

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 you 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 to enhance our contributions to the Senate in the coming year.

For fiscal year 2012, the Sergeant at Arms respectfully requests a total budget of \$219,176,000. This is an increase of \$214,000 above the fiscal year 2011 enacted level, and \$20,000,000 (or 9%) below the amount requested in fiscal year 2011. This modest budget request will allow us to maintain, for now, the level of service we provide to the Senate community. Mr. Chairman, you have spoken over the past few years about the importance of tightening our belts amidst fiscal

turmoil and we have heard you with unmistakable clarity. This year, we have chosen to postpone making requests for upgrades to our IT systems and for increased capacity to our data storage networks, requests we would have made in a better budget environment. Instead, as the committee previously requested, we are submitting a request to use prior year unobligated balances for the technology items we removed from the FY 2012 budget.

I am proud of the efforts my staff has made to reduce costs across the organization and will continue to look for ways to achieve additional savings without compromising service to the Senate community. Mr. Chairman, we have remained flat for three years now. We have exhausted our efforts to eliminate the so-called “low hanging fruit.” I fear that additional cuts to this budget will significantly impact our service to the Senate community. The Appendix accompanying this testimony elaborates on the specific components of our fiscal year 2012 budget request.

In developing this budget and our operating plans, we are guided by priorities framed in our Strategic Plan, including 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 preparedness efforts during the past year placed a premium on our interaction with Senate offices. During 2010, each office was personally visited or contacted by a member of our Emergency Preparedness team multiple times in response to support requests or to update emergency plans. Each contact was designed to enhance and upgrade our program and ensure

that Senate staff has the essential tools necessary to respond during an emergency. We leveraged these interactions to ensure we addressed preparedness planning, emergency notification protocols, emergency equipment, and accountability of staff throughout an emergency event.

Our IT successes this year included the continuation of our server virtualization efforts, where we reduce energy, maintenance, and support costs by running more than 500 servers in a virtual environment. Our Help Desk team achieved a customer satisfaction rating of more than 96% at the satisfactory or excellent level. We deployed new voice messaging and directory update capabilities as part of our ongoing telecommunications modernization project. We successfully processed 257 million e-mail messages during calendar year 2010, while protecting our customers from spam and malicious messages. And we continued to update and expand the tools that Senators and staff can use to stay connected with each other and their constituents – supporting iPhones and iPads, adding mobile wireless devices to our Technology Catalog, and upgrading our already robust video conferencing capabilities.

In other services, our Cabinet Shop designed, built, and installed 177 pieces of furniture, a 43% increase from the previous year. The demand for framing services increased by 6% over the previous year with a total of 2,764 orders completed. During FY 2010, our Printing, Graphics and Direct Mail (PGDM) department continued to improve operations and respond to the demand for producing documents from digital files. By utilizing the latest technology in digital printing, the Publishing section produced 7.8 million pages, an increase of 81% over FY 2009. Another area of high demand during FY2010 was the production of charts. By upgrading

software to process files quicker, PGDM produced 9,273 large format charts, an increase of 15% over FY 2009.

And Mr. Chairman, in FY 2010, this committee approved the use of prior year unobligated funding to relocate the Postal Square Printing and Mailing operations to a new facility in Landover, Maryland. This relocation has a projected net positive cash flow of \$2.8 million and 3.6% return on investment over 20 years. Design plans have been approved for the build-out of the facility, and the SAA has contracts in place to support moving equipment and installing data communications and a security system. Construction started in January 2011 and PGDM will begin moving equipment in July 2011 and take occupancy in September 2011. We greatly appreciate your support in this effort.

My organization continues to be a good steward of taxpayers' dollars as we continue to elevate our performance. 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. I was pleased to announce in February of this year that, as an added convenience for our customers, the Senate Post Office now accepts credit and debit cards. Feedback from our customers has been extremely positive.

The year 2010 represented another busy period for the Recording Studio. Last year, we provided 1,078 hours of gavel-to-gavel coverage of Senate Floor proceedings. We provided broadcast coverage of 723 Senate committee hearings and 1,074 radio productions. Additionally, our team of seasoned professionals produced 1,066 shows for Senators from our television studios. In

addition, this past year our Recording Studio broke new ground when we provided the land-based production and engineering support for an Appropriations hearing which included a live videoconference with astronauts aboard the International Space Station.

To enhance our services to the Senate community, in May, 2010, we opened a Hart Senate Appointment Desk to assist staff in escorting guests to the Capitol. Our five Senate Appointment Desks collectively processed 163,811 guests during 2010. The total number of badges issued was the second highest in a given year since the appointment desks were created over 26 years ago. The past four years have been extraordinary in that the Senate has been in session an average of 181 days from 2007 through 2010. This represents a 21% increase to the 150 average number of days the Senate was in session from 1996 through 2006. Our customer satisfaction and employee morale levels have never been higher. All of this is to say that the Sergeant at Arms team is working toward the vision of our Strategic Plan: *Exceptional Public Service...Exceeding the Expected.*

Assisting with all of 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; Assistant Sergeant at Arms for Capitol Operations Rick Edwards; 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; Chief Financial Officer Chris Dey; and Assistant Sergeant at

Arms for Operations Bret Swanson. 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 U.S. Capitol Police (USCP). I am honored this year to serve as Chairman of the Capitol Police Board and, in this regard, I value the input of the other members, House Sergeant at Arms Bill Livingood and Architect of the Capitol Stephen Ayers, and Chief Phillip Morse, who is an *ex officio* member of the Board. Working with the Senate Committee on Rules and Administration and the USCP, we recently implemented a new Senate door closure policy that establishes clear and concise hours of operation for the doors in the Senate office buildings and the Senate side of the Capitol. This initiative will save 8,970 hours of overtime duty and \$553,000 annually.

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 blessed with 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. The employees of the Office of the Sergeant at Arms are among the most committed and creative in government.

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 situation. Each year we strive to improve these procedures using industry best practices and lessons learned. We made significant strides to ensure staff preparedness through enhancing Emergency Action Plans (EAP), mobility-impaired evacuation procedures, internal relocation actions, and the annual Chamber Protective Actions exercise.

The central document that reflects our preparedness efforts is the Emergency Action Plan and I am pleased to inform you that 100% of Senate offices now possess a customized version based on their unique circumstances and needs. In this past year, 65% of all Senate office EAPs 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, internal relocation actions, and AIRCON threat procedures. We collaborated with the Senate Chief Counsel for Employment to

develop EAPs for all Senators' Hideaways. This included confirming evacuation routes for Senators and deploying additional emergency equipment. We met with new office managers and established an EAP for each office assigned to a swing space. We subsequently made appropriate adjustments as offices were moved to permanent suites. This effort involved collaborating with each office's Office Emergency Coordinator, installing and transferring emergency equipment, and training office staff.

Accommodating staff with accessibility needs is outlined in each office's EAP and is an integral portion of our training efforts. A major enhancement to our program this year is the increased capability to simultaneously evacuate mobility-impaired individuals from both the primary and alternate emergency staging areas within the Senate office buildings instead of just one location.

Last year I reported on the implementation of the internal relocation program. This year I am pleased to announce the completion of our program rollout. We collaborated with the Architect of the Capitol to install signage throughout the Senate office buildings indicating internal relocation sites. In response to numerous office comments, comfort stations have been deployed to all sites including the Dirksen Senate Office Building stairwells. Notification messages were developed and displayed in collaboration with the House of Representatives and U.S. Capitol Police (USCP). We have also conducted six individual office exercises to validate our plans and messages and will execute more in CY 2011.

The protection and preparedness of Senators, staff, and visitors within the Senate Chamber is one of our main focus areas. Each year we test and validate the Chamber Protective Actions plan by

conducting a full-scale exercise within the Chamber. The 2010 exercise proved to be the most comprehensive and complex exercise to date. The exercise linked together Chamber Protective Actions procedures with the deployment of escape hoods and comfort stations along with the subsequent execution of the USCP Senate Leadership AIRCON Rally Point Plan and Briefing Center Plan.

