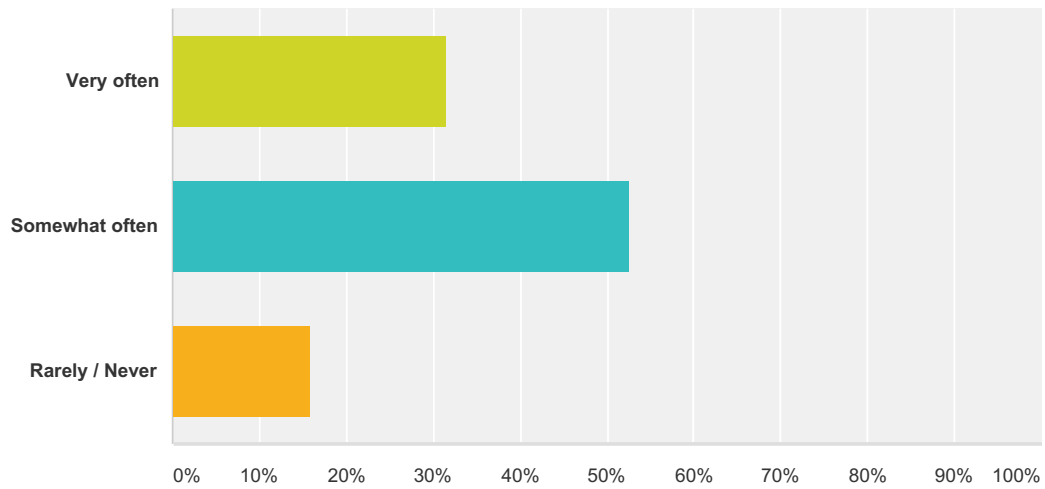


Q4 How often do you participate in activities of the Berkshire Board?

Answered: 38 Skipped: 1



Answer Choices	Responses
Very often	31.58% 12
Somewhat often	52.63% 20
Rarely / Never	15.79% 6
Total	38

Q5 What services have you used this year? (check all that apply)

Answered: 39 Skipped: 0

Answer Choices	Responses	
Used FlexMLS	100%	39
Requested for help from staff (about an MLS issue, Flex)	92%	36
Read the Market Watch Report	90%	35
Used Berkshire contracts and forms	90%	35
Attended Meeting(s) (SOS, Annual, Installation)	79%	31
Attended Free Live Continuing Education	77%	30
Requested for help from Staff (about a transaction or RE law/reg)	69%	27
Attended Free Continuing Education Webinars	59%	23
Visited BerkshireRealtors.net	59%	23
Used RPR (Realtor Property Resource)	51%	20
Responded to a Call to Action	49%	19
Served on a Committee, Task force or position on the Board/MLS	46%	18
Engaged with the association or staff in social media	46%	18
Contributed to PAF or RPAC Advocacy Fund	41%	16
Shared the Market Watch Report	41%	16
Participated in a REACT event (donations or time)	41%	16
Attended the Legal Luncheon	33%	13
Attended the Legislative Luncheon	31%	12
Visited AtHomeInTheBerkshires.net	26%	10
Took a designation program	15%	6
Used Ziplogix Digital Ink	10%	4
Other (please specify)	5%	2
Total Respondents: 39		

#	Other (please specify)	Date
1	CONTRIBUTED TO PAF & RPAC IN CONNECTICUT	11/11/2016 9:45 AM
2	Attended the Gala!	10/27/2016 9:08 AM

Q6 What does the Berkshire County Board of REALTORS do really well?

