

# Business Retention & Expansion Project 2007

*Retail / Service Sector*



GREATER PETERBOROUGH AREA  
ECONOMIC DEVELOPMENT CORPORATION



BUSINESS RETENTION AND EXPANSION

**North Kawartha**

# NORTH KAWARTHA – Project Analysis

## Risk of Closure, Downsizing, or Relocation (i.e. Red Flags)

FP1a. Within the next 3 years, which of the following do you plan to undertake at this site?

Response	Count	Percent
Remain the Same	4	67%
Downsize	0	0%
Relocate	0	0%
Expand	1	17%
Close	1	17%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 6 companies responded to this question in the North Kawartha 2007 project.

FP2a. Will the downsizing result in a reduced workforce?

Response	Count	Percent
Yes	0	0%
No	0	0%
	<b>0</b>	<b>100%</b>

FP3a. Do you plan to relocate this business within the next 3 years?

Response	Count	Percent
Yes	0	0%
No	0	0%
Exploring	0	0%
	<b>0</b>	<b>100%</b>

**FP4. Where do you plan to relocate this business?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Within the Community	0	0%
Outside municipality but within County/District/Regional Municipality	0	0%
Elsewhere in Ontario	0	0%
Another Province	0	0%
Outside Canada	0	0%
	<b>0</b>	<b>100%</b>

**FP5. Why are you planning to relocate the business? Do not read list.**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Head office decision	0	0%
Inadequate facilities in terms of building space	0	0%
Change in markets	0	0%
Distance to markets and suppliers	0	0%
Availability of appropriate labour	0	0%
Expansion limitations	0	0%
Utility infrastructure is inadequate	0	0%
Local regulations too restrictive	0	0%
Business tax incentives in other locations	0	0%
Other (Specify):	0	0%

**Please Note:**

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**FP6. Has a business case been made to head office to justify your company remaining at this site?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	0	0%
No	0	0%
	<b>0</b>	<b>100%</b>

**FP7. What assistance, if any, could help to prevent the relocation of this business? Do not read list.**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Nothing, decision is made	0	0%
Finding an appropriate site location	0	0%
Financing	0	0%
Assistance with the approval process	0	0%
Finding and securing adequate labour	0	0%
Securing training services	0	0%
Accessing appropriate research and development	0	0%
Infrastructure upgrades (roads, telecommunication, fibre optics, energy supply, energy type)	0	0%
Changes to tax structure	0	0%
Assistance in making business case to remain	0	0%
Other (Specify):	0	0%

**Please Note:**

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- \* Percentages are based on the number of companies and may not total 100%.
- \* 0 companies responded to this question in the North Kawartha 2007 project.

**FP15. Within the next 3 years, do you plan to close this business? That is close the business at this location and not reopen in some other location.**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	1	100%
No	0	0%
	<b>1</b>	<b>100%</b>

**FP16a. What are the reasons for closing this business? Do not read list.**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Head office decision	0	0%
Facilities, e.g., buildings too small, too old, etc.	0	0%
Loss or change of customer/clients	0	0%
Distance to markets and inputs	0	0%
Labour supply	0	0%
Management - Labour relations	0	0%
Local infrastructure	0	0%
Expansion limitations	0	0%
Profitability	0	0%
Health/environmental regulations	0	0%
Unable to find purchaser	0	0%
Retirement	0	0%
Loss/or change of export/product mandate	0	0%
Other (Specify):	1	100%

**Please Note:**

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- \* Percentages are based on the number of companies and may not total 100%.
- \* 1 companies responded to this question in the North Kawartha 2007 project.

**FP17. What assistance, if any, could help to prevent the closure of the business? Do not read list. - Nothing, decision is made**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Nothing, decision is made	0	0%
Finding new site	0	0%
Financing	1	100%
Approval Process	0	0%
Succession planning	0	0%
Employee purchase	0	0%
Improvement to local infrastructure	0	0%
Identifying prospective purchaser	0	0%
Export assistance	0	0%
Business planning	0	0%
Marketing	0	0%
Other	1	100%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 1 companies responded to this question in the North Kawartha 2007 project.

## Request for Assistance

**C10. Would you like assistance for a succession plan?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Request Assistance (Yes)	0	0%
Request Assistance (No)	7	100%

**C11. Would you like assistance for a business plan?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Request Assistance (Yes)	0	0%
Request Assistance (No)	7	100%

**C12. Would you like assistance for a marketing plan?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Request Assistance (Yes)	2	29%
Request Assistance (No)	5	71%

**BD8a. Do you anticipate any problems in renewing the lease?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Request Assistance (Yes)	0	0%
Request Assistance (No)	0	0%

## Request for Information

**C10. Would you like information for a succession plan?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Request Information (Yes)	1	14%
Request Information (No)	6	86%

**C11. Would you like information for a business plan?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Request Information (Yes)	0	0%
Request Information (No)	7	100%

**C12. Would you like information for a marketing plan?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Request Information (Yes)	2	29%
Request Information (No)	5	71%

## Business Climate and Community Assessment

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

Response	Count	Percent
Excellent	1	14%
Good	4	57%
Fair	2	29%
Poor	0	0%
	<b>7</b>	<b>100%</b>

BC2a. In the past 3 years has your attitude about doing business in this community changed?

Response	Count	Percent
Yes	3	43%
No	4	57%
	<b>7</b>	<b>100%</b>

BC2b. In the past 3 years has your attitude about doing business in this community changed? - *If Yes, is your attitude now more positive?*

Response	Count	Percent
Yes	0	0%
No	3	100%
	<b>3</b>	<b>100%</b>

## Level of satisfaction with the following services provided by local government

**BC5a. What is your level of satisfaction with each of the following services provided by local government and community organizations? Read list. Select answer for each. - Planning, engineering, zoning, and building permits**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Very satisfied	0	0%
Somewhat satisfied	3	43%
Somewhat dis-satisfied	0	0%
Very dis-satisfied	4	57%
No contact	0	0%
	<b>7</b>	<b>100%</b>

**BC5a. What is your level of satisfaction with each of the following services provided by local government and community organizations? Read list. Select answer for each. - Health department/health unit approvals**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Very satisfied	2	29%
Somewhat satisfied	1	14%
Somewhat dis-satisfied	3	43%
Very dis-satisfied	1	14%
No contact	0	0%
	<b>7</b>	<b>100%</b>

**BC5a. What is your level of satisfaction with each of the following services provided by local government and community organizations? Read list. Select answer for each. - Policing**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Very satisfied	0	0%
Somewhat satisfied	2	29%
Somewhat dis-satisfied	1	14%
Very dis-satisfied	3	43%
No contact	1	14%
	<b>7</b>	<b>100%</b>

**BC5a. What is your level of satisfaction with each of the following services provided by local government and community organizations? Read list. Select answer for each. - Fire prevention and services**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Very satisfied	1	14%
Somewhat satisfied	4	57%
Somewhat dis-satisfied	2	29%
Very dis-satisfied	0	0%
No contact	0	0%
	<b>7</b>	<b>100%</b>

**BC5a. What is your level of satisfaction with each of the following services provided by local government and community organizations? Read list. Select answer for each. - Public utilities**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Very satisfied	0	0%
Somewhat satisfied	2	33%
Somewhat dis-satisfied	0	0%
Very dis-satisfied	2	33%
No contact	2	33%
	<b>6</b>	<b>100%</b>

**BC5a. What is your level of satisfaction with each of the following services provided by local government and community organizations? Read list. Select answer for each. - Street repairs**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Very satisfied	0	0%
Somewhat satisfied	4	67%
Somewhat dis-satisfied	1	17%
Very dis-satisfied	1	17%
No contact	0	0%
	<b>6</b>	<b>100%</b>

**BC5a. What is your level of satisfaction with each of the following services provided by local government and community organizations? Read list. Select answer for each. - Snow removal**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Very satisfied	1	14%
Somewhat satisfied	6	86%
Somewhat dis-satisfied	0	0%
Very dis-satisfied	0	0%
No contact	0	0%
	<b>7</b>	<b>100%</b>

**BC5a. What is your level of satisfaction with each of the following services provided by local government and community organizations? Read list. Select answer for each. - Garbage removal**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Very satisfied	0	0%
Somewhat satisfied	2	29%
Somewhat dis-satisfied	1	14%
Very dis-satisfied	3	43%
No contact	1	14%
	<b>7</b>	<b>100%</b>

**BC5a. What is your level of satisfaction with each of the following services provided by local government and community organizations? Read list. Select answer for each. - Public transit**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Very satisfied	0	0%
Somewhat satisfied	0	0%
Somewhat dis-satisfied	0	0%
Very dis-satisfied	3	75%
No contact	1	25%
	<b>4</b>	<b>100%</b>

## Factors in doing business within the community

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Availability of skilled labour

Response	Count	Percent
Excellent	0	0%
Good	2	29%
Fair	2	29%
Poor	3	43%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Labour costs

Response	Count	Percent
Excellent	0	0%
Good	2	29%
Fair	4	57%
Poor	1	14%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Transportation costs

Response	Count	Percent
Excellent	0	0%
Good	1	14%
Fair	3	43%
Poor	3	43%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Availability of transportation

Response	Count	Percent
Excellent	0	0%
Good	2	29%
Fair	1	14%
Poor	4	57%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Availability of appropriately zoned land

Response	Count	Percent
Excellent	0	0%
Good	1	25%
Fair	2	50%
Poor	1	25%
	<b>4</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Land costs

Response	Count	Percent
Excellent	0	0%
Good	3	50%
Fair	2	33%
Poor	1	17%
	<b>6</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - *Cost of construction*

Response	Count	Percent
Excellent	0	0%
Good	4	57%
Fair	2	29%
Poor	1	14%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - *Cost of leasing space*

Response	Count	Percent
Excellent	0	0%
Good	0	0%
Fair	1	50%
Poor	1	50%
	<b>2</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - *Local permit process*

Response	Count	Percent
Excellent	0	0%
Good	2	29%
Fair	1	14%
Poor	4	57%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Availability of utilities

Response	Count	Percent
Excellent	0	0%
Good	1	14%
Fair	0	0%
Poor	6	86%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Access to markets/customers/clients

Response	Count	Percent
Excellent	0	0%
Good	1	14%
Fair	3	43%
Poor	3	43%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Access to suppliers

