

Testimony of
The Honorable Terrance W. Gainer
Sergeant at Arms and Doorkeeper of the Senate
Before the
Subcommittee on the Legislative Branch
Committee on Appropriations
United States Senate

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INTRODUCTION

Mr. Chairman and Members of the Subcommittee, thank you for inviting me to testify before the Committee today. I am pleased to report on the progress the Office of the Senate Sergeant at Arms (SAA) has made over the past year and our plans for the coming year.

For Fiscal Year 2013, the Sergeant at Arms respectfully requests a total budget of \$205,447,000. This is a modest increase of \$1.7 million, or 0.8 percent above the Fiscal Year 2012 enacted level. This budget will allow us to maintain the high level of service we provide to the Senate community, while continuing to be good stewards of the public's resources. Mr. Chairman, as you know the SAA is currently operating under a 7% reduction below last year's funding level. Our funding was cut by \$4 million in salaries and \$11million in expenses from the Fiscal Year 2011 level. We understand the tremendous economic challenges this committee is facing and we are committed to doing our part to reduce costs and streamline our operations.

Although we have taken extraordinary steps to mitigate the impact of this reduction, continued decreases in our budget have had an adverse effect on the way we support our customers, especially in the areas of information and communications technology. We have had to reduce services, scale back allocations, and reduce our subsidies for some services, as well as defer the capital improvements that are required to keep pace with continued demands for improved technology. In addition, the pending STOCK Act, (Stop Trading on Congressional Knowledge) S. 4038, would place new and expensive burdens on our department, if enacted. For example, this legislation would require us to create and deploy a new electronic financial disclosure

application and a data-base that will allow the public to search, sort, and download filers' financial information. We estimate that it will cost approximately \$1.5 million to develop the system and \$200,000 annually to maintain it.

In developing our proposed Fiscal Year 2013 budget and our operating plans, we are guided by priorities framed in our Strategic Plan. These priorities include ensuring the United States Senate is as secure and prepared for an emergency as possible, and providing the Senate with outstanding service and support, including the enhanced use of technology.

Our emergency plans and procedures are designed to ensure the safety of Senators, staff, and visitors within our facilities and to equip Senate staff with the necessary tools to respond to any emergency situation. Throughout 2011 we were committed to improving these procedures using industry best practices, training, and lessons learned through exercises and scheduled events. We made significant strides to ensure staff preparedness through enhanced Emergency Action Plans, mobility-impaired evacuation procedures, internal relocation actions, and the annual Chamber Protective Actions exercise.

Our preparedness efforts during the past year placed a premium on our interaction with Senate offices. During 2011, 100% of Senate offices possessed a customized Emergency Action Plan based on their unique circumstances and needs. Over this past year, 85% of all Senate office Emergency Action Plans were reviewed and validated using guidelines set forth by the Occupational Safety and Health Administration and the Congressional Accountability Act. With a goal of maintaining current levels of protection while holding down costs, my office, together

with the House Sergeant at Arms, requested an analysis of the current supply of emergency escape hoods to determine whether their shelf life could be extended. The results of the analysis showed the escape hoods were still effective and the procurement of replacements could be postponed for another year. This allowed us to defer more than \$4.5 million in Fiscal Year 2013.

This year we continued our server virtualization efforts, whereby we reduced energy, maintenance, and support costs by running more than 800 servers in a virtual environment. Our Help Desk team continued to perform extremely well, with a customer satisfaction rating of more than 99% at the very satisfactory or excellent level. Our telecommunications modernization effort has moved into the deployment phase; we are now in the process of installing the new Watson phones in all Senate offices. We are about one-third complete, including all Members' offices in the Russell Building. We will complete installations in Member offices by Memorial Day, and the remainder of all Senate offices by the end of the current fiscal year.

In addition, we successfully processed 356 million e-mail messages during calendar year 2011, while protecting our customers from spam and malicious messages. We also completed a major upgrade of our messaging infrastructure that significantly increased email storage capacity yet reduced overall costs. We continued to upgrade and expand the tools that Senators and staff can use to stay connected with one another and their constituents. We are supporting the latest Apple and BlackBerry smartphones and tablets and enhancing email functionality on the Apple iPhone and iPad to include file editing and local file storage. We upgraded our already robust video conferencing capabilities to make them significantly more reliable and resilient in the event of a catastrophic event. We also continued to evaluate new equipment and vendors to ensure that

office equipment offerings stay current. In addition, we launched a new, highly anticipated application that allows offices to review their equipment inventories online and submit corrections electronically, as well as to report stolen or lost equipment and request moves. We also improved our information technology security posture, to ensure that the Senate does not suffer any major compromise of information security.

I am also pleased to report that the Committee Hearing Room Upgrade Project, which began in 2003, will be completed later this year. This project provides the Senate community with greater flexibility and audio/visual capability for Committee hearings. This subcommittee has been very generous over the years in allowing us to use end-of-year Senate carry-over funds to accelerate this important project. When completed in June, your constituents will have far more extensive access to Senate committee and subcommittee hearings than ever before.

Mr. Chairman, as you know, this Committee granted us approval two years ago to relocate our Printing, Graphics, and Direct Mail (PGDM) main printing function from the Postal Square building, on Capitol Hill, to a new facility in Landover, Maryland. In September 2011 the two-phase relocation was completed without any break in services to the Senate. This new facility, which was completed on time and under budget, projects a net positive cash flow of \$2.8 million, a 3.6% return on investment over 20 years. Fifty-nine staffers now work in the Landover facility and remain committed to providing exceptional service to the Senate from this state-of-the-art facility.

My organization continues to be a good steward of taxpayers' dollars. Our productivity increased to unprecedented levels, exemplified by the Senate Post Office processing the second highest volume of mail in the last decade, surpassed only by 2009.

2011 was another busy year within the Capitol and for the SAA units that support Capitol operations. From 2007 through 2011, the Senate was in session an average of 178 days a year, a 19% increase over the previous 10 years. Once again, SAA staff responded to this increased activity with professionalism, diligence and outstanding customer service.

For example, personnel staffing the five Senate Appointment Desks processed nearly 195,000 visitors to the Capitol during 2011. The total number of visitor badges issued was the second highest in any year since the appointment desks were created over 26 years ago. Additionally, our Doorkeepers assisted more than 211,000 visitors to the Senate Gallery.

The Senate Recording Studio helped Senators communicate more efficiently with their constituents back home. During 2011, we produced 1,330 shows from our television studios and more than 1,100 radio productions, as well as broadcast coverage of 845 Senate committee hearings – all increases from 2010. The Recording Studio also provided 1,102 hours of gavel-to-gavel coverage of Senate Floor proceedings, and played a vital role in launching a new service: the live streaming of the Senate Floor to the public online at www.senate.gov.

These are just a few examples of how the SAA continues to respond to the challenges of more activity and more demands with reduced resources. Our customer satisfaction levels remain high.

As you can see, the Sergeant at Arms team continually works toward the vision of our Strategic Plan: *Exceptional Public Service...Exceeding the Expected*.

Leading the efforts of the Office of the Sergeant at Arms is an outstanding senior management team including Martina Bradford, who serves as my Deputy; Republican Liaison Mason Wiggins; General Counsel Joseph Haughey; Legislative Liaison Nancy Olkewicz; Assistant Sergeant at Arms for Continuity and Emergency Preparedness Operations Rich Majauskas; Assistant Sergeant at Arms for Intelligence and Protective Services Mike Stenger; Assistant Sergeant at Arms and Chief Information Officer Kimball Winn; Assistant Sergeant at Arms for Operations Bret Swanson; Deputy Assistant Sergeant at Arms for Capitol Operations Kevin Morison; and Chief Financial Officer Chris Dey. The many goals and accomplishments set forth in this testimony would not have been possible without this team's leadership and commitment.

We are grateful for our relationship with the United States Capitol Police (USCP). I value the input of the other members of the Capitol Police Board, newly-appointed House Sergeant at Arms Paul Irving, serving as Chairman, Architect of the Capitol Stephen Ayers, and Chief Phillip Morse, who is an *ex officio* member of the Board.

The Office of the Sergeant at Arms also works with other organizations that support the Senate. I would like to take this opportunity to mention how important their contributions have been in helping us achieve our objectives. In particular, we work regularly with the Secretary of the Senate, the Architect of the Capitol, and the Office of the Attending Physician. When appropriate, we coordinate our efforts with the United States House of Representatives and the

agencies of the Executive and Judicial Branches. I am impressed by the people with whom we work and greatly appreciate the quality of the relationships we have built together.

I am very proud of all the men and women of the Sergeant at Arms team who help keep the Senate running. While serving as Sergeant at Arms, I have seen their great work and devotion to this institution. Our employees are among the most committed and creative in government. A perfect example of this occurred last August 23rd, when a 5.8 magnitude earthquake shook the Washington, D.C., region and forced the evacuation of the Capitol—just 30 minutes before a scheduled *pro forma* session of the Senate. Working with Leadership and the Secretary of the Senate, our personnel relocated to the briefing center at the Postal Square building and made it ready for Senate business. Thanks to the hard work, ingenuity, and practice of our staff, Senator Coons was able to gavel in the historic session—the first routine session of the Senate held outside the Capitol in 197 years - at just after 3:30 p.m., about an hour after the session was originally scheduled to start.

As always, my staff and I are grateful for the support and guidance of your subcommittee, the full Committee and the Senate Committee on Rules and Administration.

CONTINUITY AND EMERGENCY PREPAREDNESS OPERATIONS

Emergency Planning

Our emergency plans and procedures are designed to ensure the safety of Senators, staff, and visitors within our facilities and equip them with the necessary tools to respond to any emergency situation. Throughout 2011 we were committed to improving these procedures using

industry best practices, training, and lessons learned through exercises and scheduled events. We made significant strides to ensure staff preparedness through enhanced Emergency Action Plans, mobility-impaired evacuation procedures, internal relocation actions, and the annual Chamber Protective Actions exercise.

The central document that reflects our preparedness efforts across the Senate is the Emergency Action Plan. In 2011, 100% of Senate offices possessed a customized Emergency Action Plan based on their unique circumstances and needs. Over this past year, 85% of all Senate office Emergency Action Plans were reviewed and validated using guidelines set forth by the Occupational Safety and Health Administration and the Congressional Accountability Act. Significant areas of improvement included the addition of office-specific shelter-in-place locations, emphasis on using the secondary assembly area as an AIRCON assembly point, internal relocation actions, and AIRCON threat procedures.

Accommodating staff with accessibility needs is outlined in each office's Emergency Action Plan and is an integral part of our training efforts. A major enhancement to our program was the addition of Victim Rescue Unit (VRU) public caches at each emergency staging area, with each cache containing eight VRUs. The VRU is a special smoke hood that is issued to self-declared mobility-impaired staff members and their "buddies" for use in an evacuation emergency. Another addition to our mobility impaired program for 2011 was a new ADA-accessible exit located at 1st and C Streets, NE. We trained Senate staff on the location of the new exit and have updated all Russell Senate Office Building Emergency Action Plans to reflect this new ADA-accessible exit. We also collaborate with the House of Representatives to promote emergency

preparedness among our special needs community. In December, we jointly hosted a seminar with the House Office of Emergency Management on emergency planning for individuals with access and functional needs.

