



Board of Trustees Meeting

Minutes of the March 17, 2021 Meeting

Call to Order: The meeting of the Board of Trustees was called to order by President Helen Graham at noon. Due to the current health crisis, the meeting was held online via Zoom.

Trustees in Attendance: Helen Graham, Steve Bohler, Dan Rider, Marge Hauge, Ken Amundson, Debbie Logan, Leslie Cain, Angelica Reyes, Pat Schweigert.

Trustees Absent: Avis Cherry.

Guests in attendance: Past-President Amy Shocket, Shareholder CEO April LaBrie, and Legal Counsel Bonnie Drinkwater.

Staff Present: George Pickard, Amie VanClute, Andrew Cristancho, Ryan Snyder, and Amie Duncan.

Minutes: *It was moved and seconded* to approve the minutes of the February 17th, 2021 meeting. ***Motion carried.***

Financial Review: NNRMLS Director of Finance Amie VanClute presented financials and noted variances. Noted variances included reserve account funded in February and the current operating reserves of 4.69 months, within the range recommended by NNRMLS CPA Tim Nelson. RPAC Contribution to the REALTOR® Corporate Ally Program was made as directed in February. Amount spent YTD for staff education is a high percentage of budget because of CMLX class registration for staff, and the membership dues percentage YTD is high as many annual fees are paid at the beginning of the year. *It was moved and seconded* to approve the February 2021 financials. ***Motion carried.***

Important Dates: Some dates of note are 3/22-3/24; AE Institute Conference, 3/26; MLS Hearing Panel Training, 3/30; ninety-days before auto-renewal of Black Knight Extension (requires a 90-day notice to terminate), 4/6; Brokerage Tech Forum, 4/9; Broker Forum, 5/3-5/14; NAR Mid-Year Meetings (Virtual), 7/31; ShowingTime contract up for renewal.

Product Analytics: NNRMLS CEO George Pickard discussed the new page layout, Cloud MLX and Cloud Streams Removed, TransactionDesk backfilled with Jan/Feb data.

Compliance Report: NNRMLS Director of Marketing Andrew Cristancho discussed the Compliance Report that has returned and can be found under "Reports" on the BOT site.

Member Satisfaction Survey Results: Clint Skutchan, from T3 Sixty, gave a presentation and comparative rating showing how NNRMLS stacks up against other MLSs around the country. Our member response rate was 920 members. Overall satisfaction levels are very high, with 93 percent of respondents either "Very Satisfied or Satisfied." Clint gave feedback on key findings in all performance categories and focused on overall satisfaction demographic deviations and improvement priorities. George let the Trustees know that survey results will be shared with members.

Legal Update: NNRMLS Legal Counsel Bonnie Drinkwater gave a presentation on Illegal Harassment and Discrimination, expanding on the content introduced during the Trustee Orientation program from the January Trustee orientation.

Proposal to Add a New Data License Type for "Broker Back Office" Feeds: It was moved and seconded to approve creation and implementation of Broker Back Office Data License as described in the exhibit with the limitation that it only goes out to brokers. ***Motion carried.***

NAR Midyear Virtual Conference: NNRMLS Executive Assistant Amie Duncan gave an update on the NAR Midyear event, informing Trustees that registration is open and highlighting MLS-related meetings.

CEO Report:

- Launch Day updates: April 6 (will be accompanied by messaging, training and MLS forms guide)
 - Under-Contract Status, MLS Form Library Update and Paragon timeout increase
- Broker Tech Forum - April 5 at noon for Technical Audience, Broker IT Staff
 - Topics: Tech and training resources, Members website self-service options, API resources, Open Forum
- Broker Forum - April 9 at 11 am for Brokers Only (Trustees welcome)
 - Topics: Coming Soon, New statuses, New Forms, and an Open Forum
- Ten months of Coming Soon Insights from DOMUS analytics for Coming Soon v Conventional listings show a mixed benefit related to the use of Coming Soon, with a higher median sales price for Coming Soon and lower DOM for Conventional.
- Compliance Audit is underway of select February Coming Soon listings
- MLS Vendor Service Agreements
 - Black Knight/ Paragon MLS Vendor Service Agreement Extension will renew on 6/30/2021
- Lone Wolf/ TransactionDesk Agreement
 - We are reviewing a draft agreement and have requested a proposal from SkySlope
- Tim Nelson, CPA, will attend the next BOT Meeting
 - Tim will present 2020 Financial Review and AUP Report for 2020 CEO Transition, and Tim will be on hand for questions related to a possible Action Item, Approval of the NNRMLS Financial Policy
- New addition to staff: Brooke Murphy is our new Membership Specialist beginning 3/16/2021

Shareholder Announcements:

- **RSAR (Reno Sparks Association of REALTORS®):** SPCA Donation Drive still going on in five locations; Blended CE/ Post classes hoping to begin in April; 36-hour worksheets are now available; Make sure to check out the updates to the RSAR Member Services; Need everyone to respond to NVR's call for actions; Building at 5650 Riggins Court is still under construction, (remodeling downstairs).
- **SNR (Sierra Nevada REALTORS®):** The SNR team has an offer out for a potential CEO and is hoping to secure the position by the end of March. SNR is participating in the Polar Plunge on April 24 and the golf tournament on May 21.

New Business: No new business.

Meeting adjourned: 2:53 pm