



by Imprint

The State of the Small Business Surface

2026

AN IMPRINT INDUSTRY BRIEFING · JUNE 2026

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Introduction



Three forces are remaking how small businesses **get found**

These are loud years for quiet businesses. The dog walker, the tattoo studio, the cleaning company, and the wedding florist have not changed what they do. What changed is the machinery between them and their next customer. This briefing reads that machinery the way Imprint reads a single business: from the outside, with sources attached, and with a bias toward what an owner can fix on a Monday.

The first force is the answer engine. Search spent twenty years as a list of doors; it is becoming a concierge that answers directly. By March 2025, roughly one in five US Google searches produced an AI-written summary, and when one appeared, users clicked a result on only 8 percent of

those searches, against 15 percent without one. Across early 2026, 68 percent of US Google searches ended without any click. The shelf where a small website used to be found is shrinking.

The second force is quantified trust. Reviews stopped being reading material and became infrastructure: 97 percent of consumers read them when researching local businesses, and the threshold is climbing fast. The share who will only use a business rated four stars or better jumped from 55 to 68 percent in a single year. Recency rules: three quarters of consumers discount anything older than three months.

The third force is the capacity squeeze. Half of small businesses have no one dedicated to marketing; the owner is the department. Seventy percent of owners give marketing less than five hours a week, and barely one in five feels confident it is working. The work this briefing describes lands on the busiest desk in the building.

What follows. Seven shifts across three parts, each argued from named, dated sources. Then a fourth part on the work itself: what a small business intelligence practice does about all of this, and what it refuses to promise.

Every small business now has two storefronts: the door on the street and the surface online. Customers reach the second one first, and the owner **almost never sees it.**

The **seven** shifts reshaping how small businesses get found

HOW DISCOVERY WORKS · SHIFTS 1 TO 3

1

Search is becoming answers

AI summaries now sit on roughly a fifth of US Google searches, and they keep the click. The list of blue doors that local websites were built for is quietly being replaced by a single spoken-for answer.

68% of US Google searches ended without any click in early 2026



2

The profile is the new front door

Customers meet the Google profile, the map card, and the photo strip before any homepage. In small markets the typed search barely exists; the profile carries the whole first impression.

0 monthly typed searches for "tattoo shop" + town across a three-town BC corridor

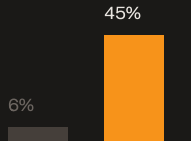


3

Assistants join the buying journey

ChatGPT crossed 800 million weekly users, and consumers have started asking it for plumbers, groomers, and studios. A business now needs to be legible to a reader that never sees its design.

45% used AI tools for local business recommendations in the past year, up from 6%



WHAT CUSTOMERS BELIEVE

4

Reviews became infrastructure

Nearly every consumer reads reviews for local businesses, and the bar keeps rising: the share who require four stars or better jumped thirteen points in a year. Ratings now work like building codes.

68% will only use a business rated four stars or higher, up from 55% a year earlier



The **seven** shifts, continued

WHAT CUSTOMERS BELIEVE

5

Silence now reads as an answer

Nine in ten consumers expect owners to respond to reviews, most within the week. An unanswered complaint is no longer neutral; it is read as the business's official position.

89% expect owners to respond to reviews; 81% expect it within a week



THE OWNER'S REALITY · SHIFTS 6 AND 7

6

The owner is the marketing department

Half of small businesses have nobody dedicated to marketing, and most owners give it under five hours a week on budgets below a thousand dollars a month. Every shift above lands on that desk.

50% of small businesses have no marketing staff; 70% of owners spend under 5 hours a week



<5H / WK
ON IT ALL

7

The gap between intent and surface

Put the six shifts together and a structural gap opens: what the owner means the business to be, and what profiles, reviews, and answer engines actually show. The gap is wide, and invisible from inside.

7 leaks surfaced when Imprint audited its own public surface before selling the method



ABOUT THIS BRIEFING

Prepared by Imprint, June 2026. Every external figure in this document is tied to a named, dated source listed on the closing pages; review and consumer statistics were checked against their primary publishers during preparation.

Imprint field observations are marked as such and come from reads of real owner-operator businesses in British Columbia, with details anonymized.

NO PROJECTIONS · NO PROMISED RANKINGS
· SOURCES ATTACHED

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PART ONE

How discovery works now

Three shifts in where customers find local businesses, and what they are shown before they ever reach a website.



01

Search is becoming answers

The list of blue links was the small business's shelf space for twenty years. The shelf is being replaced by a single written answer, and the answer keeps the customer on Google's page.

What's changing

AI summaries moved from experiment to furniture in under two years. By March 2025 they appeared on roughly one in five US Google searches, and tracking across 2025 saw their share of queries swing as high as one in four. When a summary is present, behavior changes sharply: users click any conventional result far less often, and they end the session on the results page far more often.

For a local business this is not an abstract publishing problem. The summary is assembled from whatever the public surface supports: the profile, the reviews, the site's extractable facts. A weak surface does not just rank lower now; it gets paraphrased thinner.