Emergency Communications and Accountability

We continued to improve notification and communication programs this year 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 population. We conduct monthly tests for staff and biannual tests for Senators in conjunction with the U.S. Capitol Police, Secretary of the Senate, party secretaries, and other stakeholders. These tests are designed to ensure our emergency messaging system is reaching all intended recipients. This year we introduced the ALERTS Dashboard to provide our office and USCP with real-time accountability data through a user-friendly graphic interface. This capability was tested during the summer recess evacuation drills in the assembly areas and at the USCP Incident Command Post. We also continue to support USCP assembly area operations through the deployment of tablets and laptops with faster connections, greater reliability, and ergonomic features. We consistently reinforce the importance of accountability with Senate staff by conducting Remote Check-in drills and training using BlackBerry devices. We trained 406 Office Emergency Coordinators and achieved a 60% successful reporting rate this year, demonstrating increased participation over the last two years.

SAA provides “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 SAA leadership with amplifying information regarding ongoing events. Due to reliance on these two systems, the Dialogic Communicator System was upgraded to provide better completion percentages of voice messaging to desk and mobile phones. Additional capabilities were added to the Chyron Cable TV Alert System to handle digital and high definition channels. The system is now fully capable of sending alert messages via digital channels once they are activated by the Architect of the Capitol.

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 common operating picture. Multilayered mapping has proven to be a highly effective emergency management technique for government and law enforcement agencies throughout the country. We also continue to administer WebFusion to promote collaboration between Senate, House of Representatives, Government Accountability Office, and Architect of the Capitol emergency managers through seamless information sharing across networks. Additionally, WebFusion has allowed Legislative Branch users to connect to local and state emergency managers throughout the National Capital Region. Information sharing between Legislative and Executive Branch emergency managers is further being improved through the installation of a Homeland Secure Data Network (HSDN) terminal. 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 will assist 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 variety of preparedness and life safety awareness information to enhance personnel and office protection. This year, 274 training sessions were conducted in which over 5,600 staff were trained on a variety of preparedness topics. We initiated an Office Emergency Coordinator certificate program in 2008 for staff that completed requisite emergency preparedness courses and were pleased to issue 25 certificates this year. This certificate recognizes an OEC's willingness and commitment to enhance their professional knowledge in emergency preparedness and to be ready to support any emergency action that may occur on Capitol Hill.

The culmination of our emergency preparedness training and outreach programs is the Senate's National Preparedness Day event held each September as part of National Preparedness Month. This event invites members of the emergency management community throughout the National Capital Region to set up static equipment displays, provide program capability awareness training, and demonstrate new products. I had the pleasure of introducing U.S. Capitol Police Chief Phillip Morse and National Weather Service Director Dr. John Hayes as guest speakers to address our theme of "One Minute – One Life: Are You Prepared?" to over one hundred staff members at this year's event.

Our continued management and support of emergency protective and communication equipment caches in each Senate office has been a key preparedness posture. These caches allow offices to receive notifications from the U.S. Capitol Police to shelter-in-place, deploy to their designated internal relocation site, or use specified equipment to evacuate the building. Each cache includes escape hoods, emergency supply kits, and wireless emergency annunciators. Our office ensures functionality through an annual inventory of assigned equipment and replacement of expired items. All swing spaces and permanent suites for freshmen Senators were supplied with equipment prior to occupancy at the beginning of the 112th Congress. Over 270 offices and over 27,000 pieces of equipment were inventoried over the past year alone. Additions to the equipment program include emergency news radios for office supply kits, deployment of Victim Rescue Units to primary and alternate staging elevator caches, installation of portable comfort stations and lockers at internal relocation sites, and implementation and activation of an AIRCON warning and notification system for the 4th floor of the Capitol.

We released an updated version of the *Roadmap to Readiness* in 2011 and included an *Emergency Response Guide*, a condensed, portable version of critical emergency information. The *Roadmap to Readiness* is a comprehensive guide designed to equip offices with the necessary tools to create emergency plans for Washington, D.C. and state offices. It also suggests how to educate and train staff to respond appropriately in emergencies. Additionally, new Web-based training classes have been developed to provide staff with the means to educate themselves from the convenience of their desktops.

We are improving audio and visual capabilities in rooms primarily used for training Senate staff, but are used as Emergency Operations Centers (EOC) during special events or emergencies. The ability to display information on multiple screens is essential for EOC operations and will also greatly improve the capabilities needed to provide technical training to Senate staff. SAA is simultaneously working to improve similar capabilities at the Alternate Computing Facility in Manassas in case the primary location is unavailable, and a briefing room in the Capitol Visitor Center that may be used as a situation room or operations center during a shelter-in-place. Upgrading capabilities at these locations will ensure senior staff is equipped to manage special events and emergency incidents through better information management and improved situational awareness.

Exercises

A comprehensive exercise program is structured to ensure Senate plans are practiced and validated regularly. The SAA and Secretary of the Senate conduct several joint exercises annually with the U.S. Capitol Police, Architect of the Capitol, Office of Attending Physician, party secretaries, and other key Congressional stakeholders. A total of 15 exercises, tabletops, and guided discussions were completed in 2010, covering all aspects of emergency response including Offsite Alternate Chamber, Emergency Operations Center, Chamber Protective Actions, Briefing Center, Transportation, Contingency Telecommuting, Accountability Measures, Internal Relocation, Mass Casualty, and Alternate Office Space. We successfully exercised a Chamber evacuation leading to Briefing Center activation to further test our abilities to quickly set up contingency facilities resulting in the most comprehensive Chamber exercise to date. A “no-notice” exercise was conducted to test the ability to activate an after-hours

contingency site without warning. 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 to document lessons learned for future plan improvement. Over 15 exercises are scheduled for 2012 in addition to numerous training events and smaller-scale tests and drills designed to maintain and strengthen existing capabilities while addressing emerging needs and solutions.

Continuity and Recovery

This year Continuity and Emergency Preparedness Operations (CEPO) focused on developing contingency transportation and classified site plans as well as validating existing plans and procedures. We continued collaborating with Senate offices and committees to develop internal continuity of operations plans (COOP) and train staff accordingly. We acquired new transportation assets and developed accompanying activation and operations plans by leveraging our external support organization. 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.

As part of its plans to refine accommodations at unclassified continuity sites, CEPO updated the wiring in the Thurgood Marshall Building Briefing Center. A full-scale exercise at the Postal Square Briefing Center was conducted to validate movement of Senators to a safe and secure environment in the aftermath of an incident. We also improved plans to utilize the Government Accountability Office building as an alternate office in the event the Senate is no longer able to occupy its regular work space. COOP materials and vital records were placed at these

contingency facilities and on classified networks for convenient access. Finally, we collaborated with the Committee on Rules and Administration to develop new Fly Away Kits for committee hearings during continuity events. These materials are stored at classified locations and can be rapidly deployed after an incident.

INTELLIGENCE AND PROTECTIVE SERVICES

State Office Security and Preparedness

State office programs make security and preparedness training available to Senators and staff in over 450 state offices throughout the United States. Almost two-thirds of these offices are located in commercial buildings with no internal security. The rest are located in federal buildings that generally have some level of building security but are routinely targeted for disruptive activity. Numerous high-profile and contentious issues arose in 2010 and several violent incidents in and around state offices led to increased awareness and participation in this voluntary but critical program. Participating offices are provided with secure reception areas in order to screen visitors for signs of hostility, aggression, or impairment. Offices are also outfitted with access controls, duress buttons, burglar alarm systems, and closed-circuit camera systems. The program covers installation, maintenance, and alarm monitoring services and also includes an annual inspection and equipment testing.