The protection and preparedness of Senators, staff, and visitors within the Senate Chamber continues to be a focus. Each year we test and validate the Chamber Protective Actions Guide by conducting a full-scale exercise. The guide serves as a comprehensive summary of the complementary actions each organization will take if the Chamber is required to evacuate, shelter-in-place, relocate, or don escape hoods. The 2011 exercise addressed evacuation due to an AIRCON threat and procedures to shelter in place. Additional areas of emphasis for this exercise included setting up portable comfort stations, Doorkeepers' duties in the Capitol Visitor Center Gallery Check-in room, fourth floor ALERTUS notification system activation, and transportation of mobility-impaired Senators to the briefing center during an AIRCON evacuation. The addition of a transportation capability for Senators represents a further refinement in our plans and capabilities that was previously absent.

Emergency Communications and Accountability

We continue to improve notification and communication programs to ensure devices and systems are ready to support the Senate during local or large-scale emergencies. The Accountability and Emergency Roster System (ALERTS) is the primary alert and notification system that provides a single interface for delivering emergency e-mail, PIN, and voice messages to the Senate community. Key achievements during 2011 included training 128 Office Emergency Coordinators on ALERTS and Remote Check-in procedures, updating emergency contact

information for all Member offices, increasing the number of Senators receiving ALERTS notifications from 35 to 51, and signing up all Senate chiefs of staff to receive ALERTS and be listed on the emergency contact list.

We conducted monthly emergency notification tests for staff and biannual tests for Senators in conjunction with the USCP, Secretary of the Senate, party secretaries, and other stakeholders. These tests are designed to ensure our emergency messaging system is reaching all intended recipients. We conducted monthly communications tests with Executive Branch agencies to verify contact information for each other's continuity sites.

In 2010 we introduced the ALERTS Dashboard to provide the Senate and USCP with real-time accountability data through a user-friendly graphic interface. This year we extended this capability to the USCP Command Center SAA Duty Desk. This provides the USCP Command Center with real-time accountability data for incidents that occur both after hours while the Senate is in session and during normal duty hours. We consistently reinforce the importance of accountability with Senate staff by conducting Remote Check-in drills and training using BlackBerry devices.

We provide "watch standers" in the USCP Command Center after normal business hours when the Senate is in session or during emergency incidents and special events. Watch standers are trained to use the Senate Dialogic and Chyron systems to assist USCP as necessary and provide senior leadership with amplifying information regarding ongoing events. Because we rely on these two systems, the Dialogic Communicator System was upgraded to improve our voice

messaging connectivity to desk and mobile phones. Upgrades were made to the Chyron Cable TV Alert System to provide the capability to broadcast over digital and high definition channels. We are developing a new Chyron Web interface for 2012 that will improve our capability to edit and review alert messages during an emergency and release them faster to the Senate community.

We procured and installed WebEOC Mapper Professional, a geospatial information system that provides Senate emergency managers with the ability to create a dynamic, geographically-based operating picture of an incident and its effects. Multi-layered mapping has proven to be a highly effective emergency management technique for government and law enforcement agencies throughout the country, and we successfully used this feature during the last State of the Union Address. Recent improvements to the core emergency operations center management application provide better situational awareness during emergencies and special events and were used to a limited degree following the August 2011 earthquake. These improvements include the ability to track the setup of individual rooms in continuity facilities as they become available and to track and report on the locations of contingency staff.

Information sharing between Legislative and Executive Branch emergency managers was further improved through the installation of a Homeland Secure Data Network (HSDN) terminal in February 2011. Our mission requires access to classified e-mail, messaging, data analysis, and collaboration tools along with law enforcement, emergency management, and National Capital Region intranet resources. The use of HSDN assists in intelligence gathering, situational awareness, decision making, and event reporting.

Training and Equipment

Training and outreach programs are designed to provide interactive classroom and personalized instruction to the Senate community. These valuable programs give staff a wealth of preparedness and life safety awareness information to enhance office and personnel preparedness. This year, we conducted 246 training sessions in which over 5,000 staff were trained on a variety of preparedness topics. We initiated an Office Emergency Coordinator (OEC) certification program in 2008 for staff that completed requisite emergency preparedness courses. In 2011, 15 staff members received this certification.

The culmination of our emergency preparedness training and outreach programs is the Senate's annual National Preparedness Day observance held each September as part of National Preparedness Month. This event invites members of the National Capital Region emergency management community to set up equipment displays, provide program capability awareness training, and demonstrate new products. More than one dozen regional emergency preparedness partners participated in this past year's event.

One of the keys to our preparedness posture is the continued management and support of emergency protection and communication equipment in each Senate office. Every office is issued escape hoods, emergency supply kits, and wireless emergency annunciators. These annunciators allow offices to receive notifications from USCP to shelter in place, deploy to their designated internal relocation site, receive situational updates, or use specified equipment to evacuate the building. The SAA ensures functionality of all equipment through an annual

inventory and operations check of assigned equipment, and replacement of faulty or expired items. More than 270 offices and over 28,000 pieces of equipment were inventoried in the past year. Enhancements to the equipment preparedness posture included additional emergency equipment for Continuity of Operations vehicles.

In 2011, we released an updated version of the Roadmap to Readiness, which included a condensed Emergency Response Guide and portable pocket guide providing concise critical emergency information. The Roadmap to Readiness is a comprehensive guide designed to provide offices with the necessary tools to create emergency plans for Washington, D.C., and state offices. It also outlines ways to educate and train staff to respond appropriately in emergencies. New Web-based training classes on personal preparedness and shelter in place have been developed to provide staff with the means to educate themselves from the convenience of their desktops. Additionally, we developed a new website that provides staff with the resources and information required to begin preparing for emergencies.

The Senate Emergency Operations Center (EOC) is utilized during emergencies and special events to coordinate information, resources, and our response efforts. Training for EOC staff is critical for understanding roles and responsibilities. During 2011, two exercises and several training classes were conducted to provide staff with the opportunity to improve their skills.

Exercises

We continue to manage a comprehensive exercise program that ensures Senate plans are practiced and validated regularly. The Test, Training, and Exercise (TT&E) Program

administered by the SAA serves to validate our ability to respond in times of crisis as well as identify areas where better planning and procedures would be beneficial. As the August 2011 earthquake event demonstrated, nearly every Senate support organization has a role and responsibility that supports successful implementation of Senate emergency plans. It is important that each organization knows and is able to execute its respective tasks. A viable Senate TT&E program provides training and includes practicing individual and group responsibilities as well as overall emergency plans on a regular basis to ensure preparedness to implement those plans. Our program is outlined in an annual guidance document that is coordinated with stakeholders and that I sign jointly with the Secretary of the Senate. This document provides overarching guidance for three TT&E program areas: a six-year exercise program that focuses on areas relating to our key capabilities, regular TT&E-supporting activities that occur throughout the year, and a calendar of annual exercises that reflects contingency program goals and objectives.

During 2011, in collaboration with the Secretary of the Senate, we led several joint exercises with the USCP, Architect of the Capitol, Office of the Attending Physician, party secretaries, and other key Congressional stakeholders. Primary among these were the Chamber Protective Actions, Briefing Center, Alternate Office Space, and Alternate Chamber exercises. We completed over 20 exercises, tabletops, tests, and guided discussions in 2011, covering all aspects of emergency response including Offsite Alternate Chamber, Emergency Operations Center, Chamber Protective Actions, Briefing Center, Transportation, Contingency Telecommuting, Accountability Measures, Evacuation, Internal Relocation, Mass Casualty, Alert Notification, Continuity of Government, and Alternate Office Space. We successfully exercised an offsite Alternate Chamber to test our abilities to quickly set up a contingency facility away

from Capitol Hill in a timely manner. An offsite emergency operations center exercise was conducted to test the ability to quickly move staff to a location distant from Capitol Hill and begin operations. The general exercise format included functional capabilities demonstrations and tabletop scenarios designed to test the Senate's ability to function during an event that requires relocating to alternate facilities or contingency sites. After-action reports were generated for each of our exercises to document lessons learned for future plan improvement. We plan to conduct more than 15 exercises during 2012 in addition to numerous training events and smaller-scale tests and drills designed to maintain and strengthen existing capabilities while addressing emerging needs.

Continuity of Operations

In 2011, we focused on developing contingency transportation and site-specific plans while continuing to refine and validate other existing plans and procedures. We continued collaborating with Member offices and committees to develop internal continuity of operations (COOP) plans and train staff accordingly. We acquired new transportation assets and developed accompanying activation and operations plans. We worked with our counterparts in the House to develop the Personnel Accountability System to enhance accountability during contingency transportation. The program is now in the final stages of development.

A full-scale exercise at the Postal Square Briefing Center was conducted to validate movement of Members to a safe and secure environment in the aftermath of an incident. We also improved plans to utilize alternate office space in the event the Senate is no longer able to occupy its regular office building work space. COOP materials and vital records were placed at contingency

facilities and on classified networks for convenient access. We acquired space in the Ford House Office Building for use as a briefing center should Senators evacuate to the House side of the Capitol complex in an emergency. We also recently negotiated with the Government Printing Office for use of their auditorium and conference rooms for Senate and House Briefing Centers.

We finalized the first edition of an Alternate Office Space Plan that establishes set-up and operational procedures for the COOP space. Our focus has been on establishing and validating connectivity to the Senate network, and working with USCP security teams on establishing access control requirements for the facility when the Senate is operating there. We successfully tested our planning assumptions by conducting a functional exercise at the alternate site.

Maintaining a viable COOP program is critical to the Senate's ability to continue performing constitutionally-mandated functions during local emergencies. Our team worked closely with Member offices and committees to produce individualized COOP plans utilizing a simplified template which was designed and tested within my departments. The resulting COOP template is a simplified and proven tool for use by Member and committee offices throughout the Senate.

We conducted an exercise that validated that facilities at our offsite location could be used as an Alternate Chamber and identified additional improvements to enhance the facilities' capabilities.

We established the COOP Council to assist planners in all SAA departments with the development of coordinated plans for our COOP sites. The inclusion of key stakeholders in a

forum where critical decisions may impact our operations during emergencies is essential while planning for contingencies.

Continuity of Government

To assist in coordinating plans and resolving issues affecting the House of Representatives as well as the Senate, we developed a Congressional Contingency Planners Group that meets monthly to coordinate Continuity of Government planning for the House and Senate. That planning group has worked through issues concerning strategy, design, and plan implementation. We expect this effort to continue to help resolve issues as we encounter them in the joint planning environment.

We are working with the House, USCP, and others to consolidate our separate operational plans into a single coordinated plan. Progress has been made, but additional work must be done to finalize the plans. This will require all parties involved to remain focused on the objective – a consolidated operational plan.

We developed and implemented the concept of a Continuity of Government Council to provide invaluable planning guidance and internal coordination at the executive level for continuity planners. This has been extremely valuable in helping guide the development of site and activation plans.

