Showing Solution And Lockbox Synopsis Report

T3 60

SUMMARY AND ANALYSIS OF SURVEY RESULTS
RESEARCHED AND COMPILED BY T3 SIXTY

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SHOWING SOLUTION AND LOCKBOX COMBINED RESULTS

The total number of complete responses received in the survey was 192.

Q: Do you currently provide a Showing Solution and/or Lockboxes for those you serve?
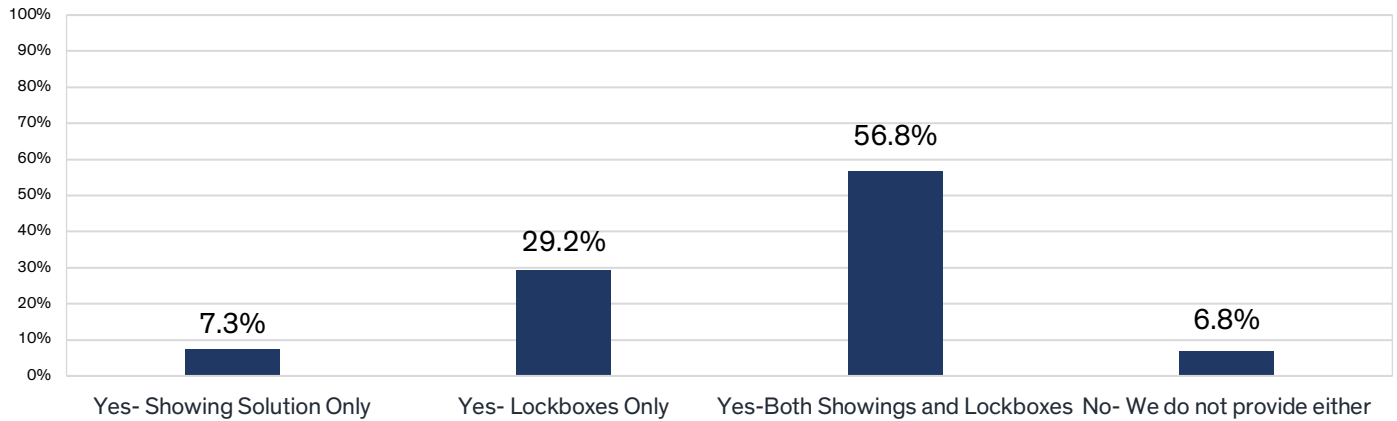
SHOWING SOLUTIONS RESULTS AND FEEDBACK

The following pages summarize the results of the survey for those who provide a Showing Solution using charts and graphs to illustrate the results along with sample comments for the associated questions where available.

Q: Which vendor(s) are you currently using, or will you be using within the next 6 months, to provide a Showing Solution(s) for those you serve? (Select all that apply)

Vendor	Percentage
BrokerBay	2.4%
Constellation	0.0%
Delta Media	0.0%
Homesnap	14.6%
Instashowing	0.0%
Sentrilock	17.1%
ShowingTime (Centralized Showing Services)	89.0%
TourZazz	0.0%
Other	11.0%
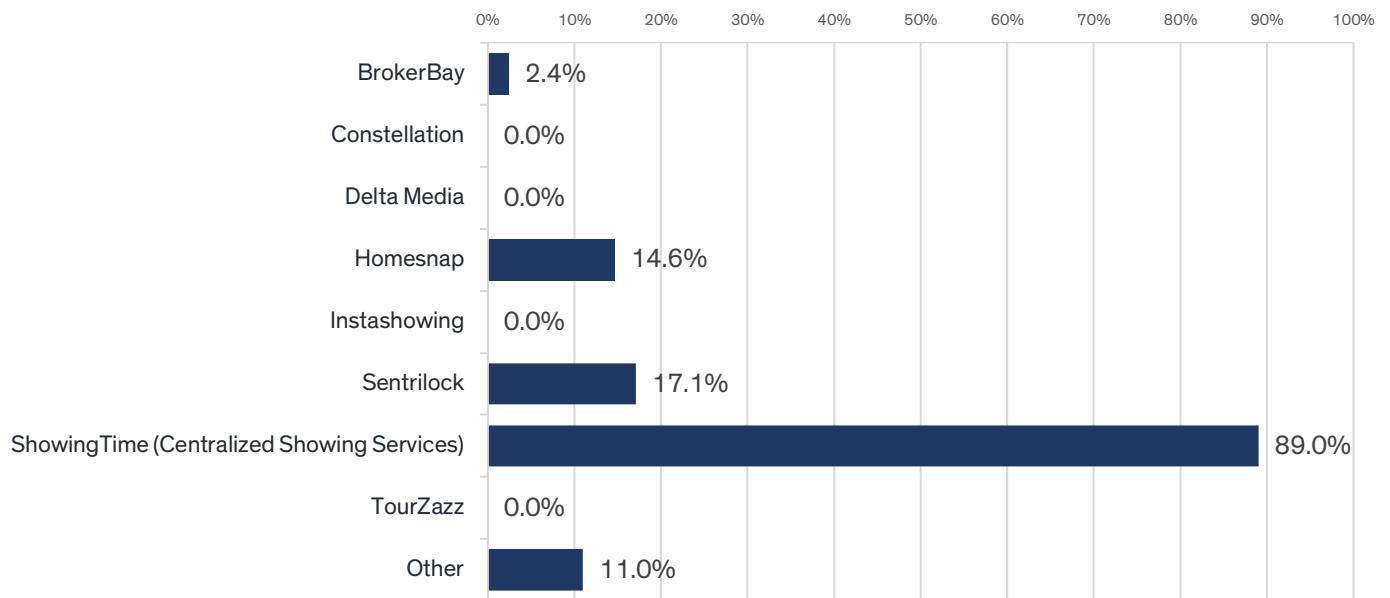
Sample Comments: Other

- In house
- A new MLS Aligned option
- our in-house software Showingplus
- Showingly
- Navica Showing Manager
- Navica
- Navica MLS
- Systems Engineering (Showing Manager)
- SUPRA
- Supra
- Navica Showing Manager
- Navica

Q: Do you offer more than one Showing Solution?

2.4%   1.2%

6.1%

14.6%

75.6%

■ Yes   ■ No   ■ Not currently, but considering   ■ Unsure   ■ Other (please specify):

Q: What is your overall level of satisfaction with your current Showing Solution(s)?

Very Satisfied-4	Satisfied-3	Dissatisfied-2	Very Dissatisfied-1	No Opinion
43.8%	45.1%	2.0%	0.6%	8.5%

Under 1.5	1.51-2.25	2.25-2.49	2.50-2.99	3.00-3.24	3.25-3.49	3.50-3.75	3.75-4.0
Non-functional	Deficient	Poor	Average	Good	Superior	Exceptional	Best in Class
T3 Sixty Satisfaction Score				T3 Sixty Satisfaction Rating			
3.23				Good			
Sample Comments: Satisfaction							

- We want the brokers to choose the service of their choice.
- Tech Helpline is great for agents.
- Regardless of being 'satisfied' we are going to have to shift due to the new ownership
- Service is good; Not happy with the Zillow merger
- The acquisition of our provider has caused some concern the application is well received and works well.
- Integration is hassle-free.
- Has been industry standard for many years
- It is offered through regional MLS - our local Realtors do not really use the service

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- no pleased that a competitive brokerage purchased the showing service.
- Our members really like the system but the new structure is the issue.
- we are satisfied as an MLS, brokers/agents concerned
- Ownership change is concern
- AE I don't have to use it.
- It get's the job done but not a lot of bells and whistles
- Thea agents like showingtime
- Very basic showing service
- Love Showingtime! However, we can't provide a service owned by a participant.
- Member surveys show that they like Showing Time and find it to be a very effective tool for managing showings.
- But there is concern regarding Zillow's purchase of ShowingTime.
- It works, agents love this program.
- Concerned with ownership, may change due to that
- Showing Time used to be our favorite app/vendor, but they have not kept up with technology and seem to be falling behind.
- Great platform, but concerns on potential acquisitions could lead to a decline of the platform or changes in contracts
- Preferred CSS. Have had several system outages since they were absorbed by ShowTime.
- Smaller tight knit market with low inventory results in low usage of the program.

Q: What do you like most about your current Showing Solution(s)?

Sample Comments: Like Most

- Integrated w Lockbox
- The door is open to integrate with others.
- adoption
- The ST team is one of the most reliable, smart, stand-up vendors I have ever worked with in more than 20 years of service. AND - they have an excellent product.

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- Very easy to use
- It works well for the members
- User ability and support.
- Tech helpline and ease of use
- It was a stable and fine company, but if they are owned by one of our Brokers we cannot utilize their services after this agreement ends.
- consistency
- the integration with our own software VESTAPLUS
- Good system, great customer service
- Huge adoption/use
- User friendly
- Integrates well with our surrounding MLSs allowing showing to be schedule even if the Agent is not a subscriber to the MLS where the property is located.
- Everyone uses Showingtime. User friendly
- easy of use and adoption
- Tech support staff
- Mature product and first class customer service.
- Ease of use, cost point and overall member acceptance
- ease of use.
- A function of the MLS
- Reliable, consistent and widely used
- Ease of use. Makes agents lives easier and more efficient. Reliability
- It is relatively new to us and the tight market it has been tough to see if it is really working.
- fully developed functionality, proven use, high adoption rate and member satisfaction
- Ease of use, consistent across the region, familiar
- Ease of use
- Works seamlessly with MLS integration and across data shares.
- Features, ease of use
- Ease of use.
- It works and agents use it
- MLS Integration
- User friendly
- 98% member adoption shows how well it is utilized.
- Works with other area MLS
- It's very user friendly.
- Ability to set up seller portal.
- the convenience and how it interacts with the lockbox system.
- Service, product, staff.
- feedback mechanism, support, operators if needed
- It works very well. ShowingTime has always been professional, responsive and a pleasure to work with.
- The ease in use, the mobile App
- It works and it is used by the region almost exclusively
- Built into our MLS system
- In general, Showing Time works well and provides a great service to our members. We have recently asked for a few updates and they do not seem to be able to accommodate. Key features are the ability to: Schedule multiple showings, communicate with other members, provide feedback. The one function it can do that others don't seem to be able to do is to automatically block showings based on the listing Status (Coming Soon), but, allow you to set showing now for the future Active Date. This is a MUST HAVE.
- Agents and Brokers use it extensively. Very high usage provides consistent options for agents.
- User friendly, simple to use
- It is tightly incorporated into our MLS platform and addresses both listing and selling agents well
- It has major adoption
- user friendly and high percentage of users

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- The members liked it until Zillow bought it.
- It's built into our MLS
- It works when used.

Q: What would most improve your current Showing Solution(s)?

Sample Comments: Most Improve

- Nothing. We ran away from ShowingTime. Don't trust them.
- Less fractionalization so that reliable and comprehensive stats can be compiled.
- Impending Purchase of Showingtime is causing unrest with many agents
- If they weren't owner by a brokerage.
- Detach itself from Zillow
- Transparency on data utilization.
- It would be great if lockbox and appointment scheduling were combined to one service.
- A more modern UI and UX
- if they weren't owned by a competitor
- ShowingTime - Easier, more interactive, share data between the 2 services
- additional reporting; analytics
- New owner
- Not being sold.
- We are very pleased for value
- If Zillow was not the parent company.
- Admin functionality
- Less sleek than other systems we have demoed. App appears to be a little dated as does the web version.
- no purchase by 3rd party
- It's not as all-inclusive as some of the other options are.
- For the sale to not be approved.
- Different ownership

- Member adoption.
- To still be independent
- If it wasn't owned by Brokerage
- Take more time to train OLDER gen slowly. They want to hear from agents still.
- Customizable showing feedback and ability to cancel showings or request reschedule via text
- Trust of corporate ownership by Zillow.
- When an agent takes the home temporarily off the market all of their showings disappear. I wish they would save for when they make the listing active again.
- It is very basic - which is why we are considering using Homesnap's new Showing Service soon.
- I wish it provided some notification to the BA that the showing is/is not an over-lapping appointment so that the BA can prepare the Buyers better. (NOT JUST BECAUSE OF CURRENT MARKET CONDITIONS)
- Share standardized calendars among products.
- If there was coordination between the showing service and our electronic lock box service so a subscriber would only have access during the time of their showing. I believe this is available, but our BOD did not want to make "changes" during the pandemic.
- Price
- Prohibit the purchase by a company with a brokerage/membership in our association.
- The MLS does not get much in the way of Analytics/Statistics. It would be nice to have at least what some of our members have (that have upgraded services), we have requested that the system do an automatic push notification when a listing changes to an off-market status (pending/withdrawn), we would like to be able to set a minimum showing timeframe.
- More contractual flexibility
- It wouldn't be owned by our members competitor
- It's soon to be owned by a brokerage and after looking at out solutions its very dated.
- More selections.
- Reliable platform.
- If more members would use it

Q: What is your level of satisfaction with these key features and services for your current Showing Solution(s)?

