

Non-Emergency	2024
Emergency*	2278
Downgraded to Non-Emergency	30
Upgraded to Emergency	200
Stand-By	0
<b>Total</b>	<b>4532</b>

Avg Response Time - Emergency	00:05:29
Avg Response Time - Non-Emergency	00:07:12
Avg Response Time - Upgrade to Emergency	00:06:07
<b>Upgraded to Emergency Enroute</b>	
<b>Downgraded to Non-Emergency Enroute</b>	
Non-Transports (excluding Stand-By)	972

<b>911 Call (County)</b>	<b>Total</b>
	4,532
	<b>Total 4,532</b>

### Fractile Response Report (Emergency)

Call Count	Cumulative Call Count	Percent of Total Calls	Cumulative Percent of Total Calls
68	68	3.04%	3.04%
158	226	7.07%	10.11%
349	575	15.61%	25.72%
436	1,011	19.50%	45.21%
433	1,444	19.36%	64.58%
316	1,760	14.13%	78.71%
188	1,948	8.41%	87.12%
130	2,078	5.81%	92.93%
72	2,150	3.22%	96.15%
45	2,195	2.01%	98.17%
18	2,213	0.81%	98.97%
10	2,223	0.45%	99.42%
5	2,228	0.22%	99.64%
5	2,233	0.22%	99.87%
1	2,234	0.04%	99.91%
2	2,236	0.09%	100.00%

### Fractile Response Report (Upgrade to Emergency)

Call Count	Cumulative Call Count	Percent of Total Calls	Cumulative Percent of Total Calls
4	4	2.00%	2.00%
9	13	4.50%	6.50%
26	39	13.00%	19.50%
41	80	20.50%	40.00%
34	114	17.00%	57.00%
27	141	13.50%	70.50%
22	163	11.00%	81.50%
13	176	6.50%	88.00%
7	183	3.50%	91.50%
3	186	1.50%	93.00%
7	193	3.50%	96.50%
2	195	1.00%	97.50%
2	197	1.00%	98.50%
2	199	1.00%	99.50%
1	200	0.50%	100.00%

*[Signature]* 2018

Non-Emergency	2078	Avg Response Time - Emergency	00:05:35
Emergency*	1808	Avg Response Time - Non-Emergency	00:07:19
Downgraded to Non-Emergency	23	Avg Response Time - Upgrade to Emergency	00:06:05
Upgraded to Emergency	379	<del>Upgraded to Non-Emergency</del>	
Stand-By	0	<del>Downgraded to Non-Emergency</del>	
Total	4288	Non-Transports (excluding Stand-By)	866

911 Call (County)	Total
	4,288
	4,288

**Fractile Response Report (Emergency)**

Call Count	Cumulative Call Count	Percent of Total Calls	Cumulative Percent of Total Calls
42	42	2.35%	2.35%
108	150	6.05%	8.40%
253	403	14.17%	22.56%
360	763	20.16%	42.72%
349	1,112	19.54%	62.26%
266	1,378	14.89%	77.16%
189	1,567	10.58%	87.74%
107	1,674	5.99%	93.73%
59	1,733	3.30%	97.03%
24	1,757	1.34%	98.38%
11	1,768	0.62%	98.99%
4	1,772	0.22%	99.22%
6	1,778	0.34%	99.56%
3	1,781	0.17%	99.72%
2	1,783	0.11%	99.83%
1	1,784	0.06%	99.89%
1	1,785	0.06%	99.94%
1	1,786	0.06%	100.00%

**Fractile Response Report (Upgrade to Emergency)**

Call Count	Cumulative Call Count	Percent of Total Calls	Cumulative Percent of Total Calls
3	3	0.79%	0.79%
19	22	5.03%	5.82%
35	57	9.26%	15.08%
67	124	17.72%	32.80%
95	219	25.13%	57.94%
69	288	18.25%	76.19%
31	319	8.20%	84.39%
18	337	4.76%	89.15%
15	352	3.97%	93.12%
11	363	2.91%	96.03%
5	368	1.32%	97.35%
3	371	0.79%	98.15%
2	373	0.53%	98.68%
1	374	0.26%	98.94%
2	376	0.53%	99.47%
1	377	0.26%	99.74%
1	378	0.26%	100.00%

2017

# Call Summary Report

# Gold Cross Ambulance

Non-Emergency	2198
Emergency*	1549
Downgraded to Non-Emergency	23
Upgraded to Emergency	578
Stand-By	0
<b>Total</b>	<b>4348</b>

Avg Response Time - Emergency	00:05:30
Avg Response Time - Non-Emergency	00:07:03
Avg Response Time - Upgrade to Emergency	00:05:51
Upgraded to Emergency Enroute	
Downgraded to Non-Emergency Enroute	
Non-Transports (excluding Stand-By)	830

911 Call (County)	Total
	4,348
	<b>4,348</b>

## Fractile Response Report (Emergency)

Call Count	Cumulative Call Count	Percent of Total Calls	Cumulative Percent of Total Calls
77	77	4.97%	4.97%
97	174	6.26%	11.23%
231	405	14.91%	26.15%
324	729	20.92%	47.06%
283	1,012	18.27%	65.33%
188	1,200	12.14%	77.47%
143	1,343	9.23%	86.70%
87	1,430	5.62%	92.32%
54	1,484	3.49%	95.80%
36	1,520	2.32%	98.13%
11	1,531	0.71%	98.84%
7	1,538	0.45%	99.29%
5	1,543	0.32%	99.61%
4	1,547	0.26%	99.87%
2	1,549	0.13%	100.00%

