

HORIZONS

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Canyon Springs to Host 13th Annual BOMA OPEN

San Antonio BOMA is gearing up for the 13th annual BOMA OPEN Golf Tournament Friday, October 26, 2001. Golfers and non-golfers alike are sure to enjoy the serene setting of Canyon Springs Golf Club, the site of this year's event.

At Canyon Springs Golf Club, San Antonio's spectacular new golf course, visitors enjoy the peaceful sounds of trickling waterfalls and native wildlife. Golfers can skip the road rage and take the road less traveled... its one-lane traffic of cart paths twists through centuries-old live oak and historic rock formations. You will sense the history of the land, the carefully preserved homestead three-generations old that once guarded this valley. You can feel the peacefulness of the land, so close to the city, yet truly in the heart of the magnificent Hill Country.

Following the OPEN, guests will be treated to an evening of fine dining and fantastic prize giveaways. With something for everyone, this is one event you won't want to miss! Registration and sponsorship information will be mailed soon.

Canyon Springs Golf Course Fast Facts:

- Course has no lateral fairways, offers 7,077 yards with five sets of tees on each hole.
- Canyon Springs uses the Pro-Link GPS carts
- Named 8th best golf course in all of Texas by Golf Digest 2000
- Host of the Senior PGA Tour Qualifying School
- Nominated by Golf Digest and Golf Magazine as "America's best new public golf course" in 1998

Canyon Springs

Golf Club

Dues Increase - Yea or Nay?

Perhaps asking you to focus your attention on the matter of a dues increase is a moot point or even a waste of time, because it is coming. Yet it is very valid for discussion because it needs and warrants your support. Frankly, when I first heard the news of BOMA International's proposed dues increase my reaction was swift and definite. I did not like it, did not want it, and would not support it. Period. Well, kinda period. After I settled down a bit, I realized it was my responsibility as your President to lead the BOMA Board of Directors and appropriate committee members in fully investigating the proposal with the goal of coming to our own decision of whether to support or oppose it. After all, the matter was scheduled to go before the Board of Governors, of which I am a member, for a vote at the Annual International Convention in Baltimore in June.

Early indications from e-mails I received from other Texas BOMA organizations hinted that a heated and passionate debate was forthcoming at the convention. Our intent here in the Alamo City was to get the facts and then make an informed decision that we felt would best serve the interests of both our local membership and BOMA as a whole.

Questions we had were: How much was the increase going to be? When was it to take effect? What was the additional money to be used for? And, was it really

necessary? In the interest of saving time, I'll spare you the gritty details, but will share with you that my independent conclusion, as well as those of Susan Shepard, Tomi Sue Beecham (both of whom attended the Baltimore Convention and heard both sides of the debate) and the SABOMA Finance Committee, were unanimous . . . total support of the increase.

Here's why. The total annual increase is only \$30.00. Furthermore, to soften the blow, it will be phased in over a 3-year period beginning next year, meaning we will see an increase of \$10.00 per year in '02, '03 and '04. Thanks to Texas BOMA's excellent financial condition, Texas members will have ½ (or \$5.00) of the first years' bump paid for by BOMA Southwest Region. But perhaps the biggest reason I endorsed the increase was the fact that the largest portion of the additional funds is to go towards bolstering our advocacy (or lobbying) campaign which has proven to be very effective and is gaining strength each year.

I do think a dues increase is reasonable, fair and justified. The last time BOMA International had a true dues increase (greater than the annual CPI), I was 28 years old . . . ouch! Remember, BOMA is the voice of the commercial real estate industry, and fighting for our interests and property rights is a large part of what this great organization is about.

*David Held,
President*

Children's Shelter "Back to School" Event

Just a reminder that SABOMA's Community Service Committee is nearing the final stages of planning the annual Back to School Party for the kids at the San Antonio Children's Shelter. The shelter provides temporary housing for children who have been removed from their homes due to abuse or neglect.

Donations in any amount are welcome...the BOMA office can fax you a pledge form if you need one. Remember to distribute the forms to your vendors, also! Checks should be made payable to BOMA (we send one large check to the shelter) and mailed to me at PO Box 692088, SATX 78269. The shelter will mail a tax receipt to all donors.

If your company or building is holding a drive to collect school supplies and you haven't talked with

either Kelly DeFonte or Rebecca Camacho about pick-up of the items, please contact them as soon as possible. We need to coordinate this so that all supplies are on hand when the committee stuffs the backpacks.

