

20 21

Community Service Report

CETRONIA AMBULANCE CORPS



SAVING LEHIGH VALLEY LIVES **STARTS** HERE

Cetronia Ambulance Corps is a nonprofit 501(c)3 organization proudly serving the community since 1955. Our 9-1-1 coverage area includes Lynn, South Whitehall, Upper Macungie, Weisenberg and Whitehall townships, as well as portions of Lowhill, Salisbury, Greenwich and Albany townships, and the borough of Coplay in eastern Pennsylvania.

A Message from the CEO

ROBERT F. MATEFF SR.



**HEALTH ON
WHEELS™**



CETRONIA
AMBULANCE CORPS

Dear Community Member,

To say that 2021 was an unprecedented year would be an understatement. Thankfully, we have so many residents and businesses in this community that helped us triumph. Whether it was a donation of cookies or a monetary contribution, it all made a large impact on our nonprofit organization.

We also would not be where we are today without the guidance and support of our board of trustees and our truly dedicated associates. The knowledge and talent that is brought to the table every single day is simply fascinating. That's why we feel it is so important to invest in each and every one of our team members.

COVID-19 has taught us many things, but the most important is how resilient and adaptive we have been. We are proud to say that we are 100 percent compliant with the Centers for Medicare & Medicaid Services vaccination policy which allows us to transport to hospitals and facilities.

Serving on the government affairs committee of the American Ambulance Association has led me to play an advocacy role for our industry. We were honored to have many local and state representatives visit our facility to become educated on some of the key issues we have been faced with over the decades. I promise to continue to advance this industry so that our community and many others like it, are never threatened with the thought of not having emergency services one day.

We are proud of what we have achieved this past year and look to brighter days ahead.

Respectfully,

Robert F. Mateff Sr.

Senior Management

Robert F. Mateff Sr.
Chief Executive Officer

Amy Ninos
Chief Financial Officer

Kim Blicher
Director of Marketing and Public Relations

Edwin Boyle
Director of Operations

Nicole Dugan
Director of Education

Shawn McGovern
Director of Human Resources

Michael Nagel
Director of Facilities and Project
Management

Benjamin A. Brown
Communications Center Manager

Jason Carita
Operations Supervisor

Matthew Cornell
Operations Supervisor

Mat Diffenderfer
Operations Supervisor

Michael LaPearl
Operations Supervisor



Organization Profile

HISTORY, MISSION, & CORE VALUES



OUR HISTORY

Cetronia Ambulance Corps was founded in 1955 by eight volunteers from the tiny village of Cetronia, a suburb of Allentown, Pa.

Their goal was to improve the timeliness and quality of ambulance service for their families, community and future. Funds were tight but friends were abundant. Through contributed funds, events (and many hoagie sales), they raised enough for a well-used, but somewhat hard-running, Buick ambulance. Cetronia Ambulance Corps was born ... but greater reliability and resourcefulness was clearly needed.

At that time in the 1950s and 60s, S&H green stamps were offered by many retailers as a sales incentive for customers. Save enough of them and they could be redeemed for a wide variety of rewards—household appliances, sporting goods or, in the case of the fledgling volunteer group from Cetronia, a new ambulance.

Thanks to a campaign by our founding volunteers, churches, businesses and frugal families throughout our community, Cetronia's second lifesaving vehicle was a shiny, new Cadillac ambulance purchased entirely with S&H green stamps.

Today's fleet includes 41 vehicles and a staff of 150 full and part-time associates.

Mission:

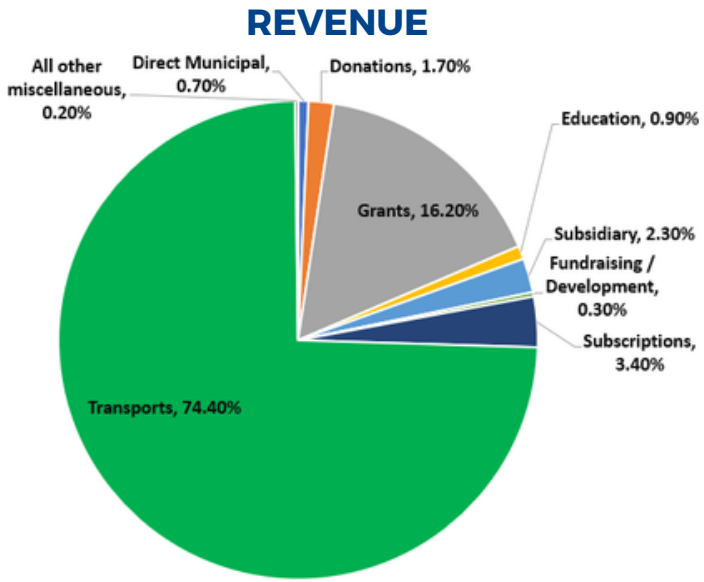
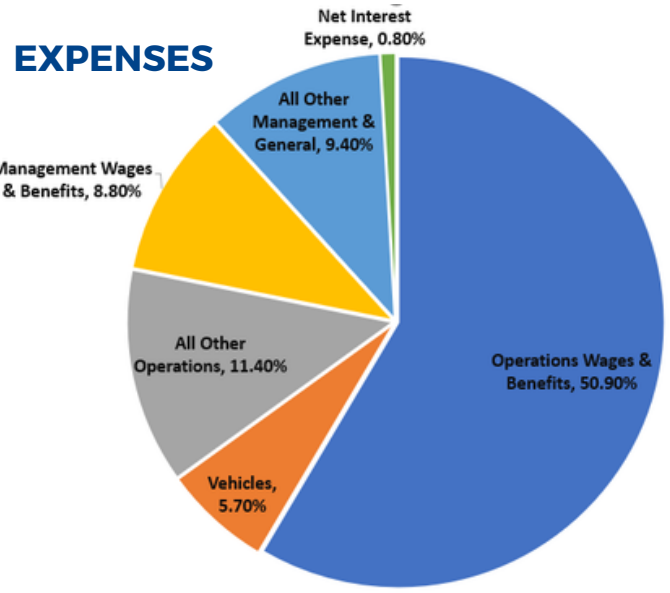
To be the leader in emergency medical services, transportation, and community health resources.

Core Values:

- Customer focus / excellent patient care
- Community involvement
- Professionalism
- Integrity
- Leadership
- Teamwork

Finance Report

INVESTING TO MEET PRESENT & FUTURE NEEDS.



OUR ASSOCIATES ARE OUR CORE FOUNDATION

Cetronia continues to invest in not only its infrastructure, but mainly its associates. Without them, we wouldn't be where we are today and the emergency management system would look a lot different in the communities we serve. More than half of our expenses go toward operation's wages and benefits. Our compensation package is among the best in the region, and beyond.

110 FULL-TIME & 40 PART-TIME ASSOCIATES

New associate handbooks and Human Resource Policy Manuals were created for easier accessibility.

2

Associates went through our EMS Apprenticeship Program in conjunction with the Lehigh Valley Workforce Investment Board.

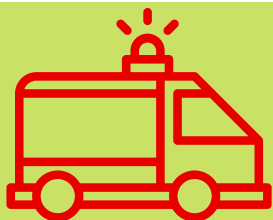
OPERATION: PATHWAY TO SUCCESS

A program designed to lead high school graduates from Paratransit to become EMTs & Paramedics while being paid.



Operations

STRATEGY IS ESSENTIAL FOR SUPERIOR PERFORMANCE.



18,047 Emergency vehicles & 8,226 Non-emergency vehicles dispatched

227

STANDBYS

Supporting community events



19,908 Paratransit Calls



95,926 gallons



955,485 miles

50

REHAB CALLS Supporting special operations units, police, fire, & EMS

CETRONIA IS THE LEHIGH VALLEY'S LEADER IN EMS AND MEDICAL TRANSPORT SERVICES.

Cetronia's fleet of more than 40 specialty vehicles is driven hard to save more lives.

Cost of ONE fully equipped/staffed ambulance per year:

Advanced Life Support Ambulance	\$140,785
Annual Fuel Costs	\$12,225
Annual Maintenance Costs	\$12,750
Annual Personnel Costs	\$245,250
EKG Monitor	\$29,989
Power Load and Stretcher	\$49,311
Radios	\$12,000
Lucas Device	\$18,184
Mobile Data Terminal	\$3,000
Vehicle Safety Tracking System and GPS	\$5,000
Disposable Medical Supplies	\$3,500
Stair Chair	\$3,915
Cost of ONE Staffed & Equipped Ambulance	\$535,909

This Is CETRONIA ... see us in action on YouTube!

