

Your questions deserve answers



We appreciate the many inquiries we receive from members and customers—especially because several of these inquiries have become the source of

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enhancements and revisions we made, or are making, to our databases. (See the accompanying article for more on this.) The examples below indicate the wide variety of our users' concerns and activities. Please post your suggestions or questions or responses at service@hawaiiinformation.com. We read, consider and respond to each. The insert which accompanies this issue of InfoCurrents will introduce the members of our staff. It is they who answer your questions and follow up on matters related to your service.

Why did HIS use Internet Explorer as the foundation of WebREsearch? I prefer Netscape!

At the time we started development, Internet Explorer was free and Netscape was not, and Internet Explorer offered better tools. The Java scripting language in Internet Explorer allows us to combine fields in our searches; i.e., searching more

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User requirements help shape HIS data services

The work practices and data processing needs of HIS members constantly evolve and change. This has often motivated changes to our data services.

A policy of gradual, but continuous, implementation of change has allowed us to keep our users current without subjecting their work routines to periodic upheavals and disruptions. (We continue, for example, to maintain and update our text services even as we urge that users transition to the graphic interface only available on our Web-based services.)

Continuity of concept and system design not only allows members and customers to grow into the use of the features and options available to them; it also allows for the responsive, flexible and timely development of our on-line systems.

The box below shows some examples of how user input has led to the enhancement of our services or has put ideas for change on the table for possible action. Please contribute comments and suggestions of your own at service@hawaiiinformation.com.

What user inputs motivate change?

Suggestion: Make percentage interest a searchable and a downloadable field in REsearch TMK. Result: Percentage interest can now be displayed in a custom format by entering "Condo Interest" among the individual fields specified after the Show: prompt. Turn around time: 24 hours.

Suggestion: Create a Customer Format in REsearch MLS that does not show Listing Office or listing agent information. Result: Customer Format is now an option in both REsearch MLS and WebREsearch. Turn around time: 1 week.

Suggestion: Make TMK maps available on-line. Result: Feature is partially implemented. Turn around time: About 3 months from now to full implementation.

Suggestion: Attach District, Area, and Neighborhood designations to MLS and TMK records in order to allow searching and sorting on names as well as on TMK designations. Result: Attempting to determine how high a priority this is for our users.

Suggestion: Offer an option to send a page break to the printer after every individual record found in a search in order to have every record start on a new page. Result: Now being implemented.

Suggestion: Make sure that no contracts ever fall out of escrow by eliminating the procedure in MLS for changing a status from 'AC' to 'A.' Result: We sympathize, but we just can't—really, and you were only kidding anyway.

Jan-98	Jan-99	% Chng	Feb-98	Feb-99	% Chng	Mar-98	Mar-99	% Chng
37	36	-2.70%	46	32	-30.43%	47	48	2.13%
67	98	46.27%	74	93	25.68%	75	94	25.33%
110	94	-14.55%	79	90	13.92%	110	142	29.09%
214	228	6.54%	199	215	8.04%	232	284	22.41%

Jan-98	Jan-99	% Chng	Feb-98	Feb-99	% Chng	Mar-98	Mar-99	% Chng
4,729,149	4,223,700	-10.69%	7,369,850	4,465,180	-39.41%	10,935,875	8,259,625	-24.47%
14,850,200	16,475,395	10.94%	13,877,400	20,061,422	44.56%	12,522,750	20,131,773	60.76%
6,639,150	7,211,800	8.63%	8,163,820	7,506,900	-8.05%	7,544,750	7,372,456	-2.28%
26,218,499	27,910,895	6.45%	29,411,070	32,033,502	8.92%	31,003,375	35,763,854	15.35%

Jan-98	Jan-99	% Chng	Feb-98	Feb-99	% Chng	Mar-98	Mar-99	% Chng
95,000	103,100	8.53%	124,500	91,000	-26.91%	125,000	125,000	0.00%
150,000	128,250	-14.50%	155,750	172,500	10.75%	150,000	179,500	19.67%
14,500	25,000	72.41%	30,000	43,500	45.00%	29,750	15,500	-47.90%



Check of January figures shows discrepancy

HIS InfoCurrents reported incorrect Dollar Volume and Median Price figures for January 1998 and January 1999 in its March issue. (Total Sales Volume, i.e. the total number of sales was reported correctly.) We apologize for the error. The corrected figures appear above.

None of the corrected January figures for any MLS Form type shows a different trend than the one which we reported. In other words, after correcting the figures, the areas for which we reported gains in January still show gains, and totals which reported losses remain losses. While the representation of general

trends remains accurate, the specific totals as well as the magnitude of gains and losses, are different.

The error occurred because the researcher who ran the report designated "Price" instead of "Sold Price" at the Show: prompt when he constructed his MLS custom format. His error is instructive in two ways. First, it illustrates the difference between "Price" and "Sold Price" within MLS, and second, it raises a red flag on the different meaning of "Price" in REsearch MLS and in REsearch TMK. (Our writer, had in the past, more often worked in Research TMK.)

In TMK the word "Price" means "Sold Price" because only Sold Prices appear on a tax record. MLS is different however. MLS records contain List Prices as well as Sold Prices. In MLS the word "Price", entered by itself at a Show: prompt, means "List Price."