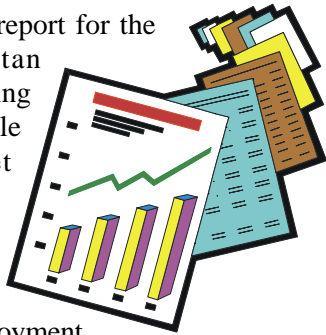
The party is scheduled for Saturday, August 11 from 11:00 to 1:00 and members are encouraged to come and spread some sunshine to these special children. Be sure to let Kelly or Rebecca know if you plan to join us, and wear your BOMA shirt if you have one! (Please note that you are asked not to bring your children with you, as it upsets the kids at the shelter to see them get to go home when they have to stay.)

For information, please contact Kelly DeFonte: 210-224-5496 or Rebecca Camacho: 210-979-8002.



San Antonio Report Out Soon

A new real estate market report for the San Antonio Metropolitan Statistical Area (MSA) is nearing completion and will be available soon. Current-year market reports for 12 other Texas MSAs are already available online for free or in hard copy for \$5 each. These market reports cover census data, employment and unemployment, major industries, business climate, education, transportation and infrastructure issues, urban growth patterns, public facilities, single-family building permits, home sales volume, multifamily housing statistics, seniors housing, the office and industrial markets and more. To obtain free copies in PDF format, go to <http://recenter.tamu.edu/news/mreports.html>.



People Tracks —

- **David Held** is now with Trammell Crow Company. He may be reached at (210) 225-1000 or jdheld@trammellcrow.com
- **Sally Flanagan** is now with Koontz McCombs. She may be reached at (210) 615-7190.
- Congratulations to **Erika (Matta) Stovall**, with Kennedy Wilson Properties, on her recent marriage!
- **Mel Trachta** is now with Orion Partners. He may be reached at 525-8500.
- **Kim Gutierrez** is now with Koontz McCombs. She may be reached at 210-735-7373.
- **Stella Gold** is now with Macfarlan Real Estate Services. She may be reached at 210-735-9108.
- Congratulations to **Laura O'Toole** of ThyssenKrupp Elevator on the birth of her son Patrick Joseph.
- Congratulations to **Kelly DeFonte** of Transwestern on the birth of her granddaughter Cassidy Rae De Leon.

News Roundup

A customer-service center for J.P. Morgan Chase & Co. in northwest San Antonio has topped out and should be ready by October, has been told. The three-story, 152,000-sf center sits on 35 acres in the Westover Hills area of San Antonio. It will accommodate 800 Morgan Chase workers. (*GlobeSt.com*)

San Antonio's decades-long transition from a military community into a premier tourist destination has put retail space at higher per sf rates than class-A office space. On the average, retail space is commanding \$22 per sf to \$25 per sf for base rent, whereas most class-A space is running just a tad shy of those figures. (*GlobeSt.com*)

The Texas industrial market is flexing its muscle as a strategically located hub, but still deals have been slow in coming. Prospective space takers, say the brokers, are jittery about the US economy and possible forced consolidations to hold onto profit margins. San Antonio's total inventory of class-A industrial space is 19.3 million for distribution and service centers. Unlike Austin, it's not been a high-tech magnet, but rather a distribution area touted for its logistical positioning along the NAFTA Highway or Interstate 35. Overall industrial vacancy is riding at 11.8%. (*GlobeSt.com*)

4M Realty has purchased 9.94 acres in a high-traffic industrial area at 4903 Rittiman Road near IH-35. The sales price was \$375,000, which is equivalent to about 86 cents per square foot. The land is zoned light industrial. (*GlobeSt.com*)

Trammell Crow Company has been chosen by the Greater Kelly Development Authority to find additional tenants to fill the available 11 million square feet at former Kelly Air Force Base. A mix of white-collar, blue-collar, service and manufacturing jobs is sought. Current tenants include Boeing Corp. aerospace operations, Standard Aero, Pratt & Whitney, Chromalloy, a mattress company and a golf cart business. (*GlobeSt.com*)

A \$4 million renovation has begun that will transform the Emily Morgan hotel into an upscale boutique hotel. Boutique hotels are usually smaller, more stylish hotels with an emphasis on customer service. The project should be completed in January 2002. (*GlobeSt.com*)

BOMA International Hits Home Run with 94th Annual Convention

BOMA International's 94th Annual Convention and The Office Building Show®, held June 17-19 in Baltimore, Md., was another home run. More than 4,680 delegates and guests attended the convention and trade show, making it the fourth largest in BOMA's history. BOMA's international delegation also grew, with more than 100 international delegates representing nearly 20 countries in attendance. Perhaps even most impressive was the trade show, which boasted a record-breaking 544 booths – the largest show ever.

