



March 2021

### To Our Boulders Community:

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

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:** *Hi! LOVE the gym but had a concern: I was in the other day and it seemed that the gravity was set too high. I assume that Boulders, like other gyms, uses the gravity setting to manage crowding at peak hours. But I was in the gym during a quiet time and it didn't seem like there was any reason for the gravity to be set that high, with hardly anybody there. Can you please look into this?*

**Response:** Boulders reserves the right to increase the gravity settings in our gym at any time and for any reason. We encourage our desk staff to use the gravity setting at their discretion, not only to manage traffic but also to slow down any climbers they believe are too strong, or progressing too quickly. If you noticed this increase while you were in the gym, you were likely flagged by desk staff as belonging to one of the aforementioned categories. While we are sorry this negatively impacted your experience, we hope you can understand why this is a policy necessary to increase morale amongst staff ;)

**Comment:** *the punch pass should be discounted so climbers with their own gear are not charged for what they do not use*

**Response:** The punch pass currently comes with the added perk of free gear as an incentive for newer climbers. The cost of rentals isn't built into the pass. However, we do have frequent flash punch pass sales and you are invited to stock up on as many as you like at a deep discount. If you are looking for even more ways to come into the gym affordably, please visit [bouldersgym.com/climb4community](https://bouldersgym.com/climb4community) or email [community@bouldersgym.com](mailto:community@bouldersgym.com)

**Comment:** *it'd be really cool if you added names for the routes (either the setter or first-to-send names)*

**Response:** This actually does exist already on KAYA! KAYA is a free app we use to keep track of all of the climbs in the gym. It has setters names, community-based v-scale grades, and more! We will be switching over to a new platform in the near future which will have find-a-partner capabilities and more, stay tuned!

**Comment:** *how about some plants in here?*

**Response:** We love this idea, but are worried they might die. Old Boulders folks will remember we used to have a small tree-like plant on the east side, and keeping it alive for years was a struggle. It's something we can continue to look into, though!

**Comment:** *Boulders is great, but recently I've had a couple issues with the facility. The floors have had a lot of hairballs recently that haven't been vacuumed up and have been getting the velcro on my shoes. Sometimes I don't want to stretch on the mats because of this. My other bit of feedback is that my last few sessions where I climb until close, I've felt very rushed out of the space. For example, while climbing around 9:40-45 staff have begun vacuuming underneath my climbs while I'm climbing which made me feel like I shouldn't be climbing and that the climbing I was doing was unsafe. While packing up around 9:50 Staff have brought my stuff out of the cubby area asking if it was mine, which made me feel like I shouldn't be there. I guess I'm just a bit bummed that I've felt unwelcome these past few sessions and hope that some change can occur.*

**Response:** Thank you for letting us know that this has been your experience. We recently hired a specific person to manage cleaning, so you should see an improvement there. While staff are encouraged to begin cleaning prior to close, they should never be doing so in a way that makes your climbing feel cut-short, let alone unsafe. This has been brought up to the appropriate managers, and we will look into re-structuring our scheduling such that staff don't feel rushed at the ends of their shifts, which should impact them not rushing you out, either. Please feel free to let us know if you don't notice a change in this arena. Thank you!

**Comment:** *Warm water in the sink during the winter*

**Response:** Our facilities manager is on it, thanks!

**Comment:** *Could Boulders hold a singles mingle party? Maybe on a sunday evening when you guys are typically closed. A climbing time for single climbers to meet?*

**Response:** What a fun idea! We are going to see if we have enough community interest, and look into doing this in the future. If you have more ideas for how you'd like to see this go, please let us know at [community@bouldersgym.com](mailto:community@bouldersgym.com), or by filling out another comment form!

**Comment:** *Could some new barbell collars be added to the weight room at eastside? There are more people lifting (super cool) but not enough collars. Also the bent ones are really hard to get on and off.*

**Response:** Yes, thank you for the suggestion! Our facilities manager just sent in an order for the ones you suggested and they are on their way.

## Setting Feedback:

**Comment:** *harder routes on auto belays with more change up on routes*

**Response:** Because auto belays are our most accessible form of rope climbing (no belay partner or special training needed), we have to keep the grade range accessible too. For many kids or new climbers, auto-belays are the only rope walls available. Additionally, we are incredibly lucky to have a full time setting team that works to set new routes and problems at both locations every single week. Our gym is unique in its fast turnover rate, and we are proud of the variety we are able to offer.

That said, we understand that being limited to a small number of routes can be frustrating, especially if they are not in your ideal grade range. If you're interested in learning how to belay on our top-rope wall, you can click [here](#) to sign up for a belay class.

**Comment:** *great routes! Thanks!*

**Response:** Thank you!

**Two comments, addressed together :** *#1 The blue 5.11 on the slab at the eastside seems to be set for taller (men). As a 5'7" female climber who projects 5.10+ and 5.11s, I feel frustrated and underrepresented on a lot of the 5.11s that are set. #2 At East, so many of the 5.9s, 5.10s, and the 5.8s I warmed up on were incredibly reachy and felt like they were set for folks taller than 6ft. The footholds for the 5.8s were also quite small and slippery, something I expect for 5.10s and up, but not 5.8s. Please work on setting for a variety of climbing types and heights.*

**Response:** Thanks for the feedback, our setters are always looking for ways to improve and increase the accessibility of their routes. That said, it is worth noting that our head setter clocks in at just 5'8", and we have setters and forerunners who are even shorter. All of these folks take pride in making sure that climbs are thoughtful and appropriately adjusted for height. No setting team will get it right for every body on every climb, and we appreciate that this has been a repeated frustration for you at Boulders. Height is a common issue that comes up in discussions about setting at all gyms, and is something our setting team is always striving to be considerate of.

That said, we also always encourage folks to look outside the realm of the uncontrollable into the realm of the controllable. While you cannot spontaneously grow a foot, you might be able to figure out some alternate footwork or other beta that enables you to work through a problem. 5.11s are well into thoughtful, technical climbing, so we are sure that you have many tools you'll be able to use when you get stuck. Again, we have setters, forerunners, and staff that barely break 5', not to mention the host of climbing kiddos, some of whom aren't even 4' tall. We encourage you not to place a climb into the category of "reach problem" too quickly. You may find you're able to do more of them than you thought.

Thank you again for your feedback, we will continue to keep this issue on the forefront of our minds.

**Safe Space Feedback:**

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