



Shared Services and Operating Agreement: 2026 Mid-Year Report

REPORT PREPARED BY:

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Background: On October 1, 2023, Gold Cross Ambulance Service, Inc. (GCA) and the City of Appleton entered into a Shared Services and Operating Agreement. This report represents the fifth iteration of the agreement update, following prior reports distributed in April 2024, October 2024, April 2025, and October 2025.

The information below reflects the continued collaboration and progress made between GCA, the City of Appleton, and the Appleton Fire Department since the agreement’s inception.

Reporting Methodology: The Appleton Fire Department (AFD) has collaborated with GCA to gather, exchange, and review data from both organizations. This data is shared and reviewed monthly through a raw data exchange between Gold Cross Executive Director Nick Romenesko and Appleton Fire Department Division Chief of EMS Ryan Homman.

The information presented below is the result of data exchanged, reviewed, and verified for accuracy by both entities. For purposes of this report, Year One reflects the period from October 2023 through September 2024, Year Two reflects October 2024 through September 2025, and Year Three reflects October 2025 to present.

VI. Support Training and Education

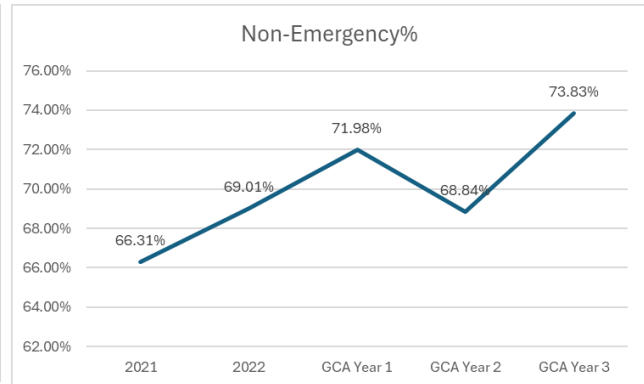
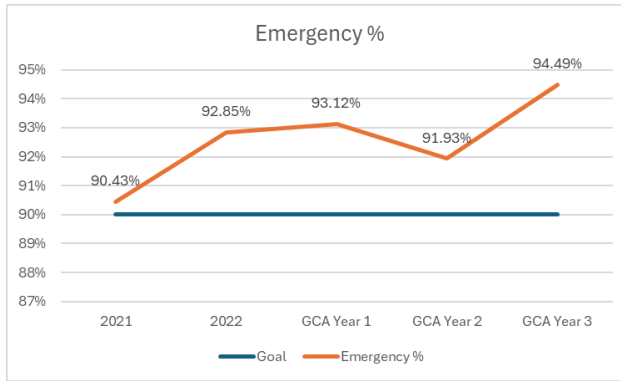
- GCA and the Appleton Fire Department continue collaborating and working on various training topics.
 - County-wide RTF Training
 - City of Appleton EOC Training
- Gold Cross conducted Whole Blood Education to AFD staff during our roll-out period in Q4 of 2024
- Quarterly invites to ThedaCare Trauma Education
- DC Homman ride-along education for paramedic engine transition
- Cyano Kit Training Partnership
- Monthly quality meetings with AFD and GCA leadership
- April 2026 Joint Scenario-Based Training

VII. Dispatch and Response Time Goals

GCA: <8:59

	Emergency 90th	Non-Emergency 90th	Emergency %	Non-Emergency%
2021*	9:40	13:35	90.43%	66.31%
2022*	8:59	12:18	92.85%	69.01%
GCA Year 1	8:32	11:41	93.12%	71.98%
GCA Year 2	8:40	12:05	91.93%	68.84%
GCA Year 3	8:16	11:20	94.49%	73.83%

***Shaded numbers are pre-agreement.**



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)
Year 1 Avg.	66%	80%
Oct-25	68.4%	84.2%
Nov-25	50%	62.5%
Dec-25	75%	85%
Jan-26	73.3%	86.6%
Feb-26	78.5%	85.7%
YTD AVG.	69.04%	81%