Of course, BOMA's convention is about far more than numbers – a tremendous amount of business, networking, information sharing and education also make up an important part of the delegates' convention experience.

Mario Cuomo, the longest-serving Democratic governor in modern history who twice set records for the highest popular vote ever achieved in a statewide election, kicked off the convention with his opening address, prompting a standing ovation from the several hundred delegates in attendance. On Monday, President Rick Baier presented the annual State of the Industry address, giving delegates an overview of the impact of failing dot-coms and telecommunications companies on the industry; his views on market conditions in the U.S. and Canada; and a call for research on workplace performance strategies (see www.boma.org/SOI-01.doc). Immediately following his presentation, five of the industry's leading experts – Susan Stupin, managing director, Transwestern Commercial Services; Bruce Mosler, president, U.S. operations, Cushman & Wakefield; Michael Steele, executive vice president, real estate operations, Equity Office Properties Trust; Dave Twardock, president, Prudential Mortgage Capital Company; and Stanley Gale, chairman, chief executive officer and founder, Gale and Wentworth – addressed the issues that influence their respective business segments and identified the techniques that they use to empower their companies to harness risks ... no matter what the future – or the economy – holds. Finally, on Tuesday, former USS Benfold Commander Michael Abrashoff inspired another standing ovation as he urged delegates to examine the relationship between themselves and their staff and assess whether there will be “tears or cheers” when they retire or leave the organization.

Important steps were also taken in planning BOMA's future, as several critical new policies were approved during the Board of Governors meeting.

Funding for the strategic plan was approved over a four-year term, ensuring the association's commitment to the strategic plan. In 2002, BOMA International will build its state advocacy efforts; in 2003 it will fund increased Web

support, an industrial EER, and increased support for BAEs, local association services and membership development; in 2004 it will expand development of industry standards, enhance resources for legislative and regulatory affairs, and expand global outreach; and in 2005 it will further build towards member technology needs, international standards and additional resources.

In the advocacy arena, a policy on automated external defibrillators (AEDs) was passed, stating: “Legislation and regulatory action regulating the use of AEDs in public and private office buildings must provide immunity from civil liability for laypersons or Good Samaritans who acquire and use the devices on victims in perceived medical emergencies, whether trained or untrained, if acting in good faith.

The decision to establish a Public Access Defibrillation (PAD) program and purchase the proper AED should be based on the particular needs of a company or other facility. To ensure that AEDs outside the emergency medical system are used as safely and effectively as possible, BOMA International recommends that any facility voluntarily choosing to obtain AEDs incorporate them into a PAD program.

Based on the recommendation of the *American Heart Association*, the key elements of a PAD program are: 1) training designated rescuers to perform CPR and use an AED; 2) having physician oversight to help ensure quality control; 3) integrating with the local emergency medical services (EMS) system; and, 4) using and maintaining AEDs according to the manufacturers specifications.

BOMA International believes governmental authorities should not mandate AEDs in public and private office buildings unless such mandates include funding for training and acquisition of the devices.”

A second policy involving banks and real estate was also passed, stating: “Real estate management services are clearly not financial activities. The Federal Reserve/ Department of Treasury proposal, to declare real estate management services as “financial activities” and allow financial holding companies (FHCs) the right to provide such services, is a ill-advised distortion of the Gramm-Leach-Bliley financial modernization legislation. While BOMA International and its members welcome competition in all marketplaces, if FHCs desire to engage in real estate activities, they should be allowed to do so only after the US Congress has carefully considered the issue and mandated it through legislation.”

The Board of Governors prioritized BOMA's advocacy issues for the remainder of the year, as well. The rankings are as follows:

1. Private Property Rights
2. Energy
3. Building Codes
4. Taxes
5. Telecommunications
6. ASHRAE 90.1 - Energy Efficiency
7. ASHRAE 62 - IAQ
8. Land Use Issues
9. Transportation
10. Banks in Real Estate
11. ADA
12. Superfund/Brownfields
13. Sustainability/Green Buildings

In education, delegates were given the opportunity to see the USC/BOMA Executive Education “Advanced Financial Analysis of Portfolio Assets” debut in its live, classroom format. Taught by USC professors and industry practitioners, it was very well received, and more courses will be offered in 2001. The e-Seminar version of USC/BOMA Executive Education course, “Developing Strategies and Building Effective Real Estate Organizations” will also debut early this fall. Additionally, BOMA’s e-Seminar Center is officially open for business, with a course on BOMA’s floor measurement standard already available and several more planned for 2001-2002, including: tenant retention, emergency planning, new ASHRAE standard, energy management, construction management, ADA update and indoor air quality.

