
2021 Member Profile Florida REALTORS® Report

Prepared for:
Florida REALTORS®

Prepared by:
NATIONAL ASSOCIATION OF REALTORS®
Research Division

August 2021

2021 Member Profile Florida Report

Table of Contents

Introduction.....	3
Highlights	5
Methodology....	8

Report Prepared
by:

Jessica Lautz
202-383-1155

Brandi Snowden
202-383-1048

Matt
Christopherson
202-383-1022

Sidnee Holmes
202-383-1017

2021 Member Profile

Florida Report

Introduction

The National Association of REALTORS® has released reports on who members are and the business they are conducting dating back more than five decades. Each year the report is released in varying and unique circumstances. While the report provides timelines of how experiences and transactions have changed, it is also important to remember it is a snapshot of that period of time. This year's *2021 Member Profile* covers a period in which COVID-19 was widespread throughout the United States and world.

This time period was also an incredibly unique time for real estate. As COVID-19 lockdowns emerged in the Spring of 2020, home sales dropped. Quickly real estate was deemed an essential service in nearly every state. The 30-year fixed interest rate for mortgages was just 3.1 percent. The interest rate, coupled with the change in remote work patterns, drove home sales to 14-year highs. However, while buyer demand remained strong, inventory dropped to near 40-year lows. Members embraced technology as a way of doing business during COVID-19 and lived up to their dynamic nature.

In 2020, the rise in new members of the National Association of REALTORS® continued to increase. Membership grew from 1.40 million at the end of 2019 to 1.48 million at the end of 2020. The median years of experience in real estate decreased to eight years from nine in last year's report. Those with two years or less experience increased to 26 percent from 24 percent, while those with 25 years or more experience decreased to 15 percent from 17 percent. Despite the churn and unique real estate market conditions, looking forward, 79 percent of REALTORS® are very certain they will remain in the market for two more years.

Limited inventory continues to plague many housing markets in the U.S. Sixty percent of members who practice as brokerage specialists cited the lack of housing inventory was holding back clients from completing a transaction. Impacted by limited inventory, the typical number of transactions was 10 in 2020, a decrease from the previous year of 12. With the decline in the number of transaction sides, the median sales volume decreased from \$2.3 million to \$2.1 million in 2020.

The median gross income of REALTORS® declined to \$43,300 in 2020 from \$49,700 in 2019. New members entering the field can be noted by the differences in income by experience, function, and hours worked per week. Fifty-nine percent of members who have two years or less experience made less than \$10,000 in 2020 compared to 39 percent of members with more than 16 years of experience who made more than \$100,000 in the same time period. REALTORS® with 16 years or more experience had a median gross income of \$75,000—compared to REALTORS® with 2 years or less experience that had a median gross income of \$8,500.

The typical member was an independent contractor affiliated with an independent company catering to local markets. REALTORS® frequently have had careers in other fields prior to real estate, the most common being in management, business, and financial professions, followed by sales and retail. Only five percent indicated that real estate is their first career. The majority of members were women homeowners with a college education. The share of women in the industry continues to rise and is now at 65 percent—up from 57 percent in 2010. The median age of REALTORS® was 54 in the 2021 survey.

As COVID-19 has shown, technology can bridge the gap when in-person contact was limited and social distancing was essential. While there are older technologies that are embraced on a daily basis such as e-mail, social media, and GPS there are also new emerging technologies such as Photofy and the use of drones. The majority of members have their own website where they promote their own property listings, but many also post information about the buying and selling process to help consumers who may just be in the research part of the process.

2021 Member Profile

Florida Report

Highlights

Business Characteristics of REALTORS®

- Sixty-eight percent of REALTORS® were licensed sales agents, 20 percent held broker licenses, and 13 percent held broker associate licenses. In Florida, 79 percent of REALTORS® were licensed sales agents, 11 percent held broker licenses, and 10 percent held broker associate licenses.
- The typical REALTOR® had eight years of experience, down from nine last year. In Florida, the typical REALTOR® had six years of experience.
- Fifteen percent of members had at least one personal assistant. In Florida, 13 percent operate with at least one assistant.
- Seventy-nine percent of REALTORS® were very certain they would remain active as a real estate professional for two more years. In Florida, 80 percent of members report they are certain they will remain active for two more years.

Business Activity of REALTORS®

- In 2020, the typical agent had 10 transactions, down from 12 transactions in 2019. In Florida, agents also had 10 transactions typically.
- The median sales volume for brokerage specialists decreased to \$2.1 million in 2020 from \$2.3 million in 2019. In Florida, the typical sales volume was \$1.5 million in 2020.
- Lack of inventory was the the most cited reason limiting potential clients from completing transactions, following seven years of difficulty finding the right property being the top factor. In Florida, lack of inventory was also the most cited reason.
- The typical property manager managed 39 properties in 2020, up from 35 properties in 2019. In Florida, the typical property manager managed 35 properties.
- The typical REALTOR® worked 35 hours per week in 2020. In Florida, the typical REALTOR® worked 30 hours per week.
- The typical REALTOR® earned 15 percent of their business from repeat clients and customers and 19 percent through referrals from past clients and customers. In Florida, 13 percent of business came from repeat business and 18 percent through referrals from past clients.

Income and Expenses of REALTORS®

- In 2020, 37 percent of REALTORS® were compensated under a fixed commission split (under 100 percent), followed by 23 percent with a graduated commission split (increases with productivity). In Florida, 39 percent of respondents were compensated under a fixed commission split (under 100%).

- The median gross income of REALTORS® was \$43,330 in 2020, a decrease from \$49,700 in 2019. The median gross income for REALTORS® in Florida was \$33,750.
- REALTORS® with 16 years or more experience had a median gross income of \$75,000—down from \$86,500 in 2019— compared to REALTORS® with two years or less experience that had a median gross income of \$8,500—a slight decrease from \$8,900. In Florida, members with 16 or more years of experience had a median gross income of \$62,500 and those with less than two years had an income of \$8,200.
- The median business expenses were \$5,330, down from \$6,290 in 2019. In Florida, the typical business expenses were \$4,080.
- The largest expense category for most REALTORS® remains vehicle expenses at a median of \$1,200. In Florida, the largest single expense category was also vehicle expenses, which was \$1,040.

Office and Firm Affiliation of REALTORS®

- Fifty-three percent of REALTORS® were affiliated with an independent company. This number was 59 percent of members in Florida.
- Eighty-eight percent of members were independent contractors at their firms. In Florida, that share is 84 percent.
- The median tenure for REALTORS® with their current firm was five years again, an increase from four years last year. The median firm tenure for Florida members was five years.
- Eight percent of REALTORS® worked for a firm that was bought or merged in the past two years. In Florida, this number was seven percent.

Technology and REALTORS®

- Fifty-two percent of REALTORS® reported having a website for at least five years, and the typical REALTOR® has had a website for a median of five years. In Florida, 59 percent of REALTORS® reported having a website for at least five years, with a median of seven years.
- Seventy-four percent of members were on Facebook and 56 percent on LinkedIn for professional use. In Florida, 70 percent of members are on Facebook and 54 percent on LinkedIn for professional use.
- The most common information found on REALTOR® websites, among all REALTORS®, was the member's own listings and home buying and selling information. The same is true in Florida.

Demographic Characteristics of REALTORS®

- The typical REALTOR® was a 54-year-old white female who attended college and was a homeowner. The typical REALTOR® in Florida was 55 years old and 88 percent at least attended college.
- Sixty-five percent of all REALTORS® were female, up slightly from 64 percent last year. In Florida, 65 percent of members were female.
- Fifteen percent of REALTORS® had a previous career in management, business, or finance, and 15 percent in sales or retail. Only five percent of REALTORS® reported real estate was their first career. In Florida, 17 percent

had a previous career in management, business, or the financial sector, and 16 percent in sales or retail. Four percent in Florida reported real estate was their first career.

- Sixty-four percent of REALTORS® said that real estate was their only occupation and was so pre-COVID-19, while 11 percent also had another source of income pre-COVID-19. Sixty-two percent in Florida reported real estate was their only occupation now and pre-COVID-19, while 12 percent had another source pre-COVID-19.
- The majority of REALTORS®—82 percent—own their primary residence. Seventy-seven percent of REALTORS® own their primary residence in Florida.

Methodology

In March 2021, NAR e-mailed a 93-question survey to a random sample of 161,155 REALTORS®. Using this method, a total of 10,643 responses were received. The survey had an adjusted response rate of 6.6 percent. The confidence interval at a 95 percent level of confidence is +/- 0.95 percent based on a population of 1.4 million members. In Florida a random sample of 20,848 members were sent the survey, 987 members took the survey. Florida had a response rate of 4.7 percent.

Survey responses were weighted to be representative of state level NAR membership. Information about compensation, earnings, sales volume and number of transactions is characteristics of calendar year 2020, while all other data are representative of member characteristics in early 2021.

The NATIONAL ASSOCIATION OF REALTORS® is committed to equal opportunity in the real estate industry. In accordance with this commitment, racial and ethnic information was collected and is included in this report.

Where relevant, REALTOR® information in subgroups based on the license held by members of NAR: a broker, broker-associate or sales agent license. The term “broker” refers to REALTORS® holding a broker or broker associate license unless otherwise noted. In some cases, information is presented by REALTORS®’ main function within their firm or their real estate specialty regardless of the type of license held.

The primary measure of central tendency used throughout this report is the median, the middle point in the distribution of responses to a particular question or, equivalently, the point at which half of the responses are above and below a particular value. Data may not be comparable to previous *Member Profile* publications due to changes in questionnaire design.

BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-1	REALTORS® BY TYPE OF LICENSE
Exhibit 1-2	SPECIALTY AND MAIN FUNCTION OF REALTORS®
Exhibit 1-3	PRIMARY BUSINESS SPECIALTY OF BROKER/BROKER ASSOCIATE LICENSEES, 1999-2021
Exhibit 1-4	PRIMARY BUSINESS SPECIALTY OF SALES AGENT LICENSEES, 1999-2021
Exhibit 1-5	SECONDARY BUSINESS SPECIALTY OF REALTORS®
Exhibit 1-6	REAL ESTATE EXPERIENCE OF REALTORS®, BY MAIN FUNCTION
Exhibit 1-7	NUMBER OF PERSONAL ASSISTANTS
Exhibit 1-8	NUMBER OF PERSONAL ASSISTANTS, BY YEARS OF REAL ESTATE EXPERIENCE
Exhibit 1-9	TASKS PERFORMED BY PERSONAL ASSISTANTS
Exhibit 1-10	CHARACTERISTICS OF PERSONAL ASSISTANTS
Exhibit 1-11	RELOCATION ACTIVITY OF REALTORS®
Exhibit 1-12	WILL REMAIN ACTIVE AS A REAL ESTATE PROFESSIONAL DURING THE NEXT TWO YEARS

BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-1

REALTORS® BY TYPE OF LICENSE

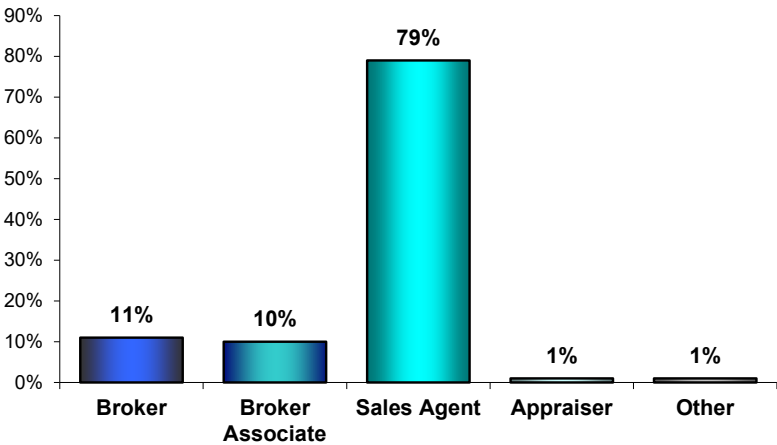
(Percent of Respondents)

Number of Total Respondents = 987

Florida

Broker	11%
Broker Associate	10%
Sales Agent	79%
Appraiser	1%
Other	1%

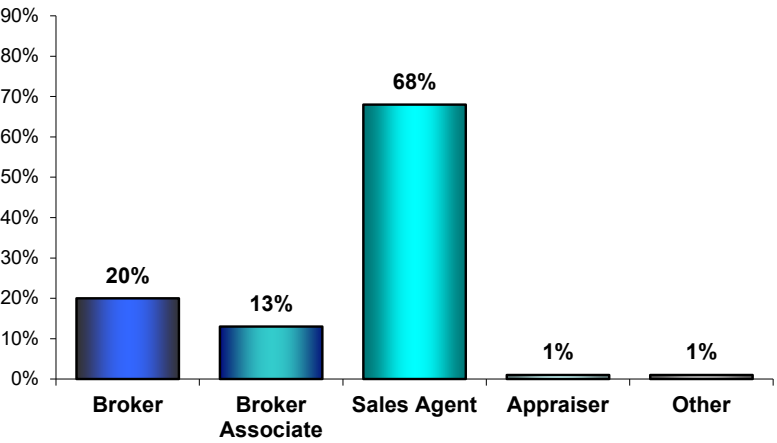
REALTORS® BY TYPE OF LICENSE



U.S.

Broker	20%
Broker Associate	13%
Sales Agent	68%
Appraiser	1%
Other	1%

REALTORS® BY TYPE OF LICENSE



BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-2

SPECIALTY AND MAIN FUNCTION OF REALTORS®

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS			
		Broker	Broker Associate	Sales Agent	Appraiser
Primary Real Estate Specialty					
Residential brokerage	71%	81%	84%	68%	*
Commercial brokerage	1	3	3	1	*
Residential appraisal	1	1	*	1	100
Commercial appraisal	*	*	*	*	*
Relocation	5	1	2	6	*
Property management	4	11	2	3	*
Counseling	1	*	2	1	*
Land/Development	1	1	*	1	*
Other specialties	16	2	6	19	*
Main Function					
Broker-owner (with selling)	8%	70%	1%	1%	*
Broker-owner (without selling)	1	5	*	*	*
Associate broker	4	6	32	1	*
Manager	3	8	2	1	*
Sales agent	81	8	63	95	*
Appraiser	1	*	*	*	100
Other	3	4	2	3	*

* Less than 1 percent

U.S.

	ALL		LICENSED AS			
	2021 Survey	2020 Survey	Broker	Broker Associate	Sales Agent	Appraiser
Primary Real Estate Specialty						
Residential brokerage	73%	73%	81%	87%	67%	*
Commercial brokerage	2	2	3	2	1	*
Residential appraisal	1	1	1	*	*	94
Commercial appraisal	*	*	*	*	*	6
Relocation	4	3	2	3	5	*
Property management	4	4	6	2	4	*
Counseling	2	2	1	1	3	*
Land/Development	1	1	1	1	1	*
Other specialties	14	13	4	4	19	*
Main Function						
Broker-owner (with selling)	10%	10%	45%	2%	1%	1%
Broker-owner (without selling)	1	1	3	*	*	*
Associate broker	10	11	17	53	*	*
Manager	3	3	5	3	2	*
Sales agent	73	71	26	39	94	3
Appraiser	1	1	1	*	*	96
Other	3	3	4	3	3	*

* Less than 1 percent

BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-3

PRIMARY BUSINESS SPECIALTY OF BROKER/BROKER ASSOCIATE LICENSEES, 1999-2021

(Percentage Distribution)

Florida

	2021
Residential brokerage	83%
Commercial brokerage	3
Land/Development	1
Relocation	2
Counseling	1
Appraising	1
Property management	7
International	1
Other	3

* Less than 1 percent

U.S.

	1999	2001	2003	2005	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Residential brokerage	75%	76%	81%	76%	79%	79%	80%	79%	78%	75%	81%	77%	79%	84%	82%	82%	83%	83%	84%
Commercial brokerage	6	6	3	4	5	6	6	7	6	4	3	5	5	3	4	3	2	3	3
Land/Development	4	3	1	3	3	1	3	2	2	2	1	1	1	2	1	2	2	1	1
Relocation	1	1	2	3	2	*	1	1	1	1	1	1	1	2	2	2	2	2	2
Counseling	1	1	2	3	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1
Appraising	4	4	3	2	1	4	1	1	1	1	1	1	1	1	1	1	1	1	1
Property management	6	5	4	4	4	1	6	6	7	10	8	8	7	5	6	6	6	5	5
International	NA	*	*	1	*	3	*	*	*	*	1	*	*	1	*	*	*	*	*
Other	4	3	4	4	4	4	2	3	5	6	4	6	5	3	3	4	3	3	4

NA - Not Asked

* Less than 1 percent

BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-4

PRIMARY BUSINESS SPECIALTY OF SALES AGENT LICENSEES, 1999-2021

(Percentage Distribution)

Florida

	2021
Residential brokerage	68%
Commercial brokerage	1
Land/Development	1
Relocation	6
Counseling	1
Appraising	1
Property management	3
International	2
Other	17

* Less than 1 percent

U.S.

	1999	2001	2003	2005	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Residential brokerage	88%	82%	84%	74%	75%	77%	86%	87%	83%	83%	83%	83%	82%	67%	65%	65%	67%	68%	67%
Commercial brokerage	2	2	2	1	2	2	3	3	3	1	2	2	3	1	1	2	1	2	1
Land/Development	2	2	1	3	3	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Relocation	1	2	2	5	6	*	2	2	2	2	2	2	2	4	5	4	4	4	5
Counseling	1	3	2	5	4	5	1	1	1	1	1	2	1	2	2	2	2	2	3
Appraising	2	3	3	5	1	4	1	*	1	1	*	*	1	1	*	1	1	1	*
Property management	2	3	3	3	4	3	4	3	4	5	6	4	4	4	4	4	3	3	4
International	NA	*	*	*	2	2	1	*	1	*	1	1	1	1	1	*	1	1	1
Other	2	3	3	3	4	6	2	2	5	6	5	6	5	18	21	22	20	18	19

NA - not asked

* Less than 1 percent

BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-5

SECONDARY BUSINESS SPECIALTY OF REALTORS®

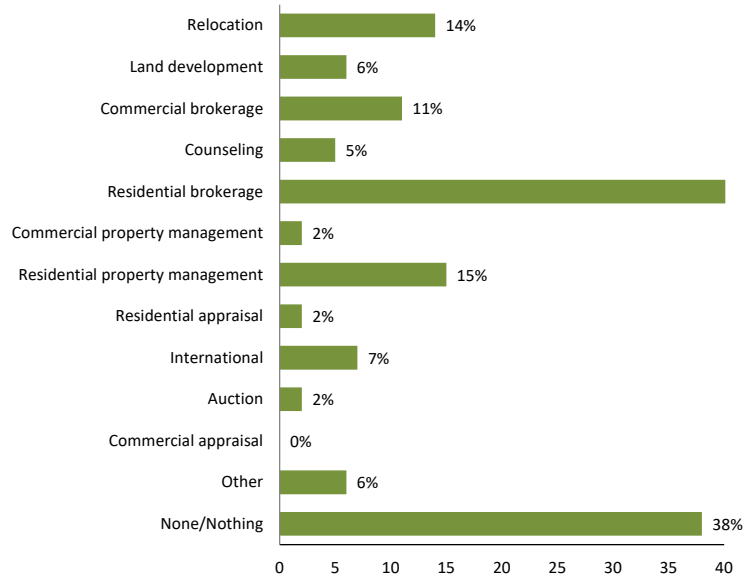
(Percent of Respondents)

Florida

Relocation	14%
Land development	6%
Commercial brokerage	11%
Counseling	5%
Residential brokerage	43%
Commercial property management	2%
Residential property management	15%
Residential appraisal	2%
International	7%
Auction	2%
Commercial appraisal	*
Other	6%
None/Nothing	38%

SECONDARY BUSINESS SPECIALTY OF REALTORS®

(Percent of Respondents)

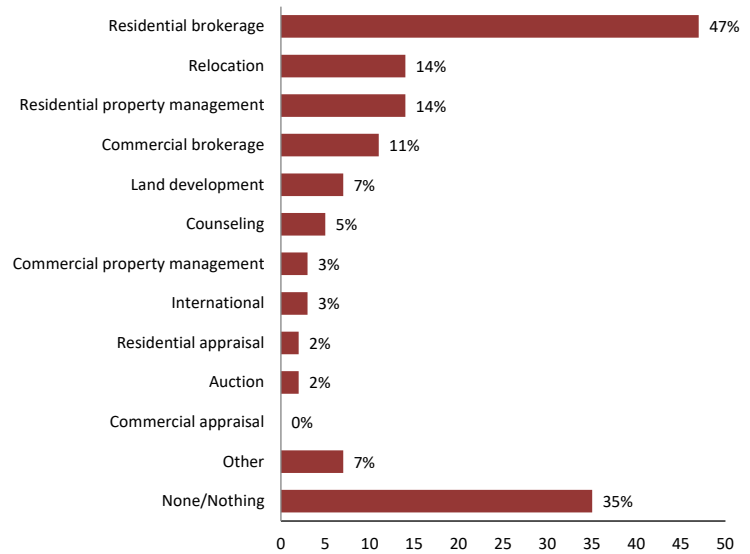


U.S.