INTELLIGENCE AND PROTECTIVE SERVICES

The Intelligence and Protective Services division of the Office of the Sergeant at Arms represents the integrated plans and programs for:

- Execution of law enforcement support and coordination;
- Security of the Senate as both an institutional body and a campus; and
- Protection of Members and staff in the District of Columbia and their state offices.

Security Policy and Planning

The State Office Readiness Program is a single security and preparedness resource that mirrors programs currently available to Washington, DC offices. Nearly two-thirds of the 450 state offices located across the United States occupy office space in commercial buildings with no internal security. The remaining offices are located in federal buildings with some level of building security but may be routinely targeted for disruptive activity. Violent incidents in and around state offices, including the January 8, 2011, shooting that critically injured U.S. Representative Gabrielle Giffords, have increased state office awareness of, and participation in, this voluntary but critical program. Participating offices are provided with a variety of security enhancements including secure reception areas to screen visitors, emergency duress buttons, burglar alarm systems, and closed-circuit camera systems. The Sergeant at Arms office pays for installation, maintenance, and alarm monitoring services including annual inspections and equipment testing.

During 2011, 333 or 73% of state offices received direct assistance in completing or updating their Comprehensive Emergency Plan (CEP). The CEP combines security, emergency preparedness, and Continuity of Government processes into one document. It meets Congressional Accountability Act requirements and prepares offices to continue services during an event with minimal negative impact. A streamlined template and an online component to enter preliminary plan information allow us to offer CEP assistance to the remaining offices not currently participating in the program.

State office hazard overviews were completed or updated for 349 offices during 2011; these identify natural or man-made hazards to be considered during plan development. Additionally, 79 new state offices received program briefings and emergency equipment similar to D.C. offices. A monthly Office Emergency Coordinator (OEC) bulletin is distributed to all state offices and state OECs complete a certification program. Online and video teleconferencing security and preparedness training is now regularly offered to state office staff.

Security enhancements were provided for 90 state offices during 2011. The program has provided security enhancements in 86% of all state offices including 90% of offices located in commercial spaces and 76% of offices located in federal buildings. Additionally, more than 300 state office alarm systems were tested and inspected this year.

For 2012 the focus of the State Office Readiness Program is on using an all-hazard risk assessment to survey state offices and offering security enhancements to non-participating

offices. Site visits and collaboration with USCP, General Services Administration, Federal Protective Service, and U.S. Marshals Service representatives will continue.

Police Operations

The Senate Campus Access Program coordinated inspections of construction vehicles and special deliveries with the USCP during recent renovations at the Sewell-Belmont House. The program also processed 795 special requests for vehicle clearances, deliveries, and bus access during 2011. Additionally, we developed the successful Committee Hearing Security Assistance Program to provide a single point of contact to coordinate USCP coverage at committee hearings. We collaborated with USCP and other law enforcement agencies to monitor and secure special events such as the State of the Union address, Senatorial party retreats, summer concert series, and various joint sessions of Congress.

The SAA Duty Desk continues to assist in the USCP Command Center by utilizing staff to monitor and track security events and incidents within the National Capital Region during normal business hours and after hours while the Senate is in session. Staff members monitoring these events provide direct and timely information necessary to make key decisions. The program provides a cost-saving measure as it uses existing FTEs with appropriate communication training instead of vendor support.

The January, 2011 shooting of Representative Giffords prompted our office to greatly expand monitoring law enforcement investigations involving threats to Members. Our goal is to provide updates to affected offices from case opening through adjudication. We routinely process Senate

office requests for local law enforcement assistance at public events and coordinate security evaluations and assessments with the USCP.

Intelligence and Threat Assessment

Our office recognizes the value of identifying potential security risks early, so that appropriate awareness, mitigation, and prevention strategies can be deployed. The Threat Assessment Program proactively identifies and analyzes open-source online information in order to detect potential security threats targeting the Senate community and to enhance situational awareness of possible security risks. The program is fundamentally designed as an effective security and prevention tool to assess and mitigate risks in collaboration with the USCP.

We have been reviewing open-source information and creating daily threat reports since December 2011. A total of 283 incidents, an average of almost seven incidents per work day, were reported between December 2011 and February 2012. Each incident was reviewed and an average of two incidents per work day, or a total of 86 incidents in three months, was forwarded to USCP for follow-up investigation. This program has allowed us to provide important early warnings and situational awareness of possible security risks. It has also guided protection and prevention efforts regarding specific threats against Senators, possible civil disobedience activities regarding specific topics, and cyber threats to online Senate assets.

The Threat Assessment Program is a tool designed to help us collaborate with the USCP and other partner agencies to stay ahead of the curve in a constantly changing threat environment. The program was initiated as a pilot effort to test processes and evaluate outcomes. The next key

step is to properly evaluate the program. We have engaged the National Academy of Public Administration as an experienced, knowledgeable, and independent organization to conduct the formal program evaluation.

Even though a formal evaluation has not been completed, it is clear the Threat Assessment Program has elevated situational awareness of security-related issues and events among my organization, USCP, and Member offices. The program supports the Senate's collective safety and prevention efforts.

INFORMATION TECHNOLOGY

ENHANCING SERVICE, SECURITY AND STEWARDSHIP

We continue to provide a wide range of effective information technology solutions to facilitate the Senate's ability to perform its legislative, constituent service, and administrative duties; to safeguard the information and systems the Senate relies upon; and to be ready to respond to emergencies and disruptions. As in our other areas, we also emphasize stewardship - the careful use of all of our resources, including the funding we are provided, our personnel, and the external resources that we consume - in all aspects of our information technology operation.

As we do each year, we have updated, and are performing under, our two-year Information Technology Strategic Plan. The current version, under which we will be operating in fiscal year 2013, continues to emphasize our five strategic information technology goals and their supporting objectives that drive our programmatic and budgetary decisions:

- **Secure:** A secure Senate information infrastructure
- **Customer Service Focused:** A customer service culture top-to-bottom
- **Effective:** Information technology solutions driven by business requirements
- **Accessible, Flexible & Reliable:** Access to mission-critical information anywhere, anytime, under any circumstances
- **Modern:** A state-of-the-art information infrastructure built on modern, proven technologies

Our fourth information technology strategic goal – Accessible, Flexible & Reliable – may be the most far-reaching of the five goals. This goal undergirds everything we do from a technology standpoint. We must ensure that almost every system and every service we deploy can withstand disruptions to our operating environment, can be reconfigured if necessary to cope with disruptions, and can be used regardless of the user’s location. We continuously reevaluate existing services and systems to identify areas for improvement and make those improvements as soon as we can, in an effort to ensure the Senate can continue to do its work under any circumstances.

From a budgetary standpoint, more than one-half of the CIO organization’s FY 2013 request will cover the installation and support of the equipment acquired by offices through the economic allocation, and for other programs that benefit offices directly. One-third will be devoted to providing services at the enterprise level, such as information security, the Senate data network, electronic mail infrastructure, and telephone systems. The remainder is almost equally divided between supporting the office of the Secretary of the Senate with payroll, financial management,

legislative information, and disclosure systems; and our own administrative and management systems.

ENHANCING SERVICE TO THE SENATE

Customer Service, Satisfaction, and Communications

Our information technology strategic plan stresses customer service as a top priority, and we actively solicit feedback from all levels and for all types of services. For instance, we ask for customer feedback on every Help Desk ticket opened. In major contracts that affect our customers, we include strict service levels that are tied to the contractors' compensation - if they do well, they get paid more; if they do poorly, they get paid less. Because of reductions to our budget, we have had to relax the service level requirements, reducing services to our customers. During the past year, the percentage of on-time arrivals for the IT installation team never dropped below 99%. The percentage of Help Desk calls that were resolved during the initial call averaged 57%, and 99% of customer surveys rated the IT Help Desk and installation services as either "very satisfactory" or "excellent." We expect this excellent level of performance to continue through FY 2013.

We satisfy our customers' demands for the latest in mobile wireless technology by keeping our catalog up to date with the latest offerings. Last year, we made available several new models of iPhones, iPads and BlackBerry devices, as well as enhanced iPhone and iPad e-mail and tools integration that include secure intranet browsing, and document editing and storage features. We will continue to offer the Senate community the latest smartphone technology as well as add MiFi mobile hotspots to our technology catalog in FY 2013. Our CIO staff also continues to

work extensively with third-party software providers to enhance our iPhone and iPad corporate e-mail client. Finally, we continue to monitor and test Android devices for support with the goal of supporting these devices when we can do so with adequate security.

In FY 2013 we will continue to communicate effectively with our customers through a well-developed outreach program that includes information technology newsletters, periodic project status reviews, information technology working groups, weekly technology and business process review meetings with customers, and joint project and policy meetings with the Committee on Rules and Administration, the Senate Systems Administrators Association, and the administrative managers steering group.

Robust, Reliable and Modern Communications

We provide modern, robust and reliable data network and network-based services that the Senate relies upon to communicate electronically within and among offices on Capitol Hill and in the states; to and from other Legislative Branch agencies; and through the Internet to the public, other agencies, and organizations.

We continue to make progress toward modernizing the Senate's entire telecommunications infrastructure to provide improved reliability and redundancy in support of daily and emergency operations, and to take advantage of technological advances to provide a more flexible and robust infrastructure. We completed the replacement of the main telephone switch this year, and have processed over 3 million phone calls since it came online. We are currently installing up to 250 new telephones a week in Senate offices and are scheduled to complete the Watson phone

migration by the end of the current fiscal year. Moving forward, we will replace systems such as the cloakroom alerts and conference services systems over the coming year. We are securing the Watson implementation with the same high level of diligence as we secure the whole of the Senate's information technology infrastructure. We also conduct rigorous vulnerability testing on Watson, which exemplifies our proactive and preventive approach to information security.

Our wired and wireless data network forms the core of our information technology infrastructure. This past year we improved the ability of Members and staff to gain access to the Senate network remotely, which is a critical function for our customers and a key to success for our support organizations. We integrated client-based and clientless remote access services into a single platform. We did this without any significant effects on our customers, while improving our internal efficiency.

In 2011 we also enhanced the security of the Senate's wireless LAN or "WiFi" service by introducing a new network – "Odyssey" – that supports a more secure authentication mechanism and allows us to support mobile devices such as the Apple iPhone and iPad. Over the course of the next year, we will continue to enhance our wireless network by replacing more than 700 access points.

We continued reducing costs for the wide area network services that support state offices, achieving a \$200,000 reduction in FY 2012 below the FY 2011 cost. A portion of this reduction results from better contract pricing for services in Alaska.

In order to support our new Printing, Graphics, and Direct Mail facility in Landover, Maryland, we invested in a direct fiber-optic connection, both to provide high-speed service to the location and to save money in the long-term below the cost of a leased connection. We received favorable monthly pricing by using the same contract and vendor that provides us “dark fiber” service to the Alternate Computing Facility and other locations off Capitol Hill. The direct fiber-optic connection to this new facility closely matches the connection PGDM had while on Capitol Hill and does so at a reduced cost. The monthly rate for our direct dedicated connection is approximately 40% less than comparable shared bandwidth with a contract commitment of ten years. Because it is a private connection, we also eliminated the need for security equipment, which is necessary when using a commercial-based service. We plan to extend this service to the nearby Senate Support Facility to substantially increase the level of network service there.

