



Survey of Business Incubators 2005

Please correct the name and address on the label above if necessary.

Information for respondents

Survey Objective

This survey collects data that are essential to assure the availability of pertinent statistical information to monitor science and technology related activities in Canada and to support the development of science and technology policy.

Confidentiality

Statistics Canada is prohibited from publishing any statistics that would divulge information obtained from this survey that relates to any identifiable business, institution or individual without the previous written consent of that business, institution or individual. The data reported on this questionnaire will be treated in confidence, used for statistical purposes and published in aggregate form only. The confidentiality provisions of the Statistics Act are not

affected by either the Access to Information Act or any other Legislation.

Authority

This survey is conducted under the Authority of the Statistics Act, Revised Statutes of Canada, 1985, Chapter S19 (Abbreviation: Statistics Act, R.S.C. 1985, c. S-19). Completion of this questionnaire is a legal requirement under the Statistics Act.

Assistance

If you have questions about this survey or require assistance to complete the questionnaire, contact information is provided on the last page.

Definitions

A **business incubator** is a *business unit* that specializes in providing space, services, advice and support designed to assist new and growing businesses to become established and profitable. For a private company, a **business unit** generally corresponds to an establishment. For a large organization such as a university, college or government department, a business unit may be any distinguishable office or program.

A **technology incubator** is a *business unit* that specializes in providing space, services, advice and support designed to assist businesses in developing new technologies.

Instructions

Please complete a separate questionnaire for each business unit providing business incubator services within your organization.

Please consider all questions and if a question is not applicable to your situation, please respond "NA".

Certification:

Name of person who completed this report:	Position/Title	Telephone number
Name of parent organization	Name of unit providing business incubator services	Fax number
Date	e-mail address	Web site/URL of unit



Reference year:

The information in the questionnaire covers the fiscal year ending on or before July 31, 2005. **Please specify the ending month of your fiscal year:**

month |__| |__| year |__| |__| |__| |__|

1 Eligibility**1.1 This question establishes your requirement to complete the remainder of the questionnaire:**

	Yes	No
1a. Does this business unit (or does it plan to) provide space to client companies?	<input type="radio"/>	<input type="radio"/>
1b. Did this business unit have clients during the reference year?	<input type="radio"/>	<input type="radio"/>
1c. Is providing business incubation services to companies one of the main activities of this business unit?	<input type="radio"/>	<input type="radio"/>
1d. Is providing technology incubation services to companies one of the main activities of this business unit?	<input type="radio"/>	<input type="radio"/>

If the answer to Question 1c and 1d is **No**, please do not complete the remainder of the questionnaire. Please return the questionnaire in the envelope provided.

2 General Information**2.1 Affiliation**

a. This business unit is legally (*Mark one only*):

- An incorporated private for-profit firm
- Part of a larger incorporated private for-profit firm
- An incorporated not-for-profit firm
- Part of a university or college
- Part of a federal, provincial or municipal government department or agency

Other, please specify: _____

b. This business unit is co-located with (or adjacent to):

- A university or college
- A federal government laboratory
- A private company
- Not co-located

Other, please specify: _____

c. Who are the main partners that participate in the operation of the incubator? (Mark all that apply)

- Federal Government
 Provincial Government
 Municipal Government
 Regional Government
 University
 Community College
 Private company (for profit)
 Private non-profit organization
 Lending Institution
 No partners
 Other, please specify: _____

d. Does this business unit have a performance agreement with its stakeholders?

- Yes No

If yes, what are the performance criteria? _____

e. Does the incubator have written policies governing the activities of clients and stakeholders with respect to:

- Intellectual property rights Yes No
 Conflict of interest Yes No

2.2 Infrastructure and human resources

a. When was the incubator established?

Year |__|_|_|_|_|_|_|

b. How many people are employed (paid or unpaid) to operate the incubator?

Number full-time (30 or more hours/week): |__|_|_|_|_|_|

Number part-time (fewer than 30 hours per week): |__|_|_|_|_|_|

c. How many professional staff (managers, scientists, senior technical advisors, mentors) are employed (paid or unpaid) by the incubator?