Residential brokerage	47%
Relocation	14%
Residential property management	14%
Commercial brokerage	11%
Land development	7%
Counseling	5%
Commercial property management	3%
International	3%
Residential appraisal	2%
Auction	2%
Commercial appraisal	*
Other	7%
None/Nothing	35%

SECONDARY BUSINESS SPECIALTY OF REALTORS®

(Percent of Respondents)



BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-6

REAL ESTATE EXPERIENCE OF REALTORS®, BY MAIN FUNCTION

(Percentage Distribution)

Florida

	ALL REALTORS®	MAIN FUNCTION IN FIRM						
		Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser
1 year or less	21%	*	*	3%	*	13%	25%	*
2 years	8	*	*	*	*	*	10	*
3 years	6	*	3	5	*	6	7	*
4 years	5	*	4	5	*	*	6	*
5 years	5	*	6	10	*	6	5	*
6 to 10 years	14	17	14	18	*	19	14	*
11 to 15 years	9	*	13	3	29	19	9	*
16 to 25 years	20	33	35	28	29	25	18	60
26 to 39 years	8	33	19	23	14	13	5	40
40 or more years	3	17	6	8	29	*	2	*
Median (years)	6	30	18	17	17	12	5	24

* Less than 1 percent

U.S.

	ALL		MAIN FUNCTION IN FIRM						
	2021 Survey	2020 Survey	Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser
1 year or less	18%	17%	3%	3%	13%	8%	3%	22%	2%
2 years	8	8	2	1	6	*	2	9	*
3 years	7	7	*	2	5	4	3	8	*
4 years	6	5	*	2	5	*	3	6	5
5 years	5	5	2	3	6	3	2	6	*
6 to 10 years	13	11	8	12	14	5	19	13	6
11 to 15 years	10	12	6	14	9	9	19	10	4
16 to 25 years	19	19	38	30	20	50	26	17	35
26 to 39 years	11	12	26	21	15	10	12	8	36
40 or more years	4	5	14	13	7	10	12	2	12
Median (years)	8	9	22	20	11	17	16	5	25

* Less than 1 percent

BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-7

NUMBER OF PERSONAL ASSISTANTS

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	87%	76%	90%	60%	73%	91%	33%	82%	90%
One	11	18	9	20	19	9	50	*	9
Two	1	2	1	*	3	*	17	9	1
Three or more	1	3	*	20	4	*	*	9	*

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	85%	78%	88%	56%	71%	84%	66%	65%	89%
One	12	17	10	30	23	13	23	25	9
Two	2	3	2	5	4	2	7	9	1
Three or more	1	1	*	9	2	1	4	2	*

* Less than 1 percent

BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-8

NUMBER OF PERSONAL ASSISTANTS, BY YEARS OF REAL ESTATE EXPERIENCE

(Percentage Distribution)

Florida

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
None	87%	94%	88%	87%	80%
One	11	6	9	9	17
Two or more	2	*	4	3	3

* Less than 1 percent

U.S.

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
None	85%	94%	88%	83%	78%
One	12	5	9	13	18
Two or more	3	1	2	4	4

* Less than 1 percent

BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-9

TASKS PERFORMED BY PERSONAL ASSISTANTS

(Percent of Respondents)

Florida

Process new listings and enter them in the MLS	100%
Manage closing paperwork	60
Prepare comps	60
Schedule listing presentations, closings, and appointments	60
Photograph listings	20
Send mailings to past clients or prospects	60
Order inspections	60
Write ads	20
Place/track advertising of listings	60
Send progress reports to sellers	60
Prepare escrow files	20
Check MLS for expirations	20
Prospect FSBOs	*
Check newspapers/websites for FSBOs	40
Other	*

* Less than 1 percent

U.S.

Process new listings and enter them in the MLS	68%
Send mailings to past clients or prospects	61
Manage closing paperwork	57
Schedule listing presentations, closings, and appointments	45
Place/track advertising of listings	40
Send progress reports to sellers	38
Prepare comps	37
Write ads	36
Order inspections	35
Check MLS for expirations	29
Prepare escrow files	26
Photograph listings	24
Check newspapers/websites for FSBOs	13
Prospect FSBOs	6
Other	28

BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-10

CHARACTERISTICS OF PERSONAL ASSISTANTS

(Percentage Distribution)

Florida

License Information	Licensed	55%
	Unlicensed	45
Salary Expenses	Paid by REALTOR®	40
	Paid by company	32
	Both	28
Employment	Full-time	44
	Part-time	56
Exclusivity	Exclusive assistant	56
	Shared with others	44
Employment Arrangement	Independent contractor	52
	Employee	48
Compensation Structure	Hourly	50
	Arrangement varies	17
	Salary	17
	Percent of commission	10
	Per task	6

U.S.

License Information	Licensed	52%
	Unlicensed	48
Salary Expenses	Paid by REALTOR®	39
	Paid by company	32
	Both	29
Employment	Full-time	46
	Part-time	54
Exclusivity	Exclusive assistant	51
	Shared with others	49
Employment Arrangement	Independent contractor	53
	Employee	47
Compensation Structure	Hourly	27
	Arrangement varies	21
	Salary	18
	Percent of commission	12
	Per task	21

BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-11

RELOCATION ACTIVITY OF REALTORS®

(Percentage Distribution)

Florida

ALL REALTORS®

<i>REALTORS®'s firm have a relocation department or business development department responsible for relocation activities</i>	
Yes	25%
No	50
Don't know	25

U.S.

ALL REALTORS®

<i>REALTORS®'s firm have a relocation department or business development department responsible for relocation activities</i>	
Yes	31%
No	48
Don't know	21

BUSINESS CHARACTERISTICS OF REALTORS®

Exhibit 1-12

WILL REMAIN ACTIVE AS A REAL ESTATE PROFESSIONAL DURING THE NEXT TWO YEARS

(Percentage Distribution)

Florida

ALL REALTORS®	
Very certain	80%
Somewhat certain	14
Not certain	5

U.S.

ALL REALTORS®	
Very certain	79%
Somewhat certain	15
Not certain	6

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-1	APPRAISAL: TYPES OF PROPERTIES APPRAISED
Exhibit 2-2	APPRAISAL: NUMBER OF PROPERTIES APPRAISED, 2020
Exhibit 2-3	APPRAISAL: OTHER REAL ESTATE ACTIVITIES OF APPRAISAL SPECIALISTS
Exhibit 2-4	BROKERAGE: AGENCY RELATIONSHIPS
Exhibit 2-5	BROKERAGE: LISTINGS SOLD, 2020
Exhibit 2-6	BROKERAGE: NUMBER OF TRANSACTION SIDES OR COMMERCIAL DEALS, 2020
Exhibit 2-7	BROKERAGE: NUMBER OF TRANSACTION SIDES OR COMMERCIAL DEALS, BY EXPERIENCE,
Exhibit 2-8	MEDIAN NUMBER OF TRANSACTION SIDES OR COMMERCIAL DEALS
Exhibit 2-9	BROKERAGE: NUMBER OF TRANSACTION SIDES INVOLVING PROPERTIES IN FORECLOSURE, 2020
Exhibit 2-10	BROKERAGE: NUMBER OF TRANSACTION SIDES INVOLVING SHORT SALES, 2020
Exhibit 2-11	BROKERAGE: SALES VOLUME, 2020
Exhibit 2-12	BROKERAGE: SALES VOLUME, BY EXPERIENCE, 2020
Exhibit 2-13	THE MOST IMPORTANT FACTOR LIMITING POTENTIAL CLIENTS IN COMPLETING A TRANSACTION
Exhibit 2-14	BROKERAGE: WEB SITES WHERE REALTORS® PLACE THEIR LISTINGS
Exhibit 2-15	PROPERTY MANAGEMENT: TYPES OF PROPERTIES MANAGED
Exhibit 2-16	PROPERTY MANAGEMENT: NUMBER OF PROPERTIES MANAGED
Exhibit 2-17	PROPERTY MANAGEMENT: MANAGEMENT FUNCTIONS PERFORMED
Exhibit 2-18	HOURS WORKED PER WEEK
Exhibit 2-19	REPEAT BUSINESS FROM PAST CONSUMERS AND CLIENTS, BY SPECIALTY, 2020
Exhibit 2-20	REPEAT BUSINESS FROM PAST CONSUMERS AND CLIENTS, BY EXPERIENCE, 2020
Exhibit 2-21	BUSINESS THROUGH REFERRALS FROM PAST CONSUMERS AND CLIENTS, BY SPECIALTY, 2020
Exhibit 2-22	BUSINESS THROUGH REFERRALS FROM PAST CONSUMERS AND CLIENTS, BY EXPERIENCE, 2020

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-1

APPRAISAL: TYPES OF PROPERTIES APPRAISED

(Percent of Respondents, Appraisal Specialists only)

Florida

Residential (1 to 4 units)	100%
Agricultural land and farms	29
Commercial (retail, office, shopping centers, etc.)	14
Residential (5 or more units)	*
Industrial (manufacturing, warehouses, etc.)	*
Institutional (hospitals, schools, etc.)	*
Other	*

** Less than 1 percent*

U.S.

	2021 Survey
Residential (1 to 4 units)	97%
Agricultural land and farms	21
Residential (5 or more units)	19
Commercial (retail, office, shopping centers, etc.)	11
Industrial (manufacturing, warehouses, etc.)	11
Institutional (hospitals, schools, etc.)	7
Other	15

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-2

APPRAISAL: NUMBER OF PROPERTIES APPRAISED, 2020

(Percentage Distribution, Appraisal Specialists only)

Florida

	ALL APPRAISAL SPECIALISTS	RESIDENTIAL APPRAISAL SPECIALISTS
9 or fewer	20%	20%
10 to 24	*	*
25 to 49	*	*
50 to 99	20	20
100 to 199	20	20
200 to 299	20	20
300 to 399	20	20
400 or more	*	*
Median (properties)	180	180

* Less than 1 percent

U.S.

	ALL APPRAISAL SPECIALISTS		RESIDENTIAL APPRAISAL SPECIALISTS
	In 2020	In 2019	
9 or fewer	7%	6%	8%
10 to 24	4	1	4
25 to 49	10	4	6
50 to 99	11	7	11
100 to 199	17	23	18
200 to 299	17	25	18
300 to 399	13	22	14
400 or more	22	12	21
Median (properties)	200	204	200

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-3

APPRAISAL: OTHER REAL ESTATE ACTIVITIES OF APPRAISAL SPECIALISTS

(Percent of Respondents, Appraisal Specialists only)

Florida

	ALL APPRAISAL SPECIALISTS	RESIDENTIAL APPRAISAL SPECIALISTS
Residential brokerage	14%	14%
Counseling	*	*
Relocation	*	*
Commercial appraisal	14	14
Land/development	29	29
Residential property management	29	29
Commercial brokerage	*	*
Commercial property management	14	14
Residential appraisal	71	71
International	*	*
Auction	*	*
Other	*	*
None	14	14

* Less than 1 percent

N/A - Not Applicable

U.S.

	ALL APPRAISAL SPECIALISTS	RESIDENTIAL APPRAISAL SPECIALISTS
Residential appraisal	79%	80%
Residential brokerage	15	16
Commercial appraisal	13	7
Residential property management	12	12
Counseling	10	11
Commercial brokerage	5	4
Land/development	5	5
Relocation	3	3
Auction	*	*
Commercial property management	*	*
International	*	*
None	12	13
Other	6	6

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-4

BROKERAGE: AGENCY RELATIONSHIPS

(Percentage Distribution, Brokerage Specialists only)

Florida

	ALL REALTORS®	RESIDENTIAL SPECIALISTS			Commercial Specialists
		All	Broker/ Broker Associate	Sales Agent	
Buyer agency and seller agency with disclosed dual agency	7%	7%	6%	7%	*
Single agency	15	14	8	17	17
Transactional agency	71	71	79	68	50
Buyer agency exclusively	3	4	1	5	*
Seller agency exclusively	4	4	6	3	33
Other	*	*	*	*	*

* Less than 1 percent

U.S.

	ALL REALTORS®	RESIDENTIAL SPECIALISTS			Commercial Specialists
		All	Broker/ Broker Associate	Sales Agent	
Single agency (representation of buyer or seller but not both in same transaction)	38%	38%	38%	39%	28%
Buyer agency and seller agency with disclosed dual agency for in-company transactions	34	34	35	33	28
Transactional agency	11	11	9	11	17
Buyer agency exclusively	9	9	8	10	16
Seller agency exclusively	6	6	7	5	10
Other	2	2	3	2	1

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-5

BROKERAGE: LISTINGS SOLD, 2020

(Percentage Distribution, Brokerage Specialists only)

U.S.

	NUMBER OF OWN LISTINGS SOLD	NUMBER OF OWN LISTINGS SOLD BY SOMEONE ELSE	NUMBER OF OTHERS' LISTINGS SOLD
All REALTORS®			
0 listings	41%	21%	22%
1 listing	17	10	9
2 listings	12	9	9
3 listings	7	8	7
4 listings	4	7	6
5 listings	4	6	7
6 to 10 listings	7	19	20
11 listings or more	7	21	22
Median listings (2020)	1	4	4
Median listings (2019)	1	4	5

Residential Specialists

0 listings	41%	21%	21%
1 listing	17	10	9
2 listings	12	9	9
3 listings	7	8	7
4 listings	4	7	5
5 listings	4	6	7
6 to 10 listings	7	19	20
11 listings or more	7	21	22
Median listings (2020)	1	4	4
Median listings (2019)	1	4	5

Commercial Specialists

0 listings	31%	36%	33%
1 listing	16	4	9
2 listings	7	13	11
3 listings	8	9	6
4 listings	9	5	13
5 listings	5	1	8
6 to 10 listings	15	12	13
11 listings or more	10	21	8
Median listings (2020)	2	2	2
Median listings (2019)	3	2	3

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-6

BROKERAGE: NUMBER OF TRANSACTION SIDES OR COMMERCIAL DEALS, 2020

(Percentage Distribution, Brokerage Specialists only)

Florida

ALL REALTORS®			RESIDENTIAL SPECIALISTS							
			All		Broker/ Broker Associate		Sales Agent		Commercial Specialists	
	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides
0 transactions	9%	75%	9%	76%	1%	58%	12%	84%	40%	40%
1 to 5 transactions	23	23	24	23	24	38	24	16	*	40
6 to 10 transactions	24	1	24	1	20	4	25	*	20	*
11 to 15 transactions	18	*	18	*	21	*	17	*	20	*
16 to 20 transactions	8	1	8	*	12	*	7	*	*	20
21 to 50 transactions	15	*	14	*	16	*	14	*	20	*
51 transactions or more	3	*	3	*	6	*	2	*	*	*
Median (transactions)	10	*	10	*	12	*	9	*	6	1

* Less than 1 percent

U.S.

ALL REALTORS®			RESIDENTIAL SPECIALISTS							
			All		Broker/ Broker Associate		Sales Agent		Commercial Specialists	
	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides
0 transactions	7%	69%	6%	71%	3%	64%	9%	77%	20%	15%
1 to 5 transactions	25	27	24	26	20	32	27	22	35	47
6 to 10 transactions	19	2	19	2	18	4	20	1	13	14
11 to 15 transactions	15	1	15	*	16	*	15	*	21	9
16 to 20 transactions	10	1	10	*	11	*	10	*	2	8
21 to 50 transactions	19	*	19	*	23	*	16	*	7	7
51 transactions or more	5	*	5	*	8	*	4	*	2	*
Median (transactions)	10	*	10	*	13	*	9	*	5	4

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-7

BROKERAGE: NUMBER OF TRANSACTION SIDES OR COMMERCIAL DEALS, BY EXPERIENCE, 2020

(Percentage Distribution, Brokerage Specialists only)

Florida

ALL REALTORS®			REAL ESTATE EXPERIENCE							
			2 years or less		3 to 5 years		6 to 15 years		16 years or more	
	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides
0 transactions	9%	75%	36%	94%	2%	66%	6%	79%	2%	66%
1 to 5 transactions	23	23	31	6	18	31	24	19	21	32
6 to 10 transactions	24	1	18	*	27	*	27	2	22	2
11 to 15 transactions	18	*	7	*	23	*	20	*	21	*
16 to 20 transactions	8	1	3	*	13	3	7	*	9	*
21 to 50 transactions	15	*	4	*	17	*	12	*	20	*
51 transactions or more	3	*	*	*	*	*	3	*	5	*
Median (transactions)	10	*	2	*	12	*	10	*	12	*

* Less than 1 percent

U.S.

ALL REALTORS®			REAL ESTATE EXPERIENCE							
			2 years or less		3 to 5 years		6 to 15 years		16 years or more	
	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides	Residential sides	Commercial sides
0 transactions	7%	69%	28%	91%	2%	73%	3%	69%	2%	57%
1 to 5 transactions	25	27	39	9	25	26	22	27	19	36
6 to 10 transactions	19	2	14	*	23	1	20	2	18	4
11 to 15 transactions	15	1	8	*	18	*	16	1	17	1
16 to 20 transactions	10	1	4	*	12	1	11	1	12	*
21 to 50 transactions	19	*	6	*	17	*	21	*	25	1
51 transactions or more	5	*	1	*	3	*	7	*	7	*
Median (transactions)	10	*	3	*	10	*	12	*	14	*

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-8

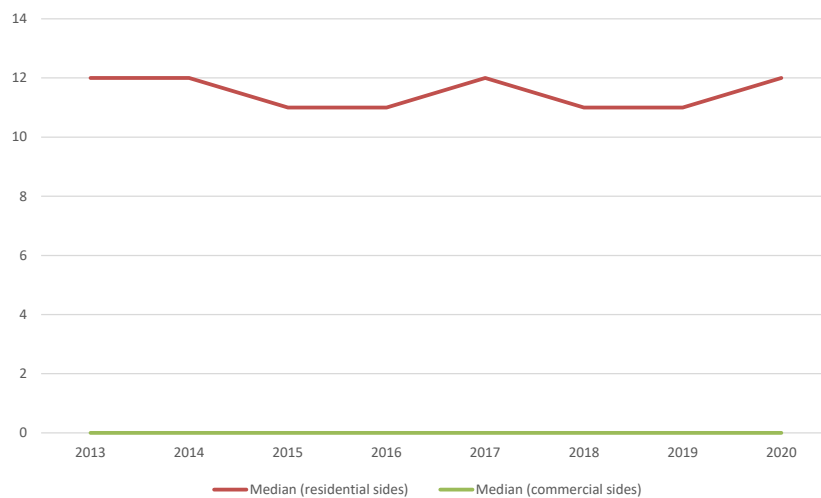
MEDIAN NUMBER OF TRANSACTION SIDES OR COMMERCIAL DEALS

(Median, Brokerage Specialists only)

U.S.

Year	Median (residential sides)	Median (commercial sides)
2013	12	*
2014	12	*
2015	11	*
2016	11	*
2017	12	*
2018	11	*
2019	11	*
2020	12	*
2021	10	*

Median Transactions Over Time



BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-9

BROKERAGE: NUMBER OF TRANSACTION SIDES INVOLVING PROPERTIES IN FORECLOSURE, 2020

(Percentage Distribution, Brokerage Specialists only)

Florida

	ALL REALTORS®	RESIDENTIAL SPECIALISTS		
		All	Broker/ Broker Associate	Sales Agent
0 transactions	91%	91%	90%	92%
1 to 5 transactions	8	7	9	7
6 transactions or more	1	2	2	1
Median (transactions)	*	*	*	*

* Less than 1 percent

U.S.

	ALL REALTORS®	RESIDENTIAL SPECIALISTS			Commercial Specialists
		All	Broker/ Broker Associate	Sales Agent	
0 transactions	91%	91%	88%	93%	86%
1 to 5 transactions	8	8	11	6	13
6 transactions or more	1	*	1	*	1
Median (transactions)	*	*	*	*	*

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-10

BROKERAGE: NUMBER OF TRANSACTION SIDES INVOLVING SHORT SALES, 2020

(Percentage Distribution, Brokerage Specialists only)

Florida

	ALL REALTORS®	RESIDENTIAL SPECIALISTS		
		All	Broker/ Broker Associate	Sales Agent
0 transactions	95%	95%	91%	97%
1 to 5 transactions	5	5	8	3
6 transactions or more	*	*	1	*
Median (transactions)	*	*	*	*

* Less than 1 percent

U.S.