We continue to make effective use of our investment in performance monitoring equipment to manage service levels on our connections to the Internet. This has allowed us to keep service capacity levels constant, without sacrificing performance for our customers. However, we will not be able to ensure this critical resource meets our customers’ demand indefinitely without additional funding.

Because our data network is vital to everything we do, we must continue to invest in performance monitoring equipment to proactively identify and resolve problems within the network as quickly as possible, including before our customers recognize a problem exists. This also allows us to use statistical information for trend analysis purposes so that we can be in front of the need for additional network capacity. With over 1,500 devices supporting our enterprise

data network, it is imperative that our CIO organization be well positioned to identify problems (fault management), traffic levels (performance management) and modifications (change management).

We use many tools in our efforts to monitor the health of the Senate data network, which spans Capitol Hill, more than 450 state offices, and two data centers. We processed more than 1,800 incident tickets during CY 2011 and more than 1,400 network change requests associated with data center services. As 2011 was the first year of the 112th Congress, with attendant changes in Senate membership, we provided 90 new state office connections and decommissioned 60 others.

In partnership with other Legislative Branch agencies, our CIO organization participated in the replacement of the Legislative Branch intranet known as CapNet. This private network provides all Legislative Branch agencies the ability to communicate with each other without traversing the Internet. The Senate has been one of the leading voices in promoting the value of this network for inter-agency communications and business services. The replacement of older technology enables the entire Legislative Branch to maintain existing services and expand into new services. Our CIO organization led the effort to develop the redundant CapNet solution centered at the Alternate Computing Facility. In combination with the new primary network, we are well-positioned to support new and expanding inter-agency services in a highly-available environment.

Another significant undertaking in 2011 was the upgrade of all of the Senate's data network chassis equipment. This upgrade was essentially a replacement of 100 chassis units spread across the Senate campus to ensure we remained well-positioned for growth within the data network. The upgrade also provided additional redundancy and increased power supplies to support power over Ethernet for the new Watson phones.

Also in support of telecommunications modernization, we designed and implemented a quality of service architecture to ensure that voice services are prioritized as they traverse the data network. Due to its real-time nature, it is critical to the quality of a phone call that the corresponding data traffic be properly processed and not be delayed by other non-real-time communications.

In addition to our robust messaging infrastructure that processed approximately 356 million Internet e-mail messages during the past calendar year, we also support effective communication through the use of videoconferencing. Our videoconferencing infrastructure processes an average of 300 video calls per day when the Senate is in session. Recent enhancements include the ability to call anyone in the world through a secure, publicly-available client, as well as to make a point-to-point call into a multipoint call regardless of bandwidth or whether the system has multipoint capability installed. We are also strengthening the resiliency of the core services we currently provide by designing and deploying a high availability infrastructure for those core services. This will result in less downtime and increased reliability.

This past year we upgraded the Microsoft Office Communicator application to Microsoft's latest product, Lync, enabling a convenient multi-party desktop sharing feature and preparing the environment so we can deliver additional unified communication capabilities such as integrated audio and web conferencing. More than 5,000 people in 80 offices take advantage of the service.

In a more visible effort, we collaborated with the Secretary of the Senate and the Committee on Rules and Administration to offer, beginning with the second session of the 112th Congress, the ability to view Senate sessions live on computers and many common mobile devices via senate.gov. The public also will be able to use our video archives as a powerful research tool by utilizing keyword searches for topics of interest.

The new streaming capability enhances the ability of Members and committees to incorporate video into communications with constituents by offering the live video of Floor activity on their official websites. We also introduced a video clipping tool, to enable staff to capture video segments from archived sessions to post on their official websites.

The Large File Transfer System (LFTS), which has been in use for nearly two years, has streamlined the process of sending large files. Currently, 45 offices use it to correspond with other offices in the Senate as well as with external entities, including other government agencies, the media and constituents. For example, during the weeks and months following the Deepwater Horizon oil spill in the Gulf of Mexico, the Committee on Environment and Public Works used the LFTS to send and receive video files containing extensive footage of the incident. In addition, the Senate Recording Studio uses the LFTS to send video files to Senators' offices not

only on Capitol Hill, but also in their home states. Since January 2011, the LFTS has processed more than 3,800 files with 500 gigabytes of data.

Web-Based and Customer-Focused Business Applications

As in past years, we continue to add functionality to TranSAAct, which is our platform for moving business online. Based on the business requirements of offices and the Committee on Rules and Administration, we continue to develop TranSAAct to eliminate paper-based manual processes and move them to the Web. Because it is built on an extensible modern database framework, TranSAAct allows indefinite expansion as new requirements are identified. This year we completed several enhancements to TranSAAct, giving staff the ability to make telecommunications service requests online, and integrating with the asset management system to allow administrative managers and chief clerks to view the assets assigned to their office. They can report inaccuracies and lost or stolen items and generate reports on the fly. We also started development of a depot to house the forms and documents that chief clerks use, with links to a collection of how-to documents and checklists for chief clerks to collaborate on best practices. We look forward over the coming months and years to moving additional business processes to the Web; delivering increasing functionality to administrative staff; and reducing the time, paper, and errors associated with the current manual processes.

We are working in collaboration with the Secretary of the Senate to replace the current payroll system with a new one that is built on a modern technological platform. It will provide additional capabilities to benefit members and employees, office management and the Secretary's staff. We plan to implement Phase I of the new system, which replaces the current payroll functionality,

later this year. Phase II will follow that implementation and will provide self-service capabilities to Members and employees.

We expanded the services of other Web-based applications such as a program that more than 60 offices use on their websites for accepting service academy nomination requests, intern applications, budget requests and other types of applications and requests. To date, constituents have submitted more than 24,000 different requests through this system. We also modernized CapFOR, the application that allows offices to request services from our Capitol Facilities department.

We provide numerous Web-based systems to enhance the productivity of office staff, such as one for the Placement Office that allows external applicants to electronically submit job applications for positions in Senate offices. Currently, there are over 36,000 accounts in the system. We provided significant enhancements to the Lobbyist Registration application to create more robust search functionality as well as improve the application's overall performance. Committees extensively use streaming video to broadcast their hearings over the Internet. This year we transitioned from Flash video to the more ubiquitous MPEG4 video standard. This is a huge improvement - using the MPEG4 standard allows us to stream and archive video in high definition with only a minimal increase in bandwidth usage.

Showcasing and Promoting Modern Information Technology in the Senate

We will continue to highlight new technologies in the Information Technology Demonstration Center through demo days, which have been well-attended in the past. After products are tested

and validated in our technology assessment laboratory, they are then available for staff to try in the Demo Center. The demo days feature live demonstrations of new and emerging technologies.

In order to perform technology assessments, feasibility analysis, and proof of concept studies, and to ensure we are considering technologies that will directly support the Senate's mission, we continue to improve the capabilities in our technology assessment laboratory. Technologies and solutions are vetted and tested here prior to being announced for pilot, prototype, or mass deployment to the Senate. To ensure we focus on the most relevant technologies and solutions, the Technology Advisory Group, consisting of CIO staff and our customers, performs high-level requirements analysis and prioritizes new technologies and solutions for consideration for deployment in the Senate.

We continue to work toward providing unified communications capability, tying together voice, video and data communications into a single tool. This allows the user to choose the best communication option available – based on the capabilities of the device they are using and the preferred method of communication.

We will continue these efforts in FY 2013 to ensure that the Senate is always well equipped to perform its functions. To keep our customers informed of our efforts, we publish the results of our studies on the emerging technology page of the CIO's area on Webster.

ENHANCING SECURITY FOR THE SENATE

Enhancing Security through System and Information Resiliency

As I mentioned earlier, we build security, accessibility, flexibility and reliability into every system and service. We continue to test our technology in scenarios in which our primary infrastructure and primary work locations have become inaccessible. This includes the simulated loss of our primary data and network facilities, as well as simulated loss of staff work spaces. All mission-essential Senate enterprise information systems continue to be replicated at our Alternate Computing Facility, using our upgraded optical network and storage area network technology. We have created a high-availability videoconferencing infrastructure that operates simultaneously at the primary and alternate facilities. This allows for automated recovery from a loss of either the primary or alternate facility without loss of core videoconferencing network services. We also upgraded the redundant Active Directory domain controllers in the Alternate Computing Facility to the latest operating system. The new servers were deployed in virtual machines, removing more than 20 physical servers from the facility. We conduct a variety of exercises to ensure we are prepared from an information technology standpoint to cope with events ranging from a burst water pipe, to a pandemic, to an evacuation of Capitol Hill. These exercises demonstrate our ability to support mission-essential systems under adverse conditions, and the ability to support substantial numbers of people working from home. We continue to exercise the ability to support our Senate customers in the event of an emergency situation which may limit our ability to get to work. This includes weekly and monthly exercises designed to ensure technical support is available from the Alternate Computing Facility and other remote locations. Our diligence in this initiative has proved worthwhile during various weather events.

With the knowledge that the business of the Senate continued and that state office locations were not affected by the weather in Washington, D.C., our staff continued to support the Senate community remotely throughout these events. This included answering the phones from home-based locations, highlighting the capabilities that our current migration to IP telephony will bring to the rest of the Senate.

Securing our Information Infrastructure

As I have described in previous testimony, active and aggressive adversaries continue to target Senate information and technology assets. These adversaries use increasingly sophisticated tools, techniques, and procedures; rapidly shift their attack methods in response to new countermeasures; and continually refine their targeting of Senate information. Our key strategy to meet this threat has been to improve our coordination with other federal agencies to share and adopt current best practices. We have greatly improved and expanded our relationships with other agencies over the past year. In addition we have undertaken a number of other efforts that we will continue throughout this fiscal year.

Training on information security awareness is mandatory for every member of my staff. The information we provide in this training helps our staff better identify and respond to suspected attempts to gain unauthorized access to Senate resources. We have also made this training available to the rest of the Senate community, and have received positive feedback.

We continue to develop and conduct individual threat briefings for system administrators, office leadership, and other staff to educate them on the evolving threat environment and to recommend

services that we provide at no cost to help them reduce their risk. We incorporate current best practices into our general awareness materials that we provide through Webster and in-office presentations. In the last year our training and awareness briefings have paid off as office staff members are better equipped to detect and respond appropriately to possible malicious events.

Last year's inclusion of an IT security briefing in the new system administrator training process was a great success. In these briefings we inform new system administrators of our services and help them enroll, so that they may make the best use of our offerings soon after they are hired. We also help system administrators identify critical systems under their control that our adversaries would consider high value targets. This asset identification enhances situational awareness for continuity of operations by allowing us to focus our efforts on protecting IT assets for which we have actionable threat intelligence. We work to continuously improve the quality of our training and, using office feedback regarding such training, we have improved both content and delivery.

Two other programs that support situational awareness and help us maintain a common operating picture (giving stakeholders at all levels the same relevant information) are the vulnerability assessment and systems management services. Together, these programs help us identify and remove threats as quickly as possible.

