Testimony of
The Honorable Frank J. Larkin
Sergeant at Arms and Doorkeeper of the Senate
Before the
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Committee on Appropriations
United States Senate

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INTRODUCTION

Madam Chairwoman, Ranking Member Schatz, and Members of the Subcommittee, thank you for allowing me to testify today. I am pleased to report on the progress the Office of the Senate Sergeant at Arms (SAA) and our plans to enhance our service to the Senate.

For fiscal year 2016, the Sergeant at Arms respectfully requests a total budget of $205,974,000. This request represents a 4.4% increase from the current enacted budget, but is nearly identical to our budget level from fiscal year 2008. Today, our organization has approximately 70 fewer employees than we did in 2010.

As someone new to the Sergeant at Arms organization, I am both fortunate and grateful to have the support of an outstanding senior management team. It includes my Deputy, Jim Morhard; Chief of Staff, Mike Stenger; Assistant Sergeants at Arms Dick Attridge (Intelligence and Protective Services), Vicki Sinnett (Chief Information Officer), Bret Swanson (Operations), and Kevin Morison (Capitol Operations); General Counsel Terence Liley; Legislative Liaison Mason Wiggins; Democratic Liaison Scott Rodman; and Chief Financial Officer Chris Dey. The many goals and accomplishments set forth in this testimony would not have been possible without this team's leadership and commitment, as well as the dedication of the women and men who work for the Senate Sergeant at Arms office.

PROTECTIVE SERVICES AND CONTINUITY

Emergency Preparedness

Our emergency plans and procedures are designed to ensure the life safety of Senators, staff, and visitors within our facilities by equipping them with the necessary tools to respond to emergency situations. Our plans are also designed to ensure the Senate can continue its essential functions following an emergency event.

Over the past year, our office worked with Senate offices to update 188 Emergency Action Plans using guidelines set forth by the Occupational Safety and Health Administration as part of the Congressional Accountability Act. As part of this process, we look at the lessons learned from exercises and real world events to improve life-safety procedures for the Senate community.

We conduct a robust training program to ensure the Senate community is prepared to respond to a variety of emergency events both at work and at home. Over 4,000 staff members were trained

during 180 classes covering a variety of emergency preparedness topics. The "Responding to an Active Shooter" class continues to be one of our most popular. The course is taught in conjunction with the United States Capitol Police (USCP) and is invaluable for educating staff on what to expect from law enforcement throughout an active shooter event.

We also work with USCP to execute annual evacuation, shelter in place, and internal relocation drills to ensure staff understand the correct life-safety responses to emergency events that may occur on Capitol Hill. We supported 26 evacuation drills that included Senate office buildings, the Postal Square building, Senate Page School, and Employee Child Care Center. We upgraded our accountability tools this year and provided assistance in gathering accountability information from offices, which is ultimately shared with USCP to track potentially missing staff.

To ensure staff have the necessary equipment to respond to emergency situations, we supply offices with victim rescue units, supply kits, and annunciators. We have inventoried over 270 offices and 27,000 pieces of emergency equipment to ensure operability and expired items are replaced.

To improve our alert messaging capability, we initiated a project with USCP, the House of Representatives, Architect of the Capitol (AOC), and Library of Congress to acquire a joint emergency mass notification system. This project aims to reduce the number of alert notification systems needed to transmit critical life-safety messages to the Senate and Capitol complex, and eliminate outdated systems that are difficult to use. The goal is to reduce the time it takes to broadcast messages over numerous platforms, providing Senators, staff, and visitors with additional time to respond to emergency situations.

We assist Member offices and committees in writing their Continuity of Operations (COOP) plans, which are critical to the Senate's ability to perform its essential functions. The SAA office continues to ensure existing continuity plans and capabilities are regularly maintained, updated, and exercised. In 2014, a contingency facilities multi-day exercise was conducted involving four separate facilities and over 300 participants. This was the largest exercise to date and validated plans that call for the capability to quickly set up and operate contingency facilities in support of the Senate's Constitutional obligations.

Communication among Senate staff responsible for executing plans during and following emergencies is critical to ensuring a successful outcome. Staff who have responsibilities during special events and emergencies were issued USCP digital radios with dedicated talk groups allowing for rapid communications independent of the cellular network. The radios were successfully utilized during numerous exercises, providing a valuable command and control tool.

