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 21, 2021

The Office of the Senate Sergeant at Arms (SAA) respectfully requests $281.774M in appropriations for FY22, a 23.5% increase from the FY21 enacted level. The increase will better position the SAA to strengthen the security of the Capitol Complex and the Members, staff and their constituents we serve, support the business continuity and disaster recovery needs of the Senate, and harden our cybersecurity while modernizing the Senate's information technology (IT) systems. We need 30 additional staff in support of these priorities, which would bring our total end strength to 957 full-time equivalents (FTE).

The events of January 6 and April 2 require the SAA, in coordination with the House Sergeant at Arms (HSAA), Architect of the Capitol (AOC), and United States Capitol Police (USCP) to assess our physical security infrastructure and staffing posture. This collaborative review and commitment to strengthening our operational readiness has identified a number of near-term improvements. We anticipate additional requirements as we continue our collective assessment. We remain mindful of the desire for a more accessible campus, both in the near-term and following the pandemic.

As we define these critical requirements and implement solutions, the SAA will rely on the AOC for its design and construction expertise, as well as the USCP for its operational requirements. Together, we will make informed decisions as responsible stewards of appropriated funds.

The following narrative provides additional information on the SAA's FY22 request and management of previously appropriated dollars in support of the Senate.

PHYSICAL SECURITY AND EMERGENCY PREPAREDNESS

Business Continuity and Disaster Recovery
$25M in no-year funds is requested to allow the Senate to quickly meet unanticipated needs, whether a natural disaster, pandemic, or events such as those of January 6, 2021. The Business Continuity and Disaster Recovery fund will ensure Senate essential services continue without interruption. This includes IT disaster recovery planning and operations, business continuity planning and operations, emergency communications, and general contingency capabilities, positioning the Senate to operate under any environment.

Emerging requirements often develop quickly, post event. This became apparent after the pandemic, where we executed over $2M in support of IT software, hardware, increased Internet bandwidth, conferencing services, applications, and burst increase for the Virtual Private Network (VPN). January 6th identified the need for new technologies and applications that provide better situational awareness, encryption, and enhanced communications capabilities.

Contingency Programs
Level funding is requested to develop, maintain, and exercise our continuity plans. In FY22, the SAA will continue testing and exercising Senate capabilities with its partners, including the Secretary of the Senate. One week-long mobility and relocation exercise will task the Senate continuity community with deploying vehicles, equipment, and staff to an offsite location; setting up functioning offices; and performing essential functions as if the Senate had relocated to a continuity site. We expect exercise results to contribute to the refinement of plans, reinforce training, identify capability gaps, and inform future investments.

Emergency Preparedness
An increase of $1,237,000 and one additional FTE is requested for emergency preparedness. The SAA continues to educate, train, and exercise emergency plans and procedures to ensure Members and staff are equipped with the necessary knowledge, skills, and tools to prepare for, respond to, and recover from a variety of emergencies.

We updated 157 Emergency Action Plans in 2020, and plan to update a similar number in both 2021 and 2022. These plans provide information such as detailed evacuation routes, elevator locations for the mobility-impaired, and office specific procedures for evacuation, shelter in place, relocation/internal relocation, and escape hood use. A custom office emergency reference card staff can adhere to their badges is also produced upon Emergency Action Plan finalization. For FY22 and FY23, we plan to streamline the Emergency Action Plan process by moving it to an online application, which will make it easier for Office Emergency Coordinators to review, update, and finalize plans.

We assisted 52 Member offices and committees with completing their Continuity of Operations plans and trained 28 Member office and committee staff on continuity planning, strengthening the Senate's ability to continue performing its essential functions during and after disruptive events. We updated the Member office and committee COOP plan templates with lessons learned from the Russell Senate Office Building fire incident and the pandemic. We also moved all Member office COOP plans to the online Accountability and Emergency Roster System (ALERTS), making it easier for COOP Action Officers to review, update, and finalize documentation.

In the past year we developed virtual training for remote staff on topics such as Escape Hood and Emergency Preparedness, Office Emergency Coordinator, ALERTS, Remote Check In, Emergency Action Planning, and Personal Preparedness. Approximately 900 Senate staff took advantage of this opportunity. The Member Emergency Preparedness training was provided virtually to seven new Senators.

In addition to trainings, our office distributed guides informing staff on how to respond to threatening situations, protestors, and other emergencies. Our office created and released a new customizable Personal Preparedness Plan for the Senate community.