	Satisfaction Score
Ease of Use for REALTORS®	3.51
Integration with the MLS system/platform	3.47
Customer Service provided to your organization	3.39
Mobile performance	3.36
Support and Training Resources for REALTORS®	3.23
Data/Analytics	3.14
Integration with Lockboxes	3.13
Modern look and feel	3.10
Technology advancements	3.08
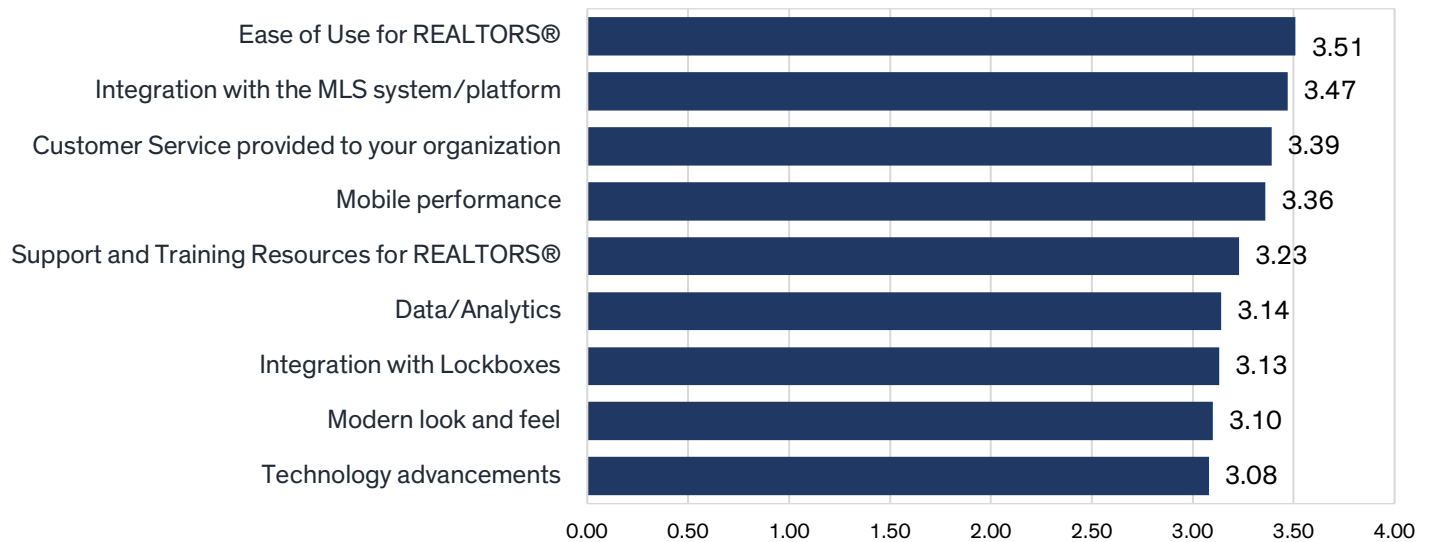
	T3 Sixty Satisfaction Score	T3 Sixty Satisfaction Rating
Ease of Use for REALTORS®	3.51	Exceptional
Integration with the MLS system/platform	3.47	Superior
Customer Service provided to your organization	3.39	Superior
Mobile performance	3.36	Superior
Support and Training Resources for REALTORS®	3.23	Good
Data/Analytics	3.14	Good
Integration with Lockboxes	3.13	Good
Modern look and feel	3.10	Good
Technology advancements	3.08	Good

Q: How beneficial would it be for your Showing Solutions to operate in conjunction with each other to exchange and make use of data and analytics while offering users a choice?

Very Beneficial	Beneficial	Somewhat Beneficial	Not Beneficial	Unsure/No Opinion
32.9%	29.3%	20.7%	8.5%	8.5%
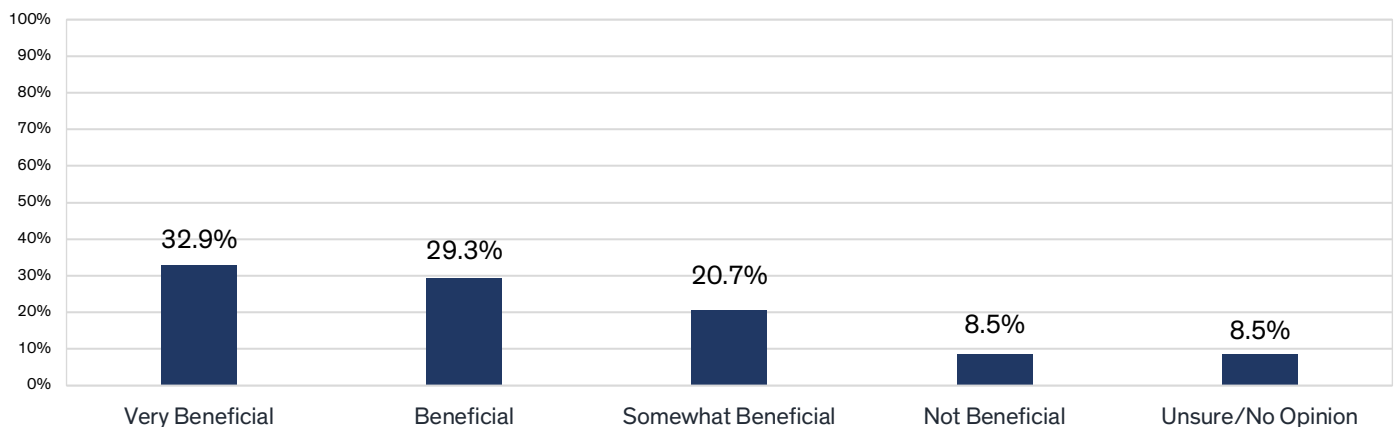
Sample Comments: Interoperability

- Comprehensive stats
- Feels like more pirating of information from another vendor
- For a showing scheduler for a buyer's agent, it would be nice. For selling agents, not so important.

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- If the service(s) were being used the more agent friendly the features the better
- multiple options will create chaos unless a way can be found to have interoperability/access for agents to multiple platforms
- Our region has worked well together so that members experience little disruption as they shift markets.
- better access for ALL members, no matter of membership
- To provide overall trends
- Brokers and agents like to have a choice for their tools, it would be great if multiple showing solutions would communicate
- We don't have multiple services in our market that I am aware of.
- Anything that can be combined and offer analytics is great.
- We only have one system, but if we had more choices, it would be very important.

Q: How long have you been with your current Showing Solution(s)?
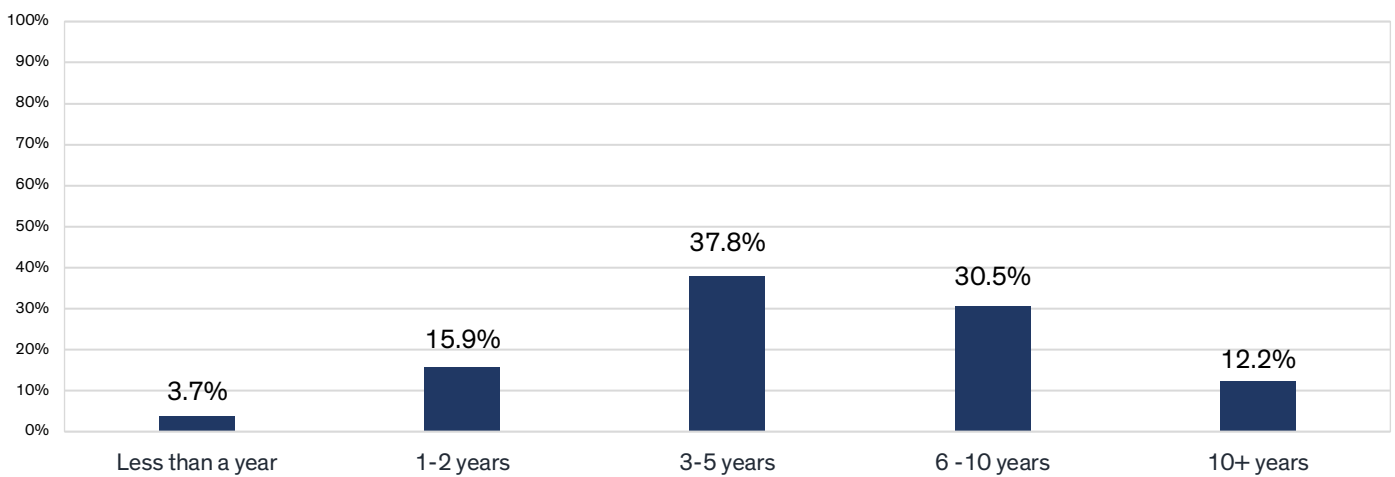
Q: What are the most important criteria when evaluating a Showing Solution(s)? (Select up to 3 in order of importance where 1 is most important)
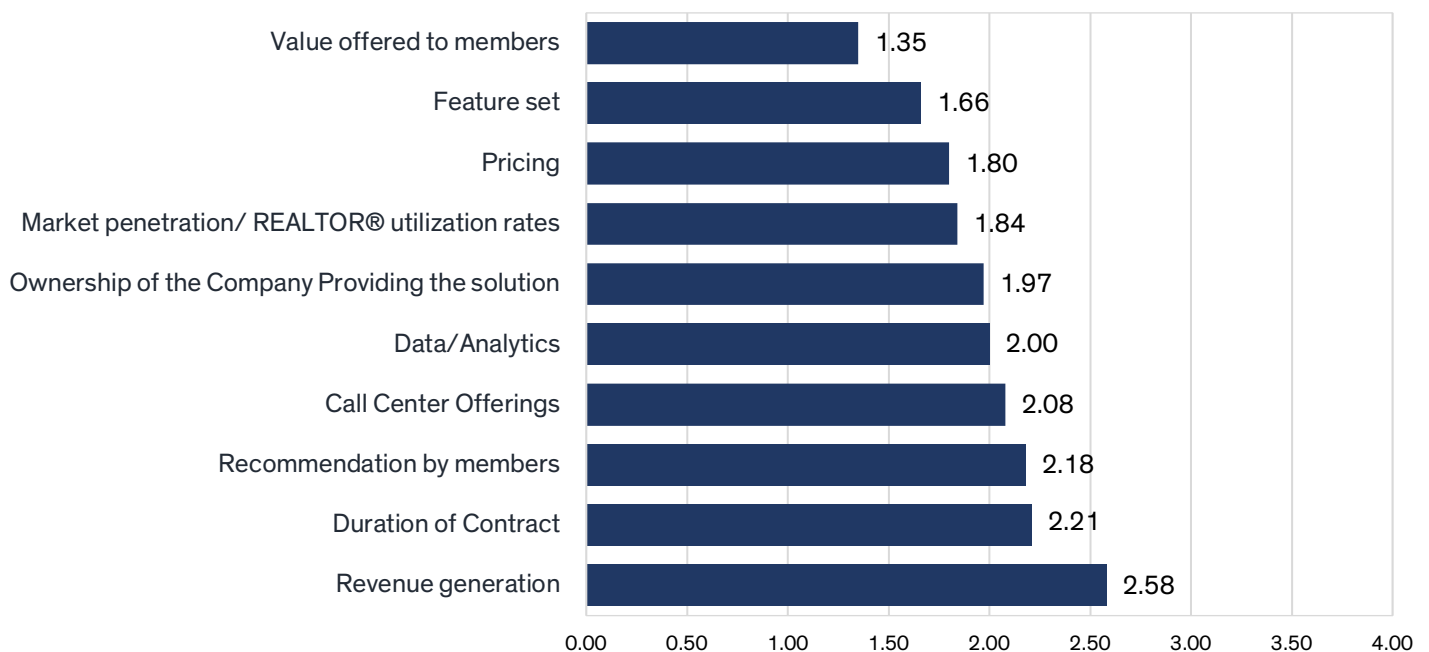
Q: In what time frame do you intend to evaluate your current partner or search for a new/additional Showing Solution?

