

TETON

ROCK GYM



Dear TRG Community,

Thank you to everyone who has shared feedback with us over the past several months. We care deeply about our members and the experiences you have in the gym. As a small, local nonprofit, we welcome thoughtful critique – it helps us grow and evolve as a community space. The board and staff have been reflecting, discussing, and taking action, much of which is ongoing. We are grateful for the many supportive relationships, messages, and ideas that continue to shape Teton Rock Gym.

Below is an overview of the main topics we've heard about, along with the steps we're taking to address them.

Strategic Planning and Facility Improvements

We are reviewing and updating our strategic plan to ensure we remain aligned with our mission and the broader community's needs. This includes evaluating and prioritizing future growth and improvements. Recent upgrades include:

- New seating throughout the gym for easier cleaning
- Signage in the fitness and moonboard areas regarding youth overlap and equipment etiquette
- Additional bumper plates, separated for ease of use, and barbell storage
- Rag baskets with new rags for cleaning equipment

Balancing Adult Member and Youth Program Overlap

Youth programs operate during limited weekday hours, typically 3:30–5:30 PM and a few evenings from 5:30–7:30 PM for our oldest team members. We work to keep participants in designated areas and teach them proper climbing etiquette.

We are responding to feedback by:

- Enforcing a 14+ age restriction for the MoonBoard and fitness areas and improving signage and communication to minimize overlap in those spaces.
- Installing another bench in the kids' area to concentrate belongings there
- Improving calendar visibility. We will keep youth program schedules posted on the physical calendar near the gym entrance, and will work to make this information more accessible on our website and better integrated into our other communication channels for non-parent members.

Fitness Area, Etiquette, and Cleanliness

With only about 250 square feet, our fitness area has limited expansion options, but we continue to add equipment when possible. Recent upgrades have included all cardio machines, and changes to improve cleanliness and order by:

- Installing hooks in the moonboard area for storage
- Adding baskets with clean rags for wiping down equipment
- Posting signage to encourage returning equipment to its proper place

MoonBoard and Wi-Fi Issues

We know MoonBoard connectivity can be frustrating. We have purchased an iPad that is available at the front desk to help alleviate this issues, and the Driggs Public Wi-Fi network is accessible inside the facility to help offset cellular issues caused by our metal roof. If you encounter problems, please let us know so we can investigate potential improvements.

Route Setting and Grading

We have increased our route turnover rate and are grateful to the many community members who have helped set and test our climbs. Grading is inherently subjective, but our current approach aligns more closely with local outdoor climbing standards, which many members have expressed they appreciate.

We are not, however, locked into one grading philosophy and are evaluating whether adjustments could better serve our community. Our main priorities are:

- Diverse movement styles and techniques
- Height and ability-inclusive climbs
- A range of grades so every climber can find a challenge

Our head routesetter, Jen Piperno, has attended professional clinics, and we welcome guest

setters. Our staff works hard to set thoughtful climbs for you, so please give them some love and help them feel supported! If you know of other qualified individuals, we'd love to be introduced.

Transparency and Nonprofit Operations

We remain committed to transparency. Our annual reports, IRS Form 990 filings, and original nonprofit application are all available on our website's *About Us* page. Members and donors are always welcome to contact our Executive Director, Jacob Yufa, with questions or concerns.

Community Culture and Staff Experience

We've heard concerns that some members have not always felt welcome. If that has been your experience, we sincerely apologize. Our goal is to foster a friendly, inclusive, and supportive environment for all climbers, and we will continue to work toward that vision.

We are proud of the diversity in our community and strive to make climbing accessible to people of all backgrounds and abilities. While we know we cannot meet every individual need, we will continue to listen, adapt, and improve.

Thank you for your engagement, your trust, and your commitment to this community. Together, we are working hard to make Teton Rock Gym a place where everyone feels safe, respected, and inspired to climb.

Sincerely,

Teton Rock Gym Team



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