



December, 2022

To Our Boulders Community:

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

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:

Two Comments, Addressed Together: #1 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. The bathroom at the downtown gym has a pile of dust bunnies by the lockers and the wall above the urinal is disgusting.
#2 The downtown gym is very dirty (the mats).

Response: We know this has come up in the past, and is frustrating for folks. We recently had a management change in this department, and are re-examining our cleaning contracts to ensure that current gaps are covered.

Comment: I wish it had been clearer that the comp pick of the patch was for everyone. I thought from the fliers etc that it was just youth.

Response: We will make sure to iterate this more clearly next time around, sorry for any confusion!

Comment: it gets very dark by the back of the gym

Response: We're not sure which gym you're referring to, but we can check this out and possibly get an additional light source in there.

Comment: Awesome climbing gym!

Response: Thanks :)

Route Setting Feedback:

Comment: Almost every problem feels at least 2-3 grades below what it should be.

Response: Thanks for the feedback, we passed this along. Remember that all of our grades are voted on in KAYA by the community, and the route tags you see reflect a grade range. Thanks!

Comment: Please make some climbs more accessible for short people/kids

Response: Can do. If you're ever stuck on a particular route, feel free to chat with desk staff. Sometimes there's some sneaky footwork that can make a once-reachy route accessible.

Comment: Please don't put red and pink routes on the same, overlapping section of the wall. Too difficult to see the difference, especially once on the wall.

Response: We passed this along, thanks!

Comment: the crack volumes are tons of fun. Some sort of crack trainer in the back room would be a great use for any volumes not on routes.

Response: Fun idea, thanks!

Comment: On the east side gym, there are holes on the competition wall without tags and some starting holds without the tape marked.

Response: Thanks for pointing this out!

Safe Space Feedback:

There were no comments in this section at this time.