

## 12/13 Business leaders comments

5 business owners, 1 member of visitors bureau, John Dallas and 2 EGV members from community development. Also Chief Mikel and Nathan Gac

### Statements-

Media does a good job of showing us as heroes, everyone loves a hero until the inspector shows up.

Perception that calling the FD may result in an invoice.

The Perception of the FD should be one of prevention. But who drives the perception?

Business owners are fearful of the unknown costs associated with updating their code compliance. Does the village subsidize these costs.

Business owners do not know what to look at when they are picking a new location. Can we help them on the front end to understand what might be needed.

We think the inspector is coming in solely punitive. I see that as untrue with EGVFD, but have that leftover from other occurrences elsewhere. We need to try to be more "personal" with our interactions.

When the FF show up on inspections they are frowning, so it sets the tone of seriousness and potentially punitive.

ServPro statement- for every 1 fire we are involved in we have 3 that are from people breaking their suppression system.

No clue on how the village and FD process to get to permitting.

One member did not have contact with the FD until FM came out for Occupancy Certification. "It is the unknown, it comes out of no where." I signed a lease, I am getting ready to bring up my business and then big changes are needed. I have no idea how I would have known any sooner.

If someone reaches out to FD, can you send out your "safety consultant" to give us advise on what would be involved. Maybe give them ideas and types of systems and what contractors to work with. Someone to walk around with them ahead of time to give them the scope of what is involved in what they may be planning.

How do you keep your data from inspections? How are they stored and who are they shared with? How do I go about getting access to that. They want to know what past inspection activity has happened in the past on a property they are interested in. Like Carfax for a property.

We had no clue that when we remodel that we need to call the Village or FD when doing work. It is expensive to do this after.

Hotel comment-training on what a safe property looks like. Not a lot different than what PD does for safety. A program that educates them, It is off site because they may not want us in their property yet.

A one page flier that tells business what we offer, pre-lease walk through, cpr.... WE ARE APPROACHABLE, BUT WE ARE NOT APPROACHED ENOUGH.

Webinar or videos to educate. You will get more than Zero.

Anonymous question asking. How do I ask questions to remove the punitive version? Can I talk to the fire chief or Deputy without it triggering the Inspector coming?

Spot inspections are far more challenging. Can we do it when it is convenient for you?

I do not mind that we have 7 violations spotted and that I need to fix them but tell me how to fix them

If we schedule an inspection and then offer them the opportunity to meet quickly with a safety consultant, we can get the goal of safety.

Pop inspections are meant to be Punitive.

PARTNERING WITH PEOPLE THAT WANT TO DO THE RIGHT THING.

Remove the appearance that we are a threat to their expertise or values. "I do not want to be a bad actor" Business wants to do the right thing from safety standpoint, but we get off on a defensive stance.

Find people in the business committee and called them "stewards of safety" We go through and certify that property. Use that property as a walk through of an example of and bring other business managers to those walk throughs.

Have FF's casually converse with business owners

I did not know that FD and ISO keeps our insurance rates down.

What does the village think is the first step for a person that wants to move into the village. Our answer was to call josh or nick, the business owner says that is not what is out there on the website.

Central location on the village site, showing what the steps and expectations are if you are moving here. Maybe a button on the website that triggers notifications to key people.

I had 7-8 vehicles at my rented building and no one came to tell me what was happening. Not a word and not a hello.

Calling 911 means I have having true emergency. I called non-emergency number and they told me to hang up and call 911. The act of calling 911 is emotional and troubling. It places you in the chain of events and maybe we don't want to be involved.

When I ask someone to come into my building or if I call 911 I am vulnerable or attacked.

We should have this more often

How do we address the business case for cost of compliance?

Each business likely has an EH and S person employee health and safety. Maybe target that person.