During 2010, over 300 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 that meets the requirements of the Congressional Accountability Act. Continuous outreach regarding the importance of establishing

plans was conducted through the development of a streamlined template to assist small offices with no continuity of operations requirement, and an online method to enter preliminary plan information. State office hazard overviews were completed or updated for 218 offices to identify natural or man-made hazards to be considered during plan development. Additionally, 13 new state offices received program briefings and emergency equipment and supplies similar to D.C. offices. Pandemic information was promptly disseminated to all state offices and approval from the Committee on Rules and Administration allowed staff to procure supplies for combating the H1N1 virus. A monthly Office Emergency Coordinator bulletin is now regularly distributed to all state offices and a certificate path has been established for state OECs. The focus of the program this year will turn to website updates and providing additional preparedness classes online.

We provided security enhancements in 57 state offices during 2010. These enhancements included building secure reception areas to screen visitors, and installing burglar alarms, duress buttons, and closed-circuit cameras with digital video recorders. To date, the program has provided security enhancements in 80% of offices located in commercial spaces and 62% of offices located in federal buildings, bringing the total amount of current offices with security enhancements to 75%. Additionally, over 300 state office alarm systems were tested and inspected this year. This year, the focus will turn to utilizing a new all-hazard risk assessment to survey state offices and offer security enhancements to non-participating offices. Collaboration with representatives from the U.S. Capitol Police, General Services Administration, Federal Protective Service, and the U.S. Marshals Service will continue.

Police Operations

The Senate Campus Access program that coordinates Member office and committee requests for vehicle access through the campus security perimeter processed 586 special requests for vehicle clearances, deliveries, and bus access during FY 2010, an increase of over 130% from FY09. Additionally, we developed an electronic request form via Webster for U.S. Capitol Police coverage at committee hearings.

We collaborated with USCP and external law enforcement agencies to monitor and secure special events such as the State of the Union address, Democratic Senatorial Retreat, various joint sessions of Congress, Summer Concert Series, Supreme Court nomination hearing for Justice Elena Kagan, and memorial services for Senators Robert Byrd and Edward Kennedy.

The Duty Desk in the USCP Command Center continues to ensure SAA representation and provide communication between USCP and the Senate community during special events, critical incidents, and routine operations. The Duty Desk is manned by SAA personnel during business hours and while the Senate is in session. SAA staff receives routine training and updated operating procedures to fulfill the responsibility.

Our recently hired Assistant Sergeant at Arms for Intelligence and Protective Services maintains excellent working relationships with a multitude of components within the intelligence and law enforcement communities. Such trusted partnerships allow for the timely and accurate sharing of all-source intelligence and law enforcement-sensitive threat information when breaking situations occur. Furthermore, it provides the opportunity to collect all-source intelligence from

appropriate partners and assess, integrate, and brief essential information to senior SAA staff that can then make sound, timely decisions for the safety and security of the U.S. Senate.

Finally, recent events in Arizona led our office to greatly expand monitoring law enforcement investigations involving threats to Senators and provide updates to the SAA and affected Senators, from case opening through adjudication. We receive Senate office requests for local law enforcement assistance at public events and coordinate evaluation and assessment through USCP. We are collaborating with the USCP Uniformed Services Bureau to develop a consistent and seamless community outreach program regarding safety and security for Senate offices.

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

2012, 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 impactful 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 whether the person trying to use it is located within one of our spaces or elsewhere. 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 2012 request will cover the installation and support of the equipment acquired by Senate personal 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 solicit customer feedback for 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. For instance, 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 56%, and 96% 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 2012.

In FY 2012 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 fifty states, to and from other Legislative Branch agencies, and through the Internet to the public, other agencies and organizations.

We continue to keep our mobile communications offerings up to date with the latest technology. Last year, we added the Apple iPhone, the RIM 9800 Torch BlackBerry, the RIM 9330 Curve BlackBerry, and the RIM 9650 Bold BlackBerry to the Technology Catalog. Currently we are testing Android devices for support. We will continue to offer the Senate community the latest smartphone technology in FY 2012.

Following a migration to a new contract vehicle for our wide area network services in FY 2010, we are better poised to realize the cost savings for this service compared to our previous contract with AT&T. Our cost for this service has gone from \$5.2 million in FY 2009 to \$4.3 million in FY 2010, and is on target to cost \$3.8 million in FY 2011. Given the election cycle and the additional moves, adds, and changes associated with incoming and outgoing Senators, the FY 2011 costs could increase but should remain under FY 2010 levels. We have also increased our service levels to approximately 50 state office locations and installed network optimization

equipment in more than 90 locations overall. The cost of wide area network services will increase slightly in FY 2012, to \$4 million to allow us to continue our investments in enhancing network services to more state office locations.

We are working with the other Legislative Branch agencies to improve interagency communication technology by implementing and securing an upgraded Capnet network that connects all the Legislative Branch agencies, with the goal of making this network the preferred path for all interagency communication.

In addition to our robust messaging infrastructure that processed approximately 257 million Internet e-mail messages during the past calendar year, we also support effective communication through the use of videoconferencing. During the last and current fiscal years, we have enhanced our videoconferencing infrastructure to allow participation in a high-definition video conference from virtually anywhere in the world using an inexpensive Web camera on a desktop or portable computer via the Internet. We are adding new capabilities, including a Web interface to allow an outside participant without a standards-based videoconferencing system to participate via a Web client, as well as the ability to escalate a point-to-point call to a multipoint call regardless of bandwidth or whether the system has multipoint capability installed.

We also delivered a solution to the problem of transferring large files which allows media-based and other large files to be moved within the Senate and between the Senate and others in a secure and reliable fashion. We continue to expand the ways and tools for staff to be connected. This year we delivered iPhone and iPad e-mail and tools integration and support. CIO staff worked

extensively with a third-party software provider to develop a secure, reliable and manageable iPhone corporate e-mail client which met our requirements.

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. Toward that end, we will be replacing systems such as the cloakroom alerts, operational support and directory and billing systems over the coming year, while we continue to move forward with the replacement of the main telephone switch.

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 and fulfilled. This year we completed enhancements to TranSAAct including online parking services (e.g., request a parking assignment, reassign vehicles, add vehicles) and a forms depot featuring 117 forms and links to forms often used by administrative managers and chief clerks. We are completing work on adding the ability to make telecommunications service requests online.

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 delivered an enterprise class SharePoint data collaboration site to provide a common access point for sharing information between offices that do not have direct access to one another. For example, committee staff and staff in their Senate offices are using the site to view, comment on, and edit committee documents.

We enhanced other Web-based applications such as a program that more than 60 offices use on their websites for accepting service academy nomination requests, intern requests, and other types of applications and requests. Constituents have submitted more than 500,000 individual requests through this system. We also updated the committee hearing scheduling application to make it more robust and useful.

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, 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. Among the technologies that we look forward to supporting over the next few months is support for additional smartphones based on the Android operating system as well as Smart Cards. Smart Cards will enable a range of applications based upon Public Key Infrastructure (PKI) certificates included on the Smart Cards, including access to GSA-controlled buildings, encryption and decryption of e-mail and BlackBerry messages, digital signatures for e-mail and vouchers, and logon authentication.

We will continue or intensify these efforts in FY 2012 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 with Accessible, Flexible & Reliable Systems

As I mentioned earlier, we build security, accessibility, flexibility and reliability into every system and service. In addition to those efforts, there are two projects that I would specifically like to mention.

This past year our, CIO organization enhanced copier security by moving beyond the traditional safeguards of buying equipment that writes data to random, noncontiguous hard disk drive locations, to completely erasing or removing copier hard disk drives prior to disposal. We also reconfigured our copier baseline configurations to include hard disk drive overwrite systems that conform to National Security Agency security specifications without requiring user intervention. We continued our BlackBerry scanning program designed to detect security intrusions on wireless devices used during international travel. In FY 2010 we scanned more than 300 BlackBerrys, some multiple times. Fortunately, we found no major discrepancies. In FY 2011 and FY 2012 we will continue to seek ways to improve and enhance our scanning program.

