



September, 2022

### To Our Boulders Community:

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

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:** *The gym is so dirty. Please clean it!!!*

**Response:** Thanks for your feedback, we're sorry this was your experience. If you can include which gym you noted this problem at, that would be super helpful for us. Regardless, this information has been passed along to the appropriate channels.

**Comment:** *Written letters on colored cards for colorblind folks*

**Response:** We had implemented this strategy, but it appears as though some of the tags have since been replaced or the written colors have rubbed off. We'll make sure to update them and look into a more permanent solution to this problem. Thanks!

**Comment:** *I was at the gym and someone was having a work meeting while in the common area. The gym isn't a cafe. Is it possible to discourage people from having virtual meetings in the common space? Especially at the Eastside, there isn't a lot of room to escape disruptive people. Or, if someone wants to have meetings at the gym, maybe they go to the back room?*

**Response:** While we do actually encourage people to use our lounge space as a coworking option, we can encourage folks to use headphones when in meetings. Thanks for this suggestion.

**Comment:** *The gym was fun but the problem is it's only bouldering.*

**Response:** Check out our eastside location if you're looking for rope climbing!

**Comment:** *Fix moonboard LEDs and retire old holds*

**Response:** Thanks for the suggestion. Our eastside walls have been a point of discussion and you'll hopefully be seeing some upgrades soon.

**Comment:** *V-scale. Thanks.*

**Response:** The community v-scale grades for each route can be found on KAYA. Thanks :)

### **Routesetting Feedback:**

**Comment:** *LOVE L.O.V.E the new setter. All the climbs are so fun, funky and fresh. [Setter's name] is the best thing that has happened to boulders :) Love the yellow blue tag on slab.*

**Response:** We're fans too! Thanks for your comment, we've passed it along to the setter in question :)

**Comment:** *The sets lately have been really unique and fun! Love the orange hold green tag on the Disco Bulge and blue hold green tag dyno on main left. I've been loving climbing much more thanks to these sets!*

**Response:** Woohoo! We're so glad to hear this- thanks for your specificity!

**Comment:** *Really great recent sets in cave + front wall! Awesome green circuit, esp black cave problem. Keep up the good work!!!*

**Response:** Thank you for this feedback!

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

**Response:** Thanks for this input and for looking out for the safety of your community! We have passed this along and you should see an improvement here!

### **Safe Space Feedback:**

**Comment:** *"We strive to be an equitable community by supporting and encouraging individual identity, diversity, and opportunity through the experience of climbing."  
The Flight of the Phoenix comp structure is not consistent with this stated value.*

**Response:** Before we dive into this comment, we think it'd be prudent to review the definition of equity. Equity, as we use it in this vision statement you quote, refers to fair, and sometimes unequal treatment of people and groups in order to promote justice and inclusion. The Flight of the Phoenix

competition specifically centered folks who are generally marginalized within the climbing community due to their gender identity. While this competition did not provide *equal* treatment of all parties (ie, specific people were centered while others were not), we do believe that it provided *equitable* treatment of all parties. Cis men are the majority in nearly all climbing gyms across the contry, as well as in most outdoor climbing spaces. By nature, then, they are often centered in climbing discussions, decision making, and event planning. By flipping that script and centering other groups, we promoted empowerment, community building, and a safespace for those who may not always feel comfortable in the typical gym or comp space.

Thanks for your concern, and feel free to email us at [community@bouldersgym.com](mailto:community@bouldersgym.com) if you have any further clarifying questions regarding this competition or its intentions.