The signal

18% of US Google searches produced an AI-written summary in March 2025, in a study of 68,000 real searches. [Pew Research Center, 2025](#)

With a summary on the page, users clicked a traditional result on **8%** of searches, against **15%** without one. [Pew Research Center, 2025](#)

The share of tracked queries triggering an AI Overview swung from **6.5%** in January 2025 to a peak of **24.6%** that July. [Semrush tracking study, 2025](#)

68% of US Google searches in early 2026 ended without any click. [SparkToro analysis of Similarweb panel data, 2026](#)

EXHIBIT 1

When the answer is on the page, the click stays home.

Measured click behavior on US Google searches, with and without an AI summary present

SHARE OF SEARCHES WHERE USERS CLICKED A TRADITIONAL RESULT · PEW, MARCH 2025



ORGANIC CLICKTHROUGH ON QUERIES SHOWING AN AI OVERVIEW · SEER INTERACTIVE CLIENT DATASET



68%
of US Google searches ended without any click in January through April 2026. The session increasingly starts and finishes on Google's own surface.

Source: Pew Research Center, July 2025 (1,004 US adults, 68,879 searches, March 2025); Seer Interactive AIO clickthrough study, September 2025 update; SparkToro analysis of Similarweb's US desktop and mobile web panel, January-April 2026.

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Why it matters

Local businesses lived on the click: page two was invisible, page one paid the rent. The new economics are harsher. Even a first-position result loses most of its clickthrough when an answer sits above it.

What an owner does about it

Feed the answer instead of fighting it. The summaries are assembled from what the public record supports: clear extractable facts, consistent naming, plain service descriptions, and live reviews. A surface the answer engine can quote is the closest thing to shelf space the new results page offers.

02

The profile is the new front door

Before any homepage loads, the customer has already met the business: a map card with a rating, three photos, opening hours, and the first lines of the latest review. For most local searches, that card is the visit.

What's changing

Checking on local businesses is now a weekly habit for 80 percent of consumers, and the place they do it has moved. The Google profile quietly absorbed the functions a website used to own: hours, prices, photos, proof, booking, directions, questions. Customers decide inside that interface, which means a business's most-trafficked surface is one the owner may not have opened since the day it was claimed.

In small markets the effect is sharper still. Imprint's field reads in British Columbia found that typed searches pairing a trade with a town often barely exist; people open the map and look. Where the typed query is zero, the profile is not a channel. It is the whole storefront.

The signal

Search-volume data pulled in May 2026 for a three-town mountain corridor returned **0 monthly typed searches** for "tattoo shop" plus each town name, and 0 for "best tattoo shop" variants. Imprint field data, 2026

97% of consumers read online reviews when researching local businesses, and the place they read them is overwhelmingly the profile itself. BrightLocal, 2026

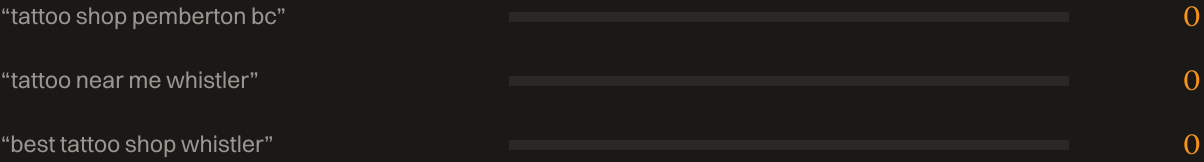
After searching, **67%** of consumers often or always go on to read the business's reviews, and **56%** check that its published information is correct. BrightLocal consumer search behavior study, 2025

Discovery is fragmenting around the profile: **83%** of consumers use search engines to find local businesses, but **73%** also use social platforms and **58%** navigation apps. SOCi Consumer Behavior Index, 2025

EXHIBIT 2

In small markets, the typed query barely exists.

Monthly typed search volume, geo-phrased queries, Sea-to-Sky corridor BC · pulled May 2026



Zero does not mean zero customers. It means discovery in the corridor happens inside the map interface and the profile, not the search bar. Investment that chases the typed phrase is spent where the customer is not standing.

Why it matters

Owners budget for websites and post on social, while the surface that meets the most new customers, the profile, goes unowned. It updates itself: reviews arrive, photos age, hours drift wrong after a holiday, and nobody is assigned to notice.

