Testimony of the Honorable Karen H. Gibson
Sergeant at Arms and Doorkeeper of the Senate before the
Committee on Appropriations Subcommittee on the Legislative Branch
April 25, 2023

For Fiscal Year 2024, the Office of the Senate Sergeant at Arms (SAA) respectfully requests $319,776,000 and 1,037 Full-Time Equivalents (FTEs) for Fiscal Year 2024 (FY24). This is an 11.4% increase over the Fiscal Year 2023 (FY23) enacted budget and an increase of 43 FTEs. This request includes no-year funding totaling $9,500,000 for the Senate hearing room renovations, Senate Residential Security System Program, and for the shared use of the Senate's Joint Audible Warning System.

Before I detail our specific requests for FY24, I want to highlight some of the many initiatives the SAA has undertaken in the two years I have been the Sergeant at Arms.

Communication with Senate offices is a top priority. In partnership with the Secretary of the Senate, we created the Senate Operations Center (SOC). This one-stop shop disseminates information to Senate offices during emergencies or security incidents. The SOC is operational weekdays from 7:00 am – 10:00 pm, or until the Senate adjourns, and is tied into the USCP Command Center for timely information on events on or near the Capitol and Senate Office Buildings. By consolidating Senate emergency and security information into the SOC, we have streamlined and centralized emergency messaging to the Senate Community, and are able to provide accurate and timely information to facilitate decisions.

Each Monday morning, the SAA sends out a weekly bulletin to all Senate Offices, Committees, and support entities. The bulletin consolidates what were multiple daily emails into one reference document that details door hours, permitted demonstrations for the upcoming week, upcoming trainings, and announcements on new services, software, and events. The communications team also created The Chamber, a quarterly publication by the SAA highlighting issues and services in a format that allows greater depth. Our upcoming Chamber will highlight ADA accessibility information for Senate staff and visitors. The bulletin and The Chamber have been very well received by the Senate Community. In order to receive feedback from the offices, we launched a Feedback portal on Webster that allows direct feedback to the SAA, the Deputy SAA and the Chief of Staff on any issues related to the SAA or the USCP. This feedback can be anonymous or individuals may leave contact information for a direct response.

We hired a new Director of the Joint Office of Training and Development and that team has been prioritizing emergency and security training. They have created a series of short videos on responses to various types of emergencies and created a self-paced webinar on Responding to an Active Shooter. This training is online, accessible 24/7 and makes the information easier for staff to access any emergency training as often as they need. We also introduced a new class: *Event Planning: Best Practices in Safety and Security.* This class is designed to educate Senate staff who plan events in DC or in state offices on ways to include security in the event planning process. Our State office team developed specialized training to enhance security options in State offices and offers CPR, First Aid, and Stop the Bleed classes for State Offices.

In March 2023, we rolled out the Account Tool application which sends messages to each DC-based Senate staff during an incident or emergency so that they can report their own location and status. Each Office Emergency Coordinator can see a dashboard of all their employees who have reported their status during the incident. This is an advancement in how we handle accountability: no longer is one person responsible

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for reporting in for their entire office. Now, every staff member reports their own status during an emergency. This application allows for rapid accounting of personnel, allows offices to easily reach out to staff who have not reported their status, and allows staff to ask for help or report injuries.

By May of 2023, we will have fully implemented our new Emergency Preparation (EP) application which will allow staff in each office to find and follow their office's specific plan for emergencies. It will show evacuation routes, internal relocation areas, and the designated shelter-in-place location for each individual office.   This is an advancement in how offices provide information to their staff by literally putting this information in their hand on their mobile device.

SAA teams coordinate security requests for Senators when they travel or hold events in the home state. We also coordinate security at hearings and arrange residential security assessments for Senators. Two years ago, these requests were all via individual letters to me. We now have a security portal where all requests are entered by an office and action is taken and tracked without the time-consuming exchange of letters.

As we continue to enhance Capitol campus and Senator residential security we are also working to enhance security for our state offices. We have set up a state office demonstration room in the Russell Building where Senators and staff can come and see all the security measures available in state offices. We used the demonstration room during the transition to the 118th Congress and were able to show incoming Senators all the security features available in their State Offices. I encourage all Senators to bring their Chief of Staff and their Administrative Director to our demo room and learn what security enhancements you already have in place in each of your state offices, and what additional options are available.

With the support of the Secretary of the Senate, and approval from the Senate Rules Committee, the Senate Post Office began accepting passport applications on June 13, 2022. The Senate Post Office was approved, by the State Department, to be an official Passport Issuance Office through their Special Issuance Passport Program (SIPP). The Senate Passport Office offers official travel and tourism passport services for Senate members, staff, and their immediate families. In the 10 months since the Passport Office has been open, we have completed over 1283 passports for the Senate community. On April 4, 2022, the Senate Post Office began offering notary services to the Senate community, augmenting services provided by the Disbursing Office and SAA Human Resources. To date, notary public services were provided to 262 Senate staff.

The CIO team does a tremendous job ensuring our enterprise network has near zero downtime, and is backed up in two geographically dispersed data centers. This not only makes the Senate network safer but it also provides resiliency and emergency backup should one of our data centers experience an outage. This type of architecture and resiliency is not inexpensive as our appropriations request demonstrates, but it is required to ensure that the Senate can function at all times. The CIO team manages our communications and has recently undertaken the Unified Communications and Collaboration (UCC) project which will replace every desk phone in the Senate – both in Washington DC, and in every state office. Our commitment to the Senate is that communications are resilient and that offices have the equipment and the software they need to do their jobs.

