



Shared Services and Operating Agreement: 2025 Annual 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 fourth iteration of this report, with the previous two being distributed in April 2024, October 2024, and June 2025. 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 two years.

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 reflects October 2023 through September 2024. Year two data reflect October 2024 through September 2025. Year two data is also missing approximately 15-20% of total calls that the Outagamie County Communications Center did not code

VI. Support Training and Education

- GCA and the Appleton Fire Department continue collaborating and working on various training topics.
 - County-wide RTF Training
 - City of Appleton EOC Training
- Gold Cross conducted Whole Blood Education to AFD staff during our roll-out period in Q4 of 2024
- Quarterly invites to ThedaCare Trauma Education
- DC Homman ride-along education for paramedic engine transition
- Future work with the State of Wisconsin Department of Health Services Approved Training Center certification.
- Cyano Kit Training Partnership

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% |

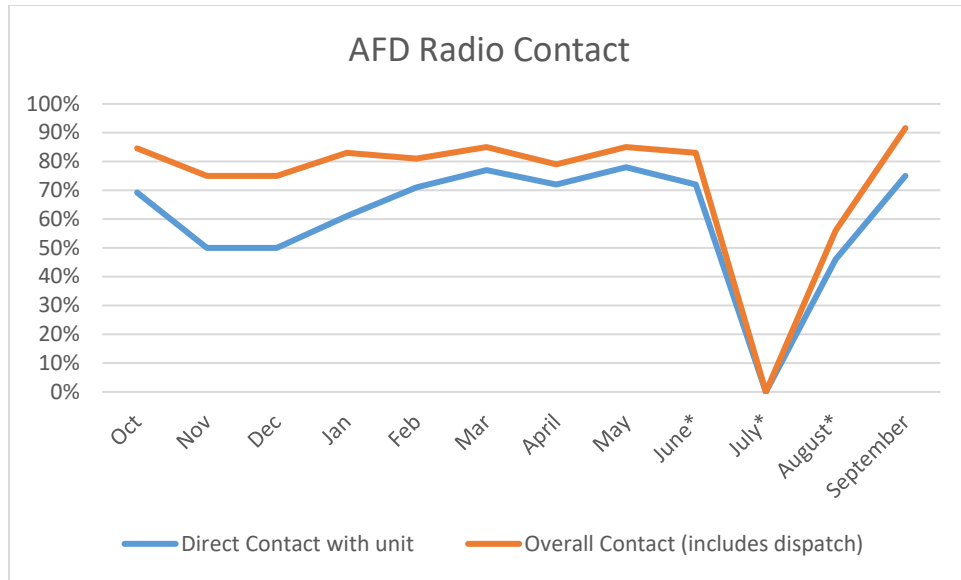
| GC Data | <8:59 | | | | | | | | | |
|-------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|---------------|---------------|---------------|
| Month | A-90th | B-90th | C-90th | D-90th | E-90th | A-Fractile | B-Fractile | C-Fractile | D-Fractile | E-Fractile |
| 24-Sep | 0:12:03 | 0:11:10 | 0:08:46 | 0:09:04 | 0:06:03 | 79.70% | 79.48% | 91.57% | 89.60% | 100.00% |
| 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% |
| 25-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% | 71.11% | 90.99% | 95.08% | 100.00% |
| 25-Jun | 0:12:47 | 0:11:06 | 0:09:48 | 0:08:56 | 0:13:06 | 71.68% | 74.20% | 84.60% | 92.10% | 85.71% |
| 25-Jul | 0:12:16 | 0:11:47 | 0:09:09 | 0:09:29 | 0:08:33 | 67.67% | 85.29% | 85.10% | 88.05% | 100.00% |
| 25-Aug | 0:11:26 | 0:11:36 | 0:09:39 | 0:08:34 | 0:08:47 | 72.00% | 77.77% | 85.10% | 93.75% | 100.00% |
| 25-Sep | 0:10:50 | 0:12:48 | 0:09:34 | 0:08:30 | 0:06:15 | 78.26% | 71.88% | 88.11% | 95.00% | 100.00% |
| Avg. | 0:11:57 | 0:11:41 | 0:09:18 | 0:08:52 | 0:07:53 | 71.91% | 75.96% | 87.65% | 91.56% | 97.94% |

VII. Communications

- Gold Cross has transitioned to dual-banded Kenwood radios, which allow for consistent monitoring of AFD Main radio channels
- Gold Cross and AFD Joint Paramedic Engine Survey
- Monthly Response Time and Quality Assurance Data Exchange
- Strategic Plan participation and collaboration with AFD and COA leadership
- Leadership KPI includes Radio Contact w/ AFD

| Month | Direct Contact with unit | 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% |
| May | 78% | 85% |
| June* | 72% | 83% |
| July* | No Data | No Data |
| August* | 46% | 56% |
| September | 75% | 92% |
| Avg. | 66% | 80% |

