



HIS celebrates 15th year in business with release of new products

...as we enter the new millennium, Hawaii Information Service celebrates its fifteenth year in business. The "Little Company that Could"

by Lin McIntosh,
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started with just \$9,000 in capital and about 50 public record customers 15 years ago. Today "The Little Company that Can" provides MLS services to more than 900 members on four islands, provides public record services to more than 500 customers, provides DSL services to more than 400 agents on three islands, publishes listings on 5 (soon to be 6) national websites, and offers networking advice for those offices ready to move their communications into the internet world.

As the commercial says, "We've come a long way, baby." Thank you for your continued support.

As Version 2.0 of WebREsearch nears delivery, we again thank our Macintosh users who have been waiting so long for the Macintosh version of WebREsearch.

Approximately 25 Macintosh users are currently working with Version 2.0 as final beta testers. We hope you will agree with these members that the wait has been worthwhile when you are finally able to take full advantage of WebREsearch's power while using your Mac. When we introduced WebREsearch for the PC, we recommended that users acquire as much processor speed and memory as possible in order to fully enjoy the benefits of an Internet-based MLS search engine. The same advice applies now to Mac users. Graphical material (photos, etc.) require high levels of computing power. This means that the highest capacity machines and the highest speed data transmission lines will greatly facilitate the use of WebREsearch. We anticipate releasing the new version to the general

membership within the next 30 days or so.

Everyone (not just the Mac users) will notice new features from the very beginning. The "Filter" button on the Web tool bar has been replaced by a new "All Fields" tab on the main search page. This tab creates the option of entering all your search criteria in one view by making selections from scrollable lists of alphabetically ordered MLS and TMK fields. WebRE's trademark approach of using tabs to view screens of topically grouped search fields also remains available for users who prefer to work in this way. This same approach which the "All Fields" tab employs for selecting search fields has also been employed for selecting display fields in the Custom Format Editor.

A new "My Profile" button on the Roster menu allows you to change your own personal information on-line at your convenience – no need to fill out a Subscriber Information Form and fax it to HIS. Any changes you make to this data are immediately effected in the membership database. Future enhancements will allow you to change your book delivery location, how you pay your fees, what services you subscribe to, etc. at any time and from anywhere in the world.

A higher transmission speed will increase your enjoyment of WebREsearch and the Internet itself. Many offices have converted their Internet access to a DSL connection which also includes access to the HIS databases. Many of these have called to thank us for offering this new

HIS website visitors average 2,500 per day

The first profiles of public traffic on the HIS website are emerging from reports generated in recently installed *log analysis* software. A first run of this new software indicates that during the week of January 16 to January 22, 2000 the website racked up more than 18,000 visits (equal to 75,000 per month). Site visitors arrived from 49 of the 50 states and Washington, D.C. as well as from Canada, Barbados, Brazil, Finland, Norway, the United Kingdom, the Netherlands, Italy, Hungary, Switzerland, Germany, Sweden, Ireland, Latvia, Denmark,

Japan, Korea, Cyprus, Armenia, China, Bahrain, Singapore, Vietnam, Malaysia, India, HongKong, Israel, Tonga, New Zealand, Guam, Australia, and Sao Tome. We are trying to develop tracking procedures for determining how many of these virtual Looky Loos actually turn into Hawaii home buyers. We continue to urge that your listings contain at least one photo, and we are open to any suggestions for increasing the likelihood that these web visitors will follow up with a personal contact to a Realtor.

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DSL Predicted to Win Out Over Cable

Two technologies—cable internet and DSL— have emerged as the main contenders in the battle to serve as the pipeline for high speed internet service. Cable internet accesses the internet over a TV cable line, while DSL (digital subscriber line) internet operates via a telephone line.

In January, CNET, one of the most visited technical sites on the Internet released its Ten Tech Predictions for 2000. Prediction number ten was "DSL

will become the dominant high-speed communications protocol for the home, leaving cable modems as distant also-rans."

Cable has had significant problems with its bandwidth. While phone companies (that supply the infrastructure for DSL) are in a constant state of upgrade, cable companies have only recently finished major hardware upgrades. These cable companies will need to

see significant return on investment before spending more money on telecommunications infrastructure.

According to a recent news article in Ziff-Davis, another drawback to cable is the fact that, "cable networks share bandwidth among all the users in a neighborhood, (meaning) one person's bandwidth use has a direct effect on the speeds available to other PCs in the area. "In July 1999 Cable internet provider Excite@Home had to reimburse more than 1000 users with several months of free service to make up for chronic service problems.

According to the ADSL Forum site, , another advantage of DSL over cable is "the high degree of security it offers - as yet unequalled by many access methods. Users of cable modem access, for example, are discovering that while it offers an effective option, it compromises confidentiality, as users have to share the line with other parties."

Before you call technical support...

If you get results inconsistent with your requests-

Check the Recap to be sure no unwanted search criteria are included

Close and restart WebREsearch making sure to wait until the program is fully loaded before starting a search

If WebREsearch runs slowly-

Clear your cache. (Internet Explorer Tools menu, Internet Options item, Delete Files button)

If WebREsearch fails to load at all-

Make sure you clicked your Internet Explorer icon. (WebREsearch does not yet support Netscape.)

Restart Internet Explorer.

Reboot your computer, and try turning your external modem (standard or DSL) off and back on.

For your best shot-

Upgrade to IE 5.0 and to Windows 98.

Decision time?

The combined impression is that— while cable is usually the less expensive option for a single user, DSL connection offers higher actually available speed, better performance, and increased security. The decision may be out of your hands, however, since neither cable nor DSL is universally available.

Call HIS staff for more information or for details on how you can get DSL.

Did You know?

