

July 2022

## To Our Boulders Community:

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

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](mailto: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:** *A USAC adult climbing team*

**Response:** Fun idea! The current USAC Adult circuit is fairly limited and specifically caters to those who have been climbing for a long time and/or are willing to dedicate extensive time to training, which makes it niche enough that we likely won't create a USAC specific team. However, we ARE working on creating an adult climbing team that would train for and compete at non-USAC sanctioned competitions in the area.

**Comment:** *Make the member cards keychain size please!!! <3*

**Response:** Great idea! We will look into adding this option for folks who'd prefer it.

**Comment:** *Incident report for an ice pack? Dumb. Incentivizes people not to take the ice pack*

**Response:** We hear you on this, it does seem like a bit of a hassle. Unfortunately this is how our insurance requires us to manage incidents, even ones that seem relatively minor.

**Comment:** *Make a map like MBP that has the new set + "about to be stripped next" locations/walls. :)*

**Response:** This is in the works, thanks!

**Comment:** *more days with adoptable dogs and doughnuts*

**Response:** We're so glad you enjoyed member week :). Make sure to follow us on social media to stay updated for other cool events and promotions!

**Comment:** *sell socks, for dumb people like myself who drove from baraboo in briks(w/ no socks)*

**Response:** Interesting idea! We will pass this along to our pro-shop folks for consideration. Thanks for the suggestion, and we hope you were able to have an ok climbing day despite your sock deficit :)

**Comment:** *I love this place*

**Response:** We love you!

**Comment:** *the pink 5.9 is so fun!*

**Response:** Thank you, we'll make sure our route setters receive this feedback!

**Comment:** *If not for judging progress, what purpose does grading serve?*

**Response:** Grades on routes can serve several purposes, depending on the goals of the climber. Some absolutely use them for judging progress, while others use them as a guide to know where to start, or where to warm up. As we've mentioned in previous responses, we see grades as a helpful rough guide, but would like to always emphasize climbing that is focused on body awareness, rather than grades.

**Comment:** *Love the east side location and especially the downtown one! Me and a group of friends try to go every week. However, most of us live on the west side and would buy a membership immediately if a west side location was opened! A huge ask I realize, but there is a big demand for boulding on the west side and would bring many more members!*

**Response:** Stay tuned... :)

**Comment:** *Would love to be able to donate my guest passes towards the climbing for kids program (or whatever program it is that helps kids climb) :)*

**Response:** We are working on this option and are so glad to hear that there is already community support for it! In the meantime you can always purchase an add-on to your membership that supports the Climb4Community option, and gets you access to lots of cool extra membership perks.

**Comment:** *Your new website is hard to use, especially when you're signed in to the store! Things take forever to load (every time I say "yes" to the "we found your profile info" popup, it just spins forever--I have to answer "no, edit my profile" to proceed), the layout squishes the content down to the bottom of the screen, and the nested scroll bars make navigation a pain. Seems like it was designed only to work for people with huge monitors (or maybe it's better on mobile?). To top it off, I'm still not sure what my membership status is.*

**Response:** We passed this comment on to our web team in real-time so you should have seen at least part of this fixed in real time. As you know, we recently switched POS systems which means our entire website had to be rebuilt from scratch to properly embed all the new POS information. We really appreciate this specific feedback and your patience as we work through these glitches--know that we are working hard to make it as user friendly as possible!

If you are ever unsure about your membership status or anything else related to your account and cannot access the website or are finding it hard to navigate, you can always call the gym and have a staff member find the information for you. Thanks again!

**Comment:** *It would be super nice if the Moonboard at the Eastside location would be able to light up.*

**Response:** We couldn't agree more. We are looking into solutions either for repairing that wall and/or replacing it. Thanks for noticing this and taking the time to write a comment!

## **Routesetting Feedback**

**Comment:** *I'd like a few more oranges soon please!*

**Response:** Thanks for letting us know! Our routesetters have been notified of this preference.

**Comment:** *This is not Ninja Warrior. Please set more climbs that climb like actual rocks. Thanks.*

**Response:** Thanks for sharing your route style preference. As our sport evolves, the variety of movement routesetters are able to create in indoor climbing settings also evolves and expands. Many now advocate for a departure from the attempt to recreate outdoor climbing inside, and embrace the new and exciting climbing styles that modern hold and wall construction allow. If you're looking for more traditional rock-esque climbing, the East Side location has older walls which were built to more closely resemble outdoor rock, and if you're truly just hungry for some real-rock experience, we sell guidebooks for many of the local outdoor areas. Thanks.

**Comment:** *Green tags are super sandbagged!*

**Response:** If you're able to specify individual routes, that greatly helps our routesetters improve! In the meantime, they've been notified of this general concern and can take a look at that set.

**Comment:** *It seems really clear there's no one 5'5 or smaller on the setting team.*

**Response:** While this is factually inaccurate, we're sorry you're feeling that problems are reachy. The best way to help our setters improve is to comment on specific routes, so they can understand what you're seeing. If you're stuck on a particular route, we always suggest asking desk staff for beta. Sometimes, what seems to be a reach problem can actually be solved with some fancy footwork. Thanks for the feedback.

**Comment:** *I feel as though the lower grades are not accurately graded. Most of the recently set "orange" routes are closer to a higher "yellow" grade. It becomes very discouraging when someone who is used to completing "yellow" tags easily, can barely finish an "orange" tag.*

**Response:** Thanks for this feedback, our setters have received it and can take a look at this set.

**Comment:** *It would be helpful if routes w/ top outs indicated it, maybe w/ an arrow on the finish hold tape. Sometimes it is hard to see without getting up first.*

**Response:** Nice suggestion! We're chatting with the setting team to see how we can make this happen.

**Comment:** *Spray wall (not clay!) w/ good diversity of holds*

**Response:** While we have looked into this, nice non-clay holds are expensive and dedicating a large chunk of them to a spray wall limits what our setters are able to do with the regular routes. We'll keep this on the table for consideration, though, thanks for the suggestion!

**Comment:** *Loving the new pinks!*

**Response:** Woohoo! We're glad to hear it :)

## **Routesetting Feedback:**

*There were no comments in this section that were not addressed in real time.*