We supplied and maintained emergency supply kits, annunciators, victim rescue units, and escape hoods (including baby escape hoods) for Senate offices. The FY22 budget request includes an increase of $117,000 to support the replacement and replenishment of victim rescue units and $995,000 for escape hoods that have reached the end of their useful life.

The Emergency Preparedness office worked with the CIO to restructure USCP alert messages in ALERTS by separating them into life safety alerts and administrative alerts. All DC staff now receive life safety alerts whenever a protective action is required on Capitol Hill. Administrative alerts for routine events such as road closures, suspicious packages, demonstrations, and door closures continue to be optional for Senate staff. For FY22 and FY23, we will update the Remote Check-In application to better capture accountability data from the Senate community pertaining to life safety events.

Our FY22 initiative to bring the Personnel Accountability System (PAS) under joint Senate and House of Representatives management will improve the Senate's ability to conduct Member and staff boarding and manifesting during emergencies, as well as ensure accurate accountability rosters at various locations.

We are expanding our Call Center and Family Assistance Center planning efforts by engaging with the District of Columbia should this service be needed during a mass casualty event affecting Capitol Hill.

We appreciate the Committee's support to provide funds needed to replace the legacy annunciator system with the Joint Audible Warning System (JAWS). The new system will provide an encrypted, remotely-manageable audible warning system with coverage in required areas of the Capitol complex. The project has been divided into two phases: the first phase consists of in-building design and radio frequency collection and study work to lead to a final proposal; the second optional phase includes equipment purchase and installation. The project is currently in phase one and detailed building walkthroughs of the entire Capitol complex are complete. The vendor and the project team are now working on detailed analyses of each building to properly scope and design the system. As of February 2021, the following items remained to be completed in phase one: AOC to complete a cable path design in the Cannon House Office Building; vendor to recommend and the team to determine feasibility of additional transmission sites; and additional technology design work for in-building Distributed Antenna System to provide coverage in limited areas where rooftop transmitters cannot reach. The latter requires coordination with the SAA program manager to validate the concept and ensure it does not impact the reception coverage needed in the Capitol complex. This plan will be briefed to Leadership and the Committee regarding any changes in design or cost before phase two initiation, once the vendor submits a final proposal expected in April 2021. This budget submission includes an increase of $125,000 to ensure radios and other equipment can be replaced at the end of their expected lifecycle.

In FY19/20 we completed a year-long pilot program with the Committee on Energy and Natural Resources to install an alert beacon in their hearing room for silent visual notification to the

Chief Clerk, who can then determine a response to the emergency message. Although expansion was paused due to pandemic restrictions, we look forward to expanding this feature to other committees in the upcoming year.

We are collaborating with the House, USCP, AOC, and Library of Congress to update, manage, and exercise joint communications plans and procedures for various communications devices. We are working with the Executive Branch and other partners to expand priority and preemption cellular services to select Senate users, as well as provide access to secure communications devices as needed during highly congested events.

Intelligence and Protective Services
$2,125,000 and an additional nine FTE are requested for the Office of Intelligence and Protective Services. We expect an increase in Member-specific requests throughout FY22 similar to the significant increase in perimeter and personal security requests during Inauguration, following the events of January 6th. Four Intelligence and Critical Infrastructure Security Analysts are needed to engage with the intelligence community and obtain information needed to make operational decisions. These analysts will participate in offsite task force assignments focusing on trends regarding domestic and international incidents, as well as threat and cybersecurity vulnerabilities affecting Members and the Capitol. Three Open Source Analysts and two Threat Management Analysts are needed to prevent reporting gaps to investigative authorities and to ensure timely work products as threat activity volume increases, particularly threat activity directed towards Members and their families. These analysts will monitor and inform Members, their staff, and SAA leadership of known criminal threat cases by actively engaging with the Federal Bureau of Investigation, USCP, and other intelligence agencies to receive and share data while following open source information and threat assessment reports.

We proactively research and analyze such material and engage with community partners and subject matter experts to maintain security-related situational awareness and identify threat data against Members, their families, and staff. In the first half of FY21, we discovered over 456 comments of concern, which we referred to USCP, resulting in more than 190 criminal threat violations, an already 102% increase over FY20. We anticipate an increased use of social media, as well as encrypted messaging, to intensify disinformation and extremist ideologies, ultimately leading to exponentially more threat discoveries in FY22.

SAA collaborates with USCP and other law enforcement agencies to ensure appropriate notification and communication with specifically targeted Members and staff while continuously monitoring, evaluating, and conducting vulnerability, risk, and threat assessments to determine and apply suitable security measures and protective operations coverage. For the first half of FY21, we tracked, monitored, and updated Members and staff on over 292 active criminal threat cases, already more than a 24% increase from FY20.