	ALL REALTORS®	RESIDENTIAL SPECIALISTS			Commercial Specialists
		All	Broker/ Broker Associate	Sales Agent	
0 transactions	95%	95	93	96	96
1 to 5 transactions	5	5	7	4	2
6 transactions or more	*	*	*	*	2
Median (transactions)	*	*	*	*	*

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-11

BROKERAGE: SALES VOLUME, 2020

(Percentage Distribution, Brokerage Specialists only)

Florida

	ALL REALTORS®	RESIDENTIAL SPECIALISTS			Commercial Specialists
		All	Broker/ Associate	Sales Agent	
Less than \$500,000	33%	33%	23%	38%	33%
\$500,000 to under \$1 million	9	9	13	7	*
\$1 to under \$1.5 million	10	10	10	10	*
\$1.5 to under \$2 million	8	8	10	7	*
\$2 to under \$3 million	11	11	12	11	17
\$3 to under \$4 million	6	6	5	7	*
\$4 to under \$5 million	4	4	2	5	17
\$5 to under \$6 million	4	4	8	3	17
\$6 to under \$7 million	3	3	2	3	*
\$7 to under \$8 million	1	1	*	1	*
\$8 to under \$10 million	4	4	5	3	*
\$10 million or more	8	7	11	6	17
Median (millions)	\$1.5	\$1.4	\$1.8	\$1.3	\$3.0

* Less than 1 percent

U.S.

	ALL		RESIDENTIAL SPECIALISTS			Commercial Specialists
	In 2020	In 2019	All	Broker/ Associate	Sales Agent	
Less than \$500,000	27%	24%	26%	22%	29%	33%
\$500,000 to under \$1 million	9	9	9	8	10	8
\$1 to under \$1.5 million	8	8	8	7	8	6
\$1.5 to under \$2 million	8	8	8	8	8	4
\$2 to under \$3 million	10	10	10	10	10	9
\$3 to under \$4 million	7	7	7	7	7	7
\$4 to under \$5 million	5	7	5	5	5	5
\$5 to under \$6 million	5	6	5	6	5	6
\$6 to under \$7 million	4	4	4	4	4	*
\$7 to under \$8 million	2	3	2	3	2	*
\$8 to under \$10 million	4	4	4	5	4	11
\$10 million or more	11	11	11	15	9	10
Median (millions)	\$2.1	\$2.3	\$2.1	\$2.6	\$1.8	\$2.0

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-12

BROKERAGE: SALES VOLUME, BY EXPERIENCE, 2020

(Percentage Distribution, Brokerage Specialists only)

Florida

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Less than \$500,000	33%	72%	21%	26%	25%
\$500,000 to under \$1 million	9	7	8	6	11
\$1 to under \$1.5 million	10	3	13	10	11
\$1.5 to under \$2 million	8	3	10	12	7
\$2 to under \$3 million	11	4	15	13	11
\$3 to under \$4 million	6	6	8	6	4
\$4 to under \$5 million	4	1	10	4	3
\$5 to under \$6 million	4	*	3	4	7
\$6 to under \$7 million	3	1	3	4	2
\$7 to under \$8 million	1	*	*	3	*
\$8 to under \$10 million	4	1	3	7	2
\$10 million or more	8	*	5	4	16
Median (millions)	\$1.5	*	\$1.9	\$1.8	\$1.8

* Less than 1 percent

U.S.

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Less than \$500,000	27%	59%	23%	18%	20%
\$500,000 to under \$1 million	9	9	11	8	8
\$1 to under \$1.5 million	8	6	9	9	7
\$1.5 to under \$2 million	8	8	8	8	8
\$2 to under \$3 million	10	5	13	11	10
\$3 to under \$4 million	7	6	8	8	7
\$4 to under \$5 million	5	2	5	6	6
\$5 to under \$6 million	5	1	5	7	6
\$6 to under \$7 million	4	1	4	5	4
\$7 to under \$8 million	2	*	2	3	3
\$8 to under \$10 million	4	1	4	5	5
\$10 million or more	11	2	7	12	17
Median (millions)	\$2.1	\$0.4	\$2.0	\$2.6	\$2.7

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-13

THE MOST IMPORTANT FACTOR LIMITING POTENTIAL CLIENTS IN COMPLETING A TRANSACTION

(Percentage Distribution, Brokerage Specialists only)

Florida

	ALL REALTORS®	RESIDENTIAL SPECIALISTS			Commercial Specialists
		All	Broker/ Associate	Sales Agent	
No factors are limiting potential clients	6%	6%	6%	6%	*
Lack of inventory	56	55	57	54	83
Difficulty in finding the right property	9	10	8	10	*
Housing affordability	6	7	7	6	*
Sellers feel uncomfortable due to COVID-19	3	3	5	3	*
Difficulty in obtaining mortgage finance	5	5	6	5	17
Expectation that prices might fall further	3	3	4	3	*
Concern about losing job	1	1	*	1	*
Ability to sell existing home	*	*	*	*	*
Expectation that mortgage rates might come down	*	*	*	*	*
Low consumer confidence	*	*	*	*	*
Ability to save for downpayment	2	2	*	3	*
Buyers feel uncomfortable due to COVID-19	3	3	1	4	*
Other	4	4	6	3	*

* Less than 1 percent

U.S.

	ALL REALTORS®	RESIDENTIAL SPECIALISTS			Commercial Specialists
		All	Broker/ Associate	Sales Agent	
No factors are limiting potential clients	6%	6%	7%	6%	15%
Lack of inventory	60	60	60	60	37
Difficulty in finding the right property	11	11	13	10	11
Housing Affordability	8	8	9	8	9
Difficulty in obtaining mortgage finance	4	4	3	4	6
Buyers feel uncomfortable due to COVID-19	2	2	1	2	7
Sellers feel uncomfortable due to COVID-19	2	2	2	2	1
Expectation that prices might fall further	2	2	1	2	1
Ability to save for downpayment	1	1	1	2	*
Concern about losing job	1	1	*	1	1
Ability to sell existing home	*	*	*	*	3
Low consumer confidence	*	*	1	*	1
Expectation that mortgage rates might com	*	*	*	*	1
Other	3	3	3	3	6

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-14

BROKERAGE: WEB SITES WHERE REALTORS® PLACE THEIR LISTINGS

(Percent of Respondents, Brokerage Specialists only)

Florida

	ALL REALTORS®	RESIDENTIAL SPECIALISTS			Commercial Specialists
		Broker/ All	Broker Associate	Sales Agent	
REALTOR.com®	84%	84%	88%	83%	33%
Firm's Web site	70	70	62	74	50
Local MLS Web site	67	68	65	69	50
Personal Web site	48	49	44	51	33
Local REALTOR® association Web site	35	35	47	30	*
Local newspaper Web site	8	8	9	7	*
Franchiser's Web site	16	16	17	15	*
Local real estate magazine Web site	8	8	10	8	*
Other Broker's Web site	14	15	22	12	*
Commercial listing service**	6	6	8	5	33
None	5	4	3	5	33

* Less than 1 percent

** Commercial listing service, e.g., CoStar, LoopNet, CCIMNet, or other commercial information exchange (CIE)

U.S.

	ALL		RESIDENTIAL SPECIALISTS			Commercial Specialists
	2021 Survey	2020 Survey	Broker/ All	Broker Associate	Sales Agent	
REALTOR.com®	81%	84%	81%	85%	79%	41%
Third party aggregator	78	82	78	80	77	33
Firm's Web site	76	79	76	78	75	59
Local MLS Web site	67	70	67	66	68	48
Social networking site	53	60	54	52	56	24
Personal Web site	51	53	51	49	53	24
Local REALTOR® association Web site	31	31	32	35	30	14
Other websites (Google, Craigslist, Yahoo)	22	27	23	22	23	11
Franchiser's Web site	20	25	21	21	20	7
Other Broker's Web site	20	22	21	24	18	7
Video hosting Web sites	14	16	12	14	14	5
Local real estate magazine Web site	7	10	7	8	6	5
Local newspaper Web site	8	9	8	9	7	2
Commercial listing service**	7	8	6	8	4	57
None	4	3	4	2	4	8

** Commercial listing service, e.g., CoStar, LoopNet, CCIMNet, or other commercial information exchange (CIE)

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-15

PROPERTY MANAGEMENT: TYPES OF PROPERTIES MANAGED

(Percent of Respondents, Property Management Specialists only)

Florida

Single-family residential	88%
Multi-family residential	63
Office	8
Retail	8
Industrial	4
Land	4
Other	17

** Less than 1 percent*

U.S.

ALL REALTORS®

Single-family residential	88%
Multi-family residential	61
Office	18
Retail	11
Industrial	5
Land	4
Other	4

** Less than 1 percent*

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-16

PROPERTY MANAGEMENT: NUMBER OF PROPERTIES MANAGED

(Percentage Distribution, Property Management Specialists only)

Florida

ALL REALTORS®	
1 to 5 properties	10%
6 to 10 properties	14
11 to 20 properties	24
21 to 40 properties	10
41 to 60 properties	*
61 to 80 properties	10
81 to 100 properties	*
101 to 500 properties	33
501 properties or more	*
Median (properties)	35

* Less than 1 percent

U.S.

	ALL		Residential Specialists	Commercial Specialists
	In 2020	In 2019		
1 to 5 properties	16%	17%	15%	15%
6 to 10 properties	8	10	8	8
11 to 20 properties	16	10	14	14
21 to 40 properties	13	16	14	14
41 to 60 properties	8	7	8	8
61 to 80 properties	6	7	6	6
81 to 100 properties	10	5	10	10
101 to 500 properties	22	24	23	23
501 properties or more	1	5	1	1
Median (properties)	39	35	40	15

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-17

PROPERTY MANAGEMENT: MANAGEMENT FUNCTIONS PERFORMED

(Percent of Respondents, Property Management Specialists only)

Florida

Select tenants	78%
Take tenant applications	83
Collect rent	83
Marketing	78
Initiate evictions	65
Perform small repairs	57
Perform large repairs or upgrades	52
Make mortgage payments	22
Make tax payments	30
Initiate legal actions (other than evictions)	43
Other	22

U.S.

	ALL REALTORS®
Collect rent	83%
Select tenants	84
Take tenant applications	84
Marketing	74
Initiate evictions	69
Perform small repairs	64
Perform large repairs or upgrades	52
Initiate legal actions (other than evictions)	30
Make tax payments	29
Make mortgage payments	23
Other	19

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-18

HOURS WORKED PER WEEK

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS:		MAIN FUNCTION IN FIRM						
		Broker/ Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with sellling)	Sales Agent	Appraiser
Less than 20 hours	18%	15%	20%	*	11%	27%	*	*	20%	*
20 to 39 hours	40	36	41	75	28	32	17	29	42	25
40 to 59 hours	31	36	29	25	43	24	67	57	29	50
60 hours or more	11	14	10	*	19	17	17	14	10	25
Median (hours)	30	38	30	23	40	30	48	48	30	50

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS:		MAIN FUNCTION IN FIRM						
		Broker/ Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with sellling)	Sales Agent	Appraiser
Less than 20 hours	17%	13%	19%	20%	11%	13%	4%	3%	18%	*
20 to 39 hours	36	31	39	27	26	37	12	16	39	23
40 to 59 hours	37	43	34	31	46	40	67	66	33	44
60 hours or more	11	13	9	22	17	11	17	14	9	33
Median (hours)	35	40	30	40	40	40	45	45	30	48

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-19

REPEAT BUSINESS FROM PAST CONSUMERS AND CLIENTS, BY SPECIALTY, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	PRIMARY REAL ESTATE SPECIALTY					
		APPRAISAL		BROKERAGE		PROPERTY MANAGEMENT	
		Residential	Commercial	Residential	Commercial	Residential	Commercial
None	28%	*	*	24%	23%	10%	50%
Less than 10%	19	20	*	18	15	29	*
Up to 25%	17	10	*	19	23	13	*
Up to 50%	15	10	*	16	31	19	*
More than 50%	18	60	*	20	8	26	50
Median	13%	59%	*	16%	18%	23%	*

* Less than 1 percent

U.S.

	ALL REALTORS®	PRIMARY REAL ESTATE SPECIALTY					
		APPRAISAL		BROKERAGE		PROPERTY MANAGEMENT	
		Residential	Commercial	Residential	Commercial	Residential	Commercial
None	28%	14%	20%	17%	18%	16%	7%
Less than 10%	16	29	*	13	14	18	27
Up to 25%	19	18	44	26	24	24	24
Up to 50%	14	15	*	18	19	12	15
More than 50%	21	13	36	22	25	22	17
Median	15%	16%	20%	22%	21%	20%	20%

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS

Exhibit 2-20

REPEAT BUSINESS FROM PAST CONSUMERS AND CLIENTS, BY EXPERIENCE, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
None	28%	59%	30%	13%	10%
Less than 10%	19	18	28	20	13
Up to 25%	17	8	22	20	19
Up to 50%	15	3	11	25	21
More than 50%	18	3	7	20	36
Median	13%	*	7%	23%	36%

U.S.

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
None	28%	66%	31%	12%	9%
Less than 10%	16	14	27	17	11
Up to 25%	19	6	22	29	21
Up to 50%	14	3	11	17	20
More than 50%	21	3	8	23	38
Median	15%	*	7%	21%	37%

BUSINESS ACTIVITY OF REALTORS®

Exhibit 2-21

BUSINESS THROUGH REFERRALS FROM PAST CONSUMERS AND CLIENTS, BY SPECIALTY, 2020

(Percentage Distribution)

Florida

		PRIMARY REAL ESTATE SPECIALTY					
		APPRAISAL		BROKERAGE		PROPERTY MANAGEMENT	
ALL REALTORS®		Residential	Commercial	Residential	Commercial	Residential	Commercial
None	21%	10%	*	17%	15%	19%	*
Less than 10%	17	30	*	16	23	16	50
Up to 25%	23	10	*	25	23	19	50
Up to 50%	15	40	*	18	8	16	*
More than 50%	19	10	*	20	31	23	*
Median	18%	25%	*	20%	18%	22%	10%

* Less than 1 percent

U.S.

		PRIMARY REAL ESTATE SPECIALTY					
		APPRAISAL		BROKERAGE		PROPERTY MANAGEMENT	
ALL REALTORS®		Residential	Commercial	Residential	Commercial	Residential	Commercial
None	21%	14%	20%	17%	18%	16%	7%
Less than 10%	15	29	*	13	14	18	27
Up to 25%	24	18	44	26	24	24	24
Up to 50%	16	15	*	18	19	12	15
More than 50%	21	13	36	22	25	22	17
Median	19%	16%	20%	22%	21%	20%	20%

BUSINESS ACTIVITY OF REALTORS

Exhibit 2-22

BUSINESS THROUGH REFERRALS FROM PAST CONSUMERS AND CLIENTS, BY EXPERIENCE, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
None	21%	45%	16%	15%	8%
Less than 10%	17	18	25	14	14
Up to 25%	23	14	25	25	29
Up to 50%	15	5	11	23	20
More than 50%	19	10	20	20	25
Median	18%	4%	15%	23%	24%

U.S.

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
None	21%	50%	18%	10%	7%
Less than 10%	15	14	20	15	13
Up to 25%	24	11	27	28	29
Up to 50%	16	7	14	20	20
More than 50%	21	9	18	25	28
Median	19%	*	17%	23%	27%

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-1	COMPENSATION STRUCTURES FOR REALTORS®
Exhibit 3-2	COMPENSATION STRUCTURES FOR REALTORS®, BY EXPERIENCE
Exhibit 3-3	COMPENSATION STRUCTURES FOR REALTORS®, BY GROSS PERSONAL INCOME
Exhibit 3-4	TOTAL REAL ESTATE BUSINESS EXPENSES, 2020
Exhibit 3-5	TOTAL REAL ESTATE EXPENSES, BY GROSS PERSONAL INCOME, 2020
Exhibit 3-6	ADMINISTRATIVE EXPENSES, 2020
Exhibit 3-7	AFFINITY/REFERRAL RELATIONSHIP EXPENSES, 2020
Exhibit 3-8	MARKETING OF SERVICES EXPENSES, 2020
Exhibit 3-9	OFFICE LEASE/BUILDING EXPENSES, 2020
Exhibit 3-10	PROFESSIONAL DEVELOPMENT EXPENSES, 2020
Exhibit 3-11	TECHNOLOGY PRODUCTS AND SERVICES EXPENSES, 2020
Exhibit 3-12	BUSINESS USE OF VEHICLE EXPENSE, 2020
Exhibit 3-13	ANNUAL INCOME OF REALTORS®, 2020
Exhibit 3-14	ANNUAL INCOME OF REALTORS®, BY MAIN FUNCTION, 2020
Exhibit 3-15	ANNUAL INCOME OF REALTORS®, BY EXPERIENCE, 2020
Exhibit 3-16	ANNUAL INCOME OF REALTORS®, BY HOURS WORKED, 2020
Exhibit 3-17	RECEIVED SIGN-ON BONUS
Exhibit 3-18	EXPENDITURES TO MAINTAIN REALTOR® WEB SITE, 2020
Exhibit 3-19	EXPENDITURES ON REALTOR® SOCIAL MEDIA ADVERTISING, 2020

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-1

COMPENSATION STRUCTURES FOR REALTORS®

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS	
		Broker/ Broker Associate	Sales Agent
Fixed commission split (under 100%)	39%	33%	41%
Graduated commission split (increases with production)	22	15	24
Capped commission split (rises to 100% after a predetermined threshold)	10	5	11
100% Commission	17	23	15
Commission plus share of profits	1	3	1
Salary only	1	4	1
Salary plus share of profits/production bonus	1	2	*
Share of profits only	1	1	1
Other	9	14	7

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS	
		Broker/ Broker Associate	Sales Agent
Fixed commission split (under 100%)	37%	33%	39%
Graduated commission split (increases with production)	23	21	24
Capped commission split (rises to 100% after a predetermined threshold)	15	12	17
100% commission	14	18	11
Salary plus share of profits/production bonus	1	1	1
Commission plus share of profits	1	2	1
Share of profits only	1	1	1
Salary only	2	3	1
Other	7	9	5

* Less than 1 percent

N/A- Not Applicable

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-2

COMPENSATION STRUCTURES FOR REALTORS®, BY EXPERIENCE

(Percentage Distribution)

Florida

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Fixed commission split (under 100%)	39%	35%	37%	44%	42%
Graduated commission split (increases with production)	22	30	23	19	15
Capped commission split (rises to 100% after a predetermined threshold)	10	17	10	6	6
100% Commission	17	10	18	19	20
Commission plus share of profits	1	*	3	1	2
Salary only	1	*	*	3	2
Salary plus share of profits/production bonus	1	1	1	1	1
Share of profits only	1	1	1	*	1
Other	9	6	8	8	11

* Less than 1 percent

U.S.

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Fixed commission split (under 100%)	37%	32%	34%	38%	39%
Graduated commission split (increases with production)	23	29	25	21	20
Capped commission split (rises to 100% after a predetermined threshold)	15	21	18	15	10
100% commission	14	8	12	15	17
Salary plus share of profits/production bonus	1	1	1	1	1
Commission plus share of profits	1	1	1	1	2
Share of profits only	1	1	1	1	1
Salary only	2	1	1	2	3
Other	7	7	6	5	8

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-3

COMPENSATION STRUCTURES FOR REALTORS®, BY GROSS PERSONAL INCOME

(Percentage Distribution)

Florida

	ALL REALTORS®	GROSS PERSONAL INCOME							
		Less than \$10,000	\$10,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Fixed commission split (under 100%)	39%	36%	44%	44%	45%	46%	34%	38%	35%
Graduated commission split (increases with production)	22	25	28	12	24	22	13	19	17
Capped commission split (rises to 100% after a predetermined threshold)	10	12	4	14	5	6	13	11	13
100% Commission	17	13	14	22	18	18	22	22	16
Commission plus share of profits	1	1	1	2	2	1	*	3	1
Salary only	1	*	1	*	*	1	1	3	6
Salary plus share of profits/production bonus	1	1	1	*	*	*	3	*	1
Share of profits only	1	1	3	*	*	1	*	*	*
Other	9	12	4	6	6	5	13	5	10

* Less than 1 percent

U.S.

	ALL REALTORS®	GROSS PERSONAL INCOME							
		Less than \$10,000	\$10,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Fixed commission split (under 100%)	37%	20%	15%	10%	29%	15%	13%	32%	35%
Graduated commission split (increases with production)	23	26	26	27	27	23	21	20	17
Capped commission split (rises to 100% after a predetermined threshold)	15	15	13	12	14	12	16	19	20
100% commission	14	12	12	13	12	13	14	17	15
Salary plus share of profits/production bonus	1	1	1	1		1	1	1	1
Commission plus share of profits	1	1	1	1	2	1	1	2	2
Share of profits only	1	*	1	1	2	1	1	1	1
Salary only	2	1	1	1	2	3	3	3	3
Other	7	9	4	4	4	7	7	5	7

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-4

TOTAL REAL ESTATE BUSINESS EXPENSES, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	5%	1%	6%	*	*	*	25%	*	6%
Less than \$500	6	3	7	*	2	3	*	10	7
\$500 to \$999	8	3	9	*	2	9	25	*	9
\$1,000 to \$2,499	19	12	21	*	7	24	25	10	20
\$2,500 to \$4,999	19	18	19	*	20	27	*	10	18
\$5,000 to \$9,999	14	15	14	*	13	9	*	30	14
\$10,000 to \$19,999	12	18	10	25	20	21	25	20	10
\$20,000 to \$29,999	6	11	4	25	13	3	*	*	5
\$30,000 to \$49,999	5	6	4	25	7	*	*	*	5
\$50,000 to \$99,999	3	6	2	25	5	*	*	*	2
\$100,000 or more	1	3	*	*	4	*	*	10	1
Median	\$4,080	\$9,330	\$3,420	\$30,000	\$13,000	\$3,800	*	\$5,000	\$3,610

* Less than 1 percent

U.S.

