

# **MLS Survey**

Carolina Multiple Listing Services, Inc.

**March 4, 2013**



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## Executive Summary

Carolina Multiple Listing Services, Inc. (CarolinaMLS) is performing its due diligence and considering options for providing MLS technology and service to its members. As a part of that effort, CarolinaMLS engaged Clarity Consulting to conduct a survey to help ensure that the organization stays grounded in member needs.

**Methodology:** The online survey was performed February 6, 2013 through March 3, 2013, providing sufficient opportunity for members to voice their opinions. There were 1,342 responses, giving the survey a margin of error of +/- 2.42% on questions where all respondents answered. On the questions relating to specific service use where only 1000 or so responded, the margin of error is still less than 3%.

**TEMPO Satisfaction:** 89% are either very satisfied or somewhat satisfied overall. The more transaction sides an agent is involved in, the less satisfied they are - 44% of agents involved in fewer than five transactions were Very Satisfied overall, compared with 34% of those with more than fifty transactions. Of the 11% of respondents who would prefer to use a Mac for their work, only 20% were Very Satisfied overall, compared with 47% of PC users. Of those preferring to use a Tablet or Smartphone, only 24% were Very Satisfied overall. Speed, reliability, and ease of use do not seem to be major factors in satisfaction for most. Most of the suggestions for improving TEMPO involve improving it to allow better cross-browser, cross-platform and mobile use. A number of respondents also advocated for multi-tasking functionality. A number of respondents advocated to keep TEMPO, while a number advocated for eliminating it.

**Fusion Satisfaction:** 78% of all respondents are either very satisfied or somewhat satisfied overall. Though one of the large advantages of this system is Apple support, PC users and Apple users gave it a similar overall satisfaction rating: 76% and 80% respectively. 56% of affiliates provided a similar rating. The more transaction sides an agent is involved in, the less satisfied they are - 40% of agents involved in fewer than five transactions were Very Satisfied overall, compared with 28% of those with more than fifty transactions. 80% provided a positive rating for reliability, 75% for speed, and 72% for ease of use. Respondents complained of interface issues regarding "small targets" and "scrolling", bugs, and "freezing up", as well as not being able to see the last time the client accessed the client gateways, not being able to upload photos before the listing is active, and the difficulty of the CMA. There were a wide variety of additional comments. If Carolina MLS continues to use this system these should be further reviewed and prioritized for communication to CoreLogic.

**Fusion Mobile:** 57% are very or somewhat satisfied overall. 66% provided that rating for speed, 65% for reliability, and 51% for features and ease of use. Respondents don't like the interface differences between Fusion and Fusion mobile, the limited capabilities and information, and the lack of CSS integration. A variety of other issues are described in the body of this report.

**Fusion Experience:** 50% are very or somewhat satisfied overall (9% and 41% respectively). 53% provided that rating for speed, 54% for reliability, and 45% for features and ease of use. Respondents don't like the interface differences between Fusion and Fusion mobile, the limited capabilities and information, and the lack of CSS

integration. A variety of other issues are described in the body of this report. Respondents indicated that it is difficult to use and navigate and has too few functions.

**When evaluating new systems**, the following are the top ten differentiating features, as ranked by respondents:

1. Multi-tasking: the ability to jump back and forth between multiple activities (searches, CMA, listing maintenance) without losing your place in any of them, and without opening up multiple browser windows.
2. Entire MLS system works the same on tablets as it does on a desktop or laptop computer.
3. New listing is periodically saved automatically by your MLS system as it is being entered.
4. Most commonly searched fields are displayed initially when building a search with the option available to add fields to the search.
5. The CMA subject property can be pre-filled from public records (tax).
6. Can maintain at least some listing fields (e.g., price, status) in the mobile phone solution.
7. Listing entry includes photo-editing tools such as cropping, sharpness, brightness and contrast.
8. Google-like single-line search (compared with filling out many individual fields).
9. The CMA subject property information can be pre-filled from a partially completed listing.
10. Access to your recent searches (not just saved searches).

