

## **RMLS™ Update: 2009 in Review**

Natalie Middleton, *RMLS™ Communications Manager*  
& Joel Weiler, *RMLS™ Communications Specialist*

Happy New Year! As we usher in 2010 with its endless possibilities, on behalf of RMLS™ we want to say thanks for helping us make 2009 a good year. It has been a pleasure to work with such a great community of Realtors® and real estate professionals!

**Thanks for your Cooperation.** The network of more than 12,000 real estate professionals that subscribe to RMLS™ have assisted 35,160 people with a real estate transaction in 2009.

**Thanks for your patience.** We're proud to say that, aside from planned outages, RMLS*web* has officially been available 99.9% of the time this year. But sometimes we have to close up shop to make changes or additions and, on rare occasions, something goes wrong. Thanks for understanding when we aren't available for you. Here are a few of the things we added to RMLS*web* during that down time:

- Two new Short sale fields
- Open House and Lat/Long fields in 3rd Party feeds in July

**Thanks to our subscribers who serve.** RMLS™ Realtor®-subscribers comprise our Board of Directors, Service Advisory Committee, Technology Committee, Forms Committee and Rules & Regulations Committee and also serve on other task forces as needed. Thank you to all who generously contribute their time and efforts to helping guide our decisions.

**Thanks for attending our classes and events.** Approximately 4,000 of you have chosen to take an RMLS™ class or have attended an RMLS™ Trade Fair this year. We hope that you'll continue to take advantage of these free educational opportunities.

**Thanks for your Feedback.** You've provided lots of feedback about our services this year. We received more than 2,100 responses alone in our first ever customer satisfaction survey. While we evaluate the survey results, we encourage you to continue to provide feedback and suggestions on RMLS*web* – just scroll over Toolkit and click on Questions/Comments. We serve a diverse group of customers, each with unique business needs. While it might not always be possible to meet each need, we're doing our best to listen to all of your ideas and work toward making them a reality. Here are a few of the changes we made based on your suggestions:

- Added Address and Open house fields to RMLS.com
- Added Map Search to other Searches
- Released new Forms & Documents Search
- Expanded Market Action to 11 different electronic reports
- Added Median Stats to Summary Only and Show Summary reports to help appraisers with new 1004MC Form from Fannie Mae
- Started publishing regular Supra lockbox statistics in June

While 2009 was a very productive year, we hope that 2010 will be even more industrious. To keep up with our progress:

- Follow us on Twitter ([www.twitter.com/RMLSweb](http://www.twitter.com/RMLSweb))
- Become a fan on Facebook ([www.facebook.com/rmlsweb](http://www.facebook.com/rmlsweb))
- Subscribe to our blog ([www.blog.rmlsweb.com](http://www.blog.rmlsweb.com))