



Shared Services and Operating Agreement: 2025 Mid-Year Report

REPORT PREPARED BY:

NICK ROMENESKO, EXECUTIVE DIRECTOR, GOLD CROSS AMBULANCE

Background: On October 1, 2023, Gold Cross Ambulance Service (GCA) and the City of Appleton entered a shared services and operating agreement. This is the third iteration of this report, with the previous two being distributed in April 2024 and October 2024. The report below is a culmination of the work we have participated in with the City of Appleton and the Appleton Fire Department over the last 20 months.

Reporting Methodology: The Appleton Fire Department (AFD) has been working collaboratively to gather and share data collected by both entities. This data is shared and reviewed monthly with a raw data exchange between Gold Cross Executive Director, Nick Romenesko, and Appleton Fire Department Division Chief of EMS, Ryan Homman. The information below results from the data exchanged and verified to be accurate by both entities. Year one data reflect October 2023 through September 2024. Year two data reflects October 2024 through May 2025.

VI. Support Training and Education

- GCA and the Appleton Fire Department continue collaborating and working on various training topics.
- Gold Cross conducted Whole Blood Education to AFD staff during our roll-out period in Q4 of 2024
- Quarterly invites to ThedaCare Trauma Education
- BC Homman ride-along education for paramedic engine transition

VII. Dispatch and Response Time Goals

AFD <4:59

GCA: <8:59

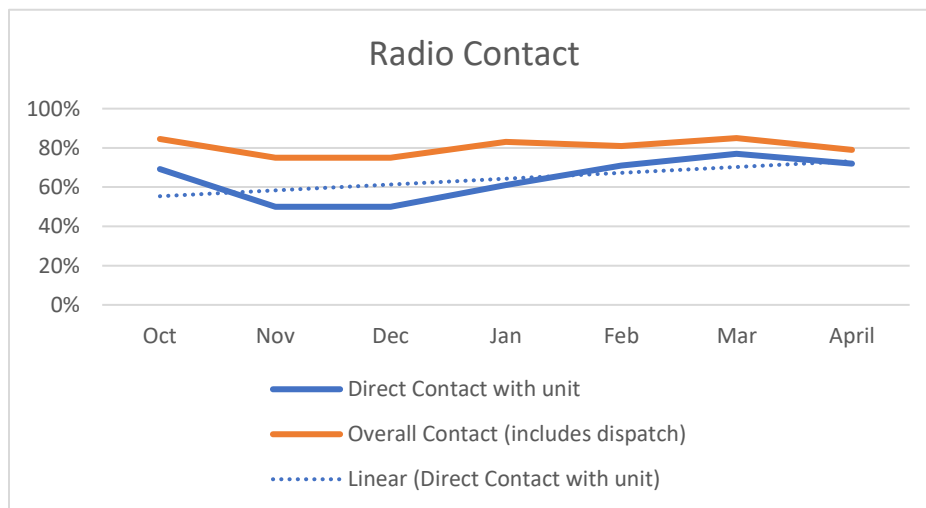
	Emergency 90th	Non-Emergency 90th	Emergency %	Non-Emergency%
AFD Year 1	6:01	7:55	71%	46.35%
GCA Year 1	8:32	11:41	93.12%	71.98%

GCA Data	<8:59									
Month	A 90th	B 90th	C 90th	D 90th	E 90th	A %	B %	C %	D %	E %
24-Oct	0:11:48	0:12:30	0:09:05	0:08:52	0:07:21	74.50%	72.70%	88.75%	91.55%	100.00%
24-Nov	0:11:25	0:11:59	0:08:04	0:08:54	0:08:21	72.50%	74.00%	95.50%	90.83%	100.00%
24-Dec	0:11:51	0:10:04	0:09:55	0:09:12	0:06:54	75.00%	79.40%	83.33%	90.20%	100.00%
24-Jan	0:13:02	0:12:50	0:09:38	0:09:28	0:07:01	59.50%	67.00%	81.91%	86.20%	100.00%
25-Feb	0:12:18	0:13:15	0:10:45	0:09:17	0:09:21	75.60%	70.70%	80.20%	89.50%	87.50%
25-Mar	0:11:24	0:11:57	0:08:09	0:08:35	0:07:27	75.24%	71.42%	95.91%	95.04%	100.00%
25-Apr	0:11:56	0:08:30	0:09:22	0:08:25	0:06:24	69.69%	92.59%	88.40%	93.43%	100.00%
25-May	0:12:21	0:12:17	0:08:57	0:08:05	0:06:59	63.46%	71.15%	90.99%	95.08%	100.00%