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The Cybersecurity team protects our network with perimeter pen-testing and multiple monitoring tools, and a highly trained 24/7 cyber team. We have increased our training to the Senate community enhancing the cybersecurity training required of all Senate staff with customized training for offices to help secure Senate data both on-premises and in the cloud. We have extended our cybersecurity protections to our cloud-based services to ensure they exceed current federal standards. We have enhanced the security of our mobile devices to protect data on the devices and prevent malware from being transferred to our network. In terms of innovation, our software developers are about to begin work with the Senate Disbursing Office to make payroll and overtime payments secure, auditable, and easier to create and submit for Senate Offices and Committees. We are also modernizing TranSAAct, one of the core systems Senate offices use for SAA services such as parking, identification cards, smart cards, floor privileges, and asset management.

When I testified before this committee in April of 2021, after 30 days in this role, I discussed my top priority: working with my Capitol Police Board (CPB) partners to develop a comprehensive plan to keep the Capitol and its occupants safe, guided by the desire to maintain a secure, open campus that balances access and security.

There is much more work ahead, but we have made significant progress as a Board. With the assistance of Congress and this Committee, we completed a comprehensive security review of the campus, prioritized repairs and improvements to our security infrastructure, and worked to provide needed relief and support to the men and women of the United States Capitol Police (USCP) that protect our entire community. I will continue to ensure the protection of the Congressional community remains at the forefront of all we do.

USCP Reorganization
The Capitol Police Board has worked with Chief Manger to support his vision for the future of the USCP. His reorganization plan focuses on expanding the Department's intelligence, threat assessment, operational planning, and dignitary protection capabilities while it continues to increase its staffing level. We support the Chief's work to transform the USCP to ensure USCP's current and future missions address feedback from USCP officers and our Congressional stakeholders.

USCP Hiring and Staffing
The Board has worked closely with the Department and Congress to improve USCP's ability to attract, hire, and retain professional law enforcement officers to protect the Capitol complex and its occupants. At its lowest point after January 6th, USCP had just over 1800 officers. Today, that number stands at more than 1900, with almost 200 recruit officers graduating this October. The Board has assisted the department in setting pay and retention policies aimed to attract both new and experienced law enforcement officers, established a lateral transfer program for experienced officers, and created a retired annuitant program for lighter work posts. The Board also authorized the use of Capitol Security Officers to augment USCP at select posts.

While these efforts have been successful, we still have more work to do. We are close to our pre-January 6th staffing numbers, however, the mission demand in certain areas of the Department has increased

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considerably.   The Board will continue to work closely with the Chief and our stakeholders to ensure the Department is able to meet its expanding mission at the same time as it is able to provide its officers with the support and work-life balance they deserve.

Reopening
The Capitol Police Board has spent much of the past two years working with the Department and our stakeholders to fully reopen the Capitol Complex while ensuring USCP is properly staffed to meet the mission. I'm pleased to report to you today that we are very close to a complete reopening of the Campus. On the Senate side, we have re-opened all pre-COVID doors, and only the vehicle barricade at 1st and Constitution Avenue remains closed.   For the American People, we have re-opened the CVC on Saturdays. USCP should be staffed to support the traditional summer visitor load following Memorial Day. We will reopen the vehicle barricade when staffing allows.

Temporary Fencing
One area of focus for the Board this year will be the development of consistent guidelines and decision points for the deployment of temporary fencing surrounding the Capitol. These guidelines will include a balance of threat, event, and Continuity of Congress considerations that can be applied to routine events such as National Special Security Events as well as unplanned events. I believe these guidelines will assist the Board in evaluating the balance between security and access, as well as communicating decisions with our stakeholders.

GAO Report / Communication with Stakeholders
The Capitol Police Board has taken seriously our responsibility to be transparent, accountable, and responsive to our stakeholders. In response to a 2017 Government Accountability Office (GAO) report, as Board Chair in 2021, I led the Board as it finalized updates and implemented those changes to its governance practices. We held stakeholder meetings and updated and issued a revised Manual of Procedures.   The GAO noted: "We reviewed the Manual to assess its inclusion of leading practices, and, in the spring and summer of 2022, we conferred with Congressional stakeholders to understand their knowledge of the Manual's updates and the scope and nature of their interactions with the Board. Based on our reviews of the Manual and the information we collected from Congressional stakeholders about their engagement with the Board, the Board has complied with the recommendation, and we will close it as implemented."   Our work does not end with the closure of that recommendation, and I look forward to continued engagement with our stakeholders.

Inspector General Reports and Hiring
I take very seriously my role on the Board overseeing the Capitol Police. A critical part of that oversight is ensuring that the Capitol Police is properly responding to its Inspector General and implementing recommendations from the IG and other outside reports. The Department has approximately 61 open recommendations from the USCP IG, of which 28 are related to the January 6th flash reports.   In 2021, the Board established a working group to assist in reviewing the flash reports that assist the Board in prioritizing and reviewing the Department's efforts to implement the IG's recommendations. This year, the Board leveraged the working group to provide the Department with guidance and direction on moving outstanding IG recommendations to closure.

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After consultation with the IGs from the Library of Congress, Government Publishing Office, and GAO, we conducted a national search and selected Mr. Ron Russo as the USCP's new Inspector General. Mr. Russo is an experienced law enforcement professional who has served in audit, investigatory, and law enforcement roles. The Board looks forward to supporting Mr. Russo as he continues the critical mission of the USCP IG.

The achievements of the SAA in the last two years have been in security, training, communications and IT systems. Our focus has been modernization, innovation, communication and customer service. I am proud of all we have accomplished. Thank you to all the dedicated SAA staff who make all of this good work possible, and to this Committee for your trust, guidance and support.

Requests for FY24
The projects we will be undertaking in FY24 are focused on my core responsibilities: security and safety of Senators and staff, security and reliability of the enterprise network, and ensuring we meet the needs of our customers.