Member Outreach and Security Coordination

An additional four FTE are requested for the SAA Office of Member Outreach and Security Coordination (MOSC), which provides security support to Senators and staff in DC and state offices. Support includes security assessments and law enforcement coordination for public and private events; law enforcement notifications for identified rest overnight locations; escort coordination at airports, train stations, and other mass transit locations; enhanced residence patrols; assessment and law enforcement coordination for security assistance at public events; overseas travel assessments and coordination; tools for off campus safety and reporting procedures; SAA security training initiatives; and overall security posture enhancements.

MOSC has engaged in active outreach and discussions regarding active threat and criminal cases directed at Members and staff, as well as weekly reinforcement messages to Chiefs of Staff, Administrative Managers, State Directors, Chief Clerks, and Schedulers regarding campus safety initiatives. Additionally, MOSC participates in security awareness briefings for Senate office staff alongside USCP counterparts.

Each effort is undertaken to ensure Members and their staff receive the necessary guidance, tools, and support when planning and attending national public events. We provide offices with a final product highlighting the overall threat level, specific areas of concern, and local law enforcement contact information. Through this extensive outreach initiative, MOSC has completed approximately 139 law enforcement coordination and assessment requests, 509 law enforcement escort requests, 151 travel notifications, and 39 rest overnight notifications and enhanced patrols during the first half of FY21. This represent a 320% increase over the same timeframe last year. We are on track to nearly triple the approximately 437 total requests completed in FY20.

Security Planning and Police Operations

Level funding is requested to coordinate law enforcement support for the Senate community in collaboration with the USCP. FY20/21 efforts include coordinating 520 Senate campus access requests; working with the Committee on Rules and Administration and USCP to identify and publish numerous door and barricade restrictions during recess periods, special events, and holidays. The SAA coordinated security coverage for 314 committee hearings and 15 Member-specific security requests. We apartnered with USCP to support residential security assessments for Members. We reinstituted Security Awareness Briefings for Senate staff, and have held more than 50 sessions to provide information covering a variety of security-related topics thus far in 2021.

Our office provides real-time situational awareness through USCP Command Center support. Our staff are on duty all hours the Senate is in session, and throughout normal business hours during periods of recess, to allow for regular contact between our office, USCP, and the Senate community throughout routine operations, special events, and emergencies. We monitored approximately 421 security events through this program in 2020.

The overall Office of Security and Emergency Preparedness information technology infrastructure consists of at least ten interconnected and stand-alone systems that provide alert notification and accountability support to offices, incident management, parking operations, badge production, campus access, fleet management, and secure communications for the Senate. There are two complex legacy systems that need focused effort to modernize, specifically the Parking Management System that manages parking operations for SAA parking lots, and the Identification System that produces Senate IDs. These systems require an additional, dedicated FTE who can manage development and maintenance in coordination with the CIO.

INFORMATION SYSTEMS AND SECURITY

Cybersecurity
The SAA endured a number of cyber events, to include the recent Solar Winds hack that impacted a number of executive branch and commercial organizations. The Senate remained unaffected. To remain ahead of potential cyber threats, we request an increase of $1,850,000 to: replace a legacy ticketing system with modern technology that also manages cyber incident response tickets; procure the next generation firewall and cloud-based filtering technology to better defend cloud services; acquire an application that will actively identify vulnerabilities on Senate devices; secure the ability to predict and adapt to intelligence feeds from malign actors in social media; and mature the method by which Senate users connect to the Senate network.

During FY22, we will focus on our five main lines of effort: Cybersecurity Resilience Assessment Methodology (CRAM), Office CRAM, Insider Threat, Awareness, and Cloud.

We completed the development of the CRAM methodology, and are finalizing the testing of the standardized methodology to ensure it is effective and efficient. Next, we will conduct advanced cybersecurity resiliency assessments for Senate offices and committees that include coordinated penetration tests, vulnerability assessments, and advanced phishing assessments, among other actions. These advanced assessments will also evaluate the effectiveness of the Cyber Security Operations Center, as well as information technology systems supporting the Senate network. We will concentrate on mitigating risk associated with the potential insider threat, through education and technical means. We will mature our cybersecurity awareness campaign in collaboration with other agencies. Finally, we will evaluate gaps in cyber and privacy security as it relates to cloud-based services and other technologies, and will work to develop and post relevant cybersecurity policies to the Senate community. Through the standup of a contracting review board, we review all awarded contracts for legal, cybersecurity, and privacy risks.