The figures which appeared on Page 1 of the March InfoCurrents Issue, therefore, actually reported the Total Dollar Volume of List Prices and the Median List Prices of properties that sold in Jan 1998 and Jan 1999.

The corrected figures (above) report actual Sold Dollar Volume and Median Sale Prices.

Volume, \$ Volume, and Median Prices (YTD)

	Number of Sales		
	Jan—Mar 1998	Jan—Mar 1999	% Chng
CND	130	116	-10.77%
RES	216	285	31.94%
LND	299	326	9.03%
Total	645	727	12.71%

	Total \$ Value of Sales		
	Jan—Mar 1998	Jan—Mar 1999	% Chng
CND	23,034,874	16,948,505	-26.42%
RES	41,250,350	56,668,590	37.38%
LND	22,347,720	22,091,156	-1.15%
Total	86,632,944	95,708,251	10.48%

	Median Prices		
	Jan—Mar 1998	Jan—Mar 1999	% Chng
CND	115,000	110,000	-4.35%
RES	150,000	157,500	5.00%
LND	18,000	20,000	11.11%

Why won't WebREsearch™ work on my Mac?

WebREsearch uses both Java and JavaScript programming languages, and it is necessary for the two languages to talk to each other. WebREsearch uses JavaScript to communicate inside the software...between the filter editor, for instance, and the recap bar...so items you enter in the filter editor show up in the recap bar...and so items you enter into a field on the search screen show up in the Filter Editor. Internet Explorer for the Mac does not allow Java to communicate with JavaScript. We are very disappointed that Microsoft has chosen not to support this functionality in Internet Explorer for the Macintosh.

Those of you who use PC Anywhere know that you can use one computer to operate another computer; so you can use the computer at home to operate your computer at work. The software we're evaluating does the same thing, regardless of operating systems. Third, we can eliminate Java from the program and use JavaScript exclusively. The decision on which alternative to use will be made very soon.

In the meantime, we're encouraging everyone to upgrade to the G3 chip and install Virtual PC for Windows 95/98.

There are three ways to support the Macintosh. First, we know already that the new G3 chip running Virtual PC for Windows 95/98 will allow you to access WebREsearch. The performance is minimally slower (about one second) than accessing with Windows 95 directly, but we have found the speeds quite acceptable on the iMAC here in the office dialing into the system. Second, we are exploring a solution that will allow Mac users to access our network vicariously. Vicariously?

Obviously it is very important that all Macintosh users fill out the Subscriber Equipment Inventory Form which will allow us to determine how many Mac users we have. If we don't have the form, the Macintosh doesn't exist!

Our Mission:
 "To develop, promote and provide the highest quality real estate information, products and services at the lowest possible cost to our Members."



Why do you think—

the error we made in reporting the January figures turned out to misrepresent the totals but not the trends? In other words, what explains the close correlation between the trends in total listing dollar volume and total sold dollar volume, and also what explains the close correlation between trends in median list prices and median sale prices of properties that sell? We wonder.

We'll report the best explanations we receive at service@hawaiiinformation.com in our next issue.



Upcoming book delivery days—1st Tuesday in June, August, October, and December

Some book pickup sites have changed

- Kailua-Kona: Zac's Photo & Copy Center
- Waimea: Clark Realty
- Waikoloa Village: Aldridge & Associates
- Waikoloa Makai: Zacs Photo & Copy Center in King's Shops
- Hilo: Clark Realty

Questions (Continued from Page 1)

Why can't I use Netscape to access WebREsearch?

Because Netscape has yet to integrate the industry-standard Document Object Model (DOM - whatever that is!) that allows WebREsearch to perform many functions on your computer (the client) rather than on our computer (the server). Doing the work on your computer is much faster than doing it on ours and sending the result to your computer. For instance, when you double-click the photo to change the size of the photo, the DOM allows WebREsearch to change the size on your computer rather than asking our computer to re-send the files in a different size. Netscape has yet to integrate DOM into their program, but we hope that Version 5.0 from Netscape will include this valuable tool.

What's happening with the maps? When will we have street names, easements, etc.?

We're in the final negotiations with the company we have selected to add parcel lines for new subdivisions and to add lot numbers, easements, dimensions, etc. The base maps the Office of State Planning provided us are a good start, but you have told us that you want the screen to show everything you can see in the TMK books. Because the City & County of Honolulu already offers the maps and appropriate layers, we will soon be going on-line with the Oahu maps.

How long does it take for my photo to get to the Internet?

We process photos on Tuesdays, Thursdays, and Saturdays. We then transmit photos to mlshawaii.com, Realtor.com, and HomeAdvisor on a daily basis. Your photo should be in the Hawaii Information Service database and visible to the membership within five working days.

How long before I get cut off doing data entry or a search?

5 minutes

How long does it take to process a photo?

Your photo should be on the HIS system within five days of receipt.

How long does it take for the data to reach Realtor.com, HomeAdvisor, etc.?

We transmit data daily, but Realtor.com and HomeAdvisor are now both two weeks behind in updating their sites. So, it may take up to 3 weeks for your photo to actually reach these sites.

Photos are transmitted to mlshawaii.com daily, and your photo should be visible on the mlshawaii.com site within days.



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