## Fractile Response Report (Upgrade to Emergency)

Call Count	Cumulative Call Count	Percent of Total Calls	Cumulative Percent of Total Calls
9	9	1.56%	1.56%
19	28	3.29%	4.84%
66	94	11.42%	16.26%
122	216	21.11%	37.37%
139	355	24.06%	61.42%
96	451	16.61%	78.03%
57	508	9.86%	87.89%
25	533	4.33%	92.21%
18	551	3.11%	95.33%
12	563	2.08%	97.40%
6	569	1.04%	98.44%
1	570	0.17%	98.62%
2	572	0.35%	98.96%
1	573	0.17%	99.13%
3	576	0.52%	99.65%
1	577	0.17%	99.83%
1	578	0.17%	100.00%

2016



# all Summary Report

# Gold Cross Ambulance

Run No. Alert Date & Time EnRoute At Scene Resp Time/Responded From Code Problem Destination Transport Mode

Non-Emergency	1957	Avg Response Time - Emergency	00:05:34	Call Count	Cumulative Call Count	Percent of Total Calls	Cumulative Percent of Total Calls
Emergency*	992	Avg Response Time - Non-Emergency <td>00:07:14</td> <td>39</td> <td>39</td> <td>3.93%</td> <td>3.93%</td>	00:07:14	39	39	3.93%	3.93%
Downgraded to Non-Emergency	34	Avg Response Time - Upgrade to Emergency <td>00:05:54</td> <td>58</td> <td>97</td> <td>5.85%</td> <td>9.78%</td>	00:05:54	58	97	5.85%	9.78%
Upgraded to Emergency	991	<del>Upgraded to Emergency</del>		124	221	12.50%	22.28%
Stand-By	0	<del>Downgraded to Non-Emergency</del>		176	397	17.74%	40.02%
Total	3974	Non-Transports (excluding Stand-By)	925	206	603	20.77%	60.79%
				146	749	14.72%	75.50%
				98	847	9.88%	85.38%
				60	907	6.05%	91.43%
				41	948	4.13%	95.56%
				20	968	2.02%	97.58%
				7	975	0.71%	98.29%
				6	981	0.60%	98.89%
				7	988	0.71%	99.60%
				1	989	0.10%	99.70%
				1	990	0.10%	99.80%
				1	991	0.10%	99.90%
				1	992	0.10%	100.00%

Fractile Response Report (Upgrade to Emergency)							
Call Count	Cumulative Call Count	Percent of Total Calls	Cumulative Percent of Total Calls				
18	18	1.82%	1.82%				
47	65	4.74%	6.56%				
114	179	11.50%	18.06%				
169	348	17.05%	35.12%				
206	554	20.79%	55.90%				
158	712	15.94%	71.85%				
103	815	10.39%	82.24%				
62	877	6.26%	88.50%				
36	913	3.63%	92.13%				
27	940	2.72%	94.85%				
21	961	2.12%	96.97%				
13	974	1.31%	98.28%				
7	981	0.71%	98.99%				
5	986	0.50%	99.50%				
2	988	0.20%	99.70%				
1	989	0.10%	99.80%				
1	990	0.10%	99.90%				
1	991	0.10%	100.00%				

