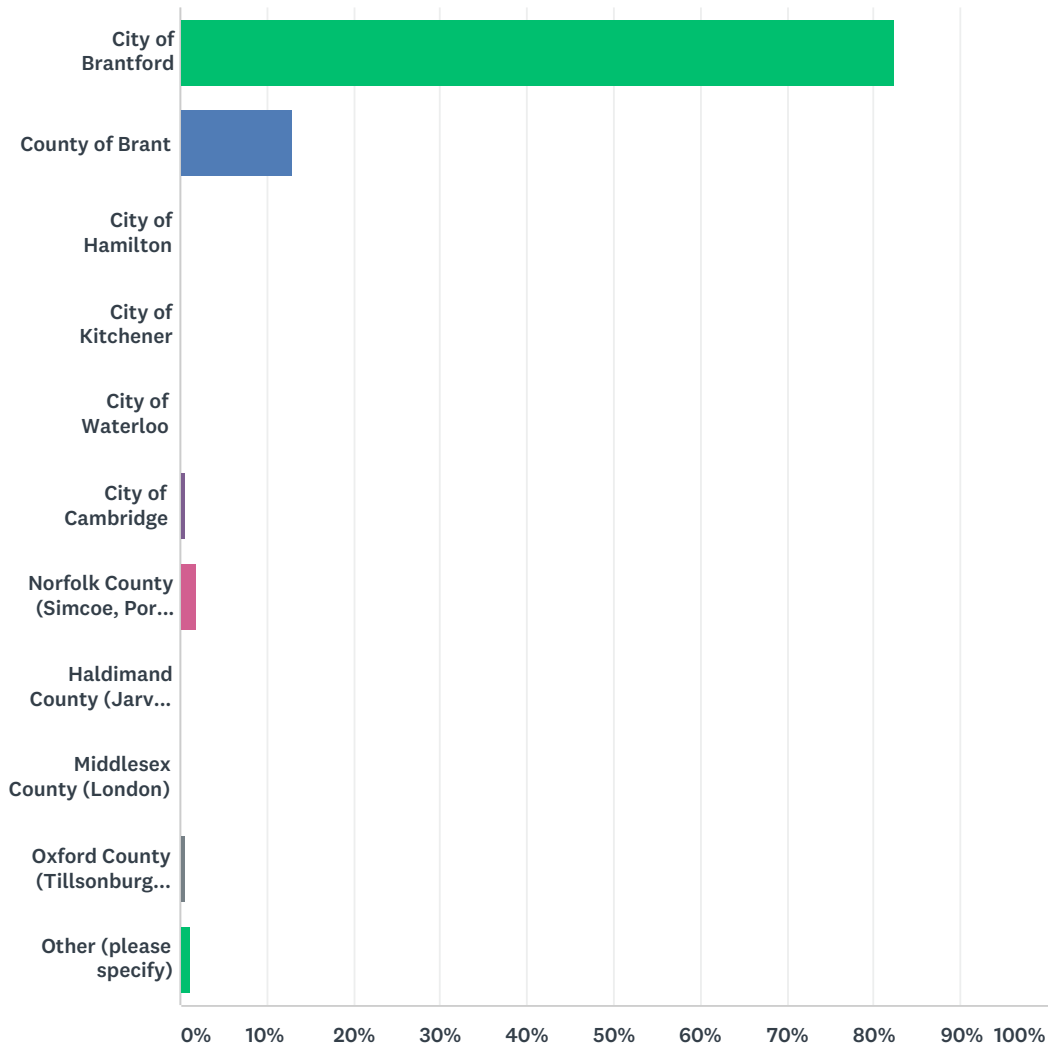


Q1 In which municipality is your primary business location?

Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES	
City of Brantford	82.35%	126
County of Brant	13.07%	20
City of Hamilton	0.00%	0
City of Kitchener	0.00%	0
City of Waterloo	0.00%	0
City of Cambridge	0.65%	1
Norfolk County (Simcoe, Port Dover, Waterford, Delhi)	1.96%	3
Haldimand County (Jarvis, Cayuga, Caledonia)	0.00%	0
Middlesex County (London)	0.00%	0
Oxford County (Tillsonburg, Woodstock)	0.65%	1

Do you operate in a business-friendly environment?

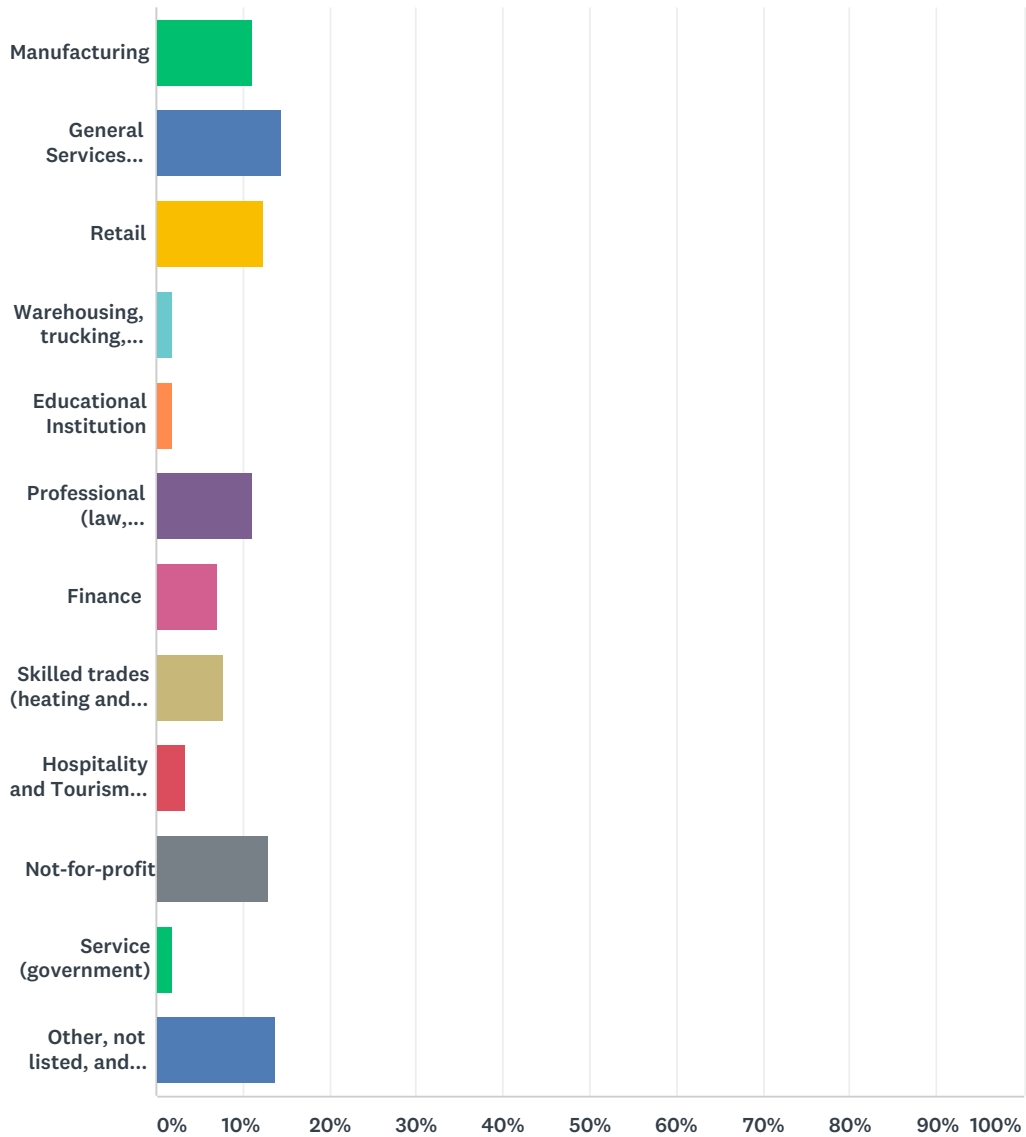
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Other (please specify)	1.31%	2
TOTAL		153

#	OTHER (PLEASE SPECIFY)	DATE
1	Online presence	6/27/2018 3:56 PM
2	Based out of Brantford, we cover Southern Ontario due to the uniqueness of our services.	6/27/2018 2:13 PM

Q2 What is the nature of your business?

Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES	
Manufacturing	11.11%	17
General Services (non-government)	14.38%	22
Retail	12.42%	19
Warehousing, trucking, logistics	1.96%	3
Educational Institution	1.96%	3
Professional (law, accounting, engineering, architectural, doctor, dentist)	11.11%	17
Finance	7.19%	11
Skilled trades (heating and cooling, plumbing, electrical, roofing, carpentry, welding and others)	7.84%	12

Do you operate in a business-friendly environment?

