



FIRE DEPARTMENT

MEMORANDUM

Date: November 5, 2024
To: Safety and Licensing Committee and Common Council
From: Jeremy Hansen, Fire Chief
Subject: Gold Cross Ambulance Shared Service Agreement Annual Review

On September 26, 2024, members of the city leadership team and Gold Cross Ambulance (GCA) met to review the Shared Service and Operations Agreement. The review covered the first year of a three-year agreement for GCA providing paramedic transport service to the City of Appleton. The attached Shared Service and Operating Agreement Annual Review document served as the basis for our discussion.

Since the service agreement took effect, GCA and Appleton Fire Department (AFD) have exchanged response time data monthly. The data provided indicates an improvement in ambulance response times which meets the established goal of 8 minutes and 59 seconds in all but the month of December. We agreed that future response time data will be further broken down into additional emergency medical dispatch categories. The additional detail will provide a clearer picture of response time data based on the severity of the medical incident.

AFD and GCA attended joint mass casualty incident training involving both command and line staff. We are collaborating with medical protocols and equipment as the fire department prepares to increase our service level to paramedic. GCA allowed AFD paramedic students to complete their clinical ride-along time on their ambulances.

We jointly agreed to work to improve radio communications and established a goal of 90% on-scene connectivity. This goal simply means that when AFD units attempt to contact the responding ambulance, AFD will be able to communicate with the responding ambulance 90% of the time. This initiative has been in progress for several years; however, this is the first established goal.

Our service agreement calls for one paramedic on ambulances that respond to high acuity calls. In a few cases, the first unit responding did not have a paramedic. Later, another ambulance or their non-transporting paramedic response vehicle did arrive to provide care. City leadership emphasized the expectation to have more GCA paramedics responding to medical incidents. We also discussed the potential positive impact paramedic engine companies may make toward this objective.

Reviewing the patient care metrics, there was a decrease in the on-scene time for stroke and heart attack patients and a decrease in the time to perform cardiac monitoring. These three positive care metrics support better patient outcomes.

Overall, we believe that the Service Agreement has helped to organize and systematize our discussions. Communications between GCA and AFD have improved, and the first-year data indicates modest improvements in some important areas of service and quality for our residents. As previously noted, we have identified areas that need continued focus and we will continue to carefully monitor progress, reporting back to the Committee as warranted.

If you have any questions or concerns, please do not hesitate to contact me at (920) 832-1703.