Our Systems Management Service (SMS) allows an office to automatically apply critical security patches to non-Microsoft software, saving staff time and effort and improving the security posture of the individual workstations in an office. It has been widely accepted with

134 offices enrolled, which is nearly 97% participation. We saw an immediate decrease in the average security vulnerability of systems as the service was implemented. SMS serves as an excellent enhancement to our vulnerability assessment (VA) program and to Windows Server Update Services, (WSUS) which automatically patches Microsoft software. The vulnerability assessment program, SMS, and WSUS combine well to serve as a “success enabler” for offices by giving them the tools they need to continuously assess and improve their IT security posture. We are looking at expanding our SMS service within the next year to better reach perimeter systems, such as laptops that remotely connect to the Senate network. We will also seek to provide automated update capability for operating system and third-party software security updates to Apple systems.

Our objectives call for maintaining strong relationships with our customers and improving customer care processes. The Senate community enthusiastically received both the SMS and the VA programs, which operate synergistically to mitigate operational cyber security risk. We devote considerable effort to helping the Senate community maximize their benefit from the VA and SMS programs. We pay careful attention to the feedback from offices concerning these vital programs, and this attention to detail helps us strengthen our relationships with those we serve and protect in the Senate community.

We also provide our staff and contractors with the tools, training, and skills necessary to quickly respond to potential threats. These ongoing skill training initiatives support our commitment to develop and nurture an agile CIO team. Because we are continuously leveraging and augmenting

our knowledge base as technologies evolve, we quickly and productively respond to the challenges that new technology poses.

To detect, defend against, and preempt threats when possible, we are employing new operating concepts to protect networks and systems. An example of our evolving conceptual innovation is that we employ and continuously monitor a strong core of layered defenses. This defensive posture enhances IT security. If our adversaries create a challenge at one layer, we have multiple, robust security layers making it difficult for them to successfully navigate all the security layers.

We strongly believe that integrating key concepts from the Department of Defense's Active Defense doctrine with our strategic goals bolsters our cyber security posture. As a result, we awarded a new cyber security contract to a provider with extensive defense sector experience. The new service provider is now applying its security experience to the protection of Senate information assets. The contractor has already taken the initiative to reconfigure network monitoring tools for improved performance.

As mentioned earlier, we share our awareness material and best practices with other agencies and adopt useful material and practices they have shared with us. We have achieved improved cyber security as a result of this cooperation, always with a view toward proactive risk prevention. Sharing information with other government agencies and the private sector also helps us fulfill our objectives of preempting threats. Such cooperation enables us to put other agencies' experiences to good use in effectively and confidently preempting threats that may not yet have reached us.

Using best practices from other federal agencies also helps us ensure that the cyber security services we offer are aligned with and support the Senate's business needs. We continue to expand our reach in partnership with other government agencies and the private sector in implementing reciprocal mutual trust mechanisms for exchanging e-mail. These mutual trust mechanisms guarantee that we can trust messages that originate in participating agencies, and they can trust that our messages are genuine as well. We described this trust program in last year's testimony, and we continue to expand our exchange of encrypted messages with more agencies and public-private partnerships.

Many Members and committees have embraced social media services and technology, and are increasingly using these services to communicate with constituents. Consequently, we forged direct partnerships with leading social media companies to ensure quick and effective communications with them. As a result, we are able to provide the quickest possible cyber security response when required. In this way we enable our community to maintain the confidence of constituents that each message is actually from the member or committee.

We have also faced significant challenges. For instance, last March we learned of a security breach associated with the company that is a major supplier of user authentication devices, RSA. This affected the Senate because we make extensive use of RSA's SecurID tokens and the breach compromised the security of these tokens. In June, RSA initiated the replacement of all "hard tokens," or SecurID devices. We were tasked with replacing more than 2,500 SecurID tokens for our customers. Additionally, we were able to reduce the number of tokens in service

by almost 1,100 units, working with each office to identify tokens that were no longer being used. This saved the Senate approximately \$43,000 in device costs alone and, by reducing the overall count, allowed us to avoid a more costly upgrade in license support.

In an effort to protect data past the useful life of the systems it is stored on, this past year we upgraded our on-site degausser to one that is better able to erase data from increasingly denser media and which will support future improvements and refinements to tapes and disks as the data density increases. The model we have is also the only degausser approved by the National Security Administration that can accommodate multiple drives per cycle.

We continued our BlackBerry scanning program designed to detect security intrusions on wireless devices used during international travel. In FY 2011, we upgraded our scanning software from AutoBerry to Fixmo's Sentinel, allowing us to scan up to ten devices simultaneously. This past year, we scanned over 370 BlackBerry devices, some multiple times, and found no discrepancies that we could not resolve. In FY 2013 we will continue to seek ways to improve and enhance our scanning program.

ENHANCING STEWARDSHIP

Stewardship of our resources is integral to everything we do. We are always looking for ways to improve our processes or technologies so that we save time, money, electricity, paper, and other resources. Our CIO organization is a good steward of the fiscal resources of the Senate, consistently and continuously improving the services offered to our customers while seeking only modest increases in funding. Many of these initiatives can save an office hundreds or

thousands of dollars in costs that would otherwise be paid out of their official accounts. As most of these initiatives save money due to a reduction in the purchase of some commodity, they also fit in with our efforts toward environmental stewardship. Following are some examples of our efforts to enhance fiscal and environmental stewardship:

- We completed a major upgrade of our messaging infrastructure that significantly increased e-mail storage capacity yet reduced overall costs. The upgrade also provided for further consolidation and virtualization of the Senate's messaging environment, reducing by more than half the physical servers in use. Improvements in high-availability capabilities have further reduced service disruptions for routine maintenance, and a change to leverage native e-mail archiving features resulted in additional cost savings in software maintenance, administrative support, and storage.
- Our Systems Management Service for automated deployment of applications and updates to workstations and servers reduces the maintenance burden on users and aids in maintaining a secure systems baseline. Almost every office currently uses this service.
- We have continued our virtualization efforts, where we now reduce energy, maintenance, and support costs by running more than 800 of our servers in a secure, virtual environment. We will continue an aggressive campaign to virtualize every server that can be virtualized.
- Offices have taken great advantage of our virtual machine infrastructure that allows us to centrally host their file and application servers on shared hardware at our primary and alternate facilities. This greatly increases server hardware efficiency, and, through system duplication and data replication, offers enterprise class data redundancy and recovery in the

event of a critical local failure or crisis. The virtual solution also relieves offices of considerable noise and excess heat, and increases usable working area for staff. It also removes the single point of failure from existing office servers and meets continuity of operations and data replication requirements for approximately half the cost of existing solutions. To date we are providing 97 Member and committee offices with a total of 131 virtual servers. Virtual servers running in the data center consume only 25% of the energy of a comparable number of physical servers. This means a reduction in power consumption and air conditioning requirements, saving Senate funds, while enhancing our ability to provide reliable and redundant services. Fewer servers used by the Senate also mean fewer servers that need to be disposed of at the end of their lives. This is greening on a national scale.

- Work continues on offering offices the ability to host their constituent support systems and SharePoint collaboration systems offsite or in a virtual environment. This will provide offices the opportunity to operate without any physical servers in their offices. Three offices are currently participating in the pilot test for this effort.
- We continue to use our catalog to highlight the energy-efficient aspects of our supported information technology and general office equipment, and we participated in the Senate Environmental and Energy Showcase.
- We continue our efforts to dispose of surplus electronic equipment through such initiatives as the Computers for Schools program. Last year we fulfilled 35 Member office requests and packed and shipped 775 surplus computers to eligible public schools. We send other surplus equipment to the General Services Administration for redistribution or resale.

- We also ensure that the devices we recommend to the Senate meet the applicable EnergyStar guidelines and, where feasible, the guidelines for the responsible manufacture of information technology equipment.

OPERATIONS

PRINTING, GRAPHICS, AND DIRECT MAIL

The Printing, Graphics, and Direct Mail (PGDM) branch provides high-level, direct customer support to the Senate community through photocopying, graphic design, printing, mailing, archiving, logistics, and security. During FY 2011, in an ongoing effort to continuously improve and serve Senate offices, PGDM introduced ten new products and services: retractable signs, pocket folders, Quick Response (QR) codes, CD/DVD high level production, transportation of Library of Congress books, Constituent Services System (CSS) letter address validation reports, full color CSS letter printing, secure scanning, Section 9 mail imaging, and panel panoramic picture printing.

As a good steward of fiscal resources, PGDM garnered notable savings for the Senate. We saved more than \$1.1 million in postage costs by pre-sorting 6.9 million pieces of outgoing Senate franked mail; \$55,000 in postage by using new software to identify 124,960 undeliverable addresses before they were introduced into the United States Postal Service mail stream; and approximately \$687,000 by producing 7,731 charts in-house for Senate floor proceedings and committee hearings.

PGDM continued to improve operations and responded to 65,810 individual Senate job requests in FY 2011, an increase of 8% over FY 2010. PGDM met Senate office demands for archiving by scanning and digitizing 3.8 million pages of Senate documents during FY 2011, an increase of 23% over FY 2010. PGDM recently expanded its document scanning service to include special requests for very large volumes of documents from Members' storage attics and from the Suitland storage facility. In one such request, PGDM converted over 451,000 documents from paper to digital media. This conversion service helps offices organize documents from their desktop and reclaim scarce storage space.

PGDM's document management system, OnBase, continues to gain popularity among Senate office staff. This service, which allows offices their own private document management space, imported over 78,500 documents to individual office accounts during FY 2011 compared to 27,600 in FY 2010, an increase of 184%.

Senate offices increased requests for CD/DVD production by 16% - PGDM produced 7,383 CDs/DVDs in FY 2011 as compared to 6,361 in FY 2010. PGDM offers secure disposal for obsolete documents, and during FY 2011, we shredded and disposed of 4,615 boxes of obsolete documents as compared to 3,898 boxes in FY 2010, an increase of 18%. Printing volumes PGDM-wide totaled more than 30 million printed pages during FY 2011, and over 4 million pages were produced utilizing self-serve copy centers. In an effort to assist Member offices to more efficiently direct constituent mailings, PGDM can individually address and seal mail pieces

simultaneously. In FY 2011, PGDM individually addressed 1,649,794 mail pieces to target specific constituents, as compared to 1,354,304 in FY 2010, an increase of 22%.

PGDM's commitment to teamwork and excellent customer service extends to its Legislative Branch partners as well. Collaborative work with the Architect of the Capitol fulfilled 94,045 flag requests during FY 2011, an increase of 14% compared to FY 2010. By working in tandem with the Government Printing Office, PGDM delivered over 2 million documents (*Pocket Constitutions, Our Flag, Our American Government*, etc.) to requestors.

Through effective communication and teamwork, PGDM's Senate Support Facility upheld the SAA mission for operational security during FY 2011 by receiving 1,006,337 items from the USCP off-site inspection facility and transferring them to the Senate Support Facility. This process eliminated 460 truck deliveries to the Capitol complex, reducing traffic, and allowing the USCP to focus on other aspects of safety.

PGDM is committed to assisting the USCP with innovative methods of managing crowds and access for special events taking place on Capitol Hill. PGDM provides large format printing of signs and banners for major events, plus security enhancements for tickets, badges, and placards through the use of hologram foil stamping and clear toner technology that cannot be easily reproduced.

