



# People Are Talking

About **BOLD**planning

## EMERGENCY MANAGEMENT

“Professionalism defines BOLDplanning. The goal of our agency was to get the very best work on an extremely important and sensitive project. We connected with BOLDplanning to make this happen. Their communication and cooperation is second to none. The services they provide demonstrate the highest quality commitment. These are normal operating procedures for the staff at BOLDplanning.”

- **Durk Dunham, Director**

Calhoun County Sheriff's Office, Emergency Management and Homeland Security Division (MI)

“Our team tried and failed to put a COOP plan in place. We were not satisfied with the results, and decided to look for help. BOLDplanning offered both training and expert guidance. The online plan template gave us a step-by-step process to build the COOP plan. Our plan went together in less than six months. The plan is easy to maintain, and keep updated. Our partnership with BOLDplanning took us from frustration to success.”

- **Ken Jones, Director of Emergency Management**

Rochester (MN) / SE Region 1 HSEM JPB

“Maricopa County and our jurisdictional partner's commitment and capability to ensure effective Continuity of Operations to deliver essential services during potential periods of disruption is not possible without BOLDplanning. Through their planning expertise and training, our Maricopa Region has developed over two hundred departmental level Continuity of Operations (COOP) and Emergency Operations Plans (EOP) resulting in exceptional readiness to a region of nearly four million residents.”

- **Rudolfo Perez, Emergency Services Planner**

Maricopa County Department of Emergency Management (AZ)

“BOLDplanning is my first choice [for Hazard Mitigation Planning] because of their great customer service and expertise. We utilized BOLDplanning with our current plan. When it was time for FEMA approval, the plan was approved with some minor adjustments that were taken care of during a conference call with FEMA. The planner was involved with us during the entire process, and I believe the open communication allowed our current plan to gain a quick FEMA approval.”

- **Dan H. Heerding, Emergency Management Director**

City of Clovis/Curry County (NM)

“The BOLDplanning tool was just what we needed as RIEMA worked toward national accreditation through the Emergency Management Accreditation Program (EMAP). The company’s staff was super knowledgeable and patient as we worked together for a year building a total of 51 Continuity of Operations Plans (COOPs) for the State of Rhode Island. We passed our EMAP on-site assessment with flying colors, and I consider BOLDplanning a valuable component of our EMAP success story.”

- **Marc Pappas, Executive Administrator**  
Rhode Island Emergency Management (RIEMA)

## HEALTHCARE

“With the implementation of CMS guidelines, we had to enhance our safety management plan and processes. The BOLDplanning platform made this process seamless. Its readiness features (SMS text, email, delegating authority) are very detailed without being cumbersome. Together, as a team, internally and including our BOLDplanning partners, we managed to create and share our facility plans with the staff almost effortlessly.”

- **Billie Inclin, Director of HR/Safety & Risk Officer**  
Oakhurst Medical Centers (GA)

## EDUCATION (K-12 & HIGHER ED)

“BOLDplanning as an organization is responsive, supportive, and professional. Each encounter with BOLD has resulted in exceptional service, timely receipt of documents, and friendly demeanors. We have thoroughly enjoyed and appreciated the manner in which BOLD staff has served the University of Central Oklahoma, and we look forward to continuing our engagement.”

- **Cynthia E. Rolfe, Ph.D.,**  
University of Central Oklahoma (OK)

“Our school district uses the BOLDplanning module for our emergency operations plans and we have been extremely satisfied. The quality and quantity of information that each plan contains is beneficial to, not only the school personnel, but also to our community’s first responders. Should a school need to activate an emergency plan in a crisis, the information is easily accessible to them all. Lastly, customer service is responsive and always ready to assist needed.”

- **Celby Glass, Safety Supervisor**  
Franklin Special School District (TN)

## BUSINESS

“I have used BOLDplanning products for a number of years; while at the Judicial Branch in California, to my current position Safety Manager at Aristocrat. I love the product and the customer support. The best team and the best product makes for a perfect continuity plan.”

- **Marie Sickles, EH&S Manager**  
Aristocrat Technologies (NV)