



BOMA BC

**SURVEY RESULTS:
MEMBERS'
PRIORITIES
2018**

**DEVELOPED, HOSTED
AND PREPARED
BY
TURNLEAF
CONSULTING INC.**

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BOMA BC: MEMBER SURVEY REPORT, 2018

Contents

BACKGROUND	3
SURVEY CONTENT	3
SURVEY METHODOLOGY	5
Format	5
Style	5
Data calculation	5
Timing	6
SURVEY RESULTS	6
Number of respondents.....	6
Numbers of respondents by category, asset allocation and years of membership	6
Ranking of priorities.....	6
Respondents' Comments.....	32
SURVEY INTERPRETATIONS	34
Government Affairs	34
Education & Research.....	34
Social Events	35
Programs & Services	35

Background

Under contract with BOMA BC, TurnLeaf Consulting Inc. undertook a survey of the BOMA BC membership to rank their priorities amongst the existing and potential BOMA service offerings. The intent of the survey is to ensure alignment of focus, identify gaps and opportunities and subsequently develop strategies and programs for the membership to ensure BOMA BC is addressing their membership's current and future needs.

The survey was published online and emailed to all BOMA BC members during July and August 2018, from the BOMA BC email system.

Survey Content

The survey comprised 18 questions/topics relating to BOMA BC's service offerings. Additional demographic qualifier questions were posed at the onset of the survey in order to further classify respondents according to the following criteria:

1. Please indicate your category of BOMA BC membership:

- Real Estate member (a further drop down with the following three options opened for respondents that selected this demographic qualifier)
 - Own or manage primarily pension-fund owned buildings
 - Own or manage primarily private-owned buildings
 - Own or manage primarily public-owned buildings
- Business member (provides products or services to the commercial real estate industry)

2. How long has your organization been a member of BOMA BC?:

- 1-3 years
- 4-10 years
- more than 10 years

Two additional questions were asked of respondents for added interest (select only three):

1. Why did your organization join BOMA BC? *Select your top three reasons:*

- For networking and social events (*e.g. luncheons, golf tournament, boat cruise, ski day*)
- To attend educational events (*e.g. seminars, building operator sessions*)

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- To show support for BOMA's advocacy with provincial and municipal governments about our industry's issues
 - To support and participate in energy and environmental initiatives for the industry (*e.g. BOMA BEST, Energy Manager Program Assistance*)
 - To get access to research about the commercial real estate industry (*e.g. labour market study, best practices*)
 - To get member pricing for building services (*e.g. Urban Impact – waste and recycling; Cascades – paper; PUMA – energy monitoring and measuring*)
 - Other (*please list*)
2. If you are a member of NAIOP or UDI, please tell us: what's one thing you get from these associations that you feel BOMA is lacking?

Following is the list of topics that members were asked to rank with their level of priority:

Government Affairs

1. Provincial lobbying on taxation issues that affect the commercial real estate industry.
2. Municipal lobbying on permits for building retrofits and renovations.
3. Government lobbying on environmental standards that affect the commercial real estate industry.
4. Government (bodies') lobbying on real estate licensing and ongoing training requirements.
5. Securing government funding and incentives for building energy upgrades.
6. Government lobbying on building codes that affect the commercial real estate industry.
7. Committees for BOMA members' inclusion in government relations/lobbying efforts.

Education & Research

8. Educational seminars (*e.g. Earthquake Preparedness, Developing a Telecom & Technology Strategy*).
9. Lunch & Learn sessions for building operators.
10. Research and reporting on issues affecting the commercial real estate industry (*e.g. labour gaps, training gaps, etc.*).
11. Presentation of new and emerging technologies specific to the commercial real estate industry.
12. Committees for BOMA members' inclusion in planning education sessions.

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Social Events

13. Networking luncheons with keynote speakers
14. Other social events (*e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon*)
15. Committees for BOMA members' inclusion in developing social events.

Programs & Services

16. Environmental certification (*e.g. BOMA BEST*)
17. Energy management services (*e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)*)
18. Umbrella contracts for building services (*e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.*)

Survey Methodology

Format

The survey format was online, developed to be accessible and adaptable for large and small devices (smart-phone friendly). It was hosted on the URL: www.turnleaf.ca/boma/membership.

Style

The survey style was a Likert 5-point scale, whereby respondents were asked to assign each topic a qualitative value, aligned to their 'level of priority' for that topic. An example is shown below:

Please rank the topics below with a level of priority:

1. Provincial lobbying on taxation issues that affect the commercial real estate industry.

Very high priority High priority Medium priority Low priority Not a priority

Data calculation

The survey data was calculated by assigning a quantitative value to each level of importance, whereby Very high priority = 5, High priority = 4, Medium priority = 3, Low priority = 2, and Not a priority = 1; thus resulting in a cumulative average score, calculated from all respondents, between 1-5 for each topic. For ease of comparison, these scores are then converted into percentages (which are displayed in charts within the results section).

BOMA BC: MEMBER SURVEY REPORT, 2018

Timing

The survey was online for 31 days. It was launched on July 20, 2018 and was closed on August 20, 2018. During this period, it was emailed to all BOMA BC members on three occasions.

Survey Results

Number of respondents

The survey captured a total of **79 respondents**. This represents a 13% response rate (stemming from a membership database of 600 members).

Numbers of respondents by category, asset allocation and years of membership

Of the 79 survey respondents:

- 40 selected 'real estate member'
- 36 selected 'business member'
- 3 made no selection

- 12 of the respondents indicated they have been members for 1-3 years
- 16 of the respondents indicated they have been members for 4-10 years
- 52 of the respondents indicated they have been members for over 10 years

The 40 respondents who selected 'real estate member', further described their assets as follows:

- 10 of the respondents 'own or manage predominantly pension-fund owned buildings'
- 19 of the respondents 'own or manage predominantly privately owned buildings'
- 4 of the respondents 'own or manage predominantly publicly owned buildings'
- 7 respondent did not qualify their asset allocation

Ranking of priorities

The following pages display the results for each topic, displayed in order, according to their priority ranking. The first chart displays the results for all survey respondents, followed by the distinct results for each key demographic sub-set.