	ALL		LICENSED AS		MAIN FUNCTION IN FIRM					
	In 2021	2020	Broker/ Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	4%	3%	2%	5%	5%	1%	2%	10%	1%	4%
Less than \$500	4	4	3	5	*	2	3	7	6	5
\$500 to \$999	5	4	3	7	3	2	3	*	2	6
\$1,000 to \$2,499	17	16	13	19	21	9	16	21	13	19
\$2,500 to \$4,999	19	19	18	20	14	18	20	23	12	20
\$5,000 to \$9,999	15	16	16	15	4	15	16	13	17	16
\$10,000 to \$19,999	12	13	15	10	14	15	16	4	14	11
\$20,000 to \$29,999	7	8	9	5	8	10	9	5	7	6
\$30,000 to \$49,999	6	7	7	5	8	11	5	2	10	5
\$50,000 to \$99,999	4	4	6	3	10	8	5	5	8	3
\$100,000 or more	2	3	4	1	7	5	2	*	5	2
Median	\$5,330	\$6,290	\$8,440	\$4,250	\$12,140	\$12,000	\$6,880	\$3,804	\$9,706	\$4,500

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-5

TOTAL REAL ESTATE EXPENSES, BY GROSS PERSONAL INCOME, 2020

(Percentage Distribution)

Florida

GROSS PERSONAL INCOME

	ALL REALTORS®	Less than \$10,000	\$10,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
None	5%	14%	*	2%	2%	2%	*	3%	1%
Less than \$500	6	13	6	6	*	1	*	3	*
\$500 to \$999	8	17	8	6	3	2	4	*	*
\$1,000 to \$2,499	19	29	30	24	18	10	6	5	7
\$2,500 to \$4,999	19	15	25	16	24	28	21	11	6
\$5,000 to \$9,999	14	8	14	18	23	18	19	21	7
\$10,000 to \$19,999	12	1	10	16	17	25	22	16	13
\$20,000 to \$29,999	6	*	*	10	*	4	12	21	18
\$30,000 to \$49,999	5	*	*	*	*	4	10	11	18
\$50,000 to \$99,999	3	*	*	*	*	1	3	5	18
\$100,000 or more	1	*	*	*	*	*	*	*	9
Median	\$4,080	\$1,310	\$3,100	\$4,375	\$4,792	\$6,944	\$10,000	\$12,500	\$28,889

* Less than 1 percent

U.S.

GROSS PERSONAL INCOME

	ALL REALTORS®	Less than \$10,000	\$10,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
None	4%	13%	1%	1%	2%	1%	*	1%	1%
Less than \$500	4	11	5	4	3	2	1	1	1
\$500 to \$999	5	12	8	5	4	3	2	1	1
\$1,000 to \$2,499	17	30	28	26	16	12	7	6	3
\$2,500 to \$4,999	19	21	29	23	25	23	18	12	5
\$5,000 to \$9,999	15	9	17	21	22	21	20	17	10
\$10,000 to \$19,999	12	2	8	12	14	19	21	19	16
\$20,000 to \$29,999	7	*	1	5	4	8	12	17	14
\$30,000 to \$49,999	6	*	*	1	3	4	10	12	20
\$50,000 to \$99,999	4	*	*	*	1	3	5	6	16
\$100,000 or more	2	*	*	*	*	*	*	3	12
Median	\$5,330	\$1,700	\$3,190	\$4,022	\$5,000	\$7,140	\$10,950	\$16,320	\$29,290

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-6

ADMINISTRATIVE EXPENSES, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Broker Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	18%	14%	19%	*	14%	17%	75%	33%	17%
Less than \$500	27	21	29	*	16	30	*	*	29
\$500 to \$999	18	18	18	*	12	17	25	17	20
\$1,000 to \$1,499	13	15	12	50	14	13	*	17	13
\$1,500 to \$2,499	11	15	10	50	12	20	*	17	9
\$2,500 to \$4,999	7	8	6	*	14	*	*	17	6
\$5,000 to \$9,999	3	4	2	*	8	*	*	*	2
\$10,000 to \$14,999	1	*	1	*	*	*	*	*	1
\$15,000 or more	3	7	2	*	8	3	*	*	2
Median	\$640	\$920	\$556	\$1,500	\$890	\$590	*	\$1,000	\$600

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Broker Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	19%	18%	19%	33%	17%	15%	40%	27%	18%
Less than \$500	24	19	26	6	18	23	18	21	25
\$500 to \$999	18	17	18	9	15	18	27	11	18
\$1,000 to \$1,499	13	14	12	16	12	13	7	10	13
\$1,500 to \$2,499	11	11	11	14	12	12	8	9	11
\$2,500 to \$4,999	8	9	7	9	9	9	*	12	7
\$5,000 to \$9,999	4	4	4	9	6	3	*	3	4
\$10,000 to \$14,999	2	2	1	*	3	2	*	2	1
\$15,000 or more	3	5	2	3	7	5	*	4	2
Median	\$720	\$880	\$640	\$1,060	\$1,000	\$830	\$280	\$590	\$690

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-7

AFFINITY/REFERRAL RELATIONSHIP EXPENSES, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	65%	59%	66%	*	60%	64%	75%	50%	66%
Less than \$500	10	9	11	*	10	8	25	13	10
\$500 to \$999	5	5	5	*	6	*	*	*	6
\$1,000 to \$1,499	4	3	4	*	2	8	*	13	3
\$1,500 to \$2,499	5	6	5	50	4	8	*	*	5
\$2,500 to \$4,999	4	6	3	*	6	8	*	25	3
\$5,000 to \$9,999	5	7	4	50	8	4	*	*	4
\$10,000 to \$14,999	2	4	2	*	4	*	*	*	2
\$15,000 or more	1	2	1	*	*	*	*	*	1
Median	*	*	*	\$2,500	*	*	*	*	*

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	63%	58%	65%	64%	57%	58%	78%	47%	64%
Less than \$500	11	10	11	19	10	10	8	14	11
\$500 to \$999	5	5	5	*	6	5	8	4	5
\$1,000 to \$1,499	4	5	4	*	6	6	*	7	4
\$1,500 to \$2,499	5	5	4	4	6	7	2	4	4
\$2,500 to \$4,999	5	6	4	5	6	5	*	9	5
\$5,000 to \$9,999	4	5	3	4	5	5	*	8	4
\$10,000 to \$14,999	2	2	2	4	2	2	3	2	2
\$15,000 or more	2	3	1	*	3	3	*	3	2
Median	*	*	*	*	*	*	*	*	*

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-8

MARKETING OF SERVICES EXPENSES, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	19%	16%	19%	*	17%	17%	50%	*	19%
Less than \$500	33	22	36	*	25	30	25	50	35
\$500 to \$999	16	19	15	*	15	30	*	13	16
\$1,000 to \$1,499	11	13	10	*	13	13	25	25	11
\$1,500 to \$2,499	10	15	8	50	17	3	*	*	9
\$2,500 to \$4,999	6	7	6	50	10	3	*	*	6
\$5,000 to \$9,999	3	4	3	*	2	*	*	*	3
\$10,000 to \$14,999	1	1	1	*	*	3	*	13	*
\$15,000 or more	1	2	1	*	2	*	*	*	1
Median	\$470	\$820	\$430	\$2,500	\$770	\$550	*	\$500	\$440

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	17%	15%	18%	38%	18%	11%	39%	12%	16%
Less than \$500	30	25	32	18	22	26	30	23	31
\$500 to \$999	16	16	17	10	14	19	10	11	17
\$1,000 to \$1,499	11	13	11	6	11	13	15	16	11
\$1,500 to \$2,499	10	11	9	16	13	9	6	14	9
\$2,500 to \$4,999	8	10	7	12	10	11	*	8	8
\$5,000 to \$9,999	4	5	4	*	6	5	1	7	4
\$10,000 to \$14,999	2	2	1	*	3	3	*	7	1
\$15,000 or more	2	3	1	*	3	3	*	1	2
Median	\$600	\$810	\$500	\$330	\$860	\$840	\$180	\$1,130	\$590

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-9

OFFICE LEASE/BUILDING EXPENSES, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	77%	67%	80%	50%	50%	83%	75%	88%	80%
Less than \$500	8	5	9	*	6	3	*	*	9
\$500 to \$999	4	4	5	*	4	10	*	*	5
\$1,000 to \$1,499	3	2	3	*	6	*	25	*	2
\$1,500 to \$2,499	2	2	2	*	2	*	*	*	2
\$2,500 to \$4,999	3	8	1	*	10	3	*	*	2
\$5,000 to \$9,999	3	8	1	50	17	*	*	13	1
\$10,000 to \$14,999	*	2	*	*	*	*	*	*	*
\$15,000 or more	1	2	*	*	6	*	*	*	*
Median	*	*	*	*	*	*	*	*	*

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	75%	70%	78%	64%	54%	77%	83%	78%	78%
Less than \$500	7	6	8	9	6	6	4	2	8
\$500 to \$999	4	4	4	18	5	3	6	4	4
\$1,000 to \$1,499	4	4	3	*	6	3	4	2	3
\$1,500 to \$2,499	3	3	2	*	5	3	3	2	2
\$2,500 to \$4,999	2	3	2	*	4	3	*	1	2
\$5,000 to \$9,999	2	4	2	6	8	2	*	5	1
\$10,000 to \$14,999	1	2	1	*	4	2	*	3	1
\$15,000 or more	1	3	1	3	7	1	*	4	1
Median	*	*	*	*	*	*	*	*	*

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-10

PROFESSIONAL DEVELOPMENT EXPENSES, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	13%	9%	14%	*	6%	3%	25%	*	13%
Less than \$500	27	26	27	*	28	33	*	25	27
\$500 to \$999	26	21	27	33	16	23	25	38	27
\$1,000 to \$1,499	17	21	16	*	24	20	25	25	16
\$1,500 to \$2,499	10	10	11	33	12	10	25	*	10
\$2,500 to \$4,999	6	10	5	33	10	7	*	13	5
\$5,000 to \$9,999	1	3	1	*	4	3	*	*	1
\$10,000 to \$14,999	*	1	*	*	*	*	*	*	*
\$15,000 or more	*	*	*	*	*	*	*	*	*
Median	\$690	\$860	\$670	\$2,020	\$1,000	\$800	\$1,000	\$830	\$690

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	12%	27%	40%	23%	13%	7%	31%	12%	11%
Less than \$500	28	25	27	27	23	32	21	24	29
\$500 to \$999	23	18	16	10	22	23	19	25	23
\$1,000 to \$1,499	17	12	8	10	17	16	20	19	17
\$1,500 to \$2,499	12	8	5	13	15	13	5	8	11
\$2,500 to \$4,999	6	6	3	14	6	5	4	6	6
\$5,000 to \$9,999	2	3	1	*	3	3	*	5	1
\$10,000 to \$14,999	*	1	*	*	1	1	*	1	*
\$15,000 or more	1	1	*	4	*	1	*	1	*
Median	\$710	\$460	\$190	\$500	\$820	\$740	\$450	\$780	\$720

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-11

TECHNOLOGY PRODUCTS AND SERVICES EXPENSES, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	20%	12%	23%	*	12%	13%	25%	29%	16%
Less than \$500	29	22	31	*	14	26	*	*	19
\$500 to \$999	22	27	21	*	27	35	25	*	16
\$1,000 to \$1,499	14	16	14	50	20	16	25	57	13
\$1,500 to \$2,499	8	13	7	50	14	6	*	*	10
\$2,500 to \$4,999	4	7	3	*	10	3	25	*	13
\$5,000 to \$9,999	1	1	1	*	2	*	*	14	8
\$10,000 to \$14,999	1	1	1	*	2	*	*	*	3
\$15,000 or more	*	1	*	*	*	*	*	*	2
Median	\$850	\$800	\$440	\$1,500	\$940	\$660	\$1,000	\$1,180	\$970

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	18%	16%	20%	36%	17%	14%	38%	21%	18%
Less than \$500	29	25	31	21	20	29	17	25	31
\$500 to \$999	22	23	21	11	20	24	19	20	22
\$1,000 to \$1,499	14	14	14	16	13	15	17	9	14
\$1,500 to \$2,499	10	11	8	16	14	9	*	11	9
\$2,500 to \$4,999	5	7	4	*	10	5	10	5	4
\$5,000 to \$9,999	2	2	1	*	4	2	*	7	1
\$10,000 to \$14,999	1	1	*	*	2	1	*	1	*
\$15,000 or more	*	1	*	*	1	*	*	1	*
Median	\$560	\$700	\$480	\$330	\$830	\$650	\$350	\$600	\$520

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-12

BUSINESS USE OF VEHICLE EXPENSE, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	16%	11%	17%	*	16%	10%	*	*	14%
Less than \$500	18	14	19	*	14	16	*	*	13
\$500 to \$999	15	11	16	*	8	13	25	*	19
\$1,000 to \$1,499	14	14	13	*	8	26	25	100	15
\$1,500 to \$2,499	10	13	10	*	12	10	25	*	13
\$2,500 to \$4,999	14	18	12	67	18	19	25	*	14
\$5,000 to \$9,999	8	11	8	33	12	3	*	*	7
\$10,000 to \$14,999	3	5	2	*	8	*	*	*	5
\$15,000 or more	3	5	2	*	4	3	*	*	2
Median	\$1,040	\$1,500	\$940	\$4,370	\$1,830	\$1,210	\$1,500	\$1,250	\$1,130

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	14%	13%	14%	20%	15%	10%	29%	15%	13%
Less than \$500	16	13	18	18	11	14	5	13	17
\$500 to \$999	15	12	16	3	11	13	14	12	16
\$1,000 to \$1,499	12	12	12	3	12	14	24	13	12
\$1,500 to \$2,499	12	12	12	1	12	12	8	7	12
\$2,500 to \$4,999	14	17	13	22	18	16	13	9	14
\$5,000 to \$9,999	10	13	9	24	12	12	3	16	10
\$10,000 to \$14,999	3	4	3	5	6	4	4	8	3
\$15,000 or more	3	4	2	4	3	3	*	7	3
Median	\$1,200	\$1,500	\$1,080	\$3,070	\$1,580	\$1,460	\$1,040	\$1,380	\$1,170

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-13

ANNUAL INCOME OF REALTORS®, 2020

(Percentage Distribution)

Florida

Gross Income: Before taxes and expenses	ALL REALTORS®	LICENSED AS	
		Broker/ Associate	Broker Sales Agent
Less than \$10,000	31%	11%	37%
\$10,000 to \$24,999	12	12	12
\$25,000 to \$34,999	8	7	8
\$35,000 to \$49,999	10	8	11
\$50,000 to \$74,999	13	13	12
\$75,000 to \$99,999	10	15	9
\$100,000 to \$149,999	6	9	5
\$150,000 to \$199,999	4	10	2
\$200,000 to \$249,999	3	4	2
\$250,000 or more	4	11	2
Median	\$33,750	\$73,080	\$26,250

Net Income: After taxes and expenses

Less than \$10,000	36%	17%	41%
\$10,000 to \$24,999	17	21	16
\$25,000 to \$34,999	9	6	10
\$35,000 to \$49,999	11	11	11
\$50,000 to \$74,999	10	14	9
\$75,000 to \$99,999	7	9	6
\$100,000 to \$149,999	4	8	3
\$150,000 to \$199,999	3	8	2
\$200,000 to \$249,999	1	2	1
\$250,000 or more	3	5	2
Median	\$22,400	\$43,200	\$18,400

* Less than 1 percent

U.S.

Gross Income: Before taxes and expenses	ALL REALTORS®		LICENSED AS	
	In 2020	In 2019	Broker/ Associate	Broker Sales Agent
Less than \$10,000	24%	22%	14%	29%
\$10,000 to \$24,999	13	12	11	14
\$25,000 to \$34,999	8	8	7	8
\$35,000 to \$49,999	9	9	8	10
\$50,000 to \$74,999	12	13	13	11
\$75,000 to \$99,999	9	10	10	8
\$100,000 to \$149,999	10	11	13	8
\$150,000 to \$199,999	6	6	8	5
\$200,000 to \$249,999	3	3	5	2
\$250,000 or more	7	7	12	4
Median	\$43,330	\$49,700	\$69,200	\$33,800

Net Income: After taxes and expenses

Less than \$10,000	31%	27%	20%	36%
\$10,000 to \$24,999	16	16	15	16
\$25,000 to \$34,999	9	10	8	9
\$35,000 to \$49,999	10	12	12	10
\$50,000 to \$74,999	11	13	13	10
\$75,000 to \$99,999	8	8	10	8
\$100,000 to \$149,999	7	7	10	5
\$150,000 to \$199,999	3	3	5	3
\$200,000 to \$249,999	2	2	2	1
\$250,000 or more	3	2	5	2
Median	\$28,300	\$32,100	\$43,800	\$23,100

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-14

ANNUAL INCOME OF REALTORS®, BY MAIN FUNCTION, 2020

(Percentage Distribution)

Florida

Gross Income: Before taxes and expenses	ALL REALTORS®	MAIN FUNCTION IN FIRM						
		Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser
Less than \$10,000	31%	*	13%	16%	*	*	36%	*
\$10,000 to \$24,999	12	*	8	16	*	10	13	*
\$25,000 to \$34,999	8	*	8	6	*	*	8	*
\$35,000 to \$49,999	10	*	8	13	*	30	10	*
\$50,000 to \$74,999	13	*	11	19	*	20	12	50
\$75,000 to \$99,999	10	*	19	9	25	20	9	25
\$100,000 to \$149,999	6	*	11	9	25	10	4	*
\$150,000 to \$199,999	4	25	11	6	25	*	3	*
\$200,000 to \$249,999	3	50	2	6	25	*	2	25
\$250,000 or more	4	25	9	*	*	10	3	*
Median	\$33,750	\$225,000	\$77,600	\$48,800	\$150,000	\$62,500	\$26,300	\$75,000

Net Income: After taxes and expenses

Less than \$10,000	36%	*	20%	16%	*	*	41%	*
\$10,000 to \$24,999	17	*	14	25	*	13	17	*
\$25,000 to \$34,999	9	*	6	6	*	38	10	*
\$35,000 to \$49,999	11	*	10	16	*	13	10	50
\$50,000 to \$74,999	10	*	20	13	*	13	9	25
\$75,000 to \$99,999	7	50	6	3	50	25	5	*
\$100,000 to \$149,999	4	*	12	13	25	*	3	*
\$150,000 to \$199,999	3	25	4	9	*	*	2	25
\$200,000 to \$249,999	1	*	*	*	*	*	1	*
\$250,000 or more	3	25	6	*	25	*	2	*
Median	\$22,400	\$100,000	\$50,000	\$37,800	\$100,000	\$34,700	\$17,900	\$50,000

* Less than 1 percent

U.S.

Gross Income: Before taxes and expenses	ALL REALTORS®	MAIN FUNCTION IN FIRM						
		Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser
Less than \$10,000	24%	19%	10%	18%	*	4%	28%	1%
\$10,000 to \$24,999	13	14	9	13	6	5	14	4
\$25,000 to \$34,999	8	2	6	6	5	6	8	4
\$35,000 to \$49,999	9	8	7	9	2	6	9	12
\$50,000 to \$74,999	12	8	13	14	12	11	11	18
\$75,000 to \$99,999	9	10	10	10	19	15	8	12
\$100,000 to \$149,999	10	10	15	11	14	21	8	27
\$150,000 to \$199,999	6	6	9	6	7	13	5	9
\$200,000 to \$249,999	3	10	6	5	7	5	2	8
\$250,000 or more	7	14	15	8	26	12	5	6
Median	\$43,300	\$71,900	\$87,500	\$57,100	\$121,400	\$107,100	\$35,000	\$97,900

Net Income: After taxes and expenses

Less than \$10,000	31%	31%	17%	22%	3%	10%	35%	4%
\$10,000 to \$24,999	16	9	13	18	4	9	17	7
\$25,000 to \$34,999	9	5	7	9	7	8	9	5
\$35,000 to \$49,999	11	5	12	14	13	12	9	19
\$50,000 to \$74,999	11	12	15	11	9	15	11	14
\$75,000 to \$99,999	8	11	11	8	27	17	7	16
\$100,000 to \$149,999	7	7	12	9	13	11	5	25
\$150,000 to \$199,999	3	6	5	4	10	8	3	5
\$200,000 to \$249,999	2	2	3	3	11	4	1	*
\$250,000 or more	3	11	6	3	4	5	2	5
Median	\$28,300	\$50,000	\$51,700	\$36,100	\$88,000	\$68,300	\$23,200	\$76,600

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-15

ANNUAL INCOME OF REALTORS®, BY EXPERIENCE, 2020

(Percentage Distribution)

Florida

Gross Income: Before taxes and expenses	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Less than \$10,000	31%	61%	29%	20%	13%
\$10,000 to \$24,999	12	15	9	11	12
\$25,000 to \$34,999	8	7	12	6	6
\$35,000 to \$49,999	10	5	12	14	11
\$50,000 to \$74,999	13	6	12	17	16
\$75,000 to \$99,999	10	2	12	12	16
\$100,000 to \$149,999	6	3	9	8	5
\$150,000 to \$199,999	4	1	3	5	7
\$200,000 to \$249,999	3	1	1	2	6
\$250,000 or more	4	*	3	4	8
Median	\$33,750	\$8,200	\$35,000	\$48,900	\$62,500

Net Income: After taxes and expenses

Less than \$10,000	36%	65%	33%	23%	19%
\$10,000 to \$24,999	17	15	16	16	20
\$25,000 to \$34,999	9	7	10	14	8
\$35,000 to \$49,999	11	4	11	14	16
\$50,000 to \$74,999	10	4	12	14	11
\$75,000 to \$99,999	7	3	12	7	8
\$100,000 to \$149,999	4	2	3	6	6
\$150,000 to \$199,999	3	1	2	3	6
\$200,000 to \$249,999	1	*	*	2	2
\$250,000 or more	3	1	4	1	5
Median	\$22,400	\$7,700	\$26,000	\$32,900	\$37,800

* Less than 1 percent

U.S.

