



Illinois State Police - Division of Statewide 9-1-1













Annual Financial Report (AFR)

Office of the Statewide 9-1-1 Administrator







Final

AFR Report 2025 For DuPage County 9-1-1

9-1-1 Authority Information

 Name of 9-1-1 Authority	DuPage County 9-1-1
 Emergency Telephone System Board (ETSB)	Emergency Telephone System Board of DuPage County DuPage County
 County Located	DuPage County
 Start Date of Reporting Period	01/01/2025
 End Date of Reporting Period	12/31/2025
ETSB Chairman	
 ETSB Chairman Name	Greg Schwarze
 ETSB Chairman Email	etsb911@dupagecount ty.gov
 ETSB Chairman Contact	630-550-7743
Report Contact	
 Report Prepared By	Thomas H. Packard
 Email	thomas.packard@dup agecounty.gov
 Title	Principal Accountant
 Phone	630-407-6165

* 9-1-1 System Manager

 9-1-1 System Manager	Linda M. Zerwin
 Email	linda.zerwin@dupagec ounty.gov
 Title	Executive Director/9- 1-1 System Manager
 Phone	630-878-2509
 Local Data Steward Name	Tom Ricker
 Email	tom.ricker@dupageco unty.gov

Address

Street	421 N. County Farm Road
City	Wheaton



Revenue and Expenditure

Revenue

Total Amount of 9-1-1 Surcharge Received from the State of Illinois **\$ 15,075,711.00**

Total Amount of County, Municipal or Intergovernmental Cooperative General Funds received in Calendar Year **\$ 28,485.00**

Total Amount of State Consolidation/NG911 Expenses Grant Funds Received in Calendar Year **\$ 1,521,664.00**

Total Amount of Other Grant funds Received in Calendar Year **\$ 0.00**

Total Amount of interest income Received in Calendar Year **\$ 1,915,341.00**

Total Amount from 9-1-1 Contractual Services **\$ 27,853.00**

Reimbursement of radio expenses such as airtime - \$27.2K and CAD expenses \$.6K

Total Amount of Other Funds Received in Calendar Year **\$ 181,400.00**

Sale of full depreciated assets.

Total Yearly Revenue **\$ 18,750,454.00**

Expenditures

Personnel Costs

9-1-1 System Manager Salary **\$ 204,374.00**

Telecommunicator Salaries **\$ 0.00**

Mapping/Addressing/GIS Salaries **\$ 27,748.00**

Technical/IT Salaries **\$ 483,802.00**

Fringe Benefits (Retirement, Insurance, FICA, etc.) **\$ 290,942.00**

Other Salaries **\$ 175,108.00**

Salaries for operational staff of \$119.6K and administrative staff of \$55.5K.

Other Personnel Costs (Uniforms, Headsets, etc.)	\$ 0.00
Total Personnel Cost	\$ 1,181,974.00

Facility Costs

Capital Improvements	\$ 6,651,400.00
Lease/Loan or Rental Payments	\$ 9,442.00
Utilities	\$ 18,646.00
Emergency Backup Power & Maintenance (UPS/Generator) (Maintenance, Repairs)	\$ 162,542.00
Insurance (Property, Liability etc.)	\$ 111,569.00
Furniture and Fixtures for Dispatch and Admin	\$ 0.00
Office Supplies (Postage, Copier, etc.)	\$ 21,349.00
Other Facility Costs (Housekeeping, Maintenance, Repairs)	\$ 40,205.00
Specialized equipment cleaning of \$40K and \$.2K in office cleaning supplies	

Total Facility Costs	\$ 7,015,153.00
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Network Costs

Telephone Service (Admin Lines, Cell Phones)/9-1-1 Trunks (Not Paid by the State)	\$ 398,784.00
Radio Circuits (T1, EVPL etc.)	\$ 0.00
NG 9-1-1/ESInet	\$ 0.00
Microwave/Broadband and Other Network Connections	\$ 467,277.00
Broadband network charges of \$467K	

Total Network Costs	\$ 866,061.00
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Training and Memberships

Training (Mileage, Related Travel Expenses,	\$ 39,703.00
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Subscriptions, etc.)