CAPITOL OPERATIONS DIVISION
The FY24 budget request includes a $659,000 increase to enable the Senate Recording Studio to provide closed captioning services for Senate Committee Hearings, a $50,000 increase to allow us to replace equipment in the cabinetry shop, and a $5,000,000 increase in no-year funding to enable the SAA to replace audiovisual equipment and systems in Senate Hearing Rooms at, or near, the end of its serviceable life. There are no FTE requests in Capitol Operations for FY24.

Appointment Desk
Appointment Desk requests level funding to support the network of Appointment Desks located on the first floor of the Capitol, the basements of Russell and Hart, and the Congressional Visitor Center. The Appointment Desk is utilizing updated software to more efficiently assist Senate offices in registering and welcoming official business visitors.

Capitol Facilities
During the pandemic, in addition to the standard nightly cleaning services, the Environmental Services Division procured and used advanced equipment and chemicals to disinfect offices, restrooms, and hallways. Our Cabinet Shop builds and maintains furniture for the Senate Chamber and Capitol offices, and we are requesting an additional $50,000 in FY24 to cover the cost of equipment replacement.

Doorkeepers
Level funding is requested for the Senate Doorkeepers. The Doorkeepers provide access to those with Senate floor privileges; enforce the rules of the Senate floor; and facilitate the needs of Senators, Senate floor staff, and Senate Pages. The Doorkeepers serve in key roles for special events at the Capitol, including inaugurations, joint sessions of Congress, and swearing-in and lying-in- state ceremonies. Further, they ensure the Senate chamber is prepared in the event of an emergency.

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Media Galleries
Level funding is requested to support the Senate's four media galleries. The media galleries serve as liaisons between the media and the Senate community and coordinate press coverage of hearings, news conferences, stakeouts, and other media events in the Capitol and Senate office buildings. Gallery staff support press logistics at many high-profile hearings and events, including the Presidential Inauguration, Impeachments, State of the Union, and Swearing in of new Senators.

Periodical Press
The Senate Periodical Press Gallery (Senate PPG) assists over one thousand correspondents working for magazines, newsletters, non-daily newspapers, or online publications and serves Members of Congress and Congressional staff with any periodical press-related questions or issues.

Daily Press
The Senate Press Gallery staff supports those reporters who work for daily newspapers and online publications. The gallery's first responsibility -- since the House and Senate assigned press accreditation to the Standing Committee of Correspondents more than 140 years ago – has always been the maintenance of high standards of journalistic independence. In 2021, the Senate Daily Press Gallery credentialed approximately 1,500 correspondents. At a time when the media landscape is rapidly changing, the Standing Committee of Correspondents relies on this Gallery staff to supply the research and the institutional judgment needed for tough and, sometimes, precedent-setting decisions about credential applications.

Gallery staff continues to innovate how best to serve its constituency. An example is the Gallery's Twitter presence. The @Senate press currently has over 27,000 followers, an increase of approximately 10,000 from the previous year.

Press Photographers
The Press Photographers Gallery supports press photographers representing news organizations from across the United States and around the world. Their chief responsibility is to be a liaison between news photographers and Congress. Under the guidance of the Standing Committee of Press Photographers, staff research new credential applications, certify credential renewal requests and issue credentials to bona fide news photographers. Staff ensures news photographers have the access, information and representation to effectively cover Congress, while the Gallery provides filing, office and storage space for credentialed press photographers.

Radio & TV
The Senate Radio and Television Gallery is the office where the radio and television correspondents work when they cover the Senate. Correspondents from major news outlets occupy work areas in the gallery daily. Gallery staff serve as liaisons between Congressional offices and members of the electronic news media. Gallery staff work closely with Senate staff and more than 4,000 credentialed members of the electronic media to facilitate coverage of Senate news events in and around the Capitol. Senate staff relies on the Gallery's personnel for information on legislative business and press conference details in the

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Gallery's state-of-the-art studio.

The Gallery staff is also responsible for maintaining the media technical infrastructure in Senate committee hearing rooms and other news event locations throughout the Senate campus. For example, last year the gallery staff oversaw the completion of a maintenance program of all Senate media fiber that exists throughout the Senate office buildings and in the Capitol. The maintenance program included upgrading old fiber optic cables to new ones in order to extend the current fiber network's lifecycle.

Senate Recording Studio (SRS)
The Senate Recording Studio monitors, maintains and repairs the audio-visual systems in all hearing rooms across the Senate campus. In FY24, the Recording Studio requests a $659,000 increase for committee closed captioning services. Closed captioning services provide real time closed captioning of the committee broadcast for the deaf and hard of hearing. This service ensures the Senate is compliant with the 21st Century Communications and Video Accessibility Act (CVAAA) and allows all constituents the ability to participate in Senate hearings. This increase allows the Senate to provide captioning to constituents in the same manner they receive captioning from networks.

The FY24 budget request also includes a $5,000,000 increase in no-year funding to enable the SAA to replace audiovisual equipment and systems in Senate Hearing Rooms at, or near, the end of its serviceable life. The SRS plans to make targeted replacements of 3 to 4 systems per year as they age. The SAA is working towards several targeted replacements in FY23 and FY24, including systems in SH-562 and SDG-50, as well as central "press system" components. At the same time, the SAA is working with the AOC on an ongoing program for the complete renovation of hearing rooms, starting with SD-342 and continuing with SD-406. To date, the SAA has completed a targeted replacement of audio/video teleconferencing equipment in SR-188, as well as broadcast cameras in SD-106 and SH-216 and a large replacement of audio and control systems in SH-216 and the full renovation of the Commerce hearing room (SR-253), the Intel Hearing Room (SH-219), and the Senate SCIF (SVC 217). This ongoing effort to renovate hearing rooms will continue in FY24.