We have also installed the second and third components of the secure voice conferencing system to provide secret level conferencing to accommodate 40 additional participants once we obtain additional phone lines as part of our telephone system upgrade. In FY 2012, we plan to upgrade the system with a Web-based interface, making it more user-friendly.

Enhancing System and Information Resiliency

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 conduct a variety of exercises to ensure we are prepared 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 COOP/pandemic exercises designed to ensure technical support is available from the Alternate Computing Facility and other remote locations. Our diligence to this initiative proved worthwhile during the snow events of last year. 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 migration to IP telephony may bring to the rest of the Senate.

We also will continue to invest in and modernize storage systems that automatically replicate information from our primary site to our alternate site. These storage systems support our mission-critical systems as well as individual offices.

Securing our Information Infrastructure

As 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, due in large part to the outreach efforts of IT Security staff over the past year. As

a result, we are now better able to quickly adjust our countermeasures as adversaries shift their tactics. Our efforts and interactions with our federal partners are comparable to the Department of Defense's evolving doctrine of "active computer network defense," a framework for defending military networks. We are working to incorporate five key elements of this doctrine into our IT Security operating model: 1) training and equipping Sergeant at Arms staff and contractors with specialized cyber security skills; 2) employing and continuously monitoring a strong core of layered defenses; 3) communicating current threat information to offices and providing knowledge and expert advice to help them secure their information; 4) sharing current best practices with our federal agency partners; and 5) investing in rapid development, testing, and implementation of additional cyber defense capabilities. We describe each of these elements and provide implementation examples as follows:

As an example of the first element, specialized skills development, our IT Security branch undergoes continual, rigorous training on newly-discovered threats and vulnerabilities. They attend industry and government conferences, complete online and classroom courses, host industry experts, conduct in-house classes and seminars, and share knowledge among their peers on the latest advances in cyberspace threats and defensive measures. This training helps us quickly put into operation and benefit from new defensive technologies. For example, we recently acquired new analysis tools that enable more precise identification of potential attacks and faster incident response times. These newly-acquired skills were quickly deployed and put to practical use in our daily operations, producing demonstrable results and saving taxpayer dollars.

The second element, layered defenses, requires us to develop multiple capabilities to prevent and detect intrusions at every point in our network and we have worked this past year to introduce and encourage widespread adoption of new defensive capabilities. As an example, our voluntary vulnerability assessment service has grown to include 43 Member offices and 5 committees, with more offices enrolling. The new Systems Management Service (SMS), an automated means for offices to automatically apply critical security patches to non-Microsoft software, has also grown rapidly since we introduced it in December 2010. Fifty-two offices are now using the service, which provides a significant (up to 68%) reduction in software vulnerability risk as measured by vulnerability assessment results. SMS serves as an excellent complement to our vulnerability assessment 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.

In addition to our vulnerability assessment and patch management services, we continue to monitor and improve our other centrally-managed security services. One major initiative is our ongoing effort to enhance e-mail security by establishing mutual trust mechanisms with other federal agencies based on e-mail source validation and encryption technologies. These trust mechanisms assure us and our participating federal partners that messages exchanged are encrypted while traversing the Internet and are actually coming from an authorized mail server at each respective agency. As a result, Senate staff can have confidence that the messages they exchange with one of our trusted partners have not been read or manipulated by a third party while in transit and have come from a legitimate contact instead of a malicious actor using a

forged sender address. We expect to continue expanding the number of agencies involved in this effort.

The third element is reflected in our initiative to provide improved and varied training and awareness programs for offices. Over the past year, we have developed and conducted individual threat briefings for system administrators, office leadership, and other staff to educate them on the evolving threat environment and recommended freely available services that we provide to help them reduce their risk. We have also incorporated current effective practices into our general awareness materials that we provide through Webster and in-office presentations. We share our awareness material with other agencies and adopt useful material they share with us. Furthermore, we have incorporated an IT security briefing into the new system administrator training process to inform them of our services and to help them enroll and make the best use of our offerings soon after they are hired. Finally, we help system administrators identify critical systems that our adversaries would consider high value targets and facilitate enhanced protection for these systems to assure continuity of operations.

The fourth element involves sharing new threat information, trends, and effective practices with other federal agencies. We do not share specific information concerning offices or staffs involved, but coordinate with these agencies to help establish a common information base and defensive posture. The relationships that we have built, and continue to build, are mutually beneficial and have paid great dividends in terms of improved security services for our offices. We can now provide offices more timely and detailed threat and vulnerability information, more

reliable countermeasures, and more efficient identification and mitigation of many of our higher priority incidents.

The fifth and final element is rapid development, testing, and implementation of additional cyber defense capabilities. We recently tested and implemented a new log analysis tool that has reduced the time required to identify and notify offices of attacks from a matter of hours to just a matter of minutes. We are also looking forward to implementing a new monitoring tool in the next few months that will improve our ability to rate the severity of security incidents, reduce false positives, and provide offices with better guidance for recovering from incidents. Finally, we are currently researching potential solutions that will augment our anti-virus systems by blocking malicious or compromised websites, which are a primary cause of many of our security incidents.

Adopting the elements of the Department of Defense's Active Computer Network Defense doctrine helps us work toward our strategic goal to provide a secure Senate information infrastructure. We will continue to adopt useful elements of the doctrine to further our efforts. We are continually changing and improving our tactics and operational processes to meet the rapidly-changing cyber threat environment while supporting the Senate's mission.

ENHANCING STEWARDSHIP

Enhancing Stewardship through Fiscal and Environmental Responsibility

Stewardship of our resources is intertwined in everything we do, as well as being a driving force for some of our activities. We are always looking for ways to improve our processes or technologies so that we save time, money, electricity, paper, or other resources. Our CIO organization is a good steward of the fiscal resources of the Senate, consistently and continuously improving on the services offered to our customers while seeking only modest increases in funding. Many initiatives save an office hundreds or thousands of dollars in costs that would otherwise be borne 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. Some examples of our efforts to enhance fiscal and environmental stewardship are:

- Continuation of our virtualization efforts, where we now reduce energy, maintenance, and support costs by running more than 379 of our servers in a virtual environment. We will continue an aggressive campaign to virtualize servers until every server that can be virtualized is virtual.
- Offices, especially those of the new Senators, 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, which 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, excess heat, and increases usable working areas for staff. It 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 hosting 86 Member and committee office file servers on our virtual infrastructure. Virtual servers running in the data center consume only 15% 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 means fewer servers that need to be manufactured and therefore have to be disposed of at their end of life, which is greening on a national scale.

- Work is well under way to offer offices the ability to host their constituent support systems and SharePoint collaboration systems in a virtual environment, which will provide offices the opportunity to operate without any physical servers in their offices.
- We continue to use our catalog to highlight the energy-efficient aspects of our supported information technology and general office equipment, and we conducted “green demo days” where vendors could answer questions about their products’ environmental friendliness.
- We continue our efforts to dispose of surplus electronic equipment through such programs as the Computers for Schools program. Last year we fulfilled 36 Member office requests and packed and shipped 900 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 2010, PGDM continued to improve operations and respond to demand for producing documents from digital files. By utilizing the latest technology in digital printing, the Publishing Section produced 7.8 million pages, an increase of 81% over FY 2009. PGDM continued to meet the demand for Constituent Services System (CSS) imaging by scanning, digitizing, and electronically transferring 1.1 million pages of constituent mail responses during FY 2010. Another area of high demand during FY 2010 was production of charts. By upgrading software to process files quicker, PGDM produced 9,273 large format charts, an increase of 15% over FY 2009.

PGDM is customer-focused and achieved high levels of customer satisfaction. Reliable, user-friendly copiers in convenient satellite copy centers produced over 7.6 million copies in FY 2010. Utilizing traditional offset and digital printing, PGDM met customer requests for color printing, producing over 21.8 million color pages. Combined printing volumes in all sections of PGDM during FY 2010 totaled 52.4 million, a 6% increase over FY 2009. PGDM continued to improve services to meet the demand for archiving Senate office documents during FY 2010.