End User Technology Innovation
Our ability to innovate for the end user lags, due to day-to-day operational requirements. Building applications and applying configuration standards to secure computing platforms, while maintaining maximum convenience and flexibility from the end user's point of view, will help to ensure successful deployment, increased use and greater end user productivity. To

support this effort, the FY22 budget includes a request for two additional FTE. An IT Manager is needed to supervise existing personnel responsible for the innovation and evaluation of solutions that are delivered directly to end users. This includes the assessment of new desktops, laptops, printing and scanning solutions, smartphones and tablets and how we provision, deploy, and update them. A Principal Quality Assurance Analyst is needed to strengthen the quality of custom applications before they are released to production.

Secure and Mobile Communications
$988,000 and two additional FTE are requested to oversee the engineering, implementation, and operations for the Senate's IT Continuity and Disaster Recovery Programs. This includes management of the Senate's radio infrastructure, communication security (COMSEC), mobile command vehicles, satellite communications, voice and data connections to continuity sites, as well as datacenter resiliency and continuity.

The requested funding and additional staff will enhance the Senate's continuity resiliency and further protect our Continuity of Operations assets. This includes the acquisition of radio management software to allow for remote configuration and management of both mobile and portable radios; the protected storage for a mobile communication vehicle and satellite communication assets; and additional hardware (laptops and radio infrastructure) to facilitate a more robust continuity response.

Security Enhancements
We work closely with offices on multi-factor authentication (MFA) to enhance the security of the Senate IT infrastructure. In FY21, we further secured access to critical Senate services and data with the implementation of Duo Trusted Endpoints (DTE). DTE prevents unauthorized device access to Senate services protected by MFA. Throughout FY22, we will enhance integration of MFA with more Senate applications and additional developments in secure password-less authentication.

To address the ongoing need for increased security of highly privileged accounts, we expanded enrollment into Privileged Access Management (PAM) to include accounts used by office System Administrators. PAM significantly increases the security posture of the Senate information systems, protecting the most sensitive data by limiting exposure of privileged credentials and protecting access to those credentials with MFA.

The Identity and Access Management (IAM) program remains strategically important as it ensures users of IT resources have the right access to the right systems and data from initial onboarding through their tenure at the Senate. IAM ensures access to all systems and data terminates once a staff member is no longer an employee of the Senate. SAA CIO plans to deploy IAM in a pilot program late in 2021. With the increased adoption of cloud services across the IT and mobile device landscape, it is essential that a user's access to the proper systems and data can be managed efficiently and securely. Additionally, cloud products rely on user licenses to access these services, and the ability to correctly license and delicense users is essential to

control costs. Our FY22 budget request identifies a need for an additional FTE to configure and support the IAM system.

Enterprise and Network Services
$1,648,000 is requested in FY22 for the data centers and related network operations. An additional $750,000 is requested to cover the expenses associated with the joint encrypted communications study and related implementation.

In FY20, we refined the data center modernization strategy to include a transition to two geographically-separated Tier 3 colocation facilities, enhanced resiliency of critical IT services, and improved physical security. During FY20 and FY21, we completed network infrastructure and extended critical IT services to the first colocation data center facility. Efforts to extend additional services to the facility will be completed in FY21. As part of the refined data center strategy, we identified and contracted a regional data center location to establish another facility with enhanced physical security, power, cooling, and network redundancy. We will relocate the Site A data center to the new facility in FY21. Remaining implementation and migration activities for the two colocation facilities will be completed in FY22.

Ultimately, some services will run out of the new data centers while other services will run from cloud providers. We are undertaking additional analysis to ensure we provide the right mix of cost effective and modern services between a mix of data centers and the cloud.

Help Desk Support
One additional FTE is requested to implement a new IT service management platform, which will improve customer service when staff utilize the Help Desk for IT service requests.

IT Support Communications
The SAA continues with the expansion of the digital signage system to approximately 63 locations within the Hart, Dirksen, and Russell buildings. Seven locations currently have digital signage, with a plan to add 56 new locations over the next five years. The expanded digital signage system will display graphical wayfinding information and emergency notifications, in addition to existing directory information and hearing schedules. The new digital signs will connect to the Joint Emergency Mass Notification System.

The multi-year effort to upgrade and modernize the state office telephony infrastructure for all 460-plus state offices is underway and, to date, we have completed 273. Due to the pandemic, we have experienced delays in migration and are unable to complete as initially planned. The funding for this contract is in place and must be obligated. However, as a result, there is a need to fund support of the legacy systems that were not replaced during FY22. The pandemic has also required additional work orders for services such as call forwarding to be placed on these same legacy lines. The legacy features are at a cost and therefore require additional funding as well. As a result, we require a one-time increase of $5,775,000 for support of the legacy system and a permanent increase of $1,879,000 to support the continued migration and monthly usage and maintenance of the new system.