Other features such as native mobile apps, multi-polygon map searching, financial calculators, and neighborhood and lifestyle information included in MLS reports were deemed of less importance.

Regarding platform selection criteria: 68% use Internet Explorer, with the rest using Chrome, Firefox, and Safari. Cross-browser support should be a system selection criterion. When asked, "What kind of computer would you prefer to use for your real estate work?" 79% said "PC", 12% "Apple", 7% "Tablet" and 2% "Smartphone". 43% own an iPad, with 19% planning to buy one soon. 15% own an Android tablet, with 12% planning to buy one soon. 51% own an iPhone and 32% own an Android smartphone. Evaluating mobile capabilities for both tablet and smartphone, including Apple and Android variations will be an important part of system selection.





**MLS Support:** Subscribers are extremely happy with MLS support. All metrics (time it takes to speak to a live person, hours of availability, satisfaction with support) are above 90%, all heavily weighted to "Very Satisfied". In the "Other Suggestions" section, some respondents indicated a wish to have shorter wait times and faster call-backs.






There is a lot of great additional feedback from members provided in the survey. CarolinaMLS leadership and volunteers should find the survey very useful in ensuring that the organization stays grounded in member needs during this MLS evaluation and selection process.






# Survey Result Details







## Profile






The following user profile results can be used to understand the composition of the pool of survey respondents and will be used later in this report to examine how responses to other questions correlate against different segments of respondents.







How do you primarily identify yourself?	
Total Responses - 1322	98.51%
Agent - 915	 69.21%
Assistant - 70	 5.30%
Broker-In-Charge - 297	 22.47%
Affiliate - 40	 3.03%








How long have you been a real estate professional?	
Total Responses - 1331	99.18%
Less than 1 year - 38	 2.85%
1 to 3 years - 90	 6.76%
4 to 10 years - 444	 33.36%
11 to 20 years - 447	 33.58%
More than 20 years - 312	 23.44%



If you are an AGENT, how many transaction sides are you generally involved in per year?	
Total Responses - 1119	83.38%
0 to 5 - 155	 13.85%
6 to 15 - 420	 37.53%
16 to 30 - 345	 30.83%
31 to 50 - 127	 11.35%
More than 50 - 72	 6.43%



If you are a BROKER-IN-CHARGE, how many agents work at your firm?	
Total Responses - 334	24.89%
1 to 5 - 262	 78.44%
6 to 10 - 29	 8.68%
11 to 25 - 13	 3.89%
26 to 50 - 15	 4.49%
51 to 100 - 3	 0.90%
More than 100 - 12	 3.59%



What kind of computer would you prefer to use for your real estate work?	
Total Responses - 1324	98.66%
PC / Windows - 1050	 79.31%
Apple / Macintosh - 157	 11.86%
Tablet - 89	 6.72%
Smartphone - 21	 1.59%
Other - 7	 0.53%

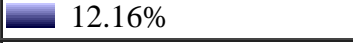

What web browser do you mostly use?	
Total Responses - 1320	98.36%
Microsoft Internet Explorer - 903	 68.41%
Mozilla / Firefox - 124	 9.39%
Safari - 95	 7.20%
Chrome - 182	 13.79%
AOL browser - 13	 0.98%
Other - 3	 0.23%





What kind of smartphone do you own?	
Total Responses - 1323	98.58%
Android OS - 418	 31.59%
Windows OS - 18	 1.36%
Blackberry - 88	 6.65%
iPhone - 669	 50.57%
Palm - 3	 0.23%
Other - 13	 0.98%
Do not own a smartphone - 114	 8.62%

Do you own an Apple iPad?	
Total Responses - 1309	97.54%
Yes - 565	 43.16%
No - 744	 56.84%

Do you plan to purchase an Apple iPad <i>in the next 6 months?</i>	
Total Responses - 1087	81.00%
Yes - 208	 19.14%
No - 879	 80.86%