- Listings under contract or withdrawn will NOT expire while they are under contract or withdrawn. All listing data is frozen while listing is under contract or withdrawn. The listing must be returned to active status and allowed to expire.
- Only HIS staff may actually delete a listing. A listing will only be deleted if it is a duplicate or otherwise improperly entered.
- You can copy/paste a brochure into another document and send the

document as an email attachment to a customer or client.

- You can use the Sum function in REsearch to calculate total sales volume by form type, and the Average function to calculate average prices.
- All status/price changes must be reported within 48 hours.
- MLS fees are due on the first of the month. Service will be interrupted on the 10th of each month.

\$25 fee to change offices

A twenty-five dollar change office fee will go into effect on February 1, 2000. The fee which covers the costs associated with updating member and office records will be assessed whenever a member changes offices or companies.

Hawaii Island



Change: 1991 to 1999

Vol	1991	1999	Abs Change	% Change
CND	335	553	218	65.07
RES	812	1,405	593	73.03
LND	2,184	1,511	-673	-30.82
Total	3,331	3,469	138	4.14

Change: 1998 to 1999

	1998	1999	Abs Change	% Change
CND	506	553	47	9.29
RES	1,170	1,405	235	20.09
LND	1,294	1,511	217	16.77
Total	2,970	3,469	499	16.80

\$Vol	1991	1999	Abs Change	% Change
CND	58,905,700	100,280,307	41,374,607	70.24
RES	165,976,640	303,425,085	137,448,445	82.81
LND	118,907,367	148,387,874	29,480,507	24.79
Total	343,789,707	552,093,266	208,303,559	60.59

	1998	1999	Abs Change	% Change
CND	90,309,184	100,280,307	9,971,123	11.04
RES	253,603,029	303,425,085	49,822,056	19.65
LND	97,018,453	148,387,874	51,369,421	52.95
Total	440,930,666	552,093,266	111,162,600	25.21

Med	1991	1999	Abs Change	% Change
CND	140,000	136,000	-4,000	-2.86
RES	165,000	162,000	-3,000	-1.82
LND	20,000	24,000	4,000	20.00

	1998	1999	Abs Change	% Change
CND	119,500	136,000	16,500	13.81
RES	158,000	162,000	4,000	2.53
LND	19,000	24,000	5,000	26.32

Kauai



Change: 1991 to 1999

Vol	1991	1999	Abs Change	% Change
CND	158	391	233	147.47
RES	152	409	257	169.08
LND	124	238	114	91.94
Total	434	1,038	604	139.17

Change: 1998 to 1999

	1998	1999	Abs Change	% Change
CND	270	391	121	44.81
RES	329	409	80	24.32
LND	187	238	51	27.27
Total	786	1,038	252	32.06

\$Vol	1991	1999	Abs Change	% Change
CND	29,688,200	62,653,356	32,965,156	111.04
RES	45,447,050	130,617,477	85,170,427	187.41
LND	44,479,998	78,773,156	34,293,158	77.10
Total	119,615,248	272,043,989	152,428,741	127.43

	1998	1999	Abs Change	% Change
CND	41,906,540	62,653,356	20,746,816	49.51
RES	116,080,018	130,617,477	14,537,459	12.52
LND	64,560,765	78,773,156	14,212,391	22.01
Total	222,547,323	272,043,989	49,496,666	22.24

Med	1991	1999	Abs Change	% Change
CND	162,500	120,000	-42,500	-26.15
RES	247,500	240,000	-7,500	-3.03
LND	256,250	177,000	-79,250	-30.93

	1998	1999	Abs Change	% Change
CND	128,000	120,000	-8,000	-6.25
RES	237,500	240,000	2,500	1.05
LND	158,000	177,000	19,000	12.03

Figures above were derived from a download of sales data in the REsearch MLS database. All sales are based on the date of recordation as reported by the property Lister. Figures for 1999 (and, possibly, other years) will change if, or as, late reports of sale come in. Hawaii Information Service receives sales reports from sources deemed to be reliable but does not guarantee the accuracy of this information.

The Year 2000 *(continued from Page 1)*

connection that offers higher speeds at lower costs. HIS staff continues to remind GTE of the large number of Realtor customers waiting for DSL services. We also continue to work with GTE to provide alternative high-speed data transmission opportunities to those Realtor offices who are located physically too far from GTE switches to take advantage of DSL.

IPIX (a web based provider of virtual walk-through) has arrived in Hawaii, and HIS will be supporting them 100%. For months, WebREsearch has offered the ability to take virtual tours of listings by selecting Walkin on the format screen. We have also already begun the process of integrating virtual tours into the HIS public website. Bamboo's price of \$99.95 for 4 rooms is extremely competitive. We hope you'll take advantage of this new service. For more information about this new service contact Andrew Riehle of IPIX

at (808) 247-2777.

FastWeb by First American Real Estate Solutions is offering free access to a web-based public record product. We found agreement of sale satisfactions recorded as sales, resulting in a lower-than-actual "sales" price, and we experienced search difficulties resulting from peculiarities such as the first three digits of all street addresses (77- for

instance) missing statewide. Their CMA program also offers properties in widely-different neighborhoods as comparables. We continue to evaluate other public record data providers to be sure the HIS data is as current and accurate as possible.

As always, if you have suggestions on how we can improve our service, please send me an email at ceo@HawaiiInformation.com

Pocket real estate arrives

The MLS book in a Palm Pilot is a new software product developed by local Realtors. HIS will be supporting this product by ensuring data compatibility with it. The distributors of the Top Producer contact manager which will also run on a Palm Pilot recently completed modifications on their Top Connector module which

makes it compatible with the HIS database.

Great contact management software and your MLS book running on a Palm Pilot! With a Palm Pilot running Handspring software and a cell phone you can be at your office no matter where you are.



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