During FY 2011, SAA successfully relocated two of the three sizeable sections that make up PGDM. The Logistics and Operations section was relocated in early FY 2011 to allow for

structural renovation on the lower level of the southwest corner of the Russell building. Later in the year, the Printing, Mailing, and Archiving sections were relocated from the Postal Square building to Landover, Maryland, to improve efficiency of production and reduce facility lease costs. This relocation will generate substantial savings in the years to come.

During FY 2011, PGDM's Logistics and Operations staff worked very closely with the Architect of the Capitol to relocate the PGDM Logistics and Operations section from SR-B31F to the Hart loading dock, now SH-B08. Construction of the Hart location began in early January and was completed by early April. PGDM and Architect of the Capitol staff collaborated on the design of the space to efficiently accommodate material, documents, and staff in less square footage than had been available in SR-B31F.

From July through September 2011, PGDM relocated its main printing, mailing, and archiving facility from the basement of Postal Square to the new Landover Print Facility (LPF). This facility, which was completed on time and under budget, projects a net positive cash flow of \$2.8 million, a 3.6% return on investment over 20 years. All equipment and the significant PGDM computer infrastructure was reestablished at Landover without any break in services to the Senate. During this move, PGDM produced over 1,577,400 mass mailing pieces and over 704,200 town meeting notices as well as standard printing requests that happen year round. Fifty-nine staffers now work in Landover, and they remain committed to providing exceptional service to the Senate from this state of the art facility.

CENTRAL OPERATIONS

Smart Card Programs - ID Office

The implementation of Homeland Security Presidential Directive (HSPD) 12, the Policy for a Common Identification Standard for Federal Employees and Contractors, will significantly impact Senators and staff whose state offices are located in federal buildings across the country. While the Legislative Branch adoption of HSPD-12 is optional, compliance will allow Senators and staff unhindered access to work freely within federal facilities. Staffers from the ID Office and Technology Development Services are collaborating with Executive Branch counterparts to implement compatible access cards to paid staff within the 112th Congress.

Although a substantial cost is associated with system architecture, we continue to explore advantages of Smart Card deployment. Sophisticated Smart Card credentials can provide multiple functions beyond current “flash pass” identification badges. While maintaining proximity technology used in the USCP’s current physical access control system, digital certificates on Smart Cards may be used for encryption of personally-identifiable information exchanged with Executive Branch agencies in the processing of constituent casework. Other future benefits within the Senate community for digital certificates include digital signatures on financial documents and a secure, single network sign-on.

The ID Office continues to research the expanding field of biometric security and study potential applications for this enabled technology.

Parking Operations

Having implemented numerous changes to policies and procedures at the beginning of the 112th Congress, the Parking Operations team continues to seek areas of improvement. Parking Operations has increased monitoring of parking usage in order to effectively manage the Senate's limited number of spaces and maximize space utilization. Enhancements to TranSAAct, the Sergeant at Arms' request processing application, and modifications to SPARK, the Senate Parking Operations' management system, have improved customer service experiences for office administrators.

Parking Operations continues to accommodate all permit holders, even though repair and renovation projects frequently impact parking spaces. Projects such as sidewalk replacement, window repair, steam tunnel rehabilitation, and building revitalizations resulted in a temporary reduction of available spaces in almost every parking area during CY 2011. Parking Operations continues to work with USCP and the District of Columbia government to reach viable solutions regarding appropriate enforcement measures in order to ensure spaces are available to permit holders.

Transportation and Fleet Operations

Transportation and Fleet Operations safely and securely procures, manages and maintains SAA vehicles; provides transportation information to offices; and manages the Senate Parking Shuttle service. The SAA fleet includes trucks, vans, buses, SUVs, and a handicapped-accessible van to support the Senate community. Transportation and Fleet Operations is responsible for completing work orders, equipment installations, tag/registration renewals, and vehicle

inspections for all fleet vehicles. Fleet staff transported over 20,500 passengers through the SAA Fleet Shuttle service in FY 2011.

Transportation and Fleet Operations is a leader in “go green” initiatives with flex-fuel/E-85 vehicles, gas-electric hybrids, all electric vehicles, Segway Personal Transports, diesel exhaust fluid-certified trucks, and a MAXXFORCE-equipped diesel engine with Exhaust Gas Recirculation (EGR) to meet the latest EPA standards.

Photography Studio

The Photography Studio provides photography and imaging services for Senate offices, capturing more than 74,000 photo images and producing more than 95,000 photo prints in FY 2011. The studio’s popular image archiving service was used to scan, organize, and transfer more than 47,000 photo images for archiving purposes in FY 2011.

In FY 2011, the Photo Studio converted photo print production to chemical free, inkjet printing systems, eliminating the use of photo chemicals for the majority of the photos produced. The Photo Browser application continues to provide Senate offices a secure location to store and organize photos with the capability to download and upload photos, as well as place orders for photo prints through a Web-interface.

OFFICE SUPPORT SERVICES

The Office Support Services team continues to ensure all SAA services to Senate offices are provided efficiently through timely communication, and consistently meet high quality standards.

Office Support Services staff serve as liaison between Senators' state offices and the commercial or federal landlords. The State Office Liaison oversees 450 state offices and assists Members in negotiating leases for commercial and federal office space and mobile offices in their home states.

Staff continue to consult Members, Leadership, and committees regarding the most efficient use of office automation, and analyze functional operations and workflow in Senate offices to determine how new office technology might improve efficiency and productivity. We continue to provide training on Office Application Manager, a secure Web-based, user-friendly application that allows Senate office staff to create and manage online forms such as service academy nominations, flags, internships, and fellowships.

During FY 2011, Customer Support assisted 16 newly-elected Senators and one appointed Senator in setting up D.C. offices. The State Office Liaison negotiated 101 leases for state Senate offices, including 72 in new commercial space, 27 in new federal buildings, and 82 renewals. Customer Support and the State Office Liaison have begun preparations for upcoming elections by ensuring all documentation and procedures are current.

SENATE POST OFFICE

The Senate Post Office continues to be a good steward of taxpayers' dollars as it continues to elevate performance. Productivity increased in unprecedented levels, exemplified by processing the second highest volume of mail since 2000, surpassed only by 2009. For the convenience of

our retail customers, the Senate Post Office began accepting credit and debit cards in February 2011. Our customers have praised this service upgrade and overall retail sales exceeded \$946,000.

Mail remains a key medium for constituents to communicate with Senators and their staff. During FY 2011, the total volume of mail addressed to the Senate's Washington, D.C. offices was significant. The Senate Post Office received, tested, and delivered 18,432,995 safe items to Senate offices, including 11,703,600 pieces of U.S. Postal Service (USPS) mail; 6,729,395 pieces of internal mail routed within the Senate and to/from other government agencies; 72,108 packages; and 302,122 courier items. Mail received by the Senate has increased substantially over the past three years as compared to the nationwide trend showing USPS mail volumes declining.

All mail and packages addressed to the Senate's D.C. offices are tested and delivered by Senate Post Office employees. During FY 2011, highly trained Senate Post Office off-site mail staff intercepted 383 suspicious pieces of mail that were addressed to Senators with the intent to disrupt Senate business. All suspicious items were reported to the U.S. Capitol Police and investigated.

Senate Post Office management has also worked with the Committee on Appropriations and the Committee on Rules and Administration to build and operate one of the best facilities within the government to process time-sensitive documents delivered to the Senate. The Congressional Acceptance Site ensures all same-day documents are x-rayed, opened, tested, and are safe for

delivery to Senate offices. During FY 2011, over 300,000 items were successfully tested with zero safety incidents. Working in conjunction with the USCP, the Senate Post Office was able to upgrade x-ray technology and redesign monitoring stations to improve the flow of mail intake.

The Senate's method for processing mail has become the model for other government agencies.

The Senate Post Office has demonstrated its procedures and showcased its facilities for some of the nation's allies, as well as other government agencies, including the Department of Defense, Department of Homeland Security, Federal Bureau of Investigations, and the Secret Service. Organizations that know the most about mail safety cite our highly-trained staff and the Senate mail facilities as among the most efficient and secure in existence.

Additionally, Senate Post Office staff worked collaboratively with its scientific subject matter experts to introduce the first device designed to provide Senate staff who work in state offices with a level of protection when handling mail. The scientific subject matter experts believe that the *Postal Sentry*, if used properly, provides the best level of protection to state offices and their staff should they receive mail containing a potentially harmful substance. The Senate Postmaster has requested that all Senate state office staff utilize the *Postal Sentry* mail processing system whenever mail is opened in their offices. All newly elected Senators' state offices have been equipped with the *Postal Sentry* and many other Senators have opted for the device as well. Currently, 268 state offices have the *Postal Sentry*, an increase of 30 units since 2010.

The Senate Post Office initiated a recycling program of the Tyvek suits utilized by Post Office Mail Specialists when testing the mail. To date over 4,000 pounds of Tyvek suits have been successfully recycled.

CAPITOL FACILITIES

Capitol Facilities serves the Senate community by providing a clean and professional work environment through its Environmental Services branch. This branch cleans Capitol spaces, moves Capitol furniture, and provides special event setups in the Capitol – including ten event spaces in the Capitol Visitor Center (CVC) Senate expansion space among other service requests. To meet cyclical customer demands during peak event setups and furniture moves, Capitol Facilities ensures labor cost efficiency by supplementing the full-time workforce with contracted labor in place of additional FTEs. This resulted in a third-year cost savings of \$150,000.

During FY 2011, Capitol Facilities completed 3,532 special event setups in the Capitol and CVC Senate expansion space. Service requests from Capitol offices for moving furniture and supplies totaled 4,735, an increase of nearly 3% over FY 2010. Staff also completed 520 service calls to Capitol offices for minor repairs, furniture touch-ups, and lock changes by the Cabinet Shop, an 18% increase over FY 2010.

The Furnishings branch provides framing services to all Senators and committees. Demand for framing services increased by nearly 14% over FY 2010 with a total of 4,031 orders completed. The branch also provides custom cabinets and other high quality furniture, carpeting and draperies to Capitol offices. During FY 2011, the Cabinet Shop designed, built, and installed 165 pieces of furniture including cabinets and a work station in the highly-visible area outside the Senate Lobby near the Clay painting.

Capitol Facilities, with the assistance of the Senate Curator, Senate Historian and other individuals responsible for the appearance of the Capitol public spaces, was able to produce a set of furnishing standards to ensure a cohesive appearance of furniture built for Capitol public spaces in the future. These standards have been approved by the Committee on Rules and Administration and are being used for other projects. To support SAA “green” initiatives, Capitol Facilities implemented a recycling program for sawdust generated by the Cabinet Shop. Sawdust is now converted into compostable material for the U.S. Botanic Garden.

CAPITOL OPERATIONS

SENATE APPOINTMENT DESKS

Personnel staffing our five Senate Appointment Desks collectively processed 194,776 visitors during 2011. The total number of guest badges issued was the second highest in any year since the appointment desks were created over 26 years ago. Our appointment desk system enables visitors to the Capitol to be processed in an efficient, safe and customer-friendly manner.