Do you own a non-iPad tablet (Samsung, Google, Dell, etc.)?	
Total Responses - 1191	88.75%
Yes - 183	 15.37%
No - 1008	 84.63%

Do you plan to purchase a non-iPad tablet (Samsung, Google, Dell, etc.) in the next 6 months?	
Total Responses - 1168	87.03%
Yes - 142	 12.16%
No - 1026	 87.84%

How often do you use the MLS system on average?	
Total Responses - 1328	98.96%
Less than once a month - 10	 0.75%
More than once a month - 38	 2.86%
More than once a week - 221	 16.64%
More than once a day - 1059	 79.74%











## ***New MLS System Feature Ranking***





Members were asked to rate how important and useful various differentiating MLS system features might be to them in an MLS system. The following table shows the results, which are important to understand member priorities when selecting an MLS system. However, one should note a very unusual survey result: *all* features surveyed on were rated as Very Important and Important by the majority of members.





	<b>Very Important</b>	<b>Important</b>	<b>Somewhat Important</b>	<b>Not Important</b>
Multi-tasking: the ability to jump back and forth between multiple activities (searches, CMA, listing maintenance) without losing your place in any of them, and without opening up multiple browser windows.	68%	23%	7%	2%
Entire MLS system works the same on tablets as it does on a desktop or laptop computer.	63%	22%	8%	7%
New listing is periodically saved automatically by your MLS system as it is being entered.	56%	29%	11%	5%
Most commonly searched fields are displayed initially when building a search with the option available to add fields to the search.	43%	42%	13%	3%
The CMA subject property can be pre-filled from public records (tax).	43%	36%	15%	6%
Can maintain at least some listing fields (e.g., price, status) in the mobile phone solution.	45%	32%	14%	9%
Listing entry includes photo-editing tools such as cropping, sharpness, brightness and contrast.	44%	31%	15%	10%
Google-like single-line search (compared with filling out many individual fields).	36%	36%	19%	9%
The CMA subject property information can be pre-filled from a partially completed listing.	34%	38%	19%	9%
Access to your recent searches (not just saved searches).	32%	39%	22%	7%
Property count updates as the search criteria are changed (no need to click a "count" button).	31%	38%	23%	8%




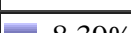
	<b>Very Important</b>	<b>Important</b>	<b>Somewhat Important</b>	<b>Not Important</b>
The user can add customized pages to the CMA by editing text, images and formatting pages online.	29%	40%	23%	8%
Support emailing of static reports to clients; report data does not change after emailing.	31%	37%	21%	11%
Create a hotsheet report using your own custom search criteria.	31%	36%	24%	9%
Native iPhone app (installed).	42%	23%	15%	21%
Multi-shape map search; area can be defined by exclusion (e.g., "donut shape").	28%	34%	27%	11%
Neighborhood and lifestyle/demographic information included in MLS system and integrated in reports.	26%	36%	28%	10%
Multi-shape map search; area can be defined by intersection.	22%	33%	32%	12%
Native Android phone app (installed).	27%	22%	17%	34%
Financial calculator: 15-year vs. 30-year mortgage	19%	28%	29%	25%
Financial calculator: Rent versus buy.	17%	26%	30%	27%





New listing is periodically saved automatically by your MLS system as it is being entered.	
Total Responses - 1300	96.87%
Very Important - 722	 55.54%
Important - 372	 28.62%
Somewhat Important - 142	 10.92%
Not Important - 64	 4.92%





Listing entry includes photo-editing tools such as cropping, sharpness, brightness and contrast.	
Total Responses - 1301	96.94%
Very Important - 571	 43.89%
Important - 401	 30.82%
Somewhat Important - 200	 15.37%
Not Important - 129	 9.92%





Google-like single-line search (compared with filling out many individual fields).	
Total Responses - 1283	95.60%
Very Important - 460	 35.85%
Important - 457	 35.62%
Somewhat Important - 250	 19.49%
Not Important - 116	 9.04%