The request also includes funding for the ongoing support of Recording Studio services to Senators, committees, SAA and Secretary of the Senate offices. During 2022, the Senate Recording Studio broadcast 987 hours of gavel-to-gavel coverage of Senate floor proceedings and recorded the proceedings for subsequent archiving. The Recording Studio broadcasted, streamed, recorded, and archived 601 hearings. They also produced 514 TV studio shows and 716 Radio shows/services. "In the field" SRS supported 87 events, some of which were Statue Dedications, Police Graduations, a Capitol Police Memorial Dedication, a Gold Medal Ceremony, press conferences and other various events on/around Capitol Hill. The Video Post-Production Department (Tape Room) fulfilled 442 orders, as well as completed 172 hours of editing.

Priorities for the SRS consist of the replacement of critical infrastructure within studio spaces including video switching, routing, and audio mixing systems installed in 2008, which are now near or, in some cases, past the end of their serviceable life. These replacements ensure the SRS provides exceptional support in each of its functional areas.

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CHIEF INFORMATION OFFICER (CIO)

In the FY24 budget request, the CIO is requesting an increase of $2,945,000 and three FTEs for Cybersecurity, $5,181,000 and three FTEs to enhance the posture of the modern and geographically separated data centers, $5,493,000 and two FTEs to directly support the modernization and replacement of the Senate's Asset Manager application, complete the final phase of the Legislative Systems Amendment Tracking System, migrate and improve TranSAAct, and expand the capabilities of new secure cloud applications.

Additionally, the CIO is requesting one Senior System Engineer FTE to support the increase in vendors and projects within the Constituent Systems and Services team. The CIO is requesting an additional $550,000 to support the final year of the five-year plan to ensure adequate funds are available to support the Senate office's technology needs through the Economic Allocation Fund (EAF). EAF supports the acquisition of supported hardware and software for Senators, committees, leadership, and support offices. Finally, the CIO is requesting an additional two FTEs to better support and manage large-scale projects for the Senate, and to more effectively manage cloud licenses within the Senate environment.

Senate Cybersecurity

Cybersecurity is a critical priority for the SAA, which ensures the Senate network, cloud services, and data remain secure so the Senate can conduct its Legislative business. The CIO is requesting an increase of $2,945,000 and an additional three FTEs for the Cybersecurity Department. The SAA proactively defends the Senate network daily against advanced cyber threats. The Cybersecurity Department has successfully mitigated critical events and ensured the security of the Senate due to the dedicated staff and sophisticated technologies deployed on the Senate network. To build on these successes, the CIO is requesting FTEs for two Cybersecurity Apprentices and one Threat Intelligence Cybersecurity Senior Specialist. While phishing continues to be a primary motivation of the advanced cybersecurity adversary, threat intelligence has revealed a renewed adversary interest in performing denial-of-service and ransomware attacks against organizations to deny access to their network or more importantly, their data.

For FY24, we will be focused on three main lines of effort: 1) continued emphasis on resilience assessments for offices; 2) collaboration with Executive Branch Threat Intelligence partners such as the Federal Bureau of Investigations, the National Cyber Investigative Joint Task Force, and the Department of Homeland Security Cybersecurity and Infrastructure Security Agency Joint Cyber Defense Collaborative; and 3) Zero Trust efforts, to include continued maturation of the cybersecurity model of securely accessing data located in modern cloud services.

Leveraging the previously developed Cybersecurity Resilience Assessment Methodology, the Department will use this methodology to perform an estimated 175 coordinated annual assessments against offices, committees, and critical systems to protect against denial of service and ransomware attacks. The SAA made great strides to build collaborative relationships with Executive Branch threat intelligence agencies, and in FY24, the Department will focus on integrating cybersecurity threat intelligence staff directly with our intelligence partners to continue to mature information-sharing processes and procedures to better

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protect the Senate. As the Senate continues to migrate services to the cloud, the Cybersecurity Department will continue to focus on building the procedures and technologies to accurately evaluate the level of risk associated with using these modern services.

Enhancing the Technical Resilience of the Senate

Following the events of January 6, 2021, and the ever-evolving threat landscape, enhancing the technical resiliency of the Senate remains a key area of focus. The CIO oversees the engineering, implementation, and operations for the Senate's information technology continuity and disaster recovery programs, as well as emergency and secure communications. This includes the Senate's radio infrastructure, communications security, mobile command vehicles, satellite communications, data center continuity, and support for National Security Special Events.

In FY24, the CIO will enhance communications capabilities for Senators and staff by purchasing DoD-Mobility Classified Capability-Top Secret (DMCC-TS) devices and provision services via the Defense Information Systems Agency. This capability offers a mobile solution to receive classified information when traveling, or when not in the proximity of a fixed secure communication device. The CIO will also focus on critical emergency communications efforts designed to better protect the Senate's staff and resources to include the Joint Audible Warning System (JAWS) and Joint Emergency Mass Notification System (JEMNS). We are requesting $2,000,000 in no-year funds to support the proposed cost increase due to supply chain issues and modification to the original scope which increased from three to five transmitter sites to increase the coverage area and ensure redundancy. Additionally, the CIO will work to enhance the data center posture and strategic satellite communications capabilities of the Senate, to ensure a redundant and secure means of communication during a disruptive event.

The CIO is requesting an increase of $5,181,000 and three FTEs to continue to enhance the posture of our modern and geographically separated data centers. These data centers provide network connectivity, communications, and centralized support of the virtual server environment for Senate data and applications. They will support the growth of office and vendor-managed systems and applications, such as Constituent Services Systems, which are being migrated into the Senate data centers and enterprise to improve the performance, security, and resiliency of these systems and applications.

The Senate's public-facing websites and applications are in high demand and an attractive cyber target for adversaries. The funding request also includes expanded reliable hosting capacity for Senate websites to defend against denial-of-service attacks and state-of-the-art toolsets to quickly detect and remediate atypical activity occurring on Senate websites and applications such as attempts to gain access to data or alter a website's content. There is a cost to resiliency and this request reflects that reality.

