



## ROAM MLS Q&A

### **About ROAM**

#### **What is ROAM?**

ROAM MLS is a new MLS entity formed by 4 Associations to deliver the benefits of consolidated MLS services with the least disruption to brokers or agents.

#### **Which MLSs are in ROAM?**

ROAM consists of REALTOR® Association owned MLSs. Currently included are (GCLRA) Greater Central Louisiana REALTORS® Association, (Bayou) Bayou Board of REALTORS®, (GBRAR) Greater Baton Rouge Association of REALTORS®, and (NOMAR) New Orleans Metropolitan Association of REALTORS which owns (GSREIN) Gulf South Real Estate Information Network.

#### **Can other MLSs participate?**

All REALTOR® Association MLSs are invited to join.

#### **Who owns ROAM?**

The Founding Member Associations (currently Bayou, GBRAR, GCLRA, NOMAR)

#### **Why was ROAM formed?**

To eliminate artificial borders of MLSs, to have single point of entry with uniform fields, to have one set of common rules, to lessen MLS fees, to allow MLS users to have all the data available in one place.

#### **How was ROAM formed?**

Brokers and agents came together, without staff, guided by a facilitator to collectively make decisions to form the Operating Agreement. This agreement serves as the primary Governing Document for ROAM. Each founding owner has an equal ownership vote and representation on the Board of Managers is determined by membership numbers. The Board of Managers oversee the day-to-day operational decisions.

Staff's expertise was utilized to assist with technology, contracts and other operational items. Each step of the way, the Founding Members Board of Directors made approvals to continue. Upon signing the Operating Agreement, each Founding Member made their initial capital contribution.

#### **What is the Governance Model?**

There is an operating agreement in place that allows each of the founding owners an equal vote. The operating agreement allows Board of Managers to be established to manage ROAM MLS and set policies and rules.

#### **What is the Board of Managers?**

The Board of Managers consists of a minimum 1 manager from each association per 2,000 members. No Association can ever hold a majority on the Board of Managers.

#### **How is the current Board of Managers set up?**

Bayou Board has 1 manager, GCLRA has 1 manager, Baton Rouge has 2 managers and New Orleans has 4 managers (This was setup by primary membership count with Bayou Board 416 members, GCLRA 446 members, GBRAR 3,627 members & NOMAR 7,183 members.)

**Are there allowances for additional seats on the board to open as other Association's join?**

Yes, every association will get at least one seat. Seats are based on membership count. ROAM governance does not allow for any association to have a majority of the seats on the Board of Managers.

**Can ROAM be sold?**

ROAM can only be sold if the membership of the Owners (Bayou, GBRAR, GCLRA and NOMAR) vote to sell.

**Who pays ROAM employees?**

ROAM

**How will we get updates on this process with ROAM and is there a contact number or email if we have any questions later?**

GCLRA will be providing regular updates via MLS Messages and the weekly email blast. Other Associations will provide continued updates through their MLS Messages and their Association communications as well.

**What area does the Central MLS board cover?**

GCLRA's jurisdictional areas are Allen, Avoyelles, Catahoula, Evangeline, Grant, LaSalle, Rapides, Natchitoches, and Winn parishes. (GCLRA has listings in multiple areas, including Sabine and Lafayette.)

**ROAM Logistics**

**When will ROAM be live?**

Residential property type will be available in Summer 2021.

**Since "All Residential Listing" was referenced, can & when will all commercial, lease, other types of properties be included?**

We anticipate we will be the fully functional first quarter of 2022.

**Until you go live, will all associations run as they do now?**

Yes.

**Are we required to do anything at this point?**

No

**Where will the data server be located?**

The Regional Data Server is cloud-based and hosted by Black Knight.

**Who is the vendor that created this software?**

ROAM offers access to the data through two softwares: Paragon by Black Knight and Matrix by CoreLogic. GCLRA currently uses Matrix and our members will see little change to how they currently access MLS data.

**I am a managing broker (small firm). Do I have to elect to participate formally?**

All MLS subscribers who currently participate in GCLRA MLS will automatically become users of ROAM through GCLRA.

**Just verifying, if I enter my listing via Matrix into the MLS, anyone in ROAM could see my listing without me having to learn Paragon or other products?**

Correct

**How do clients see the listings?**

The client portal of the MLS service you currently use, such as Matrix, will continue. There will also be a public-facing portal.

