

moderation team for osmf-talk / talk OSM mailing lists and forum

August 21

Etiquette violations by user NorthCrab forum

Outcome



By Allan Mustard · 2 seconds ago

Unanimous decision to suspend user NorthCrab for 28 days.



Details

Proposal by Allan Mustard · Closed Tue 22 Aug 2023 4:50PM

On 14 August 2023, user NorthCrab posted a diatribe on the community forum against alleged expenditure of €25,000 by the Operations Working Group (OWG) on Amazon Web Services. Several community members, including members of the OWG, responded to the question NorthCrab raised, but over successive exchanges, NorthCrab remained hostile and combative in violation of the Etiquette Guidelines. The thread of these communications can be found at <https://community.openstreetmap.org/t/why-does-osmf-budget-25-000-on-amazon/102475>. The tone of NorthCrab's (since edited) remarks speaks for itself. The original title of this thread was "Why does 25% of my donation go to Amazon".

Two moderators of the foundation channel of the forum publicly admonished NorthCrab to adopt a more civil tone, in accord with the moderation guidelines. Moderator warpath-peacock's intervention earned him a public complaint from NorthCrab, which can be seen here:

<https://community.openstreetmap.org/t/positive-feedback-complaint-about-moderators/102637>

Moderator apm-wa's admonition was ignored. Moderator apm-wa followed with a formal warning via private message on 20 August 2023, which reads as follows:

This message is a formal warning to you in accordance with the [Etiquette/Process for Moderation - OpenStreetMap Wiki](#) (viz.) by a moderator of the Foundation channel appointed by the OpenStreetMap Foundation Board of Directors.

Your combative approach to communication in the community forum as attested by multiple community members[1][2][3][4][5], your unwarranted *ad hominem* attack of volunteer moderator warpath-peacock[6], and your insinuations of bad faith on the part of the Operations Working Group volunteers[7] violate the [Etiquette/Etiquette Guidelines - OpenStreetMap Wiki](#) as well as the [general rules for civilized behavior of the forum](#). I have admonished you once already in accordance with the Process for Moderation, and am now

escalating the matter to a formal warning. Other community members have pointed out to you the inappropriate manner with which you communicate[1]-[5], and have pointed out that moderation to date (including the temporary closing of the thread) has been light.[8] In particular, warpath-peacock's temporary closure of the thread is in full compliance with the intent of the Process for Moderation, to wit:

Proactive Moderation: Help OSM conversation channels provide new community members with a useful and durable introduction to the project by encouraging open and healthy dialogue, and discouraging breaches of OSM's etiquette guidelines, as well as communicating the guidelines of conduct and codes of etiquette.

If you do not cease and desist from further violations of the Etiquette Guidelines, the general moderators will convene to consider what appropriate next measure should be applied to curb your bad conduct, again, in accordance with the Process for Moderation. Such measures can include

- A recommended one week break from the mailing list
- A temporary block of 24 hours to slow down or prevent direct participation by the individual ("mod flag" feature of Mailman)
- A temporary or permanent ban from the OSM talk@ and/or OSMF talk@ mailing lists

I point out for clarity that these guidelines, although written for the talk lists, were [extended to the community forum](#) by request of the forums governance team.

Should you have any questions about this matter, please feel free to contact the general moderators via this channel or by email to talk-owner@openstreetmap.org

You have the right to appeal this formal warning to the Board of Directors of the OpenStreetMap Foundation, in accordance with the Process for Moderation.

[1] [Why does OSMF Budget €25,000 on Amazon](#)

[2] [Why does OSMF Budget €25,000 on Amazon - #13 by pnorman](#)

[3] [Why does OSMF Budget €25,000 on Amazon - #21 by mtmail](#)

[4] [Why does OSMF Budget €25,000 on Amazon - #34 by mtmail](#)

[5] [Why does OSMF Budget €25,000 on Amazon - #37 by iandees](#)

[6] [Positive Feedback & Complaint About Moderators](#)

[7] [Why does OSMF Budget €25,000 on Amazon](#)

[8] [Positive Feedback & Complaint About Moderators - #8 by Spatialia](#)

[9] [Positive Feedback & Complaint About Moderators - #9 by CactiStackingCrane](#)

User NorthCrab responded that the formal warning was "invalid" and provided spurious justification for that attitude. When Moderator apm-wa replied, "If you continue to push back, you will be sanctioned. This is your final warning," user NorthCrab continued to push back, concluding his response with, "I do hold valid

concerns regarding the actions you are taking in this matter," apparently referring to the admonitions and formal warning to cease and desist from violating the Etiquette Guidelines.