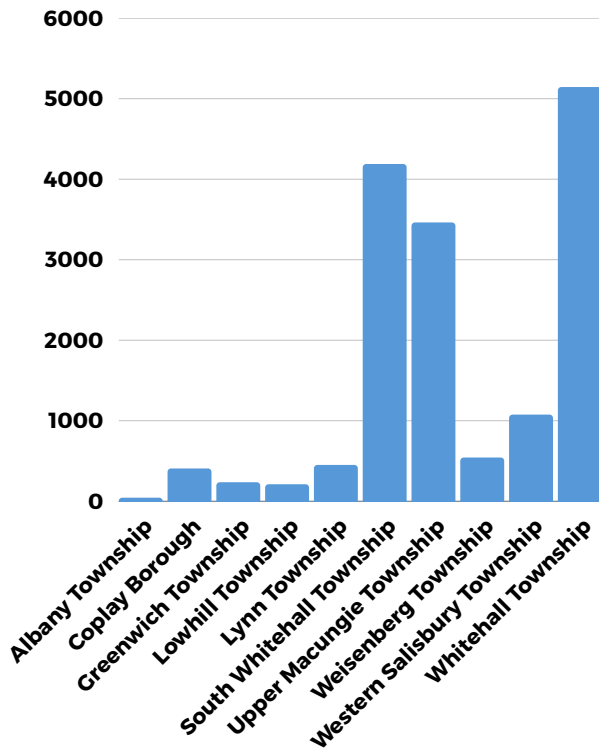
https://youtu.be/Q_AxBIhGxak



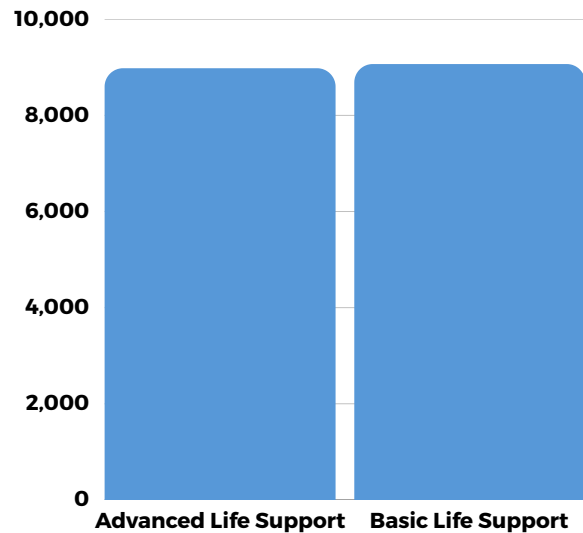
Emergency Calls Only

BY THE NUMBERS IN OUR 9-1-1 COVERAGE AREA

RUNS BY MUNICIPALITY



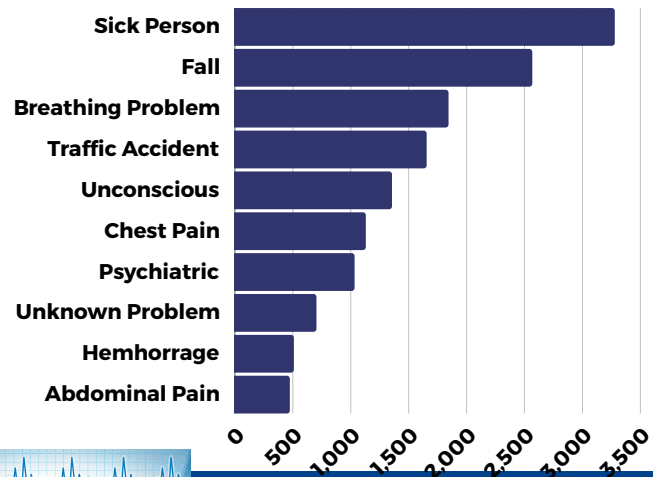
TYPES OF PRIORITY RUNS



WE PRIDE OURSELVES IN OUR COMPASSIONATE SERVICE

Cetronia's ALS (Advanced Life Support) ambulances can provide a variety of services to patients who require immediate medical attention and transportation. Our providers are highly trained in many lifesaving skills areas.