Conferences (Mileage, Related Travel Expenses)	\$ 8,421.00
Certifications	\$ 0.00
Public Education	\$ 0.00
Membership Dues	\$ 543.00
Total Training and Memberships Costs	\$ 48,667.00

Equipment, Software and Related Maintenance Service Agreements

9-1-1 System Infrastructure (Maintenance, Repairs, Loan or Lease Payments)	\$ 59,348.00
9-1-1 Call Taking Equipment/Workstations (Maintenance, Repairs, Loan or Lease Payments)	\$ 2,833,802.00
Radio Systems (Maintenance, Repairs, Loan or Lease Payments)	\$ 9,537,337.00
CAD System (Maintenance, Repairs, Loan or Lease Payments)	\$ 884,271.00
GIS/Mapping System (Maintenance, Repairs, Loan or Lease Payments)	\$ 31,555.00
Mobile Data Terminals (Air Cards, Maintenance, Repairs, Loan or Lease Payments)	\$ 5,618.00
Software Licenses	\$ 186,468.00
Voice/Data Logging Recorder (Maintenance, Repairs, Loan or Lease Payments)	\$ 105,484.00
EMD Hardware/Software	\$ 302,900.00
Other Equipment and Software	\$ 352,253.00
Fire Station Alerting core equipment and maintenance of \$278.4, \$43K for Livemum license and \$30.9K in ancillary computer equipment.	
Total Equipment, Software and Related Maintenance Service Agreements Costs	\$ 14,299,036.00

Professional Services

Legal	\$ 60,000.00
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Audit/Accountant/Payroll Services	\$ 151,100.00
Mapping/Addressing/GIS Professional Services	\$ 36,000.00
Translation Services	\$ 30,888.00
Other Distributions of 9-1-1 Funds to PSAPs, Public Safety Agencies, Contracting for Dispatch	\$ 1,100,000.00
Consultant	\$ 0.00
Other Professional Services (IT Contracts)	\$ 108,640.00
Cybersecurity of \$49.7K, CAD Procurement assistance of \$48.9K and \$10K Dupage County for IT support.	
Total Professional Services Costs	\$ 1,486,628.00

Other Expenses

Vehicle (Mileage Reimbursement, Fuel, Repairs, Insurance)	\$ 0.00
Other Expenses Not Classified Above	\$ 0.00
Total Other Expenses Costs	\$ 0.00

Operating Cash

Cash Balance End of prior Year	\$ 3,677,629.00 Auto populated from prior year AFR
Cash Balance Beginning of Year (Excluding Reserves)	\$ 3,677,629.00 This amount should match what is entered at left
Total Yearly Revenue	\$ 18,750,454.00
Expenditures (Operating Only - not from Cash Reserve)	\$ 24,897,519.00
Ending Cash before Reserve Transfers	\$ -2,469,436.00

Transfers To Reserve	\$ 0.00
Transfers From Reserve	\$ 0.00
Ending Operating Cash Balance	\$ -2,469,436.00

Reserve Cash

Reserve Cash End of Prior Year	\$ 40,325,697.00 Auto populated from prior year AFR
Reserve Cash Beginning of the Year	\$ 40,325,697.00 This amount should match what is entered at left
Transfers In	\$ 0.00
Transfers Out	\$ 0.00
Ending Cash Reserve Balance	\$ 40,325,697.00
Total Cash Fund Balance (Operating and Reserve Cash)	\$ 37,856,261.00

Total Expenditures

Total Expenditures	\$ 24,897,519.00
Balance of All Funds at the End of the Calendar Year	\$ -6,147,065.00

This is part of the capital contingency plan to ensure ongoing replacement and upgrades to critical infrastructure, systems and equipment including Vesta, radios, consoles and the computer-aided dispatch system. Restricted fund balance of \$28.1 million is dedicated to planned capital expenditures.