**When a property is put in Paragon but located in GCLRA, will Paragon know the streets, areas, etc.?**

Yes.

**Can we flip between Matrix & Paragon, or do we have to choose one and stick with that one?**

You choose one, but you could make a change to the other.

**Will we have logins for both systems?**

You will use the same login to the system to which you subscribe.

**How are the MLS rules determined?**

Because ROAM is an Association owned MLS, the rules are based upon NAR Model MLS Rules, MLS Policy, and local customs. This is the same process currently used by GCLRA.

**At what point do we begin to operate under a single set of rules?**

Once ROAM has become fully functional, which is expected to be in the 1st quarter of 2022.

**Is this a public-facing site?**

No, ROAM will be developing a public-facing website which will allow consumers to search.

**What new training will be required and offered, if any?**

During the transition phase, there will be training available to access information as it becomes live through the consolidated database. Once ROAM is fully operational, you will access the data via Matrix. Local training and support will continue to be provided as it is now.

**Will sold data be shared on the public-facing site?**

No

**How far back will the historical data go?**

As far back as each REALTOR® MLS has available.

**How will our historical data be handled? If we belong to more than one MLS now, we have several accounts with prior listings. Will we be able to combine the prior listings or listings that are under the other MLS into one username/account?**

All historical data is tied to the Broker, and the agent will stay. If a Broker chooses to change how they access the MLS, their data should remain with them.

**How will past listings with “holes” in data for required ROAM fields work?**

All RESO-defined fields have been mapped, and we are currently working on mapping all required fields that may not be RESO compliant.

**Currently, we cannot list properties in other parts of the state. Will we now be able to work with buyers and sellers across the state?**

If you are knowledgeable about the area you are listing and selling; otherwise, you could be violating the Code of Ethics.

**Are there any positive or not positive changes regarding the appraiser’s use of the system?**

Appraisers realize that having access to ALL listings and sales is vital to their business, and ROAM will provide them with that.

**How easy is it to switch to a new platform?**

GCLRA will continue to utilize Matrix for access to the data. During the transition, there will be a link to access the data from all the member associations. Once operational, all data will come through the same login for Matrix you use today.

**Are we going to have to redo Listing agreements with clients?**

No, the listing agreement is with the Broker, and that will not change.

**Can I list properties in any of the 4?**

Listings will be entered through your access to GCLRA's Matrix, just like today, and the information will be accessible to the other members of ROAM without you having to enter the listing into another member's system.

**When I need to find a home in Baton Rouge, I don't have to go to a data co-op? Can I just look it up in my GCLRA search?**

Correct. As soon as we roll out the residential this summer.

**As the Broker, will I log in to my Matrix account and see all my office data whether agents are using Matrix or Paragon?**

Yes.

**Where can we find a map of the included areas?**

This has been and will continue to be included in the updates. Check out the map of Louisiana with the participating areas highlighted in the ROAM Video and the Forum PowerPoint.

**Can we do business in a total of how many parishes in LA?**

Approximately 32+ parishes represented thus far.

**Will you include anything special for commercial properties?**

Nothing will change the commercial property type.

**Products/Services**

**Will GCLRA have access to RPR?**

Yes.

**Will ShowingTime still be used?**

Yes.

**Some associations offer different tech platforms, i.e., MLS Touch, Remine. Will these be available to all participants through ROAM?**

These ancillary products will continue to be provided by those ROAM Shareholders who currently offer them. As vendor contracts become ROAM contracts, more products will become core services to all members.

**Will access to MLS-Touch be included for all the included MLS's as well?**

MLS Touch will continue to be available to those REALTOR® MLS's that currently provide it.

**Is there a way to compare the functions of Paragon vs. Matrix?**

Brokers who participate in ROAM will have the option to choose Paragon or Matrix to access the data.

**I use a program called REality which gleans data from the local MLS. Will the same sorts of information be allowed with this other ROAM situation?**

Nothing will change regarding the data feed you currently receive.

**Lockboxes/eKey**

**How do SentiLock users access Supra?**

They will be provided a code for entry.