Category	Value
As new partners become available	18.3%
Within 6-months	26.8%
6-12 months	24.4%
More than 12 months	6.1%
No plans / We are happy with our current forms partner	15.9%
Unsure	8.5%
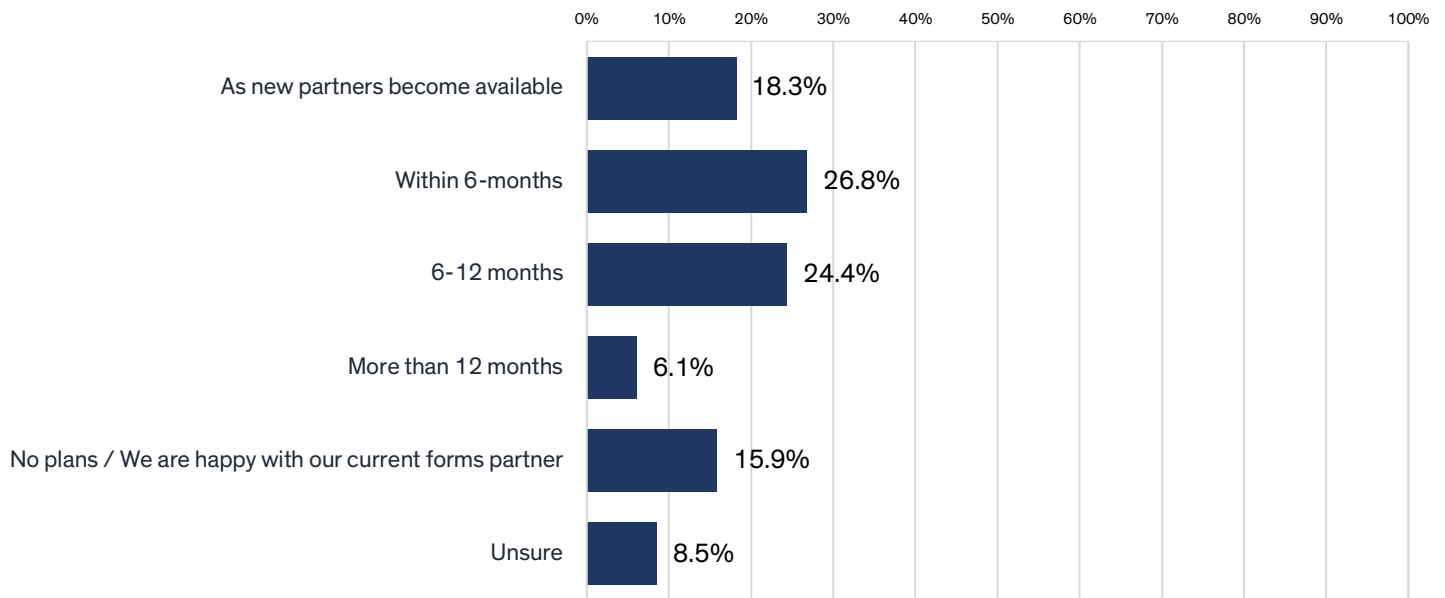
Q: What would be your ideal duration of time for any new contract with a Showing Solution provider?

Category	Value
Month to Month	3.7%
Year to Year	25.6%
2-3 years	45.1%
3-5 years	14.6%
5+ years	1.2%
Unsure	9.8%
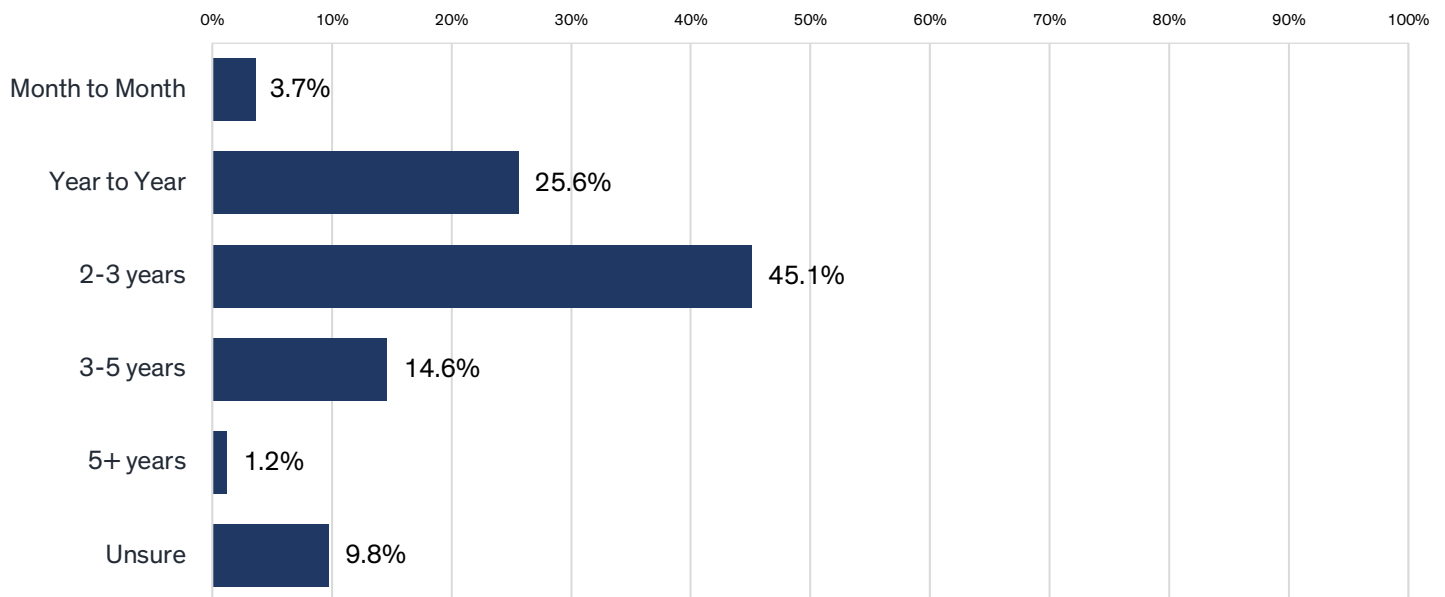
Q: How likely are you to renew with your current Showing Solution(s)?
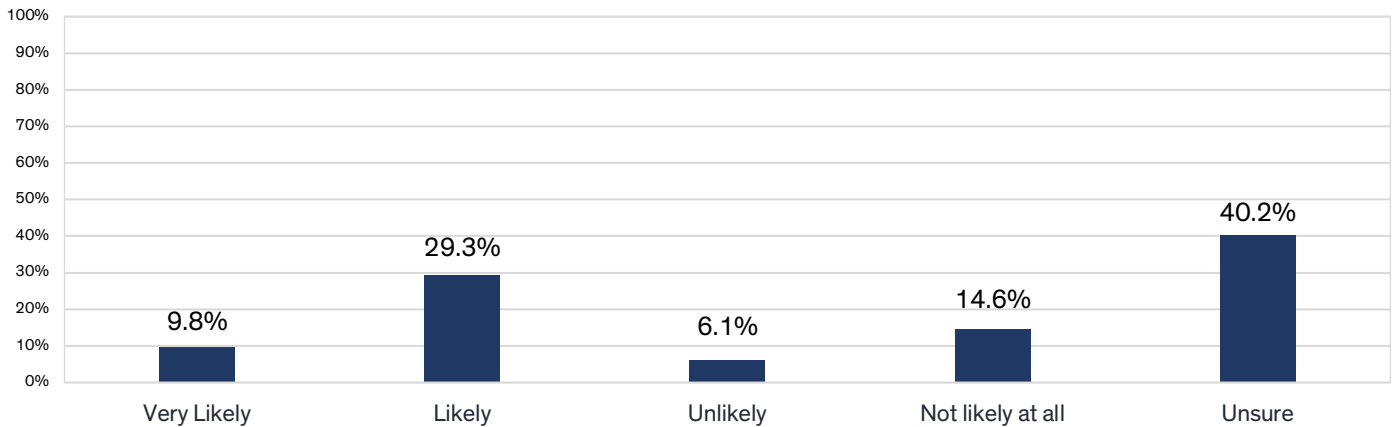
Sample Comments: Renewal Likelihood

- So far we love Sentrikey add on to our great Lockbox solution Sentrilock
- In house showing module
- Due to purchase by Zillow
- Currently evaluating multiple vendors
- The new ownership conflicts with a long established policy.....we do not provide vendor services from our Brokers
- We don't have a contract.
- we are not happy with new ownership
- Due to Zillow ownership
- depends on the mindset of the brokers/agents
- Concerned of ownership changes
- Depends on what competition comes into the market
- Changes to current terms of operation.
- Would like more features
- We spent a lot of time promoting showing time and building adoption and we are not likely to move to another vendor without a lot of thought
- Showing time - unsure, Supra - likely because we have so made owned boxes.
- ownership change
- We will be evaluating new systems.
- No reason not to at this time.
- 6 months ago, I would have said likely, but with the Showing Time acquisition by Zillow and the new products on the market, it is hard to say where my board may go with it.

Q: How likely is it that you would recommend your Showing Solution(s) to a friend or colleague? (Net Promoter Score-NPS Score)
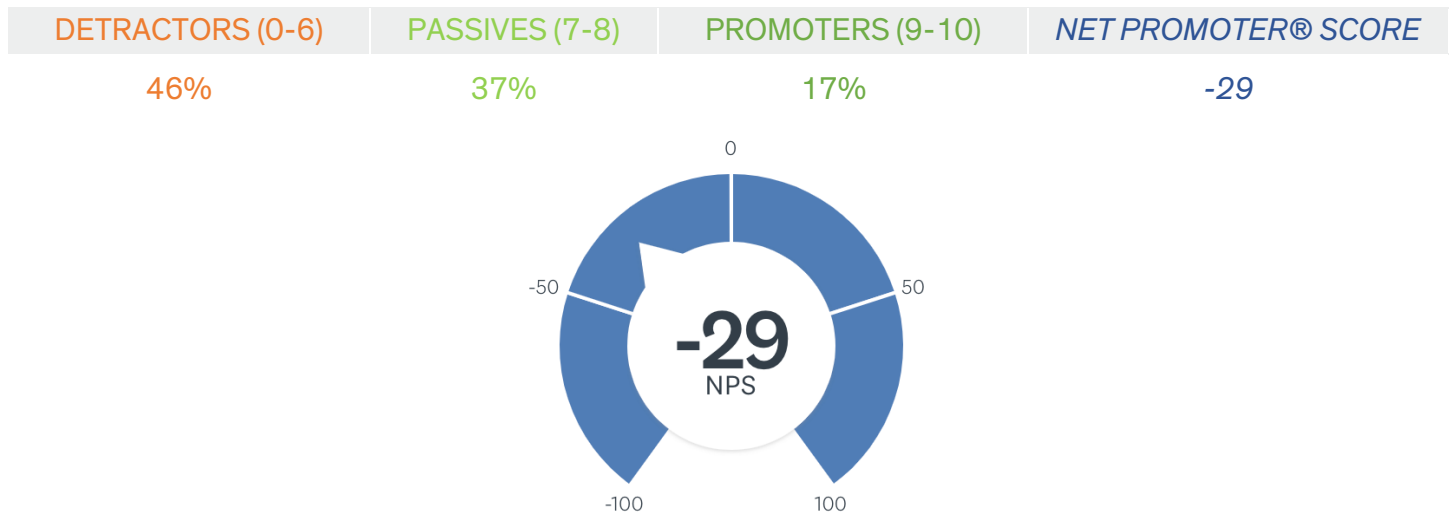
DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	*NET PROMOTER® SCORE*
46%	37%	17%	-29

0

-50   50

-29
NPS

-100   100

Net Promoter Score®, or NPS®, measures customer experience and predicts business growth. This proven metric transformed the business world and now provides the core measurement for customer experience management programs the world round.

Not at all likely							*Neutral*			*Extremely likely*
0	1	2	3	4	5	6	7	8	9	10
			Detractor					Passive	Promoter	

% PROMOTERS - % DETRACTORS = NPS (NET PROMOTER SCORE)
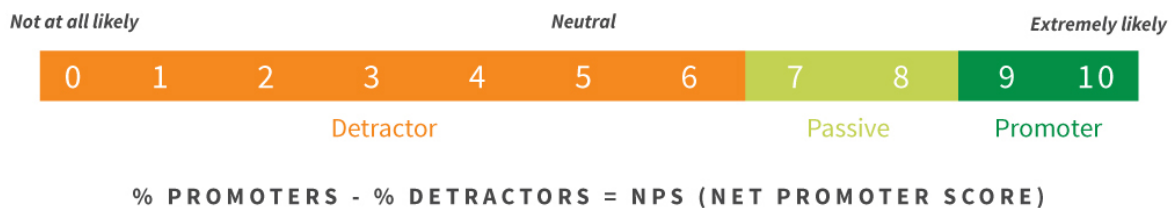
LOCKBOX RESULTS AND FEEDBACK

The following pages summarize the results of the survey for those who offer lockboxes using charts and graphs to illustrate the results along with sample comments for the associated questions as available.