Reserve Balance End of Year	\$ 40,325,697.00
Operating Cash Balance End of Year (Excluding Reserves)	\$ -2,469,436.00

9-1-1 Surcharge Funds

I Certify That 9-1-1 Surcharge Funds Were Not Diverted by the 9-1-1 Authority, PSAP or Public Safety Agencies	Yes
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Other Distributions

Other Distributions

9-1-1 Funds Distributed To	Dupage Public Safety Communication(DUC OMM)
Agency Type	PSAP
Amount Distributed	\$ 715,000.00
Funding Approved For	Funding of Expenditures
Date ETSB Approved Funding	12/10/2025
Other Distribution Notes	Includes \$65K for TC training certifications and licensing costs
9-1-1 Funds Distributed To	Addison Consolidated Dispatch Center(ACDC)
Agency Type	PSAP
Amount Distributed	\$ 385,000.00
Funding Approved For	Funding of Expenditures
Date ETSB Approved Funding	12/10/2025
Other Distribution Notes	Includes \$35K for TC training certifications and licensing costs



9-1-1 System Statistics

Calls

Annual # of 9-1-1 Wireline Calls Taken	15347
Annual # of 9-1-1 Wireless Calls Taken	297453
Annual # of 9-1-1 VoIP Calls Taken	45780
Annual # of All 9-1-1 VoIP Calls Taken (Wireless + Wireline + VoIP)	358580
Annual # of Administrative Calls Taken	977065
Annual # of Text to 9-1-1 Calls Taken	937

Primary PSAP**Number of Primary PSAPs****2****Primary PSAP Name****DuPage Public Safety
Communications
(DU-COMM)****Primary PSAP Address****420 N. County Farm
Road, Wheaton, IL
60187****PSAP Manager Name****Jessica Robb****Primary PSAP 24/7 Phone Number****630-260-9110****PSAP Manager Email****jrobb@ducomm.org****Total Number of Positions****36****Adjacent 911 Authorities****Cook County ETSB,
Will County ETSB,
Naperville ETSB,
Kendall County ETSB****Associated Participating Agencies****Police: Bartlett, Burr
Ridge, Carol Stream,
Clarendon Hills,
Darien, Downers
Grove, DuPage
Sheriff's Office,
Elmhurst, Glen Ellyn,
Hanover Park,
Hinsdale, Lisle,
Lombard, Oak Brook,
Oakbrook Terrace,
Roselle, Villa Park,
Warrenville, West
Chicago, Wheaton,
Willowbrook,
Winfield, Woodridge;
EMS: Central DuPage
Hospital Stroke Unit,
Hanover Township
Emergency Services;
Fire: Bartlett FPD,
Bloomingdale FPD,
Carol Stream FPD,
Clarendon Hills FD,
Darien-Woodridge
FPD, Downers Grove
FD, Elmhurst FD,
Glen Ellyn VFC,
Glenside FPD,
Hanover Park FD,
Hinsdale FD, Lisle-
Woodridge FPD,**

Lombard FD, Oak Brook FD, Oakbrook Terrace FPD, Roselle FD, Villa Park FD, Warrenville FPD, West Chicago FPD, Wheaton FD, Winfield FPD, York Center FPD

Associated College or University

Primary PSAP Name

Addison Consolidate Dispatch Center

Primary PSAP Address

1471 W. Jeffrey Drive, Addison, IL 60101

PSAP Manager Name

Marilu Hernandez

Primary PSAP 24/7 Phone Number

630-458-4088

PSAP Manager Email

mhernandez@addison-il.org

Total Number of Positions

36

Adjacent 911 Authorities

Cook County ETSB, Will County ETSB, Naperville ETSB, Kendall County ETSB

Associated Participating Agencies

Police: Addison, Bensenville, Bloomingdale, DuPage County Forest Preserve, Glendale Heights, Itasca, Westmont, Wood Dale; Fire: Addison FPD, Bensenville FPD, Itasca FPD, Pleasantview FPD, Tri-State FPD, Westmont FD, Wood Dale FPD

Associated College or University

Secondary Answering Point (SAP)

Number of Secondary Answering Points (SAP)