Contingency Programs

Sergeant at Arms staff collaborated with the Joint Continuity Office to further develop and refine contingency transportation and relocation site plans in 2014. Staff detailed to the Joint Continuity Office supported the planning process from developing policy guidance to coordinating directives from Senate Leadership and finalizing Joint Congressional Continuity Plans. We are continually refining Leadership evacuation sites, transportation operations, and embarkation point plans. These Continuity of Government (COG) plans are then coordinated with our Congressional planning partners and supporting agencies, and all are continuously validated and exercised. A major accomplishment in 2014 was the development and finalization of joint House and Senate space allocation breakdowns.

To support our COG mission, we continued to refine the Senate Emergency Relocation Group (ERG), addressing the Senate's unique staffing requirements during contingency operations. Skilled SAA staff have been identified and trained to support Senate continuity operations during an emergency event requiring relocation. This program provides information, training, supplies, and support to 70 SAA staff members who will deploy during a contingency event. A functional exercise utilizing ERG support was conducted in 2014 and will be repeated this year.

During 2014, we conducted several joint exercises with the Secretary of the Senate, USCP, Architect of the Capitol, Office of Attending Physician, party secretaries, and other Congressional stakeholders. We completed over 20 exercises, tabletops, tests, and guided discussions in 2014 covering all aspects of emergency response including emergency operations centers, transportation, contingency staffing, evacuation, shelter in place, and Chamber media operations. This past year, we conducted the first ever functional exercise of our Leadership evacuation plan and validated our ability to notify, transport, and safely relocate Leadership should the need arise.

Security Planning and Police Operations

The Security Planning and Police Operations (SPPO) program coordinates security and law enforcement support for the Senate community. The Senate community includes Senate committees, offices (including Senate state offices), and support offices on Capitol Hill. Provided support includes coordinating Senate campus access, working with the Committee on Rules and Administration to identify and publish Senate office building door and barricade openings, conducting office security sweeps, and installing proximity card readers and duress buttons. In 2014, SPPO received and processed 214 committee security assistance requests. They also processed 982 special requests for vehicle clearances, deliveries, and bus access to Capitol Hill.

The SPPO program provides staffing for the USCP Command Center support program, which ensures SAA representation during all hours the Senate is in session, and during normal business hours during recesses. This ensures immediate communication among the USCP, SAA, and Senate community during special events, emergency incidents, and routine operations.

The SPPO staff collaborated and provided support to the USCP and external law enforcement agencies during several special events in 2014, including the State of the Union address, multiple Joint Sessions of Congress, and the U.S. Capitol summer concert series.

The SPPO also includes the SAA's State Office Readiness program, which provides security and preparedness resources to state offices mirroring programs currently available to Capitol Hill Senate offices. Participating offices receive a variety of security enhancements at no cost to the Senate office. The program also assists state offices with completing an Emergency Action Plan to identify unique security and emergency preparedness procedures and provides emergency life safety equipment to state offices.

INFORMATION TECHNOLOGY

Senate IT Network Security and Response

The Senate is considered a prime target for cyber security breaches. Operational IT security activities appear to support this assertion. In the first few weeks of 2015, the Senate has received an average of 173,000 e-mail messages per day. Of these daily totals, an average of 24,000 messages, or 14%, are being immediately flagged as spam or malicious.

Many of our efforts to secure the Senate IT infrastructure are proactive. The Senate Secure Web Gateway prevents an average of 72,000 connections to 1,200 different potentially malicious websites each week. The vast majority of the Secure Web Gateway prevention activity occurs in the background, transparent to Senate staff, so that their computers are automatically protected from common attacks without requiring them to take any direct action.

IT Security staff continually evaluate our stewardship of Senate network protection responsibility based on the three-legged table of security, functionality, and taxpayer value. Near-term initiatives will allow the SAA to apply even more advanced technologies to mitigate cyber threats, which will reduce the Senate's overall IT cost of operation. Investment in new IT security technologies will further strengthen our malware intrusion prevention capabilities. This will leverage commercially available systems that have proven effective in many other organizations at reducing systemic IT operational risk. We have also begun developing the Senate's first comprehensive cybersecurity strategy. This five-year strategy will cover key strategic focus areas and include identified critical elements of each area. This strategy will drive our tactical and operational IT security planning.

In 2014, we proved the Senate mobile communication vehicles (ATLAS) were able to successfully support an Alternate Chamber at an offsite location. This allows the Senate to continue operations at a location where a connection to the Senate network is nonexistent.

Network Operations

In 2014, the Network Operations Center received and serviced 2,278 Service Center "incident" tickets, and processed almost 1,200 change requests and more than 900 LAN drop requests. From a security perspective, as part of the authentication process, wireless clients will undergo an assessment of their laptops that will verify their devices are compliant with up-to-date virus software and definitions, and operating system updates. Laptops will not be allowed onto the wireless LAN until they have met these criteria, further enhancing the overall security of the Senate network. Full implementation of Discovery will be complete in the next few months.