Answered: 32 Skipped: 7

#	Responses	Date
1	EVERYTHING	12/23/2016 9:37 AM
2	Everything	12/16/2016 9:34 AM
3	Everything!	12/9/2016 1:30 PM
4	Keeps me up-to-date with changes. Responds to needing any help with issues.	11/18/2016 10:04 AM
5	Answer questions & solve problems	11/17/2016 12:28 PM
6	Our Board is awesome!	11/15/2016 4:04 PM
7	Off the charts resources for problem solving and information.	11/12/2016 7:45 AM
8	Provides very professional communication and presentation material such as the Market Watch	11/11/2016 2:38 PM
9	Support	11/11/2016 1:15 PM
10	PROVIDES THE ASSOCIATION WITH AN OUTSTANDING STAFF.	11/11/2016 9:45 AM
11	Run our board in a very professional way and respond to members very well.	11/9/2016 10:03 AM
12	Many things---great staff	11/3/2016 12:30 PM
13	Just about everything	11/3/2016 9:32 AM
14	communications	11/2/2016 3:12 PM
15	Provide education to members and raise awareness of changes in our industry	11/1/2016 7:20 AM
16	Support, availability, patience and all the behind the scenes "stuff" I don't see or even know about!	10/31/2016 11:28 AM
17	Respond quickly to questions	10/31/2016 9:04 AM
18	Take care of its members	10/28/2016 11:57 AM
19	Providing assistance and guidance, keeping track of all things Realtor related.	10/28/2016 10:36 AM
20	Everything.	10/28/2016 8:34 AM
21	disseminate information to the members; keep us well-informed, bring valuable programs and speakers to our area	10/27/2016 7:51 PM
22	Support the members	10/27/2016 4:04 PM
23	Keep us updated on the issues and advocate on our behalf with our best interest ALWAYS in mind.	10/27/2016 1:57 PM
24	Take good care of all their Realtors, every day!!!	10/27/2016 1:30 PM
25	Engages and serves the needs of the members in a very pleasant, professional manner. Thank you for keeping us well informed!	10/27/2016 9:08 AM
26	Every thing real estate	10/27/2016 8:41 AM
27	Classes for continue education	10/26/2016 8:33 PM
28	Resourceful and friendly. They are all available and willing to always help. I think they all do a wonderful job for us.	10/26/2016 4:40 PM
29	Share information although the new technology comes at us at warp speed! Sometimes it is overwhelming especially for those of us who are 'lone rangers' and simply do not have the time to thoroughly digest everything. Many of us who do not participate on the various committees and boards of this industry have important commitments to our towns and local activities.	10/26/2016 4:26 PM
30	Take care of us!	10/26/2016 3:09 PM
31	supporting its members	10/26/2016 2:18 PM
32	Communicate and educate.	10/26/2016 1:04 PM

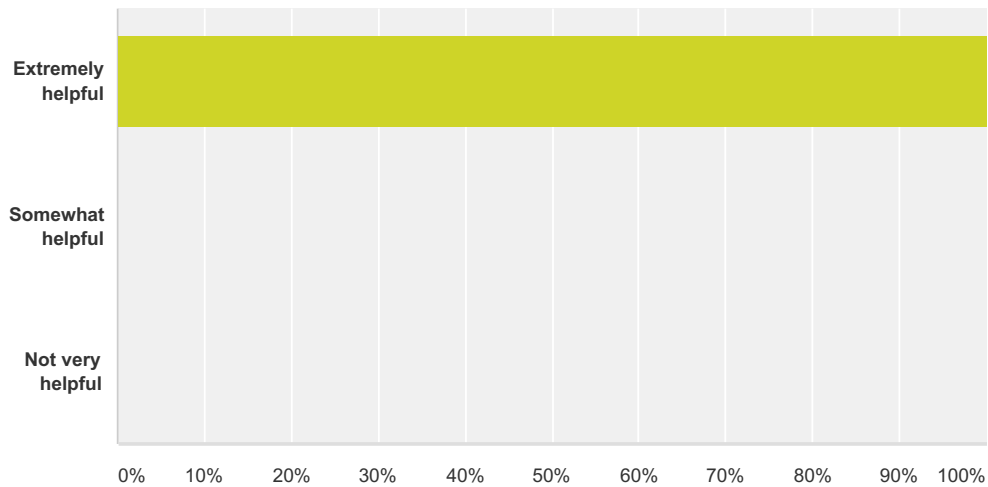
Q7 What changes would most improve our services to you?

Answered: 21 Skipped: 18

#	Responses	Date
1	CANT THINK OF ANY	12/23/2016 9:37 AM
2	Better understanding the use of FLEX	11/18/2016 10:04 AM
3	nothing at this time.	11/17/2016 12:28 PM
4	More in depth training for experienced agents - most training feels like it's geared for people who don't know much yet.	11/12/2016 7:45 AM
5	Maybe some more hands on training for evolving technologies such as Flexmls or Dotloop or RPR	11/11/2016 2:38 PM
6	FIND WAYS TO IMPROVE SO. BERKSHIRE ATTENDANCE AT TOUR OF HOMES. THIS YEAR PROGRESS HAS BEEN MADE, BUT ONLY 10% OF THE 238 SBC AGENTS REGULARLY ATTEND THE TOURS.	11/11/2016 9:45 AM
7	I really think we need to stress realtor-to-realtor relationships and that cooperation is key. Many realtors do not understand negotiating --- often think that representing one party (whether Buyers or Sellers) means that they have to argue, they have to always get what their party wants---sometimes causing a deal to blow up. Let's try to educate realtors on how to make everyone somewhat happy---rarely is anyone 100% happy with outcomes.	11/3/2016 12:30 PM
8	Office visits for technology training	11/3/2016 9:32 AM
9	Flex has lots of user issues. I would like auto upload to work effectively just for one.	10/31/2016 11:28 AM
10	I can't think of any. You are always there when we need you. Linda even answers the phone before it rings :)	10/28/2016 11:57 AM
11	Answer my phone and schedule my appointments!	10/28/2016 10:36 AM
12	I'd like to have a broker's license CE course. As it is, Jen Segala offers sales a agent licensing course and tacks on some extra hours for the broker requirements. Also, more new CE topics like the ones you've started: alternative energy, conservation/wetland preservation, etc.	10/28/2016 8:34 AM
13	I don't have any specific suggestions, just continue to offer training.	10/27/2016 7:51 PM
14	Be available to answer questions 24/7.....LOL	10/27/2016 4:04 PM
15	cloning them ;)	10/27/2016 1:57 PM
16	Hard to improve when you have the best staff ever...	10/27/2016 1:30 PM
17	Cloning so we could have one of you personally IN our office?! Learn to mink read so we don't even have to call you?! JK With the staff size we have, I do not think it is possible for you to do any more or to possibly do what you do so well even better.	10/27/2016 9:08 AM
18	More classes for technology education	10/26/2016 8:33 PM
19	Can't think of any right now	10/26/2016 3:09 PM
20	step up the food at the committee meetings	10/26/2016 2:18 PM
21	Can't think of any.	10/26/2016 1:04 PM