*AFD Reporting Issue June-August



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.
 - Moving towards more consistency in the future
 - Goal is universal alignment of protocols.
- Developed the standard of care for patient care transitions when AFD goes to the ALS engine model.
- Review of patient care reports as needed as AFD has added paramedic engines

XII. Operational Plans and Reports

Appleton Requests for Service

| Period | Emergency | Non-Emergency | Private Calls | Mutual Aid | Monthly Total |
|--------------------|------------|---------------|---------------|------------|---------------|
| Year 1 Avg. | 286 | 239 | 99 | 0 | 624 |
| 24-Oct | 275 | 215 | 90 | 0 | 580 |
| 24-Nov | 253 | 330 | 87 | 0 | 670 |
| 24-Dec | 308 | 224 | 108 | 0 | 640 |
| 25-Jan | 299 | 288 | 109 | 0 | 696 |
| 25-Feb | 289 | 231 | 106 | 0 | 626 |
| 25-Mar | 258 | 220 | 91 | 0 | 569 |
| 25-Apr | 284 | 214 | 74 | 0 | 572 |
| 25-May | 280 | 291 | 86 | 0 | 657 |
| 25-Jun | 261 | 238 | 95 | 0 | 594 |
| 25-Jul | 259 | 250 | 80 | 0 | 589 |

| | | | | | |
|--------------------|------------|------------|-----------|----------|------------|
| 25-Aug | 274 | 239 | 93 | 0 | 606 |
| 25-Sep | 298 | 264 | 81 | 0 | 643 |
| Year 2 Avg. | 279 | 249 | 92 | 0 | 620 |

- 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
 - 9 lifesaving deployments in the City of Appleton



- 2025 Mission Lifeline



2025 Mission: Lifeline® EMS Recognition

The American Heart Association proudly recognizes

Gold Cross Ambulance
Menasha, Wisconsin

Mission: Lifeline® EMS - GOLD with Target: Stroke Honor Roll and Target: Heart Attack Honor Roll Achievement Award

The American Heart Association/American Stroke Association recognizes this prehospital provider organization for demonstrating continued success in using the **Mission:Lifeline®** program. Thank you for applying the most up-to-date evidence-based treatment guidelines to improve patient care and outcomes in the community you serve.*


Nancy Brown
Chief Executive Officer
American Heart Association


Keith Churchwell, M.D., FAHA
President
American Heart Association

*For more information, please visit [Heart.org/MissionLifeline](https://heart.org/MissionLifeline)



- Patient Care Metrics October 2024 thru September 2025:
 - Total number of stroke activations:
 - Year 1: 72
 - Year 2: 94
 - On-scene time for stroke patients- (Goal=<15:00)
 - Year 1: 14:53
 - Year 2: 17:20
 - Total number of STEMI activations:
 - Year 1: 22
 - Year 2: 25
 - Total number of over-triaged STEMI activations:
 - Year 1: 7
 - Year 2: 3
 - At patient o EKG time: (Goal=<5:00)
 - Year 1: 7:30
 - Year 2: 7:34
 - Total number of trauma patients:
 - Year 1: 23
 - Year 2: 22
 - On-scene time for trauma patients: (Goal=<10:00)
 - Year 1: 10:54
 - Year 2: 10:05
 - Total number of cardiac arrests (CARES Criteria):
 - Year 1: 56 (5 traumatic)
 - Year 2: 99 (1 Traumatic)
 - Total number of survivors (CARES Criteria):
 - Year 1: 7
 - Year 2 (YTD): 2
 - Non-Traumatic Etiology Survival Rates 2024 Data:
 - 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-2025 graduation
 - 7 Paramedic students-Currently on track for 2026 graduation
 - 5 EMT students-2025 graduation

In Summary:

Gold Cross Ambulance and the Appleton Fire Department continue to demonstrate a strong, data-driven partnership under the shared services agreement. Monthly data exchanges, joint operational planning, and coordinated training— including whole blood rollout, trauma education, RTF drills, and ALS protocol development—have strengthened clinical alignment and improved system consistency. Communication has also advanced through dual-band radio integration, shared QA reviews, and collaborative surveys, ensuring smoother coordination between field crews and dispatch.

Gold Cross's performance reflects steady improvement and expanding service capability. Enhanced coverage for Medic 1 and Medic 4, nine lifesaving whole blood deployments, and ongoing monitoring of response times and clinical metrics highlight GCA's commitment to high-quality care. Joint medical direction, shared recognition of positive outcomes, and collaborative workforce development further reinforce a unified, high-performing EMS system that continues to benefit the City of Appleton.