Most commonly searched fields are displayed initially when building a search with the option available to add fields to the search.	
Total Responses - 1291	96.20%
Very Important - 553	 42.84%
Important - 539	 41.75%
Somewhat Important - 166	 12.86%
Not Important - 33	 2.56%

Property count updates as the search criteria are changed (no need to click a "count" button).	
Total Responses - 1288	95.98%
Very Important - 393	 30.51%
Important - 494	 38.35%
Somewhat Important - 293	 22.75%
Not Important - 108	 8.39%

Multi-shape map search; area can be defined by exclusion (e.g., "donut shape").	
Total Responses - 1272	94.78%
Very Important - 362	 28.46%
Important - 433	 34.04%
Somewhat Important - 341	 26.81%
Not Important - 136	 10.69%

Multi-shape map search; area can be defined by intersection.	
Total Responses - 1277	95.16%
Very Important - 287	 22.47%
Important - 420	 32.89%
Somewhat Important - 411	 32.18%
Not Important - 159	 12.45%

Access to your recent searches (not just saved searches).	
Total Responses - 1278	95.23%
Very Important - 412	 32.24%
Important - 492	 38.50%
Somewhat Important - 280	 21.91%
Not Important - 94	 7.36%

Neighborhood and lifestyle/demographic information included in MLS system and integrated in reports.	
Total Responses - 1287	95.90%
Very Important - 338	26.26%
Important - 461	35.82%
Somewhat Important - 360	27.97%
Not Important - 128	9.95%

Support emailing of static reports to clients; report data does not change after emailing.	
Total Responses - 1256	93.59%
Very Important - 389	30.97%
Important - 463	36.86%
Somewhat Important - 266	21.18%
Not Important - 138	10.99%

Create a hotsheet report using your own custom search criteria.	
Total Responses - 1269	94.56%
Very Important - 392	30.89%
Important - 457	36.01%
Somewhat Important - 307	24.19%
Not Important - 113	8.90%





The CMA subject property information can be pre-filled from a partially completed listing.	
Total Responses - 1243	92.62%
Very Important - 422	33.95%
Important - 467	37.57%
Somewhat Important - 240	19.31%
Not Important - 114	9.17%





The CMA subject property can be pre-filled from public records (tax).	
Total Responses - 1274	94.93%
Very Important - 544	42.70%
Important - 457	35.87%
Somewhat Important - 192	15.07%
Not Important - 81	6.36%





The user can add customized pages to the CMA by editing text, images and formatting pages online.	
Total Responses - 1258	93.74%
Very Important - 368	29.25%
Important - 501	39.83%
Somewhat Important - 284	22.58%
Not Important - 105	8.35%





Financial calculator: 15-year vs. 30-year mortgage	
Total Responses - 1266	94.34%
Very Important - 236	18.64%
Important - 351	27.73%
Somewhat Important - 367	28.99%
Not Important - 312	24.64%

Financial calculator: Rent versus buy.	
Total Responses - 1259	93.82%
Very Important - 220	17.47%
Important - 326	25.89%
Somewhat Important - 378	30.02%
Not Important - 335	26.61%

Multi-tasking: the ability to jump back and forth between multiple activities (searches, CMA, listing maintenance) without losing your place in any of them, and without opening up multiple browser windows.	
Total Responses - 1283	95.60%
Very Important - 876	 68.28%
Important - 292	 22.76%
Somewhat Important - 92	 7.17%
Not Important - 23	 1.79%

Entire MLS system works the same on tablets as it does on a desktop or laptop computer.	
Total Responses - 1287	95.90%
Very Important - 807	 62.70%
Important - 288	 22.38%
Somewhat Important - 104	 8.08%
Not Important - 88	 6.84%

Native iPhone app (installed).	
Total Responses - 1184	88.23%
Very Important - 494	 41.72%
Important - 268	 22.64%
Somewhat Important - 177	 14.95%
Not Important - 245	 20.69%