Response	Count	Percent
Excellent	0	0%
Good	3	43%
Fair	2	29%
Poor	2	29%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Municipal taxes

Response	Count	Percent
Excellent	0	0%
Good	1	14%
Fair	3	43%
Poor	3	43%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Quality of life

Response	Count	Percent
Excellent	3	43%
Good	4	57%
Fair	0	0%
Poor	0	0%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Water and sewer capacity

Response	Count	Percent
Excellent	0	0%
Good	0	0%
Fair	1	20%
Poor	4	80%
	<b>5</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Development charges

Response	Count	Percent
Excellent	0	0%
Good	0	0%
Fair	0	0%
Poor	2	100%
	<b>2</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Support from municipality

Response	Count	Percent
Excellent	0	0%
Good	0	0%
Fair	2	29%
Poor	5	71%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Support from local business

Response	Count	Percent
Excellent	1	14%
Good	3	43%
Fair	2	29%
Poor	1	14%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - *Support from local residents*

Response	Count	Percent
Excellent	2	29%
Good	2	29%
Fair	2	29%
Poor	1	14%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - *Municipal by-laws*

Response	Count	Percent
Excellent	0	0%
Good	1	17%
Fair	3	50%
Poor	2	33%
	<b>6</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - *Telecommunication infrastructure capacity, e.g. fibre optics and Internet access*

Response	Count	Percent
Excellent	0	0%
Good	4	57%
Fair	0	0%
Poor	3	43%
	<b>7</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Size of local market

Response	Count	Percent
Excellent	0	0%
Good	2	33%
Fair	3	50%
Poor	1	17%
	<b>6</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Access to research and development

Response	Count	Percent
Excellent	0	0%
Good	2	40%
Fair	0	0%
Poor	3	60%
	<b>5</b>	<b>100%</b>

LC9. Using a scale of excellent, good, fair and poor how would you rate the following factors in doing business in this community? - Access to training facilities

Response	Count	Percent
Excellent	0	0%
Good	0	0%
Fair	1	17%
Poor	5	83%
	<b>6</b>	<b>100%</b>

## Site Satisfaction

**BD4. How satisfied are you with the current site of this business in this community? Would you say you are...**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Completely satisfied	3	43%
Somewhat satisfied	4	57%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
	<b>7</b>	<b>100%</b>

**BD5. Why are you not completely satisfied with this site?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Site is too small	2	50%
Site is too large	0	0%
No opportunity for expansion	0	0%
Condition of building	0	0%
General appearance of site	0	0%
Utilities/energy, that is the type, level or quantity available	1	25%
Location is inconvenient for customers	2	50%
Access to research and development in the area	0	0%
Availability of skilled labour	1	25%
Availability of unskilled labour	1	25%
Location is inconvenient for employees	0	0%
Roads & highway system	1	25%
Trucking & distribution	0	0%
Public transit	1	25%
Policing/security/fire protection	1	25%
Business taxes	1	25%
Community business support	0	0%
General appearance of community	1	25%
Other (Specify):	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 4 companies responded to this question in the North Kawartha 2007 project.

**BD8a. Do you anticipate any problems in renewing the lease?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	0	0%
No	0	0%
	<b>0</b>	<b>100%</b>

**BD1. Is this business location the only location?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	6	86%
No	1	14%
	<b>7</b>	<b>100%</b>

**BD2. Is this location the headquarters?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	1	100%
No	0	0%
	<b>1</b>	<b>100%</b>

**BD3. Where are the other locations for this business?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
This municipality (Specify):	1	100%
Outside this municipality but in county/district/regional municipality (Specify):	0	0%
Elsewhere in Ontario (Specify):	0	0%
Another Province (Specify):	0	0%
Outside Canada (Specify):	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 1 companies responded to this question in the North Kawartha 2007 project.

**BD6a. Is this a home-based business operated from the owner's residence?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	3	43%
No	4	57%
	<b>7</b>	<b>100%</b>

**BD6b. Is this a home-based business operated from the owner's residence? -**  
**Does the owner of this business own or lease the facility?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Own	4	100%
Lease	0	0%
	<b>4</b>	<b>100%</b>

**BD7. When does the lease expire?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Month to month	0	0%
This calendar year	0	0%
Next year	0	0%
In 2 to 3 years	0	0%
Over 3 years from now	0	0%
	<b>0</b>	<b>100%</b>

## Business Expansion and Sales Trends

**FP1a. Within the next 3 years, which of the following do you plan to undertake at this site?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Remain the Same	4	67%
Downsize	0	0%
Relocate	0	0%
Expand	1	17%
Close	1	17%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 6 companies responded to this question in the North Kawartha 2007 project.

**FP8. Within the next 3 years, do you plan to undertake a building expansion at this site?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	0	0%
No	0	0%
	<b>0</b>	<b>100%</b>

**FP9. Within the next 3 years, are you planning to invest in new equipment in your operations?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	0	0%
No	0	0%
	<b>0</b>	<b>100%</b>

**FP10. Is your expansion plan based on innovation?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	0	0%
No	0	0%
	<b>0</b>	<b>100%</b>

**FP11. Will your expansion lead to...Read list.**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
An increase in work force	0	0%
An increase in floor space	1	100%
Additional product line(s)	0	0%
Additional services for customers	0	0%
Additional investment in equipment and technology	0	0%
Importing goods or services to Canada	0	0%
An increase in export of goods or services	0	0%
Process improvements	0	0%
An increase in demand for skills training	0	0%
Other (Specify):	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 1 companies responded to this question in the North Kawartha 2007 project.

**FP12. Is your business experiencing difficulties with its expansion plan?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	0	0%
No	0	0%
	<b>0</b>	<b>100%</b>

**FP13. Please identify difficulties you are experiencing with the expansion plans.  
Do not read list. - Financing**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Financing	0	0%
Developing a marketing plan	0	0%
Developing a business plan	0	0%
Labour availability	0	0%
Land availability	0	0%
Labour force training	0	0%
Availability of buildings	0	0%
Importing of goods and services	0	0%
Exporting of goods and services	0	0%
Road & highway system	0	0%
Highway and Roadside signs	0	0%
Trucking & distribution	0	0%
Warehousing	0	0%
Electrical supply	0	0%
Water infrastructure	0	0%
Waste water infrastructure	0	0%
Sewer capacity	0	0%
Finding/developing strategic alliances	0	0%
Local by-laws	0	0%
Other	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 0 companies responded to this question in the North Kawartha 2007 project.

**FP14. How will this expansion be financed? Will it be...Read list.**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Cash	0	0%
Line of credit	0	0%
Credit card	0	0%
New owner equity	0	0%
Venture Capital	0	0%
Private Investment	0	0%
Short Term Bank Loan (<1 yr)	0	0%
Long Term Bank Loan (>1 yr)	0	0%
Other (Specify):	1	100%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 1 companies responded to this question in the North Kawartha 2007 project.

## Barriers / Difficulties to Business Development

**FP12. Is your business experiencing difficulties with its expansion plan?**

Response	Count	Percent
Yes	0	0%
No	0	0%
	<b>0</b>	<b>100%</b>

**FP13. Please identify difficulties you are experiencing with the expansion plans. Do not read list. - *Financing***

Response	Count	Percent
Financing	0	0%
Developing a marketing plan	0	0%
Developing a business plan	0	0%
Labour availability	0	0%
Land availability	0	0%
Labour force training	0	0%
Availability of buildings	0	0%
Importing of goods and services	0	0%
Exporting of goods and services	0	0%
Road & highway system	0	0%
Highway and Roadside signs	0	0%
Trucking & distribution	0	0%
Warehousing	0	0%
Electrical supply	0	0%
Water infrastructure	0	0%
Waste water infrastructure	0	0%
Sewer capacity	0	0%
Finding/developing strategic alliances	0	0%
Local by-laws	0	0%
Other	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 0 companies responded to this question in the North Kawartha 2007 project.

**BD4. How satisfied are you with the current site of this business in this community? Would you say you are...**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Completely satisfied	3	43%
Somewhat satisfied	4	57%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
	<b>7</b>	<b>100%</b>

**RB9. Are any of the following costs of operation a serious concern to the success of your business? Select one answer for each - *Business & property tax structure***

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	6	86%
No	1	14%
	<b>7</b>	<b>100%</b>

**RB9. Are any of the following costs of operation a serious concern to the success of your business? Select one answer for each - *Rents and lease costs of buildings***

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	0	0%
No	7	100%
	<b>7</b>	<b>100%</b>

**RB9. Are any of the following costs of operation a serious concern to the success of your business? Select one answer for each - *Cost and availability of full-time employees***

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	4	57%
No	3	43%
	<b>7</b>	<b>100%</b>

RB9. Are any of the following costs of operation a serious concern to the success of your business? Select one answer for each - Cost and availability of part-time employees

Response	Count	Percent
Yes	3	43%
No	4	57%
	<b>7</b>	<b>100%</b>

RB9. Are any of the following costs of operation a serious concern to the success of your business? Select one answer for each - Insurance

Response	Count	Percent
Yes	7	100%
No	0	0%
	<b>7</b>	<b>100%</b>

RB9. Are any of the following costs of operation a serious concern to the success of your business? Select one answer for each - Cost of utilities

Response	Count	Percent
Yes	5	71%
No	2	29%
	<b>7</b>	<b>100%</b>

RB9. Are any of the following costs of operation a serious concern to the success of your business? Select one answer for each - Other (Specify)

Response	Count	Percent
Yes	3	75%
No	1	25%
	<b>4</b>	<b>100%</b>

## Downtown Revitalization

Retail Profile (RP) represented the following questions in the completed survey and as a result of ongoing changes and updates to the Provincial BR+E database, RP was later identified as Downtown Revitalization (DR).

### DR1. How long have you been the owner of this business?

Response	Count	Percent
Under 1 year	0	0%
1 – 5 years	1	14%
6 – 10 years	0	0%
11 -20 years	1	14%
Over 20 years	5	71%
	<b>7</b>	<b>100%</b>

### DR2. For this business, how many square feet are devoted to the following?

Response	Count	Average
Sales Space	29,820	4,260
Office Space	2,580	369

Please Note: This report is not totaled because it depicts average values.