Gross Income: Before taxes and expenses	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Less than \$10,000	24%	59%	18%	11%	10%
\$10,000 to \$24,999	13	15	17	12	10
\$25,000 to \$34,999	8	6	10	7	8
\$35,000 to \$49,999	9	7	12	10	9
\$50,000 to \$74,999	12	5	14	15	13
\$75,000 to \$99,999	9	3	9	11	12
\$100,000 to \$149,999	10	2	9	13	13
\$150,000 to \$199,999	6	1	5	7	9
\$200,000 to \$249,999	3	1	2	5	5
\$250,000 or more	7	1	3	8	12
Median	\$43,300	\$8,500	\$41,300	\$66,700	\$75,000

Net Income: After taxes and expenses

Less than \$10,000	31%	66%	26%	16%	16%
\$10,000 to \$24,999	16	14	21	16	14
\$25,000 to \$34,999	9	6	11	10	9
\$35,000 to \$49,999	10	5	13	12	12
\$50,000 to \$74,999	11	4	12	15	14
\$75,000 to \$99,999	8	2	8	12	11
\$100,000 to \$149,999	7	1	5	9	10
\$150,000 to \$199,999	3	1	2	5	6
\$200,000 to \$249,999	2	*	1	2	2
\$250,000 or more	3	*	2	3	5
Median	\$28,300	\$7,600	\$27,700	\$45,000	\$48,800

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-16

ANNUAL INCOME OF REALTORS®, BY HOURS WORKED, 2020

(Percentage Distribution)

Florida

Gross Income: Before taxes and expenses	ALL REALTORS®	HOURS PER WEEK			
		Less than 20 hours	20 to 39 hours	40 to 59 hours	60 hours or more
Less than \$10,000	31%	59%	33%	18%	11%
\$10,000 to \$24,999	12	18	13	8	7
\$25,000 to \$34,999	8	7	10	5	6
\$35,000 to \$49,999	10	6	14	7	10
\$50,000 to \$74,999	13	6	12	17	14
\$75,000 to \$99,999	10	1	10	17	10
\$100,000 to \$149,999	6	2	3	9	18
\$150,000 to \$199,999	4	*	1	6	11
\$200,000 to \$249,999	3	*	1	7	1
\$250,000 or more	4	1	2	5	11
Median	\$33,750	\$8,500	\$29,000	\$67,600	\$80,000

Net Income: After taxes and expenses

Less than \$10,000	36%	62%	38%	22%	15%
\$10,000 to \$24,999	17	18	18	15	12
\$25,000 to \$34,999	9	6	13	6	8
\$35,000 to \$49,999	11	7	10	15	11
\$50,000 to \$74,999	10	2	10	14	15
\$75,000 to \$99,999	7	1	6	8	17
\$100,000 to \$149,999	4	1	1	9	12
\$150,000 to \$199,999	3	*	1	9	3
\$200,000 to \$249,999	1	*	1	1	2
\$250,000 or more	3	3	1	2	6
Median	\$22,400	\$8,100	\$20,000	\$42,000	\$56,700

* Less than 1 percent

U.S.

Gross Income: Before taxes and expenses	ALL REALTORS®	HOURS PER WEEK			
		Less than 20 hours	20 to 39 hours	40 to 59 hours	60 hours or more
Less than \$10,000	24%	52%	28%	14%	8%
\$10,000 to \$24,999	13	23	16	7	6
\$25,000 to \$34,999	8	7	10	6	5
\$35,000 to \$49,999	9	6	12	8	6
\$50,000 to \$74,999	12	5	13	14	10
\$75,000 to \$99,999	9	2	8	12	10
\$100,000 to \$149,999	10	3	7	14	16
\$150,000 to \$199,999	6	1	3	9	12
\$200,000 to \$249,999	3	*	2	5	7
\$250,000 or more	7	1	2	9	20
Median	\$43,300	\$9,600	\$31,000	\$77,100	\$115,600

Net Income: After taxes and expenses

Less than \$10,000	31%	60%	35%	18%	12%
\$10,000 to \$24,999	16	20	20	11	9
\$25,000 to \$34,999	9	6	12	8	7
\$35,000 to \$49,999	10	6	12	12	9
\$50,000 to \$74,999	11	3	10	16	13
\$75,000 to \$99,999	8	2	6	12	14
\$100,000 to \$149,999	7	2	4	10	14
\$150,000 to \$199,999	3	*	1	6	8
\$200,000 to \$249,999	2	*	1	2	5
\$250,000 or more	3	1	*	4	9
Median	\$28,300	\$8,300	\$21,300	\$51,600	\$75,000

* Less than 1 percent

INCOME AND EXPENSES OF REALTORS®

Exhibit 3-17

RECEIVED SIGN-ON BONUS

(Percentage Distribution)

Florida

ALL REALTORS®

Received a sign-on bonus	2%
Received a sign-on bonus, after first transaction	1%
Did not receive a sign-on bonus	96%

U.S.

ALL REALTORS®

Received a sign-on bonus	3%
Received a sign-on bonus, after first transaction	*
Did not receive a sign-on bonus	96

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 3-18

EXPENDITURES TO MAINTAIN REALTOR® WEB SITE, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS:		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Broker/ Sales Agent	Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	33%	19%	37%	20%	8%	33%	67%	38%	39%
Less than \$100	20	13	22	*	16	11	*	13	23
\$100 to \$499	22	27	20	20	41	22	*	38	21
\$500 to \$999	9	13	8	20	8	22	*	13	9
\$1,000 or more	10	20	7	40	27	11	33	*	9
Median	\$90	\$370	\$60	\$750	\$350	\$210	*	\$90	\$50

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS:		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Broker/ Sales Agent	Broker-Owner (without selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	38%	29%	44%	16%	8%	35%	71%	26%	43%
Less than \$100	20	18	21	23	13	22	5	14	21
\$100 to \$499	21	23	20	14	28	22	13	22	20
\$500 to \$999	10	13	8	8	19	10	*	13	8
\$1,000 or more	11	18	8	39	31	11	10	25	8
Median	\$60	\$150	\$30	\$410	\$530	\$70	*	\$280	\$30

* Less than 1 percent

BUSINESS ACTIVITY OF REALTORS®

Exhibit 3-19

EXPENDITURES ON REALTOR® SOCIAL MEDIA ADVERTISING, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS:		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	43%	39%	44%	75%	40%	41%	33%	40%	45%
Less than \$100	18	18	18	*	22	25	*	10	18
\$100 to \$499	21	19	22	*	22	16	*	30	22
\$500 to \$999	8	10	7	*	7	13	*	*	8
\$1,000 or more	7	8	7	25	9	6	67	20	7
Median	\$40	\$60	\$30	*	\$50	\$40	\$1,250	\$100	\$30

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS:		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	41%	39%	42%	55%	36%	38%	45%	31%	41%
Less than \$100	22	21	22	9	20	24	14	16	22
\$100 to \$499	21	21	21	13	20	23	17	25	22
\$500 to \$999	8	8	7	11	10	8	2	6	7
\$1,000 or more	9	11	8	12	15	7	23	22	8
Median	\$40	\$50	\$40	*	\$70	\$50	\$40	\$150	\$40

* Less than 1 percent

OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-1	FIRM AFFILIATION, BY LICENSE TYPE AND FUNCTION
Exhibit 4-2	FIRM AFFILIATION, BY SPECIALTY
Exhibit 4-3	REALTOR® AFFILIATION WITH FIRMS
Exhibit 4-4	NUMBER OF OFFICES
Exhibit 4-5	TENURE OF REALTORS® AT THEIR PRESENT FIRM
Exhibit 4-6	BROKER OWNERSHIP INTEREST, 2020
Exhibit 4-7	BENEFITS RECEIVED THROUGH FIRM, FAMILY, OR PAYS OUT OF POCKET
Exhibit 4-8	WORKED FOR A FIRM THAT WAS BOUGHT OR MERGED
Exhibit 4-9	REALTORS® CHANGING FIRMS DUE TO CONSOLIDATION
Exhibit 4-10	CHANGE IN COMPENSATION RESULTING FROM MERGER
Exhibit 4-11	REAL ESTATE TEAMS
Exhibit 4-12	TENURE OF REALTORS® ON REAL ESTATE TEAM
Exhibit 4-13	NUMBER OF LICENSED REAL ESTATE TEAM MEMBERS

OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-1
FIRM AFFILIATION, BY LICENSE TYPE AND FUNCTION
(Percentage Distribution)

Florida

Firm Description	ALL REALTORS®	LICENSED AS	
		Broker/ Broker Associate	Sales Agent
Independent company	59%	68%	56%
Franchised company	37	26	40
Other	4	5	4

* Less than 1 percent

MAIN FUNCTION IN FIRM							
Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser	Other
80%	88%	59%	50%	60%	56%	75%	61%
20	9	35	50	30	40	*	35
*	3	6	*	10	4	25	4

U.S.

Firm Description	ALL REALTORS®	LICENSED AS	
		Broker/ Broker Associate	Sales Agent
Independent company	53%	60%	49%
Franchised company	42	35	46
Other	5	6	5

MAIN FUNCTION IN FIRM							
Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser	Other
80%	85%	49%	34%	64%	48%	89%	58%
16	12	46	54	34	46	1	37
4	3	6	12	2	6	10	5

OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-2

FIRM AFFILIATION, BY SPECIALTY

(Percentage Distribution)

Florida

Firm Description	ALL REALTORS®	Appraisal	PRIMARY REAL ESTATE SPECIALTY			
			BROKERAGE		PROPERTY MANAGEMENT	
			Residential	Commercial	Residential	Commercial
Independent company	59%	83%	59%	40%	70%	100%
Franchised company	37	*	36	60	30	*
Other	4	17	5	*	*	*

* Less than 1 percent

U.S.

Firm Description	ALL REALTORS®	Appraisal	PRIMARY REAL ESTATE SPECIALTY			
			BROKERAGE		PROPERTY MANAGEMENT	
			Residential	Commercial	Residential	Commercial
Independent company	53%	86%	52%	61%	79%	88%
Franchised company	42	6	42	33	18	12
Other	5	8	6	6	3	*

OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-3

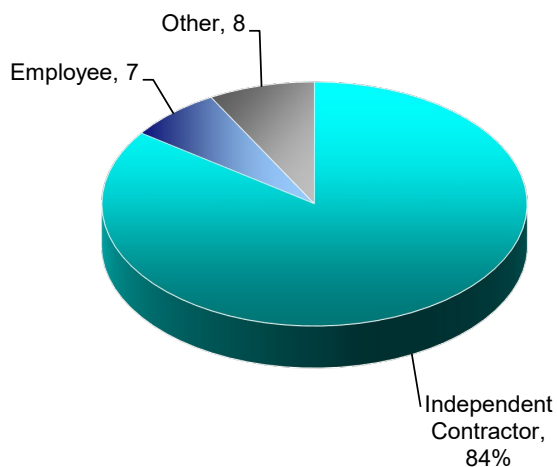
REALTOR® AFFILIATION WITH FIRMS

(Percentage Distribution)

Florida

Independent Contractor	84%
Employee	7
Other	8

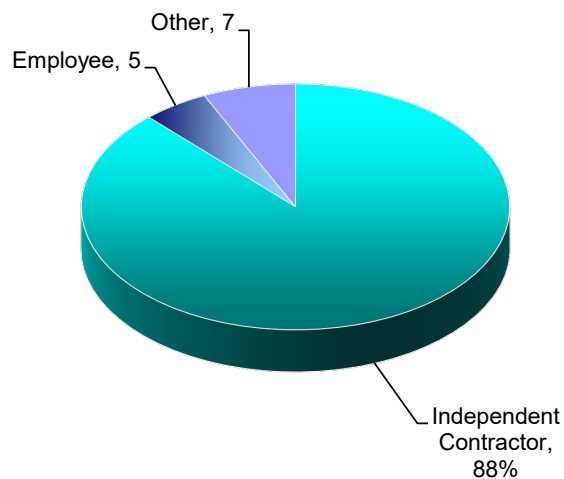
REALTOR® AFFILIATION WITH FIRMS (Percentage Distribution)



U.S.

Independent Contractor	88%
Employee	5
Other	7

REALTOR® AFFILIATION WITH FIRMS (Percentage Distribution)



OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-4

NUMBER OF OFFICES

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS	
		Broker/ Associate	Sales Agent
1 office	42%	63%	36%
2 to 4 offices	31	21	34
5 to 9 offices	10	4	12
10 to 99 offices	12	9	13
100 or more offices	4	4	5
Median	3	1	5

MAIN FUNCTION IN FIRM						
Broker- Owner (no selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser
40	89%	41%	25%	22%	37%	75%
60	10	38	25	56	33	25
*	*	6	*	11	12	*
*	*	13	25	11	13	*
100	2	3	25	*	5	*
1	1	4	3	1	6	1

U.S.

	ALL REALTORS®		LICENSED AS	
	2021 Survey	2020 Survey	Broker/ Associate	Sales Agent
1 office	42%	42%	51%	38%
2 to 4 offices	26	24	22	28
5 to 9 offices	11	11	9	12
10 to 99 offices	15	17	14	15
100 or more offices	6	6	4	7
Median	2	2	1	2

MAIN FUNCTION IN FIRM						
Broker- Owner (no selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser
64%	84%	37%	25%	38%	36%	87%
25	9	30	18	29	28	13
4	2	12	13	10	12	*
7	2	17	27	21	17	*
*	3	4	17	2	7	*
1	1	3	5	2	3	1

* Less than 1 percent

OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-5

TENURE OF REALTORS® AT THEIR PRESENT FIRM

(Percentage Distribution)

Florida

	All REALTORS®	LICENSED AS:	
		Broker/ Broker/ Associate	Sales Agent
1 year or less	43%	26%	49%
2 years	11	10	11
3 years	6	6	7
4 years	5	5	5
5 years	5	4	5
6 to 11 years	21	29	18
12 years or more	9	20	5
Median (years)	5	11	4

* Less than 1 percent

U.S.

	All REALTORS®		LICENSED AS:	
	2021 Survey	2020 Survey	Broker/ Broker/ Associate	Sales Agent
1 year or less	39%	30%	28%	44%
2 years	10	13	8	11
3 years	7	9	7	7
4 years	6	7	5	6
5 years	5	6	5	5
6 to 11 years	21	22	25	18
12 years or more	13	14	22	8
Median (years)	5	4	7	4

* Less than 1 percent

MAIN FUNCTION IN FIRM

Broker- Owner (no selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser
*	25%	33%	75%	40%	47%	*
*	8	18	*	10	11	*
*	2	6	*	*	7	*
20	3	*	*	20	6	*
*	5	3	*	*	5	*
40	33	21	*	20	19	75
40	24	18	25	10	5	25
12	13	9	14	5	4	19

MAIN FUNCTION IN FIRM

Broker- Owner (no selling)	Broker-Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser
13%	19%	39%	40%	20%	43%	6%
3	7	8	8	7	11	3
4	5	6	11	8	7	8
5	3	6	*	7	6	1
8	5	5	7	6	5	2
27	28	23	11	30	18	33
40	33	13	24	23	9	47
13	11	5	3	8	4	15

OFFICE AND FIRM AFFILIATION OF REALTORS[®]

Exhibit 4-6

BROKER OWNERSHIP INTEREST, 2020

(Percentage Distribution)

Florida

	ALL BROKERS	FIRM AFFILIATION		
		Independent company	Franchised company	Other
Sole ownership	61%	6%	*	100%
Partner in a partnership	13	65	30	*
Stockholder and/or corporate office	2	14	10	*
No ownership interest	18	3	*	*
Other	6	13	60	*

* Less than 1 percent

U.S.

	ALL BROKERS		FIRM AFFILIATION		
	2021 Survey	2020 Survey	Independent company	Franchised company	Other
Sole ownership	37%	33%	50%	9%	22%
Partner in a partnership	7	8	8	5	2
Stockholder and/or corporate office	6	7	5	5	20
No ownership interest	49	50	35	81	52
Other	2	2	2	1	4

* Less than 1 percent

OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-7

BENEFITS RECEIVED THROUGH FIRM, FAMILY, OR PAYS OUT OF POCKET

(Percent of Respondents)

Florida

	Provided by			
	Provided by Firm	Partner/ Spouse/ Family	Pays for out of pocket	Do not receive
Errors & Omissions insurance	43%	1%	30%	28%
Health insurance	3	20	45	33
Pension/SEP/401(K)	2	7	26	63
Paid vacation/sick days	2	3	18	74
Dental insurance	2	30	30	49
Life insurance	1	10	32	55
Vision care	1	17	27	53

U.S.

	Provided by			
	Provided by Firm	Partner/ Spouse/ Family	Pays for out of pocket	Do not receive
Errors & Omissions insurance	42%	1%	40%	19%
Health insurance	3	28	44	25
Paid vacation/sick days	4	4	15	72
Pension/SEP/401(K)	3	8	33	53
Life insurance	2	14	38	45
Dental insurance	3	27	30	41
Disability insurance (long-term care)	2	6	15	71
Vision care	2	25	28	43
Other	1	1	6	46

OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-8

WORKED FOR A FIRM THAT WAS BOUGHT OR MERGED

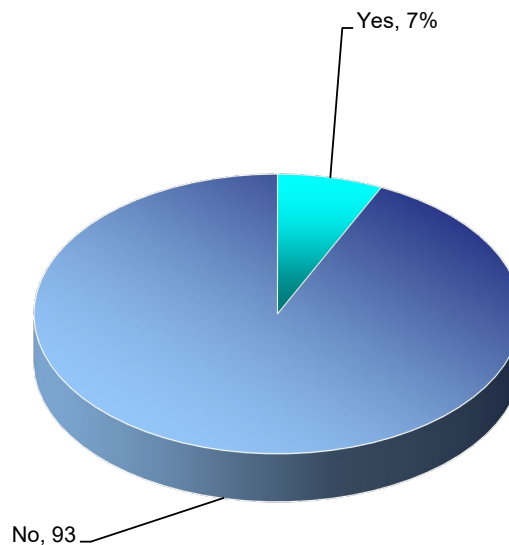
(Percentage Distribution)

Florida

Yes	7%
No	93

WORKED FOR A FIRM THAT WAS BOUGHT OR MERGED

(Percentage Distribution)

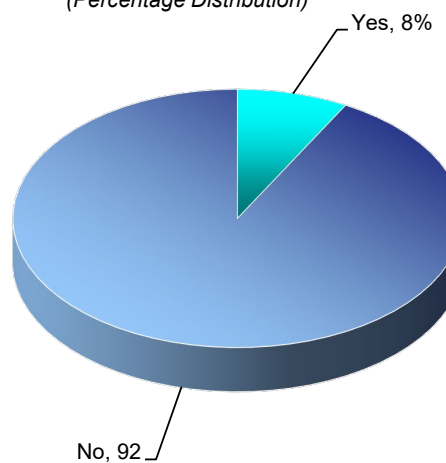


U.S.

Yes	8%
No	92

WORKED FOR A FIRM THAT WAS BOUGHT OR MERGED

(Percentage Distribution)



OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-9

REALTORS® CHANGING FIRMS DUE TO CONSOLIDATION

(Percentage Distribution)

Florida

REALTOR® changed firms as a result of a merger:

Yes, voluntarily	31%
Yes, involuntarily	4
No	65

U.S.

REALTOR® changed firms as a result of a merger: 2021 Survey 2020 Survey

Yes, voluntarily	28%	28%
Yes, involuntarily	6	4
No	66	67

OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-10

CHANGE IN COMPENSATION RESULTING FROM MERGER

(Percentage Distribution)

Florida

	Among all who worked for a firm that was bought or merged	Among those who changed firms as a result of merger
It increased	15%	35%
It stayed the same	66	41
It decreased	19	24

U.S.

