

GO Raiding - Balancing Accessibility and Sustainability: Assessing the Impact of Remote Raid Changes on Pokémon GO's Player Base and Global Sustainability Goals

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Abstract

This report examines the impact of Niantic Labs' recent changes to remote raids in Pokémon GO on global sustainability goals and overall game experience. The United Nations' 17 social and environmental goals for sustainable development, particularly those related to transportation, are discussed in the context of Niantic Labs' remote raid limitations. The Go Raiding Survey data reveals players' concerns about the company's commitment to global sustainability objectives and the unintended consequences of the remote raid limitations on CO₂ emissions. Additionally, the report highlights the significant influence of these changes on player sentiment, engagement, and inclusivity within the game. Based on the survey data and testimonials, it becomes evident that there is a pressing need for Niantic Labs to revisit their remote raid policies and consider innovative ways to promote environmentally-conscious practices while fostering an inclusive gaming experience for the diverse Pokémon GO player base.

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Introduction

In recent months, Niantic Labs has made several controversial decisions in regard to the implementation of in-game nerfs and subsequent limitations of remote raids in Pokémon GO. These decisions have sparked debates within the Pokémon GO community, prompting concerns over player satisfaction, gameplay experience, and the company's commitment to global sustainability objectives. This report aims to provide a comprehensive analysis of player responses to Niantic Labs' decisions after the remote raid nerf in Pokémon GO, specifically focusing on the impact these changes have had on player behavior, in-game social interactions, and perceptions of Niantic Labs' communication and commitment to sustainability.

Through GO Raiding survey, this report presents detailed key findings on player satisfaction, likelihood of purchasing raid passes, in-person raid participation, car usage for raids, and overall gameplay experience. Additionally, it delves into the significance of maintaining open communication between Niantic Labs and the Pokémon GO community, as well as the concerns related to Niantic Labs' commitment to global sustainability objectives.

By analyzing these insights, this report seeks to offer an understanding of the broader implications of Niantic Labs' decisions and provide potential recommendations for addressing the concerns of the Pokémon GO community.

Key Findings

1. Player satisfaction with Niantic Labs' decision to impose a remote raid limitation of 5 raids per day is rated at a low 20.86.
2. The likelihood of players purchasing remote raid passes with the recent price increase is also low at 18.62.
3. Players are highly likely to participate in remote raids if they were offered for free, with a score of 88.59.
4. The likelihood of players purchasing premium raid passes with the recent price increase of remote raid passes is relatively low at 25.30.
5. Before the remote raid limitation, the likelihood of players completing an in-person raid was 56.30.
6. After the remote raid limitation, the likelihood of players completing an in-person raid dropped significantly to 34.48.
7. Players are moderately likely to use their cars solely for the purpose of participating in raids, with a score of 43.06.
8. The remote raid limitation has had a negative impact on the overall gameplay experience for the majority of players, with 73.24% negative responses, 18.45% neutral responses, and 8.31% positive responses.
9. Before the implementation of remote raids, players' engagement in social interactions with other players (such as meeting up for raids, participating in local events, or communicating through in-game chat features) scored at 49.83.
10. After the implementation of remote raids, players' engagement in social interactions with other players in-game scored slightly higher at 51.28.
11. It is extremely important for Niantic Labs to maintain open communication with the Pokémon GO community in order to address concerns and maintain trust, with a high score of 95.14.
12. Players are concerned about Niantic Labs' commitment to global sustainability objectives in light of the remote raid limitations, with 55.77% being very concerned, 26.48% somewhat concerned, and 17.75% not concerned.
13. The likelihood of players continuing to play Pokémon GO if the remote raid limitations remain in place is relatively low at 46.59.

Demographics

The survey included 710 players, with the majority being in the 30-34 age group (170 players). A total of 191 players identified as parents (26.90%), while 93 players identified as disabled (13.10%). Furthermore, 383 players (53.94%) reported being part of a raid community.

Geographical Distribution

The survey participants come from 51 countries, with the highest representation from the United States (361 players) and the United Kingdom (76 players). Other countries with significant participation include Germany (26 players), Canada (40 players), and Brazil (21 players).