Q: Which vendor(s) are you currently using, or will you be using within the next 6 months, to provide a Lockbox(es) for those you serve? (Select all that apply)

Vendor	Percentage
Master Lock (manual)	1.7%
Master Lock (Bluetooth/Electronic)	1.7%
SentriLock	34.2%
Supra	66.7%
Other	0.9%
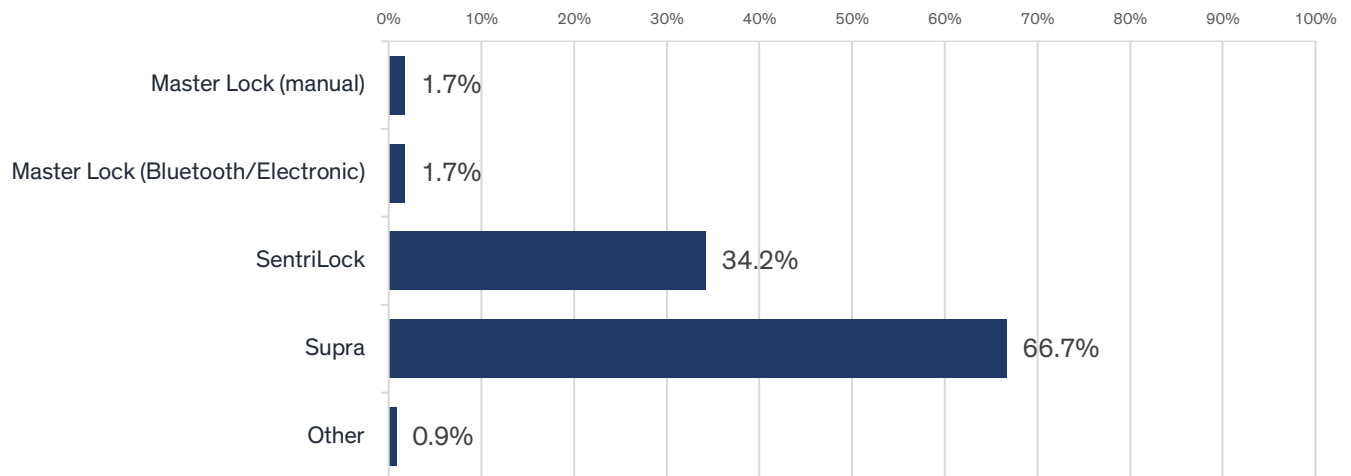
Sample Comments: Other

- Used, old lockboxes from previous supplier
- BTLE iBoxes
- Our relationship with Supra is via a partnership agreement with regional broker-owned MLS and has bene in place for over a dozen years. The partnership agreement with MasterLock was just entered into at beginning of 2021.
- We sell the ML Bluetooth lockboxes. Not a required system.
- But we are demoing Supra and will make decision in next quarter
- Currently using Supra, but migrating to Sentrilock in Sept.

Q: Do you offer more than one Lockbox service?

2.6%

4.3% 3.4%

89.7%

■ Yes   ■ No   ■ Not currently, but considering   ■ Other (please specify):
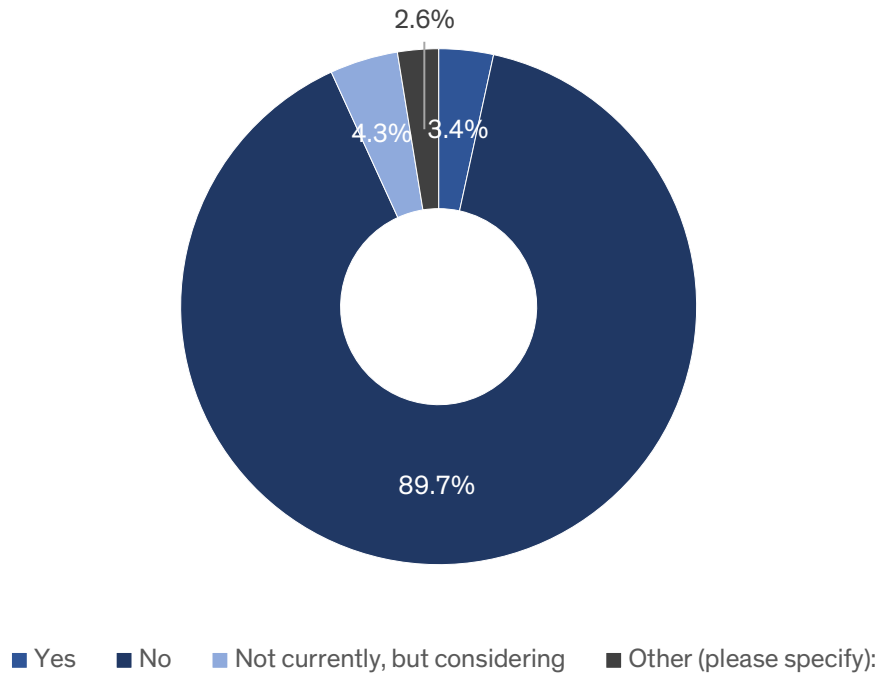
Sample Comments: Other

- SentriLock is the preferred provider, but Realtors can use whatever they want and indicate access information in the system.
- Members can use whatever they choose.
- There are others used in our market but the MLS has no relationship with those services. No matter the lock box service all are able to use ShowingTime.

Q: What is your overall level of satisfaction with your current Lockbox service(s)?

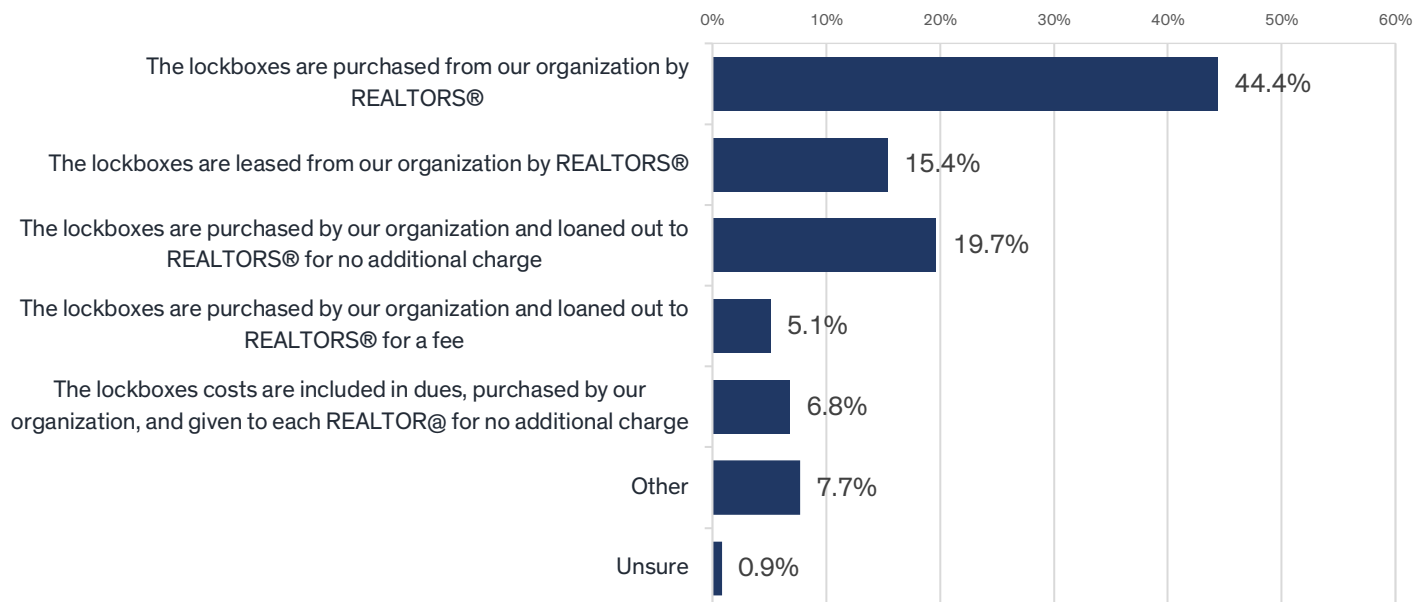| Under 1.5	1.51-2.25	2.25-2.49	2.50-2.99	3.00-3.24	3.25-3.49	3.50-3.75	3.75-4.0
Non-functional	Deficient	Poor	Average	Good	Superior	Exceptional	Best in Class
T3 Sixty Satisfaction Score				T3 Sixty Satisfaction Rating			
3.29				Superior			
Sample Comments: Satisfaction							

- Like the education to my staff that SentriLock offers that allows us to serve our members directly with issues so that members are served immediately.
- There's always room for improvement
- Vendor support isn't what it sued to be - reps are stretched too thin
- They are pro-client and constantly ask for our input.
- we need ability to offer 1 day access. We are in an area of multiple lockbox systems and our agents have to put 2-3 lockboxes on each home.
- Contract did not sustain the advancement in technology
- the system is difficult to use for non-keyholders
- Supra has incredible customer service and support
- Our association does not own or operate an MLS. We merely act as a lock box service center for the regional broker-owned MLS and have introduced an alternative lockbox product independently as a negotiated discounted member price.
- Supra lock boxes don't have a keypad which seems to be becoming more of a necessity.
- Supra works with us like a partner, not a vendor
- We have never had an issue. Works as promised. Great customer service!
- Some features are difficult
- They need to improve product to stay competitive - interested in maintaining resulting income from this relationship
- Have had issues with the boxes. ML is getting better at replacing.
- Product and service both need help. Sentrilock has new Sentriguard out but we are very leary of a new product design that will like have the same bugs/issues as all their other re-designs.
- We are upgrading to the newest lockboxes. - I assume our level of satisfaction will increase at that time.
- Most members like the current system but there is frustration in overlap areas/neighboring associations that don't have a lockbox system or use another system.
- There were a lot of problems with battery life in the first years. I believe that this has slowly improved.
- It's better than sentrilock, but innovation is lacking.
- Supra fell way behind in technology. We are switching to Sentrilock in Sept.
- tried and true solution, but the lack of response from staff brings it down from very satisfied to just satisfied
- Have used them for over 40 years and have risen to the occasions.
- Would be very satisfied but they suddenly ran out of lockboxes. How do you do that when you see where the market has gone?

Q: What of the following best describes your current electronic Lockbox arrangement?

Bar chart showing responses:
- The lockboxes are purchased from our organization by REALTORS®: 44.4%
- The lockboxes are leased from our organization by REALTORS®: 15.4%
- The lockboxes are purchased by our organization and loaned out to REALTORS® for no additional charge: 19.7%
- The lockboxes are purchased by our organization and loaned out to REALTORS® for a fee: 5.1%
- The lockboxes costs are included in dues, purchased by our organization, and given to each REALTOR@ for no additional charge: 6.8%
- Other: 7.7%
- Unsure: 0.9%

Sample Comments: Other

- The lockboxes are leased by our organization and loaned out to REALTORS® for no additional charge
- Lockboxes are leased by the Association and loaned out to the REALTORS®- the REALTORS® pay a monthly fee for the key application.
- The lockboxes are purchased by our organization and sold to REALTORS at a discounted price
- Qualifying Broker supplies lock boxes
- We lease our lockboxes from Supra and loan them out to members at no additional charge
- They are sold to Realtor members, but are actually a lease if we don't renew our contract.
- Our association doesn't pay Supra. We are allotted under our contract a certain number of lockboxes. Supra bills our members directly and our members are loaned "our" lockboxes at no additional cost.
- Agents pay the key fee, but not for the actual boxes.
- Fee charged is less than 30% of cost.
- Leased from Supra by our Assoc. and given to each firm for no additional charge.
- we also lease lockboxes
- We distribute a free allotment based on average listings of previous year and if they need more they can lease for a nominal fee.
- We also have maintained batteries and servicing of all lockboxes for our subscribers
- TMLS purchases and maintains an inventory. Lockboxes are then sold to the REALTOR stores at cost. The stores then sell to subscribers.
- We have allowed for a one-to-one exchange on keyboxes whenever we have upgraded. The cost of the keyboxes are leased to purchase over the initial contract term. Once the initial contract term has ended, we (both MLS and agents) own the boxes in their possession. For any keyboxes needed after the initial exchange, agents can purchase from the MLS and own the box.
- well for starters, 40% of our members are non-realtors, so the question is problematic, but we sell the boxes to brokers and agents who then own the boxes.
- We lease lock boxes to the broker of record, not to agents. This is at no charge unless lost or defaced. If that is the case the Broker is responsible for replacement at cost + tax.
- We sell them at cost, no profit to the association.
- We charge a quarterly Key Fee - 1 Box available per listing +1

Q: What do you like most about your current Lockbox service(s)?