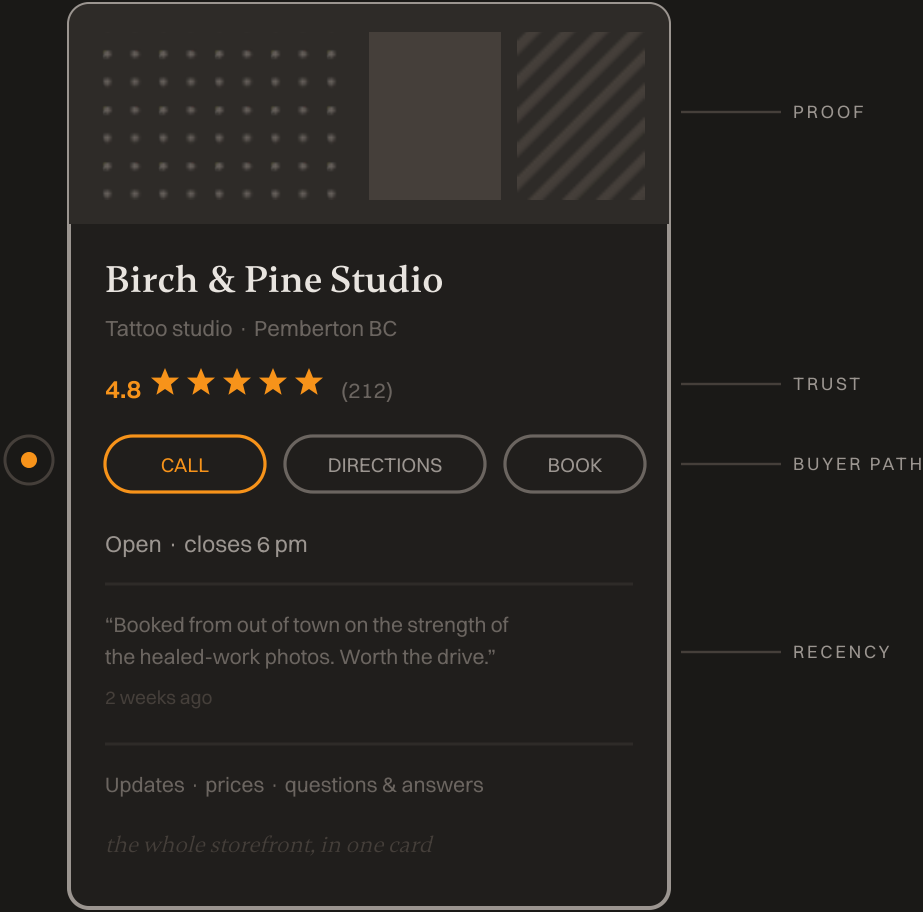
What an owner does about it

Treat the profile as the front door: read it monthly as a first-time visitor, keep photos current, answer what arrives, and make hours and booking the most accurate facts the business publishes anywhere.

Source: Imprint field data, search-volume pull May 2026, anonymized engagement; BrightLocal Local Consumer Review Survey 2026.

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THE FIRST IMPRESSION, ANNOTATED



03

Assistants join the buying journey

A new reader walked into the market: the AI assistant a customer asks for “a dog walker near the village who does puppies.” It reads everything, sees no design, and repeats whatever the public surface supports.

What’s changing

Assistant use crossed from novelty to habit in roughly a year. The instinct to “ask” rather than “search” is spreading into local decisions: recommendations for trades, studios, and services that used to start in the search bar. The assistant answers from the same public record this briefing keeps pointing at: profiles, reviews, structured facts, readable pages.

Two properties make this reader different. It compresses: a business becomes two sentences. And it cannot be charmed: photography and layout do not survive the trip, only facts and reputation do. What it can extract is what it will say.

The signal

45% of US consumers used ChatGPT or similar tools for local business recommendations in the past year, up from **6%** the year before. BrightLocal, 2026

ChatGPT passed **800 million** weekly users in October 2025, fielding roughly **2.5 billion** prompts a day by mid-2025. OpenAI figures, 2025

Traffic to US retail sites from generative AI sources rose **1,200%** between July 2024 and February 2025, and kept compounding into 2026. Adobe Analytics, 2025

EXHIBIT 3

Asking an AI about local businesses went from fringe to mainstream in one year.

Share of US consumers who used generative AI tools for local business recommendations in the past year

2026 survey



2025 survey



Bars are proportional to the share of respondents. The 2026 edition was fielded to 1,002 US consumers in February 2026.

Source: BrightLocal Local Consumer Review Survey 2026; OpenAI usage figures as reported October 2025; Adobe Analytics, March 2025.

+1,200%

growth in generative-AI referral traffic to US retail sites, Jul 2024 to Feb 2025 (Adobe)

+393%

further year-over-year growth in Q1 2026 (Adobe, as reported)

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WHAT AN ASSISTANT CAN ACTUALLY READ

- a Consistent name, place, and trade across every public mention
- b Plain-text answers to the questions buyers ask: services, prices, area served, how to book
- c Review text and ratings, which carry both reputation and vocabulary
- d Structured data that machines parse without guessing

A note on promises

No one can guarantee placement inside an AI answer, and this document will not pretend otherwise. What can be controlled is the record the answer is drawn from.

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PART TWO

What customers believe

Two shifts in how trust gets decided: reviews as infrastructure, and proof over claims.



04

Reviews became infrastructure

Reviews stopped being something customers occasionally read and became the load-bearing layer under every local decision: checked weekly, trusted like a friend, and held to a rising minimum.

What's changing

Reading reviews is now near-universal behavior, and the casual reader is becoming a systematic one: the share who always read reviews before choosing a local business rose by twelve points in a single year. Half of consumers extend reviews the same trust they give personal recommendations.