Sources

GO Raiding Survey - <https://goraiding.com>

Customer Satisfaction

Customer satisfaction is crucial for the long-term success of any product or service, and Pokémon GO is no exception. Niantic Labs has faced several challenges in maintaining customer satisfaction, especially with the changes made in the game. This section of the report delves into customer satisfaction related to the recent remote raid nerf implemented on April 6, 2023, and the lessons learned from previous decisions.

Remote Raid Nerf Customer Satisfaction

The Go Raiding survey asked Pokémon GO players to rate their satisfaction with Niantic Labs' decision to impose a remote raid limitation of 5 raids per day. The results showed a low satisfaction score of 20.86 out of 100, indicating widespread dissatisfaction with the change.

This dissatisfaction stems from several factors:

1. **Limited Accessibility:** The remote raid nerf adversely affects players who relied on remote raids for various reasons, including living in rural areas, having disabilities, or facing transportation challenges.
2. **Community Dissolution:** Remote raiders played a significant role in supporting local Pokémon GO communities. The nerf has led to the decline or dissolution of many local communities, impacting the overall engagement of players with the game.
3. **Increased Cost:** The price increase for remote raid passes has been met with disapproval from the player community. This change has made the game less accessible for some players, particularly those on tight budgets or with limited disposable income.

Lessons from Previous Decisions

Niantic Labs faced similar challenges in maintaining customer satisfaction in 2021 when they decided to revert the interaction radius for PokéStops and Gyms from 80 meters to the pre-pandemic 40 meters. After discussing with community leaders and considering player feedback, Niantic decided to keep the 80-meter interaction radius globally. The key lessons learned from this experience were:

1. **Effective Communication:** Niantic Labs realized the importance of clear and timely communication with the player community. By engaging in regular conversations with community leaders and sharing updates through developer diaries, the company can build trust and maintain better relationships with players.
2. **Quality of Life Improvements:** The increased interaction radius was seen as a significant improvement in the quality of life for players. Niantic Labs should aim to maintain such improvements and consider the needs of players when making decisions about game mechanics.
3. **Global Approach:** The 2021 experience showed that adjusting the game experience on a country-by-country basis in real-time was impractical. Niantic Labs learned the importance of a global approach to implementing changes in the game.

Improving Customer Satisfaction

To improve customer satisfaction, Niantic Labs should consider the following steps:

1. Engage with the Player Community: Regularly communicate with players, listen to their feedback, and involve them in the decision-making process to ensure that changes in the game are met with acceptance and understanding.
2. Maintain Accessibility: Strive to create a game experience that caters to players in different situations, including rural and urban areas, as well as those with disabilities. This includes reconsidering the remote raid nerf and finding alternative ways to encourage outdoor exploration without limiting the inclusiveness of the game.
3. Focus on Quality of Life Improvements: Continue to prioritize features and updates that enhance the overall gaming experience, making it more enjoyable and user-friendly for the player community.

By learning from past experiences and focusing on customer satisfaction, Niantic Labs can foster a more inclusive and engaged player community. By actively listening to players, maintaining accessibility, and prioritizing quality of life improvements, Niantic can enhance customer satisfaction and ensure the long-term success of Pokémon GO.

Sources

The Verge -

<https://www.theverge.com/2021/9/1/22651865/niantic-pokemon-go-task-force-interaction-distance>

Cnet -

<https://www.cnet.com/tech/gaming/pokemon-go-developer-vows-better-communication-with-players-after-recent-outcry/>

Dexerto -

<https://www.dexerto.com/pokemon/pokemon-gos-remote-raid-nerf-is-killing-local-communities-2116821/>

Pokemon GO Live - <https://pokemongolive.com/post/sep-taskforce-update/?hl=en>

Overall Raid Participation and Inclusivity in Game Experience

Recent changes to remote raids in Pokémon GO, particularly the price increase for remote raid passes, have ignited concerns about overall raid participation and inclusivity within the game. Data from the Go Raiding Survey clearly demonstrates the significant impact these changes have had on player behavior and their inclination to engage in different types of raids.

The survey results reveal a decline in the likelihood of players purchasing remote raid passes due to the recent price increase (18.62%) and a substantial decrease in their willingness to participate in in-person raids following the remote raid limitation (from 56.30% to 34.48%). However, players remain highly interested in participating in remote raids if offered for free (88.59%). Additionally, 43.06% of players reported a likelihood of using their car solely for participating in raids.