2015

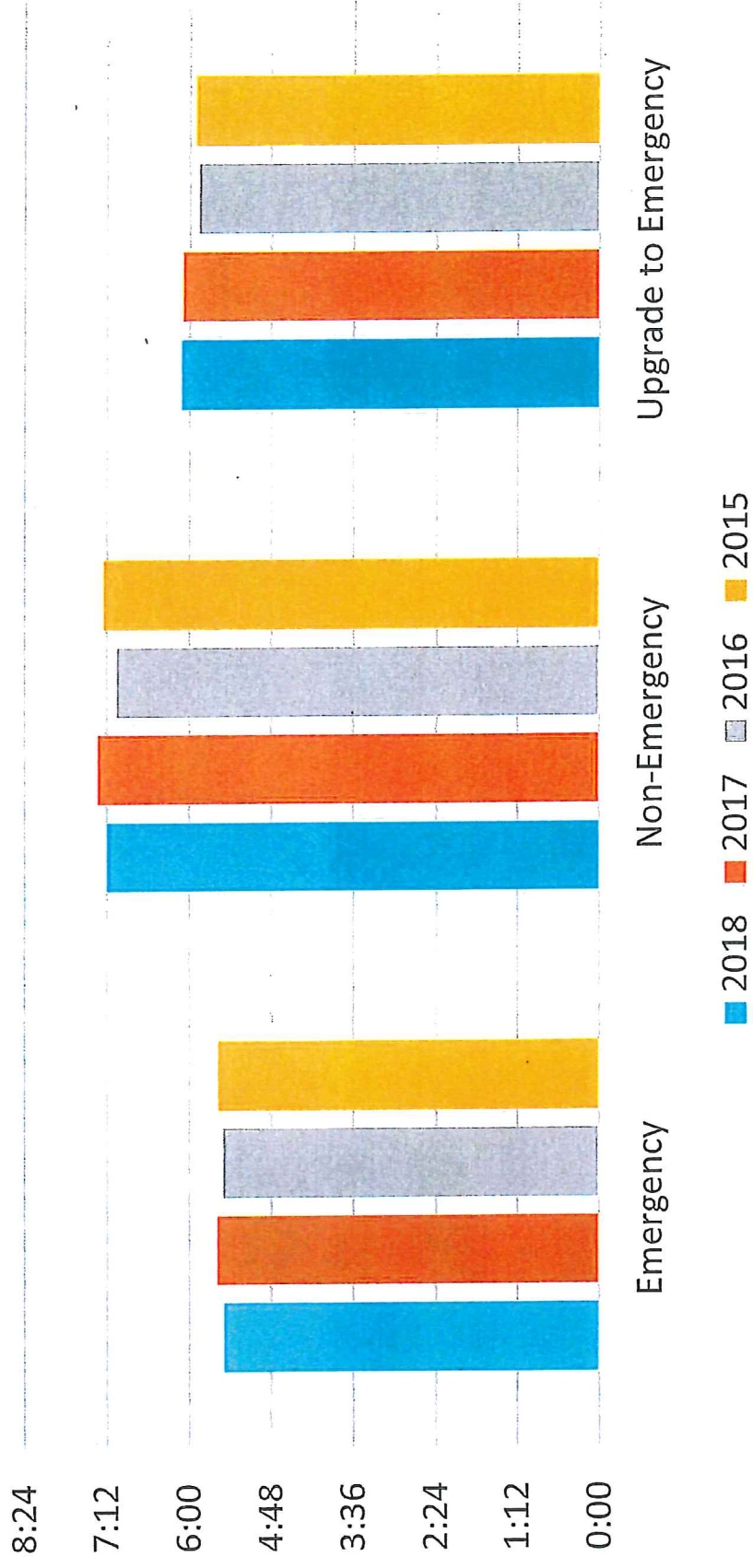


<b>Avg. Response Time</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
Emergency	5:29	5:35	5:30	5:34
Non-Emergency	7:12	7:19	7:03	7:14
Upgrade to Emergency	6:07	6:05	5:51	5:54

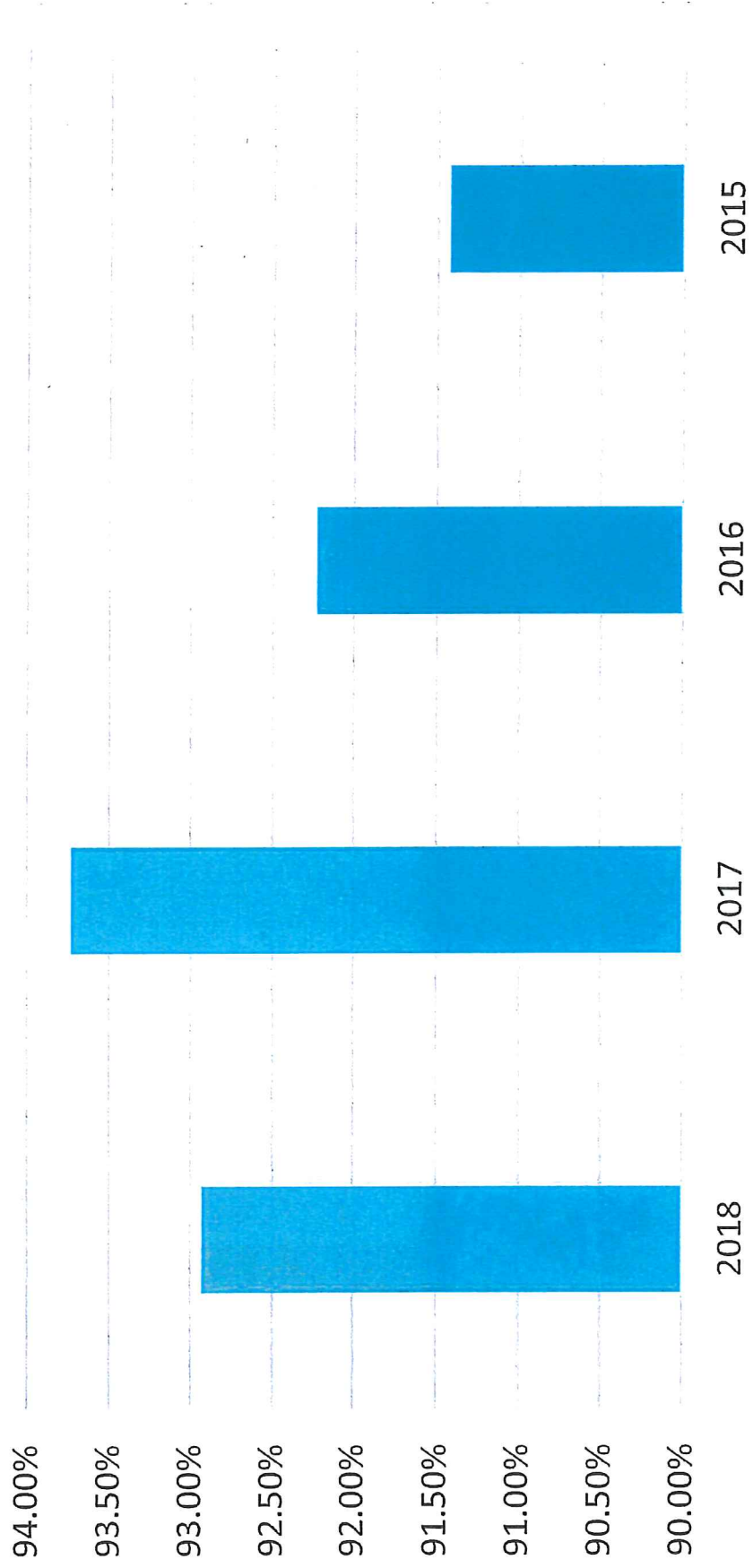
<b>Fractile Reponse Times</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
8:00 minutes or less	92.93%	93.73%	92.23%	91.43%