Capitol Appointment Desk staff alone processed 40,094 guests through the North Door in 2011, up more than 7% from the 37,577 guests in 2010. Another 57,499 visitors entered the Capitol through the Capitol Visitor Center with its state-of-the-art security features and accommodations. Processing visitors through the CVC Appointment Desks has improved safety, reduced wait time for official business visitors entering the Capitol

through the North Door, improved visitor flow, and reduced congestion within the Capitol proper.

Assisting guests with getting to the Capitol and CVC from the Senate office buildings is an important role of the Senate Appointment Desks. In 2011, 88,053 guests entered the Capitol via the Russell Appointment Desk, including 69,914 who were destined for the CVC. This represented the most badges issued by personnel at the Russell Appointment Desk in its history. Another 13,804 visitors entered through the Hart Appointment Desk. Begun as a pilot project in May 2010, the Hart desk was made permanent in 2011. We have worked collaboratively with the Senate Committee on Rules and Administration, USCP, and the Architect of the Capitol to design a secure and welcoming process for staff who escort Senate guests to the Capitol from the Hart building. This desk is now contributing to the safe and efficient processing of visitors from the Senate office buildings.

DOORKEEPERS

Facilitating the Needs of the Senate

Our Doorkeepers play an important role in supporting the Senate. Doorkeepers provide access to those with Senate Floor privileges and enforce the rules of the Senate while facilitating the needs of Senators, Senate Floor staff, and Pages. They also assist the tens of thousands of people who visit the Senate Gallery each year. Demands on our Doorkeepers, and expectations for excellence, have increased in recent years. From 2007 through 2011, the Senate has been in

session an average of 178 days. This represents a 19% increase from the 150 average days the Senate was in session from 1996 through 2006.

Doorkeepers train and regularly exercise procedures for performing their duties outside the Senate Chamber. As a result, when the Capitol was evacuated due to an earthquake last summer, our team stood ready to support the historic offsite *pro forma* session that took place that day in the Postal Square building.

Doorkeepers provide exceptional support for a number of special events attended by Senators, their families, and special guests. In 2011, these events included the swearing in of Senators elected for the 112th Congress, the reenactments that followed in the Old Senate Chamber, and the movement and seating of Senators during the 2011 State of the Union and three Joint Sessions of Congress conducted in the House of Representatives. Congressional tributes and Congressional Gold Medal ceremonies also require the services of Doorkeepers who assisted with professionalism and poise at these historic events which included the 50th Anniversary of the Inaugural Address of President John F. Kennedy, the September 11th Congressional Remembrance Ceremony, the Apollo 11/John Glenn Congressional Gold Medal Ceremony, and the Japanese-American World War II Congressional Gold Medal ceremony.

Improving the Senate Gallery Visitor Experience

For many people who visit the Capitol, sitting in the Senate Gallery is a highlight. Doorkeepers ensure their experiences are memorable and safe. Last year, Doorkeepers assisted 211,004 visitors in viewing the Senate Chamber both when the Senate was in session and when it was in

recess. Reopening the Gallery during scheduled recesses has provided thousands of people with the opportunity to take in the beauty of the Chamber and see where the “world’s greatest deliberative body” conducts its business. The increased use of *pro forma* sessions in recent years has also provided our Doorkeepers with the opportunity to educate visitors about the practice and purpose of this procedure.

Doorkeepers routinely collaborate with USCP and CVC representatives at working group meetings and information sharing sessions with Senate office staff in an effort to provide the best possible experience to our visitors. As part of that effort, Doorkeepers have become increasingly skilled at welcoming visitors to the Capitol and educating them on the history of the Senate Chamber. The visitors’ experience has improved over the past year as a result of continued training for the Doorkeeper staff and the development of handout materials. The feedback that we have received from Senate Gallery visitors has been consistently positive. Senate Gallery visitors regularly comment on our Doorkeepers’ ability to process groups in an efficient, friendly, and helpful manner.

SENATE RECORDING STUDIO

Expanded Broadcast Capability

The Senate Recording Studio had another busy and productive year in 2011. Staff produced a total of 1,330 television shows for Senators, a 25% increase from the year before. Radio productions increased as well, from 1,074 in 2010 to 1,108 in 2011. Additionally, last year, we provided 1,102 hours of gavel-to-gavel coverage of Senate Floor proceedings and broadcast coverage of 845 Senate committee hearings. Recording Studio staff successfully tested, installed,

and commissioned eight new high definition cameras on the Senate Floor which replaced the first generation high definition cameras that were installed more than a decade ago. In an era of rapidly changing technology, the Recording Studio strives to stay abreast of the latest solutions that will allow the Senate to stay accessible to the public and enable Senators to communicate with their constituents across the country.

Noteworthy Efforts and Groundbreaking Firsts

Support of major Congressional events is another important role for the Recording Studio. This past year, our Recording Studio provided full coverage of the Apollo 11/John Glenn Congressional Gold Medal ceremony and transmitted the coverage to the National Aeronautics and Space Administration (NASA) to air on NASA TV. Similarly, coverage of the Japanese-American WWII Veterans Gold Medal ceremony was shared with the Department of Defense for airing on the Pentagon Channel, as well as to the CVC overflow rooms (Congressional Auditorium, North and South Orientation Theaters), allowing over 1,000 guests to view the ceremony. These collaborative efforts highlight the important work of the Recording Studio beyond coverage of Senate Floor business.

The Senate Recording Studio demonstrated its flexibility, commitment and expertise on the afternoon of August 23, 2011, when an earthquake forced the evacuation of the Capitol complex just 30 minutes before a scheduled *pro forma* session in the Chamber. Recording Studio staff quickly assembled at the Postal Square building and were ready to capture the extraordinary session when it was gavelled in a short time later. Studio staff ensured the continuity of the

public's access to witness the Senate conduct its business, despite the unique and challenging circumstances.

In 2011, the Recording Studio began providing support for the live streaming of the Senate Floor, on www.senate.gov. Studio staff played a vital role in upfront planning, technical specifications, and installing, testing and maintaining equipment in the Recording Studio. They worked closely with the SAA Chief Information Officer, Senate Committee on Rules and Administration, and the contractor to make sure this innovative service went online smoothly and on time. Now, anyone with access to a computer can witness the Senate at work with the click of a mouse.

Reducing Costs by Leveraging Technology

The Committee Hearing Room Upgrade Project, which began in 2003, continued through 2011. This project provides the Senate community with greater flexibility and audio/visual capability for committee hearings. State-of-the-art technology being installed includes digital signal processing audio systems and broadcast-quality robotic camera systems, improved speech intelligibility, and software-based systems that are configured based on individual committee needs. This project is scheduled for completion in June of this year.

In conjunction with the Committee Hearing Room Upgrade Project, the Recording Studio installed technologies to enhance our ability to provide broadcast coverage of more hearings simultaneously without having to add staff. As a result of these efficiencies, staff has been cross-

trained in several areas of the Recording Studio's operation in an effort to maximize the talents of each individual and do more without adding staff.

MEDIA GALLERIES

The Senate Media Galleries comprise the Senate Daily Press Gallery, the Senate Periodical Press Gallery, the Press Photographers' Gallery, and the Senate Radio and Television Gallery. The unique structure of the four Media Galleries requires them to work closely with their respective Standing and Executive Correspondents' Committees, the Senate Sergeant at Arms, the USCP, and the Senate Committee on Rules and Administration in order to facilitate media arrangements and credentials for the more than 7,000 members of the media who cover Senators, Senate committees, and related media events on Capitol Hill.

The growth of 24-hour news outlets and websites, and the explosion of social media, has made the demand for news constant. As a result, Congress is being covered more vigorously and in greater depth than ever before. Given this new dynamic, the staff of the Media Galleries has worked hard to accommodate the ever changing technology environment that shapes how the news media do their job and how Americans get their news. For example, the four Media Galleries worked with the office of the SAA Chief Information Officer to upgrade the technical infrastructure, including incorporating Wi-Fi in all four galleries and across the Senate campus. This wireless system is secure, and can be accessed only through a log-in script. Committee press secretaries, in particular, appreciate that the wireless system aids in the press coverage of their hearings. In addition, the credentialing process has been enhanced, taking into account recent technological advances in the media industry and the security needs of the Capitol.

Senate Daily Press Gallery

Our Daily Press Gallery staff provides the growing ranks of reporters with background information on legislation on a daily basis. Chief among their responsibilities is assisting Senators and staff in making information available to the public and generally assisting the press dedicated to covering Congress. Our Daily Press Gallery staff monitors Senate floor activities and schedule changes, prepares for big events and ceremonies, and researches and assesses the flood of new credential applicants in conjunction with the Standing Committee of Correspondents. Any given day, the Daily Gallery staff will monitor and assist with access on the Capitol's second floor and other locations where news is breaking, facilitate coverage of major hearings, and answer numerous press inquiries on legislation, Floor action, and parliamentary procedure from media and Senate staff.

Reaccreditation of Gallery members occurs every year, and in 2011 approximately 1,800 reporters were credentialed for the Daily Press Gallery alone. As we head into a Presidential election year, the Gallery is gearing up to credential reporters for the Democratic and Republican national conventions. This past year, staff conducted site visits to each city where the respective conventions will be held. Gallery staff must have intimate knowledge of the locale and the positions their members will have to cover the events. Planning for the 2013 Inaugural ceremonies, which draws more interest and requests for credentials than in a non-Presidential election year, has also begun.

Senate Periodical Press Gallery

The Senate Periodical Press staff focuses much of its work on supporting media arrangements and logistics for Senate committee hearings. In 2011, Gallery staff worked with new committee and Senators' press secretaries to familiarize them with the Gallery's functions at committee hearings. Regular collaboration allows various Senate committees to set up media arrangements for a number of widely-viewed hearings, including confirmation hearings for all Presidential nominations, Senate budget consideration, and Senate Committee on Appropriations events. In addition to hearings, Senate Periodical Press Gallery staff also works to monitor press conferences, stakeouts, Rotunda events and various other media events in the Capitol and Senate office buildings throughout the year.

The Periodical Press Gallery staff maintains a daily Senate Floor log on its website, which has become a valuable resource to both Gallery members and Senate staff. The log tracks legislative activity, votes, and schedule updates in order to assist reporters covering the Senate and staff monitoring Floor activity. In the past two years, the Gallery's website has attracted nearly 140,000 page views from over 53,000 unique visitors. Traffic to the website continues to grow, with an all-time high of 16,000 page views in January 2012.

The Senate Periodical Press Gallery handles press accreditation for the National Presidential Nominating Conventions. This is a year-long process that involves logistical planning and coordination with the Executive Committee of Periodical Correspondents and the Democratic and Republican Convention Committees. Immediately following the conventions, the Senate Periodical Press Gallery manages press accreditation for the Presidential Inaugural Ceremonies.

Coordination between the Executive Committee of Periodical Correspondents, Gallery staff, Senate Committee on Rules and Administration staff, and Senate Sergeant at Arms staff has already begun.

