yes	1	100 %
Total	1	100 %

BD1a. What is the outlook for your industry?



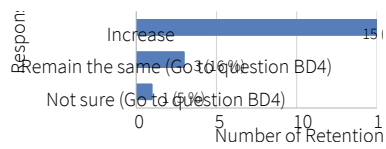
Responses	Total	
Growing	11	58 %
Stable (Go to question BD2)	8	42 %
Total	19	100 %

BD2. Please give an approximate annual sales range for your business:



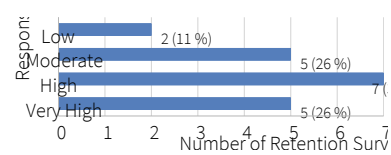
Responses	Total	
\$0 - \$99,999	1	6 %
\$100,000 - \$249,999	3	17 %
\$250,000 - \$499,999	3	17 %
\$500,000 - \$999,999	2	11 %
\$1,000,000 - \$4,999,999	7	39 %
\$5,000,000 - \$9,999,999	1	6 %
Prefer not to answer	1	6 %
Total	18	100 %

BD3a. Are your projected sales in the next year expected to:



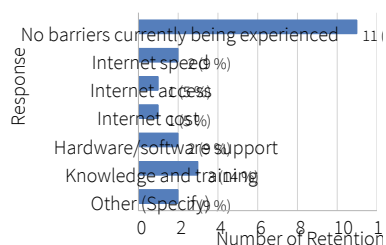
Responses		Total	
Increase		15	79 %
Remain the same (Go to question BD4)		3	16 %
Not sure (Go to question BD4)		1	5 %
Total		19	100 %

BD4. How would you rate your business related to the use of technology?



Responses	Total	
Low	2	11 %
Moderate	5	26 %
High	7	37 %
Very High	5	26 %
Total	19	100 %

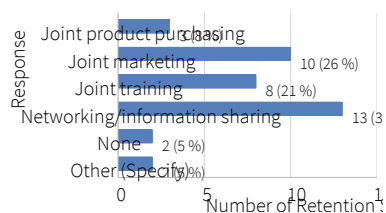
BD5. Is your business currently experiencing any barriers related to your information technology requirements?



Responses	Total	
No barriers currently being experienced	11	50 %
Internet speed	2	9 %
Internet access	1	5 %
Internet cost	1	5 %
Hardware/software support	2	9 %
Knowledge and training	3	14 %
Other (Specify)	2	9 %
Total	22	100 %

If Other, please specify	Total	
Cell phone service	1	100 %
Total	1	100 %

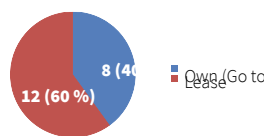
BD7. Are you interested in working co-operatively with other businesses in the community to pursue any of the following?



Responses	Total	
Joint product purchasing	3	8 %
Joint marketing	10	26 %
Joint training	8	21 %
Networking/information sharing	13	34 %
None	2	5 %
Other (Specify)	2	5 %
Total	38	100 %

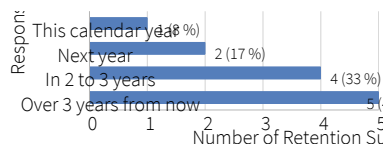
If Other, please specify	Total	
Does private mentoring as an entrepreneur; Networking through Chamber and BIA	1	50 %
Have partnered with other business for use of printers and sign setup	1	50 %
Total	2	100 %

BD8a. Does your business own or lease its facility/facilities?



Responses	Total	
Own (Go to Workforce Section)	8	40 %
Lease	12	60 %
Total	20	100 %

BD8b. Does your business own or lease its facility/facilities? - When does the lease expire?

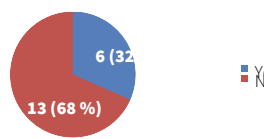


Responses	Total	
This calendar year	1	8 %
Next year	2	17 %
In 2 to 3 years	4	33 %
Over 3 years from now	5	42 %
Total	12	100 %

BD8c. Does your business own or lease its facility/facilities? - Do you anticipate any problems in renewing the lease?

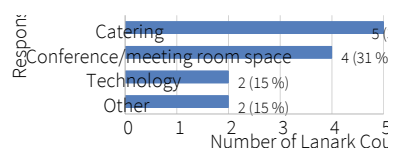
Responses		Total	
No		12	100 %
Total		12	100 %

CQ11a. Do you host business meetings/events that require overnight accommodations?