0

Backup PSAP

Number of Backup PSAPs**PSAPs back each other up****Pre-Determined Alternate Route****Alternate Route Name****Naperville (ACDC) and Northwest Central Dispatch (DU-COMM)****Alternate Route Location (Address)****1350 Aurora Avenue, Naperville, IL 60540 and 1975 E. Davis Street, Arlington Heights, IL 60005****Unmanned Backup Answering Point****Number of Unmanned Backup Answering Points****0****Number of Positions****0****Unmanned Backup Name****Unmanned Backup Address****Virtual Answering Point (VAP)****Number of VAPs****0****ETSB Board Member Appointments****Number of Board Member****12****Name of Board Member****Greg Schwarze****Type of Appointment****County Board Member****Name of Board Member****Mark Franz****Type of Appointment****Elected Official - Municipal****Name of Board Member****Grant Eckhoff****Type of Appointment****County Board Member****Name of Board Member****Marilu Hernandez****Type of Appointment****PSAP Representative****Name of Board Member****Andrew Honig**

Type of Appointment	County Board Member
Name of Board Member	Patrick Johl
Type of Appointment	Public Safety Agency Representative
Name of Board Member	Joseph Maranowicz
Type of Appointment	Elected Official - Municipal
Name of Board Member	Sheryl Markay
Type of Appointment	Resident of 9-1-1 System/Public Member
Name of Board Member	Dan McCarthy
Type of Appointment	Public Safety Agency Representative
Name of Board Member	Jessica Robb
Type of Appointment	Public Safety Agency Representative
Name of Board Member	David Schar
Type of Appointment	Public Safety Agency Representative
Name of Board Member	Kyle Wolber
Type of Appointment	Public Safety Agency Representative

Telecommunicators

Total Number of Full-Time Telecommunicators	106
Total Number of Part-Time Telecommunicators	10

Protocols

Are you using Emergency Medical Dispatching (EMD) Protocols?	Yes
EMD Provider	Priority Dispatch
EMD Version	14.0.222
Are you using Emergency Fire Dispatching (EFD) Protocols?	Yes

Are you using Emergency Police Dispatching (EPD) Protocols?

No

Providers

Call Handling Equipment (CHE) Provider

AT&T

Computer Aided Dispatch (CAD) Provider

Hexagon

Anticipated Capital Expenses

Anticipated Capital Project Description

**Hidden Lakes Tower
Generator
Replacement**

Anticipated Capital Project Projected Cost

\$ 40,000.00

Anticipated Capital Project Description

**Administrative Phone
Lines**

Anticipated Capital Project Projected Cost

\$ 163,281.00

Anticipated Capital Project Description

**ACDC PSAP
Generator
Replacement**

Anticipated Capital Project Projected Cost

\$ 1,000,000.00

Anticipated Capital Project Description

**Mobile Radio
Replacement**

Anticipated Capital Project Projected Cost

\$ 4,000,000.00

Anticipated Capital Project Description

**Radio Calibration
Units**

Anticipated Capital Project Projected Cost

\$ 116,000.00

Anticipated Capital Project Description

**ExaGrid Enclosure
Replacement**

Anticipated Capital Project Projected Cost

\$ 90,000.00

Anticipated Capital Project Description

**Wheaton Tower
Generator
Replacement**

Anticipated Capital Project Projected Cost

\$ 50,000.00



Financial Verification



Name of 9-1-1 Authority

DuPage County 9-1-1



Emergency Telephone System Board

**Emergency
Telephone System**

 **Illinois County**

 **Report Prepared By**

 **Title**

**Board of DuPage
County**

DuPage County

Thomas H. Packard

**Principal
Accountant**

That he/she is duly authorized to execute this verification; that he/she has examined the foregoing Annual Financial Report - Form AFR (hereinafter referred to as "Report"); that to the best of his/her knowledge, information, and belief, all statements of fact contained in said Report are true; that said Report is a correct statement of the business and affairs of the above named 9-1-1 Authority in respect to each and every matter set forth therein;

Check one of the following:

☒ That he/she has personal knowledge that said Report is based upon currently available financial information, and the numbers used to compile this report will be independently audited at a future date. The most recently completed and audited fiscal year is for the year which ends on **12/31/2025**; that the independent auditor's reports and work papers are or will be available to Department Staff upon request; and that the data within said Report can be reconciled to the audited financial statements.