Number full-time (30 or more hours/week): |__|_|_|_|_|_|

Number part-time (fewer than 30 hours per week): |__|_|_|_|_|_|

d. What is the total floor space occupied by the incubator?

Square meters: |__|_|_|_|_|_|_|_| or Square feet: |__|_|_|_|_|_|_|_|_|

e. What is the total floor space available to clients?

Square meters: |__|_|_|_|_|_|_|_| or Square feet: |__|_|_|_|_|_|_|_|_|

f. What was the maximum amount of space occupied by clients during the reference year?

Square meters: |__|_|_|_|_|_|_|_| or Square feet: |__|_|_|_|_|_|_|_|_|

3.2 What are the main criteria that you utilize in the selection process for applicants to your incubator? (Mark all that apply)

- Availability of financing
- A sound management team
- A good business plan
- A technology transfer or commercialization opportunity
- A collaborative research opportunity
- A good business opportunity
- A working prototype
- The applicant is a spin-off from a stakeholder organization
- The foreign applicant has a reference from its host country
- Other, please specify _____

3.3 What are the main criteria that you use to determine when a client graduates (no longer eligible for the business incubator's space and services)? (Mark all that apply)

- Demonstration of sufficient autonomy from the incubator's management team
- Facility no longer suitable
- Predetermined period: months|__|__|
- Reached or failed to reach another predefined milestone, please specify:

- Other, please specify: _____

3.4 What is your pricing policy for incubator services? (Please mark any that apply)

- Services are free
- Services are included in the rental charges
- Services entirely paid by incubator clients
- Services are provided in exchange for equity in the client
- Services partly paid by incubator clients
- Other, please specify _____

3.5 Please describe your pricing policy for incubator services.

3.6 What is your pricing policy for rent? (Mark any that apply)

- Rent is free
- Rent is at or **above** market rates for a facility of this type
- Rent is below market rates for a facility of this type
- Rent is provided in exchange for equity in the company
- Rent partly paid by incubator clients
- Other, please specify _____

3.7 Please describe your pricing policy for rent.

4 Clients and activities

4.1 How many applications did you receive from prospective clients during the reference year?

Number of applications: |__|__|__|__|

4.2 How many new applicants were selected to become clients during the reference year?

Number of applicants selected: |__|__|__|__|

4.3 How many companies occupied space in your incubator at the end of the reference year?

Number of companies: |__|__|__|__|

4.4 How many companies received services or advice from the incubator during the reference year?

Number of companies: |__|__|__|__|

4.5 How many people were employed by the client firms in your incubator at the end of the reference year?

Number full-time (30 or more hours/week): |__|__|__|__|

Number part-time (fewer than 30 hours per week): |__|__|__|__|

4.6 How many of your clients at the end of the reference year received the Scientific Research and Experimental Development (SR&ED) tax credit?

Number of companies: |__|__|__|__|

4.7 How many of your clients at the end of the reference year had revenues?

Number of companies: |__|__|__|__|

4.8 Please specify the number of your current client firms in each industry sector. Businesses are classified by the majority of their product (goods or services).

Industry group	Number
Agriculture, Forestry, Fishing and Hunting	
Mining and Oil and Gas Extraction; Utilities; Construction	
Manufacturing	
Wholesale and Retail Trade, Transportation and Warehousing	
Information and Cultural Industries	
Finance and Insurance; Real Estate and Rental and Leasing; Administrative and Support, Waste Management and Remediation Services	
Professional, Scientific and Technical Services	
Management of Companies and Enterprises	
Educational Services; Health Care and Social Assistance	
Arts, Entertainment and Recreation; Accommodation and Food Services	
Other Services (except Public Administration)	
Public Administration	
Unknown	
Total	

5 Services that your incubation program offers client firms

5.1 Please indicate the services your business unit provides to its clients and whether these services are provided in-house or whether you provide links to external sources. In the right-hand column, please indicate if this service is one of your 5 most-utilized services.