Sample Comments: Like Most

- Great functionality. Impeccable battery life. Customer Service always available
- Customer service, flexibility to make changes to our original agreement.
- Good customer service
- Ease of use, accessibility of SentriLock assistance by our staff and members, their innovation to offer additional services such as SentriLock Showing Service. This offers a multifaceted service that allows agents to work more efficiently.
- Good working relationship with vendor
- Customer service is great. They have a great track record. The boxes and the app are easy to use.
- Easy to use and assign.
- The whole State of Utah uses the same service so we can cooperate.
- It works!
- How well they listen to their clients and see themselves as a true partner.
- simplicity
- Ease of use
- Ease of use, great software on user and association side.
- SentriLock has great customer service and makes it easy for agents to access lockboxes and provide one-day codes to conduct business.
- Our members like the One Day Code the best
- Security features like the CBS code and access tracking
- Ability to lease the boxes and keys
- Works with the phone app and reports on activity of lockbox
- Security, reliability, level of service and features.
- Supra is a good established company with a fine service level.
- members are very familiar with the product
- Excellent customer service
- Secure and user friendly
- dependable

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- The product is solid and easy to use. Very little issues through the years.
- Reliability, feature set, integration with the MLS system
- Sentrilock Bluetooth boxes are great and easy to use.
- Reports, app on phone, customer support
- Very reliable and market confidence in security
- ease of us and dependability
- The boxes serve their intended purpose, the system provides important data to the agents, it is easy to use, and their customer service is phenomenal
- Keys are an app on members smartphones.
- Technology of lockbox is good, few breakdowns or issues with operation. E-keys have had technology bugs, but have been improved upon over time.
- Customer Service is excellent
- app to open boxes
- One day codes. Ease of use.
- All fees are included as well as boxes after initial participation fee (minimal) paid.
- Reliability, ease of use with the app
- blanket use
- The reliability of our lockboxes.
- It works how it's supposed to 99% of the time.
- Reliability
- Not only does it work, good technical support.
- The data this is extracted. Their service and response is ok.
- Security
- ease of use and long-term satisfaction.
- Customer Service and Co-op eKEYS between other associations that also use Supra.
- All of the options to get into the box. We switched from Supra ~8 years ago and the reasons were mostly multiple ways to get the keys out of a lockbox and getting to a true electronic/app lockbox system that didn't require vendor hardware (key fobs). They customer service that we have experienced with SentriLock is also much higher as well.
- One-Day codes for non-members
- nothing
- Security
- Easy to work
- All Bluetooth assessable actions
- Ease of use and 1-day codes. You don't have to update cards and staff can stop services asap if needed.
- Customer service
- easy to use
- consistency, security and reliability
- Easy to use, able to cooperate with neighboring markets
- Service
- No contracts!
- Security
- one day codes - this is the only advantage over Supra but I think we can work around it.
- Reliable lockboxes
- User friendly.
- Good customer service.
- The ease of one-day codes.
- Responsive, long-standing relationship
- The customer service is great and the lockboxes are dependable. We are in a mountainous area with quite a few pockets that lack cell service, so our members being able to use the ekey and open boxes even when they don't have cell service is very important.
- Reliability of key and lockbox
- safety and security features
- SentriLock has been a good partner. TMLS demands excellent service and we get it.

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- They rarely fail. Easy to use.
- reliability and performance of technology
- They work
- Security
- Switching from Supra to Sentrilock in Sept. Supra fell behind in technology.
- administration is easy for our staff
- Easy to use, responsive to our needs
- It provides a high degree of security for our members and their clients.
- it works each and every day
- They are reliable.
- Ease of app use.
- Stability
- Minimal Service Required with new App for customers

Q: What would most improve your current Lockbox service(s)?


Sample Comments: Most Improve

- Nothing
- Additional assistance with adoption by members.
- Bluetooth Adoption
- Would like the SentriLock management team to be more inclusive of Association Management prior to rolling out any changes, etc. Better communication from the SentriLock Management team
- I think the boxes could be a little better constructed.
- One day access for appraisers, inspectors, etc. (Coming this summer with Supra)
- Increase the support staff
- Nothing. We are very happy.
- Lower pricing and easier access when having issues with lockbox
- Not sure how they could be improved.

T3 Sixty

- Having a free showing feature that syncs the MLS.
- Longer battery life
- Usability and training from the vendor. Lots of analysis resources goes towards lock box training.
- Ability to give an access code to contractors or non-member Real estate agents
- Showing service combined with the lockbox app
- Better integration with other services
- Better management tools of the solution in the hands of the users.
- better back-end admin & reporting, better solution for day codes, remove tiered pricing, team functionality
- More usage by more members
- make the admin app more user friendly
- newer technology: glitches can take months to get resolved due to older technology.
- better statistics
- Currently Supra has announced that they will be releasing all of the improvements we have been asking for.
- easier way to allow non keyholder secure access
- A requirement to assign the box to the listing or it won't work, better monitoring/notification of low battery.
- Showing service that is about to be launched this year.
- One time showing
- Works great
- If the eKey service automatically worked in all areas covered by our MLS. We are regional and often have to go in and co-op other members of the MLS in order for their keys to work here. It is time consuming and unnecessary.
- More member usage.
- A combo package discount with their showing service
- ease of use, errors, authorization codes, keybox auditing system
- Surrounding Association to allow one-day code for our members, as we do for our non-members.
- Not integrated with showing service, no keypad on box, non-member access is cumbersome.
- The new services that Supra offers will address our issues. Sometimes it's difficult for our members to get support.
- Tech development.
- old technology
- More use.
- Improve service. They need to hire additional technical support.
- More ease of onboarding
- Less staff time involved with boxes.
- More options being available to users in the SentriKey app. Ability to change lockbox hours and regions in the app and not only via the web site. More transparency into their future plans would also be nice.
- One day codes would be easier
- Ours are an older model so need to update to updated technology
- a new vendor!
- added flexibility and convenience to compete with other suppliers - aiming at satisfying agents needs while preserving the significant admin fee income (that other suppliers don't offer)
- Larger adoption
- GPS
- Nothing the data is out there to learn just need to get the agents to read into it.
- Nothing
- nonmember accessibility - does not work if a member has a Supra key checked out through any other association
- MLS integration
- integrated showing service
- Add a showing service
- The boxes need to work better. Usually it is a hasp malfunction.
- More damage resistant
- dependability and functionality of the product itself.
- Update backend
- Remote programing.
- We are moving to all Bluetooth boxes soon.

T3 Sixty

- One day code access
- For staff to be able to reprogram the shackle code for the agents without having to use our personal cell phones.
- Supra needs to improve its Non-Member Access feature. Works fine for contractors, inspectors etc. Cumbersome for out of area Realtors
- Updates for lock boxes that are not in use can be painful. Not sure how that would be corrected. Our lockbox specialist had to update our entire inventory at one point because there had been so many updates. SentriLock was kind enough to send someone to assist.
- Simpler solution to one time showing codes
- New box services are coming out this year and this update will offer enhanced services.
- reporting and data analysis
- Nothing... it works
- more advancements in technology software used with the lockboxes.
- We struggle with offices requesting more boxes than we allow - I'm not sure we'd handle loaning process the same if we switched. It's our internal issue, nothing to do with system.
- Nothing, we are satisfied at this time.
- Call center customer service can be unreliable.
- Having a showing service
- Lower the cost :)

Q: How would you rate the quality of your electronic Lockbox provider(s) in the following areas?
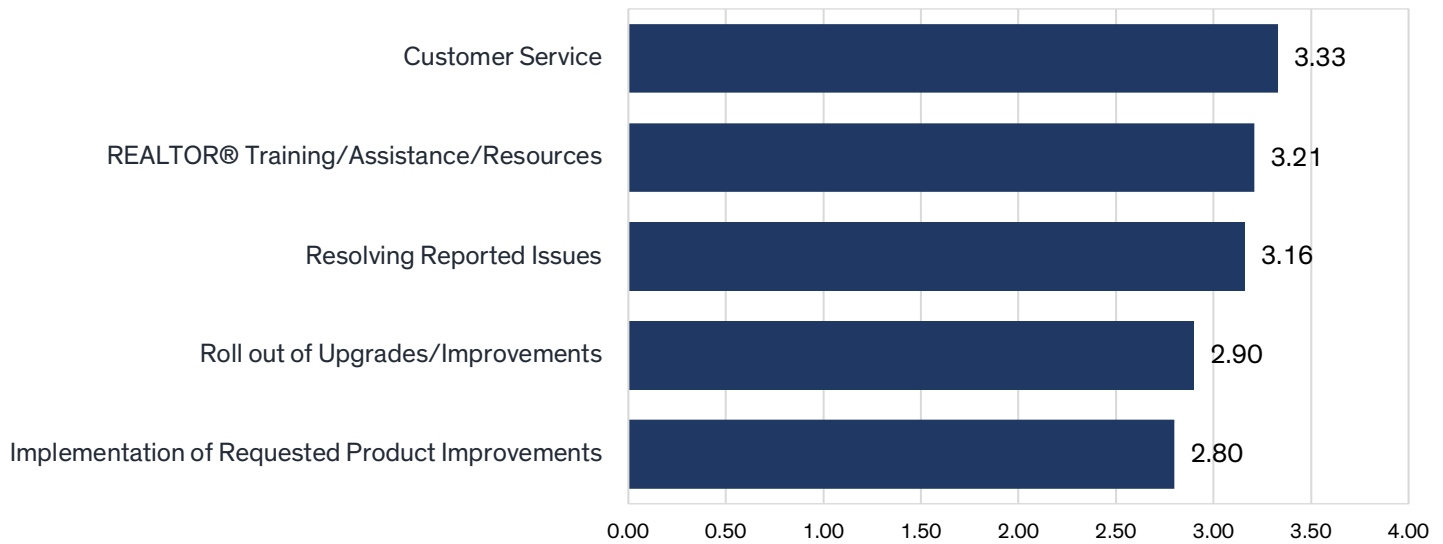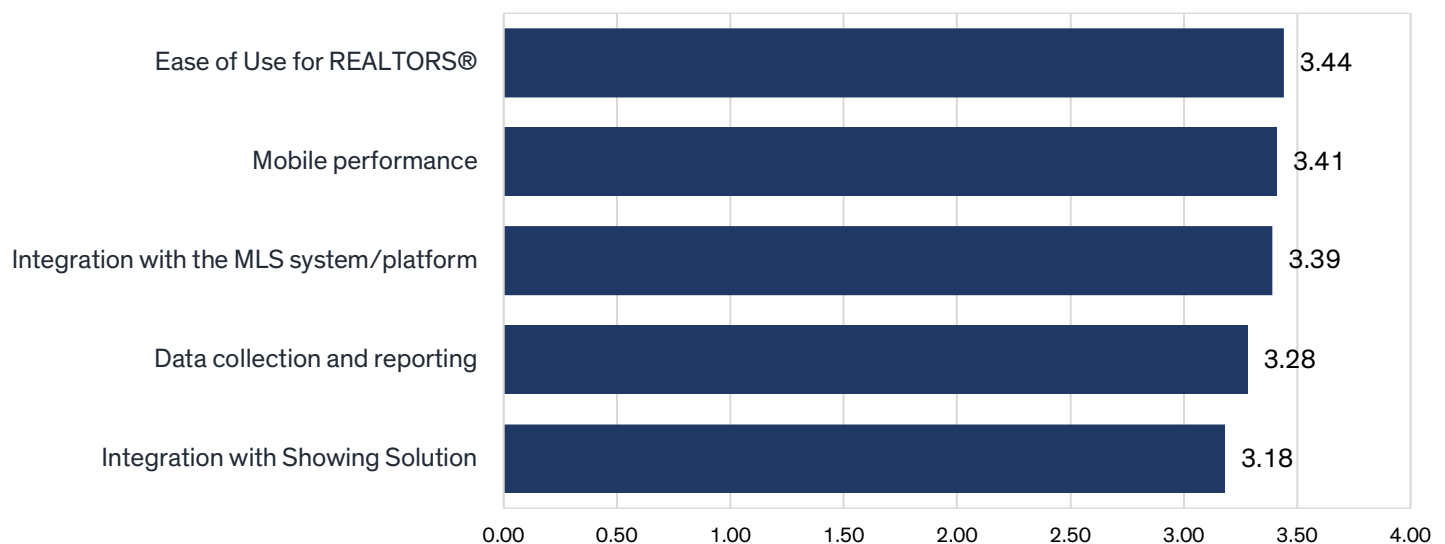

	T3 Sixty Satisfaction Score	T3 Sixty Satisfaction Rating
Customer Service	3.33	Superior
REALTOR® Training/Assistance/Resources	3.21	Good
Resolving Reported Issues	3.16	Good
Roll out of Upgrades/Improvements	2.90	Average
Implementation of Requested Product Improvements	2.80	Average
Sample Comments: Services		

- As stated in #7 SentriLock Management could improve on their partnership with Association management in communicating the upgrades and planned roll outs.
- We've only had our new boxes for about 4 years, and they just released a brand-new box which makes us nervous as we don't need to types of boxes if we have to purchase new ones.
- Love Supra, but they seem behind the times with not having one day codes yet.
- Because it is true.
- I am a new AE but previous REALTOR® I believe training and lockbox capability information from the Company rep could have been much much better.
- Long contract terms reduce the ability to update/upgrade
- again, the purchase contract (loan) does not compensate for advancement in technology.
- Every experience with Supra has been quality
- Sentrilock has a great staff that knows their product.
- Don't use electronic LB's
- I have been impressed with Supra's ability to quickly and effectively handle any issue. They work hard to improve services and track where their weaknesses are so they can focus time and resources where needed most.
- Past experience with vendor
- The administration system only works on Internet Explorer. Although this is changing soon, it's taken years to change. Technology improvements typically take more than a year.
- Online training is ok
- Very satisfied with our service.
- We are very happy with SentriLock all the way around. Our organization just needs to update.
- Older system - will be upgrading soon with many new features
- Because Sentrilock Rocks withhelping AEs, Staff, Realtors and Agents.
- The past 4 year with Sentrilock have been below par. They made us feel like we were the only board having problems with the design of our lockboxes and then they redesign the whole product. Their support staff give different answers to the same questions.

