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MEMORANDUM FOR THE RECORD

ME R 0401375 9  
file: Dunbar

Type of event: Interview

Date: December 17, 2003

Special Access Issues: None

Prepared by: Emily Walker

Team Number: 8

Location: Mutual of America 320 Park Ave, NY

Participants - Non-Commission: Elvis Polanco, Supervisor, Training Coordinator,  
Corporate Services Division; Carson J. Dunbar, Jr. Senior VP, Corporate Services  
Division; Richard K. Fruin, VP, Corporate Services Division

Participants - Commission: Emily Walker

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The purpose of this meeting was as a follow-up to a conversation I had with Carson Dunbar, building manager and employee of Mutual of America, at the occasion of an APPL meeting held in his building in September. (APPL is a police/private sector organization). Carson had suggested that this building followed varied security procedures depending on the color alert post 9-11.

The three Mutual of America staff members are all involved in security for the building. In 1995, this building at 320 Park Ave had been redone. It is 960,000 square feet. Mutual is 300,000 square feet so it is a multi-tenant building. They mentioned that post-9-11, the entire stairwells had been renovated including the following: stairs were painted with a bump strip that would signal to your feet that you were moving down the stairs if you couldn't see; a call in box which called the main security to give you instructions; a sprinkler system in the stairwell; signage that glowed in the dark which told you what floor you were on and what the door would access; and other features. They had produced a video for evacuation which I saw that showed a person following instructions from the top floor through to the outside. This video has been shown with instruction to all tenants on multiple occasions. It also was revised (as were the procedures) following the black-out when certain instructions proved to be ineffective (including the meeting point which they found out was being used by most of the tenants in the area).

They mentioned that the actual structure of the building determines security and what can be done. For example, they have a water tank on their roof which could be contaminated and they take extra precaution there. They also have a big diesel tank in the sub-basement which needs protection. Mutual of America also has in-house security personnel which they believe is preferable. They also have cameras placed all over the building.

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They mentioned that they had used some practices conducted by the City of London in their building.

In terms of responsibility of evacuation and preparedness in a multi-tenant building, Mutual said it is their responsibility to tell tenants what to do and tenants are expected to do it. Mutual trains all the fire wardens twice a year and stress the importance of their roles. They practice evacuation separately from fire drills because there could be other reasons for evacuation besides a fire.

They did not have the ID system in the building, but now the culture is changing and they are changing to a more formal building ID system in January at tenant's request. They also do their own training in-house which means it is tailored to their situation and not boiler-plate from some other experience. They said that NYC does NOT mandate evacuation training.

Mutual one the Pinnacle Award for best upgraded office building. They offered to provide us with a contact at BOMA which gave them the award. They also are not speaking regularly with Mutual's Board of Directors after 9-11. The Board, not only is interested in the actual changes they have made for security, but they are interested to that they "feel" secure. The companies want to feel confident that their building is safe.

They felt that security is becoming more a part of corporate culture. However, there is always the issue of weighing expenditures on security versus the business needs. They did not see a change in the qualifications of security people leaning more towards business, but they could see the rationale to move in that direction to get Senior Management's attention. They felt that the culture in mid-town versus the area which was hit was quite different because the people who were directly involved suffered the main effects.

They gave me a list of the main features that they had changed since 9-11 and offered to let the 9-11 Commission use their conference room for a spring hearing.

Attachments:

List of Measures taken by Mutual since 9-11

## Security

- All tenants have been issued Building Photo ID/Access Cards
- The north flat door is now secured 24/7 and operated from the Concierge Desk as necessary
- The revolving doors are now open only from 8:00 am to 1:00 pm on Saturdays
- The ATM vestibule doors leading from North Fork Bank to the main lobby are now secured
- The doors from the Delmonico and Sushian kitchens in the Cellar are now alarmed
- All food delivery personnel must now wait in the main lobby, or be escorted by the Messenger Center staff to the tenant floor
- All service personnel are now announced before access is granted into the building
- All bonded couriers must now use the service entrance to enter and exit the building
- The CCTV System is now a digital system that records all the cameras 24/7
- The C\*CURE 100 Access Control System was upgraded to the current C\*CURE 800
- The C\*CURE events (alarms) now show a floor diagram to readily identify the event location
- Approximately 25 cameras have been added to the CCTV System-external, internal and elevators
- The elevator intercom system was upgraded for better communication
- The MOA intercom system was upgraded to a two-way communication system
- The panic buttons now have a distinct sound and camera pop-up features
- The Stairwell X cameras are now motion sensitive and have pop-up features
- The north side of the lobby is now off-limits to tenant traffic
- Large potted plants were positioned in the perimeter of the building
- Photo ID must be presented by contractors/delivery personnel before accessing the building via the service entrance
- Increased perimeter patrols in search of suspicious persons and vehicles
- Flower deliveries are now escorted to the tenant floor by the Messenger Center staff
- Security staff increased to provide heightened security measures
- Building website is now available to clear visitors as necessary
- All wait staff members for events are cleared through lists via the service entrance
- All 34/35th floor events require guest lists from the clients/Corporate Communications
- All visitors must be escorted by the tenant to and from the tenant floor between 6:00 pm and 6:00 am, and at all times on Saturdays, Sundays and Holidays
- Hand-held ID scanners available for use if necessary
- Purchased a color printer to mass produce passes as necessary
- Purchased a fax machine to facilitate the communication of visitor lists from the tenants
- Put into effect a "Code Orange" access control system

## Fire/Life Safety

- Fire drills have been increased from 2 to 3 annually
- Fire Warden Evacuation charts have been posted near the stairwells on every floor
- The February Fire Drills consist of a showing of the Emergency Evacuation Videotape
- Production of an Emergency Evacuation Videotape to familiarize the tenants with the stairwells
- An intercom system was installed inside Stairwells X and Y
- Large numeric signs were placed on every level in the stairwells
- Larger floor/re-entry/stairwell identification signs were posted on both sides of the stairwell doors
- The steps in the stairwells have been painted yellow and have a sandpaper-type traction

- Handrails and directional signs were placed in the stairwells as necessary
- New motion sensitive and brighter lighting has been installed in the stairwells
- Increased stairwell patrols in search anomalies
- One Source staff trained in fire safety twice a year
- Fire Safety Literature is distributed at every fire drill session
- Conducted actual evacuation of tenants upon request
- 200 flashlights available for emergency situations
- AF/AM portable radios available for emergency situations
- Provide security/fire safety presentations to tenants upon request
- Trained engineering staff in fire safety procedures
- The security staff is CPR/AED-certified

If you have any questions, please let me know.