



**VILLAGE OF LINCOLNWOOD
PRESIDENT AND BOARD OF TRUSTEES
COMMITTEE OF THE WHOLE MEETING
VILLAGE HALL GERALD C. TURRY VILLAGE BOARD ROOM
6:00 PM, FEBRUARY 3, 2026**

AGENDA

- I. Call to Order**
- II. Roll Call**
- III. Approval of Minutes**
 - 1. Minutes of the January 20, 2026 Committee of the Whole Meeting
- IV. Regular Business**
 - 1. Lift Assist Program (Barry Liss)
 - 2. FY2026 Appropriations Ordinance (Elizabeth Holleb)
 - 3. Credit Card Transaction Fee Implementation (Elizabeth Holleb)
- V. Closed Session**
- VI. Adjournment**

DATE POSTED: January 30, 2026

**VILLAGE OF LINCOLNWOOD
PRESIDENT AND BOARD OF TRUSTEES
MEETING OF THE COMMITTEE OF THE WHOLE
GERALD C. TURRY BOARD ROOM
JANUARY 20, 2026**

DRAFT

Call to Order

Mayor Patel called the Committee of the Whole meeting of the Lincolnwood Board of Trustees to order at 6:05 P.M., Tuesday, January 20, 2026, in the Gerald C. Turry Village Board Room of the Municipal Complex at 6900 N. Lincoln Avenue, Village of Lincolnwood, County of Cook, and State of Illinois.

Upon roll call by Village Clerk Sokol Delisi, the following were:

PRESENT: Mayor Patel, Trustees Klatzco, Diaz Herrera, Sargon, Ikezoe-Halevi, Gussis, Martel

ABSENT: None

A quorum was present.

Also present: Village Attorney Hart Passman, Village Manager Anne Marie Gaura, Assistant Village Manager Madeline Farrell, Police Chief Jay Parrott, Parks and Recreation Director Karen Hawk, Assistant Parks and Recreation Director Michelle Artis, Human Relations Manager Lamar Jones

Approval of Minutes

The January 6, 2026 Committee of the Whole meeting minutes were presented for approval.

Trustee Sargon moved to approve the minutes of the January 6, 2026 Committee of the Whole meeting minutes. Trustee Klatzco seconded the motion.

Upon Roll Call, the results were:

AYES: Trustees Klatzco, Diaz Herrera, Sargon, Ikezoe-Halevi, Gussis, Martel

NAYS: None

ABSENT: None

The motion passed.

Regular Business

1. 2025 Annual Report

Presenter: Village Manager Anne Marie Gaura

Background:

The 2025 Annual Report was presented, summarizing key accomplishments and outlining priorities for 2026. The report emphasized planning, implementation, financial stewardship, technology upgrades, infrastructure reinvestment, and program expansion across all departments.

Key 2025 Achievements

- Community Development
 - Affordable Housing Plan adopted and approved under Illinois law.
 - Plan Commission and Zoning Board of Appeals activities initiated.
 - District 1860 development progressed; Marriott dual-branded hotel scheduled to open Q2 2026.
 - Multiple new businesses opened.
- Finance
 - Two comprehensive annual financial reports completed.
 - Municipal grocery tax implemented Jan 1, 2026.
 - Five-year financial forecasting adopted.
 - \$1,150 distributed in family assistance donations.
- Fire Department
 - New vehicle for Deputy Fire Chief.
 - Haas Alert system installed on frontline apparatus for motorist safety.
- Parks & Recreation
 - Secured \$600,000 OSLAD grant for major park renovations in 2026 (playgrounds, courts, pathways).
 - ComEd Park design underway; construction targeted for 2027.
 - Goebelt Park design completed; pending funding.
 - Recreation and Aquatic Center feasibility study completed.
 - Senior programs expanded through private donations.
- Police Department
 - Installed Automated License Plate Readers (ALPR) for public safety.
 - Hosted Axon Taser 10 instructor training.
 - Approved low-speed electric bike ordinance.
 - Community engagement events: Lincolnwood Fest, National Night Out, Coffee with a Cop.
 - Introduced metal detectors at Lincolnwood Fest for enhanced safety.
- Public Works
 - ADA Transition Plan advanced.
 - Lead service line replacement continued (below 1,000 remaining).
 - Water rate study completed; 10% increase effective 2026.
 - Stormwater Master Plan updated; cost-share program funded.
 - Facility reinvestment projects completed.
- Village Manager's Office
 - Technology assessments (ERP, HR/payroll, asset management).
 - Flavored vape ordinance under review.
 - Student Achievers fundraiser raised \$2,786.
 - AV system replacement
 - Key staffing changes implemented.

By the Numbers:

- \$45M construction permit value

- 12,092 police calls; 3,509 fire/EMS calls
- 3,240 building inspections
- 13,135 summer camp registrations
- 35,000 Lincolnwood Fest attendees

Looking Ahead to 2026

- TIF Revitalization Pilot Project (\$300,000 budgeted).
- Lincolnwood Town Center redevelopment anticipated.
- Police & Fire locker room upgrades (\$2.13M state grant).
- Pratt Avenue bike lane construction.
- Water fund efficiency analysis.
- Continued park improvements and technology upgrades.

Board Discussion:

The Board thanked staff for preparing the report and making it available for the community to review, noting its value in helping residents gain a better understanding of the Village's accomplishments in 2025.

2. Parks and Recreation Rental Policies

Presenters: Parks and Recreation Director Karen Hawk and Village Attorney Hart Passman

Background:

- Parks & Recreation staff revisited rental policies initially discussed on June 17, 2025 focusing on:
 - Charging admission, selling goods/services, and fundraising on Village property.
- Provided historical rental fees (2024–2025), facility availability, and revenue data.
- Highlighted concerns from a large annual softball tournament that evolved into a major event:
 - Event raised over \$500,000 for an organization (off-site fundraising).
 - Included petting zoo, bounce houses, food trucks, golf carts, and 1,500 participants.
 - Numerous issues: parking violations, smoking/drinking, unauthorized utilities, and code violations.
- Current policy prohibits charging admission, selling goods/services, or collecting fees on Village property.
- Parks & Recreation Board reaffirmed this policy at its December 9, 2025 meeting.
- Staff recommended continuing the current practice but sought Board direction on:
 1. Amending policy to allow rentals that charge admission or sell goods/services.
 2. Amending Village Code to accommodate special events.
 3. Establishing requirements and eligibility for such events.