Further we require two additional FTE to support the Telecom Assistance Center. These new hires will support the additional work resulting from the increase in supported technologies. The responsibilities of the TAC have expanded significantly due to virtual conferencing, the updating and expansion of in-building wireless, and a need to have more rigorous program management to keep this project on track.

The funds received in the FY21 enacted budget in support of the Unified Communications and Collaboration (UCC) platform have allowed us to complete Phase I: Discovery and Requirements Gathering, Phase II: Analysis and Research, and Phase III: Procurement Planning. In FY21, we began Phase IV: Implementation and Migration. The UCC Implementation and Migration phase of the project will continue in FY22. This will create a mobile, collaborative, and unified environment that is easy to use and intuitive for the end-user. The SAA, along with a leading UCC integrator, will design a system that support communication and collaboration anytime, anywhere, and on any connected device. This includes voice messaging, voice-to-text transcription, Microsoft Teams integration, conferencing, common directory, Contact Center, mass notification, and enhanced 9-1-1 (E911). The UCC implementation will focus on five key priorities: security and privacy, systems integration, collaboration, mobility, and user interface and self-service.

To support Senate offices, our request includes $550,000 for year three of a five-year plan to ensure adequate funds are available to support the Senate IT needs through the Economic Allocation Fund. The FY22 budget request also includes $412,000 and one additional FTE for the wireless services and equipment to meet demand.

Program Management
Two additional FTE are requested to support the coordination of all IT projects and equipment orders.

SUPPORT SERVICES

Acquisition
An increase of $38,000 and one additional FTE is requested to support the Senate's procurement needs, including continued development of quality procurement packages. SAA acquisition personnel are working to obtain their Federal Acquisition Certification in Contracting (FAC-C) to professionalize the SAA Acquisition workforce consistent with other legislative entities and federal agencies. To date, one-third of SAA Acquisition personnel have obtained FAC-C Level 1 certification or higher. Funding will allow for acquisition personnel to obtain the appropriate FAC-C certification level based on their position and complete required continuous learning of 80 hours every two years to maintain certification.

Appointment Desk
Level funding is requested to support the network of Appointment Desks located on the first floor of the Capitol, in the basements of the Russell and Hart buildings, and in the Capitol Visitor Center (CVC). During FY19, the Appointment Desk processed approximately 205,000 visitors. Of

these, more than 120,000 visitors were in the Capitol complex for official business or for a meeting with a Member, a Member's office, or a committee. The remaining 85,000 visitors consisted of staff-led tours that were processed through the Russell Appointment Desk. In addition, nearly 30,000 international visitors relied on the CVC Appointment Desk for Senate Gallery Passes and information. Although the pandemic required a significant curtailment in operations beginning March 2020, required support will steadily increase in FY21 and into FY22 as Members and staff return to normal operations. In FY21, Appointment Desk staff provided auxiliary staff support to the New Member Suites post-election and the Impeachment trial.

Capitol Facilities
Level funding is requested in FY22 to provide a clean, professional environment in the Capitol. The Environmental Services Division cleans Capitol offices, hallways, and restrooms; moves furniture for offices; and provides special event setups for 15 meeting rooms in the Capitol and the Senate expansion space in the Capitol Visitor Center. During the pandemic, in addition to the standard nightly cleaning services, the Environmental Services Division procured and utilized advanced equipment and chemicals to disinfect offices, restrooms, and hallways. Supplies, including masks, disinfecting wipes and hand sanitizers, were provided to Capitol offices in partnership with the AOC.

In FY21, the Furnishings Division completed the refurbishment of the third floor corridors surrounding the Senate Chamber and seating in the Senate Galleries, providing furnishings consistent with the significance of the Senate. The Furnishings Division created custom furniture for the winter 2021 impeachment trial to facilitate accessibility and egress.

Doorkeepers
Level funding is requested for the Senate Doorkeepers, who 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, including emergency preparedness.

Employee Assistance Program
Level funding and two additional FTE are requested in FY22 for the Employee Assistance Program (EAP), which offers a variety of emotional, behavioral, and work-related support resources and services to staff, their family members, Senate Pages, and interns. The overarching mission of the EAP is enhancing resilience and preparedness across the Senate community, and this past year has demonstrated the effectiveness of our strategies.