A multi-year project that has progressed in 2014 is the use of broadband Internet service to support Senate state office locations. Using broadband Internet service significantly increases the amount of bandwidth at each of the 460-plus locations, increasing the performance at each site for both intranet and Internet services. The increased bandwidth also affords the ability to support emerging technologies such as increased video conferencing capabilities between D.C. and a state office.

Replacing Switches

In January 2015, the Senate experienced a significant network outage that impacted e-mail, mobility services, the virtual infrastructure, senate.gov websites, and most Enterprise applications. This was the result of a hardware failure on a major distribution switch at the Primary Computing Facility (PCF). The hardware module was replaced and the switch was stabilized. A replacement switch and its partner at the Alternate Computing Facility (ACF) are now installed at both locations, and the network is scheduled to be cutover to the new hardware as soon as a remaining implementation issue is resolved. The new equipment allows us to improve on the original design, providing additional redundancy and eliminating the single point of failure.

Senate Payroll System (SPS)

We are working in collaboration with the Secretary of the Senate to support and enhance the new PeopleSoft Senate Payroll System. This new system replaced a twenty-year-old mainframe system and provides a state-of-the-art technological platform that should serve the Senate well over the coming years. During the next quarter, we plan to begin a self-service pilot that will allow individuals online access to view their pay advices, W-2s, benefits summaries, and other personal information.

Data Center Management

We are currently modernizing the management of our two data centers with the addition of a centralized software system, new server rack smart Power Distribution Units (PDUs), and new environmental sensor systems. The software will allow for the bridging of information across organizational domains in order to provide a single holistic view of a data center's performance so that energy, equipment, and floor space are used as efficiently as possible. It will include collecting and monitoring of detailed power usage and environmental statistics from the new hardware equipment, inventory, capacity planning, workflow, as well as dashboards, allowing us to improve efficiency and reduce the risk of failures and outages.

Evaluating New Technologies

One of our core missions is to evaluate new technologies and tools based on customer needs and their fit in the Senate environment. This includes numerous laptops, desktops, printers, mobile devices, software (including security patches and updates), and services.

Office Application Manager

A new version of the Office Application Manager was released in November 2014. The new application has a significantly improved user interface and functionality, including direct upload of constituent checklist items (eliminating the e-mail intermediary step), ability to have an outside individual submit a recommendation on behalf of an applicant, and Active Directory authentication. The new functionality incorporated in this version of the application makes it the most fully featured and secure release to date. Currently, there have been over 14,000 individual submissions and over 16,000 constituent accounts created.

Systems Management Service (SMS)

Our Systems Management Service remains state-of-the-art by completing upgrades to the backend systems that provide for distribution of software and security patches to Senate Microsoft Windows and Apple Mac computers.

We are researching the use of a new capability in the main application that provides the Systems Management Service software patching solution to Senate offices, which can provide automated security patches to Apple Macintosh computers as well as Windows-based computers. Providing Macintosh patches from this one application will potentially allow us to decommission the second separate system for Macintosh patching, producing a cost savings.

Microsoft Lync 2013

Our unified communication capability has been enhanced by completing the platform upgrade to Microsoft Lync 2013. Efforts are underway to integrate with other Legislative Branch agencies. More than 6,000 Senate accounts are enabled for Lync, with over 2,000 users logged in on a daily basis for instant messaging and presence. This year, we will further extend communication and collaboration capabilities of the unified client by integrating with our videoconferencing infrastructure and by making a new shared chat feature available.

Active Directory - ID System Integration and Photo Display

A process has been developed to synchronize Active Directory accounts with ID System records. This process positions the Active Directory to be leveraged for unified identity management and authentication services. This means that Senate users are now able to manage a single set of credentials for access to a rapidly increasing number of resources. With a single password to manage, users are more likely to frequently change their password and are less likely to write it down or otherwise store credentials insecurely. This also better facilitates removal of access to systems as users depart from the Senate. By disabling departing users' Active Directory accounts, we automatically disable access to all other systems to which the users had access. We also used the process to deliver a new optional photo display service to publish ID photos in e-mail and IM.

Senate Messaging and Authentication Services (SMAS)

We commenced activities to complete major upgrades to the Senate Messaging and Authentication Services environment. The upgrades to Microsoft Active Directory and Exchange will assure the system remains secure, stable, and capable of supporting current operating systems and applications. Deployment of Exchange Server 2013 will further improve the reliability of the e-mail messaging environment, reduce overall costs, and increase mailbox capacity.

