

LIFEGUARD AMBULANCE SERVICE

Monthly Operational Report — May 2011

With the 2011 hurricane season beginning on June 1st, Lifeguard's Santa Rosa County Operation spent a great deal of time during the month of May preparing for hurricane season. Lifeguard sent representatives to an

- Emergency Support Function training at the EOC to retrain on disaster operations. The Santa Rosa County Operation also reviewed existing memorandum's of agreement with other area response agencies, suppliers, and support organizations, while identifying

unaddressed needs. This review eventually led to several changes that included entering into an agreement with Midway Fire Department to manage their medical supply needs. This agreement will improve interoperability between Lifeguard and Midway, while also saving the Midway Fire District thousands of dollars in medical supply costs annually.



Community Events May 2011

- Bayou Bash
- Sandy Ridge Community Night
- Gulf Breeze High School Football Game
- Safe Boating Week
- Mud Pies & Lullabies Car Seat Checks
- Central High Booster
- Rhodes Career Day
- Bibleway Baptist Church FD/EMS Recognition
- West Florida Baptist Kids' Carnival
- Milton High School Football Game
- Attended SRC Emergency Operations Disaster Training
- EMS Week

Dr. Kim Landry, Medical Director for both Lifeguard and Santa Rosa County, was selected as the EMS Medical Director of the Year for the state of Florida. The Florida Department of Health's Bureau of Emergency Medical Services presents this award annually to honor a physician who has assumed a leadership role in EMS within the community. The recipient also demonstrates excellence in the areas of quality assurance/improvement and medical control, along with the promotion and use of new medical trends and technologies. This award will be presented to Dr. Landry at the *21st Annual Excellence in EMS Awards Ceremony* on July 6 in Orlando.

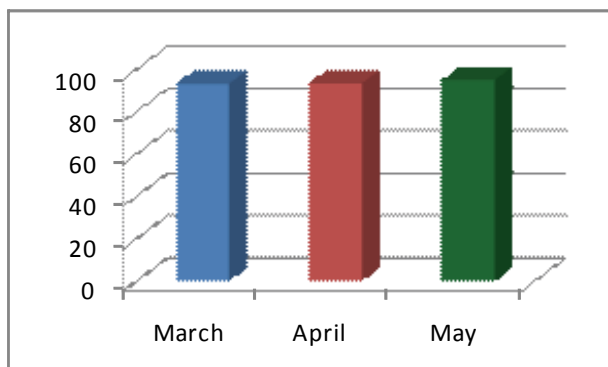
Dr. Landry has worked in emergency and pre-hospital care for 32 years. He has been with Lifeguard since 1997, and he's been the medical director of Santa Rosa County since 2008. He also serves as the Medical Director for Columbia County and Leon County. Dr. Landry is actively involved and dedicated to improving the emergency response system.



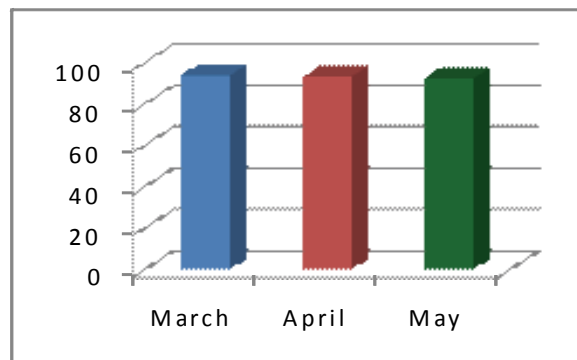
Lifeguard Remains 100% Compliant *“Record Setting Response Times For 45 Consecutive Months”*

May 2011 Volume and Response Times

- **1,890 Requests for Service**
- **Rural Calls: On-scene <18 minutes = 95.01% of Time**
- **Urban Calls: On-scene <10 minutes = 92.42% of Time**



Rural Reliability Percentage



Urban Reliability Percentage

Lifeguard continues to be a source of education across the district to first responders and firefighters. Lifeguard has been working diligently to offer more classes to the public, particularly CPR classes. During the first quarter of 2011, Lifeguard became an American Heart Association Training Site through Sacred Heart Hospital. In May, Lifeguard began the second part of the continued education plan by conducting training to add nine more instructors to the Lifeguard roster. With the addition of these new instructors, the Lifeguard roster now includes over 20 certified instructors. This robust, instructor roster will greatly improve Lifeguard’s ability to offer high-quality CPR training.



EMS Week is an opportunity for Lifeguard to show its appreciation to its team members. This year’s theme was “Everyday Heroes.” Activities were planned for each day to celebrate the hard work of all of the Lifeguard team members. Throughout the week, there were coffee bars, cookouts, pizza dinners, and an ice cream social. Santa Rosa Medical Center provided boxed lunches to the crews two days during the week, and the friends in Dispatch grilled steaks on Wednesday. Employees even had the opportunity to bring their dirty cars to Post 1 and have them washed by managers and supervisors. Members of Avalon Fire Department and Gulf Flight joined the Lifeguard Team for a couple of the lunches. There were also daily raffles, giveaways, and gifts. EMS Week gave Lifeguard the opportunity to honor and thank those for dedicating their time and choosing a career that helps save lives.