Board Discussion:

- Concerns Raised:
 - Significant staff time and costs (approx. \$15,000) for setup, policing, and cleanup.
 - Burden on residents (parking, disruption).
 - Current fees (\$7,500) insufficient; event grew beyond expectations.
 - Legal implications if allowing profit-making events on taxpayer-funded property.
- Key Points:
 - Event is now a large-scale special event, not a standard rental.
 - Need for clear cost recovery, deposits for damage, and profit-sharing.
 - Consider limiting to one event per year and requiring 501(c)(3) nonprofit status.
 - Explore higher permit fees (\$25,000–\$50,000) plus reimbursement for all costs.
 - Require transparency, accountability, and strict compliance with Village Code.
 - Discussion on timing (Labor Day weekend) and impact on park construction in 2026.
- Legal Input:
 - Allowing one group may require opening access to similar groups.
 - Village can limit number of events and set parameters but must avoid discriminatory practices.
 - Legal review needed for code changes and tax implications.

Board Direction:

- General consensus to:
 - Explore allowing the event in 2026 on a smaller scale, subject to strict conditions.
 - Require substantial profit to Village (suggested \$25,000 above all costs).
 - Limit to one event annually; set clear parameters and penalties for violations.
 - Develop a special event permit process with:
 - Higher fees, insurance, and deposits.
 - Village-coordinated utilities, dumpsters, and portable toilets at renter’s expense.
 - Mandatory Board approval and organizer attendance at meetings.
 - Enforcement of fines for non-compliance.
- Staff to:
 - Work with legal counsel on code amendments and guidelines.
 - Prepare revised application and requirements for Park Board review in March and Village Board in April.
 - Engage event organizer with updated expectations and limitations.

3. Aquatic Center Admission Process and Non-Resident Pool Pass Cap Increase

Presenter: Parks and Recreation Director Karen Hawk

Background:

- Admission Policy for Youth:
 - Current rule: Youth 13+ may enter alone; 12 and under must be accompanied by a responsible person aged 16+.

- Compared to neighboring districts, Lincolnwood’s age threshold is on the higher end (others allow as young as 9–10).
- Verification Challenges:
 - Passholders’ ages can be verified in the system; daily admissions are harder to confirm.
 - New process for 2026:
 - Youth passes (ages 12 and under) will have a distinct design for easy identification.
 - Staff will ask additional questions (address, school, date of birth) for daily admissions.
 - Proof of residency required for adults; stricter checks for youth entering alone.
- Goal: Prevent non-residents from entering at resident rates and ensure compliance with age policy.

Board Discussion:

- Consensus: Board supports implementing a more thorough check-in process for youth and adults.
- Verification Enhancements:
 - Use distinct passes for youth.
 - Rotate questions to confirm residency and age.
 - Consider technology upgrades and AI for future improvements.
- Responsible Age: Confirmed as 16+ for accompanying minors.
- Peak Usage & Capacity:
 - Pool capacity per IDPH: 1,000 (includes deck area).
 - Highest recorded count: 587 (average peak ~196).
 - Staff typically closes entry at ~800 for safety.
 - Discussion on monitoring peak times and providing residents with “busy hour” charts online.
- Data Needs:
 - Track peak attendance (manual hourly counts).
 - Include cash admissions and guest entries for better analysis.
 - Suggestion to use interns or AI for data compilation.

Board Direction:

- Admission Process: Consensus for stricter verification measures starting 2026.
- Non-Resident Pass Cap:
 - Increase by 150 passes (from 2,150 to 2,300).
 - Potential additional revenue: \$27,000.
 - Monitor closely in 2026; reassess based on peak attendance and overall impact.
- Future Actions:
 - Collect detailed peak attendance data (weekends, holidays).
 - Explore publishing peak-hour charts for residents.
 - Revisit policy if crowding or safety concerns arise.

Adjournment

Trustee Martel moved to adjourn the Committee of the Whole at 7:34 P.M., seconded by Trustee Sargon.

The meeting was adjourned by voice vote.

Meeting Adjourned.

Respectfully Submitted,

Sokol Delisi
Village Clerk



MEMORANDUM

TO: President Patel and Members of the Village Board

FROM: Anne Marie Gaura, Village Manager

DATE: January 30, 2026

SUBJECT: February 3, 2026 Meeting of the Committee of the Whole

The Committee of the Whole (COTW) meeting is scheduled for 6:00 P.M. on Tuesday evening. Please find below a summary of the items for discussion.

1. Lift Assist Program (6:00 – 7:00 P.M.)

Established in 1989, the Fire Department responds from one centrally located station, staffed with 8 - 9 personnel operating one ambulance, an engine, a tower truck and an incident command vehicle. Since its inception, the department has continued to see an annual increase in overall call volume. However, a growing number of non-emergency patient lift assist calls has significantly impacted the department's ability to respond efficiently to higher-priority emergency incidents. [Attached](#) is a memo from Fire Chief, Barry Liss, providing information regarding lift calls over the past few years and the increase in the number of calls and the impact on the rest of the community. Staff is presenting to the Village Board an amendment to the current lift assist fees.

2. FY2026 Appropriations Ordinance (7:00 – 7:15 P.M.)

The Village Board approved the FY2026 annual budget on December 2, 2025. The annual budget is the spending plan for the Village and sets forth the approved expenditures by fund, department and division. An annual appropriation ordinance is required by Illinois Compiled Statutes and sets forth the legal maximum spending limits for the Village of Lincolnwood for the fiscal year. The Village Board must conduct a public hearing prior to adopting the annual appropriation ordinance during the first quarter of each fiscal year. [Attached](#) is a memo from Finance Director, Elizabeth Holleb, with information regarding the FY2026 Budget. Staff is recommending to the Village Board a process for developing the appropriation ordinance.

3. Credit Card Transaction Fee Implementation (7:15 – 7:30 P.M.)

The Village Board approved the FY2026 annual fee resolution on December 2, 2025. Based on an analysis of credit card processing fees incurred by the Village in 2024, the FY2026 annual fee resolution

established a Credit Card Payment Transaction Fee of “The lesser of the fee authorized or 3.00%” as a pass-through of fees incurred by the Village. [Attached](#) is a memo from Finance Director, Elizabeth Holleb, outlining the current process when paying by card and options for obtaining fees for future charges.

If you should have any questions concerning these matters, please feel free to contact me.



