

2018 Commercial Member Profile

National Association of REALTORS® Research Group



NATIONAL
ASSOCIATION *of*
REALTORS®

2018 LEADERSHIP TEAM

JOHN SMABY, CRB, GRI
President

VINCE MALTA
President-Elect

CHARLIE OPPLER
First Vice President

JOHN FLOR, ABR, CRS, GRI, EPRO
Treasurer

ELIZABETH MENDENHALL, ABR, ABRM, CIPS, CRB, GRI, PMN, EPRO
2018 President

BRIAN COPELAND, CIPS, CRS, GRI, EPRO
Vice President of Association Affairs

TRACY KASPER, CRS, GRI, SFR
Vice President of Advocacy

BOB GOLDBERG
Chief Executive Officer



NAR'S COMMERCIAL LEADERSHIP

2019 Commercial & Business Specialties Liaison
Bob Turner, ALC

2019 Commercial Committee Chair
Bill Milliken, CCIM, CIPS

Senior Vice President, Legal and Member Experience
Katie Johnson

Vice President, Commercial & Global Services
Jan Hope, RCE, CIPS



NAR RESEARCH STAFF

Lawrence Yun, Ph.D.
Chief Economist and Senior Vice President

Jessica Lutz
Director, Demographics and Behavioral Insights

Amanda Riggs
Research Survey Analyst

Bronwen Leibe
Research Intern

CONTENTS

Introduction	6
Chapter 1	7
Chapter 2	25
Chapter 3	38
Chapter 4	69
Chapter 5	85
Chapter 6	95
Methodology	110
Regions & Exhibits List	111
About NAR	116



INTRODUCTION

While the number of transactions decreased slightly in 2017, the sales volume and dollar value of sales increased again this year. Corresponding to tightened inventory in the market, sales transactions for NAR's commercial members have slowly decreased in the last two years. In 2017, the median number of transactions for all commercial members was seven, down from eight in 2016. In comparison, all commercial members had a median of 11 sales transactions in 2014; brokers and broker associates had a peak of 12 median sales transactions in 2015.

Despite fewer sales, the sales transaction volume has steadily increased since 2010 due to rising commercial property prices. The median sales transaction volume in 2017 among members who had a transaction was \$3,870,500—an increase from the median sales volume of \$3,500,000 in 2016. The median dollar value of sales has also steadily risen since 2013 to peak in 2017 at \$602,500 for all commercial members, up from \$543,500 in 2016.

NAR's commercial members had a median gross annual income of \$150,700 in 2017, up from \$120,900 in 2016. Fifty-one percent of NAR's commercial members work in sales and 16 percent in leasing. Forty-nine percent are brokers and 29 percent sales agents.

The **2018 NATIONAL ASSOCIATION OF REALTORS® Commercial Member Profile** details the business and demographic characteristics of NAR's commercial members. Commercial members have expertise in the field of commercial real estate and have experience working with many property types.

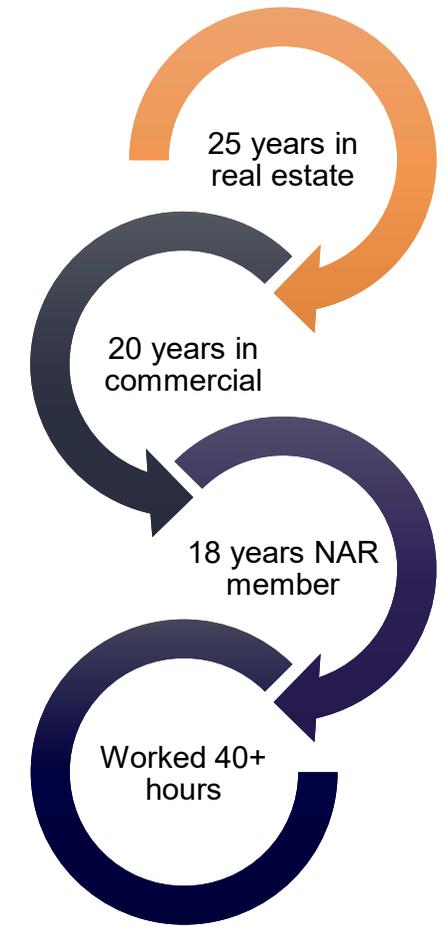
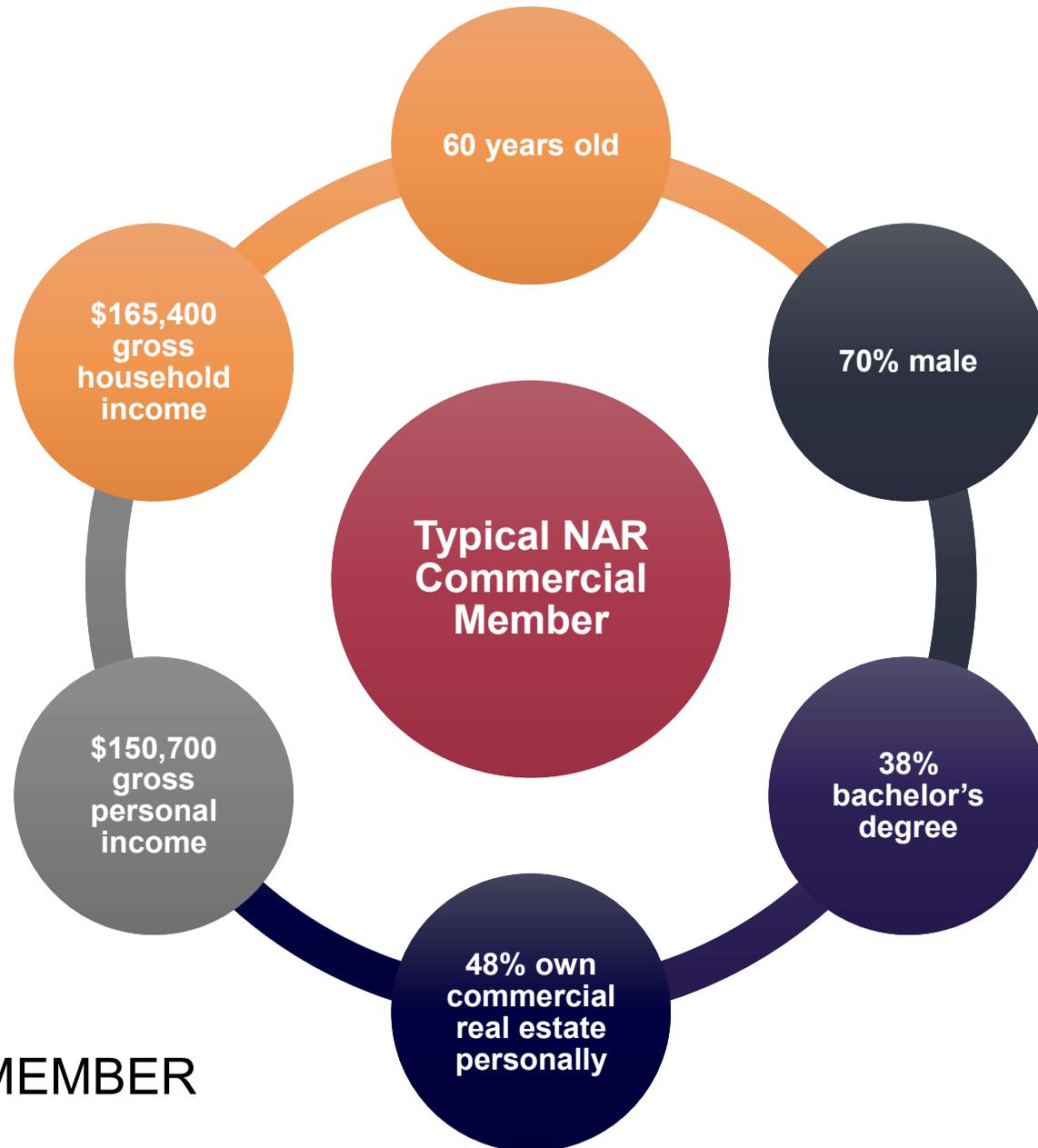
This year, members of NAR's Research Committee formed a Task Force that oversaw the redesign of the survey and content of the report. The *2018 Commercial Member Profile* reflects the changing business needs of NAR's commercial membership.

NAR'S COMMERCIAL MEMBER SNAPSHOT

51% worked in Sales

49% were Brokers

29% worked with commercial property



TYPE: NAR COMMERCIAL MEMBER

COMMERCIAL MEMBER SNAPSHOT: SALES SPECIALIST

\$153,000 median gross income from sales in 2017

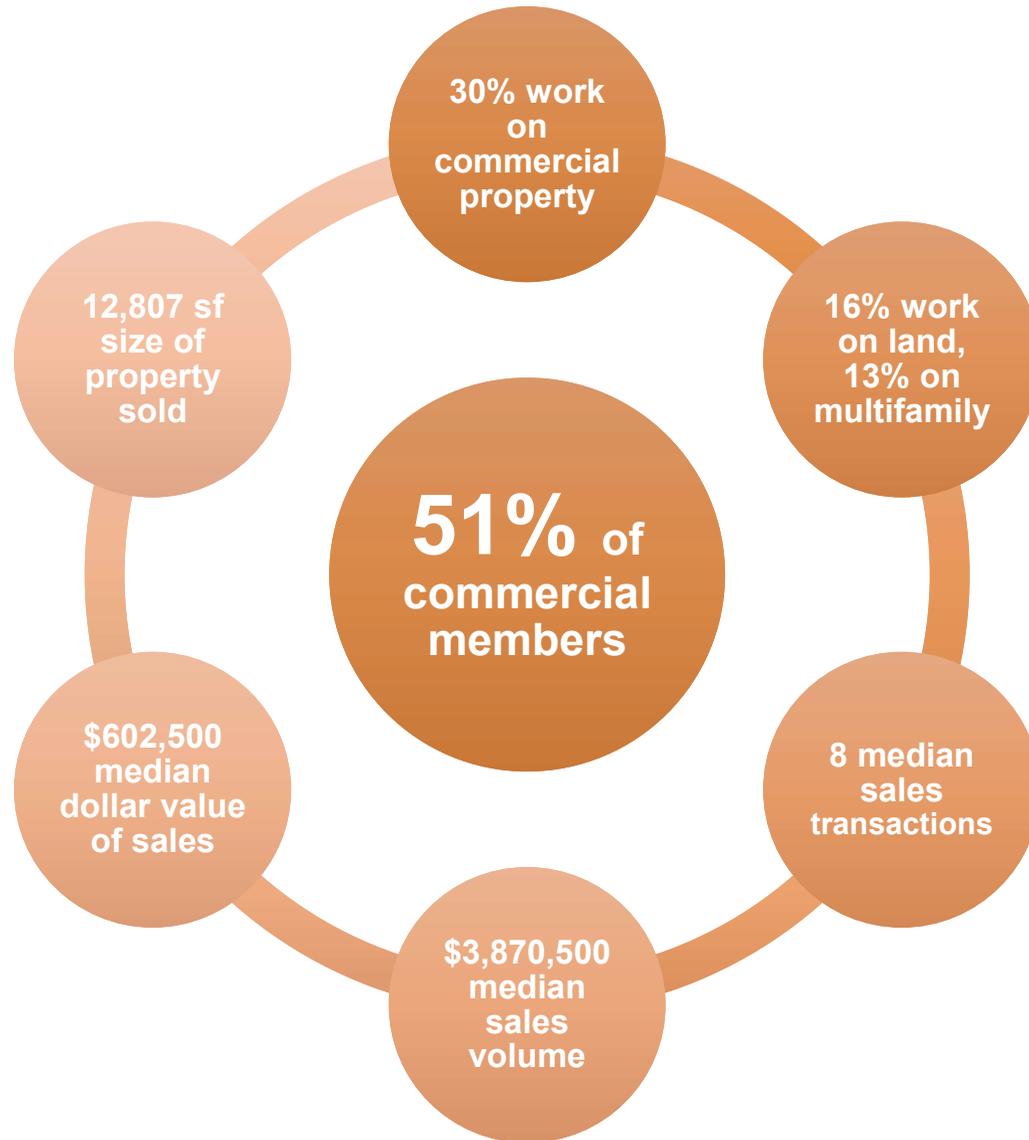
\$167,300 median household income for 2017

50% of income from sales

51% work at a local firm

37% work at 2-5 agent firm

60% work at firms with more residential agents



Median 61 years

71% male

77% work 40+ hours

80% use CoStar

MEMBER TYPE: SALES

COMMERCIAL MEMBER SNAPSHOT: LEASING SPECIALISTS

\$134,100 median gross income from leasing in 2017

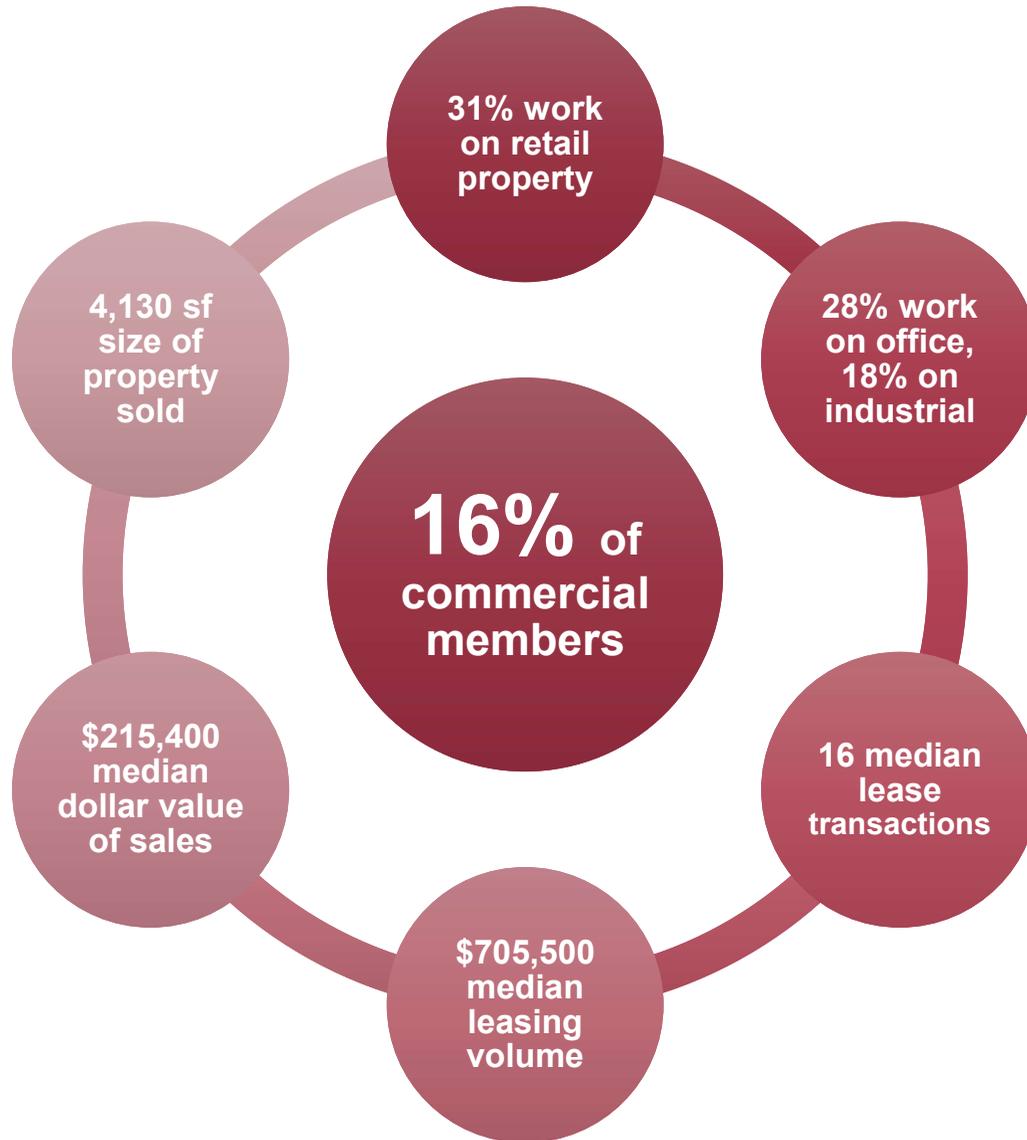
\$145,700 median household income for 2017

25% of income from leasing

54% work at a local firm

30% work at 2-5 agent firm

50% work at firms with commercial agents only



Median 57 years

65% male

80% work 40+ hours

80% use CoStar

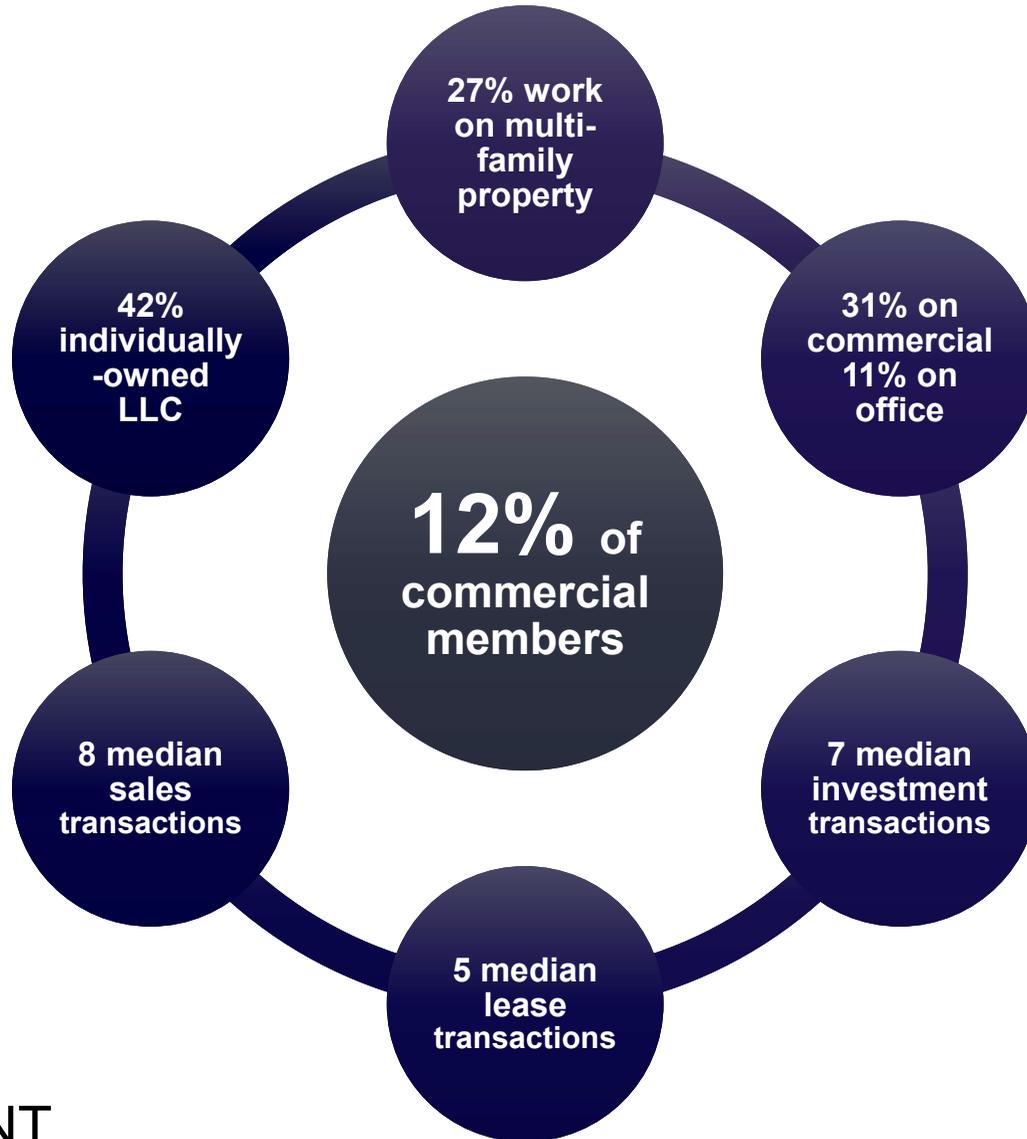
MEMBER TYPE: LEASING

COMMERCIAL MEMBER SNAPSHOT: INVESTORS

\$185,900 median gross
income from sales in 2017

\$207,100 median
household income for 2017

22% of income from
investments



47% work at a
local firm

38% work at
2-5 agent firm

49% work at
firms with more
residential
agents

Median
59 years

79% male

77% work
40+ hours

82% use
CoStar

MEMBER TYPE: INVESTMENT

COMMERCIAL MEMBER SNAPSHOT: PROPERTY MANAGERS

\$150,000 median gross
income from sales in 2017

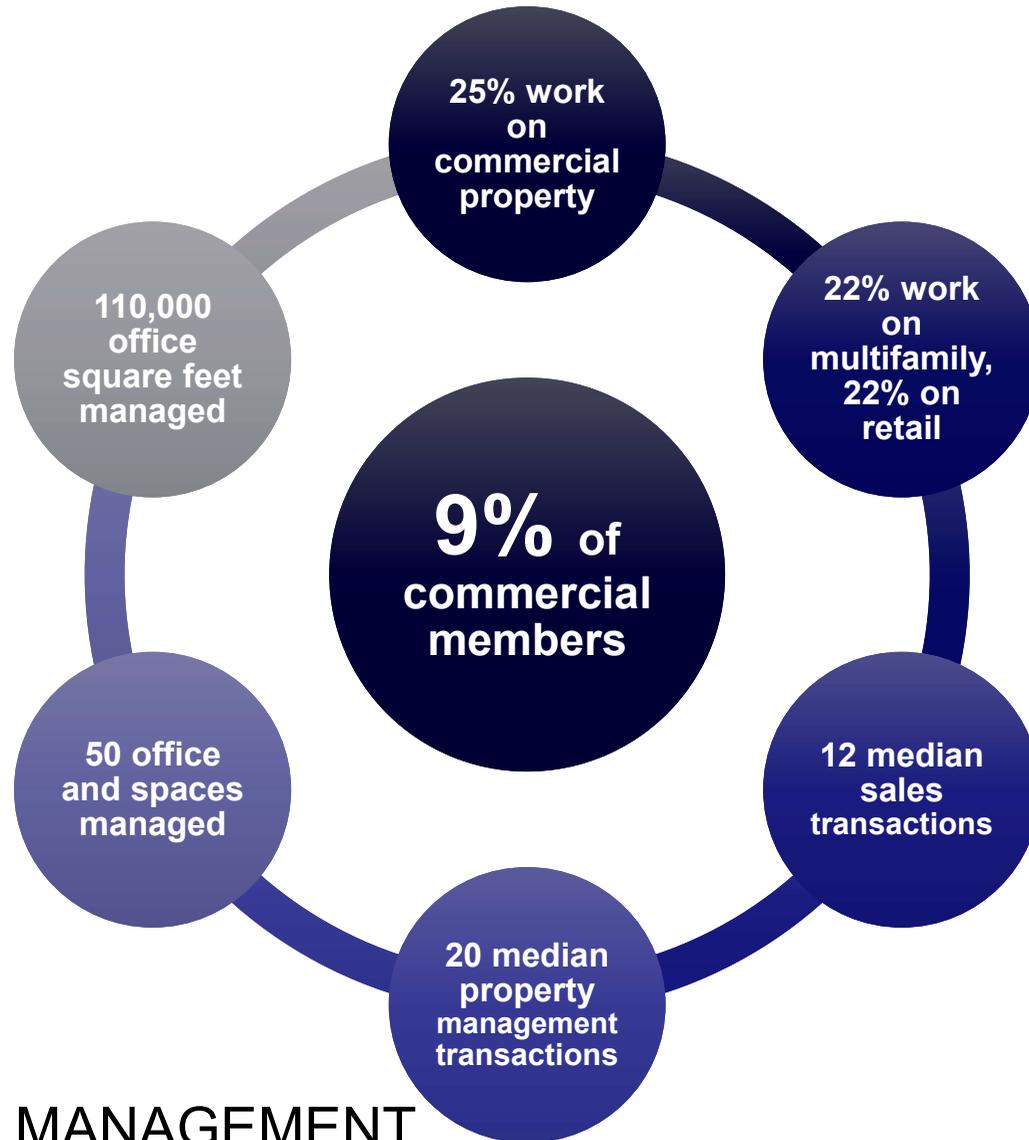
\$163,100 median
household income for 2017

10% of income from
managing property

59% work at a
local firm

48% work at
2-5 agent firm

30% work at
firms with more
residential
agents



Median
57 years

57% male

87% work
40+ hours

22% use
Yardi

MEMBER TYPE: PROPERTY MANAGEMENT

COMMERCIAL MEMBER SNAPSHOT: APPRAISERS

\$130,000 median gross income from sales in 2017

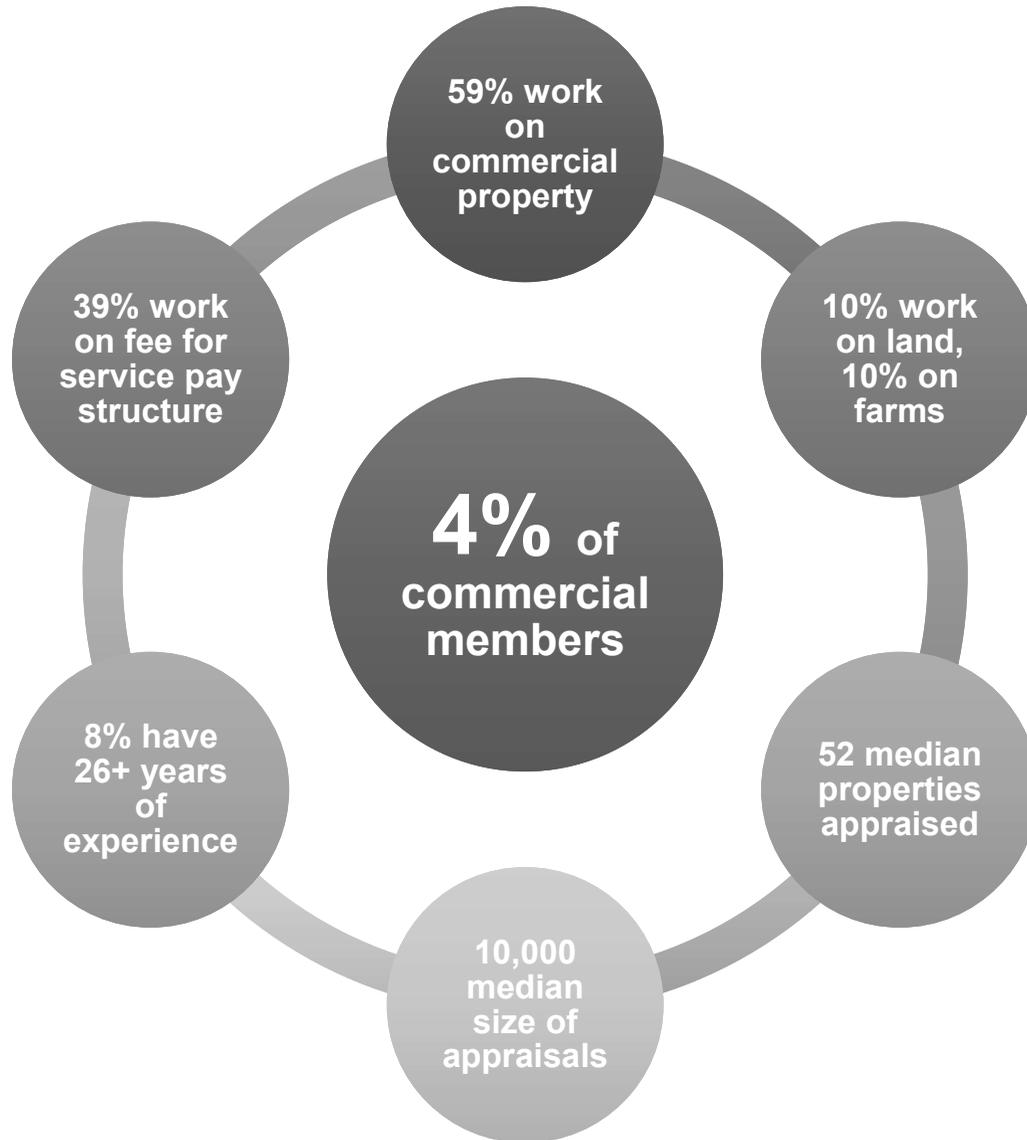
\$157,800 median household income for 2017

15% receive 75-100% of income from appraisals

58% work at a local firm

52% work at 2-5 agent firm

51% do not work at a brokerage



Median 62 years

86% male

86% work 40+ hours

74% use CoStar

MEMBER TYPE: APPRAISAL



CHAPTER 1

BUSINESS CHARACTERISTICS OF NAR'S COMMERCIAL MEMBERS



HIGHLIGHTS

- Fifty-one percent of NAR's commercial members worked in sales as their primary service area, followed by 16 percent in leasing, and 12 percent in investment.
- Twenty-nine percent of NAR's commercial members worked with commercial buildings, and 13 percent on multifamily, retail, and office space.
- Forty-nine percent of NAR's commercial members were brokers, 29 percent licensed sales agents, 17 percent broker associates, and five percent were appraisers.
- Forty-four percent of NAR's commercial members worked in commercial real estate only, and 56 percent work in commercial and residential real estate.