- We're looking forward to new lockboxes. - Having difficulties with the older wireless version now.
- I think Sentrilock has been very responsive to our overall needs.
- Supra is doing much more in training/resources etc in the past 6-18 months
- We had trouble with support the first couple years as we were one of the first MLS to not use the cards. When our subscribers called in for assistance, they were always told that they had not updated their card. This was what had been required for a long time and was still required for most MLSs. It took a long time for us to retrain support to not mention cards.
- Cause they are great.
- This is for Supra - we have had them for 25 years.
- lack of response is an issue
- I feel there are some things they could do better and they are slow to offer new features.
- Supra is tops in the field.
- We have nothing to do with NAR.
- Their IT/CS is slow at times.
- Supra's Customer Support Is Very Poor
- Supra is simply the best....I've had both major brands at associations I've led.

Q: What is your level of satisfaction with these key features for your current electronic Lockbox provider(s)?


	T3 Sixty Satisfaction Score	T3 Sixty Satisfaction Rating
Ease of Use for REALTORS®	3.44	Superior
Mobile Performance	3.41	Superior
Integration with MLS system/platform	3.39	Superior
Data collection and reporting	3.28	Superior
Integration with Showing Solution	3.18	Good
Sample Comments: Features		

- Sentrikey is seamless. And they also support our neighboring Board who is on a different Lockbox for now. We expect they will merge with us on Sentrilock
- No issues with these key features
- Vendor holds control, unwilling to give up brand priority for ease of use.
- Supra does not have integration. Masterlock does.
- The members are satisfied with the services. Does everything they need it to do.
- Our boxes are too old and updating/access is getting more difficult
- Always room for improvement
- Most members still use the manual codes. Love the Showingtime integration.

T3 Sixty

- We do like the reports with Sentrilock but with half of our product being non Bluetooth the mobile component is lacking.
- Still working with wireless lockboxes. - Should improve soon when we have all Bluetooth boxes.
- Ease of use - only hard for those who don't even really know how to use their smart phone. We would like to have more data integration with our MLS statistics, but that is coming along. N/A on showing solution as we don't currently have one.
- Some of our statistical reports were suspicious the last couple years.
- We are not a REALTOR based MLS.

Q: How confident are you that your current electronic Lockbox service(s) will allow you to adhere to the upcoming DOJ requirements for access by non-members?
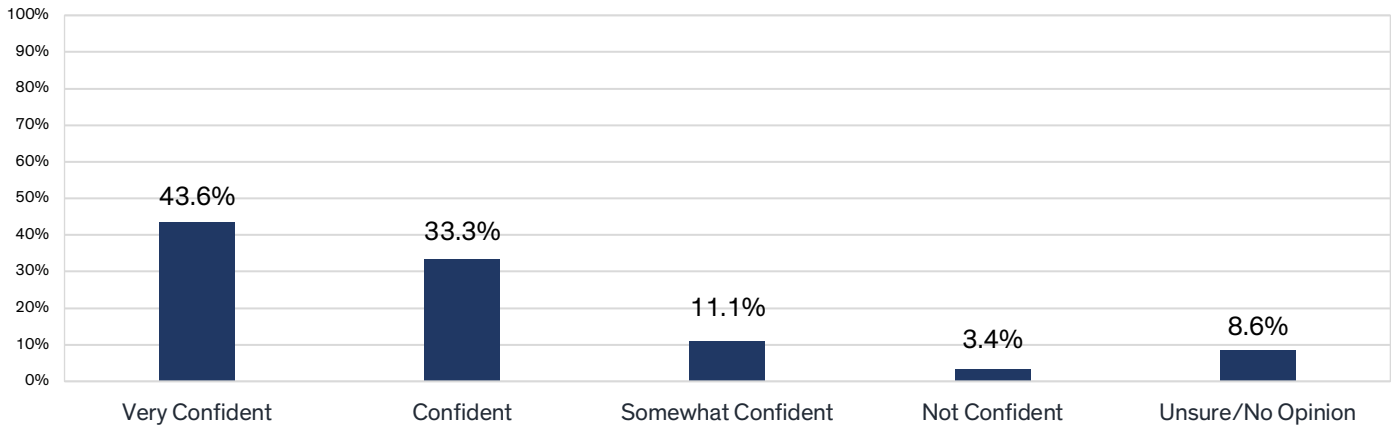

Sample Comments: DOJ Compliance	

- waiting for updates
- This is a big mistake by the DOJ but hey, it's the government, they make mistakes all the time.
- They already have a solution and await final DOJ requirements.
- Not sure how the DOJ requirements are going to be rolled out. So no opinion
- Where can provide you with new updates for vengeur about new solutions.
- They are working on it, but because they association users by their phone number I think they are going to have issues when needing to put a current Supra user in another areas system.
- Depends upon what detailed requirements will be
- There are already built-in option to allow us to immediately comply with non-Realtor licensee access
- One day codes are available
- because the just told us
- they offer 1 day showing codes
- SentriLock provides a very robust system called SentriConnect to allow non-subscriber access to lockboxes, and monitor when the accesses happen.
- One-day codes
- they are currently working on new features
- we will issue and charge for affiliate keys with CBS code requirement
- This will have to be done at the brokerage level.
- too soon to tell
- This is the one good thing about Sentrilock
- Features in the newest lockboxes allow excellent options for agents.
- Supra has stated they will be ready, but they have provided limited details
- We are already in discussions with Supra regarding DOJ compliance
- We implemented the one-time showing code feature about 5 years ago. It is between the agent and the seller whether a non-MLS subscriber will be given the code to show the property.
- We already comply with the requirement.
- the vendor won't respond at all on how this is going to be accomplished, and the current agreement prohibits non-member access

T3 Sixty

- I know it can be done, it will be labor intensive for association and for member granting access
- No reason not to.

Q: How beneficial would it be for different lockboxes to operate in conjunction with each other to exchange and make use of data and analytics while offering users a choice?


Very Beneficial	Beneficial	Somewhat Beneficial	Not Beneficial	Unsure/No Opinion
26.5%	21.4%	18.8%	20.5%	12.8%
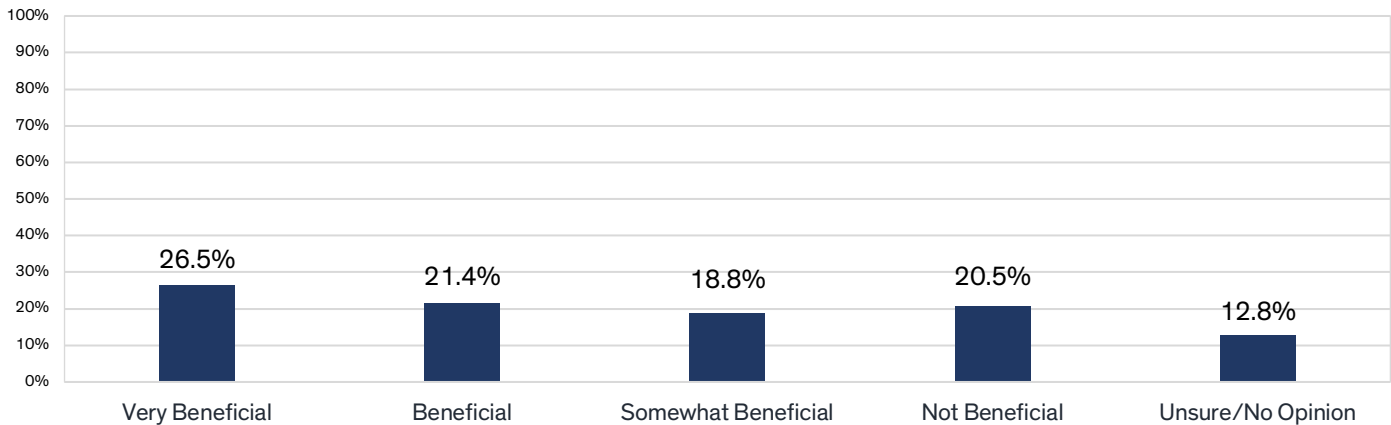
Sample Comments: Interoperability

- Added customer support can be confusing for many
- I think offering more than one is too confusing for members and would place a larger burden upon Brokerages for auditing as well as the Association
- That would be too confusing for our members and also consumers.
- Too confusing using different vendors.
- Important to offer multiple choices but the data seems to only benefit vendors.
- Not sure this applies to manual LB's
- It is almost always better to allow people to choose resources that work best for them. Also, we have all seen how challenging it can be when systems cannot talk to one another, and you have to use multiple sources to collect data.
- I think most of the features of these lockbox systems are overlapping, and I don't see a lot of benefit of offering multiple systems to offset the overhead costs and staff time to make sure it works.
- Neighboring associations use different lockboxes
- Dont see it happening, agents are really sensitive right now with their data being tracked/shared.
- This would be great if the Supra and Sentrilock could communicate, but not at the expense of the local board having to sign pay the expense or offer both solutions.
- Many offices still use key pickup and combo boxes.
- Way too confusing to have more than one system, they do so much now
- We are a small board, so this probably would not affect us much.
- We've had a few hiccups with the Showingtime features.
- In our marketplace, combination boxes are used very heavily - sometimes more than our electronic system.
- We aren't in an overlapping area on providers, so for us it is not important, but I can see how it would be in areas that have overlap.
- We have not really had requests for this, and the issue would be more on the Showing Service side I believe.
- This would solve many issues in areas where we neighbor an association with a different lockbox provider
- We only offer 1 system, but it would be beneficial to work together with neighboring systems that are different.
- interoperability would be ideal
- It would be convenient for those of us that border another MLS using a different vendor
- The only reason it would be important is if other associations in our regional MLS changed their lockbox provider.
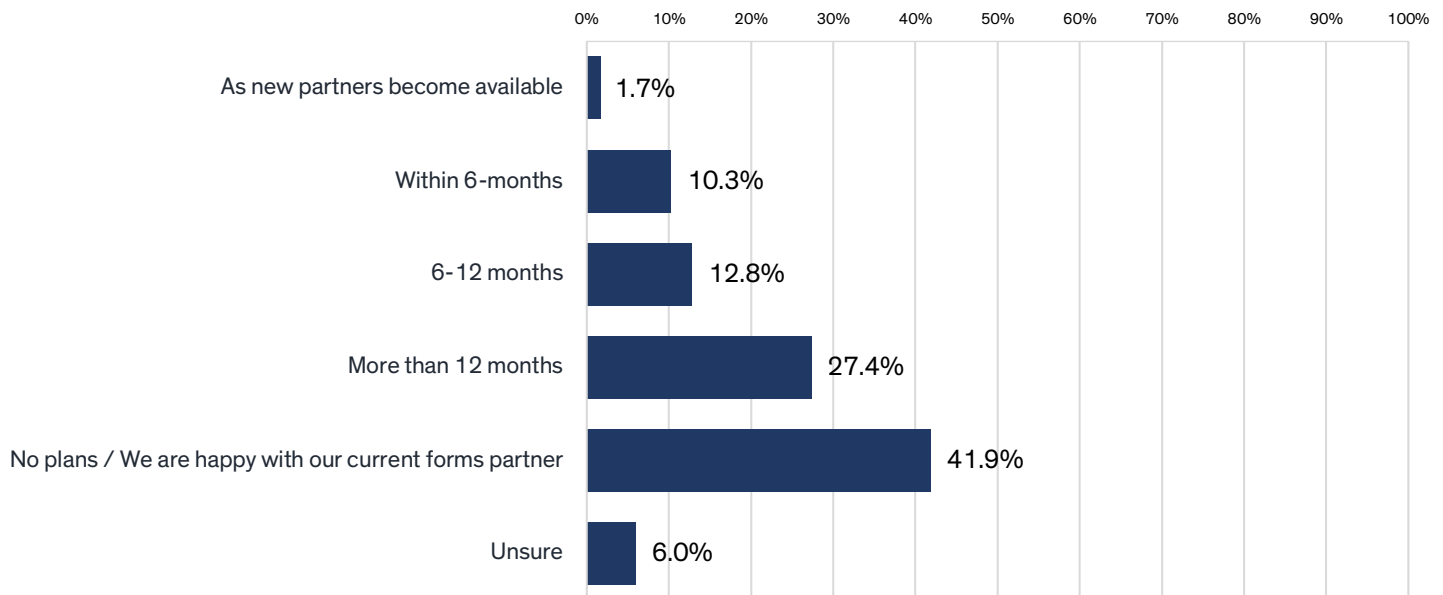- Not sure of implications. Loss of control over showings.