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

BOMA BC: All Members rankings of priorities (79 respondents)



BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

BOMA BC: Business Members rankings of priorities (36 respondents)



BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

BOMA BC: Real Estate Members rankings of priorities (40 respondents)



BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

BOMA BC: Pension Fund owned buildings rankings of priorities (10 respondents)



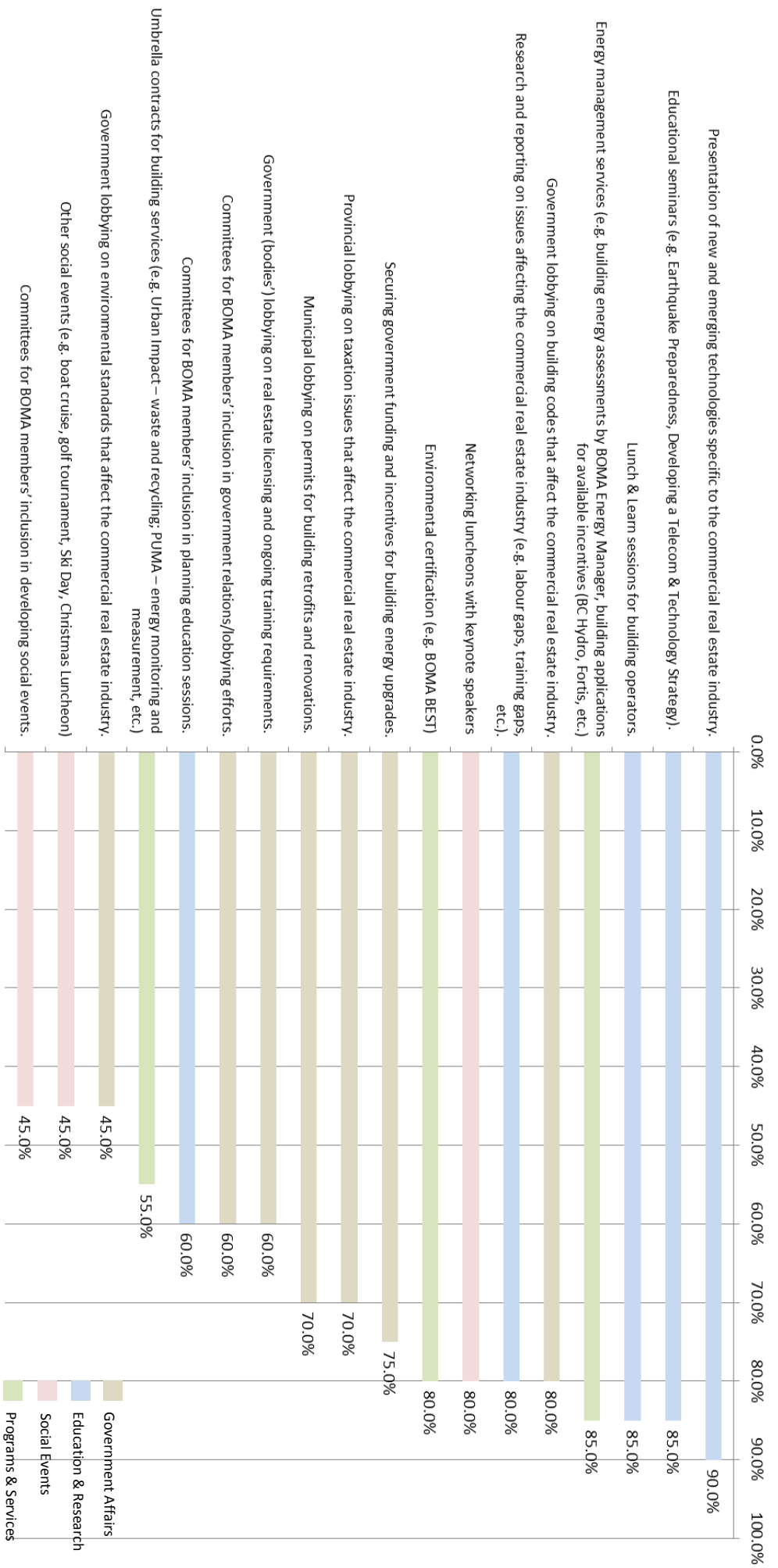
BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

BOMA BC: Private Owned buildings rankings of priorities (19 respondents)



BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

BOMA BC: Public Owned buildings rankings of priorities (4 respondents)



BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

The charts below display further survey results, delineated by years of membership, combined with categories of membership. Questions have been sorted by highest to lowest priority score.

-
 Government Affairs
-
 Education & Research
-
 Social Events
-
 Programs & Services

BOMA all members 1-3 years (12 respondents)

Networking luncheons with keynote speakers	76.4%
Presentation of new and emerging technologies specific to the commercial real estate industry.	74.5%
Lunch & Learn sessions for building operators.	72.7%
Educational seminars (<i>e.g. Earthquake Preparedness, Developing a Telecom & Technology Strategy</i>).	67.3%
Committees for BOMA members' inclusion in planning education sessions.	66.0%
Umbrella contracts for building services (<i>e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.</i>)	65.0%
Energy management services (<i>e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	63.3%
Research and reporting on issues affecting the commercial real estate industry (<i>e.g. labour gaps, training gaps, etc.</i>).	62.0%
Government lobbying on building codes that affect the commercial real estate industry.	60.0%
Environmental certification (<i>e.g. BOMA BEST</i>)	60.0%
Government lobbying on environmental standards that affect the commercial real estate industry.	56.7%
Securing government funding and incentives for building energy upgrades.	55.0%
Committees for BOMA members' inclusion in developing social events.	55.0%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	53.3%
Municipal lobbying on permits for building retrofits and renovations.	53.3%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	53.3%
Other social events (<i>e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon</i>)	53.3%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	46.7%

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

BOMA all members 4-10 years (16 respondents)

Environmental certification (e.g. BOMA BEST)	78.8%
Networking luncheons with keynote speakers	77.5%
Lunch & Learn sessions for building operators.	76.3%
Presentation of new and emerging technologies specific to the commercial real estate industry.	75.0%
Other social events (e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon)	71.3%
Energy management services (e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)	71.3%
Securing government funding and incentives for building energy upgrades.	70.7%
Educational seminars (e.g. Earthquake Preparedness, Developing a Telecom & Technology Strategy).	70.0%
Research and reporting on issues affecting the commercial real estate industry (e.g. labour gaps, training gaps, etc.).	68.0%
Umbrella contracts for building services (e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.)	67.5%
Government lobbying on building codes that affect the commercial real estate industry.	66.3%
Committees for BOMA members' inclusion in planning education sessions.	66.3%
Government lobbying on environmental standards that affect the commercial real estate industry.	65.0%
Committees for BOMA members' inclusion in developing social events.	65.0%
Municipal lobbying on permits for building retrofits and renovations.	62.9%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	62.7%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	54.7%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	49.3%

BOMA all members over 10 years (52 respondents)

Networking luncheons with keynote speakers	78.4%
Government lobbying on building codes that affect the commercial real estate industry.	76.1%
Municipal lobbying on permits for building retrofits and renovations.	75.8%
Educational seminars (e.g. Earthquake Preparedness, Developing a Telecom & Technology Strategy).	75.7%
Presentation of new and emerging technologies specific to the commercial real estate industry.	75.3%
Government lobbying on environmental standards that affect the commercial real estate industry.	73.7%

