



To Our Boulders Community:

June, 2022

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

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: *Would like more non only rope walls, but it was good!*

Response: We're glad you're enjoying bouldering at the east side! If you're craving a space without rope walls, make sure to check out our downtown location which is entirely dedicated to bouldering.

Comment: *Could you please regularly wipe these two surfaces downtown: the wooden ledge under the window left of front desk (the one that says "don't step on") and, the back of the TV? For the TV, even once every 3-6 months would be better than never.*

Response: We've passed this along to our desk staff managers and you should see an improvement in this area. Thanks for the feedback!

Comment: *love it good job!*

Response: Aww shucks... we love it too, thanks!

Comment: *I miss the animal pictures at the top of routes :) <3*

Response: We're glad you liked those! We've passed this along and you should see the animal pictures (or something similar), back up within the week.

Routesetting Feedback:

As a reminder, this is a public forum with real people reading and responding to comments. Specific, constructive comments are always welcome, and help make the gym a better place for everyone. A constructive comment might sound like: *the green tagged route with yellow holds in the cave downtown is too hard for its tag*. Generalizing frustrations and comments regarding the entire set or setting team are usually not as helpful. Without specifics, it's hard for us to nail down actual pain points, and to tease apart frustration (which is a normal part of growth), from errors on our part. Thank you for your understanding, and feel free to reach out with any clarifying questions.

Comment: *I liked how it gave me a challenge and made me have to think before I set my foot down. I get scared from falling. But being here helped me challenge it. Thank you!*

Response: We're so glad that you enjoyed your time and the challenge climbing provided. We hope you come back soon!

Comment: *It's awesome there's a crack to climb on the Eastside. It was great seeing the crowds of people trying it when it was just put up and really nice to have it as something to practice on!*

Response: We're glad you're enjoying it! The crack set was partly in response to comments on this forum asking for one, so make sure to keep the requests coming!

Two comments, addressed together: **#1** *The way you guys grade problems makes me feel like I'm constantly moving backwards. Not sure I even like climbing anymore* **#2** *Would appreciate grade ratings and not large ranges on the routes. Kaya doesn't get updated well, so it's really hard to know what's what and makes it harder to know what I should spend more time projecting.*

Response: We hear you, and know that climbing can be a frustrating sport. We use our loose color scale to try and combat some of the immense emphasis that's often placed on grading, and in particular to de-emphasize our individual setters' grading, as we think grading works best when it's community based. We encourage folks to take our color rating system as a guide, not as a definitive progression chart, as there is overlap in the grade ranges between colors. We'd like to create a culture that encourages climbing that relies on body awareness rather than someone's outside opinion of a grade. Project what feels challenging for your body, recognizing that it might change from day to day, and feel proud when you finish what you've worked on, regardless of tag color or grade. If you're having trouble finding a project, feel free to ask desk staff for a hand, they're always happy to talk routes :)

Comment: *Those slopers red old holds suck*

Response: Some members of our team happen to think that all slopers suck... :) But in all seriousness, we're constantly buying new holds and retiring old ones, thanks for your feedback on this particular set.

Safe Space Feedback:

Due to their personal nature, some comments were excluded from this response to protect anonymity. These comments were addressed in real time.

Comment: *It seems like a bad idea to have the toddlers in the climbing gym at the same time as the club kids on Friday nights. I have seen so many near-miss incidents that it is only a matter of time until one of the toddlers gets hurt by a falling climber. I would recommend an hour on Saturday or Sunday morning that is exclusively available for these young climbers.*

Response: Thank you for bringing this to our attention. As you may have noticed, our gyms are particularly full at the moment and we're working hard to fit everyone in. We've passed this suggestion on to our programs director, and will look into a potential time switch.