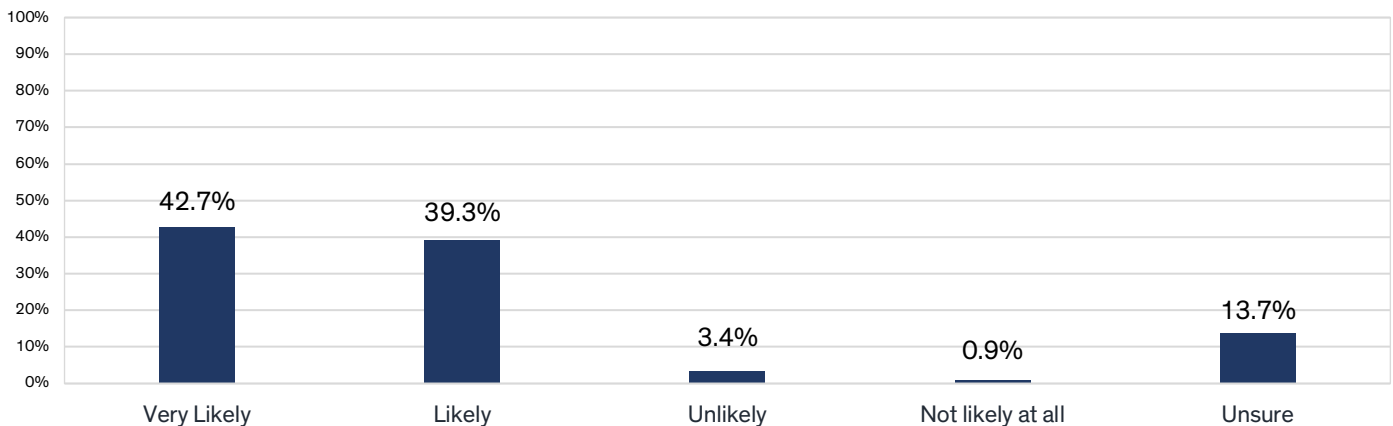*Q: How long have you been with your current Lockbox service(s)?*
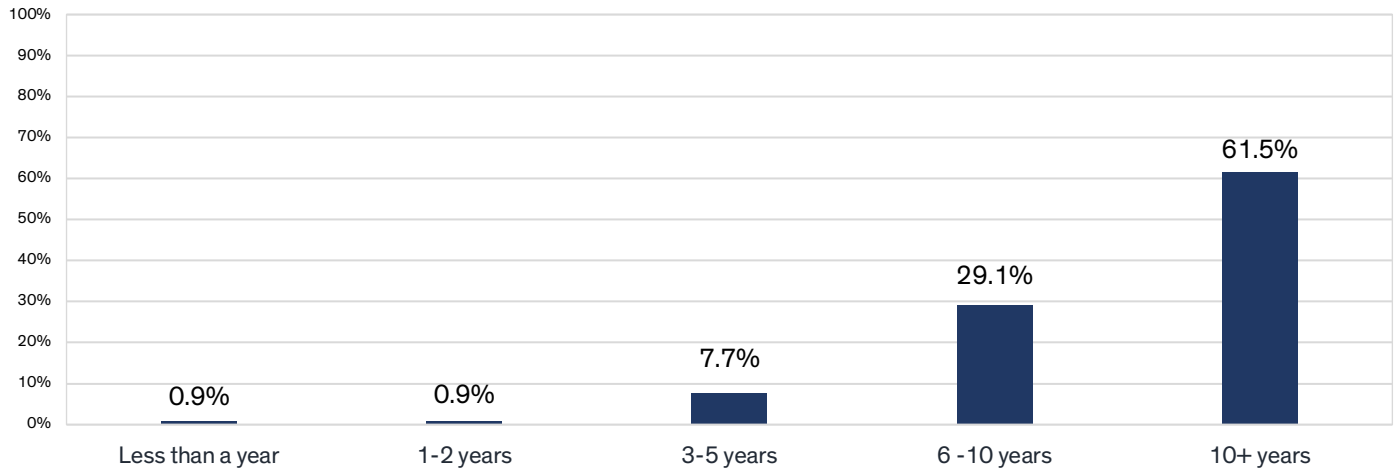
Q: What are the most important criteria when evaluating a Lockbox service(s)? (Select up to 3 in order of importance where 1 is most important)
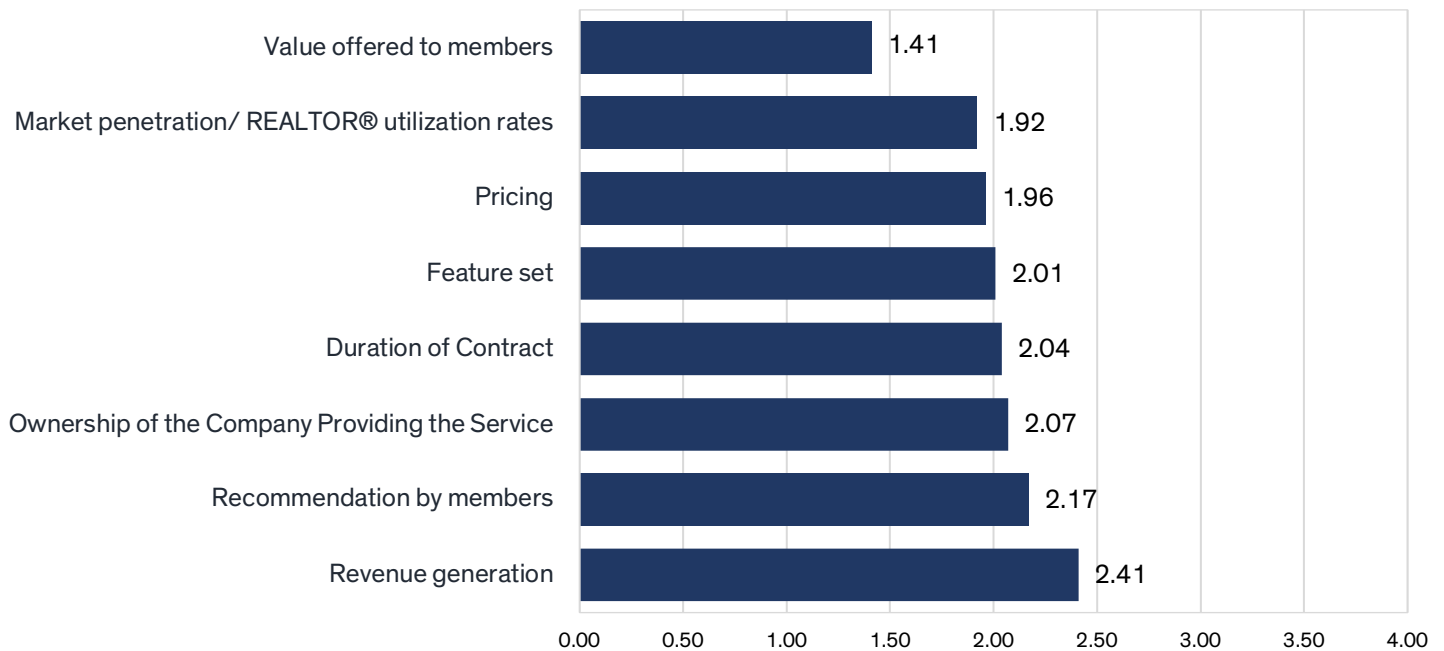
Q: In what time frame do you intend to evaluate your current partner or search for a new/additional electronic Lockbox service?

Response	Percentage
As new partners become available	1.7%
Within 6-months	10.3%
6-12 months	12.8%
More than 12 months	27.4%
No plans / We are happy with our current forms partner	41.9%
Unsure	6.0%

Q: How likely are you to renew with your current Lockbox provider(s)?

| Response	Percentage
Very Likely	42.7%
Likely	39.3%
Unlikely	3.4%
Not likely at all	0.9%
Unsure	13.7%

Sample Comments: Renewal Likelihood

- We love Sentrilock and the fact that NAR backs them we know they have our best interest
- We need ability to allow non-members access now.
- Barrier of change for membership
- Would like to see the Regional MLS offer this service
- We are in a code-sharing arrangement with surrounding Associations.
- Our relationship with Supra is via a partnership agreement with regional broker-owned MLS and has bene in place for over a dozen years. The partnership agreement with MasterLock was just entered into at beginning of 2021.
- We will review other vendors as our contract come near the renewal date
- Our MLS vendor establishes the master agreement- if none (probable in 2022), we then have a choice on the matter
- Just renewed/upgraded system for another 7 years.
- No one will pay for a contract. Masterlock offers this.
- We are tired of their lack of concern for the end user and their product is inferior.
- We are upgrading the lockboxes now and expect our members to be very satisfied with them.

T3 Sixty

- Like Supra but they need to provide an appropriate solution to the DOJ settlement.
- We are very happy with Supra and unlikely to change vendors barring something major changing
- Already signed a contract with Sentrilock to switch.
- pricing, data integration, interoperability
- No reason not to change.
- We just signed an 8-year extension into 2029.
- The surrounding Associations use the same service. To change would be a big disservice to our members and theirs. It would get very complicated to let people in on a different lockbox service. The agents would be angry!

Q: How likely is it that you would recommend your Lockbox provider(s) to a friend or colleague? (Net Promoter Score-NPS Score)
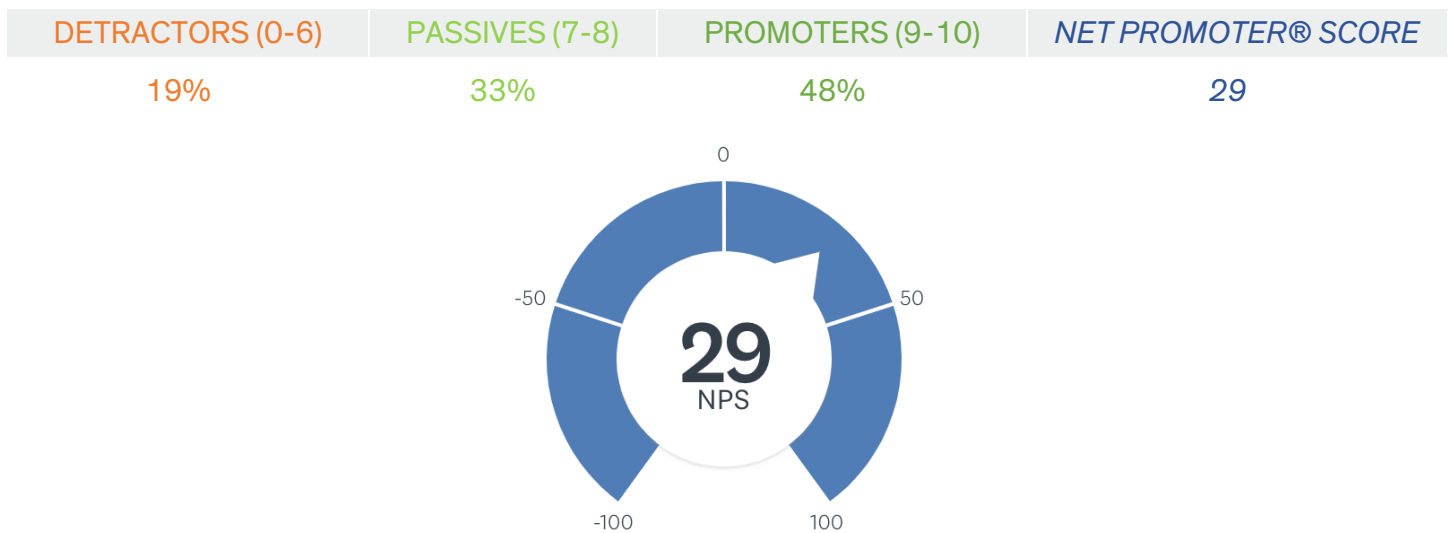
DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	*NET PROMOTER® SCORE*
19%	33%	48%	29