TranSAAct – Our Platform for Doing Business Online

Functionality continues to be added to TranSAAct, our platform for doing business online, eliminating paper-based manual processes and addressing the requirements of offices and the Committee on Rules and Administration. Built on an extensible modern database framework, TranSAAct allows indefinite expansion as new requirements are identified.

In addition, we worked with the Rules Committee and the SAA parking office to simplify the parking request forms, improve features based on customer feedback, update business rules, modernize the technology, and improve the integration with the parking systems.

We are currently planning a technology refresh, upgrading infrastructure components, migrating the platform to virtual servers, simplifying the architecture by eliminating a third party product, and migrating user and group management into TranSAAct. That effort will lay the groundwork for providing users the ability to create profiles to reduce some data entry on request forms and customize communication preferences. We also have plans to make the home page more useful by presenting consolidated information on open service requests.

Telecommunications

Our voicemail system has been upgraded to the new software level 10.1 and we now have sixteen redundant servers. This helps support our continuity of operations, and we continue to look at making this platform more mobile and redundant. With this upgrade, we will be offering more voicemail features and better integration with Microsoft software, and we now have an Interactive Voice Response (IVR) system that we are preparing to assist the Capitol Operators during heavy call periods. We will be offering these new features in FY16.

In 2014, we started a multiyear process to upgrade the telephone system (CS2100) in Washington, D.C. Once this project is completed, we will support session initiated protocol (SIP), which is a standard unified communication platform allowing us to integrate easily with multiple vendors including Cisco, Microsoft, and Polycom. This will provide the backbone to voice, video, chat, and conferencing. The upgrade provides more phone features, a higher level of security, reduction of costs, and reduction of equipment. It also provides us the capability to use SIP for our phones and trunk lines to Verizon. Currently, our old trunks to Verizon are costly and we need more of them compared to the technology of SIP. In addition, we will be able to offer SIP phones to our customers, which allows for more mobility and more choices of phone types. We will have this project completed and begin offering these new features in FY16.

We have also started our state office upgrade project for 460-plus offices, a multiyear project that will modernize the state office communications systems and bring more features and security to our state offices at a lower cost. These systems are old and costly, and maintenance is becoming more difficult. Most offices will be seeing some of these benefits in FY16.

We are currently modernizing both of our telecom switch rooms and providing more power backup and physical security to both rooms. This includes relocation of some equipment to a more secured area; more secured access into these areas; cameras, temperature, and water monitors; power monitors for safety purposes; and computer monitoring of activity in these rooms. This project will be completed in FY16.

Constituent Correspondence Services

Over the past decade, Constituent Correspondence Services funding remained at the same level up until the last two years, when funding was reduced. The fund appropriation is no longer keeping up with the allotments to Member offices and has required a requested increase to ensure that the fund has appropriations equal to the prescribed allotments. Because of cost savings throughout the CIO organization, this increase is achievable while having no impact to the overall SAA budget request.

OPERATIONS

Central Operations

The Senate ID Office issues Smart Cards and standard IDs using two different Card Management Systems (CMS). The ID Office is in the planning phase of simplifying this process by using one CMS, which can issue both types of IDs. In addition, the ID Office is planning to implement an Identity Management System (IDMS) in order to better manage Senate staff credentials across all systems supported by the Sergeant at Arms. A consolidated IDMS will help streamline the creation of user accounts and facilitate access throughout the Senate Enterprise. During each Congress, the Senate ID Office issues over 35,000 IDs to Senators, staff, liaison personnel, and designated members of the media.

Parking Operations

Parking Operations is adopting social media as an additional method of communication to the Senate community. Disseminating information about area and street closures, especially those due to special events or emergency situations, continues to be a focus of improvement.

Monitoring renovations of underground garages scheduled for FY 2016 and the projects' impact to Senate parking areas will be a primary focus of Parking Operations. The Architect of the Capitol is planning renovations of the Russell Legislative Garage and the Thurgood Marshall Judiciary Office Building Garage. The Russell Legislative Garage renovation will displace our parking permit issuance booth and over one hundred spaces under the control of the Committee on Rules and Administration. Parking Operations will work closely with the Committee's staff and AOC personnel to ensure customer service can be maintained and displaced garage permit holders are accommodated in other Senate areas. The renovation of the Judiciary Office Building Garage will present another set of challenges. Although we will not lose any spaces due to the renovation, we will be relocating our permit holders to different and unfamiliar spaces throughout the renovation.