<b>Call Volume</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
Emergency	2278	1808	2198	992
Non-Emergency	2024	2078	1549	1957
Upgrade to Emergency	200	379	578	991

# Avg. Response Time

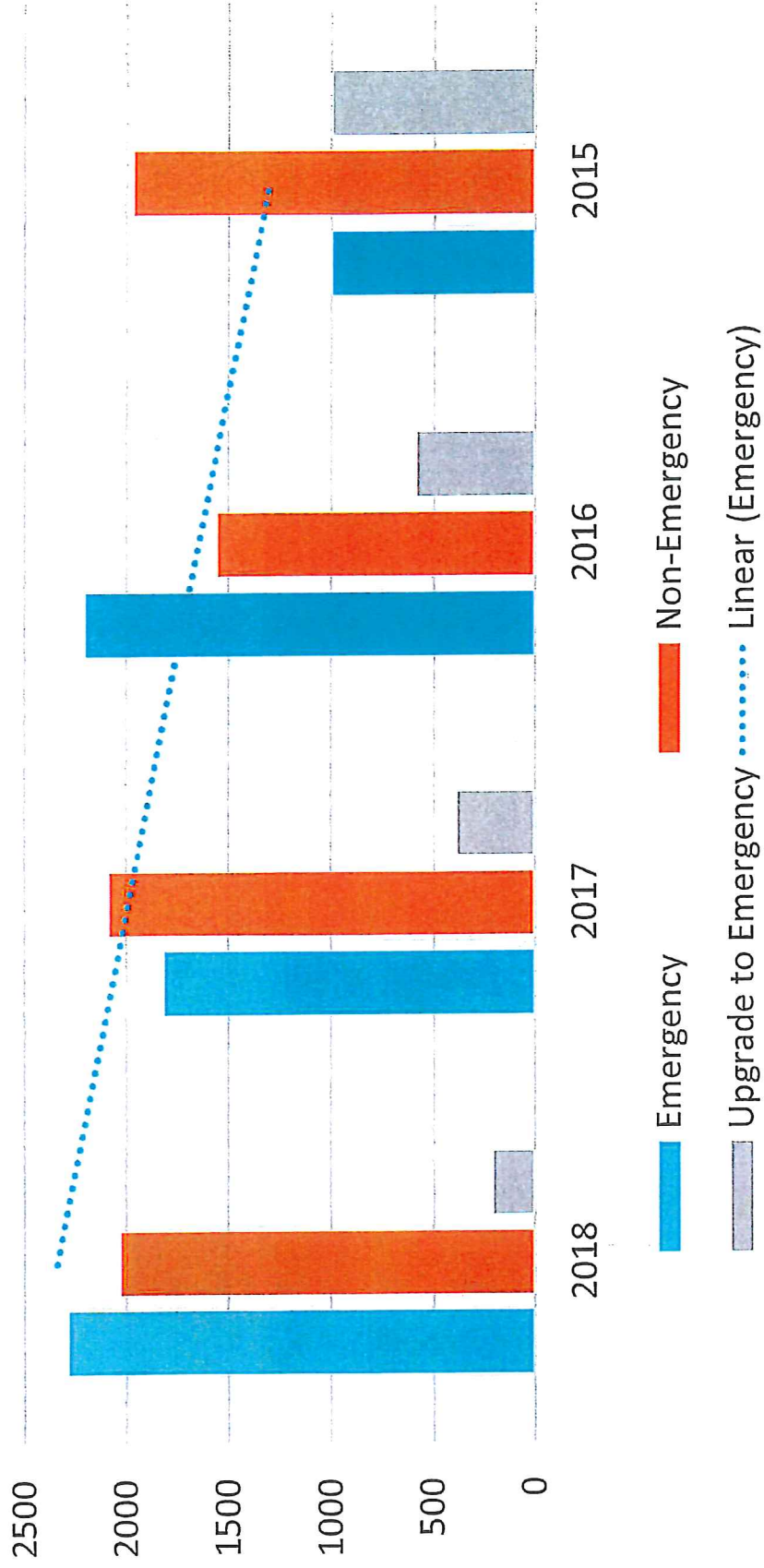


## 8:00 minutes or less % (Emergency)





# Call Volume (Appleton)



## Gold Cross Ambulance Appleton Coverage Evolution

2018	Primary Post	Hours	Weekly Hours
Medic 1	Richmond St. and Calumet St. (Appleton)*	0900-1900	50
Medic 4	Wittmann Dr. (Northern Menasha)	24/7	168
Medic 5	St. Elizabeth's Hospital (Appleton)	24/7	168
Medic 6	ThedaCare Regional Medical Center-Appleton	24/7	168
Medic 7	Northland and Lyndale (Grand Chute)	24/7	168
Medic 8	Northland and Ballard (Appleton) *	0900-1900	70
*March 2018-Posting Study		<b>Total Hours</b>	<b>792</b>