MEMORANDUM

TO: Anne Marie Gaura, Village Manager
FROM: Barry Liss, Fire Chief
DATE: February 3, 2026
SUBJECT: Patient Lift Assist Fees

Background

Established in 1989, the Fire Department responds from one centrally located station in Lincolnwood, staffed with 8-9 personnel operating one ambulance, an engine, a tower truck and an incident command vehicle. Since its inception, the Fire Department has continued to see an annual increase. Over the past 10 years, the overall departmental call volume has increased as follows: Fire calls at 46%; EMS calls at 73%; and Total calls at a 62% increase.

For operational background, a routine ambulance call involves the response of an ambulance and a fire apparatus, generally a fire engine responding with a total of 5-6 personnel. An upgraded ambulance call, such as a reported cardiac or respiratory arrest involves the response of an ambulance, a fire apparatus, generally a fire engine and a Battalion Chief responding with a total of 6-7 personnel. A lift assistance call involves the response of a fire apparatus, generally the tower truck responding with a total of 2-3 personnel.

As far as fees, the collection of fees for services rendered by the Fire Department is not new. Charges for responding to, treatment of and transportation to an emergency department of a patient by paramedical ambulance results in a charge of \$1,905 plus a transportation fee of \$15 per mile. Rates adjust annually based on calculations of personnel and equipment costs. There are also fees for false fire alarms, unsubstantiated stuck elevators, fire alarm monitoring and connections, hazardous material spills, underground gas leaks, inspectional services, public education programs and fireworks permitting.

Over the past several years, a growing number of patient lift assist calls may divert or delay emergency personnel from other, potentially life-threatening emergencies. A patient lift assist generally involves helping an individual with limited mobility move from one position to another, such as lifting a person from the floor, transferring them within their residence or assisting them into or out of a vehicle. In most cases, these individuals have ongoing healthcare or mobility challenges and may be alone or unable to receive assistance from family members.

Discussion

Collectively, the Fire Department responds to a high volume of these non-emergent calls. In 2024, the Fire Department responded to 417 patient lift assist calls, representing 12% of all calls for service. For calendar year 2025, the Fire Department handled 437 lift assist calls, accounting for 12.5% of total calls. The data for lift assist calls is below.

Locations	2021	2022	2023	2024	2025	5-Year Total	5-Year %
Community at Large	127	159	165	157	143	751	37.4%
The Carrington	156	137	140	156	136	725	36.0%
Lincolnwood Place	78	100	96	104	158	536	26.6%
Totals	361	396	401	417	437	2,012	

This situation is not unique to Lincolnwood. Municipalities throughout the state are reporting increased calls for lift assistance. This trend has increased costs for departments, and diverts emergency personnel from other, potentially life-threatening emergencies.

While many individuals request lift assistance once or twice per calendar year, a subset of individuals repeatedly relies on the Fire Department in lieu of addressing long term healthcare or mobility needs. In 2025, 15 individuals within the community at large accounted for 99 calls for lift assists. At the Carrington, 22 individuals accounted for 68 calls for lift assists, and at Lincolnwood Place, 28 individuals accounted for 95 calls for service. To summarize, residents who have utilized lift assistance two or more times account for nearly 60% of all lift assist calls. Or summarized another way, 40% of residents who needed lift assistance utilized the service only once in 2025.

Recently, the State of Illinois under House Bill 2336 amends the Illinois Municipal Code providing municipalities with the ability to fix, charge, and collect reasonable fees from an individual for all nonemergency lift assist services that are rendered by a fire department. It also provides that fees for such service may not exceed the costs for all other chargeable EMS services by the municipality.

Additionally, municipalities may fix, charge, and collect reasonable fees from an assisted living facility or nursing home facility for every lift assist service after the sixth that year. Fees may not exceed the actual personnel and equipment costs for the service rendered.

Several communities have already taken similar steps and have imposed lift assist fees including Des Plaines, Morton Grove, Niles, Oak Brook and Wheeling. Most have a tiered approach ranging from no charge for initial occurrences to as high as \$600 based on continued occurrences within a calendar year. Other neighboring communities are currently considering similar fees.

Patient lift assist fees were introduced and recommended on October 20, 2025, during the Committee of the Whole Budget Workshop. Further budget discussions which contained information on lift assist fees were held at the November 18, 2025 Committee of the Whole Meeting. Patient lift assist fees were approved at the December 2, 2025 Village Board Meeting. A two-tiered structure for the community at large and those residing in care facilities was put into place to begin January 1, 2026. The following chart outlines those fees.

Part 1	Residents at Large Lift Assists 1-2 within 12 month period 3-4 within 12 month period 5-6 within 12 month period 7 or more within 12 month period	No Fee \$200 per occurrence \$300 per occurrence \$400 per occurrence
Part 2	Care Facility Lift Assists 1-6 within 12 month period 7-10 within 12 month period 11-14 within 12 month period 15 or more within 12 month period	No Fee \$300 per occurrence \$600 per occurrence \$900 per occurrence

After adoption of the fee structure, the Fire Chief and staff held separate meetings with the management staff at both The Carrington and Lincolnwood Place. The reasoning was explained, the timing of the implementation was discussed, and questions were answered regarding the lift assists fees and structure.

The invoicing for all lift assistance incidents would be performed internally by Fire Department administration. Following each occurrence within a calendar year, those of the community at large would receive a correspondence providing a detailed explanation of lift assist fees along with a subsequent invoice if appropriate. Billing of care facilities would occur monthly and directed to facility management for subsequent payment.

The Village has received acknowledgment from The Carrington and Lincolnwood Place management that the fees incurred will be recovered and passed on to those individuals who utilize the service. The Carrington has made the decision not to utilize the tiered fee structure and to charge their residents at the highest fee, currently \$900. Lincolnwood Place has not communicated whether or not they would use the tiered structure.

Financial Impact

The Fiscal Year 2026 Budget includes a nominal amount of \$40,000 in revenue for patient lift assist fees.

Options

The Village Board could continue with the previously approved tiered fee structure or amend it to have a uniform tiered structure that has the same amounts for all residents of the community. An alternative option is to charge a flat rate and have no tiered structure. Noting that under the State law, such fees may only be imposed after the 6th lift assist service has been provided to a care facility within each calendar year.

