



November, 2022

### To Our Boulders Community:

Happy November! This comment response will address feedback we've received in the months of September and October.

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:** *Gosh Boulders is expensive, and prices keep increasing! Is there any way to offer an income-based membership, or make a "household" membership affordable to those of us on the low-middle income bracket? I need to evaluate if Boulders is the right gym for my budget, and it makes me sad to think I have to choose between climbing and food/utilities. I understand inflation hit Boulders, too, but this sport shouldn't be for the wealthy only.*

**Response:** We share this concern and agree that climbing should not only be for the wealthy. Boulders is proud to be the founding gym of the Climb4Community program, which aims to increase access to climbing. One of our main initiatives has been the creation of self-directed pay scale membership options. Our climb4community membership is open to anyone who believes in the sliding scale model, whether they'd like to pay extra or less than the normal rate, and comes with lots of cool perks. You can find the link to apply for this membership option [here](#). Please reach out to [community@bouldersgym.com](mailto:community@bouldersgym.com) with any questions or concerns!

**Comment:** *Someone with great drawing capabilities should make a map of the League routes to help climbers find them easier.*

**Response:** Nice idea! We didn't create a separate league map, but you can always find a map of all the routes at the gym on the KAYA app and we are looking into adding a similar map to the website.

**Comment:** *I'm fascinated yet confused by the bathroom designations at Boulders' downtown location*

**Response:** You're welcome to look back at past responses for a more in depth explanation of the bathroom designations, but the short response is that one is all gender (meaning anyone can use it) and the other is designated for femme folks (which generally refers to women and some nonbinary people). Within those designations, everyone is free to use whichever bathroom feels appropriate for them. We will never tell anyone which bathroom they're required to use.

**Comment:** *League is great! I'd be glad if it was a regular thing, but I'll understand if setters need a break*

**Response:** We're so glad you're loving it, and we've overall been super impressed with the buy in and excitement from the gym! You'll likely see league return before too long :)

**Comment:** *PLZ HAVE A LOTION BOTTLE NEXT TO HAND SANITIZER. I WOULD BE SO HAPPY*

**Response:** Done, thanks for the suggestion!

**Comment:** *We attended the Madison Downtown Family Halloween event tonight and tried out the kids climbing wall. I was so impressed with the two young men helping with the event! They were patient with my sons and very helpful and encouraging as they tried to make it to the top. Anyway, I just wanted to pass that on and say thank you for the fun event!*

**Response:** We're so glad you enjoyed yourself and have passed this feedback along to the relevant staff. Thank you!

**Comment:** *I've noticed the gyms are getting a bit dirty. I fell off a problem a few nights ago at the east side and stood up to find my left leg covered in dust bunnies.*

**Response:** Thanks for this feedback! We are working on a new long term cleaning solution as we move into winter and you should see an improvement here.

### **Route Setting Feedback:**

**Comment:** *I think the grading system has too much overlap between the grades. Boulder difficulty varies between people, so I understand the need for 2 or 3 grade ranges, but it is confusing to me that a hard orange could be more difficult than an easy yellow. I would prefer there to be no overlap in color difficulty. For example, red is v0-v1, orange is v2-v3, yellow is v4-v5.*

**Response:** Thanks for this suggestion. The overlap and wide ranges of our grading scale are an intentional tool to decrease emphasis on grade scale. If you're interested in the precise grades, the community consensus v grade can be found on the KAYA app.

**Comment:** *Routes could use more down-climb holds. At best there is one every 5-6 routes which isn't ideal.*

**Response:** Done, thanks!

**Comment:** *I have been climbing here for a few months and overall the route setting has been great, but I've always had an issue with my color blindness at this gym, more so than other gyms. Particularly it seems like blues and purples are very often next to each other, as well as reds/greens/oranges, which are hard for me to tell apart. It would be great if similar colored holds like purples/blues and reds/oranges could be placed a bit farther away from each other, so the route is easier to follow with no confusion.*

**Second Comment:** *Good Setting :) :) :) I used to struggle to tell a lot of climbs apart that had blue/purple or red/orange holds when they were next to each other, but recently I feel like there have been less red/orange/blue/purple climbs adjacent to each other which has been great!!*

**Response:** We addressed this, and it seems like it's helped with the issue! Please let us know if this comes up again!

**Comment:** *Bring back the east side crack climbs!*

**Response:** We're glad you liked these! They're still in rotation, so keep an eye out!

**Comment:** *Check your grades please, everything is all over the place.*

**Response:** Thanks for your feedback. You can vote for consensus grades on KAYA to make your opinions known in real time on individual routes.

**Comment:** *please add more silly holds like the ones with the faces or objects on them.*

**Response:** Thanks for the feedback, we can keep that in mind!

**Two comments, addressed together: #1** *First, I do enjoy the trickiness of the routesetting. However, there are many/majority new routes, such as league problems, that are not accessible to shorter (<5'2) climbers requiring dynos that are not the intended betas on red/orange/yellow tags that is making these grades much harder and not able to focus on technique for a beginner climber. Or, in this case unable to establish a start hold. To help, maybe a small foot chip for long reaches would help tremendously on certain problems. Thanks! #2* *Having routes, particularly at the v2/v3 grade, that are too difficult simply because of reach isn't inclusive to people who can't reach a hold without jumping, especially when these people are trying to learn and improve upon technique.*

**Response:** Thanks for this feedback. It was sent to the setters in real time and you should see an improvement here.

**Comment:** *The green green on comp wall's dyno is very scary. Me and a few others have stopped trying it b/c we almost keep getting injured w/ the sideways momentum. Very fun otherwise, just dangerous.*

**Response:** Thanks for this feedback- the setters can take a second look at it. While this may not be helpful in this particular case, please don't hesitate to ask desk staff for a spotter if you ever need one.

**Safe Space Feedback:**

*There was no feedback in this section at this time that was not addressed on an individual basis.*