Transportation and Fleet Operations

Transportation and Fleet Operations procures and maintains Senate vehicles, provides transportation information to offices, and maintains and operates the Senate Daily Shuttle and Parking Shuttle services. The SAA fleet includes trucks, vans, buses, SUVs, electric vehicles, handicapped-accessible vehicles, and Segways.

Photography Studio

The Photography Studio provides photography and photo imaging services for Senate offices and committees. The studio manages and maintains the Photo Browser Application, which provides Senate offices a secure location to upload, organize, download, and place orders for their photos through a Web interface. All photos in a Senator's collection are archived in the Photo Browser system and are accessible during their time in office.

Printing, Graphics, and Direct Mail

The Printing, Graphics, and Direct Mail (PGDM) department provides support to the Senate community through graphic design, printing, mailing, document preservation, photocopying, logistics and security—producing over 59 million items during FY 2014. We continue to modernize processes and applications to expand our product offerings and enhance efficiency to meet the evolving demands of Senate offices.

As a good steward of fiscal resources, PGDM garnered notable savings for the Senate. More than $1.1 million was saved in postage costs by pre-sorting and discounting 5.4 million pieces of outgoing Senate franked mail. Another $34,000 in postage was saved by using software to identify over 69,000 undeliverable addresses before they were introduced into the United States Postal Service mail stream. Since FY 2000, the Postal Service increased the cost of a First Class mail piece from $.33 to $.49, which makes PGDM's mission to maximize discounts increasingly important. With the recent acquisition of state-of-the-art sorting equipment, PGDM has trained employees to perform routine maintenance, which generates an annual savings of $43,000 and ensures our equipment continues to run at an optimal level of performance.

For more than a decade, PGDM has been digitizing daily letter mail for Member offices, making it easier to provide a quicker reply to constituents through traditional letters, social media sites, and digital e-mail systems. PGDM has kept pace with the latest technology by implementing high-speed digital scanners, document file management systems, and devices that convert obsolete media to useable files. The implementation of PGDM's document management system, OnBase, has contributed to Member offices gaining efficiency by going paperless and providing them the ability to perform searches for specific dates, legislative issues, or individual constituent correspondents throughout their entire document collection.

Since the acquisition of our wide-format digital printing systems in FY 2009, PGDM has printed 42,000 charts and generated a cost savings of approximately $3.8 million compared to having these charts done by an outside entity.

PGDM maintains several high-volume production printers that have a combined copy count of more than 7.5 million impressions. Soon, PGDM will be acquiring a new high-volume digital press to replace two outdated printers. This action will save PGDM $40,000 in annual maintenance costs, and will also generate cost saving in consumable supplies.

Senate Post Office

The Senate Post Office's dedicated workforce tests and delivers mail and packages to over 180 mail stops within the Capitol complex, while providing a messenger service to multiple locations within the Washington metropolitan area.

We recently procured a new mail sorter that was engineered to meet our mail screening specifications and replaced an outdated, less efficient machine. This sorter has duplex imaging technology to facilitate easy lookup of captured images in the event of a mail incident or database queries on specific addressees. This will enhance the Senate's security by augmenting the investigative capabilities of the USCP in response to a threatening mail event. The maintenance contract for the new sorter will net a 50% reduction compared to our current costs.

Capitol Facilities

Capitol Facilities supports the Senate community by providing a clean and professional work environment in the Capitol. Our Environmental Services division cleans Capitol spaces, moves Capitol furniture, and provides special event setups in the Capitol—including ten event spaces in the Capitol Visitor Center. The Capitol Facilities Furnishings division provides furniture, carpeting, and window treatments to Capitol offices, and framing services for offices and committees throughout the Senate.

Focus continues to be on realizing cost savings while not sacrificing service. Salary costs in the department were reduced by nearly 12% in FY 2014, resulting in savings of $443,000. To efficiently meet cyclical customer demands during peak event setups and furniture moves, Capitol Facilities supplements the full-time workforce with contracted labor. Using the contract workforce for addressing "surge related" events has allowed us to reduce those costs by 45%. With a reduced workforce, Capitol Facilities has combined job specialties and engaged in cross-training employees to ensure that services are maintained at the high level expected. In addition, we are planning an upgrade to the Capitol Facilities Online Request System (CapFOR) to give more information online to offices so that they can identify furniture that more readily meets their needs.