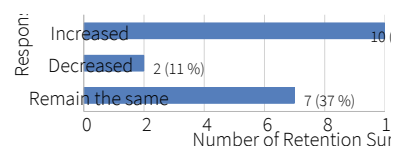
Responses	Total	
Yes	6	32 %
No	13	68 %
Total	19	100 %

CQ12. What amenities/services, if any, are required when you host business meetings/events



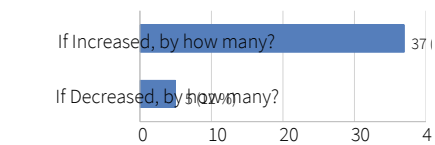
Responses	Total	
Catering	5	38 %
Conference/meeting room space	4	31 %
Technology	2	15 %
Other	2	15 %
Total	13	100 %

WF1a. During the past 3 years, has the number of people you employ in this business increased, decreased or stayed the same?



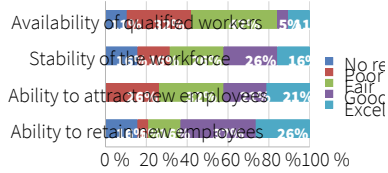
Responses	Total	
Increased	10	53 %
Decreased	2	11 %
Remain the same	7	37 %
Total	19	100 %

During the past 3 years, has the number of people you employ in this business increased, decreased or stayed the same?



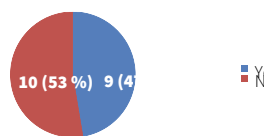
Responses	Total	
If Increased, by how many?	37	88 %
If Decreased, by how many?	5	12 %
Total	42	100 %

How would you rate the following factors in this community for your business needs?



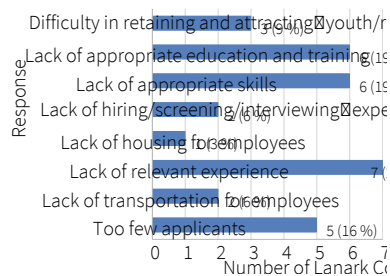
Responses	No response		Poor		Fair		Good		Excellent		Total	
Availability of qualified workers	2	25 %	6	40 %	8	36 %	1	6 %	2	14 %	19	25 %
Stability of the workforce	3	38 %	3	20 %	5	23 %	5	29 %	3	21 %	19	25 %
Ability to attract new employees	0	0 %	5	33 %	6	27 %	4	24 %	4	29 %	19	25 %
Ability to retain new employees	3	38 %	1	7 %	3	14 %	7	41 %	5	36 %	19	25 %
Total	8	100 %	15	100 %	22	100 %	17	100 %	14	100 %	76	100 %

CQ7a. Does your business currently have difficulty hiring?



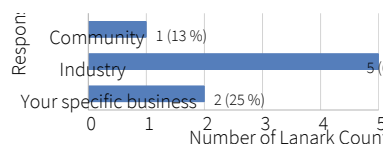
Responses	Total	
Yes	9	47 %
No	10	53 %
Total	19	100 %

7b. Does your business currently have difficulty hiring? - How would you describe your company's hiring challenges? (Select all that apply)



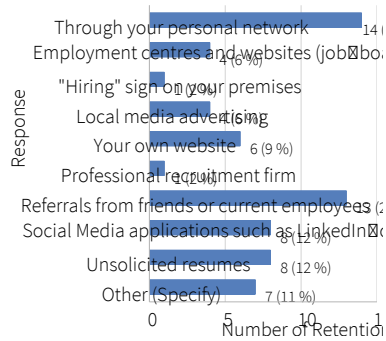
Responses	Total	
Difficulty in retaining and attracting youth/recent university/college graduates	3	9 %
Lack of appropriate education and training	6	19 %
Lack of appropriate skills	6	19 %
Lack of hiring/screening/interviewing experience by the company	2	6 %
Lack of housing for employees	1	3 %
Lack of relevant experience	7	22 %
Lack of transportation for employees	2	6 %
Too few applicants	5	16 %
Total	32	100 %

7d. Does your business currently have difficulty hiring? - Are the hiring challenges specifically related to



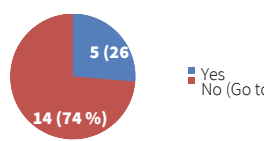
Responses	Total	
Community	1	13 %
Industry	5	63 %
Your specific business	2	25 %
Total	8	100 %

WF4. How do you currently recruit new employees?