### DR3. What are the annual total sales at this location? (Mark appropriate range)

Response	Count	Percent
\$0 - \$50,000	0	0%
\$50,000 - \$100,000	1	14%
\$100,000 - \$250,000	2	29%
\$250,000 – 500,000	1	14%
\$500,000- \$1,000,000	0	0%
over \$1,000,000	3	43%
	<b>7</b>	<b>100%</b>

**DR4b. Please indicate the percentage of activity that is:**

<b>Response</b>	<b>Average Percent</b>
Foot traffic	85%
Telephone based	2%
Internet based	<1%
Other	12%

Please Note: This report is not totaled because it depicts average values.

**DR4c. What is your average weekly foot traffic (# of customers)?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Less than 100	4	57%
100 – 500	1	14%
500 – 1000	1	14%
Over 1000	1	14%
None	0	0%
	<b>7</b>	<b>100%</b>

**DR4d. What is the busiest day of the week for this business?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Sunday	0	0%
Monday	0	0%
Tuesday	1	14%
Wednesday	0	0%
Thursday	0	0%
Friday	0	0%
Saturday	4	57%
Varies	2	29%
	<b>7</b>	<b>100%</b>

**DR4e. What are the two busiest times of day for this business? Select up to TWO times for each day. - Sunday**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Before 8:00 a.m.	0	0%
8:00 a.m. - 11:00 a.m.	0	0%
11:00 a.m. - 1:00 p.m.	2	50%
1:00 p.m. - 5:00 p.m.	3	75%
After 5:00 p.m.	0	0%
Varies	0	0%
Closed	1	25%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 4 companies responded to this question in the North Kawartha 2007 project.

**DR4e. What are the two busiest times of day for this business? Select up to TWO times for each day. - Monday**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Before 8:00 a.m.	0	0%
8:00 a.m. - 11:00 a.m.	1	14%
11:00 a.m. - 1:00 p.m.	3	43%
1:00 p.m. - 5:00 p.m.	4	57%
After 5:00 p.m.	0	0%
Varies	0	0%
Closed	2	29%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 7 companies responded to this question in the North Kawartha 2007 project.

**DR4e. What are the two busiest times of day for this business? Select up to TWO times for each day. - Tuesday**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Before 8:00 a.m.	0	0%
8:00 a.m. - 11:00 a.m.	1	14%
11:00 a.m. - 1:00 p.m.	3	43%
1:00 p.m. - 5:00 p.m.	4	57%
After 5:00 p.m.	0	0%
Varies	0	0%
Closed	2	29%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 7 companies responded to this question in the North Kawartha 2007 project.

**DR4e. What are the two busiest times of day for this business? Select up to TWO times for each day. - Wednesday**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Before 8:00 a.m.	0	0%
8:00 a.m. - 11:00 a.m.	1	14%
11:00 a.m. - 1:00 p.m.	3	43%
1:00 p.m. - 5:00 p.m.	4	57%
After 5:00 p.m.	0	0%
Varies	0	0%
Closed	2	29%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 7 companies responded to this question in the North Kawartha 2007 project.

**DR4e. What are the two busiest times of day for this business? Select up to TWO times for each day. - Thursday**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Before 8:00 a.m.	0	0%
8:00 a.m. - 11:00 a.m.	1	14%
11:00 a.m. - 1:00 p.m.	3	43%
1:00 p.m. - 5:00 p.m.	4	57%
After 5:00 p.m.	0	0%
Varies	0	0%
Closed	2	29%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 7 companies responded to this question in the North Kawartha 2007 project.

**DR4e. What are the two busiest times of day for this business? Select up to TWO times for each day. - Friday**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Before 8:00 a.m.	0	0%
8:00 a.m. - 11:00 a.m.	1	14%
11:00 a.m. - 1:00 p.m.	3	43%
1:00 p.m. - 5:00 p.m.	4	57%
After 5:00 p.m.	0	0%
Varies	0	0%
Closed	2	29%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 7 companies responded to this question in the North Kawartha 2007 project.

**DR4e. What are the two busiest times of day for this business? Select up to TWO times for each day. - Saturday**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Before 8:00 a.m.	0	0%
8:00 a.m. - 11:00 a.m.	1	14%
11:00 a.m. - 1:00 p.m.	5	71%
1:00 p.m. - 5:00 p.m.	2	29%
After 5:00 p.m.	0	0%
Varies	0	0%
Closed	2	29%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 7 companies responded to this question in the North Kawartha 2007 project.

**DR4f. What are the three busiest months of the year for this business? Select up to THREE months.**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
January	0	0%
February	0	0%
March	0	0%
April	0	0%
May	0	0%
June	3	43%
July	6	86%
August	6	86%
September	3	43%
October	1	14%
November	1	14%
December	1	14%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 7 companies responded to this question in the North Kawartha 2007 project.

**DR5a. Do you typically plan major sales/specials for this business?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	4	57%
No	3	43%
	<b>7</b>	<b>100%</b>

**DR5b. If Yes, for what month(s)?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
January	1	25%
February	1	25%
March	2	50%
April	1	25%
May	1	25%
June	2	50%
July	3	75%
August	3	75%
September	2	50%
October	2	50%
November	2	50%
December	2	50%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 4 companies responded to this question in the North Kawartha 2007 project.

**DR5c. Do you participate in and/or support community events and festivals that take place in the downtown/commercial district?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	7	100%
No	0	0%
	<b>7</b>	<b>100%</b>

**DR5e. Do community events/festivals increase sales in your business?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	2	29%
No	5	71%
	<b>7</b>	<b>100%</b>

**DR6a. Gender:**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Male	4	57%
Female	2	29%
No distinction	1	14%
	<b>7</b>	<b>100%</b>

**DR6b. Do you have specific target markets?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	0	0%
No	6	100%
	<b>6</b>	<b>100%</b>

**DR6c. Market share by age group: - *Market share for business – Youth***

<b>Response</b>	<b>Count</b>	<b>Percent</b>
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6c. Market share by age group: - Market share for business – Young Families

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6c. Market share by age group: - Market share for business – Baby Boomers

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6c. Market share by age group: - Market share for business – Retirees and Seniors

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6c. Market share by age group: - Potential for sales growth – Youth

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6c. Market share by age group: - Potential for sales growth – Young Families

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6c. Market share by age group: - Potential for sales growth – Baby Boomers

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6c. Market share by age group: - Potential for sales growth – Retirees and Seniors

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6c. Market share by age group: - Most opportunity for growth – Youth

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6c. Market share by age group: - Most opportunity for growth – Young Families

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6c. Market share by age group: - Most opportunity for growth – Baby Boomers

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6c. Market share by age group: - Most opportunity for growth – Retirees and Seniors

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Market share for business – People who work in the downtown

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Market share for business – Local Residents

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Market share for business – Visitors/Tourists

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Market share for business – Seasonal Residents

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Potential for sales growth – People who work in the downtown

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Potential for sales growth – Local Residents

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Potential for sales growth – Visitors/Tourists

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Potential for sales growth – Seasonal Residents

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Most opportunity for growth – People who work in the downtown

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Most opportunity for growth – Local Residents

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Most opportunity for growth – Visitors/Tourists

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6d. Market share by type of customer: - Most opportunity for growth – Seasonal Residents

Response	Count	Percent
1	0	0%
2	0	0%
3	0	0%
4	0	0%
<b>project:</b>	<b>0</b>	<b>100%</b>

\* 0 companies responded to this question in the North Kawartha 2007 project.

DR6e. Do you track where your customers are from?

Response	Count	Percent
Yes	2	29%
No	5	71%
	<b>7</b>	<b>100%</b>

DR6f. Do you track where your customers are from? - *If Yes, how do you track them? Select one.*

Response	Count	Percent
Postal Code	1	50%
Telephone Number	0	0%
Other	1	50%
	<b>2</b>	<b>100%</b>

DR7. Estimate the percentage of your customers that live within the following different radius's of your business: - *Within walking distance (400 metres)*

Response	Count	Percent
75% +	0	0%
50 - 75%	0	0%
25% - 50%	0	0%
10% - 25%	0	0%
Under 10%	6	100%
	<b>6</b>	<b>100%</b>

DR7. Estimate the percentage of your customers that live within the following different radius's of your business: - *Within a 5 minute drive*

Response	Count	Percent
75% +	0	0%
50% - 75%	0	0%
25% - 50%	0	0%
10% - 25%	2	33%
Under 10%	4	67%
	<b>6</b>	<b>100%</b>

DR7. Estimate the percentage of your customers that live within the following different radius's of your business: - Within a 15 minute drive

Response	Count	Percent
75% +	1	17%
50% - 75%	0	0%
25% - 50%	1	17%
10% - 25%	2	33%
Under 10%	2	33%
	<b>6</b>	<b>100%</b>

DR7. Estimate the percentage of your customers that live within the following different radius's of your business: - Within a 15 - 30 minute drive

Response	Count	Percent
75% +	0	0%
50% - 75%	1	20%
25% - 50%	1	20%
10% - 25%	1	20%
Under 10%	2	40%
	<b>5</b>	<b>100%</b>

DR7. Estimate the percentage of your customers that live within the following different radius's of your business: - More than 30 minutes

Response	Count	Percent
75% +	1	20%
50% - 75%	1	20%
25% - 50%	2	40%
10% - 25%	0	0%
Under 10%	1	20%
	<b>5</b>	<b>100%</b>

**DR8b. What is the main competitive edge of this business versus the competitors listed above? Select top two.**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Location	2	29%
Price	1	14%
Selection	3	43%
Service	3	43%
Hours	1	14%
Quality	4	57%
Name Brands	0	0%
Other (Specify):	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 7 companies responded to this question in the North Kawartha 2007 project.

**DR8c. Relative to other businesses in your trade, what price point do you target?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Low-end	0	0%
Average - Mid-point	4	57%
High-end	0	0%
All price points	3	43%
	<b>7</b>	<b>100%</b>

**DR8d. Where is the toughest competition for this business? - In the downtown**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	2	29%
No	5	71%
	<b>7</b>	<b>100%</b>

**DR8d. Where is the toughest competition for this business? - In the community**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	1	14%
No	6	86%
	<b>7</b>	<b>100%</b>

DR8d. Where is the toughest competition for this business? - *In another community*

Response	Count	Percent
Yes	7	100%
No	0	0%
	<b>7</b>	<b>100%</b>

DR8d. Who are your toughest competitors? - *National Franchises*

Response	Count	Percent
Yes	3	43%
No	4	57%
	<b>7</b>	<b>100%</b>

DR8d. Who are your toughest competitors? - *Local Independents*

Response	Count	Percent
Yes	3	43%
No	4	57%
	<b>7</b>	<b>100%</b>

DR8d. Who are your toughest competitors? - *Other (Specify)*

Response	Count	Percent
Yes	1	17%
No	5	83%
	<b>6</b>	<b>100%</b>

DR8h. Do you think the downtown can or should build on the current business mix and develop a cluster of stores/services offering related products to a similar market segment? - Do you think the downtown can or should build on the current business mix and develop a cluster of

Response	Count	Percent
Yes	0	0%
No	6	100%
	<b>6</b>	<b>100%</b>

DR9a. Where do customers to this business typically park?