Office Support Services

The State Office Liaison staff serve as the conduit between Senate offices and commercial or federal landlords, overseeing approximately 450 state offices. Funding for commercial, federal, and mobile state office rents are primarily driven by the Members' desire for suitable office space which best meets the growing needs of their local constituencies. The State Office Liaison staff negotiated 22 new commercial leases, 20 commercial amendments, 3 commercial renewals, and 4 new federal office leases last year. Establishing a state office includes many activities: coordinating furniture and furnishings, negotiating the rate per square footage, and coordinating parking and office alterations. We continue to work closely with Members' staff to ensure they understand the cost implications in relocating an office. We are committed to assisting Members in negotiating the most comprehensive lease agreements that are both cost effective and competitive to the commercial market rates.

CAPITOL OPERATIONS

Ensuring that our customers—both internal and external—can have access to the Senate and understand its work remains the focus of the SAA's Capitol Operations team. Over the past year, team members provided a range of services to Senators and their staffs, visitors to the Capitol, members of the news media who cover Congress, and the public. Capitol Operations continues to focus on providing timely, accurate, and useful information that promotes safety, increases transparency, and enhances the experience of those who work in and visit the Senate.

Senate Recording Studio

In a time of instant communication and demands for transparency, the Senate Recording Studio helps ensure that the work of the Senate remains accessible to the public. During 2014, the Recording Studio provided 908 hours of gavel-to-gavel coverage of Senate Floor proceedings. For individuals who prefer to view Senate proceedings online, the Recording Studio also

provides technical support for live-streaming and archiving on the Senate's website, www.senate.gov. Last year, this online resource was viewed 1.34 million times by more than 136,000 unique visitors. Another priority of the Recording Studio is to enable Senators working in D.C. to communicate with their constituents back home. During 2014, the Recording Studio produced 787 television and 901 radio productions for Senators.

Senate Media Galleries

For members of the news media, the Senate remains one of the most open and accessible institutions of government. On any given day, hundreds of reporters, producers, photographers, videographers, and technical support personnel can be found in hearing rooms, hallways, and in the Chamber bringing the news of the Senate to people across the country and around the world. Ensuring that the news media can conduct their business efficiently, safely, and in a manner consistent with Senate rules is the responsibility of the staff of the four Senate Media Galleries. The unique structure of the Media Galleries, dating back to the earliest days of the Senate, requires them to work closely and cooperatively with their respective Standing and Executive Correspondents' Committees, USCP, and press secretaries and communications staff of Senators and Senate committees. Media Gallery staff facilitate media credentials and arrangements for the 7,000 members of the news media who can cover the Senate in a given year.

Daily Press Gallery

Daily Press Gallery staff support reporters working for publications who publish on a daily or more frequent basis. Last year, the Daily Press Gallery issued credentials to approximately 1,800 journalists. As custodians of the largest press complex on Capitol Hill, the Gallery staff serve more than 100 reporters who physically work in the Press Gallery on a regular basis. Gallery staff also help control access to the Press Gallery inside the Senate Chamber and ensure Gallery rules are followed.

Periodical Press Gallery

The Periodical Press Gallery staff support the news media working for non-daily periodicals and their online publications. Last year, the Periodical Press Gallery approved credentials for more than 1,200 journalists. Gallery staff remain focused on streamlining communications with Gallery members and Senate staff. For example, the number of followers on the Gallery's Twitter account (@SenatePPG) grew by nearly 40 percent, to 3,600, and staff continue to increase the use of Facebook and Instagram as well. These efforts help drive traffic to the Gallery's website, where information on Floor proceedings, the credentialing process, and other areas of interest is consolidated. The Gallery's website averages approximately 50,000 hits a year.

Press Photographers Gallery

Press Photographers Gallery staff support photographers representing news organizations from across the United States and around the world. Last year, the Gallery credentialed approximately 300 news photographers. Unlike the other three Media Galleries, which have counterparts in the House of Representatives, Press Photographers Gallery staff support the media at news events and hearings in both houses of Congress. During 2014, the Gallery launched a Twitter account (@USSenatePhoto) to keep photographers and Senate staff apprised of Congressional events; the account has grown to more than 600 followers.

Radio and Television Gallery

The task of ensuring that the broadcast media's needs are met while the Senate's rules are followed falls largely to the staff of the Radio and Television Gallery. The Gallery issued credentials to approximately 3,600 television and radio reporters, producers, and technical personnel. The Gallery also maintains the studio that Senators use for news conferences. Staff continually look to enhance the appearance and functionality in the studio. Last year, the Gallery oversaw installation of a new background element consisting of a bookshelf and Senate seal, and additional renovations to the audio system and camera risers are currently under development. Gallery staff also oversee upgrades to the technical infrastructure supporting committee hearing rooms and other news event locations. To further enhance communications, the Radio-TV Gallery initiated a Twitter account (@SenateRadioTV) during 2014, with approximately 700 followers to date.