TOP 10 RUN REASONS



16:57

Average time at a scene



12:00

Busiest hour of the day

FRIDAY

Busiest day of the week



Facility & Technology

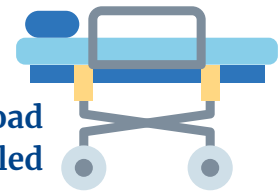
READY. SET. GROW.



Sonim phones with active 911 programs replaced radios in all ambulances



1st Stryker power-load system installed



20 iPads deployed for patient care reporting

EMS charts documentation platform deployed for more efficient patient charting



Main station garage lights replaced with LED bulbs reducing lighting costs by 50%

ZeroRPM idle mitigation system added to 3 ambulances as part of re-chassis



WE CONTINUE TO IMPROVE

Whether it is advancing in technology or keeping our associates well educated, our goal is to simply keep moving forward and do it efficiently. Our advances help to keep us having excellent response times and outcomes and providing clinically-accurate care for our patients with life-threatening injuries and medical episodes. Our facilities team of volunteers make sure we are ready to roll and keep our technology up-to-date.



Supervisor's vehicle, retiring in 2022

Associate & Years of Service

2021 AWARDS AND MILESTONES

FIVE

Paul Brennan
Nicole Cornell
Steve Narkin
Padraic Daraghy
Kwameka Romero
Audrey Parenti

honor



Christina Rodger

character

FIFTEEN

Mark A. Kleibscheidel
Michele Lukitsch

motivated

FOURTY

Franklin Bartholomew

determination



TWENTY

Kerry L. Baldwin
Joseph Lee Kunkle

passion



drive

FIFTY

outstanding

perseverance

diligent

success

Judith Drybola-Brokaw
Kathleen A. Fadule
Thomas W. Kociuba
Robert Mangano



Ron Thomas

admiration



SUPPORT ASSOCIATE OF THE YEAR

Matthew Krupa

PARATRANSIT PERSON OF THE YEAR

Gwen Smith

BLS PROVIDER OF THE YEAR

Jason Lindtner

ALS PROVIDER OF THE YEAR

Chris Sholley

ROOKIE PROVIDER OF THE YEAR

Abigail Darnall

**MICHAEL
NAGEL**



Grateful Patients Say It Best

WE'RE INCREDIBLY PROUD. THANK YOU!

"The impact of your training will be very helpful to our pups as they continue on the path of becoming a guide dog."

- Lehigh County Seeing Eye Puppy Club

We appreciate your commitment to the youth in our communities.

- Boy Scouts of America, Minsi Trail Council

"The crew that helped my husband were caring and professional. They did a wonderful job."

- Carol B.

"Thank you for all your hard work."

- Liz F.

"Good driver. Nice ride!"

- Ilona R.

"I want to say thank you to the two ladies who took me to the hospital. They were totally professional, but above and beyond - very comforting to me as I was quite scared."

- Louise B.

As a non-profit charitable 501 (c) 3 organization Cetronia Ambulance Corps is committed to assisting all, regardless of their ability to pay. We are funded through user fees for service, grants, donations and contributions from individuals and corporations. Your gift to Cetronia Ambulance Corps is more than a tax deduction - it is a gift that will preserve and protect LIVES. Please consider making a contribution, TODAY!

"I want to thank your crew for helping save my daughter's life. She collapsed at home and they rushed her to Lehigh Valley Hospital. After being diagnosed with a ruptured brain aneurysm and a subarachnoid hemorrhage, she had an emergency craniotomy. For 21 day, she was hospitalized!

FORTUNATELY, she has made a full recovery, with NO deficits. It is the best possible outcome!! Thank you for your knowledge, expertise and outstanding care!"

- Susan R.



CETRONIA AMBULANCE CORPS
4300 Broadway, Allentown, PA 18104
www.Cetronia.org
Administrative Office: 610-398-0239

Non-Emergencies & Medical Transport:
CALL 610-395-6833



Emergencies: CALL 9-1-1