Services that your incubation program offers client firms	Provided in-house	Provide links to external sources	One of top 5
a) Management/business support			
Help with business basics (developing business plan, refining business concept, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing assistance (advertising, promotion, market research, market strategy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with accounting or financial management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management team recruitment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other personnel recruitment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lend executives to act in management capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide advisory board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide mentors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal procurement assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International trade assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Services that your incubation program offers client firms	Provided in-house	Provide links to external sources	One of top 5
b) Equipment and technical support			
Mentorship in R&D	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laboratory space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared administrative or office services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High-speed Internet access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialized equipment or facilities (e.g., fume hood, computers, forklift)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with manufacturing practices, processes and technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with product design and development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prototyping support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Networking and training			
Linkages to researchers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Linkages to other higher education resources (e.g., student interns, faculty, specialized lab facilities, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Networking activities among incubation program clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Linkages to strategic partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-incubation services such as entrepreneurial training, orientation for prospective clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human resources, personnel development or training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with presentation or communication skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-incubation services such as follow-up counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Financing			
Linkages to angel or venture capital investors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In-house investment funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help accessing commercial bank loans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help accessing specialized noncommercial loan funds or loan guarantee programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Legal support and regulatory compliance			
General legal services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intellectual property management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with regulatory compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with applying for government grants and tax credits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Commercialization			
Technology transfer (e.g., links to potential customers for your clients)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with e-commerce	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business management process, customer assessment service, inventory management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Other, please specify: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6 Impact

6.1 What was the status at the end of the reference year of clients who occupied the incubator during the reference year?

Status of client	number
Continuing clients	
Graduated	
Closed	
Merged or bought out	
Don't know	
Other, please specify _____	
Total	

6.2 How much money did your clients raise during the reference year?

Source of funds	Canadian dollars
Loans	
Grants	
Venture capital	
Angel investment	
Revenues	
Other, please specify _____	
Total	

7 Management

7.1 What are the main areas of expertise of the incubator manager (management team)? (Mark all that apply.)

- Natural science
- Engineering
- Business management, finance
- International business
- Business law, intellectual property
- Marketing
- Education
- Technology transfer
- Other, please specify _____

7.2 For how long has the manager of this incubator been specializing in supporting new businesses?

Number of years: |__|__|

7.3 Has the manager of this incubator managed a business (other than the incubator)?

- Yes No If yes, please specify number of years: |__|__|

7.4 Which additional activities do the staff of the incubator undertake to better help them provide support to its clients? (Mark all that apply)

- Networking with local companies
- Participating in community business groups
- Participating in national or international business incubator associations
- Participating in national or international business, technical or scientific associations
- Hosting local networking events
- Taking courses in business management or technology transfer

Other, please specify: _____

8 Barriers

8.1 Please rate the significance of the following challenges facing the operation and success of the incubator?

Challenges/barriers	1 very significant	2 significant	3 less significant	4 not significant	Not applicable
Finding appropriate candidate clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining funding for incubator operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Candidate clients have no startup financing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient business skills in local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient technical skills in local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government regulations or paperwork	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8.2 Please describe the most significant challenges facing the operation and success of the incubator:

8.3 Please rate the significance of the following challenges facing the success of your clients?

Challenges/barriers	1 very significant	2 significant	3 less significant	4 not significant	Not applicable
Achieving self-sustaining business operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competition from larger firms in Canada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competition from larger international firms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complying with government procedures to obtain support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complying with government regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entrepreneurs are unwilling to accept the incubator's advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding appropriate markets for product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding or developing appropriate business skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding or developing appropriate technical or scientific skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient absorptive capacity of local business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient customer acceptance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient local skilled labour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining financing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8.4 Please describe the most significant challenges facing the success of your clients:

8.5 Please attach a list of current and former clients, indicating their legal names, the city in which their headquarters are located and the years that they entered and exited from the incubator.

9 Thank you for participating. Your response is very much appreciated.

9.1 Please indicate how long it took you to complete this questionnaire:

Number of minutes: |__|__|__|

9.2 We would be interested in hearing your suggestions for improving this questionnaire:

Please complete this questionnaire within 10 days of receipt and return it in the enclosed envelope. Please retain a copy for your records. If the envelope is no longer available, mail the completed questionnaire to:

Survey of Business Incubators 2005
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If you require help completing this survey or have any concerns about the confidentiality of your answers, please contact the above address.