PRIMARY SERVICE AREA OF NAR'S COMMERCIAL MEMBERS

(Percentage Distribution)

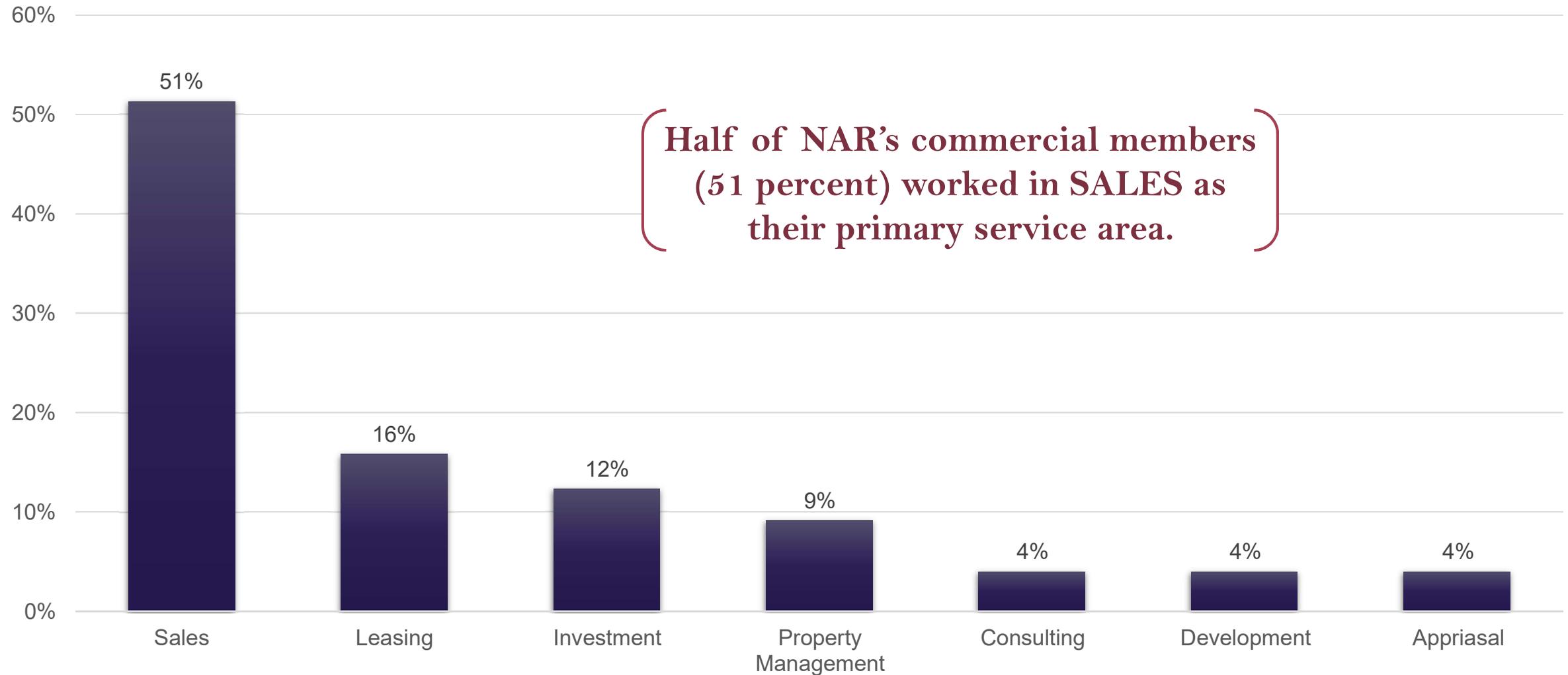
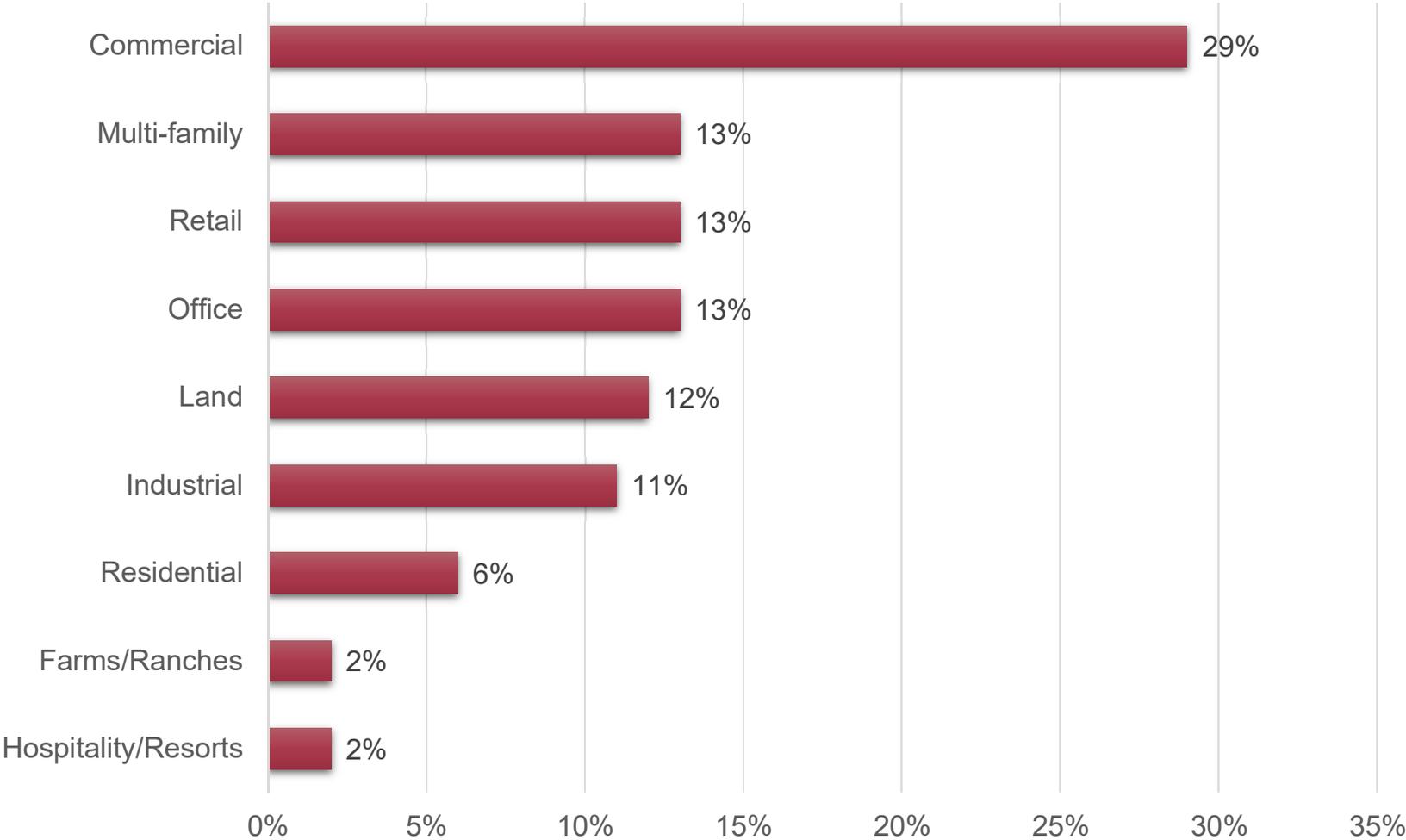


EXHIBIT 1-1

PRIMARY COMMERCIAL PROPERTY TYPE OF NAR'S COMMERCIAL MEMBERS

(Percentage Distribution)



29% worked with commercial properties

13% worked with multi-family, retail, and office

EXHIBIT 1-2

*Commercial property defined as property other than traditional office, retail, or industrial spaces. Includes mixed use properties. Example: gas station.

NAR'S COMMERCIAL MEMBERS PROPERTY TYPE, BY PRIMARY SERVICE AREA

(Percentage Distribution)

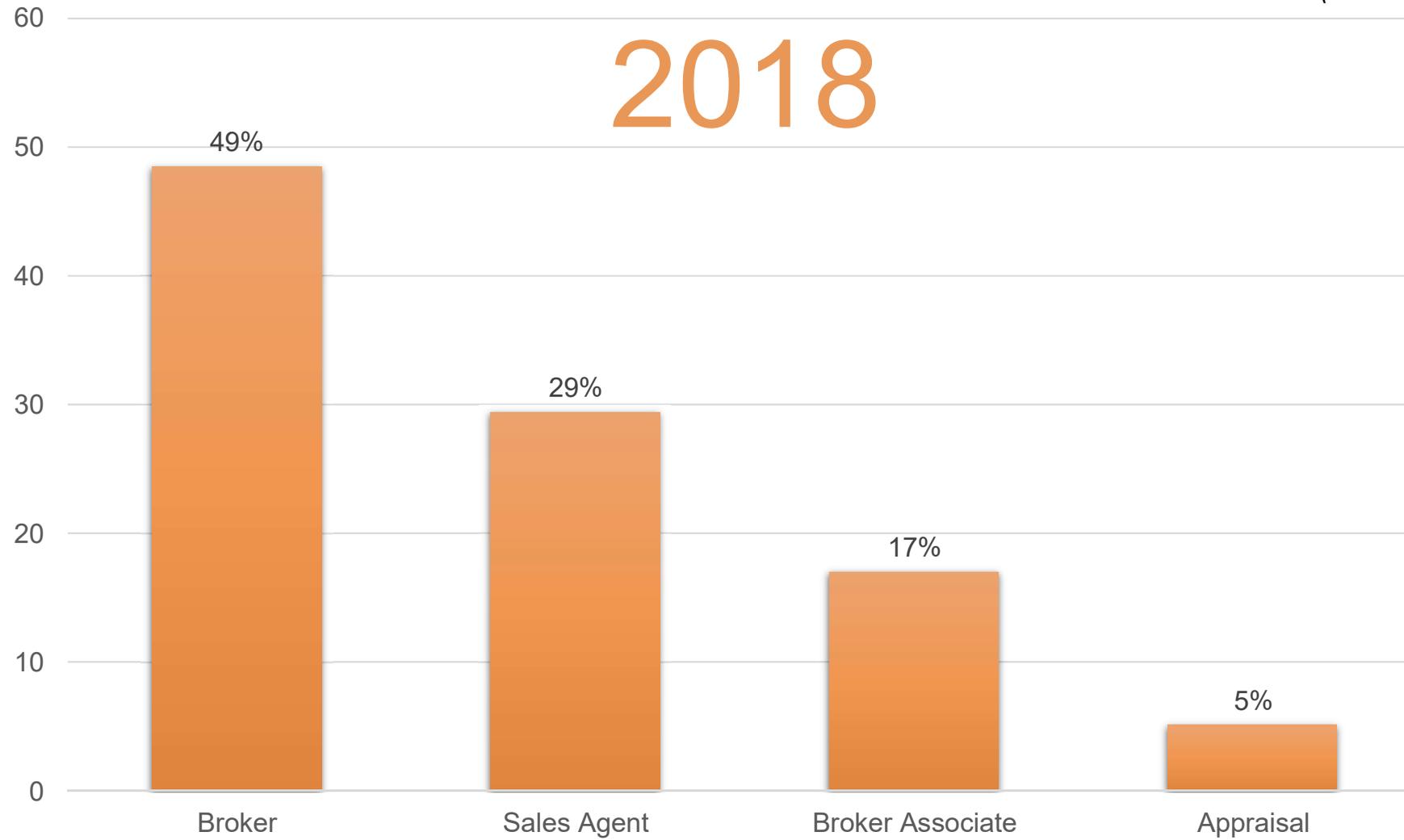
Members that worked in SALES primarily sold commercial, land, and multi-family properties. Members working in LEASING focused on retail, office, and industrial space.

	Primary Service Area							
	All Commercial Members	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
Commercial	29%	30%	18%	31%	25%	24%	28%	59%
Multi-family	13	13	3	27	22	16	15	8
Office	13	10	28	11	18	13	9	*
Retail	13	8	31	5	22	11	9	2
Land	12	16	1	8	2	17	27	10
Industrial	11	11	18	7	5	11	6	8
Residential	6	8	2	7	5	3	3	2
Farms/Ranches	2	2	*	1	1	*	1	10
Hospitality/Resorts	2	3	*	2	*	5	1	2

* Less than one percent

LICENSE TYPE OF NAR'S COMMERCIAL MEMBERS

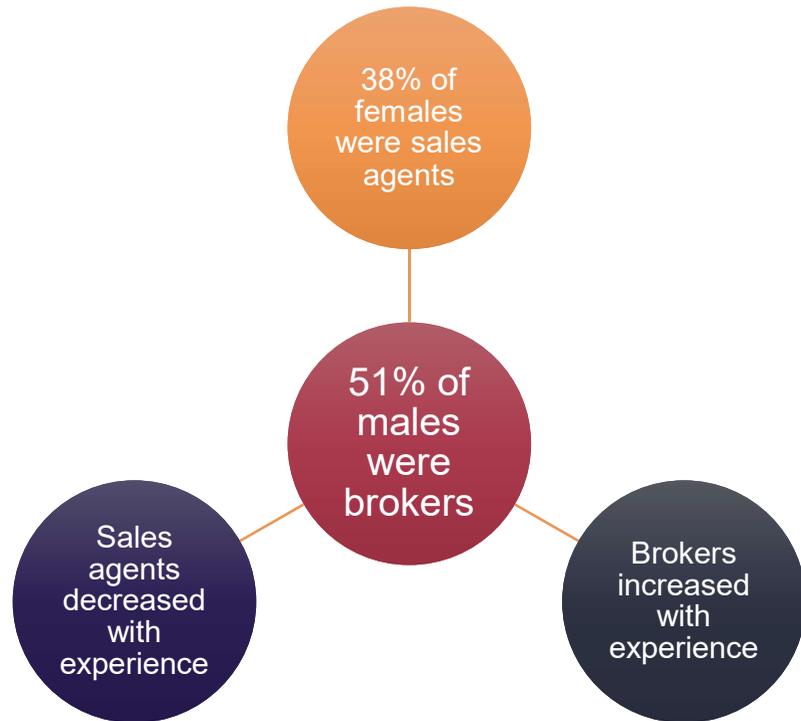
(Percentage Distribution)



The share of brokers increased this year from 47 percent in 2017, sales agents went down from 30 percent, and broker associates and appraisers stayed the same in 2018.

NAR'S COMMERCIAL MEMBERS LICENSE TYPE, BY EXPERIENCE AND GENDER

(Percentage Distribution)



The share of sales agents was 77 percent for members with two years or less experience, and decreased to 15 percent for those with 26 years or more experience.

	All Commercial Members	Real Estate Experience					Gender	
		2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more	Male	Female
Broker	49%	14%	15%	37%	51%	59%	51%	42%
Sales Agent	29	77	68	44	30	15	26	38
Broker Associate	17	9	18	17	16	18	17	18
Appraisal	5	*	*	2	3	8	6	2

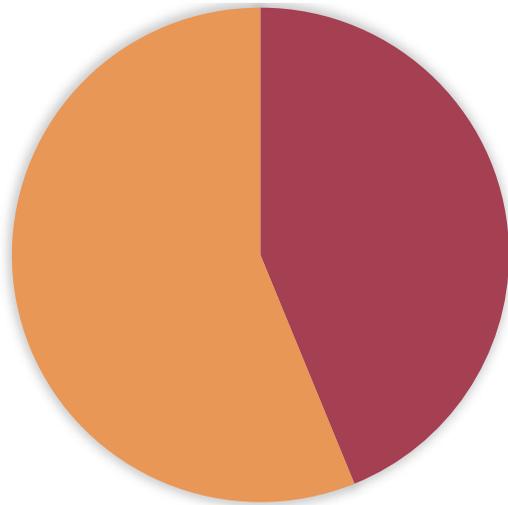
* Less than one percent

NAR'S COMMERCIAL MEMBERS SPECIALTY, BY LICENCE AND PRIMARY SERVICE AREA

(Percentage Distribution)

All
Commercial
Members

Commercial
&
Residential
Real Estate,
56%



Commerical
Real Estate
Only, 44%

Members working in SALES and INVESTMENT were more likely to also work in COMMERCIAL and RESIDENTIAL real estate.

	License			Primary Service Area						
	Broker	Broker Associate	Sales Agent	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
Commercial Real Estate Only	50%	41%	41%	40%	58%	40%	47%	47%	42%	46%
Commercial & Residential Real Estate	50	59	59	60	42	60	53	53	58	54

NAR'S COMMERCIAL MEMBERS SPECIALTY, BY REGION

(Percentage Distribution)

In the PACIFIC region, 72 percent of members work in both RESIDENTIAL and COMMERCIAL real estate.

Less than half work exclusively on commercial

Region

	All Commercial Members	New England	Mid-Atlantic	East North Central	West North Central	South Atlantic	East South Central	West South Central	Mountain	Pacific
Commercial Real Estate Only	44%	39%	51%	56%	53%	45%	48%	50%	42%	28%
Commercial & Residential Real Estate	56	61	49	44	47	55	52	50	58	72

NAR'S COMMERCIAL MEMBERS EXPERIENCE AND MEMBERSHIP, BY LICENSE AND GENDER

(Median Years)



Brokers had a median of 25 years in commercial real estate, compared to only 10 years for sales agents.

	All Commercial Members	License			Gender	
		Broker	Broker Associate	Sales Agent	Male	Female
Real Estate Experience	25 years	30	25	15	28	20
Commercial Real Estate Experience	20	25	20	10	22	15
NAR Membership	18	23	20	11	20	15

NAR'S COMMERCIAL MEMBERS REAL ESTATE EXPERIENCE, BY LICENSE AND SPECIALTY

(Percentage Distribution)

Median:
25 years
in real
estate

	All Commercial Members	License			Specialty	
		Broker	Broker Associate	Sales Agent	Commercial Only	Commercial & Residential
2 years or less	4%	1%	2%	10%	4%	4%
3 to 5 years	5	1	5	10	4	5
6 to 15 years	22	17	22	33	18	25
16 to 25 years	24	25	22	23	20	26
26 years or more	46	56	49	24	54	40

* Less than one percent

Nearly half (46 percent) of NAR's commercial members had 26 years or more real estate experience.

NAR'S COMMERCIAL MEMBERS COMMERCIAL REAL ESTATE EXPERIENCE, BY LICENSE AND SPECIALTY

(Percentage Distribution)

Median:
20 years in
commercial
real estate

	All Commercial Members	License			Specialty	
		Broker	Broker Associate	Sales Agent	Commercial Only	Commercial & Residential
2 years or less	8%	3%	6%	18%	5%	10%
3 to 5 years	8	5	8	15	5	11
6 to 15 years	26	22	26	32	20	31
16 to 25 years	22	23	25	19	22	22
26 years or more	37	47	35	16	49	26

* Less than one percent

NAR'S COMMERCIAL MEMBERS NAR MEMBERSHIP, BY LICENSE AND SPECIALTY

(Percentage Distribution)

Median:
18 years
as NAR
member

	All Commercial Members	License			Specialty	
		Broker	Broker Associate	Sales Agent	Commercial Only	Commercial & Residential
2 years or less	8%	4%	4%	17%	10%	7%
3 to 5 years	7	4	5	14	7	8
6 to 15 years	27	24	28	34	25	29
16 to 25 years	25	27	28	21	22	26
26 years or more	33	42	35	14	36	31

* Less than one percent

COMMERCIAL DESIGNATIONS OF NAR'S COMMERCIAL MEMBERS

(Percent of Respondents)

	2007	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Hold no designation	57%	54%	61%	65%	60%	63%	66%	55%	60%	65%	63%
Certified Commercial Investment Member (CCIM)	31	34	27	25	29	27	25	28	27	21	21
Certified Property Manager (CPM)	7	8	6	7	7	5	6	9	8	7	6
Certified International Property (CIPS)	2	2	3	2	3	6	4	6	7	7	9
Society of Industrial and Office REALTORS® (SIOR)	6	6	6	4	5	4	4	6	4	4	5
Accredited Land Consultant (ALC)	3	3	3	2	3	4	4	4	3	2	3
Counselors of Real Estate (CRE)	3	3	2	2	2	2	1	2	2	2	2



CHAPTER 2

INDUSTRY TOOLS AND TECHNOLOGY OF NAR'S COMMERCIAL MEMBERS

80% of sales and leasing specialists use CoStar/LoopNet

22% of property managers use Yardi Voyager

63% of commercial appraisers do not use online valuation software

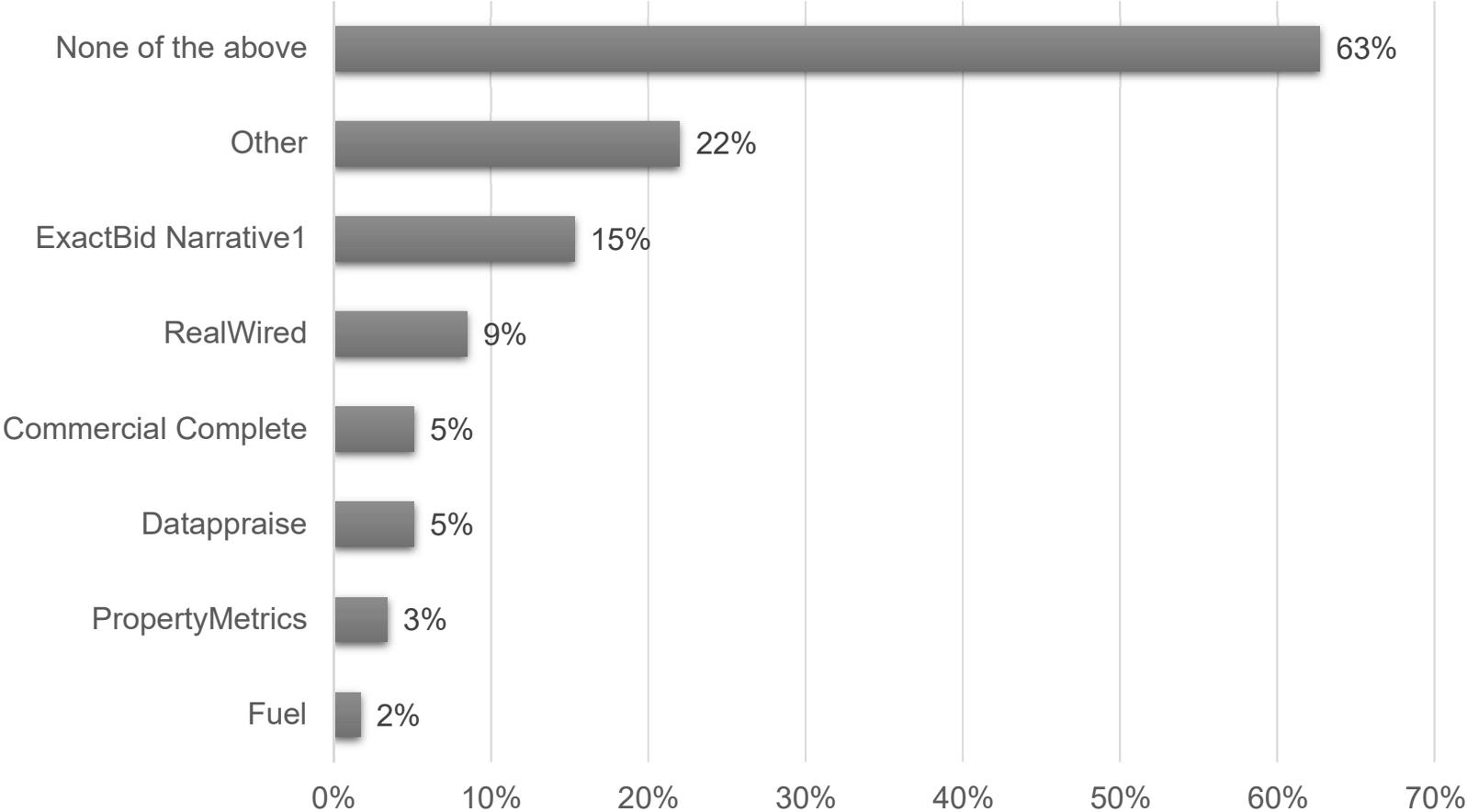
HIGHLIGHTS

- For commercial appraisers, nearly two-thirds (63 percent) did not use online valuation tools for their business and 74 percent used CoStar and LoopNet for data analytics.
- Twenty-two percent of property managers used Yardi Voyager and 20 percent used AppFolio Property Manager to assist in their business. Half of commercial property managers used no specific online tool, but often kept their own records.
- Four in five commercial investors, sales, and leasing specialists used CoStar and LoopNet, as well as other online tools including REALTORS® Property Resource and regional-specific platforms.

COMMERCIAL APPRAISERS: VALUATION TOOLS

(Percent of Respondents)

Valuation Tools



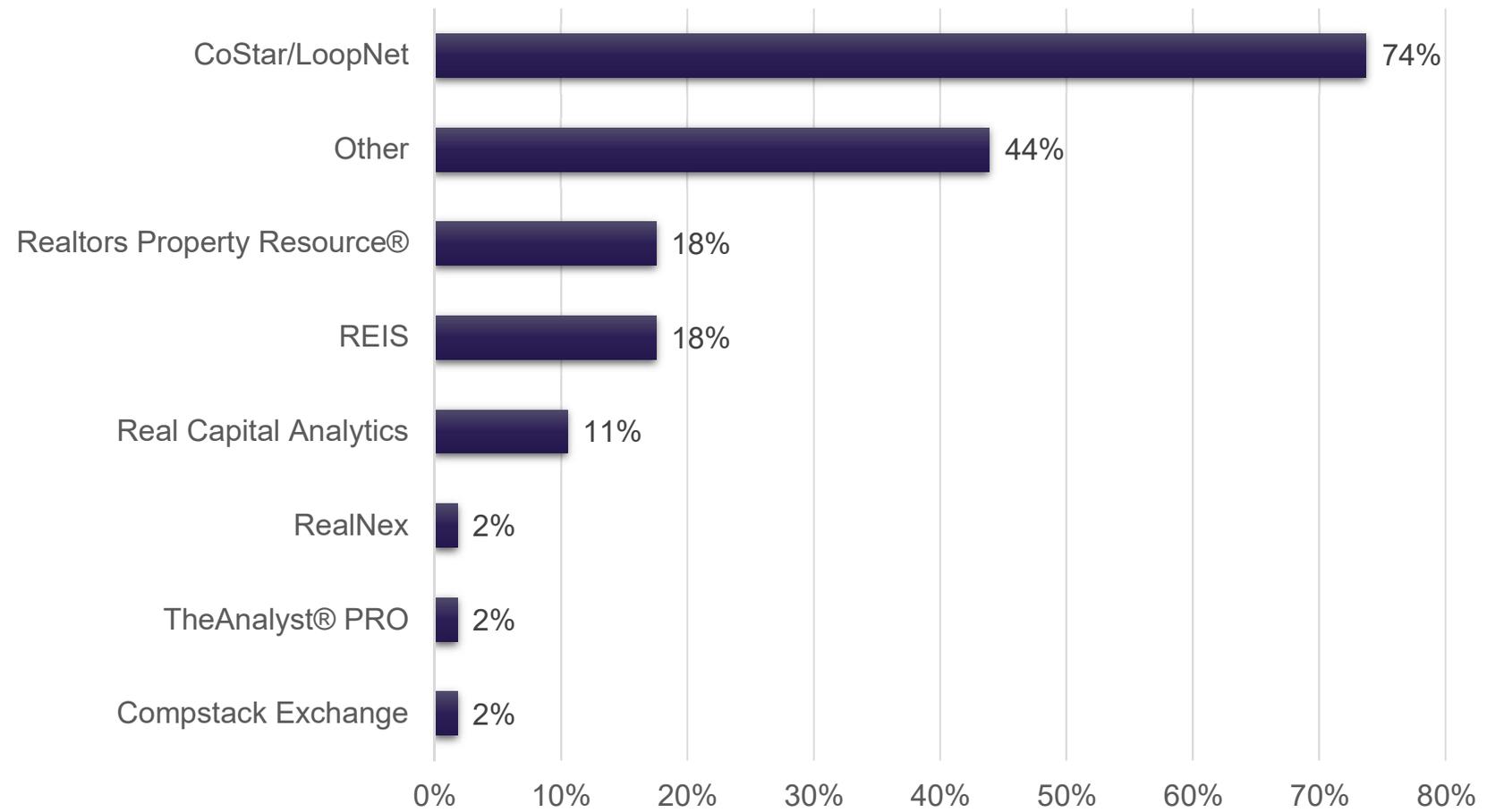
When listing “other” responses, commercial members most commonly named:

- Microsoft Office software
- Marshall & Swift by CoreLogic
- In-house software

COMMERCIAL APPRAISERS: INDUSTRY TOOLS AND TECHNOLOGY

(Percent of Respondents)

Data Analytics Platforms



When listing “other” responses, commercial members most commonly named:

- MLS data
- Conn-Comp
- STDB by CCIM
- In-house software

COMMERCIAL APPRAISERS: INDUSTRY TECHNOLOGY, BY REGION

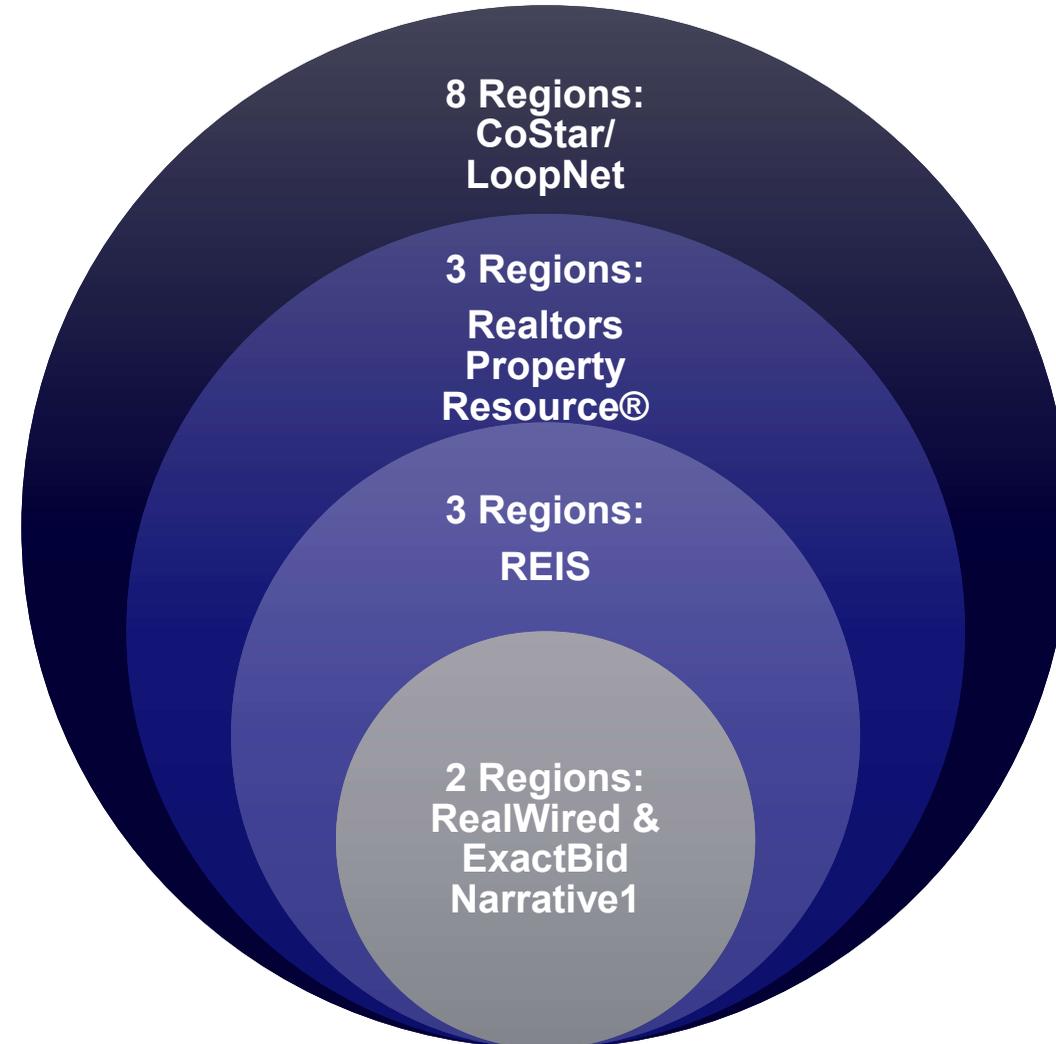
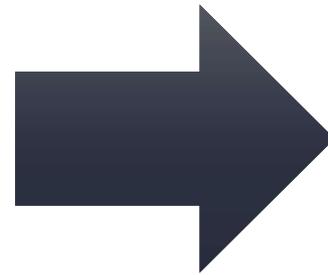
(Percent of Respondents)