2017	Primary Post	Hours	Weekly Hours
Medic 1*	Franklin and Richmond St. (Appleton)	0900-1700	40
Medic 4	Wittmann Dr. (Northern Menasha)	24/7	168
Medic 5	St. Elizabeth's Hospital (Appleton)	24/7	168
Medic 6	ThedaCare Regional Medical Center-Appleton	24/7	168
Medic 7	Northland and Lyndale (Grand Chute)	24/7	168
*Added August 2017		<b>Total Hours</b>	<b>712</b>

2016	Primary Post	Hours	Weekly Hours
Medic 4	Wittmann Dr. (Northern Menasha)	24/7	168
Medic 5	St. Elizabeth's Hospital (Appleton)	24/7	168
Medic 6	ThedaCare Regional Medical Center-Appleton	24/7	168
Medic 7	Northland and Lyndale (Grand Chute)	24/7	168
		<b>Total Hours</b>	<b>672</b>

2015	Primary Post	Hours	Column1
Medic 4*	Wittmann Dr. (Northern Menasha)	0700-1900	84
Medic 5	St. Elizabeth's Hospital (Appleton)	24/7	168
Medic 6	ThedaCare Regional Medical Center-Appleton	24/7	168
Medic 7	Northland and Lyndale (Grand Chute)	24/7	168
Hours increased Nov. 2015		<b>Total Hours</b>	<b>588</b>