The threshold is moving with the habit. Four stars used to be comfortable; it is becoming the floor. And the ledger is priced: the classic Harvard study of restaurant revenue puts a single star of rating at 5 to 9 percent of revenue. The number on the map card is a line item.

The signal

97% of consumers read online reviews when browsing for local businesses; **41%** now always do, up from 29% a year earlier. BrightLocal, 2026

49% trust online reviews as much as personal recommendations from people they know. BrightLocal, 2026

Google remains the most-used platform for evaluating local businesses through reviews, used by **71%** of consumers. BrightLocal, 2026

A one-star improvement in a restaurant's rating corresponds to a **5 to 9%** change in revenue. Harvard Business School, Luca

EXHIBIT 4

The rating threshold is rising, fast.

Share of consumers who will only use a local business above a given star rating · 2025 vs 2026 surveys

WILL ONLY USE A BUSINESS RATED 4.0 STARS OR HIGHER

2025 55%

2026 68%

WILL ONLY USE A BUSINESS RATED 4.5 STARS OR HIGHER

2025 17%

2026 · nearly double 31%

74%

only pay attention to reviews
written in the last three months

32%

narrow that window to the last
two weeks

Source: BrightLocal Local Consumer Review Survey 2026 (1,002 US consumers, February 2026) and 2025 edition; Michael Luca, "Reviews, Reputation, and Revenue: The Case of Yelp.com," Harvard Business School working paper, revised 2016.

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Why it matters

A 4.3 average with fresh reviews now outperforms a 4.8 earned three years ago and left to age. Recency weighting means reputation is a flow, not a stock: it must keep arriving to keep counting.

What an owner does about it

Build the ask into the work itself: the follow-up message after the job is the single highest-yield piece of marketing copy most local businesses will ever write. Aim for a steady trickle, not a campaign burst, and never buy what must be earned. Fabricated reviews are the one shortcut consumers actively punish.

05

Silence now reads as an answer

The review section became a conversation with the room listening. Customers judge the response, the response time, and above all whether there is one. An ignored complaint is read as the official position of the house.

What's changing

Expectations crossed a line: responding to reviews moved from courtesy to baseline service, with most consumers expecting an answer inside a week. The audience for each reply is not the reviewer; it is every future customer scrolling past, watching how the business behaves when praised, and when cornered.

This is the cheapest trust lever on the surface. It costs minutes, compounds for years, and most local competitors still do not do it.

The signal

89% of consumers expect owners to respond to their reviews, and **81%** expect that response within a week. BrightLocal, 2026

80% say they are likely to use a business that responds to all of its reviews; **42%** are unlikely to use one that responds to none. BrightLocal, 2026

53% expect a response to a negative review within a week; one in three expects it within three days. ReviewTrackers, 2022

EXHIBIT 5

Answering reviews is the cheapest trust the surface sells.

Consumer expectations and stated behavior around owner responses

EXPECT OWNERS TO RESPOND TO REVIEWS · ROUGHLY NINE IN TEN



89% of consumers expect a response to the reviews they write.

STATED LIKELIHOOD OF USING A BUSINESS, BY RESPONSE BEHAVIOR



Source: BrightLocal Local Consumer Review Survey 2026; ReviewTrackers Online Reviews Survey, 2022. Conversion context: PowerReviews (2023) measured a 108.6% conversion lift among e-commerce shoppers who interact with ratings and reviews; offline analogues are directional, not measured.

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Why it matters

Response behavior is public, permanent, and read in aggregate. A profile where every review gets a considered answer performs a quality the business cannot claim about itself: attentiveness, demonstrated rather than promised.

What an owner does about it

Write for the room, not the reviewer. Thank the praise specifically, answer the complaint factually and once, and let the record show a business that shows up. Fifteen minutes a week covers most local volumes.

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PART THREE

The owner's reality

Two shifts inside the building: the owner as the whole marketing department, and the gap that opens between intent and surface.



06

The owner is the marketing department

Everything in the first five shifts lands on one desk. In half of small businesses there is no one assigned to any of it, and the person responsible by default is also cutting hair, walking dogs, or running the till.

What's changing

The segment is enormous and structurally under-resourced for this work: 36.2 million small businesses in the US alone, employing almost half the private workforce and creating nine of every ten net new jobs. Most run their public surface on scraps: a few hours a week, a few hundred dollars a month, no specialist in the building. Canadian owners name the constraint plainly: two-thirds say time, not money, is the biggest obstacle to managing their digital presence.

AI arrived inside these businesses faster than any prior technology, but it is pointed at operations: invoices, scheduling, drafting. The public surface, where the customer actually decides, is still mostly nobody's job.

The signal

50% of small businesses have no employees dedicated to marketing; **52%** run on marketing budgets under \$1,000 a month. LocalIQ, 2026

70% of owners spend less than five hours a week on marketing, while naming it a key growth driver. Fiverr survey, 2025

66% of Canadian small business owners say lack of time is their greatest obstacle to managing their digital presence. CFIB, 2025

58% of US small businesses now use generative AI, up from 23% in 2023. U.S. Chamber of Commerce, 2025

EXHIBIT 6

The capacity squeeze, in four numbers.