Modernizing Technical Services to Better Serve Our Customers

Modernizing technical services is critical to enhancing the Senate's ability to work effectively and efficiently when preparing and passing legislation and communicating with constituents. Funding for FY24 will build on current modernization efforts, as well as add new capabilities. The focus for FY24 is on two key areas: 1) Legislative and Administrative Systems; and 2) Senate Communications.

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The CIO is working closely with the Senate community to modernize key legislative and administrative systems. To that end, the CIO is requesting an increase of $5,493,000 and two FTEs to directly support the modernization and replacement of the Senate's Asset Manager application, to complete the final phase of the Legislative Systems Amendment Tracking System, and to expand the capabilities of new secure cloud applications such as ServiceNow (IT Help Desk Ticketing), Cornerstone (recruitment, talent performance and learning management), and Kronos (timekeeping and leave management).

Additionally, the CIO is requesting one Senior System Engineer FTE to support the increase in vendors and projects within the Constituent Systems and Services team. This critical team is working with new cloud vendors to provide modern systems to better serve constituents. This same team is credited with delivering the Senate's "Communicating with Congress" application, which sees a yearly volume of over 11,200,000 emails between constituents and Senate offices.

A major effort to implement a modern and secure Senate communications platform at both the Capitol Campus, as well as the state offices, will be completed in early FY24. The new Unified Communications and Collaboration (UCC) system will create a mobile, collaborative, secure, and unified environment that is easy to use and intuitive for the end-user. The SAA, along with a leading UCC integrator, designed a system that supports communication and collaboration anytime, anywhere, and on any connected official device. This includes voice messaging, voice-to-text transcription, video integration, conferencing, common directory, Contact Center, mass notification, and enhanced 9-1-1 connectivity. Additionally, the CIO leveraged an opportunity to fold the state offices into the UCC effort to deliver a cohesive and secure experience for all Senate users. When complete, this project will have replaced every desk phone in the U.S. Senate, both in Washington, D.C. and in every state office. Because the legacy telephony systems must remain operational throughout the migration process, FY24 costs include licensing, support, and maintenance for legacy components. Once this project is compete, these legacy systems will be decommissioned.

The CIO is requesting an additional $550,000 to support the final year of the five-year plan to ensure adequate funds are available to support the Senate office's technology needs through the Economic Allocation Fund (EAF). EAF supports the acquisition of supported hardware and software for Senators, committees, leadership, and support offices so that these expenses do not come out of their office budgets but are instead paid for by the SAA.

EXECUTIVE AND STAFF OFFICES

Employee Assistance Program (EAP)
An increase of $307,000 and two FTEs is requested in FY24 for EAP, which offers a variety of emotional, behavioral, and work-related support as well as wellness resources and services to nationwide Senate staff, their family members, Senate Pages, and interns. The Senate EAP's mission is to bolster resiliency, help ensure psychological readiness, and attend to the overall employee and organizational wellness.

In 2022, the EAP addressed the continual increased demand for services by hiring an additional full-time EAP counselor, providing telehealth and onsite support services, delivering customized trainings to

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requesting Senate offices, and extending the contract of a contract counselor in order to efficiently and effectively serve the Senate community. This included the expansion of service hours from 8:00 am – 9:00 pm to accommodate multiple time zone and work shifts. **In 2022, more than 74% of Senate staff accessed EAP services across 90% of Senate offices. This was nearly a 30% increase in programmatic utilization from 2021.** Additionally, 194 employees took an online mental health screening; 4,434 employees attended an EAP training activity; and 1,749 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, and/or financial issues.

For FY24, we are requesting additional resources to meet the continued increase in demand for EAP services. We are looking to hire two additional counselors, whose schedules can accommodate increased demands for services in various time zones across the country. These counselors would provide confidential emotional and behavioral support services for Senate employees and their immediate family members through a HIPAA compliant virtual platform as well as wellness coaching and consultation. Additionally, the requested budget increase is intended to fund the phased in development of a whole-health wellness program and the expansion of services to state offices. We plan to capitalize on already existing U.S. House of Representatives contracts to provide nationwide Senate employees access to wellness apps such as a meditation app, a food and nutrition app and a fitness challenge app. Further, we will look to expand our dependent care resources with the availability of limited backup childcare and tutoring services in partnership with LifeCare. Research shows that robust wellness programs and resources improve health, energize people and positively impact productivity and reduce burnout. This compliments the expansion of EAP virtual opportunities, programming and support hours to provide a more inclusive, engaging service for staff located in state offices. The intent of these EAP requests is to minimize barriers to care and meet the needs of the Senate community by enabling employees to access services in a multitude of ways.

Executive Office
An increase of two FTEs is requested to support the Executive Office. One FTE is for an attorney who will review matters impacting internal procedures and operations including compliance with Senate Ethics, and the Congressional Accountability Act. A second FTE is for a legislative liaison to work with Senate Offices and Senate Committees on a wide range of initiatives, including organizing monthly oversight meetings and ensuring required reports and information requests are on time and fully responsive.

Human Resources (HR)
An increase of five FTEs is requested to support the Human Resources department to support the SAA's endeavors in modernizing and improving employee relations, HR system management, recruitment efforts in support of Senate Offices, as well as establishment and support of the new Fellowship Program.

As our employees increase, the work of the Human Resources Department also increases. Our HR Department is requesting a software specialist to serve as the subject matter expert for our new HR software program, Cornerstone, a Recruitment Coordinator to assist Senate Offices and Committees through the Senate Employment Office, a division of SAA's HR Department, and an Employee Relations Specialist who can assist in conducting and overseeing employee relations investigations into employee

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concerns.   We are also requesting two FTE's in support of the new Senate fellowship program. We need to hire a Program Manager and a Recruitment and Placement Coordinator in support of the McCain-Mansfield Fellowship Program, as established under Senate Resolution 443 (117th Congress) and the SFC Sean Cooley and SPC Christopher Horton Congressional Gold Star Fellowship Program, as established under Senate Resolution 442 (117th Congress).