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

Environmental certification (<i>e.g. BOMA BEST</i>)	71.4%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	70.8%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	70.6%
Research and reporting on issues affecting the commercial real estate industry (<i>e.g. labour gaps, training gaps, etc.</i>).	70.0%
Other social events (<i>e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon</i>)	69.8%
Lunch & Learn sessions for building operators.	69.6%
Committees for BOMA members' inclusion in planning education sessions.	67.8%
Energy management services (<i>e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	67.2%
Committees for BOMA members' inclusion in developing social events.	66.8%
Securing government funding and incentives for building energy upgrades.	66.7%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	62.7%
Umbrella contracts for building services (<i>e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.</i>)	56.0%

BOMA Business members 1-3 years (8 respondents)

Networking luncheons with keynote speakers	82.9%
Presentation of new and emerging technologies specific to the commercial real estate industry.	77.1%
Lunch & Learn sessions for building operators.	74.3%
Committees for BOMA members' inclusion in developing social events.	65.0%
Committees for BOMA members' inclusion in planning education sessions.	63.3%
Educational seminars (<i>e.g. Earthquake Preparedness, Developing a Telecom & Technology Strategy</i>).	62.9%
Energy management services (<i>e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	62.5%
Environmental certification (<i>e.g. BOMA BEST</i>)	60.0%
Umbrella contracts for building services (<i>e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.</i>)	60.0%
Other social events (<i>e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon</i>)	57.5%
Research and reporting on issues affecting the commercial real estate industry (<i>e.g. labour gaps, training gaps, etc.</i>).	56.7%
Government lobbying on environmental standards that affect the commercial real estate industry.	52.5%
Government lobbying on building codes that affect the commercial real estate industry.	52.5%

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

Securing government funding and incentives for building energy upgrades.	50.0%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	47.5%
Municipal lobbying on permits for building retrofits and renovations.	42.5%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	37.5%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	37.5%

BOMA Business members 4-10 years (12 respondents)

Networking luncheons with keynote speakers	81.7%
Other social events (e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon)	80.0%
Lunch & Learn sessions for building operators.	76.7%
Presentation of new and emerging technologies specific to the commercial real estate industry.	76.7%
Environmental certification (e.g. BOMA BEST)	76.7%
Committees for BOMA members' inclusion in developing social events.	70.0%
Educational seminars (e.g. Earthquake Preparedness, Developing a Telecom & Technology Strategy).	68.3%
Energy management services (e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)	68.3%
Umbrella contracts for building services (e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.)	68.3%
Committees for BOMA members' inclusion in planning education sessions.	66.7%
Research and reporting on issues affecting the commercial real estate industry (e.g. labour gaps, training gaps, etc.).	65.5%
Government lobbying on environmental standards that affect the commercial real estate industry.	65.0%
Government lobbying on building codes that affect the commercial real estate industry.	65.0%
Securing government funding and incentives for building energy upgrades.	63.6%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	61.8%
Municipal lobbying on permits for building retrofits and renovations.	60.0%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	45.5%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	43.6%

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

BOMA Business members over 10 years (18 respondents)

Networking luncheons with keynote speakers	82.2%
Other social events (e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon)	78.9%
Educational seminars (e.g. Earthquake Preparedness, Developing a Telecom & Technology Strategy).	76.7%
Presentation of new and emerging technologies specific to the commercial real estate industry.	74.4%
Committees for BOMA members' inclusion in developing social events.	73.3%
Lunch & Learn sessions for building operators.	71.8%
Committees for BOMA members' inclusion in planning education sessions.	71.1%
Government lobbying on building codes that affect the commercial real estate industry.	68.9%
Government lobbying on environmental standards that affect the commercial real estate industry.	65.6%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	63.3%
Research and reporting on issues affecting the commercial real estate industry (e.g. labour gaps, training gaps, etc.).	62.2%
Securing government funding and incentives for building energy upgrades.	61.1%
Environmental certification (e.g. BOMA BEST)	61.1%
Municipal lobbying on permits for building retrofits and renovations.	58.9%
Energy management services (e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.))	58.9%
Umbrella contracts for building services (e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.)	56.5%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	54.4%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	46.7%

BOMA Real Estate members 1-3 years (4 respondents)

Provincial lobbying on taxation issues that affect the commercial real estate industry.	85%
Municipal lobbying on permits for building retrofits and renovations.	75%
Government lobbying on building codes that affect the commercial real estate industry.	75%
Educational seminars (e.g. Earthquake Preparedness, Developing a Telecom & Technology Strategy).	75%
Umbrella contracts for building services (e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.)	75%
Lunch & Learn sessions for building operators.	70%

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

Research and reporting on issues affecting the commercial real estate industry (<i>e.g. labour gaps, training gaps, etc.</i>).	70%
Presentation of new and emerging technologies specific to the commercial real estate industry.	70%
Committees for BOMA members' inclusion in planning education sessions.	70%
Government lobbying on environmental standards that affect the commercial real estate industry.	65%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	65%
Securing government funding and incentives for building energy upgrades.	65%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	65%
Networking luncheons with keynote speakers	65%
Energy management services (<i>e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	65%
Environmental certification (<i>e.g. BOMA BEST</i>)	60%
Other social events (<i>e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon</i>)	45%
Committees for BOMA members' inclusion in developing social events.	35%

BOMA Real Estate members 4-10 years (4 respondents)

Securing government funding and incentives for building energy upgrades.	90.0%
Environmental certification (<i>e.g. BOMA BEST</i>)	85.0%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	80.0%
Energy management services (<i>e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	80.0%
Educational seminars (<i>e.g. Earthquake Preparedness, Developing a Telecom & Technology Strategy</i>).	75.0%
Lunch & Learn sessions for building operators.	75.0%
Research and reporting on issues affecting the commercial real estate industry (<i>e.g. labour gaps, training gaps, etc.</i>).	75.0%
Municipal lobbying on permits for building retrofits and renovations.	70.0%
Government lobbying on building codes that affect the commercial real estate industry.	70.0%
Presentation of new and emerging technologies specific to the commercial real estate industry.	70.0%
Government lobbying on environmental standards that affect the commercial real estate industry.	65.0%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	65.0%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	65.0%

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

Committees for BOMA members' inclusion in planning education sessions.	65.0%
Networking luncheons with keynote speakers	65.0%
Umbrella contracts for building services (e.g. <i>Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.</i>)	65.0%
Committees for BOMA members' inclusion in developing social events.	50.0%
Other social events (e.g. <i>boat cruise, golf tournament, Ski Day, Christmas Luncheon</i>)	45.0%
BOMA Real Estate members over 10 years (32 respondents)	
Municipal lobbying on permits for building retrofits and renovations.	85.6%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	81.3%
Government lobbying on building codes that affect the commercial real estate industry.	80.6%
Government lobbying on environmental standards that affect the commercial real estate industry.	78.8%
Environmental certification (e.g. <i>BOMA BEST</i>)	77.5%
Networking luncheons with keynote speakers	76.1%
Presentation of new and emerging technologies specific to the commercial real estate industry.	75.5%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	75.0%
Educational seminars (e.g. <i>Earthquake Preparedness, Developing a Telecom & Technology Strategy</i>).	74.8%
Research and reporting on issues affecting the commercial real estate industry (e.g. <i>labour gaps, training gaps, etc.</i>).	74.0%
Energy management services (e.g. <i>building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	72.3%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	71.9%
Securing government funding and incentives for building energy upgrades.	70.0%
Lunch & Learn sessions for building operators.	68.4%
Committees for BOMA members' inclusion in planning education sessions.	65.8%
Other social events (e.g. <i>boat cruise, golf tournament, Ski Day, Christmas Luncheon</i>)	62.6%
Committees for BOMA members' inclusion in developing social events.	61.9%
Umbrella contracts for building services (e.g. <i>Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.</i>)	55.6%