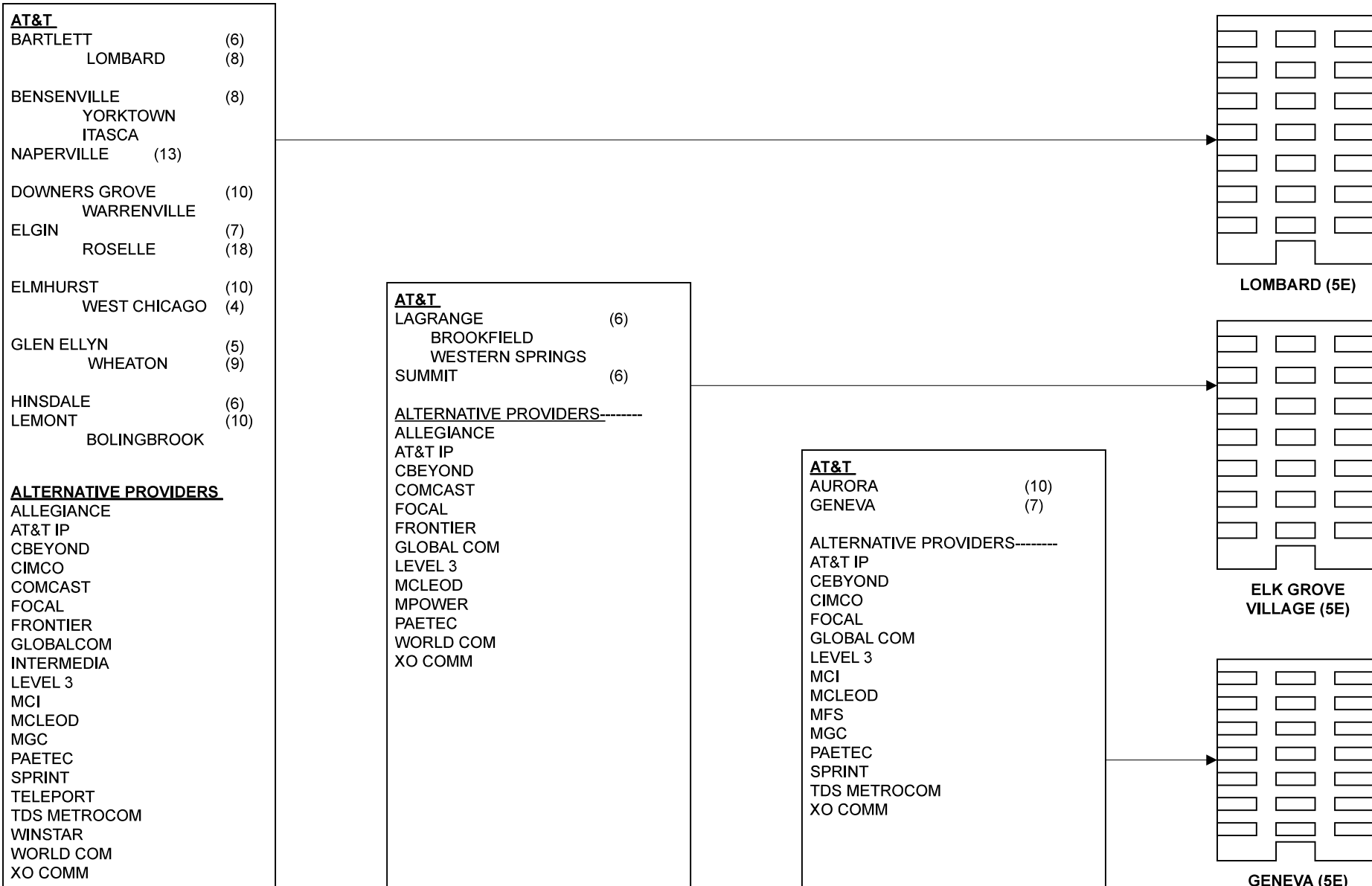
or

☐ That he/she has personal knowledge that said Report was audited by an independent auditor; and that the independent auditor's report and work papers are available to Department Staff upon request.