Through software and hardware upgrades, PGDM produced 511 rolls of microfilm, a 156% increase over FY 2009, and scanned and digitized more than 3.2 million pages, a 10% increase over FY 2009.

As a good steward of its own resources and that of others, PGDM saved the Senate over \$1.8 million in postage costs by pre-sorting 9.5 million pieces of outgoing Senate franked mail. New software systems have been integrated in a number of processes to validate, correct, or remove bad addresses prior to mailing. In FY 2009, a system was put in place to validate addresses on constituent letters. The number of offices utilizing this process has grown from 14 in FY 2009 to 97 in FY 2010. PGDM has also upgraded software in the mail sorting process. By implementing the new United States Postal Service-mandated intelligent barcode and moving updated software ahead of schedule, PGDM has ensured that Senate offices continue to receive maximum postage discounts. PGDM is continuing to work with a vendor to modify and test a Web-based application to provide address correction, validation, and delivery tracking for shipping of constituent flag requests.

PGDM's commitment to teamwork and excellent customer service extends to our Legislative Branch partners as well. Our collaborative work with the Architect of the Capitol fulfilled 82,828 flag requests during FY 2010, and in tandem with the Government Printing Office, delivered over 2 million documents (*Pocket Constitutions, Our Flag, Our American Government*, etc.) to requestors. PGDM has also been working with the Architect of the Capitol to relocate the PGDM Logistics operations from SR-B31F to the Hart loading dock area. Construction of the Hart location is planned to be completed this spring which will allow for structural renovation on the

lower level of the southwest corner of the Russell building. In early FY 2010, PGDM provided a tour of our Constituent Services System Imaging operation to the White House Office of Presidential Correspondence staff, which was considering implementation of a similar operation.

Through effective communication and teamwork, PGDM's Senate Support Facility upheld the SAA mission for operational security in FY 2010 by receiving 1,045,153 items from the U.S. Capitol Police off-site inspection facility and transferring them to the Senate Support Facility. This process eliminated 561 truck deliveries to the Capitol complex while reducing traffic and allowing the USCP to focus on other aspects of safety.

In FY 2010, the committee approved the use of prior year unobligated funding to relocate the Postal Square Printing and Mailing operations to a modern, efficient, secure, and safe facility. This relocation will ensure PGDM operations continue without interruptions in service from facility failures which have plagued the Postal Square building over the years. In collaboration with the Architect of the Capitol, a facility located in the same complex as the Senate Support Facility and the Senate Post Office Inspection Facility was selected and put under contract. The relocation project has a projected net positive cash flow of \$2.8 million and 3.6% return on investment over 20 years. Design plans have been approved for the build-out of the facility, and the SAA has contracts in place to support moving equipment and installing data communications and security systems. Construction started in January 2011, and PGDM will begin moving equipment in July 2011 and take occupancy in September 2011.

CENTRAL OPERATIONS

Smart Card Programs - ID Office

The implementation of *Homeland Security Presidential Directive (HSPD) 12 – Policy for a Common Identification Standard for Federal Employees and Contractors* will significantly impact Senators and their staff whose state offices are located in federal buildings across the country. While Legislative Branch adoption of HSPD-12 is optional, compliance will allow Senators and staff unhindered access to work freely within these facilities. Staff from the ID Office and Technology Development Services is currently 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, there are continued efforts 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 in the future 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 secure, single network sign-on.

PARKING OPERATIONS

The Parking Operations team continues to update policies and procedures to better serve the Senate community. For the first time, all Senate parking spaces were defined producing an accurate count of 3,100 spaces (600 spaces greater than previous estimates). Beginning with the

112th Congress, Parking Operations streamlined policy and procedures to allow for greater customer understanding: the number of permit types was reduced by 17%, color was used on the parking map to better communicate parking area definitions, and new signage was installed to clearly label parking areas.

Parking Specialists continued to enjoy amplified visibility to customers as new kiosks were installed on Lots 12 and 16. Increased Segway use and wearing of reflective vests and gloves have also increased recognition of the specialists by customers and visitors. Employee retention has been superb; there has been only one vacancy in the last 18 months and that was due to a promotion.

TRANSPORTATION AND FLEET OPERATIONS

Transportation and Fleet Operations safely and securely procures, manages, maintains, and disposes of SAA vehicles; provides transportation information to offices; and manages the Senate Parking Shuttle Service. The SAA fleet includes trucks, vans, buses and SUVs used to support the Senate community. Senate leadership vehicles are leased and administered by Fleet Operations under the Executive Lease Plan on a biannual basis. Transportation and Fleet Operations is responsible for completing work orders, equipment installations, tag/registration renewals, and vehicle inspections for all fleet vehicles, performing over 448 of these services in FY 2010. Fleet staff scheduled over 350 transportation requests and transported over 20,000 passengers through the SAA Parking Shuttle Service in FY 2010.

Transportation and Fleet Operations offers several driver training programs including an online software training course developed by the National Safety Council (NSC), an in-house Professional Truck Driver Safety Certification Course also developed by NSC using a fleet staff certified instructor, and Segway Certification Training using fleet certified instructors.

Transportation and Fleet Operations is a leader in “Go Green” initiatives with 25 flex E-85 fuel vehicles, 5 hybrids, 2 electric vehicles, and 2 Diesel Exhaust Fluid-certified trucks. Fleet Operations will continue to explore the use of alternative fuel vehicles as replacements for older vehicles as they are rotated out of the fleet.

PHOTOGRAPHY STUDIO

The Photography Studio provides photography and imaging services for Senate offices, capturing more than 75,000 photo images and producing more than 95,000 photo prints in FY 2010. The studio’s popular image archiving service was used to scan, organize, and transfer more than 80,000 photo images for archiving purposes in FY 2010. The Photo Browser application provides Senate offices a secure location to store and organize photos and the ability to download and upload photos or place orders for photo prints from their desktop through a Web interface.

SENATE HAIR CARE

Senate Hair Care serves customers by offering the latest trends in hair styling to Senators and thousands of customers, including staff and the general public. In FY 2010, revenue increased by approximately \$40,000 (9%), the highest in ten years. Continuing to build on the diverse

customer base and supplying additional retail products and services, Senate Hair Care will remain a profitable and indispensable service offered by the SAA.

SENATE POST OFFICE

Mail remains a primary medium for constituents to communicate with Senators and their staff. During 2010, the total volume of mail addressed to the Senate Washington, D.C. offices was significant. Our Senate Post Office received, tested, and delivered 17,710,648 safe items to Senate offices, including 10,935,830 pieces of United States Postal Service (USPS) mail; over 6,234,000 pieces of internal mail routed within the Senate or to or from other government agencies; 75,000 packages; and 465,777 courier items. The total number of mail and packages received and processed in 2010 represented the second largest yearly total this decade, surpassed only by 2009. Mail received by the Senate has increased substantially over the past two years, bucking the nationwide trend that shows overall USPS mail volumes declining.

Processing Mail Safely

Protecting the Senate and its staff is my highest priority. We have worked collaboratively with this committee, the Committee on Rules and Administration, our science advisors, the U.S. Capitol Police, USPS, the White House Office of Science and Technology Policy, and the Department of Homeland Security in developing safe and secure mail protocols and in creating two of the best mail processing facilities of their type in the world.

All mail and packages addressed to the Senate's Washington, D.C. offices are tested and delivered by Senate Post Office employees. During 2010, our highly trained off-site mail staff intercepted 221 suspicious pieces of mail that were addressed to Senators with the intent to terrorize and disrupt Senate business. USCP immediately responded to these threatening items at our off-site mail processing facility thereby preventing their delivery to any Senate office.