Press Photographers Gallery

The primary role of the Press Photographers Gallery is to credential photographers and to assist at news events at the Senate. Gallery staff also has the unique responsibility of assisting at large news events and hearings in the House of Representatives. The demand for news images has increased dramatically in recent years, as Web-based publications have expanded and social media has gained in popularity. Today, deadlines for images are immediate, as organizations and publications strive to have the latest pictures available for online publications. These radical changes in how events are captured have increased the number of photographers covering Capitol Hill on a daily basis. Ten years ago, a “big” event might attract 10 to 12 photographers. Today, it is standard to have 10 photographers at a routine event while a popular hearing will draw between 20 and 30 photographers, and a large event, such as the State of the Union, can attract over 50 photographers.

The Press Photographers Gallery was involved with a number of events in 2011 including the State of the Union; a portrait unveiling ceremony for Senator Frist in the Old Senate Chamber; three Joint Sessions of Congress with Australian Prime Minister Julia Gillard, Israeli Prime Minister Benjamin Netanyahu, and the President of the Republic of Korea, Lee Myung-bak; debt ceiling meetings involving Vice President Biden, as well as numerous hearings in both the House and Senate on the subject; and two Congressional Gold Medal Ceremonies in Emancipation Hall.

Senate Radio and Television Gallery

The staff of the Radio and Television Gallery works closely with Senate staff and more than 3,600 credentialed members of the electronic media to facilitate coverage of Senate news and events in and around the Capitol. Senate staff relies on Radio and Television Gallery personnel for information on legislative business and press conference details in the Gallery's state-of-the-art studio.

In an effort to address new requirements for electronic media coverage of Senate events, improvements were made in the technical infrastructure of Senate committee hearing rooms and other news event locations throughout the Senate campus. For example, in a collaborative effort with the Senate Committee on Rules and Administration, Gallery staff oversaw the installation of fiber optic cable in 18 Senate committee rooms. Several meeting rooms in the Capitol and the Senate wing of the Capitol Visitor Center were also outfitted with fiber optic cable. This project allows reporters and Senate staff ease and flexibility with transmitting information during meetings, hearings, and media events.

In 2011, Gallery staff, along with the staff of the Senate Committee on Rules and Administration, the Architect of the Capitol, and media representatives, finalized installation of fiber connectivity in the Russell Rotunda media area. The scope of the project not only encompassed the installation of new fiber optic cable but also the upgrading of the rotunda's electrical infrastructure. The Russell Rotunda media area is used daily by Senators for

conducting interviews and has become a favored interview location for Senators following the State of the Union Address and other major events.

The Radio and Television Gallery was given an opportunity to demonstrate its technical prowess and organizational acumen in 2011, when on July 27, Brian Williams and several NBC News camera crews were granted unprecedented access to the Capitol to produce a special report entitled, “Taking the Hill: Inside Congress.” Working with the Committee on Rules and Administration, Radio and TV Gallery staff organized the placement of cameras throughout the Senate campus and provided the necessary oversight with respect to broadcast coverage rules. Along with interviewing Members, NBC’s crews chronicled a “day-in-the-life” of Senate staff while they performed their essential services in supporting Capitol operations.

SENATE OFFICE OF EDUCATION AND TRAINING

The Senate Office of Education and Training provides training and development opportunities for Senate staff in Washington, D.C. and the states. There are two branches within the office: the Education and Training branch and the Health Promotion branch.

The Education and Training branch provides training opportunities for all Senate staff in areas such as management and leadership development; human resources management; legislative and staff information; new staff and intern orientation; and training support for approved software and equipment used in Washington, D.C., and state offices. This branch also coordinates and provides major training events for state and D.C. staff.

Training and education are provided through instructor-led classes; one-on-one coaching sessions; specialized vendor-provided training; Internet and computer-based training; webinars; video conferencing; informal training and support services; documentation, job aides and quickcards.

The Health Promotion branch provides seminars, classes and screenings on health and wellness issues. This branch also coordinates an annual Health Fair for all Senate employees and plans blood drives throughout the year.

Capitol Hill Training

The Office of Education and Training offered 1,058 classes and events in 2011, drawing over 12,000 participants. This office's registration desk handled over 25,000 e-mail and phone requests for training and documentation.

The above total includes 160 customized training sessions for 2,667 staff members. These sessions ranged from in-depth training of Senate office system administrators to conflict resolution and organizational development. We provided individual consultation on website development and office systems training. We provided specialized training for many of the newly-elected Senators' offices.

The Senate's Intern Program is also a focus of the office. We provide training for intern coordinators as well as ten orientation and training sessions for approximately 1,225 interns.

Annually, we provide a Senate Services Expo for Senate office staff. This year we had 36 presenters from our office as well as the offices of the Secretary of the Senate, the Architect of the Capitol, the Capitol Police, and the Library of Congress providing an overview of their services to 260 staff. This is part of the orientation for new staff and the aides to the Senators-elect. During the first quarter of this year, we held eight orientation sessions for chiefs of staff and administrative directors with a total attendance of 105.

State Office Training

The Office of Education and Training provided 94 learning opportunities to state offices for which 2,625 state staff registered. Our office continues to offer the State Training Fair Program and video teleconferencing and webinars as a means to train state staff. In 2011, a session of a State Training Fair was attended by 40 state staff. We also conducted the State Directors Forum, which was attended by 42 state administrative managers and directors, and a Constituent Services Forum attended by 57 state staff. We introduced a conference for outreach staff that was attended by 41 staff. We also provided advanced all-staff meeting facilitation to over 30 offices; more than 500 staff members attended. Additionally, the office offered 20 video teleconferencing classes, for which 718 state staff registered, and offered 22 webinars that were attended by over 200.

We provide sources of Internet-based training covering technical, professional and language skills and an online research library of 30,000. This allows staff in both D.C. and the states to take training at their convenience. To date, 826 D.C. and state office staff have registered and accessed 1,780 different lessons and publications using this training option. Education and

Training also provides 64 Senate-specific self-paced lessons that have been accessed over 4,800 times.

Health Promotion

In the Health Promotion area, 2,000 staff participated in 64 health promotion activities throughout the year. These activities included lung function and kidney screenings, eight blood drives, the Health and Fitness Day, seminars on health-related topics, and the Annual Senate Health Fair. We also coordinate Weight Watchers, Yoga, and Pilates sessions using the revolving fund for health promotion.

We continue to develop job-specific training and resources for Senate staff. Currently we are developing training for Legislative Directors, Legislative Correspondents, Schedulers, and Chief Clerks. We are also developing training specifically for those who regularly interact with Senate Floor staff.

We will be working with the SAA technical staff to develop and build a new Learning Management System. This will provide Senate staff with a user-friendly method for finding and registering for training. It will become a part of our Education and Training portal which will provide a variety of means for staff to obtain the training they need.

We will expand online training options for Hill and state staff. We are planning for additional training for security and mental well-being in the state offices, job-specific training and, as the need arises, training on Floor policy and procedures.

Cost Saving Impacts:

The Office of Education and Training reduced each of our D.C.-based state training sessions by one-half day to reduce per diem costs to the offices without sacrificing quality. We have added self-paced training modules to our catalog to allow state and Hill staff to learn at their own time and place. Video-conferencing and webinar training offerings have also been expanded.

EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) offered a variety of services to Pages, interns, staff, and their family members. In 2011, nearly 1 in 20 Senate employees utilized the services of an EAP counselor; 170 employees took a mental health on-line screening; 3,489 employees attended an EAP training activity; and 1,489 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, or financial issues.

Early problem recognition and referral is a critical component of the EAP. To that end, EAP counselors work closely with Senate managers and supervisors. Through presentations, handouts, and individual consultations, the EAP supports managers and supervisors who are addressing challenging employee or staff issues. In 2011, EAP consulted with over 175 managers or supervisors.

An invaluable characteristic and goal of EAP services is to utilize outreach to effectively reach our client base. Working toward this goal in 2011, EAP renovated our website, providing a more interactive and user-friendly resource. These changes included confidential mental health

screenings, an increased number of self-paced training modules, and greater access to mental health, management, and trauma response resources. In addition to refining our website, EAP continued to update materials on a wide array of mental health topics while offering a variety of time-sensitive and community-focused training programs, including video teleconferencing programs for state offices. Last year EAP also continued to hone, expand, and utilize the skills of the 32-member Senate Peer Support Team through a series of presentations, trainings, and informational lectures.

With regard to specific incidents in 2011, the EAP responded to a multitude of events, including the emotional needs and concerns that arose from the shooting of Representative Giffords; the 10th anniversary of 9/11; the offices impacted by the May tornadoes; the offices impacted by the June floods; the deaths of employees and the family members of employees; and employees who requested support after other critical incidents.

Appendix A

Fiscal Year 2013 Budget Request

FINANCIAL PLAN FOR FISCAL YEAR 2013

Office of the Sergeant at Arms - United States Senate

Executive Summary

Dollar amounts in Thousands	FY 2013 vs. FY 2012			
	FY 2012 Budget	FY 2013 Request	\$ Amount	% Incr/Decr
General Operations & Maintenance				
Salaries	\$73,000	\$75,274	\$2,274	3.1%
Expenses	\$79,874	\$79,567	(\$307)	-0.4%
Total General Operations & Maintenance	\$152,874	\$154,841	\$1,967	1.3%
Mandated Allowances & Allotments	\$44,786	\$44,414	(\$372)	-0.8%
Capital Investment	\$0	\$0	\$0	0.0%
Nondiscretionary Items	\$6,062	\$6,192	\$130	2.1%
TOTAL	\$203,722	\$205,447	\$1,725	0.8%
Staffing	959	957	(2)	-0.2%

To ensure that we provide the highest levels and quality of security, support services, and equipment, we submit a Fiscal Year 2013 budget request of \$205,447,000, an increase of \$1,725,000 or 0.8% compared to Fiscal Year 2012. The salary budget request is \$75,274,000, an increase of \$2,274,000 or 3.1%, and the expense budget request is \$79,567,000, a decrease of \$307,000 or 0.4%. The staffing request is 957.

We present our budget in four categories: **General Operations and Maintenance (Salaries and Expenses)**, **Mandated Allowances and Allotments**, **Capital Investment**, and **Nondiscretionary Items**.

§ The **general operations and maintenance salaries** budget request is \$75,274,000, an increase of \$2,274,000 or 3.1% compared to FY 2012. The salary budget increase is due to COLA and merit funding, and other adjustments.

§ The **general operations and maintenance expenses** budget request for existing and new services is \$79,567,000, a decrease of \$307,000 or 0.4% compared to FY 2012.

§ The **mandated allowances and allotments** budget request is \$44,414,000, a decrease of \$372,000 or 0.8% compared to FY 2012. This budget supports state office rents, \$18,022,000; purchase of computer and office equipment, \$11,504,000; voice and data communications for Washington, D.C. and state offices, \$7,035,000; procurement and maintenance of Member office constituent services systems, \$4,115,000; state office security enhancements, \$2,147,000; and wireless services and equipment, \$1,351,000.

§ No **capital investments** are requested in FY 2013.

§ The **nondiscretionary items** budget request is \$6,192,000, an increase of \$130,000 or 2.1% compared to FY 2012. The request funds projects that support the Secretary of the Senate: contract maintenance for the Financial Management Information System, \$3,283,000; support for the payroll system, \$2,299,000; and maintenance and necessary enhancements to the Legislative Information System, \$610,000.