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

BOMA Real Estate - Pension Funds 1-3 years (0 respondents)

BOMA Real Estate - Pension Funds 4-10 years (0 respondents)

BOMA Real Estate - Pension Funds over 10 years (10 respondents)

Municipal lobbying on permits for building retrofits and renovations.	92.0%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	90.0%
Environmental certification (e.g. BOMA BEST)	88.0%
Government lobbying on environmental standards that affect the commercial real estate industry.	86.0%
Government lobbying on building codes that affect the commercial real estate industry.	82.0%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	78.0%
Presentation of new and emerging technologies specific to the commercial real estate industry.	78.0%
Networking luncheons with keynote speakers	77.8%
Educational seminars (e.g. <i>Earthquake Preparedness, Developing a Telecom & Technology Strategy</i>).	76.0%
Research and reporting on issues affecting the commercial real estate industry (e.g. <i>labour gaps, training gaps, etc.</i>).	76.0%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	74.0%
Committees for BOMA members' inclusion in planning education sessions.	70.0%
Energy management services (e.g. <i>building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	70.0%
Other social events (e.g. <i>boat cruise, golf tournament, Ski Day, Christmas Luncheon</i>)	66.7%
Committees for BOMA members' inclusion in developing social events.	66.7%
Securing government funding and incentives for building energy upgrades.	66.0%
Lunch & Learn sessions for building operators.	62.0%
Umbrella contracts for building services (e.g. <i>Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.</i>)	58.0%

BOMA Real Estate - Private owned buildings 1-3 years (2 respondents)

Municipal lobbying on permits for building retrofits and renovations.	80.0%
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BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

Securing government funding and incentives for building energy upgrades.	80.0%
Government lobbying on building codes that affect the commercial real estate industry.	80.0%
Educational seminars (e.g. <i>Earthquake Preparedness, Developing a Telecom & Technology Strategy</i>).	80.0%
Committees for BOMA members' inclusion in planning education sessions.	80.0%
Environmental certification (e.g. <i>BOMA BEST</i>)	80.0%
Umbrella contracts for building services (e.g. <i>Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.</i>)	80.0%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	70.0%
Government lobbying on environmental standards that affect the commercial real estate industry.	70.0%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	70.0%
Research and reporting on issues affecting the commercial real estate industry (e.g. <i>labour gaps, training gaps, etc.</i>).	70.0%
Presentation of new and emerging technologies specific to the commercial real estate industry.	70.0%
Energy management services (e.g. <i>building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	70.0%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	60.0%
Lunch & Learn sessions for building operators.	60.0%
Networking luncheons with keynote speakers	50.0%
Other social events (e.g. <i>boat cruise, golf tournament, Ski Day, Christmas Luncheon</i>)	30.0%
Committees for BOMA members' inclusion in developing social events.	20.0%

BOMA Real Estate - Private owned buildings 4-10 years (3 respondents)

Securing government funding and incentives for building energy upgrades.	86.7%
Environmental certification (e.g. <i>BOMA BEST</i>)	86.7%
Energy management services (e.g. <i>building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	80.0%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	73.3%
Municipal lobbying on permits for building retrofits and renovations.	73.3%
Government lobbying on environmental standards that affect the commercial real estate industry.	73.3%
Government lobbying on building codes that affect the commercial real estate industry.	73.3%
Educational seminars (e.g. <i>Earthquake Preparedness, Developing a Telecom & Technology Strategy</i>).	73.3%

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

Lunch & Learn sessions for building operators.	73.3%
Research and reporting on issues affecting the commercial real estate industry (<i>e.g. labour gaps, training gaps, etc.</i>).	73.3%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	66.7%
Presentation of new and emerging technologies specific to the commercial real estate industry.	66.7%
Umbrella contracts for building services (<i>e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.</i>)	66.7%
Committees for BOMA members' inclusion in planning education sessions.	60.0%
Networking luncheons with keynote speakers	60.0%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	53.3%
Committees for BOMA members' inclusion in developing social events.	53.3%
Other social events (<i>e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon</i>)	46.7%

BOMA Real Estate - Private owned buildings over 10 years (14 respondents)

Municipal lobbying on permits for building retrofits and renovations.	85.7%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	81.4%
Government lobbying on building codes that affect the commercial real estate industry.	81.4%
Government lobbying on environmental standards that affect the commercial real estate industry.	78.6%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	75.7%
Networking luncheons with keynote speakers	75.7%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	72.9%
Research and reporting on issues affecting the commercial real estate industry (<i>e.g. labour gaps, training gaps, etc.</i>).	72.3%
Educational seminars (<i>e.g. Earthquake Preparedness, Developing a Telecom & Technology Strategy</i>).	71.4%
Presentation of new and emerging technologies specific to the commercial real estate industry.	70.0%
Securing government funding and incentives for building energy upgrades.	67.1%
Lunch & Learn sessions for building operators.	67.1%
Environmental certification (<i>e.g. BOMA BEST</i>)	67.1%
Energy management services (<i>e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	66.2%
Committees for BOMA members' inclusion in planning education sessions.	64.3%

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

Other social events (e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon)	60.0%
Committees for BOMA members' inclusion in developing social events.	60.0%
Umbrella contracts for building services (e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.)	50.0%

BOMA Real Estate - Public owned buildings 1-3 years (1 respondent)	
Provincial lobbying on taxation issues that affect the commercial real estate industry.	100.0%
Municipal lobbying on permits for building retrofits and renovations.	80.0%
Government lobbying on building codes that affect the commercial real estate industry.	80.0%
Research and reporting on issues affecting the commercial real estate industry (e.g. labour gaps, training gaps, etc.).	80.0%
Presentation of new and emerging technologies specific to the commercial real estate industry.	80.0%
Networking luncheons with keynote speakers	80.0%
Government lobbying on environmental standards that affect the commercial real estate industry.	60.0%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	60.0%
Educational seminars (e.g. Earthquake Preparedness, Developing a Telecom & Technology Strategy).	60.0%
Lunch & Learn sessions for building operators.	60.0%
Committees for BOMA members' inclusion in planning education sessions.	60.0%
Other social events (e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon)	60.0%
Energy management services (e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)	60.0%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	40.0%
Securing government funding and incentives for building energy upgrades.	40.0%
Committees for BOMA members' inclusion in developing social events.	40.0%
Environmental certification (e.g. BOMA BEST)	40.0%
Umbrella contracts for building services (e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.)	40.0%