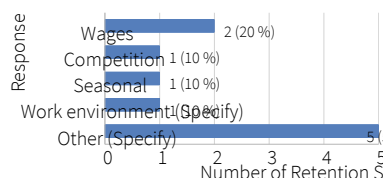
Responses	Total	
Through your personal network	14	21 %
Employment centres and websites (job boards)	4	6 %
"Hiring" sign on your premises	1	2 %
Local media advertising	4	6 %
Your own website	6	9 %
Professional recruitment firm	1	2 %
Referrals from friends or current employees	13	20 %
Social Media applications such as LinkedIn or Facebook	8	12 %
Unsolicited resumes	8	12 %
Other (Specify)	7	11 %
Total	66	100 %

WF5a. Does your business have difficulty retaining employees?



Responses	Total	
Yes	5	26 %
No (Go to question WF6)	14	74 %
Total	19	100 %

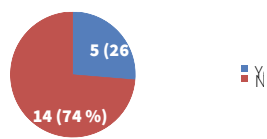
WF5b. Does your business have difficulty retaining employees? - What are the reasons for these difficulties in retaining employees? (Read list. Select all that apply.)



Responses	Total	
Wages	2	20 %
Competition	1	10 %
Seasonal	1	10 %
Work environment (Specify)	1	10 %
Other (Specify)	5	50 %
Total	10	100 %

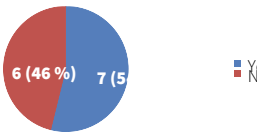
If Other, please specify	Total	
Casuals last 18 months on average - once casual (FT/PT) retention improved.	1	25 %
Distance from residence to work (commuting)	1	25 %
Due to work ethic & mentality.	1	25 %
Millenials lack work ethic required; Lower wages	1	25 %
Total	4	100 %

WF6. Does your business currently participate in any co-op, internship or apprenticeship programs?



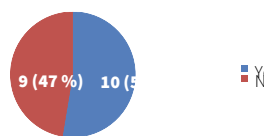
Responses	Total	
Yes	5	26 %
No	14	74 %
Total	19	100 %

WF6. Does your business currently participate in any co-op, internship or apprenticeship programs? - If No, are you interested in information?



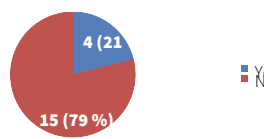
Responses	Total	
Yes	7	54 %
No	6	46 %
Total	13	100 %

WF7. Does your business currently use any external training?



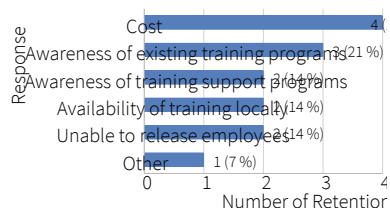
Responses	Total	
Yes	10	53 %
No	9	47 %
Total	19	100 %

WF8. Are there currently any barriers for you and/or your employees receiving the necessary training?



Responses	Total	
Yes	4	21 %
No	15	79 %
Total	19	100 %

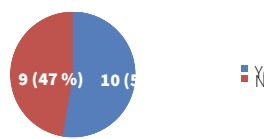
WF8. Are there currently any barriers for you and/or your employees receiving the necessary training? - If Yes, please specify



Responses	Total	
Cost	4	29 %
Awareness of existing training programs	3	21 %
Awareness of training support programs	2	14 %
Availability of training locally	2	14 %
Unable to release employees	2	14 %
Other	1	7 %
Total	14	100 %

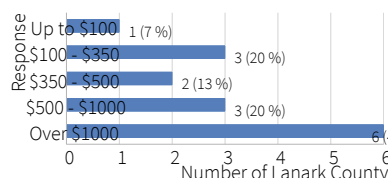
If Other, please specify	Total	
Interest of employees.	1	100 %
Total	1	100 %

WF9. Are there any training programs/topics that would be beneficial to you and your employees?



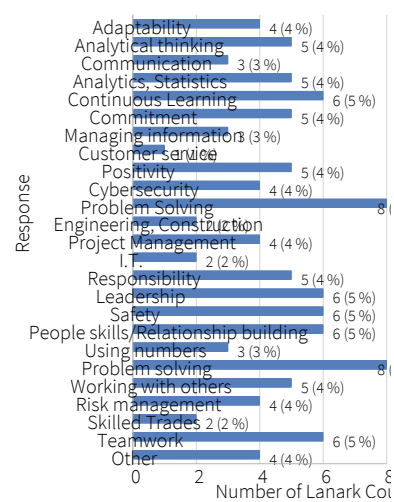
Responses	Total	
Yes	10	53 %
No	9	47 %
Total	19	100 %

CQ10. How much does your organization invest annually per employee for their learning and development activities?