Your typed name serves as your authorized signature *

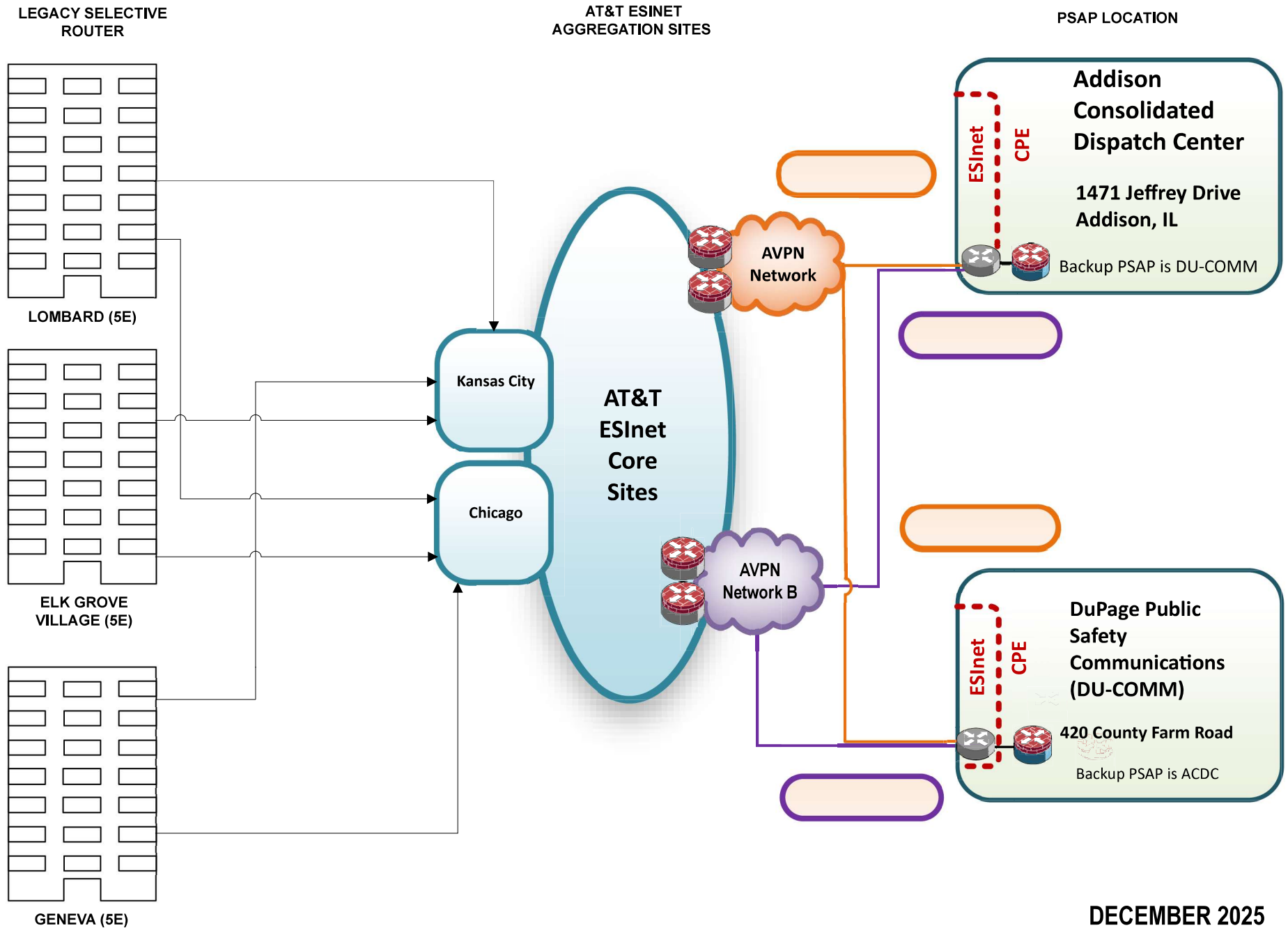
Thomas H. Packard

Date: 1/29/2026 4:01:53 PM



SERVES COMMUNITIES:

ADDISON, BARTLETT, BENSENVILLE, BLOOMINGDALE, BURR RIDGE, CAROL STREAM, CLARENDON HILLS, DARIEN, DOWNERS GROVE, DUPAGE COUNTY(UNINCORPORATED), DUPAGE COUNTY FOREST PERSERVE, ELMHURST, GLEN ELLYN, GLENDALE HEIGHTS, HANOVER PARK, HINSDALE, ITASCA, LISLE, LOMBARD, OAK BROOK, OAKBROOK TERRACE, PLEASANTVIEW FIRE PROTECTION, ROSELLE, TRI-STATE FIRE, VILLA PARK, WARRENVILLE, WEST CHICAGO, WESTMONT, WHEATON, WILLOWBROOK, WINFIELD, WOOD DALE, WOODBRIDGE





EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

Consolidated 9-1-1 Services for DuPage County
421 N. County Farm Road, Wheaton, Illinois 60187
630-550-7743 ETSB911@dupagecounty.gov

BOARD MEMBERS:

Mr. Greg Schwarze

Chairman
DuPage County Board
Representative

Mr. Mark Franz

Vice Chairman
Village of Glen Ellyn
DuPage Mayors & Managers
Conference Representative

Mrs. Gwen Henry, Ex-Officio

DuPage County Treasurer

Ms. Jean Kaczmarek, Ex-Officio

Secretary - DuPage County Clerk

Mr. Grant Eckhoff

DuPage County Board
Representative

Ms. Marilu Hernandez

Addison Consolidated Dispatch
Center
(ACDC) Representative

Mr. Andrew Honig

DuPage County Board
Representative

Chief Patrick Johl

Wood Dale Fire Protection District
DuPage County Fire Chiefs
Association Representative

Mr. Joseph Maranowicz

Village of Addison
DuPage Mayors & Managers
Conference Representative

Ms. Sheryl Markay

Public Representative

Deputy Chief Dan McCarthy

DuPage Sheriff's Office
Representative

Ms. Jessica Robb

DuPage Public Safety
Communication
(DU-COMM) Representative

Chief David Schar

Village of Winfield
DuPage County Police Chief

Mr. Kyle A. Wolber

Superior Air-Ground
Ambulance Services, Inc.
Emergency Services Representative

Ms. Linda Zerwin

Executive Director
9-1-1 System Coordinator

Certified mail/return receipt requested

December 19, 2025

«AddressBlock»

Re: Call Handling Agreement for 2026

«GreetingLine»

In 1991, The Emergency Telephone System Board of DuPage County (DuPage ETSB) was granted the authority to operate an Enhanced 9-1-1 System in its service area by the Illinois Commerce Commission. DuPage ETSB is operating an Enhanced 9-1-1 System with Phase 2 wireless on the statewide NG911 network with integrated Text to 911.

This notification reflects the current Statute reference: Pursuant to 50 ILCS 750/14: Annual Certified Notification, and on behalf of Chairman Schwarze and the DuPage ETS Board, this letter will serve as notification that DuPage ETSB will continue to operate the Enhanced 9-1-1 System and to keep in full force and effect the call handling agreement executed with your agency.

Unless we receive written notification within 10 days of receipt of this letter, DuPage ETSB will accept your nonresponse as an affirmation that your agency has no objection to and will continue the current Call Handling agreement through December 31, 2026.

If you have any additional questions, please feel free to contact me at 630-550-7743. Thank you, and we look forward to a continued, positive working relationship.