Senate Doorkeepers

Senate Doorkeepers play a critical role in supporting the legislative process of the Senate. 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. Doorkeepers also provide support for a number of special events attended by Senators, their families, and special guests. In addition to directly supporting Senators, Doorkeepers also ensure that all Americans can visit the Senate Gallery safely and efficiently. During 2014, approximately 202,000 people visited the Senate, in person, with the help of Senate Doorkeepers. That corresponded to nearly 950 people a day, both when the Senate was in session and during scheduled recesses.

Senate Appointment Desk

The Senate Appointment Desks are responsible for processing, in a safe and efficient manner, thousands of guests who enter the Capitol each year for business meetings or other purposes. During 2014, approximately 184,000 visitors were processed through our network of Appointment Desks located on the first floor of the Capitol, in the basements of the Russell and Hart Senate office buildings, and in the Capitol Visitor Center (CVC). Of these, 116,000 visitors were in the Capitol for official business or a direct meeting with a Member, a Member's office, or a committee. In addition, more than 2,500 international visitors relied on the CVC Appointment Desk for Senate Gallery Passes and information.

Office of Internal Communications

The Office of Internal Communications (OIC) streamlines communication within the SAA organization and to the rest of the Senate community through a combination of online, digital, and traditional print publications. Last year, the Office sent 468 Notices and 101 Dear Colleague messages electronically, saving resources and speeding delivery of important information. In addition, OIC manages two websites—one internal to the SAA and the other accessible to the Senate community—and maintains the electronic Notice system. During 2014, OIC staff edited and helped produce 175 publications, including safety bulletins, newsletters for both Senate and SAA staff, and procedural manuals. Finally, the OIC manages the SAA's use of social media to enhance communication with SAA employees, Senators, the Senate community, and the public. Recently, the SAA Twitter account (@SenateSAA) exceeded 7,400 followers and our Facebook page surpassed 4,000 "likes," both substantial increases from a year ago.

SAA HUMAN RESOURCES

The primary function of the SAA Office of Human Resources is to provide personnel services and advice to SAA managers and employees. The SAA Human Resources department also provides workers' compensation, ergonomic assessment, Americans with Disabilities Act (ADA) accommodation requests, and recruitment services to the broader Senate community.

Senate Placement Office

During FY 2014, Senate offices submitted 513 requests for recruitment assistance to the Senate Placement Office; 49,401 resumes were processed by the Placement Office in response to these requests. Since the start of FY 2015, the Senate Placement Office provided 2,404 resumes for vacancies on the staffs of Senators-elect and processed an additional 1,044 resumes for vacancies in other Senate offices and committees.

SENATE OFFICE OF EDUCATION AND TRAINING

The Office of Education and Training provides training for all Senate staff in Washington, D.C., and in state offices. We provide performance skills training on topics such as management and leadership development, human resources management, legislative and staff information, and new staff and intern orientation. The office also provides much of the training for approved software and equipment used at the Senate. Our technical offerings include system administration, MS Office Suite, Photoshop, and digital photography, and Senate-specific applications training. In addition, we coordinate and provide major training events for state and D.C. staff.

Training is provided through a variety of methods. These include instructor-led classes, one-on-one coaching sessions, facilitation, computer-based training, online lessons, webinars, videoconferencing, informal training, documentation, and self-paced training.

The Office of Education and Training partners with other training providers, both inside and outside of the Legislative Branch, to ensure the Senate staff have the training and skills they need to perform their jobs. In 2014, these partnerships included the Library of Congress, Congressional Research Service, Senate Library, Government Accountability Office, Capitol.net, the SAA Office of Protective Services and Continuity, Senate Historian, Office of Attending Physician, Employee Assistance Program, Chief Counsel on Employment, Office of Congressional Accessibility, SAA Human Resources, Senate Disbursing Office, Senate Ethics Committee, and others.

In 2014, the Office of Education and Training and its partners provided 735 instructor-led classes with a total attendance of over 3,000 students. Education and Training staff taught over 250 of the 735 instructor-led classes, at which over 1,900 staff attended. Education and Training provided customized training, facilitation services, and coaching to more than 150 Senate Member, committee, and support offices, benefitting more than 1,400 staff. Our trainers spent approximately 600 hours performing training or facilitation in everything from one-hour sessions to two to four day-long retreats. We also coordinate the Senate's Intern Program. We provide

training for intern coordinators as well as eight orientation and training sessions throughout the year; approximately 1,500 interns attended in 2014.