New England, Mid-Atlantic, East North Central, West North Central, South Atlantic, East South Central, West South Central, Pacific

New England, Mid-Atlantic, East North Central

South Atlantic, West South Central, Pacific

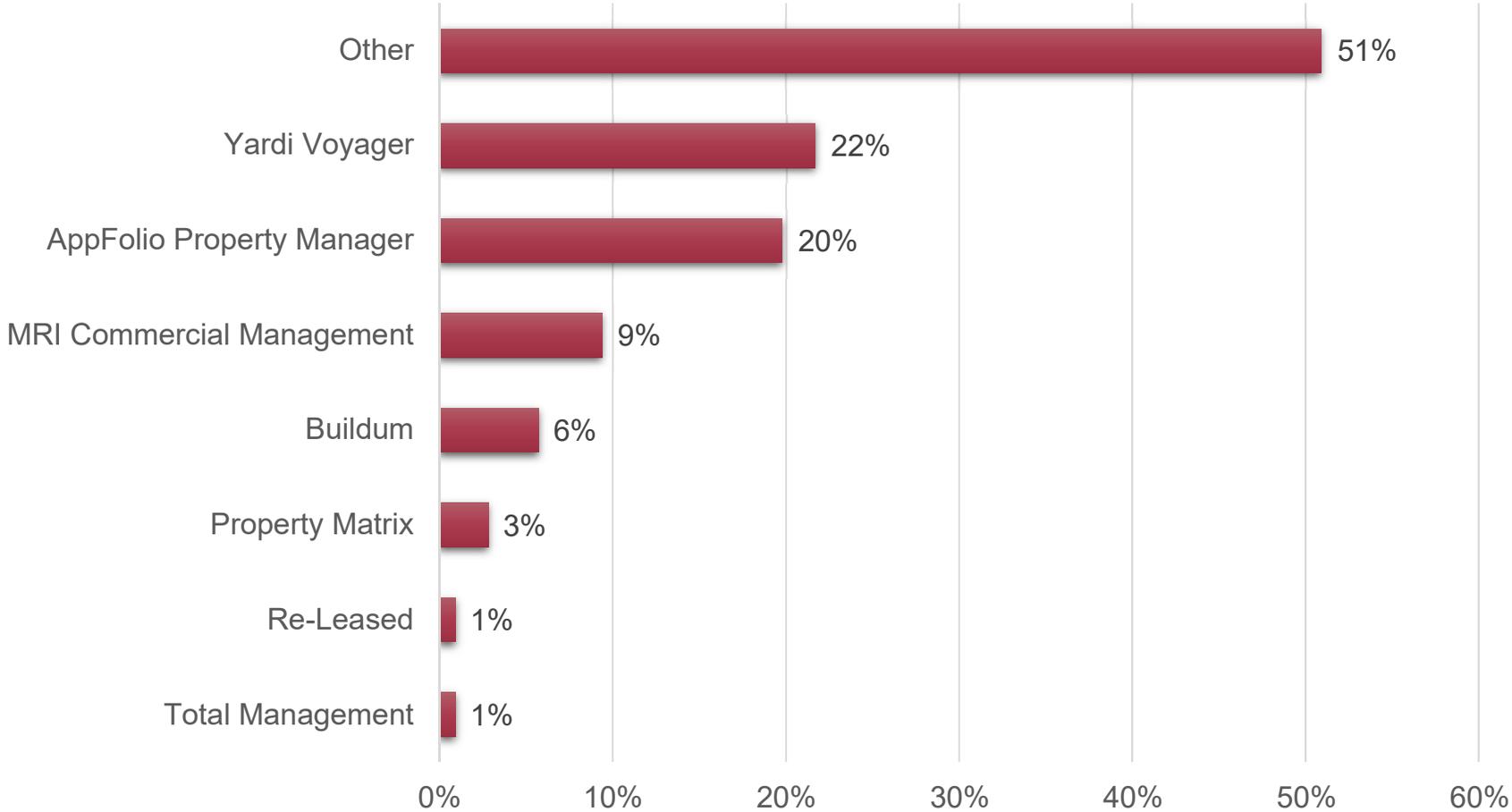
West North Central, East South Central



COMMERCIAL PROPERTY MANAGERS: INDUSTRY TOOLS AND TECHNOLOGY

(Percent of Respondents)

Online Property Management Tools



* Less than one percent

When listing “other” responses, commercial members most commonly named:

- AMSI
- Archibus
- Microsoft Office
- In house software
- Promas
- Propertyware
- RentManager
- Jenark
- Quickbooks

COMMERCIAL PROPERTY MANAGERS: INDUSTRY TECHNOLOGY, BY REGION

(Percent of Respondents)

Mid-Atlantic, East North Central,
West North Central, South
Atlantic, East South Central, West
South Central, Mountain, Pacific

East North Central,
East South Central,
West South Central,
Mountain, Pacific

Mid-Atlantic,
West North
Central,
Mountain

Mid-
Atlantic,
South
Atlantic

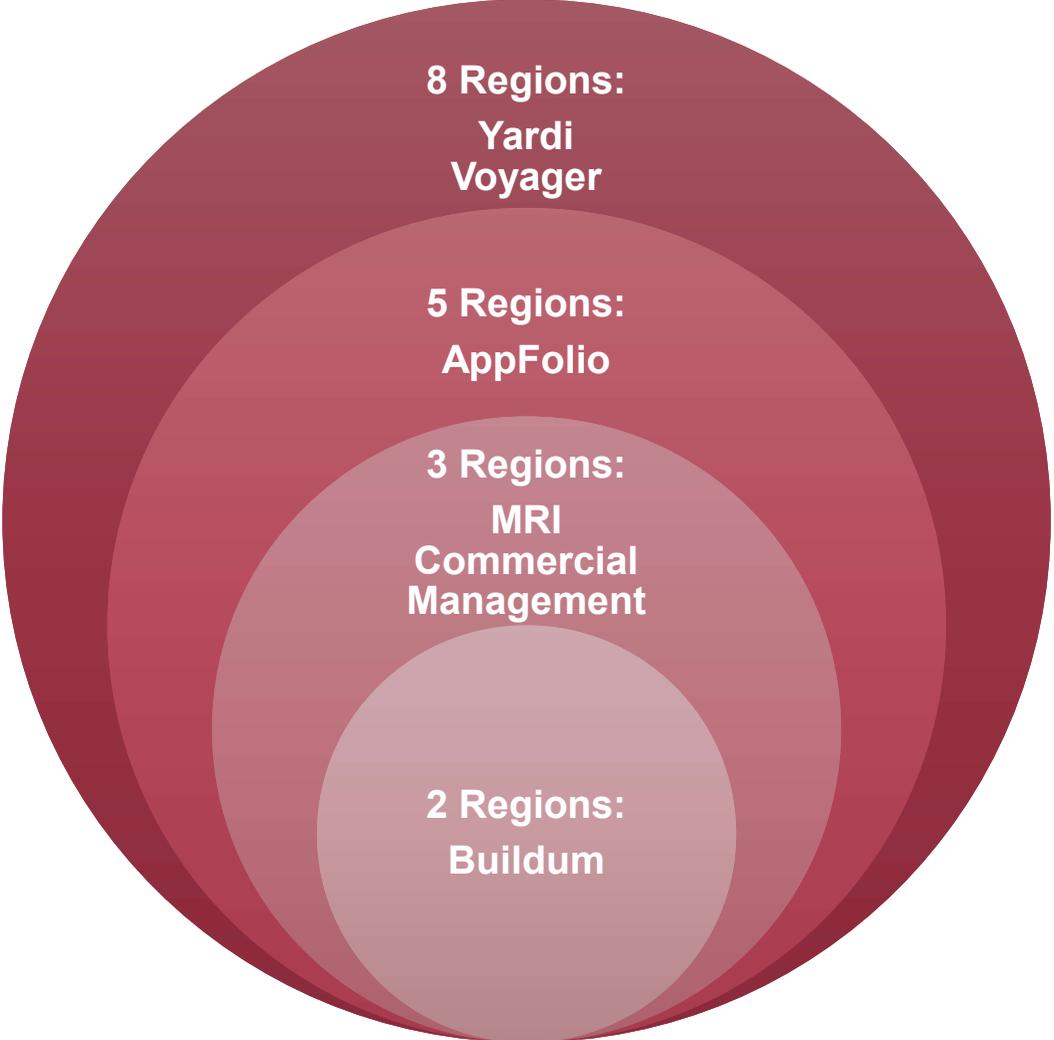
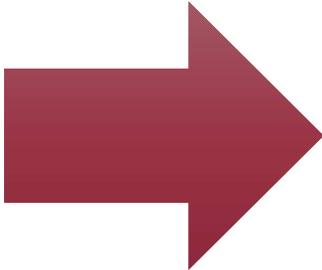
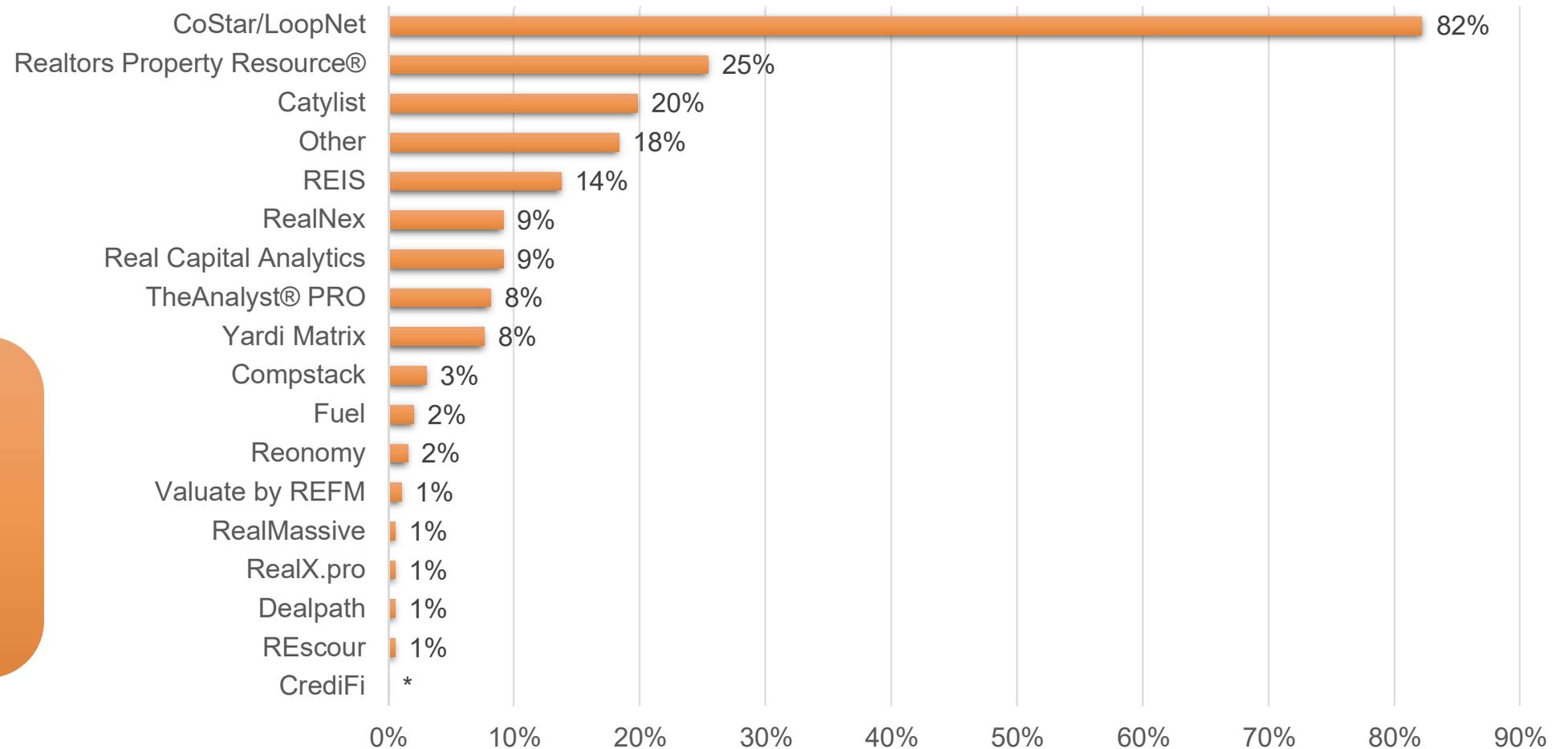


EXHIBIT 2-5

COMMERCIAL INVESTORS: INDUSTRY TOOLS AND TECHNOLOGY

(Percent of Respondents)

Research, Analytics, & Data Platforms



When listing “other” responses, commercial members most commonly named:

- Crexi
- Land Vision
- Local MLS
- STDB

* Less than one percent

COMMERCIAL INVESTORS: INDUSTRY TECHNOLOGY, BY REGION

(Percent of Respondents)

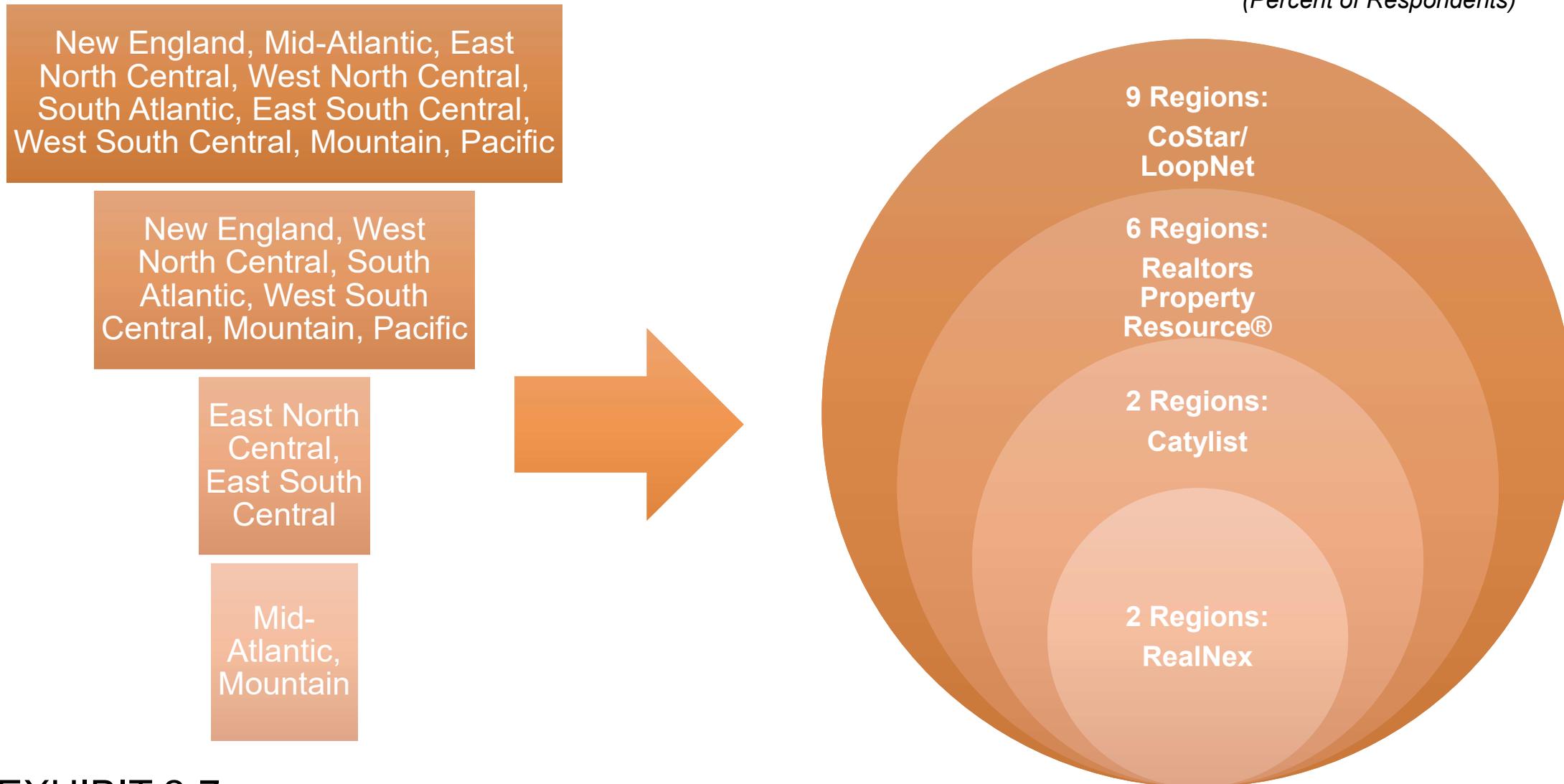
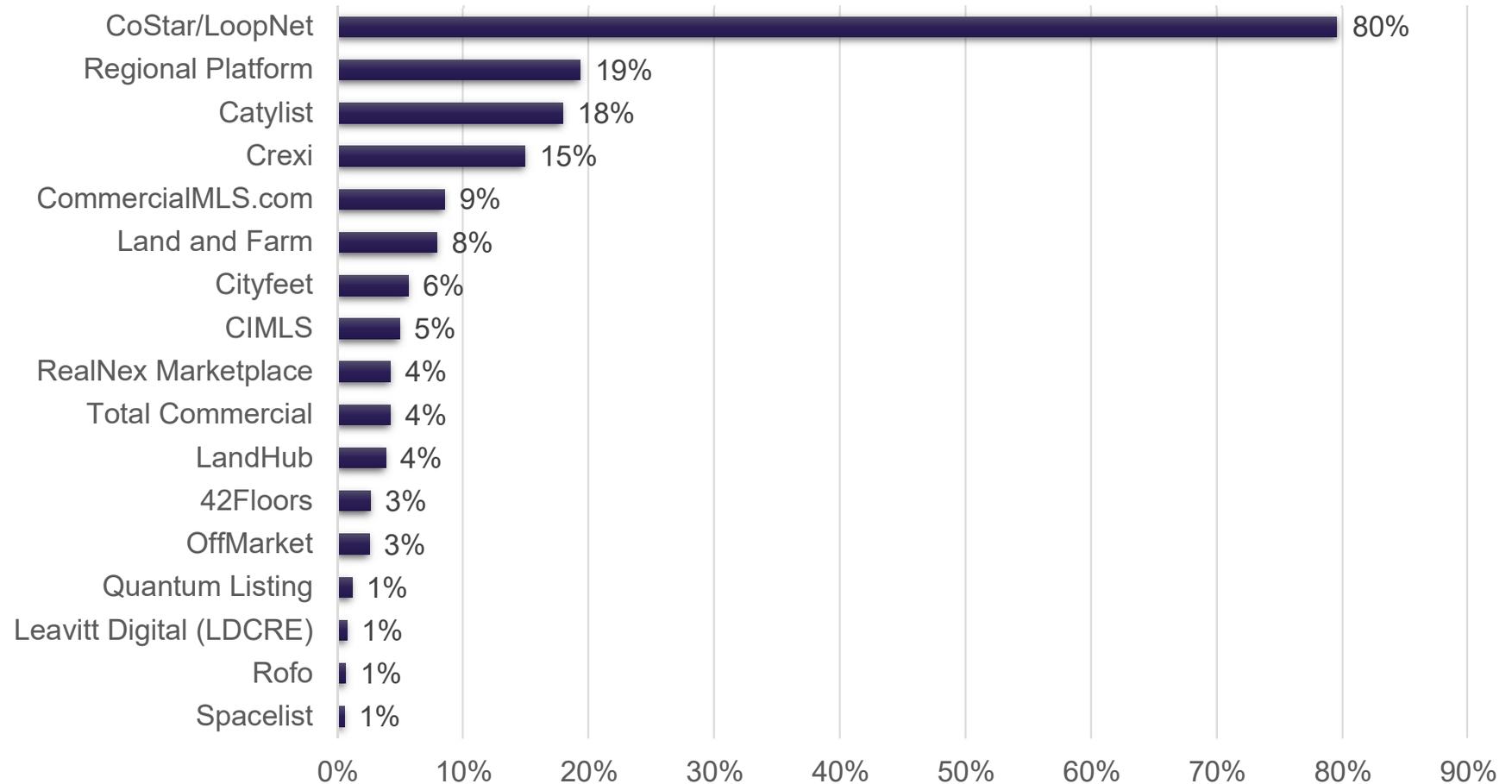


EXHIBIT 2-7

COMMERCIAL SALES AND LEASING SPECIALISTS: INDUSTRY TOOLS AND TECHNOLOGY

(Percent of Respondents)

Listing Database & Leasing Software



When listing “regional platform”, commercial members most commonly named:

Bizbuysell, CAR, CERC, CommGate, CPIX, CRMLS, ECAR MLS, Flexmls, GAVAR, LACDB, Matrix, MetroList, MFRMLS, MLSLI, MNCAR, MRED, MRIS, NAVICA, Property Drive, PropertyLine, SFARMLS, SRAR, TREND MLS

COMMERCIAL SALES AND LEASING SPECIALISTS: INDUSTRY TECHNOLOGY, BY REGION

(Percent of Respondents)

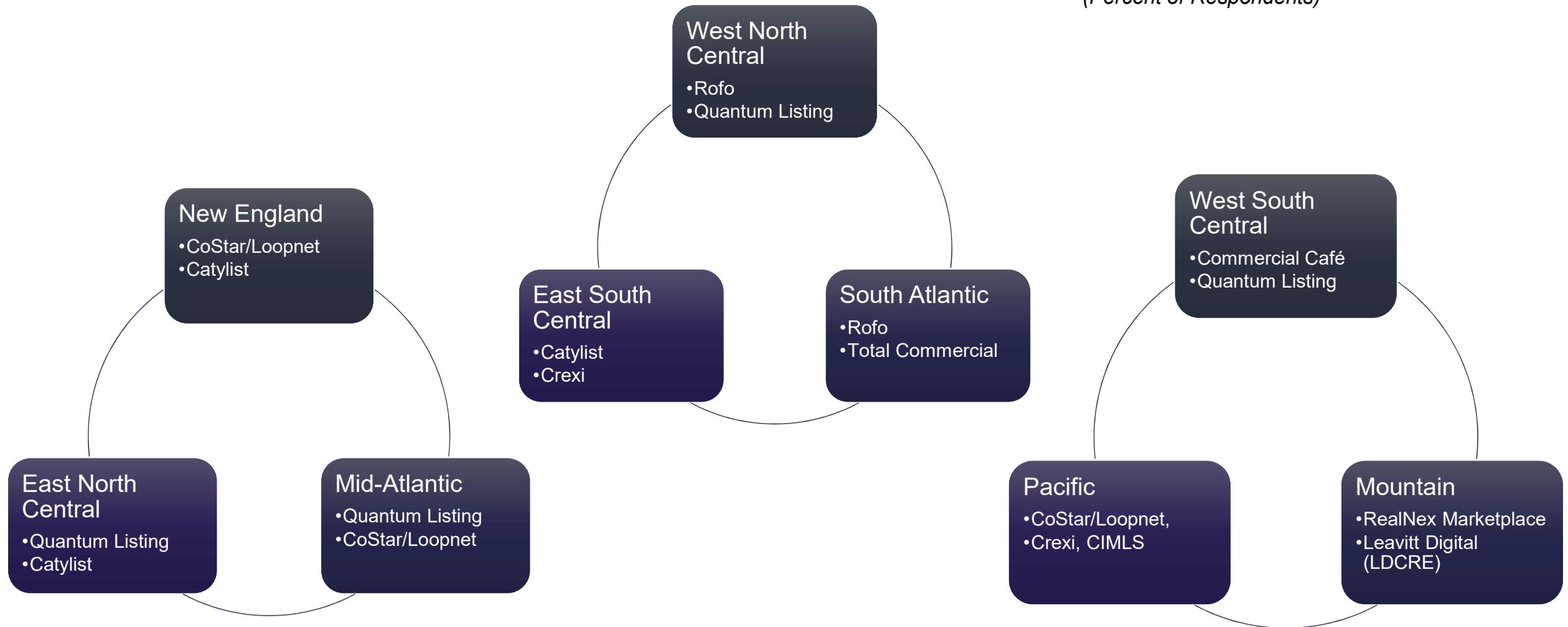
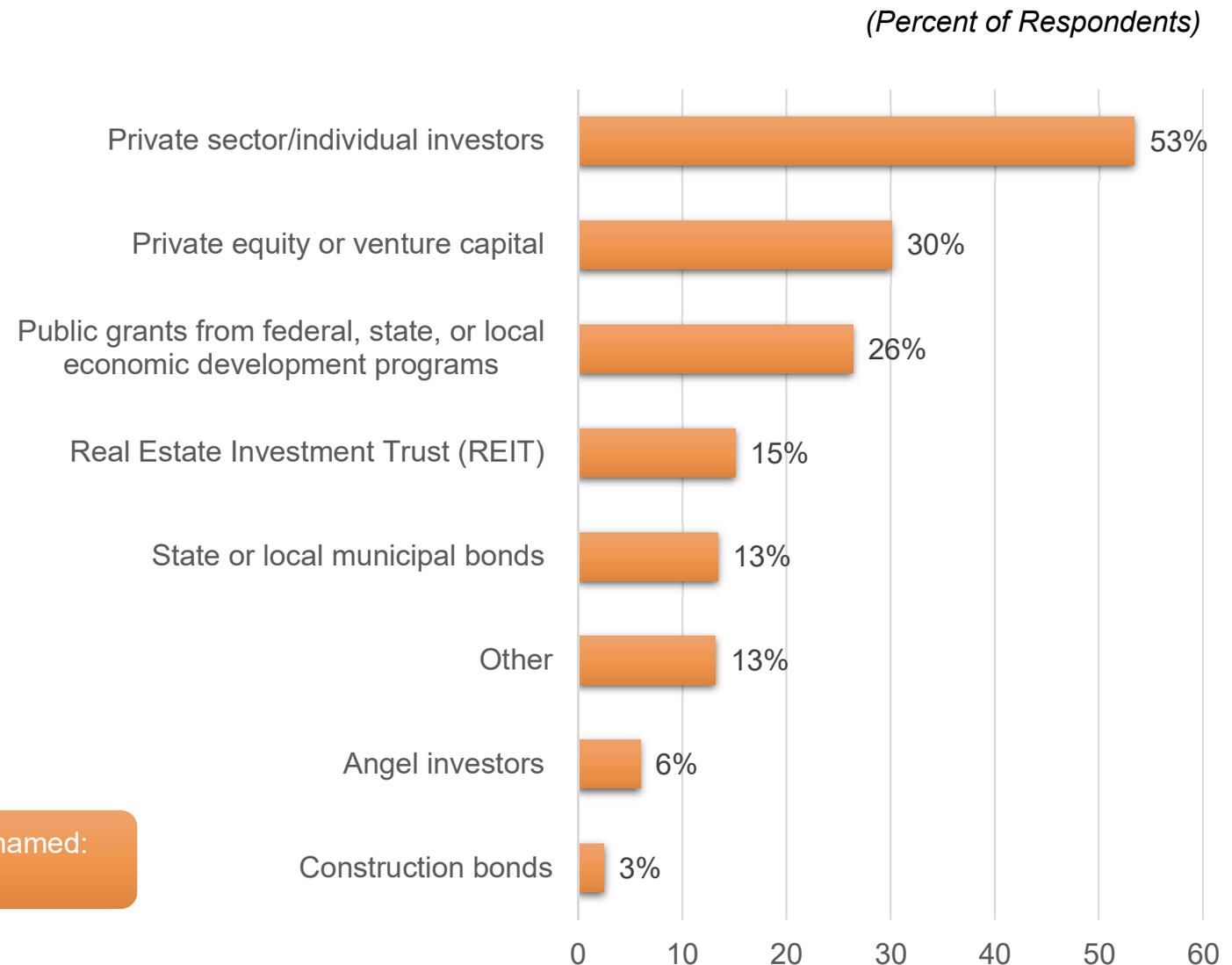
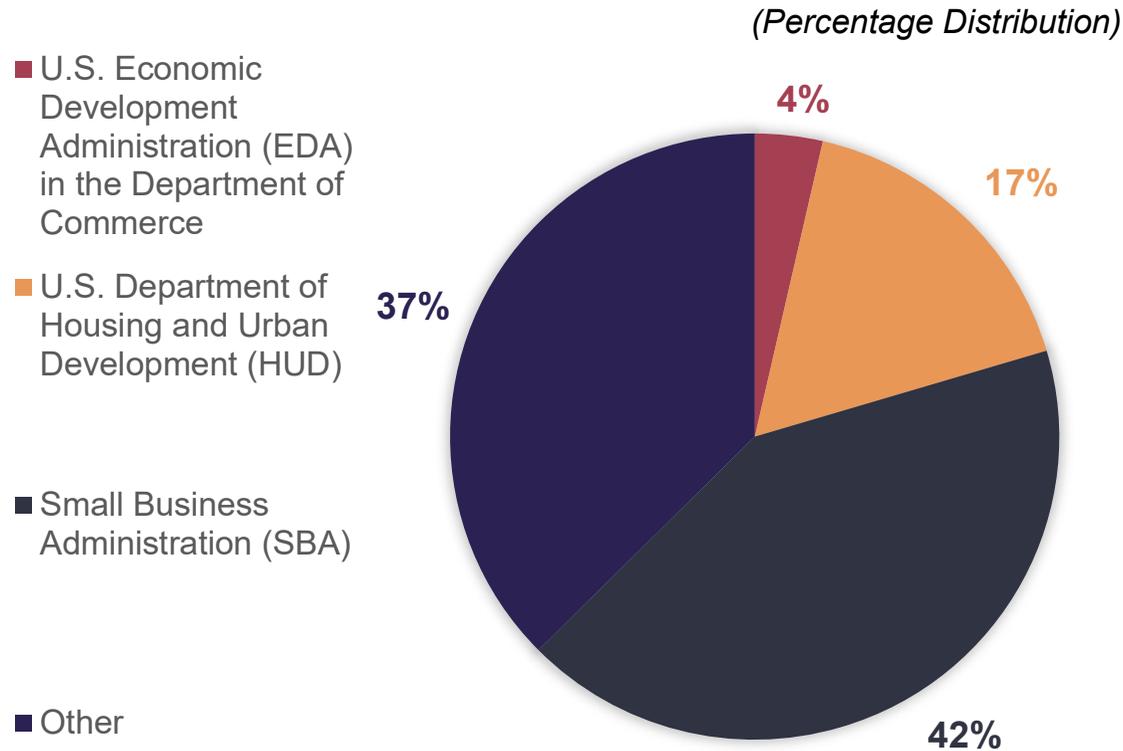


EXHIBIT 2-9

TYPES OF ECONOMIC DEVELOPMENT FUNDS AND GOVERNMENT AGENCIES

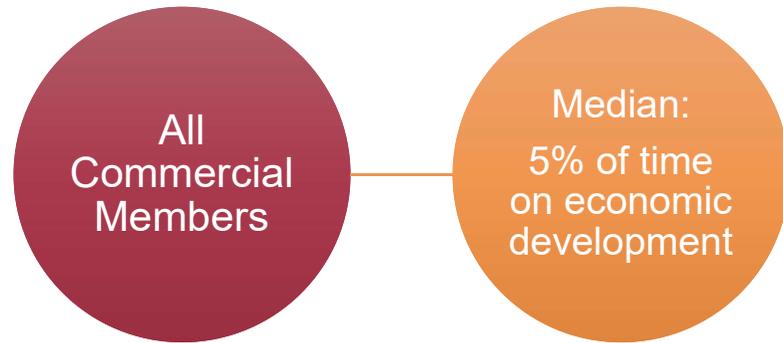


When listing "other" responses, commercial members most commonly named:

- Local municipalities (State, city, and counties), USDA, and EDC

PERCENT OF TIME SPENT ON ECONOMIC DEVELOPMENT, BY SERVICE AREA

(Percentage Distribution)



Primary Service Area

	All Commercial Members	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
None	44%	44%	51%	37%	52%	34%	19%	64%
1% to 24%	36	37	34	39	39	33	35	31
25% to 49%	11	12	9	12	5	22	17	3
50% to 74%	4	3	2	5	3	6	15	2
75% to 100%	4	3	4	7	2	5	14	*
Median	5	5	*	9	*	12	21	*

* Less than one percent

CHAPTER 3

BUSINESS ACTIVITY OF NAR'S COMMERCIAL MEMBERS



HIGHLIGHTS

- Commercial members completed a median of seven transactions in 2017, down from eight in 2016.
- The median sales transaction volume in 2017 for members who had a transaction was \$3,870,500—an increase from the median sales volume of \$3,500,000 in 2016.
- The median gross leasing volume was \$705,500 in 2017 for members who had a transaction—an increase from the \$538,500 in 2016.