# Wittmann Dr. Center Menasha

Freedom

Vandenbroek

MED10

Grand Chute

MED07

R100

MED08

State Hwy 96

Waukesha

MED01 Appleton

MED03

Buchanan

MED05

Appleton

MED04

Menasha

Menasha

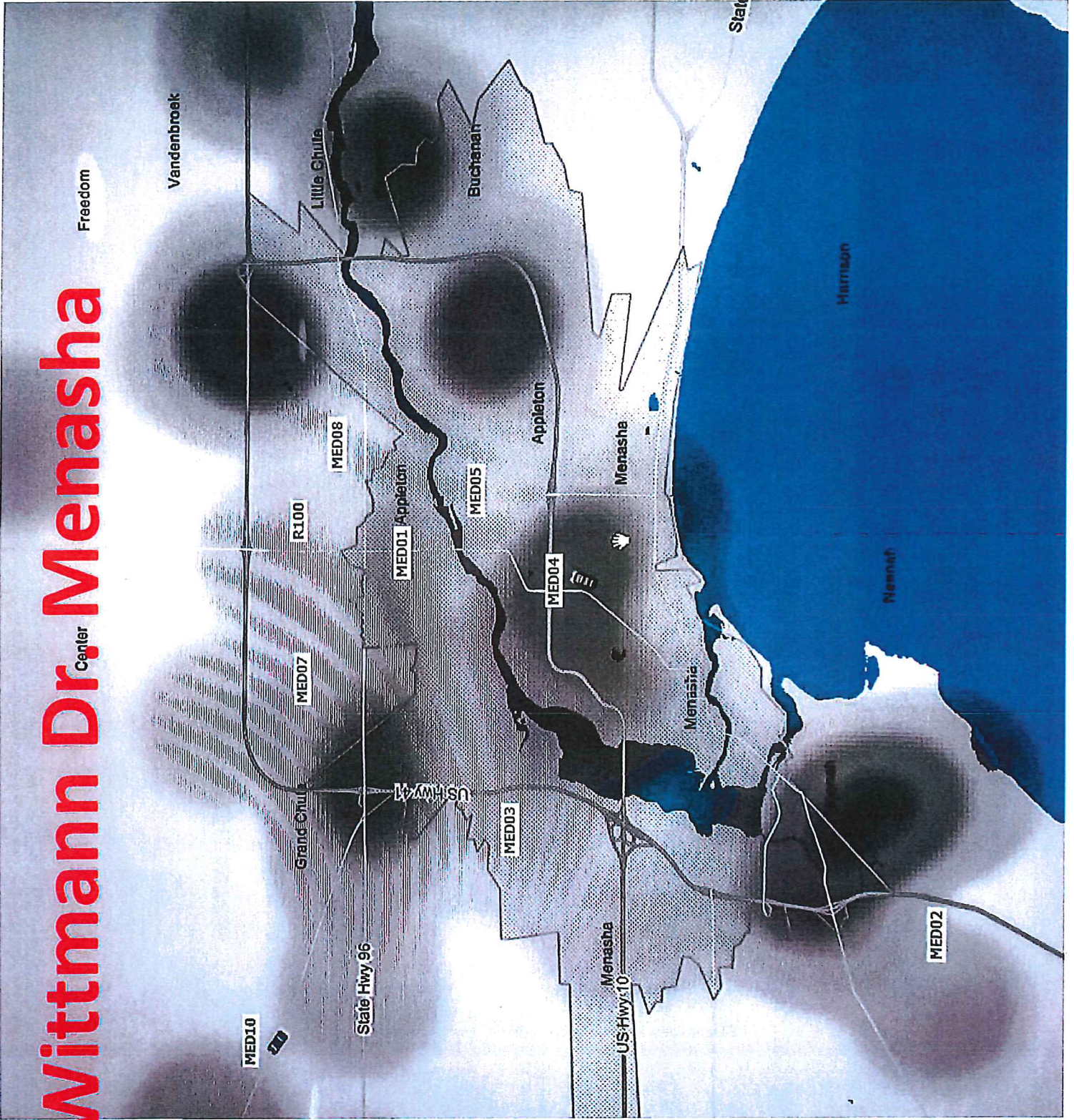
Menasha

State

Harrison

Menasha

MED02





# St. Elizabeth's

Freedom

Vandenbroek

MED10