After every election, we coordinate the Aides to the Senators-elect orientation and new office Admin Directors training. This two-day orientation consists of 10 different sessions with 20-30 attendees. After swearing-in, we coordinate another 10-12 sessions for the office management. Each session is attended by 10-15 staff.

Health Promotion

Our Health Promotion office has been legislatively mandated to provide Health Promotion activities and events. Our Health Promotion branch coordinates and runs the two-day Health and Wellness Fair for Senate staff. At this fair, Senate staff can meet vendors who promote healthy living choices and who provide screening and testing for things such as bone density, hearing, cholesterol, and others. In 2014, over 500 staff participated in health promotion activities, which included lung function and kidney screenings, blood drives, and seminars on health-related topics. We also coordinate Weight Watchers, Yoga, and Pilates sessions using a revolving fund. We plan to increase our conference offerings to include one for State Schedulers and for Member and committee management. These conferences will provide staff who do similar jobs a place and time to share what is working and get ideas from one another.

We will continue to expand our online training options for Capitol Hill and state staff. We are rolling out an Online Leadership curriculum for Senate managers and continue to work with our training partners to provide just-in-time training. Our office also plans to bring in experts to conduct presentations and training on timely management and legislative topics to complement the training that is already offered. Some of these topics will include Appropriations and Authorizations, and Managing Remote Staff, among others.

EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) offers a variety of emotional, behavioral and work-related support resources and services to staff, their family members, Senate Pages, and interns. In 2014, nearly 1 in 20 Senate employees utilized the services of an EAP counselor; 370 employees took an online mental health screening; 177 managers requested a supervisory consultation; 3,277 employees attended an EAP training activity; and 1,946 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, and/or financial issues.

CONCLUSION

The Sergeant at Arms is composed of a diverse array of organizations. All of them exist to serve the Senate so that it can function as part of the Legislative Branch of our government. To provide the checks and balances on any administration, it must be able to function efficiently in an effort to create and pass legislation. To do so, the Senate Sergeant at Arms must and will provide the needed services that allow it to function.

Appendix A
Office of the Sergeant at Arms - United States Senate
FINANCIAL PLAN FOR FISCAL YEAR 2016
($000)

General Operations & Maintenance	FY 2015 Enacted	FY 2016 Request
Salaries	69,000	$72,000
Expenses	73,267	$66,262
Total General Operations & Maintenance	142,267	$138,262
Mandated Allowances & Allotments	47,141	$46,858
Capital Investment	1,957	$15,051
Nondiscretionary Items	5,935	$5,803
Total	**$197,300**	**$205,974**
Staffing	**892**	**892**

To ensure that we provide the highest levels and quality of security, support services, and equipment, we submit a Fiscal Year 2016 budget request of $205,974,000, an increase of $8,674,000 or 4.4% compared to Fiscal Year 2015. The salary budget request is $72,000,000, an increase of $3,000,000 or 4.3%, and the expense budget request is $133,974,000, an increase of $5,574,000 or 4.4%. The staffing request remains at 892.

There are four budget categories: **General Operations and Maintenance (Salaries and Expenses), Mandated Allowances and Allotments, Capital Investment,** and **Nondiscretionary Items.**

The **general operations and maintenance salaries** budget request is $72,000,000, an increase of $3,000,000 or 4.3% compared to FY 2015.

The **general operations and maintenance expenses** budget request for existing services is $66,262,000, a decrease of $7,005,000 or 9.6% compared to FY 2015.

The **mandated allowances and allotments** budget request is $46,858,000. This budget supports state office rents, $19,691,000; purchase of computer and office equipment, $10,318,000; voice and data communications for Washington, D.C., and state offices, $5,609,000; procurement and maintenance of member office constituent services systems, $5,500,000; RPC and DPC recording studios, $2,600,000; wireless services and equipment, $1,473,000; and state office security enhancements, $1,472,000.

The **capital investments** budget request is $15,051,000, for D.C. network equipment upgrade, $6,290,000; storage area network, $3,726,000; Chamber audio upgrade, $1,900,000; and Network Management Equipment Upgrade, $1,840,000.

The **nondiscretionary items** budget request is $5,803,000. The request funds projects that support the Secretary of the Senate: contract maintenance for the Financial Management Information System, $2,819,000; support for the payroll system, $2,359,000; and maintenance and necessary enhancements to the Legislative Information System, $625,000.