DUPAGE COUNTY

HUMAN RESOURCES

630-407-6300
Fax: 630-407-6301
DPCHumanResources@dupageco.org
www.dupageco.org/hr

Workforce Development
2525 Cabot Drive,
Suite 302
Lisle, IL 60532
630-955-2030
Fax: 630-955-2059
www.worknetdupage.org

Memo

Date: January 20, 2026
To: Economic Development Committee
From: Lisa Schvach, Workforce Development Division
RE: Incumbent Worker Training Application – Superior Air-Ground Ambulance Service, Inc.

Superior Air-Ground Ambulance Service, Inc. ("Superior") is headquartered in Elmhurst and provides air and ground transport in five states. Services include 24/7 emergency and non-emergency ambulance service, interfacility transports, and standby medical coverage for community events.

Superior is a leader in workforce development and career pathway models for individuals interested in the healthcare field. Their Emergency Medical Responder program to get individuals started in the field as well as their Emergency Medical Technician registered apprenticeship program offer on-ramps to career success at no cost to students.

The next level is to move from Emergency Medical Technician (EMT) to Paramedic. This grant award will reimburse Superior $14,500 of the training costs for five EMTs to complete Paramedic training at area hospitals and become certified.

There is a critical nationwide shortage of paramedics. The COVID-19 pandemic significantly impacted the EMS industry and led to increased turnover and workforce burnout. The ongoing shortage of certified paramedics can lead to reduced ambulance availability, longer response times, and reduced capacity to serve communities. Five additional certified paramedics will help the current staffing shortage.

The EMTs attending training will ultimately experience promotion to Paramedic and a pay increase on average of $7/hour. They will also have the ability to continue progressing along the career pathway with additional training to become Critical Care Paramedics.

Notes:
* Superior Air-Ground Ambulance Service, Inc. – 3,618 Employees (5 state area)
* Located in Elmhurst, Illinois
* Number of Incumbent Workers to be Trained: 5
* Total Amount Approved: $14,500.00