Grand Chute

MED07

Little Chute

R100  
MED08

State Hwy 96

US Hwy 10

MED01 Appleton

MED05

Buchanan

MED03

Appleton

MED04

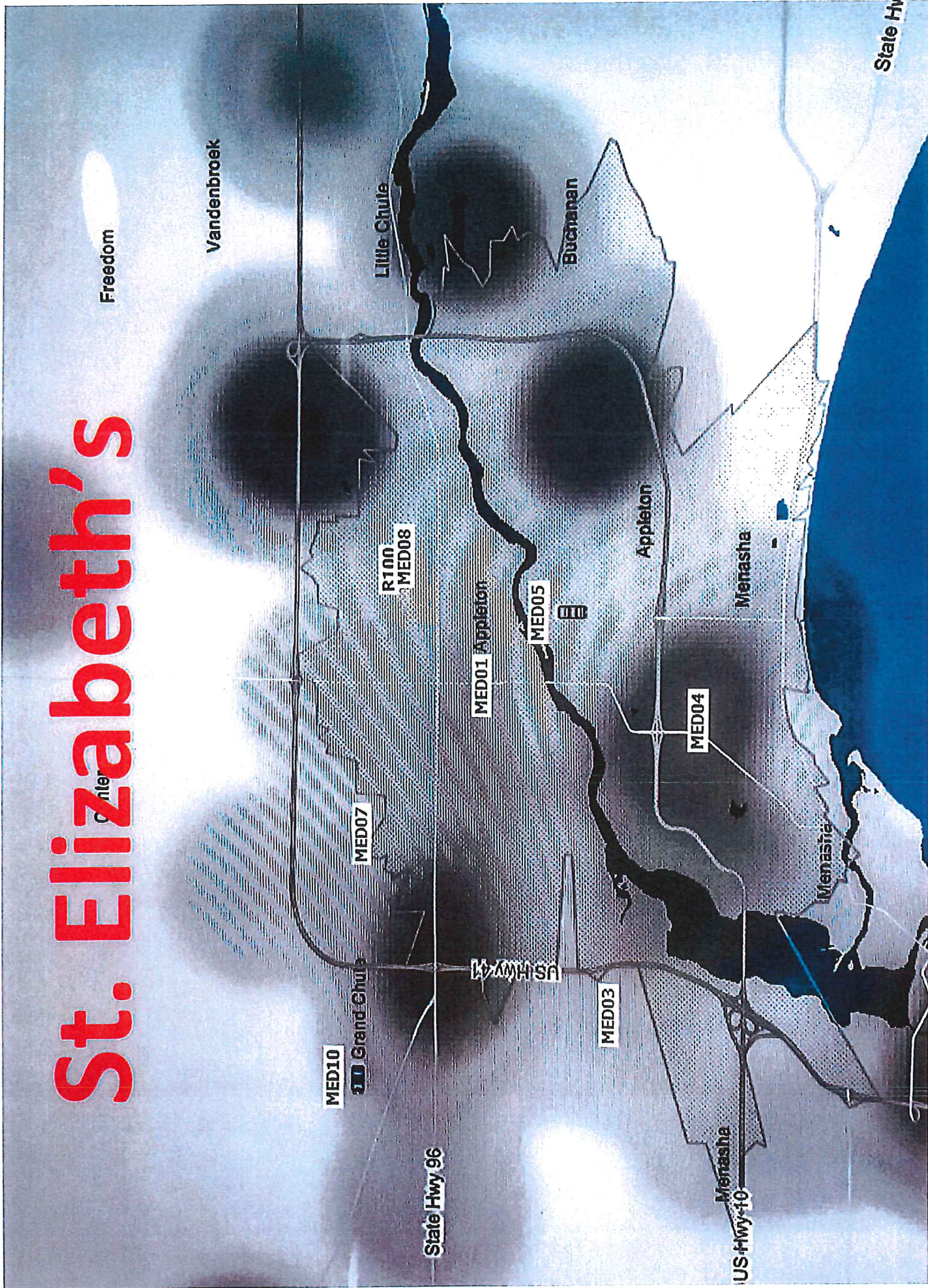
US Hwy 10

Menasha

Menasha

Menasha

State Hwy

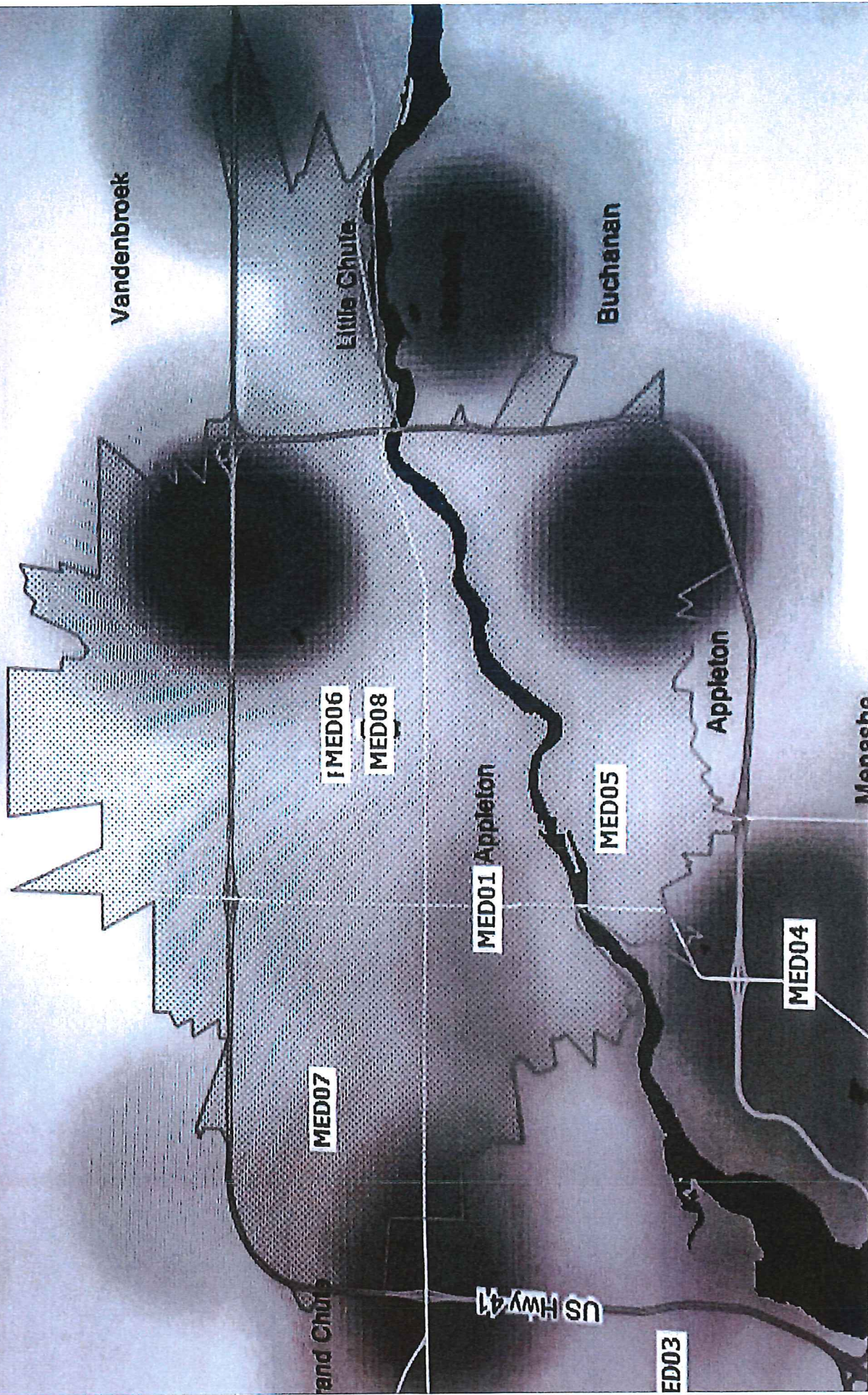




# The da Care - Appleton

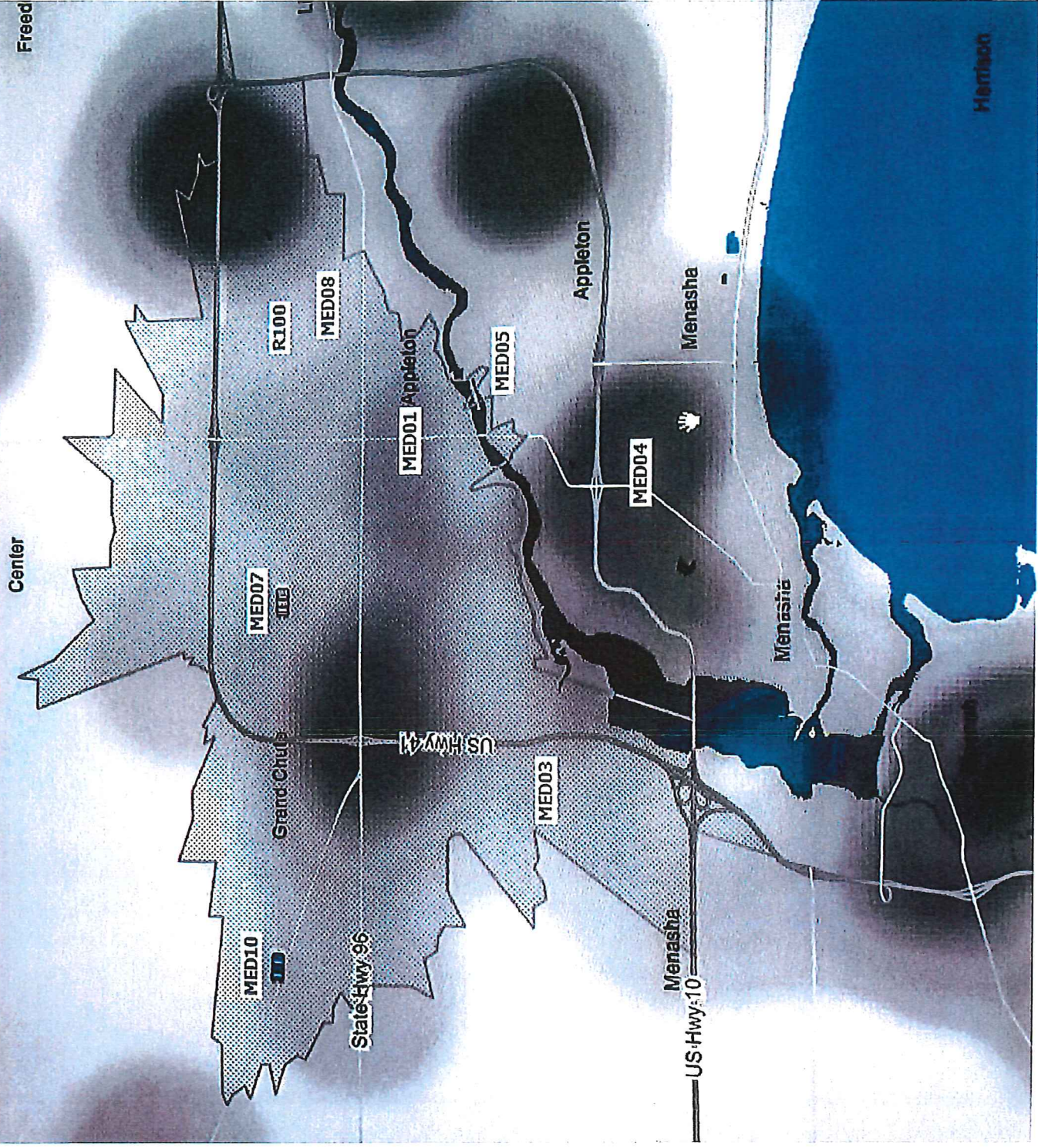