NUMBER OF COMMERCIAL SALES TRANSACTIONS, 2017, BY LICENSE TYPE, SERVICE AREA, AND SPECIALTY

(Percentage Distribution)

	All Commercial Members	Licensed As			Primary Service Area		Specialty	
		Broker	Broker Associate	Sales Agent	Sales	Investment	Commercial Only	Commercial & Residential
1 to 4	35%	27%	36%	44%	34%	35%	15%	49%
5 to 9	23	22	27	22	23	23	22	24
10 to 14	15	17	10	13	14	17	18	12
15 to 19	8	9	8	6	8	8	12	5
20 or more	20	25	19	15	21	17	34	10
Median (transactions)	7	10	7	6	8	8	12	5

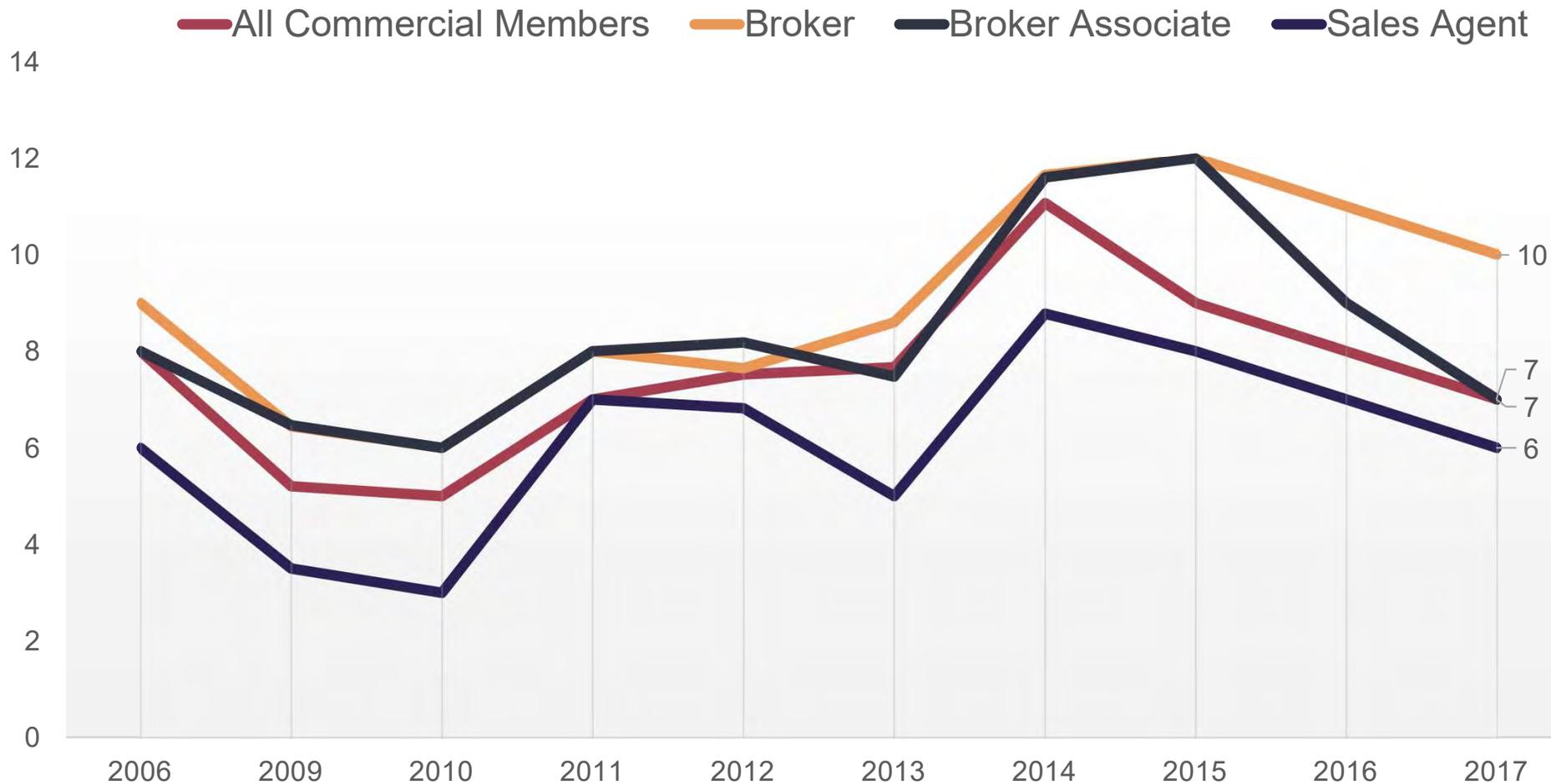
7 median commercial transactions in 2017

Commercial only specialists had 12 median sales transactions

20 percent of commercial members had 20 or more sales transactions in 2017

NUMBER OF COMMERCIAL SALES TRANSACTIONS, 2006-2017, BY LICENSE TYPE

(Medians)

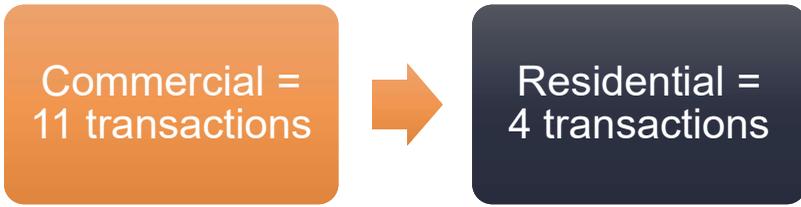


Sales transactions hit a valley in 2009-2010 (five for all members), corresponding to market conditions, then climbed to a recent peak in 2014 (11 for all members).

TIME SERIES 1

NUMBER OF COMMERCIAL SALES TRANSACTIONS, 2017, BY PROPERTY TYPE

(Percentage Distribution)



Commercial members performed 13 median sales transactions on FARMS & RANCHES in 2017

Commercial Property Type

	All Commercial Members	Commercial	Office	Multi-family	Retail	Land	Industrial	Residential	Farms/Ranches	Hospitality/Resort
1 to 4	35%	27%	34%	42%	38%	43%	20%	66%	11%	45%
5 to 9	23	19	25	26	20	22	32	14	22	36
10 to 14	15	15	11	14	16	13	11	11	22	14
15 to 19	8	12	9	5	8	7	5	*	17	*
20 or more	20	27	20	13	18	15	32	9	28	5
Median (transactions)	7	11	8	6	7	6	9	4	13	6

* Less than one percent

NUMBER OF COMMERCIAL SALES TRANSACTIONS, 2017, BY EXPERIENCE

(Percentage Distribution)

26+ years of experience

24% had 20 or more sales

Less than 2 years

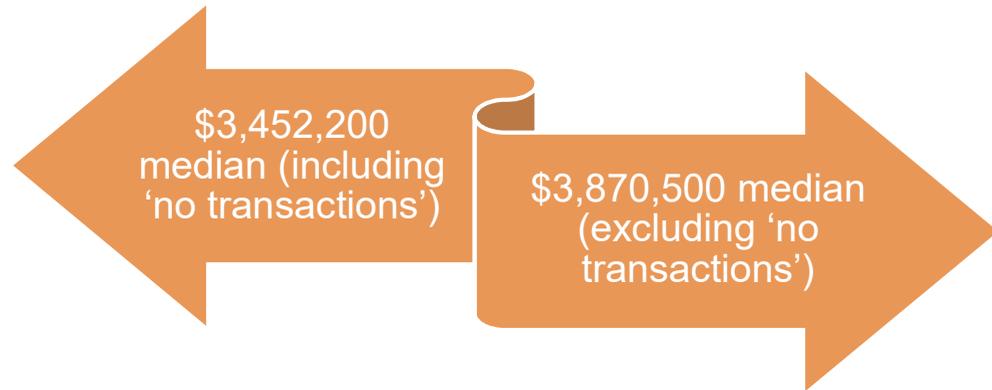
69% had 1-4 sales

	Commercial Real Estate Experience					
	All Commercial Members	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
1 to 4	35%	69%	44%	40%	33%	24%
5 to 9	23	17	25	21	23	24
10 to 14	15	6	14	16	11	18
15 to 19	8	*	1	7	11	10
20 or more	20	9	15	17	22	24
Median (transactions)	7	4	6	7	8	10

* Less than one percent

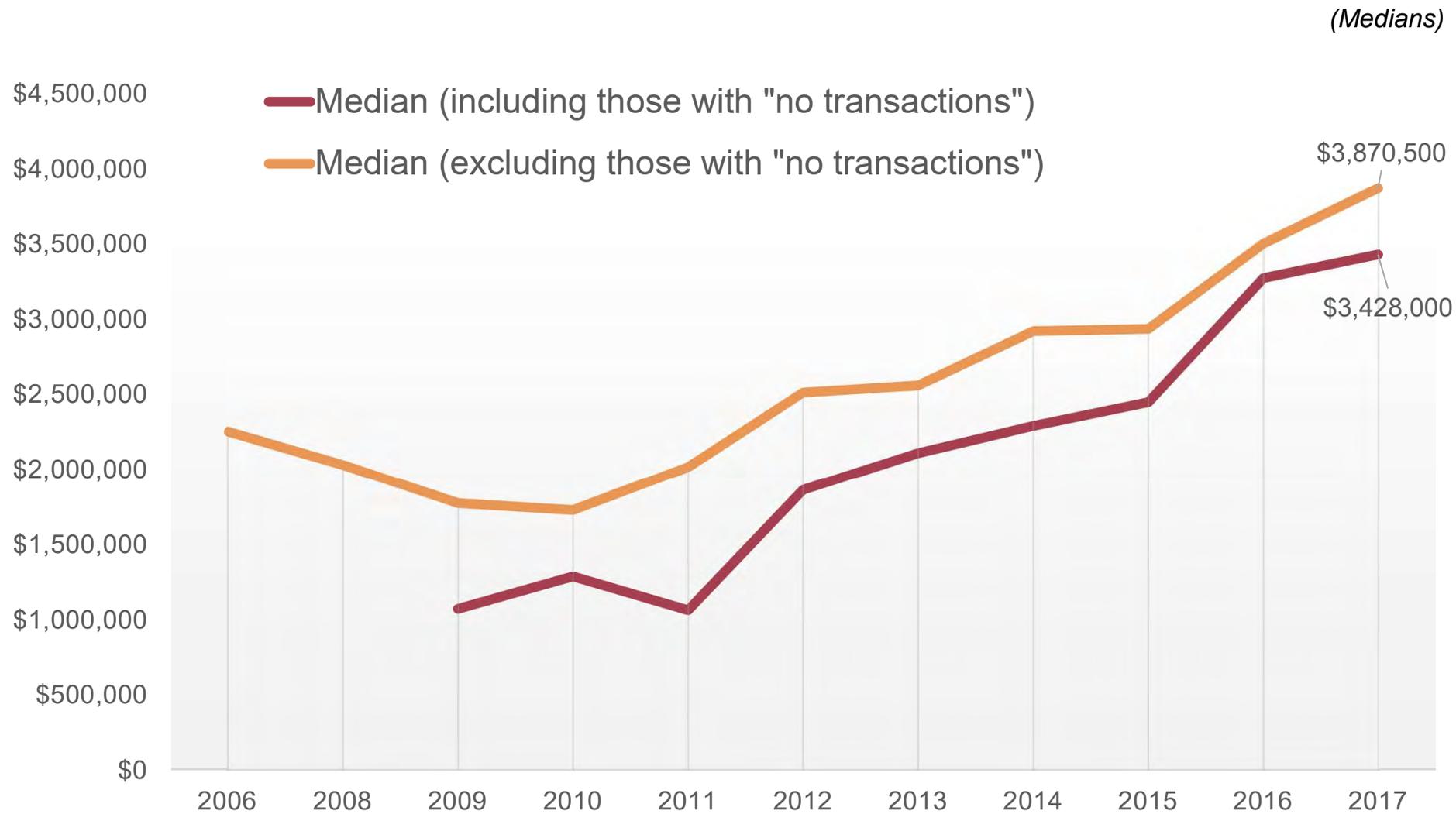
SALES TRANSACTION VOLUME, 2006-2017

(Percentage Distribution)



	2006	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Less than \$100,000	15%	18%	8%	9%	8%	7%	7%	5%	6%	5%	7%
\$100,000 to \$249,999	4	4	6	5	5	5	5	4	4	3	3
\$250,000 to \$499,999	5	5	7	8	5	8	5	6	5	5	4
\$500,000 to \$999,999	7	7	9	10	10	9	9	8	9	8	6
\$1,000,000 to \$1,999,999	17	15	13	16	12	14	12	13	14	11	10
\$2,000,000 to \$4,999,999	17	26	24	23	23	27	29	28	27	26	25
\$5,000,000 or more	35	24	14	15	17	21	24	31	27	34	37
No transactions	NA	NA	19	15	22	9	9	6	8	7	7
Median (including those with "no transactions")	NA	NA	\$1,067,000	\$1,282,100	\$1,058,300	\$1,857,100	\$2,103,400	\$2,285,700	\$2,444,400	\$3,269,200	\$3,452,000
Median (excluding those with "no transactions")	\$2,248,700	\$2,024,900	\$1,767,900	\$1,722,200	\$2,010,500	\$2,507,700	\$2,554,700	\$2,916,700	\$2,931,000	\$3,500,000	\$3,870,500

SALES TRANSACTION VOLUME, 2006-2017



The sales transactions volume has been on a steady upward trend since 2010-2011 and reached a median of \$3,870,500 in 2017 among members who had a transaction.

TIME SERIES 2

SALES TRANSACTION VOLUME IN 2017, BY LICENSE TYPE AND SPECIALTY

(Percentage Distribution)

Commercial only specialists had a median sales volume of \$5.6 mil

Specialists working in commercial and residential had \$2 mil

	2017	Licensed As			Specialty	
		Broker	Broker Associate	Sales Agent	Commercial Only	Commercial & Residential
Less than \$100,000	7%	4%	9%	10%	2%	10%
\$100,000 to \$249,999	3	4	2	3	3	4
\$250,000 to \$499,999	4	4	2	5	3	6
\$500,000 to \$999,999	6	5	8	7	4	8
\$1,000,000 to \$1,999,999	10	9	11	11	7	13
\$2,000,000 to \$4,999,999	25	24	33	22	25	25
\$5,000,000 or more	37	44	30	31	53	26
No transactions	7	5	5	11	3	9
Median (including those with "no transactions")	\$3,428,000	\$4,375,000	\$3,181,800	\$2,409,100	\$5,566,000	\$2,000,000
Median (excluding those with "no transactions")	\$3,870,500	\$4,597,200	\$3,447,400	\$3,137,100	\$5,909,100	\$2,777,800

SALES TRANSACTION VOLUME, 2017, BY PROPERTY TYPE

(Percentage Distribution)

	Commercial Property Type									
	All Commercial Members	Commercial	Office	Multi-family	Retail	Land	Industrial	Residential	Farms/Ranches	Hospitality/Resort
Less than \$100,000	7%	7%	9%	4%	5%	12%	5%	10%	*	9%
\$100,000 to \$249,999	3	3	4	2	4	3	2	8	*	4
\$250,000 to \$499,999	4	3	4	6	6	3	4	4	10	*
\$500,000 to \$999,999	6	6	6	7	6	5	3	8	5	9
\$1,000,000 to \$1,999,999	10	7	17	10	5	11	10	22	5	13
\$2,000,000 to \$4,999,999	25	26	30	24	23	27	33	15	20	13
\$5,000,000 or more	37	42	23	40	41	30	39	22	55	48
No transactions	7	6	6	7	8	9	3	10	5	4
Median (including those with "no transactions")	\$3,452,000	\$4,087,800	\$2,357,100	\$3,764,700	\$3,840,900	\$2,770,300	\$4,000,000	\$1,437,500	\$5,909,100	\$4,580,000
Median (excluding those with "no transactions")	\$3,870,500	\$4,412,200	\$2,642,900	\$4,205,900	\$4,386,400	\$3,297,300	\$4,150,000	\$1,656,300	\$6,363,600	\$5,000,000

* Less than one percent

EXHIBIT 3-6



Highest Median Sales Volume: Farms & Ranches at \$6,363,600

SALES TRANSACTION VOLUME, 2017, BY EXPERIENCE

(Percentage Distribution)

Sales volume increased with experience

	All Commercial Members	Real Estate Experience					Commercial Real Estate Experience				
		2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
Less than \$100,000	7%	9%	21%	8%	6%	5%	17%	14%	8%	2%	5%
\$100,000 to \$249,999	3	*	*	5	3	3	2	1	3	3	4
\$250,000 to \$499,999	4	6	7	4	5	4	10	6	4	4	4
\$500,000 to \$999,999	6	3	5	8	5	6	5	4	9	8	4
\$1,000,000 to \$1,999,999	10	15	19	11	9	10	16	11	11	8	10
\$2,000,000 to \$4,999,999	25	6	23	23	27	27	10	29	25	30	24
\$5,000,000 or more	37	21	16	32	38	42	7	27	36	40	46
No transactions	7	41	9	8	7	3	32	8	5	5	3
Median (including those with "no transactions")	\$3,452,000	\$100,000	\$1,421,100	\$2,782,600	\$3,666,700	\$4,111,100	\$175,000	\$2,620,700	\$3,200,000	\$4,000,000	\$4,500,000
Median (excluding those with "no transactions")	\$3,870,500	\$1,800,000	\$1,687,500	\$3,205,900	\$4,084,700	\$4,314,700	\$937,500	\$3,000,000	\$3,621,000	\$4,226,600	\$4,700,000

EXHIBIT 3-7

* Less than one percent

SALES TRANSACTION VOLUME, 2017, BY REGION



(Percentage Distribution)

	Region									
	All Commercial Members	New England	Mid-Atlantic	East North Central	West North Central	South Atlantic	East South Central	West South Central	Mountain	Pacific
Less than \$100,000	7%	9%	9%	4%	6%	9%	9%	5%	7%	7%
\$100,000 to \$249,999	3	3	3	6	3	3	4	4	1	2
\$250,000 to \$499,999	4	9	5	3	3	7	6	6	1	1
\$500,000 to \$999,999	6	*	7	8	9	5	4	4	8	6
\$1,000,000 to \$1,999,999	10	15	8	11	4	13	13	6	10	12
\$2,000,000 to \$4,999,999	25	26	32	22	21	21	17	35	30	20
\$5,000,000 or more	37	29	31	38	43	35	43	38	37	41
No transactions	7	9	4	8	12	7	4	3	7	10
Median (including those with "no transactions")	\$3,452,000	\$2,576,900	\$3,312,500	\$3,363,600	\$3,857,100	\$2,857,100	\$3,764,700	\$3,885,700	\$3,600,000	\$3,800,000
Median (excluding those with "no transactions")	\$3,870,500	\$3,166,700	\$3,437,500	\$3,860,000	\$4,785,700	\$3,316,300	\$4,062,500	\$4,079,500	\$4,000,000	\$4,431,000

* Less than one percent

TYPICAL DOLLAR VALUE OF SALES TRANSACTIONS, 2017, BY LICENSE TYPE AND SPECIALTY

(Percentage Distribution)

	Licensed As				Specialty	
	All Commercial Members	Broker	Broker Associate	Sales Agent	Commercial Only	Commercial & Residential
Less than \$100,000	7%	6%	9%	8%	4%	10%
\$100,000 to \$249,999	12	11	14	15	7	17
\$250,000 to \$499,999	26	23	33	26	19	30
\$500,000 to \$999,999	24	27	20	22	26	22
\$1,000,000 to \$1,999,999	14	15	14	13	21	9
\$2,000,000 to \$4,999,999	12	13	9	11	18	7
\$5,000,000 or more	5	5	2	5	6	4
Median	\$602,500	\$685,200	\$454,500	\$522,700	\$884,600	\$441,700

Brokers had a median dollar value at \$685,200

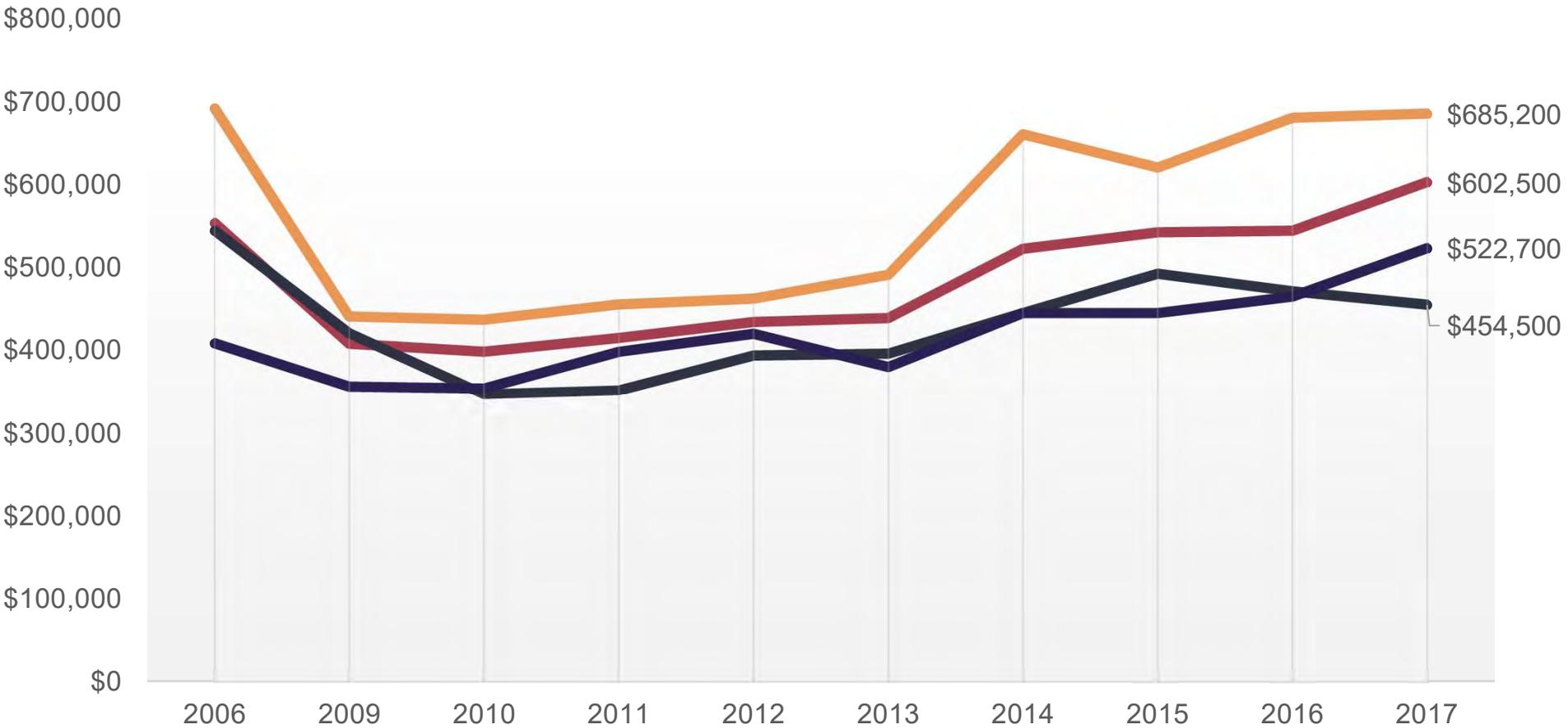
Commercial only specialists had \$884,600

Half of commercial members (50 percent) sold property between \$250,000 and \$1 mil in dollar value.

TYPICAL DOLLAR VALUE OF SALES TRANSACTIONS, 2006-2017

(Medians)

— All Commercial Members — Broker — Broker Associate — Sales Agent

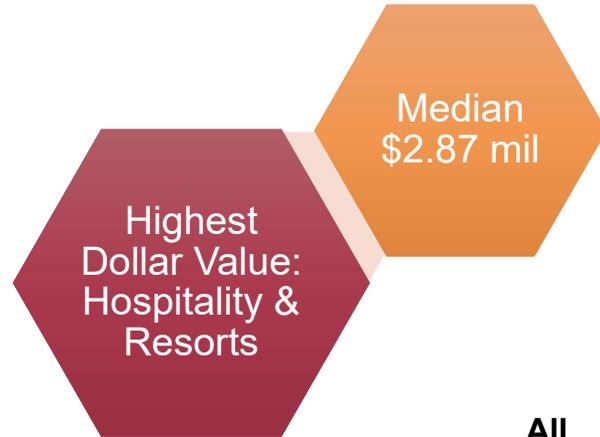


The median dollar value of sales has also been trending upward since 2013 to a high of \$602,500 for all members, and \$685,200 for brokers, in 2017.

TIME SERIES 3

TYPICAL DOLLAR VALUE OF SALES TRANSACTIONS, 2017, BY PROPERTY TYPE

(Percentage Distribution)



While HOSPITALITY & RESORTS only had a median of 6 transactions in 2017, the dollar value of sales for this property was \$2,866,700.