BOMA Real Estate - Public owned buildings 4-10 years (1 respondent)	
Provincial lobbying on taxation issues that affect the commercial real estate industry.	100.0%

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

Government (bodies') lobbying on real estate licensing and ongoing training requirements.	100.0%
Securing government funding and incentives for building energy upgrades.	100.0%
Educational seminars (e.g. <i>Earthquake Preparedness, Developing a Telecom & Technology Strategy</i>).	80.0%
Lunch & Learn sessions for building operators.	80.0%
Research and reporting on issues affecting the commercial real estate industry (e.g. <i>labour gaps, training gaps, etc.</i>).	80.0%
Presentation of new and emerging technologies specific to the commercial real estate industry.	80.0%
Committees for BOMA members' inclusion in planning education sessions.	80.0%
Networking luncheons with keynote speakers	80.0%
Environmental certification (e.g. <i>BOMA BEST</i>)	80.0%
Energy management services (e.g. <i>building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	80.0%
Municipal lobbying on permits for building retrofits and renovations.	60.0%
Government lobbying on building codes that affect the commercial real estate industry.	60.0%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	60.0%
Umbrella contracts for building services (e.g. <i>Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.</i>)	60.0%
Government lobbying on environmental standards that affect the commercial real estate industry.	40.0%
Other social events (e.g. <i>boat cruise, golf tournament, Ski Day, Christmas Luncheon</i>)	40.0%
Committees for BOMA members' inclusion in developing social events.	40.0%

BOMA Real Estate - Public owned buildings over 10 years (2 respondents)

Educational seminars (e.g. <i>Earthquake Preparedness, Developing a Telecom & Technology Strategy</i>).	100.0%
Lunch & Learn sessions for building operators.	100.0%
Presentation of new and emerging technologies specific to the commercial real estate industry.	100.0%
Environmental certification (e.g. <i>BOMA BEST</i>)	100.0%
Energy management services (e.g. <i>building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)</i>)	100.0%
Government lobbying on building codes that affect the commercial real estate industry.	90.0%
Securing government funding and incentives for building energy upgrades.	80.0%
Research and reporting on issues affecting the commercial real estate industry (e.g. <i>labour gaps, training gaps, etc.</i>).	80.0%

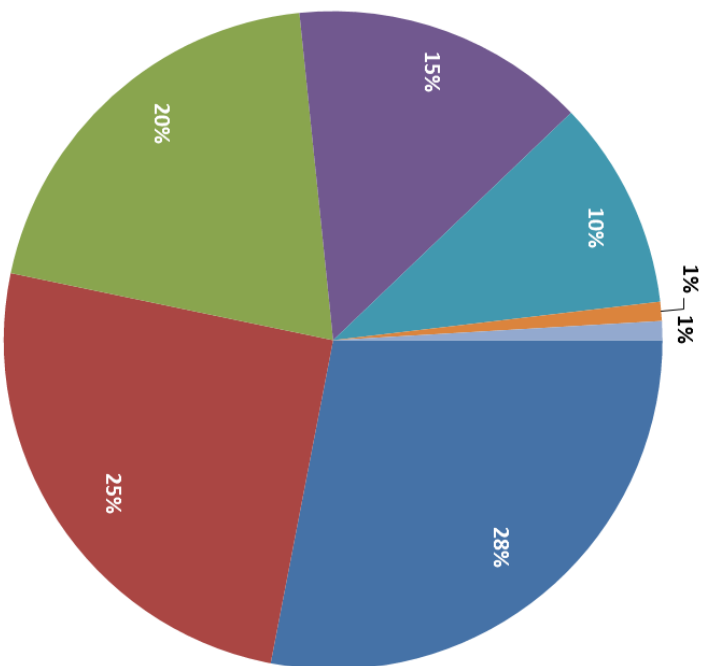
BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

Networking luncheons with keynote speakers	80.0%
Municipal lobbying on permits for building retrofits and renovations.	70.0%
Committees for BOMA members' inclusion in government relations/lobbying efforts.	60.0%
Umbrella contracts for building services (e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.)	60.0%
Government (bodies') lobbying on real estate licensing and ongoing training requirements.	50.0%
Committees for BOMA members' inclusion in planning education sessions.	50.0%
Committees for BOMA members' inclusion in developing social events.	50.0%
Provincial lobbying on taxation issues that affect the commercial real estate industry.	40.0%
Government lobbying on environmental standards that affect the commercial real estate industry.	40.0%
Other social events (e.g. boat cruise, golf tournament, Ski Day, Christmas Luncheon)	40.0%

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

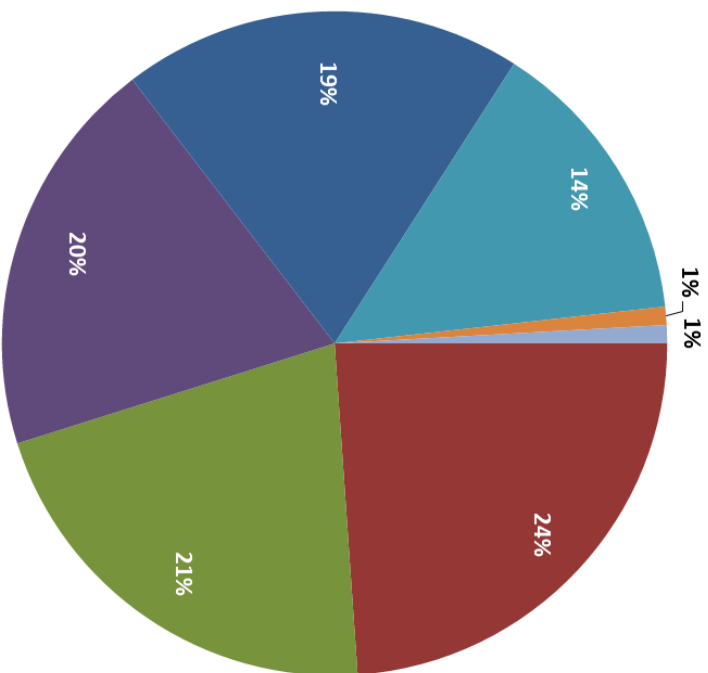
The charts on the following six pages display results for the question, 'why did you join BOMA'? Respondents were asked to select three choices.