Response	Count	Percent
On the street right in closest available spot	0	0%
In a municipal/public parking lot	0	0%
In a customer parking lot you own or rent. How may spaces available?	6	86%
Other (Specify):	1	14%
	<b>7</b>	<b>100%</b>

DR9b. Where do customers to this business typically park? - How many spaces available?

Response	Count	Average
How many spaces available?	140	23

Please Note: This report is not totaled because it depicts average values.

DR9b. Where do you and employees of this business typically park?

Response	Count	Percent
On the street in closest available spot	0	0%
In a municipal/public parking lot	0	0%
In a customer parking lot you own or rent. How may spaces available?	6	86%
Other (Specify):	1	14%
	<b>7</b>	<b>100%</b>

**DR9b. Where do you and employees of this business typically park? - How many spaces available?**

<b>Response</b>	<b>Count</b>	<b>Average</b>
How many spaces available?	39	8

**Please Note:** This report is not totaled because it depicts average values.

**DR10. Do you know if your community offers any financial assistance programs to its businesses?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	0	0%
No	4	57%
Don't know	3	43%
	<b>7</b>	<b>100%</b>

**DR10. If Yes, indicate which of the following types of incentives are available and their potential applicability to your business.**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Development Charges Exemptions	0	0%
Development Application Fee Exemptions	0	0%
Sign Permit Exemption	0	0%
Building Permit Fee Exemption	0	0%
Grants and Loans - Design Assistance	0	0%
Grants and Loans - Building facade program	0	0%
Residential conversion	0	0%
Building rehabilitation	0	0%
Brownfield redevelopment assistance	0	0%
Brownfield Tax Increment Financing Program	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 0 companies responded to this question in the North Kawartha 2007 project.

DR10. If Yes, indicate which of the following types of incentives are available and their potential applicability to your business. - Development Charges Exemptions

Response	Count	Percent
Have Used	0	0%
Have Not Used	0	0%
Plan to Apply	0	0%
Won't Apply	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

DR10. If Yes, indicate which of the following types of incentives are available and their potential applicability to your business. - Development Application Fee Exemptions

Response	Count	Percent
Have Used	0	0%
Have Not Used	0	0%
Plan to Apply	0	0%
Won't Apply	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

DR10. If Yes, indicate which of the following types of incentives are available and their potential applicability to your business. - Sign Permit Exemption

Response	Count	Percent
Have Used	0	0%
Have Not Used	0	0%
Plan to Apply	0	0%
Won't Apply	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

**DR10. If Yes, indicate which of the following types of incentives are available and their potential applicability to your business. - Building Permit Fee Exemption**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Have Used	0	0%
Have Not Used	0	0%
Plan to Apply	0	0%
Won't Apply	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

**DR10. If Yes, indicate which of the following types of incentives are available and their potential applicability to your business. - Grants and Loans - Design Assistance**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Have Used	0	0%
Have Not Used	0	0%
Plan to Apply	0	0%
Won't Apply	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

**DR10. If Yes, indicate which of the following types of incentives are available and their potential applicability to your business. - Grants and Loans - Building Facade Program**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Have Used	0	0%
Have Not Used	0	0%
Plan to Apply	0	0%
Won't Apply	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

DR10. If Yes, indicate which of the following types of incentives are available and their potential applicability to your business. - *Residential conversion*

Response	Count	Percent
Have Used	0	0%
Have Not Used	0	0%
Plan to Apply	0	0%
Won't Apply	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

DR10. If Yes, indicate which of the following types of incentives are available and their potential applicability to your business. - *Building rehabilitation*

Response	Count	Percent
Have Used	0	0%
Have Not Used	0	0%
Plan to Apply	0	0%
Won't Apply	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

DR10. If Yes, indicate which of the following types of incentives are available and their potential applicability to your business. - *Brownfield redevelopment assistance*

Response	Count	Percent
Have Used	0	0%
Have Not Used	0	0%
Plan to Apply	0	0%
Won't Apply	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

**DR10. If Yes, indicate which of the following types of incentives are available and their potential applicability to your business. - Brownfield Tax Increment Financing Program**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Have Used	0	0%
Have Not Used	0	0%
Plan to Apply	0	0%
Won't Apply	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

**DR11. Is your establishment experiencing any of these particular issues?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Accessibility	1	14%
Number of parking spaces	0	0%
Location of parking spaces	0	0%
Availability of parking spaces	1	14%
Parking enforcement	1	14%
Storefront appearance / window displays / signage	1	14%
Vagrancy, panhandling	0	0%
Vandalism, graffiti and litter	1	14%
Shop lifting	2	29%
Loitering	0	0%
Public safety services (lighting, security, police presence, etc)	3	43%
No issues	0	0%
Other (Specify):	1	14%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 7 companies responded to this question in the North Kawartha 2007 project.

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *I always try to buy products and services locally.*

Response	Count	Percent
Strongly Agree	4	57%
Somewhat Agree	3	43%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
	<b>7</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *I always direct customers to other downtown businesses.*

Response	Count	Percent
Strongly Agree	5	71%
Somewhat Agree	2	29%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
	<b>7</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *The existing downtown business mix helps this business.*

Response	Count	Percent
Strongly Agree	4	57%
Somewhat Agree	2	29%
Somewhat Disagree	1	14%
Strongly Disagree	0	0%
	<b>7</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *There is plenty of convenient parking downtown.*

Response	Count	Percent
Strongly Agree	1	14%
Somewhat Agree	2	29%
Somewhat Disagree	1	14%
Strongly Disagree	3	43%
	<b>7</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *Downtown is an excellent place to have a business.*

Response	Count	Percent
Strongly Agree	2	29%
Somewhat Agree	4	57%
Somewhat Disagree	1	14%
Strongly Disagree	0	0%
	<b>7</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *There are plenty of good workers available here.*

Response	Count	Percent
Strongly Agree	0	0%
Somewhat Agree	2	29%
Somewhat Disagree	4	57%
Strongly Disagree	1	14%
	<b>7</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *I would support a new retail promotions event.*

Response	Count	Percent
Strongly Agree	2	29%
Somewhat Agree	3	43%
Somewhat Disagree	2	29%
Strongly Disagree	0	0%
	<b>7</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *The look and feel of downtown helps this business.*

Response	Count	Percent
Strongly Agree	1	14%
Somewhat Agree	4	57%
Somewhat Disagree	0	0%
Strongly Disagree	2	29%
	<b>7</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *My building facade draws customers into this business.*

Response	Count	Percent
Strongly Agree	1	17%
Somewhat Agree	3	50%
Somewhat Disagree	1	17%
Strongly Disagree	1	17%
	<b>6</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *My window and store displays help this business.*

Response	Count	Percent
Strongly Agree	2	33%
Somewhat Agree	1	17%
Somewhat Disagree	2	33%
Strongly Disagree	1	17%
	<b>6</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *This business is open when customers want to shop.*

Response	Count	Percent
Strongly Agree	2	29%
Somewhat Agree	5	71%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
	<b>7</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
 Select one answer for each. - *Employees of this business show great customer service.*

Response	Count	Percent
Strongly Agree	5	71%
Somewhat Agree	2	29%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
	<b>7</b>	<b>100%</b>

DR12. How strongly do you agree or disagree with the following statements?  
Select one answer for each. - *I feel safe downtown, even at night.*

Response	Count	Percent
Strongly Agree	6	86%
Somewhat Agree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	1	14%
	<b>7</b>	<b>100%</b>

## Retail / Service Business

**RB1. Are you located in an identifiable commercial district?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	4	57%
No	3	43%
	<b>7</b>	<b>100%</b>

**RB2. If Yes, are you located in...**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Downtown	3	75%
Highway/commercial strip plaza	0	0%
Regional shopping mall	0	0%
Other principle shopping street	0	0%
Power centre/big box new format retail	0	0%
Tourist area/destination	2	50%
Neighbourhood commercial	0	0%
Industrial Park	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 4 companies responded to this question in the North Kawartha 2007 project.

**RB3a. Is there a strategy or plan in place for promoting and managing your commercial district?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	0	0%
No	3	43%
Don't know	4	57%
	<b>7</b>	<b>100%</b>

RB3b. If Yes, please respond yes or no to the following statements about the Retail strategy or Plan: - *It identifies the issues important to the future of my business*

Response	Count	Percent
Yes	0	0%
No	0	0%
Don't know	0	0%
	<b>0</b>	<b>100%</b>

RB3b. If Yes, please respond yes or no to the following statements about the Retail strategy or Plan: - *It proposes actions to address those issues*

Response	Count	Percent
Yes	0	0%
No	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

RB3b. If Yes, please respond yes or no to the following statements about the Retail strategy or Plan: - *It is being effectively implemented*

Response	Count	Percent
Yes	0	0%
No	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

RB3b. If Yes, please respond yes or no to the following statements about the Retail strategy or Plan: - *It is a comprehensive and integrated plan i.e., addressing heritage, cultural aspects, social and economic etc.*

Response	Count	Percent
Yes	0	0%
No	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

RB3b. If Yes, please respond yes or no to the following statements about the Retail strategy or Plan: - *The plan is primarily focused on retail marketing and promotion*

Response	Count	Percent
Yes	0	0%
No	0	0%
Don't Know	0	0%
	<b>0</b>	<b>100%</b>

RB4. Is there an organization or group that represents the interests of your commercial district?

Response	Count	Percent
Business Improvement Area Association	0	0%
Development Corporation or Board of Management	0	0%
Chamber of Commerce	0	0%
Committee of Council	2	50%
Ratepayers Association	0	0%
Other (Specify):	2	50%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 4 companies responded to this question in the North Kawartha 2007 project.