VII. Communications

- Gold Cross has transitioned to dual-banded Kenwood radios which allow for consistent monitoring of AFD Main radio channels
- Strategic Plan participation and collaboration with AFD and COA leadership

Month	Direct Contact	Overall Contact (includes dispatch)
Oct	69%	85%
Nov	50%	75%
Dec	50%	75%
Jan	61%	83%
Feb	71%	81%
Mar	77%	85%
April	72%	79%



IX. Local Medical Directors

- Monthly meetings/communication between Dr. Rose and Dr. Bope are ongoing
- Collaboration between GCA and AFD medical directors on creating ALS protocols for AFD.
- Develop the standard of care for patient care transitions when AFD goes to the ALS engine model.

XII. Operational Plans and Reports

Appleton Requests for Service

Period	Emergency	Non-Emergency	Private Calls	Monthly Total
Year 1 Avg.	286	239	99	624
24-Oct	275	215	90	580
24-Nov	253	330	87	670
24-Dec	308	224	108	640
25-Jan	299	288	109	696
25-Feb	289	231	106	626
25-Mar	258	220	91	569
25-Apr	284	214	74	572
25-May	280	291	86	657
YTD AVG	281	251	94	626

- Medic 1 expanded coverage
 - 2024- 8 hours, 5 days a week
 - 2025-12 hours, 7 days a week
- Medic 4 expanded coverage
 - 2024-12 hours, 7 days a week
 - 2025-24 hours, 7 days a week
- Whole Blood Availability- December 2024
 - 5 deployments in the City of Appleton



- 2025 Mission Lifeline



- Patient Care Metrics October 2024 thru April 2025:
 - Total number of stroke activations:
 - Year 1: 72
 - Year 2 (YTD): 46
 - Total number of over-triaged stroke activations:
 - Year 1: 14
 - On-scene time for stroke patients- (Goal=<15:00)
 - Year 1: 14:53
 - Year 2 (YTD): 16:05
 - Total number of STEMI activations:
 - Year 1: 22
 - Year 2 (YTD): 13
 - Total number of over-triaged STEMI activations:
 - Year 1: 7
 - Year 2 (YTD): 2
 - At patient o EKG time: (Goal=<5:00)
 - Year 1: 7:30
 - Year 2 (YTD): 5:33
 - On-scene time for STEMI patients:
 - Year 1: 18:40
 - Year 2 (YTD):
 - Total number of trauma patients:
 - Year 1: 23
 - Year 2 (YTD): 16

- On-scene time for trauma patients: (Goal=<10:00)
 - Year 1= 10:54
 - Year 2 (YTD): 9:43
- Total number of cardiac arrests (CARES Criteria):
 - Year 1: 56 (5 traumatic)
 - Year 2 (YTD): 26 (1 Traumatic)
- Total number of survivors (CARES Criteria):
 - Year 1: 7
 - Year 2 (YTD): 2
- Non-Traumatic Etiology Survival Rates:
 - Appleton
 - Overall: 8.0%
 - Bystander Witnessed: 18.2%
 - Unwitnessed: 0.0%
 - Utstein:
 - Appleton: 50%
 - Wisconsin: 40.8%
 - National: 33.4%

***Utstein: Witnessed by a bystander and found in a shockable rhythm.**

Other Organizational Improvements and AFD Collaboration

- Oxygen tank transition to improve safety and consistency for AFD
- Joint celebration and recognition of positive patient outcomes.



- FVTC and Lake County Cadet Programming
 - 7 Paramedic students
 - 5 EMT students
 - 2025-2026 Paramedic Cohort

Conclusion: The collaborative partnership between Gold Cross Ambulance, the City of Appleton, and the Appleton Fire Department continues to deliver measurable progress, operational enhancements, and improved patient outcomes. Throughout the past 20 months, we have strengthened our communication, expanded service capabilities, and aligned clinical protocols—all of which contribute to a more integrated and responsive emergency medical system. As the Appleton Fire Department transitions to a paramedic engine model, we remain committed to providing exceptional service, continuous training, and mutual support. Together, we are building a unified approach to public safety and emergency healthcare that benefits the entire community. The future of this partnership is promising, and we are proud of the shared achievements to date.