

PROSPER BELLEVILLE

MANUFACTURING 2023

**THANK YOU FOR PARTICIPATING IN THE CITY OF BELLEVILLE'S
BUSINESS RETENTION AND EXPANSION SURVEY FOR THE
MANUFACTURING SECTOR.**

**MY NAME IS _____
AND I WILL BE YOUR INTERVIEWER TODAY.**

**MY NAME IS _____
AND I WILL BE RECORDING YOUR ANSWERS.**

**TODAY WE WILL BE ASKING YOU A SERIES OF QUESTIONS
RELATED TO YOUR BUSINESS AND YOUR EXPERIENCE OF DOING
BUSINESS WITHIN THE CITY OF BELLEVILLE.**

**THIS PROCESS IS A KEY STEP IN UNDERSTANDING THE NEEDS OF
THE CITY'S MANUFACTURERS AND HOW WE CAN SUPPORT YOUR
SUCCESS.**

INTERVIEW DATE: _____

INTERVIEW TIME: _____

There are two rules we have for this survey:

1. The "Skip It" Rule – If there is a question that you can't or don't want to answer, we can skip it. There is no need to explain your reasons; just let us know.
2. Confidentiality – All information you provide is confidential. Subject to freedom of information legislation, all information you provide will be kept confidential. All volunteer interviewers and individuals involved in the project are committed to this principle. All the responses from businesses will be summarized as percentages or averages in the community report, guaranteeing anonymity.

The Leadership Team team will respond to urgent issues, and provide information or assistance as requested through the survey. Based on the analysis of the survey results, actions will be developed and implemented to support the growth of existing businesses and the economy.

3. After the survey results are compiled, we will develop strategic action plans to respond to business needs, concerns, and opportunities. Copies of the report will be provided to all businesses participating in the survey.

Please do not hesitate to ask any questions during the survey process.

CONFIDENTIALITY AGREEMENT BETWEEN VOLUNTEER INTERVIEWERS AND RESPONDENT:

WE, the Volunteer Interviewers, agree that all information will be kept strictly confidential and used only in the Business Retention and Expansion (BR+E) project. The person being interviewed is a witness to this commitment.

VOLUNTEER INTERVIEWERS (1)

Signature

Print Name

(2)

Signature

Print Name

PERSON INTERVIEWED: (1)

Signature

Print Name

COMPANY PROFILE

Company Name: _____

Address: _____

Town: _____

Postal Code: _____

Telephone #: _____

CONTACT INFORMATION

First Name: _____

Last Name: _____

Title: _____

Email Address: _____

Telephone #: _____

BUSINESS BACKGROUND

The first set of questions we are going to ask relates to some basic information about your business.

1. Which of the following best describes your business?

- Locally owned and operated, with one location.
- Locally owned and operated, with more than one location
(Specify number): _____
- Franchise, please indicate where headquarters is located.
(City): _____
- Branch or division of a regional, national, or international company.
Please indicate where the corporate headquarters is located.
(City + Country): _____

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

- Less than 1 year
- 1 to 3 years
- 4 to 10 years
- 11 to 25 years
- 26 to 35 years
- Over 35 years

3. How many years has the current owner/owners been operating this business?

- Less than 1 year
- 1 to 3 years
- 4 to 10 years
- 11 to 25 years
- 26 to 35 years
- Over 35 years

4. Including the owner/owners, how many employees work at this location?

- 1 – 4
- 5 – 9
- 10 – 19
- 20 – 29
- 30 – 49
- 50 – 99
- 100 - 299
- 300-499
- 500+

5. What percentage of these employees are: (**Should total 100%**)

_____ Permanent Full-time
_____ Permanent Part-time
_____ Temporary
_____ Seasonal

6. What is the **primary** market of your business:

- Local
- Regional
- National
- International

7. What primary activity does this business conduct?

- Food processing
- Plastic injection molding
- Packaging
- Electronics
- Machinery, equipment, electronics
- Metal fabrication
- Furniture
- Wood, paper
- Chemical manufacturing
- Automotive component production
- Pharmaceutical manufacturing
- Textile manufacturing
- Consumer Goods
- Transportation
- Warehousing and storage
- Wholesale
- Industrial Service provider
- Other _____

8. What are the main products or services provided at this location?

9. Are you planning on any capital investment in the next 3 years?

- Yes
- No (If no, go to question 12)

10. If yes, what is the estimated value of that investment?

11. Are you seeking funding for this investment?

- Yes
- No

12. Does your business export?

- Yes
- No (If no, go to question 14)

13. a) Where do you currently export to? **(Select all that apply)**

- USA
- Mexico
- Europe
- Asia (see below choices)
- Central/South America (see below choices)
- Other (Specify): _____

Please choose: Asia: India, Korea, Philippines, Vietnam, Middle East, China, Other?

Central/South America: Argentina, Brazil, Ecuador, Other?

b) What percentage of your business sales is related to exports?

- 0-9% 10-24% 25-49% Great than 50%

c) Are you currently looking at any new export markets?