Sincerely,

Linda M. Zerwin
911 System Manager

LMZ/ag

CALL HANDLING AGREEMENTS - DISTRIBUTED/MAILED: DECEMBER 12, 2025

DUPAGE AGENCIES

ADDISON FIRE PROTECTION DISTRICT
ADDISON POLICE DEPARTMENT
BARTLETT FIRE PROTECTION DISTRICT
BARTLETT POLICE DEPARTMENT
BENSENVILLE FIRE PROTECTION DISTRICT
BENSENVILLE POLICE DEPARTMENT
BLOOMINGDALE FIRE PROTECTION DISTRICT
BLOOMINGDALE POLICE DEPARTMENT
BURR RIDGE POLICE DEPARTMENT
CAROL STREAM FIRE PROTECTION DISTRICT
CAROL STREAM POLICE DEPARTMENT
CLARENDON HILLS FIRE DEPARTMENT
CLARENDON HILLS POLICE DEPARTMENT
DARIEN POLICE DEPARTMENT
DARIEN-WOODRIDGE FIRE PROTECTION DISTRICT
DOWNERS GROVE FIRE DEPARTMENT
DOWNERS GROVE POLICE DEPARTMENT
DUPAGE COUNTY FOREST PRESERVE POLICE
DUPAGE COUNTY SHERIFF'S DEPARTMENT
ELMHURST FIRE DEPARTMENT
ELMHURST POLICE DEPARTMENT
GLEN ELLYN POLICE DEPARTMENT
GLEN ELLYN VOLUNTEER FIRE COMPANY
GLENDALE HEIGHTS POLICE DEPARTMENT
GLENSIDE FIRE PROTECTION DISTRICT
HANOVER PARK FIRE DEPARTMENT
HANOVER PARK POLICE DEPARTMENT
HINSDALE FIRE DEPARTMENT
HINSDALE POLICE DEPARTMENT
ITASCA FIRE PROTECTION DISTRICT
ITASCA POLICE DEPARTMENT
LISLE POLICE DEPARTMENT
LISLE-WOODRIDGE FIRE PROTECTION DISTRICT
LOMBARD FIRE DEPARTMENT
LOMBARD POLICE DEPARTMENT
OAK BROOK FIRE DEPARTMENT
OAK BROOK POLICE DEPARTMENT
OAKBROOK TERRACE FIRE PROTECTION DISTRICT
OAKBROOK TERRACE POLICE DEPARTMENT
PLEASANTVIEW FIRE PROTECTION DISTRICT
ROSELLE FIRE DEPARTMENT
ROSELLE POLICE DEPARTMENT
TRI-STATE FIRE PROTECTION DISTRICT
VILLA PARK FIRE DEPARTMENT
VILLA PARK POLICE DEPARTMENT
WARRENVILLE FIRE PROTECTION DISTRICT
WARRENVILLE POLICE DEPARTMENT
WEST CHICAGO FIRE PROTECTION DISTRICT
WEST CHICAGO POLICE DEPARTMENT
WESTMONT FIRE DEPARTMENT
WESTMONT POLICE DEPARTMENT
WHEATON FIRE DEPARTMENT
WHEATON POLICE DEPARTMENT
WILLOWBROOK POLICE DEPARTMENT
WINFIELD FIRE PROTECTION DISTRICT
WINFIELD POLICE DEPARTMENT
WOOD DALE FIRE PROTECTION DISTRICT
WOOD DALE POLICE DEPARTMENT
WOODRIDGE POLICE DEPARTMENT
YORK CENTER FIRE PROTECTION DISTRICT

DUPAGE ETSB PSAPS

ADDISON CONSOLIDATED DISPATCH CENTER (ACDC)
DU-COMM

EXTERNAL AGENCIES

CITY OF CHICAGO OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATION
COOK COUNTY ETSB
ELGIN POLICE DEPARTMENT PSAP
ILLINOIS STATE POLICE
JOINT CENTRAL LAKE COUNTY ETSB
JUSTICE E911
KANE COUNTY ETSB
LYONS TOWNSHIP AREA COMMUNICATIONS CENTER
NAPERVILLE ETSB
NORTHWEST CENTRAL DISPATCH
ORLAND CENTRAL DISPATCH (OCD)
PROVISO-LEYDEN JOINT 9-1-1 AUTHORITY
SOUTH WEST COOK COUNTY JETSB
SOUTHWEST CENTRAL DISPATCH
REGIONAL EMERGENCY DISPATCH (RED) CENTER
WEST CENTRAL CONSOLIDATED DISPATCH
WILL COUNTY EMERGENCY TELEPHONE SYSTEM BOARD
WILLOW SPRINGS POLICE DEPT PSAP

Note: None of the agencies provided written notice of objection to the continuation of this agreement.