



March, 2023

To Our Boulders Community:

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

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: *Is it possible to get a stair machine in the training room at East? I'm sure there's a lot of us out there who need to train for longer approaches and stuff out West and that's hard to do living here!*

Response: Oh we'd love that! It's likely not in the budget at the moment, but we'll put it on the list for the future.

Comment: *I had so much fun love [staff member]*

Response: Thank you! We will pass that love along to the appropriate staff :)

Comment: *Mentioning to new climbers to not climb with phones in their pockets would be useful. I have seen some people climb with their phones and they fall out of the pockets, which could cause an injury.*

Response: Good call. Right when we received this comment we addressed it with our desk staff managers so you should've seen an improvement there right away.

Comment: *Rental shoes? Never seems to have the right sizes/available shoes are in rough shape*

Response: Yes, we know, and we're sorry! Although we know this isn't the answer folks like to hear, this is unfortunately a supply chain issue. We're working on solutions, and should have some

new shoes, and some repaired shoes, soon. In the meantime we've waived rental shoe fees because we know this is frustrating for people.

Comment: *Please clean the mats more*

Response: Thanks for the input, we can take a look at our cleaning schedule.

Comment: *Will you still be selling chalk bags? there haven't been any in the shop for a while*

Response: Yes! Our proshop manager recently moved away so you may notice a few gaps as we transition staffing. Thanks for the question!

Comment: *What is with the busted autobelays? Seems like there is another one every month and they aren't being fixed/replaced?*

Response: We're frustrated by this too. Unfortunately we are unable to replace the webbing with anything other than the brand manufactured by the auto belay company itself, and that company is having supply chain issues. We are pressing them as much as we can, but it'll likely be a little while longer before all the autobelays are up and running. We appreciate you working with us on this and staying patient.

Route Setting Feedback:

Comment: *I would personally appreciate more top outs*

Response: Thanks for letting us know your preference! Top outs are some of the riskiest moves our setters put up, so we do keep them somewhat limited. We're glad to hear you're liking them though!

Comment: *Having more gray holds for down climbing could be beneficial.*

Response: Good suggestion, thanks!

Comment: *It's frustrating that so many climbs are left untagged downtown. It's hard for me to know what's reasonable to try, and for a newer climber I'd imagine it's even harder since they don't know how to read beta yet. A "regular" gym would never remove the numbers from their weights, so why does boulders remove the tags from the boulder problems?*

Response: We've discussed this more in depth in the past, but routes are left untagged for one week after they are set so that folks can try things without knowing the grade. We hope to encourage people to focus less on grading and more on how climbs feel in their bodies. If you're ever struggling to find something that's the right difficulty for you, please don't hesitate to ask desk staff!

Comment: *Why don't you have any grades posted? How do I know what the colors mean when they just say 'red'*

Response: We use a grading range that is color coded in the order of a rainbow (so it's easy to remember). Numerical grades can always be found on our KAYA app.

Comment: *I would love to see some problems incorporating cracks (for hand jams, finger jams, foot jams etc.). Would be great training for Devil's lake climbing :)*

Response: Yes, these are fun and we've had them at the east side in the past! Be sure to keep an eye out for them returning!

Comment: *maybe better/more project routes for shorter climbers?*

Response: Thanks for the input! Always feel free to ask staff for beta if you're struggling on a particular route.

Safe Space Feedback:

There were no comments in this section at this time.