Recommendation

Upon further review of the program and the financial implications to all those who may find themselves in need of lift assistance, staff recommends consideration be given to amending the current lift assist fees to reflect a uniformed tiered fee structure equitable amongst the community at large and care facilities. The following outline represents this recommendation.

Part 1	Community at Large Lift Assists 1-2 within 12 month period 3-4 within 12 month period 5-6 within 12 month period 7 or more within 12 month period	No Fee \$200 per occurrence \$300 per occurrence \$400 per occurrence
Part 2	Care Facility Lift Assists 1-6 within 12 month period 7-10 within 12 month period 11-14 within 12 month period 15 or more within 12 month period	No Fee \$200 per occurrence \$300 per occurrence \$400 per occurrence

Direction

Staff is seeking directions from the Village Board regarding either the continuation of patient lift assist fees as previously adopted on December 2, 2025, or modification to the existing patient lift assist fee structure.

Documents Attached

1. PowerPoint Presentation
2. Illinois Municipal League Fact Sheet

Fire Department Background

- Established in 1989, the department responds from one station, staffed with 8-9 personnel operating one ambulance, an engine, a tower truck and an incident command vehicle.



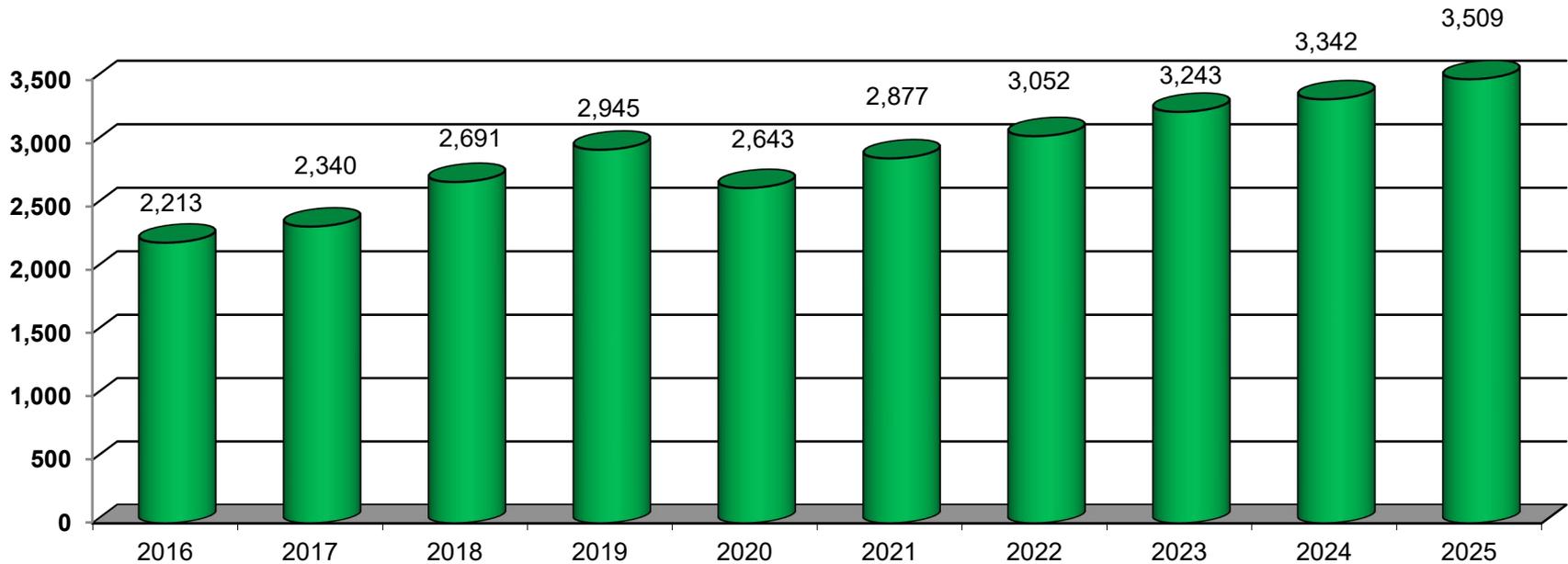
Fire Department Background

- Since its inception, the department continues to see an annual increase in overall call volume.
- Over the past 10 years, the volume of
 - Total calls have risen 62%.
 - EMS Calls have risen 73%
 - Fire Calls have risen 46%

Operationally

- A routine ambulance call involves the response of an ambulance and a fire apparatus, generally a fire engine responding with a total of 5-6 personnel.
- An upgraded ambulance call, such as a reported cardiac or respiratory arrest involves the response of an ambulance, a fire apparatus, generally a fire engine and a battalion chief responding with a total of 6-7 personnel.
- A lift assist call involves the response of a fire apparatus, generally the tower truck responding with a total of 2-3 personnel.

10-Year Department Call Volume All Responses



Ambulance Services

- Unlike the early years, charges exist for ambulance services.
- Chargeable services are defined as responding to, treatment of, and transportation to a local emergency department.
- Rates adjust annually based on calculations of personnel and equipment costs.

Ambulance User Fees

- Basic life support, advanced life support, and mileage appropriately applies to each incident.
- \$1,905 per incident.
- \$15 per mile transportation fee between pick up point and emergency department.

Other Fees Generated by the Fire Department

- False Fire Alarms
- Fire Alarm Monitoring and Connections
- Hazardous Materials Spiller Pay
- Inspectional Services
- Public Education Programs
- Fireworks Permit