What small businesses actually have available for the work described in this briefing

50%

of small businesses have no employees dedicated to marketing. The owner is the department. LocaliQ, 2026

<5 hrs

a week is what 70% of owners give marketing, in total, across every channel. Fiverr, 2025

\$1,000

a month is more than 52% of small businesses spend on marketing altogether. LocaliQ, 2026

66%

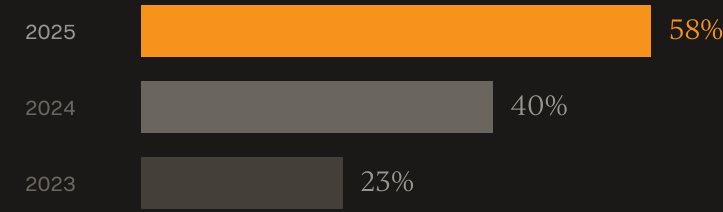
of Canadian owners say time, not money, is the biggest obstacle to managing their digital presence. CFIB, 2025

Source: LocaliQ Small Business Marketing Trends Report 2026 (300+ owners); Fiverr Small Business Month survey, May 2025; CFIB SME digital presence research, 2025. Scale context: SBA Office of Advocacy, 2025 Small Business Profile.

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MEANWHILE, AI WALKED IN THE BACK DOOR

US SMALL BUSINESSES USING GENERATIVE AI • U.S. CHAMBER OF COMMERCE



Adoption is real and accelerating; a parallel QuickBooks survey puts regular AI use at 68 percent of small businesses by spring 2025, with 28 percent using it daily. But the tools point inward, at paperwork and scheduling. More than half of US small businesses still say they struggle just to keep their public content fresh.

The squeeze is not a competence gap. It is a structural mismatch between what the surface now demands and what one busy person can hold.

07

The gap between intent and surface

Every business runs on two pictures. Intent: what the owner means the business to be. Surface: what profiles, reviews, search results, and AI answers actually show. The first six shifts widen the distance between them.

What's changing

The gap grows mechanically now. Reviews arrive without permission. Profiles drift stale. Answer engines re-describe the business overnight, in their own words, from whatever the record supports. The owner, standing inside the building, is the one person who never sees any of it the way a buyer does.

Imprint tested this claim on itself before selling it. The audit of its own public surface found seven leaks, including a homepage still selling retired work and profiles sitting dark. The gap is not a failing of bad businesses. It is the default state of any business whose surface nobody reads from outside.

The signal

Customers verify before they commit: **56%** often or always check that a business's published information is correct. The surface is being proofread by buyers daily. [BrightLocal, 2025](#)

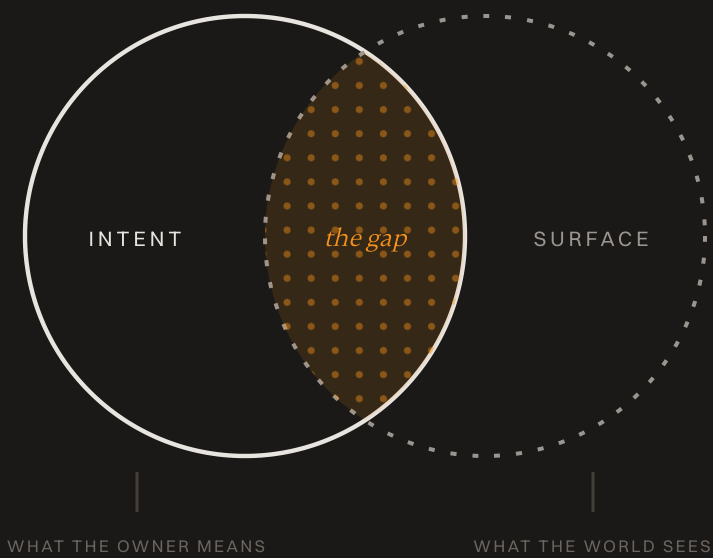
Recency rules compound the drift: with **74%** discounting reviews older than three months, an untended surface does not hold its value; it leaks it. [BrightLocal, 2026](#)

7 leaks surfaced when Imprint ran its own methodology against [byimprint.com](#), then fixed them in public before pointing the method at anyone else. [Imprint, 2026](#)

EXHIBIT 7

Where the gap shows up: six recurring leaks.

Patterns from Imprint reads of owner-operator businesses, 2026



Source: Imprint engagement reads and Imprint's own client-zero audit, 2026. Pattern list, not a measured prevalence ranking.