Inauguration Support
The SAA is requesting $500,000 in funding to support the 60th Inaugural Ceremonies. The SAA provides ongoing support to the Joint Committee on Inaugural Ceremonies. We rent large-scale video boards, take the inaugural photographs presented to the President and Vice President, develop and maintain event and credentialing software, assist with Printing and Graphics, signage, parking, campus access, and support credentialing of staff press and contractors working in the Capitol on Inauguration Day. We are honored to provide this support to the Joint Congressional Committee on Inaugural Ceremonies but we do incur expenses including overtime. Based on prior costs, we are formally requesting funds to continue providing these services.

Page Program
The Page Program requests a permanent increase of $35,000 in FY24 to replace enrollment software. The current Page Program enrollment software does not serve the needs of the program and requires significant daily maintenance and communication with new pages to ensure paperwork is completed correctly. The new enrollment software would increase efficiency, accuracy and security. The Senate Page Program provides an opportunity for high school juniors from across the nation to witness the legislative process firsthand while learning the value of public service. In September 2021, the program welcomed pages back to the Senate after an 18-month suspension due to the COVID-19 pandemic. The Page Program developed a robust pandemic management plan requiring routine testing, masking, and other precautions, which resulted in few pages testing positive for COVID-19. Page Program staff provided comfort care and meals for those pages who became positive. The Page Program provides supervision of Pages 24 hours a day, seven days a week.

State Office Operations
For FY24, State Office Operations is requesting $964,000 as a permanent base increase for Federal rents, $300,000 in support of our secure reception room project, and one additional FTE to lead records and data management to support a data-drive approach to delivering security and design improvements in state offices.

We appreciate the Committee's support to adequately fund the state office rent program, reimbursement to the General Services Administration (GSA) for federal occupancy agreements, and standard increases in Federal Protective Services (FPS) security costs for Senate offices housed in federal buildings. The SAA works closely with commercial landlords, the GSA, and the FPS to ensure Senator's operational and security preparedness needs are met in their state offices. **As of March 2023, we support 460 state offices for rental payments; renovations; installation, maintenance, and monitoring of physical security measures; and emergency supplies and security preparedness planning and training.**

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In 2022, the SAA completed 151 unique state office projects coordinating construction, security, furniture, equipment, and delivery of IT services. We are again anticipating a high number of projects, as we support numerous Class III transitions expected in the year following the mid-term elections. An uptick in work is also expected, related to our ongoing efforts to move Senators from facilities with minimal security to federal and commercial buildings that offer better access control, guard services, and other important countermeasures. Our success in managing the State Office Operations portfolio hinges on our close and collaborative working relationship with Senate staff, commercial landlords, and federal partners.

In 2022, we rolled out a new state office alert and notification service for all state staff. This platform uses both artificial intelligence and analyst support to quickly monitor, evaluate, and release customized emergency notifications to Senators and staff working and traveling across the country. The tool is also used in our Senate Operations Center to monitor emergency events that may be impactful to state office or Senate operations outside of the National Capitol Region (NCR). We expect the costs associated with this service to rise slightly, as more Senate staff adopt its use and we expand services to include mobile duress button features.

Our partnership with FPS also grew significantly in 2022. The SAA and FPS Administrator signed a historic memorandum of agreement (MOA) allowing for the use of armed guards (Protective Security Officers-PSOs) at commercial Senate state offices. FPS will begin authorizing facility security assessments and deployment of PSOs at select Senate state offices, beginning in FY23 and continuing into FY24.

We remain committed to ensuring the safety of Senators and staff and leaning forward to providing customized security systems, monitoring services, and enhanced office security construction designs to state offices without affecting Senate office budgets. Currently, over 98% of state offices have adopted some level of SAA-recommended and funded security enhancements. Our goal is to achieve a 100% adoption rate and we will work through FY24 to ensure all offices in our state portfolio have access to appropriate levels of security.

Our team provided initial physical security enhancements for 31 offices and improved existing security for 52 others in 2022. Maintaining security systems in good working order is a priority, and to support this effort our team conducted over 622 service calls to maintain, repair, and or test and inspect state office physical security systems in 2022.   In FY24, we will continue supporting state office visits to assess security, confirm that all installed equipment is in good working order, and ensure the office design meets the Senator's operational needs.

We believe that emergency preparedness training and familiarity with security equipment equate to higher levels of compliance and readiness. In 2022, the State Office Operations team offered twice-monthly emergency preparedness webinars and worked closely with USCP on state office Security Awareness Briefings. Our team also introduced a new SAA-sponsored Stop the Bleed training class, offering both in-person and virtual learning options. We are evaluating the potential deployment of automatic external defibrillators (AEDs), resilient communications capabilities, and portable power sources. Our focus on state office readiness remains a high priority as we move into FY24.

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OFFICE OF SECURITY, EMERGENCY PREPAREDNESS AND CONTINUITY (OSEPC)

For FY24, OSEPC is requesting an increase of 20 FTE's to provide additional support to Senators during travel and with residential security assessments, as well as in emergency preparation and contingency work, management of parking lots and the SAA fleet, as well as additional staff to handle logistics and customer support.   We are also requesting $2,500,000 in no-year funds for the Senate Residential Security Program.

OSEPC Administration

OSEPC Administration requests two additional FTEs to support the development and maintenance for all aspects of the Senate Test, Training, and Exercise Program. Work involves coordinating, designing, and implementing training and exercises, to include both classified and unclassified Senate life-safety and continuity programs. These FTEs will also develop annual short and long-term training and exercise goals, schedules, and guidance.

Access Control and Transportation

Access Control and Transportation (ACT) requests five additional FTEs to supplement current staffing levels in Parking Operations (4 FTEs) and Transportation and Fleet (1 FTE).