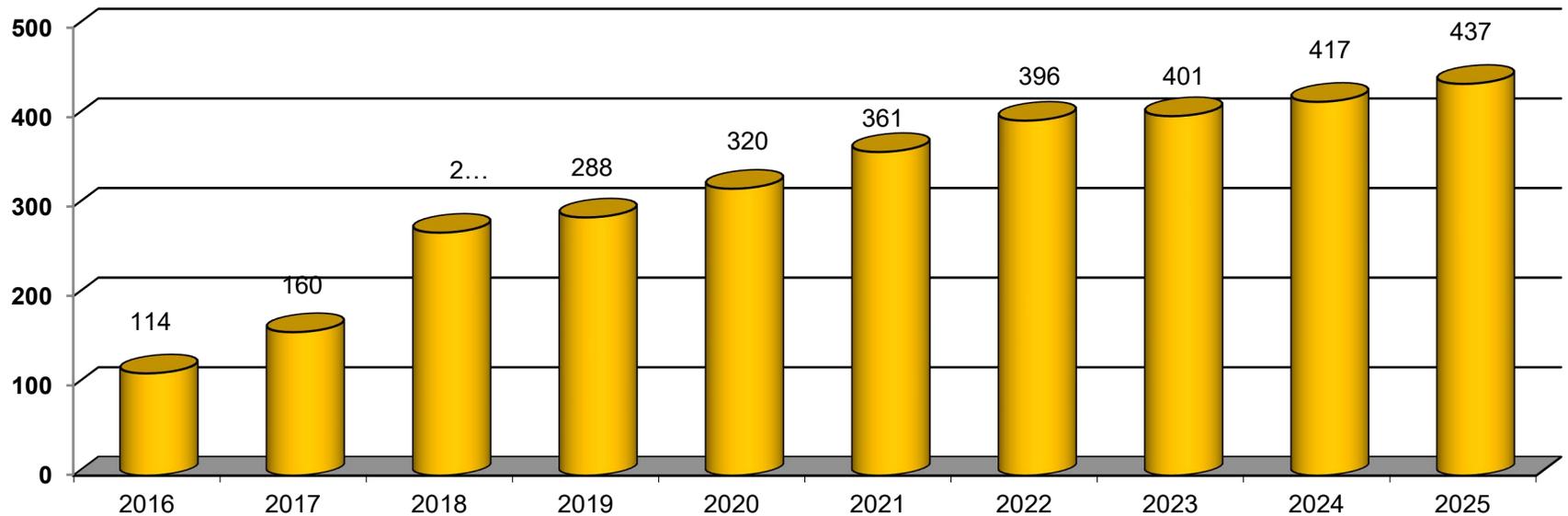
Lift Assist Background

- Over the past several years, a growing number of patient lift assist calls diverts or delays emergency personnel from other, potentially life-threatening emergencies.
- On an average year, lift assists calls account for approximately 12.5% of the total calls handled by the department.

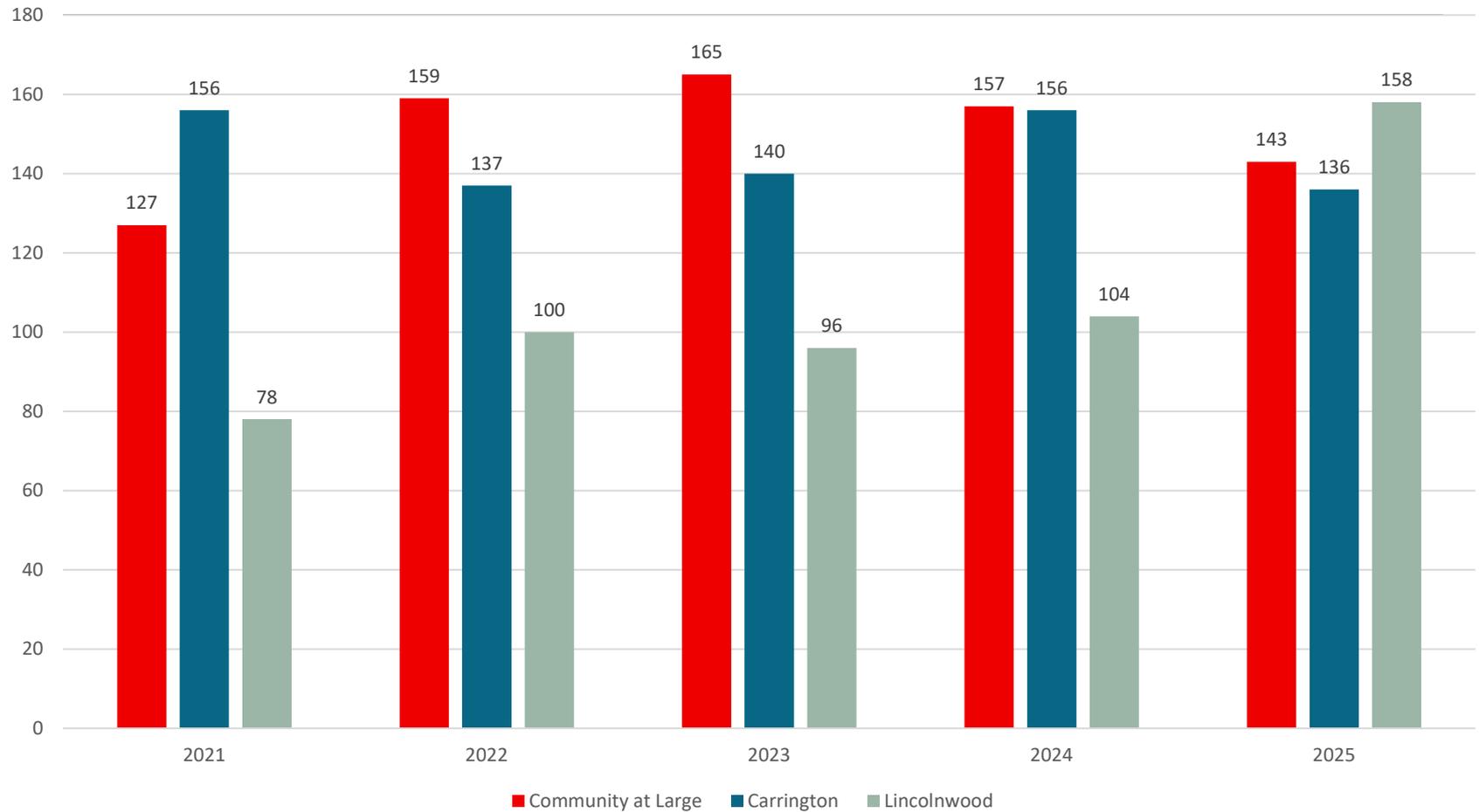
Background

- A patient lift assist typically involves assisting an individual with limited mobility to move the patient from their current position to a desired position such as being picked up off the floor, moved from one location to another within their residence or into or out of a vehicle.
- In most cases, the individual involved may have extenuating healthcare issues, may be alone, have inadequate safety measures in place, or unable to be helped by others.

10-Year Lift Assist Responses Community Wide



5-Year Lift Assist Responses



Area Lift Assist Fees

Des Plaines \$0 to \$400 tiered based on count

Morton Grove Flat \$255

Niles \$100 to \$300 tiered based on count

Oak Brook \$0 to \$500 tiered based on count

Wheeling \$0 to \$600 tiered based on count

*Other neighboring communities are considering implementation of similar fees.