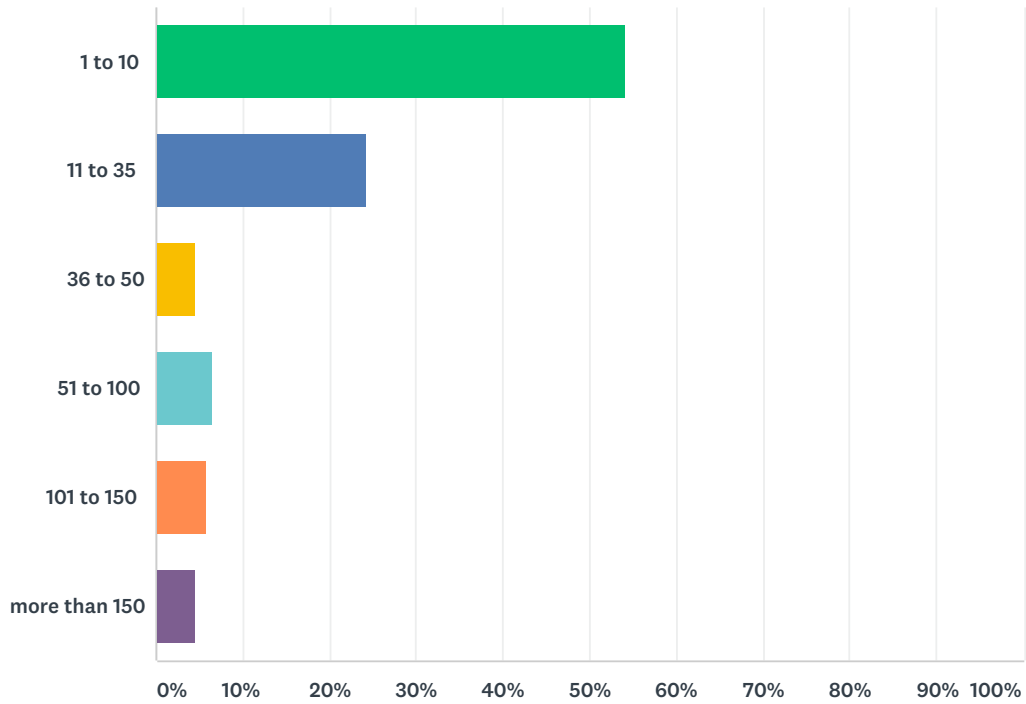
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Hospitality and Tourism (hotels, restaurants, casinos, campgrounds and attractions, entertainment)	3.27%	5
Not-for-profit	13.07%	20
Service (government)	1.96%	3
Other, not listed, and does not qualify as general services (please specify)	13.73%	21
TOTAL		153

#	OTHER, NOT LISTED, AND DOES NOT QUALIFY AS GENERAL SERVICES (PLEASE SPECIFY)	DATE
1	Commercial printers	7/13/2018 2:56 PM
2	Advertising	7/13/2018 11:29 AM
3	Real Estate Management	7/10/2018 10:54 AM
4	Repairs and sales of Motors, pumps and industrial equipment	7/10/2018 10:29 AM
5	Telecommunications	7/10/2018 10:16 AM
6	Material Handling Equipment Sales, Service, Parts and Rentals	7/4/2018 11:35 AM
7	IT, Information Technology Services	7/3/2018 10:28 PM
8	Young Living Essential Oils, Independent Distributor	7/3/2018 6:32 PM
9	Consultant and facilitator - leadership, HR, Team building, Coaching	7/3/2018 2:56 PM
10	Marketing and media	6/29/2018 11:53 AM
11	Commercial Mat Rental	6/28/2018 8:42 PM
12	Funeral	6/28/2018 9:22 AM
13	Krown Rust control protection and auto detailing	6/27/2018 10:38 PM
14	Media	6/27/2018 8:16 PM
15	Education in personal development and elite, executive coaching	6/27/2018 6:05 PM
16	retail on line & wholesale	6/27/2018 3:56 PM
17	General contractor	6/27/2018 2:50 PM
18	Commercial property owner	6/27/2018 2:36 PM
19	Professional Service - underwater imagery and underwater environmental services, using underwater ROV	6/27/2018 2:13 PM
20	child welfare / children's aid	6/27/2018 2:07 PM
21	Wholesale distribution	6/27/2018 2:05 PM

Q3 How many people are employed at your business?

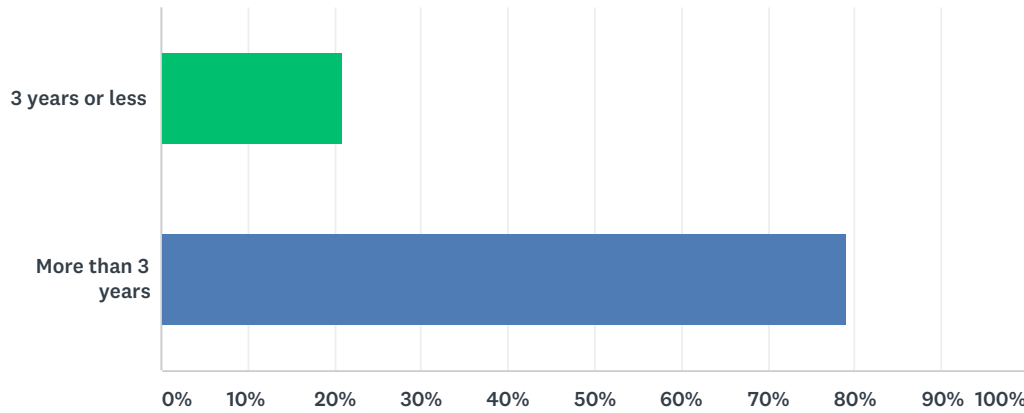
Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 to 10	54.25%	83
11 to 35	24.18%	37
36 to 50	4.58%	7
51 to 100	6.54%	10
101 to 150	5.88%	9
more than 150	4.58%	7
TOTAL		153

Q4 How long have you been established in your present location?