Native Android phone app (installed).	
Total Responses - 1116	83.16%
Very Important - 304	 27.24%
Important - 245	 21.95%
Somewhat Important - 185	 16.58%
Not Important - 382	 34.23%

Can maintain at least some listing fields (e.g., price, status) in the mobile phone solution.	
Total Responses - 1248	93.00%
Very Important - 558	44.71%
Important - 404	32.37%
Somewhat Important - 175	14.02%
Not Important - 111	8.89%

### Satisfaction with TEMPO 5

How satisfied are you overall with the current TEMPO MLS system?	
Total Responses - 1043	77.72%
Very Satisfied - 438	41.99%
Somewhat Satisfied - 492	47.17%
Somewhat Dissatisfied - 70	6.71%
Dissatisfied - 43	4.12%

### How do you primarily identify yourself?

How satisfied are you overall with the current TEMPO MLS system?

	Agent	Assistant	Broker-In-Charge	Affiliate	Row Total / %
Very Satisfied	291 41.3%	19 47.5%	111 44.2%	12 33.3%	<b>433</b> <b>42.0%</b>
Somewhat Satisfied	334 47.4%	17 42.5%	113 45.0%	22 61.1%	<b>486</b> <b>47.1%</b>
Somewhat Dissatisfied	50 7.1%	2 5.0%	16 6.4%	2 5.6%	<b>70</b> <b>6.8%</b>
Dissatisfied	30 4.3%	2 5.0%	11 4.4%	0 0.0%	<b>43</b> <b>4.2%</b>
<b>Column Total / %</b>	<b>705</b> <b>68.3%</b>	<b>40</b> <b>3.9%</b>	<b>251</b> <b>24.3%</b>	<b>36</b> <b>3.5%</b>	<b>1032</b>



**If you are an AGENT, how many transaction sides are you generally involved in per year?**

**How satisfied are you overall with the current TEMPO MLS system?**

	0 to 5	6 to 15	16 to 30	31 to 50	More than 50	<b>Row Total / %</b>
Very Satisfied	51 44.3%	143 44.7%	107 38.5%	35 32.4%	20 33.9%	<b>356 40.5%</b>
Somewhat Satisfied	58 50.4%	143 44.7%	127 45.7%	61 56.5%	33 55.9%	<b>422 48.0%</b>
Somewhat Dissatisfied	3 2.6%	23 7.2%	31 11.2%	5 4.6%	1 1.7%	<b>63 7.2%</b>
Dissatisfied	3 2.6%	11 3.4%	13 4.7%	7 6.5%	5 8.5%	<b>39 4.4%</b>
<b>Column Total / %</b>	<b>115 13.1%</b>	<b>320 36.4%</b>	<b>278 31.6%</b>	<b>108 12.3%</b>	<b>59 6.7%</b>	<b>880</b>

**If you are a **BROKER-IN-CHARGE**, how many agents work at your firm?**

**How satisfied are you overall with the current TEMPO MLS system?**

	1 to 5	6 to 10	11 to 25	26 to 50	51 to 100	More than 100	<b>Row Total / %</b>
Very Satisfied	96 43.8%	10 35.7%	3 27.3%	6 54.5%	1 50.0%	6 54.5%	<b>122 43.3%</b>
Somewhat Satisfied	96 43.8%	17 60.7%	6 54.5%	4 36.4%	1 50.0%	2 18.2%	<b>126 44.7%</b>
Somewhat Dissatisfied	19 8.7%	1 3.6%	1 9.1%	0 0.0%	0 0.0%	1 9.1%	<b>22 7.8%</b>
Dissatisfied	8 3.7%	0 0.0%	1 9.1%	1 9.1%	0 0.0%	2 18.2%	<b>12 4.3%</b>
<b>Column Total / %</b>	<b>219 77.7%</b>	<b>28 9.9%</b>	<b>11 3.9%</b>	<b>11 3.9%</b>	<b>2 0.7%</b>	<b>11 3.9%</b>	<b>282</b>