Trends

- This problem is not unique to Lincolnwood. Municipalities throughout the state are reporting increased calls for lift assistance.
- This trend has increased costs for departments, and diverts emergency personnel from other, potentially life-threatening emergencies.
- These calls increase our liability for injury to our personnel, generate increased wear and tear on apparatus, with increased fuel and maintenance costs.

Community at Large Repeat Lift Assist Calls 2025 (143 Total)

- 5 residents called 2-times (10 CALLS)
 - 5 residents called 3-times (15 CALLS)
 - 1 resident called 4-times (4 CALLS)
 - 1 resident called 5-times (5 CALLS)
 - 1 resident called 6-times (6 CALLS)
 - 1 resident called 10-times (10 CALLS)
 - 1 resident called 49-times (49 CALLS)
- 15 residents / 99 calls for service
44 residents / 44 calls for service

Carrington Repeated Lift Assist Calls 2025 (136 Total)

- 15 residents called 2-times (30 CALLS)
- 2 residents called 3-times (6 CALLS)
- 3 residents called 4-times (12 CALLS)
- 1 resident called 7-times (7 CALLS)
- 1 resident called 13-times (13 CALLS)

22 RESIDENTS / 68 CALLS FOR SERVICE

68 RESIDENTS / 68 CALLS FOR SERVICE

Lincolnwood Place Repeat Lift Assist Calls 2025 (158 Total)

- 16 residents called 2-times (32 CALLS)
- 5 residents called 3-times (15 CALLS)
- 2 residents called 4-times (8 CALLS)
- 2 residents called 6-times (12 CALLS)
- 1 resident called 7-times (7 calls)
- 2 residents called 9-times (18 CALLS)

28 residents / 95 calls for service

63 residents / 63 calls for service

Illinois House Bill 2336

- Recently, the State of Illinois under House Bill 2336 amends the Illinois Municipal Code providing municipalities with the ability to fix, charge, and collect reasonable fees from an individual, an assisted living facility, or nursing home facility for all nonemergency lift assist services that are rendered by a fire department.
- It also provides that fees for such service may not exceed the costs for all other chargeable EMS services by the municipality.

Lift Assist Fees

- Patient lift assist fees were introduced and recommended on October 20, 2025, during the Committee of the Whole Budget Workshop.
- Further discussions were held on November 18, 2025, during the Committee of the Whole Meeting.
- Patient lift assist fees were approved at the December 2, 2025, Village Board Meeting
- A two-tiered structure for the community at large and those residing in care facilities was put into place to begin January 1, 2026.

Previously Approved Fee Schedule December 2, 2025

Community at Large Patient Lift-Assists

1-2 within 12-month period	No Fee
3-4 within 12-month period	\$200 per occurrence
5-6 within 12-month period	\$300 per occurrence
7 or > within 12-month period	\$400 per occurrence

Care Facility Patient Lift-Assists

1-6 within 12-month period	No Fee
7-10 within 12-month period	\$300 per occurrence
11-14 within 12-month period	\$600 per occurrence
15 or > within 12-month period	\$900 per occurrence

Transparency

- Prior to adoption of the initial fee structure, public hearings took place.
- Village staff, including the Fire Chief, held separate meetings with the management staff of our care facilities. The reasoning was explained, the timing of the implementation was discussed, and questions were answered regarding the lift assist fees and structure.

Invoice Coordination

- Invoicing for all lift assist incidents will be performed internally by Fire Department administration.
- Regarding individuals of our community at large, letters of explanation and subsequent invoice if appropriate will be mailed following each occurrence within a calendar year.
- Billing of care facilities will occur monthly and directed to management for their subsequent payment. Individuals of care facilities WILL NOT receive a bill from the Village or its Fire Department.
- The Village has received acknowledgment from The Carrington and Lincolnwood Place management that fees incurred will be recovered and passed on to those individuals who utilize the service.

Lift Assist Examples

-
- Responded to a lift assist to simply provide a glass of water to the resident.
 - Responded to a lift assist to hand them their television remote control.
 - Responded three times in one day to help a resident from the floor back onto the couch.
 - Assisted a resident with family members on-site into their vehicle to attend a dinner party and reported back later that evening in reverse upon their returning home.
 - Since January 1, of this year, we have responded to 55 lift assist calls Village wide, putting us on pace to respond to over 650 lift assists.

Recommendations

Upon further review of the program and the financial implications to all those who may find themselves in need of lift assistance, staff recommends consideration be given to amending the current lift assist fees to reflect a lower tiered fee equitable amongst the community at large and care facilities.

Community at Large

1-2 within 12-month period	No Fee
3-4 within 12-month period	\$200 per occurrence
5-6 within 12-month period	\$300 per occurrence
7 or > within 12-month period	\$400 per occurrence

Care Facilities

1-6 within 12-month period	No Fee
7-10 within 12-month period	\$200 per occurrence
11-14 within 12-month period	\$300 per occurrence
15 or > within 12-month period	\$400 per occurrence

LIFT ASSIST FEES

Municipalities throughout the state are reporting increased calls for lift assistance (lift assist) at nursing homes and assisted living facilities. This trend increases costs for municipal fire and rescue departments, diverts emergency personnel from potentially life-threatening emergencies and increases municipal employer liability for injured municipal personnel.

FEES FOR LIFT ASSIST CALLS

Effective January 1, 2026, municipalities may enact regulations and impose fees to help deter non-emergency lift assist calls and recover associated costs.

[Public Act \(P.A.\) 104-0057](#), an initiative led by the Illinois Municipal League (IML), will give authority to all municipalities to assess a fee for lift assist calls. [P.A. 104-0057](#) authorizes municipalities and fire protection districts to charge reasonable fees to assisted living and nursing home facilities for lift assist services exceeding six occurrences within a calendar year. These fees must not exceed the actual personnel and equipment costs incurred in providing the service.

MODEL ORDINANCE

To assist municipalities in adopting lift assist fee policies, IML has developed a model ordinance ([available via this link](#)).¹ This ordinance establishes guidelines for charging fees, which must not exceed the actual costs of personnel and equipment utilized. The model ordinance is available for download on IML's website for local adaptation and implementation. It is important to note that non-home rule municipalities are not authorized to adopt a lift assist ordinance until [P.A. 104-0057](#), is enacted and takes effect on January 1, 2026.