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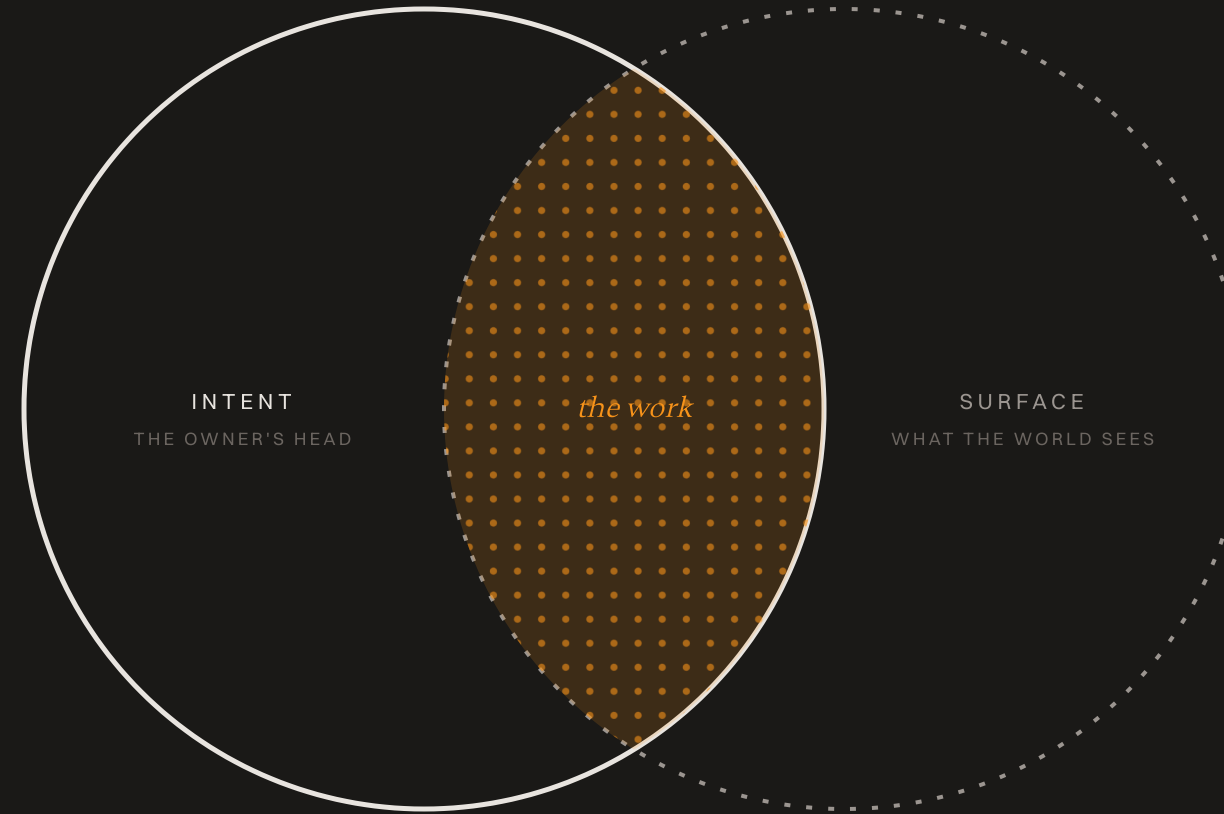
- | | | | | | |
|---|---------------------------|--|---|------------------------|---|
| 1 | The time-capsule homepage | Still selling what the business sold when the site was built, not what it sells now. | 4 | The proof gap | The best work lives in the owner's camera roll, invisible to every buyer. |
| 2 | The invisible brand | Searching the business by name returns thin, wrong, or competitor results. | 5 | The unanswered room | Reviews accumulating with no reply, each one read as the house position. |
| 3 | The decaying profile | Old photos, drifted hours, a latest review from another season. | 6 | The illegible business | Machines cannot extract what it does, where, for whom, or at what price; so the answers say something else. |

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PART FOUR

Closing the gap

*What a small business intelligence practice actually does, what it costs,
and the rules it works under.*



The method: hold up the mirror, build the bridge, do the work

Imprint is a small business intelligence practice. The product is a faithful rendering of the gap between what an owner means and what their public surface says, followed by the work that closes it.

The mirror comes first. A read starts outside the building: what search returns, what the profile claims, what the reviews answer, what an AI assistant repeats. Everything is collected the way a buyer would meet it, screenshot by screenshot, with no access to the owner's intentions.