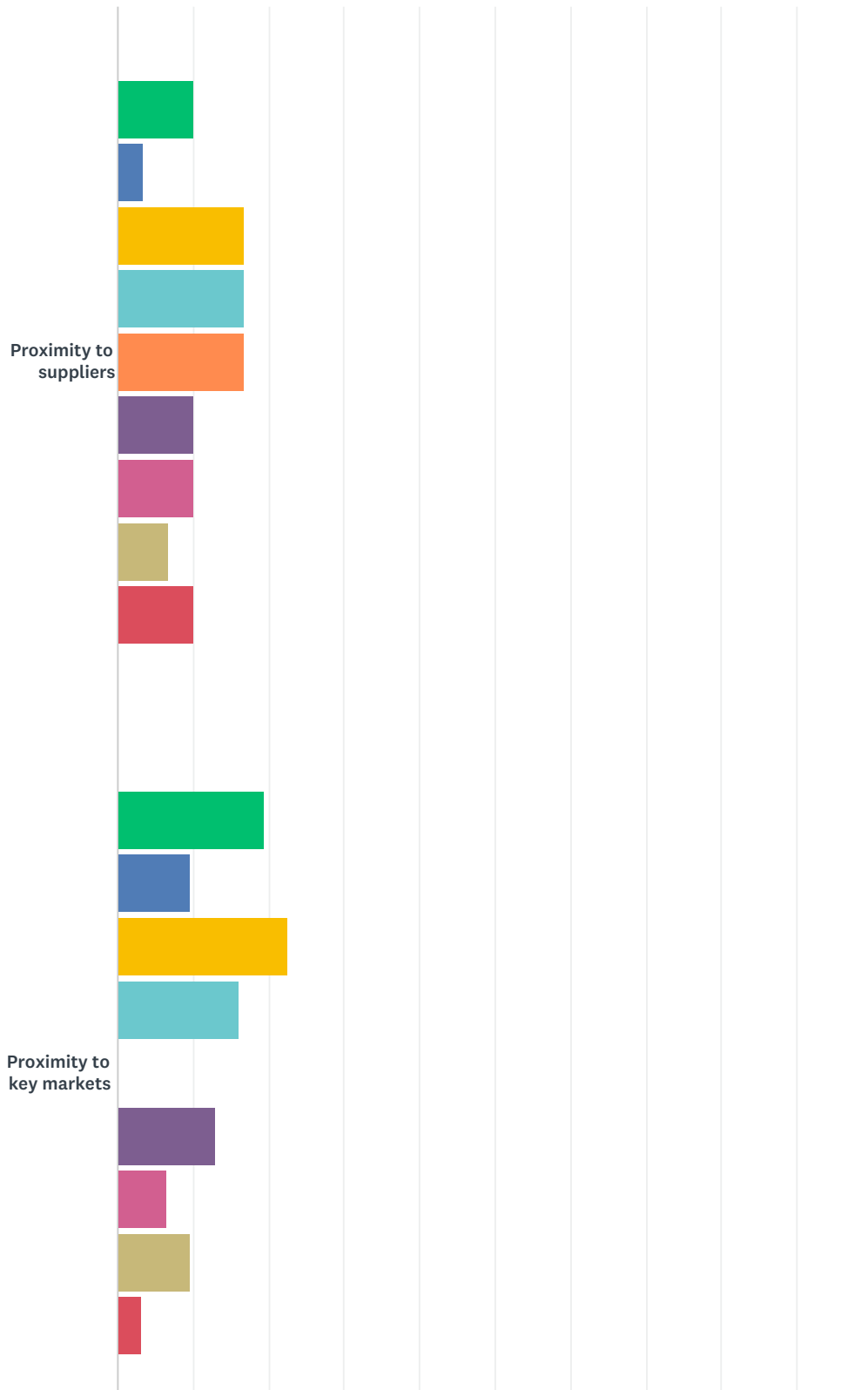
Answered: 153 Skipped: 0

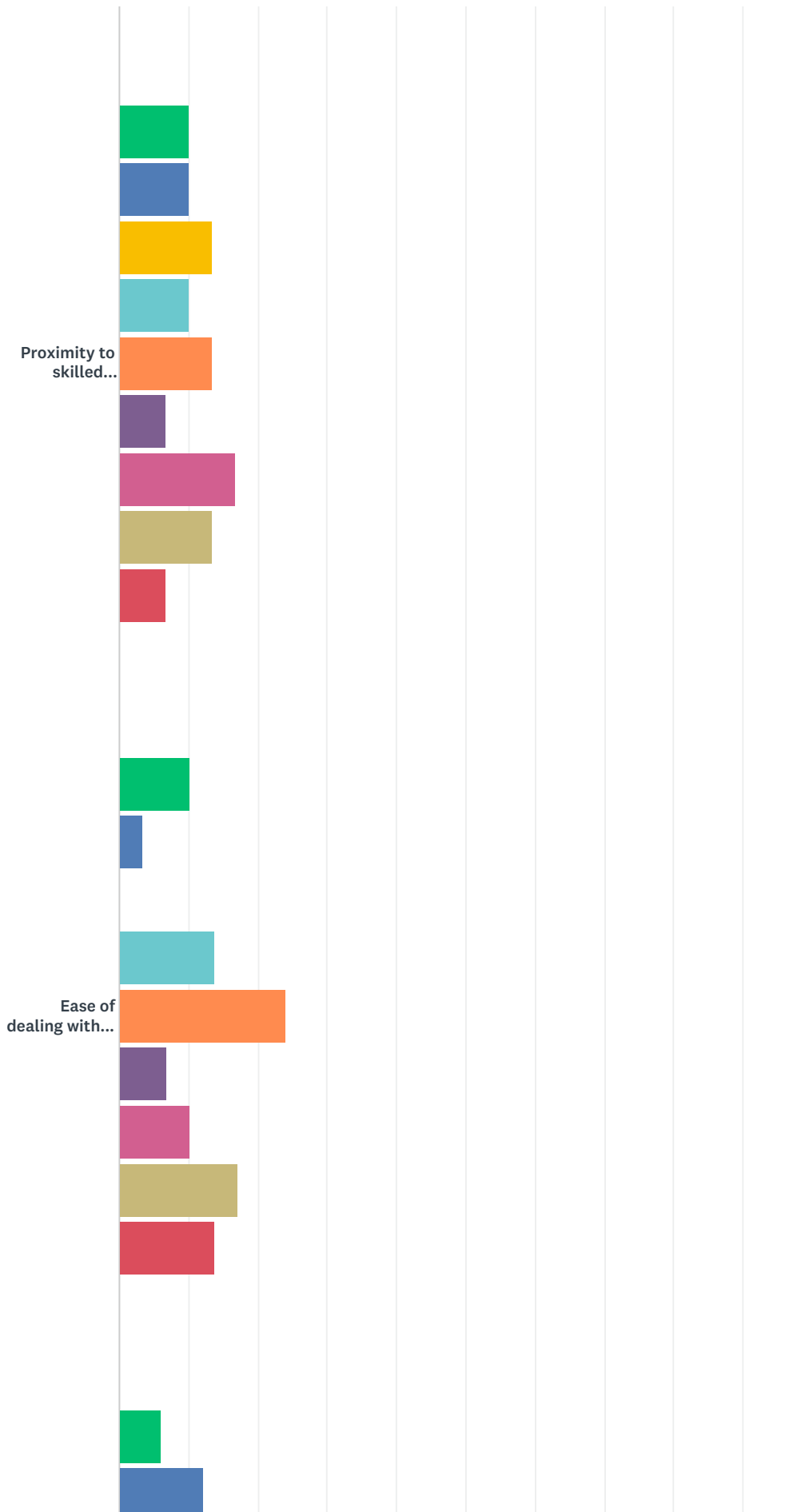


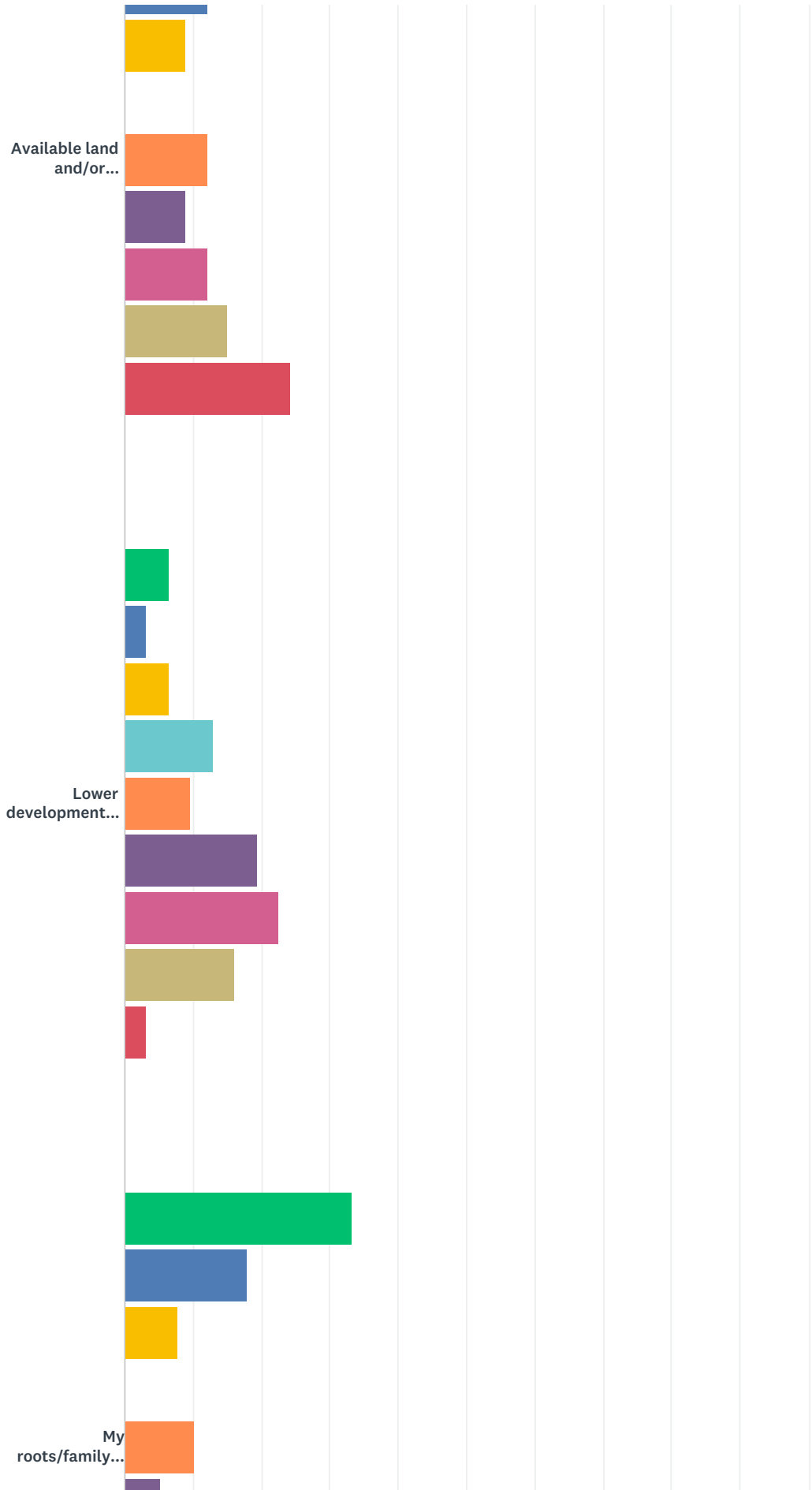
ANSWER CHOICES	RESPONSES	
3 years or less	20.92%	32
More than 3 years	79.08%	121
TOTAL		153

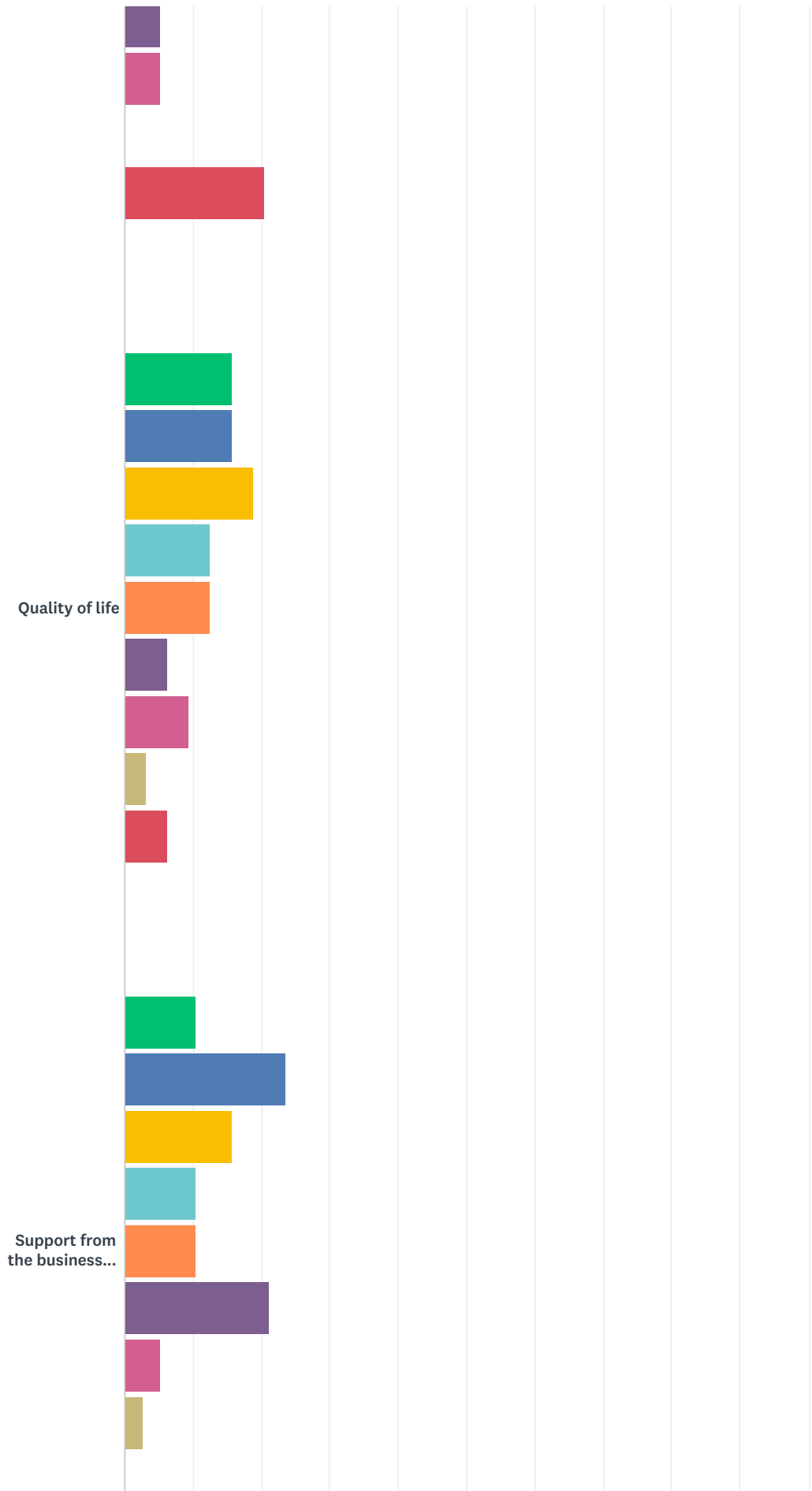
Q5 Please rank the key factors that influenced your decision to locate where you are, with 1 being the top priority and 9 being the lowest priority. (You can only use each number from 1 to 9 once.)