**What kind of computer would you prefer to use for your real estate work?**

**How satisfied are you overall with the current TEMPO MLS system?**

	PC / Windows	Apple / Macintosh	Tablet	Smartphone	Other	<b>Row Total / %</b>
Very Satisfied	394 46.8%	23 20.4%	14 23.7%	4 23.5%	1 14.3%	<b>436 42.0%</b>
Somewhat Satisfied	376 44.7%	62 54.9%	34 57.6%	11 64.7%	5 71.4%	<b>488 47.1%</b>
Somewhat Dissatisfied	50 5.9%	14 12.4%	4 6.8%	1 5.9%	1 14.3%	<b>70 6.8%</b>
Dissatisfied	21 2.5%	14 12.4%	7 11.9%	1 5.9%	0 0.0%	<b>43 4.1%</b>
<b>Column Total / %</b>	<b>841 81.1%</b>	<b>113 10.9%</b>	<b>59 5.7%</b>	<b>17 1.6%</b>	<b>7 0.7%</b>	<b>1037</b>

How satisfied are you with the speed of the current TEMPO MLS system?	
Total Responses - 1027	76.53%
Very Satisfied - 406	39.53%
Somewhat Satisfied - 471	45.86%
Somewhat Dissatisfied - 104	10.13%
Dissatisfied - 46	4.48%

How satisfied are you with the reliability of the current TEMPO MLS system?	
Total Responses - 1021	76.08%
Very Satisfied - 513	50.24%
Somewhat Satisfied - 396	38.79%
Somewhat Dissatisfied - 89	8.72%
Dissatisfied - 23	2.25%

How satisfied are you with the features and ease of use of the current TEMPO MLS system?	
Total Responses - 1024	76.30%
Very Satisfied - 427	41.70%
Somewhat Satisfied - 459	44.82%
Somewhat Dissatisfied - 97	9.47%
Dissatisfied - 41	4.00%

## Satisfaction with Fusion

How satisfied are you overall with the current Fusion MLS system?	
Total Responses - 1120	83.46%
Very Satisfied - 326	29.11%
Somewhat Satisfied - 529	47.23%
Somewhat Dissatisfied - 173	15.45%
Dissatisfied - 92	8.21%

### How do you primarily identify yourself?

How satisfied are you overall with the current Fusion MLS system?

	Agent	Assistant	Broker-In-Charge	Affiliate	Row Total / %
Very Satisfied	231 29.3%	22 36.1%	68 28.9%	5 15.6%	<b>326</b> <b>29.2%</b>
Somewhat Satisfied	374 47.5%	28 45.9%	112 47.7%	13 40.6%	<b>527</b> <b>47.2%</b>
Somewhat Dissatisfied	120 15.2%	10 16.4%	33 14.0%	10 31.3%	<b>173</b> <b>15.5%</b>
Dissatisfied	63 8.0%	1 1.6%	22 9.4%	4 12.5%	<b>90</b> <b>8.1%</b>
<b>Column Total / %</b>	<b>788</b> <b>70.6%</b>	<b>61</b> <b>5.5%</b>	<b>235</b> <b>21.1%</b>	<b>32</b> <b>2.9%</b>	<b>1116</b>

**If you are an AGENT, how many transaction sides are you generally involved in per year?**

**How satisfied are you overall with the current Fusion MLS system?**

	0 to 5	6 to 15	16 to 30	31 to 50	More than 50	<b>Row Total / %</b>
Very Satisfied	53 39.8%	102 28.7%	79 27.2%	25 22.3%	17 28.3%	<b>276 29.1%</b>
Somewhat Satisfied	61 45.9%	170 47.9%	142 49.0%	53 47.3%	27 45.0%	<b>453 47.7%</b>
Somewhat Dissatisfied	10 7.5%	61 17.2%	40 13.8%	23 20.5%	7 11.7%	<b>141 14.8%</b>
Dissatisfied	9 6.8%	22 6.2%	29 10.0%	11 9.8%	9 15.0%	<b>80 8.4%</b>
<b>Column Total / %</b>	<b>133 14.0%</b>	<b>355 37.4%</b>	<b>290 30.5%</b>	<b>112 11.8%</b>	<b>60 6.3%</b>	<b>950</b>