In 2020, the EAP met the increased demand for services as a result of the COVID-19 pandemic by immediately standing up telehealth support services, providing customized trainings to requesting Senate offices, contracting an additional counselor, and distributing regular communications to Senate staff. During this time, more than 40% of Senate staff accessed EAP services across nearly 95% of Senate offices. Additionally, 312 employees took an online mental health screening; 2,087 employees attended an EAP training activity; and 1,923 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, and/or financial issues.

As of March 2021, the demand for services has increased significantly and will exceed the 2020 statistics by the end of 2021. It is worth noting that the EAP has already reached 25% of our clinical service numbers and 42% of training outreach within the first two months of 2021, compared with all of 2020. In response to January 6, 2021, and April 2, 2021, the EAP continued to meet or exceed service levels, including providing trauma support to entities outside of the normal programmatic purview.

Fleet Operations
Level funding is requested to procure, manage, and maintain Senate vehicles; operate the Senate Daily Shuttle service; and provide the Senate with emergency transportation and logistics support. The SAA fleet includes trucks, vans, buses, SUVs, electric vehicles, handicapped-accessible vehicles, and Segways. SAA staff transported more than 22,000 passengers through the SAA Shuttle Service in FY19. We expect these levels to return as Members and staff are vaccinated and return onsite. In addition to staff regularly sanitizing vehicles, the SAA is procuring anti-bacterial air filters for passenger buses. We plan is to exchange several obsolete vehicles that can instead be leased, for a cost savings to the Senate.

Human Resources
An increase of $43,000 is requested to support the SAA Human Resources office, which provides personnel services and advice to SAA managers and employees, administers the internship program, executes personnel and payroll administration, oversees the SAA safety office, coordinates workers compensation, manages the SAA transit subsidy program, and oversees the Placement Office. The Placement Office assists Senators and committees with filling entry level through professional staff vacancies by providing resumes of qualified candidates. During FY20, the Senate Placement Office received 562 requests for recruitment assistance from Senate offices and processed 16,980 resumes from applicants seeking Senate employment.

ID Office
Level funding is requested to support the Senate ID Office. The SAA has assisted 6,100 customers in 2021, including Senate staff, support personnel and credentialed media. Almost 18,000 new and updated Congressional and Press identification badges were issued in FY20. We anticipate our FY22 volume to increase in support of greater security measures at the Capitol complex and state offices. The ID office is working to support various capabilities, as outlined in the Homeland Security Presidential Directive (HSPD) 12, including email encryption and two-factor secure remote network access in FY21.

The SAA has upgraded badge production hardware, printers, and cameras to best support the growing demand for SmartCards and proximity-based IDs, as well as replace end of life production equipment. SmartCards used for digital signatures in the Senate financial management system have been offered to all Member, committee, and support offices, increasing by 30% each Congress dating back to the 114th Congress. As the FMIS system expands its functionality and user population, we expect this number to grow throughout FY21

and FY22. We are actively researching additional uses for SmartCards, such as point of entry, as this badge becomes more prevalent across the Capitol complex.

Media Galleries
Level funding is requested in FY22 to support the Senate's four media galleries: Daily Press, Periodical Press, Press Photographers, and Radio/TV. The media galleries serve as liaisons between members of the media and the Senate community. Each gallery reviews applications and issues credential to its respective news photographers and reporters, then facilitates their interactions with Senators. Gallery staff also coordinate press coverage of hearings, news conferences, stakeouts, and other media events in the Capitol and Senate office buildings. The Senate Radio/TV gallery maintains the studio and technical infrastructure Senators use for news conferences. Outside of the ongoing pandemic, during which press pooled their reporting to limit the number of individuals in the Capitol and Senate office buildings, media presence on Capitol Hill has increased over the past few years.

Page Program
The Senate Page Program, which provides an opportunity for high school students across the nation to become immersed in the legislative process and the workings of the Senate. In March FY20, in consultation with the Office of Attending Physician, we swiftly returned pages to their homes at the beginning of the pandemic. We have focused our attention and resources on needed improvements to Daniel J. Webster Residence Hall in partnership with the AOC. An increase of $7,000 is needed to cover licensing costs for a software system that supports the health and safety of pages.

Parking Operations
An increase of $100,000 and one additional FTE is requested to provide a customer-focused, secure parking management system for the Senate. The SAA purchased new permit printers and tablets to enhance onsite customer service in FY21. An increase in FY22 is needed to purchase additional handheld devices. Software for these devices is being developed to instantly identify vehicles and any associated issues by scanning permit barcodes or license plates, capturing photos, and print and document parking violations and other issues that need to be addressed by permit holders.