Q8 How helpful is our Board Office Staff to your business?

Answered: 39 Skipped: 0



Answer Choices	Responses	
Extremely helpful	100.00%	39
Somewhat helpful	0.00%	0
Not very helpful	0.00%	0
Total		39

#	Comments?	Date
1	Great Board Office	11/18/2016 10:04 AM
2	QUESTIONS ASKED ARE RESPONDED TO QUICKLY AND THOROUGHLY.	11/11/2016 9:45 AM
3	Stay forever...	11/3/2016 12:30 PM
4	I happen to love these 3 women!	11/2/2016 3:12 PM
5	Staff is great always so helpful!	10/28/2016 11:30 AM
6	Friendly, understanding and always have an answer or get back to me with one.	10/27/2016 1:57 PM
7	The staff are extremely well prepared, knowledgeable, pleasant, and ACCESSIBLE.	10/27/2016 9:08 AM
8	Thank you for your support	10/26/2016 8:33 PM
9	Cannot speak highly enough of the staff! Wish we could clone you all.	10/26/2016 4:26 PM
10	Love you all!	10/26/2016 3:09 PM
11	I always get my questions answered or concerns responded to quickly	10/26/2016 2:18 PM
12	You rock!	10/26/2016 1:04 PM

Q9 Areas of Interest

Answered: 31 Skipped: 8

(no label)					
	I would like to learn more about this....	I would be willing to share my Opinions/Knowledge about enhancing this...	I think this is fine the way it is...	I am not interested / do not use...	Total
New Technology Trends in Real Estate	87.50% 21	0.00% 0	12.50% 3	0.00% 0	24
Ziplogix or FlexForms Functionality	85.71% 18	4.76% 1	9.52% 2	0.00% 0	21
Social Media in Real Estate	73.68% 14	0.00% 0	21.05% 4	5.26% 1	19
Leadership Development Skills	55.56% 10	27.78% 5	11.11% 2	5.56% 1	18
Video Training	50.00% 9	5.56% 1	27.78% 5	16.67% 3	18
DR Training or Support Services	58.82% 10	23.53% 4	5.88% 1	11.76% 2	17
Tracking Emerging Local Issues	82.35% 14	5.88% 1	11.76% 2	0.00% 0	17
Consumer Outreach / Website Content	37.50% 6	6.25% 1	50.00% 8	6.25% 1	16
New Agent / Back to the Basic Training Modules	31.25% 5	37.50% 6	18.75% 3	12.50% 2	16
Innovated Education & Training Classes	66.67% 10	20.00% 3	13.33% 2	0.00% 0	15
Tracking Emerging Industry Issues	80.00% 12	0.00% 0	20.00% 3	0.00% 0	15
Mediation / Ombudsman Training	53.33% 8	0.00% 0	40.00% 6	6.67% 1	15
Strategic Planning	66.67% 10	13.33% 2	20.00% 3	0.00% 0	15
Community Service Events or Planning	42.86% 6	14.29% 2	35.71% 5	7.14% 1	14
Advocacy or Legislative Engagement	71.43% 10	7.14% 1	21.43% 3	0.00% 0	14
REALTOR Safety	71.43% 10	0.00% 0	21.43% 3	7.14% 1	14
Market Watch Revamp	38.46% 5	0.00% 0	61.54% 8	0.00% 0	13
Town Outreach for Website / Government Affairs	84.62% 11	7.69% 1	7.69% 1	0.00% 0	13

#	Other (please specify)	Date
1	LARN HOW TO USE GOOGLE MAPS OF LISTINGS AND PRINT THEM OUT	12/23/2016 9:37 AM
2	Choices didn't register	11/11/2016 1:15 PM
3	Interior photography, designated buyer agency	11/3/2016 9:32 AM

4	Fixing Flex issues. We are paying for Flex, it should work properly. I'm not asking for anything outrageous, just that it work the way it should.	10/31/2016 11:28 AM
5	Another category needed: I might not have an opinion/knowledge, but I would be glad to be part of working on this! That would change several of my answers. :)	10/27/2016 9:08 AM
6	Next year we'll have to spend some time on the Commitment to Excellence.	10/26/2016 3:09 PM

Q10 Is there anything else you'd like to share? Have at it!! We're listening!