The BOMA Library also expanded by three, as the first installments in the Property Professionals Series debuted at the convention: The Property Professional’s Guide to the Design-Build Process; The Property Professional’s Guide to Building Energy Performance; and The Property Professional’s Telecommunications Toolbox. All are available by calling (800) 426-6292 or visiting www.boma.org/toc.htm.

Meanwhile, BOMA’s Experience Exchange Report – in print for more than 75 years, broke all surveying records with more than one billion square feet represented in the 2001 edition. Additionally, BOMA’s research arm announced several new initiatives, with a Workplace Performance Research Initiative launched at convention with partners SMED, Armstrong, Interface and the New Buildings Institute, as well as the General Services Administration and Public Works and Government Services Canada. Two other new research programs – and indoor air quality survey with the Environmental Protection Agency (EPA) and an Internet Usage Survey – were also unveiled.

Finally, BOMA International’s new leadership was confirmed and sworn in during the closing banquet, with Sherwood Johnston, CarrAmerica, BOMA/Phoenix, sworn in as president; Larry Soehren, Kiemler Hagood Co., BOMA/Spokane, named president-elect; John Kelly, Ryan Properties Inc., BOMA/Minneapolis and BOMA/St. Paul, sworn in as vice president; and Wayne Smithies, CB Richard Ellis, BOMA/British Columbia, remaining secretary/treasurer for the June 2001 - June 2002 term. The nominating committee also finalized the executive committee members, selecting Dave Hewett, Trammell Crow Company, BOMA/Portland (second term); Bill Greenwood, Greenwood Lane Inc., BOMA/Atlantic (BOMA/Canada); and Kurt Padavano, Advance Realty Group, BOMA/New Jersey for two year terms (2001 – 2003).

Henry Chamberlain, CAE, APR, BOMA International’s senior staff executive, was also promoted to chief staff executive, succeeding Robert Angle, who is retiring to pursue personal interests after a distinguished career in Washington.

Be sure to join us at BOMA International’s 95th Annual Convention and Office Building Show next year, in Chicago, Illinois, June 23-25, 2002!

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Office Effectiveness vs Efficiency

By Marcia McKinley, *Insite Architects*

Business is changing – in response to new technology, new business processes and systems, and flattening organizational structures. Consequently, these new business directions are changing the fundamental nature of work. Many tasks are still performed individually, but there is a greater emphasis on group activity or teamwork. While there are still employees doing repetitive processing tasks, the fastest growing segment of the workforce are “knowledge workers” – people who analyze and create information. Additionally, a growing percentage of work is now done away from the office – in homes, cars, planes, and at customer sites.

The fact is that the workplace has not kept pace with the changes in how work gets done. Many companies have found that in analyzing their facilities, the old models of office planning are no longer applicable. To apply one size or type of workspace or office to a broad range of workers is being challenged. Many standard-based approaches have become outdated because they allocate space based on title or rank. With the move to non-hierarchical organizations this approach no longer works. New economic activity has additional implications for the workplace, because attracting and keeping the best people is key. Creating workspaces that give employees the tools to

be the most effective is part of this recruitment and retention process.

In the past, most facilities were developed with the emphasis on efficiency (maximum use of floor area or cost per square foot) but this doesn't support the concern for effectiveness. While cost is still important, productivity and performance matter most. The workplace can either enhance or impede the work process. It's not enough to reengineer business process, implement the latest technology, create new organizational structures, and hire the best people. There is a missing link in this formula for success. The workplace must be incorporated into business strategies. It must be thought of as a tool, not an infrastructure.

It is important to recognize that office design is much more than creating attractive spaces. Analyzing organizational structure, individual and group tasks, communication patterns, and work flow are all imperative in developing productive workplaces. Today's business leaders need to look for interior designers and architects who understand their company's goals and can translate them into an effective workplace that will drive their company's business objectives, and reflect their images and values.