Answered: 49 Skipped: 104

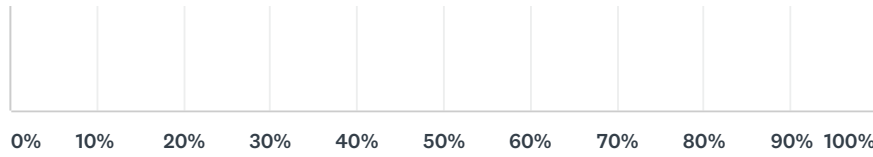








Do you operate in a business-friendly environment?

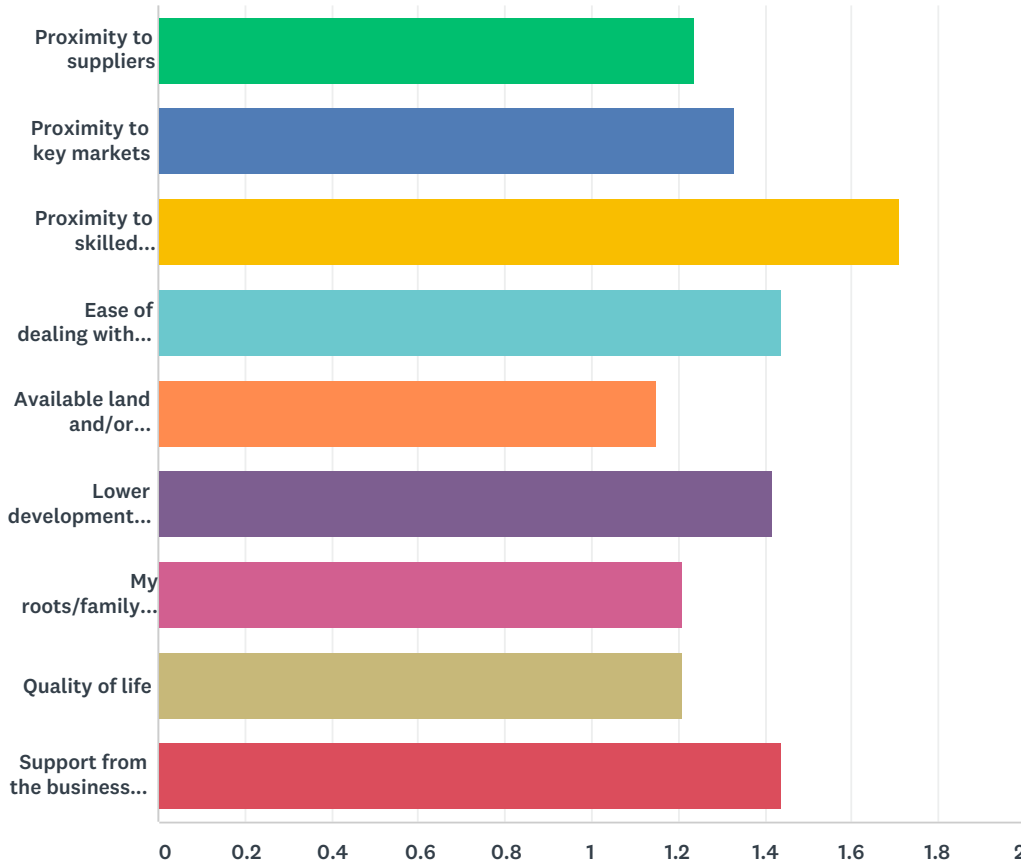


	1	2	3	4	5	6	7	8	9	TOTAL
Proximity to suppliers	10.00% 3	3.33% 1	16.67% 5	16.67% 5	16.67% 5	10.00% 3	10.00% 3	6.67% 2	10.00% 3	30
Proximity to key markets	19.35% 6	9.68% 3	22.58% 7	16.13% 5	0.00% 0	12.90% 4	6.45% 2	9.68% 3	3.23% 1	31
Proximity to skilled workforce	10.00% 3	10.00% 3	13.33% 4	10.00% 3	13.33% 4	6.67% 2	16.67% 5	13.33% 4	6.67% 2	30
Ease of dealing with municipality (departments and people)	10.34% 3	3.45% 1	0.00% 0	13.79% 4	24.14% 7	6.90% 2	10.34% 3	17.24% 5	13.79% 4	29
Available land and/or buildings	6.06% 2	12.12% 4	9.09% 3	0.00% 0	12.12% 4	9.09% 3	12.12% 4	15.15% 5	24.24% 8	33
Lower development costs / taxes/ fees, etc. than other areas	6.45% 2	3.23% 1	6.45% 2	12.90% 4	9.68% 3	19.35% 6	22.58% 7	16.13% 5	3.23% 1	31
My roots/family are here	33.33% 13	17.95% 7	7.69% 3	0.00% 0	10.26% 4	5.13% 2	5.13% 2	0.00% 0	20.51% 8	39
Quality of life	15.63% 5	15.63% 5	18.75% 6	12.50% 4	12.50% 4	6.25% 2	9.38% 3	3.13% 1	6.25% 2	32
Support from the business community	10.53% 4	23.68% 9	15.79% 6	10.53% 4	10.53% 4	21.05% 8	5.26% 2	2.63% 1	0.00% 0	38

#	IF THERE WERE OTHER KEY FACTORS, NOT LISTED, THAT INFLUENCED YOUR CHOICE OF LOCATION, PLEASE PROVIDE DETAILS HERE	DATE
1	Location was great as most of my customer base is within an hour's drive of Brantford	7/10/2018 11:28 AM
2	These, don't really apply as I'm a home based business and travel to do business	7/10/2018 10:25 AM
3	We have been located here for well over 25 years....I am confident the reasons this location have changed many times since then.	7/3/2018 2:33 PM
4	None of these priorities are applicable to the non profit I run.....	7/3/2018 10:56 AM
5	Available franchise market closest to home	6/28/2018 9:44 AM
6	None of the above apply	6/27/2018 3:56 PM
7	CEO's wife had connections with the local arts community which introduced Brantford to the search for property	6/27/2018 3:28 PM
8	None of these really apply to me	6/27/2018 3:09 PM
9	need for more affordable dental	6/27/2018 2:52 PM
10	Bought existing business	6/27/2018 2:50 PM

Q6 Since being at your chosen location, please rate your experience.

Answered: 50 Skipped: 103



	MET MY EXPECTATIONS	EXCEEDED MY EXPECTATIONS	FAILED TO MEET MY EXPECTATIONS	N/A	TOTAL	WEIGHTED AVERAGE
Proximity to suppliers	54.00% 27	8.00% 4	4.00% 2	34.00% 17	50	1.24
Proximity to key markets	59.18% 29	14.29% 7	6.12% 3	20.41% 10	49	1.33
Proximity to skilled workforce	42.86% 21	4.08% 2	22.45% 11	30.61% 15	49	1.71
Ease of dealing with municipality (departments and people)	48.98% 24	10.20% 5	10.20% 5	30.61% 15	49	1.44
Available land and/or buildings	61.22% 30	6.12% 3	2.04% 1	30.61% 15	49	1.15
Lower development costs/ taxes/ fees, etc than other areas	51.02% 25	4.08% 2	12.24% 6	32.65% 16	49	1.42
My roots/family are here	53.06% 26	14.29% 7	0.00% 0	32.65% 16	49	1.21
Quality of life	69.39% 34	18.37% 9	0.00% 0	12.24% 6	49	1.21

Do you operate in a business-friendly environment?