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - *Street furniture (lights, benches, waste containers)*

Response	Count	Percent
Excellent	0	0%
Good	2	40%
Fair	0	0%
Needs Improving	3	60%
	<b>5</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Public amenities (parks, fountains, washrooms)

Response	Count	Percent
Excellent	0	0%
Good	1	17%
Fair	2	33%
Needs Improving	3	50%
	<b>6</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Plantings, trees, flower boxes

Response	Count	Percent
Excellent	0	0%
Good	1	17%
Fair	0	0%
Needs Improving	5	83%
	<b>6</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Graffiti and litter

Response	Count	Percent
Excellent	1	14%
Good	3	43%
Fair	1	14%
Needs Improving	2	29%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - *Sidewalks, pedestrian environment*

Response	Count	Percent
Excellent	0	0%
Good	3	50%
Fair	2	33%
Needs Improving	1	17%
	<b>6</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - *Traffic flow on streets in the area*

Response	Count	Percent
Excellent	0	0%
Good	4	57%
Fair	1	14%
Needs Improving	2	29%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - *Adequacy of public transit*

Response	Count	Percent
Excellent	0	0%
Good	0	0%
Fair	0	0%
Needs Improving	3	100%
	<b>3</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Accessibility for people with disabilities

Response	Count	Percent
Excellent	0	0%
Good	5	83%
Fair	0	0%
Needs Improving	1	17%
	<b>6</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - # of parking spots/facilities

Response	Count	Percent
Excellent	0	0%
Good	3	43%
Fair	0	0%
Needs Improving	4	57%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Parking signage

Response	Count	Percent
Excellent	0	0%
Good	1	20%
Fair	0	0%
Needs Improving	4	80%
	<b>5</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - *Fees, enforcement*

Response	Count	Percent
Excellent	0	0%
Good	1	50%
Fair	0	0%
Needs Improving	1	50%
	<b>2</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - *Highway signage/tourism directional signs*

Response	Count	Percent
Excellent	0	0%
Good	3	43%
Fair	1	14%
Needs Improving	3	43%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - *Roadside advertising*

Response	Count	Percent
Excellent	1	14%
Good	5	71%
Fair	0	0%
Needs Improving	1	14%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Visual identity of the area - unifying banners

Response	Count	Percent
Excellent	0	0%
Good	2	33%
Fair	2	33%
Needs Improving	2	33%
	<b>6</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Exterior appearance of facades

Response	Count	Percent
Excellent	0	0%
Good	4	57%
Fair	1	14%
Needs Improving	2	29%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Window displays

Response	Count	Percent
Excellent	0	0%
Good	1	14%
Fair	4	57%
Needs Improving	2	29%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Signage

Response	Count	Percent
Excellent	0	0%
Good	6	86%
Fair	0	0%
Needs Improving	1	14%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Vagrancy/homelessness/panhandling

Response	Count	Percent
Excellent	3	50%
Good	2	33%
Fair	1	17%
Needs Improving	0	0%
	<b>6</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Vandalism

Response	Count	Percent
Excellent	1	14%
Good	2	29%
Fair	2	29%
Needs Improving	2	29%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Public safety services - e.g. lighting, security, police presence, etc.

Response	Count	Percent
Excellent	0	0%
Good	0	0%
Fair	1	14%
Needs Improving	6	86%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Conditions of the housing stock

Response	Count	Percent
Excellent	0	0%
Good	4	57%
Fair	1	14%
Needs Improving	2	29%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Appropriate mix of businesses

Response	Count	Percent
Excellent	0	0%
Good	3	50%
Fair	2	33%
Needs Improving	1	17%
	<b>6</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Appropriate range of quality/price for target markets

Response	Count	Percent
Excellent	0	0%
Good	4	67%
Fair	1	17%
Needs Improving	1	17%
	<b>6</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Number of vacancies/turnover

Response	Count	Percent
Excellent	0	0%
Good	5	83%
Fair	0	0%
Needs Improving	1	17%
	<b>6</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - Organization of special events

Response	Count	Percent
Excellent	0	0%
Good	5	71%
Fair	0	0%
Needs Improving	2	29%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - *Uniform hours of operation*

Response	Count	Percent
Excellent	1	14%
Good	4	57%
Fair	2	29%
Needs Improving	0	0%
	<b>7</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - *Customer service programs*

Response	Count	Percent
Excellent	0	0%
Good	1	20%
Fair	1	20%
Needs Improving	3	60%
	<b>5</b>	<b>100%</b>

RB5. Using the scale provided, please rate the condition of your commercial district for each factor. - *Advertising campaigns*

Response	Count	Percent
Excellent	0	0%
Good	2	33%
Fair	0	0%
Needs Improving	4	67%
	<b>6</b>	<b>100%</b>

RB6. Would your business benefit from any of the following programs or services? - *Store design and layout assistance*

Response	Count	Percent
Yes	2	29%
No	5	71%
	<b>7</b>	<b>100%</b>

RB6. Would your business benefit from any of the following programs or services? - *Networking events*

Response	Count	Percent
Yes	2	29%
No	5	71%
	<b>7</b>	<b>100%</b>

RB6. Would your business benefit from any of the following programs or services? - *Cooperative advertising/joint marketing*

Response	Count	Percent
Yes	5	71%
No	2	29%
	<b>7</b>	<b>100%</b>

RB6. Would your business benefit from any of the following programs or services? - *Building improvement loan/grant programs*

Response	Count	Percent
Yes	6	86%
No	1	14%
	<b>7</b>	<b>100%</b>

RB6. Would your business benefit from any of the following programs or services? - Sign improvement loan/grant programs

Response	Count	Percent
Yes	7	100%
No	0	0%
	<b>7</b>	<b>100%</b>

RB6. Would your business benefit from any of the following programs or services? - Physical improvements in public areas (benches, lighting, etc.)

Response	Count	Percent
Yes	6	86%
No	1	14%
	<b>7</b>	<b>100%</b>

RB6. Would your business benefit from any of the following programs or services? - Business directories, brochures, maps

Response	Count	Percent
Yes	5	71%
No	2	29%
	<b>7</b>	<b>100%</b>

RB6. Would your business benefit from any of the following programs or services? - Mentorship programs - business to business counseling

Response	Count	Percent
Yes	3	43%
No	4	57%
	<b>7</b>	<b>100%</b>

RB6. Would your business benefit from any of the following programs or services? - *Analysis and reporting on the downtown market/economy*

Response	Count	Percent
Yes	2	29%
No	5	71%
	7	100%

RB6. Would your business benefit from any of the following programs or services? - *Retail and special event coordination*

Response	Count	Percent
Yes	4	57%
No	3	43%
	7	100%

RB6. Would your business benefit from any of the following programs or services? - *Customer service training*

Response	Count	Percent
Yes	2	29%
No	5	71%
	7	100%

RB6. Would your business benefit from any of the following programs or services? - *Marketing on the web*

Response	Count	Percent
Yes	3	60%
No	2	40%
	5	100%

RB6. Would your business benefit from any of the following programs or services? - Training in financial management & product pricing

Response	Count	Percent
Yes	3	43%
No	4	57%
	7	100%

RB6. Would your business benefit from any of the following programs or services? - Succession planning

Response	Count	Percent
Yes	1	14%
No	6	86%
	7	100%

RB6. Would your business benefit from any of the following programs or services? - Improved telecommunications infrastructure (internet access, debit machines, etc.)

Response	Count	Percent
Yes	3	43%
No	4	57%
	7	100%

RB6. Would your business benefit from any of the following programs or services? - Other (Specify)

Response	Count	Percent
Yes	0	0%
No	0	0%
	0	100%

**RB7. What are your top 3 suggestions for improving the retail business environment?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Repair or remove "eyesore" buildings	4	57%
More and better festivals and events	4	57%
More niche market specialty shops	0	0%
More restaurants and entertainment facilities	4	57%
More hotels/accommodations	1	14%
More and better signage	2	29%
Improved streetscape	2	29%
Uniform store hours	1	14%
Extended store hours	0	0%
Improved parking	1	14%
Focused downtown revitalization strategy	0	0%
Financial support to improve store front facades	2	29%
Retail gap analysis and recruitment program	0	0%
Other (Specify):	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 7 companies responded to this question in the North Kawartha 2007 project.

**RB10. What four community assets would you most like to see developed in your community?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Walking & bike trails	2	29%
Public parking	3	43%
Parks and/or green space	1	14%
Public cultural facilities - libraries, museums, entertainment centres	2	29%
Sports or recreation facilities	3	43%
Farmer's market	3	43%
Waterfront access marinas, boat landings	0	0%
Public washrooms conveniently located in the downtown	1	14%
Directional signs	4	57%
Other (Specify):	1	14%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 7 companies responded to this question in the North Kawartha 2007 project.

## Company Information

### C1. What is the legal form of this business?

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Corporation	4	57%
Sole Proprietorship	2	29%
Non-Profit Corporation	0	0%
Branch Plant	0	0%
Partnership	1	14%
Cooperative	0	0%
Other (Specify):	0	0%
	<b>7</b>	<b>100%</b>

### C2. Is this business a franchise?

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	1	14%
No	6	86%
	<b>7</b>	<b>100%</b>

**C3. What primary activity is conducted by your business?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
11 - Agriculture, Forestry, Fishing and Hunting	0	0%
21 - Mining, Quarrying, and Oil and Gas Extraction	0	0%
22 - Utilities	0	0%
23 - Construction	0	0%
31 - Manufacturing, (food, beverage, etc.)	0	0%
32 - Manufacturing, (wood, paper, etc.)	0	0%
33 - Manufacturing, (primary and fabricated metal, etc.)	0	0%
42 - Wholesale Trade	0	0%
44 - Retail Trade, (motor vehicle, furniture, etc.)	4	57%
45 - Retail Trade, (sporting goods, book, music, etc.)	2	29%
48 - Transportation and Warehousing, (air, rail, truck, etc.)	0	0%
49 - Transportation and Warehousing, (postal service, couriers, etc.)	0	0%
51 - Information	0	0%
52 - Finance and Insurance	0	0%
53 - Real Estate and Rental and Leasing	0	0%
54 - Professional, Scientific, and Technical Services	0	0%
55 - Management of Companies and Enterprises	0	0%
56 - Administrative and Support and Waste Management and Remediation Services	0	0%
61 - Educational Services	0	0%
62 - Health Care and Social Assistance	0	0%
71 - Arts, Entertainment, and Recreation	0	0%
72 - Accommodation and Food Services	0	0%
81 - Other Services (except Public Administration)	1	14%
92 - Public Administration	0	0%
No NAICS Code	0	0%
	<b>7</b>	<b>100%</b>