User NorthCrab has clearly demonstrated continued resistance to abiding by the Etiquette Guidelines unless forced to do so, and then only very reluctantly. User NorthCrab has demonstrated disrespect for both the Etiquette Guidelines and the Process for Moderation ("I do hold valid concerns..."). NorthCrab's assertion, "I am genuinely seeking an open and respectful discussion" is belied by the tone of all his communications, which tone ranges from accusatory ("Why are OWG operations kept secret?") to condescending ("I think the source of your confusion might be this line"), from deliberately misleading ("I could not find any information that would justify applying Etiquette Guidelines to the community forums") to willful ignorance of basic facts (denying that the Etiquette Guidelines apply to the community forum, despite user iandees' having pointed this out to him in <https://community.openstreetmap.org/t/why-does-osmf-budget-25-000-on-amazon/102475/37>).

Therefore, the Moderation Team imposes on user NorthCrab a 28-day suspension from the general, general:tagging, and foundation channels. PDF copies of the threads mentioned above plus the direct messages between moderator apm-wa and user NorthCrab will be published on the OSMF moderators webpage.

If you have an Objection, please say why and propose a change to the proposal that makes it safe.

Remember we are seeking consent for a 'good enough' decision that is 'safe to try', so we can make a good decision for our organization.

FAQ - OpenStreetMap Community Forum

community.openstreetmap.org

A shared place for conversations about OpenStreetMap

Etiquette/Process for Moderation - OpenStreetMap Wiki

wiki.openstreetmap.org

Etiquette/Etiquette Guidelines - OpenStreetMap Wiki

wiki.openstreetmap.org



Moderation team for talk and osmf-talk mailing lists - OpenStreetMap Foundation

wiki.osmfoundation.org

Why does OSMF Budget €25,000 on Amazon

community.openstreetmap.org

Your comments are off-putting, let the person be on holiday and calm down. You're also deflecting and ignoring the "I can breakdown our cloud usage / expenses / sponsorship once I back on Wednesday " reply you got.

Why does OSMF Budget €25,000 on Amazon

community.openstreetmap.org

A budget is different than an income and expenses statement or balance sheet. In a budget you allow for contingencies, while in an income and expenses statement you're reporting actual costs and depreciation. Given how you're engaging on this and attacking the volunteers, I find it difficult to respond to this.

Why does OSMF Budget €25,000 on Amazon

community.openstreetmap.org

Right now I understand that we pay €25000 yearly on storing primarily CDN logs and backups? Is that correct? This can't be right. From everything I've read in this thread so far you're wrong. Can you step back, collect your thoughts and make a new post with your findings and/or questions in a couple of days? On github you edited one comment 8 times, it's hard to follow. And as another user already wrote it reads like you're in attack mode (knowingly or not), every other sentence reads like ano...

Positive Feedback & Complaint About Moderators

community.openstreetmap.org

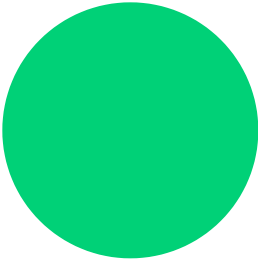
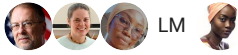
I'm not someone with a stake in this discussion, except as a community member who cares about the quality of discourse here, and the mailing list etiquette guidelines say that moderate people need to speak up so that extreme opinions don't seem the norm. So, that's why I'm saying anything at all here. I think the moderation was minimal and appropriate. Nobody was censored (despite claims elsewhere) - no accounts were locked or closed, so everyone could still participate in other discussions, an...

Positive Feedback & Complaint About Moderators

community.openstreetmap.org

NorthCrab, in my honest opinion, it would be better if you just leave peacefully and not engaging in any more arguments.











Results

	Option	% of points	Voters
	Consent	100%	5 
	Objection	0%	0
	Undecided	0%	0

5 of 5 people have participated (100%)

 reopen

Votes

-  Angela Teyvi  25 minutes ago
- LM  Logan McGovern  29 minutes ago
I believe this person wants to be martyred, wants to portray themselves as a victim, and was goading you Allan. Which makes my yes vote a very hesitant one.
-  Rubaina Adam  9 hours ago
-  Radmila  August 21
-  Allan Mustard  August 21



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