



June, 2023

### To Our Boulders Community:

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](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:** *There are two employees who engage in pda and it makes me (and others) uncomfortable. I don't know what their names are but it's a man and woman who are obviously together. Please refrain from this behavior when you are working, it's inappropriate and makes paying members feel weird and uncomfortable.*

**Response:** We agree with you here and dealt with this as soon as we received your comment. You shouldn't see this behavior in the future, and we apologize for any discomfort. Thank you for bringing this to our attention.

**Comment:** *People shouldn't be allowed to use recreational headphones/earbuds. People seem to have no spatial awareness when they use them. Also, there should be a lower capacity overall...the business during evenings is overwhelming.*

**Response:** Because we know that many climbers have a wide array of sensory needs, we are likely not going to ban headphones or earbuds altogether (although they are not allowed while rope climbing). However, if you see someone engaging in unsafe behavior in the gym, please always let desk staff know so they can handle it in the moment. If you're looking for times with reduced traffic, early mornings, weekends, and late night (8-10 or so) are all great options that still work with a traditional 9-5 job. Thank you for graciously sharing the space!

**Comment:** *1-more brushes  
2-teach people to brush (and also spotting)  
3-clean kilter board holds  
4-Boulders is awesome!*

**Response:** 1- On it! 2- We can look into adding this into our orientations or potentially adding signage. As for spotting, we found that teaching everyone to spot led to an increase in improper spotting which can be more dangerous than not having a spotter at all. If you ever need a spotter, always feel free to ask staff and they'll be happy to help if they have time. 3- Can do! 4- You're awesome! Thanks for this feedback!

**Comment:** *Could you add quickdraws on arete between walls 16 and 17.*

**Response:** Maybe! We'll have our facilities manager and route setters look into this option.

**Comment:** *Hello! I just wanted to say that the climbing shoes you supply are very uncomfortable.*

**Response:** We're sorry you feel that way! If you're ready to look into buying your own personal shoes, staff are always happy to chat recommendations.

**Comment:** *I love climbing!*

**Response:** Climbing loves you!

**Comment:** *Thank you for having a handicap accessible option for our students!*

**Response:** Adaptive climbers are crushers! Thanks for coming in!

**Comment:** *[NAME] is dope. The beginner belay class was awesome! Thanks!*

**Response:** We're so glad you had a blast and passed this on to the staff you mentioned! Thank you!

**Comment:** *Queer climb happening alongside other events is quite frustrating. The entire point of the event is to have a safe and comfortable place to climb with and meet other queer people in an environment where you don't have to worry about people judging you for how you look. Especially for trans people, this is so, so important. In the past, when the event didn't happen alongside others, it felt like much more of a community event. Now it's hard to meet and talk with people. It's busier, it's louder, you often can't tell who's there for QCS and who's there for something else. Especially having children around feels really bad. It limits conversational topics and doesn't exactly make for a safe and open environment. I've heard quite a few others complain about it too. It really kills the mood of the event and defeats the purpose. I recognise that there's many competing needs to balance but quite honestly, having a time slot exclusively dedicated to QCS feels like the bare minimum. Thank you, I hope this can at least start a conversation.*

**Response:** We're sorry you're having this experience! Queer Climbing Social does have a dedicated time slot, and there are not any concurrent events scheduled, so it may be that all the folks in the gym at that time *are* part of Queer Climbing Social, and the group is just growing. As for children in the space, we believe that kids are a vital part of all communities, including the queer community, and so queer-identifying kiddos (and their adults or support systems) have always been welcome at QCS. If you have concerns about the goals of this group or who is included in it, please speak to one of the hosts. They are present at events and have the final say on setting event norms and cultural expectations.

The one exception to this is that QCS sometimes overlaps with the competitive youth team. This is a group of 10 incredibly dedicated athletes, many of whom identify as queer, and who keep to themselves and stay focused on the drills provided to them. If they're what's bothering you, please let us know. That is not feedback we have previously received.

Feel free to reach out and continue this conversation by emailing [community@bouldersgym.com](mailto:community@bouldersgym.com). We'd be happy to talk this through and try to pinpoint where this tension is coming from. Thank you for your feedback!

**Comment:** *Sharps containers in bathroom*

**Response:** We do have sharps containers in all bathrooms. Thanks!

### **Route Setting Feedback:**

**Comment:** *Only 3 5.7's-add at least one. Also, always have at least one 5.7 on auto-belay.*

**Response:** Thanks for this feedback! You should already see an improvement in this area.

**Comment:** *What happened to all the top-outs? They were one of my favorite things and they have been put up less and less over time but now there aren't any. Please don't tell me they are gone forever.*

**Response:** They're not gone forever! Our setting team was tight on time for the last couple of weeks, so the top outs were foregone as they're not strictly necessary. They should likely be back next rotation, though, so keep an eye out!

### **Safe Space Feedback:**

*All comments in this section were addressed personally and immediately.*