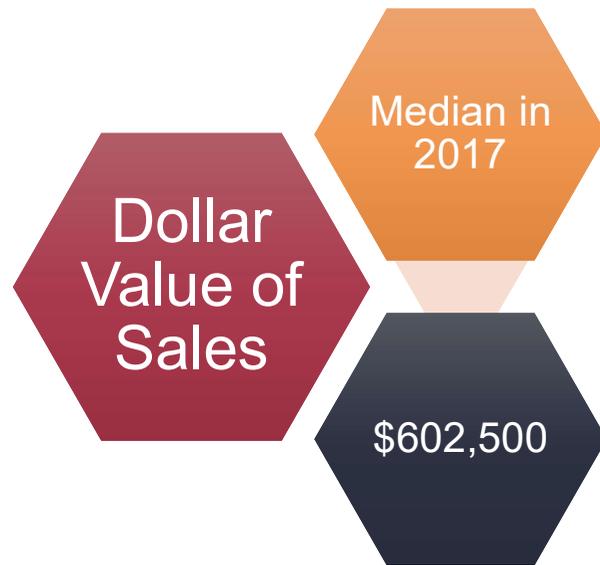
Commercial Property Type

	All Commercial Members	Commercial	Office	Multi-family	Retail	Land	Industrial	Residential	Farms/Ranches	Hospitality/Resort
Less than \$100,000	7%	8%	9%	3%	8%	12%	3%	8%	*	5%
\$100,000 to \$249,999	12	10	18	14	9	15	8	22	15	*
\$250,000 to \$499,999	26	23	31	29	23	27	26	32	20	23
\$500,000 to \$999,999	24	31	25	23	24	16	31	16	25	*
\$1,000,000 to \$1,999,999	14	16	11	14	18	15	13	11	20	9
\$2,000,000 to \$4,999,999	12	10	5	12	11	10	15	6	15	45
\$5,000,000 or more	5	3	2	6	6	4	5	5	5	18
Median	\$602,500	\$645,200	\$435,500	\$587,000	\$708,300	\$463,000	\$709,700	\$406,300	\$800,000	\$2,866,700

* Less than one percent

TYPICAL DOLLAR VALUE OF SALES TRANSACTIONS, 2017, BY EXPERIENCE

(Percentage Distribution)



	Commercial Real Estate Experience					
	All Commercial Members	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
Less than \$100,000	7%	25%	12%	6%	4%	6%
\$100,000 to \$249,999	12	13	14	16	11	10
\$250,000 to \$499,999	26	33	35	27	26	21
\$500,000 to \$999,999	24	16	16	26	26	24
\$1,000,000 to \$1,999,999	14	7	10	12	17	17
\$2,000,000 to \$4,999,999	12	4	9	8	11	16
\$5,000,000 or more	5	2	4	4	6	6
Median	\$602,500	\$340,900	\$421,400	\$519,200	\$673,100	\$770,800

TYPICAL DOLLAR VALUE OF SALES TRANSACTIONS IN 2017, BY REGION

(Percentage Distribution)



EAST SOUTH CENTRAL had the lowest dollar value of sales at **\$392,900.**

	Region									
	All Commercial Members	New England	Mid-Atlantic	East North Central	West North Central	South Atlantic	East South Central	West South Central	Mountain	Pacific
Less than \$100,000	7%	10%	9%	4%	5%	12%	13%	5%	3%	5%
\$100,000 to \$249,999	12	16	11	19	22	9	17	13	12	6
\$250,000 to \$499,999	26	29	33	30	19	24	35	28	32	10
\$500,000 to \$999,999	24	23	20	31	29	22	15	15	25	34
\$1,000,000 to \$1,999,999	14	10	10	10	12	13	13	23	14	18
\$2,000,000 to \$4,999,999	12	6	14	6	12	12	4	11	9	18
\$5,000,000 or more	5	6	3	1	2	7	2	5	5	8
Median	\$602,500	\$456,900	\$477,300	\$475,000	\$569,000	\$613,600	\$392,900	\$633,300	\$560,000	\$926,500

TYPICAL DOLLAR VALUE OF SALES TRANSACTIONS IN 2017, BY SIZE (IN ACREAGE)

(Percentage Distribution)



The dollar value of sales trended downward as the size in acreage went up.

	SIZE (IN ACREAGE)										
	All Commercial Members	.25 (quarter acre) or less	.26 to .5 acres	.6 to 1 acres	1 to 2 acres	3 to 5 acres	6 to 10 acres	11 to 20 acres	21 to 100 acres	101 to 500 acres	501 acres or more
Less than \$100,000	7%	11%	*	5%	4%	8%	3%	5%	7%	9%	23%
\$100,000 to \$249,999	12	*	7	11	9	10	5	10	16	29	24
\$250,000 to \$499,999	26	11	18	23	24	14	21	30	30	29	29
\$500,000 to \$999,999	24	33	14	25	11	23	38	25	25	15	19
\$1,000,000 to \$1,999,999	14	*	46	8	16	25	15	14	12	6	6
\$2,000,000 to \$4,999,999	12	22	14	19	22	12	13	14	7	9	*
\$5,000,000 or more	5	22	*	9	13	8	7	2	2	2	*
Median	\$602,500	\$924,200	\$1,239,100	\$720,000	\$1,125,000	\$891,300	\$776,300	\$600,000	\$475,000	\$353,400	\$275,900

* Less than one percent

TYPICAL SIZE (IN SQUARE FEET) OF SALES TRANSACTIONS IN 2017, BY LICENSE TYPE

(Percentage Distribution)

	Licensed As			
	All Commercial Members	Broker	Broker Associate	Sales Agent
5,000 or less	35%	30%	36%	43%
5,000 to 24,999	39	40	48	35
25,000 to 49,999	10	12	7	7
50,000 to 99,999	7	7	5	5
100,000 to 249,999	3	3	1	3
250,000 to 499,999	2	3	1	2
500,000 to 999,999	2	1	1	2
1,000,000 or more	3	3	1	3
Median	12,800	15,000	10,800	9,000

**Median Size:
12,807 sf & 2 acres**

EXHIBIT 3-14

TYPICAL SIZE (IN ACREAGE) OF SALES TRANSACTIONS IN 2017, BY LICENSE TYPE

(Percentage Distribution)

	Licensed As			
	All Commercial Members	Broker	Broker Associate	Sales Agent
.25 (quarter acre) or less	8%	7%	8%	11%
.26 to .5 acres	11	8	13	15
.6 to 1 acre	16	15	20	17
1 to 2 acres	22	23	26	17
3 to 5 acres	18	19	15	16
6 to 10 acres	9	9	8	8
11 to 20 acres	5	5	6	6
21 to 100 acres	8	9	3	7
101 to 500 acres	3	4	1	2
501 acres or more	1	1	1	1
Median	2	3	2	2

EXHIBIT 3-15

NUMBER OF COMMERCIAL LEASE TRANSACTIONS, 2017, BY LICENSE TYPE, SERVICE AREA, AND SPECIALTY

(Percentage Distribution)

42 percent of commercial members whose primary service area was LEASING had 20 or more transactions in 2017.



	Licensed As				Primary Service Area				Specialty	
	All Commercial Members	Broker	Broker Associate	Sales Agent	Investment	Sales	Leasing	Property Management	Commercial Only	Commercial & Residential
1 to 4	39%	36%	40%	43%	51%	49%	18%	24%	26%	54%
5 to 9	21	21	23	20	19	24	16	21	19	24
10 to 14	14	15	12	14	15	14	14	11	16	11
15 to 19	6	6	5	5	4	4	9	7	8	3
20 or more	21	23	20	19	11	9	42	38	31	9
Median (transactions)	7	8	7	6	5	5	16	12	10	4

NUMBER OF COMMERCIAL LEASE TRANSACTIONS, 2017, BY PROPERTY TYPE

(Percentage Distribution)

Industrial properties had highest median lease transactions at 11 in 2017

Office, commercial, and retail properties were leased most often

Farms, ranches, hospitality, and resorts were the least likely properties to be leased.

Commercial Property Type

	All Commercial Members	Commercial	Office	Multi-family	Retail	Land	Industrial	Residential	Farms/Ranches	Hospitality/Resort
1 to 4	39%	32%	30%	57%	39%	70%	31%	56%	83%	100%
5 to 9	21	23	21	22	20	11	16	26	17	*
10 to 14	14	17	15	11	9	9	14	19	*	*
15 to 19	6	5	4	5	10	2	10	*	*	*
20 or more	21	22	30	5	22	9	29	*	*	*
Median (transactions)	7	8	9	5	7	4	11	5	3	3

* Less than one percent

LEASE TRANSACTION VOLUME (GROSS LEASE DOLLARS), 2006-2017

(Percentage Distribution)

Median lease transaction volume rose to \$705,500 in 2017

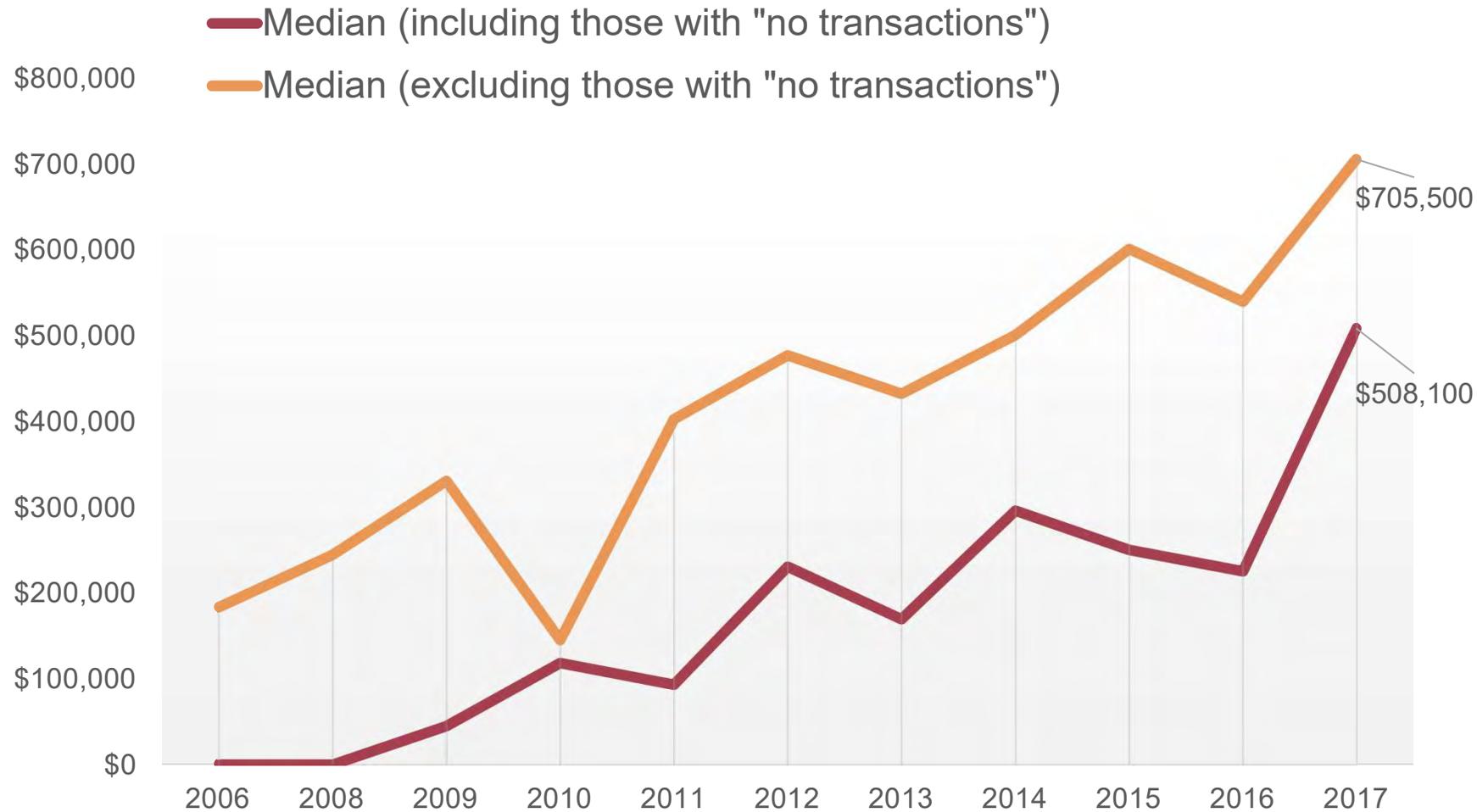
	2006	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Less than \$100,000	45%	39%	18%	24%	17%	18%	20%	18%	14%	15%	17%
\$100,000 to \$249,999	12	12	9	11	11	12	13	13	13	12	13
\$250,000 to \$499,999	11	11	6	9	8	10	9	11	9	10	10
\$500,000 to \$999,999	9	11	7	8	8	11	10	10	11	10	12
\$1,000,000 to \$1,999,999	9	9	7	7	8	10	9	10	9	8	11
\$2,000,000 to \$4,999,999	7	10	7	7	9	11	6	12	11	13	15
\$5,000,000 or more	8	8	4	6	6	7	9	9	8	8	12
No transactions	NA	NA	42	25	34	21	24	17	23	25	10
Median (including those with "no transactions")	NA	NA	\$45,000	\$118,400	\$93,100	\$230,500	\$169,200	\$295,500	\$250,000	\$225,000	\$497,600
Median (excluding those with "no transactions")	\$183,300	\$244,300	\$330,200	\$145,000	\$402,100	\$476,400	\$431,600	\$500,000	\$600,000	\$538,500	\$705,500

EXHIBIT 3-18

Note: For multi-year lease terms, respondents included the total multi-year lease value. E.g., 3 year lease that is \$500,000 per year, should be recorded as \$1,500,000.

LEASE TRANSACTION VOLUME (GROSS LEASE DOLLARS), 2006-2017

(Medians)



The lease transactions volume has gone up overall in the last decade, with year to year fluctuations. In 2017, the gross lease transaction volume for members who had a transaction was \$705,500, an increase from 2016 of \$538,500.

TIME SERIES 4

Note: For multi-year lease terms, respondents included the total multi-year lease value. E.g., 3 year lease that is \$500,000 per year, should be recorded as \$1,500,000.

LEASE TRANSACTION VOLUME (GROSS LEASE DOLLARS) IN 2017, BY LICENSE TYPE AND SPECIALTY

(Percentage Distribution)

	2017	Licensed As			Specialty	
		Broker	Broker Associate	Sales Agent	Commercial Only	Commercial & Residential
Less than \$100,000	17%	15%	19%	19%	9%	25%
\$100,000 to \$249,999	13	12	15	10	11	15
\$250,000 to \$499,999	10	11	11	10	9	12
\$500,000 to \$999,999	12	13	12	13	13	12
\$1,000,000 to \$1,999,999	11	14	8	10	14	8
\$2,000,000 to \$4,999,999	15	16	14	13	20	9
\$5,000,000 or more	12	14	10	9	19	4
No transactions	10	6	11	16	6	15
Median (including those with "no transactions")	\$508,100	\$730,800	\$363,600	\$375,000	\$1,142,900	\$200,000
Median (excluding those with "no transactions")	\$705,500	\$886,000	\$500,000	\$590,300	\$1,466,700	\$303,600



Members who specialized in commercial and residential infrequently leased commercial property.

LEASE TRANSACTION VOLUME (GROSS LEASE DOLLARS), 2017, BY PROPERTY TYPE

(Percentage Distribution)

INDUSTRIAL properties had the highest median lease volume; RESIDENTIAL had the lowest.

Commercial Property Type

	All Commercial Members	Commercial	Office	Multi-family	Retail	Land	Industrial	Residential	Farms/Ranches	Hospitality/Resort
Less than \$100,000	17%	13%	16%	22%	17%	34%	10%	38%	33%	13%
\$100,000 to \$249,999	13	11	11	15	12	18	10	15	*	*
\$250,000 to \$499,999	10	11	10	15	10	13	5	3	50	*
\$500,000 to \$999,999	12	18	10	11	11	7	12	3	*	25
\$1,000,000 to \$1,999,999	11	10	11	13	13	7	18	6	*	*
\$2,000,000 to \$4,999,999	15	17	17	7	15	7	19	3	17	13
\$5,000,000 or more	12	11	13	1	14	5	24	6	*	*
No transactions	10	9	11	15	9	10	3	26	*	50
Median (including those with "no transactions")	\$508,100	\$660,000	\$566,700	\$221,200	\$588,200	\$147,700	\$1,600,000	\$61,500	\$333,300	*
Median (excluding those with "no transactions")	\$705,500	\$790,000	\$833,300	\$326,900	\$808,800	\$188,600	\$1,675,000	\$96,200	\$333,300	\$750,000

* Less than one percent

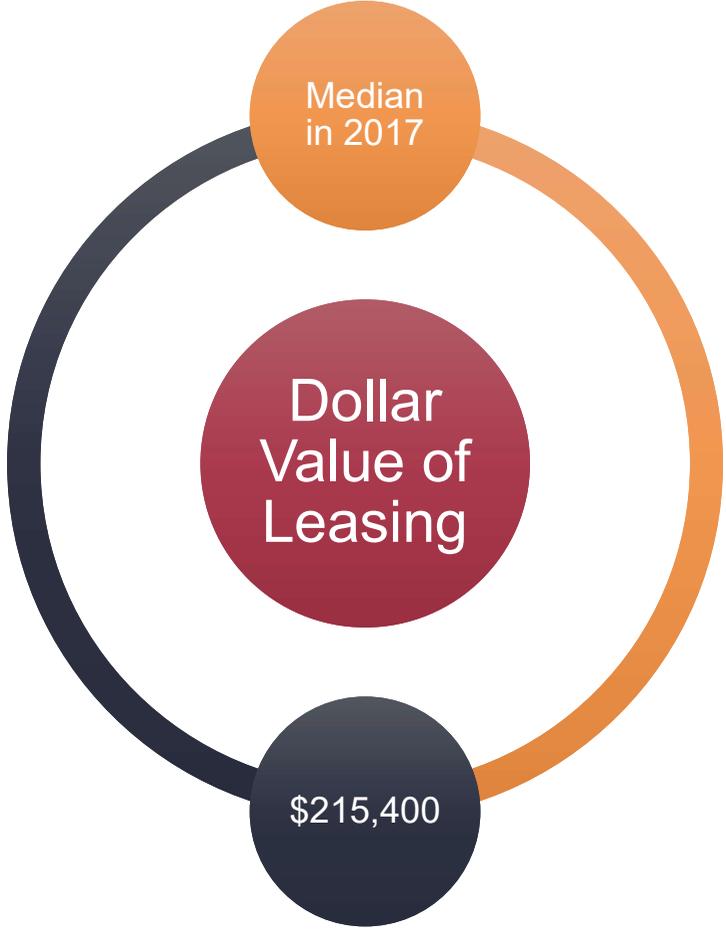
Note: For multi-year lease terms, respondents included the total multi-year lease value. E.g., 3 year lease that is \$500,000 per year, should be recorded as \$1,500,000.

TYPICAL DOLLAR VALUE PER LEASING TRANSACTION IN 2017, BY LICENSE TYPE AND SPECIALTY

(Percentage Distribution)

The dollar value of lease transactions took a slight dip to a median of \$215,400 in 2017, down from \$220,000 in 2016.

	Licensed As				Specialty	
	All Commercial Members	Broker	Broker Associate	Sales Agent	Commercial Only	Commercial & Residential
Less than \$100,000	31%	28%	33%	35%	19%	45%
\$100,000 to \$249,999	25	24	25	24	28	21
\$250,000 to \$499,999	20	21	19	19	23	17
\$500,000 to \$999,999	12	13	10	12	14	9
\$1,000,000 to \$1,999,999	6	7	6	4	8	4
\$2,000,000 to \$4,999,999	5	4	6	4	6	3
\$5,000,000 or more	2	2	1	3	2	2
Median	\$215,400	\$237,500	\$202,000	\$193,800	\$282,600	\$135,700



TYPICAL DOLLAR VALUE PER LEASING TRANSACTION IN 2017, BY EXPERIENCE

(Percentage Distribution)



	Commercial Real Estate Experience					
	All Commercial Members	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
Less than \$100,000	31%	54%	44%	40%	25%	22%
\$100,000 to \$249,999	25	20	21	26	25	25
\$250,000 to \$499,999	20	10	16	17	24	22
\$500,000 to \$999,999	12	6	15	10	15	12
\$1,000,000 to \$1,999,999	6	10	3	2	6	9
\$2,000,000 to \$4,999,999	5	*	*	4	4	7
\$5,000,000 or more	2	*	2	1	1	4
Median	\$215,400	\$92,600	\$142,900	\$157,700	\$250,000	\$284,100

* Less than one percent

TYPICAL SIZE (IN SQUARE FEET) OF LEASING TRANSACTIONS IN 2017, BY LICENSE TYPE

(Percentage Distribution)

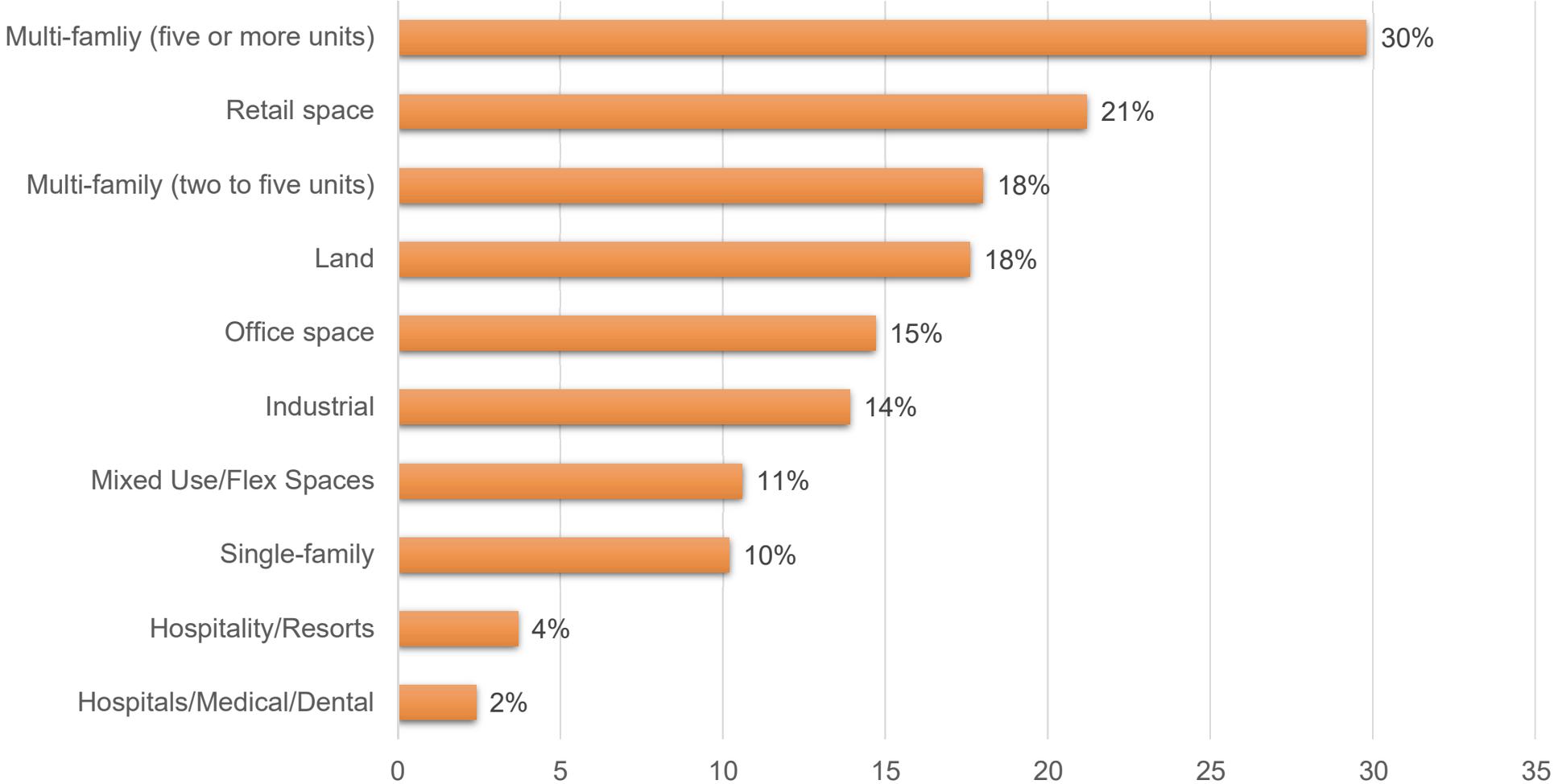
	Licensed As			
	All Commercial Members	Broker	Broker Associate	Sales Agent
5,000 or less	61%	57%	68%	63%
5,000 to 24,999	31	34	25	28
25,000 to 49,999	4	4	3	3
50,000 to 99,999	3	3	3	3
100,000 to 249,999	1	1	*	1
250,000 to 499,999	1	*	1	*
500,000 to 999,999	*	*	*	*
1,000,000 or more	*	*	*	1
Median	4,130	4,380	3,670	3,970

* Less than one percent



TYPE OF COMMERCIAL PROPERTIES OF INVESTORS

(Percent of Respondents)



Top investor properties in 2017 included multi-family (five+ and two to five units), retail, and land.

NUMBER OF COMMERCIAL INVESTMENT TRANSACTIONS, 2017

(Percentage Distribution)

	All Investors
1 to 4	33%
5 to 9	22
10 to 14	19
15 to 19	8
20 or more	19
Median (transactions)	7

Commercial real estate investments were made largely by LLCs.

EXHIBIT 3-25

LEGAL ENTITY FOR INVESTMENTS

(Percent of Respondents)

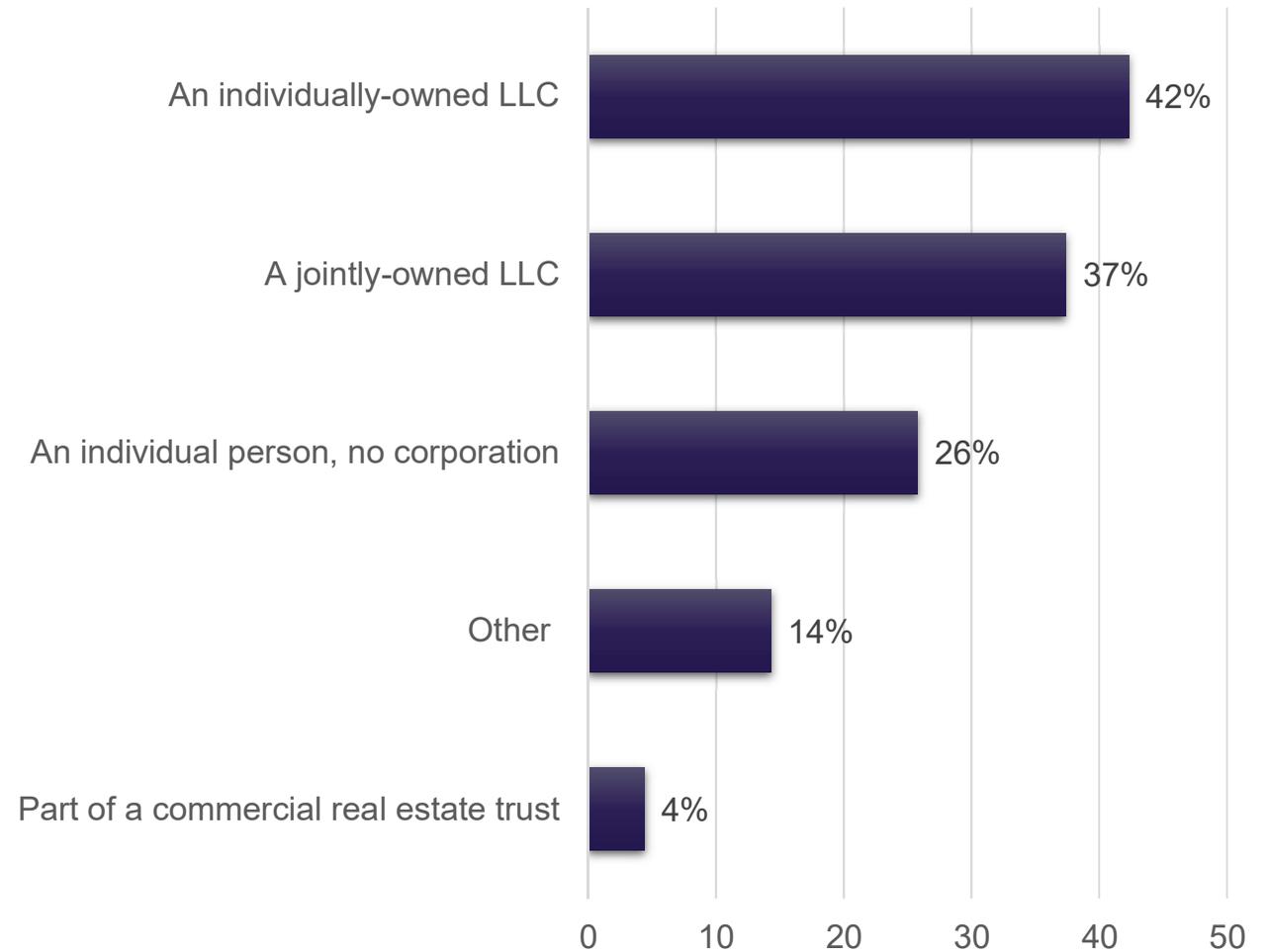


EXHIBIT 3-26

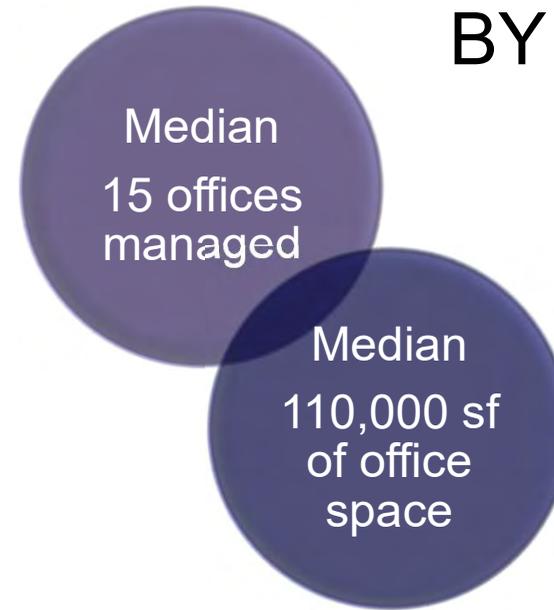
NUMBER OF COMMERCIAL PROPERTY MANAGEMENT TRANSACTIONS, 2017

(Percentage Distribution)

	All Property Managers
1 to 4	15%
5 to 9	11
10 to 14	13
15 to 19	8
20 or more	54
Median (transactions)	20

TYPICAL OFFICE SPACE OF PROPERTY MANAGERS, BY LICENSE TYPE

(Medians)



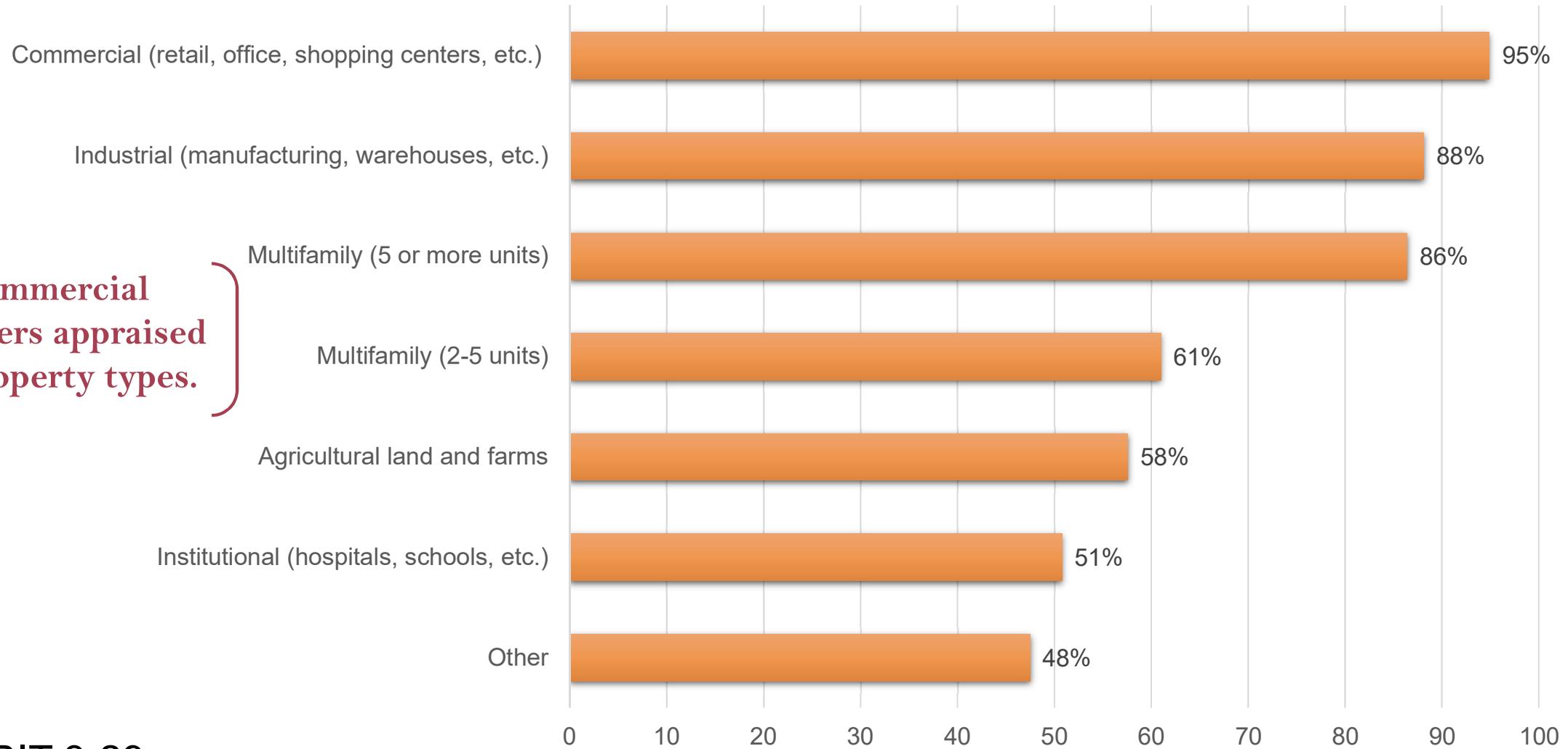
	All Commercial Members	Licensed As		
		Broker	Broker Associate	Sales Agent
Total typical square feet managed	225,000	200,000	39,500	560,000
Total typical number of spaces managed	35	29	38	45
Total typical office square feet managed	110,000	50,000	69,000	154,000
Total typical number of offices managed	15	16	25	14

EXHIBIT 3-27

EXHIBIT 3-28

TYPE OF COMMERCIAL PROPERTIES APPRAISED

(Percent of Respondents)



Commercial members appraised all property types.