Identification and Access

The Identification and Access Office is requesting level funding in FY24 for the production of identification badges for Senators and their families, staff, interns, Pages, support staff, credentialed Congressional press, and liaisons approved by the SAA. The Identification and Access Office coordinates with the House of Representatives and USCP to ensure badge issuance policies are standardized to meet security requirements.

Parking Operations

Parking Operations is requesting four FTEs in FY24 to will ensure adequate coverage of Senate parking lots and associated kiosks, which require daily monitoring and issue resolution, as well as maintaining presence during construction projects and scheduled events impacting the Senate. The Parking Operations office manages space availability in Senate parking lots and streets for Senate staff, provides onsite customer service and emergency assistance, including jumpstarts, vehicle entry, and damage claims. Staff collaborate with the Senate Committee on Rules and Administration, USCP, and Architect of the Capitol to issue and secure parking for permit holders throughout the Senate campus.

In order to enhance the security and safety of parking areas, Parking Operations requested improvements on all five fenced lots, including kiosk renovations, barrier installations, and parking configuration enhancements. The office also staffs and monitors additional parking lots and streets at alternate facilities during emergencies and training exercises. Parking Operations will purchase additional handheld devices and the necessary software to instantly identify vehicles by scanning permit barcodes, capturing photos, documenting, and printing parking violations or other associated issues.

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Transportation and Fleet Operations
The Transportation and Fleet Office is requesting one additional FTE to cover the increased requests for vehicle transports of Senators, as well as continued minor maintenance of SAA fleet vehicles and assist with the additional coverage of the expanded shuttle bus route.

Emergency Preparedness (EP)
For FY24, Emergency Preparedness requests a total of three additional FTEs. One FTE will join the Emergency Equipment team to enhance its ability procure, store, deliver, and life cycle manage over 20,000 items of emergency equipment supporting the Senate community. The remaining two FTEs will perform duties supporting both classified and unclassified life safety planning, including Disaster Response and Recovery, community outreach, and initiatives. These two FTE will enhance SAA EP customer focused efforts to ensure the safety of Senate community members.

Annual activities performed by SAA EP include, but are not limited to, focusing on the needs of the Senate community by 1) helping develop and update individual Senate and Committee office emergency action plans, and continuity of operations plans; 2) identifying evacuation routes, relocation areas, and internal relocation sites, including coordinating with Capitol Police for the safety and movement of mobility challenged individuals during emergencies; 3) acquiring, distributing, managing and providing training on the use of emergency equipment; 4) delivering virtual and self-paced learning for the Senate community to take at their convenience; and 5) conducting multiple drills and exercises designed to increase the Senate community's preparedness to respond to and recover from emergencies.

Contingency Programs **(CP)**
For FY24, SAA CP requests level funding and two additional FTEs. One FTE will focus on the logistical activities associated with managing contingency facilities, resources, and supplies, including individual office and committee continuity fly-away kits. This position will also create and maintain accurate records of inventory and develop plans to execute deployment and distribution of equipment and supplies to relocation sites, as well as perform inspections and walkthroughs of contingency facilities and monitor and report on the status of Senate continuity resources and capabilities. The second FTE will perform analytical and planning duties under the supervision. As the continuity portfolio continues to grow and mature across the spectrum, additional planner support is needed to manage the increasing number of unclassified and classified capabilities.

Member Outreach and Security Coordination (MOSC)
The two FTEs requested will respond to the increased demand for security support to Senators and staff in the District of Columbia (DC) and state offices. Support includes security awareness briefings for Senators and staff, arranging security escorts for Senators during travel, and coordinating with local law enforcement for events in the home state.

MOSC engaged in active outreach and discussions regarding active threats and criminal cases directed at Senators and staff, and use a suite of online tools to monitor social media for actionable threats against Senators and reports them to law enforcement. MOSC also participates in security awareness briefings

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for Senate office staff alongside USCP counterparts and develops security training for Senators and staff. Working with USCP, they provide offices with a final product highlighting the overall threat level, specific areas of concern, and local law enforcement contact information.

Through an extensive outreach initiative, MOSC has completed approximately 1,228 law enforcement coordination and assessment requests, 2,182 law enforcement escort and travel notification requests, and 98 rest overnight notifications and enhanced patrols during FY22. **The total number of travel escort support jumped from 1,581 requests in 2021, to nearly 2,200 in 2022. This represents a 40% increase, and we are on track to exceed those total requests in FY24.** The SAA will benefit from an additional specialist by ensuring Senators' security requests are handled in a timely manner, beyond core business hours.

Security, Planning and Police Coordination (SPPC)
The new Senate Residential Security Program will assist with the costs and coordination of certain residential security upgrades to reinforce the security of Senators and their families. We request four additional FTEs to support this endeavor. These additional personnel would manage the program and its related financial and administrative requirements. We are requesting a fifth FTE to help monitor and plan for the large volume of ongoing security projects on the Congressional campus.

Our efforts during 2022 included coordinating 1,402 Senate campus access requests including security coverage for 525 committee hearings and 117 Senate-specific security support requests, such as security sweeps and security modifications of office space. Further, SPPC partnered with the USCP to support 17 residential security assessments for Senators. This team also conducts bi-monthly Security Awareness Briefings for the Senate staff.

Senate Operations Center (SOC)
I've already discussed the new SOC and its role as the information and situational awareness hub for the Senate Community. The SOC is currently staffed with a Director, Watch Manager, three two-person watch teams, and an administrative support specialist. For FY24, the SOC requests level funding and one additional FTE to perform duties as the SOC Information Management Specialist (IMS). The IMS is a technical professional who maintains technology systems and applications and provides training on the SOC's incident management, knowledge management, situational awareness, Geospatial Information Systems (GIS), communications, and information technology (IT) platforms and solutions. The IMS will develop, maintain, and train SOC and other SAA staff as needed on situational awareness solutions using GIS platforms for real time situational awareness. The addition of this position will allow SOC Watch standers to devote all efforts to the SOC primary mission while the IMS ensures the SOC possesses and is trained on the necessary technology and tools to be successful.