Answered: 14 Skipped: 25

#	Responses	Date
1	The Board staff is ALWAYS extremely helpful when we need something or request something. Although we are not in need often, when we are, it is a comfort to know that a thoughtful and informative answer will be available to our questions, concerns etc. Thank you for what you do.	12/16/2016 9:34 AM
2	I just want to say, I am delighted with the way members are attending functions and how the membership attitude has become much more positive.	11/18/2016 10:04 AM
3	Nothing at this time (I am not an agent so much of the survey does not apply to me)	11/17/2016 12:28 PM
4	I also think more live training for changes in how Flex operates or new developments would be good. There just isn't enough time in the day to self explore/learn this stuff. Also, vis-a-vis the above categories - there were some I don't really understand what they are so it was hard to answer. A tiny description might help us give better answers.	11/12/2016 7:45 AM
5	I attend about 80+% (depending on the schedule that is 12 to 15 homes and often 75+ miles of driving) of the Southern Berkshire County Tuesday Tour of Homes. In my view, it is very important for me and for my clients for me to really know the inventory. Based upon my experience in other real estate markets (in CT), the process in Southern Berkshire County is quite disappointing: 1) 95% of the time there is lack of a uniform sign-in sheet, a document that could be very useful for follow-up and for client updates. 2) 95% of the time there is no comprehensive (uniform format) listing document (or any document) handed out to the agents that take time and effort to attend the open house. A) Don't we as agents owe it to our homeowners to professionally represent their properties at Broker Tour of Homes? B) Most agents, who provide no uniform listing doc, have no idea about the square footage, the assessed value, the date of construction, the real estate taxes, etc., etc., etc.! Are these homeowners really being professionally represented by their agents? C) I have stopped asking for a copy of the listing doc at the many, many tour of homes that I attend because the standard response; "it is on-line" or we are trying to be "green" is, in my view, pure B.S. Rather, for whatever reason(s), this substandard agent representation appears to be an acceptable norm. D) From a practical point of view, if any one (who is serious about this work) sees 30 to 40 homes a month, how the heck are they suppose to remember what they have seen? Sorry to ramble on about this subject. It is the only relative experience, compared to my experience in other markets, that I find to be very substandard. Finally, see Item #7 above. If there are 238 Southern Berkshire County Agents, and only about 10% attend Broker Tour of Homes, where are the other 200+ agents??? Something is wrong someplace.	11/11/2016 9:45 AM
6	You guys are awesome!	11/3/2016 9:32 AM
7	There are so many agents that are not trained. Paperwork is filled out wrong or paperwork is missing, not knowing rules or laws regarding basic procedures, photos of rooms in MLS that don't represent good client service. I really think there is a lack of DR training, my opinion. I actually had to sit down with a Realtor that has been working for a brokerage for 2 years, and show her how to fill out a lead paint disclosure. She said she usually just submits a blank one to the sellers agent and they fill it out!!!! Seriously? I rarely get a lead paint disclosure WITH an offer. Most of the time I have to ask for it and most of the time I am told if the deal comes together they will get it to me. It just feels like everyone is just doing their own thing.	10/31/2016 11:28 AM
8	I think the staff is a great asset and probably under appreciated....	10/28/2016 10:36 AM
9	Our Board and the staff are superb.	10/28/2016 8:34 AM
10	More DR training sessions with trend conversations & issues discussed like we did three or four years ago....they were excellent!! DR's only attending.....not able to send substitutes. # I stopped answering.....responses seemed odd...could be me...could me the snow!!!	10/27/2016 4:04 PM
11	Keep up the good job!!	10/27/2016 1:30 PM
12	I am eager to see us engage and develop future leaders within our association; not necessarily as Presidents, but as committee or task force chairs, or just the people who lead by example to get more involved. I'd love to see us interact more socially. We like each other, and events would foster than cohesiveness. I would love to help find ways to inspire local members to become involved on the state and local levels and to bring back what they are working on.	10/27/2016 9:08 AM
13	You guys are the BEST.	10/27/2016 8:41 AM
14	You all are rely on top of the issues. The critical issues group did a great job and should be a carry over to next year. The tip of the iceberg is the beginning.	10/26/2016 3:09 PM