NUMBER OF COMMERCIAL PROPERTIES APPRAISED, 2017

(Percentage Distribution)

	All Appraisers
9 or fewer	6%
10 to 24	10
25 to 49	22
50 to 99	27
100 to 199	12
200 or more	22
Median (properties)	52

TYPICAL SIZE (IN SQUARE FEET) OF APPRAISALS

(Percentage Distribution)

Commercial members appraised a median of 52 properties in 2017 at a median square feet of 10,000.

	All Appraisers
Less than 5,000	12%
5,000 to 9,999	24
10,000 to 19,999	34
20,000 to 49,999	16
50,000 to 99,999	4
100,000 or more	10
Median (square feet)	10,000

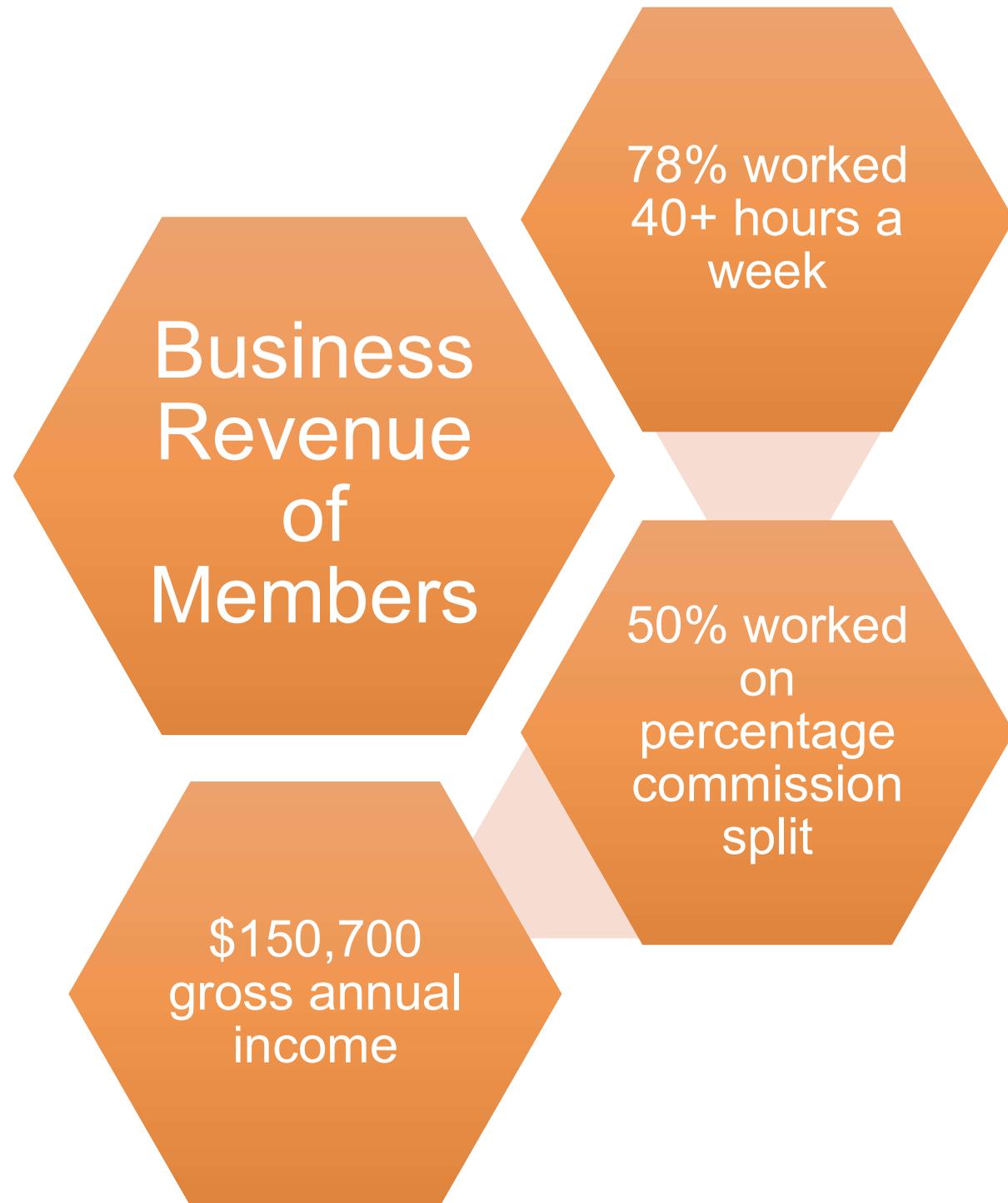
EXHIBIT 3-30

EXHIBIT 3-31



CHAPTER 4

BUSINESS REVENUE OF NAR'S COMMERCIAL MEMBERS



HIGHLIGHTS

- The median gross annual income of commercial members was \$150,700 in 2017, up from \$120,900 in 2016.
- Seventy-eight percent of commercial members worked at least 40 hours a week.
- Fifty percent of members were compensated on a percentage commission split structure.
- Sixty percent of commercial members of NAR derived 50 percent or more of their income from all commercial real estate in 2017.

INCOME FROM REAL ESTATE ACTIVITIES—ANNUAL GROSS PERSONAL INCOME, 2006-2017

(Percentage Distribution)

Gross Income: Before taxes and expenses	2006	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Less than \$25,000	11%	13%	23%	19%	14%	12%	12%	9%	12%	11%	8%
\$25,000 to \$49,999	11	12	16	16	15	13	14	10	12	11	8
\$50,000 to \$99,999	24	25	28	30	29	31	26	24	24	23	21
\$100,000 to \$249,999	33	34	23	28	30	32	33	39	34	36	39
\$250,000 to \$499,999	13	12	7	6	9	9	11	12	13	14	16
\$500,000 to \$1,000,000	5	3	2	2	2	2	3	3	3	4	6
More than \$1,000,000	2	1	*	1	1	1	1	2	1	2	3
Median	\$115,600	\$99,900	\$68,600	\$76,500	\$86,000	\$90,200	\$96,200	\$126,900	\$108,800	\$120,900	\$150,700

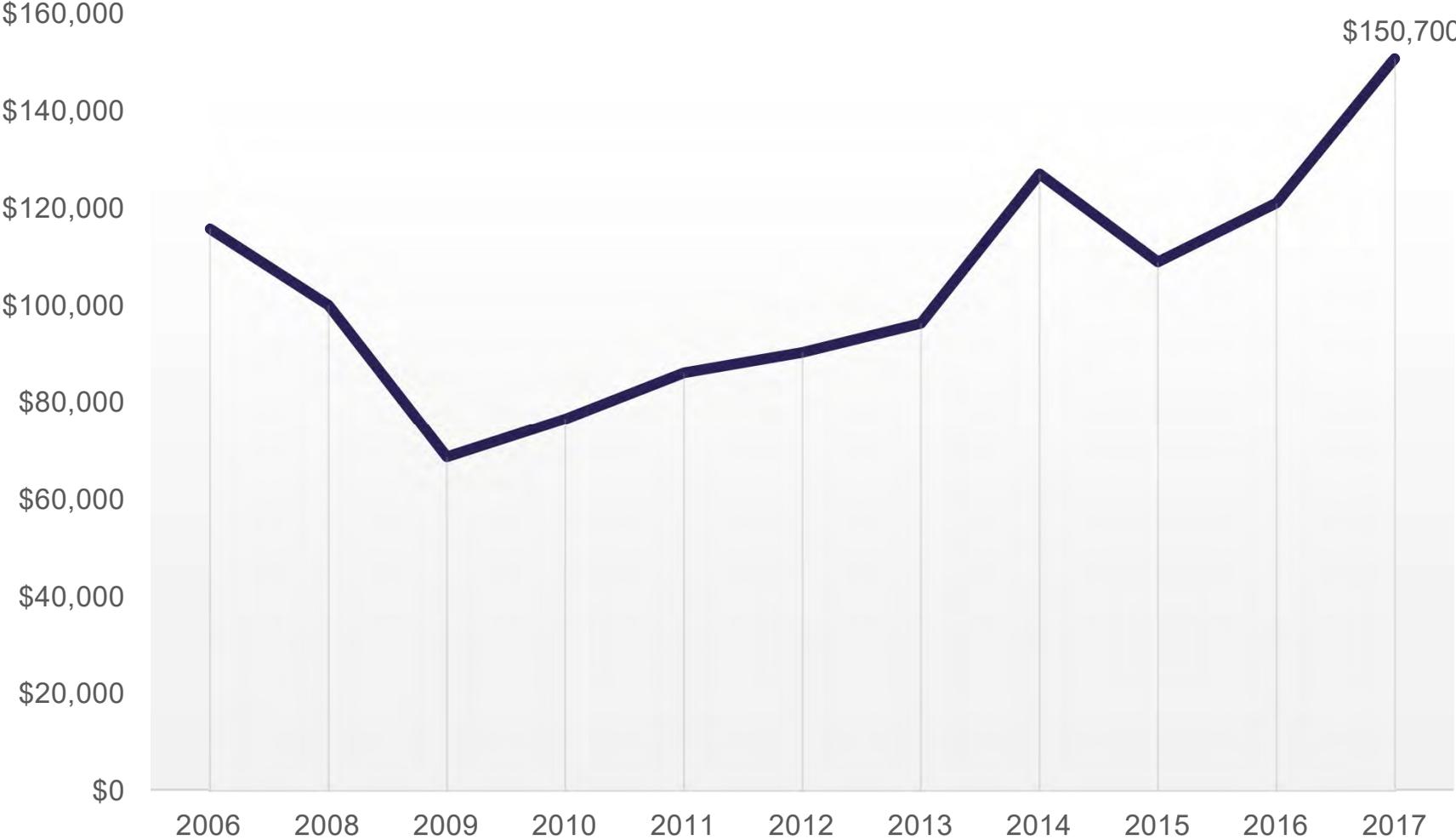
* Less than one percent

2017 Median Gross Personal Income was \$150,700

Up from \$120,900 in 2016

INCOME FROM REAL ESTATE ACTIVITIES— ANNUAL GROSS PERSONAL INCOME, 2006-2017

(Medians)



The median annual gross personal income for NAR’s commercial members reached an all-time high in 2017 at \$150,700. The median income from all real estate activities was at its lowest point in 2009 since data collection began. It has generally trended upwards ever since, except for a slight dip in 2015.

INCOME FROM REAL ESTATE ACTIVITIES—ANNUAL GROSS PERSONAL INCOME, 2017, BY LICENSE TYPE AND SERVICE AREA

(Percentage Distribution)

Gross Income: Before taxes and expenses	All Commercial Members	Licensed As			Primary Service Area						
	In 2017	Broker	Broker Associate	Sales Agent	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
Less than \$25,000	8%	5%	5%	14%	7%	10%	8%	4%	9%	8%	6%
\$25,000 to \$49,999	8	6	8	11	9	10	6	4	11	2	4
\$50,000 to \$99,999	21	17	26	24	20	23	17	26	34	16	31
\$100,000 to \$249,999	39	37	44	37	40	33	33	47	29	49	48
\$250,000 to \$499,999	16	22	11	9	17	16	18	13	13	11	8
\$500,000 to \$1,000,000	6	8	6	4	5	7	12	1	4	8	4
More than \$1,000,000	3	4	1	1	2	2	7	5	2	6	*
Median	\$150,700	\$186,900	\$139,700	\$104,600	\$153,000	\$134,100	\$185,900	\$150,000	\$94,700	\$175,000	\$130,000
Net Income: After taxes and expenses											
Less than \$25,000	12%	8%	10%	20%	11%	16%	10%	7%	19%	8%	8%
\$25,000 to \$49,999	14	12	13	16	15	13	11	13	11	10	17
\$50,000 to \$99,999	29	26	32	30	28	26	28	42	39	18	28
\$100,000 to \$249,999	31	34	33	24	32	28	25	28	22	40	43
\$250,000 to \$499,999	10	13	9	6	10	11	15	4	6	13	2
\$500,000 to \$1,000,000	3	4	2	3	2	5	7	3	4	3	*
More than \$1,000,000	2	3	1	1	2	1	4	3	*	7	2
Median	\$93,100	\$120,200	\$92,300	\$73,100	\$93,700	\$89,700	\$101,800	\$86,300	\$76,200	\$150,000	\$95,000

* Less than one percent

INCOME FROM REAL ESTATE ACTIVITIES—ANNUAL GROSS PERSONAL INCOME, 2017, BY GENDER, EXPERIENCE, & WORK HOURS

(Percentage Distribution)

Gross Income: Before taxes and expenses	All Commercial Members	Gender		Commercial Real Estate Experience					Hours Worked			
		Male	Female	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more	Less than 20 hours	20 to 39 hours	40 to 59 hours	60 hours or more
Less than \$25,000	8%	6%	13%	34%	8%	6%	5%	4%	43%	14%	4%	4%
\$25,000 to \$49,999	8	7	10	21	12	8	5	6	12	12	8	4
\$50,000 to \$99,999	21	19	26	26	29	24	23	16	20	29	21	18
\$100,000 to \$249,999	39	39	38	18	36	45	38	40	18	30	43	40
\$250,000 to \$499,999	16	18	12	1	11	14	19	20	3	11	15	23
\$500,000 to \$1,000,000	6	8	1	*	1	2	6	11	3	3	6	7
More than \$1,000,000	3	4	*	*	2	1	3	4	*	2	2	4
Median	\$150,700	\$169,200	\$103,900	\$44,000	\$103,400	\$140,200	\$164,300	\$192,600	\$39,300	\$91,900	\$156,700	\$190,800
Net Income: After taxes and expenses												
Less than \$25,000	12	9%	18%	43%	13%	12%	8%	6%	59%	20%	7%	7%
\$25,000 to \$49,999	14	11	19	27	22	12	15	9	5	19	13	12
\$50,000 to \$99,999	29	26	33	20	30	36	28	25	19	28	30	27
\$100,000 to \$249,999	31	35	23	10	30	30	32	36	14	25	33	33
\$250,000 to \$499,999	10	12	6	*	2	8	11	15	*	5	11	13
\$500,000 to \$1,000,000	3	4	*	*	2	1	3	6	3	1	3	4
More than \$1,000,000	2	3	1	*	2	1	2	4	*	1	2	3
Median	\$93,100	\$113,800	\$69,700	\$31,500	\$74,300	\$86,200	\$97,000	\$142,900	\$21,100	\$69,900	\$99,000	\$114,700

* Less than one percent

HOURS WORKED PER WEEK, BY LICENSE TYPE AND SERVICE AREA

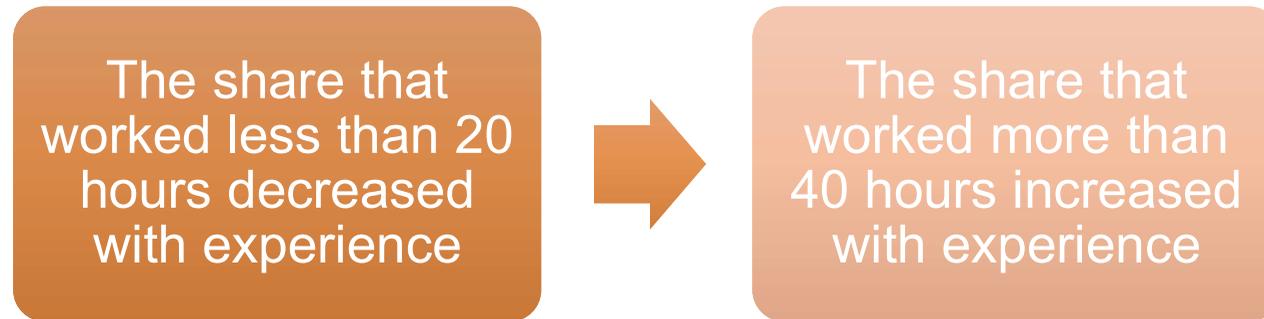
(Percentage Distribution)

	Licensed As				Primary Service Area						
	All Commercial Members	Broker	Broker Associate	Sales Agent	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
Less than 20 hours	4%	3%	4%	6%	3%	4%	6%	3%	8%	4%	2%
20 to 39 hours	18	17	17	19	20	15	16	11	39	14	12
40 to 59 hours	55	56	57	55	54	58	51	67	44	56	54
60 hours or more	23	24	22	20	23	22	26	20	9	26	32



HOURS WORKED PER WEEK, BY EXPERIENCE

(Percentage Distribution)



Commercial Real Estate Experience

	All Commercial Members	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
Less than 20 hours	4%	10%	6%	4%	4%	3%
20 to 39 hours	18	17	20	16	17	19
40 to 59 hours	55	48	54	59	56	54
60 hours or more	23	25	20	22	24	24

COMPENSATION STRUCTURES FOR NAR'S COMMERCIAL MEMBERS, BY LICENSE TYPE AND SERVICE AREA

(Percentage Distribution)

39% of appraisers received a fee for service

	Licensed As				Primary Service Area						
	All Commercial Members	Broker	Broker Associate	Sales Agent	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
Percentage commission split	50%	45%	60%	57%	59%	50%	50%	25%	32%	36%	31%
100% commission	29	33	27	29	32	33	34	8	26	26	5
Salary plus a share of profits	5	6	2	4	2	2	7	21	15	8	3
Fee for service	4	3	1	1	1	2	1	4	22	7	39
Commission plus salary	3	3	4	2	1	5	1	12	*	4	5
Commission plus a share of profits	3	3	4	2	2	4	3	6	2	7	2
Other	3	3	2	3	2	2	3	7	3	4	5
Straight salary	2	2	1	2	1	2	1	14	*	4	8
Share of profits only	1	1	*	*	*	1	1	2	*	4	2

EXHIBIT 4-6

* Less than one percent

COMPENSATION STRUCTURES FOR NAR'S COMMERCIAL MEMBERS, BY EXPERIENCE

(Percentage Distribution)

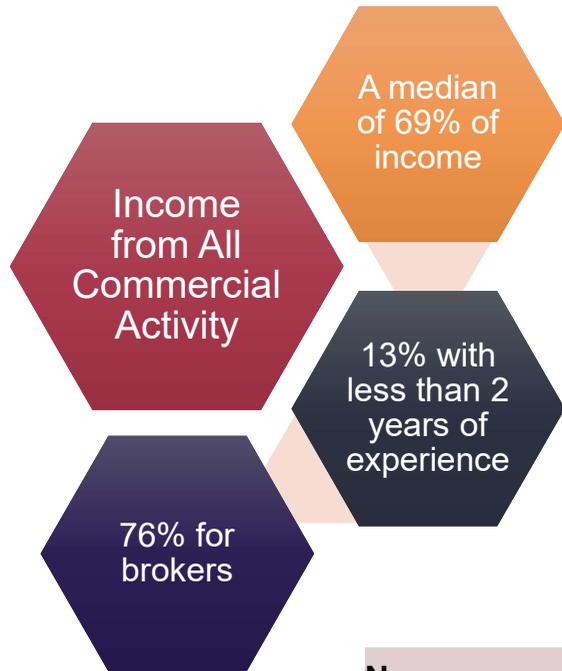
	Commercial Real Estate Experience					
	All Commercial Members	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
Percentage commission split	50%	68%	69%	54%	44%	43%
100% commission	29	17	21	30	34	30
Salary plus a share of profits	5	8	2	4	3	7
Fee for service	4	*	1	4	4	6
Commission plus salary	3	3	2	2	4	3
Commission plus a share of profits	3	1	2	3	2	4
Other	3	3	2	2	4	3
Straight salary	2	1	1	2	4	3
Share of profits only	1	*	*	*	1	1

* Less than one percent

The share of members that worked on a percentage commission split decreased as years of experience increased

SHARE OF ANNUAL INCOME FROM ALL TYPES OF COMMERCIAL ACTIVITIES, BY LICENSE TYPE AND EXPERIENCE

(Percentage Distribution)



Brokers received a median of 76 percent of their income from commercial real estate activities.

	Licensed As				Commercial Real Estate Experience				
	All Commercial Members	Broker	Broker Associate	Sales Agent	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
None	6%	4%	5%	11%	30%	8%	6%	6%	2%
1 to 24%	22	19	24	27	37	30	30	20	13
25 to 49%	12	11	17	9	6	15	13	11	11
50 to 74%	13	14	13	12	11	17	13	13	13
75 to 100%	47	52	40	40	16	30	39	50	62
Median	69%	76%	58%	56%	13%	45%	52%	75%	79%

SHARE OF ANNUAL INCOME FROM COMMERCIAL SALES ACTIVITY, 2017, BY LICENSE TYPE AND EXPERIENCE

(Percentage Distribution)



Of their annual income, NAR's commercial members received a median of 50 percent from commercial sales.

	Licensed As				Commercial Real Estate Experience				
	All Commercial Members	Broker	Broker Associate	Sales Agent	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
None	3%	3%	2%	6%	8%	8%	3%	4%	2%
1 to 24%	17	15	19	19	15	16	17	15	19
25 to 49%	23	26	22	19	27	15	22	21	27
50 to 74%	22	22	24	18	19	18	22	20	21
75 to 100%	35	35	33	39	30	42	35	39	32
Median	50%	50%	50%	50%	48%	53%	50%	60%	50%

SHARE OF ANNUAL INCOME FROM COMMERCIAL LEASING ACTIVITY, 2017, BY LICENSE TYPE AND EXPERIENCE

(Percentage Distribution)



Licensed sales agents received a median of 30 percent of their income from leasing.

	Licensed As				Commercial Real Estate Experience				
	All Commercial Members	Broker	Broker Associate	Sales Agent	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
None	8%	7%	6%	10%	15%	17%	8%	8%	5%
1 to 24%	37	38	37	31	28	29	37	36	40
25 to 49%	28	32	28	23	17	26	28	30	29
50 to 74%	16	14	19	18	20	13	15	14	17
75 to 100%	11	9	9	18	20	16	12	12	8
Median	25%	25%	25%	30%	30%	25%	25%	25%	25%

SHARE OF ANNUAL INCOME FROM COMMERCIAL PROPERTY MANAGEMENT ACTIVITY, 2017, BY LICENSE TYPE AND EXPERIENCE

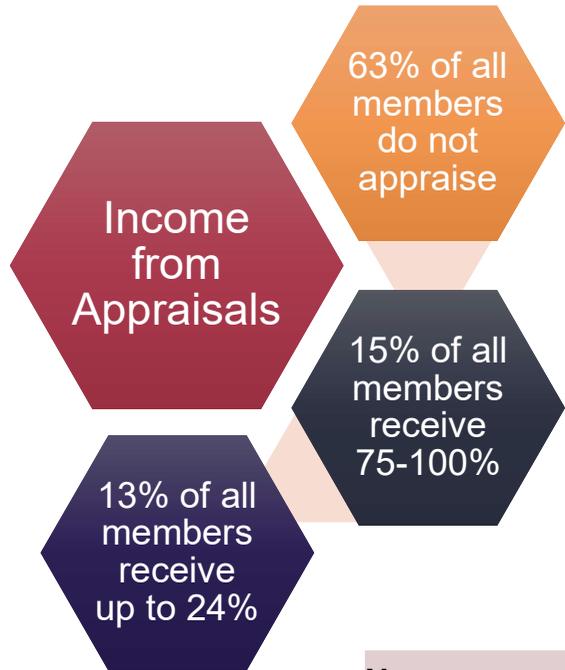
(Percentage Distribution)



	Licensed As				Commercial Real Estate Experience				
	All Commercial Members	Broker	Broker Associate	Sales Agent	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
None	28%	23%	29%	41%	38%	50%	35%	21%	22%
1 to 24%	34	40	54	23	38	24	32	38	44
25 to 49%	14	18	5	13	17	12	12	15	15
50 to 74%	10	10	8	7	5	7	11	8	9
75 to 100%	14	10	5	16	2	7	11	19	10
Median	10%	15%	10%	10%	10%	3%	10%	15%	15%

SHARE OF ANNUAL INCOME FROM COMMERCIAL APPRAISAL ACTIVITY, 2017, BY LICENSE TYPE AND EXPERIENCE

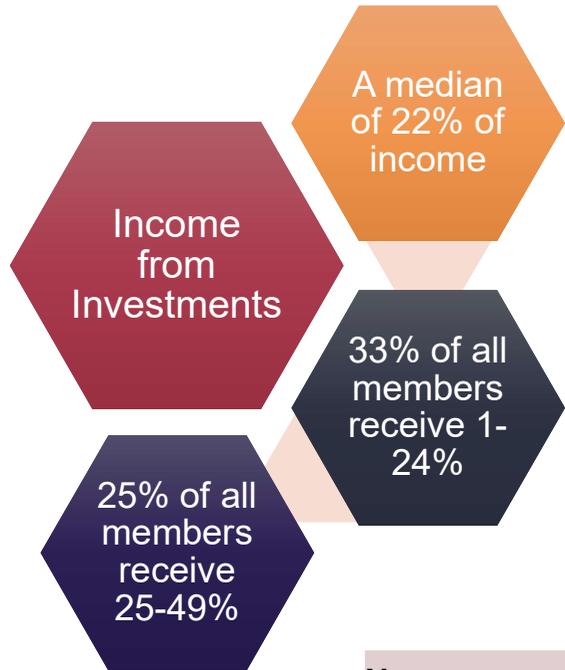
(Percentage Distribution)



	Licensed As				Commercial Real Estate Experience				
	All Commercial Members	Broker	Broker Associate	Sales Agent	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
None	63%	86%	74%	90%	74%	90%	71%	75%	42%
1 to 24%	13	13	17	7	26	3	7	9	13
25 to 49%	6	*	3	2	*	3	3	7	9
50 to 74%	4	1	3	2	*	3	7	2	5
75 to 100%	15	*	3	*	*	*	11	7	31
Median	*	*	*	*	*	*	*	*	5%

SHARE OF ANNUAL INCOME FROM COMMERCIAL INVESTMENT ACTIVITY, 2017, BY LICENSE TYPE AND EXPERIENCE

(Percentage Distribution)



Members received a median of 22 percent of their income from commercial investments.