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
- Interagency action plans for high utilizers between GCA and AFD medical directors

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
Year 2 Avg.	279	249	92	0	620
Oct-25	296	252	107	0	655
Nov-25	222	240	103	0	565
Dec-25	268	232	116	0	616
Jan-26	279	237	88	0	604
Feb-26	235	178	105	0	518
March-26	227	221	89	0	537
April-26	266	218	80	0	564

- 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
- Inter-Facility Transport Support
 - M14-24 hours, 7 days a week
 - T1- 24 hours, 7 days a week
 - T2- 24 hours, 7 days a week (June 2026)
- Whole Blood Availability
 - 11 lifesaving deployments in the City of Appleton



- 2025 Mission Lifeline



- Patient Care Metrics

- Total number of stroke activations:
 - Year 1: 72
 - Year 2: 94
 - Year 3 (Oct 25-Mar. 26):47
- On-scene time for stroke patients- (Goal=<15:00)
 - Year 1: 14:53
 - Year 2: 17:20
 - Year 3 (Oct 25-Mar. 26): 14:08
- Total number of STEMI activations:
 - Year 1: 22
 - Year 2: 25
 - Year 3 (Oct 25-Mar. 26): 13
- Total number of over-triaged STEMI activations:
 - Year 1: 7
 - Year 2: 3
 - Year 3 (Oct 25-Mar. 26):2
- At patient to EKG time: (Goal=<5:00)
 - Year 1: 7:30
 - Year 2: 7:34
 - Year 3 (Oct 25-Mar. 26): 7:19
- Total number of trauma patients:
 - Year 1: 23
 - Year 2: 22
 - Year 3 (Oct 25-Mar. 26):8

- On-scene time for trauma patients: (Goal=<10:00)
 - Year 1: 10:54
 - Year 2: 10:05
 - Year 3 (Oct 25-Mar. 26):10:08
- Total number of cardiac arrests (CARES Criteria):
 - Year 1: 56 (5 traumatic)
 - Year 2: 99 (1 Traumatic)
 - Year 3 (Oct 25-Mar. 26): 50
- Total number of survivors (CARES Criteria):
 - Year 1: 7
 - Year 2 (YTD): 2
 - Year 3 (Oct 25-Mar. 26): 4
- Non-Traumatic Etiology Survival Rates 2024 Data:
 - Appleton
 - Overall: 8.0%
 - Bystander Witnessed: 18.2%
 - Unwitnessed: 0.0%
 - **Utstein (2024 data):**
 - 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 Country Cadet Programming
 - 7 Paramedic students-2025 graduation
 - 7 Paramedic students-Currently on track for 2026 graduation
 - 5 EMT students-2025 graduation
 - Department of Workforce Development Grant for 2026-2027
- 442 donated event hours

In Summary:

Since the Shared Services and Operating Agreement began on October 1, 2023, Gold Cross Ambulance Service, the City of Appleton, and the Appleton Fire Department have continued to build a strong, collaborative partnership focused on EMS system improvement, operational readiness, and high-quality patient care. This fifth report reflects a shared commitment to transparency, accountability, and teamwork through monthly data exchanges, quality meetings, response-time reviews, and ongoing communication between agency leaders.

A key strength of the partnership has been the continued investment in joint training, education, and communication. GCA and AFD have collaborated on rescue task force training, EOC training, whole blood education, trauma education, Cyano Kit training, paramedic engine transition education, and scenario-based training. Communication has also improved through radio upgrades, response-time and quality-assurance data sharing, and regular collaboration among operational and medical leadership.

Overall, the report demonstrates meaningful progress and positive outcomes. Emergency response performance improved in Year Three, operational coverage has expanded, whole blood has been successfully deployed in the City of Appleton, and clinical metrics show improvements in areas such as stroke scene times and STEMI over-triage. The continued alignment between GCA, AFD, the City of Appleton, and medical directors reflects a productive shared services model built on trust, teamwork, and a mutual commitment to serving the Appleton community.