	2021 SURVEY		2020 SURVEY	
	Among all who worked for a firm that was bought or merged	Among those who changed firms as a result of merger	Among all who worked for a firm that was bought or merged	Among those who changed firms as a result of merger
It increased	14%	21%	14%	21%
It stayed the same	74	62	74	55
It decreased	12	18	12	25

OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-11

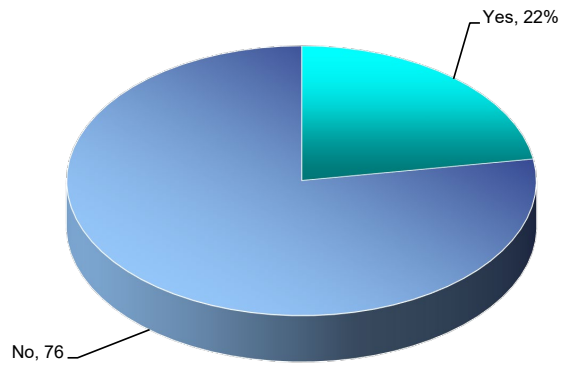
REAL ESTATE TEAMS

(Percentage Distribution)

Florida

Member of a Real Estate Team	
Yes	22%
No	76
Median (number of team members)	
	4

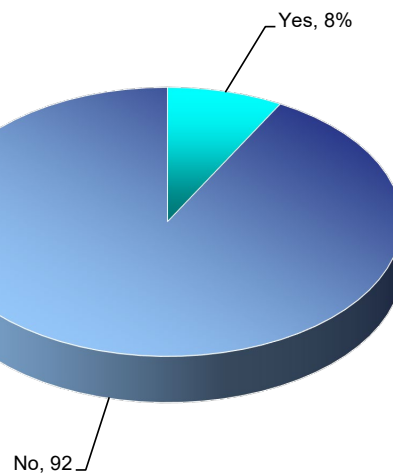
Member of a Real Estate Team
(Percentage Distribution)



U.S.

Yes	23%
No	76%
Median (number of team members)	
	4

Member of a Real Estate Team
(Percentage Distribution)



OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-12

TENURE OF REALTORS® ON REAL ESTATE TEAM

(Percentage Distribution)

Florida

	All REALTORS®
1 year or less	54%
2 years	10
3 years	9
4 years or more	27
Median (years)	2

* Less than 1 percent

U.S.

	All REALTORS®
1 year or less	47%
2 years	11
3 years	9
4 years or more	33
Median (years)	2

OFFICE AND FIRM AFFILIATION OF REALTORS®

Exhibit 4-13

NUMBER OF LICENSED REAL ESTATE TEAM MEMBERS

(Percentage Distribution)

Florida

	All REALTORS®
All team members	82%
More than half, but not all	12
Half of the team members	1
Less than half, but some	*
None of the team members	5

* Less than 1 percent

U.S.

	All REALTORS®
All team members	85%
More than half, but not all	12
Half of the team members	1
Less than half, but some	1
None of the team members	2

TECHNOLOGY & REALTORS®

Exhibit 5-1	FREQUENCY OF USE OF COMMUNICATIONS AND TECHNOLOGY PRODUCTS
Exhibit 5-2	FREQUENCY OF USE OF SMARTPHONE FEATURES
Exhibit 5-3	FREQUENCY OF USE OF BUSINESS SOFTWARE
Exhibit 5-4	PREFERRED METHOD OF COMMUNICATION WITH CLIENTS
Exhibit 5-5	REALTOR'S® FIRM WEB PRESENCE
Exhibit 5-6	REALTORS® WITH WEB SITES, BY LICENSE AND FUNCTION
Exhibit 5-7	REALTORS® WITH WEB SITES, BY EXPERIENCE
Exhibit 5-8	LENGTH OF TIME REALTORS® HAVE HAD A WEB SITE FOR BUSINESS USE
Exhibit 5-9	INFORMATION ON REALTOR® WEB SITES
Exhibit 5-10	ACTIVE USE OF SOCIAL OR PROFESSIONAL NETWORKING WEB SITES
Exhibit 5-11	USE OF DRONES IN REAL ESTATE BUSINESS OR OFFICE
Exhibit 5-12	CUSTOMER INQUIRIES GENERATED FROM WEB SITE, 2020
Exhibit 5-13	CUSTOMER INQUIRIES GENERATED FROM WEB SITE BY AMOUNT SPENT TO MAINTAIN, 2020
Exhibit 5-14	BUSINESS GENERATED FROM REALTOR® WEB SITE, 2020
Exhibit 5-15	BUSINESS GENERATED FROM REALTOR® WEB SITE, BY AMOUNT SPENT TO MAINTAIN, 2020
Exhibit 5-16	BUSINESS GENERATED FROM REALTOR® SOCIAL MEDIA, 2020

TECHNOLOGY & REALTORS®

Exhibit 5-1

FREQUENCY OF USE OF COMMUNICATIONS AND TECHNOLOGY PRODUCTS

(Percentage Distribution)

Florida

All REALTORS®	Daily or nearly every day	A few times a	A few times a	A few times a	Rarely or Never
Smartphone with wireless email and Internet capabilities	94	4	1	*	2
Laptop/Desktop computer	90	7	1	*	1
Cell phone (no email and Internet)	69	3	1	*	26
Tablets	30	13	5	4	47
Digital camera	24	20	13	7	35

* Less than 1 percent

U.S.

All REALTORS®	Daily or nearly every day	A few times a	A few times a	A few times a	Rarely or Never
Smartphone with wireless email and Internet capabilities	96%	2%	*	1%	1%
Laptop/Desktop computer	92	5	*	1	1
Cell phone (no email and Internet)	64	3	*	1	32
Tablets	25	15	5	7	48
Digital camera	21	20	9	13	37

* Less than 1 percent

TECHNOLOGY & REALTORS®

Exhibit 5-2

FREQUENCY OF USE OF SMARTPHONE FEATURES

(Percentage Distribution)

Florida

All REALTORS®	Daily or nearly every day	A few times a week	A few times a month	A few times a year	Rarely or Never
E-mail	94	4	1	*	*
Global positioning system (GPS)	50	28	7	4	11
Podcasts	7	10	12	7	64
Apps for personal security	13	9	6	6	66
Photo Apps	28	20	13	7	32
Social Media Apps	55	18	8	4	15
Lock Box (Sentrilock)	24	28	18	12	18
Document Storage (OneDrive, DocuSign)	42	26	11	8	14
Listing Apps	26	18	12	10	35
News Apps	29	17	10	7	37
Realtor Management Apps	20	15	7	6	51
Messaging (Slack, Teams, G chat)	27	9	6	4	54
Realtor Magazine	5	12	22	20	41
Photofy	3	3	4	3	88
Newsletters	7	9	15	13	56

* Less than 1 percent

U.S.

All REALTORS®	Daily or nearly every day	A few times a week	A few times a month	A few times a year	Rarely or Never
E-mail	95%	4%	*	1%	*
Social Media Apps	57	18	4	7	14
Global positioning system (GPS)	49	29	3	8	11
Document Storage (OneDrive, DocuSign)	44	27	8	11	11
News Apps	28	17	8	11	38
Photo Apps	26	21	9	13	31
Lock Box (Sentrilock)	24	32	11	16	16
Listing Apps	24	18	11	10	36
Messaging (Slack, Teams, G chat)	22	9	5	6	58
Realtor Management Apps	18	14	7	8	52
Apps for personal security	11	8	7	7	67
Podcasts	7	11	9	13	61
Newsletters	5	9	15	17	55
Realtor Magazine	4	9	22	21	45
Photofy	2	2	3	4	89

* Less than 1 percent

TECHNOLOGY & REALTORS®

Exhibit 5-3

FREQUENCY OF USE OF BUSINESS SOFTWARE

(Percentage Distribution)

Florida

ALL REALTORS®	Daily or nearly every day	A few times a week	A few times a month	A few times a year	Rarely or Never
Multiple listing	59%	19%	7%	7%	8%
Contact management	30	23	11	9	27
Document preparation	29	35	14	10	13
Comparative market analysis	24	37	20	13	7
Social media management tools	29	19	13	6	34
Customer relationship management	27	17	9	8	39
E-signature	27	32	19	14	9
Electronic contract and forms	35	34	15	12	4
Transaction management	23	20	13	10	33
Graphics or presentation	14	18	17	16	35
Property management	8	9	8	9	66
Video	13	17	13	16	41
Loan analysis	6	13	16	13	52

U.S.

ALL REALTORS®	Daily or nearly every day	A few times a week	A few times a month	A few times a year	Rarely or Never
Multiple listing	63%	16%	6%	7%	8%
Electronic contract and forms	39	33	9	15	4
E-signature	33	32	12	17	7
Contact management	32	23	8	12	25
Document preparation	32	33	8	14	13
Social media management tools	30	19	7	12	32
Customer relationship management	27	17	7	11	38
Transaction management	25	22	10	12	32
Comparative market analysis	23	38	12	22	7
Graphics or presentation	12	20	17	18	34
Video	11	16	17	17	40
Property management	8	6	9	7	71
Loan analysis	5	14	13	16	53

TECHNOLOGY & REALTORS®

Exhibit 5-4

PREFERRED METHOD OF COMMUNICATION WITH CLIENTS

(Percent of Respondents)

Florida

ALL REALTORS®				
	Current clients/ customers	Past clients/ customers	Potential clients/ customers	Do not use
Text messaging	90%	59%	58%	3%
E-mail	67	67	66	2
Telephone	90	58	63	2
Instant messaging (IM)	39	25	26	39
Postal mail	22	31	35	38
Video chat	28	15	17	52

* Less than 1 percent

U.S.

ALL REALTORS®				
	Current clients/ customers	Past clients/ customers	Potential clients/ customers	Do not use
Text messaging	93%	61%	58%	2%
Telephone	90	59	62	2
E-mail	89	70	66	1
Instant messaging (IM)	36	23	23	37
Video chat	28	12	18	51
Postal mail	23	39	40	30

TECHNOLOGY & REALTORS®

Exhibit 5-5

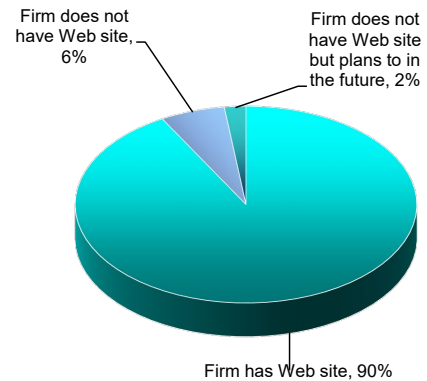
REALTOR'S® FIRM WEB PRESENCE

(Percentage Distribution)

Florida

Firm has Web site	90%
Firm does not have Web site	6%
Firm does not have Web site but plans to in the future	2%

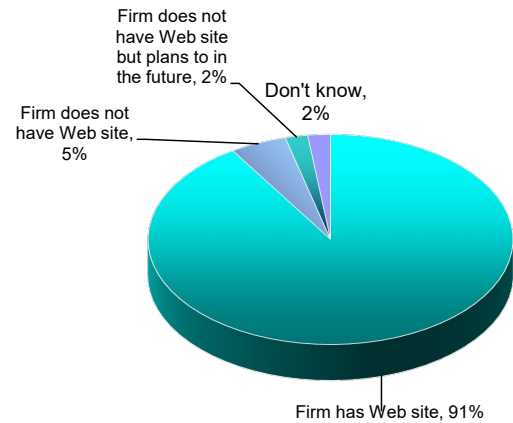
REALTOR'S® FIRM WEB PRESENCE (Percentage Distribution)



U.S.

	2021 Survey
Firm has Web site	91%
Firm does not have Web site	5%
Firm does not have Web site but plans to in the future	2%
Don't know	2%

REALTOR'S® FIRM WEB PRESENCE (Percentage Distribution)



TECHNOLOGY & REALTORS®

Exhibit 5-6

REALTORS® WITH WEB SITES, BY LICENSE AND FUNCTION

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Owner (no selling)	Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent Appraiser
Have a Web site	69%	68%	75%	*	59%	76%	66%	100%	77% 13%
A Web site developed and/or maintained by REALTOR®	28	39	16	*	51	40	33	50	16 13
A Web site provided by firm	41	29	59	*	8	36	33	50	61 *
Do not have a Web site	32	32	25	100	40	24	33	*	23 88
No Web site	20	28	20	100	32	24	33	*	19 75
No Web site, but plan to have one in the future	12	4	5	*	8	*	*	*	4 13

* Less than 1 percent

U.S.

	ALL REALTORS®	LICENSED AS:		MAIN FUNCTION IN FIRM					
		Broker/ Associate	Sales Agent	Owner (no selling)	Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent Appraiser
Have a Web site	69%	70%	69%	75%	67%	71%	74%	76%	70% 37%
A Web site developed and/or maintained by REALTOR®	24	31	21	44	45	24		36	21 19
A Web site provided by firm	45	39	48	31	22	47	74	40	49 18
Do not have a Web site	31	30	31	25	33	29	26	25	30 63
No Web site	21	22	20	21	24	21	23	22	19 61
No Web site, but plan to have one in the future	10	8	11	4	9	8	3	3	11 2

* Less than 1 percent

TECHNOLOGY & REALTORS®

Exhibit 5-7

REALTORS® WITH WEB SITES, BY EXPERIENCE

(Percentage Distribution)

Florida

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Have a Web site	69%	71%	75%	72%	62%
A Web site developed and/or maintained by REALTOR®	28	24	31	31	27
A Web site provided by firm	41	47	44	41	35
Do not have a Web site	32	29	25	28	39
No Web site	20	14	17	17	29
No Web site, but plan to have one in the future	12	15	8	11	10

U.S.

	ALL	
	2021 Survey	2020 Survey
Have a Web site	69%	70%
A Web site developed and/or maintained by REALTOR®	24	26
A Web site provided by firm	45	44
Do not have a Web site	31	29
No Web site	21	20
No Web site, but plan to have one in the future	10	9

TECHNOLOGY & REALTORS®

Exhibit 5-8

LENGTH OF TIME REALTORS® HAVE HAD A WEB SITE FOR BUSINESS USE

(Percentage Distribution Among those with a Web Site)

Florida

	ALL REALTORS®	REAL ESTATE EXPERIENCE			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Less than one year	3%	24%	6%	3%	27%
1 to 2 years	26	74	30	11	35
3 to 4 years	12	1	48	15	29
5 or more years	59	1	17	72	10
Median years	7	1	3	9	13

U.S.

	ALL REALTORS®	
	2021 Survey	2020 Survey
Less than one year	6%	5%
1 to 2 years	28	27
3 to 4 years	14	13
5 or more years	52	55
Median years	5	5

* Less than 1 percent

TECHNOLOGY & REALTORS®

Exhibit 5-9

INFORMATION ON REALTOR® WEB SITES

(Percent of Respondents with a Web Site)

Florida

	ALL REALTORS®	BROKERAGE SPECIALISTS	
		Residential	Commercial
Own property listings	77%	80%	75%
Information about home buying and selling	64	69	67
Mortgage or financial calculators	37	43	33
Link to firm's Web site	62	56	67
Community information or demographics	29	30	25
School reports	19	23	*
Virtual tours	41	43	*
Links to state and local government Web sites	14	16	*
Current mortgage rates	17	19	*
Home valuation or Comparative Market Analysis	29	32	*
Chat Live	8	13	25
Links to mortgage lenders' Web sites	17	16	*
Links to real estate service providers	14	15	25
Link to National Association of REALTORS®	6	5	*
Link to social media	43	46	67
Appointment scheduler	27	26	*
Link to commercial information exchange (CIE)	2	2	*
Link to local association	7	5	33
Link to state association	5	2	*
Other	5	6	*

* Less than 1 percent

U.S.

	ALL REALTORS®	BROKERAGE SPECIALISTS	
		Residential	Commercial
Own property listings	81%	86%	66%
Information about home buying and selling	69	73	29
Link to firm's Web site	66	65	71
Link to social media	43	46	39
Mortgage or financial calculators	42	45	32
Virtual tours	37	40	21
Analysis tools	29	33	9
Community information or demographics	24	28	7
Appointment scheduler	23	22	17
School reports	22	25	4
Current mortgage rates	16	17	12
Links to state and local government Web sites	14	16	8
Links to real estate service providers	14	15	9
Links to mortgage lenders' Web sites	13	14	12
Chat Live	11	12	6
Link to local association	8	7	13
Link to National Association of REALTORS®	7	6	3
Link to state association	5	4	9
Link to commercial information exchange (CIE)	2	1	10
Other	4	4	5

TECHNOLOGY & REALTORS®

Exhibit 5-10

ACTIVE USE OF SOCIAL OR PROFESSIONAL NETWORKING WEB SITES

(Percentage Distribution)

Florida

Use of Social Media for Professional or Personal Use:

Professional Use:		Personal Use:	
Facebook	70%	Facebook	75%
LinkedIn	54	LinkedIn	22
Instagram	45	Instagram	46
Twitter	22	Twitter	21
Pinterest	8	Pinterest	30
Snapchat	6	Snapchat	20
ActiveRain	3	ActiveRain	3
Blog	7	Blog	4
TikTok	3	TikTok	13
YouTube	26	YouTube	34
Do not use social media	28	Do not use social media	31

U.S.

Professional Use:		Personal Use:
Facebook	74%	76%
LinkedIn	56	21
Instagram	44	47
YouTube	26	33
Twitter	19	21
Pinterest	9	31
Blog	6	4
Snapchat	4	19
ActiveRain	3	2
TikTok	3	12
Do not use social media	27	28

TECHNOLOGY & REALTORS®

Exhibit 5-11

USE OF DRONES IN REAL ESTATE BUSINESS OR OFFICE

(Percentage Distribution)

Florida

Yes, personally use drones	7%
Yes, hire a professional to operate a drone for my business	37
Yes, someone in office uses drones	13
Not currently, but plan to in the future	13
No, do not use drones	16
Don't Know	14

U.S.

Yes, personally use drones	6%
Yes, hire a professional to operate a drone for my business	36
Yes, someone in office uses drones	14
Not currently, but plan to in the future	12
No, do not use drones	21
Don't know	12

TECHNOLOGY & REALTORS®

Exhibit 5-12

CUSTOMER INQUIRIES GENERATED FROM WEB SITE, 2020

(Percentage Distribution)

Florida

	ALL REALTORS®	LICENSED AS:		MAIN FUNCTION IN FIRM					
		Broker/ Broker Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	55%	38%	59%	50%	49%	30%	25%	22%	59%
1 to 5 inquiries	28	32	27	*	32	39	25	33	27
6 to 10 inquiries	6	11	4	*	8	4	*	11	5
11 to 20 inquiries	3	2	4	*	*	4	*	11	3
21 to 50 inquiries	6	10	4	*	8	13	50	11	4
51 to 100 inquiries	1	2	1	*	3	*	*	*	1
More than 100 inquiries	2	6	1	50	*	9	*	11	1
Median (inquiries)	1	2	*	*	2	4	6	50	*

* Less than 1 percent

U.S.

	ALL REALTORS®		LICENSED AS:		MAIN FUNCTION IN FIRM					
	In 2020	In 2019	Broker/ Broker Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	54%	54%	45%	59%	29%	35%	51%	36%	35%	59%
1 to 5 inquiries	28	29	32	26	31	34	32	19	26	27
6 to 10 inquiries	6	6	7	5	6	8	6	*	12	5
11 to 20 inquiries	4	4	6	3	3	8	5	8	10	3
21 to 50 inquiries	4	4	5	4	11	7	4	21	7	3
51 to 100 inquiries	2	2	2	1	7	5	1	*	4	1
More than 100 inquiries	2	2	3	1	14	3	1	16	7	1
Median (inquiries)	*	*	1	*	2	2	*	5	3	*

* Less than 1 percent

TECHNOLOGY & REALTORS®

Exhibit 5-13

CUSTOMER INQUIRIES GENERATED FROM WEB SITE BY AMOUNT SPENT TO MAINTAIN, 2020

(Percentage Distribution)

Florida

		AMOUNT SPENT TO MAINTAIN THE WEB SITE:				
		None	Less than \$100	\$100 to \$499	\$500 to \$999	\$1,000 or more
ALL REALTORS®						
None	55%	69%	54%	53%	44%	20%
1 to 5 inquiries	28	21	34	31	34	33
6 to 10 inquiries	6	3	7	5	5	13
11 to 20 inquiries	3	3	*	4	2	7
21 to 50 inquiries	6	2	4	4	10	15
51 to 100 inquiries	1	*	1	1	2	4
More than 100 inquiries	2	1	*	2	2	9
Median (inquiries)	1	*	2	1	2	2

* Less than 1 percent

U.S.