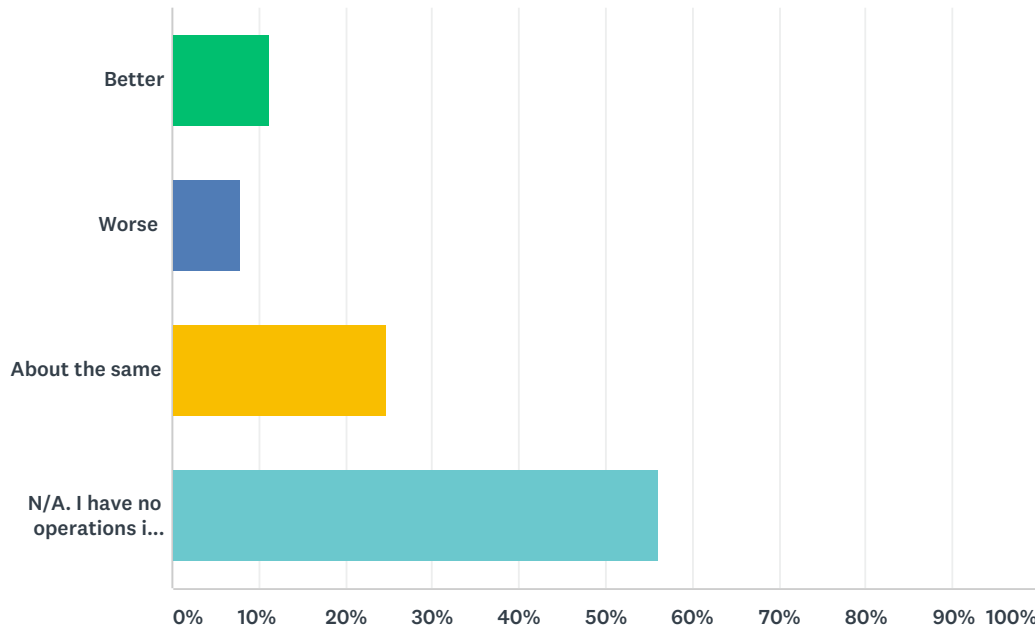
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Support from the business community	59.18% 29	18.37% 9	10.20% 5	12.24% 6	49	1.44
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#	COMMENTS	DATE
1	I am in a home based business and thus, the reason for the N/A	7/10/2018 11:28 AM
2	We're home based business, so some of these don't apply at all.	6/27/2018 8:16 PM
3	For us it is easy to serve London, KW a and Guelph area plus Hamilton	6/27/2018 2:50 PM

Q7 How do your operating costs per sq. ft. (taxes, hydro, gas, water, etc.) compare with your other operations located in Ontario and or the United States?

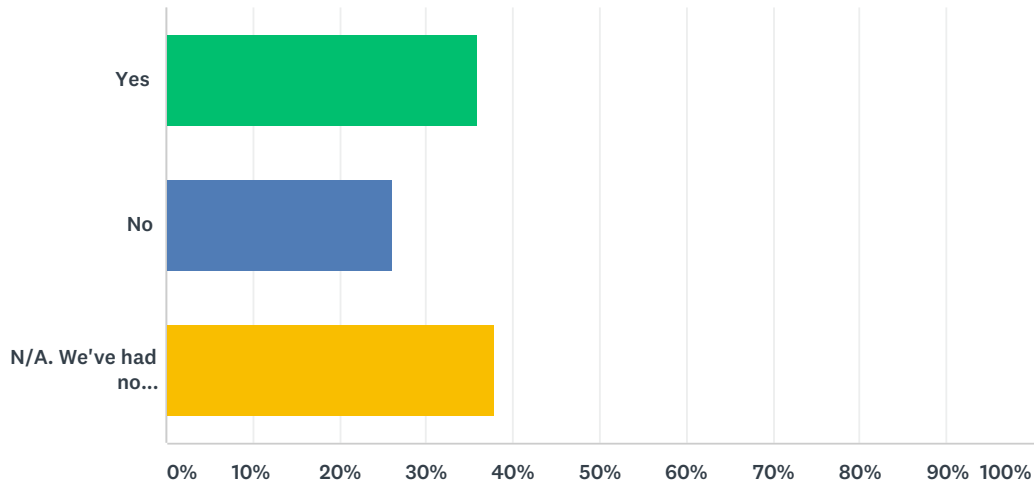
Answered: 150 Skipped: 3



ANSWER CHOICES	RESPONSES
Better	11.33% 17
Worse	8.00% 12
About the same	24.67% 37
N/A. I have no operations in other communities	56.00% 84
TOTAL	150

Q8 Are you able to get skilled labour at a reasonable rate?

Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	35.95% 55
No	26.14% 40
N/A. We've had no staffing/workforce changes.	37.91% 58
TOTAL	153

#	COMMENTS	DATE
1	Our organization assists small business and lack of skilled labour is a major issue.	7/13/2018 3:33 PM
2	this is a challenge	7/10/2018 12:05 PM
3	Because of welfare and other government assistance, it's hard to find people who want to work for less than \$20 an hour	7/4/2018 11:49 AM
4	There is a shortage of Mechanics/Technicians in our industry which creating an unrealistic escalation in labour rates	7/4/2018 11:35 AM
5	Difficulty finding trades for small jobs	7/3/2018 11:40 AM
6	But it is a struggle finding motivated and reliable staff.	7/3/2018 11:09 AM
7	Very difficult to get skilled Trades period!	7/3/2018 10:57 AM
8	Too many not willing to work it seems to be easier to not work. I understand that I am hiring at minimum wage due to the nature of my business but it is hard to find people willing to work	6/28/2018 7:10 PM
9	there is limited availability of skilled labor	6/28/2018 9:28 AM
10	No Skilled labour at any rate	6/28/2018 8:50 AM
11	Funding doesn't allow us to pay a reasonable rate for the skills required and thus we cannot find skilled labour.	6/27/2018 9:55 PM
12	It is very hard to find skilled labour	6/27/2018 8:47 PM
13	We're a small operation and haven't really hired a lot.	6/27/2018 8:16 PM
14	The labour costs are reasonable but it is hard to find skilled labour	6/27/2018 3:45 PM
15	Unable to recruit local talent willing to enter our training program.	6/27/2018 3:28 PM

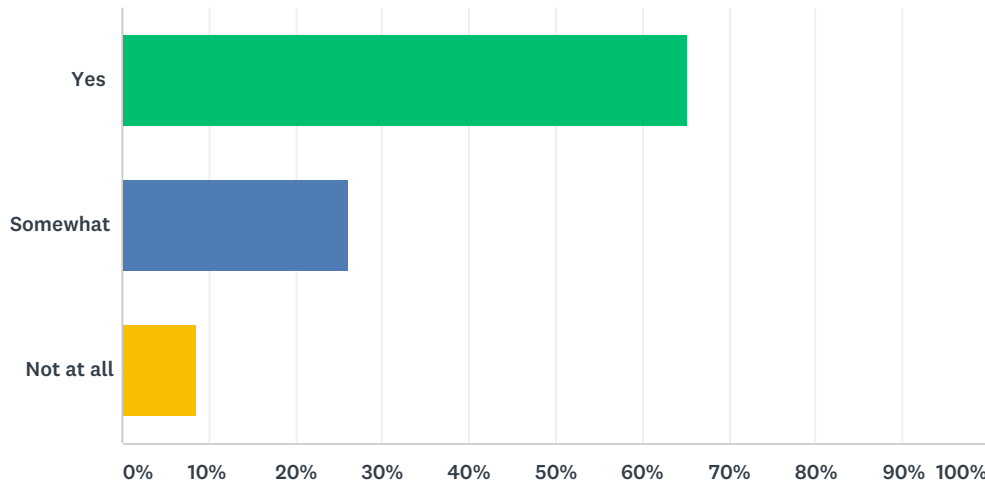
Do you operate in a business-friendly environment?

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16	difficult to find people able to become insurance or financial advisors. Lack of skilled labour	6/27/2018 3:01 PM
17	Unable to find qualified millwrights and refrigeration mechanics	6/27/2018 2:59 PM
18	We need young people willing to work in the different trades.	6/27/2018 2:50 PM
19	Husband and Wife team, no employees.	6/27/2018 2:13 PM
20	As I know you are well aware, there is a shortage of Skilled Trades People in this area (as in many others). We struggle to find Welders, Machinists, and Press Brake Operators.	6/27/2018 2:09 PM
21	Authorization means we have some challenges finding qualified staff. Generally speaking, our staff have higher education than the provincial average for CASs and our wages are fairly competitive.	6/27/2018 2:07 PM
22	Labour shortages in the developmental services sector are abundant.	6/27/2018 2:04 PM

Q9 Are local roads, highway transportation and public transportation meeting the needs of your business, employees, customers and suppliers?

Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	65.36% 100
Somewhat	26.14% 40
Not at all	8.50% 13
TOTAL	153

#	COMMENTS	DATE
1	I avoid West Brant in the afternoons due to traffic congestion	7/13/2018 11:29 AM
2	need bus route that operates after 1:00 am to meet our afternoon shifts needs	7/12/2018 8:55 AM
3	Minimal public transportation	7/11/2018 6:29 AM
4	More frequent and dynamic public transit routes would support our clientele accessing our service sites.	7/10/2018 12:45 PM
5	doesn't really apply, i'm not a store front	7/10/2018 10:25 AM
6	We are not directly on a bus route and clients find it difficult to get to us.	7/5/2018 4:04 PM
7	Highways and roads are becoming slow and congested around the city, county and province and adds costs of time and fuel which have to be absorbed or passed on	7/4/2018 11:35 AM
8	Transportation throughout the community is bottle necked in key locations and it's only going to get worse unless some transportation studies are implemented	7/3/2018 11:12 AM
9	Not having strong public transportation to contiguous municipalities presents an issue	7/3/2018 11:00 AM
10	Municipal transportation for the disabled population continues to be a challenge.	7/3/2018 10:56 AM
11	More frequent bus service would be helpful	7/3/2018 8:37 AM
12	A north/south link from the 401 to 403 would be great.	6/29/2018 11:53 AM

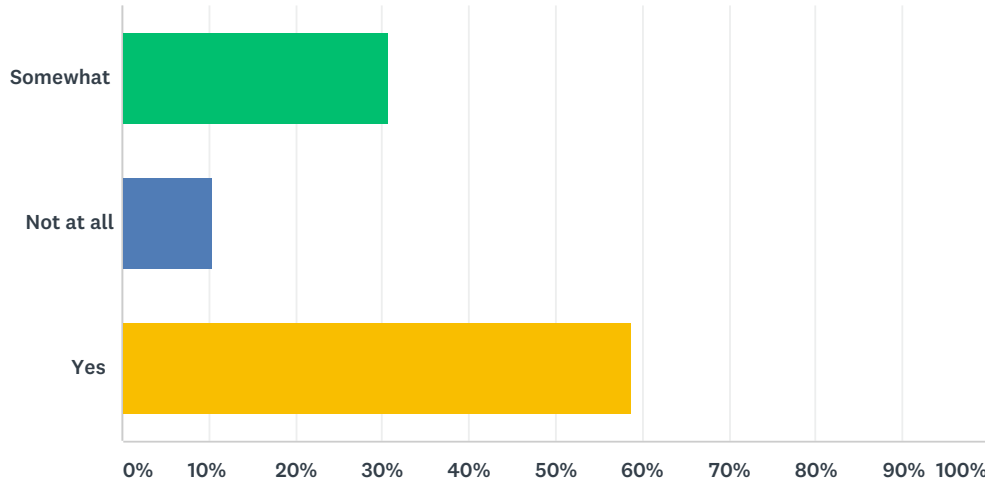
Do you operate in a business-friendly environment?