FILING A HEALTHCARE FACILITIES COMPLAINT

Illinois Department of Public Health (IDPH) guidelines require facilities to maintain a minimum staff-to-resident ratio, or to staff each facility at a level necessary to meet the care needs of residents. According to IDPH's website ([available via this link](#)), municipal officials may file a Healthcare Facilities Complaint by phone, mail, email or fax. To file a complaint municipal officials should complete a Healthcare Facilities Complaint Form ([available via this link](#)).

- **Mail:** Illinois Department of Public Health
Office of Health Care Regulation
Central Complaint Registry
525 W Jefferson St., Ground Floor
Springfield, IL 62761-0001
- **Email:** DPH.CCR@illinois.gov
- **Fax:** (217) 524-8885
- **Phone:** (800) 252-4343
Central Complaint Registry Hotline

Upon receiving a complaint, IDPH will investigate the facility to determine whether a violation has occurred. Complaints are investigated on a priority basis. Depending on the nature, scope and severity of the complaint allegations, the investigation may take from a few days to several months.

¹iml.org/ordinances





MEMORANDUM

TO: Anne Marie Gaura, Village Manager

FROM: Elizabeth Holleb, Finance Director

DATE: February 3, 2026

SUBJECT: FY2026 Appropriations Ordinance

Background

The Village Board approved the FY2026 annual budget on December 2, 2025. The annual budget is the spending plan for the Village and sets forth the approved expenditures by fund, department and division. An annual appropriation ordinance is required by Illinois Compiled Statutes and sets forth the legal maximum spending limits for the Village of Lincolnwood for the fiscal year. The Village Board must conduct a public hearing prior to adopting the annual appropriation ordinance during the first quarter of each fiscal year.

Purpose of Discussion

A discussion of proposed changes to the annual appropriation ordinance is scheduled for February 3 in anticipation of a public hearing and consideration of approval of the FY2026 annual appropriation ordinance on February 18. In previous years, the Village has adopted the annual appropriation ordinance in early January by establishing appropriations of 115% of the adopted budget. The additional 15% allows the Village Board to authorize non-budgeted expenditures during the year without requiring an amendment to the annual appropriation ordinance. This practice is recommended to continue, as it provides flexibility for unanticipated expenditures subject to Village Board approval, without allowing additional spending authority to Village staff than what is approved in the annual budget.

The budget process was enhanced for FY2026 with the development of five-year financial forecasts for all primary funds of the Village. This changed the way staff approached budgeted expenditures in the FY2025 budget that were anticipated to carry over into FY2026. In previous years, the item would simply be re-budgeted in the subsequent year. However, with five-year financial forecasting, those expenditures would be double counted and artificially reduce the projected fund balance of the fund.

In developing their FY2026 budget requests, departments were asked to use the following approach for FY2025 budgeted amounts that would carry over to FY2026:

- If the FY2025 budgeted item would not begin until FY2026, the expenditure would be reported as \$-0- for FY2025 and submitted as a FY2026 budget request.

- If the FY2025 budgeted item would begin in FY2025, but it would be completed in FY2026, departments were asked to estimate the expenditures to occur in each year so that the full budget amount was split between fiscal years.

Governmental accounting standards require that any goods and services received by December 31 be charged to that fiscal year, even if the invoice is paid after year end. The Village is now working to close out FY2025, and departments have been asked to submit all FY2025 invoices for payment by the end of January. The fiscal year close process will identify FY2025 expenditures for which the timing anticipated during budget development does not align with what actually occurred. Staff is recommending that the annual appropriation ordinance be used to adjust for actual experience, amending the budget for “rollovers” – expenditures that were anticipated to occur in FY2025 that were not completed by December 31.

Recommendations

Staff is recommending the following formula for developing the appropriation ordinance:

$$(\text{Annual Budget} \pm \text{Prior Year Rollovers}) \times 115\% = \text{Annual Appropriation}$$

The requested rollovers would be provided as a separate itemized list for review by the Village Board. Rollovers would only be allowed for one-time expenditures that spanned fiscal years. It would not include annual allotted amounts that are re-budgeted each year, such as operating supplies.

The slides attached show some examples of items that would be included in the rollovers.

Direction provided by the Village Board on February 3 will be incorporated into the FY2026 Appropriation Ordinance to be considered on the February 18 Village Board agenda.

Documents Attached:

1. PowerPoint Presentation

Annual Budget vs Appropriations Ordinance

- Annual Budget
 - Approves revenue estimates and expenditures for the fiscal year
 - Adopted prior to fiscal year start
 - Establishes spending authority by fund, department and division
 - Used in Village financial system to track revenues and expenditures throughout the year
- Annual Appropriation Ordinance
 - Required by Illinois Compiled Statutes
 - Adopt within first quarter of the fiscal year
 - Public Hearing required – public notice ten (10) days prior
 - Maximum legal spending authority
 - Village has historically added 15% above budget

Five Year Forecasts

- Five Year Forecasting incorporated into FY2026 Budget development
- FY2025 expenditures may carry over to FY2026. Departments were required to allocate between years to avoid duplicate counting
 - FY2025 project won't begin until FY2026 – Allocated \$-0- for FY2025 estimates and re-budget in FY2026
 - FY2025 project begins in FY2025, but will continue in FY2026 – Departments asked to apportion project between fiscal years
 - Actual experience may not align with the estimates, requiring adjustment

Example 1

- Park improvements of \$600,000 budgeted in FY2025 will not begin until FY2026; updated project cost estimate of \$620,000.
- FY2025 Year End Estimate = \$0
 - Increases 12/31/25 fund balance and funds available to re-budget in FY2026
- FY2026 Budget = \$620,000
- No rollover needed for appropriation ordinance

Example 2

- Water main project of \$1,200,000 budgeted in FY2025. Project began in FY2025 and will be completed in FY2026.
- FY2025 Year End Estimate = \$600,000
 - Department projects 50% complete in FY2025
- FY2026 Budget = \$600,000
- No rollover needed for appropriation ordinance if 50% completion estimate is correct.

Example 3

- Fire Department equipment purchase of \$50,000 budgeted in FY2025. Delivery expected by December 31.
- FY2025 Year End Estimate = \$50,000
- Equipment does not arrive by December 31. Village is now required to record as a FY2026 expenditure.
- A rollover of \$50,000 is needed to amend the budget and for appropriation ordinance.

