



# Building Case Study

## Building Sustainable Performance in Mixed-Use Properties with the BOMA 360 Program

The BOMA 360 Performance Program is helping mixed-use properties across the U.S. elevate operational excellence, sustainability, and community impact. With participating properties in the BOMA 360 Program, on average, exceeding 745,000 square feet, these properties benefit from the program's framework to meet industry best practices.\*

*\*Figures reflect active buildings in December 2025*





Mixed-use projects come in all shapes and sizes, from busy 24/7 commercial and residential hubs to a simple pairing of complementary property types.

Gensler has described mixed-use projects as a “model for many of our great cities,” with well-conceived projects that can be intuitively interactive, hyper-connected, and intrinsically diverse. Users and occupants like the energy—and convenience—of being able to access different businesses, services and amenities in one central location. Investors like the diversified revenue streams and synergy that often come from mixed-use projects.

For property teams, mixed-use properties present unique opportunities and challenges. The day-to-day management of mixed-use developments can be demanding due to their complexity. Managers must balance diverse tenant needs and operating requirements across varied asset types, such as residential, office, hospitality, retail, healthcare and entertainment. At the same time, there is an opportunity to excel in creating high-performing, sustainable properties.



*Achieving this designation not only demonstrates high performance—it enhances your property's value and reputation within the industry.*

The BOMA 360 Performance Program is a globally recognized standard that highlights operational distinction across six critical areas: building operations and management, life safety and security, training and education, energy, environmental/sustainability, and tenant relations/community involvement. Attaining this designation not only demonstrates high performance but it also enhances your property's value and reputation within the industry. This case study examines how two mixed-use properties used the BOMA 360 program as a framework for achieving energy efficiency, valuable upgrades and tenant satisfaction.

## Sustainability Performance Results

**500 W. Madison** in Chicago (Accenture Tower) is a 40-story, LEED Gold-certified office tower located in the West Loop that features 64,000 square feet of retail and sits directly adjacent to the Ogilvie Transportation Center. The property team implemented several energy conservation measures in 2024 and 2025 that included:



- Condensate harvesting: The condensate from the chilled water coils on the main air handlers was re-routed to the cooling tower make-up.
- Third iteration of Monitoring-based Commissioning, optimizing control parameters and sequences.
- Building Automation platform upgrade including several embedded energy conservation measures and fault detection & diagnostics.
- Replacement of pneumatic terminal units and control to direct digital controls
- ComEd vault and switchgear supply-exhaust separation and AC unit integration
- Temperature control for ComEd riser closet exhaust fans, which involved installing VFDs on fans and enhancing existing BAS sequence
- Chilled water coil upgrades
- Unit heater optimization, which involved connecting cabinet/unit heaters to BAS to create control with centralized sensors and global heating authority.

**McKinney & Olive (M&O)** is a 20-story, International TOBY Award® winning, and LEED Gold-certified mixed-use tower in Uptown Dallas that features Class A office space and approximately 50,000 square feet of upscale retail and dining. The property utilizes energy consultant Enertiv to analyze, track and benchmark energy usage. The property team meets with Enertiv monthly to review usage trends, address issues and develop an action plan if needed. M&O also engages a third-party commissioning agent to assist with system optimization, equipment installation, and performance verification. This partnership enhances the efficiency and functionality of all systems, improves occupant comfort, health and safety, reduces operational and maintenance costs, minimizes environmental impacts and promotes sustainability.

M&O monitors mechanical water usage and efficiency, ensuring optimal cycles of concentration in its water systems by precisely controlling the mineral content. All of M&O's domestic water fixtures are EPA-recommended low-flow fixtures accredited by WaterSense. M&O also is enrolled in the City of Dallas Evaporation Credits Program for mechanical water usage, which allows the property to receive credits for its

condenser water system that serves the building's cooling equipment. This year, M&O has received 5,543,700 credits, which is equivalent to \$25,556.

## ROI from Upgrades or Improvements

**500 West Madison:** The energy conservation measures implemented in 2024 and 2025 alone are projected to save more than 385,000 kWh annually. Additionally, the condensate harvesting project is expected to save more than \$13,000 annually in water costs and nearly \$12,000 annually in electricity costs for a simple payback of less than 1 year.

**McKinney & Olive:** The energy conservation measures applied at M&O have resulted in a Site Energy Use Intensity (EUI) that is 34% less than the national average, based on ENERGY STAR reporting. Examples of savings realized from steps taken to improve energy performance over the last three years include:

- Air filters are changed based on a differential pressure drop to reduce fan power consumption. (~\$10,000 savings/year based on efficiency)
- Implementation of the condensation reclamation system to reduce water consumption. (~500,000 gal/year savings)
- Fine-tuning of the lighting control system by optimization of daylight harvesting and schedules. (~\$5,000/year savings)
- Replaced all T5 fluorescent garage lights with LED. (~120,000 kWh/year and \$7,000/year savings)

## Community Involvement & Occupant Satisfaction

At **500 West Madison**, a survey conducted in 2025 for LEED recertification showed a significant improvement in occupant satisfaction over the prior survey. The property gained 2 LEED points between 2022 and 2025 in the comfort category. The property gained 3 LEED points between 2023 and 2026 in the comfort survey.

**McKinney & Olive** was awarded points for its customer comfort survey for both its LEED Gold and Fitwel certifications. The property was awarded the Kingsley Excellence Award for exceeding industry standards and delivering exceptional customer experiences in 2025.

*Coming up, we'll continue exploring how the BOMA 360 Performance Program is positively impacting other building types in our article series. Keep an eye out – and [click here](#) to learn more about starting your application today.*