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13	Public transportation is absolutely horrible. Guests come to the hotel from all of the world and are extremely bothered by how hard it is to get around and get to connecting cities. Many guests have said they won't stay in Brantford again because of how hard it is to get around without having a vehicle.	6/28/2018 9:55 AM
14	We are located on Copernicus Blvd. This road is very bumpy due to repeated construction and seems to be the last road to be cleared when it snows.	6/28/2018 9:22 AM
15	Our business isn't based on transportation.	6/27/2018 8:16 PM
16	Roads are terrible. Brant Avenue is the worst. Cars parked on the road causes delays. Condition of the road is the worst I have seen.	6/27/2018 4:47 PM
17	n/a	6/27/2018 3:56 PM
18	the roads are not being maintained properly, too many cracks and potholes	6/27/2018 3:09 PM
19	Too many drivers for the infrastructure we currently have	6/27/2018 3:01 PM
20	we would have more clients if there was a bus route or cheaper than taxi from the Brant area. Many people call but can't find someone to drive at certain times	6/27/2018 2:52 PM
21	Some of the local roads are in need of repair. Wayne Gretsky north of Dunsdon to Powerline Road. West street.	6/27/2018 2:50 PM
22	Cost of 407 is difficult with all of the driving in & out of Toronto our technicians must do. Traffic is a problem.	6/27/2018 2:44 PM
23	Would be advantageous if there was a bus route where we are located. Potential employees that don't have access to a vehicle are at a disadvantage.	6/27/2018 2:39 PM
24	Roads are really rough and bumpy and the City takes to long to fix part of a road they have dug up.	6/27/2018 2:36 PM
25	Affordable, convenient public transportation can be an issue for our clients.	6/27/2018 2:07 PM

Q10 Are local internet services sufficient for your business needs?

Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES
Somewhat	30.72% 47
Not at all	10.46% 16
Yes	58.82% 90
TOTAL	153

#	COMMENTS	DATE
1	We constantly struggle with dropped internet connections. Tech representatives come and try to help but the problem is never fixed. Internet is imperative to mostly all businesses and ours is no exception. Bell internet is our provider	7/13/2018 2:56 PM
2	they are now after I spent a ton of money updating supply lines	7/10/2018 2:36 PM
3	I work from home, and where I live, have very limited access to Internet. Using Silo Wireless, my only option. In bad weather it does not always work.	7/10/2018 12:36 PM
4	there is only one choice where we are located in county - wireless	7/4/2018 11:35 AM
5	Fibre on Brant Avenue would be helpful as this is a main thorough fare and the unofficial finance sector of the community.	7/3/2018 11:12 AM
6	County fibre is great	7/3/2018 11:09 AM
7	The cost of internet services for small businesses and non-profit organizations has increased to a ridiculous amount (particularly given the low actual usage). Switching to another provider (besides Bell Canada) is not an option as it impacts websites and email addresses - the 2 primary means of communication	7/3/2018 11:00 AM
8	Internet goes out frequently throughout the day during store operations. Have had to put in place manual systems to deal with it. Have had to replace equipment with provider and have had service calls regularly with provider. Not sure what issue is.	6/28/2018 9:44 AM
9	Would be nice to get better internet service at the business.	6/27/2018 4:47 PM
10	We use Silo	6/27/2018 3:28 PM
11	There is no choice, only one service provider (Rogers).	6/27/2018 3:09 PM
12	Brantford Hydro is the online hispeed option in our area.	6/27/2018 2:59 PM

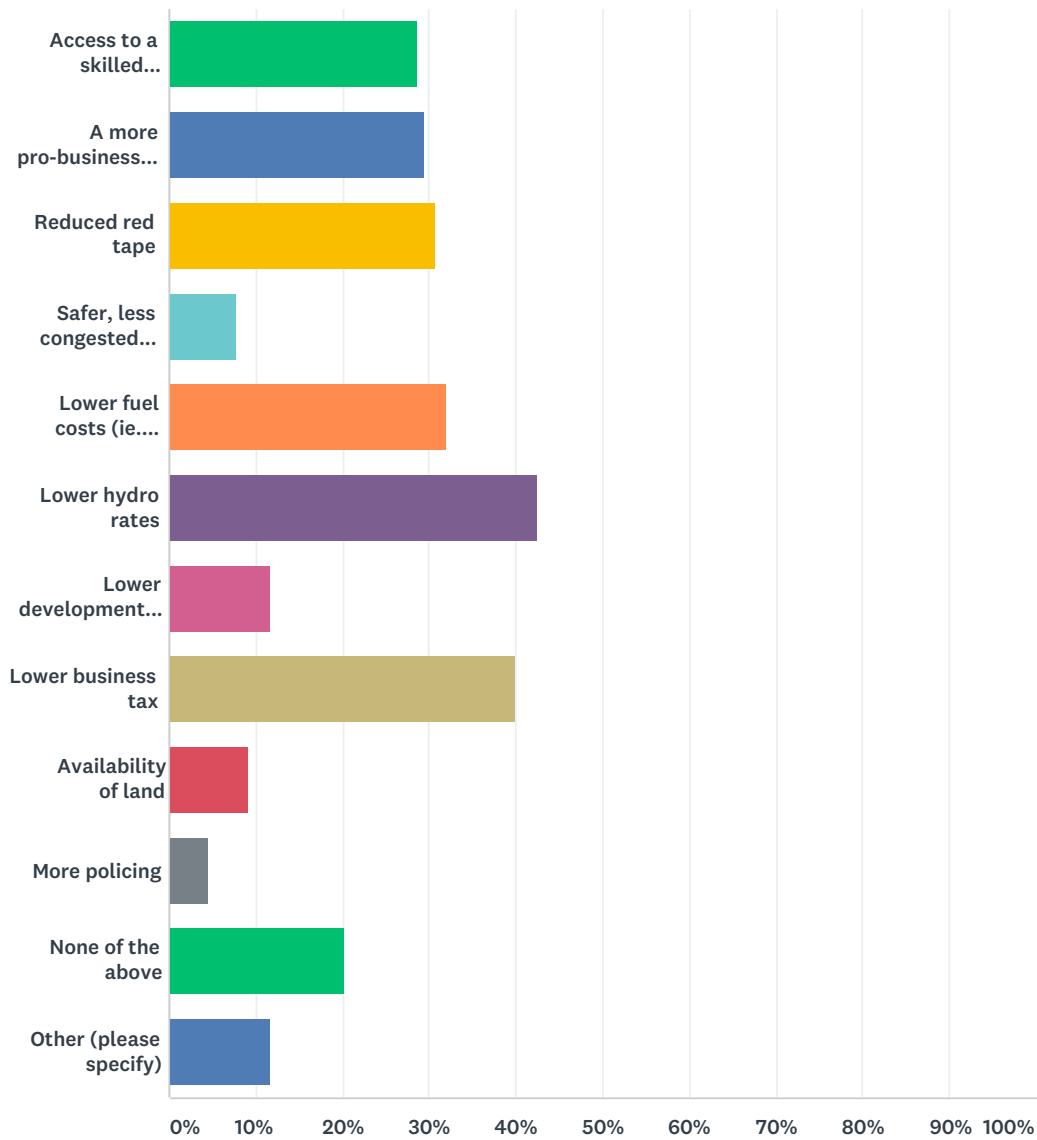
Do you operate in a business-friendly environment?

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13	No high speed internet service on Elgin Street. Bell is to slow.	6/27/2018 2:50 PM
14	We are rural location with intermittent internet service.	6/27/2018 2:44 PM
15	fibre optic	6/27/2018 2:39 PM
16	out in country, do not have good internet	6/27/2018 2:17 PM
17	Our rural location (Cathcart) makes connectivity a challenge. We currently have to use Silo, and there are definite limitations to that service.	6/27/2018 2:09 PM
18	Only wireless was available. Need fiber option.	6/27/2018 2:04 PM

Q11 Which of the following would need to improve in order for your business to expand or become more profitable? Check all that apply.

Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES	
Access to a skilled workforce	28.76%	44
A more pro-business attitude among municipal leaders and staff	29.41%	45
Reduced red tape	30.72%	47
Safer, less congested highways	7.84%	12
Lower fuel costs (ie. gasoline, diesel expenses)	32.03%	49
Lower hydro rates	42.48%	65
Lower development fees	11.76%	18

Do you operate in a business-friendly environment?