We also worked with this committee and the Committee on Rules and Administration to build and operate one of the best facilities within the government to process time-sensitive documents that are delivered to the Senate. Our Congressional Acceptance Site ensures that all same-day documents are X-rayed, opened, tested, and safe for delivery to Senate offices. The 465,777 items that we processed during 2010 represented the most documents processed at this facility since it opened in August 2006, which was a 68% increase over 2009's courier items. We were able to absorb this additional volume through cross-training our existing staff and by instituting process improvements rather than increasing our workforce.

The Senate's method for processing mail has become the model for others. We have been asked to demonstrate our procedures and showcase our facilities for some of our nation's allies and for other government agencies, including the Departments of Defense and Homeland Security. The 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.

State Office Mail

Additionally, my office has worked collaboratively with our science advisors to introduce the first device designed to provide Senate staff who work in state offices with a level of protection when handling mail. Our science advisors 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. I have requested that all Senate state 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, 238 state offices have the *Postal Sentry*, up from 66 state offices at the end of 2009. The Senate took the lead in providing state offices with a level of protection when handling mail. Recently, the House of Representatives ordered several *Postal Sentrys* for use in their district offices.

Improving Services Offered

My office strives to provide exemplary service to the Senate community. Our Senate Post Office, in conjunction with the U.S. Postal Service, operates contract retail locations in the Dirksen and Russell Senate Office Buildings. To the frustration of many, patrons in past years have been unable to purchase postage stamps, Express and Priority mail postage, mail supplies, insurance, and money orders with the convenience of a credit or debit card, only with cash. After lengthy negotiations with the USPS, I was pleased to announce in February of this year that as an added convenience for our customers, the

Senate Post Office accepts credit and debit cards. Feedback from our customers has been extremely positive with the new and additional service.

A Cost-Effective Operation

Even with the expansion of our capabilities, outreach efforts and the significant increases in mail volume, my office continues to be good stewards of taxpayer dollars. Technology and process improvements made since 2008 have enabled the Senate Post Office to reduce the number of its employees by 6%. Their achievement is even more impressive when you consider that the number of mail items received, tested, and safely delivered has increased by over 25% annually during that same time period. We have compared our costs to other agencies and are pleased to report that we have one of the most efficient and cost-effective operations of its type. Some agencies with similar processes and mail volume spend millions more than the Senate in processing mail. A comparative analysis of similar organizations that contract out mail processing has determined that the Senate processes its mail for up to 62% less cost than others.

CAPITOL FACILITIES

SAA 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, provides special event setups in the Capitol—including the ten event spaces in the Capitol Visitor Center (CVC) Senate expansion space—and completes other service requests. To meet cyclical customer demands during peak event setups and furniture moves, Capitol Facilities was able to improve labor cost efficiency by supplementing the full-time work

force with contracted labor in place of additional FTEs. This resulted in a second-year cost savings of \$150,000. Capitol Facilities completed 3,127 special event setups in the CVC Senate expansion space and Capitol, a 24% increase from the previous year. Service requests from Capitol offices for moving furniture and supplies totaled 6,622, an increase of 11% over the previous year.

The Furnishings branch provides framing services to all Senators and committees. Demand for framing services increased by 6% over the previous year with a total of 2,764 orders completed. The branch also provides custom cabinets and other high quality furniture, carpeting and draperies to Capitol offices. The Cabinet Shop designed, built, and installed 177 pieces of furniture, a 43% increase from the previous year. The Furnishings branch worked with the Committee on Appropriations on design and installation of custom carpet, construction of turrets for a new sound system, and installation of custom-built benches around the perimeter of the committee room (S-127). New furniture, draperies and upholstery were provided for the Committee on Foreign Relations room and office (S-116/117), the Vice President's office (S-212), and the Republican Secretary's office (S-335). Additionally, 20 new Senate Chamber chairs were built for incoming Senators.

CAPITOL VISITOR CENTER

My office has been involved with the Capitol Visitor Center (CVC) since its inception. We have worked collaboratively with others, including representatives of this committee, to ensure that many of the operational aspects of the facility achieve desired results. Our participation and the challenges presented have been vast and varied, including, but not limited to, security, hours of operation, transitioning the Capitol Guide Service,

emergency preparedness, information technology, furnishings for the Senate side of the CVC, Senate Meeting Rooms setup and maintenance, bus routes, Capitol tour routes, coat checks, official appointments, accommodating visitors to the Senate Gallery, broadcast media infrastructure, ATM service, telephone service, and other communications infrastructure. I am pleased to report that all of the Sergeant at Arms departments involved with the CVC completed all of our tasks on time and within budget.

Over 5 million visitors have experienced the CVC since its opening a little more than two years ago. Feedback from our guests has been extremely positive. The long lines of visitors waiting in the elements that were prevalent prior to the CVC's opening have been eliminated, as are the congested hallways in the Capitol. Visitor services professionals from across the country and around the world view the CVC, and its operation, as models of excellence in the visitor services arena.

Each of our departments affected by the CVC adjusted its processes, thereby mitigating additional employees and costs when this magnificent addition to the Capitol opened. The impacts to their operations were significant, yet, by maximizing resources, we were able to achieve desired results.

SENATE APPOINTMENT DESKS

Expanding and Improving our Services

An objective of the CVC was to improve security and the flow of visitors to the Capitol. To facilitate this goal, we expanded the Senate Appointment Desks 100% by adding two desks in the CVC, one located near the main entrance and the other located outside of the Senate Meeting Rooms on the lower level. These two desks required four additional FTEs to staff the desks. Improved technology and process improvements achieved by the Senate Post Office enabled the transfer of four employees from the Senate Post Office to the Senate Appointment Desks in the CVC. This is another example where my office exercised fiscal responsibility by finding resources within our organization rather than increasing costs by adding to the complement of employees assigned to the Sergeant at Arms organization.

To enhance our services to the Senate community, we were tasked with opening a Hart Senate Appointment Desk in May 2010. Again SAA staff accomplished this task with minimal expense and without adding employees. We restructured the duties of our existing appointment desk team and those of our Doorkeeper team, thereby freeing up the labor needed to support an appointment desk located in the Hart Senate Office Building. We worked collaboratively with the Committee on Rules and Administration, USCP and the AOC in designing a secure and welcoming process for staff who escort Senate guests to the Capitol from the Hart Building.

Our five Senate Appointment Desks collectively processed 163,811 guests during 2010. The total number of badges issued was the second highest in a given year since the appointment desks were created over 26 years ago.

A goal for opening the CVC was to improve security by reducing the number of guests who enter through the Capitol's North Door. Last year 47,956 guests entered the Capitol through the CVC with its state-of-the-art security features and accommodations. Without the CVC, these guests would have entered through the North Door of the Capitol, waiting in line and bearing the elements. The Capitol Appointment Desk reduced its number of guests processed through the North Door to 37,577 during 2010. The 2010 total number of visitors processed through the North Door represented a 40% reduction in the number of guests processed as compared to the year before the CVC opened. This reduction of guests in the Capitol improved safety, reduced wait time for entrance through the North Door of the Capitol, improved visitor flow, and reduced congestion within the Capitol proper.

Also in 2010, over 72,000 guests entered the Capitol via the Russell Appointment Desk, including 60,550 who were destined for the CVC. This represented the most badges issued by the Russell Appointment Desk in its history.

DOORKEEPERS

Facilitating the Needs of the Senate

Our Doorkeepers play an important role in supporting the Senate. This group of dedicated professionals remains on call to assist the Senate when needed. A primary role of our Doorkeepers is to support the Senate Chamber by providing access to those with Senate Floor privileges and enforcing the rules of the Senate. Additionally, our Doorkeeper team facilitates the needs of Senators, Senate Floor staff and Pages.

The past four years have been extraordinary in that the Senate has been in session an average of 181 days from 2007 through 2010. This represents a 21% increase to the 150 average numbers of days the Senate was in session from 1996 through 2006.