**C5. Is the owner (or at least one of the owners) involved in the day-to-day operation of the business?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	7	100%
No	0	0%
	<b>7</b>	<b>100%</b>

**C6. Is the owner (or at least one of the owners) of the business a resident of the community?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	7	100%
No	0	0%
	<b>7</b>	<b>100%</b>

**C7. Where is the headquarters for the business?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Municipality	0	0%
Elsewhere in Ontario	0	0%
Outside of Ontario	0	0%
Outside of Canada	0	0%
	<b>0</b>	<b>100%</b>

**C8. How many years has this business been in operation in this community?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Less than 1 year	0	0%
1 to 3 years	0	0%
4 to 10 years	1	14%
11 to 25 years	2	29%
26 to 35 years	4	57%
Over 35 years	0	0%
	<b>7</b>	<b>100%</b>

**C9. Is this a family-owned business?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	7	100%
No	0	0%
	<b>7</b>	<b>100%</b>

**C10. Does the business have a succession plan?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	2	29%
No	5	71%
	<b>7</b>	<b>100%</b>

**C11. Does your business have a business plan?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	1	14%
No	6	86%
	<b>7</b>	<b>100%</b>

**C12. Does your business have a marketing plan?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Yes	2	29%
No	5	71%
	<b>7</b>	<b>100%</b>

**C13. How many employees work at this location?**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Owner(s)	1	17%
1 - 4	2	33%
5 - 9	1	17%
10 - 14	0	0%
15 - 19	1	17%
20 - 29	0	0%
30 - 49	1	17%
50 - 99	0	0%
100 - 299	0	0%
300 or more	0	0%
	<b>6</b>	<b>100%</b>

**C14. How many of these employees are... - Permanent Full Time**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
11 - Agriculture, Forestry, Fishing and Hunting	0	0%
21 - Mining, Quarrying, and Oil and Gas Extraction	0	0%
22 - Utilities	0	0%
23 - Construction	0	0%
31 - Manufacturing, (food, beverage, etc.)	0	0%
32 - Manufacturing, (wood, paper, etc.)	0	0%
33 - Manufacturing, (primary and fabricated metal, etc.)	0	0%
42 - Wholesale Trade	0	0%
44 - Retail Trade, (motor vehicle, furniture, etc.)	25	86%
45 - Retail Trade, (sporting goods, book, music, etc.)	3	10%
48 - Transportation and Warehousing, (air, rail, truck, etc.)	0	0%
49 - Transportation and Warehousing, (postal service, couriers, etc.)	0	0%
51 - Information	0	0%
52 - Finance and Insurance	0	0%
53 - Real Estate and Rental and Leasing	0	0%
54 - Professional, Scientific, and Technical Services	0	0%
55 - Management of Companies and Enterprises	0	0%
56 - Administrative and Support and Waste Management and Remediation Services	0	0%
61 - Educational Services	0	0%
62 - Health Care and Social Assistance	0	0%
71 - Arts, Entertainment, and Recreation	0	0%
72 - Accommodation and Food Services	0	0%
81 - Other Services (except Public Administration)	1	3%
92 - Public Administration	0	0%
No NAICS Code	0	0%
	<b>29</b>	<b>100%</b>

**C14. How many of these employees are... - Permanent Part Time**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
11 - Agriculture, Forestry, Fishing and Hunting	0	0%
21 - Mining, Quarrying, and Oil and Gas Extraction	0	0%
22 - Utilities	0	0%
23 - Construction	0	0%
31 - Manufacturing, (food, beverage, etc.)	0	0%
32 - Manufacturing, (wood, paper, etc.)	0	0%
33 - Manufacturing, (primary and fabricated metal, etc.)	0	0%
42 - Wholesale Trade	0	0%
44 - Retail Trade, (motor vehicle, furniture, etc.)	9	75%
45 - Retail Trade, (sporting goods, book, music, etc.)	3	25%
48 - Transportation and Warehousing, (air, rail, truck, etc.)	0	0%
49 - Transportation and Warehousing, (postal service, couriers, etc.)	0	0%
51 - Information	0	0%
52 - Finance and Insurance	0	0%
53 - Real Estate and Rental and Leasing	0	0%
54 - Professional, Scientific, and Technical Services	0	0%
55 - Management of Companies and Enterprises	0	0%
56 - Administrative and Support and Waste Management and Remediation Services	0	0%
61 - Educational Services	0	0%
62 - Health Care and Social Assistance	0	0%
71 - Arts, Entertainment, and Recreation	0	0%
72 - Accommodation and Food Services	0	0%
81 - Other Services (except Public Administration)	0	0%
92 - Public Administration	0	0%
No NAICS Code	0	0%
	<b>12</b>	<b>100%</b>

**C14. How many of these employees are... - Seasonal/temporary**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
11 - Agriculture, Forestry, Fishing and Hunting	0	0%
21 - Mining, Quarrying, and Oil and Gas Extraction	0	0%
22 - Utilities	0	0%
23 - Construction	0	0%
31 - Manufacturing, (food, beverage, etc.)	0	0%
32 - Manufacturing, (wood, paper, etc.)	0	0%
33 - Manufacturing, (primary and fabricated metal, etc.)	0	0%
42 - Wholesale Trade	0	0%
44 - Retail Trade, (motor vehicle, furniture, etc.)	25	89%
45 - Retail Trade, (sporting goods, book, music, etc.)	3	11%
48 - Transportation and Warehousing, (air, rail, truck, etc.)	0	0%
49 - Transportation and Warehousing, (postal service, couriers, etc.)	0	0%
51 - Information	0	0%
52 - Finance and Insurance	0	0%
53 - Real Estate and Rental and Leasing	0	0%
54 - Professional, Scientific, and Technical Services	0	0%
55 - Management of Companies and Enterprises	0	0%
56 - Administrative and Support and Waste Management and Remediation Services	0	0%
61 - Educational Services	0	0%
62 - Health Care and Social Assistance	0	0%
71 - Arts, Entertainment, and Recreation	0	0%
72 - Accommodation and Food Services	0	0%
81 - Other Services (except Public Administration)	0	0%
92 - Public Administration	0	0%
No NAICS Code	0	0%
	<b>28</b>	<b>100%</b>

**C14. How many of these employees are... - *Spring***

<b>Response</b>	<b>Count</b>	<b>Percent</b>
11 - Agriculture, Forestry, Fishing and Hunting	0	0%
21 - Mining, Quarrying, and Oil and Gas Extraction	0	0%
22 - Utilities	0	0%
23 - Construction	0	0%
31 - Manufacturing, (food, beverage, etc.)	0	0%
32 - Manufacturing, (wood, paper, etc.)	0	0%
33 - Manufacturing, (primary and fabricated metal, etc.)	0	0%
42 - Wholesale Trade	0	0%
44 - Retail Trade, (motor vehicle, furniture, etc.)	0	0%
45 - Retail Trade, (sporting goods, book, music, etc.)	0	0%
48 - Transportation and Warehousing, (air, rail, truck, etc.)	0	0%
49 - Transportation and Warehousing, (postal service, couriers, etc.)	0	0%
51 - Information	0	0%
52 - Finance and Insurance	0	0%
53 - Real Estate and Rental and Leasing	0	0%
54 - Professional, Scientific, and Technical Services	0	0%
55 - Management of Companies and Enterprises	0	0%
56 - Administrative and Support and Waste Management and Remediation Services	0	0%
61 - Educational Services	0	0%
62 - Health Care and Social Assistance	0	0%
71 - Arts, Entertainment, and Recreation	0	0%
72 - Accommodation and Food Services	0	0%
81 - Other Services (except Public Administration)	0	0%
92 - Public Administration	0	0%
No NAICS Code	0	0%
	<b>0</b>	<b>100%</b>

**C14. How many of these employees are... - Summer**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
11 - Agriculture, Forestry, Fishing and Hunting	0	0%
21 - Mining, Quarrying, and Oil and Gas Extraction	0	0%
22 - Utilities	0	0%
23 - Construction	0	0%
31 - Manufacturing, (food, beverage, etc.)	0	0%
32 - Manufacturing, (wood, paper, etc.)	0	0%
33 - Manufacturing, (primary and fabricated metal, etc.)	0	0%
42 - Wholesale Trade	0	0%
44 - Retail Trade, (motor vehicle, furniture, etc.)	0	0%
45 - Retail Trade, (sporting goods, book, music, etc.)	2	100%
48 - Transportation and Warehousing, (air, rail, truck, etc.)	0	0%
49 - Transportation and Warehousing, (postal service, couriers, etc.)	0	0%
51 - Information	0	0%
52 - Finance and Insurance	0	0%
53 - Real Estate and Rental and Leasing	0	0%
54 - Professional, Scientific, and Technical Services	0	0%
55 - Management of Companies and Enterprises	0	0%
56 - Administrative and Support and Waste Management and Remediation Services	0	0%
61 - Educational Services	0	0%
62 - Health Care and Social Assistance	0	0%
71 - Arts, Entertainment, and Recreation	0	0%
72 - Accommodation and Food Services	0	0%
81 - Other Services (except Public Administration)	0	0%
92 - Public Administration	0	0%
No NAICS Code	0	0%
	<b>2</b>	<b>100%</b>

**C14. How many of these employees are... - *Fall***

<b>Response</b>	<b>Count</b>	<b>Percent</b>
11 - Agriculture, Forestry, Fishing and Hunting	0	0%
21 - Mining, Quarrying, and Oil and Gas Extraction	0	0%
22 - Utilities	0	0%
23 - Construction	0	0%
31 - Manufacturing, (food, beverage, etc.)	0	0%
32 - Manufacturing, (wood, paper, etc.)	0	0%
33 - Manufacturing, (primary and fabricated metal, etc.)	0	0%
42 - Wholesale Trade	0	0%
44 - Retail Trade, (motor vehicle, furniture, etc.)	0	0%
45 - Retail Trade, (sporting goods, book, music, etc.)	0	0%
48 - Transportation and Warehousing, (air, rail, truck, etc.)	0	0%
49 - Transportation and Warehousing, (postal service, couriers, etc.)	0	0%
51 - Information	0	0%
52 - Finance and Insurance	0	0%
53 - Real Estate and Rental and Leasing	0	0%
54 - Professional, Scientific, and Technical Services	0	0%
55 - Management of Companies and Enterprises	0	0%
56 - Administrative and Support and Waste Management and Remediation Services	0	0%
61 - Educational Services	0	0%
62 - Health Care and Social Assistance	0	0%
71 - Arts, Entertainment, and Recreation	0	0%
72 - Accommodation and Food Services	0	0%
81 - Other Services (except Public Administration)	0	0%
92 - Public Administration	0	0%
No NAICS Code	0	0%
	<b>0</b>	<b>100%</b>