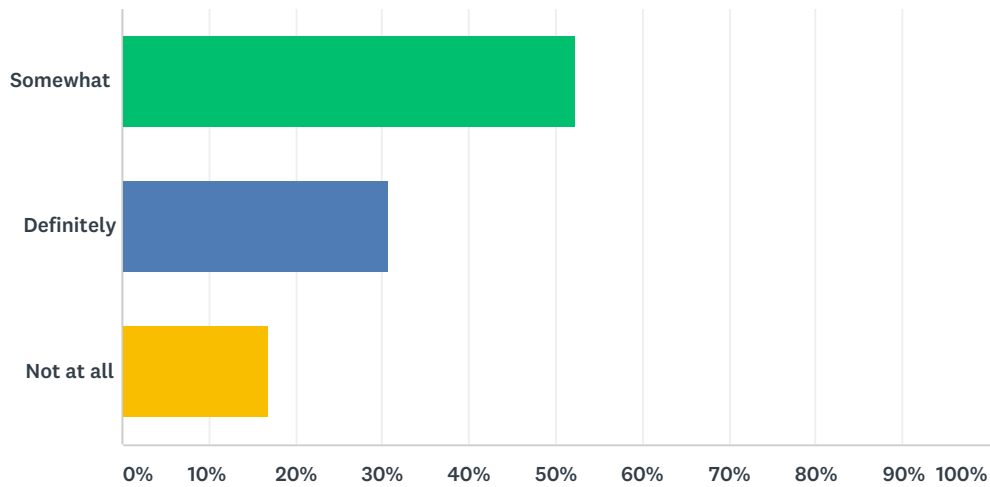
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Lower business tax	39.87%	61
Availability of land	9.15%	14
More policing	4.58%	7
None of the above	20.26%	31
Other (please specify)	11.76%	18
Total Respondents: 153		

#	OTHER (PLEASE SPECIFY)	DATE
1	extended bus routes	7/12/2018 8:55 AM
2	my business property tax is far to high	7/10/2018 2:36 PM
3	PROPERTY TAX IS TOO HIGH FOR BUSINESS	7/10/2018 1:03 PM
4	better internet , more data	7/10/2018 12:31 PM
5	We are a public foundation and this does not apply to us.	7/10/2018 11:25 AM
6	Utilities and property taxes are always on the rise, would help to just hold rates for a couple years before next increase.	7/10/2018 10:54 AM
7	I travel a lot!	7/10/2018 10:25 AM
8	IMPROVED SAFETY IN NEIGHBOURHOOD/ CRIME REDUCTION	7/3/2018 1:48 PM
9	particularly for non profits, although collaboration is impressive, due to funding sources and methods, there still exists the silo affect, particularly when discussing new ideas and initiatives	7/3/2018 11:00 AM
10	We are doing 99 percent of our business outside of Brantford. We do have some good accounts in Brantford but the support for a local supplier as opposed to Large US Corps has not met my expectations	6/28/2018 8:42 PM
11	lower assessment on retail plaza causing huge upward spike in local property taxes impacting TMI	6/28/2018 11:04 AM
12	Recently applied for a zoning minor variance. The City of Brantford planning department was extremely difficult to work with and provided poor guidance/advice throughout the process. The variance was denied after the planning department recommended against it. This is not a pro-business city.	6/28/2018 9:22 AM
13	More communication between businesses and from the municipalities would be good. Connect better with local media.	6/27/2018 8:16 PM
14	Lower rents. So expensive to rent our unit.	6/27/2018 4:47 PM
15	Growth in the RV (primarily Motorhome) Business	6/27/2018 3:56 PM
16	allow small businesses locally owned some type of advertising for the first couple of years at reduced costs or free. IE have a billboard on city property run by city. The private ad firms are too pricey for start ups and to get the word out is required for success	6/27/2018 2:52 PM
17	Local Municipalities stop selling to the lowest bidder and start supporting local	6/27/2018 2:15 PM
18	Open kindness of key personnel/decision makers to take the step to utilise technology. Younger managers understand the value better it seems.	6/27/2018 2:13 PM

Q12 Do you feel supported by your municipality in the operation of your business?

Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES	
Somewhat	52.29%	80
Definitely	30.72%	47
Not at all	16.99%	26
TOTAL		153

#	COMMENTS	DATE
1	Still too much red tape working with the municipality. i.e. Business can't wait a year for a simple zoning amendment.	7/10/2018 10:54 AM
2	again...hard to say with the type of my buisness	7/10/2018 10:25 AM
3	City hall staff can be difficult to deal with. There's definitely a network of preferential treatment towards some wealthier business owners. Not everyone is treated the same, on the same level, but the same consideration and respect.	7/3/2018 11:45 AM
4	without assistance from the City of Brantford, we would not be able to continue as a group of volunteers.	7/3/2018 11:00 AM
5	The councillor came in once	6/28/2018 7:10 PM
6	See response to # 11. Also, I have tried to report several cases of business fraud to the police without success - they recommended that I call the police in another province to make the report. When I did this, I was advised that the fraud occurs where the victim is and that I should be working with the Brantford Police. The Brantford Police have not returned my phone calls. Very frustrating runaround. I still have not been able to report these cases.	6/28/2018 9:22 AM
7	As mentioned above, more communication and better use of our services would be good.	6/27/2018 8:16 PM
8	Don't even notice that they help.	6/27/2018 4:47 PM
9	Not Applicable	6/27/2018 3:56 PM
10	I have no idea of the contact we've had with the municipality.	6/27/2018 3:45 PM
11	Council has recently recognized some of our needs	6/27/2018 3:01 PM

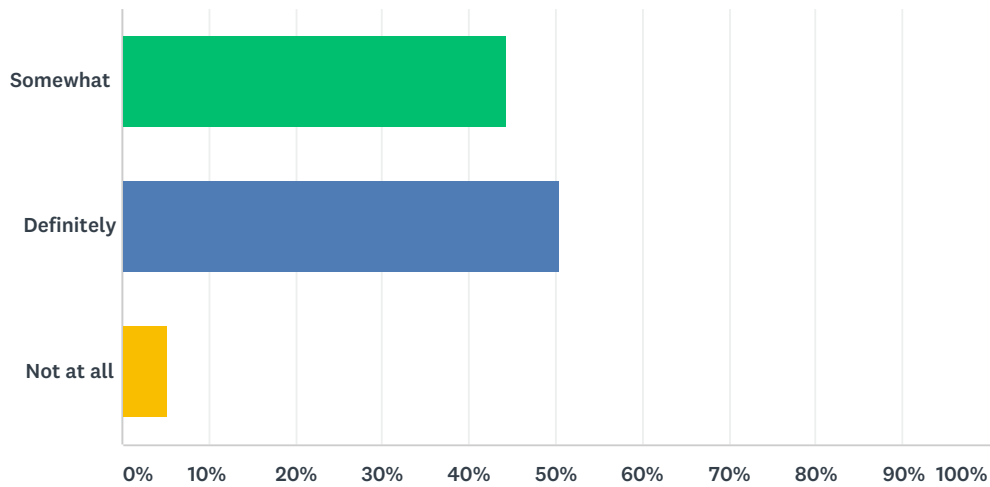
Do you operate in a business-friendly environment?

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12	The City hires outside consultants to do the design projects and through the prequalification process disqualify local contractors and bring in the friends from outside the City who they worked with before. We are good for paying taxes to pay for these project but never good enough to price the work and this is the view from many local contractors and suppliers.	6/27/2018 2:50 PM
13	When we first started out in Brantford, we approached the Mayor and MP for some assistance but were told nothing can be done. So far, Brant County has been good.	6/27/2018 2:39 PM
14	N/A	6/27/2018 2:20 PM
15	Haven't made the connections yet - apart from 'ill pass your info on', we find it hard to access the right personnel.	6/27/2018 2:13 PM
16	Haven't had any interaction/experience with municipality	6/27/2018 2:04 PM

Q13 Do you feel supported by the business community in the operation of your business?

Answered: 153 Skipped: 0

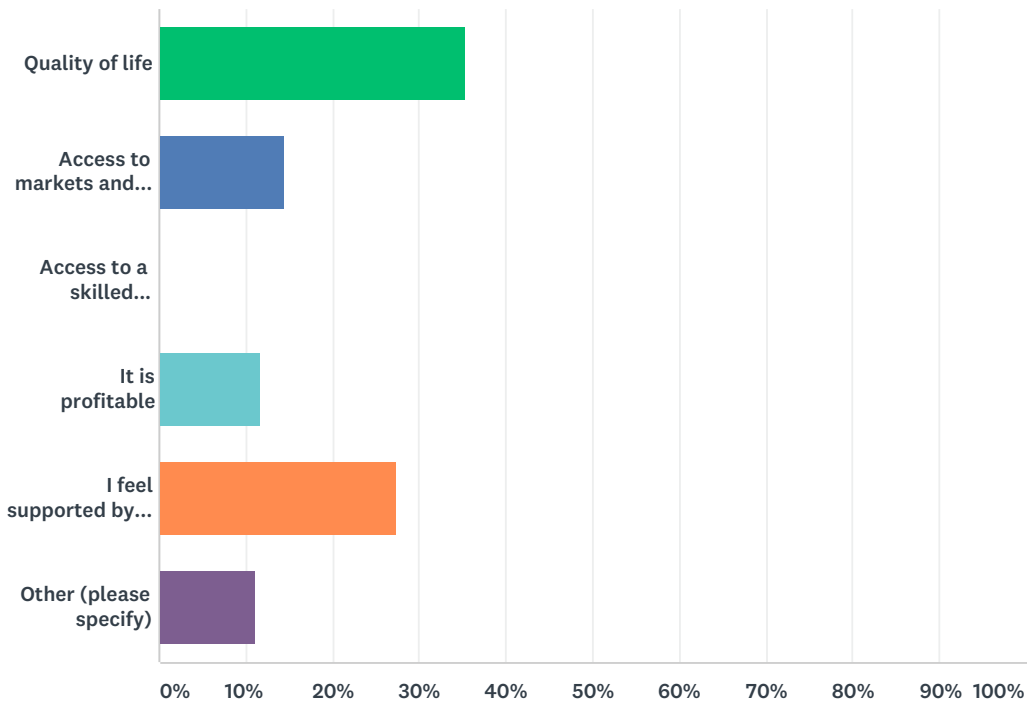


ANSWER CHOICES	RESPONSES
Somewhat	44.44% 68
Definitely	50.33% 77
Not at all	5.23% 8
TOTAL	153