Center

Freedom



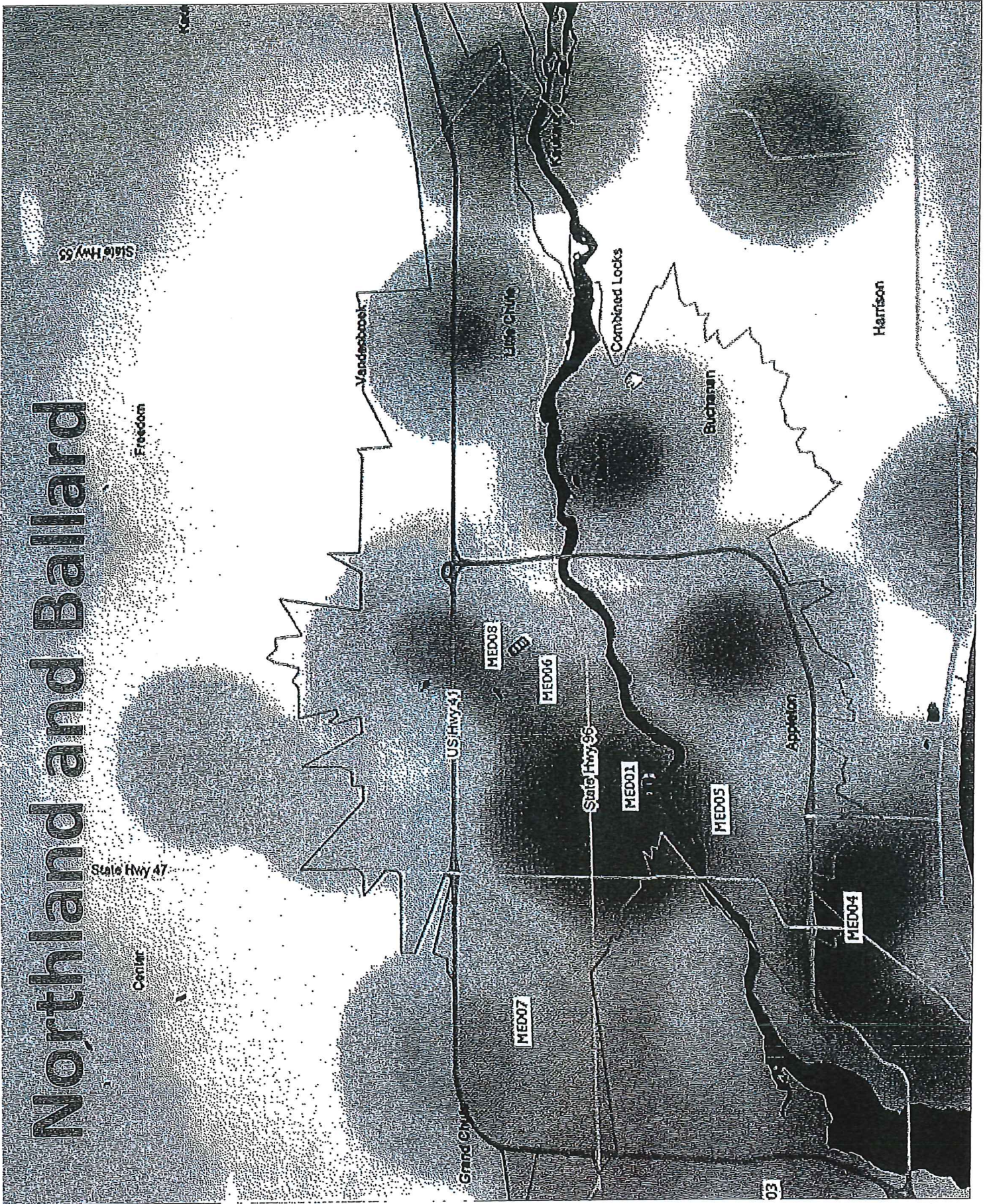


# Nordale Dr. Grand Chute





# Northland and Ballard





# Franklin and Richmond

Freedom

Vandenbro

Little Chute

Buchanan

MED08

MED01

Appleton

MED05

Appleton

Menasha

MED04

Menasha

MED10

MED07

US Hwy 10

MED03

State Hwy 96

Menasha

US Hwy 10