Photographic Services
Level funding is requested in FY22 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 a secure, accessible archive of all photos accumulated during a Senator's term in office. Currently, the photo browser contains more than 1.4 million photo image files. Following a survey of Senate offices, Photographic Services will replace its photo browser with a more modern and customer-friendly version. This will give the Senate community access to a unified repository of photographs with the ability to order a preexisting or uploaded image. In FY20, our staff photographed nearly 51,000 images, produced more than 22,000 photo prints, and coordinated scanning for end of term archiving of more

than 17,000 photo images for Senators leaving office. We are providing the same level of service in FY21 with consistent funding.

Post Office
Level funding is requested to support the Senate Post Office. Post Office staff test and deliver 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 FY20, the Post Office safely processed and delivered more than 6.17 million incoming mail items, while intercepting five suspicious mailings that required an immediate response by the USCP. We prevented delivery of an additional 7,961 mailings bearing characteristics with the intent to disrupt Senate business and requiring further scrutiny by USCP.

During the pandemic, we established a temporary free forwarding service for state offices so their mail could be sent to the Capitol. For 15 participating offices, we delivered this mail to PGDM so that it could be scanned and sent electronically. To assist with the timely delivery of checks and invoices, we have been notifying both Senate and SAA offices via email with a digital scan to confirm receipt. This not only assisted in the safety of staff during the pandemic, but also allowed staff to quickly obtain constituent mail and promptly respond.

Providing mail safety and security training for both DC and state offices remains vital to ensure all Senate staff know how to respond to potentially dangerous situations. We continue to offer training through the web (static video), VTC, and webinars and accomplish it in coordination with the State Office Operations team.

Printing, Graphics and Direct Mail
Level funding is requested for Printing, Graphics and Direct Mail (PGDM), which provides support to the Senate community through graphic design, printing, photocopying, mailing, document preservation, logistics, and secure offsite transfer of Senate material. During FY20 and FY21, PGDM replaced its color digital press and digital ink jet production press.

PGDM is providing digital publications for various offices, while ensuring that items, such as 508 compliance, are applied. Those digital solutions have generated additional printed material that requires enhanced printing technology, which has been implemented in FY21. As a result of the pandemic, we successfully reconfigured our processes, and are able to scan Senators' mail and forward this mail electronically so staff members can quickly respond to constituents.

PGDM is offering remote services, to include ordering and processing flag requests online in partnership with the Secretary of the Senate. As of March 2021, 82 offices have participated in remote flag processing and 30 offices have used the PGDM Custom Flag Certificate. Through software updates and enhanced training, we have streamlined our remote ordering processes with sophisticated web-to-print software and a new storefront for customers. The platform will give the Senate community the ability to access pre-approved templates and allow users to customize, order, and produce proofs. The storefront will also generate additional printed materials that require enhanced printing technology such as an Inkjet Press, which will also be

implemented in FY21 and into FY22. PGDM seeks and provides training through various methods and resources to ensure its staff meet or exceed industry standards.

Recording Studio

The FY22 budget includes a request for $5M in no-year funding to enable the SAA to replace audiovisual equipment and systems in Senate Hearing Rooms that is at, or near, the end of its serviceable life. This project will be coordinated the Committee on Rules and Administration and the Architect of the Capitol (AOC). During FY19, the Senate Recording Studio (SRS) fully renovated two hearing rooms, replacing audiovisual equipment that had exceeded its useful life. During FY20, our plan to complete Dirksen 106 was delayed due to the pandemic. During FY21, we plan to make targeted replacements of at-risk systems in three hearing rooms: SH-216, SR-332, and SD-215.

In FY20, the SRS provided 964 hours of gavel-to-gavel coverage of Senate floor proceedings, including 6,189 livestreamed page views to 624 unique visitors on the Senate's website www.senate.gov, as well as archiving of the proceedings. We supported 402 committee hearings, of which 216 were hybrid or remote. The Senate has come to rely upon this capability for reasons that transcend the pandemic, and it is unlikely that demand will decrease after the pandemic.

The SRS enables Senators working in DC to communicate with their constituents and news outlets back home. In calendar year 2020, the studio produced 606 television productions and 836 radio productions.

State Office Operations

We appreciate the Committee's support in FY21 to adequately fund the state office rent program, reimbursement to the General Services Administration for federal occupancy agreements, and increases in Federal Protective Service security costs for Senate offices housed in federal buildings. The FY22 budget includes the GSA rent inflation factor from GSA exhibit 54.