SUPPORT OPERATIONS
The FY24 budget request for Support Operations includes $4,000,000 for Facilities Management and $171,000 and two FTEs for Photographic Services.

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Facilities Management

Facilities Management requests a $4,000,000 increase to support the move out cost from the Postal Square building. The occupancy agreement for the Postal Square building expires in May 2024 and Facilities Management is working with the Architect of the Capitol and the General Services Administration to identify space for support staff. Following a recent internal workspace survey, the amount of space required will be approximately two-thirds less than what is currently occupied. We are hopeful that new space will be in close proximity of Capitol Hill, which will allow us to utilize the current shuttle infrastructure offered by Fleet and Transportation Services.

Photographic Services

Photographic Services requests $171,000 and two FTEs in FY24 to provide photo-imaging services for Senate offices and committees. The SAA Photographic Services team manages and maintains a unified digital photo browser application that provides Senate offices with a secure, accessible archive of all photos accumulated during a Senator's term in office. Currently, the photo browser contains more than 1.5 million photo image files. Having surveyed Senate offices, Photographic Services is finalizing the procurement of a new photo browser, which will be more modern and customer friendly. This will give the Senate community access to a unified repository of photographs with the ability to order a preexisting or uploaded image. In FY22, our staff covered 3,307 assignments, photographing over 92,000 images, and producing more than 25,000 photo prints. In FY24, Photographic Services looks to purchase new camera kits with improved technology that facilitates real-time transmission of imagery to Senate customers. This new functionality will provide high-quality, professional imagery to Senate staff during key events, which compliments their growing demand of social media and mass communication content.

Joint Office of Training & Development

The Joint Senate Office of Training and Development (T&D) requests level funding to provide employee training and development opportunities for Senate learners. There are two sections within the department: Technical and Performance Skills Training along with Health Promotion. Technical trainers provide documentation and training for Senate-supported software packages through instructor-led classes, one-on-one coaching sessions, and demos. Performance skills trainers provide courses, one-on-one coaching, and facilitation for all Senate staff in areas including management and leadership development, staff development, and office/team development. Training & Development will design and implement additional online resources for training through the new Cornerstone software suite of tools, which will allow Senate staff to optimize efficiencies across departments working on performance, learning, compensation, and succession.

The mandated Health Promotion section provides activities and events for the Senate community that promote healthy living. Each year, this section coordinates and hosts the two-day Wellness Fair, which supports on average 3,000 participants. The fair offers health promotion activities, such as screening for glucose, cholesterol, and blood pressure; exercise demonstrations; and seminars on topics including healthy eating and cancer prevention. In addition, Health Promotion serves the Senate community by hosting four blood drives each year and providing quarterly Stop the Bleed training.

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Printing, Graphics & Direct Mail

Printing, Graphics and Direct Mail (PGDM) request level funding in FY24. This department plays a role in constituent mail and newsletters, printing Floor Charts, document digitization and preservation, logistics, and secure offsite transfer of Senate material.

PGDM is focused on providing services to Senate offices that enhance the customer experience and respond to customer needs. **Direct XPress, an innovative web-to-print storefront solution, has enhanced the customer experience of ordering services from PGDM and has cut processing time by 90%, saving time, money, and supplies.**

PGDM has worked with the Secretary of the Senate, the House of Representatives, and the Architect of the Capitol to streamline the steps related to flying flags over the Capitol. The Layout and Design Tem has created a user-friendly template in Direct Xpress to allow offices to order flags, easily search and retrieve orders, proof their certificates online and send the necessary forms to all stakeholders. So far, this fiscal year, 33 Senate offices ordered 405 flag certificates.

Our Digital mail service is in high demand and utilized by eighty offices. PGDM's heat press, which generates professional quality products, such as table coverings, to provide Senate offices with better visibility at Town Hall meetings and other events has been used by 18 Senate offices for a total of 89 custom-printed table coverings.

Senate Post Office

The Post Office requests level funding and continued support of a security maintenance contract at the offsite mail screening facility. In FY22 and FY23, new and enhanced security video equipment has been installed at the off-campus Mail Screening facility. The enhanced, and newly added cameras, provide additional and newly added cameras, provide additional functionality with clearer imagery, storage, and zoom capabilities. Other features include remote viewing capabilities, which could be utilized by USCP during an HMRT response, and an ability to capture clearer images of mail processed within the bio-safety cabinets. The new cameras and DVR provide necessary components in ensuring employee safety for Post Office staff and USCP First Responders.

Within the Senate Post Office, staff screens and delivers mail and packages to more than 180 locations within the Capitol complex, while providing a messenger service to multiple locations throughout the Washington metropolitan area**. In FY22, the Post Office safely processed and delivered more than 4.9 million incoming mail items**, while intercepting 17 suspicious mailings that required an immediate response by the USCP. We prevented the delivery of an additional 734 suspicious mailings that required further scrutiny by USCP.

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During the pandemic, in conjunction with the United States Postal Service, the Senate Post Office established a free forwarding service for state offices to enable them to forward state office mail to DC for security screening, or to forward mail to a centralized location in their state and 51 offices now use this service. In addition, t**he Senate Post Office sorts mail for 78 Senate and Committee offices and delivers their mail to PGDM to be digitally imaged and returned to the office electronically.**

CONCLUSION
Thank you for your support of the SAA and for the opportunity to discuss the SAA's accomplishments and our FY24 budget request. This budget remains focused on my three core responsibilities: the security and safety of Senators and staff, constituents and visitors; the security and reliability of the enterprise network that allows all of us to do our work; and innovative solutions to support the needs of the Senate community.