In terms of game inclusivity, 333 respondents felt partially excluded from raids (caring for children under 18, being physically disabled, or lacking a local raiding community), while 87 respondents felt completely excluded. These results, combined with numerous testimonials from survey participants, emphasize the importance of remote raiding in promoting player engagement and accessibility.

Many players noted that remote raiding enabled them to connect with friends globally, participate in raids despite physical limitations or safety concerns, and surmount challenges related to local raid participation, such as limited community engagement or time constraints. Consequently, the recent changes to remote raids have left numerous players feeling disenchanting and disconnected from the game.

Although players recognize the importance of in-person raiding in Niantic's vision for Pokémon GO, they argue that the recent changes have rendered the game less accessible and inclusive for disabled, immunocompromised, and rural players, as well as those with limited time or local raiding communities. The survey data and testimonials underscore the need for Niantic to reevaluate its approach to remote raiding to better accommodate the diverse needs of the Pokémon GO player base and foster a more inclusive gaming experience.

Impact on the Overall Game Experience

The Go Raiding Survey data clearly indicates that recent changes have significantly influenced players' perspectives on the game and their willingness to engage in various

raid activities. Survey results show that 73.24% of respondents have a negative view of the changes to remote raids, while 18.45% are neutral, and a mere 8.31% view the changes positively. This overwhelming negative sentiment suggests that the majority of players are unhappy with the modifications and may become less engaged with the game as a consequence.

Moreover, when asked about their likelihood of continuing to play Pokémon GO if the remote raid limitations remain in place, survey participants provided an average score of 46.59 out of 100, indicating a significant level of dissatisfaction.

This negative perception of the changes could result in a decline in overall raid participation, a reduction in in-game purchases, and ultimately, a weakened sense of community within the game. As players express dissatisfaction with the current direction of the game, it becomes increasingly important for Niantic Labs to address these concerns to maintain player engagement and ensure Pokémon GO's continued success.

By actively listening to player feedback and adjusting their policies accordingly, Niantic Labs can work towards creating a more inclusive and enjoyable gaming experience for all players, irrespective of their individual circumstances or preferences. It is essential for the company to prioritize the needs and sentiments of its player base to foster a positive gaming environment and maintain the long-term appeal of Pokémon GO.

Sources

Go Raiding Survey - <https://goraiding.com>

Go Raiding Twitter - https://twitter.com/pogo_raiding

Social Engagement and Impact on the Pokémon GO Community

The GO Raiding Survey provides insights into how social engagement and interactions within the Pokémon GO community changed following the implementation of remote raids. The survey found that before the implementation of remote raids, 49.83% of players engaged in social interactions with other players. This increased slightly to 51.28% after remote raids were introduced, with urban players reporting an increase in social interaction and engagement. However, the increase in social interaction did not extend to excluded players who could no longer organize local raids without the help of remote participants.

Testimonials from the community demonstrate the impact of Niantic's changes to remote raids on social engagement. For many players, remote raids were essential for participating in raids, especially for those in rural areas or those with disabilities, work schedules, or health concerns that limited their ability to engage in in-person raids. The increased cost and limitations on remote raiding have left many players feeling ostracized and unable to enjoy the social aspects of the game. Some players have even resorted to cheating, such as spoofing, to continue participating in raids.

Several players expressed frustration and disappointment with Niantic's changes, highlighting the negative impact on their gameplay experience, social interactions, and overall satisfaction. For some, remote raiding was the only way to connect with friends or participate in raids safely, especially in high-crime areas. Others mentioned the importance of remote raiding for including players with disabilities or those who live in rural areas with limited access to gyms and other players.

While some players support the changes, arguing that remote raids were too powerful and disincentivized in-person raiding, the majority of testimonials indicate that the changes have negatively affected the Pokémon GO community. Many players are calling for Niantic to listen to their concerns, reverse the changes, and prioritize the needs of the player base.

The changes to remote raids have had a mixed impact on social engagement within the Pokémon GO community. While some urban players have experienced increased social interaction, many players, particularly those in rural areas or with limitations on their ability to participate in in-person raids, have seen a decrease in their ability to engage with the game and the community. The concerns and frustrations of these players highlight the importance of considering the diverse needs of the Pokémon GO community and ensuring that gameplay changes do not disproportionately disadvantage certain groups.