The SAA works closely with commercial landlords, the GSA, and the FPS to ensure Members' operational and security preparedness needs are met in their state offices. As of March 2021, we support 458 state offices for rental payments; renovations; installation, maintenance and monitoring of physical security measures; and emergency supplies and security preparedness planning and training.

In 2020, the SAA completed 88 unique state office projects, coordinating construction, security, furniture, equipment, and delivery of IT services. In 2021, we anticipate completing nearly 200 state office openings, relocations, renovations, and security projects as we support the transitions associated with the 117th Congress, and make up for postponements due to COVID-19 related restrictions across the country. Our success in managing the State Office Operations portfolio hinges on our close and collaborative working relationship with Senate staff, commercial landlords, and our federal partners.

We remain committed to ensuring the safety of Members and staff, and continue to provide customized security systems, monitoring services, and enhanced office security construction designs to state offices without affecting Member office budgets. Currently, over 98% of state offices have adopted some level of recommended security enhancements. In FY20, we provided initial physical security enhancements for 32 state offices and enhanced existing security for 20 others. We believe that emergency preparedness training and familiarity with security equipment equates to higher levels of compliance and readiness. The State Office Operations team offered twice monthly emergency preparedness webinars and worked closely with USCP on state office Security Awareness Briefings (SABs), transitioning to a virtual platform due to COVID-19 related travel restrictions. Since the deployment of these new virtual SABs earlier this year, 88 Senate state staff have participated in training and detailed security reviews. Our focus on state office readiness will continue into FY22 and, to ensure our physical security enhancement program continues to be state-of-the-art, we are requesting a small one-time budget increase of $250,000 to undertake a detailed independent review of the program.

A major challenge and area of focus is support to the Senate state offices contending with operational impacts of the COVID-19 pandemic. In FY21, State Office Operations is working closely with state offices around the country, ensuring they have the resources needed to continue operations and serve their constituents. In the early stages of the public health emergency, a significant outreach effort was undertaken, including a new streamlined COOP planning template that helped offices quickly shift to remote work posture. Recognizing the need for state staff to get accurate information about COVID-19 when considering operational status or staffing level changes, we developed a briefing based on current Office of Attending Physician guidance and available SAA services and supplies. Each briefing was customized, including office floor plans (to support social distance planning) and lists of local resources and public health authorities in each state. To date, 92 senior staff representing 41 Member offices have participated in these briefings. Our team also worked closely with commercial landlords and our GSA partners to coordinate 152 enhanced cleanings of state offices (many as a result of confirmed or suspected COVID-19 exposures). We focused on efforts to make facilities safer by helping offices assess floor plans to better plan for staggered staffing. We funded and coordinated furniture relocation and the procurement and placement of 68 plexiglass partitions to support social distancing. State Office Operations reorganized its existing supply program to include an expanded inventory of COVID-19 supplies in partnership with the AOC. To date, we have provided 87,700 face coverings and distributed thousands of bottles of hand sanitizer, as well as sanitizing wipes, disinfectant spray, and nitrile gloves to state staff. In addition, we coordinated the order and delivery of 307 COVID-19 guidance posters and 160 social distancing floor stickers. Our COVID-19 support to state offices is expected to continue in FY22.

Training and Development
Level funding and one additional FTE is requested for the Joint Office of Training & Development, which provides training, coaching, and professional development to Senate staff. During FY20, Training & Development was able to provide all of its services remotely. The office provided more than 300 online classes and more than 200 facilitated conversations, one-on-one coaching, and consultations. The office interacted with 5,000 Senate staff through these

services. In FY20, the office provided virtual roundtables for state staff, which provided the benefits of networking and learning from each other, without any travel. Outside of the classroom, Training & Development staff have assisted over 500 staff in informal learning encounters. The additional FTE will respond to the increased need for technical documentation and training on Senate-supported applications and software utilized by Senate offices.

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 averages nearly 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. Although the Senate Wellness Fair was cancelled in FY20, we are investigating options to provide online sessions to Senate staff in FY21. Health Promotion continues to coordinate with the American College of Surgeons (ACS) and the Stop the Bleed Coalition to provide bleeding control training for DC Senate staff. ACS cancelled the in-person training 2020 and will offer a virtual training in May for Senate staff. The Health Promotion section will work with ACS to schedule hands-on training, starting in June.

Conclusion
Thank you for the opportunity to discuss the SAA's FY22 budget request. As I familiarize with the SAA's diverse operations, I am deeply impressed by the professionalism and pride of the SAA team. Together, we will ensure the traditions of the Senate are upheld and respected while embracing innovation.