Our Doorkeepers provided exceptional support for special events during 2010, including the swearing-in of Senators elected during 2010 and the reenactment that followed in the Old Senate Chamber; Senator Byrd's laying in repose in the Senate Chamber; the confirmation of Supreme Court Justice Kagan; and the impeachment trials of Samuel B. Kent and G. Thomas Porteous.

Our Doorkeepers facilitate the movement and seating of Senators during Joint Sessions of Congress conducted in the House of Representatives. During 2010 there were two Joint Sessions: the President's State of the Union address and the Joint meeting of Congress with the President of Mexico.

Congressional tributes and Congressional Gold Medal ceremonies also require the services of Doorkeepers. In the past year, Doorkeepers facilitated Senators and guests for the 50th Anniversary of the Inaugural Address of President John F. Kennedy; Days of Remembrance; moment of silence in the Senate Galleries and on the House of Representatives steps in honor of the victims of the tragedy in Tucson, Arizona; Celebration of the Life of Congressman John Murtha; recognition of contributions of enslaved African Americans to the construction of the United States Capitol; September 11 Congressional Remembrance Ceremony; Peace Officers Memorial Day; and Women Service Pilots Congressional Gold Medal ceremony.

Improving the Senate Gallery Visitor Experience

We improved the visitor experience for those who want to witness Senate proceedings from the Gallery. We now process these guests through the CVC, rather than through the Capitol's North Door. This process enhancement improved security, as well as the visitor experience, by eliminating the long lines and congestion that had been commonplace throughout the Capitol prior to the opening of the CVC. Our Senate Doorkeepers manage a staging room in the CVC that facilitates the collection of prohibited items and the movement of people in a secure and efficient manner. The staging room and the surrounding areas offer our guests numerous comforts and educational opportunities.

Last year, 224,925 visitors viewed the Senate Chamber from the Senate Gallery. 2010 represented the first full year since 2000 that the Senate Gallery was open for visitors during scheduled Senate recesses. We reopened the Senate Gallery during scheduled recesses beginning with the August 2009 recess and, since then, over 90,000 visitors have

viewed the Senate Chamber from the Senate Gallery. Reopening the Gallery has provided an opportunity for thousands, who under the previous rule would not have enjoyed the opportunity to see the “world’s greatest deliberative body.” Our Gallery remains open during scheduled recesses for 2011.

The feedback that we have received from Senate Gallery visitors has been extremely positive. Senate Gallery visitors have complimented our processes, including the elimination of long lines, waiting in the elements, the speed of gaining access to the Gallery and the educational opportunities afforded by the CVC.

Leveraging Existing Resources

The year 2010 proved to be one of the busiest and demanding in the history of the Senate Doorkeepers. Our Doorkeepers’ work is yet another example where our process improvements and solid management principles have enabled us to do more with existing resources. Our Doorkeepers were able to make significant improvements with minimal expense and without additional employees.

Despite the increases in workload—the 21% increase in the average number of days the Senate has been in session for the past four years, the 70% increase in the footprint covered by Doorkeeper staff due to the opening of the CVC, and the increased number of special events and ceremonies requiring Doorkeeper support—we were able to improve our performance by utilizing existing resources, redefining our work processes, and refining our Doorkeepers’ job descriptions.

SENATE RECORDING STUDIO

Expanded Broadcast Capability

Our Senate Recording Studio was one of the first departments to move into the CVC. Our facility has received accolades from guests since its opening, including Senate leadership, Senators, and Senate staff. The convenience of the studio's location and proximity to the Senate Floor and Senate subway system provides convenience to Senators and staff.

The Studio is responsible for providing gavel-to-gavel coverage of Senate floor proceedings, broadcasting Senate committee hearings, and providing radio and television production studios and equipment for Senators' use. 2010 represented another busy year for the Recording Studio. Last year, we provided 1,078 hours of gavel-to-gavel coverage of Senate Floor proceedings. We provided broadcast coverage of 723 Senate committee hearings and 1,074 radio productions. Additionally, our team of seasoned professionals produced 1,066 shows for Senators from our television studios.

The number of studio productions increased by 5% due largely to our Recording Studio producing the Democratic Media Center and Republican Conference shows while their respective studios were being renovated.

Groundbreaking Firsts

This past year our Recording Studio broke new ground when we provided the land-based production and engineering support for an Appropriations Commerce, Justice, Science and Related Agencies Subcommittee hearing which included a live videoconference with astronauts aboard the International Space Station.

Another first for our Recording Studio was the Internet simulcast of a Senate Washington, D.C. event to all Senate staff who wanted to participate, including state office personnel. In the aftermath of the Tucson shooting tragedy, my office conducted a security briefing to provide an interactive forum for all participants and attendees. This capability facilitated our ability to answer questions and provide updated information to Member offices throughout the United States.

Committee Hearing Room Upgrade Project

Demand for additional committee broadcasts has been ever increasing. In 2003, we began working with this committee and the Committee on Rules and Administration to upgrade and install multimedia equipment in Senate committee rooms. The project includes digital signal processing audio systems and broadcast-quality robotic camera systems. The Committee Hearing Room Upgrade Project continued during 2010.

To date, we have completed 30 rooms. Room enhancements include improved speech intelligibility and software-based systems that we can configure based on individual committee needs. The system is networked, which gives committee staff the ability to

easily and automatically route audio from one hearing room to another when there are overflow crowds. Additionally, the system's backup will take over quickly if the primary electronics fail.

Reducing Costs by Leveraging Technology

As part of the upgrades, we installed technologies in our new Recording Studio space in the CVC to enhance our ability to provide broadcast coverage of more hearings simultaneously without adding staff. For example, the Committee Hearing Room Upgrade Project allows us to cover a hearing with only one employee. Before the upgrades, three employees were required to adequately cover a single hearing. These technology enhancements, coupled with the expansion of the number of control rooms for committee broadcasts to twelve, have enabled us to increase our simultaneous broadcast coverage of committee hearings from five to as many as twelve without increasing our staff.

Our Senate Recording Studio is another shining example of where we have enhanced our services and increased our productivity by utilizing process improvements and technology, rather than increasing our staff.

MEDIA GALLERIES

The four 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 Correspondent's Committees, the Senate Sergeant at Arms, the U.S. Capitol Police, and the Senate Committee on Rules and Administration in order to facilitate media arrangements and credentials for the over 7,000 credentialed media who cover Senators, Senate committees, and related media events.

In recent years the media industry has seen historic shifts in formats and structures of media outlets which appear to have caused a general decline in revenue and circulation for traditional media. However the Media Galleries have seen a burgeoning population of new and emerging media. The staff of the Media Galleries has diligently worked to accommodate this new population through the current credentialing process.

The growth of 24-hour news channels and websites has increased the demand for constant news. As a result, Congress is being covered in more detail than ever before. In response to the changing needs of the reporters covering Capitol Hill, all four Media Galleries worked with the office of the SAA Chief Information Officer to upgrade their technical infrastructure including incorporating wi-fi in all four Media Galleries.

Senate Daily Press Gallery

During 2009, a complete remodeling and rewiring of the Daily Press Gallery was completed. This was the first such renovation since the early 1980s. Restoring the suite of rooms that has been occupied by the press since before the Civil War was a mammoth undertaking that involved a number of Sergeant at Arms and Architect of the Capitol offices. Furniture was replaced, wires were completely redone, and the walls, ornate ceilings, Minton-tiled floors, and historic mirrors

were completely restored down to the smallest detail. The renovation improved the gallery's appearance and working conditions for reporters.

The past two years have been extraordinarily busy for the Daily Press Gallery. There are more reporters covering the Senate on a daily basis than ever. Organizations are covering the Senate in more detail than ever, with a constant demand for new information. As a result, our gallery is one of the busiest places in the Capitol complex. This year, the gallery was constantly filled with reporters covering issues.