Why did you join BOMA? - All members



- For networking and social events (e.g. luncheons, golf tournament, boat cruise, ski day)
- To attend educational events (e.g. seminars, building operator sessions)
- To show support for BOMA's advocacy with provincial and municipal governments about our industry's issues
- To support and participate in energy and environmental initiatives for the industry (e.g. BOMA BEST, Energy Manager Program Assistance)
- To get access to research about the commercial real estate industry (e.g. labour market study, best practices)
- To get member pricing for building services (e.g. Urban Impact – waste and recycling; Cascades – paper; PUMA – energy monitoring and measuring)
- Other

Why did you join BOMA? - Real Estate members



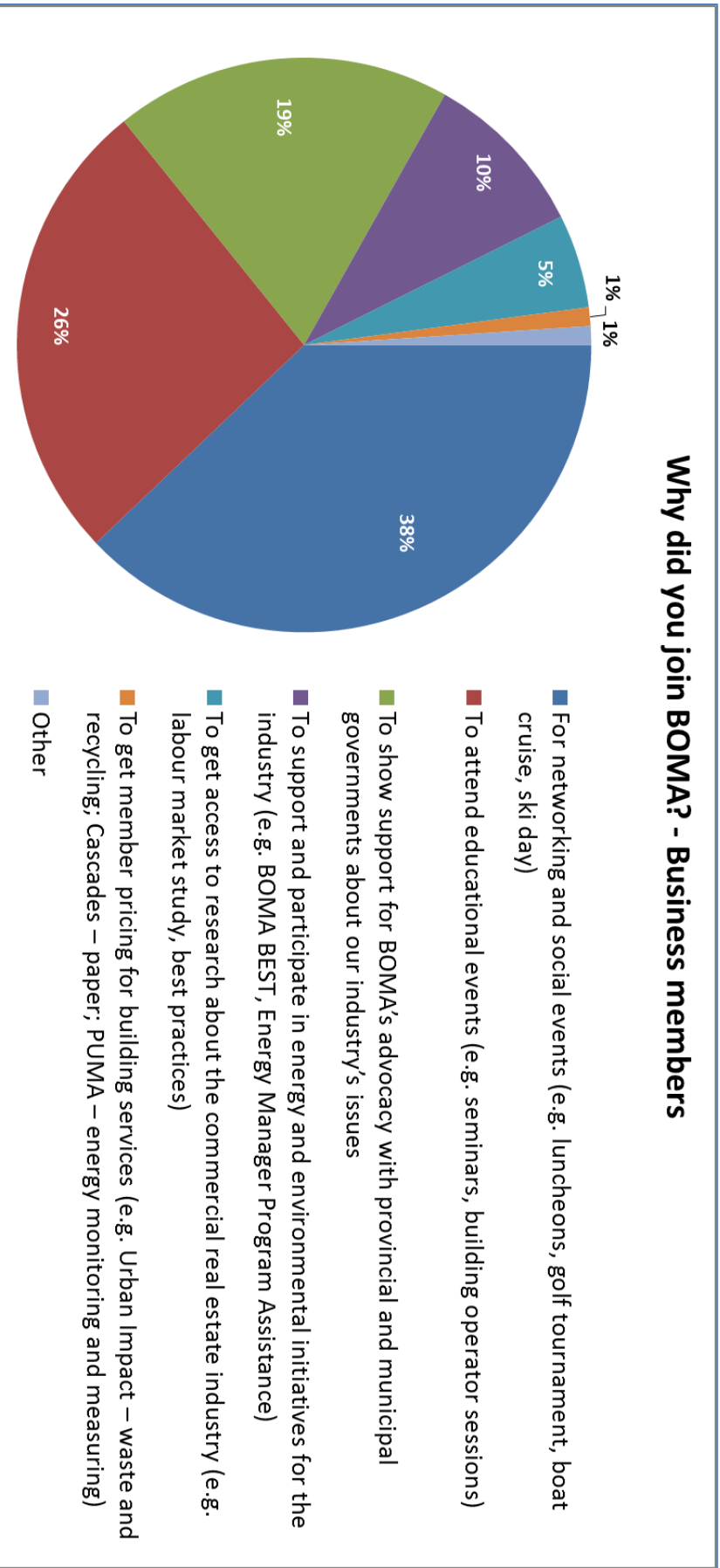
- To attend educational events (e.g. seminars, building operator sessions)
- To show support for BOMA's advocacy with provincial and municipal governments about our industry's issues
- To support and participate in energy and environmental initiatives for the industry (e.g. BOMA BEST, Energy Manager Program Assistance)
- For networking and social events (e.g. luncheons, golf tournament, boat cruise, ski day)
- To get access to research about the commercial real estate industry (e.g. labour market study, best practices)
- To get member pricing for building services (e.g. Urban Impact – waste and recycling; Cascades – paper; PUMA – energy monitoring and measuring)
- Other

Real Estate Members who selected 'Other' were provided the option to clarify their other reason for joining BOMA. Only one clarification was made, as follows:

1. To give back to the Real Estate community

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

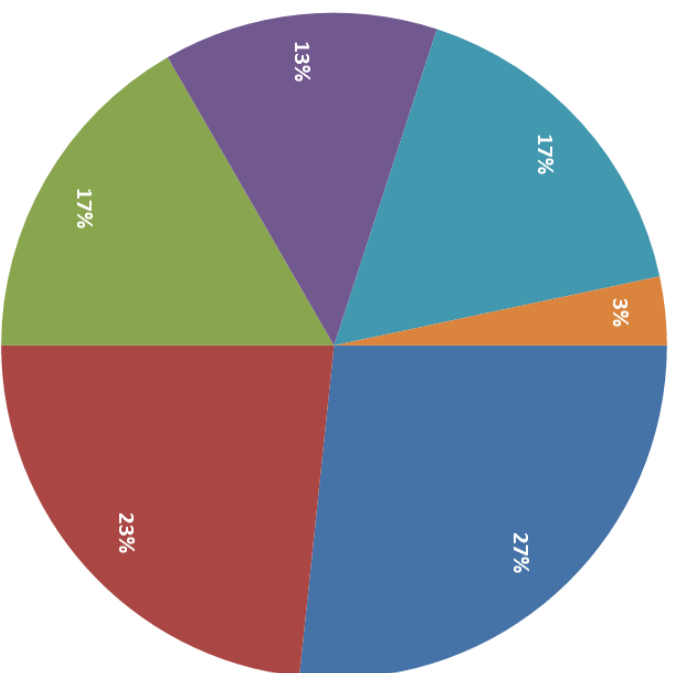
Why did you join BOMA? - Business members



Business Members who selected 'Other' were provided the option to clarify their other reason for joining BOMA. These clarifications follow:

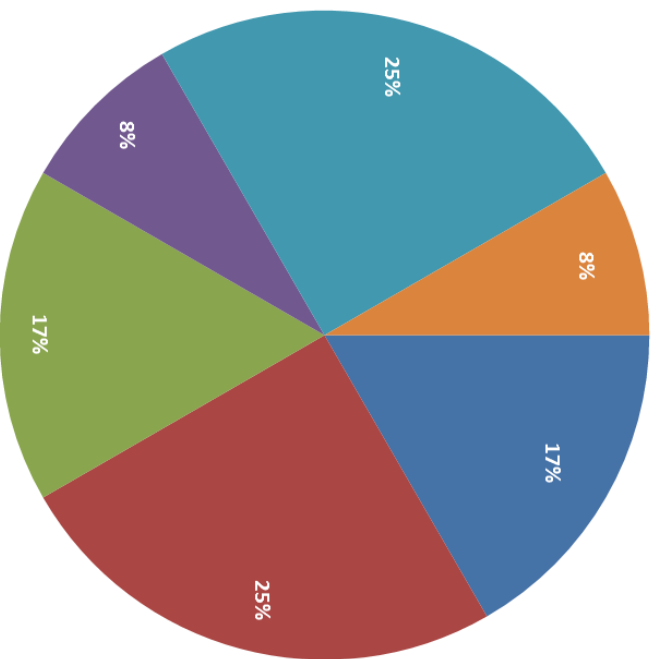
1. To maintain NAM status in US
2. To find out about updated technology that can help the building industry. Networking...not big on the social events
3. Constar Restorations is a proud supporter of BOMA and we appreciate the opportunities to network and meet potential clients in an atmosphere that is professional and welcoming. We believe in building relationships and BOMA has always set a tone of inclusion.

Why did you join BOMA? - all new members (1-3 years of membership) (12 respondents)



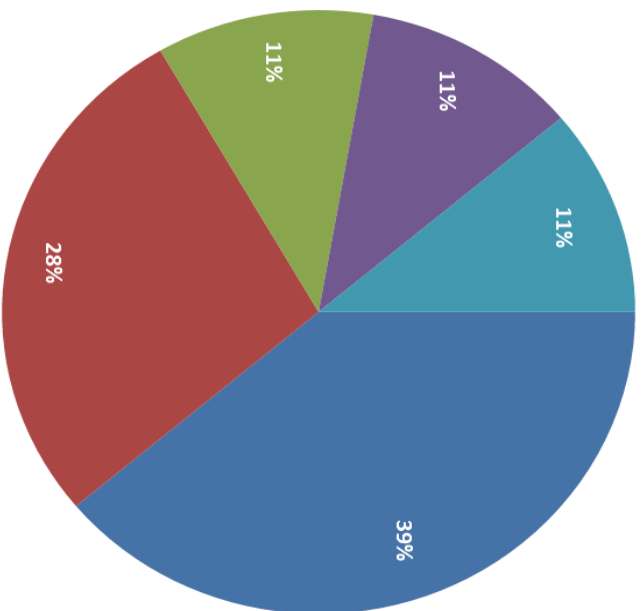
- For networking and social events (e.g. luncheons, golf tournament, boat cruise, ski day)
- To attend educational events (e.g. seminars, building operator sessions)
- To show support for BOMA's advocacy with provincial and municipal governments about our industry's issues
- To support and participate in energy and environmental initiatives for the industry (e.g. BOMA BEST, Energy Manager Program Assistance)
- To get access to research about the commercial real estate industry (e.g. labour market study, best practices)
- To get member pricing for building services (e.g. Urban Impact – waste and recycling; Cascades – paper; PUMA – energy monitoring and measuring)
- Other

Why did you join BOMA? - all new Real Estate members (1-3 years of membership) (4 respondents)



- For networking and social events (e.g. luncheons, golf tournament, boat cruise, ski day)
- To attend educational events (e.g. seminars, building operator sessions)
- To show support for BOMA's advocacy with provincial and municipal governments about our industry's issues
- To support and participate in energy and environmental initiatives for the industry (e.g. BOMA BEST, Energy Manager Program Assistance)
- To get access to research about the commercial real estate industry (e.g. labour market study, best practices)
- To get member pricing for building services (e.g. Urban Impact – waste and recycling; Cascades – paper; PUMA – energy monitoring and measuring)
- Other

Why did you join BOMA? - all new Business members (1-3 years of membership) (8 respondents)



- For networking and social events (e.g. luncheons, golf tournament, boat cruise, ski day)
- To attend educational events (e.g. seminars, building operator sessions)
- To show support for BOMA's advocacy with provincial and municipal governments about our industry's issues
- To support and participate in energy and environmental initiatives for the industry (e.g. BOMA BEST, Energy Manager Program Assistance)
- To get access to research about the commercial real estate industry (e.g. labour market study, best practices)
- To get member pricing for building services (e.g. Urban Impact – waste and recycling; Cascades – paper; PUMA – energy monitoring and measuring)
- Other

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

Respondents' Comments

At the end of each section, respondents were asked if they had any additional comments relating the topics within that category or if there were other areas they would like to see BOMA focus its efforts? (*note, comments have not been edited for spelling, grammar, etc.*)

Government Affairs Comments:

1. *BOMA needs to lobby the Superintendent of Real Estate to have Property managers removed from the umbrella controlling residential real estate industry* (Real Estate Member)
2. *Being on top of BCUC regulations and informing the membership on they are effected* (Real Estate Member)
3. *BOMA BC needs to engage with the greater membership to establish consensus on the greater industry point of view from the membership. For too long their was a disconnect between the broader view and BOMA BC's view* (Real Estate Member)
4. *Way too much focus on energy/environment. Majority of Vancouver tenants (small and mid size) don't care. So why is BOMA pushing this so much. There are way higher priorities, like talent shortage, education, transportation. Focus on what matters most to businesses, instead of jumping on the environmental bandwagon the local government is pushing.* (Real Estate Member)
5. *I think BOMA needs to continue to monitor legislation around wages, union certification, successorship etc especially considering a pro labour government* (Business Member)

Education & Research Comments:

1. *There has been a noticeable improvement to the QBT sessions over the last year* (Real Estate Member)
2. *All of this information is available through the web. The RPA program is great* (Business Member)
3. *Education is an essential element for BOMA BC to engage with the industry. The challenge is to keep the education at the forefront of key issues and rely less on what is offered thru over learning programs -- eg BCIT or UBC etc* (Real Estate Member)
4. *Item 11 (Presentation of new and emerging technologies specific to the commercial real estate industry) - non existent* (Business Member)
5. *More information on how to facilitate (Teach) BOMI courses. If, in the case that, that option is not available, how to make it an option.* (Business Member)
6. *The one day commercial tenancy course has not been offered for a long time and should be done every 1 - 2 years.* (Real Estate Member)

Social Events Comments:

1. *It would be great to see some breakfast meetings with keynote speakers opposed to just lunches* (Real Estate Member)

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

2. *Challenge is getting the owner or manager to attend* (Real Estate Member)
3. *A few of us went on the recent boat cruise and would recommend more seats on the cruise. Most of the people had to stand for the whole cruise. Not a big fan of buffet standing to eat lunch, so have not been attending these luncheons. Prefer the sit down luncheons.* (Real Estate Member)
4. *Sarah does a fantastic job organizing events. The BOMA Golf tournament is our flagship sponsorship event. The mix of educational and social events is perfect.* (Business Member)
5. *BOMA needs to monitor committees, committee chairs, master of ceremonies in relation to events taking on a "look, perception" that it is a individual or sponsored event, focused on one company, one chair, one committee. Specific agenda needs to be monitored such as location and or venue of events* (Business Member)
6. *The luncheons seem a bit expensive for the meals and networking time allocated.* (Business Member)
7. *BOMA social events are great, there is a good mix of professional events ie. luncheons and fun social events throughout the year.* (Business Member)
8. *Let's plan an annual wine event.* (Business Member)
9. *The holiday party should include some entertainment like years ago. Silly themes don't appeal.* (Real Estate Member)

