



December 2021

To Our Boulders Community:

Happy January! This comment response will address feedback we've received in the month of December.

As a reminder, comments can be submitted anytime to our [three online comment boxes](#), and to our two physical comment boxes (one in each location). We do our best to respond as frequently as possible in a public forum, and for urgent or easy-to-take-care-of matters, we often fix things on the fly. While we don't address every comment in our public responses, we do try to get the gist of all the comments represented, either through combining comments or addressing a concept more generally. If you have a question about how your comment was (or wasn't) responded to, or the response process in general, feel free to email community@bouldersgym.com.

We can't thank you enough for contributing to improvement at Boulders. We really appreciate the comments, especially the ones which spark thoughtful internal conversations and engagement with our community. We're happy and privileged to serve each and every one of you.

Sincerely,

Boulders Climbing Gym

General Feedback:

Comment: *Frustrated because I showed up to climb Downtown and surprise it's closed. Checked Facebook and the website and no info about closure. I wanted to avoid the crowds of the comp but no where was it posted in the lead up that the downtown gym will be closed tonight. Just drove 20 minutes to get here. Y'all gotta do better!*

Response: Our sincere apologies for the lack of communication regarding the downtown closure. We've been going through some changes in our staffing with web and social media presence, and this was one of the casualties of that change. We have a team set going into the new year and you should see an improvement in this area.

Comment: *Just wanted to suggest a local non-profit to donate to for an upcoming Climb for a Cause:
Just Dane.*

Response: Thanks for the suggestion! We will add this to our list. Keep 'em coming!

Comment: *It would be awesome to have an intro to dynoing class!*

Response: Nice idea, we agree! With COVID constantly changing we have been slow to roll out new classes, but as the pandemic hopefully eases up sometime in the near future, we will keep this suggestion in mind!

Comment: *Students in climbing clubs take over the whole gym as soon as they're let out from the training room. Many of them will go on to routes overlapping the one we are currently on and disregard climbing safety. It would be best in my opinion if we could keep them to a certain section of the wall so that they're not running around everywhere.*

Response: While we're likely not going to limit where kids are allowed to climb, we're sorry to hear that they're negatively impacting your experience and will pass this feedback on so that instructors can adjust accordingly. If you are interested in continuing this conversation, it would be helpful for us to know which days, times, and location you have experienced this problem, so the proper instructors can be notified. In the meantime, we will pass this on to our Director of Programs.

Routesetting Feedback:

Comment: *The blue 5.10 slab has a hold that turns every time someone tries it.*

Response: We're sorry to hear this! Please point the hold out to desk staff when possible. Often, they can fix the problem on the spot, or if it's something more complex they can close the route temporarily until we can get a setter in to fix it.

Comment: *I love the comp routes but when they are done would you mind setting the Moonboard back up with the 2016 set. I love the old routes on the '16 set. Thanks for all you do here on the east side!*

Response: So glad to hear you like the comp routes! The east side back wall and room is currently a little bit in transition. If you don't see the old moonboard back up right away, it's because we're working on an upgrade. #standby

Comment: *Some crack climbs would be nice, not sure how feasible it is to get the wideboyz holds or something similar*

Response: This is something we've heard a lot of interest in recently and we will look into it this year!

Comment: *Can you try to include more climbs in the 5.9/5.10- range on the lead only wall at the east side location? Given the short length of the walls, it would be fun to have the option of a longer route that isn't 5.11.*

Response: We will pass this on to our setters to let them know about this specific interest!

Safe Space Feedback:

There were no comments in this section for this response period.