Example 4

- Water main project of \$1,200,000 budgeted in FY2025. Project began in FY2025 and will be completed in FY2026.
- FY2025 Year End Estimate = \$600,000
 - Department projects 50% complete in FY2025
- FY2026 Budget = \$600,000
- At the close of FY2025, only \$400,000 in costs incurred.
- A rollover of \$200,000 is needed to amend the budget and for appropriation ordinance.

Example 5

- Water main project of \$1,200,000 budgeted in FY2025. Project began in FY2025 and will be completed in FY2026.
- FY2025 Year End Estimate = \$600,000
 - Department projects 50% complete in FY2025
- FY2026 Budget = \$600,000
- At the close of FY2025, \$700,000 in costs incurred.
- A rollover of \$(100,000) is needed to amend the budget and for appropriation ordinance.

Recommended Formula for Appropriation Ordinance

Fund	Adopted Budget	+/- FY2025 Rollovers *	Sub-total & Amended Budget	15% Addition	Annual Appropriation
General	\$30,000,000	400,000	\$30,400,000	4,560,000	\$34,960,000
Transportation Improvement	6,000,000	(200,000)	5,800,000	870,000	6,670,000
Water Fund	7,500,000	300,000	7,800,000	1,170,000	8,970,000

* FY2025 Rollover List would be itemized and provided for Village Board review and approval. These amounts would result in annual budget amendments in the Village's financial system.

- Finance to work with departments to identify specific rollovers needed for FY2026
- February 18 – Public Hearing and consideration of FY2026 Annual Appropriation Ordinance

Next Steps and Questions



MEMORANDUM

TO: Anne Marie Gaura, Village Manager

FROM: Elizabeth Holleb, Finance Director

DATE: February 3, 2026

SUBJECT: Credit Card Transaction Fee Update

Background

The Village Board approved the FY2026 annual fee resolution on December 2, 2025. Based on an analysis of credit card processing fees incurred by the Village in 2024, the FY2026 annual fee resolution established a Credit Card Payment Transaction Fee of “The lesser of the fee authorized or 3.00%” as a pass-through of fees incurred by the Village.

Purpose of Discussion

Operating departments have moved forward with implementation of the fee in the respective software programs and with third-party service providers. Notification of the fee was included in the January/February Connections Newsletter and posted at counter locations in Village facilities. Staff will provide an update on the implementation of this new fee and seek Village Board direction on two policy questions.

It should be noted that Civic Rec, the software used for parks and recreation programs, was not able to distinguish between credit card and debit card transactions. To apply the policy consistently, the decision was made to assess the credit card transaction fee for both credit and debit card transactions with all payment systems.

The Village’s financial system Springbrook Software utilizes CivicPay for residents to make utility bill payments on a one-time basis or to set up auto pay by credit card. The Village was advised that CivicPay does not support the assessment of a transaction fee to users set up for auto pay by credit card. Therefore, the Village is assessing the transaction fee on one-time payments via CivicPay and credit/debit card payments at the counter.

The Village was advised that VISA offers a preferred credit card processing fee exclusively to utilities upon approval after submitting an application. Should the Village pursue the preferred rate, the Village would be prohibited from assessing a transaction fee for utility payments regardless of the method of payment. No financial analysis is available without submitting an application for the preferred rate.

The Village utilizes the Illinois ePAY program for false alarm payments, parking violations, adjudication, in-person vehicle sticker purchases, local monthly sales tax remittances and online donations. Implementation of the credit card transaction fee is awaiting exploration of adding an ACH/e-Check payment option to avoid the credit card transaction fee, as well as direction from the Village Board regarding online donations. Staff is seeking feedback on the Village Board's preference regarding the potential waiver of the credit card transaction fee for donations.

Recommendations

Staff is seeking direction from the Village Board on the following questions:

- Should the Village apply for the preferred VISA credit card processing fee for utilities?
- Should the Village waive the credit card transaction fee for donations made to Assist-a-Family, Student Achievers, and Giving Tuesday?

Direction provided by the Village Board on February 3 will determine next steps in the implementation process.

Documents Attached:

1. PowerPoint Presentation

Credit Card Payment Transaction Fee

- Village incurred credit card processing fees of nearly \$140,000 in 2024
- For FY2026, Village Annual Fee Resolution established a Credit Card Payment Transaction Fee of “The lesser of the fee authorized or 3.00%” as a pass-through of fees incurred by the Village
- Departments have moved forward with implementation of the fee in respective software programs and with service providers
- Communication in the January/February Connections Newsletter
- This evening, staff to provide update and seek clarification on a few outstanding issues

Springbrook Software

- Utility Billing and Accounts Receivable (Miscellaneous Invoices)
- Utility Billing Payment Options:
 - Civic Pay – Account holders have option to pay one time or set up auto pay via credit card
 - Springbrook does not support a Credit Card Transaction Fee for accounts set up for auto pay in Civic Pay
 - Fee does apply for one-time payments in Civic Pay
 - ACH payment option with no fee if set up for auto pay
 - One Time payments by credit or debit card at Village Hall are assessed fee
- VISA offers reduced processing fee for utilities
 - Village would be required to apply for this discounted rate
 - If approved, Village would be prohibited from passing through a fee to customers

Civic Rec Software

- Parks and Recreation Programs and Services
- Credit Card Transaction Fee must be assessed to both credit card and debit card payments, so this philosophy has been applied consistently across all Village payment systems
- ACH Payment option has been added and is not assessed fee

Illinois ePAY - Pending

- Payment Processor used for false alarms, parking violations, adjudication, in-person vehicle sticker purchases and local municipal taxes.
- Fee has not been implemented pending further discussion with the Illinois Treasurer's Office. Village is seeking to provide an ACH/e-Check option without a transaction fee.
- Donations – Village Board Direction Needed
 - Should transaction fee apply to donations made to Assist-a-Family, Student Achievers and Giving Tuesday?

Other Payment Systems

- LAMA Software - Community Development Services
- INCODE Software – Parking Tickets and Adjudication – via Illinois ePAY
- Paramedic Services of Illinois – Ambulance Billing Service Provider

No implementation issues encountered

Outstanding Items:

- Red Light Camera Violations – Currently not operational
- Vehicle Stickers, Pet Licenses – Implement with 3rd party partner for 2026-2027 online renewals and purchases.

Questions

- Should Village pursue VISA Utility Rate and eliminate credit card transaction fee for utility bill payments?
- Should credit card transaction fee be assessed to donations?