**C14. How many of these employees are... - Winter**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
11 - Agriculture, Forestry, Fishing and Hunting	0	0%
21 - Mining, Quarrying, and Oil and Gas Extraction	0	0%
22 - Utilities	0	0%
23 - Construction	0	0%
31 - Manufacturing, (food, beverage, etc.)	0	0%
32 - Manufacturing, (wood, paper, etc.)	0	0%
33 - Manufacturing, (primary and fabricated metal, etc.)	0	0%
42 - Wholesale Trade	0	0%
44 - Retail Trade, (motor vehicle, furniture, etc.)	0	0%
45 - Retail Trade, (sporting goods, book, music, etc.)	0	0%
48 - Transportation and Warehousing, (air, rail, truck, etc.)	0	0%
49 - Transportation and Warehousing, (postal service, couriers, etc.)	0	0%
51 - Information	0	0%
52 - Finance and Insurance	0	0%
53 - Real Estate and Rental and Leasing	0	0%
54 - Professional, Scientific, and Technical Services	0	0%
55 - Management of Companies and Enterprises	0	0%
56 - Administrative and Support and Waste Management and Remediation Services	0	0%
61 - Educational Services	0	0%
62 - Health Care and Social Assistance	0	0%
71 - Arts, Entertainment, and Recreation	0	0%
72 - Accommodation and Food Services	0	0%
81 - Other Services (except Public Administration)	0	0%
92 - Public Administration	0	0%
No NAICS Code	0	0%
	<b>0</b>	<b>100%</b>

**C14. How many of these employees are... - Contract employees**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
11 - Agriculture, Forestry, Fishing and Hunting	0	0%
21 - Mining, Quarrying, and Oil and Gas Extraction	0	0%
22 - Utilities	0	0%
23 - Construction	0	0%
31 - Manufacturing, (food, beverage, etc.)	0	0%
32 - Manufacturing, (wood, paper, etc.)	0	0%
33 - Manufacturing, (primary and fabricated metal, etc.)	0	0%
42 - Wholesale Trade	0	0%
44 - Retail Trade, (motor vehicle, furniture, etc.)	0	0%
45 - Retail Trade, (sporting goods, book, music, etc.)	0	0%
48 - Transportation and Warehousing, (air, rail, truck, etc.)	0	0%
49 - Transportation and Warehousing, (postal service, couriers, etc.)	0	0%
51 - Information	0	0%
52 - Finance and Insurance	0	0%
53 - Real Estate and Rental and Leasing	0	0%
54 - Professional, Scientific, and Technical Services	0	0%
55 - Management of Companies and Enterprises	0	0%
56 - Administrative and Support and Waste Management and Remediation Services	0	0%
61 - Educational Services	0	0%
62 - Health Care and Social Assistance	0	0%
71 - Arts, Entertainment, and Recreation	0	0%
72 - Accommodation and Food Services	0	0%
81 - Other Services (except Public Administration)	0	0%
92 - Public Administration	0	0%
No NAICS Code	0	0%
	<b>0</b>	<b>100%</b>

## Local Community

LC1a. Do you know of a business that would have an interest in locating in this community?

Response	Count	Percent
Yes	0	0%
No	7	100%
	7	100%

LC1b. Do you know of a business that would have an interest in locating in this community? - Would you be willing to provide the contact information for the business?

Response	Count	Percent
Yes	0	0%
No	0	0%
	0	100%

LC1d. Do you know of a business that would have an interest in locating in this community? - Would you be willing to contact this company on behalf of our community?

Response	Count	Percent
Yes	0	0%
No	0	0%
	0	100%

LC2. Would you be interested in participating in a Business Ambassador program for this community?

Response	Count	Percent
Yes	1	17%
No	5	83%
	6	100%

LC4a. As far as you know, does the local community have an economic development plan?

Response	Count	Percent
Yes	3	50%
No	1	17%
Don't know	2	33%
	<b>6</b>	<b>100%</b>

LC4b. As far as you know, does the local community have an economic development plan? - *As far as you are concerned, is this plan being effectively implemented?*

Response	Count	Percent
Yes	0	0%
No	1	33%
Don't know	2	67%
	<b>3</b>	<b>100%</b>

LC5a. In your opinion, does the local municipality take an adequate role in business and economic development in this community?

Response	Count	Percent
Yes	1	14%
No	6	86%
Unaware of what is being done	0	0%
	<b>7</b>	<b>100%</b>

**LC10. Please describe how local business associations and/or economic development offices could assist your business sector. - Marketing seminars**

<b>Response</b>	<b>Count</b>	<b>Percent</b>
Marketing seminars	2	33%
Access to capital seminars	1	17%
Trade shows	5	83%
Business networking sessions	0	0%
Export development programs and services	2	33%
Joint advertising and marketing	4	67%
Attraction of related supply & services businesses	2	33%
Workforce planning, employee training and attraction	3	50%
Identification of opportunities for shared use of buildings, infrastructure etc.	1	17%
Productivity improvement workshops	2	33%
Website development	2	33%
E-marketing	2	33%
Other	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.
- \* 6 companies responded to this question in the North Kawartha 2007 project.

# NORTH KAWARTHA – Additional Comments

## BUSINESS CLIMATE – North Kawartha

**BC2c. In the past 3 years has your attitude about doing business in this community changed? Explain your positive change in attitude.**

No responses

**BC2d. In the past 3 years has your attitude about doing business in this community changed? Explain your negative change in attitude.**

Lack of apprenticeship, high taxes, insurance, and social programs (welfare, etc.)

Lack of support from the community, people will drive to Bancroft to shop.

**BC3b. What is your general impression of the Province of Ontario as a place in which to do business? Please Explain:**

No responses

**BC6. What are your specific recommendations to improve to the local business climate?**

More policing

Waste removal, sewer

Street light

Township should develop a website to promote the area businesses

**BC8. What issue, if resolved, would have the greatest impact on the growth of your business?**

Our area is so volatile, we don't know if it's going to be a good year, dependent on tourism.

## FUTURE PLANS – North Kawartha

**FP1b. Within the next 3 years, which of the following do you plan to undertake at this site?**

**Comments:**

Physical premises, add on addition

**FP2b. Will the downsizing result in a reduced workforce? What assistance could be provided to prevent the downsizing of your business?**

No responses

**FP3b. Do you plan to relocate this business within the next 3 years? If yes, when?**

No responses

**FP5. Why are you planning to relocate the business? Do not read list. Select all that apply. 'Other' Name:**

No responses

**FP7. What assistance, if any, could help to prevent the relocation of this business? Do not read list. Select all that apply. 'Other' Name:**

No responses

**FP11. Will your expansion lead to...Read list. Select all that apply. 'Other' Name:**

No responses

**FP14. How will this expansion be financed? Will it be...Read list. Select all that apply. 'Other' Name:**

Would like to have a grant due to historical building

**FP16b. What are the reasons for closing this business? Do not read list. Select all that apply. Explain any of the above:**

Government taxes are a problem: federal, provincial, municipal. Cost of insurance, cost of fuel, too many social programs allowing people to be on welfare, food banks and other people with their hand out, resulting in small labour force

**FP17. What assistance, if any, could help to prevent the closure of the business? Do not read list. Select all that apply. 'Other' Name:**

Tax relief, need apprentices from the community, not from Peterborough

## BUSINESS DEVELOPMENT – North Kawartha

**BD3. Where are the other locations for this business? Select all that apply. This municipality (Specify):**

Located on another property

**BD3. Where are the other locations for this business? Select all that apply. Outside this municipality but in county/district/regional municipality (Specify):**

No responses

**BD3. Where are the other locations for this business? Select all that apply. Elsewhere in Ontario (Specify):**

No responses

**BD3. Where are the other locations for this business? Select all that apply. Another Province (Specify):**

No responses

**BD3. Where are the other locations for this business? Select all that apply. Outside Canada (Specify):**

No responses

**BD5. Why are you not completely satisfied with this site? Select all that apply. 'Other' Name:**

No responses

**BD8b. Do you anticipate any problems in renewing the lease? Explain:**

No responses

**BD17. What products or services would you like to purchase locally that are now being purchased outside of the area?**

No responses

## LOCAL COMMUNITY – North Kawartha

### LC1c. Do you know of a business that would have an interest in locating in this community?

#### Comments:

No responses

### LC3. Which new suppliers of products or services would you like to see added to this community?

Restaurant

Return OPP detachment

Day care

Fresh produce

Township of North Kawartha to de-amalgamate to return to Chandos Township

Restaurants

Automotive Parts Suppliers

### LC5b. In your opinion, does the local municipality take an adequate role in business and economic development in this community? Elaborate:

They are getting there.

Since we are run by cottagers (council), they have no interest in business in the area

Don't have an economic development plan, they don't want to promote businesses.

They are not in a good position to help us.

Never has

### LC6. List 3 of the community advantages as a place to do business.

Good customers

Cottage country, cottagers depend on local business

We are the sole attraction

Located in a tourist area

Seasonal cottagers

Small town, everybody knows everybody

This highway is a good connecting point for the town

When the community needs help, it helps each other

Location

It is on a historic settlement road

It's a good community

### LC7. List 3 of the community disadvantages as a place to do business.

Hard to get materials

Too far from Peterborough

Lack of dumping facilities

Not a large customer base in the winter when customers are home

If we had to survive on ourselves, the community would fold

Seasonal cottagers

Suppliers are far

Insufficient policing, re-break and enters

No town sewer

Slightly too far from town to attract a lot of customers

Phone service and hydro service conks out.