#	COMMENTS	DATE
1	great support form WIB	7/10/2018 10:25 AM
2	Specific relationships have developed.	7/5/2018 4:04 PM
3	as we are "behind the scenes" with our activities, businesses are not aware of who we are, what we do, and the value we have contributed. The overall lack of awareness is detrimental when seeking donations and/or support.	7/3/2018 11:00 AM
4	Have had only good interactions with local businesses	6/28/2018 9:22 AM
5	Some more connection opportunities would be nice.	6/27/2018 8:16 PM
6	Networking Groups are very inclusive. If you are not a part of them, they do not give you business. To get business from Chamber Members, you have to go to every event. Do not have time for that, have a business to run.	6/27/2018 4:47 PM
7	No idea.	6/27/2018 3:45 PM
8	Like using local suppliers when available. Great service providers as well.	6/27/2018 3:28 PM

Q14 What do you most enjoy about operating your business in its present location?

Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES	
Quality of life	35.29%	54
Access to markets and suppliers	14.38%	22
Access to a skilled workforce	0.00%	0
It is profitable	11.76%	18
I feel supported by the community in the operation of my business	27.45%	42
Other (please specify)	11.11%	17
TOTAL		153

#	OTHER (PLEASE SPECIFY)	DATE
1	Close proximity to Sanderson Centre where the BSO performs	7/11/2018 9:24 AM
2	Clientele are awesome, people are grateful for our services and I love their life stories!	7/10/2018 9:36 PM
3	We are a non profit that supports children who are struggling with literacy skills. There are many children in need of our service in our community.	7/10/2018 9:27 PM
4	nothing in particular	7/10/2018 12:05 PM
5	The community has many charities and NFP organizations that improve the quality of life for citizens.	7/10/2018 11:25 AM
6	Family is here	7/10/2018 10:57 AM
7	Close to home	7/10/2018 10:55 AM

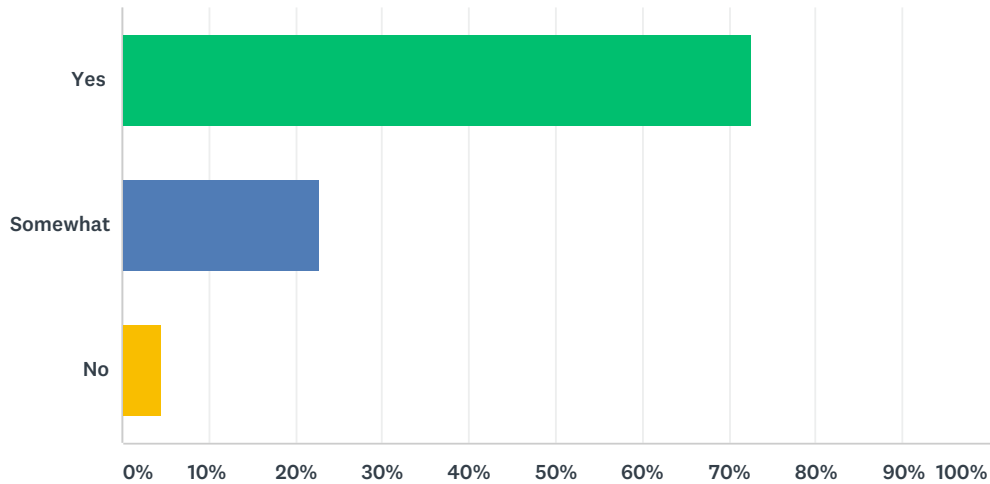
Do you operate in a business-friendly environment?

SurveyMonkey

8	I work from home. so I see my family!	7/10/2018 10:25 AM
9	accessible building, easy access from highway	7/3/2018 11:05 PM
10	I am sure we will move in the next couple years where our support and customer base is strong.	6/28/2018 8:42 PM
11	I will move to another municipality if an opportunity presents itself.	6/28/2018 9:22 AM
12	Location	6/28/2018 9:22 AM
13	We are in the industry area of Brantford	6/27/2018 10:38 PM
14	ease at which service groups can access location	6/27/2018 2:46 PM
15	continuity - same location for 23 years	6/27/2018 2:20 PM
16	None can;t wait to move from Norfolk county. Taxes are crazy high and no one supports local	6/27/2018 2:15 PM
17	it meets the needs of the community	6/27/2018 2:04 PM

Q15 Overall, do you feel you operate in a business-friendly environment?

Answered: 153 Skipped: 0

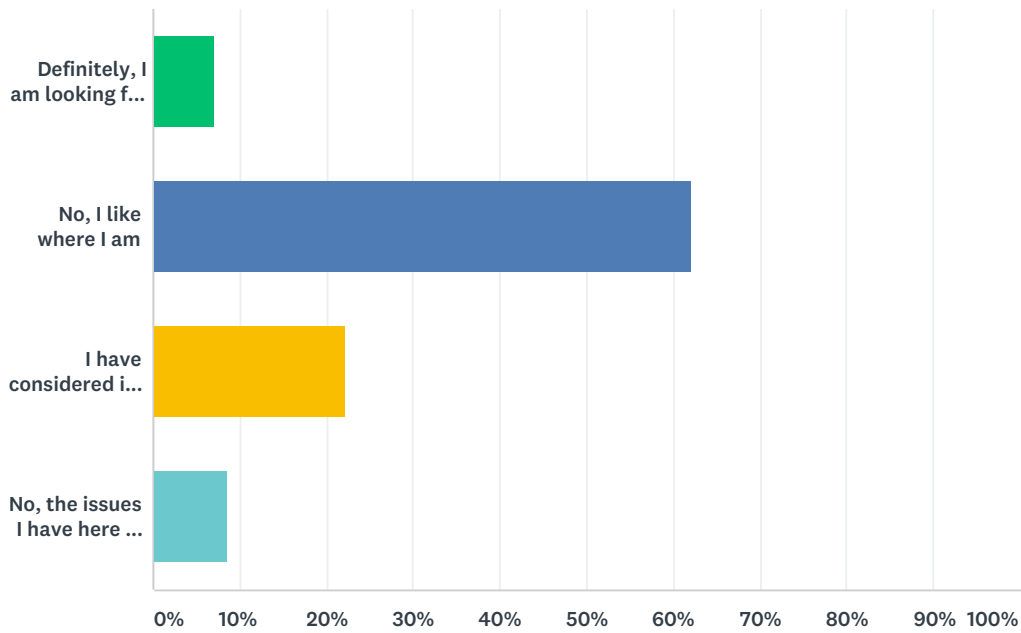


ANSWER CHOICES	RESPONSES
Yes	72.55% 111
Somewhat	22.88% 35
No	4.58% 7
TOTAL	153

#	COMMENTS	DATE
1	The provincial and federal regulatory requirements are extremely burdensome, forcing some businesses to shutter Ontario operations.	7/3/2018 11:09 AM
2	For my business to grow, the City has to grow both with people and new businesses. I see constant roadblocks to growth from our municipal leaders.	6/28/2018 12:14 PM
3	The province is making the cost of compliance more difficult to do business here.	6/28/2018 8:50 AM
4	Come and ask my employee's and customers	6/27/2018 10:38 PM
5	Generally yes. There are still improvements to be made, reduced costs etc.	6/27/2018 8:16 PM
6	We are very good at supporting local businesses. Especially being new to town, we feel that supporting local is very important.	6/27/2018 4:47 PM

Q16 Have you been considering moving to another more business-friendly municipality?

Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES	
Definitely, I am looking for a better location right now	7.19%	11
No, I like where I am	62.09%	95
I have considered it, but not seriously	22.22%	34
No, the issues I have here are the same issues experienced in other communities	8.50%	13
TOTAL		153

#	COMMENTS	DATE
1	We have other locations	7/11/2018 11:52 AM
2	although retirement in Croatia and BC are planned - in the year 2045 ;-)	7/10/2018 9:36 PM
3	Eventually we would like to expand in all communities across the province as there are children everywhere who need the service.	7/10/2018 9:27 PM
4	MISSISSAUGA LOWER BUSINESS TAXES- BETTER QUALITY PEOPLE TO HIRE	7/10/2018 1:03 PM
5	answer refers to other communities in southern Ontario outside the GTA	7/4/2018 11:35 AM
6	We have just announced our 3 location in Brantford.	7/3/2018 9:40 PM
7	I do not have the opportunity to move due to lack of funds	7/3/2018 10:56 AM
8	Not an option-Franchise for this City	7/3/2018 10:52 AM
9	I am looking to expand in to other markets	6/28/2018 7:10 PM
10	My family is here and my business has grown here. I can't really move any of that.	6/27/2018 8:16 PM
11	Looking to open a second location but probably in a different town.	6/27/2018 4:47 PM
12	Just moves to current location in 2017.	6/27/2018 2:39 PM

13 Buffalo New York regional folks have been reaching out to us trying to attract Canadian business to the US side of the border for tariff relief.

6/27/2018 2:09 PM