Programs & Services Comments:

1. *It would be great to see more umbrella contracts* (Real Estate Member)
2. *Energy management is very high for our company. We tend to go towards LEED certification. We are always on the leading edge to try new things and push the boundaries. We were at the grass roots with Urban and Prism when they developed their programs with us.* (Real Estate Member)

Lastly, respondents were asked at the end of the survey, "If you are a member of NAIOP or UDI, please tell us: what's one thing you get from these associations that you feel BOMA is lacking"? Six respondents answered this question, following are their comments:

1. *As a third party management company, NAIOP allows us to meet potential clients whereas BOMA is no controlled by the pension fund managers and service providers. There is little impact for my company belonging to BOMA any more.* (Real Estate Member)
2. *There is a different constituent from the commercial real estate industry that belong to NAIOP - (leasing and transaction folks) UDI (the investment development folks)* (Real Estate Member)
3. *I believe NAIOP has better/more relevant guest speakers at their breakfast events* (Real Estate Member)
4. *My colleagues are UDI members and attend all the events, we are new to BOMA so will look to attend similar events you hold.* (Real Estate Member)

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

5. *Contact with Real estate brokerage community* (Real Estate Member)
6. *A more national and international perspective* (Business Member)

Survey Interpretations

The following interpretations have been gleaned from an analysis of consistencies or inconsistencies amongst the survey data. While no formal conclusions are presented, suppositions are drawn from review of the data combined with the surveyor's experience with BOMA and discussions with BOMA BC staff.

Government Affairs

Not surprisingly, government lobbying topics rank within the top 4 of the top 5 topics amongst the cumulative group of Real Estate Members, with *'Municipal lobbying on permits for building retrofits or renovations'* ranking number 1 for both Pension Fund Owned buildings as well as Privately Owned buildings. Yet this topic ranks 11th out of 18 for Public Owned buildings.

'Provincial lobbying on taxation issues that affect the commercial real estate industry' also ranks very high amongst Real Estate Members (with the exception of Public Owned Buildings). This topic steals the top spot from *'Municipal lobbying on permits...'* amongst Real Estate Members who have been members for 1-3 years and also beat out the *'Municipal lobbying...'* by 5 spots (ranking 3rd) amongst Real Estate Members who have been members for 4-10 years.

Also not surprisingly, Government Affairs topics rank amongst the lower half of priorities for Business Members. Interestingly however, while Government Affairs topics rank lower than all other categories for Business Members who have been members for 1-3 years and 4-10 years, some of the Government Affairs topics rank in the middle of the pack for those Business Members who have been members for over 10 years. This data is consistent with the, *'Why did you join BOMA?'* question which sees a significant increase of the answer, *'To show support for BOMA's advocacy with provincial and municipal governments about our industry's issues'* rising from only 29% amongst new Business Members (1-3 years) to 61% of Business Members who have been members for over 10 years. Perhaps it could be interpreted that long-time Business Members have come to realize the issues that affect their clients could have a downstream effect upon the entire real estate industry, thereby affecting their business as well.

Education & Research

The ranking of Education and Research topics is quite differentiated by asset group amongst Real Estate Members. Public Owned buildings rank their top three priorities as Education and Research service offerings. And while these service offerings don't make the top three for Private Owned buildings, they do capture 5th and 6th place, vs. Pension Fund Owned buildings where the top Education and Research topic ranks in 7th place.

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

Along the same trend, *'Presentation of new and emerging technologies specific to the commercial real estate industry'* ranks second within the combined results of 'All BOMA BC members'. When delineated into sub-membership categories it stays in second spot amongst Business Members but moves to 7th spot amongst Real Estate Members; yet ranks first amongst Real Estate Members representing Public Owned buildings.

It is also interesting to note that Education & Research topics rank in spots 2nd through 5th amongst those BOMA members who have been members for 1-3 years (combined Business Members and Real Estate Members). It could be interpreted that perhaps new members are initially drawn to BOMA because of its education and research offerings. A further look at the question, *'Why did you join BOMA?'* substantiates this interpretation with the highest number of responses attributed to: *'To attend educational events (e.g. seminars, building operator sessions).'* And while there are only 4 Real Estate Member respondents in the 1-3 years of membership category, these members selected, *'To get access to research about the commercial real estate industry (e.g. labour market study, best practices)'* as their top choice.

Social Events

It's no surprise that Business Members rank *'Networking luncheons with keynote speakers'* as their top priority amongst all of BOMA BC's service offerings. This ranking is also consistent across all delineated data by 'years of membership' for Business Members.

What is surprising is how low Social Events rank amongst Real Estate Members, because this ranking is inconsistent with the popularity of the BOMA BC golf tournament and the Christmas party amongst this same demographic group.

Programs & Services

'Environmental certification (e.g. BOMA BEST)' takes the top spot amongst the programs and services category of topics. It ranks 4th amongst Real Estate Members, with a 3rd place ranking amongst Pension Fund Owned buildings, while it is tied for 7th amongst Private Owned buildings and tied for 5th amongst Public Owned buildings.

Perhaps most interesting about this particular topic is its low ranking amongst new Real Estate Members (1-3 years). Amongst this group, *'Environmental certification (e.g. BOMA BEST)'* ranks third from the bottom; yet it rockets up to a second place ranking amongst Real Estate Members with 4-10 years of membership. Perhaps this demonstrates the gradual recognition of the value of BOMA BEST amongst Real Estate Members, which bodes well for the durability of the program.

While not quite as dramatic a shift in ranking, the topic, *'Energy management services (e.g. building energy assessments by BOMA Energy Manager, building applications for available incentives (BC Hydro, Fortis, etc.)'* also rises up the ranks quite significantly from new Real Estate Members (1-3 years) to those who have been members for 4-10 years. Also interestingly, this topic ranks very high for Public Owned buildings – tied for 2nd spot.

BOMA BC: MEMBERS' PRIORITIES SURVEY REPORT

A final observation about this category relates to the topic, *'Umbrella contracts for building services (e.g. Urban Impact – waste and recycling; PUMA – energy monitoring and measurement, etc.)'*. It ranks in last place for Pension Fund Owned buildings and near the bottom for both Private Owned and Public Owned buildings. Yet interestingly, when looking at years of membership, this topic ranks in 2nd position (tied) amongst new Real Estate Members (1-3 years), thus indicating that perhaps these umbrella contracts are still a draw and attraction for new members.