Net Promoter Score®, or NPS®, measures customer experience and predicts business growth. This proven metric transformed the business world and now provides the core measurement for customer experience management programs the world round.
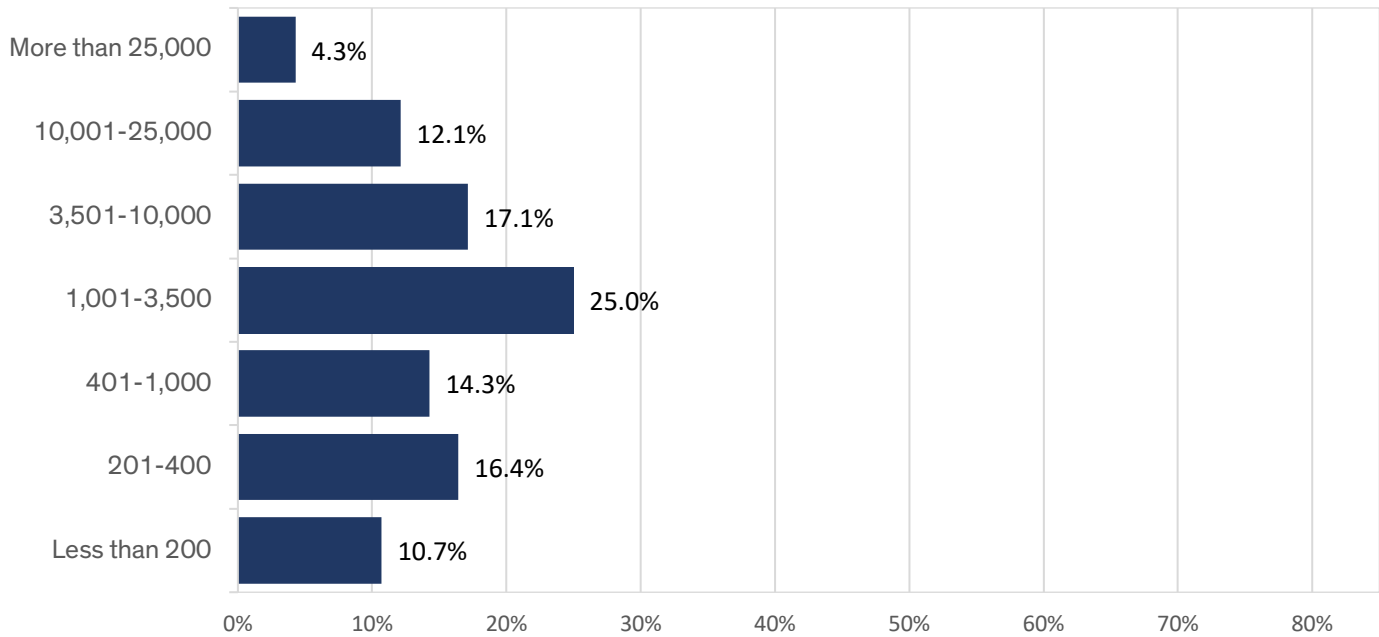

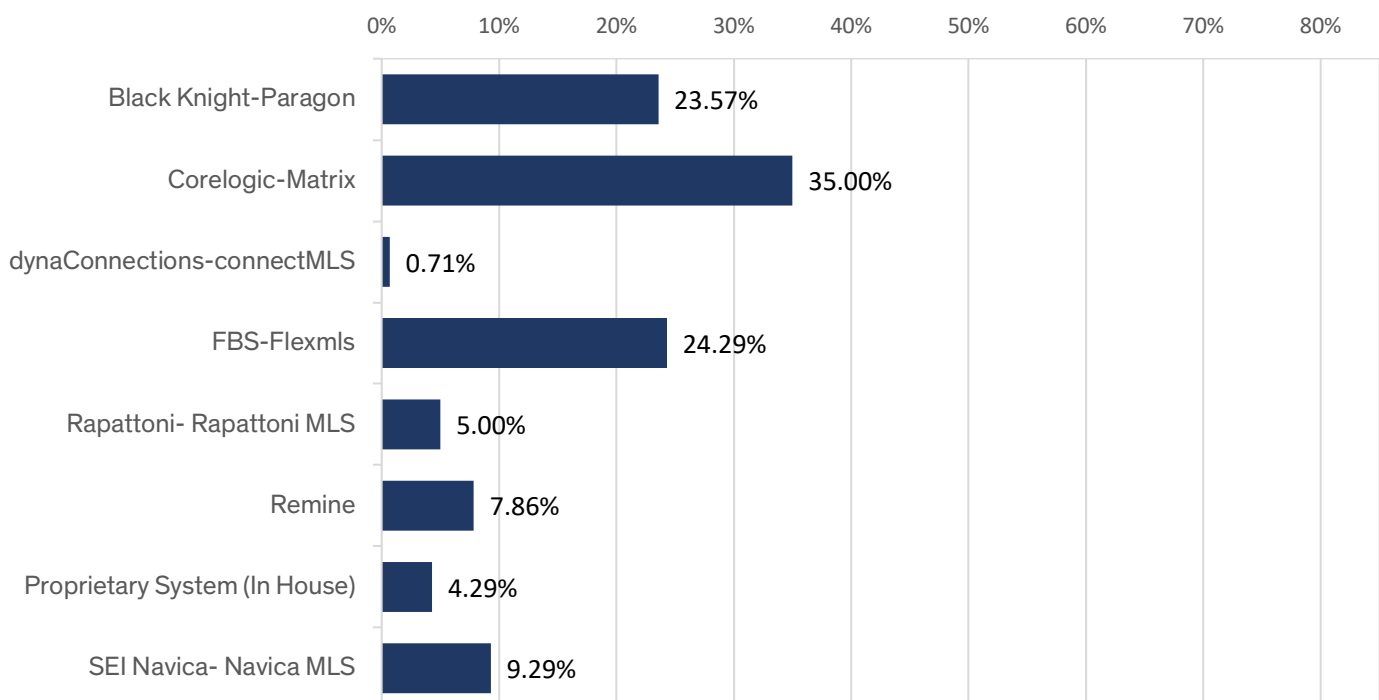**% PROMOTERS - % DETRACTORS = NPS (NET PROMOTER SCORE)**

RESPONDENT DEMOGRAPHIC PROFILES

The following pages summarize the results of the questions relating to the respondent's organization size and type along with MLS platform by using charts and graphs to illustrate the results.
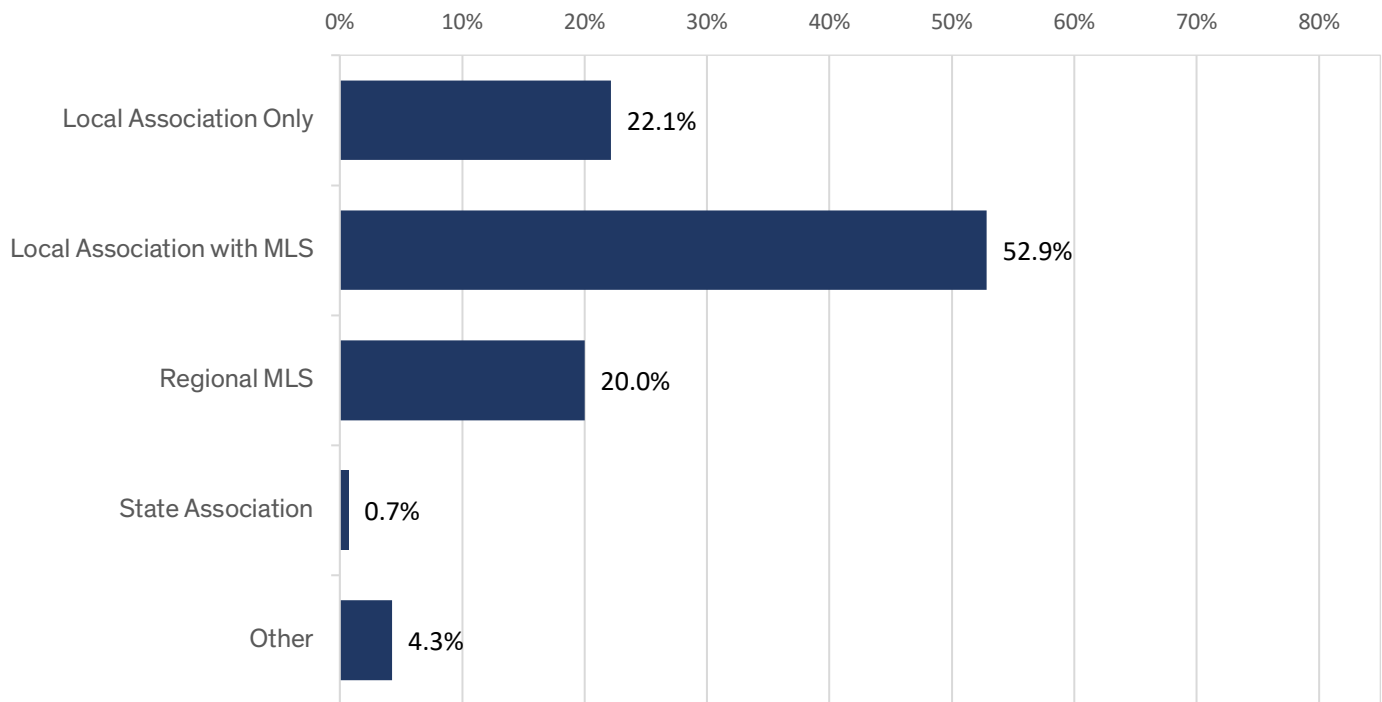
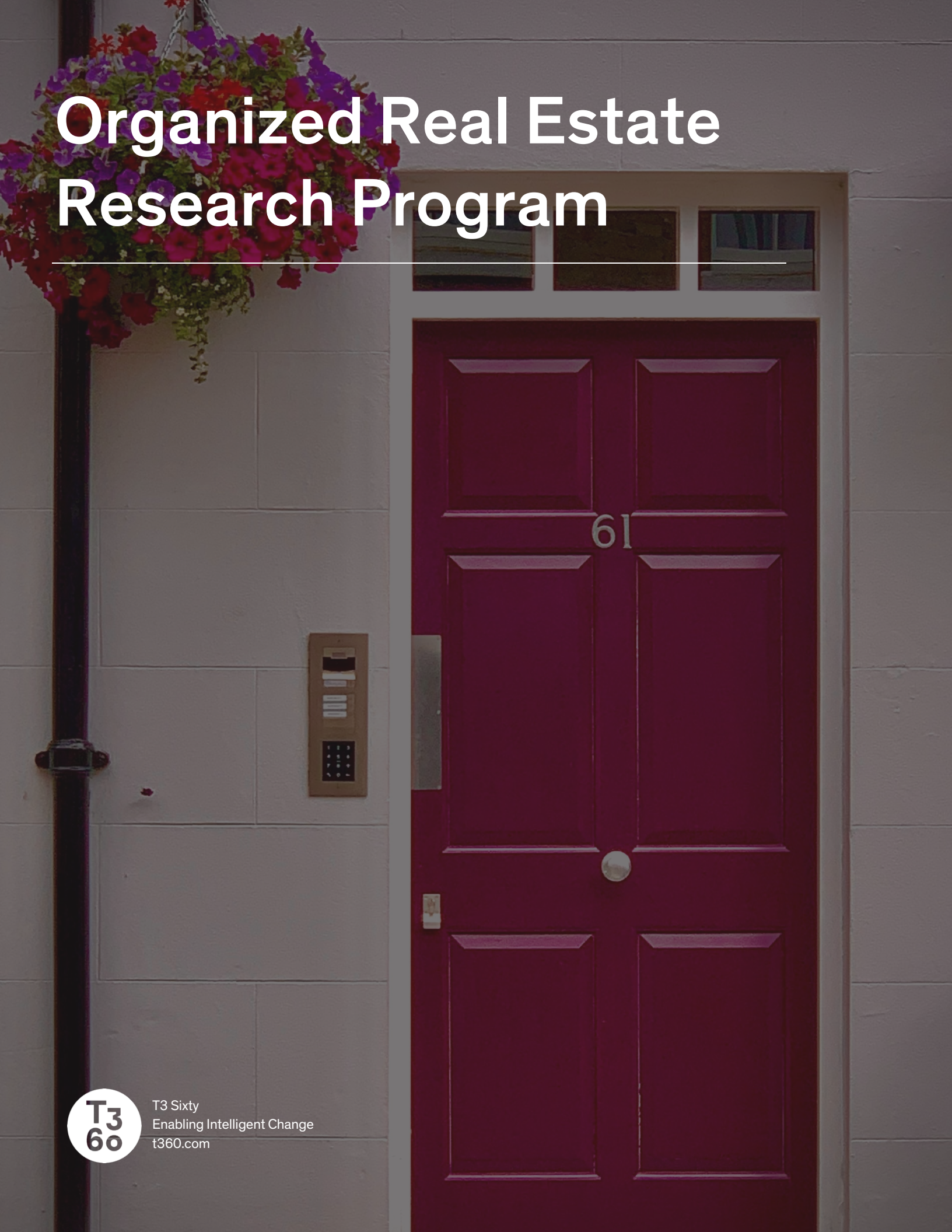*How many real estate licensees belong to your organization?*

Category	Percentage
More than 25,000	4.3%
10,001-25,000	12.1%
3,501-10,000	17.1%
1,001-3,500	25.0%
401-1,000	14.3%
201-400	16.4%
Less than 200	10.7%

What MLS System Provider(s) do you currently use? (Select all that apply)

Provider	Percentage
Black Knight-Paragon	23.57%
Corelogic-Matrix	35.00%
dynaConnections-connectMLS	0.71%
FBS-Flexmls	24.29%
Rapattoni- Rapattoni MLS	5.00%
Remine	7.86%
Proprietary System (In House)	4.29%
SEI Navica- Navica MLS	9.29%

T3 Sixty

Which of these best describes your organization type?

Organization Type	Percentage
Local Association Only	22.1%
Local Association with MLS	52.9%
Regional MLS	20.0%
State Association	0.7%
Other	4.3%

Organized Real Estate
Research Program