	Licensed As				Commercial Real Estate Experience				
	All Commercial Members	Broker	Broker Associate	Sales Agent	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
None	17%	15%	14%	21%	28%	33%	19%	15%	10%
1 to 24%	33	34	32	29	31	31	29	42	32
25 to 49%	25	29	25	23	22	19	24	23	30
50 to 74%	12	13	16	13	9	9	14	11	15
75 to 100%	13	10	13	14	10	7	14	9	13
Median	22%	25%	25%	25%	13%	10%	25%	20%	25%

CHAPTER 5

FIRM CHARACTERISTICS OF NAR'S COMMERCIAL MEMBERS



21% of property managers work at regional firms (2 states or more)

30% of members work at commercial-only firms

30% of brokers work at single-person offices, compared to 5% of sales agents

HIGHLIGHTS

- Fifty-one percent of members worked for a local commercial real estate firm.
- Forty-nine percent worked at a firm with more residential brokers and agents than commercial.
- Thirty-seven percent of members worked at an office with two to five professionals, and 21 percent worked at an office with six to 25 professionals.

FIRM CHARACTERISTICS, BY LICENSE TYPE AND SERVICE AREA

(Percentage Distribution)

	Licensed As				Primary Service Area						
	All Commercial Members	Broker	Broker Associate	Sales Agent	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
Local	51%	58%	45%	44%	51%	54%	47%	59%	50%	51%	58%
Statewide	11	11	8	10	11	10	8	6	12	14	14
Regional (2 or more States)	14	14	15	13	12	14	14	21	17	20	19
International	15	10	23	22	18	13	19	5	11	7	3
National	9	7	10	12	8	8	12	8	11	8	7

* Less than one percent

- 19% { • Of members that work in investment, worked at an international firm
- 23% { • Of broker associates, also worked at an international firm

FIRM CHARACTERISTICS, BY REGION

(Percentage Distribution)

	All Commercial Members	Region								
		New England	Mid-Atlantic	East North Central	West North Central	South Atlantic	East South Central	West South Central	Mountain	Pacific
Local	51%	38%	49%	47%	44%	53%	59%	53%	52%	56%
Statewide	11	14	5	11	9	10	10	15	11	10
Regional (2 or more States)	14	27	18	13	23	15	13	13	15	5
International	15	16	14	19	10	16	11	12	14	20
National	9	5	14	10	14	7	7	7	8	9

* Less than one percent

27% of members in New England worked at a regional firm (2 or more) compared to 5% in the Pacific

14% of members in the Mid-Atlantic and West North Central worked at a national firm compared to 5% in New England

FIRM COMPOSITION, BY LICENSE TYPE AND SERVICE AREA

(Percentage Distribution)

	Licensed As				Primary Service Area						
	All Commercial Members	Broker	Broker Associate	Sales Agent	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
More residential than commercial brokers/agents	49%	37%	70%	62%	60%	35%	49%	30%	39%	42%	14%
Commercial brokers/agents only	30	38	22	26	26	50	29	29	23	23	7
More commercial than residential brokers/agents	8	10	4	6	6	8	8	13	14	12	8
Not a brokerage firm	6	5	*	1	1	2	8	14	11	14	51
Residential brokers/agents only	3	4	2	3	4	2	3	5	5	*	3
Other	5	6	2	2	4	3	4	8	9	9	17

EXHIBIT 5-3

** Less than one percent*

FIRM COMPOSITION, BY REGION

(Percentage Distribution)

	Region									
	All Commercial Members	New England	Mid-Atlantic	East North Central	West North Central	South Atlantic	East South Central	West South Central	Mountain	Pacific
More residential than commercial brokers/agents	49%	48%	50%	44%	47%	45%	52%	46%	56%	54%
Commercial brokers/agents only	30	25	34	33	37	32	27	32	26	19
More commercial than residential brokers/agents	8	7	3	5	6	10	6	8	5	10
Not a brokerage firm	6	7	9	9	4	3	5	8	4	7
Residential brokers/agents only	3	7	3	4	1	4	5	3	2	3
Other	5	5	1	5	4	5	5	3	7	7

EXHIBIT 5-4

** Less than one percent*

NUMBER OF ACTIVE COMMERCIAL SALES/LEASING AGENTS OR BROKERS, OR PROPERTY MANAGEMENT PROFESSIONALS IN THE FIRM, BY LICENSE TYPE AND SERVICE AREA

(Percentage Distribution)

	Licensed As				Primary Service Area						
	All Commercial Members	Broker	Broker Associate	Sales Agent	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
One	18%	30%	4%	5%	16%	15%	21%	21%	33%	23%	29%
2 to 5	37	39	34	32	37	30	38	48	38	41	52
6 to 25	21	17	28	27	21	29	21	14	9	18	15
26 to 50	6	4	10	8	6	8	7	7	3	1	*
51 to 100	4	3	6	5	4	5	3	5	6	4	2
101 to 250	3	2	4	5	4	2	4	2	*	4	*
251 to 500	2	2	2	3	3	1	1	1	*	5	*
501 to 999	1	0	2	3	1	2	2	1	2	*	*
1,000 or more	4	2	6	6	4	6	2	2	3	3	*
Don't know	3	1	4	7	4	3	2	*	6	*	2

EXHIBIT 5-5

* Less than one percent

NUMBER OF ACTIVE COMMERCIAL SALES/LEASING AGENTS OR BROKERS, OR PROPERTY MANAGEMENT PROFESSIONALS IN THE FIRM, BY REGION

(Percentage Distribution)

	All Commercial Members	Region								
		New England	Mid-Atlantic	East North Central	West North Central	South Atlantic	East South Central	West South Central	Mountain	Pacific
One	18%	17%	14%	17%	13%	16%	19%	23%	19%	21%
2 to 5	37	34	35	35	39	40	51	35	33	34
6 to 25	21	30	23	25	24	19	15	22	21	20
26 to 50	6	2	7	7	5	6	5	3	9	5
51 to 100	4	2	5	4	4	4	2	4	3	4
101 to 250	3	4	3	5	4	3	2	2	2	3
251 to 500	2	6	2	1	2	2	1	0	3	3
501 to 999	1	4	1	1	*	2	1	1	1	2
1,000 or more	4	*	5	4	4	4	4	4	4	2
Don't know	3	2	5	2	3	4	*	3	3	5

* Less than one percent

POPULATION BASE IN THE MARKET WHERE REAL ESTATE IS PRACTICED, BY LICENSE TYPE AND SERVICE AREA

(Percentage Distribution)

	Licensed As				Primary Service Area						
	All Commercial Members	Broker	Broker Associate	Sales Agent	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
Less than 49,999	7%	7%	6%	6%	8%	4%	8%	6%	8%	3%	3%
50,000 to 99,999	8	8	10	6	8	4	9	8	12	5	10
100,000 to 249,999	13	13	15	12	13	11	15	13	5	20	15
250,000 to 499,999	12	12	14	13	13	10	10	14	11	14	12
500,000 to 999,999	13	14	14	12	14	15	10	16	15	5	14
1,000,000 to 1,999,999	17	16	16	17	16	20	15	10	12	19	22
2,000,000 to 3,999,999	14	15	12	13	12	16	17	16	15	14	10
4,000,000 or more	18	16	13	22	17	19	16	17	22	20	14

** Less than one percent*

POPULATION BASE IN THE MARKET WHERE REAL ESTATE IS PRACTICED, BY REGION

(Percentage Distribution)

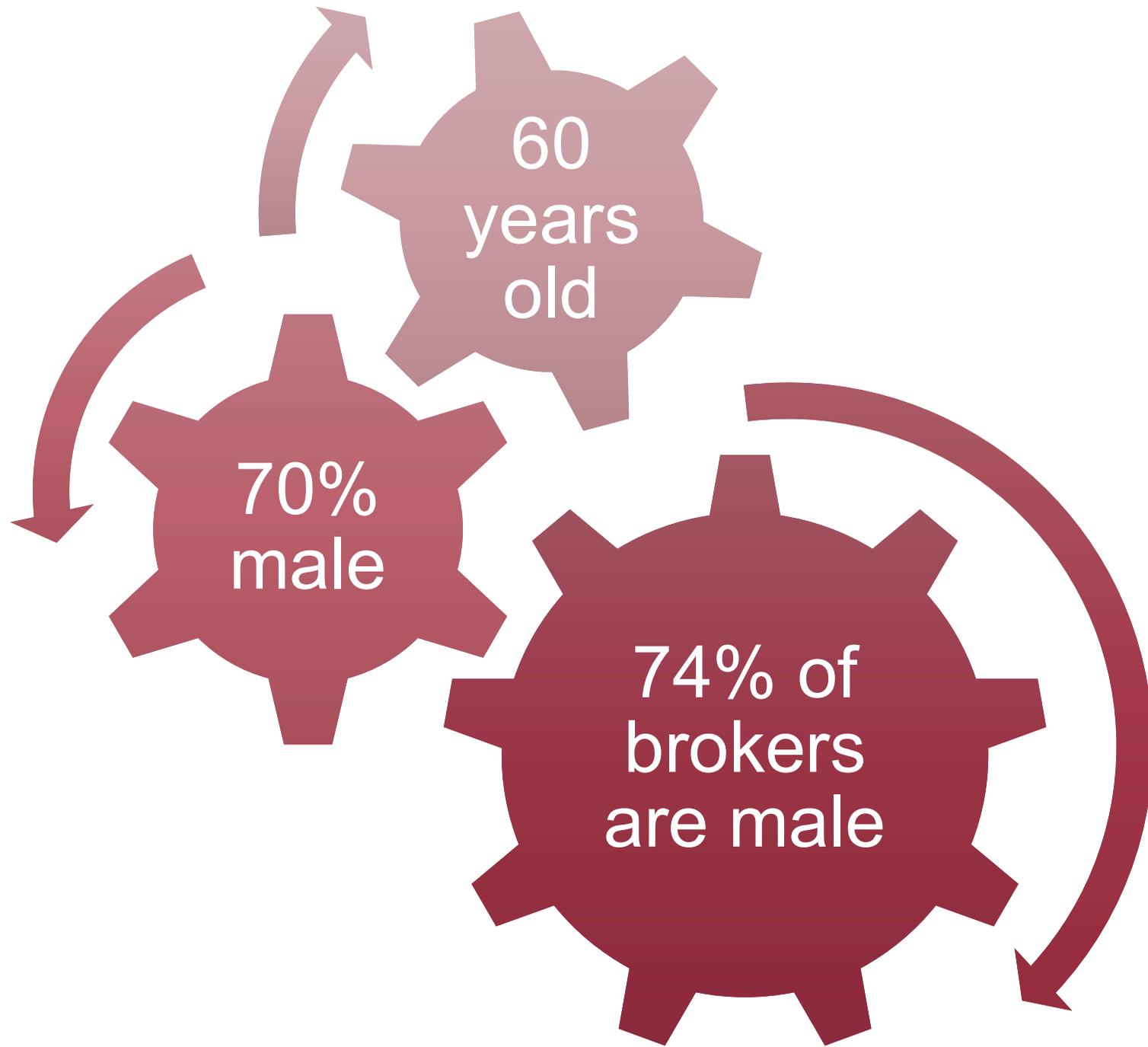
	Region									
	All Commercial Members	New England	Mid-Atlantic	East North Central	West North Central	South Atlantic	East South Central	West South Central	Mountain	Pacific
Less than 49,999	7%	7%	6%	8%	11%	6%	10%	3%	9%	6%
50,000 to 99,999	8	11	9	8	11	7	12	3	9	5
100,000 to 249,999	13	29	10	9	14	17	13	8	8	13
250,000 to 499,999	12	14	13	14	17	11	6	10	9	14
500,000 to 999,999	13	9	21	13	11	11	17	14	16	11
1,000,000 to 1,999,999	17	18	13	16	13	15	34	22	13	15
2,000,000 to 3,999,999	14	7	10	15	18	13	7	11	24	12
4,000,000 or more	18	5	18	16	7	20	*	27	12	25

* Less than one percent

CHAPTER 6

DEMOGRAPHIC CHARACTERISTICS OF NAR'S COMMERCIAL MEMBERS



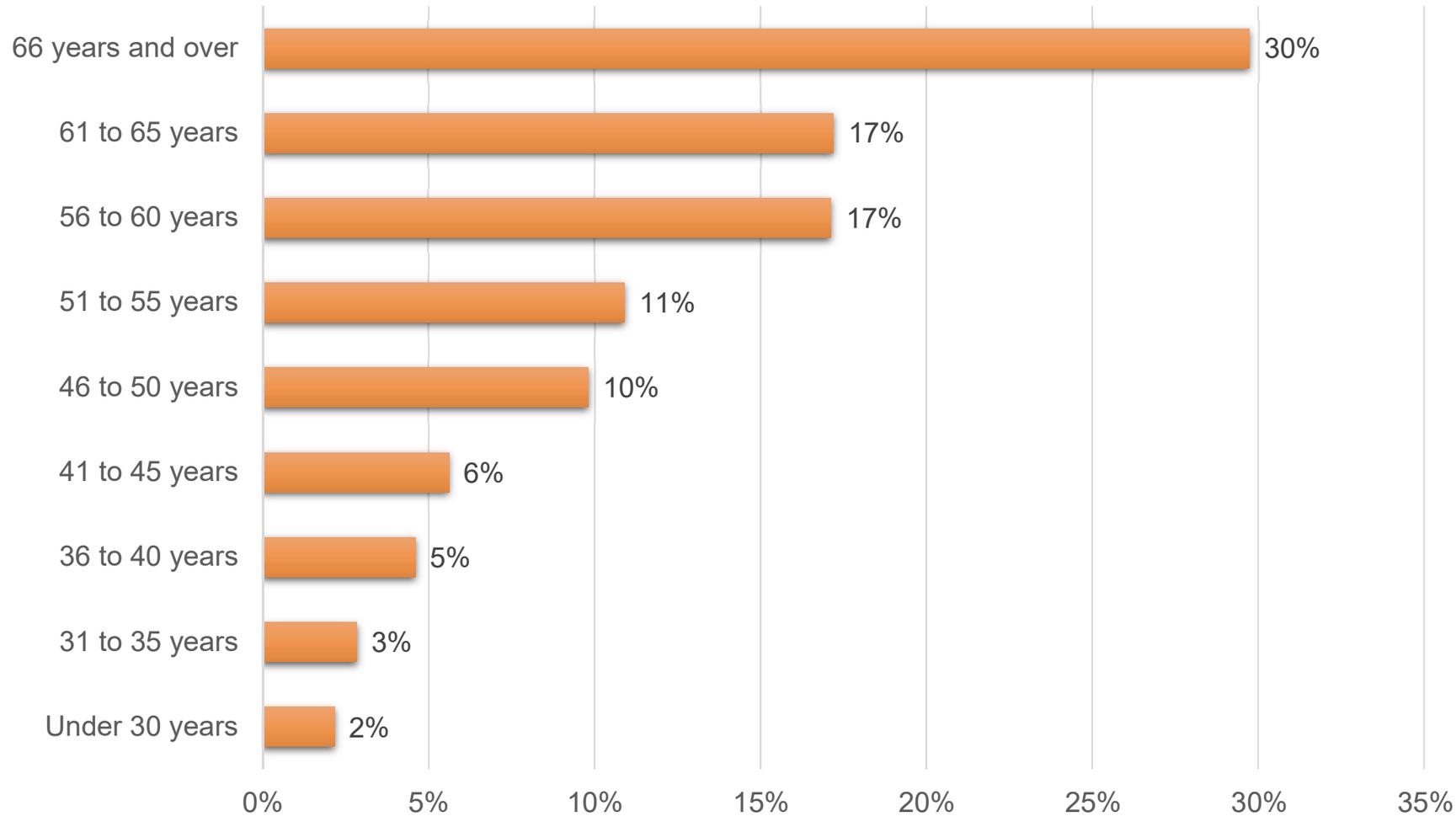


HIGHLIGHTS

- The median gross household income for commercial members in 2017 was \$165,400.
- The median age of commercial members was 60 years old again this year.
- Seventy percent of the practitioners were male, down from 73 percent last year.
- Sixty-eight percent of commercial members had a bachelors' degree or higher, the same as last year.

AGE DISTRIBUTION OF NAR'S COMMERCIAL MEMBERS

(Percentage Distribution)



Median Age:
60 years

The median age has remained at 60 years old for the last four years. The median age has slowly increased since data collection began in 2006-2007 when the median age was 53. It jumped up to 57 years in 2011-2012 and 59 in 2013-2014.

AGE DISTRIBUTION OF NAR'S COMMERCIAL MEMBERS, BY EXPERIENCE

(Percentage Distribution)

The median age for NAR's commercial members with two years or less experience was 46 years.

	Commercial Real Estate Experience					
	All Commercial Members	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
Under 30 years	2%	14%	7%	1%	*	*
31 to 35 years	3	15	7	4	*	*
36 to 40 years	5	8	12	9	2	*
41 to 45 years	6	11	7	9	8	*
46 to 50 years	10	18	12	16	14	1
51 to 55 years	11	9	16	13	15	6
56 to 60 years	17	13	13	18	19	17
61 to 65 years	17	8	11	14	14	25
66 years and over	30	4	13	15	28	50
Median age	60	46	53	55	58	66

* Less than one percent

AGE DISTRIBUTION OF NAR'S COMMERCIAL MEMBERS, BY LICENSE TYPE AND SERVICE AREA

(Percentage Distribution)

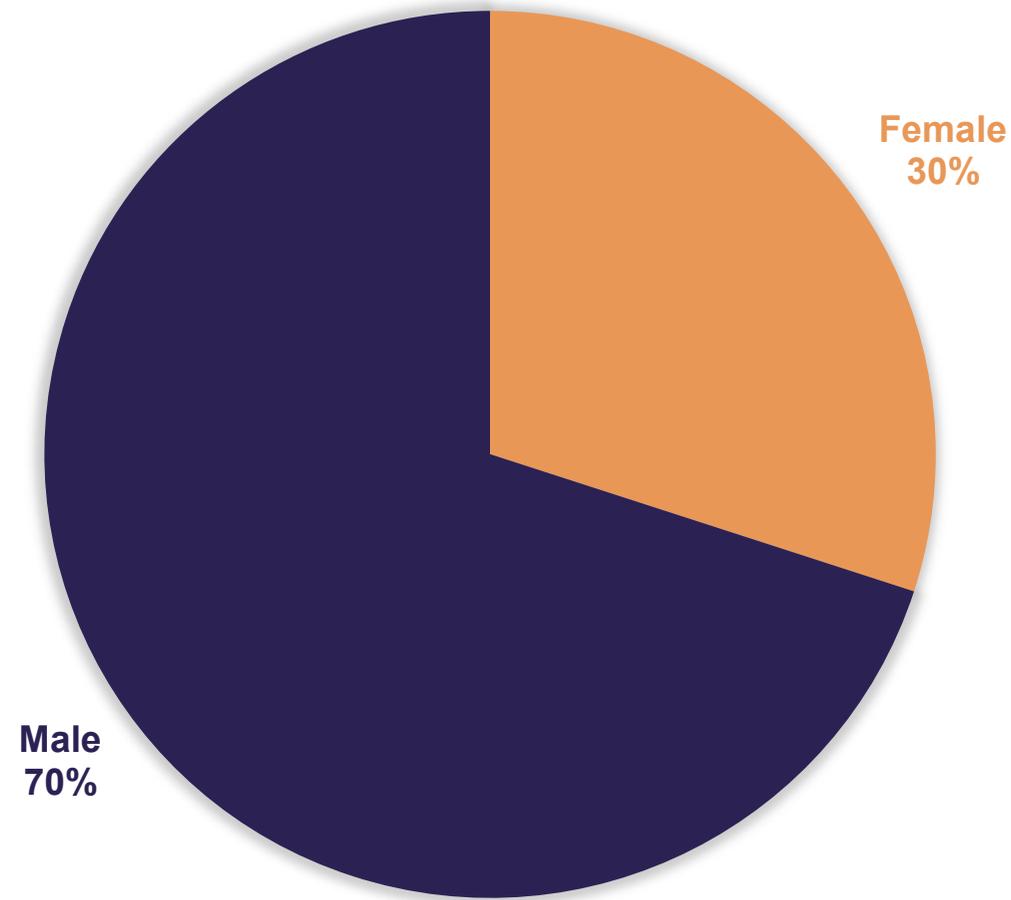
	Licensed As				Primary Service Area						
	All Commercial Members	Broker	Broker Associate	Sales Agent	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
Under 30 years	2%	1%	1%	5%	2%	4%	3%	2%	2%	*	*
31 to 35 years	3	1	2	6	2	4	4	1	2	5	2
36 to 40 years	5	3	5	7	3	5	6	10	7	3	3
41 to 45 years	6	5	5	7	4	7	6	10	3	6	7
46 to 50 years	10	8	10	13	10	14	10	10	7	9	5
51 to 55 years	11	10	13	12	11	12	8	13	2	17	10
56 to 60 years	17	20	14	14	17	16	19	18	19	11	12
61 to 65 years	17	19	14	15	17	17	15	18	17	18	25
66 years and over	30	33	37	20	33	22	28	18	42	32	36
Median age	60	61	61	55	61	57	59	57	63	60	62

* Less than one percent

EXHIBIT 6-3

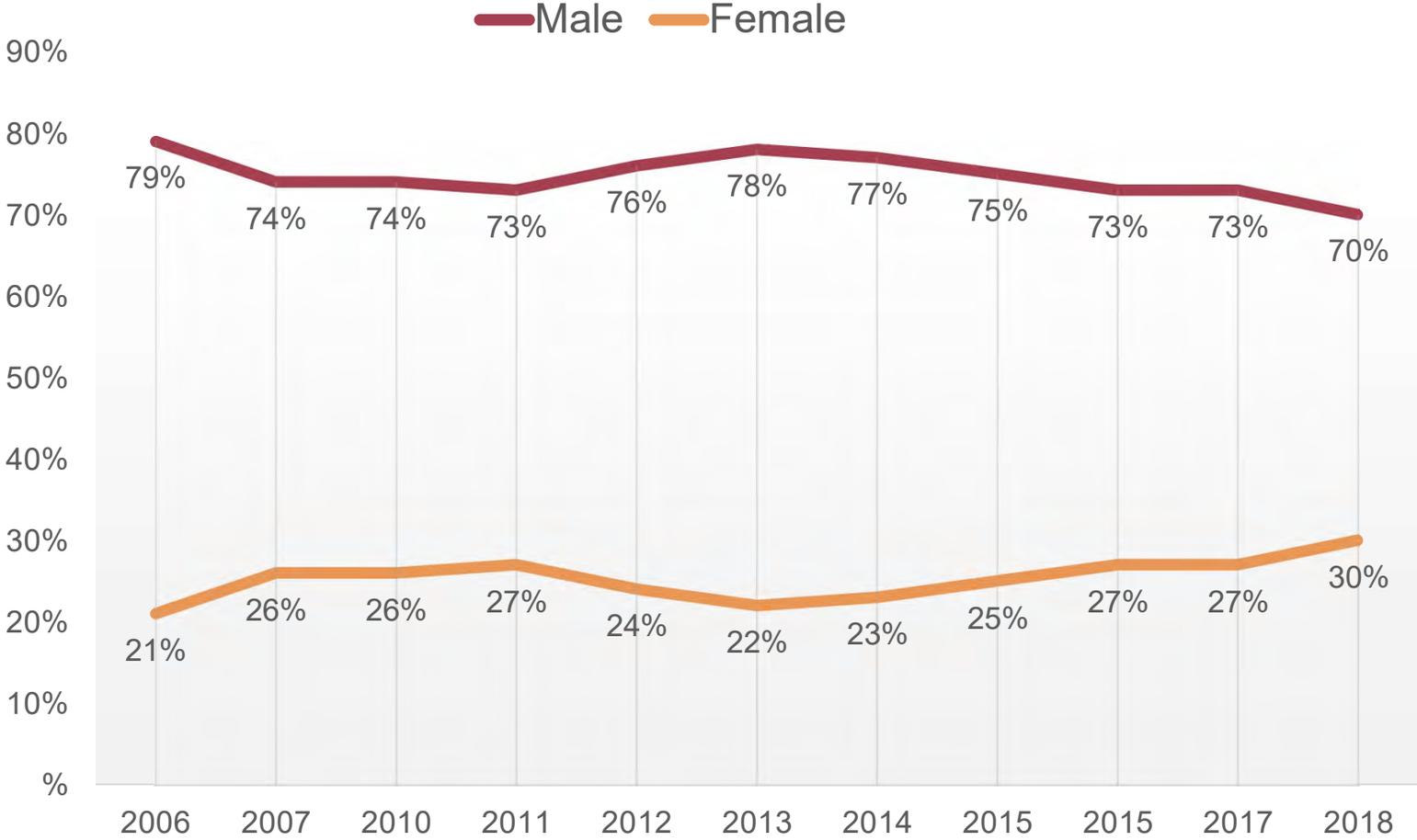
GENDER BREAKDOWN OF NAR'S COMMERCIAL MEMBERS

(Percentage Distribution)



GENDER BREAKDOWN OF NAR'S COMMERCIAL MEMBERS, 2006-2018

(Percentage Distribution)



The share of female commercial members increased from 21 percent in 2006 to 27 percent in 2011. The share dropped back down to 22 percent by 2013, before increasing steadily to 30 percent in 2018, the highest share since data collection began.

GENDER BREAKDOWN OF NAR'S COMMERCIAL MEMBERS, BY EXPERIENCE

(Percentage Distribution)

		Commercial Real Estate Experience				
All Commercial Members		2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more
Male	70%	55%	57%	67%	65%	81%
Female	30	45	43	33	35	19

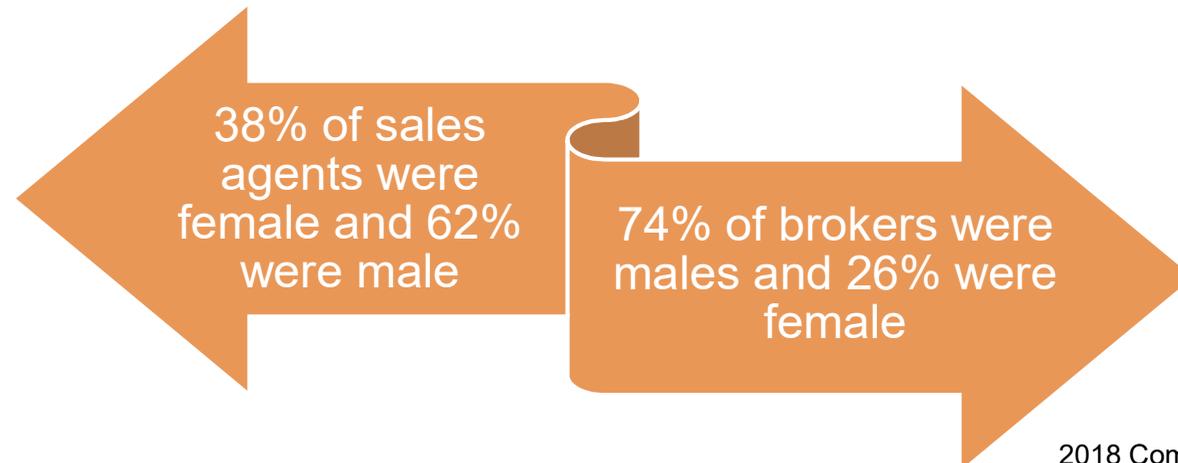


The share of female commercial members decreased as the years of experience for members increased.

