



Dave Askins <dave@bsquarebeacon.com>

uReport interface for scooter complaints

4 messages

Dave Askins <dave@bsquarebeacon.com>

Thu, Aug 18, 2022 at 9:12 AM

To: Rick Dietz <dietzr@bloomington.in.gov>

Cc: Beth Cate <beth.cate@bloomington.in.gov>, Adam Wason <wasona@bloomington.in.gov>, Don Griffin <don.griffin@bloomington.in.gov>

Hi Rick!

I encountered a couple different problems this morning trying to use my Android smartphone to submit a uReport complaint about an illegally parked scooter.

(attached is screenshot)

1. Company name? The scooter in question was a Veo, but that company is not listed among the manufacturers. Also Pace Bicycles is listed as a possibility, even though that company has not been doing business in Bloomington for something like 3 years. I think an update to that interface is warranted.

2. Captcha? After trying first to identify all the tractors in a grid of photos and failing, then failing to identify all the taxis in a grid of photos, I gave up and did not submit the report. I don't think Captcha is a great solution to the potential problem of bot form submission.

Ideally, what should be possible is for a resident to register as a user and be able to set up a shortcut for a particular kind of complaint: Tap the shortcut, camera launches, snap photo, add note, submit. The fact that it was a scooter parking complaint from a person with a phone and address would be built right into the shortcut.

Yes, that would enable someone to flood uReport with scooter complaints...but that someone would be a registered user and those complaints would have a high probability of being valid, so a flood of complaints would just reflect the state of the actual world.

Anyway, the city is apparently not able or not willing to make good on Mike Rouker's promise made three years ago on July 31, 2019 to fine scooter companies "every single time we see a parking issue." (Zero citations in three years??)

Given that the city is clearly not going to allocate any resources to enforcement of scooter violations, I think the city should at least make it easier for residents to document the problem. And uReport in its current state is just not cutting it.

So I hope you can at least look into the uReport issues so that we get as accurate a count as possible for the number of scooters that are littering the public right of way.

Thanks!

--Dave

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Screenshot_20220818-081731.png
2224K

Rick Dietz <dietzr@bloomington.in.gov>

Thu, Aug 18, 2022 at 9:59 AM

To: Dave Askins <dave@bsquarebeacon.com>

Cc: Beth Cate <beth.cate@bloomington.in.gov>, Adam Wason <wasona@bloomington.in.gov>, Don Griffin <don.griffin@bloomington.in.gov>

Dave, thanks for the note.

On uReport: I will confer with my team about the uReport issues you raised. We can adjust the vendor names without too much trouble. Replacing Captcha is more complicated, but we will discuss some options and see what we can do to address this issue.

Take care,
Rick

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Beth Cate <beth.cate@bloomington.in.gov>

Thu, Aug 18, 2022 at 10:15 AM

To: Rick Dietz <dietzr@bloomington.in.gov>

Cc: Dave Askins <dave@bsquarebeacon.com>, Adam Wason <wasona@bloomington.in.gov>, Don Griffin <don.griffin@bloomington.in.gov>

Hi Dave -- just jumping in to say a group of us have been analyzing scooter violations and options for responding, and are pulling together the data and analysis for Council. Since budget season is keeping everyone very busy right now, I expect it will be a couple of weeks before we finish up and share our thoughts with the Council members, but I'll be glad to share them with you then too.

Take care,

Beth

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Beth Cate
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Dave Askins <dave@bsquarebeacon.com>

Thu, Aug 18, 2022 at 11:28 AM

To: Beth Cate <beth.cate@bloomington.in.gov>

Hi Beth!

Thanks for this reply.

However, I would point out that Mike Rouker was crystal clear about the "options for responding" to scooter parking violations, when he told the council on July 31, 2022 that "[The city of Bloomington] will be fining them every single time we see a parking issue."

That was THREE YEARS AGO. So I hope you understand why your portrayal of this as a problem that the city is only just now "analyzing"—as if it were new and novel and previously unknown—will not find a positive reception with any Bloomington resident and especially not me.

I asked FOUR MONTHS AGO that the issues below be explained—in connection with documentation that I submitted to the city asking that a citation be issued. Specifically, I asked for:

- (1) a detailed explanation of the reason for the city's decision not to issue a fine;
- (2) an explanation of how the reason is consistent with Rouker's statement on July 31, 2019;
- (3) an explanation of how the city's failure to enforce the ordinance is consistent with IC 36-4-5-3(1); and
- (4) a description of the actions the city expects from residents in order for the city to issue a fine.

If the city's law is unenforceable (either from a legal or practical point of view), I think the city needs to own that. A simple statement that the city's law turns out not to be enforceable due to X, would cover all four items on the list.

In fact, it's my working theory, based on simple logical inference, that the law must not be enforceable. Namely: If the law is enforceable, the city would enforce it. The city is not enforcing it. By modus tollens the law is not enforceable. (I sure would like to know what X is.)

So please consider extending the basic courtesy of providing a response to these four points as soon as you can—as opposed to just eventually sharing the documents with me that you are also planning to share with the city council someday.

I think by close of business Friday, Aug. 19, 2022 could be considered reasonable, given that this request has been pending for several months.

Thanks!

--Dave

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