Sources

GO Raiding Testimonials on Twitter - https://twitter.com/pogo_raiding

Global Sustainability Goals, Inclusivity, and Niantic Labs' Remote Raid Limitations

The United Nations established 17 social and environmental goals for sustainable development, which have gained increased importance during the COVID-19 pandemic. One critical challenge is addressing transportation, responsible for 24% of global energy-related CO₂ emissions. As the world recovers from the pandemic, striking a balance between economic recovery, environmental and social sustainability, and inclusivity is essential. This report examines the impact of Niantic Labs' remote raid limitations on global sustainability objectives, their alignment with sustainable investor goals, and how the policy relates to inclusivity, with an inclusion score of 64.30/100.

Niantic Labs' Commitment to Global Sustainability Objectives

According to the Go Raiding survey, 55.77% of respondents are very concerned about Niantic Labs' commitment to global sustainability objectives due to remote raid limitations. In contrast, 26.48% have some concern, and 17.75% are not concerned. The remote raid limitations may have unintended consequences, such as encouraging players to use private vehicles for in-person raids, leading to increased CO₂ emissions and negatively impacting global sustainability efforts.

Impact on Customers' Actions in the Real World and Inclusivity

After the remote raid limitation, 43.06% of respondents are likely to complete an in-person raid, according to the survey. This outcome is significant as it suggests that players may use private vehicles for raids, contributing to increased CO₂ emissions. The World Economic Forum article highlights that private vehicle ownership has risen during the pandemic, potentially exacerbating the problem. Additionally, the remote raid limitations may impact the inclusivity of the game, with an inclusion score of 64.30/100, as it could make it more difficult for players with limited mobility or access to transportation to participate in raids.

Alignment with Sustainable Investor Goals and Marketing Approach

Niantic Labs' remote raid limitations decision may not align with sustainable investor goals, as it may inadvertently contribute to increased CO₂ emissions and negatively impact global sustainability objectives. The decision could also hinder the development of shared electric mobility, which has the potential to reduce traffic congestion, decrease private vehicle use, and increase urban space, thus contributing to societal and environmental success.

Furthermore, Niantic Labs' marketing approach to sustainability, such as "Sustainability Week 2023: Bounsweet, Drilbur, and more!" may not have a significant impact on player actions compared to the potential negative consequences of remote raid limitations. To address these concerns, Niantic Labs should consider revisiting their remote raid limitations policy and explore innovative ways to promote environmentally-conscious practices among their player base, while also maintaining inclusivity for all players.

Sources

Pokemon GO Live - <https://pokemongolive.com/post/sustainability-week-2023/>

WEF - <https://www.weforum.org/agenda/2021/04/future-of-transport-sustainable-development-goals/>

Go Raiding survey data -

Timestamp	Car usage	Importance of ESG	Inclusion Score
4/9/2023 3:27:04	10	10	50
4/11/2023 12:39:50	7	10	100
4/11/2023 13:37:39	1	10	0
4/11/2023 13:42:03	10	8	100
4/11/2023 13:47:07	6	7	50
4/11/2023 13:48:30	10	10	100
4/11/2023 13:50:20	1	10	100
4/11/2023 13:54:32	5	7	50
4/11/2023 13:56:28	1	1	50
4/11/2023 13:58:33	3	3	100
4/11/2023 14:00:11	1	10	100
4/11/2023 14:03:43	8	3	100
4/11/2023 14:05:39	6	10	100
4/11/2023 14:06:38	1	10	50
4/11/2023 14:08:23	3	8	100
4/11/2023 14:08:25	1	8	100
4/11/2023 14:08:43	8	5	50
4/11/2023 14:10:40	1	1	100
4/11/2023 14:17:54	1	9	50
4/11/2023 14:21:43	10	8	100
4/11/2023 14:23:19	7	10	50
4/11/2023 14:23:41	5	8	50
4/11/2023 14:23:41	3	10	100
4/11/2023 14:24:23	1	10	100
4/11/2023 14:25:11	10	10	50
4/11/2023 14:32:20	1	5	100
4/11/2023 14:32:52	6	10	100
4/11/2023 14:33:36	1	10	50
4/11/2023 14:33:58	1	10	100
4/11/2023 14:35:57	10	10	50
4/11/2023 14:36:10	1	1	50
4/11/2023 14:37:24	10	8	100
4/11/2023 14:38:24	1	10	100
4/11/2023 14:39:04	1	5	50
4/11/2023 14:41:43	1	1	100
4/11/2023 14:41:51	1	1	100
4/11/2023 14:43:06	7	1	50
4/11/2023 14:44:02	1	9	100
4/11/2023 14:46:02	5	1	50
4/11/2023 14:49:11	10	1	100
4/11/2023 14:53:54	7	6	50
4/11/2023 14:55:56	1	10	50
4/11/2023 15:00:50	1	10	100
4/11/2023 15:04:01	8	10	100
4/11/2023 15:06:43	9	9	50
4/11/2023 15:12:03	1	7	100
4/11/2023 15:14:30	3	1	0
4/11/2023 15:15:07	1	10	100
4/11/2023 15:16:14	8	3	100