Our Daily Press Gallery staff keeps busy providing the swelling ranks of reporters with background information; monitoring Senate floor activities and schedule changes; preparing for big events and ceremonies; researching and assessing the flood of new credential applicants in conjunction with the Standing Committee of Correspondents; monitoring and assisting with access on the Capitol's second floor and other places where news is breaking; facilitating coverage of major hearings, answering press inquiries on legislation, floor action, parliamentary procedure; and generally assisting the press in covering Congress, and assisting Senators and staff in making information available to the public.

In addition to those basic duties, we implemented a new paperless credentialing system, updated continuity of operations and emergency preparedness plans, and put the finishing touches on a very successful Gallery renovation.

Senate Periodical Press Gallery

While high-profile hearings garner the most attention by staff and media, the Senate Periodical staff always strives to work with all Senate committees on their media arrangements for typical hearings and events. Senate Periodical Press Gallery staff worked with new committee and Senators' press secretaries in order to familiarize them with the Periodical Gallery's functions at committee hearings. Constant collaboration occurs allowing 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 Appropriations Committee events.

Press Photographers' Gallery

The primary role of the Press Photographers Gallery is to credential photographers and to assist at news events at the Senate. Our 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 as Web publications expand and gain popularity. Also, deadlines for pictures have shifted from daily to 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. The Press Photographers' Gallery has responded to these challenges by enhancing the technology infrastructure for gallery members.

Senate Radio and Television Gallery

In an effort to address new requirements for electronic media coverage of Senate events, improvements were made in upgrading 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 fourteen Senate committee rooms. Several meeting rooms in the Capitol and the Senate wing of the CVC were also outfitted with fiber optic cable.

In 2009, the backdrop in the Senate Radio-TV Gallery studio was renovated to accommodate high-definition news broadcasts. The improved backdrop enhances Senators' appearance by incorporating several enriching elements such as columns and LED lighting.

We improved this Gallery's work areas during the past year as well. The Radio-Television Gallery staff worked collaboratively with the Senate Committee on Rules and Administration, the Architect of the Capitol, and media representatives to upgrade media connectivity in the Russell Rotunda media area. This team also led the efforts to completely renovate the Radio-Television Gallery mezzanine workspace which included modern workstations and updated infrastructure.

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 including management and leadership development, human resources issues and staff benefits, legislative and staff information, new staff and intern information, and training support for approved software packages 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 is provided through instructor-led classes; one-on-one coaching sessions; specialized vendor provided training; Internet and computer-based training; webinars; video teleconferencing; 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 every year.

Capitol Hill Training

The Office of Education and Training offered 1,278 classes and events in 2010, drawing over 10,000 participants. This office's registration desk handled over 25,000 e-mail and phone requests for training and documentation.

The above total includes 438 customized training sessions for 1,937 staff members. These sessions ranged from in-depth training of Senate office system administrators to conflict resolution and organizational development. We provide individual consultation on website development and office systems training. We provided resume and interviewing skills building after the deaths and retirements of numerous Senators.

The Senate's Intern Program is also a focus of the office. We provide training for intern coordinators as well as five orientation and training sessions for approximately 500 interns.

Annually, we provide a Senate Services Expo for Senate office staff. This year we had 35 presenters from the offices of the Secretary of the Senate, the Sergeant at Arms, the Architect of the Capitol, the Capitol Police and the Library of Congress providing an overview of their services to 250 staff. This is part of the orientation for new staff and the aides to the Senators-elect. This past November we held seven orientation sessions which were attended by thirty aides.

State Office Training

The Office of Education and Training provided 85 learning opportunities to state offices for which 2,813 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 2010, two sessions of the State Training Fairs were attended by 63 state staff. We also conducted the State Directors Forum, which was attended by 62 state administrative managers and directors and a Constituent Services Forum attended by 43 state staff. We also provided advanced all staff meeting facilitation to over 20 offices that were attended by over 650 staff. Additionally, the office offered 33 video teleconferencing classes, for which 1,707 state staff registered and we offered 28 webinars that were attended by 288.

We provide sources of Internet-based training covering technical, professional and language skills. This allows staff in both D.C. and states to take training at their convenience. To date, 692 D.C. and state staff have registered and accessed 1,534 different lessons and publications using this training option. Education and Training also provides 54 Senate-specific self-paced lessons that have been accessed over 3,200 times.

Health Promotion

In the Health Promotion area, 3,070 staff participated in 56 health promotion activities throughout the year. These activities included lung function and kidney screenings, eight blood drives, the Health and Fitness Day and 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. There were 11 sessions that had 266 attendees.

EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) offered a variety of services to staff, Pages, interns and family members. In 2010, 3.8% of Senate employees and/or their family members met with/spoke to an EAP counselor, 187 employees took a mental health on-line screening, 2,614 employees attended an EAP training activity, and 1,416 employees accessed resources for personalized information and referrals for childcare and parenting, adult care and aging, education, legal and financial concerns.

The EAP expanded outreach programs through updating materials on a wide variety of mental health topics; providing an interactive and informative Web page that includes confidential mental health screenings, an increased number of self-paced training modules and access to mental health, management and trauma response resources; and offering a variety of time- and community-sensitive training programs, including video teleconferencing training programs for state offices. The EAP continued to hone, expand, and utilize the skills of the 29 members of the Senate Peer Support Team through a series of presentations, trainings and informational lectures.

Appendix

Fiscal Year 2012 Budget Request

Attachment I

FINANCIAL PLAN FOR FISCAL YEAR 2012

Office of the Sergeant at Arms - United States Senate

Executive Summary

Dollar amounts in Thousands	FY 2012 vs. FY 2011			
	FY 2011 Budget	FY 2012 Request	\$ Amount	% Incr/Decr
General Operations & Maintenance				
Salaries	\$76,846	\$77,588	\$742	1.0%
Expenses	\$86,067	\$84,429	(\$1,638)	-1.9%
Total General Operations & Maintenance	\$162,913	\$162,017	(\$896)	-0.5%
Mandated Allowances & Allotments	\$50,174	\$49,663	(\$511)	-1.0%
Capital Investment	\$700	\$684	(\$ 16)	-2.3%
Nondiscretionary Items	\$5,175	\$6,812	\$1,637	31.6%
TOTAL	\$218,962	\$219,176	\$214	0.1%
Staffing	956	956	0	0.0%

To ensure that we provide the highest levels and quality of security, support services, and equipment, we submit a Fiscal Year 2012 budget request of \$219,176,000, an increase of \$214,000 or 0.1% compared to Fiscal Year 2011. The salary budget request is \$77,588,000, an increase of \$742,000 or 1.0%, and the expense budget request is \$141,588,000, a decrease of \$528,000 or 0.4%. The staffing request remains flat at 956.

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 \$77,588,000, an increase of \$742,000 or 1.0% compared to FY 2011. The salary budget increase is due to merit funding and other adjustments.

\$ The **general operations and maintenance expenses** budget request for existing and new services is \$84,429,000, a decrease of \$1,638,000 or 1.9% compared to FY 2011.

\$ The **mandated allowances and allotments** budget request is \$49,663,000, a decrease of \$511,000 or 1.0% compared to FY 2011. This budget supports state office rents, \$18,815,000; purchase of computer and office equipment, \$13,894,000; voice and data communications for Washington, D.C. and state offices, \$12,301,000; procurement and maintenance of office equipment for member office constituent services systems, \$4,500,000; state office security enhancements, \$1,913,000; and wireless services and equipment, \$1,500,000.

\$ The **capital investment** budget request is \$684,000, a decrease of \$16,000 or 2.3% compared to FY 2011. The FY 2012 budget request includes funds for the Senate Chamber remote broadcast system replacement, \$484,000; and data networking initiatives and expansions, \$200,000.

\$ The **nondiscretionary items** budget request is \$6,812,000, an increase of \$1,637,000 or 31.6% compared to FY 2011. The request funds projects that support the Secretary of the Senate: contract maintenance for the Financial Management Information System, \$3,770,000; support for the payroll system, \$2,182,000; and maintenance and necessary enhancements to the Legislative Information System, \$860,000.