

COMMUNITY SERVICES
INFORMATION SERVICES

Bike Registry Cloud Review Summary

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DOCUMENT CONTROL

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INTRODUCTION

City council and the Mayor's Office have requested CMS evaluate an updated Bike Registry system that supports a national database of bicycles. Two vendors were selected to provide a possible solution. This document serves as a summary report for the Cloud Reviews of each vendor.

Project 529 (Also going by 529 Garage) and Bike Index were selected as the two possible solution provides. Both vendors provide a national (international for Project 529) database for searching for stolen bicycles.

PROJECT 529

On the cloud review, 53 of 68 points were identified as Y – Available Out of the Box

Records Management Requirements 7 of 8 Y – Available Out of the Box

The data can be viewed, and various view options (Such as only seeing particular data, such as ignoring data of a particular age) can be applied, but the data itself is maintained, and can only be deleted by the data owner (ie the bicycle owner, not the organization).

Privacy Requirements 10 of 11 Y – Available Out of the Box

"529 Garage based on the premise that the user own's their own data, and the service that we offer law enforcement/cities is a portal and tools on the registration data. The data we collect will not be "city data", although the city will have a license to use the data while they are paying for the service, and are able to download data that user's opt in to share with them. The contract should cover this point. ". They seem to be committed to maintaining data privacy, within the realm of this is a product that takes user data, and in the event that it is needed (ie someone's bike is stolen) then shares that data (or a reasonable part of it) with various organization, and other users, in an effort to aid recovery.

Information Security 18 of 23 Y – Available Out of the Box

Reasonable security measures and testing seem to be in place. Account lockouts on failed attempts, session expiration, (for organizational users) and PCI compliance (for their store) are already standard. Some features which are not (like MFA) can be added (for a fee).

Technology Requirements 18 of 26 Y – Available Out of the Box

"Our service host is AWS in Oregon-West. We do not offer customization of this for customers". Also "529 Garage is a single database registration system. The system works because the data is not siloed by different organizations/geographic regions."

Overall, contact with 529 Garage received quick and professional replies, assistance with this cloud review was very thorough, and a number of supporting documents (for this) were provided (Nearly 20 in total). Based on this review, they seem to be maintaining good standards for this product, and the security of the information within.

BIKE INDEX

On the cloud review, 21 of 68 points were identified as Y – Available Out of the Box

Records Management Requirements 2 of 8 Y – Available Out of the Box

Minimal information was provided related to Records Management. Exporting custom data is locked behind the Gold price tier. All records are searchable, but owner information is not visible by default.

Privacy Requirements 1 of 11 Y – Available Out of the Box

Bike Index do not state having documentation related to our Privacy Requirements

Information Security 9 of 23 Y – Available Out of the Box

The information that was provided seem to meet our Information Security requirements, however not all points were addressed

Technology Requirements 9 of 26 Y – Available Out of the Box

The information that was provided seem to meet our Technology requirements, however not all points were addressed

Bike Index appears to be a small US organization with longer turn around times on email communication. Initial contact identified that their general contact email address is only reviewed weekly.

We check the support email address weekly on Tuesdays. Thank you for your patience in waiting for our response.

Thanks for reaching out to Bike Index. We are a small, non-profit so please forgive this non-personal first response. If you'd like us to increase customer support efforts, please consider a donation here. If you are reporting a bug, tweet to us at @bikeindex.

Eventually, Bike Index provided a copy of a similar "technology review" they completed with UC Davis Health in 2021. While this did address some point in our own cloud review, it also left some unaddressed.