**If you are a BROKER-IN-CHARGE, how many agents work at your firm?**

**How satisfied are you overall with the current Fusion MLS system?**





	1 to 5	6 to 10	11 to 25	26 to 50	51 to 100	More than 100	<b>Row Total / %</b>
Very Satisfied	57 27.1%	7 26.9%	2 18.2%	2 15.4%	1 33.3%	3 30.0%	<b>72 26.4%</b>
Somewhat Satisfied	101 48.1%	14 53.8%	9 81.8%	5 38.5%	2 66.7%	5 50.0%	<b>136 49.8%</b>
Somewhat Dissatisfied	32 15.2%	2 7.7%	0 0.0%	2 15.4%	0 0.0%	2 20.0%	<b>38 13.9%</b>
Dissatisfied	20 9.5%	3 11.5%	0 0.0%	4 30.8%	0 0.0%	0 0.0%	<b>27 9.9%</b>
<b>Column Total / %</b>	<b>210 76.9%</b>	<b>26 9.5%</b>	<b>11 4.0%</b>	<b>13 4.8%</b>	<b>3 1.1%</b>	<b>10 3.7%</b>	<b>273</b>





**What kind of computer would you prefer to use for your real estate work?**

**How satisfied are you overall with the current Fusion MLS system?**

	PC / Windows	Apple / Macintosh	Tablet	smartphone	Other	<b>Row Total / %</b>
Very Satisfied	258 29.9%	38 26.0%	23 28.0%	5 25.0%	1 20.0%	<b>325 29.1%</b>
Somewhat Satisfied	398 46.1%	79 54.1%	40 48.8%	8 40.0%	3 60.0%	<b>528 47.3%</b>
Somewhat Dissatisfied	132 15.3%	21 14.4%	14 17.1%	4 20.0%	1 20.0%	<b>172 15.4%</b>
Dissatisfied	76 8.8%	8 5.5%	5 6.1%	3 15.0%	0 0.0%	<b>92 8.2%</b>
<b>Column Total / %</b>	<b>864 77.4%</b>	<b>146 13.1%</b>	<b>82 7.3%</b>	<b>20 1.8%</b>	<b>5 0.4%</b>	<b>1117</b>



How satisfied are you with the speed of the current Fusion MLS system?	
Total Responses - 1102	82.12%
Very Satisfied - 385	 34.94%
Somewhat Satisfied - 443	 40.20%
Somewhat Dissatisfied - 151	 13.70%
Dissatisfied - 123	 11.16%

How satisfied are you with the reliability of the current Fusion MLS system?	
Total Responses - 1102	82.12%
Very Satisfied - 381	 34.57%
Somewhat Satisfied - 501	 45.46%
Somewhat Dissatisfied - 140	 12.70%
Dissatisfied - 80	 7.26%

How satisfied are you with the features and ease of use of the current Fusion MLS system?	
Total Responses - 1105	82.34%
Very Satisfied - 306	27.69%
Somewhat Satisfied - 488	44.16%
Somewhat Dissatisfied - 193	17.47%
Dissatisfied - 118	10.68%

### ***Satisfaction with Fusion Mobile***

How satisfied are you overall with the current Fusion Mobile system?	
Total Responses - 588	43.82%
Very Satisfied - 61	10.37%
Somewhat Satisfied - 276	46.94%
Somewhat Dissatisfied - 143	24.32%
Dissatisfied - 108	18.37%