Low population

Dead slow in the winter

Lack of other services
High taxes
Black flies
We don't have a shop locally campaign, no local shopping support from our community.
Caliber of workforce

<b>LC8. What other comments about this community as a place in which to do business would you like to raise?</b>
High taxes, very little for your tax dollar, too many cottagers on the local council, that means local people don't get proper representation. They look at the concerns of cottagers and not the business community.
We have a good community centre, it does need help.
Isn't enough community support for local businesses

## RETAIL / SERVICE BUSINESS – North Kawartha

**RB3c. If Yes, please respond yes or no to the following statements about the Retail strategy or Plan: Elaborate upon any barriers you see to the successful implementation of the plan.**

No responses

**RB4. Is there an organization or group that represents the interests of your commercial district? 'Other' Name:**

[2] Economic Development Committee

**RB6. Would your business benefit from any of the following programs or services? 'Other' Name:**

No responses

**RB7. What are your top 3 suggestions for improving the retail business environment? 'Other' Name:**

No responses

**RB8. Are any of the following costs of operation a serious concern to the success of your business? Select one answer for each 'Other' Name:**

Expansion costs

Parking

Waste Removal

**RB9. What four community assets would you most like to see developed in your community? 'Other' Name:**

Heritage District

## DOWNTOWN REVITALIZATION – North Kawartha

Retail Profile (RP) represented the following questions in the completed survey and as a result of ongoing changes and updates to the Provincial BR+E database, RP was later identified as Downtown Revitalization (DR).

<b>DR5d. Do you participate in and/or support community events and festivals that take place in the downtown/commercial district? Please specify which events you participate in:</b>
Winter Carnival, Figure Skating, Hockey
Fundraisers (All local)
Canada Day
Local concerts, church events

<b>DR5d. Do you participate in and/or support community events and festivals that take place in the downtown/commercial district? Please specify which events you support:</b>
Winter Carnival, Figure Skating, Hockey
Skating Club, kids basketball and hockey, July 1st and Christmas Parade
All events, Lions Club
Canada Day Event, Dog Sledding
Local concerts, church events
Everyone that asks
Parades (sponsor), Lake Rigadas

<b>DR5e. Do community events/festivals increase sales in your business? Please specify which events.</b>
Local concerts, church events, summer
Hockey games, parades

<b>DR6g. Outside this community, name the top five communities where your customers come from:</b>
Bancroft
Oshawa
Coehill
Toronto
Cardiff
Hamilton
Woodview
U.S.A
Vancouver

**DR8a. Please list six products and/or services that separate your business from your competition.**

No competition
Only auto wreckers in the area, no competition
No competition
Local/Canadian Artisans being sold
Have large full scale hardware store
Complementary Gift Shop
Only body shop in the area with a tow truck
Vintage Historical feel to the store
We have a large rental store
Quality of Product
Only body shop in the area that does structural repairs
Local lake specific products (clothing , etc.)
Competitively priced against Peterborough stores
Presentation
Accessibility of used parts
Owner create d music and products
Conveniently located on the highway
Selection
Historical building
If we don't have it in stock we will try to find i
Staffing

**DR8b. What is the main competitive edge of this business versus the competitors listed above? Select top two. 'Other' Name:**

No responses
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**DR8f. What three existing downtown businesses/services complement this business the most? (Specify up to THREE businesses by name)**

[3] IGA
[3] Liquor Store (LCBO)
Stevens & McDonald Garage
Apsley Auto Collision
The old school house tea room
Gas Station
Bank
Local bed and breakfast
Drug Store
Hardware
Wellington Street Images

**DR8g. With this business in mind, what three additional businesses/services would you most like to see available downtown? (Specify up to THREE by name)**

[3] Full Scale Restaurant

Car Dealership

Automotive Supplier

Doughnut shop

Day care

Office Supplies

**DR8h. Do you think the downtown can or should build on the current business mix and develop a cluster of stores/services offering related products to a similar market segment? If Yes, please specify:**

No responses

**DR9. Where do customers to this business typically park? Select one. 'Other' Name:**

Property

**DR9. Where do you and employees of this business typically park? Select one. 'Other' Name:**

Property

**DR11. Is your establishment experiencing any of these particular issues? Select all that apply. 'Other' Name:**

Litter especially

# NORTH KAWARTHA – 2007 Community Questions

## QUALITATIVE ANSWERS

**CQ1a. What is the most common, positive comment you receive from your clients regarding the community?**

Quiet and safe  
 Nice area to cottage in.  
 Country atmosphere  
 Nice community, safe, friendly  
 Like the historical connection and what has been done to restore and revive.  
 Good customer service, knowledgeable

**CQ1b. What is the most common, negative comment you receive from your clients regarding the community?**

When will these black flies leave.  
 too expensive  
 We don't get those  
 No cell service  
 Price

**CQ2. If your operation is not currently *four-season*, what is the biggest challenges or obstacles that prevent you from expanding your business to operate all year long?**

nothing  
 Cottagers don't come in the winter, bad weather prevents customers from coming out.

**CQ3a. What type of business or event do you feel would benefit the existing businesses in your community?**

More restaurants  
 4-wheeler races, or something like that. Auto parts retailer.  
 Annual street party  
 Get snowmobile trails into the village.  
 Street dance, community events, potluck dinners, getting to know your community. Slow and boring in the winter. It would be nice if people wouldn't step on toes if we wanted to help Liaison between groups  
 Restaurant

**CQ3b. Is there an event or festival that has a positive effect on your business? Please explain:**

Summer  
 Canada Day  
 Canada Day, Dog Sled, Santa Clause Parade  
 Self generated events  
 Winter Festival, Holiday House Tour (Peterborough), Apsley Winter Carnival, Apsley Studio Tour

**CQ3c. Is there an event or festival that has a negative effect on your business? Please explain:**

Any festival in Bancroft draws customers away on several weekends during the summer.

**CQ5b. How do you feel you are benefiting from these organizations?**

don't have them here

I'm not, there are none.

not a lot

We get a slight reduction on VISA and Debit fees, advertising opportunities in local publications.

I don't know if we are

**CQ6. If yes, which ones?**

Bought new tow truck through Federal Development bank.

Twice, employee subsidy program.Used employee training program and then he quit right before the busy season.

**CQ6. If no, why not?**

Haven't felt it necessary

Lack of knowledge, we don't know of them

We don't need government funding.

Never really thought about it, we are very independent.

Bureaucracy

## QUANTITATIVE ANSWERS

**CQ4. Would you like to see consistency of store hours in your community?**

Response	North-Kawartha 2007	
Yes	6	86%
No	1	14%
	<b>7</b>	<b>100%</b>

**CQ4. If yes, which days and/or times of day? - Monday**

Response	North-Kawartha 2007	
Before 8:00 am	0	0%
8:00 am to 11:00 am	1	33%
11:00 am to 1:00 pm	1	33%
1:00 pm to 5:00 pm	0	0%
After 5:00 pm	0	0%
Varies	1	33%
Closed	0	0%

**Please Note:**

\* More than one response can be selected for this question.

\* Percentages are based on the number of companies and may not total 100%.

**CQ4. If yes, which days and/or times of day? - Tuesday**

Response	North-Kawartha 2007	
Before 8:00 am	0	0%
8:00 am to 11:00 am	1	33%
11:00 am to 1:00 pm	1	33%
1:00 pm to 5:00 pm	0	0%
After 5:00 pm	0	0%
Varies	1	33%
Closed	0	0%

**Please Note:**

\* More than one response can be selected for this question.

\* Percentages are based on the number of companies and may not total 100%.

**CQ4. If yes, which days and/or times of day? - Wednesday**

<b>Response</b>	<b>North-Kawartha 2007</b>	
Before 8:00 am	0	0%
8:00 am to 11:00 am	1	33%
11:00 am to 1:00 pm	1	33%
1:00 pm to 5:00 pm	0	0%
After 5:00 pm	0	0%
Varies	1	33%
Closed	0	0%

**Please Note:**

\* More than one response can be selected for this question.

\* Percentages are based on the number of companies and may not total 100%.

**CQ4. If yes, which days and/or times of day? - Thursday**

<b>Response</b>	<b>North-Kawartha 2007</b>	
Before 8:00 am	0	0%
8:00 am to 11:00 am	1	33%
11:00 am to 1:00 pm	1	33%
1:00 pm to 5:00 pm	0	0%
After 5:00 pm	0	0%
Varies	1	33%
Closed	0	0%

**Please Note:**

\* More than one response can be selected for this question.

\* Percentages are based on the number of companies and may not total 100%.

**CQ4. If yes, which days and/or times of day? - Friday**

<b>Response</b>	<b>North-Kawartha 2007</b>	
Before 8:00 am	0	0%
8:00 am to 11:00 am	1	25%
11:00 am to 1:00 pm	1	25%
1:00 pm to 5:00 pm	0	0%
After 5:00 pm	0	0%
Varies	2	50%
Closed	0	0%

**Please Note:**

\* More than one response can be selected for this question.

\* Percentages are based on the number of companies and may not total 100%.

**CQ4. If yes, which days and/or times of day? - Saturday**

<b>Response</b>	<b>North-Kawartha 2007</b>	
Before 8:00 am	0	0%
8:00 am to 11:00 am	0	0%
11:00 am to 1:00 pm	1	33%
1:00 pm to 5:00 pm	0	0%
After 5:00 pm	0	0%
Varies	2	67%
Closed	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.

**CQ4. If yes, which days and/or times of day? - Sunday**

<b>Response</b>	<b>North-Kawartha 2007</b>	
Before 8:00 am	0	0%
8:00 am to 11:00 am	1	25%
11:00 am to 1:00 pm	1	25%
1:00 pm to 5:00 pm	0	0%
After 5:00 pm	0	0%
Varies	2	50%
Closed	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.

**CQ5a. Are you a member of a BIA, Chamber of Commerce and/or Business Association?**

<b>Response</b>	<b>North-Kawartha 2007</b>	
Yes	4	57%
No	3	43%
	<b>7</b>	<b>100%</b>

**CQ5a. If yes, which one(s)?**

<b>Response</b>	<b>North-Kawartha 2007</b>	
BIA	0	0%
Chamber of Commerce	4	100%
Business Association	0	0%
Other	0	0%

**Please Note:**

- \* More than one response can be selected for this question.
- \* Percentages are based on the number of companies and may not total 100%.

**CQ6. Has your business ever used government programs to assist its operations?**

<b>Response</b>	<b>North-Kawartha 2007</b>	
Yes	2	29%
No	5	71%
	<b>7</b>	<b>100%</b>