- Yes (If yes, where): _____
 No

14. Is your workplace unionized?

- Yes
 No
 Other _____

15. Over the next three years do you expect the number of employees in this business will increase, decrease, or remain the same?

- Increase.....full-time part-time
Decreasefull-time part-time
Remain the same
Unsure

16. What is your current operating level as a percentage of your maximum capacity?

- 0 – 24%
25 – 49%
50 – 74%
75 – 99%
100+

17. Do you produce a similar product or compete with sister plants within your corporate organization?

- Yes
 No (If no, go to question 19)

18. If yes, where are they located? (Check all that apply)

- In Ontario
- In Canada
- Outside Canada

19. Within the next 3 Years do you plan on: (Read list)

(Note to Interviewer: What is the CURRENT situation for the business right now)

- Remaining the same
- Expanding (Go to Question 27)
- Downsizing (Go to Question 20)
- Relocating (Go to Question 23)
- Selling (Go to Question 26)
- Closing (Go to Question 31)

b) What are the main reasons for remaining the same?

(Go to Question 33)

Downsizing

20. What are the main reasons for the potential downsizing of your business?

21. Will your downsizing lead to a decrease in? (Read list. Select all that apply)

- Workforce (How many?) _____
- Floor space
- Product line(s)
- Services for customers
- Other (Specify): _____

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

- Yes (If yes, please specify)
- No

(Go to Question 33)

Relocating

23. Where do you plan to relocate this business?

- Within the community
- Outside the community (**Specify location**): _____
- Exploring options

24. Why are you planning to relocate the business?

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

- Yes (If yes, please specify)
- No

(Go to question 33)

Selling

26. Why are you selling your business? (Read list. Select all that apply.)

- Retirement
- Lack of profit
- Workload
- Competition
- Lack of workforce
- Lack of business
- Attractive Offer
- Cost of doing business
- OTHER: _____

(Go to question 33)

Expanding

27. What are the main reasons for the potential expansion of your business?

28. Will your expansion require or lead to: (Read list. Select all that apply.)

- An increase in workforce (If yes, how many?) _____
- A decrease in workforce (If yes, how many?) _____
- An increased need for employee training
- An increase in floor space (If yes, how much?) _____ sq. ft.
- Additional product line(s)
- Additional services for customers
- Process improvements
- Additional Investment in Equipment and technology
- An increase in export of goods or services.
- Other (Specify) _____

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

- Yes (If yes, please specify)
- No

30. Could the community provide assistance to support your expansion plans?

- Yes (If yes, please specify)
- No

(Go to question 33)

Closing

31. Within the next three years, do you plan to close this business at this location without re-opening in another location?

- Yes (If yes, please specify why)
- No

32. Could the community potentially provide any assistance to prevent the closure of your business?

- Yes (If yes, please specify)
- No

SECTION 2: BUSINESS CLIMATE

We are now going to ask you questions about the current business climate your industry operates in.

33. What is the outlook for your Business Industry?

- Growing
- Declining
- Stable
- Not Sure

b) What do you feel are the main reasons for this?

34. Please give an approximate annual sales or production range for your business:

- \$0-249 000
- \$250,000 – \$999,999
- \$1,000,000 – \$9,999,999
- \$10, 000 000- 19 000 000
- 20, 000 000-49 000 000
- 50 000 000 +
- Prefer not to answer

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

- Increase
- Decrease
- Remain the same
- Not sure

b) What do you feel is the main reason for this?

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

- Yes, more positive
- Yes, more negative
- No Change

a) Please explain your positive change in attitude.

b) Please explain your negative change in attitude.

37. How would you rate the following factors of doing business in this City?
(Readlist. Select one answer for each.) Use the following rating system:

NA = Not Applicable **1** = Poor **2** = Fair **3** = Good **4** = Excellent

LOCAL GOV'T SERVICES

	NA	1	2	3	4
Workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of serviced land	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Land costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of space for rent or lease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development/building permit process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Municipal property taxes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local roads and streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regional/Provincial roads and highways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proximity to rail and airports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability health and medical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for Diversity, Equity & Inclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of adequate housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cell phone service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water/wastewater capacity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water/wastewater fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of adequate electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost of electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of natural gas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost of natural gas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health department / health unit approvals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Snow removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garbage/recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic development services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Municipal Committees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNITY SERVICES / ORGANIZATIONS

NA = Not Applicable 1 = Poor 2 = Fair 3 = Good 4 = Excellent

	NA	1	2	3	4
Childcare services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools (elementary and secondary)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loyalist College	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centre for Workforce Development (CFWD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Belleville Chamber of Commerce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Belleville Downtown Improvement Area (BDIA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trenval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Business Centre (SBC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quinte United Immigrant Services (QUIS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LGBTQ2+ Organizations (Eg. Pride)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quinte Manufacturing Association & QEDC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural Amenities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support from municipality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support from other businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support from local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

38. What are the City's top three advantages as a place to do business?

1. _____
2. _____
3. _____

39. What are the City's top three disadvantages as a place to do business?

1. _____
2. _____
3. _____

40. In terms of the overall impact on this City as a place to do business what is the most significant change you would like to see in the next five years?