4/11/2023 15:17:05	1	10	100
4/11/2023 15:20:57	1	1	0
4/11/2023 15:25:22	1	10	50
4/11/2023 15:27:56	1	10	100
4/11/2023 15:29:03	5	10	100
4/11/2023 15:29:16	10	8	0
4/11/2023 15:34:10	10	7	50
4/11/2023 15:37:26	1	9	50
4/11/2023 15:37:38	1	10	100
4/11/2023 15:40:33	2	5	100
4/11/2023 15:41:18	5	4	50
4/11/2023 15:45:02	1	9	100
4/11/2023 15:45:22	4	10	50
4/11/2023 15:46:03	1	10	0
4/11/2023 15:47:12	8	1	100
4/11/2023 15:49:53	10	1	100
4/11/2023 15:54:30	1	5	0
4/11/2023 15:54:36	1	10	100
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4/11/2023 16:26:46	2	5	100
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4/11/2023 16:35:04	1	1	100
4/11/2023 16:36:04	1	5	50
4/11/2023 16:42:04	1	10	50
4/11/2023 16:59:03	1	8	0
4/11/2023 17:01:59	4	10	100
4/11/2023 17:02:54	1	10	0
4/11/2023 17:08:20	5	10	100
4/11/2023 17:10:48	10	10	100
4/11/2023 17:17:14	10	10	50
4/11/2023 17:18:03	1	10	50
4/11/2023 17:19:37	7	8	100
4/11/2023 17:26:07	7	10	100
4/11/2023 17:28:38	7	8	100
4/11/2023 17:28:50	10	7	100
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4/11/2023 17:30:34	1	10	50
4/11/2023 17:33:59	1	9	50
4/11/2023 17:34:27	7	7	50
4/11/2023 17:36:48	1	4	50
4/11/2023 17:39:15	10	10	0
4/11/2023 17:39:17	1	10	50
4/11/2023 17:40:48	1	10	50
4/11/2023 17:41:24	7	10	0
4/11/2023 17:41:58	10	10	50
4/11/2023 17:44:43	6	8	50
4/11/2023 17:44:45	5	10	50
4/11/2023 17:45:00	1	10	50
4/11/2023 17:48:10	1	7	100
4/11/2023 17:49:31	9	10	50

