



August, 2022

### 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](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:** *Do the compliment jar thing! <3*

**Response:** Hi! We aren't sure what compliment jar you're thinking of, but we'd love to hear more about this idea if you'd like to help us make it a reality!

**Comment:** *Get harder holds*

**Response:** We have a large selection of holds that rotate each week, but we always encourage folks to find holds and routes that play into their strengths and areas of growth! Feel free to ask desk staff if you're having a hard time finding something in the gym that challenges you :)

**Comment:** *I really liked some of the caps that were put out recently, but they were sold out the next day. Any chance y'all will bring them back?*

**Response:** Sorry to hear that you missed that run! We typically order in limited quantities and often there's a short window to jump on a new product, so make sure you're checking back frequently! Knowing that these were a popular item, though, will help us make good decisions regarding re-ordering. Thanks for the feedback!

**Comment:** *Climbing is fun don't change a thing*

**Response:** We're so glad you enjoyed yourself!

**Comment:** *Great place five stars nice dog*

**Response:** We're so glad you got to meet one of our gym dogs, they always make our day too!

**Comment:** *Get better air conditioning*

**Response:** Thanks for the feedback, we're always trying to balance comfort with sustainability. If you're on the east side encountering this problem, you can always ask staff to turn an additional fan on!

### **Route Setting Feedback:**

**Comment:** *Yellow set is way harder than it has been and the difference between orange and yellow is drastic and inconsistent grading can be frustrating and difficult to track progress.*

**Response:** Thanks for the feedback- this was sent to the setters in real time so it could help inform their grading decisions going forward.

**Comment:** *Not a super big deal, and it might be hard to fix, but the areas dense with holds of similar colors can be hard to distinguish with colorblindness. This happens particularly badly for my red-green colorblindness in the darker areas, on the darker colored holds, and when the holds are super chalky. No idea how difficult it would be to mitigate the issue, especially given the multiple forms of colorblindness.*

**Response:** Thanks for bringing this back up for discussion. We've toyed with some ideas to address this issue, but like you said, were unable to come up with a solid solution that helped everyone regardless of their specific type of colorblindness. If you (or anyone else!) have suggestions about how you'd like to see this managed, we'd love to brainstorm with you all! In the meantime always feel free to ask staff to help differentiate between specific routes, they'll be happy to help!

**Comment:** *Your grading for overhanging routes is super sandbagged and your grading for vert and slab is not at all sandbagged. Maybe sandbag everything or nothing? It is odd!*

**Response:** Thanks for the feedback! As you know, all of our grades are voted on by the community on KAYA, so it isn't something we have direct control over. Sandbagging and grading are often relative and play to people's particular strengths and styles, so we always encourage folks to take all grades (at Boulders and elsewhere) with a grain of salt.

### **Safe Space Feedback:**

*There were no comments in this section at this time.*