**If we are currently accessing SUPRA and SentiLock because we are members of two boards, and we choose to reduce to just one board membership will the other lockbox access be reciprocal?**

Yes

## **IDX**

### **How will API | IDX | Rets be handled?**

The same as it is dealt with now by each REALTOR® MLS. GCLRA will still use TRESTLE for brokers to secure IDX feeds via RETS and WebAPI.

### **Will ROAM syndicate to Zillow?**

Syndication will continue to be determined by each Broker. Zillow is now a member Broker and receiving a broker feed, just like other brokers. They are no longer a 3<sup>rd</sup> party website receiving a syndication feed. (As Zillow is no longer a 3<sup>rd</sup> party portal)

### **Who can my website provider contact in preparation for any changes in the MLS feed to prevent downtime when the system becomes active?**

Remains the same as now. Contact GCLRA.

### **Do we have to contact our IDX provider to access ROAM?**

Not at this time

### **If we have an IDX on our website pulling from one association and we want the data feed from all, do we need to do anything with the back end of our website or will automatically pull all data from ROAM?**

When ROAM becomes fully functional, it should be an easy transition

## **Dues/Cost**

### **Do Broker and agents have to pay more dues for ROAM?**

Each ROAM Shareholder will set its fees. GCLRA will not be charging more dues for ROAM, we are expecting a reduction in MLS costs very soon.

### **What is the additional cost to use ROAM?**

None.

### **When will we know the final pricing from each Association for ROAM?**

Each ROAM Shareholder will set its fees.

### **Will I still have to pay separate dues to belong to different associations if I am part of ROAM MLS?**

Once ROAM is fully functional, you can make a business decision as to which of the ROAM Shareholders (Associations) you choose to receive your MLS services. A Broker may choose from any of the 4 Associations of ROAM to access their MLS by joining as MLS Only User. Costs will be determined independently by each Association. **You will only need to belong to one of the four ROAM Association MLSs to access all the data.**

### **What will be the cost for users who are not a member of any of these four boards?**

A Broker may choose from any of the 4 Shareholders of ROAM to access their MLS by joining as MLS Only User. Costs will be determined independently by each Association.

### **Will my agents have to pay to join just one of the MLSs if I decide to consolidate and only belong to one of them?**

Yes.

## **Association/MLS Membership**

### **Will we no longer be required to join separate MLSs to have access to listings in multiple parts of the state?**

Correct.

**Will we be asked at some point which MLS we want to retain if we are a part of multiple MLSs, or would we need to cancel the secondary MLS we have ourselves?**

This is a business decision you will need to make when you feel the time is right.

**If we all use ROAM, why do we need a local Board at all? Wouldn't it be easier to have one Board for the entire state?**

ROAM is an MLS, not an Association so you will need to be a member of a REALTOR® Association to access an MLS. If you are a GCLRA member, you will access the MLS through GCLRA MLS powered by ROAM. When ROAM is fully functional, you will only need to access the MLS through one of the ROAM Shareholders. (which will give you access to the listings in Bayou, GCLRA, GBAR, and NOMAR.)

**I am a broker belonging to GCLRA and GBRAR. Will, my agents, in GBRAR be able to use Paragon, and agents in GCLRA can use Matrix?**

Yes.

**I currently put listings into both Greater Baton Rouge and New Orleans MLS. Will I have to continue?**

No. Once ROAM becomes fully functional, you will only need to input the listing once through the ROAM Shareholder you choose.

**Can I list properties on all boards?**

Once ROAM becomes fully functional, your listings will be available through all four REALTORS® MLS's.

**If I am a primary sponsoring broker member with GCLRA and I am sponsoring broker member at GBRAR for my Baton Rouge Agents, will I be able to cancel my GBRAR membership? And move all my agents to ROAM?**

Sponsoring Brokers are free to belong to any REALTOR® Association and still receive MLS through any ROAM Shareholders.

**We are secondary member of GCLRA. Does this make us members of ROAM?**

Yes, all MLS subscribers who currently participate in a ROAM Shareholder will automatically be included in the ROAM database.

**MLS dues are separate from our board fees. Can we shop the Association with the best ROAM fee, or do we have to use the MLS from our primary board membership?**

You are free to belong to any REALTOR® Association and choose MLS service from another.

## **ROAM vs GSMLS**

**What is the difference between Greater Southern and ROAM?**

ROAM has 100% of the current and historical data and is REALTOR® Association-owned.