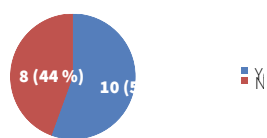


Responses	Total	
Up to \$100	1	7 %
\$100 - \$350	3	20 %
\$350 - \$500	2	13 %
\$500 - \$1000	3	20 %
Over \$1000	6	40 %
Total	15	100 %

CQ8. What skills will emerge over the next 1-5 years that will require training that your current workforce does not have? - Employability



CQ9. Would you like assistance in addressing any skills gaps you have indicated above?

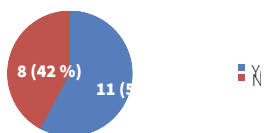


Responses	Total	
Yes	10	56 %
No	8	44 %
Total	18	100 %

CQ5. Ontario Colleges offer “Applied Research and Innovation” programs that promote collaboration between business/industry and post-secondary institutions to solve a business problem or to support new innovation.

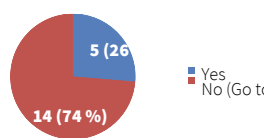
Activities may involve the development and prototyping of new products, feasibility studies, clinical trials, and technical consultation and market research.

Are you interested in learning more about these programs?



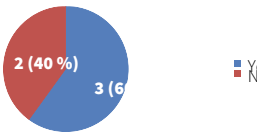
Responses	Total	
Yes	11	58 %
No	8	42 %
Total	19	100 %

CD1a. Do you know of a business that may have an interest in locating in this community?



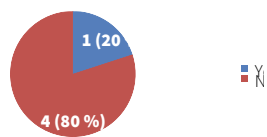
Responses	Total	
Yes	5	26 %
No (Go to question CD2)	14	74 %
Total	19	100 %

b. Would you be willing to contact this business on behalf of our community or provide the contact information for this business? - Contact business directly



Responses	Total	
Yes	3	60 %
No	2	40 %
Total	5	100 %

Would you be willing to contact this business on behalf of our community or provide the contact information for this business? - Provide the contact information for this business

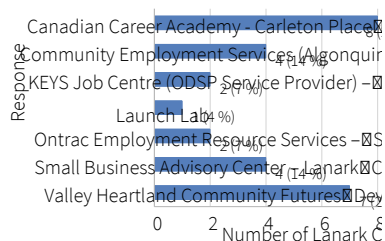


Responses	Total	
Yes	1	20 %
No	4	80 %
Total	5	100 %

CD5. What assistance or opportunities would be beneficial to support your business?

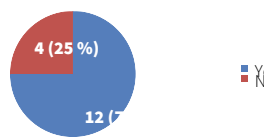


CQ14. Have you ever accessed any programs and/or services from any of the following Service Providers in Lanark County?



Responses	Total	
Canadian Career Academy - Carleton Place and area	8	29 %
Community Employment Services (Algonquin College) – Perth and area	4	14 %
KEYS Job Centre (ODSP Service Provider) – Lanark County	2	7 %
Launch Lab	1	4 %
Ontrac Employment Resource Services – Smiths Falls and Area	2	7 %
Small Business Advisory Center – Lanark County and North Leeds	4	14 %
Valley Heartland Community Futures Development Corp (CFDC)	7	25 %
Total	28	100 %

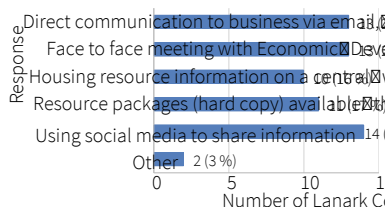
CQ15. Would you like more information on the Service Providers in your area and the programs/services they offer?



Responses	Total	
Yes	12	75 %
No	4	25 %
Total	16	100 %

CQ13. There are numerous business and service organizations in Lanark County that provide programs/funding/resources for the business community to support business retention & expansion.

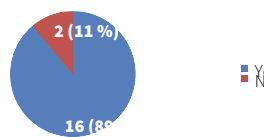
What methods do you believe would be most effective to inform and keep businesses up to date on the many resources available?



Responses	Total	
Direct communication to business via email, eBlasts, eNewsletters	13	21 %
Face to face meeting with Economic Development Staff	13	21 %
Housing resource information on a central website	10	16 %
Resource packages (hard copy) available through Chambers/BIA's	11	17 %
Using social media to share information	14	22 %
Other	2	3 %
Total	63	100 %

If Other, please specify	Total	
More direct communication with businesses about what info is available	1	50 %
SBAC - Futurepreneur Loan	1	50 %
Total	2	100 %

CS1. Would you like to be kept informed of the Business Retention and Expansion project as it moves forward?



Responses	Total	
Yes	16	89 %
No	2	11 %
Total	18	100 %