



August, 2023

To Our Boulders Community:

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

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: *Thanks for being so helpful and welcoming -- A friend from Momentum*

Response: Thank you for visiting us!

Comment: *Can we please get a new speaker in the back of the east side gym? It's been broken for years, but lately it's been ESPECIALLY broken.*

Response: Thanks for bringing this concern forward. Our IT team is working on a solution that should provide some new and improved surround sound style music to the training room. If that solution doesn't happen in the next two weeks, we'll just replace the existing unit so that we have some good functionality soon.

Comment: *make membership cards into key change size*

Response: We've looked into this in the past and may go for it at some point, thank you for letting us know that you'd be interested in that! In the meantime, we have seen folks get creative with cutting out the barcode portion of the membership cards and punching a hole to put it on a keyring if you're anxious to make that change sooner!

Comment: *turn waiting area into training area (weights, etc)*

Response: You can read through past responses for a more detailed explanation of this, but in short we value the community space the sitting area provides downtown and we have a robust training area at the east side location.

Comment: *I was working out in the backroom on the Eastside. Since it was only me and one other person working out, I was playing music through the speaker (I had asked this other person if it was okay if I played music). An employee came into the back room and proceeded to turn off the music without any communication or warning. They then set up to do what appeared to be yoga/stretching right next to the small section I had set up in. This very much encroached on my space and I needed to move some equipment/mats in order to continue my workout. This employee has made me uncomfortable in the past and I found the above interaction to be incredibly rude and selfish. All in all, this makes me question the culture and community Boulders is striving for.*

Response: We're so sorry that you had this experience in the gym. We've identified the staff member you mentioned in your comment and will be discussing this with them in order to ensure a change in behavior. While it's true that staff sometimes need to take over the training room area for a scheduled class, we expect that they'll communicate this need to you respectfully and work with you to find an arrangement that allows your workout to continue alongside the class.

Routesetting Feedback:

Comment: *would be cool to have red/orange problems starting in the bottom of the cave to train endurance (I'm not good enough for greens in the cave) :)*

Response: For sure! The setters will plan to put more up next time the cave is reset!

Comment: *Hi, I was wondering if there is a possibility of doing community route setting on a monthly basis? I think it would be kind of fun to have community climbers try to make some problems like you did with the member week. I'm imagining a sort of spray-wall style set. Maybe there could be a drawing for people who are interested to pitch in and help? I visited a friend's climbing coop in Duluth and their sets come from the climbers that climb there, and I think this would be a fun way to get some scrappy, weird routes set that builds community.*

Response: While we might not be able to roll this out at the monthly frequency you've recommended here, we love the idea of a community set night and are looking into implementing this quarterly or prior to competitions. Keep an eye out for future announcements, and thanks for bringing this idea back up!

Safe Space Feedback:

There was no feedback in this section at this time.