41. What is your impression of this City as welcoming to equity seeking individuals, groups, and businesses?

(Definition of Equity seeking individuals/groups/businesses: Those that identify barriers to equal access, opportunities, and resources due to disadvantage and discrimination and actively seek social justice and reparation).

- Poor
- Fair
- Good
- Excellent
- N/A

42. Have you had any dealings with the City's Economic Development office?

- Yes
- No

43. If yes, have these dealings been favourable?

- Yes **(If yes go to question 45)**
- No

44. If No, how could the service have been better?

45. Are you aware of the services that the City's Economic Development Division offers?

Investment attraction services	Yes	No
Business development supports	Yes	No
Issues management	Yes	No
Labour force attraction	Yes	No
Business recognition	Yes	No
Business retention	Yes	No
Workplace Inclusion Charter	Yes	No
Work in Quinte Website	Yes	No
Community Revitalization	Yes	No
Marketing the City	Yes	No
Tourism product development	Yes	No
Liaison with other City departments	Yes	No
Business Retention and Expansion Programs	Yes	No
Economic Development Committee	Yes	No

a) Do you want to know more?

- Yes
- No

46. Would you be interested in participating in a "Doors Open" manufacturing event or other manufacturing awareness events?

- Yes
- No

SECTION 3: OPPORTUNITIES AND BARRIERS

Next we are going to ask you about the opportunities and barriers that exist for you in your business.

51. What percentage of your products' components, services or skills are outsourced from other manufacturers or businesses?

- 0 - 9%
- 10 - 24%
- 25-49%
- 50% +

52. What products, services or skills do you outsource to manufacturers or other businesses outside of the area?

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

54. Are there any products, services, or skills that you are having difficulty procuring?

- Yes **(If yes, describe)**
- No

55. Are you interested in working co-operatively with other businesses in the City to pursue any of the following? **(Read list. Select all that apply)**

- Joint product purchasing
- Joint marketing
- Joint training
- Networking/information sharing
- Newcomer attraction and retention
- Diversity, Equity, and Inclusion (DEI) focused training for employers and employees
- Shared product testing space
- Shared research space
- Other (specify) _____

56. Would a local training facility or Centre of Excellence for automation and robotics be beneficial to your business' success?

- Yes
- No

57. If yes, who should fund it?

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

- Yes **(If no, go question 61)**
- No

59. If yes, would you be willing to contact this business directly on behalf of our community?

- Yes
- No

60. Would you be willing to provide the contact information for this business?

- Yes (If yes, please provide)
- No

61. Is your facility or equipment:

- At capacity (Go to question 62)
- Underutilized (Go to question 61b)
- In need of modernizing (Go to question 61c)

b) If your plant and/or equipment is/are underutilized, are you interested in cooperating with another business to bring the plant or equipment to full capacity?

- Yes
- No

(Go to questions 62)

c) Do you have any plans to modernize?

- Yes (If yes, please explain)
- No

62. Do you have any long-term sustainability or environmental goals that the City could support?

- Yes (If yes, specify)
- No

SECTION 4: WORKFORCE

We are now going to ask you questions about your business workforce.

63. How would you rate the following factors in this City?

Use the following rating system:

NA = Not applicable **1** = Poor **2** = Fair **3** = Good **4** = Excellent

	NA	1	2	3	4
Availability of qualified workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stability of the workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to attract new employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to retain employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

64. How would you describe your company’s hiring challenges? **(Select all that apply)**

- Too few applicants
- Lack of appropriate skills or training
- Lack of relevant experience
- Lack of full-time availability
- Disinterest in shift-work
- Other **(please specify)** _____

65. Are the hiring challenges specifically related to the community or your industry?

- Community
- Industry

66. Has your business made any changes to its business operations in response to changing demographics of your workforce in the last three years? **(Please select all that apply)**

- Flexible work arrangements
- Supporting diversity and inclusion
- More part-time opportunities
- More work breaks.
- Other **(please specify)** _____

67. What types of public amenities in the City could benefit your workforce?

68. How would providing those amenities impact your business operations?

69. Does your business currently participate in any Diversity, Equity, and Inclusion (DEI) training, co-ops, internships, short-term corporate training or apprenticeship programs? If yes, please specify.

- Yes (please specify) _____
- No

70. Is there any other information you wish to share?

-THE END-

THANK YOU FOR PARTICIPATING IN THE CITY OF BELLEVILLE'S BR+E FOR MANUFACTURERS, PROSPER BELLEVILLE.

THE INFORMATION AND DATA RECEIVED WILL BE ANALYZED AND COMPILED INTO A REPORT TO BE PRESENTED AT A PUBLIC COMMUNITY EVENT IN THE SPRING OF 2024.

SHOULD YOU HAVE ANY QUESTIONS ABOUT THE BR+E OR THE SURVEY CONDUCTED, PLEASE REACH OUT TO VICTORIA WATTS, BR+E COORDINATOR AT 613-967-5260 OR vwatts@belleville.ca.