		AMOUNT SPENT TO MAINTAIN THE WEB SITE:				
		None	Less than \$100	\$100 to \$499	\$500 to \$999	\$1,000 or more
ALL REALTORS®						
None	54%	69%	56%	49%	41%	24%
1 to 5 inquiries	28	22	31	35	32	30
6 to 10 inquiries	6	4	5	6	9	12
11 to 20 inquiries	4	2	3	5	5	11
21 to 50 inquiries	4	1	4	3	8	12
51 to 100 inquiries	2	1	1	2	2	5
More than 100 inquiries	2	1	1	1	2	7
Median (inquiries)	*	*	*	1	2	5

TECHNOLOGY & REALTORS®

Exhibit 5-14

BUSINESS GENERATED FROM REALTOR® WEB SITE, 2020

(Percentage Distribution)

Florida

		LICENSED AS:		MAIN FUNCTION IN FIRM					
All REALTORS®		Broker/ Broker Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	53%	39%	57%	*	42%	40%	33%	14%	57%
1% to 5%	24	26	23	33	28	30	*	29	23
6% to 10%	9	13	8	*	11	15	33	29	8
11% to 25%	8	12	7	33	17	5	*	29	7
26% to 50%	4	7	3	33	3	5	33	*	4
More than 50%	2	4	1	*	*	5	*	*	2
Median (percent of business)		3%	*	*	2%	2%	*	7%	*

* Less than 1 percent

U.S.

		LICENSED AS:		MAIN FUNCTION IN FIRM					
All REALTORS®		Broker/ Broker Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	54%	53%	44%	26%	34%	48%	41%	30%	59%
1% to 5%	25	25	28	30	29	27	24	28	24
6% to 10%	9	11	12	16	14	13	18	15	8
11% to 25%	7	6	9	9	15	6	5	16	6
26% to 50%	3	3	4	15	7	4	8	4	3
More than 50%	2	2	2	4	1	1	4	8	2
Median (percent of business)		2%	*	4%	3%	1%	3%	4%	*

* Less than 1 percent

TECHNOLOGY & REALTORS®

Exhibit 5-15

BUSINESS GENERATED FROM REALTOR® WEB SITE, BY AMOUNT SPENT TO MAINTAIN, 2020

(Percentage Distribution)

Florida

		AMOUNT SPENT TO MAINTAIN THE WEB SITE:				
		None	Less than \$100	\$100 to \$499	\$500 to \$999	\$1,000 or more
ALL REALTORS®						
None	53%	70%	57%	46%	42%	21%
1% to 5%	24	21	27	24	24	23
6% to 10%	9	4	8	15	5	19
11% to 25%	8	3	3	7	18	28
26% to 50%	4	1	2	4	8	6
More than 50%	2	1	2	3	3	2
	*	*	*	2%	2%	7%
Median (percent of business)						

* Less than 1 percent

U.S.

		AMOUNT SPENT TO MAINTAIN THE WEB SITE:				
		None	Less than \$100	\$100 to \$499	\$500 to \$999	\$1,000 or more
ALL REALTORS®						
None	54%	71%	55%	48%	40%	23%
1% to 5%	25	19	29	29	27	27
6% to 10%	9	5	8	11	12	17
11% to 25%	7	3	6	7	12	19
26% to 50%	3	2	2	3	5	7
More than 50%	2	1	1	1	4	6
	*	*	*	1%	2%	5%
Median (percent of business)						

TECHNOLOGY & REALTORS®

Exhibit 5-16

BUSINESS GENERATED FROM REALTOR® SOCIAL MEDIA, 2020

(Percentage Distribution)

Florida

	LICENSED AS:			MAIN FUNCTION IN FIRM					
	All REALTORS®	Broker/ Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	48%	47%	48%	25%	47%	36%	33%	40%	50%
1% to 5%	20	23	20	25	19	27	*	30	20
6% to 10%	9	8	10	*	11	15	33	*	9
11% to 25%	9	10	8	*	12	6	*	*	9
26% to 50%	5	5	5	*	5	3	*	*	5
More than 50%	3	3	4	25	2	9	*	10	3
Median (percent of business)	1%	2%	1%	*	*	3%	8%	2%	*

* Less than 1 percent

U.S.

	LICENSED AS:			MAIN FUNCTION IN FIRM					
	All REALTORS®	Broker/ Associate	Sales Agent	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent
None	46%	42%	47%	43%	39%	43%	25%	31%	47%
1% to 5%	20	20	20	20	20	20	17	20	19
6% to 10%	10	12	9	8	13	13	19	13	10
11% to 25%	8	10	7	2	13	9	*	15	7
26% to 50%	5	5	5	13	5	4	7	6	5
More than 50%	4	3	4	3	3	2	*	5	4
Median (percent of business)	2%	3%	2%	2%	3%	2%	8%	5%	2%

* Less than 1 percent

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-1	GENDER OF REALTORS®, BY AGE
Exhibit 6-2	GENDER OF REALTORS®, BY EXPERIENCE
Exhibit 6-3	GENDER OF REALTORS®, BY FUNCTION
Exhibit 6-4	AGE OF REALTORS®, 1999-2021
Exhibit 6-5	AGE OF REALTORS®, BY FUNCTION
Exhibit 6-6	AGE OF REALTORS®, BY REAL ESTATE EXPERIENCE
Exhibit 6-7	FORMAL EDUCATION OF REALTORS®
Exhibit 6-8	PRIOR FULL-TIME CAREERS OF REALTORS®
Exhibit 6-9	PRIOR FULL-TIME CAREER OF REALTORS®, BY REAL ESTATE EXPERIENCE
Exhibit 6-10	REAL ESTATE IS ONLY OCCUPATION
Exhibit 6-11	MARITAL STATUS OF REALTORS®
Exhibit 6-12	SIZE OF REALTOR® HOUSEHOLDS, BY AGE
Exhibit 6-13	RACIAL AND ETHNIC DISTRIBUTION OF REALTORS®, BY REAL ESTATE EXPERIENCE
Exhibit 6-14	RACIAL AND ETHNIC DISTRIBUTION OF REALTORS®, BY AGE
Exhibit 6-15	GROSS HOUSEHOLD INCOME OF REALTORS®, BY REAL ESTATE EXPERIENCE, 2020
Exhibit 6-16	REAL ESTATE IS PRIMARY SOURCE OF INCOME FOR HOUSEHOLD
Exhibit 6-17	HOMEOWNERSHIP OF REALTORS®, BY AGE
Exhibit 6-19	REAL ESTATE INVESTMENTS OF REALTORS®
Exhibit 6-20	VOTING PATTERN OF REALTORS®
Exhibit 6-20	VOLUNTEERS IN COMMUNITY
Exhibit 6-22	LANGUAGE FLUENCY OF REALTORS®, BY AGE
Exhibit 6-23	COUNTRY OF BIRTH OF REALTORS®, BY AGE
Exhibit 6-23	SELF OR SPOUSE/PARTNER IS ACTIVE MILITARY OR VETERAN
Exhibit 6-18	OWN SECONDARY PROPERTY

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-1

GENDER OF REALTORS®, BY AGE

(Percentage Distribution)

Florida

	All REALTORS®	Age			
		39 or younger	40 to 49	50 to 59	60 or older
Male	33%	40%	38%	29%	32%
Female	65%	58%	60%	68%	67%
Non-binary/third gender	*	*	*	1%	*
Prefer to self-describe	*	*	*	1%	*
Prefer not to say	2%	2%	2%	1%	1%

U.S.

	All REALTORS®	Age			
		39 or younger	40 to 49	50 to 59	60 or older
Male	33%	33%	32%	31%	37%
Female	65	65	67	68	62
Non-binary/third gender	*	*	*	*	*
Prefer to self-describe	*	*	*	*	*
Prefer not to say	2	2	1	1	1

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-2

GENDER OF REALTORS®, BY EXPERIENCE

(Percentage Distribution)

Florida

	All REALTORS®	Real estate experience			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
All REALTORS®					
Male	33%	36%	32%	33%	30%
Female	65%	62%	64%	67%	68%
Non-binary/third gender	*	*	*	*	*
Prefer to self-describe	*	*	1%	*	*
Prefer not to say	2%	2%	3%	1%	1%
Brokers/Broker Associates					
Male	38%	*	40%	41%	35%
Female	61%	*	55%	59%	65%
Non-binary/third gender	*	*	*	*	*
Prefer to self-describe	1%	*	5%	*	*
Prefer not to say	*	*	*	*	*
Sales Agents: Work 40+ hours					
Male	36%	42%	42%	33%	21%
Female	63%	57%	56%	67%	79%
Non-binary/third gender	*	*	*	*	*
Prefer to self-describe	*	*	*	*	*
Prefer not to say	1%	2%	3%	*	*
Sales Agents: Work less than 40 hours					
Male	30%	33%	23%	33%	27%
Female	67%	65%	71%	66%	68%
Non-binary/third gender	*	*	*	*	2%
Prefer to self-describe	*	*	*	*	*
Prefer not to say	3%	3%	5%	2%	3%

U.S.

	All REALTORS®	Real estate experience			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
All REALTORS®					
Male	33%	32%	31%	32%	34%
Female	65	66	66	66	64
Non-binary/third gender	*	*	*	*	*
Prefer to self-describe	*	*	*	*	*
Prefer not to say	2	1	2	1	2
Brokers/Broker Associates					
Male	37%	35%	35%	33%	39%
Female	61	63	63	65	59
Non-binary/third gender	*	*	*	*	*
Prefer to self-describe	*	*	*	*	*
Prefer not to say	2	1	2	1	2
Sales Agents: Work 40+ hours					
Male	33%	36%	32%	35%	28%
Female	65	62	65	62	69
Non-binary/third gender	*	*	*	*	*
Prefer to self-describe	*	*	*	*	*
Prefer not to say	2	1	3	2	2
Sales Agents: Work less than 40 hours					
Male	28%	28%	29%	29%	27%
Female	70	70	69	70	71
Non-binary/third gender	*	*	*	*	*
Prefer to self-describe	*	*	*	*	*
Prefer not to say	2	2	2	1	2

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-3

GENDER OF REALTORS®, BY FUNCTION

(Percentage Distribution)

Florida

	All REALTORS®	Licensed as		Main Function in Firm					
		Brokers/ Broker Associates	Sales Agents	Broker-Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent Appraiser
Male	33%	38%	32%	75%	37%	35%	*	40%	33% 50%
Female	65%	61%	66%	25%	63%	65%	100%	60	65 50%
Non-binary/third gender	*	*	*	*	*	*	*	*	*
Prefer to self-describe	*	1%	*	*	*	*	*	*	*
Prefer not to say	2%	*	2%	*	*	*	*	*	2% *

U.S.

	All REALTORS®	Licensed as		Main Function in Firm					
		Brokers/ Broker Associates	Sales Agents	Broker-Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent Appraiser
Male	33%	37%	31%	57%	46%	33%	19%	34%	31% 61%
Female	65	61	67	43	52	65	79	64	67 37
Non-binary/third gender	*	*	*	*	*	*	*	*	*
Prefer to self-describe	*	*	*	*	*	*	*	*	*
Prefer not to say	2	2	2	*	1	1	2	2	2 2

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-4

AGE OF REALTORS®, 1999-2021

(Percentage Distribution)

Florida

	2021
Under 30 years	5%
30 to 34 years	6
35 to 39 years	6
40 to 44 years	8
45 to 49 years	11
50 to 54 years	12
55 to 59 years	15
60 to 64 years	16
65 years and over	20
Median age	55

U.S.

	1999	2001	2003	2005	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Under 30 years	4%	4%	5%	5%	5%	5%	4%	4%	3%	2%	2%	3%	2%	5%	4%	5%	4%	4%	5%
30 to 34 years	5	6	6	6	6	6	4	5	4	4	4	4	4	6	6	6	6	5	5
35 to 39 years	9	9	9	8	8	8	7	6	5	5	5	5	5	8	8	7	8	8	8
40 to 44 years	12	12	13	12	12	10	9	8	9	9	8	7	7	10	9	8	9	9	10
45 to 49 years	15	14	12	13	14	13	12	12	11	11	10	10	10	12	12	11	11	10	10
50 to 54 years	17	18	16	16	16	15	16	15	15	15	13	16	15	15	15	15	15	14	14
55 to 59 years	15	16	15	16	16	16	15	16	16	16	17	16	16	15	15	16	16	16	15
60 to 64 years	11	10	12	12	13	14	15	16	16	16	16	16	16	14	13	13	14	13	13
65 years and over	13	12	12	13	12	14	17	17	22	22	25	24	25	16	17	20	19	21	20
Median age	52	52	51	52	51	52	54	54	56	56	57	56	57	53	53	54	54	55	54

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-5

AGE OF REALTORS®, BY FUNCTION

(Percentage Distribution)

Florida

	All REALTORS®	Licensed as		Main Function in Firm						
		Brokers/ Broker Associates	Sales Agents	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser
Under 30 years	5%	3%	6%	*	2%	3%	*	0%	5%	*
30 to 34 years	6	2	7	*	2	*	*	0	7	*
35 to 39 years	6	1	8	*	2	3	*	10	7	*
40 to 44 years	8	8	8	*	8	10	*	0	9	*
45 to 49 years	11	9	12	*	8	10	33	20	11	33
50 to 54 years	12	9	13	*	15	3	33	20	12	*
55 to 59 years	15	18	15	75	23	26	*	*	14	33
60 to 64 years	16	16	16	25	15	10	33	20	17	*
65 years and over	20	33	16	*	25	35	*	30	19	33
Median age	55	59	53	58	56	58	52	57	54	55

* Less than one percent

U.S.

	All REALTORS®	Licensed as		Main Function in Firm						
		Brokers/ Broker Associates	Sales Agents	Broker- Owner (without selling)	Broker- Owner (with selling)	Associate Broker	Manager (without selling)	Manager (with selling)	Sales Agent	Appraiser
Under 30 years	5%	3%	6%	*	1%	4%	2%	2%	5%	*
30 to 34 years	5	3	6	*	1	4	4	2	6	1
35 to 39 years	8	6	9	1	5	7	8	7	9	1
40 to 44 years	10	7	11	*	5	9	1	9	10	8
45 to 49 years	10	9	10	12	9	9	8	11	10	11
50 to 54 years	14	13	14	12	15	13	25	19	14	16
55 to 59 years	15	16	15	19	19	16	7	13	15	14
60 to 64 years	13	14	12	10	15	15	22	15	13	13
65 years and over	20	28	16	46	31	24	24	22	18	36
Median age	54	57	52	63	58	56	58	55	53	59

* Less than one percent

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-6

AGE OF REALTORS®, BY REAL ESTATE EXPERIENCE

(Percentage Distribution)

Florida

	All REALTORS®	Real estate experience			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Under 30 years	5%	14%	4%	2%	*
30 to 34 years	6	10	7	6	*
35 to 39 years	6	11	14	3	1
40 to 44 years	8	10	19	6	3
45 to 49 years	11	14	17	11	6
50 to 54 years	12	13	13	12	9
55 to 59 years	15	15	12	17	17
60 to 64 years	16	9	11	21	22
65 years and over	20	4	3	23	42
Median age	55	46	47	58	63

* Less than one percent

NA- Not Applicable

U.S.

	All REALTORS®	Real estate experience			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Under 30 years	5%	14%	4%	1%	*
30 to 34 years	5	11	9	4	*
35 to 39 years	8	14	15	8	1
40 to 44 years	10	14	14	10	3
45 to 49 years	10	12	15	11	5
50 to 54 years	14	14	15	17	12
55 to 59 years	15	12	14	19	16
60 to 64 years	13	6	8	16	19
65 years and over	20	3	6	16	44
Median age	54	44	47	55	63

NA- Not Applicable

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-7

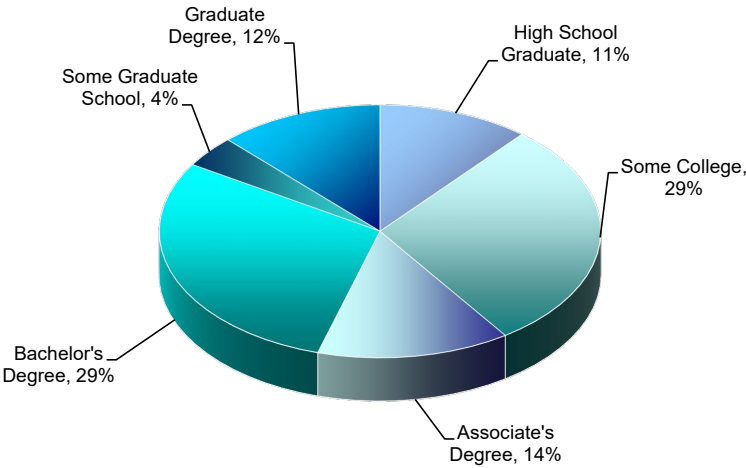
FORMAL EDUCATION OF REALTORS®

(Percentage Distribution)

Florida

All REALTORS®	
High School Graduate	11%
Some College	29%
Associate's Degree	14%
Bachelor's Degree	29%
Some Graduate School	4%
Graduate Degree	12%

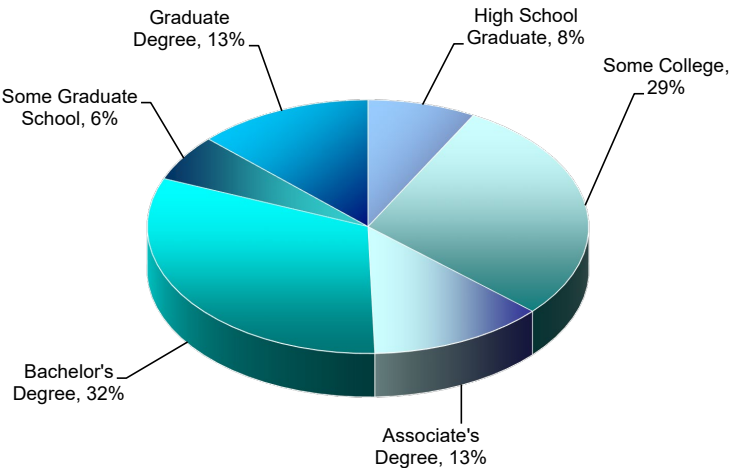
FORMAL EDUCATION OF REALTORS®
(Percentage Distribution)



U.S.

All REALTORS®	
High School Graduate	8%
Some College	29%
Associate's Degree	13%
Bachelor's Degree	32%
Some Graduate School	6%
Graduate Degree	13%

FORMAL EDUCATION OF REALTORS®
(Percentage Distribution)



DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-8

PRIOR FULL-TIME CAREERS OF REALTORS®

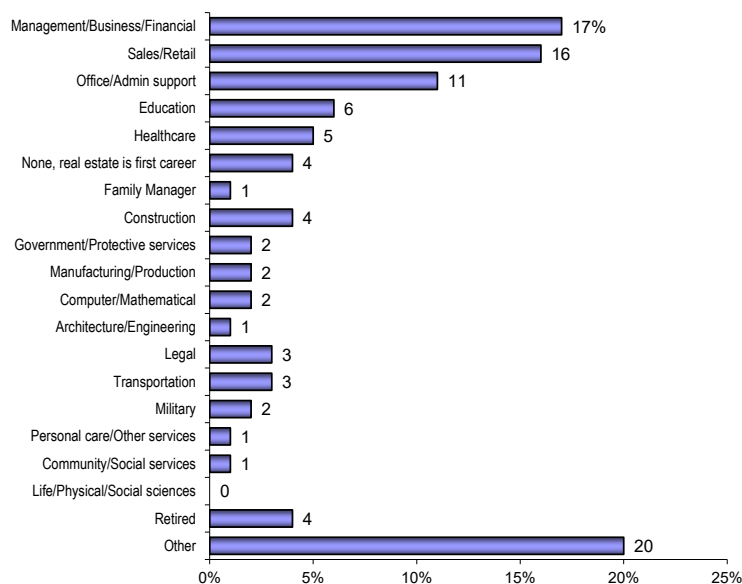
(Percentage Distribution)

Florida

Management/Business/Financial	17%
Sales/Retail	16
Office/Admin support	11
Education	6
Healthcare	5
None, real estate is first career	4
Family Manager	1
Construction	4
Government/Protective services	2
Manufacturing/Production	2
Computer/Mathematical	2
Architecture/Engineering	1
Legal	3
Transportation	3
Military	2
Personal care/Other services	1
Community/Social services	1
Life/Physical/Social sciences	*
Retired	4
Other	20

PRIOR FULL-TIME CAREERS OF REALTORS®

(Percentage Distribution)



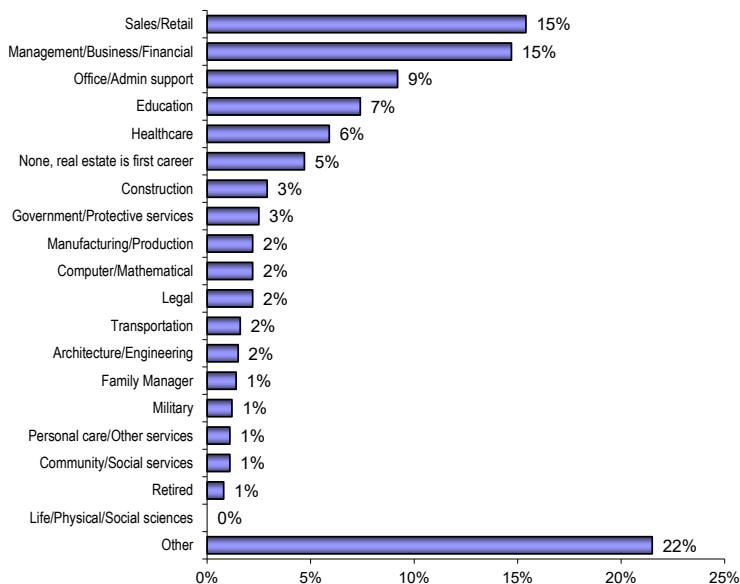
* Less than one percent

U.S.

