

## Areas for Improvement for my Family

### 1. Connections

- Would like to learn from other communities affected by disaster.
- Family and friends think it is all over
- Support of communities from outside Boulder

### 2. Emotional resilience

- PTSD of children.
  - i. Help kids pick back up their normal lives.
- Lost my sense of safety. Uncertainty about the future.
- Not being able to let our families know we were ok.

### 3. Communications

- Didn't know they were being evacuated until dark.
- No neighborhood communication system ahead of time. No back-up systems in place.
- Live out of town, disconnected from a neighborhood. Lack of information and lack of concern.

### 4. Access and security

- Could not get to car or wheelchair.
- Difficulty getting back to the house to fix things.
- Not knowing if we will be allowed to rebuild our bridge.

### 5. Preparedness

- No electricity.
- Big demands on the food bank, need a bigger one.
- Not enough information about the flood on the radio.

## Areas for Improvement for my Community

### 1. Fire districts, cities & towns

- Not feeling safe/ghost town.
- Coming together and getting connected with the outside world.
- Need better list of emergency resources, i.e. HAM operators, extra food, phone list/contacts.

### 2. Emotional Resilience

- People did not ask for help, because there were others with greater need.
- Felt cut-off, did not know what was happening elsewhere.
- Lots of grief, desperation, anger, resentment towards each other – about unequal assistance.

### 3. County Issues

- Need better communication between LTFRG and the community regarding resources, case management.
- Lack of information county-wide due to confusion.
- Lack of communication between the inter-mountain communities (MERN needs to be better organized). Need better HAM network, need more HAM training.

### 4. Access and Security

- Better ways to grant access to people.
- Understand who among the many groups responding were legitimate and how they fit into the overall effort.
- Friends/family/volunteers could not get access.

### 5. Rebuilding Issues

- Regulations should be figured out ahead of time.
- The process for permitting and repairing homes and access.
- There should be a long-range buy-out plan for communities.



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