

Monthly Operational Report December 2011

Ground Breaking Ceremony for Fleet Maintenance and Repair Facility

Lifeguard broke ground on Thursday, December 1st for our new fleet maintenance and repair facility. The expansion is a four-phase project that also includes additional offices, thus bringing even more jobs to Santa Rosa County. The construction process will take about five years to complete all four phases.

Lifeguard's honored guests at the groundbreaking ceremony included County Commissioners, District One Representative (Doug Broxson), TEAM Santa Rosa, and other community members. Before the actual groundbreaking, several community leaders spoke about the expansion.

"The Governor (Rick Scott) is aware and excited about today's announcement and groundbreaking," said First District Representative, Doug Broxson. "Days like today are a great sign that Florida is open for business."

"Lifeguard is staying consistent in the natural progression of our growth in Santa Rosa County," said Jason Kimbrell, Regional Operations Director. "We have stayed on the forefront of innovation in our industry and by doing this, we are growing strong and continually adding jobs to Santa Rosa County."



Home for the Holidays

Lifeguard has always recognized that the holidays are a very special time for families to be together and we are committed to helping those in need achieve that goal. To that end, we continued our Home for the Holidays program and helped five families celebrate the Christmas holidays with their loved ones. On Christmas Eve and Christmas Day, we provided complimentary transportation to residents of local nursing facilities to their homes and back to the nursing facility so that they could be home with their families. The families were extremely grateful and excited that we were able to bring their loved one home, so that they could enjoy the Christmas holiday together.

Redneck Christmas Parade and Bonfire Jam

Lifeguard was very happy to once again support the 2nd Annual Bonfire Jam. Throughout this very exciting event and the Chumuckla Redneck Christmas Parade that preceded it, Lifeguard provided medical support with over a dozen personnel, two ambulances, two QRVs, and our Mobile Infirmary. We were also honored to be able to participate in the parade where we threw more than 100 lbs of beads and 1,200 Moon Pies®. Lifeguard did treat and transport several patients during the event, but luckily there were no life threatening events and all patients are doing well.

Lifeguard Remains 100% Compliant

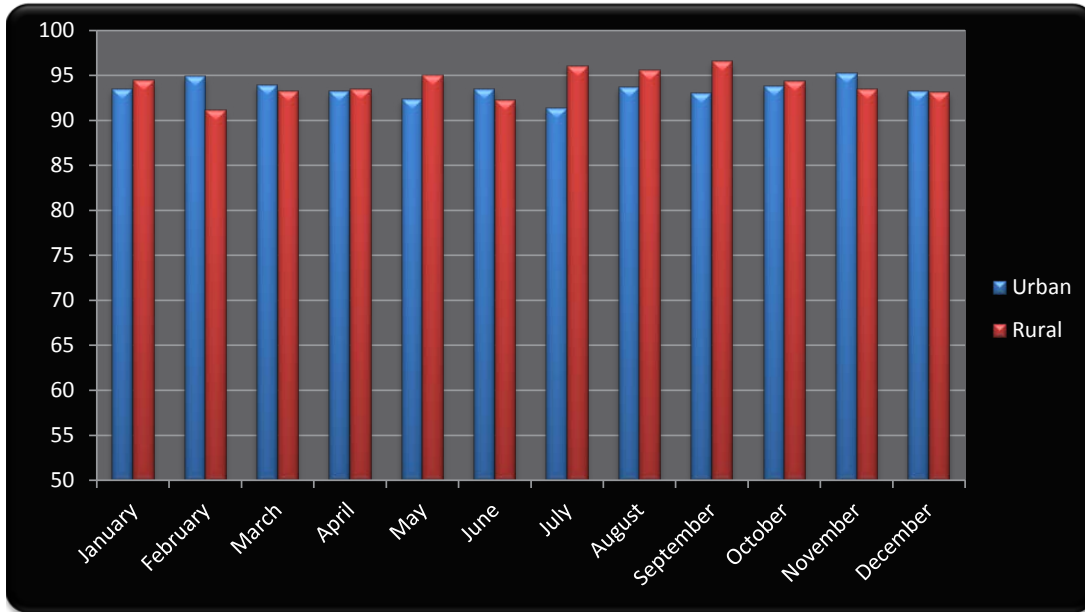
“Record Setting Response Times for 53 Consecutive Months”

December 2011 Volume & Response Time

1978 Total Requests for Service

1164 Emergency Requests 814 Non-Emergency Requests

Rural Calls: On scene <18 minutes = 93.18% **Urban Calls: On scene <10 minutes = 93.32%**



Community Involvement

- Community Health Day
- Pace Christmas Parade
- Milton Christmas Parade
- Gulf Breeze Christmas Parade
- Redneck Christmas Parade
- Bonfire Jame
- Meet Santa at Midway Fire Department
- Home for the Holidays, 5 transports

Wendell N. Rollason Award



Lifeguard's Regional Director of Operations, Jason Kimbrell, was awarded the prestigious *Wendell N. Rollason Award* by the Florida Rural Health Association (FRHA). This award is presented to an individual who has contributed most toward the goals of the FRHA and who has provided an enduring contribution to rural health care. In the spirit of Wendell Rollason, the individual is honored for his/her compassion, unselfishness and commitment in seeking solutions in the delivery of rural health care or quality of life in rural Florida.

The presentation of this award recognizes the significant contributions that Jason has made over the years to the improvement of rural healthcare and to those who may not have ready access to healthcare.

Community Health Day

In early December, Lifeguard hosted a Community Health Day. This event was designed so that citizen's could take care of multiple health needs in one setting. To accomplish this goal Lifeguard provided a free CPR class, free Car Seat Safety Inspections and lunch for everyone who participated. Lifeguard also coordinated with the Santa Rosa County Health Department to offer flu shots, the Northwest Florida Blood Mobile, and West Florida Hospital's Mobile Mammogram Unit. Because this event was well received, and helped to improve the health of our community, we hope to make it an annual event.

CAAS Pinning Ceremony

Lifeguard held a CAAS Pinning Ceremony and Party for all of our employees in mid-December. The ceremony and dinner gave Lifeguard's leadership team the opportunity to present all team members with lapel pins to recognize their part in achieving the CAAS accreditation. This event also provided the leadership team with an opportunity to show their appreciation for everyone's hard work during the CAAS process and throughout the year.