SABOMA Welcomes New Members

Regular Associate:

Kim Speer
Cavender & Hill Properties
900 Isom Road, Suite 306
San Antonio, TX 78216
Phone: (210) 349-0900
Sponsor: Pam Watson

Allied:

Mike Alvarez
Carrier Building Services
121 Interpark, Suite 602
San Antonio, TX 78216
Phone: (210) 495-2600
Sponsors: Marcy Barber, Jerry Forester,
Susan Shepard

New BOMA International Officers Sworn In:

- President is Sherwood Johnston III, Designated Broker for CarrAmerica Realty Corporation in Phoenix, AZ
- President Elect is Larry F. Soehren, Vice President of Kiemle & Hagood Company in Spokane, WA
- Vice President is John P. Kelly, RPA, executive vice president for Ryan Companies US, Inc. in Minneapolis, MN

New Chief Staff Executive Named

Henry Chamberlain, CAE, APR, BOMA International's senior staff executive has been promoted to chief staff executive. He succeeds Robert Angle who is retiring to pursue personal interests after a distinguished career in Washington.

In the Spotlight

Valerie Kelley

Sanchez Investment Properties

Tell us something about you that no one in SABOMA knows.

"My first job was as a manager of a dinner club. My boss made me fire one of my friends because he found her sleeping on one of the built-in shelves in the storage room."

If you could invite someone from history, or any famous person to your home for dinner who would it be?

"Richard Dean Anderson; He played "McGyver" on the TV series."

What was your most embarrassing moment?"

"I walked in on a tenant and found him "in the act" with his girlfriend."

Where was your most exotic vacation?

"The island of Majorca off the coast of Spain. The water was crystal blue, the white stucco houses with the red tile roofs against the cliffs and alcoves was beautiful!"

What is your favorite movie of all time?

"It's a Wonderful Life" with Jimmy Stewart"

If you were going to a deserted island, what two items would you take?

"Lipstick and a Margarita!"

Who would you come back as in your next life?

"A tenant who has unreasonable demands, very picky, who tells you you're doing a horrible job!"

What was your first car?

"Mazda 66"

What was your high school nickname?

"Val Jean"

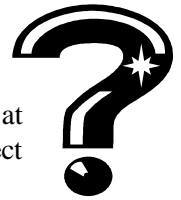
Are you ticklish?

"It depends!"

S.A. Office Market Slows

Leasing of office space in San Antonio is slowing. According to a market analysis by Koontz McCombs Realty Services, Inc., less than 300,000 square feet of new leasing activity was recorded citywide, causing a negative absorption of 94,700 square feet for the second quarter. Additional space has been added to the market by companies closing offices or putting expansion plans on hold. (San Antonio Business Journal)

Whatsit?



The first person to call the BOMA office at (830) 981-5223 and correctly identify this object will win a free BOMA luncheon!



Ginny Hayward of Baptist Health System correctly named Tim Young as the member featured in July's whosit photo. Good luck to all on this month's contest!

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Awards	Susan Sweet
BOMA OPEN	Richey Houdek & Susan Shepard
Community Service	Kelly DeFonte & Rebecca Camacho
Education	Billy Pitts
Finance	Brenda Younts
Government Affairs	Tomi Sue Beecham
Medical Office Building Forum	Cindi Furrow
Membership	Susan Shepard & Sandy Donovan
Newsletter	Greg Lillibrige & Pam Brant
Program	Eileen Kondoff
Public Relations	Robert Steele
Social	Sandra Harms
TOBY	Kim Speer
Trade Show	Marcy Barber
2002 Regional Conference	Mel Trachta & Kim Speer

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Lynn Forester	Fax: (830) 981-5188
Texas Management Solutions	lynfor@mindspring.com



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email: inkspot@onr.com

Mark Your Calendar —

August 2001

- 1 BOMI Exams, 5:30 p.m.
- 11 Back to School Party,
San Antonio Children's Shelter, 11:00 a.m.
- 16 FMA Course Begins "Fundamentals of
Facilities Management"
- 16 Membership Luncheon,
Oak Hills Country Club, 11:45 a.m.
- 30 Board of Directors Meeting, 11:30 a.m.

September 2001

- 20 Membership Luncheon,
Oak Hills Country Club, 11:45am
 - 25 Board of Directors Meeting, 11:30 a.m.
-

August Luncheon

Wyman Herring of the San Antonio Police Department will speak on personal safety at our August luncheon.

Officer Herring graduated from the San Antonio Police Department Academy in 1978. During his career he has worked in the patrol division, community relations unit, the crime prevention unit and the SAFFE Unit (San Antonio Fear Free Environment Unit), where he is presently assigned as the Crime Prevention Officer and the Cellular on Patrol (COP) Coordinator. Officer Herring currently oversees the the COP program within the Southeast Service Area and presents all Crime Prevention activities.