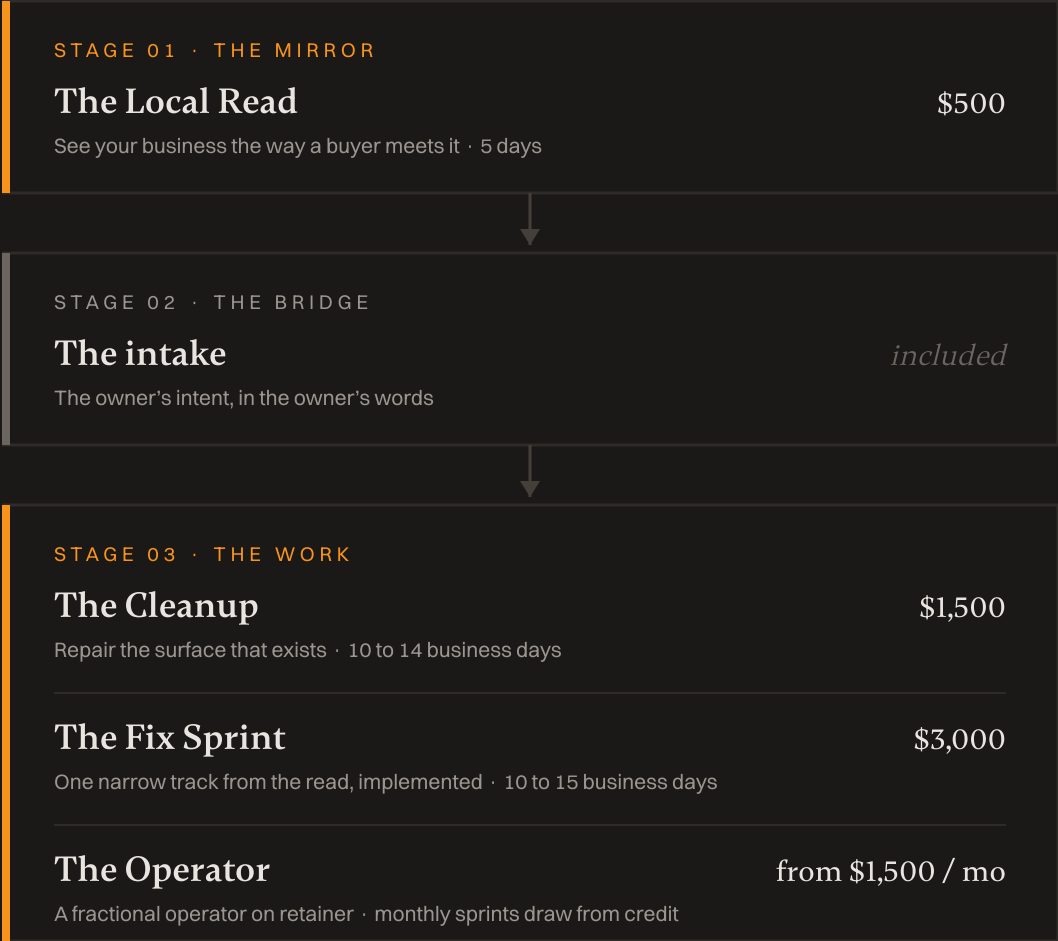
The bridge is the intake. Only after the outside view is fixed on paper does the owner's side

enter: what the business actually sells now, what it wants to be known for, what changed since the website last did. The distance between the two documents is the diagnosis.

Then the work. Fixes are sequenced by what a customer meets first, not by what is easiest to ship. Every claim that goes up must be one a visitor can verify on the rendered page.

EXHIBIT

One motion, three stages, four products.



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The discipline: rules the work runs under

Intelligence sold to small businesses is only worth what its evidence discipline makes it worth. These rules are mechanical, not aspirational: several are enforced by tooling before anything reaches a customer.

WHY IT WORKS THIS WAY

An owner who buys a read is buying claims about their own livelihood. A single wrong fact, a competitor miscounted, a defect that does not render on the page a customer actually sees, costs the entire document its authority. So facts are gated before opinion is argued.

The same standard applies inward. Before the methodology was pointed at any paying customer, it was pointed at Imprint itself, and the findings were published and fixed.

“If you wouldn’t put your own name on the work, don’t sell it.”

JAMES HUTCHINGS · FOUNDER, IMPRINT

THE OPERATING RULES

01

Every claim must be visitor-real.

If a defect or a strength cannot be seen on the rendered page a customer meets, it does not go in the document. Screenshots are the unit of proof.

02

Facts are gated; judgment is argued.

Data points pass a verification gate before synthesis. The analysis is opinionated, but never about what the numbers are.

03

Every number ships with its origin.

Client documents carry, for each figure, where it came from, when it was checked, and what it can be used to say.

04

Conservative first, transparent math.

No projected lift without the arithmetic on the page. Underclaim and let the work overdeliver.

05

Client zero is the practice itself.

The first audit ran against byimprint.com. It surfaced seven leaks, and the remediation was done in public before the method was sold.