**What kind of smartphone do you own?**

	Andro id OS	Windo ws OS	Blackbe rry	iPho ne	Palm	Oth er	Do not own a smartph one	<b>Row Tota l / %</b>
<b>How satisfi ed are you overall with the curre nt Fusio n Mobil e syste m?</b> Very Satisfied	25 13.2 %	0 0.0%	1 2.9%	32 9.4%	0 0.0%	0 0.0 %	2 12.5%	<b>60 10.3 %</b>
Somewh at Satisfied	88 46.6 %	3 50.0%	20 58.8%	156 46.0 %	0 0.0%	0 0.0 %	8 50.0%	<b>275 47.0 %</b>
Somewh at Dissatisf ied	44 23.3 %	3 50.0%	6 17.6%	86 25.4 %	0 0.0%	0 0.0 %	3 18.8%	<b>142 24.3 %</b>
Dissatisf ied	32 16.9 %	0 0.0%	7 20.6%	65 19.2 %	1 100.0 %	0 0.0 %	3 18.8%	<b>108 18.5 %</b>
<b>Column Total / %</b>	<b>189 32.3 %</b>	<b>6 1.0%</b>	<b>34 5.8%</b>	<b>339 57.9 %</b>	<b>1 0.2%</b>	<b>0 0.0 %</b>	<b>16 2.7%</b>	<b>585</b>

How satisfied are you with the speed of the current Fusion Mobile system?	
Total Responses - 576	42.92%
Very Satisfied - 90	15.63%
Somewhat Satisfied - 287	49.83%
Somewhat Dissatisfied - 113	19.62%
Dissatisfied - 86	14.93%

How satisfied are you with the reliability of the current Fusion Mobile system?	
Total Responses - 565	42.10%
Very Satisfied - 87	15.40%
Somewhat Satisfied - 283	50.09%
Somewhat Dissatisfied - 112	19.82%
Dissatisfied - 83	14.69%

How satisfied are you with the features and ease of use of the current Fusion Mobile system?	
Total Responses - 565	42.10%
Very Satisfied - 58	10.27%
Somewhat Satisfied - 228	40.35%
Somewhat Dissatisfied - 158	27.96%
Dissatisfied - 121	21.42%

***Satisfaction with the Fusion Experience iPad App***





How satisfied are you overall with the current Fusion Experience iPad App?	
Total Responses - 290	21.61%
Very Satisfied - 25	8.62%
Somewhat Satisfied - 120	41.38%
Somewhat Dissatisfied - 72	24.83%
Dissatisfied - 73	25.17%





How satisfied are you with the speed of the current Fusion Experience iPad App?	
Total Responses - 285	21.24%
Very Satisfied - 38	13.33%
Somewhat Satisfied - 113	39.65%
Somewhat Dissatisfied - 64	22.46%
Dissatisfied - 70	24.56%





How satisfied are you with the reliability of the current Fusion Experience iPad App?	
Total Responses - 285	21.24%
Very Satisfied - 35	12.28%
Somewhat Satisfied - 118	41.40%
Somewhat Dissatisfied - 73	25.61%
Dissatisfied - 59	20.70%

How satisfied are you with the features and ease of use of the current Fusion Experience system?	
Total Responses - 292	21.76%
Very satisfied - 30	10.27%
Somewhat satisfied - 101	34.59%
Somewhat Dissatisfied - 78	26.71%
Dissatisfied - 83	28.42%

## MLS Support

How satisfied have you been with the time it takes to speak to a live person?	
Total Responses - 939	69.97%
Very Satisfied - 652	 69.44%
Somewhat Satisfied - 247	 26.30%
Somewhat Dissatisfied - 29	 3.09%
Dissatisfied - 11	 1.17%

How satisfied have you been with the hours of availability?	
Total Responses - 933	69.52%
Very Satisfied - 544	 58.31%
Somewhat Satisfied - 327	 35.05%
Somewhat Dissatisfied - 49	 5.25%
Dissatisfied - 13	 1.39%

How satisfied have you been with the support provided?	
Total Responses - 937	69.82%
Very Satisfied - 733	 78.23%
Somewhat Satisfied - 174	 18.57%
Somewhat Dissatisfied - 24	 2.56%
Dissatisfied - 6	 0.64%