GENDER BREAKDOWN OF NAR'S COMMERCIAL MEMBERS, BY LICENSE TYPE AND SERVICE AREA

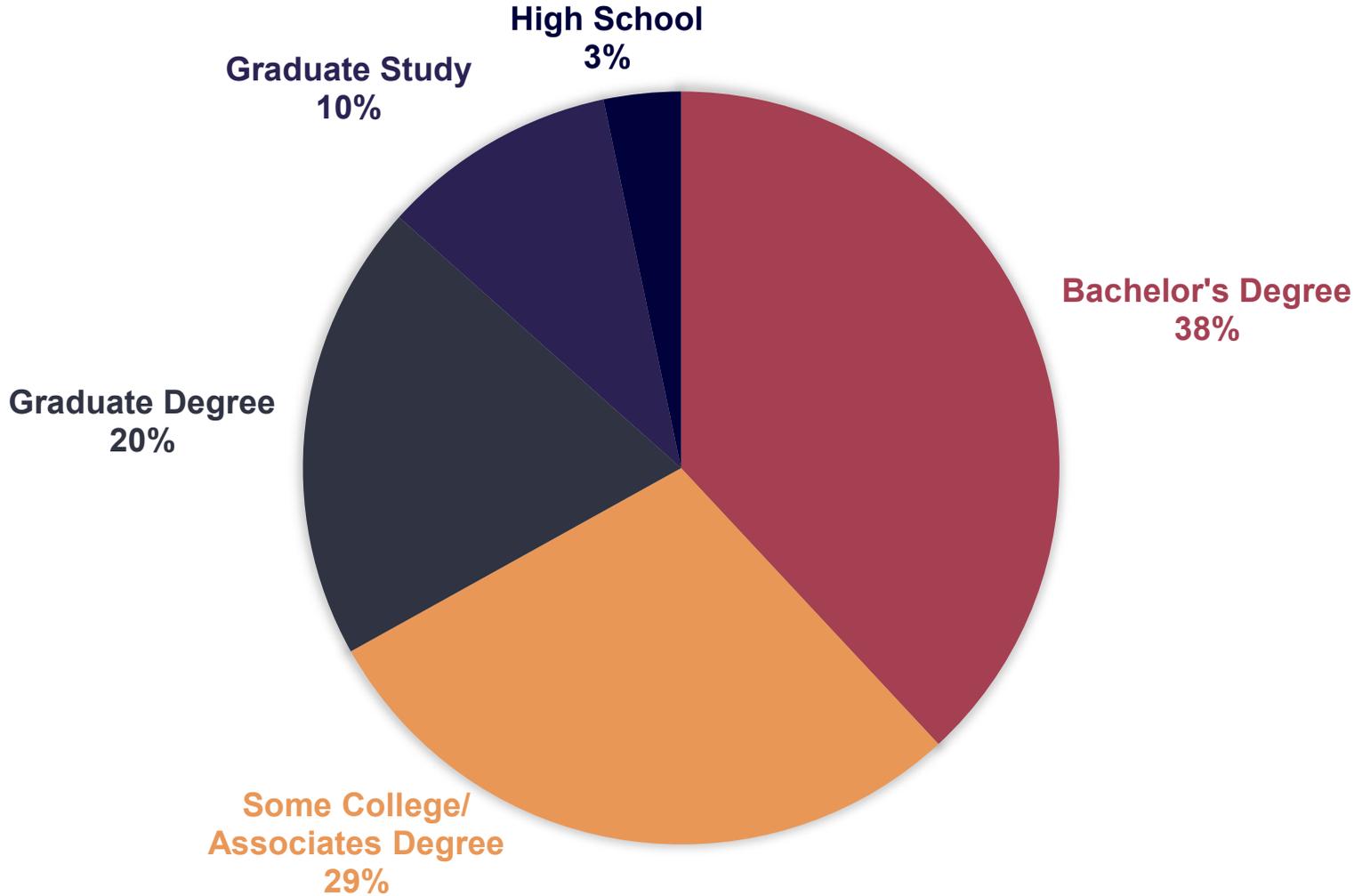
(Percentage Distribution)

	All Commercial Members	Licensed As			Primary Service Area						
		Broker	Broker Associate	Sales Agent	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
Male	70%	74%	69%	62%	71%	65%	79%	57%	70%	76%	86%
Female	30	26	31	38	29	35	21	43	30	24	14



HIGHEST EDUCATION LEVEL OF NAR'S COMMERCIAL MEMBERS

(Percentage Distribution)



GROSS HOUSEHOLD INCOME OF NAR'S COMMERCIAL MEMBERS, BY EXPERIENCE AND HOURS WORKED, 2017

(Percentage Distribution)

Commercial Real Estate Experience

Hours Worked

	Commercial Real Estate Experience						Hours Worked			
	All Commercial Members	2 years or less	3 to 5 years	6 to 15 years	16 to 25 years	26 years or more	Less than 20 hours	20 to 39 hours	40 to 59 hours	60 hours or more
Less than \$10,000	2%	8%	3%	1%	1%	1%	5%	2%	1%	2%
\$10,000 to \$24,999	2	5	3	2	1	1	9	2	1	1
\$25,000 to \$34,999	2	8	3	2	0	1	2	4	1	2
\$35,000 to \$49,999	3	8	6	2	2	2	7	4	3	1
\$50,000 to \$74,999	7	12	9	7	8	6	16	12	6	7
\$75,000 to \$99,999	9	9	13	10	10	7	11	15	8	7
\$100,000 to \$149,999	21	24	23	23	21	18	23	20	23	15
\$150,000 to \$199,999	15	16	13	14	15	15	13	13	16	13
\$200,000 to \$249,999	11	3	9	15	10	11	2	9	12	13
\$250,000 to \$499,999	19	8	14	17	22	23	9	16	19	26
\$500,000 to \$999,999	7	*	1	4	8	11	4	3	8	8
\$1 million or more	2	*	3	1	2	4	*	2	2	4
Median	\$165,400	\$102,000	\$130,600	\$158,700	\$171,700	\$198,200	\$100,000	\$130,000	\$170,000	\$205,400

EXHIBIT 6-8

* Less than one percent

GROSS HOUSEHOLD INCOME OF NAR'S COMMERCIAL MEMBERS, BY LICENSE AND SERVICE AREA, 2017

Investors had the highest gross household income of \$207,100 in 2017.

(Percentage Distribution)

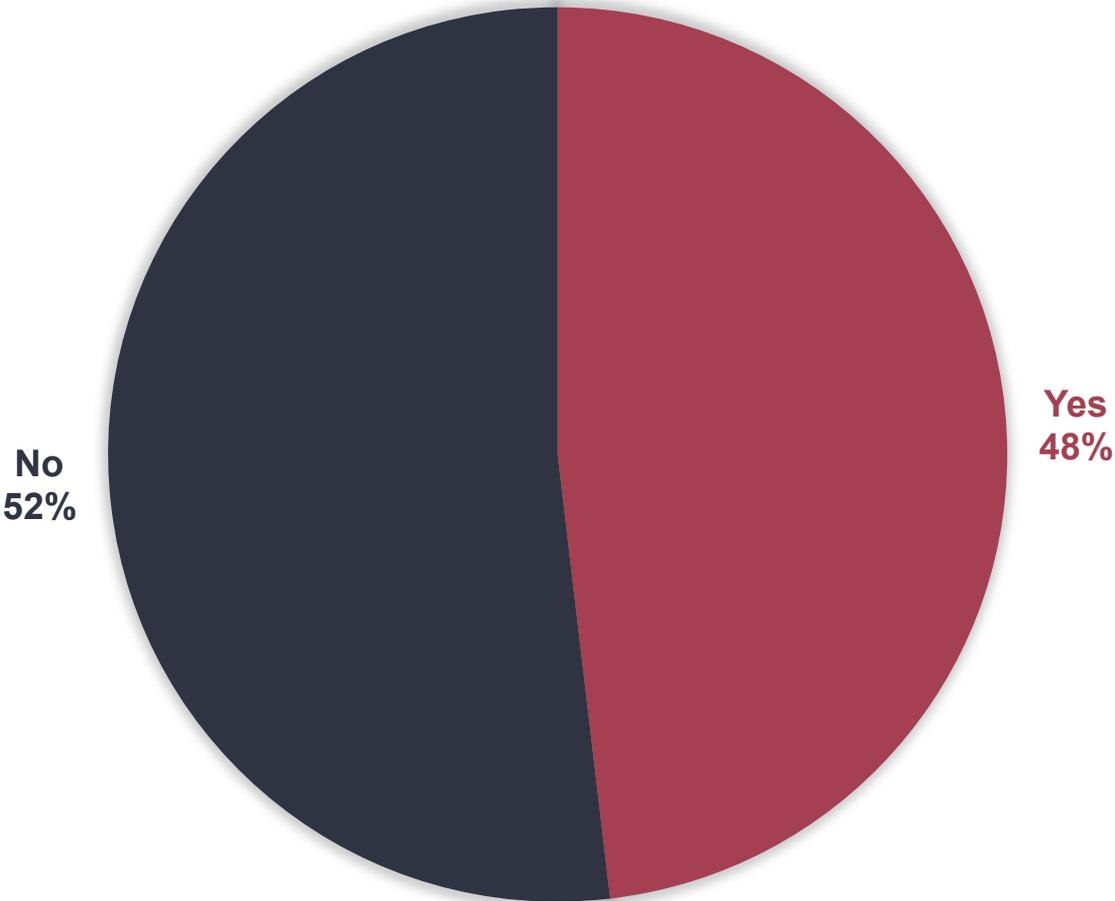
	Licensed As				Primary Service Area						
	All Commercial Members	Broker	Broker Associate	Sales Agent	Sales	Leasing	Investment	Property Management	Consulting	Development	Appraisal
Less than \$10,000	2%	1%	1%	2%	1%	3%	3%	*	4%	2%	2%
\$10,000 to \$24,999	2	1	0	2	1	2	1	2	*	2	2
\$25,000 to \$34,999	2	2	2	3	1	4	3	2	4	*	*
\$35,000 to \$49,999	3	2	4	4	3	3	3	*	5	2	2
\$50,000 to \$74,999	7	6	7	10	8	9	8	5	7	3	8
\$75,000 to \$99,999	9	8	9	11	9	12	7	11	11	8	9
\$100,000 to \$149,999	21	18	24	23	22	21	15	24	20	22	23
\$150,000 to \$199,999	15	14	16	13	14	12	10	22	15	15	30
\$200,000 to \$249,999	11	11	11	11	13	9	9	12	4	12	11
\$250,000 to \$499,999	19	23	18	15	20	17	24	14	25	15	11
\$500,000 to \$999,999	7	9	6	5	6	9	13	4	5	8	2
\$1 million or more	2	4	1	1	2	1	6	4	*	10	*
Median	\$165,400	\$189,700	\$156,900	\$140,100	\$167,300	\$145,700	\$207,100	\$163,100	\$147,700	\$186,100	\$157,800

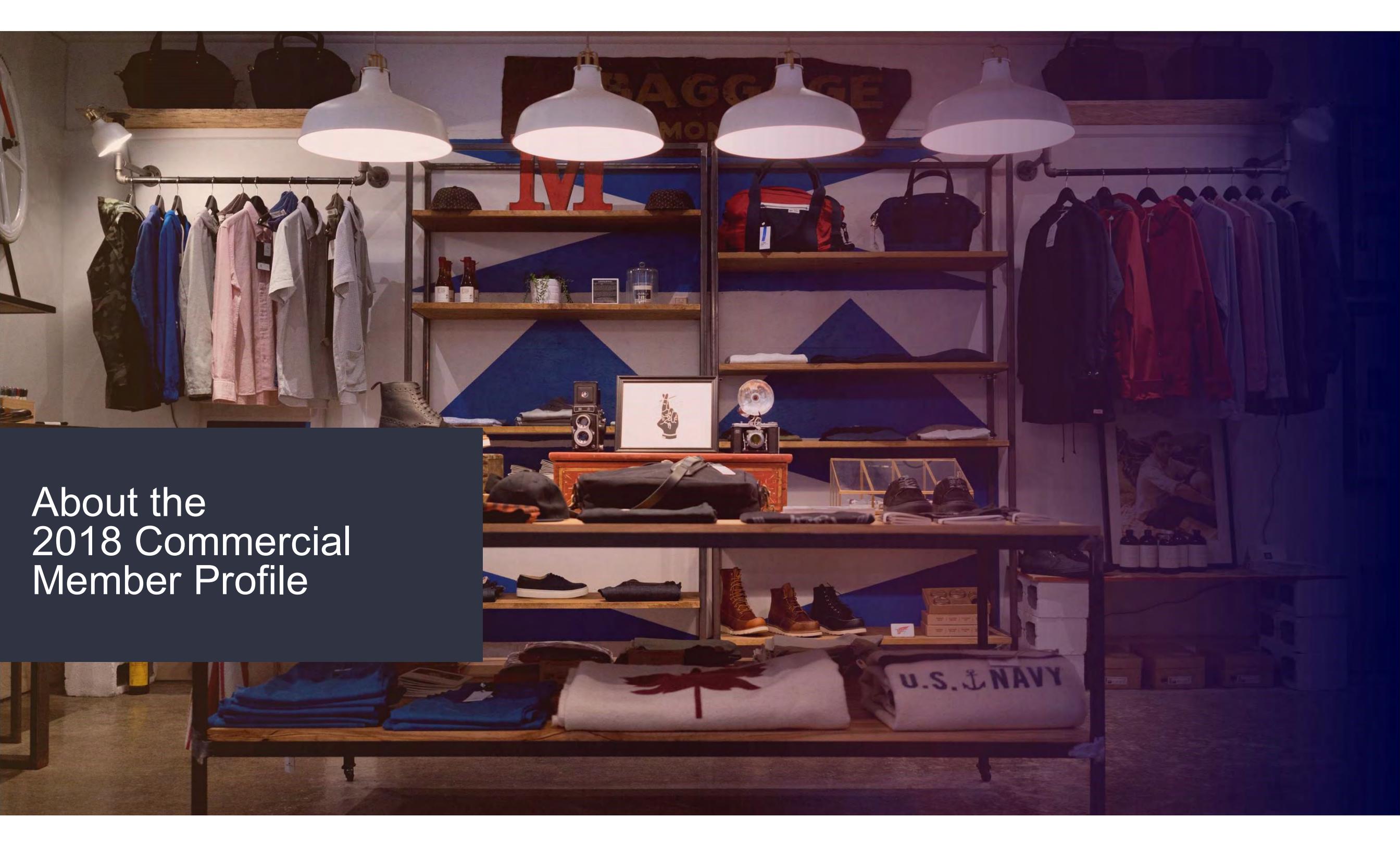
* Less than one percent

OWNERSHIP OF COMMERCIAL REAL ESTATE AS PERSONAL INVESTMENT BY NAR'S MEMBERS

(Percentage Distribution)

NAR's commercial members that own commercial real estate as a personal investment was 48 percent in 2018, up this year from 41 percent in 2017.





About the
2018 Commercial
Member Profile



2018 METHODOLOGY

In August 2018, NAR invited a random sample of 61,819 REALTORS® with an interest in commercial real estate to fill out an on-line survey. A total of 2,324 responses were received for an overall response rate of 3.8 percent. The confidence interval at a 95 percent level of confidence is +/-2.0 percent based on the share of commercial members. All information in this report is representative of member characteristics in 2018, while sales, lease transaction values, and income are characteristic of the 2017 calendar year.



COMMERCIAL
Real Estate
NATIONAL
ASSOCIATION *of*
REALTORS®

New England

- – Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, and Connecticut

Middle Atlantic

- – New York, Pennsylvania, and New Jersey

East North Central

- – Wisconsin, Illinois, Indiana, Michigan, and Ohio

West North Central

- – North Dakota, South Dakota, Nebraska, Kansas, Minnesota, Iowa, and Missouri

South Atlantic

- – Delaware, Maryland, Washington D.C., West Virginia, Virginia, North Carolina, South Carolina, Georgia, and Florida

East South Central

- – Kentucky, Tennessee, Mississippi, and Alabama

West South Central

- – Texas, Oklahoma, Arkansas, and Louisiana

Mountain

- – Montana, Idaho, Nevada, Wyoming, Utah, Arizona, Colorado, and New Mexico

Pacific

- – Washington, Oregon, California, Alaska, and Hawaii

REGIONS

Chapter 1 – BUSINESS CHARACTERISTICS OF NAR'S COMMERCIAL MEMBERS

Exhibit 1-1	PRIMARY SERVICE AREA OF NAR'S COMMERCIAL MEMBERS
Exhibit 1-2	PRIMARY COMMERCIAL PROPERTY TYPE FOR NAR'S COMMERCIAL MEMBERS
Exhibit 1-3	NAR COMMERCIAL MEMBERS' PROPERTY TYPE, BY PRIMARY SERVICE AREA
Exhibit 1-4	NAR'S COMMERCIAL MEMBERS LICENSE TYPE
Exhibit 1-5	NAR'S COMMERCIAL MEMBERS LICENSE TYPE, BY EXPERIENCE AND GENDER
Exhibit 1-6	SPECIALTY OF NAR'S COMMERCIAL MEMBERS, BY LICENCE AND PRIMARY SERVICE AREA
Exhibit 1-7	SPECIALTY OF NAR'S COMMERCIAL MEMBERS, BY REGION
Exhibit 1-8	NAR'S COMMERCIAL MEMBERS EXPERIENCE AND MEMBERSHIP, BY LICENSE AND GENDER
Exhibit 1-9	NAR'S COMMERCIAL MEMBERS REAL ESTATE EXPERIENCE, BY LICENSE AND SPECIALTY
Exhibit 1-10	NAR'S COMMERCIAL MEMBERS COMMERCIAL REAL ESTATE EXPERIENCE, BY LICENSE AND SPECIALTY
Exhibit 1-11	NAR'S COMMERCIAL MEMBERS NAR MEMBERSHIP, BY LICENSE AND SPECIALTY
Exhibit 1-12	NAR COMMERCIAL MEMBERS' COMMERCIAL DESIGNATIONS

Chapter 2 – INDUSTRY TOOLS AND TECHNOLOGY OF NAR'S COMMERCIAL MEMBERS

Exhibit 2-1	COMMERCIAL APPRAISERS: VALUATION TOOLS
Exhibit 2-2	COMMERCIAL APPRAISERS: INDUSTRY TOOLS AND TECHNOLOGY
Exhibit 2-3	COMMERCIAL APPRAISERS: INDUSTRY TECHNOLOGY, BY REGION
Exhibit 2-4	COMMERCIAL PROPERTY MANAGERS: INDUSTRY TOOLS AND TECHNOLOGY
Exhibit 2-5	COMMERCIAL PROPERTY MANAGERS: INDUSTRY TECHNOLOGY, BY REGION
Exhibit 2-6	COMMERCIAL INVESTORS: INDUSTRY TOOLS AND TECHNOLOGY
Exhibit 2-7	COMMERCIAL INVESTORS: INDUSTRY TECHNOLOGY, BY REGION
Exhibit 2-8	COMMERCIAL SALES AND LEASING SPECIALISTS: INDUSTRY TOOLS AND TECHNOLOGY
Exhibit 2-9	COMMERCIAL SALES AND LEASING SPECIALISTS: INDUSTRY TECHNOLOGY, BY REGION
Exhibit 2-10	TYPES OF ECONOMIC DEVELOPMENT FUNDS AND GOVERNMENT AGENCIES
Exhibit 2-11	PERCENT OF TIME SPENT ON ECONOMIC DEVELOPMENT, BY SERVICE AREA

LIST OF EXHIBITS

Chapter 3 – BUSINESS ACTIVITY OF NAR'S COMMERCIAL MEMBERS

Exhibit 3-1	NUMBER OF COMMERCIAL SALES TRANSACTIONS, 2017, BY LICENSE TYPE, SERVICE AREA, AND SPECIALTY
Exhibit 3-2	NUMBER OF COMMERCIAL SALES TRANSACTIONS, 2017, BY PROPERTY TYPE
Exhibit 3-3	NUMBER OF COMMERCIAL SALES TRANSACTIONS, 2017, BY EXPERIENCE
Exhibit 3-4	SALES TRANSACTION VOLUME IN 2006-2017
Exhibit 3-5	SALES TRANSACTION VOLUME IN 2017, BY LICENSE TYPE AND SPECIALTY
Exhibit 3-6	SALES TRANSACTION VOLUME, 2017, BY PROPERTY TYPE
Exhibit 3-7	SALES TRANSACTION VOLUME, 2017, BY EXPERIENCE
Exhibit 3-8	SALES TRANSACTION VOLUME, 2017, BY REGION
Exhibit 3-9	TYPICAL DOLLAR VALUE OF SALES TRANSACTIONS, 2017, BY LICENSE TYPE AND SPECIALTY
Exhibit 3-10	TYPICAL DOLLAR VALUE OF SALES TRANSACTIONS, 2017, BY PROPERTY TYPE
Exhibit 3-11	TYPICAL DOLLAR VALUE OF SALES TRANSACTIONS, 2017, BY EXPERIENCE
Exhibit 3-12	TYPICAL DOLLAR VALUE OF SALES TRANSACTIONS, 2017, BY REGION
Exhibit 3-13	TYPICAL DOLLAR VALUE OF SALES TRANSACTIONS, 2017, BY SIZE (IN ACREAGE)
Exhibit 3-14	TYPICAL SIZE (IN SQUARE FEET) OF SALES TRANSACTIONS, 2017, BY LICENSE TYPE
Exhibit 3-15	TYPICAL SIZE (IN ACREAGE) OF SALES TRANSACTIONS, 2017, BY LICENSE TYPE
Exhibit 3-16	NUMBER OF COMMERCIAL LEASE TRANSACTIONS, 2017, BY LICENSE TYPE, SERVICE AREA, AND SPECIALTY
Exhibit 3-17	NUMBER OF COMMERCIAL LEASE TRANSACTIONS, 2017, BY PROPERTY TYPE
Exhibit 3-18	LEASE TRANSACTION VOLUME (GROSS LEASE DOLLARS) IN 2006-2017
Exhibit 3-19	LEASE TRANSACTION VOLUME (GROSS LEASE DOLLARS) IN 2017, BY LICENSE TYPE AND SPECIALTY
Exhibit 3-20	LEASE TRANSACTION VOLUME (GROSS LEASE DOLLARS), 2017, BY PROPERTY TYPE
Exhibit 3-21	TYPICAL DOLLAR VALUE PER LEASING TRANSACTION, 2017, BY LICENSE TYPE AND SPECIALTY
Exhibit 3-22	TYPICAL DOLLAR VALUE PER LEASING TRANSACTION, 2017, BY EXPERIENCE
Exhibit 3-23	TYPICAL SIZE (IN SQUARE FEET) OF LEASING TRANSACTIONS, 2017, BY LICENSE TYPE
Exhibit 3-24	TYPE OF COMMERCIAL PROPERTIES FOR INVESTORS
Exhibit 3-25	NUMBER OF COMMERCIAL INVESTMENT TRANSACTIONS, 2017
Exhibit 3-26	LEGAL ENTITY FOR INVESTMENTS
Exhibit 3-27	NUMBER OF COMMERCIAL PROPERTY MANAGEMENT TRANSACTIONS, 2017
Exhibit 3-28	TYPICAL OFFICE SPACE OF PROPERTY MANAGERS, BY LICENSE TYPE
Exhibit 3-29	TYPE OF COMMERCIAL PROPERTIES APPRAISED
Exhibit 3-30	NUMBER OF COMMERCIAL PROPERTIES APPRAISED, 2017
Exhibit 3-31	TYPICAL SIZE (IN SQUARE FEET) OF APPRAISALS

LIST OF EXHIBITS

Chapter 4 – BUSINESS REVENUE OF NAR'S COMMERCIAL MEMBERS

Exhibit 4-1	INCOME FROM REAL ESTATE ACTIVITIES—ANNUAL GROSS PERSONAL INCOME, 2006-2017
Exhibit 4-2	INCOME FROM REAL ESTATE ACTIVITIES—ANNUAL GROSS PERSONAL INCOME, 2017, BY LICENSE TYPE AND SERVICE AREA
Exhibit 4-3	INCOME FROM REAL ESTATE ACTIVITIES—ANNUAL GROSS PERSONAL INCOME, 2017, BY GENDER, EXPERIENCE, AND WORK HOURS
Exhibit 4-4	HOURS WORKED PER WEEK, BY LICENSE TYPE AND SERVICE AREA
Exhibit 4-5	HOURS WORKED PER WEEK, BY EXPERIENCE
Exhibit 4-6	COMPENSATION STRUCTURES FOR NAR'S COMMERCIAL MEMBERS, BY LICENSE TYPE AND SERVICE AREA
Exhibit 4-7	COMPENSATION STRUCTURES FOR NAR'S COMMERCIAL MEMBERS, BY EXPERIENCE
Exhibit 4-8	SHARE OF ANNUAL INCOME FROM ALL TYPES OF COMMERCIAL ACTIVITIES, 2017, BY LICENSE TYPE AND EXPERIENCE
Exhibit 4-9	SHARE OF ANNUAL INCOME FROM COMMERCIAL SALES ACTIVITY, 2017, BY LICENSE TYPE AND EXPERIENCE
Exhibit 4-10	SHARE OF ANNUAL INCOME FROM COMMERCIAL LEASING ACTIVITY, 2017, BY LICENSE TYPE AND EXPERIENCE
Exhibit 4-11	SHARE OF ANNUAL INCOME FROM COMMERCIAL PROPERTY MANAGEMENT ACTIVITY, 2017, BY LICENSE TYPE AND EXPERIENCE
Exhibit 4-12	SHARE OF ANNUAL INCOME FROM COMMERCIAL APPRAISAL ACTIVITY, 2017, BY LICENSE TYPE AND EXPERIENCE
Exhibit 4-13	SHARE OF ANNUAL INCOME FROM COMMERCIAL INVESTMENT ACTIVITY, 2017, BY LICENSE TYPE AND EXPERIENCE

LIST OF EXHIBITS

Chapter 5 – FIRM CHARACTERISTICS OF NAR'S COMMERCIAL MEMBERS

Exhibit 5-1	FIRM CHARACTERISTICS, BY LICENSE TYPE AND SERVICE AREA
Exhibit 5-2	FIRM CHARACTERISTICS, BY REGION
Exhibit 5-3	FIRM COMPOSITION, BY LICENSE TYPE AND SERVICE AREA
Exhibit 5-4	FIRM COMPOSITION, BY REGION
Exhibit 5-5	NUMBER OF ACTIVE COMMERCIAL SALES/LEASING AGENTS OR BROKERS, OR PROPERTY MANAGEMENT PROFESSIONALS IN THE FIRM, BY LICENSE TYPE AND SERVICE AREA
Exhibit 5-6	NUMBER OF ACTIVE COMMERCIAL SALES/LEASING AGENTS OR BROKERS, OR PROPERTY MANAGEMENT PROFESSIONALS IN THE FIRM, BY REGION
Exhibit 5-7	POPULATION BASE IN THE MARKET WHERE REAL ESTATE IS PRACTICED, BY LICENSE TYPE AND SERVICE AREA
Exhibit 5-8	POPULATION BASE IN THE MARKET WHERE REAL ESTATE IS PRACTICED, BY REGION

Chapter 6 – DEMOGRAPHIC CHARACTERISTICS OF NAR'S COMMERCIAL MEMBERS

Exhibit 6-1	AGE DISTRIBUTION OF NAR'S COMMERCIAL MEMBERS
Exhibit 6-2	AGE DISTRIBUTION OF NAR'S COMMERCIAL MEMBERS, BY EXPERIENCE
Exhibit 6-3	AGE DISTRIBUTION OF NAR'S COMMERCIAL MEMBERS, BY LICENSE TYPE AND SERVICE AREA
Exhibit 6-4	GENDER BREAKDOWN OF NAR'S COMMERCIAL MEMBERS
Exhibit 6-5	GENDER BREAKDOWN OF NAR'S COMMERCIAL MEMBERS, BY EXPERIENCE
Exhibit 6-6	GENDER BREAKDOWN OF NAR'S COMMERCIAL MEMBERS, BY LICENSE TYPE AND SERVICE AREA
Exhibit 6-7	HIGHEST EDUCATION LEVEL OF NAR'S COMMERCIAL MEMBERS
Exhibit 6-8	GROSS HOUSEHOLD INCOME OF REALTORS®, BY REAL ESTATE EXPERIENCE AND HOURS WORKED, 2017
Exhibit 6-9	GROSS HOUSEHOLD INCOME OF REALTORS®, BY LICENSE AND SERVICE AREA, 2017
Exhibit 6-10	OWNERSHIP OF COMMERCIAL REAL ESTATE AS PERSONAL INVESTMENT BY NAR'S MEMBERS

LIST OF EXHIBITS

About the National Association of REALTORS®

NATIONAL ASSOCIATION OF REALTORS®

The National Association of REALTORS® is America's largest trade association, representing 1.3 million members, including NAR's institutes, societies and councils, involved in all aspects of the real estate industry. NAR membership includes brokers, salespeople, property managers, appraisers, counselors and others engaged in both residential and commercial real estate.

The term REALTOR® is a registered collective membership mark that identifies a real estate professional who is a member of the National Association of REALTORS® and subscribes to its strict Code of Ethics.

Working for America's property owners, the National Association provides a facility for professional development, research and exchange of information among its members and to the public and government for the purpose of preserving the free enterprise system and the right to own real property.

NATIONAL ASSOCIATION OF REALTORS®

RESEARCH GROUP

The Mission of the NATIONAL ASSOCIATION OF REALTORS® Research Group is to produce timely, data-driven market analysis and authoritative business intelligence to serve members, and inform consumers, policymakers, and the media in a professional and accessible manner. To find out about other products from NAR's Research Group, visit www.nar.realtor/research-and-statistics.

NATIONAL ASSOCIATION OF REALTORS®

Research Group

500 New Jersey Avenue, NW

Washington, DC 20001

202-383-1000

data@realtors.org

©2018 National Association of REALTORS®

All Rights Reserved.

May not be reprinted in whole or in part without permission of the National Association of REALTORS®.

For reprint information, contact data@realtors.org.

About the National Association of REALTORS®

NATIONAL ASSOCIATION OF REALTORS®

COMMERCIAL REAL ESTATE

NAR's Commercial Real Estate Group provides members resources and tools needed to succeed in commercial markets worldwide.

NAR works to serve the needs of our commercial practitioner members and the commercial real estate industry through the development of valuable products and services, technology initiatives, public policy advocacy, education, research and legal analysis. NAR's Commercial efforts represent the collective commercial real estate constituencies of NAR, including the members of the NAR's commercial affiliate organizations— the CCIM Institute, the Counselors of Real Estate (CRE), the Institute of Real Estate Management (IREM), the REALTORS® Land Institute (RLI), and the Society of Industrial and Office REALTORS® (SIOR).

NATIONAL ASSOCIATION OF REALTORS®

430 North Michigan Avenue

Chicago, IL 60611- 4087

1-800-874-6500

<https://www.nar.realtor/Commercial>

NAR's Commercial Affiliate Organizations

CCIM Institute (CCIM)

CCIM Institute created the language of global real estate investment. Whether it's the 160 hours to earn the industry's most prestigious designation or a lunchtime webinar on blockchain, CCIM means learning. Learn more at www.ccim.com.

Counselors of Real Estate (CRE™)

The Counselors of Real Estate® is an international network of commercial practitioners who provide advice to clients on complex real property situations and land-related issues. CRE®-credentialed members hold prominent positions in real estate, financial, legal and accounting firms, and are developers, economists, futurists, and leaders of Wall Street and academia. Membership is extended by invitation only on either a sponsored or self-initiated basis. Contact CRE at 312-329-8427 or at www.cre.org.

Institute of Real Estate Management (IREM®)

IREM is an international force of nearly 20,000 individuals united to advance the profession of real estate management. Through training, professional development, and collaboration, IREM supports all members through every stage of their career. Earning our credentials, including the CPM®, ARM®, ACoM, and AMO®, demonstrates a commitment to, and passion for, good management. Contact IREM at 312-329-6000 or at www.irem.org.

About the National Association of REALTORS®

REALTORS® Land Institute (RLI)

RLI awards the elite Accredited Land Consultation (ALC) designation to land specialists that meet rigorous education, experience, and production requirements. Having started in 1944, RLI has 1300+ members and 19 chapters across the country. Contact RLI at 800-441-5263 or at www.riland.com.

Society of Industrial and Office REALTORS® (SIOR)

The Society of Industrial and Office Realtors represents the world's elite in industrial and office real estate. SIOR is more than a designation, it's a symbol of excellence. It's a reflection of a global network of more than 3,200 industry leaders driven by camaraderie and innovation. SIORs value the power that comes with building relationships and sharing ideas that are on the leading edge of the industry. SIORs are held to the highest standard by closing successful transactions, and completing stringent qualifications and curricula. With members in 685 cities and 36 countries, we are the most trusted resource in commercial real estate. Contact SIOR at 202-449-8200 or at www.sior.com.