What a read examines

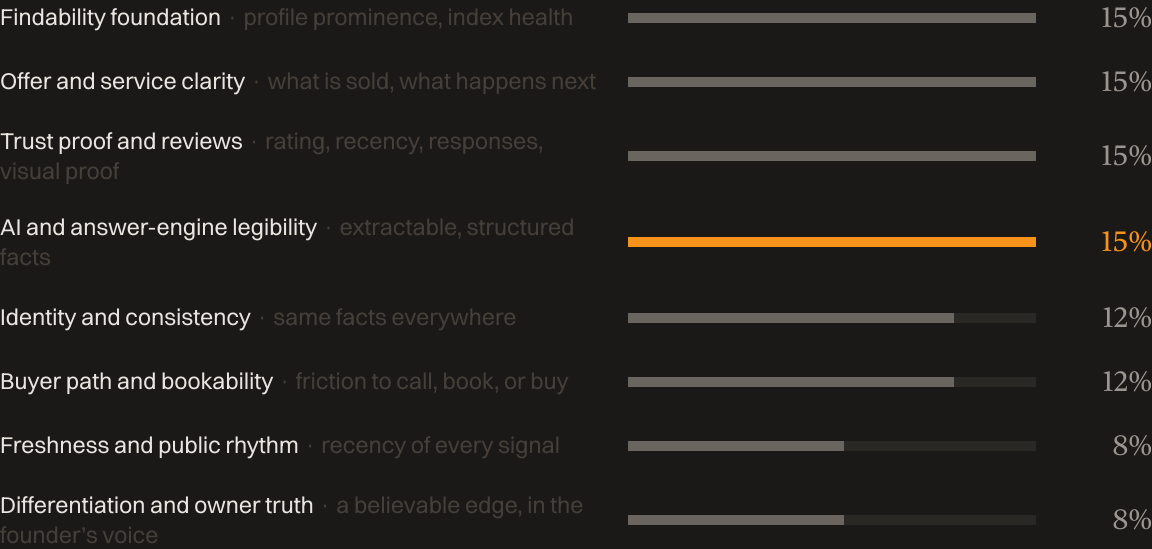
Every read runs the same manual framework: thirty-two binary checks across eight dimensions of the public surface, each answered yes or no with the evidence attached, at baseline and again at day 30 and day 60.

HOW A SURFACE READS, 0 TO 100



The framework is a working standard used inside engagements, not a public score or a free checker. Its question is constant: how clearly can customers, Google, and AI tools understand, trust, and choose this business from its public surface alone?

THE EIGHT DIMENSIONS · WEIGHT IN THE OVERALL READ

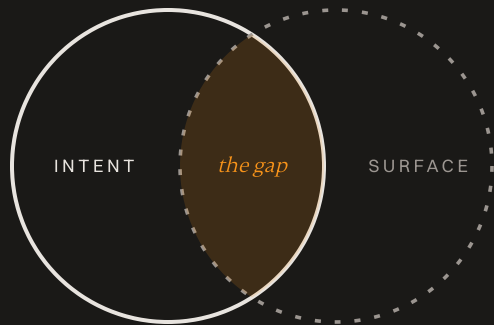


Four objective checks per dimension; each scores 1 or 0 with evidence attached. Separate confidence label per dimension. Two routings: location-dependent businesses and online-first businesses.

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Eight questions to ask about your own surface

A self-administered first look. Answer them the way a buyer would, in a private browser window, before trusting your own memory of what is out there.



- 01 Search your trade and your town tonight. Do you appear before your competitors do?
- 02 Does your homepage sell what you actually sell today, or what you sold when it was built?
- 03 When did you last read your own Google profile the way a customer does, hours, photos, first three reviews?
- 04 Do your reviews answer back? What does your silence under the bad one say?
- 05 Ask an AI assistant what your business does and what it costs. Is the answer true?
- 06 Which claims on your site could a visitor verify in sixty seconds without calling you?
- 07 Is your best work visible anywhere, or does it live only in your camera roll?
- 08 Who owns this in your week? Name the hour it happens in.

Most small businesses are better than they look online.
That is the entire opportunity: **the work is making the
surface tell the truth.**

Sources and method

Every external figure in this briefing is tied to a named, dated source below. Consumer, review, and discovery statistics were checked against their primary publishers during preparation in June 2026. Imprint field observations come from engagement reads of owner-operator businesses, anonymized by default. This document makes no projections and promises no rankings, leads, or revenue.

01

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Pew Research Center, "Google users are less likely to click on links when an AI summary appears," July 2025; 1,004 US adults, 68,879 searches.

02

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Semrush, AI Overviews study, 10M+ keyword panel, 2025.

03

·

Seer Interactive, AIO impact on Google CTR, September 2025 update.

04

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SparkToro / Similarweb, US zero-click search analysis, January-April 2026.

05

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OpenAI, weekly-user figure at DevDay, as reported by TechCrunch, October 2025.

06

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Chatterji, Cunningham, Deming et al., "How People Use ChatGPT," NBER working paper 34255, 2025.

07

·

Adobe Analytics, generative-AI referral traffic to US retail, March 2025; Q1 2026 update as reported by TechCrunch, April 2026.

08

·

Salesforce, Connected Shoppers Report, sixth edition, 2025; 8,350 shoppers.

09

·

BrightLocal, Local Consumer Review Survey 2026; 1,002 US consumers, February 2026. Prior editions 2025 and 2024 cited for year-over-year movement.

10

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BrightLocal, Consumer Search Behavior study, 2025.

11

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SOCi, Consumer Behavior Index, 2024 and 2025 editions.

12

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Whitespark, Local Search Ranking Factors survey, 2023.

13

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Google / Purchased, mobile location-search diary study, Think with Google, 2016. Cited as the canonical near-me conversion figure; age noted.

14

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ReviewTrackers, Online Reviews Survey, 2022.

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