

**Minutes of November 17, 2025, Board of Directors Meeting**

**6PM start, In Person and Virtual**

**Located at 9925 Grubbs Rd., Wexford, PA 15090**

**Attendees:**

James Bonomo, Vice Chair

Mark Sullivan, Treasurer

Steve Solman, Secretary-Virtual

Brian Zydel, Board Member-Virtual

Rob Pizzica, Board Member

Adam Frisch, Board Member

**Other Attendees:**

Attorney Michael Witherel

Jack Casey, Town of McCandless Liaison

Victoria Pongrace, President of Bradfordwoods Council-Virtual

Chris Dell, Chief

Norm Prycl, Captain

Michael Wholihan, Financial Coordinator

Michele Gnoth, Administrative Coordinator

**Call to order:**

Vice Chair James Bonomo called the Board Meeting to order with The Pledge of Allegiance at 6:00 PM.

**Public:**

Bruce Hezlep, Pine Township

Trish Cloonan, Town of McCandless

Lt. Stephanie Zentz-MFPAA-Virtual

No public comment.

**Approval of Minutes:**

***A motion was made by Adam Frisch and seconded by Rob Pizzica to approve the minutes of October 20, 2025, Board of Directors Meeting. The motion passed unanimously.***

## Human Resources:

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Chief Dell reported the two new hires are off training and fully functional.

Chief Dell mentioned the TEAM Meeting was well attended. Around 38 of 42 employees attended. Chief Dell feels this is a sign of healthy organization.

The MFPAA Holiday party is December 16, 2025, at 5PM at Cadence Clubhouse.

MFPAA will be participating in a grant funded Apprenticeship with UPMC to train people to be EMT'S. There is no cost to MFPAA for this program. Recruiting will start in December. There will be more to come regarding this program.

## Operations Report:

Chief Dell reviewed the KPI Report and Operations Report with the Board. (Call Locations and Types of calls). He commented that our crews continue to do an amazing job of managing their own calls.

The CQI report was reviewed by the Board of Directors. CQI focus this month is Advanced Airway Training.

Training hours are still high.

There have been two accidents with ambulances. Both involved backing up with no spotter. This has been addressed with the employees.

The adjustments made with the wheelchair van billing in July have gone very well. The return payment is now about 72% compared to the 50% it was.

The airway equipment bought two years ago has not held up well from a battery perspective. Different equipment needs to be purchased for all ambulances costing an estimated \$18,000 total. The training on this equipment will start next month.

## Financial Report:

Chief Dell updated the Board on the Par/Non-Par with UPMC and Highmark. Doing very well with UPMC. Highmark is getting better with patients paying MFPAA for their services. Chief states it's too early to tell if this is successful, but it definitely appears to be a positive change.

The change of writing off 50% instead of 100% for the subscription program is going well. There have only been a couple of complaints from the community regarding this.

Chief Dell reviewed the financial reports with the Board.

Total Revenue: **October Actual** \$415,213 **Budget** \$329,250 **Difference** \$85,963 (Including subscriptions & Donations).

Total Expenses: **October Actual** \$325,256 **Budget** \$280,058 **Difference:** \$ 45,199

Amount written off to subscriptions- **October Actual** \$13,824 **YTD** \$181,774

**Total disbursements were \$ 337,237.08**

***A motion was made by Mark Sullivan and seconded by Adam Frisch to approve the monthly disbursements. The motion passed unanimously.***

**Facilities:**

Chief Dell said he met with Dr. Klapper from AHN regarding the possible space they are going to build at the Wexford Hospital for MFPA. Chief reported that Dr. Klapper stated that this project will happen.

Chief Dell then met with UPMC over concerns they had with the potential project with AHN.

**Old Business:**

**Rob Pizzica updated the Board on the marketing project.**

Audience reach and awareness:

3,678 New website visitors                      2,160 Donation page views

**Paid Media Performance:**

CTR in line with nonprofit benchmarks

Cost per click \$1.56-far below 3.97 benchmark

Top creative performers- 911 video grabbed most attention and Chief Dell video drove most donations

**Platform Highlights:**

Meta (Facebook/Instagram-Very efficient traffic at low cost

LinkedIn-Exceptional engagement from executives, medical, education, and tech professionals

**Key Wins:**

Reached new residents who had not interacted with MFPA before.

High value professional audiences engage strongly.

Creative storytelling (Emergency calls plus real patient stories) resonated.

**New Business:**

Chief Dell mentioned to the Board that he would like to do a group picture at the meeting next month.


**A motion was made by Adam Frisch and seconded by Rob Pizzica to adjourn the Board meeting at 6:34PM. The motion passed unanimously.**

**Next Board Meeting Monday, December 15,2025 at 6PM**

Prepared by:

  
Administrative Coordinator

Submitted by:

  
Secretary