4/11/2023 17:50:02	1	1	50
4/11/2023 17:50:11	3	8	50
4/11/2023 17:50:56	6	6	50
4/11/2023 17:52:02	1	8	0
4/11/2023 17:58:13	2	10	50
4/11/2023 17:58:53	4	4	50
4/11/2023 18:00:11	1	10	100
4/11/2023 18:05:34	10	10	100
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4/11/2023 18:10:44	1	6	0
4/11/2023 18:11:15	10	8	0
4/11/2023 18:14:35	1	8	50
4/11/2023 18:14:49	1	10	100
4/11/2023 18:19:04	7	6	50
4/11/2023 18:21:49	10	8	100
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4/11/2023 18:48:01	1	3	50
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4/11/2023 19:01:42	1	5	0
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4/11/2023 19:39:41	10	5	100
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4/11/2023 19:42:18	1	1	50
4/11/2023 19:42:56	1	8	100
4/11/2023 19:46:34	6	10	100
4/11/2023 19:48:27	1	1	50
4/11/2023 19:49:17	10	10	50
4/11/2023 19:50:43	8	8	50
4/11/2023 19:51:51	3	6	50
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4/11/2023 19:57:29	2	10	50
4/11/2023 20:01:35	5	7	100
4/11/2023 20:03:19	1	5	100
4/11/2023 20:04:18	5	7	0
4/11/2023 20:06:20	1	8	0
4/11/2023 20:08:09	10	9	100
4/11/2023 20:08:52	3	5	0
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4/16/2023 15:07:55	8	6	50
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4/16/2023 17:16:23	1	3	100
4/16/2023 17:19:20	10	9	50
4/16/2023 17:26:33	9	9	100
4/16/2023 17:28:17	10	5	100
4/16/2023 17:47:32	1	10	100
4/16/2023 17:51:16	3	8	100
4/16/2023 17:52:56	9	2	0
4/16/2023 17:55:40	5	10	100
4/16/2023 18:30:39	2	10	0
4/16/2023 18:38:57	10	5	0
4/16/2023 18:42:30	1	8	50
4/16/2023 19:06:42	1	8	100
4/16/2023 19:34:25	10	1	50
4/16/2023 20:29:44	8	10	50
4/16/2023 20:31:45	8	6	50
4/16/2023 20:43:55	1	10	100
4/16/2023 21:11:30	1	1	0
4/16/2023 21:12:20	1	1	50
4/16/2023 21:37:53	3	9	50
4/16/2023 21:43:45	2	10	50
4/16/2023 22:09:52	6	7	100
4/16/2023 22:36:09	1	1	100
4/16/2023 22:51:59	10	10	100
4/16/2023 23:28:25	1	10	100
4/16/2023 23:54:01	1	9	100
4/17/2023 0:09:03	9	5	50
4/17/2023 0:37:28	8	7	50
4/17/2023 1:32:06	1	10	100
4/17/2023 1:39:56	1	10	100
4/17/2023 2:09:09	5	10	50
4/17/2023 3:41:13	5	1	100
4/17/2023 3:48:28	6	7	50
4/17/2023 3:51:00	1	7	100
4/17/2023 5:04:20	1	10	50
4/17/2023 5:21:32	1	1	100
4/17/2023 5:59:56	10	1	0
4/17/2023 6:35:41	1	10	50
4/17/2023 6:35:49	5	10	50
4/17/2023 7:49:08	1	10	50
4/17/2023 8:58:35	10	1	0
4/17/2023 12:05:42	1	10	50
4/17/2023 12:37:07	1	7	100
4/17/2023 12:46:10	2	10	50
4/17/2023 13:09:24	6	6	0
4/17/2023 13:39:55	10	7	50
4/17/2023 14:10:12	10	10	50
4/17/2023 15:39:31	4	8	0
4/17/2023 15:41:55	10	5	100

4/17/2023 16:28:27	8	9	100
4/17/2023 18:26:54	1	10	100
4/17/2023 19:54:21	1	10	100
4/17/2023 21:10:53	1	5	50
4/17/2023 21:50:45	10	5	50
4/18/2023 3:53:19	2	10	50
4/18/2023 7:16:34	5	5	50
4/18/2023 8:44:31	1	1	100
4/18/2023 19:16:42	1	1	100
4/18/2023 20:22:57	9	10	100
4/18/2023 21:21:08	10	10	50
4/18/2023 23:03:37	2	5	100
4/19/2023 0:31:38	1	10	100
4/19/2023 1:03:10	10	5	100
4/19/2023 1:24:04	1	10	100
4/19/2023 16:39:47	8	3	50
4/19/2023 16:50:09	1	8	100
4/19/2023 16:51:02	1	1	0
4/19/2023 18:52:15	10	10	50
4/19/2023 23:07:34	10	5	50
4/20/2023 0:48:20	1	10	50
4/20/2023 3:52:16	10	3	50
4/20/2023 7:18:03	1	10	50
4/20/2023 18:09:40	1	10	0
4/21/2023 7:10:02	1	10	50