Sales/Retail	15%
Management/Business/Financial	15
Office/Admin support	9
Education	7
Healthcare	6
None, real estate is first career	5
Construction	3
Government/Protective services	3
Manufacturing/Production	2
Computer/Mathematical	2
Legal	2
Transportation	2
Architecture/Engineering	2
Family Manager	1
Military	1
Personal care/Other services	1
Community/Social services	1
Retired	1
Life/Physical/Social sciences	*
Other	22

PRIOR FULL-TIME CAREERS OF REALTORS®

(Percentage Distribution)



* Less than one percent

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-9

PRIOR FULL-TIME CAREER OF REALTORS®, BY REAL ESTATE EXPERIENCE

(Percentage Distribution)

Florida

	All REALTORS®	Real estate experience			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Management/Business/Financial	17%	13%	16%	21%	20%
Sales/Retail	16	17	11	16	16
Office/Admin support	11	10	9	9	13
Education	6	5	9	9	3
None, real estate is first career	*	1	1	*	*
Family Manager	1	1	1	1	2
Healthcare	5	5	4	4	5
Construction	4	4	3	3	3
Computer/Mathematical	2	2	1	4	2
Manufacturing/Production	2	1	2	2	3
Government/Protective services	2	3	3	1	1
Architecture/Engineering	1	1	4	1	*
Legal	3	4	5	3	1
Transportation	3	3	3	5	2
Military	2	2	3	*	2
Personal care/Other services	1	1	2	1	1
Community/Social services	1	1	1	*	1
Life/Physical/Social sciences	*	1	*	1	*
Retired	4	2	3	3	6
Other	20	24	21	17	17

* Less than one percent

U.S.

	All REALTORS®	Real estate experience			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Sales/Retail	15%	17%	14%	16%	15%
Management/Business/Financial	15	14	15	16	14
Office/Admin support	9	8	9	9	10
Education	7	8	9	7	6
Healthcare	6	9	6	5	4
None, real estate is first career	5	2	1	4	9
Construction	3	3	3	3	3
Government/Protective services	3	3	3	2	2
Manufacturing/Production	2	2	2	2	3
Computer/Mathematical	2	2	2	3	2
Legal	2	2	3	2	2
Transportation	2	2	2	2	1
Architecture/Engineering	2	1	2	2	1
Family Manager	1	1	1	2	1
Military	1	1	1	1	1
Personal care/Other services	1	1	2	1	1
Community/Social services	1	1	1	1	1
Retired	1	1	1	1	1
Life/Physical/Social sciences	*	*	1	*	*
Other	22	21	22	21	22

* Less than one percent

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-10

REAL ESTATE IS ONLY OCCUPATION

(Percent "Yes")

Florida

	All REALTORS®	Real estate experience			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Yes, now and pre-Covid	62%	36%	64%	73%	79%
Was pre-Covid, is not now	4	4	6	1	4
Yes, now is, had another source pre- Covid	12	28	5	6	3
No, has never been	22	32	25	19	14

U.S.

	All REALTORS®	Real estate experience			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
Yes, now and pre-Covid	64%	34%	62%	75%	81%
Was pre-Covid, is not now	3	3	4	2	3
Yes, now is, had another source pre- Covid	11	26	7	6	4
No, has never been	22	36	27	17	13

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

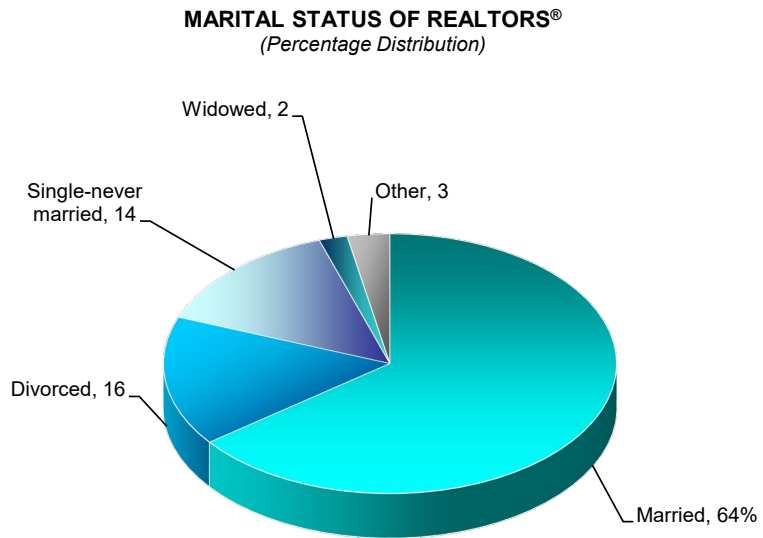
Exhibit 6-11

MARITAL STATUS OF REALTORS®

(Percentage Distribution)

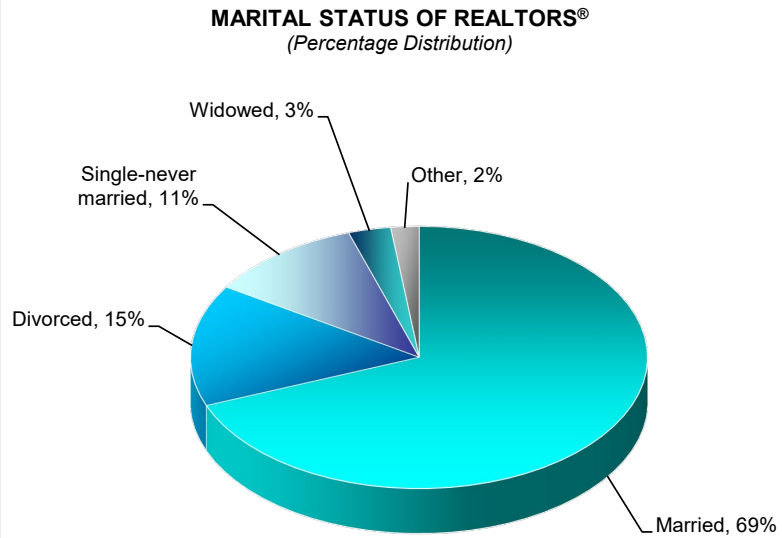
Florida

	All REALTORS®
Married	64%
Divorced	16
Single-never married	14
Widowed	2
Other	3



U.S.

	All REALTORS®
Married	69%
Divorced	15%
Single-never married	11%
Widowed	3%
Other	2%



DEMOGRAPHIC CHARACTERISTICS OF REALTORS[®]

Exhibit 6-12

SIZE OF REALTOR[®] HOUSEHOLDS, BY AGE

(Percentage Distribution)

Florida

	All REALTORS [®]	Age			
		39 or younger	40 to 49	50 to 59	60 or older
1 adult	20%	13%	14%	27%	24%
2 adults	58	59	59	52	64
3 adults	14	15	18	15	10
4 adults	4	6	9	3	1
5 or more adults	3	7	1	3	1
Median (adults)	2	2	2	2	2
0 children	69%	39%	34%	80%	94%
1 child	15	27	31	13	2
2 children	10	17	27	6	2
3 children	4	10	5	2	1
4 or more childrer	2	7	3	*	*
Median (children)	*	1	1	*	*

U.S.

	All REALTORS [®]	Age			
		39 or younger	40 to 49	50 to 59	60 or older
1 adult	21%	15%	18%	23%	24%
2 adults	60	70	60	52	61
3 adults	13	8	16	17	11
4 adults	5	5	5	7	3
5 or more adults	2	2	1	2	1
Median (adults)	2	2	2	2	2
0 children	67%	39%	34%	74%	95%
1 child	14	20	25	16	3
2 children	12	24	27	8	2
3 children	5	12	9	2	*
4 or more childrer	2	5	5	*	*
Median (children)	*	1	1	*	*

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-13

RACIAL AND ETHNIC DISTRIBUTION OF REALTORS®, BY REAL ESTATE EXPERIENCE

(Percentage of Respondents)

Florida

	All REALTORS®	Real estate experience			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
White	69%	51%	61%	78%	85%
Hispanic/Latino	20	29	32	15	9
Black/African American	7	15	8	3	3
Asian/Pacific Islander	2	5	2	1	1
American Indian/Eskimo/Aleut	1	1	1	1	*
Other	3	3	4	4	3

Note: Respondent could choose more than one racial or ethnic category.

U.S.

	All REALTORS®	Real estate experience			
		2 years or less	3 to 5 years	6 to 15 years	16 years or more
White	78%	71%	75%	79%	83%
Hispanic/Latino	9	13	11	9	6
Black/African American	7	10	8	5	5
Asian/Pacific Islander	6	7	7	6	4
American Indian/Eskimo/Aleut	1	1	2	1	1
Other	3	3	2	3	3

Note: Respondent could choose more than one racial or ethnic category.

* Less than one percent

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-14

RACIAL AND ETHNIC DISTRIBUTION OF REALTORS®, BY AGE

(Percentage of Respondents)

Florida

	All REALTORS®	Age			
		39 or younger	40 to 49	50 to 59	60 or older
White	69%	49%	54%	73%	85%
Hispanic/Latino	20	33	39	16	7
Black/African American	7	18	6	7	4
Asian/Pacific Islander	2	6	4	1	1
American Indian/Eskimo/Aleut	1	*	1	1	*
Other	3	1	3	5	3

Note: Respondent could choose more than one racial or ethnic category.

U.S.

	All REALTORS®	Age			
		39 or younger	40 to 49	50 to 59	60 or older
White	78%	71%	70%	78%	86%
Hispanic/Latino	9	14	15	9	4
Black/African American	7	9	8	7	4
Asian/Pacific Islander	6	7	8	5	5
American Indian/Eskimo/Aleut	1	2	1	1	1
Other	3	2	3	4	2

Note: Respondent could choose more than one racial or ethnic category.

* Less than one percent

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-15

GROSS HOUSEHOLD INCOME OF REALTORS®, BY REAL ESTATE EXPERIENCE, 2020

(Percentage Distribution)

Florida

	All REALTORS®	Licensed as		Real estate experience			
		Brokers/ Broker Associates	Sales Agents	2 years or less	3 to 5 years	6 to 15 years	16 years or more
Less than \$10,000	4%	2%	4%	8%	3%	3%	2%
\$10,000 to \$24,999	6	6	6	9	5	4	5
\$25,000 to \$34,999	7	3	8	9	6	7	4
\$35,000 to \$49,999	8	4	9	11	9	2	8
\$50,000 to \$74,999	15	13	16	17	14	12	17
\$75,000 to \$99,999	14	11	15	13	14	16	14
\$100,000 to \$149,999	22	23	22	18	28	28	17
\$150,000 to \$199,999	9	13	8	6	10	10	11
\$200,000 to \$249,999	7	11	5	5	3	8	10
\$250,000 or more	9	16	7	4	9	8	15
Median	\$92,900	\$123,900	\$86,700	\$69,100	\$98,200	\$110,700	\$100,000

* Less than one percent

U.S.

	All REALTORS®	Licensed as		Real estate experience			
		Brokers/ Broker Associates	Sales Agents	2 years or less	3 to 5 years	6 to 15 years	16 years or more
Less than \$10,000	3%	1%	3%	6%	2%	2%	1%
\$10,000 to \$24,999	4	3	4	7	3	2	2
\$25,000 to \$34,999	4	3	4	7	4	3	2
\$35,000 to \$49,999	7	5	8	9	8	6	6
\$50,000 to \$74,999	12	11	13	17	11	10	12
\$75,000 to \$99,999	14	12	14	13	16	13	13
\$100,000 to \$149,999	21	20	21	20	22	22	19
\$150,000 to \$199,999	13	14	13	11	14	15	14
\$200,000 to \$249,999	9	11	8	6	8	11	12
\$250,000 or more	14	19	12	6	13	17	18
Median	\$116,700	\$137,500	\$109,500	\$82,700	\$113,600	\$131,800	\$136,800

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-16

REAL ESTATE IS PRIMARY SOURCE OF INCOME FOR HOUSEHOLD

(Percent "Yes")

Florida

	All REALTORS®	Licensed as		Real estate experience			
		Brokers/ Broker Associates	Sales Agents	2 years or less	3 to 5 years	6 to 15 years	16 years or more
All REALTORS®	44%	55%	41%	31%	38%	50%	56%
Work less than 40 hours per week	29	35	27	20	19	35	42
Work 40 hours or more per week	65	75	65	51	66	72	78

U.S.

	All REALTORS®	Licensed as		Real estate experience			
		Brokers/ Broker Associates	Sales Agents	2 years or less	3 to 5 years	6 to 15 years	16 years or more
All REALTORS®	46%	55%	41%	29%	39%	51%	58%
Work less than 40 hours per week	27	32	24	16	24	29	38
Work 40 hours or more per week	67	72	63	52	58	70	76

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-17

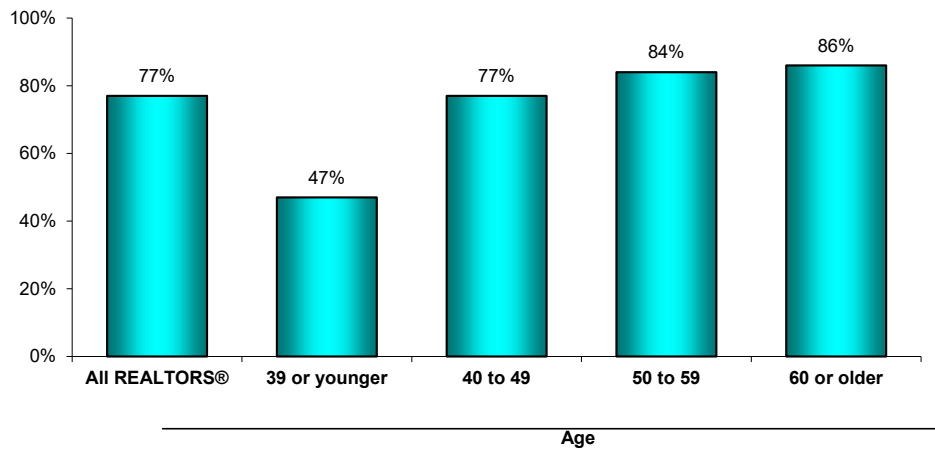
HOMEOWNERSHIP OF REALTORS®, BY AGE

(Percent "Own Primary Residence")

Florida

	All REALTORS®	Age			
		39 or younger	40 to 49	50 to 59	60 or older
Own Home	77%	47%	77%	84%	86%

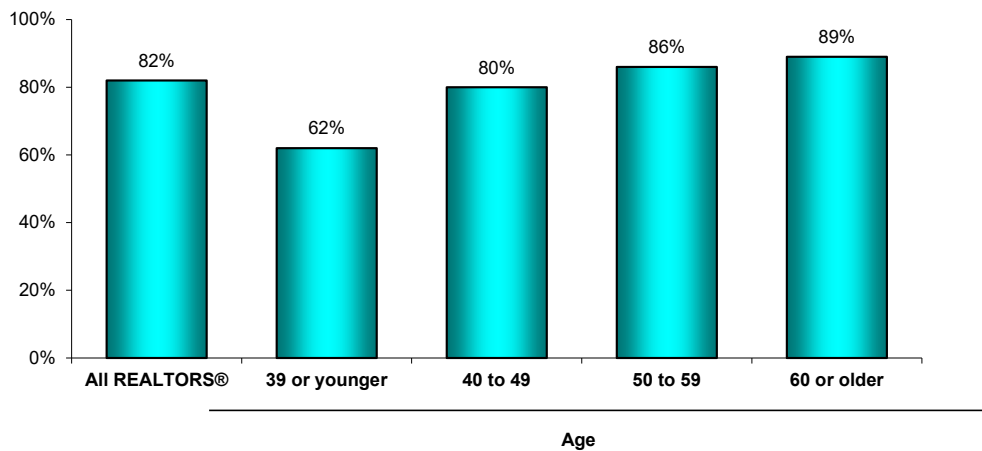
HOME OWNERSHIP RATE BY REAL ESTATE EXPERIENCE



U.S.

	All REALTORS®	Age			
		39 or younger	40 to 49	50 to 59	60 or older
Own Home	82%	62%	80%	86%	89%

HOME OWNERSHIP RATE BY REAL ESTATE EXPERIENCE



DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

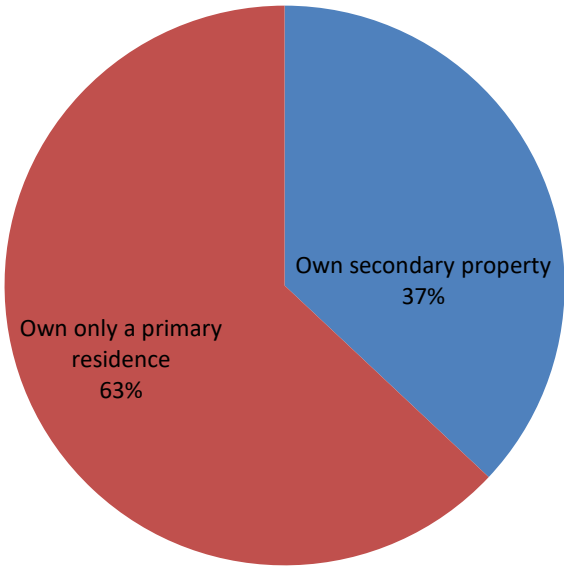
Exhibit 6-18
OWN SECONDARY PROPERTY
(Percentage Distribution)

Florida

Own secondary property	37%
Own only a primary residence	63%

U.S.

Own secondary property	37%
Own only a primary residence	63%



DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-19

REAL ESTATE INVESTMENTS OF REALTORS®

(Percentage Distribution)

Florida

All REALTORS®

Vacation Homes	
None	72%
One	24
Two	3
Three or more	1
Residential Properties (except primary residence and vacation homes)	
None	38%
One	33
Two	13
Three or more	16
Commercial Properties	
None	83%
One	12
Two	2
Three or more	3

U.S.

All REALTORS®

Vacation Homes	
None	73%
One	24
Two	3
Three or more	*
Residential Properties (except primary residence and vacation homes)	
None	30%
One	33
Two	14
Three or more	23
Commercial Properties	
None	81%
One	12
Two	2
Three or more	5

* Less than one percent

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-20

VOTING PATTERN OF REALTORS®

(Percent "Yes")

Florida

Registered to vote	93%
Voted in last national election	90
Voted in last local election	78

U.S.

Registered to vote	95%
Voted in last national election	92
Voted in last local election	85

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-21

VOLUNTEERS IN COMMUNITY, BY AGE

(Percentage Distribution)

Florida

		Age			
	All REALTORS®	39 or younger	40 to 49	50 to 59	60 or older
Volunteers	56%	50%	56%	59%	56%

U.S.

		Age			
	All REALTORS®	39 or younger	40 to 49	50 to 59	60 or older
Volunteers	66%	61%	70%	69%	63%

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-22

LANGUAGE FLUENCY OF REALTORS®, BY AGE

(Percentage Distribution)

Florida

	All REALTORS®	Age			
		39 or younger	40 to 49	50 to 59	60 or older
Fluent only in English	72%	65%	54%	71%	84%
Fluent in other languages	28	35	46	29	16

U.S.

	All REALTORS®	Age			
		39 or younger	40 to 49	50 to 59	60 or older
Fluent only in English	82%	77%	77%	82%	87%
Fluent in other languages	18	23	23	18	13

Spanish	47%
French	7
Chinese (includes Mandarin)	6
Italian	3
Arabic	3

DEMOGRAPHIC CHARACTERISTICS OF REALTORS[®]

Exhibit 6-23

COUNTRY OF BIRTH OF REALTORS[®], BY AGE

(Percentage Distribution)

Florida

		Age			
	All REALTORS [®]	39 or younger	40 to 49	50 to 59	60 or older
U.S.	76%	79%	60%	77%	83%
Outside U.S.	24	21	40	23	17

U.S.

		Age			
	All REALTORS [®]	39 or younger	40 to 49	50 to 59	60 or older
U.S.	86%	86%	81%	86%	89%
Outside U.S.	14	14	19	14	11

DEMOGRAPHIC CHARACTERISTICS OF REALTORS®

Exhibit 6-24

SELF OR SPOUSE/PARTNER IS ACTIVE MILITARY OR VETERAN

(Percentage Distribution)

Florida

An active-duty service member	1%
A veteran	13%
Neither	86%

U.S.

An active-duty service member	1%
A veteran	12%
Neither	88%

